

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.

mi Edit - Exception List - DYNAMICSNAV18VM\BCOLE

HOME ACTIONS

ARC2018

View List, Edit List, Delete, Exception Manager, Group by Cust., Write Off, Mark as Disputed, Dispute Resolved, Transfer, Export To Excel, Print Administration, Delete Exception, OneNote, Notes, Links, Refresh, Clear Filter, Page, Find

Exception List

Type to filter (F3) | Next Contact Date

Filter: Unassigned,New,Follow Up,Query,Return,Transfer,Paid Off/Below Min. Amt.

Next Cont...	No.	Customer No.	Customer Name	Type	Document No.	Short Pay	Write Off	Status	Paid Off Date	External Docume...	Original Amount	Remaini... Amount	Reason Code	Invoice Date	Due Date	Last Prom. Pay Date	Categor
1/23/2020	B470	20000	Selangorian Ltd.	Invoice	CB1001	<input type="checkbox"/>	<input type="checkbox"/>	New		103024	482.74	482.74	UNKOWN	1/23/2020	1/23/2020		Charge i
1/23/2020	B060	50000	Guildford Water Departm...	Invoice	103030	<input type="checkbox"/>	<input type="checkbox"/>	New			822.00	822.00		12/1/2019	12/15/2019		Overdue
1/23/2020	B040	40000	Deerfield Graphics Comp...	Invoice	103029	<input type="checkbox"/>	<input type="checkbox"/>	New			1,736.39	1,736.39		12/9/2019	1/9/2020		Overdue
1/23/2020	B050	49633663	Autohaus Mielberg KG	Invoice	103010	<input type="checkbox"/>	<input type="checkbox"/>	New			6,271.95	6,271.95		1/2/2020	1/16/2020		Overdue
1/23/2020	B020	30000	John Haddock Insurance ...	Invoice	00-4	<input type="checkbox"/>	<input type="checkbox"/>	New			52,169.69	52,169.69		12/31/2019	1/3/2020		Extraord
1/23/2020	B010	20000	Selangorian Ltd.	Invoice	00-8	<input checked="" type="checkbox"/>	<input type="checkbox"/>	New			78,254.54	75,752.48		12/31/2019	1/9/2020		Overdue
1/23/2020	B030	30000	John Haddock Insurance ...	Invoice	00-7	<input type="checkbox"/>	<input type="checkbox"/>	New			117,381.81	117,381.81		12/31/2019	1/6/2020		Extraord
3/23/2020	B500	49633663	Autohaus Mielberg KG	Payment	2806	<input type="checkbox"/>	<input type="checkbox"/>	New			-1,611.30	-1,611.30		1/18/2020	2/18/2020		Unappli
3/23/2020	B490	49525252	Beef House	Credit M...	2805	<input type="checkbox"/>	<input type="checkbox"/>	New			-1,541.10	-1,541.10		1/22/2020	2/22/2020		Unappli
3/23/2020	B510	49633663	Autohaus Mielberg KG	Credit M...	2810	<input type="checkbox"/>	<input type="checkbox"/>	New			-770.55	-770.55		1/23/2020	2/23/2020		Unappli
3/23/2020	B480	10000	The Cannon Group PLC	Credit M...	104001	<input type="checkbox"/>	<input type="checkbox"/>	New			-382.86	-382.86		1/12/2020	1/12/2020		Unappli
1/23/2022	B170	20000	Selangorian Ltd.	Invoice	103024	<input checked="" type="checkbox"/>	<input type="checkbox"/>	New			1,482.74	1,000.00	UNKOWN	1/13/2020	1/27/2020		Overdue
1/23/2022	B150	20000	Selangorian Ltd.	Invoice	103018	<input type="checkbox"/>	<input type="checkbox"/>	New			1,019.32	1,019.32		1/8/2020	1/22/2020		Overdue
1/23/2022	B230	30000	John Haddock Insurance ...	Invoice	103031	<input type="checkbox"/>	<input type="checkbox"/>	New			1,114.37	1,114.37		1/13/2020	1/31/2020		Overdue
1/23/2022	B460	49858585	Hotel Pferdesee	Invoice	103014	<input type="checkbox"/>	<input type="checkbox"/>	New			1,232.24	1,232.24		1/2/2020	2/2/2020		Overdue
1/23/2022	B400	49633663	Autohaus Mielberg KG	Invoice	103021	<input type="checkbox"/>	<input type="checkbox"/>	New			1,441.32	1,441.32		1/11/2020	1/25/2020		Overdue
1/23/2022	B340	49525252	Beef House	Invoice	103005	<input type="checkbox"/>	<input type="checkbox"/>	New			1,548.63	1,548.63		1/2/2020	2/2/2020		Overdue
1/23/2022	B070	01445544	Progressive Home Furnis...	Invoice	103023	<input type="checkbox"/>	<input type="checkbox"/>	New			2,461.00	2,461.00		1/18/2020	2/18/2020		Overdue

