Collect 365

Getting Started

This document is to help you get started using **Collect 365 for Microsoft Dynamics 365 Business Central** from Professional Advantage to improve your collections processes and outcomes.

This is a jump start user guide and assumes that you have downloaded the **Collect 365 extension** from **Microsoft AppSource**, installed it into your **Microsoft Dynamics 365 Business Central** instance and have access to system administration steps.

Preface

Recommendation: Start in the Cronus test business unit to get familiar with the functionality before applying to any production business unit(s).

1. Upload your license file

After purchasing Collect 365 your provided license file can be uploaded through the Collect 365 Setup window:

a. Open the Collect 365 Setup window.

b. Under Actions, select Upload License.

c. Within the Professional Advantage Licenses window, select Upload License

d. Browse to and select the License file provided.

Setup

2. Define Aging Periods

The Collect 365 Setup window can also be used to define aging periods. These periods are displayed within the Collect 365 Hub.

3. User Defined Query Fields

User-Defined Filter Fields Setup can be used to include specific fields from customer related tables within your queries. This provides the ability to restrict your query results by any field unique to Customers within the system

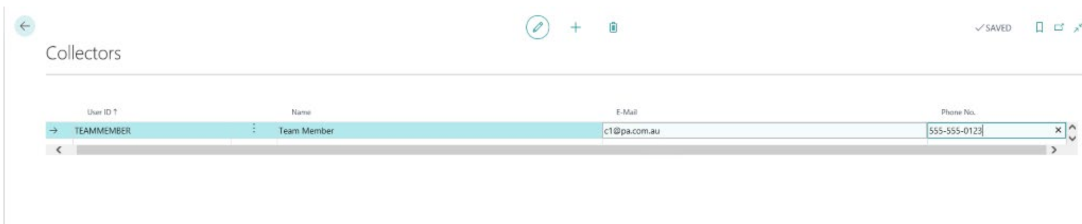
4. Collector Actions

Collector Actions are used when creating notes, and provide a method of categorizing the actions that the note will require. Action IDs can be assigned 4 different types (None, Promise to Pay, Disputed, and Special). This gives your users the ability to filter notes assigned and provides visibility for interactions with the customer.

The Follow Up Days value assigned gives the ability to offset the due date required when assigning a specific Action ID. This provides the ability to assign actions to your collections team in a timely manner and track progress of notes as they are actioned and completed.

5. Set up your Collections team (sole Collectors can skip this step)

If there is more than one person in your collections team then start by assigning those users in the Collectors window.



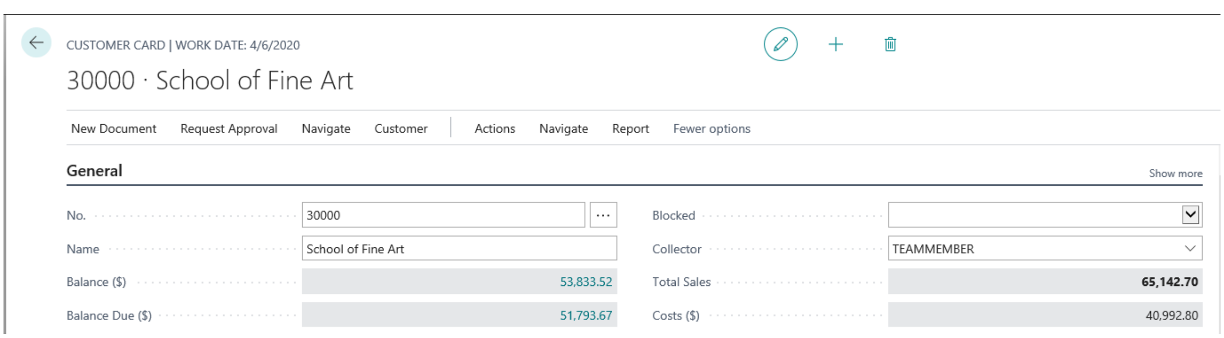
Assigning Collectors

6. Select the Collector role

Collectors can select the Collector Role ID within ‘My Settings’ to display useful collection information immediately upon login.

7. Assigning customers/accounts to a Collector (sole Collectors can skip this step)

If you have created more than one Collector, you can then assign the relevant Collector to each of your customers/accounts by selecting the appropriate Collector within the Customer Card.



