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FINANCE & OPERATIONS

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Introduction

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

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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.

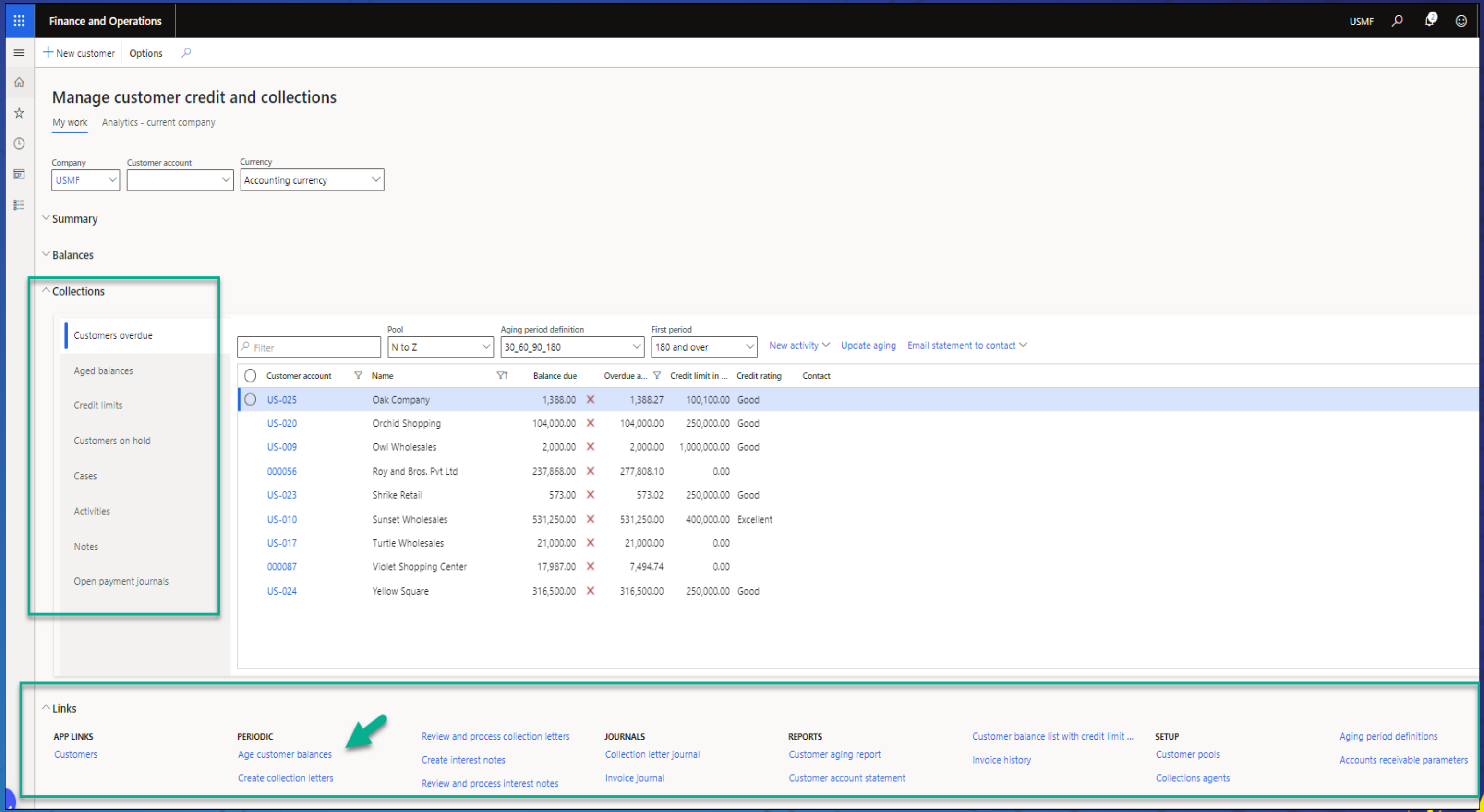