OK

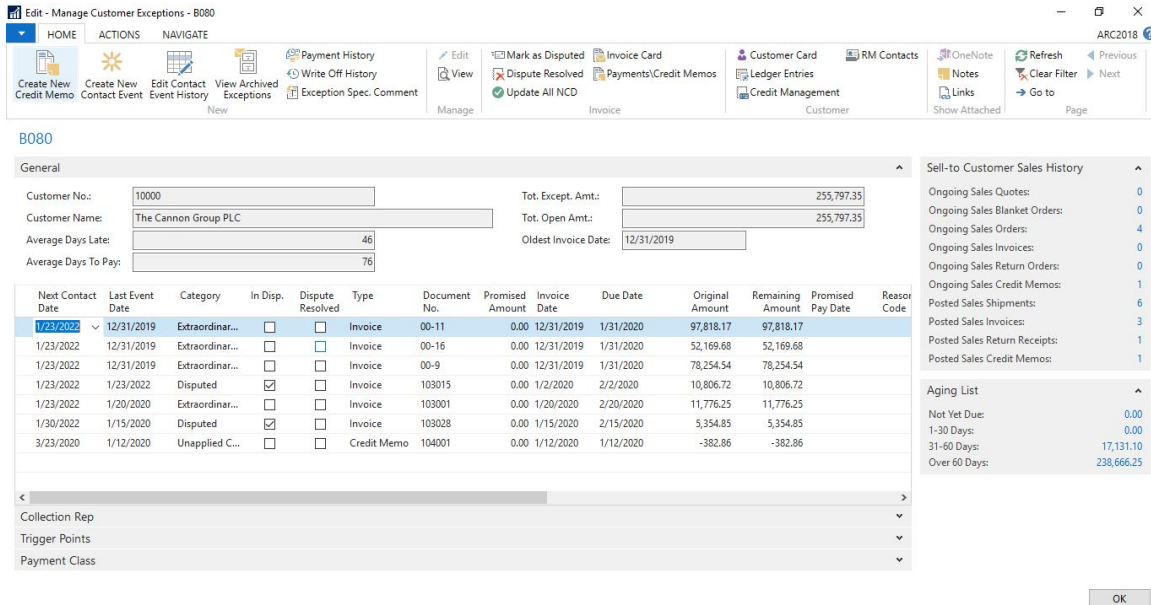
Filter the list to key in on any metric.

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AR & Collections Manager

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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.

