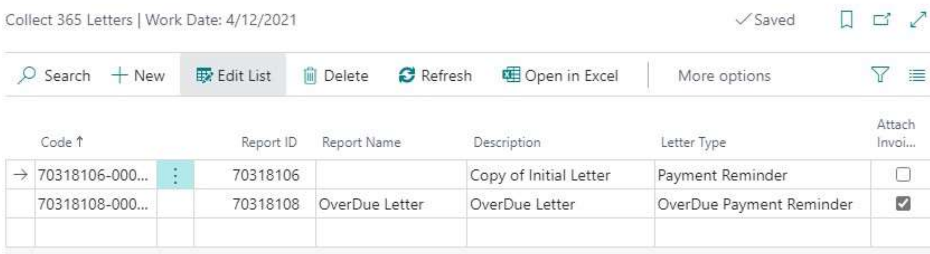
Collect 365

Letters

Collect 365
CREDIT MANAGEMENT

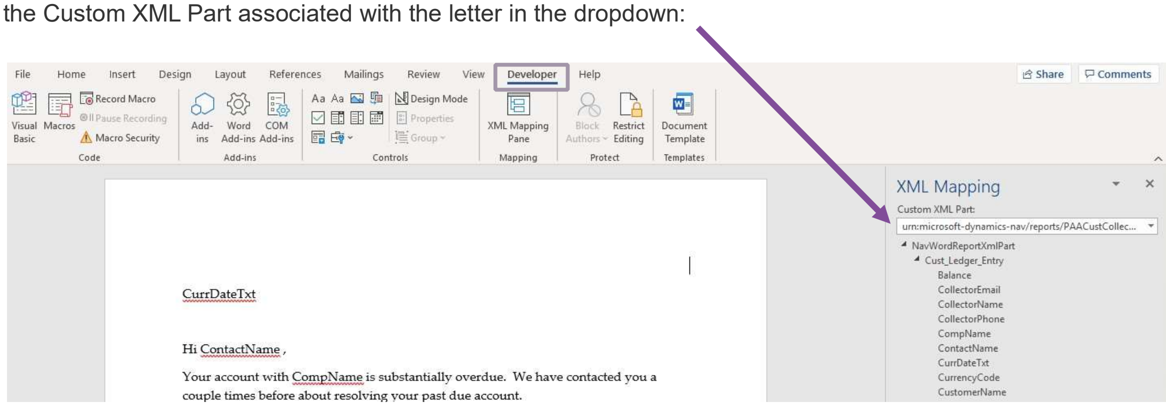
Sample Letters:

After installing Collect 365 in your BC environment, 2 sample letters are deployed with a corresponding custom report layout. These Letters can be viewed by navigating to the Collect 365 Letters window.



The sample letters can be viewed within Microsoft Word, by first exporting the layout using the following steps:

1. Navigate to the Custom Report Layouts Administration page
2. The Report ID's associated with the sample letters are as follows
    a. Report ID: 70318108 Report Name: Overdue Letter
    b. Report ID: 70318106 Report Name: Initial Letter
3. Export the layout by clicking Layout – Export Layout with the desired Report ID highlighted.
4. Once the layout is downloaded, the file can be opened within Microsoft Word.
5. To view all the XML mapping variables, select the Developer tab, and click XML Mapping Pane. Under XML Mapping, select the Custom XML Part associated with the letter in the dropdown:



The Dataset available within the letters differs between the sample letters provided. The fields available are listed below for reference:

Report ID: 70318106 Report Name: Initial Letter

Customer:

• **Address**	• **Address 2**
• **Amount**	• **Balance**
• **Balance Due**	• **Balance Due LCY**
• **Balance LCY**	• **City**
• **Contact**	• **Contact ID**
• **Contact Type**	• **Country Region Code**
• **County**	• **Currency Code**
• **Email**	• **Mobile Phone Number**
• **Name**	• **Name2**
• **No.**	• **Phone Number**
• **Post Code**	• **Primary Contact Number**
• **Responsibility Center**	• **CompanyInfoPic**

