

# Collections Management Release Notes

[23r1.1.009.0005]

## Add/Edit Contact from Collections Activity

### Category: Enhancement

Collections Activity Maintenance

SELECT SOURCE SEND COMPLETE COMPLETE & FOLLOW UP

DETAILS RELATED DOCS

Activity Type: Collections Phone Call Owner ID: EP00000002 - Maxwell Baker Category:

\* Subject: Step 2 Phone Call Note

Customer: VIDEOCITY - Texas Video Cl. Start Date: 5/18/2023 Completed Date:

Contact: [Pencil icon] Due Date: 5/18/2023

Is Private Phone To Call:

Collection Plan: BADCUSTOMER

VISUAL Paragraph B I U A INSERT LAYOUT TABLES

Added Pencil button to allow for users to Add/Edit contacts on the fly from within the Activity Screen

## Email Changes

### Category: Maintenance

Changed Preferences Screen to select an email account rather than a free form email address entry.

### Collection Preferences ☆

Collection Preferences

\* Collection Plan Run Sequence:: COLLECTION

\* Default Invoice: AR.64.10.00 - Invoice/Memo

Default Email Account: 11 - testfrom

Days to look for Upcoming Invoices: 30

Show Customer Pop-Up note

Auto Complete Sent Email Activities

AGING BUCKETS

Aging Bucket 1:	15
Aging Bucket 2:	60
Aging Bucket 3:	90
Aging Bucket 4:	0

DSO PERIODS

DSO Period 1:	90
DSO Period 2:	180
DSO Period 3:	365

Changed logic within Plan Execution and Spontaneous Email Activities to leverage this default account for the From email and account used to send if the user's email account is not setup as an System Email Account or the Email Template from Email is not found as a System Email Account.

Previously, emails could be created with a From address that did not match the Account being used to send them – causing spam detection/delivery issues.

## Collections Manager Screen Layout

**Category: Enhancement**

### Coll Mgr Screen Layout

The screenshot displays the 'Collections Management' interface. At the top, it shows customer information: 'Customer: ABARTENDE - USA Bartendr', 'Customer Class: KEY - Key Customers', and 'Status: Active'. Below this are tabs for 'GENERAL INFO', 'COLLECTORS', 'CUSTOMER DOCUMENTS', and 'CUSTOMER PROMISES'. The 'CUSTOMER DOCUMENTS' tab is active, showing a table with columns: Type, Reference Nbr., Status, Customer, Customer Name, Description, Date, Amount, Currency Amt, Doc Balance, Doc \* Currency Balance, Due Date, Past Due, Days Old, and Aging Bucket. A yellow arrow points to the 'SHOW APPLICATIONS' button above the table. Below the table is a 'Collections Activities' section with a table showing email activities with columns: Type, Subject, Customer, Contact, Start Date, Due Date, Invoices, Invo. Completed Date, Category, Status, and Owner.

- Removed Applications Grid from main screen
- Resized existing grids to better display data
- Created Smart Panel to show Applications for Selected Payments
- Added Promises tab

## Collections Plan Clarifications

**Category: Maintenance/Documentation**

There was some confusion as to how the Grace Period, After Last Step worked and how they worked together.

- Renamed "After last Step" to "After Last Executed Step"
- Included examples to clarify After Last Executed Step

After Last Executed Step Examples

Repeat Last Step Example



- Customer is 28 days late on latest invoice – plan is run and Step 1 performed
- Plan executes again 4 days later (32 days late) and Step 2 is not executed because of grace period between executions
- 3 days later Plan is run again and Step 2 is executed - because grace period has been exceeded
- 7 days later Plan is run again (42 days late) and Step 2 is executed because grace is exceeded and After Last Step is set to Repeat Last Step

Stop Example



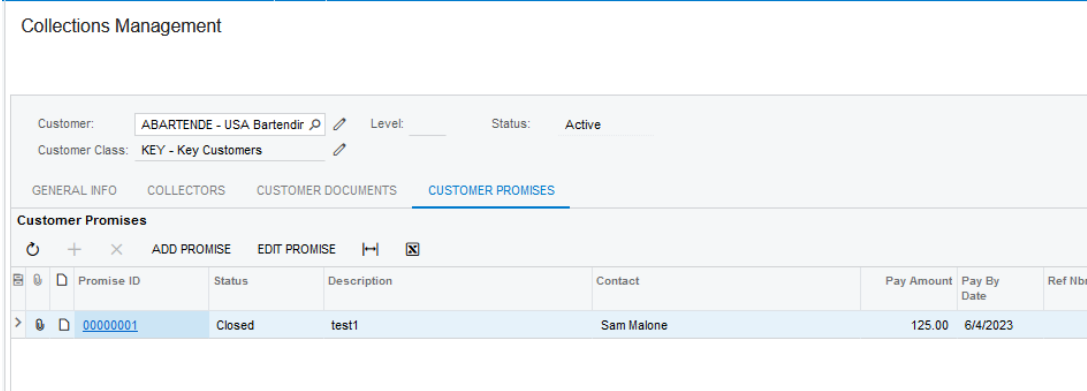
- Customer is 28 days late on latest invoice – plan is run and Step 1 performed
- Plan executes again 4 days later (32 days late) and Step 2 is not executed because of grace period between executions
- 3 days later Plan is run again and Step 2 is executed - because grace period has been exceeded
- 7 days later Plan is run again (42 days late) and Step 2 is NOT executed because After Last Step is set to Repeat Last Step.

Promise Management

Category: New Feature

Added Promise Management features to Collections. This will allow users to manage/track promises to pay given by customers. Promises can be added from either the following locations:

- Collections Management Screen (CWCM4001) on the Promises tab



- Promise Entry (CWCM3002)

Promise Entry 00000001

NOTES FILES CUSTOMIZATION TOOLS

DETAILS

Promise ID:	00000001	Customer:	ABARTENDE - USA Bartending
Type:	Make Payment	Contact:	Sam Malone
Status:	Closed	Collector:	admin - admin admin
<input type="checkbox"/> Broken		Ref Nbr:	
Pay By Date:	6/4/2023	Doc Type:	INV
Pay Amount:	125.00	Last Checked:	6/5/2023
Description:	test1		

A promise can either be a promise to make a payment (Make Payment type) in general or a promise to pay an amount against a specific invoice (Pay Invoice type). The required fields for each are slightly different, however the minimum data required would be a Pay By Date, a Pay Amount, a Customer/Contact.

A process has been created to detect broken Promises - called the Promise checker.

Promise Checker ☆

PROCESS PROCESS ALL

Promise ID: [input]

Promise ID	Description	Broken	Customer	Pay By Date	Pay Amount	Last Checked
00000001	test1	False	ABARTENDE	6/4/2023	125.00	6/5/2023
00000002	asdf	True	ABCHOLDING	6/14/2023	200.00	6/5/2023

It should be run regularly or scheduled to run automatically. It will evaluate each of the open promises against the criteria to determine if a promise is broken or not. If so, it will be marked broken and will show as Red in the promises list.

Collection Promises

Drag column header here to configure filter

Promise ID	Broken	Status	Customer	Customer Name	Contact	Collector	Full Name	Description	Pay By Date	Pay Amount	Ref Nbr
00000001	<input type="checkbox"/>	Open	ABARTENDE	USA Bartending School	Sam Malone	admin	admin ...	test1	6/4/2023	125.00	
00000002	<input checked="" type="checkbox"/>	Open	ABCHOLDING	ABC Holdings Inc		andrews	Micha...	asdf	6/14/2023	200.00	AR012035

The users will then determine how best to respond to each broken promise within Collections (ie creating Activities, changing plans etc)