AR & Collections Manager

Addon for Microsoft Dynamics NAV

Languages: English – **Countries:** Any **Price:** Contact Us for Pricing Information

Easy to use. Based on input from collections people all over the world. Track and collect overdue accounts and manage the collection process

- Set rules about when collection activity should begin globally and by account.
- Assign collections reps to specific accounts
- Review the account history before making contact
- Record results of contact
- Clean up AR by facilitating the writing off of small remaining invoice amounts
- Mark invoices in dispute and remove flag once resolved

The Exception List

An Exception List displays all overdue invoices, exceptionally large invoices, unapplied payments, & unapplied credit memos related to an account. The Exception List can be viewed as a "To Do" list with constantly updated activity due dates. It can also be used by managers to monitor and control the collection process.
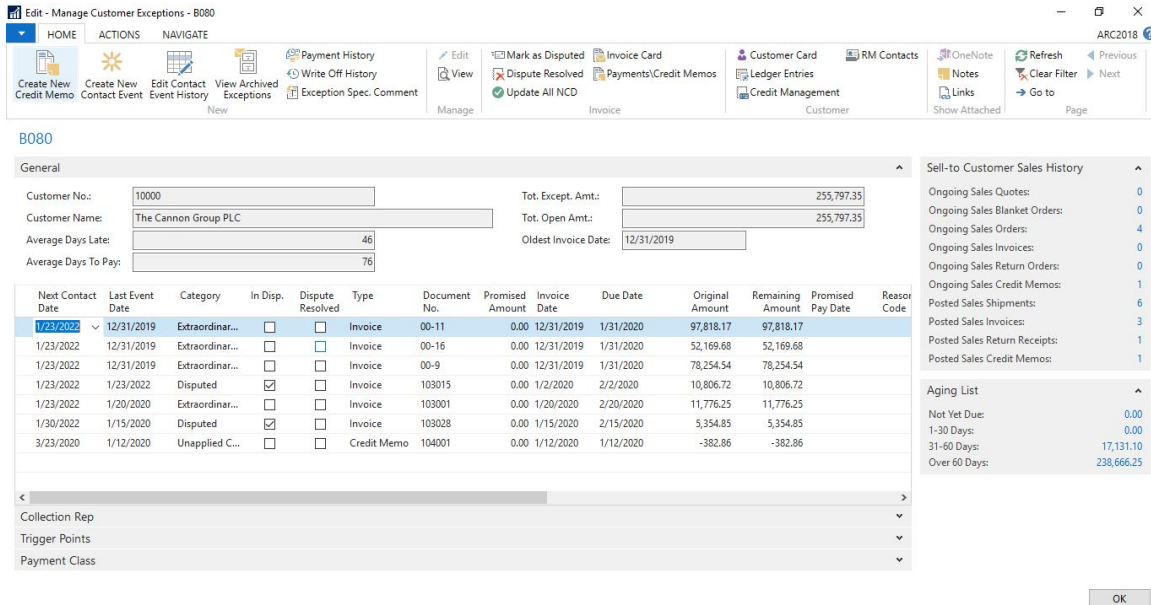

Filter the list to key in on any metric.

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Exception Manager

The Exception Manager provides the same general functionality as a Contact Manager but is geared specifically to the collection requirements.

Collections Representatives can access customers' complete payment history, aging reports, open sales order and invoice details, NAV's Credit Manager and other critical information, all from one access point. Users can reprint invoices or statements, access e-mail, & review comments recorded during previous contacts all from within the app. It also displays a calculation of the account's average days to pay (based on invoice dates) and average days late (based on due dates).

Once a contact has been completed a *Next Contact Date* is assigned and the Exception List is resorted based on the new *Next Contact Date*. If a customer disputes an invoice, even though it may not be overdue, it is immediately displayed in the Exception List.

Trigger Points

Trigger points determine when an overdue invoice will be added to the Exception List for collection activity.

