RESOLV AR COLLECTIONS

USER MANUAL

Version 10.0

PRESENTED BY
VISTAVU SOLUTIONS

SAP® Certified
SAP Business One Integration

Resolv AR Collections is part of the Resolv Suite, which has been certified by SAP as conforming to SAP's standards for Business One add-on solutions.

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RESOLV FREIGHT MANAGEMENT
USER GUIDE

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AR Collections

Collections Management is a major task for any organization. Cash flow is the lifeblood of any business, and credit managers are responsible for maintaining that flow on a day-to-day basis. They need quick and easy access to information about their customers, contact history, and relevant documents. Yet in many cases they do not have the tools they need to perform these vital functions.

The ***Resolv AR Collections Management*** module provides enhanced functionality that is fully integrated into SAP Business One. Credit managers and collections staff are provided with a one-screen dashboard to view all relevant credit information for each customer. A complete history of credit calls may be tracked and reviewed on-screen. Multiple documents may be referenced and attached to the collection history. Other tools include a credit approval screen for sales orders on hold. Reports are provided to summarize and display histories and forecasts.

Major features include:

- *Business Partner Master – Collections Tab*

  This tab provides a complete summary of credit information for each customer

  - Aging totals and drill-down
  - Payment history by month
  - Total exposure
  - Credit remaining

- *Collection Tracking Screen*

  This screen provides a history of collection activities for a customer

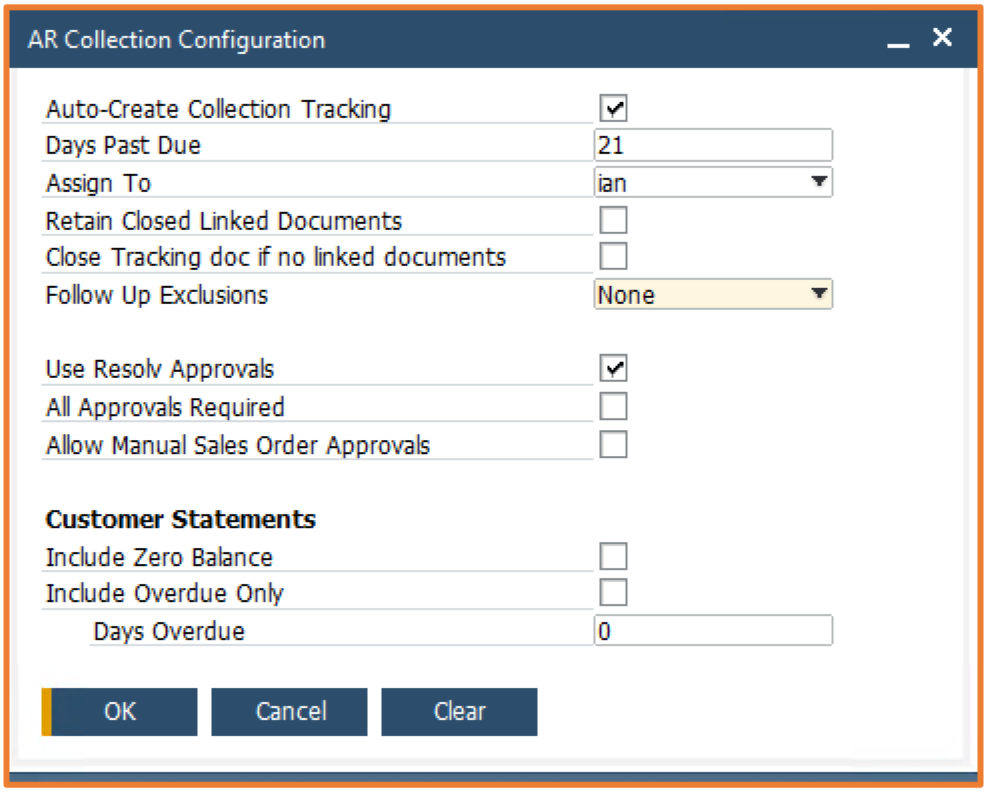
  - Multiple related documents, with drill-down
  - Call Log, including results and promises
  - Free-form notes
  - Call-back reminders
  - Sales Order Approval
  - View all orders on hold from a single screen
  - Enter approval or rejection
  - View archive of past entries

- Reports
  - Orders On-Hold Report
  - Collection Call Back Report
  - Broken Promises Report
  - Cash Receipts Forecast Report

Setups

A/R Collection Configuration

Administration > Resolv Setup > Resolv AR Collections > ARC Configuration



This screen allows you to make certain selections about how the Collection Management system will work.

> **Auto-Create Collection Tracking:** Check this box if you wish for the system to automatically create a Collection Tracking record for past due invoices.
>
> **Days Past Due:** If Collection Tracking records are to be created automatically, enter the number of days past due an invoice must be to cause the record to be created.
>
> **Assign To:** Select the user who will be assigned to the automatically created Collection Tracking records.
>
> **Retained Closed Linked Documents:** Check this box if you want linked documents to stay on the collection tracking even after they are closed.
>
> **Close Tracking Doc If No Linked Documents:** Check this box if you want collection tracking documents to be automatically closed if there are no more linked documents left on them.

Follow up Exclusions: This option allows the type of Collection Tracking documents to exclude from the Call Back Report.

The choices are:

- None – No documents will be excluded
- Closed and Inactive – Closed and Inactive documents will be excluded
- Closed – Only closed documents will be excluded
- Inactive – Only inactive documents will be excluded

Use Resolv Approvals: Check this box if you want to use Resolv approvals instead of SAP approvals ***(note that this will work only for Sales Orders)***.

All Approvals Required: A Sales Order may fail more than one approval template. If this box is not checked then it will only require the approval of one template to approve the SO. If checked, then ALL templates will require approval before the SO is approved.

Allow Manual Sales Order Approvals: Check this box if you want to let users manually check and un-check the Approved box on the Logistics Tab of the SAP Sales Order screen. Otherwise they will have to go through the Approvals screen.

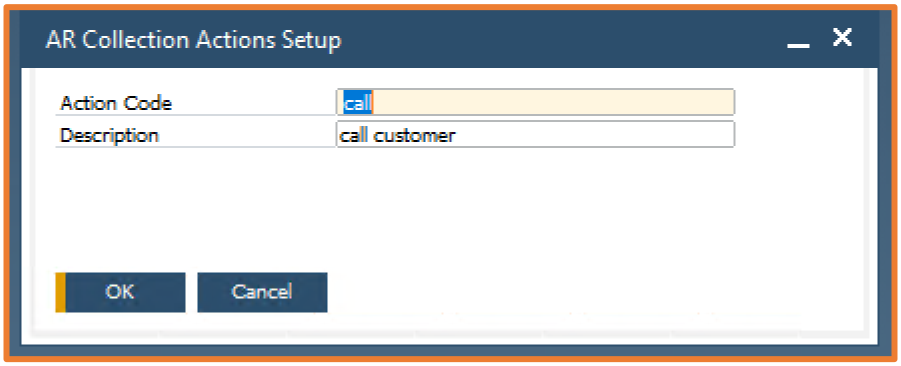
Include Zero Balance: Check if you wish to include zero-balance customers when printing customer statements through Document Delivery. This will be the default value in the Document Delivery statement selection screen.

Include Overdue Only: Check if you wish to show only overdue documents when printing customer statements through Document Delivery. This will be the default value in the Document Delivery statement selection screen.

Overdue Days: Enter the minimum number of days overdue for documents to be included if the “Include Overdue Only” box is checked. This will be the default value in the Document Delivery statement selection screen.

At the bottom of the screen, you will notice a button labeled “Clear”. Clicking this will remove all your AR Collection Tracking Documents. This would not be a button you will use very often, but might be something to utilize during and implementation while testing and training.

A/R Collection Actions Setup

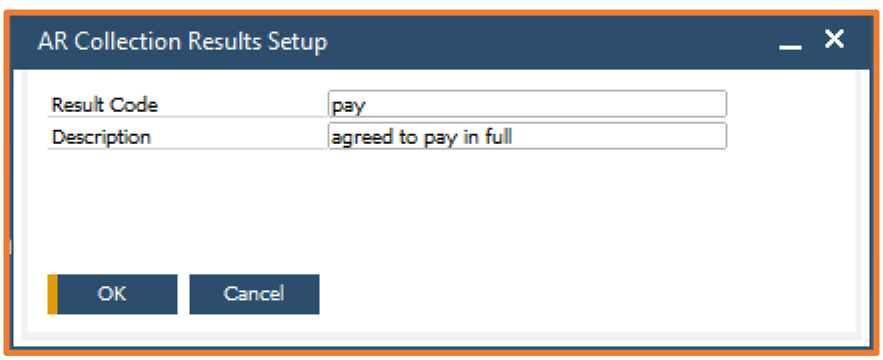


These codes are used in the Collection Tracking Call log screen.

Action Code: Enter a code to identify a possible action the collections group will be using when handling a Tracking document. At least 1 code needs to be setup.

Description: Enter the description for the Action Code.

A/R Collection Results Setup

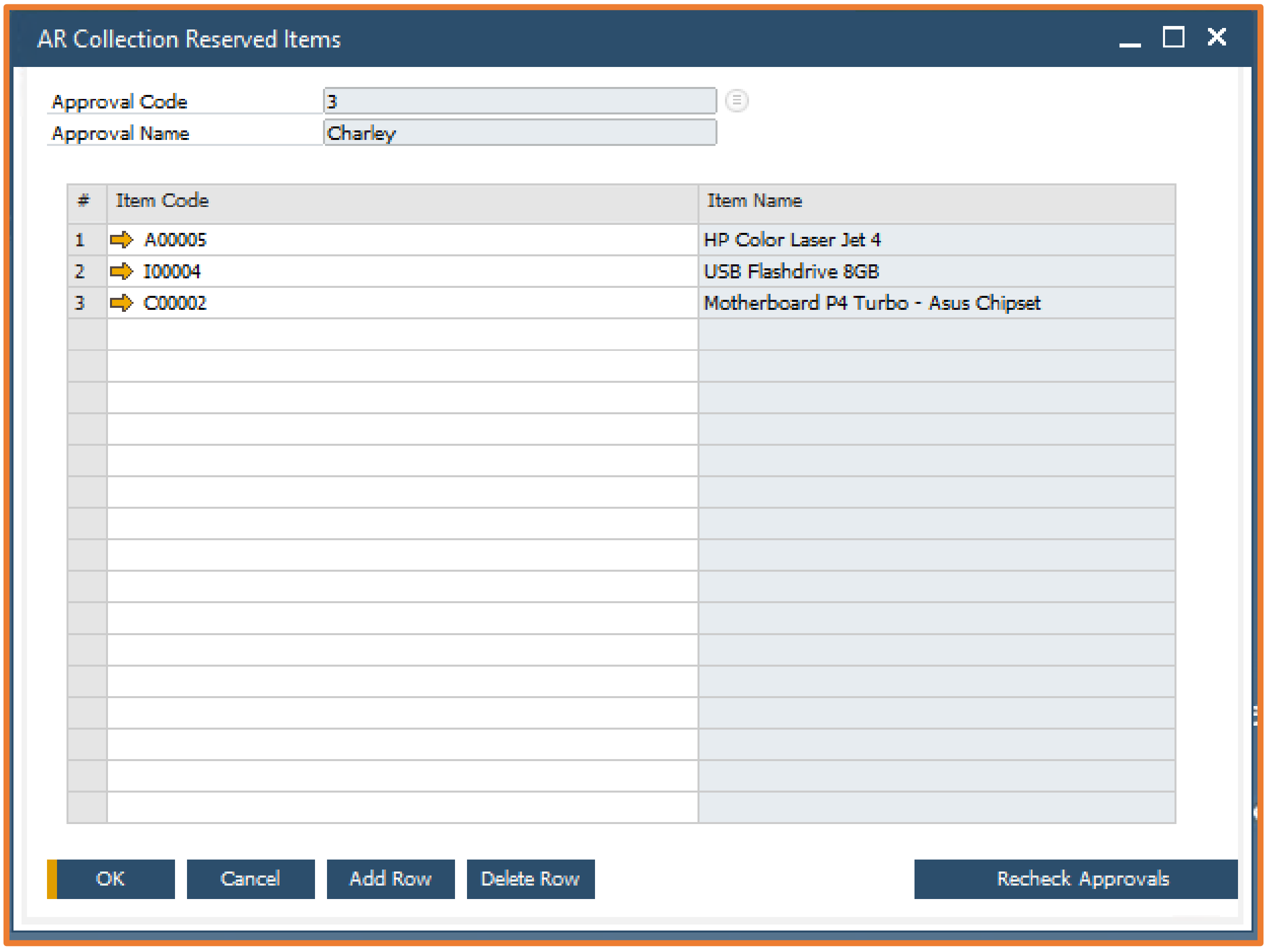


These codes are used in the Collection Tracking Call log screen.

Result Code: *Enter a code to identify a possible result the collections group will be using when* handling a Tracking document. At least 1 code needs to be setup.

Description: Enter the description for the Result Code.

A/R Collection Reserved Items



Note: This screen will only be available with the AR Collections module and the Order Reservations module.

This screen provides the capability to specify item codes with limited inventory, which requires them to have additional approval requirements. Order reservations will be included in the approval process for these items. If the order fails this check, it will need to get approved with the approval rules assigned to the approval code for the item that caused the approval rejection.

A query must be created with the approval rules you want to use against these reserved items

Approval Code: This must be a current SAP Approval template that has the Resolv check box selected.

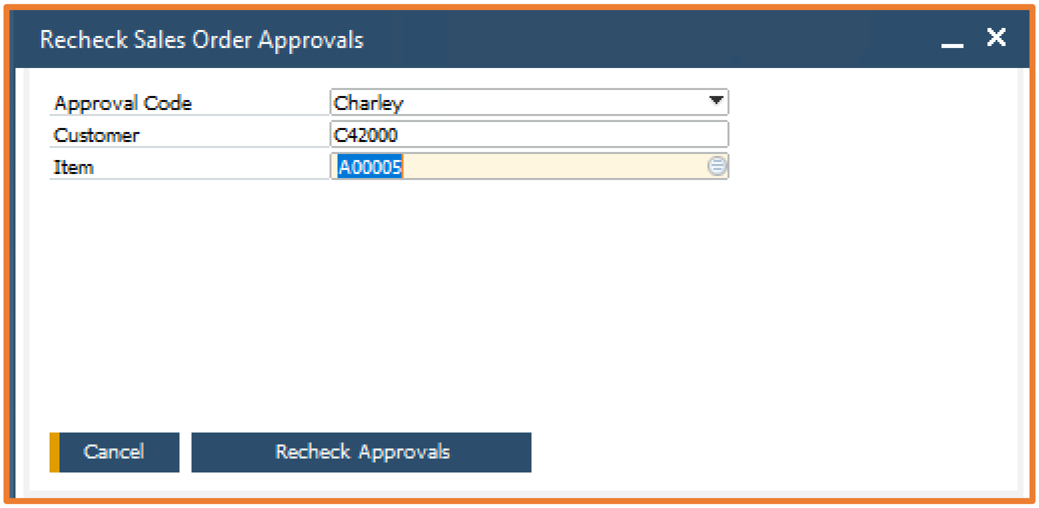
OK: Returns you to the menu**.**

Cancel: Returns you to the menu.

Add Row: Allows a new row to be added.

Delete Row: Allows the row that is highlighted to be deleted.

Recheck Approvals: Will open a new screen to allow approval code criteria to be entered for checking. Only 1 approval at a time can be checked from this screen.