Collect 365 Features

8. Creating and utilizing Collect 365 Queries

The Query functionality gives users the ability to focus only on customers that meet a certain set of restrictions.

a. Open the Collect 365 Customer Queries window.

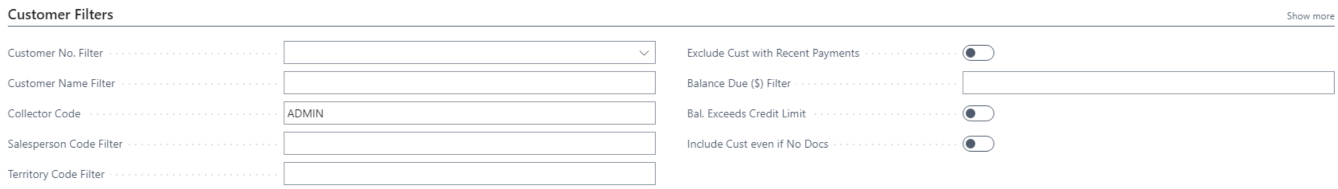
b. Click +New to create a new query.

c. Give the Query a Code and utilize the description to detail the desired customers that will be retrieved (IE: All Customers under Sales Department Code).

   i. Queries have multiple restrictions available under three separate headings

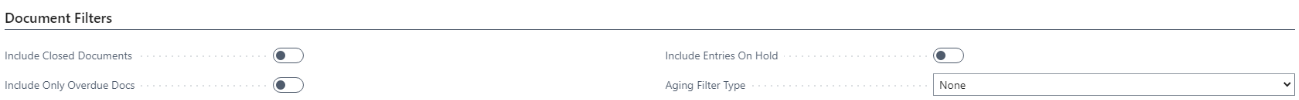
      a. Customer Filters

         i. These filters will restrict the customers based on details specific to the customer details (for example Balance Due, Collector Assigned, Salesperson, etc.)



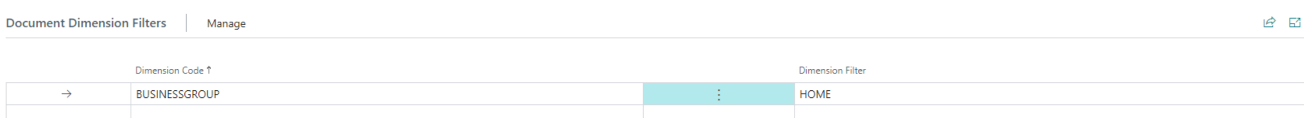
      b. Document Filters

         i. These options allow for restricting the customers returned by the documents that exist for each customer (for example Include only customers with Overdue documents, Include Entries on Hold, etc.)



      c. Document Dimension Filters

         i. This allows the restriction of specific dimensions, allowing users to only focus on customers that have documents under those codes.



d. Once the Query is complete, use the Refresh Query Data button.

e. This will result in the Query Results button becoming available

f. Clicking this will bring you to the Customer Query Results window

g. This window can be used to review and process actions against the customers that meet the query restrictions. You can complete the following against either individual customers or multiple if multiple customers are selected:

   ii. Create Reminders.

   iii. Print the Collections Summary Report.

   iv. Assign customers retrieved to a Collector.

   v. Navigate to the Collect 365 Hub for any customer by clicking on the Customer Name.

9. Using the Collect 365 Hub

Open the Collect 365 Hub window. This is where all active customers/accounts for the nominated Collector can be displayed. You can:

a. View interactions, tasks, and reminders

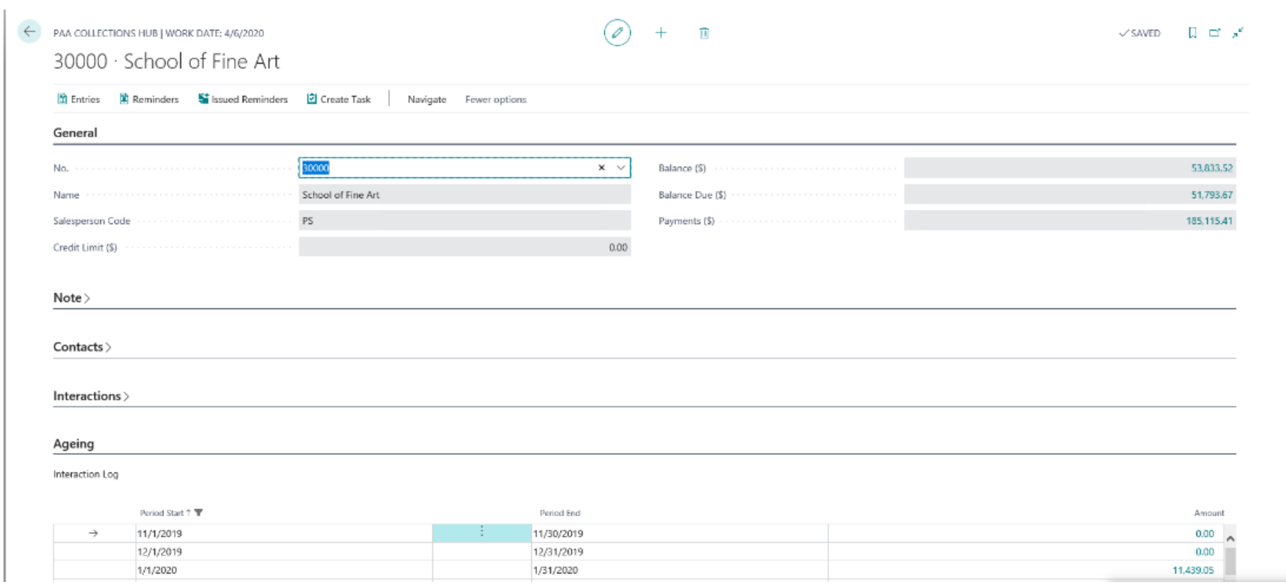
b. Create new tasks that can be assigned to the appropriate Collector

c. Track progress of current tasks/reminders associated with a customer.

d. View previously issued reminders and easily identify reminders that are associated with documents that haven’t been paid.

e. Generate invoice reprints and current statements.

f. Review customer aging and unpaid invoices within a specific aging bucket.



10. Create a Collect 365 Letter

Collect 365 provides the ability to craft Letters that can be modified for your specific business needs. Two sample letters are provided upon installation. These can be used as a starting point when crafting your own Collect 365 Letters:

a. Open the Collect 365 Letters window

   i. Note that 2 Letters will already be present, Initial Letter and Overdue Letter

b. Click +New to create a new Letter record

c. Within the Custom Report Layouts window that opens, it is recommened that you create a new copy of the sample layouts provided

   i. This can be accomplished by clicking New from the Custom Report Layouts window

   ii. Next, specify the Report ID that you would like to base your new layout on, the sample reports provided listed below:

      1. Report ID: 70318108 Report Name: Overdue Letter

      2. Report ID: 70318106 Report Name: Initial Letter

   iii. Once the Report ID is specified, ensure that 'Insert Word Layout' is enabled

   iv. Then click OK

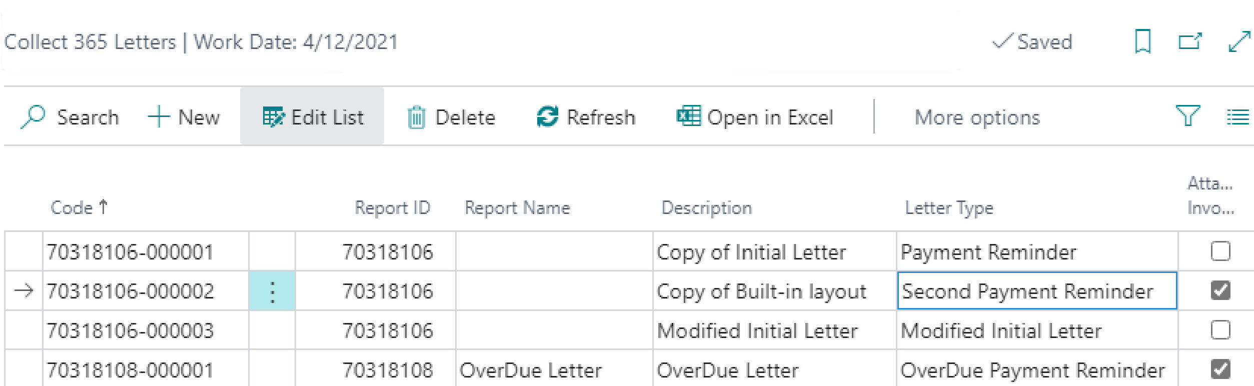
d. With your new Code created within the Custom Report Layouts window, you can modify the layout associated by click Layout – Export Layout

   i. For detailed information regarding modifying the layout provided, please reference the Overview documentation.