Report ID: 70318108 Report Name: Overdue Letter

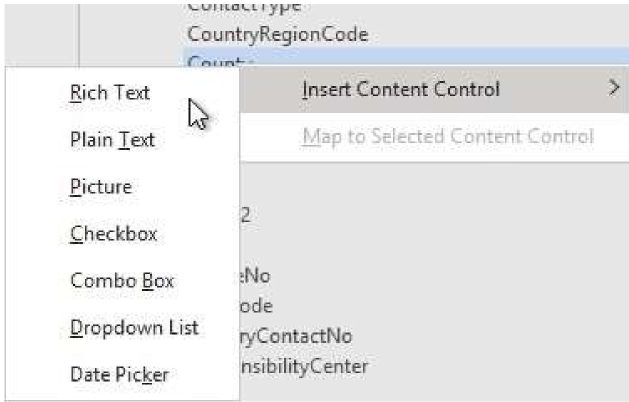
Customer Ledger Entry:

• **Balance**	• **Collector Email Address**
• **Collector Name**	• **Collector Phone Number**
• **Company Name**	• **Contact Name**
• **Current Date**	• **Currency Code**
• **Customer Name**	• **Customer Number**
• **Document Date**	• **Document Number**
• **Due Date**	• **Remaining Amount**
• **PreAssignedNo**	• **CompanyInfoPic**

1. Making Modifications to sample Letters:

Altering the sample letters provided is a simple and straightforward process. The following steps can be used:

1. Within Word, make any changes desired within the text and layout of the Word document.
2. To insert any of the XML Mappings available, right click on the desired mapping, highlight Insert Content Control, and then select the desired format for the mapping selected:

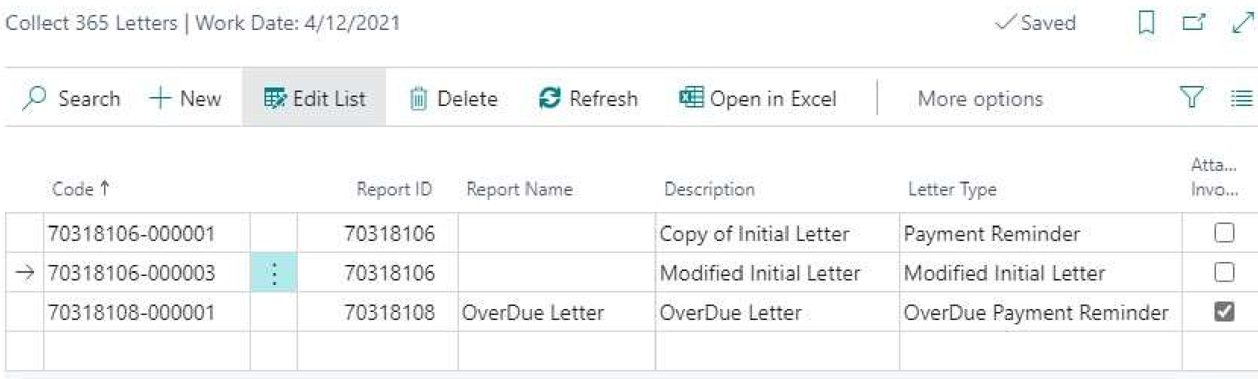


3. Once inserted, the mapping can be dragged anywhere on the document by clicking and holding on the ellipses next to the mapping:

4. Once all of the desired modifications are complete, simply save the document where it can be retrieved from BC.
5. Within BC, navigate to the Customer Report Layouts Administration page.
    a. It is recommended to create a new Custom Report Layout rather than modify the existing, as the default may revert when upgrading.
6. Click New – New
7. Select the associated Report ID that was modified
8. Ensure to mark Insert Word Layout
9. Click Layout – Import Layout
10. Browse and select the modified report we saved previously.
11. Once complete, all that is left is to associate the new Report Layout with a Collect 365 Letter

2. Creating a new Letter Type:

1. Navigate to the Collect 365 Letters page
2. Click New
3. Find and select the layout that you would like to use when generating letters
4. Enter a ‘Letter Type’
5. The ‘Attach Invoices’ checkbox can be marked if you would like to attach documents to the emails generated when using this Letter