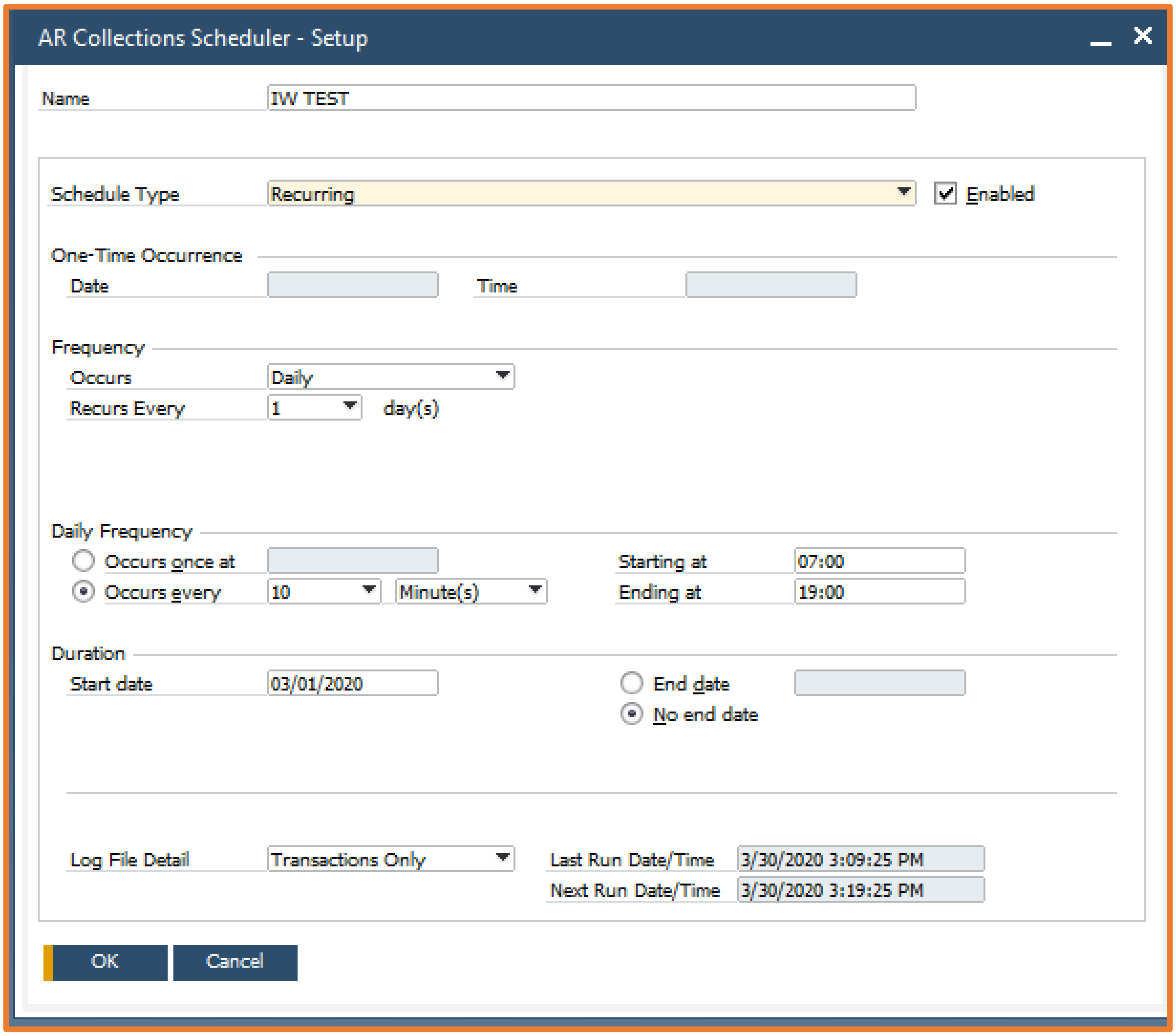
You can select the Resolv Approval Code, Customer, and Item that you want to have all open orders checked against.

Cancel: Returns you to the previous menu.

Recheck Approvals: All open documents will be checked against the selected approval data entered, and if the approval criteria are not met then the order will go on hold. It would then have to be processed through the Resolv Approvals screen.

A/R Collection Service Scheduler

If you are using the Auto Create Collection Tracking option, then you will need to setup a scheduler to let the service know how often to run and create them. Utilizing the ARC Service Scheduler, along with the Resolv Processor (see the ***Resolv 10.0 Installation and Setup Guide*** to learn how to set the processor up), the system will auto create your tracking records for you.



Give the scheduler setup a name, choose the appropriate options for how often you would like the processor to run for ARC, and then save your options. This will tell the Resolv Processor when to execute the ARC Import and Export schedule.

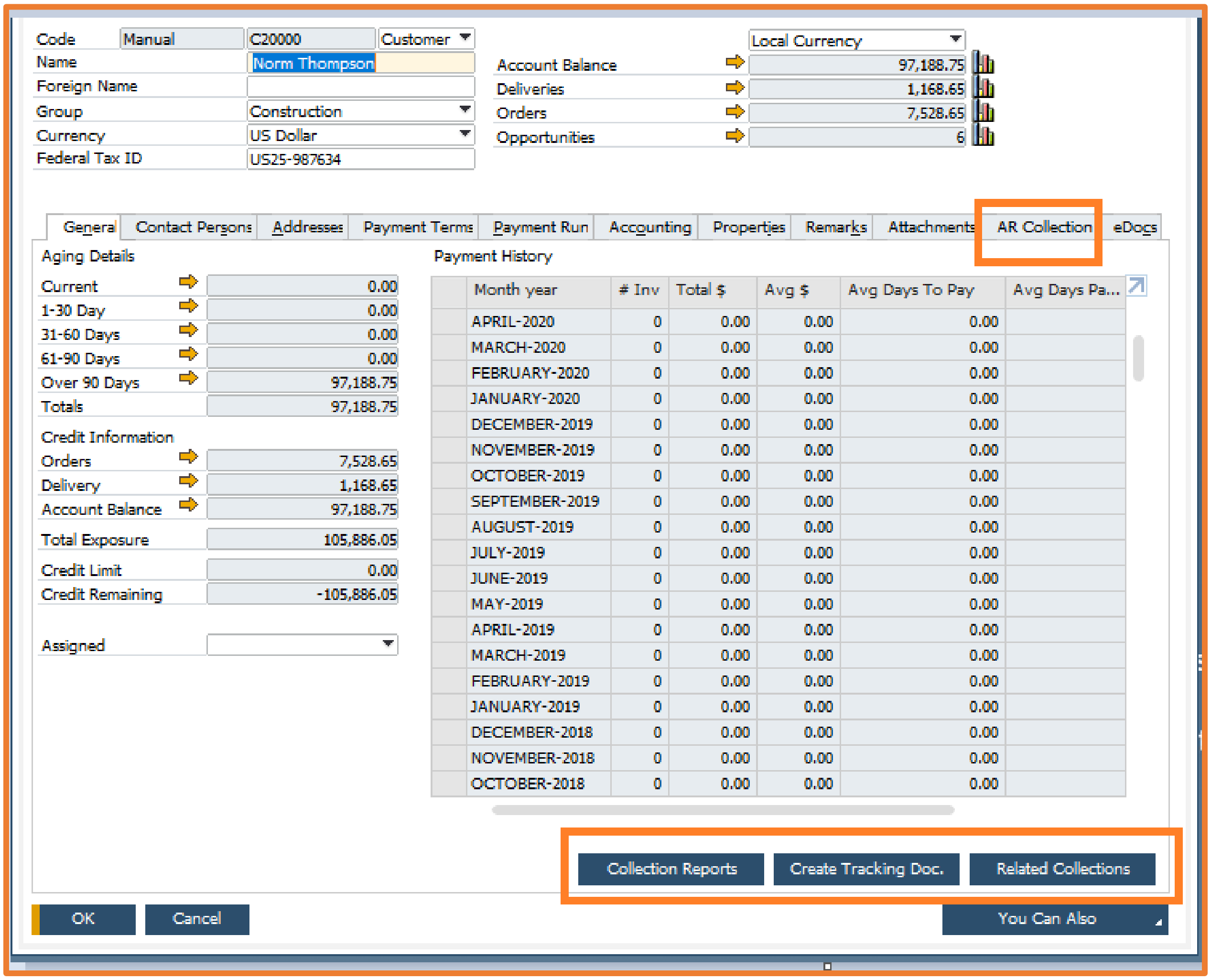
You should also choose what level of detail you want write out to the processor log. Your choices are All (which shows every bit of detail from the processor run, this is designed mostly for troubleshooting), Schedule and Transactions (which will show entries in the log each time the processor runs whether there are transactions or not) and Transactions Only (which will only show entries in the log when it has something to process). The recommendation is to use the setting “Transactions Only”.

Business Partner Master Data

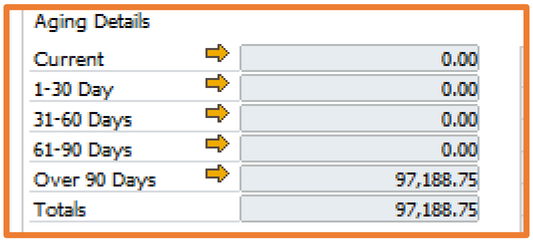
Business Partners > Business Partner Master Data

The standard Business Partner Master Data selection has been enhanced to include a new tab; AR Collections. This tab is applicable to customer-type Business Partners only.

The Collections tab provides a "dashboard" look at the customer's collection information, specifically designed for credit managers. There are three major areas in this tab.



Aging Details

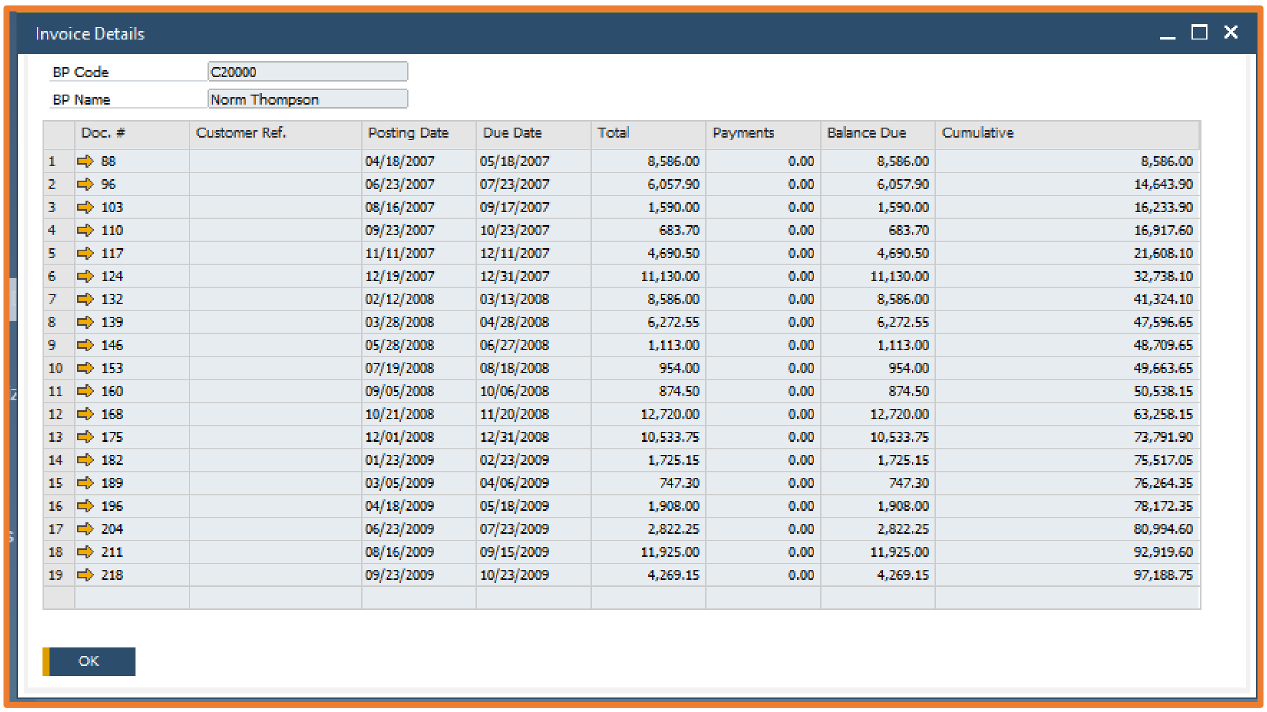


Aging Details

Current	0.00
1-30 Day	0.00
31-60 Days	0.00
61-90 Days	0.00
Over 90 Days	97,188.75
Totals	97,188.75

This section shows the customer's balance divided into aging groups. The total of the groups will match the account balance shown in the header.

In each aging group, you may drill down on the total to see the list of invoices included in that group.



Invoice Details

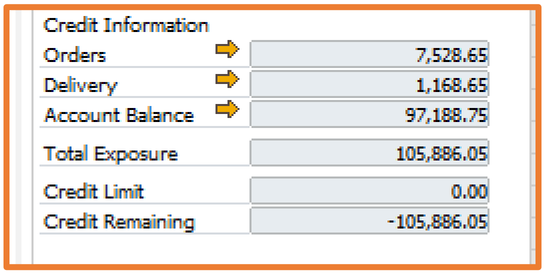
BP Code C20000

BP Name Norm Thompson

	Doc. #	Customer Ref.	Posting Date	Due Date	Total	Payments	Balance Due	Cumulative
1	88		04/18/2007	05/18/2007	8,586.00	0.00	8,586.00	8,586.00
2	96		06/23/2007	07/23/2007	6,057.90	0.00	6,057.90	14,643.90
3	103		08/16/2007	09/17/2007	1,590.00	0.00	1,590.00	16,233.90
4	110		09/23/2007	10/23/2007	683.70	0.00	683.70	16,917.60
5	117		11/11/2007	12/11/2007	4,690.50	0.00	4,690.50	21,608.10
6	124		12/19/2007	12/31/2007	11,130.00	0.00	11,130.00	32,738.10
7	132		02/12/2008	03/13/2008	8,586.00	0.00	8,586.00	41,324.10
8	139		03/28/2008	04/28/2008	6,272.55	0.00	6,272.55	47,596.65
9	146		05/28/2008	06/27/2008	1,113.00	0.00	1,113.00	48,709.65
10	153		07/19/2008	08/18/2008	954.00	0.00	954.00	49,663.65
11	160		09/05/2008	10/06/2008	874.50	0.00	874.50	50,538.15
12	168		10/21/2008	11/20/2008	12,720.00	0.00	12,720.00	63,258.15
13	175		12/01/2008	12/31/2008	10,533.75	0.00	10,533.75	73,791.90
14	182		01/23/2009	02/23/2009	1,725.15	0.00	1,725.15	75,517.05
15	189		03/05/2009	04/06/2009	747.30	0.00	747.30	76,264.35
16	196		04/18/2009	05/18/2009	1,908.00	0.00	1,908.00	78,172.35
17	204		06/23/2009	07/23/2009	2,822.25	0.00	2,822.25	80,994.60
18	211		08/16/2009	09/15/2009	11,925.00	0.00	11,925.00	92,919.60
19	218		09/23/2009	10/23/2009	4,269.15	0.00	4,269.15	97,188.75