Agenda

- 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

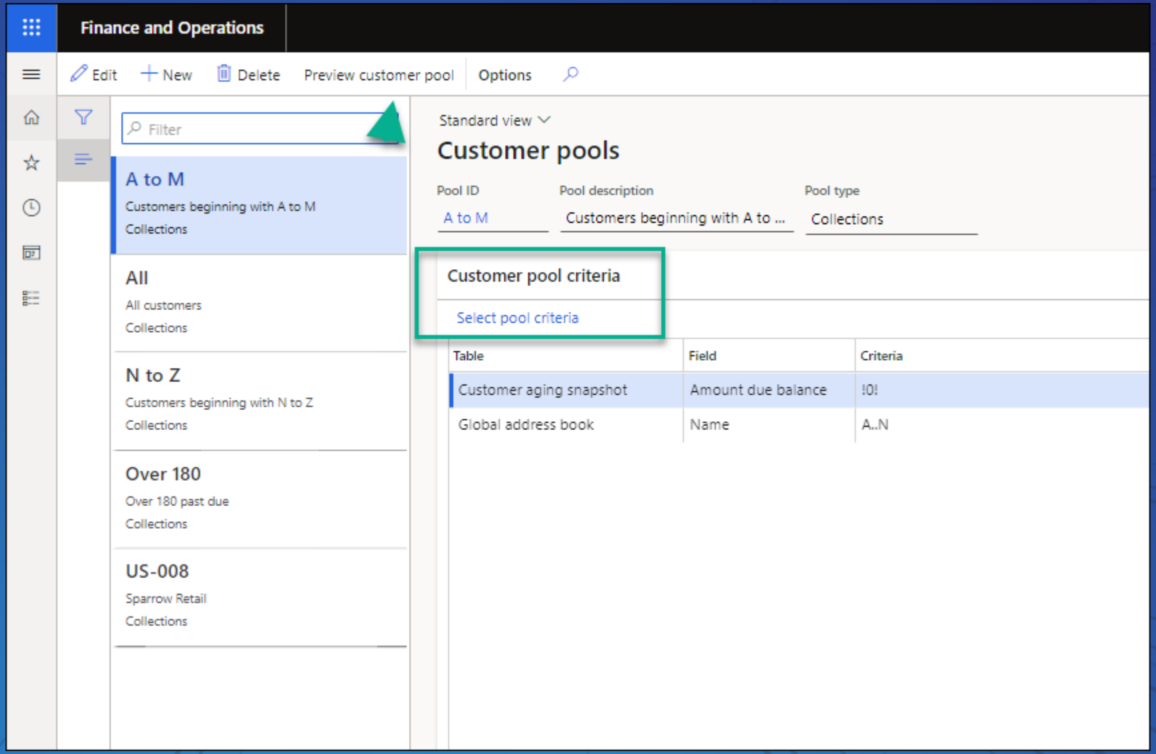
Demonstration



Collection Strategies

Customer Pools

- Setting up Pool Criteria
- Preview Pool



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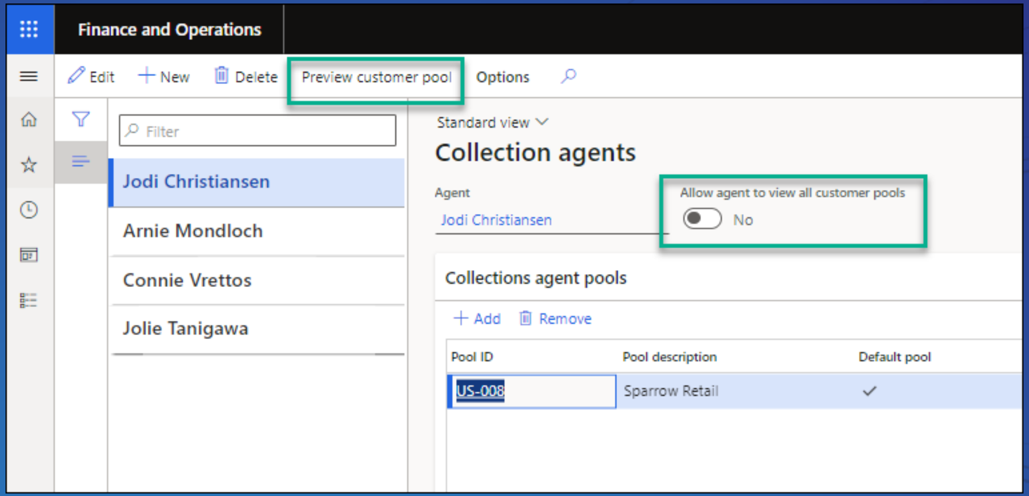
Collection Strategies