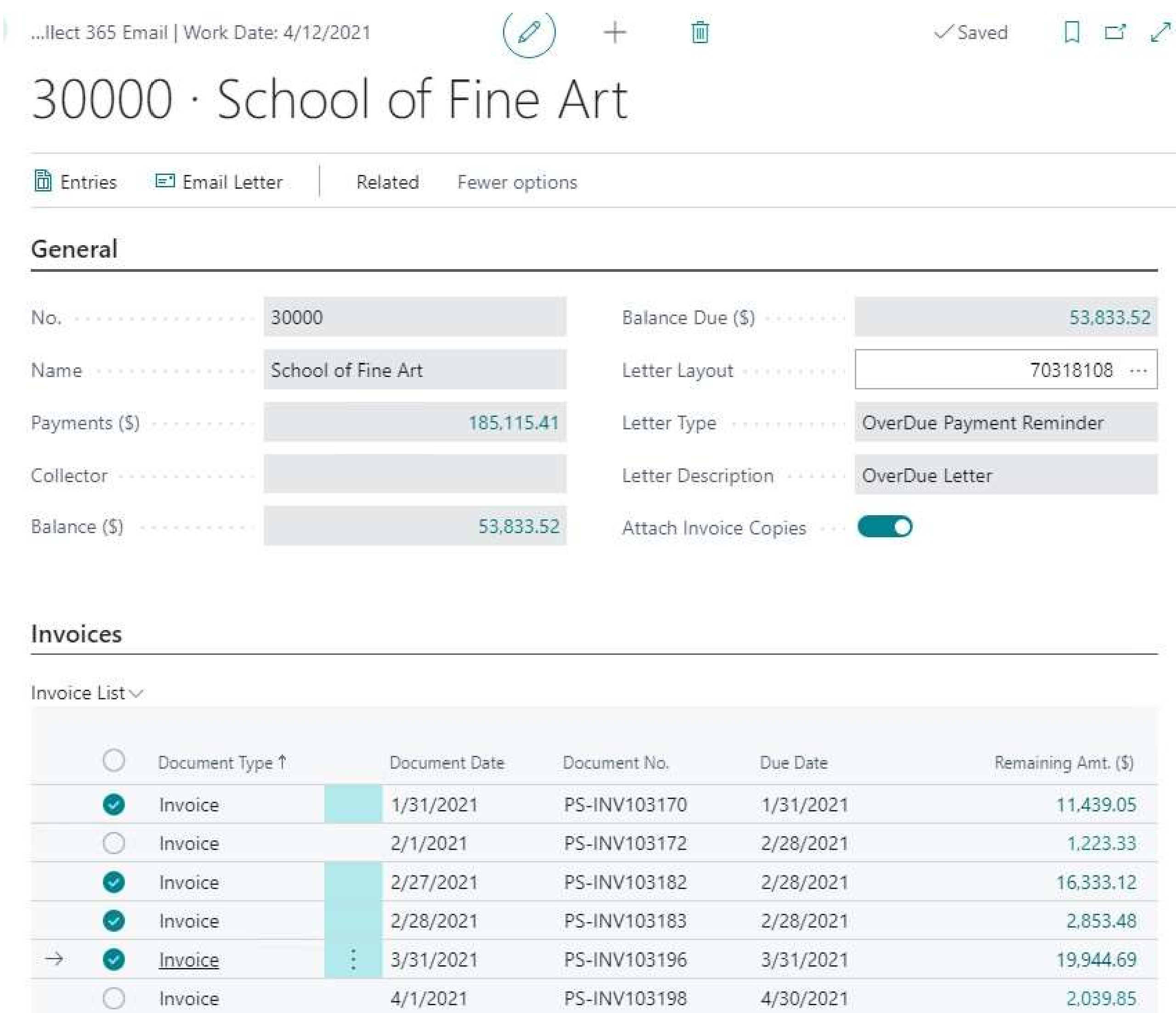


	Code ↑		Report ID	Report Name	Description	Letter Type	Atta... Invo...
	70318106-000001		70318106		Copy of Initial Letter	Payment Reminder	☐
→	70318106-000003	⋮	70318106		Modified Initial Letter	Modified Initial Letter	☐
	70318108-000001		70318108	OverDue Letter	OverDue Letter	OverDue Payment Reminder	☑