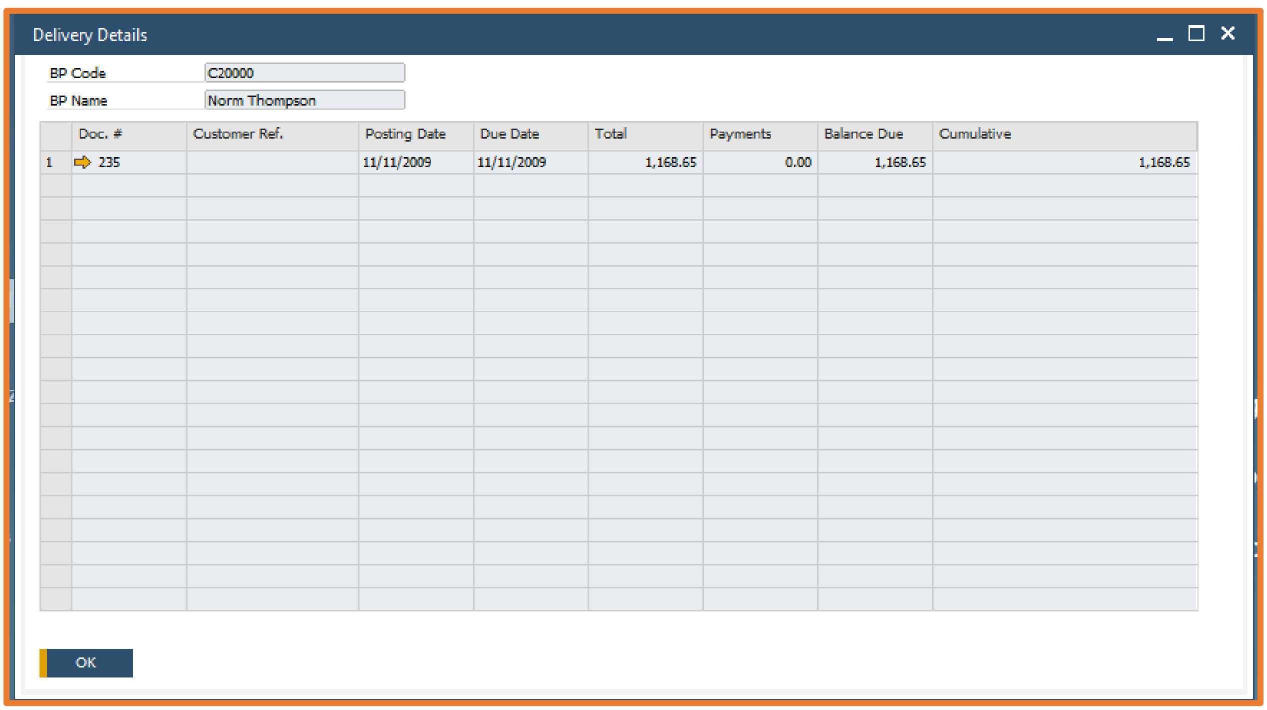
OK

Credit Information

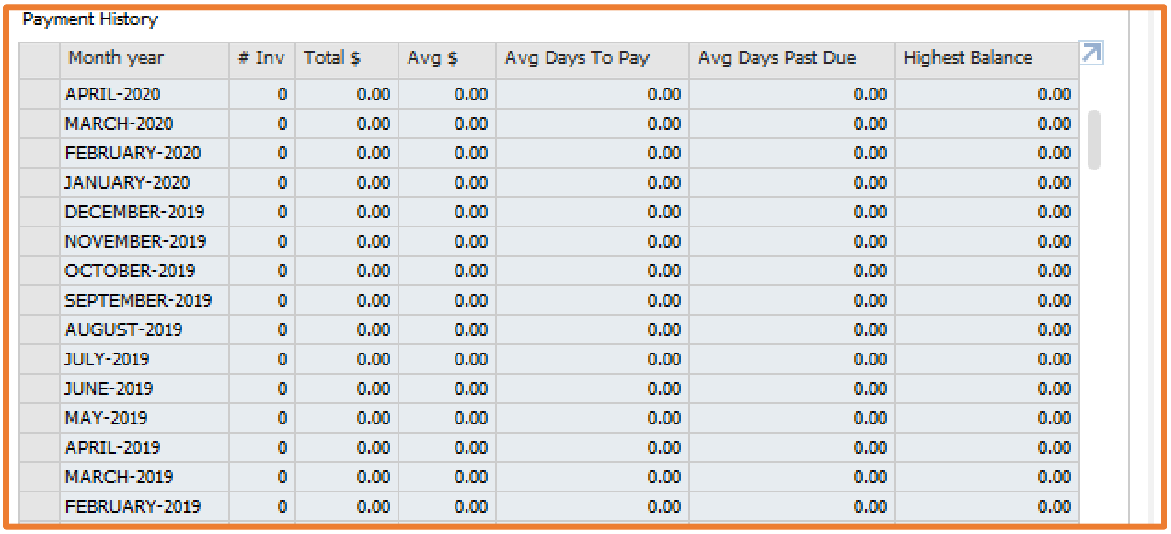


This section indicates how the customer's activity relates to their credit limit. It shows not only the account balance, but also the open orders and deliveries. These are added together to yield the total exposure – the customer's potential total balance at the current time. This total is then compared to the customer's credit limit, and the remaining credit (positive or negative) is calculated. A negative total indicates that the customer would be over their credit limit if all the open documents were considered.

You may drill down on each of the document totals to see the detail of the documents that are included.



Payment History



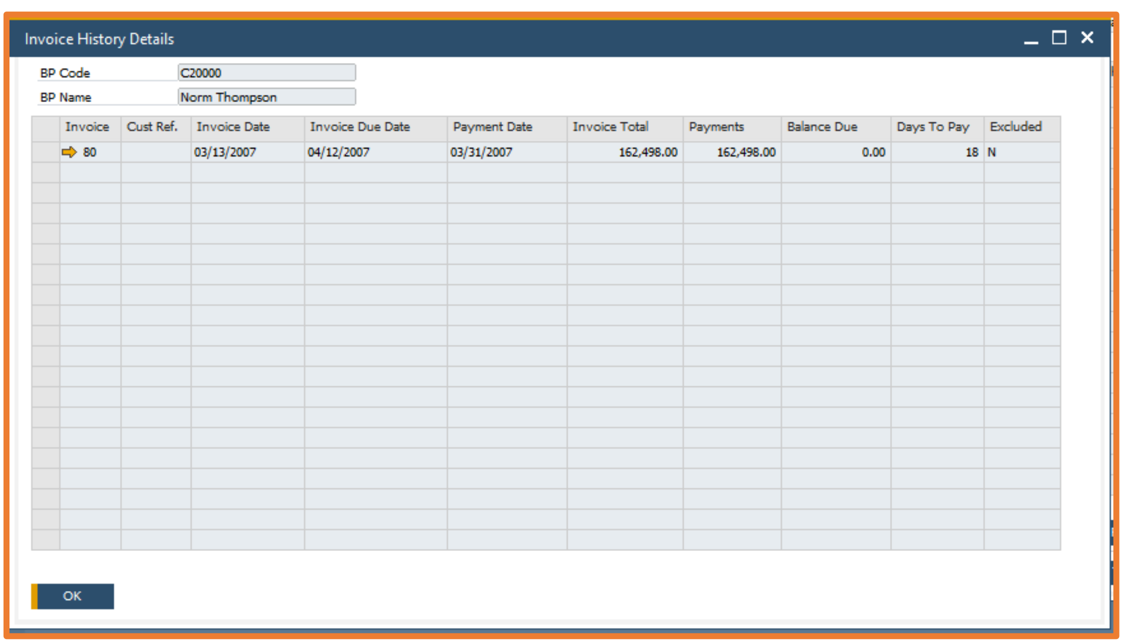
Payment History

Month year	# Inv	Total $	Avg $	Avg Days To Pay	Avg Days Past Due	Highest Balance
APRIL-2020	0	0.00	0.00	0.00	0.00	0.00
MARCH-2020	0	0.00	0.00	0.00	0.00	0.00
FEBRUARY-2020	0	0.00	0.00	0.00	0.00	0.00
JANUARY-2020	0	0.00	0.00	0.00	0.00	0.00
DECEMBER-2019	0	0.00	0.00	0.00	0.00	0.00
NOVEMBER-2019	0	0.00	0.00	0.00	0.00	0.00
OCTOBER-2019	0	0.00	0.00	0.00	0.00	0.00
SEPTEMBER-2019	0	0.00	0.00	0.00	0.00	0.00
AUGUST-2019	0	0.00	0.00	0.00	0.00	0.00
JULY-2019	0	0.00	0.00	0.00	0.00	0.00
JUNE-2019	0	0.00	0.00	0.00	0.00	0.00
MAY-2019	0	0.00	0.00	0.00	0.00	0.00
APRIL-2019	0	0.00	0.00	0.00	0.00	0.00
MARCH-2019	0	0.00	0.00	0.00	0.00	0.00
FEBRUARY-2019	0	0.00	0.00	0.00	0.00	0.00

This section provides a display of the customer's payment history, by month. For each month, it shows the number of invoices paid during that month, the total dollar amount of those invoices, the average amount, the average number of days to pay, the average days past due, and the highest balance in that month.

Note: Only invoices that are completely paid are included in this display. If an invoice was paid in multiple payments, then the invoice is shown in the month in which the final payment was received. The number of days to pay, and number of days past due are calculated based on the invoice date or due date, compared to the date of the final payment.

You may drill down on any month to see the list of invoices that were paid in that month.



Invoice History Details

BP Code C20000

BP Name Norm Thompson

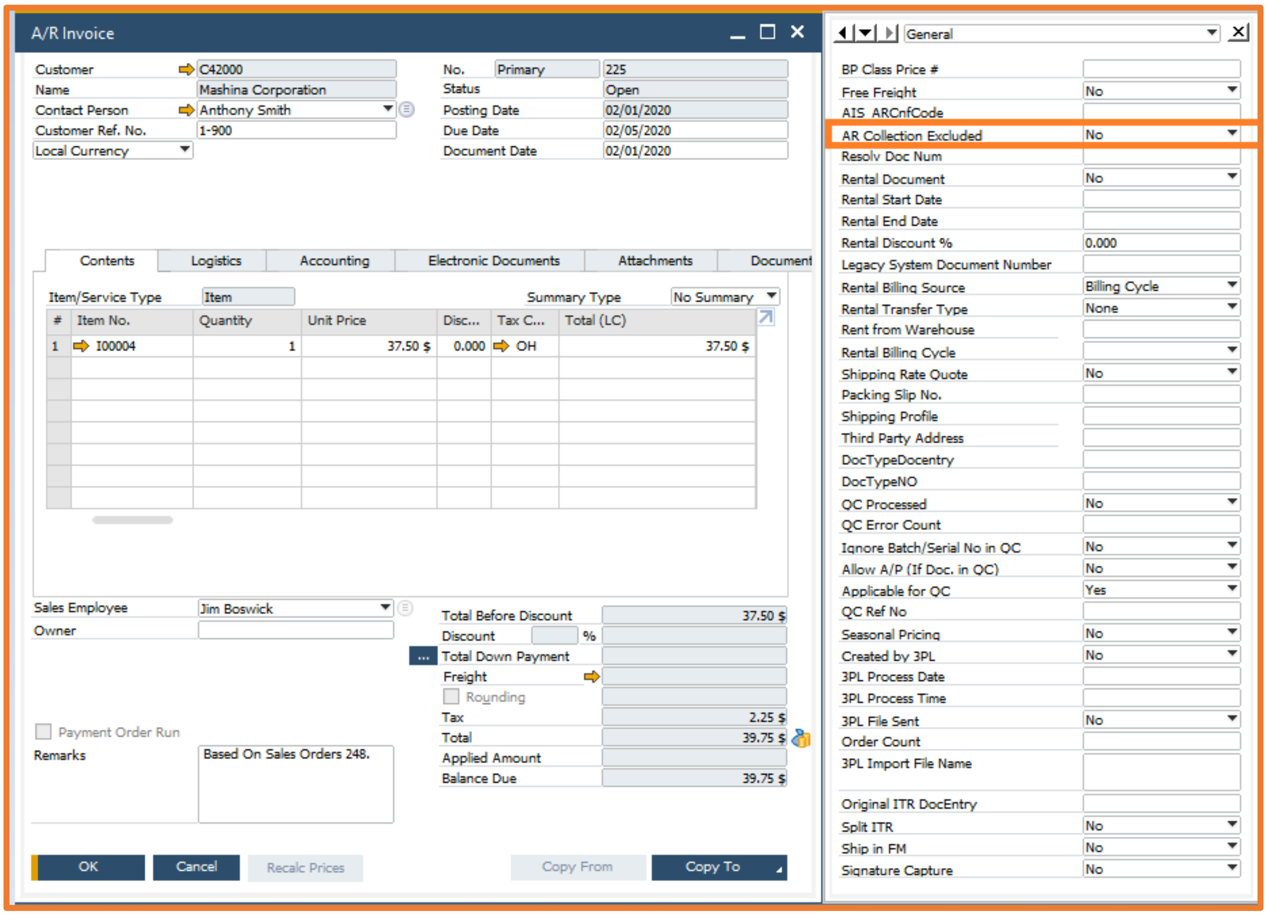
Invoice	Cust Ref.	Invoice Date	Invoice Due Date	Payment Date	Invoice Total	Payments	Balance Due	Days To Pay	Excluded
80		03/13/2007	04/12/2007	03/31/2007	162,498.00	162,498.00	0.00	18	N

OK

Excluded Invoices

In the screenshot above you can see a column called Excluded. On occasion, it may be desired to exclude certain invoices from the calculation of average days to pay. For example, there may have been an error in shipment or a quality problem with an item; during the time that it takes to clarify and correct these issues, the customer may not pay the invoice. To avoid having this type of invoice confused with one where the customer is simply delinquent in payment, you may mark the invoice as being excluded from the AR Collections calculations. It will not be included in the average days to pay or the average days late. The exclusion flag will also be visible in the Collections Tracking document.

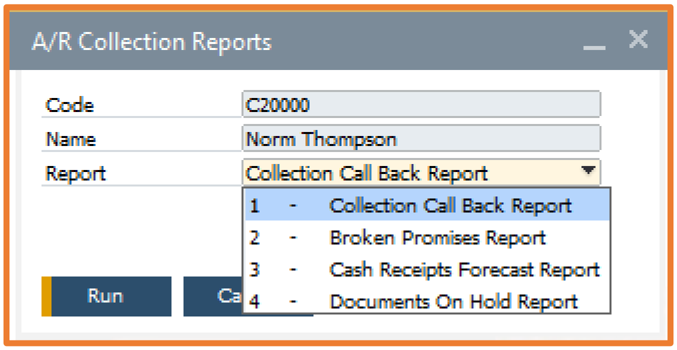
To exclude an invoice, set the user-defined field “AR Collections Excluded’ to “Yes”.



Additional Options

The Collections tab also includes three buttons which may be used to access other areas of the program.

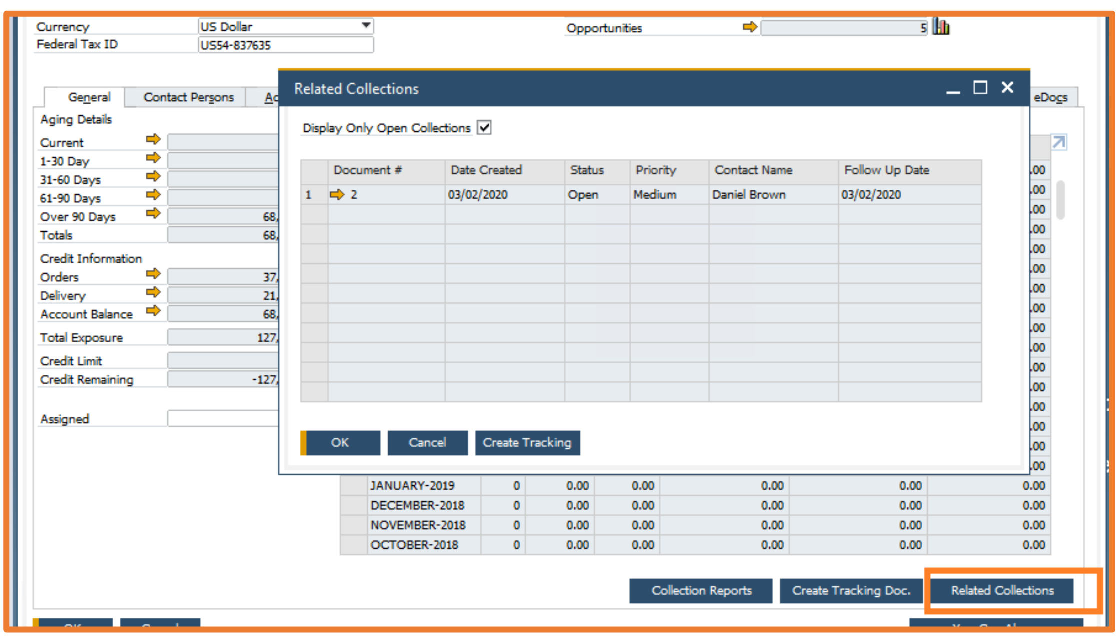
Collection Reports: This button will provide a list of Collection Management reports. When a report is selected, the customer's code will automatically be entered in the report parameters.



