

A DYNAMICSCON PRESENTATION

POWERED BY  DUG

DYNAMICSCON VIRTUAL

MARCH 2023

FINANCE &
OPERATIONS

DYNAMICSCON.COM

Introduction

What! What! Out of the Box Credit & Collections!



Name: Jolie Tanigawa

Role: Senior Finance Consultant

Email: Joliet@saglobal.com

Company Website: www.saglobal.com

YouTube Channel: <https://www.youtube.com/@DAFTD365>

LinkedIn: <https://www.linkedin.com/in/jolie-tanigawa/>

sa.global
AGILE, CAPABLE AND COMMITTED



Goal – Provide Information

- Companies who wonder if out of the box credit & collections solution meets requirements.
- Credit Managers who need to organize collection strategies.
- End users from an end user perspective, on how to use the Credit & Collection workspace.



Agenda

- Credit & Collections Workspace Overview
 - Collections Strategies
- Collection Process Automation – What YouTube doesn't tell you
 - Risk Scoring Groups
 - Customer Statistics
- Reporting – Show me the Money!
 - Q&A – Conference Chat

Credit & Collections Workspace Overview

- Age Customer Balances
- Collections – Tabs
- Links

Demonstration

Finance and Operations

USMF

+ New customer Options

Manage customer credit and collections

My work Analytics - current company

Company: USMF Customer account: Accounting currency

Summary

Balances

Collections

- Customers overdue
- Aged balances
- Credit limits
- Customers on hold
- Cases
- Activities
- Notes
- Open payment journals

Customer account	Name	Balance due	Overdue a...	Credit limit in ...	Credit rating	Contact
US-025	Oak Company	1,388.00	1,388.27	100,100.00	Good	
US-020	Orchid Shopping	104,000.00	104,000.00	250,000.00	Good	
US-009	Owl Wholesales	2,000.00	2,000.00	1,000,000.00	Good	
000056	Roy and Bros. Pvt. Ltd	237,868.00	277,808.10	0.00		
US-023	Shrike Retail	573.00	573.02	250,000.00	Good	
US-010	Sunset Wholesales	531,250.00	531,250.00	400,000.00	Excellent	
US-017	Turtle Wholesales	21,000.00	21,000.00	0.00		
000087	Violet Shopping Center	17,987.00	7,494.74	0.00		
US-024	Yellow Square	316,500.00	316,500.00	250,000.00	Good	

Links

APP LINKS

- Customers

PERIODIC

- Age customer balances
- Create collection letters

Review and process collection letters

- Create interest notes
- Review and process interest notes

JOURNALS

- Collection letter journal
- Invoice journal

REPORTS

- Customer aging report
- Customer account statement

Customer balance list with credit limit ...

- Invoice history

SETUP

- Customer pools
- Collections agents

Aging period definitions

- Accounts receivable parameters

Collection Strategies

Customer Pools

- Setting up Pool Criteria
- Preview Pool

The screenshot displays the 'Customer pools' configuration page in Microsoft Dynamics 365 Finance and Operations. The left-hand navigation pane shows a list of collection pools: 'A to M' (Customers beginning with A to M), 'All' (All customers), 'N to Z' (Customers beginning with N to Z), 'Over 180' (Over 180 past due), and 'US-008' (Sparrow Retail). The 'A to M' pool is currently selected. The main content area shows the configuration for the 'A to M' pool, including a 'Customer pool criteria' section with a 'Select pool criteria' button. Below this is a table defining the criteria:

Table	Field	Criteria
Customer aging snapshot	Amount due balance	!0!
Global address book	Name	A..N

Collection Strategies

Collection Agents

- Assign pools to agents
- Why is this decision an important part of collection strategy?

The screenshot displays the 'Collection agents' configuration page in Microsoft Dynamics 365 Finance and Operations. The page title is 'Collection agents' and the agent selected is 'Jodi Christiansen'. A green box highlights the 'Preview customer pool' button in the top navigation bar. Another green box highlights the 'Allow agent to view all customer pools' toggle switch, which is currently set to 'No'. Below this, the 'Collections agent pools' section shows a table with one entry:

Pool ID	Pool description	Default pool
US-008	Sparrow Retail	✓

Collection Strategies

Customer Statements

- Monthly Statements
- Individual Statements

The screenshot displays the Microsoft Dynamics 365 Finance and Operations interface for a customer account, US-027 : Birch Company. The 'Communicate' tab is highlighted in the top navigation bar. Below it, a sub-menu is visible with options: 'Statements', 'Email', 'Transactions to contact', 'Statement to contact', and 'Transactions to salesperson'. The main content area shows 'Collections | Standard view' and 'US-027 : Birch Company'. Below this, there are sections for 'Open cases', 'Open transactions', and 'Open activities'. The 'Open transactions' section contains a table with the following data:

Change status	Show	NSF payment	Write off	Settle	Reprint	View collections history	Show linked						
Voucher	Date	Invoice	Bill ID	Amount in transaction cur...	Balance	Currency	Collections status	Customer account	Company	Billing classification			
180000094	7/17/2017	000095		340.93	340.93	USD	Disputed	US-027	usmf				
180000099	8/17/2017	000100		347.75	347.75	USD	Not disputed	US-027	usmf				
180000104	9/17/2017	000105		354.70	354.70	USD	Not disputed	US-027	usmf				
180000109	10/17/2017	000110		361.79	361.79	USD	Not disputed	US-027	usmf				
180000114	11/17/2017	000115		369.03	369.03	USD	Not disputed	US-027	usmf				
180000119	12/17/2017	000120		376.41	376.41	USD	Not disputed	US-027	usmf				