3. Generating Letters:

Now all that is left is to generate a Collect 365 Letter:

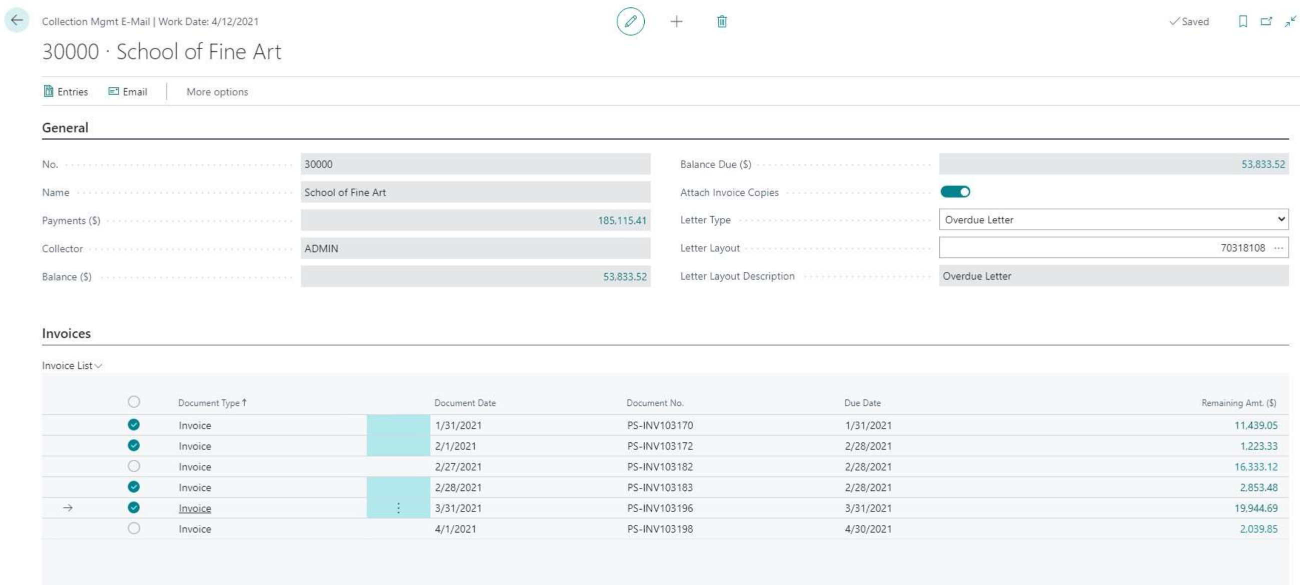
1. Navigate to the Collect 365 Hub
2. Select a Customer you would like to send a Letter
3. Click New – Collect 365 Email
4. Select the desired Letter Layout
5. The ‘Attach Invoice Copies’ checkbox will default based on the selection made within the Collect 365 Letters setting. However, the user can mark/unmark this selection when generating the letter
6. If ‘Attach Invoice Copies’ is marked, the Invoices selection can be used to select the desired invoice/s



7. Once the necessary selections have been made, click Email Letter.
8. This will take you to a preview of the Letter and documents that were selected to attach.
    a. Manually edits to the message can be made at this point, all XML mappings will have been replaced with the appropriate information at this point