Create Tracking Doc.: This button will open the Collection Tracking screen which provides you with the ability to enter a new Tracking Document. The customer's code will automatically be entered in the document header.

Note, both options are also available through the Resolv AR Collections Management menu. They are described in detail in later sections of this manual.

Related Collections: This button will display a list of existing Tracking Documents relating to this customer.



***Note**: The "Display Only Open Collections" box will be checked initially by default.*

You can drill down to an existing document or use the "Create Tracking" button to create a new one.

Collection Tracking

Resolv > Resolv AR Collections > Collection Tracking

The Collection Tracking screen serves several functions. First, it creates a record that collection tracking has occurred regarding a specific customer. Second, it provides links to one or more documents that are referenced in the collection activity. Third, it allows you to create a detailed log of the collection activity over time. And finally, it provides the ability to set a follow-up date and time for further actions.

When you open the Collection Tracking screen the follow functions will take place:

- All the open A/R invoices will be read through looking for invoices that meet the conditions for classifying an invoice as past due. Any invoice that is found that meets the conditions and is not already assigned to a Collection Tracking document will be either assigned to an existing document or a new Collection Tracking document will be created.
- All the Collection Tracking documents will be reviewed and if the "Retain Closed Linked Documents" check box is un-checked in the AR Collection Configuration screen, closed Linked Documents on will be removed from every tracking document.
- All the Collection Tracking documents will be reviewed and if the "Close Tracking doc if no linked documents" check box is checked in the AR Collection Configuration screen; the tracking document will be automatically flagged as closed if no linked documents are found.

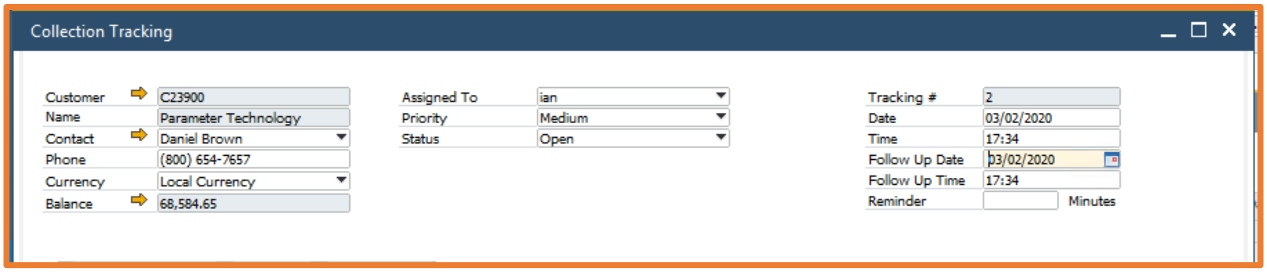
Note: the very first time you open the Collection Tracking screen it could take some time since it might need to create a large amount of Collection Tracking documents.

The system will try to group all documents for the same customer onto the same tracking document, so you don't end up with many different tracking documents for the same customer.

Collection Tracking Screen Entries

The screen consists of four sections.

Header

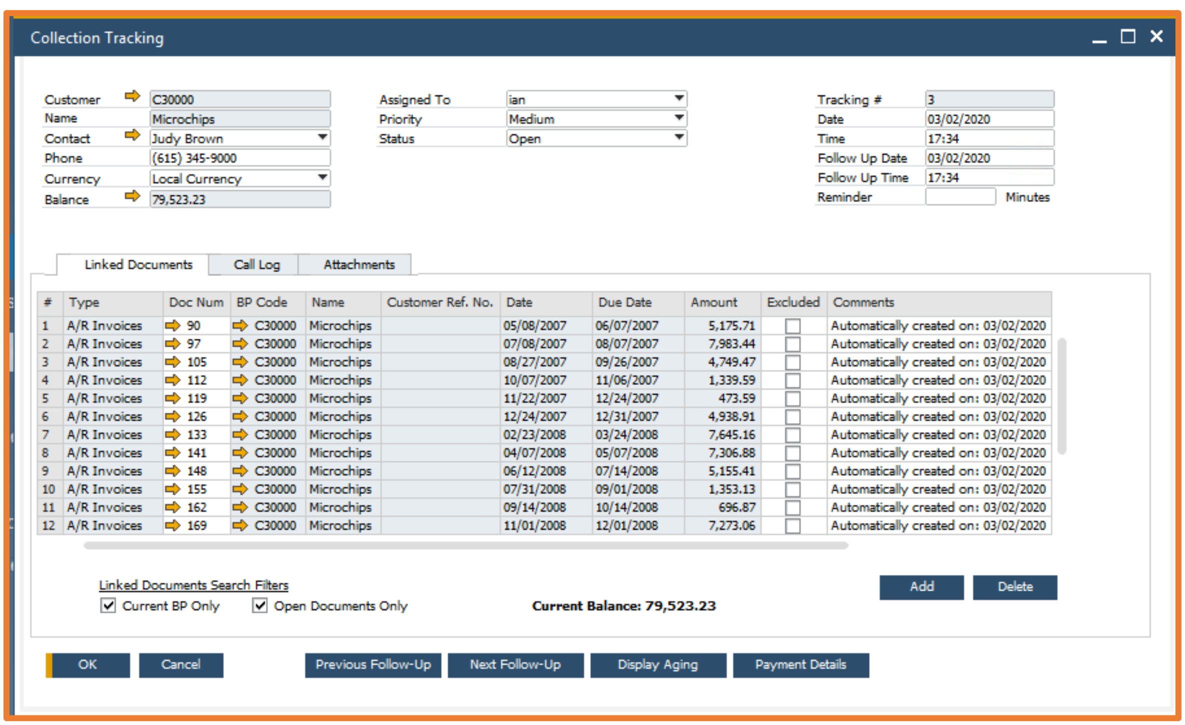


The header area contains the following fields:

Customer Code	Enter the code for the customer or click on the search button to select from the list.
Customer Name	The customer's name automatically appears.
Contact	The default contact for the customer automatically appears. You may select a different contact from the drop-down list.
Phone	The customer's main telephone number automatically appears. You may change this as needed.
Currency	"Local Currency" will be initially displayed. You may change it using the drop-down list. The change may affect the values displayed for each document in the grid.
Balance	The customer's account balance will be displayed. You can drill into it to gain access to standard SAP Business One "Customer Receivables Aging".
Assigned To	The login name of the user entering the record is automatically selected. If a different person is to be assigned to the collection, you may select any other user from the drop-down list.
Priority	Select Low, Medium, or High priority. The default is Medium.
Status	The status defaults to Open. You may change it to Closed or Inactive. ***Note: The status does not change automatically at any point.***

Tracking #	The system will automatically assign a tracking number when the record is added.
Date	The current date is automatically entered. You may change it if desired. This represents the date when the Collection Tracking document was created.
Time	The current time is automatically entered. You may change it if desired. This represents the time Collection Tracking document was created.
Follow Up Date	Enter the date when you will next follow up on the collection activity. This date will be automatically populated with the current date if the tracking document is created automatically.
Follow Up Time	Enter the time when you will next follow up on the collection activity. This time will be automatically populated with the current time if the tracking document is created automatically.
Reminder	Enter the number of minutes before the specified date and time to receive a reminder of the follow up. This is intended to be used with a query that a user can create.

Linked Documents

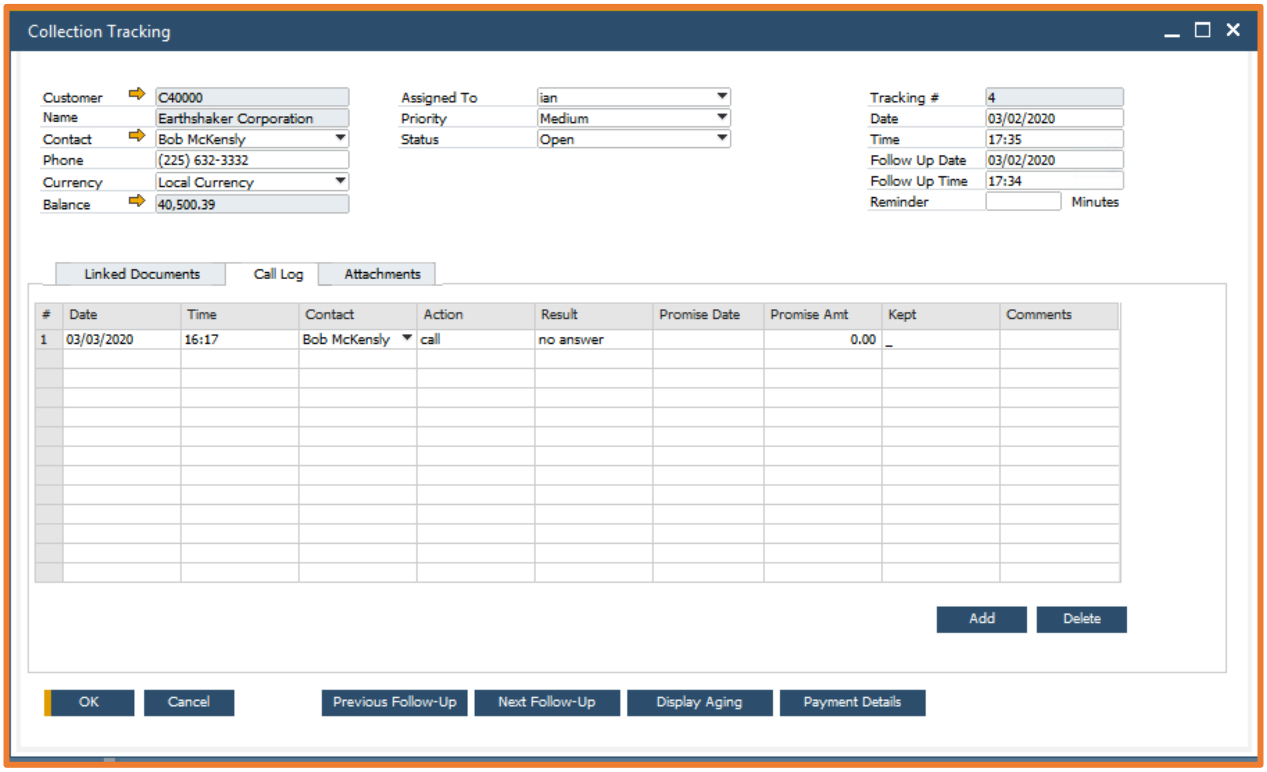


This section allows you to reference various SAP Business One documents, such as invoices or credit memos, which are relevant to the collection activity. You may list as many documents as needed. To add or delete rows, use the buttons on the bottom right side of the screen. You may also right click which will bring up a pop-up box with some additional options. Included in this pop-up box will be the ability to add or delete linked rows.

Use the checkboxes under the grid to indicate if you wish to select documents from the current Business Partner only, and if you want to choose from open documents only. Both boxes are checked by default.

Type	Select the document type. You may select from Sales Quotes, Sales Orders, A/R Invoices, Returns, A/R Credit Memos, A/R Down Payments, and Incoming Payments. A/R Invoices are selected by default.
Doc Num	Enter the document number or use the selection button to choose from the list. Only open documents of the type selected will be shown, unless the “Open Documents Only” box is unchecked. You may drill down to the document.
BP Code	The Business Partner code from the document is displayed.
Name	The Business Partner name from the document is displayed.
Customer Ref. No	The Customer Ref. No. from the document is displayed.
Date	The entry date of the document is displayed.
Due Date	The due date of the document is displayed.
Amount	The original document total is displayed.
Excluded	This checkbox indicates if the document has been marked as excluded from collections calculations. You may also check it directly. Changing this checkbox affects the Current Balance that shows at the bottom of the screen by the amount in the Current Balance column.
Current Balance	The current balance of the document is displayed.
Orig Collect Amt	The balance of the document at the time this Collection Tracking document was created.
Comments	You may enter comments. A window will open to display the full text as it is entered or displayed. This will be automatically populated with information on when the document was created if it was created automatically.

Call Log



This section may be used to record calls or other activities performed during collection. It provides a sequential record of events which may be useful in evaluating the success of the activity. It also may be helpful in cases where there is a difference of opinion as to what was said or promised on various occasions.

Date	The current date will appear automatically. Change it if needed to indicate the date of the call.
Time	The current time will appear automatically. Change it if needed to indicate the time of the call.
Contact	The contact name from the header will appear automatically. You may select a different contact person if appropriate.
Action	Enter an Action Code from the pull-down list. These codes are maintained in the Action Code setup screen described above.
Result	Enter a Result Code from the pull-down list. These codes are maintained in the Result Code setup screen described above.
Promise Date	Enter the date by which payment is promised, if any.
Promise Amt	Enter the amount that was promised to pay, if any.

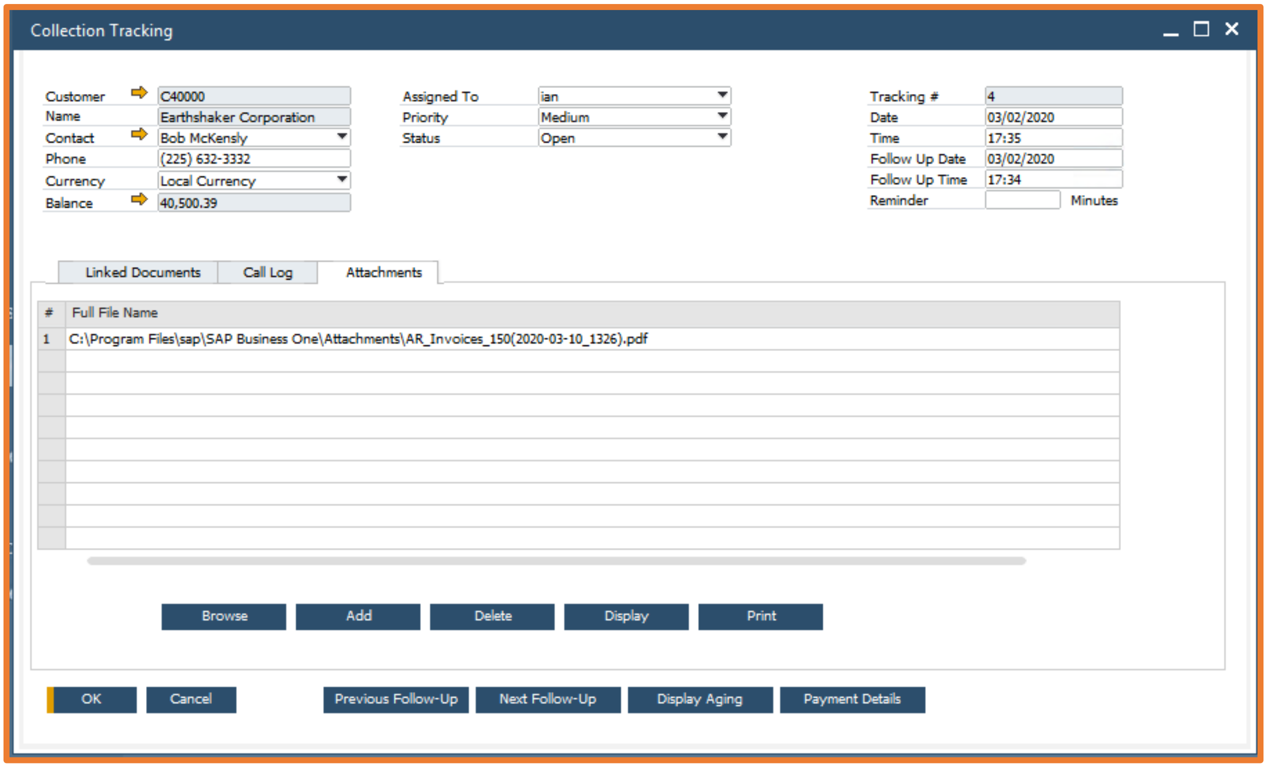
Kept	Leave blank or select Y (Yes) or N (No) to indicate if the promise was kept or not. An Entry of "N" will trigger this Tracking document to appear on the Broken Promises Report.
Comments	You may enter comments. A window will open to display the full text as it is entered or displayed.