e. Once you have completed all the necessary changes to the layout created, click OK

f. Specify the Letter Type within the window, this will be used to identify the letter that will be sent from the Collect 365 Hub:

g. Finally, the 'Attach Invoices' checkbox can be marked/unmarked to default the selection when generating this letter from Collect 365



Code ↑	Report ID	Report Name	Description	Letter Type	Atta... Invo...
70318106-000001	70318106		Copy of Initial Letter	Payment Reminder	☐
70318106-000002	70318106		Copy of Built-in layout	Second Payment Reminder	☑
70318106-000003	70318106		Modified Initial Letter	Modified Initial Letter	☐
70318108-000001	70318108	OverDue Letter	OverDue Letter	OverDue Payment Reminder	☑

11. Generate an email from the Collect 365 Hub

Collect 365 provides the ability to generate an email to the customer selected within the Hub. This body of the email is populated using a Word Report Layout (sample layouts provided within the Collect 365 resources). This can be modified to include relevant customer information including outstanding amounts, detail document information, and much more.

a. Navigate to the Collect 365 Hub

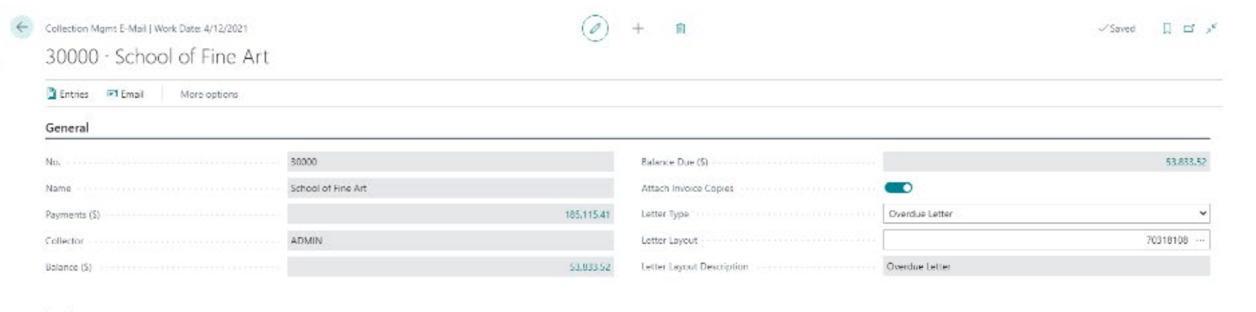
b. Select the Customer No. that you would like to email

c. Click New – Collect 365 Email

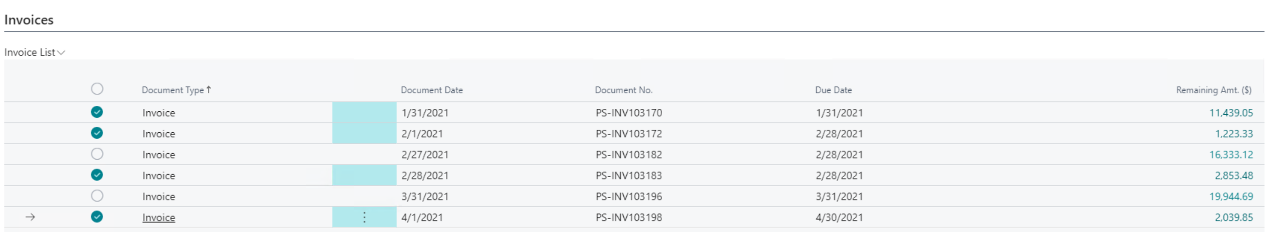
d. Under the General Tab, the following can be specified:

   i. Select the Letter Layout that you would like to send to the customer (this will be used as the body of the email)

   ii. The Attach Invoice Copies checkbox will reflect the default option specified for the Letter Layout selected, but can be changed manually prior to sending the letter.