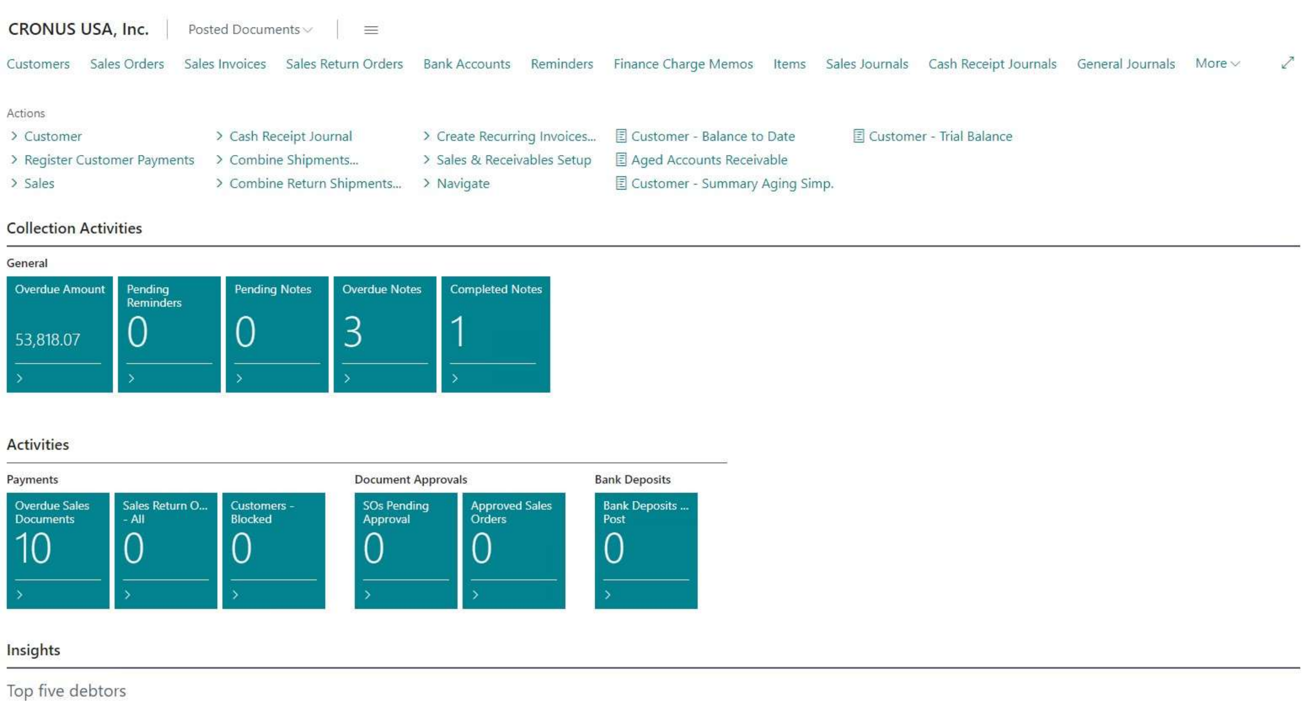
4. Collect 365 Email overview

From the Collect 365 Hub, users are able to generate an email to the customer. The email generated is based off a Word Report Layout (sample layouts can be found within the Collect 365 resources). As well, users are able to select any open invoices to attach to the email generated.



5. Collector Role overview

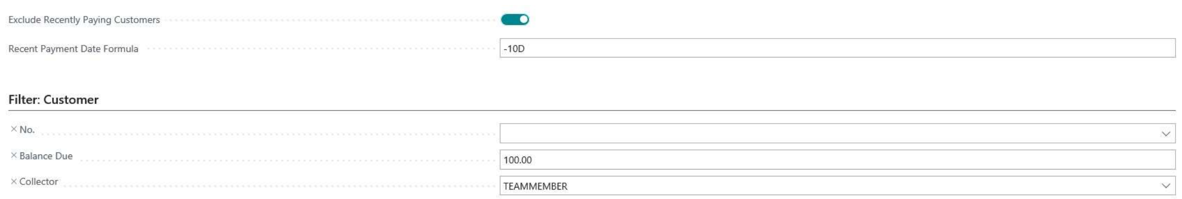
The Collector Role can be assigned to users, giving them a complete snapshot of all Collections activities immediately upon login. The page highlights all pending reminders, actions and notes for the associated user.



6. Additional options available – Process – Create Reminders overview

The following options have been added to the Create Reminders process to give you more flexibility when creating reminders for multiple customers.

- Exclude Recently Paying Customers – By default this excludes customers that have made a payment within the last 10 days.
- By default, both Collector and Balance Due will be listed under available filters. Additional filters can be added by clicking the +Filter button.