Adding and Removing Rows

From anywhere in the Collection Tracking screen, use a right-click or the "Go To" pull-down menu to select one of the following options:

- Remove - This option will remove the Collection Tracking document permanently
- Deliver Statement – Will bring you to the Document Delivery A/R Statements selection screen. The Customer information will be filled in.
- Deliver Invoice - Will bring you to the Document Delivery A/R Invoices selection screen. The Customer information will be filled in.
- Add Link Document Row – allows you to add a new Linked Document row.
- Delete Link Document Row - allows you to delete a new Linked Document row. You must select a row first.
- Add Call Log Row - allows you to add a new Call Log row. Only available when you've selected the Call Log tab.
- Delete Call Log Row - allows you to delete a Call Log row. You must select a row first. Only available when you've selected the Call Log tab.

Attachments



This section may be used to attach documents (i.e. Invoices and Statements) to the Collection Tracking document.

Browse	Provides the ability to browse a selected folder and choose a document to attach to this Tracking Document.
Add	Provides the ability to add a new row.
Delete	Provides the ability to delete the row that is highlighted.
Display	Allows the document on the row highlighted to be displayed.
Print	Allows the document on the row highlighted to be printed.

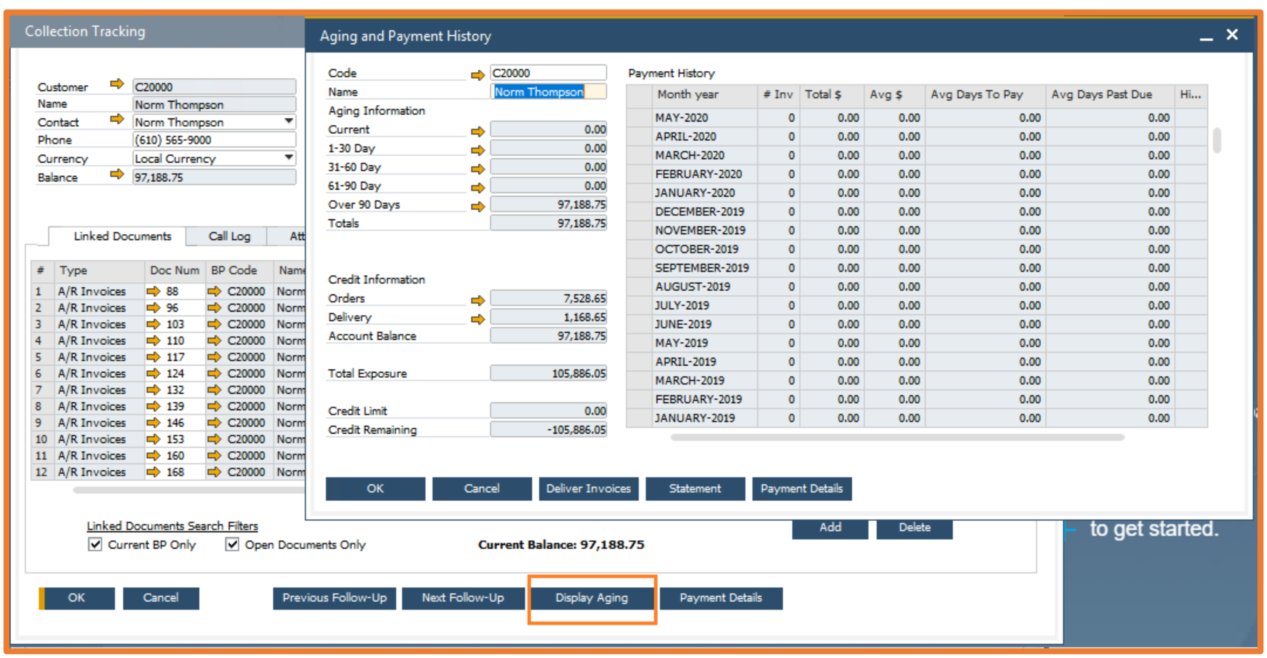
Follow Up Scrolling

The Collection Tracking screen includes two buttons at the bottom which enable the user to scroll from one record to the next in sequence by follow-up dates and times. Use the “Previous Follow-Up” and “Next Follow-Up” buttons to move to the previous or next record where the follow-up date and time are before or after the current record, regardless of their record numbers. This enables the credit manager to easily plan the day’s projects by reviewing the calls that are to be made according to the assigned date/time schedule.

The “Follow Up” exclusions flag will be checked to determine which documents, if any, will be skipped when using the scrolling buttons.

Display Aging

Another button at the bottom of the Collection Tracking screen is “Display Aging”. When you click on this button, you will see the same information that appears on the A/R Collections tab of the Business Partner Master record.



Invoices and Statements

The Collection Tracking screen is linked to Resolv Document Delivery for A/R Invoices and Customer Statements.

> From anywhere in the Collection Tracking screen, use a right-click or the "Go To" pull-down menu to select "Deliver". You will then have a choice of Invoices or Statements.
>
> From the Display Aging screen, use the buttons at the bottom to select "Deliver Invoices" or "Statement".

When either of these selections is made, the appropriate Document Delivery screen will appear. In the case of Invoices, the customer name is automatically inserted in the header, and all invoice documents are shown. You may select the ones you wish to deliver and use the normal Document methods to send them. In the case of Statements, the screen will show only the customer from the Collections screen; you may select it and deliver the statement.

***Note**: It is necessary to create Document Delivery Customer Configuration records to allow the system to deliver invoices or statements to the appropriate recipients.*

Collection Tracking Procedures

The Collection Tracking program can be utilized in a variety of ways, depending on individual circumstances and company policy. Essentially, it is designed to track collection "events," which arise when customer accounts become overdue. These "events" may be short-term, such as a single overdue invoice which is resolved with a single phone call, or they may be of longer duration, involving multiple invoices, credit memos, and other documents, and requiring numerous calls.

The Collection Tracking "event" may begin in one of two ways:

- The credit manager decides that a problem exists regarding a customer account. They manually enter a new Collection Tracking record and determine which invoices or other documents are to be included as linked documents.

- If the system has been set to automatically create Collection Tracking records when invoices are overdue by a specified number of days (from the configuration record), it will periodically check all customer accounts. When an invoice is found that exceeds that number of days overdue, the system will determine if an open Collection Tracking record exists for that customer and, if so, the given invoice is included in the list of linked documents.

    - If no open Collection Tracking record exists for the customer, the system will create one and will enter the specified invoice as a linked document. The person assigned to this record will be the user designated in the AR Collection Initialization.

    - If an open Collection Tracking record does exist for the customer but the specified invoice is not included, it will be added to the list of linked documents on that record.

    - If the invoice already exists on an open Collection Tracking record, then no further action will be taken.

    ***Note**: It is recommended to create alerts to notify users of open Collection Tracking records to which they are assigned. Here is an example of a query you can use:*

    SELECT [@AIS_ARC_TRACK].[DocNum], [@AIS_ARC_TRACK].[U_CardCode], [@AIS_ARC_TRACK].[U_CardName], ISNULL(OCPR.Name, '') AS 'Contact Name', [@AIS_ARC_TRACK].[U_Phone], [@AIS_ARC_TRACK].[U_NextDate], [@AIS_ARC_TRACK].[U_NextTime]

    FROM [@AIS_ARC_TRACK] (NOLOCK)

    LEFT JOIN OCPR (nolock) ON OCPR.CardCode = [@AIS_ARC_TRACK].[U_CardCode] AND OCPR.CntctCode = [@AIS_ARC_TRACK].[U_Contact]

    WHERE [@AIS_ARC_TRACK].[Status] = 'O'

```
AND DATEDIFF(hh, DATEADD(mi, CONVERT(INT, ISNULL([@AIS_ARC_TRACK].[U_Remndr],
0)), CONVERT(DATETIME, [@AIS_ARC_TRACK].[U_NextDate] + CASE
ISNULL([@AIS_ARC_TRACK].[U_NextTime], '') WHEN '' THEN convert(varchar, getdate(), 108)
ELSE CASE LEN([@AIS_ARC_TRACK].[U_NextTime]) WHEN 0 THEN convert(varchar,
getdate(), 108) WHEN 1 THEN convert(varchar, getdate(), 108) WHEN 2 THEN
convert(varchar, getdate(), 108) WHEN 3 THEN
'0'+LEFT(CAST([@AIS_ARC_TRACK].[U_NextTime] AS VarChar),1) + ':' +
RIGHT(CAST([@AIS_ARC_TRACK].[U_NextTime] AS VarChar),2) + ':00' ELSE
LEFT(CAST([@AIS_ARC_TRACK].[U_NextTime] AS VarChar),2) + ':' +
RIGHT(CAST([@AIS_ARC_TRACK].[U_NextTime] AS VarChar),2) + ':00' END END)),
GETDATE()) >= 0
```

Once the Collection Tracking record has been entered, it is the responsibility of the assigned person to make appropriate contacts with the customer to resolve payment of the overdue invoices.

- Be certain to make a log entry for every call or other contact, whether successful or not. Use the Comments field in the Call Log to record the details of each contact.
- Use the Promise date and amount fields as indicated and be sure to note when promises are kept or broken.
- Use the Follow Update, time, and reminder fields in the header to set the next contact appointment. These fields may be changed and reused as needed until the event is resolved.

As the collection process continues, the Collection Tracking record should be updated to reflect any changes. Linked documents may be removed, or others added. Log entries may be added and edited as needed. If necessary, the assigned person or priority level may be changed.

If a decision is made to temporarily suspend collection procedures for a customer (for example, while waiting for a manufacturer to resolve quality issues, or if it has been agreed to allow the customer to pay at a later time), you may change the status of the Collection Tracking record to “Inactive”. This will prevent the record from being included in reports for open Tracking records. A note should be entered in the Call Log with the reason for the change in status. Note that a follow-up date may still be entered for Inactive records. The status may be changed to “Open” again at any time.

Once the event is resolved, either by payment received or by some other means, the status of the Collection Tracking record should be changed to “Closed”. The Call Log should include the date and nature of the resolution. It is important to close the record so that it does not continue to appear in collections reports and alerts.

Document Approvals

The Documents Approval feature is going to use the standard SAP setups. A screen is provided on which an approver may see a list of all documents that require approval and may indicate approval or rejection of each. Finally, the system retains an archive of all orders that have failed the approval test, including subsequent approvals, rejections, and changes to the document.

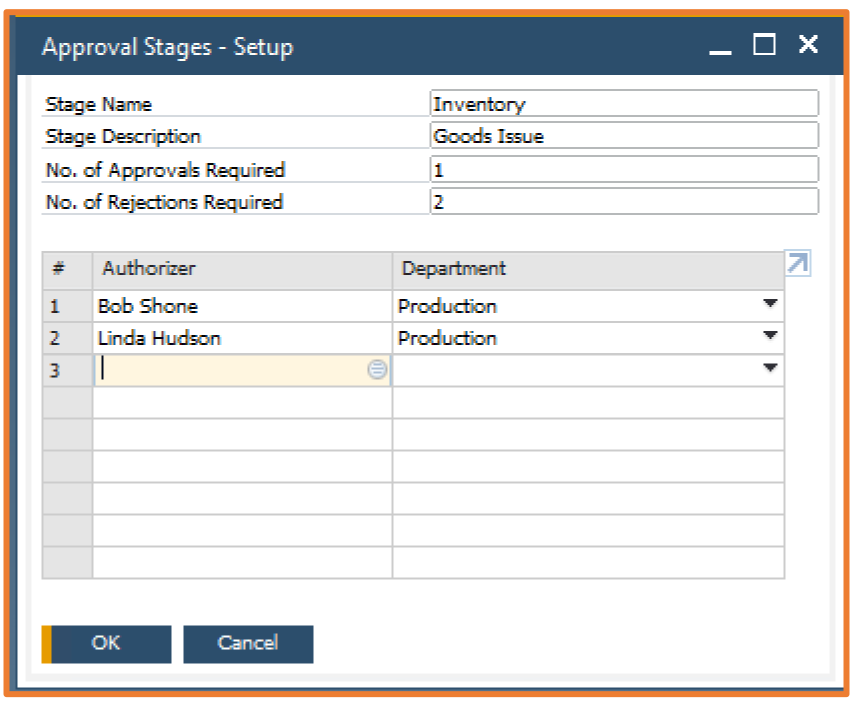
Approval Setups

The following setups must be completed before the Resolv AR Collections approval feature may be utilized.

Approval Stages

Administration > Approval Procedures > Approval Stages

Create approval stages according to standard Business One procedures, except as noted below.



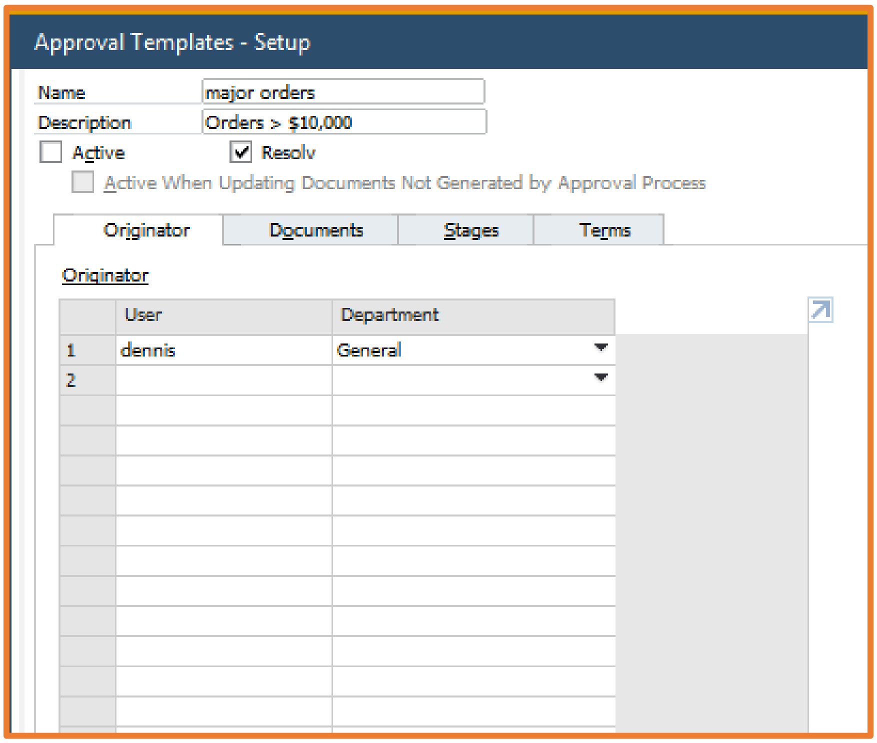
Approval Templates

Administration > Approval Procedures > Approval Templates

Create Approval Templates according to standard Business One procedures.