The 'Open activities' section shows a task with the following details:

Close activity	Show	Origin	Show linked										
Closed	Category	Type	Purpose	Start date	End date	Responsible	Customer account	Company					
	Task		Follow up on Disputed	2/13/2022	2/14/2022	Ash Sharma	US-027	usmf					

Collection Strategies

Collections Status & Activities

- User Status Update VS System Status Update
- User Created Activities VS System Created Activities

The screenshot displays the Microsoft Dynamics CRM interface for Finance and Operations. The main window shows the 'Communicate' tab for a collection record 'US-027 : Birch Company'. A 'Set the transaction status' dialog box is open on the right, with 'Resolved' selected in the 'Collections status' dropdown. The dialog also shows options for 'Not disputed', 'Disputed', 'Promised to pay', 'Promise to pay broken', and 'Promise to pay kept', along with a 'Record action' toggle set to 'Yes'.

The background interface shows a table of 'Open transactions' with the following data:

Voucher	Date	Invoice	Bill ID	Amount in transaction cur...	Balance	Currency	Collections status	Customer account	Company	Billing class
180000094	7/17/2017	000095		340.93	340.93	USD	Disputed	US-027	usmf	
180000099	8/17/2017	000100		347.75	347.75	USD	Not disputed	US-027	usmf	
180000104	9/17/2017	000105		354.70	354.70	USD	Not disputed	US-027	usmf	
180000109	10/17/2017	000110		361.79	361.79	USD	Not disputed	US-027	usmf	
180000114	11/17/2017	000115		369.03	369.03	USD	Not disputed	US-027	usmf	
180000119	12/17/2017	000120		376.41	376.41	USD	Not disputed	US-027	usmf	

Demonstration of Collection Strategies



Collection Process Automations

What YouTube doesn't tell you

- Automations only work for Free Text & Sales Order Invoices
- Automations only Email notifications for oldest Invoice
- Customer must have email on customer master contact card vs contact card as automation looks only at customer master table.

Demonstration

The screenshot shows the 'Collections process setup' page in Microsoft Dynamics 365 Finance and Operations. The page is divided into several sections:

- Process hierarchy:** A table with columns: Hierarchy, Collections process name, Pool ID, Quiet days, Exclude from process, Amount, and Use prediction.
- Process details : Over 180:** A table with columns: Description, Action type, Business document, When, Days in rel..., Pre-dunning, Recipient, and Business purpose contact.
- Business document email template details : Over 180:** A table with columns: Email ID, Email description, Default language code, Sender name, and Sender email.
- Business document email template details : Over 180:** A table with columns: Language, Subject, and Has body.

Hierarchy	Collections process name	Pool ID	Quiet days	Exclude from process	Amount	Use prediction
1	Over 180	Over 180	2	None	0.00	
2	A-M Customers	A to M	0	None	0.00	
3	N-Z Customers	N to Z	0	None	0.00	

Description	Action type	Business document	When	Days in rel...	Pre-dunning	Recipient	Business purpose contact
Over 180 Email	Email	180DAY	After invoice due date	180		Customer	Business

Email ID	Email description	Default language code	Sender name	Sender email
180DAY	180DAY EMAIL	en-us	Collection Team	joilet@saglobal.com

Language	Subject	Has body
en-us	Collection Request	✓

Risk Scoring Groups

Configure & Calculate Customer's Potential Risk

- Scoring Groups
- Risk Classification
- Automatic Credit Limits

Demonstration

The screenshot displays the Dynamics CRM interface for a customer named 'US-027 : Birch Company'. The 'Credit management' menu is active. In the 'Related information' section, a green arrow points to the 'Risk score' link. The 'RISK' section is highlighted with a green box and contains the following data:

Field	Value
Year business established	1/1/2004
Customer since	1/1/2014

Customer Credit Statistics

- Highest Balance Date
- Average Payment Days
- Average Balance
- Credit Rating
- Risk Score
- Risk Group
- Credit Limit
- Exposure (Ins/Guarantee)
- Average % of Credit Limit
- Average % of Exposure

The screenshot displays the 'Customer Credit Statistics' for 'US-027: Birch Company' in the Dynamics 365 Finance and Operations interface. The main content area is divided into several sections:

- General:** Includes fields for Name (Birch Company), Classification group, Organization number, Account (US-027), Search name (Birch Company), Type (Organization), Customer group (30), and Payment priority.
- OTHER INFORMATION:** Includes Address books, Language (en-US), and CUST EXEMPTION STATUS (No).
- ORGANIZATION DETAILS:** Includes Number of employees (0).
- GENERAL LIABILITY:** Includes a toggle for 'No'.
- Addresses:** A section for managing addresses.
- Contact information:** A table listing contact details.

Description	Type	Contact number/address	Extension	Primary
Birch Company Phone	Phone	111-555-0113		<input checked="" type="checkbox"/>

The right-hand sidebar contains a 'Related information' panel with a 'Credit statistics' link highlighted in green.

Demonstration

Reporting

Show me the Money!

- Detailed Due date List Report (Includes Unsettled Payments)
- Customer Balance list with Credit Limit Report (Open)

Collection Team

- Statistics on Collections (By Customer)
- Customer Balance Statistics

Demonstration



Q&A