7. Additional feature – Issued Reminders overview

A new field 'Status' has been added to Issued Reminders. Application of payments will automatically update the Status on Issued Reminders:

- Current – No payments have been registered against any associated documents.
- Partial – Payments have been registered against associated documents, but there is still a remaining amount due.
- Completed – There is no balance due on all associated documents.

No. ↑	PAAStatus	Customer No.	Name	Currency Code	Remaining Amount	Cancel...
S-REM105001	Completed	30000	School of Fine Art		31,848.98	☐
S-REM105002	Completed	40000	Alpine Ski House		4,316.92	☐

8. Additional feature – Interaction Log overview

The following additions have been made to the interaction log to give you the ability to view all interactions made to a customer. The interaction log is made available to view from within the Collections Hub Window.

- A note field has been added to Interaction Log records, giving you the ability to detail/describe any relevant information regarding the log item.
- Printing/Sending Reminders now adds a record to the Interaction Log to give you visibility on all communications made to the customer.
- Issued Reminders are color coded to give instant visibility to action items that still require follow-up.
- Added the ability to attach documents to Interaction Log Entries, within the FactBox, from the Interaction Log Entry list page.

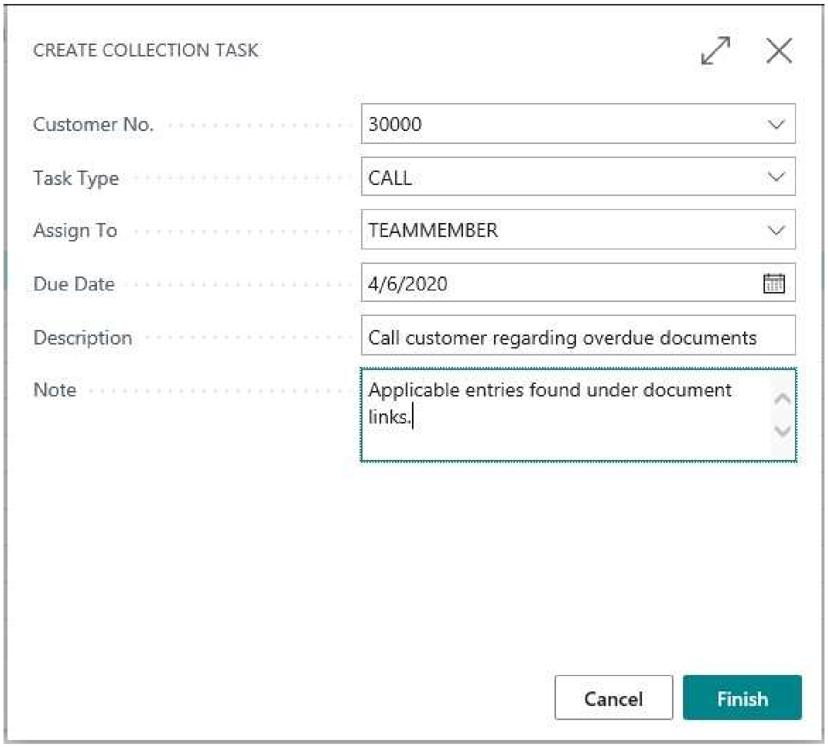
Interactions

Interaction Log

Date	Interaction Template Code	Description
4/6/2020	OUTGOING	Outgoing phone call
4/6/2020	INHOUSE	Meeting held at CRONUS
4/28/2020	**S_REMIND**	**Reminder S-REM1002**

9. Collect 365 Tasks overview

Following a phone or email interaction with a customer you may want to create one or more future tasks in order to follow up with that customer. For example: resend the invoice today, then call the customer tomorrow to confirm receipt and request a promise to pay.



Tasks can be created directly from the Customer Ledger Entries. All documents selected when creating the task will be associated under document links, allowing the user to quickly identify the associated documents when completing the assigned task. These tasks can then be assigned to a Collector. An Action Type can be assigned to quickly identify the objective.

Action Types can be specified with an associated Code and Description. This gives users the ability to view related tasks and more efficiently manage required tasks.