<u>**Originator Tab**</u>

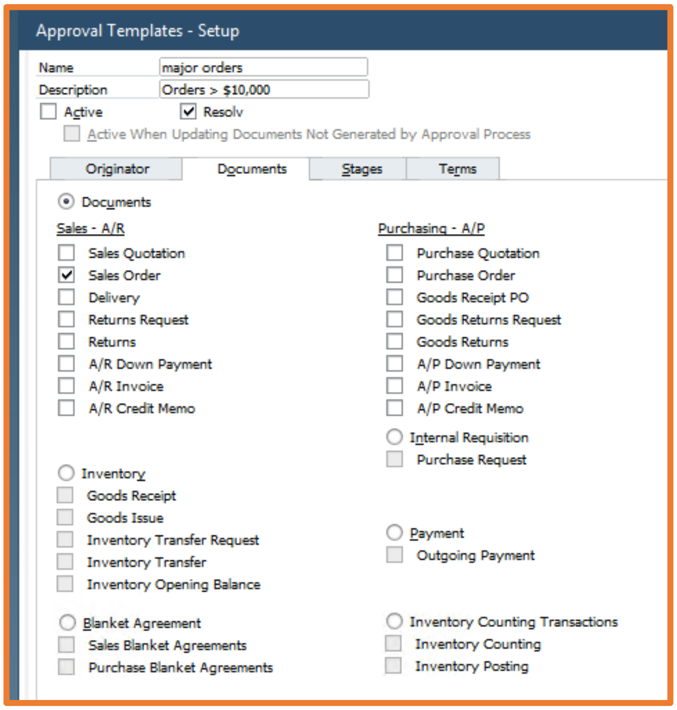
Enter the originators who may trigger the Approval.



If you use Resolv Approvals, you will need to check the Resolv box in the Approval Templates – Setup

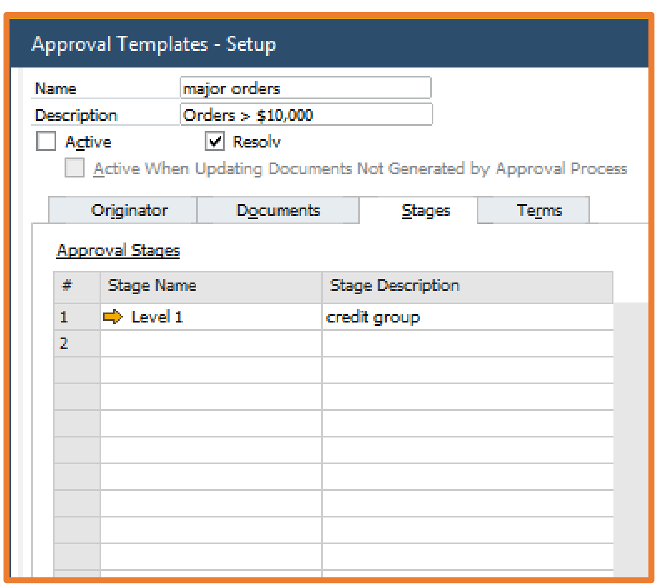
Documents Tab

Check the type of document that is going to pass for an Approval Process. When using Resolv Approvals only Sales Order will be available. When using SAP Approvals, you can choose any document type and as many of the other document types that you like.



Stages Tab

You may select one or more Approval stages.

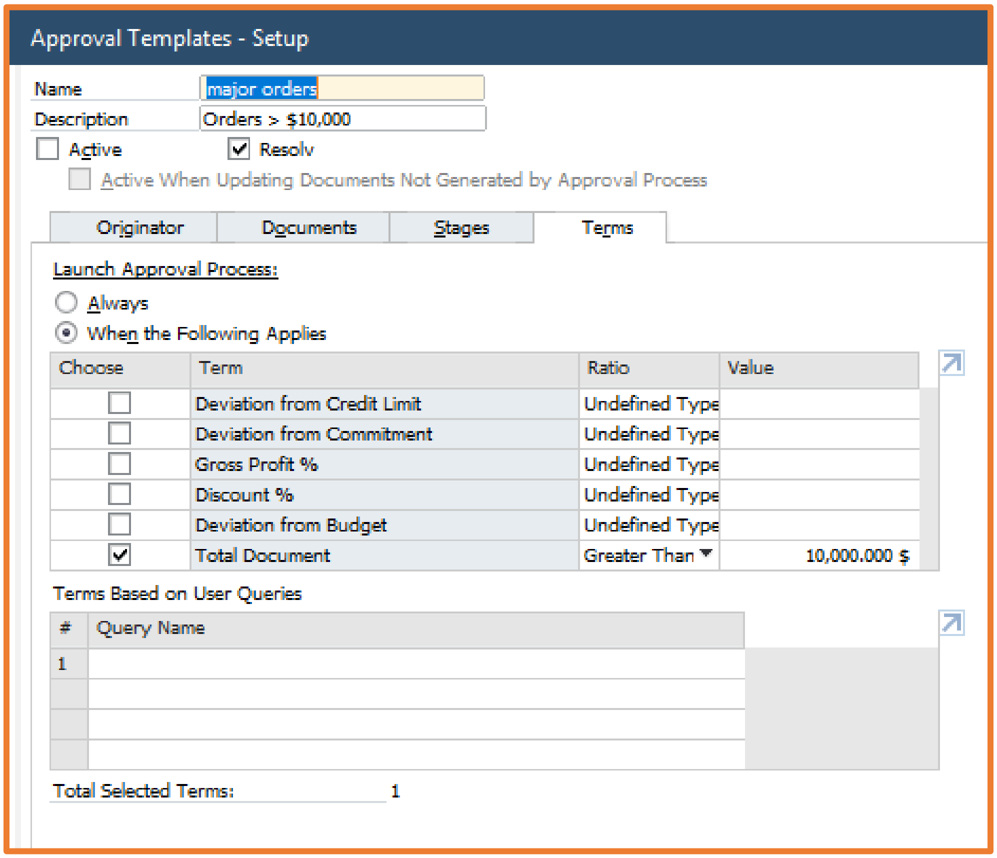


Terms Tab

You may use one of the pre-set Approval terms, or you may use terms based on a user query.

If using a user query, create a query using the standard format for Approval queries: the query can only reference fields in the order Header, not the rows, and it must return a result of “True” or “False”. Variables must be used to reference fields in the current document.

If you double-click in the query name section, the query manager screen will appear, and you may select any of the queries that are shown.



Approval Procedures

As with standard Business One, an approval process is triggered when a Document is entered by a person on the list of originators; when the originator clicks on the “Add” button, the system performs the approval query, and if the query returns the response of True then the Approval process is initiated. The user will receive a message that the order has failed the approval.

SAP will create a Draft document when the document falls in an Approval Process because of a change. While an order is unapproved, and it is a draft, the following conditions will apply:

- If it is a Sales Order, AR Reserve Invoice, Production Order, or Inventory Transfer Request, it will not appear in the Pick and Pack Manager.
- If it is a Purchase Order, it will not appear in the Container Entry processing.
- The document cannot be copied to a Documents like GRPO, Delivery, Invoices, etc.
- Changes cannot be made to the draft document.
- The document will appear under draft documents.
- The document is included in the **Resolv AR Collections** Orders On-Hold Report.

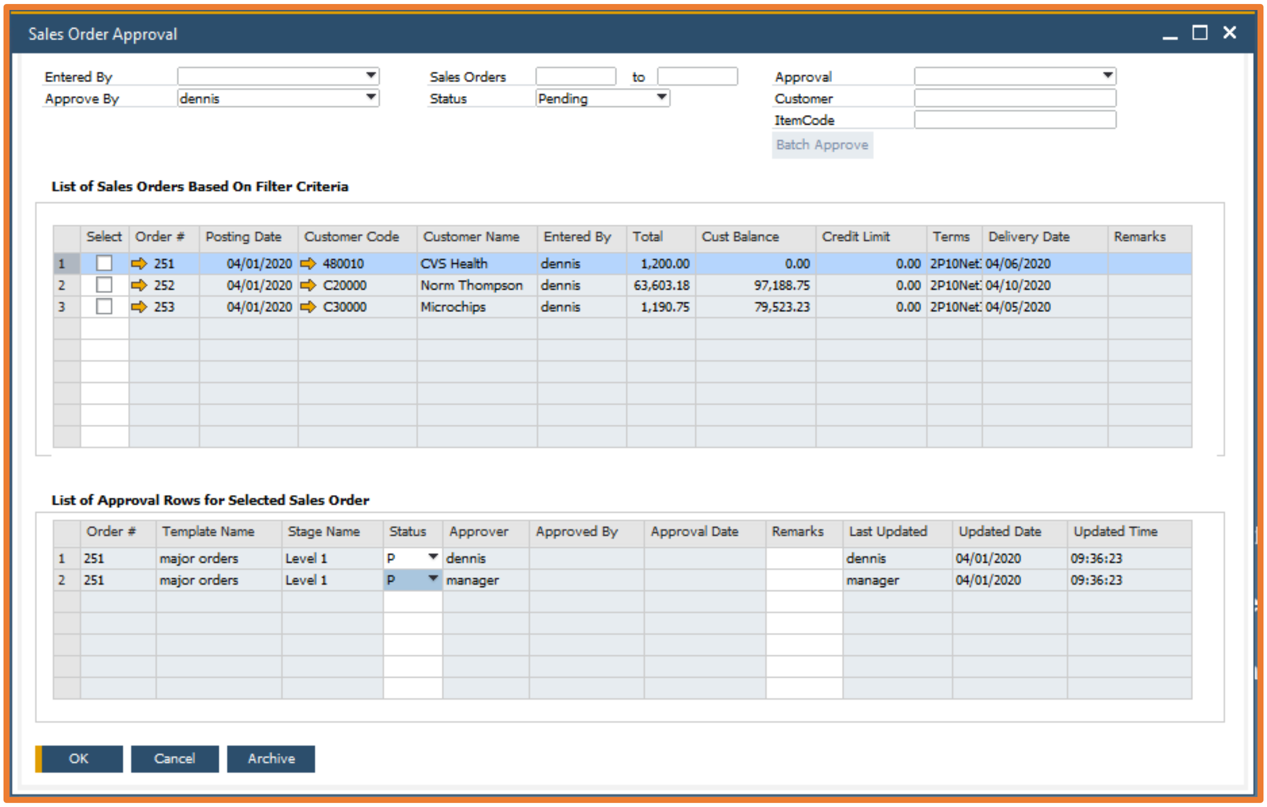
The Resolv AR Collections approvals do not force the document to be saved as a draft. Instead, the “Approved” checkbox on the Logistics tab is unchecked and the order status is displayed as “Unapproved”. While an order is unapproved, the following conditions will apply:

- The order will not appear in the Pick and Pack manager
- The order cannot be copied to a Delivery or AR Invoice
- Changes can be made to the order
- The order is included in the Business One Open Items Report and Backorder Report
- The order is included in the Resolv AR Collections Orders On-Hold Report

Once a Document is marked unapproved, it will appear in the ***Resolv AR Collections*** Documents Approval screen. The designated approvers may use this screen to view the unapproved Documents and to accept or reject them.

Documents Approval Screen

Resolv > Resolv AR Collection > Documents Approval



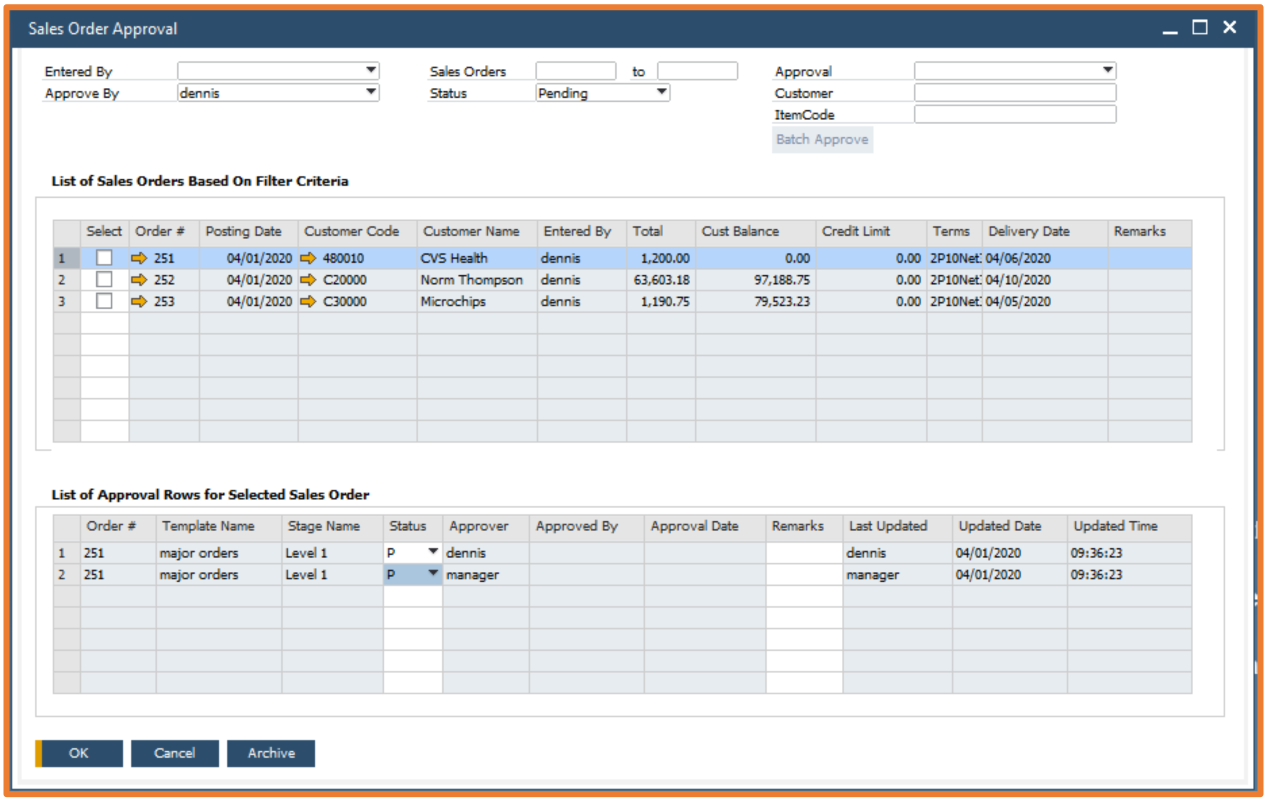
This screen is used to view documents that have been sent to the approval process. You may view documents for which approval is pending, or those which have been approved or rejected. Users who are included as approvers in the approval stage may also use this screen to register their acceptance or rejection of the orders.

The header area may be used to indicate which documents you wish to view. You may select an Entered By user, and/or an Approved By user, or leave the fields blank to include all users. You may also enter a Document or Draft no. range or leave the fields blank to include all Documents. From the drop-down list, select: Pending, Approved, or Rejected to indicate the type of Documents to include. You may also include an Approval, Customer, or Item to further filter the selections.

When the header selections are complete, click on the “Find” button. The screen will display all the selected Documents in the upper grid. You can see the document number, draft number, date, Business Partner code and name, the name of the user who entered the document, the amount of the document, and the Business Partner’s open balance, credit limit, and terms code. You may drill down on the document or draft number to see the document.

Highlight one or more lines in the upper grid to view or change the approval status. The selected documents will appear in the lower grid. Note that it is possible to have more than one approval template that applies to a document (for example, customer over credit limit and an order total greater than a maximum amount); it is also possible to have more than one user listed as approvers in the approval stage. Therefore, there may be multiple lines per document in the lower grid.

Each row in the lower grid includes the Status field. While any user may view this information, only the designated approver may alter the selection in this field.



In the example above, both “dennis” and “manager” are Approvers. Each of them can change the status only in the row with their name. Other users will not be able to change either row.

The approver may change the status to “A” (approved) or “R” (rejected). Multiple document status fields may be changed at the same time. When all changes are complete, click on “Update”.