e. If you enable the option to 'Attach Invoice Copies', the user can utilize the Invoices List to select the appropriate


Invoices

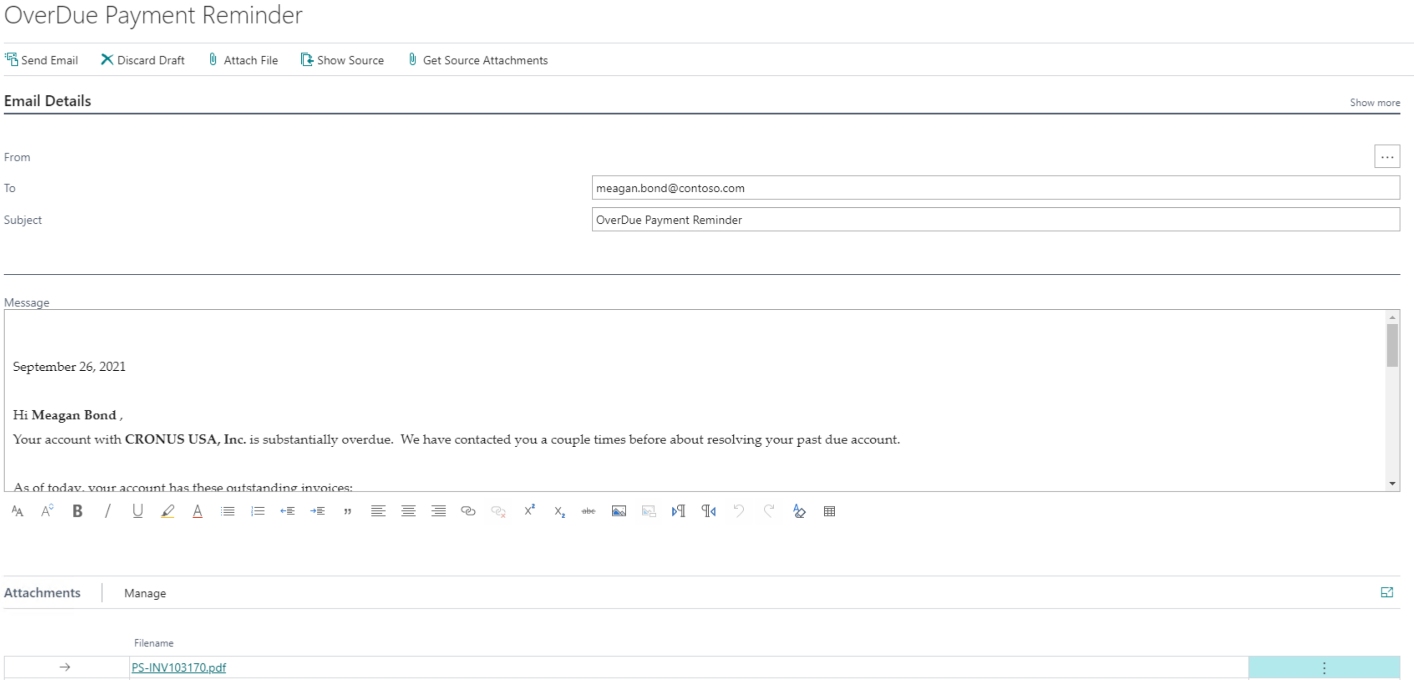
Invoice List

Document Type ↑	Document Date	Document No.	Due Date	Remaining Amt. ($)
Invoice	1/31/2021	PS-INV103170	1/31/2021	11,439.05
Invoice	2/1/2021	PS-INV103172	2/28/2021	1,223.33
Invoice	2/27/2021	PS-INV103182	2/28/2021	16,333.12
Invoice	2/28/2021	PS-INV103183	2/28/2021	2,853.48
Invoice	3/31/2021	PS-INV103196	3/31/2021	19,944.69
Invoice	4/1/2021	PS-INV103198	4/30/2021	2,039.85

documents to attach to the email:

f. Once all selections have been made, click Email

g. This will then provide a preview of the email that will be sent:



h. From this window, users can review the body of the email (which will include customer specific information based on the report layout selected).

    i. Edits can be made to the email body here, if necessary

i. As well, users can review and open any documents selected to attach

j. Once everything is ready to be sent, the user can click ‘Send Email’