A default, global Trigger Points (Invoice Due Date + X Days) can be defined for all customers, or specific Trigger Points can be assigned to individual customers.

Users may group invoices from customers so that a single call can be made regarding all overdue invoices.

Categories of payment history can be created so that customers who are chronically late can be contacted sooner than customers who, on the average, are not late.

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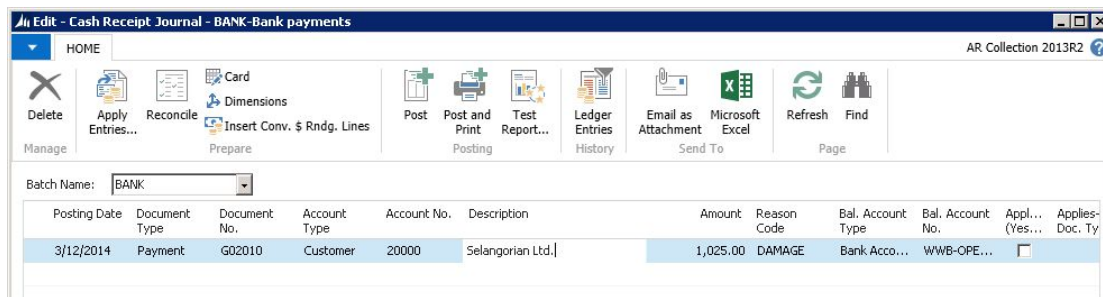
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Partially paid invoices, customer chargebacks, and unidentified payments can be displayed immediately in the AR & Collections Manager rather than waiting for an invoice to become overdue.

Exceptionally large invoices can be treated differently from regular invoices. It may be desirable to contact a customer regarding large invoices even a little before the invoice is due.
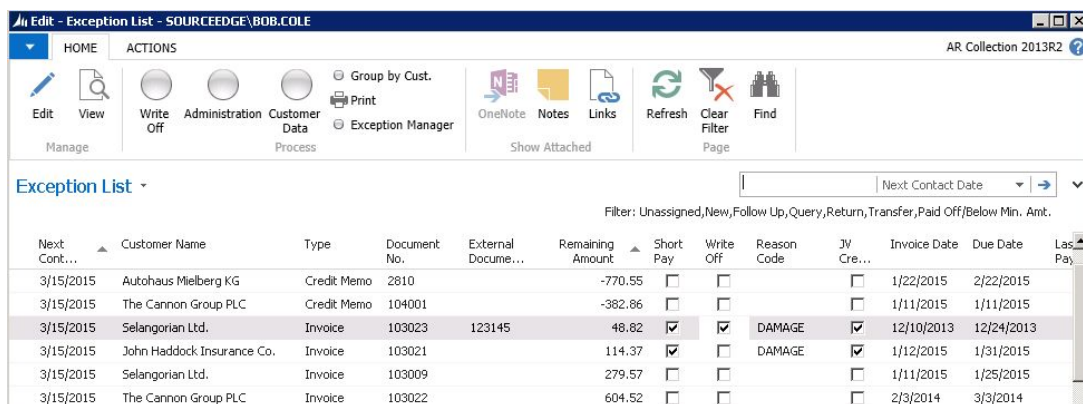
Once contact has been made, follow-up activity is automatically scheduled. If the promised payment is made, the invoice automatically drops off the list.

Occasionally customers, for one reason or another, do not pay their invoices in full. This may be due to disagreements about pricing, damage in shipping, missing merchandise, refusal to pay shipping charges or sales tax, or many other reasons. When the Cash Receipts are posted, the person making the entry is the first to see that the payment is short. If they are able to identify the reason for the short pay a REASON CODE may be entered which will appear in the Exception List.

Whenever the REMAINING AMOUNT of an invoice is less than the original invoice amount, a flag will appear In the Exceptions List indicating that the invoice was paid short, the reason for the short pay, and the remaining amount. The collection rep may then decide whether to write off the balance or continue collections efforts.