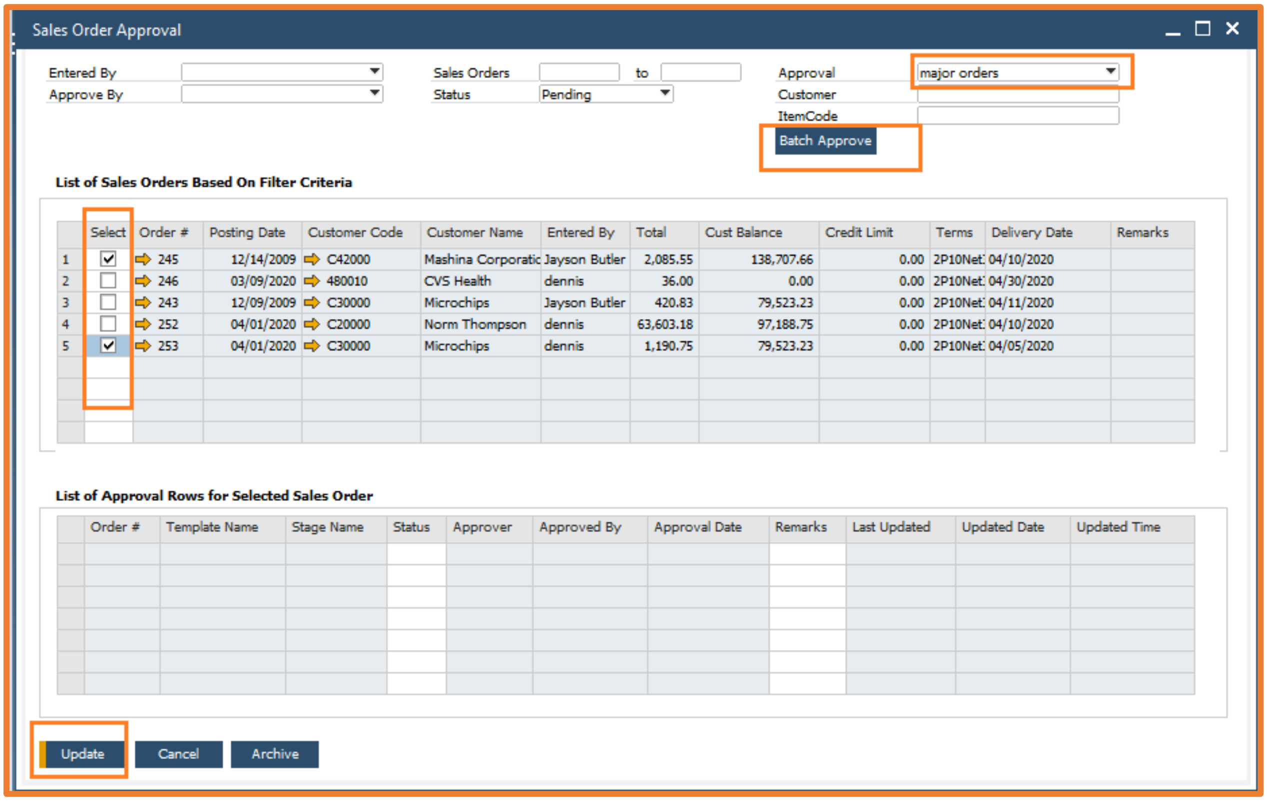
If you are using SAP Approval Process when a document is approved, the draft document will show in the header “Draft [Approved]”. If the document is rejected, the header will show “Draft [rejected]”.

If you are using Resolv Approval Process when an order is approved, the “Approved” checkbox on the Logistics tab will be checked, and the status will change to “Open”. If the order is rejected, there will be no change to the order document, and the status will remain “Unapproved”.

Batch Approval

The Batch Approval button will become active if an Approval is entered and the Find button is selected. This button will allow you to approve multiple documents at once.

You can choose the orders you want to approve by activating the “Select” check box column. When you have completed your selections, you can hit the Update button to trigger the approvals.



Approval Status Rules

The following rules apply in instances where there are multiple approvers and/or multiple approval templates affecting a document:

- If there are multiple approvers in the approval stage, any one of them may approve the document. As soon as the document is marked approved, it is released as a Draft [Approved] when you are using SAP Approvals. If you are using Resolv Approvals as soon as the order is marked approved, it is released as an open document.

- If one of the approvers rejects the document, it will be marked rejected and will appear in the list of rejected documents. Only the user that Rejected the document can change the status.

- If there are multiple approval templates that affect the document, then each template must be approved before the document can be released.

Whenever a document is rejected, it will no longer appear in the list of pending orders. It will be necessary to change the header selection to “Rejected” in order to view it.

Approvers may change the approval status at any time so long as the document remains as draft. They may return a document draft to a status of “Pending” even after it has been accepted or rejected.

If the document itself is changed after it is created, if the Approval Template is setup for Updates too, the system will again apply the approval query to see if it still fails the test. If the approval criteria no longer apply, the system will keep the document in approved status. If the approval criteria still apply, the document will return to a “Pending” status, even if it had previously been approved or rejected.

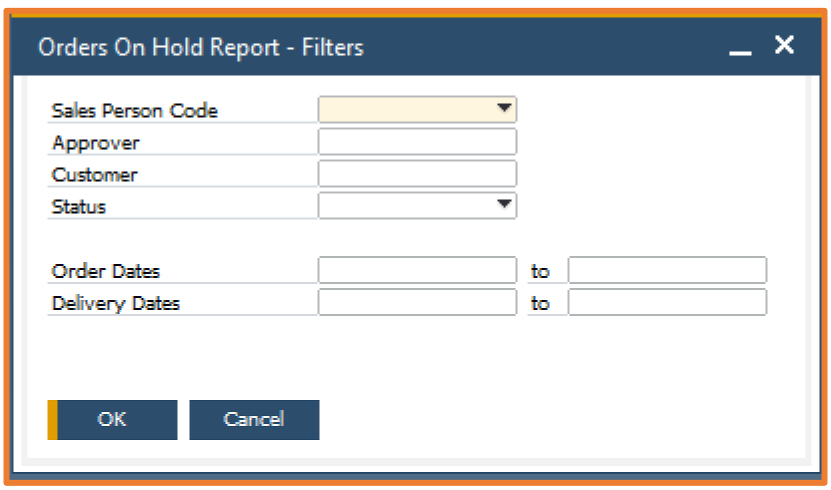
Collection Reports

Four reports are included in the Resolv AR Collections module. These reports may be viewed on screen. As with other SAP Business One reports, they may also be exported to Excel, or faxed or emailed as attachments. In addition, a Crystal Reports template is supplied with each report, which may be used to preview or print the report.

Documents On Hold Report

Resolv > Resolv AR Collections > Documents On Hold Report

The Documents On Hold Report provides a list of documents that are currently pending approval or that have been rejected.



Enter the following criteria for the report:

Sales Person Code: Select the specific salesperson you want to report on or leave blank to include all salespeople.

Approver: Select the specific approver code you want to report on or leave blank to include all approvers.

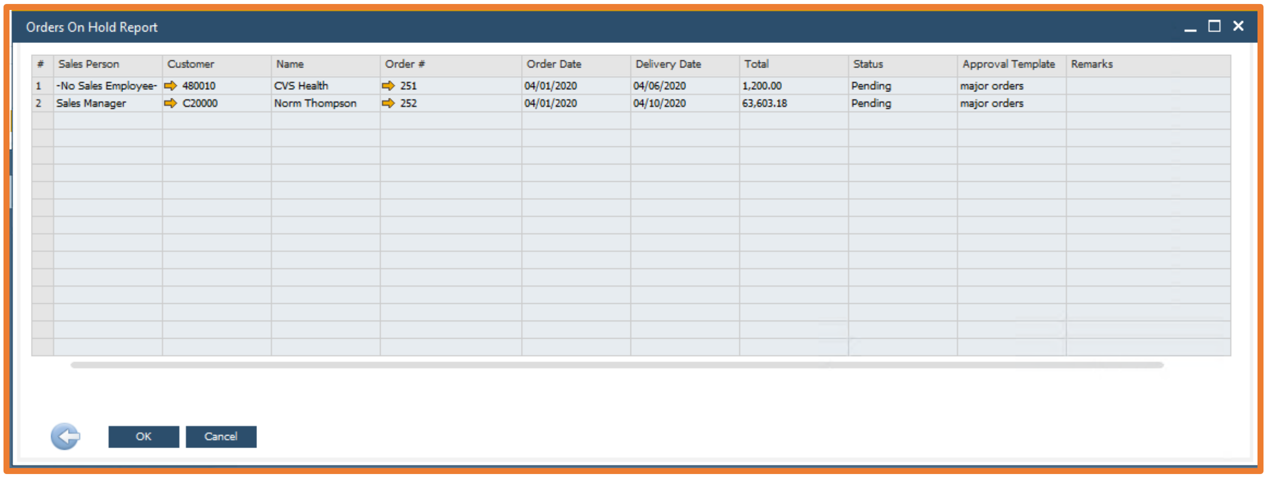
Customer: Select the specific Customer code you want to report on or leave blank to include all Customers.

Status: Select Pending or Rejected documents or leave blank to include both.

Order Dates: Enter a range of order dates to include or leave blank to include all dates.

Delivery Dates: Enter a range of delivery dates to include or leave blank to include all dates.

After entering all the desired filters, click on "OK" to display the report.

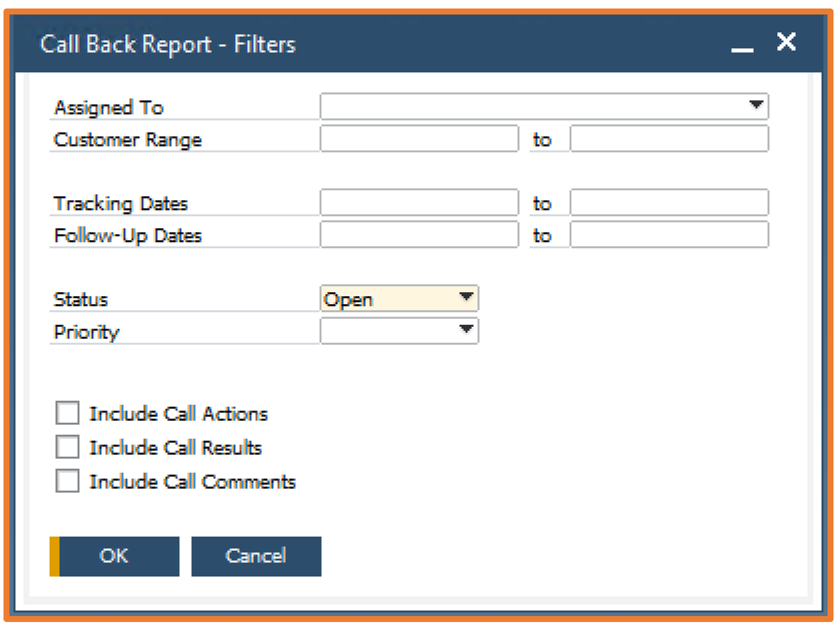


The report displays the salesperson, customer, customer name, document number, order date, delivery date, total amount, approval status, approval template, and remarks entered by the approver. You may drill down on the business partner and document.

Collection Call Back Report

Resolv > Resolv AR Collections > Collection Call Back Report

This report provides a list of Collection Tracking records that are scheduled for follow up callbacks. Only follow ups scheduled for current or previous dates and times are included; future reminders are not displayed.



Enter the following criteria for the report:

Assigned To: Select the specific user you want to report on or leave blank to include all users.

Customer Range: Select the first and last customer codes or leave blank to include all customers.

Tracking Dates: Enter the range of tracking dates or leave blank to include all dates.

Follow-Up Dates: Enter the range of follow-up dates or leave blank to include all dates.

Status: Select Open, Closed, or Inactive or leave blank to include all status codes.

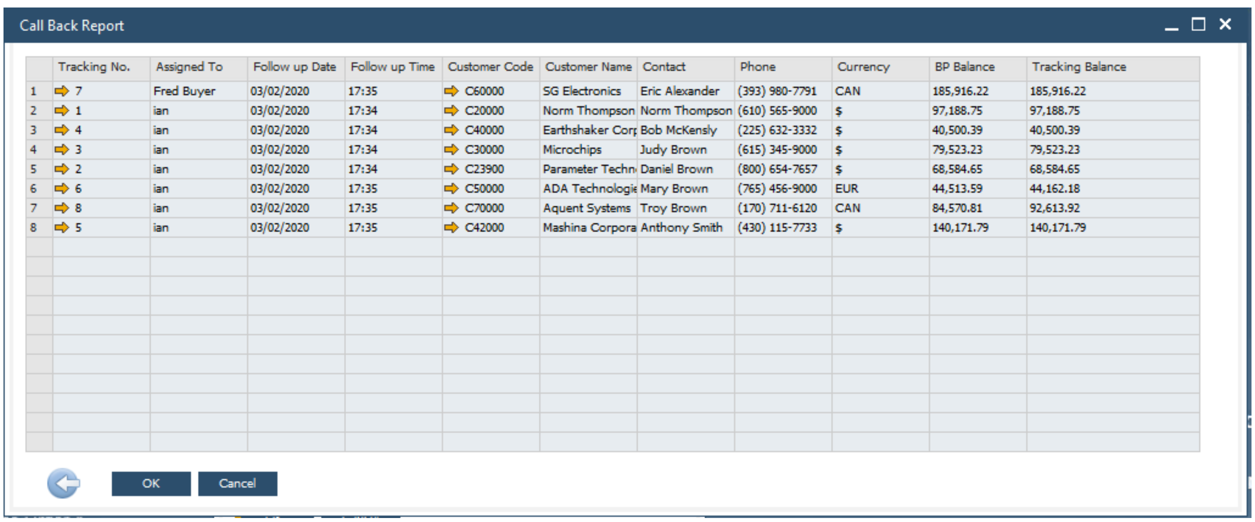
Priority: Select Low, Medium, or High or leave blank to include all priority codes.

Include Call Actions: If selected the “Action” from the “Call Log” tab will be displayed.

Include Call Results: If selected the “Result” from the “Call Log” tab will be displayed.

Include Call Comments: If selected the “Comments” from the “Call Log” tab will be displayed.

After entering all the desired filters, click on “OK” to display the report.



	Tracking No.	Assigned To	Follow up Date	Follow up Time	Customer Code	Customer Name	Contact	Phone	Currency	BP Balance	Tracking Balance
1	7	Fred Buyer	03/02/2020	17:35	C60000	SG Electronics	Eric Alexander	(393) 980-7791	CAN	185,916.22	185,916.22
2	1	ian	03/02/2020	17:34	C20000	Norm Thompson	Norm Thompson	(610) 565-9000	$	97,188.75	97,188.75
3	4	ian	03/02/2020	17:34	C40000	Earthshaker Cor	Bob McKensly	(225) 632-3332	$	40,500.39	40,500.39
4	3	ian	03/02/2020	17:34	C30000	Microchips	Judy Brown	(615) 345-9000	$	79,523.23	79,523.23
5	2	ian	03/02/2020	17:34	C23900	Parameter Techn	Daniel Brown	(800) 654-7657	$	68,584.65	68,584.65
6	6	ian	03/02/2020	17:35	C50000	ADA Technologie	Mary Brown	(765) 456-9000	EUR	44,513.59	44,162.18
7	8	ian	03/02/2020	17:35	C70000	Aquent Systems	Troy Brown	(170) 711-6120	CAN	84,570.81	92,613.92
8	5	ian	03/02/2020	17:35	C42000	Mashina Corpora	Anthony Smith	(430) 115-7733	$	140,171.79	140,171.79

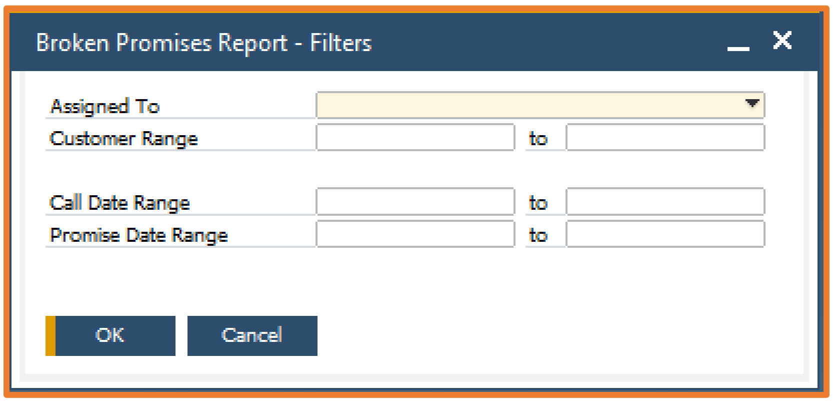
The report displays: tracking number, assigned user, follow up date and time, customer code and name, contact name, phone number, currency, customer balance and balance on the tracking document. Also, any Call Actions, Call Results or Call comments will be displayed based on which check boxes are selected.