AR & Collections Manager

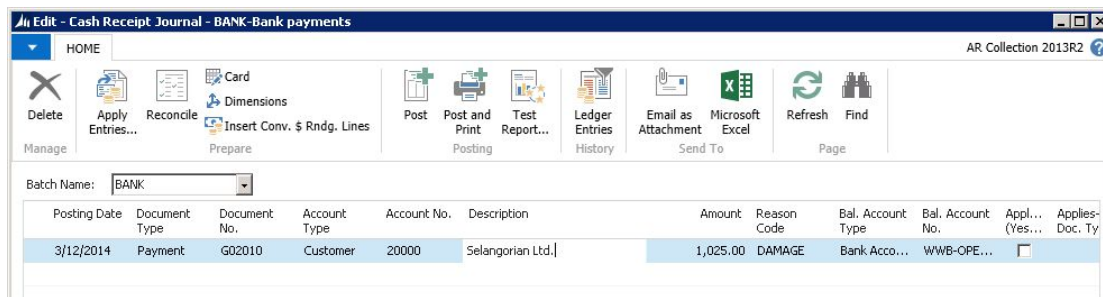
Addon for Microsoft Dynamics NAV

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.

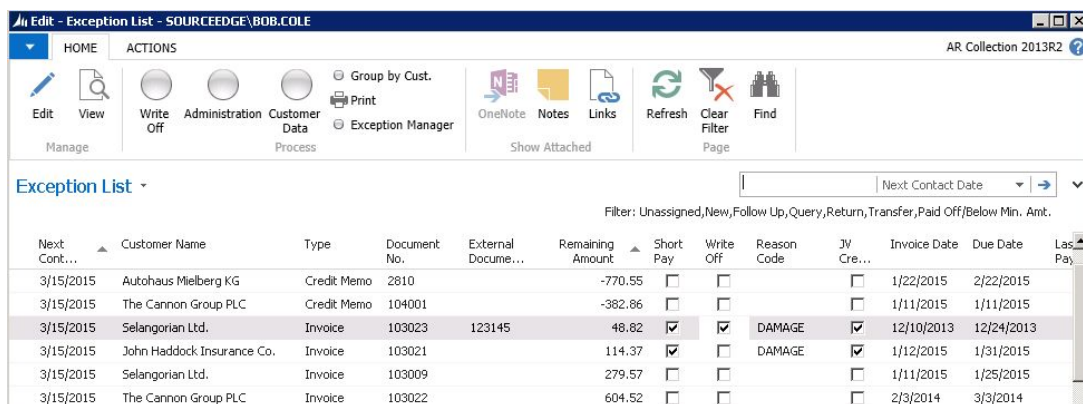
Once contact has been made, follow-up activity is automatically scheduled. If the promised payment is made, the invoice automatically drops off the list.

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.



Posting Date	Document Type	Document No.	Account Type	Account No.	Description	Amount	Reason Code	Bal. Account Type	Bal. Account No.	Appl... (Yes...)	Applies- Doc. Ty
3/12/2014	Payment	G02010	Customer	20000	Selangorian Ltd.	1,025.00	DAMAGE	Bank Acco...	WWB-OPE...	<input type="checkbox"/>	

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.



Next Cont...	Customer Name	Type	Document No.	External Docume...	Remaining Amount	Short Pay	Write Off	Reason Code	JV Cre...	Invoice Date	Due Date	Las. Pay
3/15/2015	Autohaus Mielberg KG	Credit Memo	2810		-770.55	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	1/22/2015	2/22/2015	
3/15/2015	The Cannon Group PLC	Credit Memo	104001		-382.86	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	1/11/2015	1/11/2015	
3/15/2015	Selangorian Ltd.	Invoice	103023	123145	48.82	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	DAMAGE	<input checked="" type="checkbox"/>	12/10/2013	12/24/2013	
3/15/2015	John Haddock Insurance Co.	Invoice	103021		114.37	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DAMAGE	<input checked="" type="checkbox"/>	1/12/2015	1/31/2015	
3/15/2015	Selangorian Ltd.	Invoice	103009		279.57	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	1/11/2015	1/25/2015	
3/15/2015	The Cannon Group PLC	Invoice	103022		604.52	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	2/3/2014	3/3/2014	