You may drill down on the tracking document and customer.

Broken Promises Report

Resolv > Resolv AR Collections > Broken Promises Report

This report displays a list of collection promises, indicated in the Call Log, which were broken by customers. There must at least one row in the call log that has an “N” in the “Kept” column for the tracking document to appear on this report.



Enter the following criteria for the report:

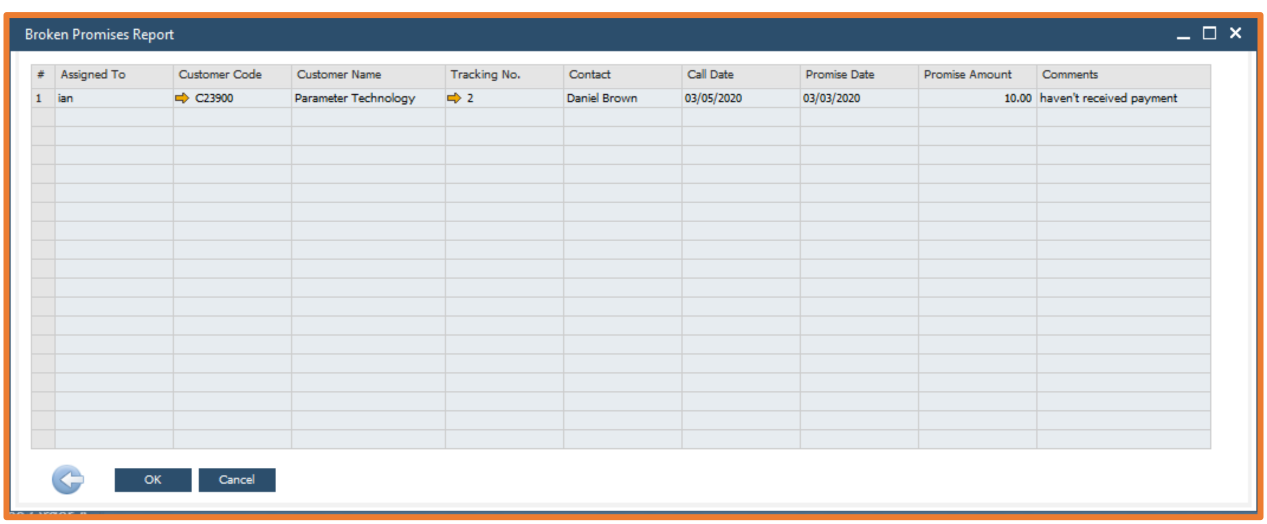
Assigned To: Select the specific user you want to report on or leave blank to include all users.

Customer Range: Select the first and last customer codes to report on or leave blank to include all customers.

Call Date Range: Enter the range of call dates or leave blank to include all dates.

Promise Date Range: Enter the range of promise dates or leave blank to include all dates.

After entering all the desired filters, click on “OK” to display the report.



The report displays: assigned user, customer code and name, tracking number, contact, call date, promise date, promise amount and comments from the Call Log.

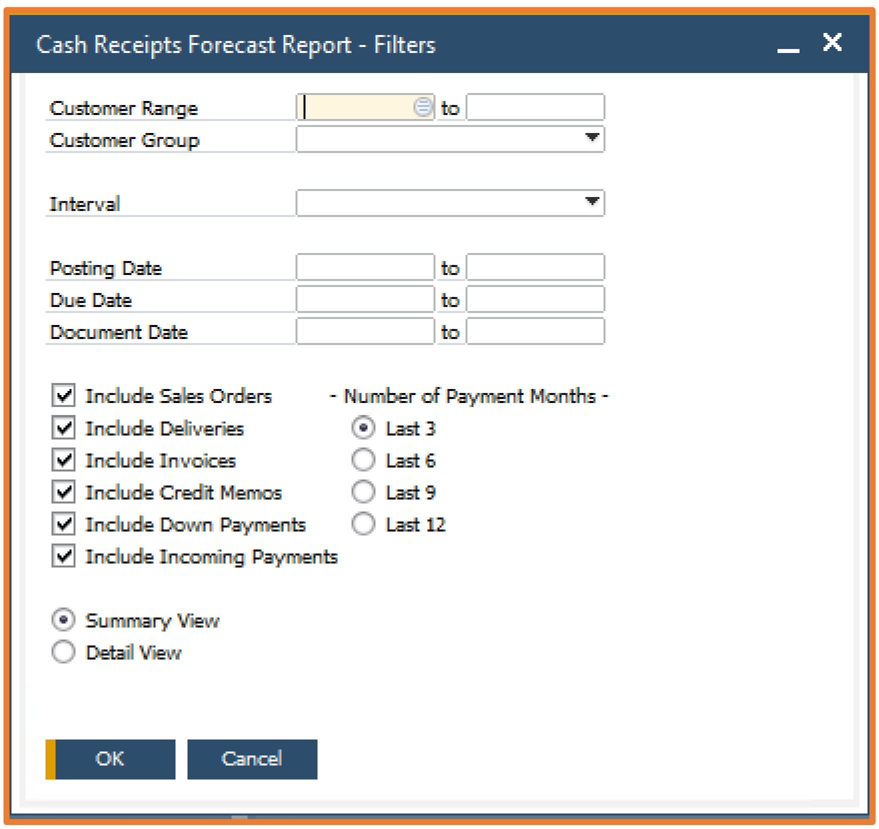
You may drill down on the customer and the tracking number.

Cash Receipts Forecast Report

Resolv > Resolv AR Collections > Cash Receipts Forecast Report

This report provides a powerful tool for cash flow management. It allows you to see a projection of income over the near future, based on existing documents and customers' payment history.

The report displays expected payments by future time periods, either by week or by month. You may choose to base the projections on open invoices alone, or also consider existing sales orders and deliveries. You may view either a summary of payments by customer, or a detailed listing of documents including the document date, due date, and expected payment date for each.



Enter the following criteria for the report:

Customer Range: Select the first and last customer codes to report on or leave blank to include all customers.

Customer Group: Select a specific customer group or leave blank to include all groups.

Interval: Select Weeks or Months as the interval for payment projections.

Posting Date: Enter a range of posting dates or leave blank to include all posting dates.

Due Date: Enter a range of due dates or leave blank to include all due dates.

Document Date: Enter a range of document dates or leave blank to include all document dates.

Include: Check one or more document types to include: Sales Orders, Deliveries, Invoices, Credit Memos, Down Payments, Incoming Payments.

View: Select Summary or Detail view.

Number of Payment Months: Indicate the number of months to use in calculating the customers' average days to pay: 3, 6, 9, or 12 months.

Once the criteria are entered, click on "OK" to display the report.

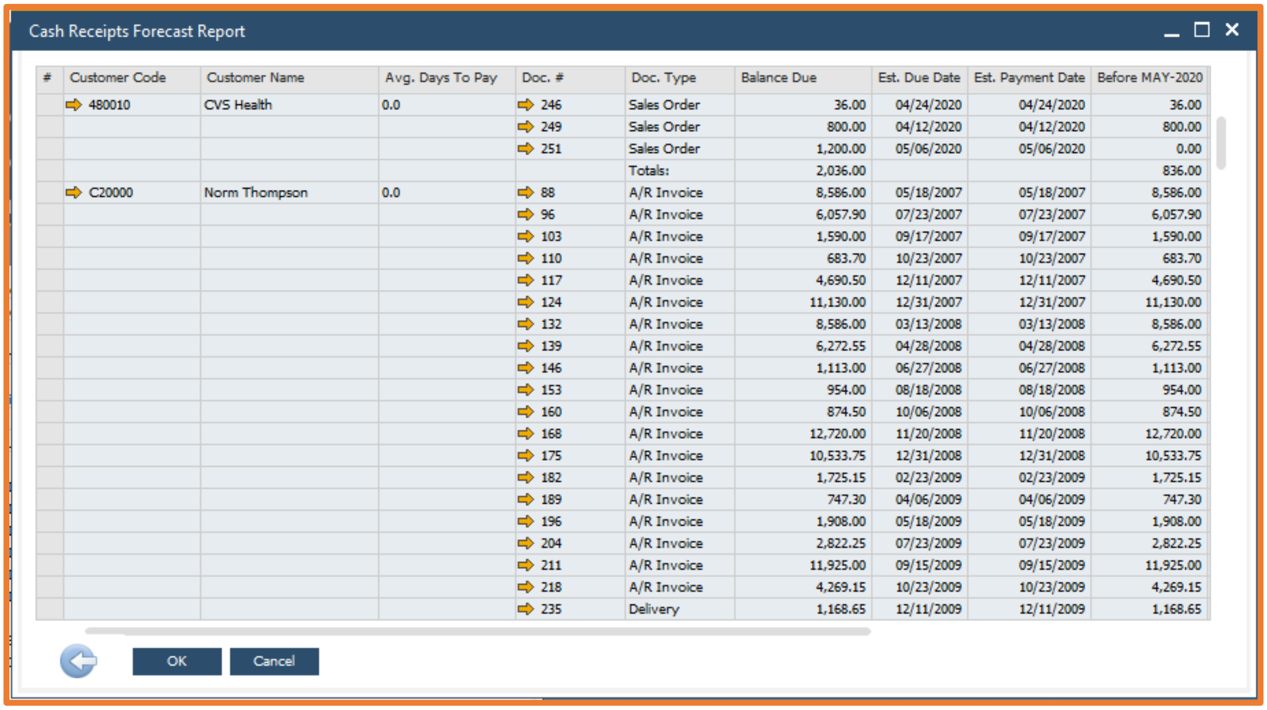
Summary View (weekly)


Cash Receipts Forecast Report

#	Customer Code	Customer Name	Avg. Days To Pay	Balance Due	Before MAY-2020	JUN-2020	JUL-2020	AUG-2020	After AUG-2020
1	480010	CVS Health	0.0	2,036.00	836.00	1,200.00	0.00	0.00	0.00
2	C20000	Norm Thompson	0.0	233,089.23	169,486.05	63,603.18	0.00	0.00	0.00
3	C23900	Parameter Technology	0.0	127,756.50	127,756.50	0.00	0.00	0.00	0.00
4	C30000	Microchips	0.0	118,874.84	118,874.84	0.00	0.00	0.00	0.00
5	C40000	Earthshaker Corporation	0.0	86,314.47	86,314.47	0.00	0.00	0.00	0.00
6	C42000	Mashina Corporation	0.0	186,729.66	186,332.16	397.50	0.00	0.00	0.00
7	C50000	ADA Technologies	0.0	83,905.66	83,905.66	0.00	0.00	0.00	0.00
8	C60000	SG Electronics	0.0	179,692.49	179,692.49	0.00	0.00	0.00	0.00
9	C70000	Aquent Systems	0.0	86,012.50	86,012.50	0.00	0.00	0.00	0.00
		Report Totals:		1,104,411.35	1,039,210.67	65,200.68	0.00	0.00	0.00

Only customers with open documents of the types selected are shown. The report displays the customer code and name, average days to pay, total balance due, and the amounts expected within five periods: prior to the current week, the current week, the next two weeks, and after three weeks. You may drill down on the customer code.

Detail View (monthly)


Cash Receipts Forecast Report

#	Customer Code	Customer Name	Avg. Days To Pay	Doc. #	Doc. Type	Balance Due	Est. Due Date	Est. Payment Date	Before MAY-2020
	480010	CVS Health	0.0	246	Sales Order	36.00	04/24/2020	04/24/2020	36.00
				249	Sales Order	800.00	04/12/2020	04/12/2020	800.00
				251	Sales Order	1,200.00	05/06/2020	05/06/2020	0.00
					Totals:	2,036.00			836.00
	C20000	Norm Thompson	0.0	88	A/R Invoice	8,586.00	05/18/2007	05/18/2007	8,586.00
				96	A/R Invoice	6,057.90	07/23/2007	07/23/2007	6,057.90
				103	A/R Invoice	1,590.00	09/17/2007	09/17/2007	1,590.00
				110	A/R Invoice	683.70	10/23/2007	10/23/2007	683.70
				117	A/R Invoice	4,690.50	12/11/2007	12/11/2007	4,690.50
				124	A/R Invoice	11,130.00	12/31/2007	12/31/2007	11,130.00
				132	A/R Invoice	8,586.00	03/13/2008	03/13/2008	8,586.00
				139	A/R Invoice	6,272.55	04/28/2008	04/28/2008	6,272.55
				146	A/R Invoice	1,113.00	06/27/2008	06/27/2008	1,113.00
				153	A/R Invoice	954.00	08/18/2008	08/18/2008	954.00
				160	A/R Invoice	874.50	10/06/2008	10/06/2008	874.50
				168	A/R Invoice	12,720.00	11/20/2008	11/20/2008	12,720.00
				175	A/R Invoice	10,533.75	12/31/2008	12/31/2008	10,533.75
				182	A/R Invoice	1,725.15	02/23/2009	02/23/2009	1,725.15
				189	A/R Invoice	747.30	04/06/2009	04/06/2009	747.30
				196	A/R Invoice	1,908.00	05/18/2009	05/18/2009	1,908.00
				204	A/R Invoice	2,822.25	07/23/2009	07/23/2009	2,822.25
				211	A/R Invoice	11,925.00	09/15/2009	09/15/2009	11,925.00
				218	A/R Invoice	4,269.15	10/23/2009	10/23/2009	4,269.15
				235	Delivery	1,168.65	12/11/2009	12/11/2009	1,168.65

This view displays the customer code, name, and average days to pay, and the document number, type, balance due, estimated due date, estimated payment date, and the total expected within five periods: prior to the current month, the current month, the next two months, and after three months. You may drill down on the customer code and document.

***Note**: You may select weekly or monthly periods for either the summary or detail view.*

The estimated due date is calculated as follows:

- For Invoices, the estimated due date is the actual due date of the invoice.
- For Sales Orders and Deliveries, the estimated due date is the document delivery date, plus the number of days in the terms code.

The estimated payment date is the estimated due date, plus the average days to pay. Customers who have not made payments within the designated payment months will show zero average days to pay.

Customer Statements

The standard Business One program allows you to print customer statements only from within the Customer A/R Aging Report. This is not always convenient, and it also does not allow for emailing or faxing multiple statements at the same time.

By integrating with ***Resolv Data Messenger***, ***Resolv AR Collections*** provides several more options for sending customer statements.

Within ***Resolv Data Messenger***, you can indicate a Crystal Reports template to use for the statements. You can also set up delivery preferences for each customer.

Statements may be delivered to single customers, selected groups of customers, or to all customers through the ***Resolv Data Messenger*** menu or the ***Resolv AR Collections*** menu. They can be sent to single customers from within the Collection Tracking screen.