Collection Agents

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



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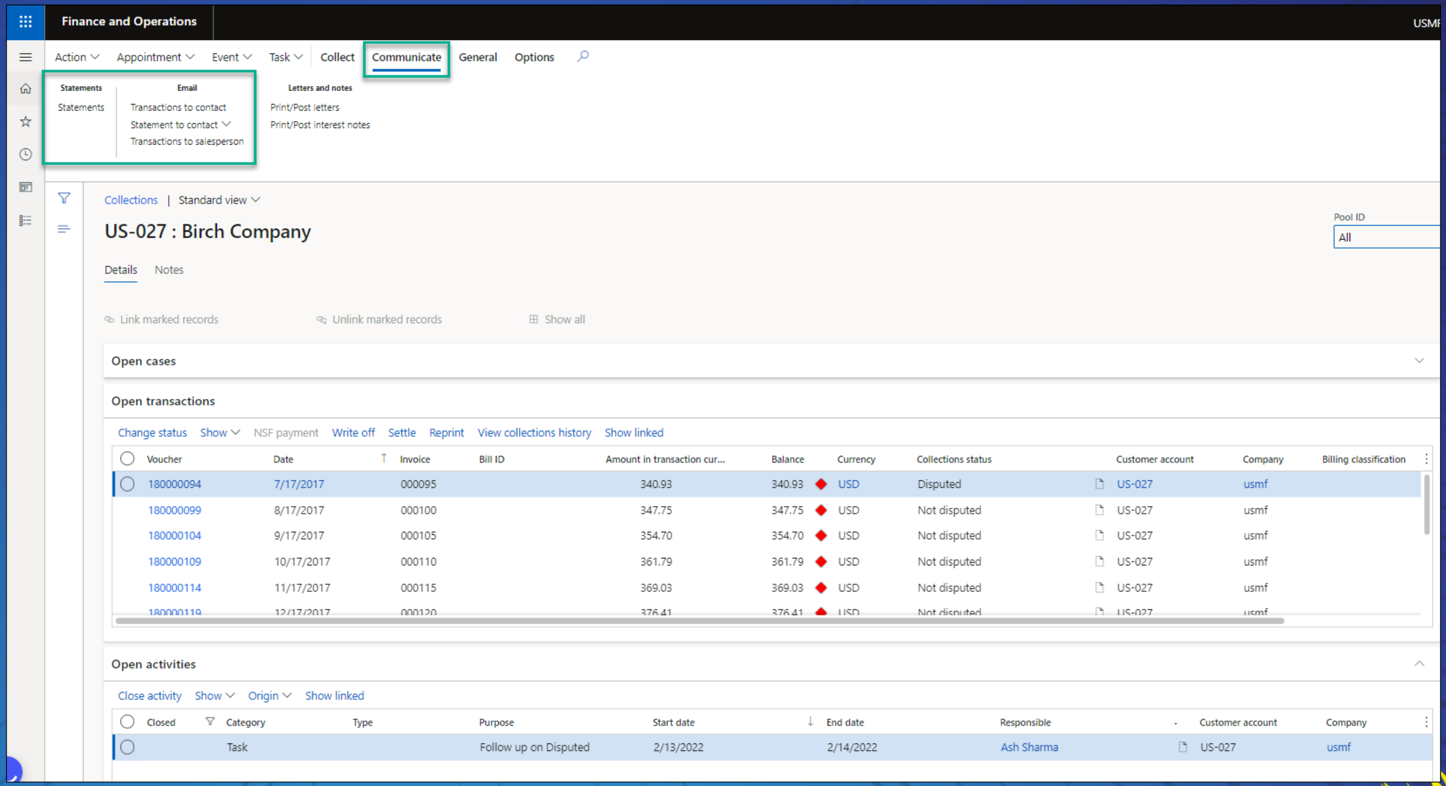
Collection Strategies

Customer Statements

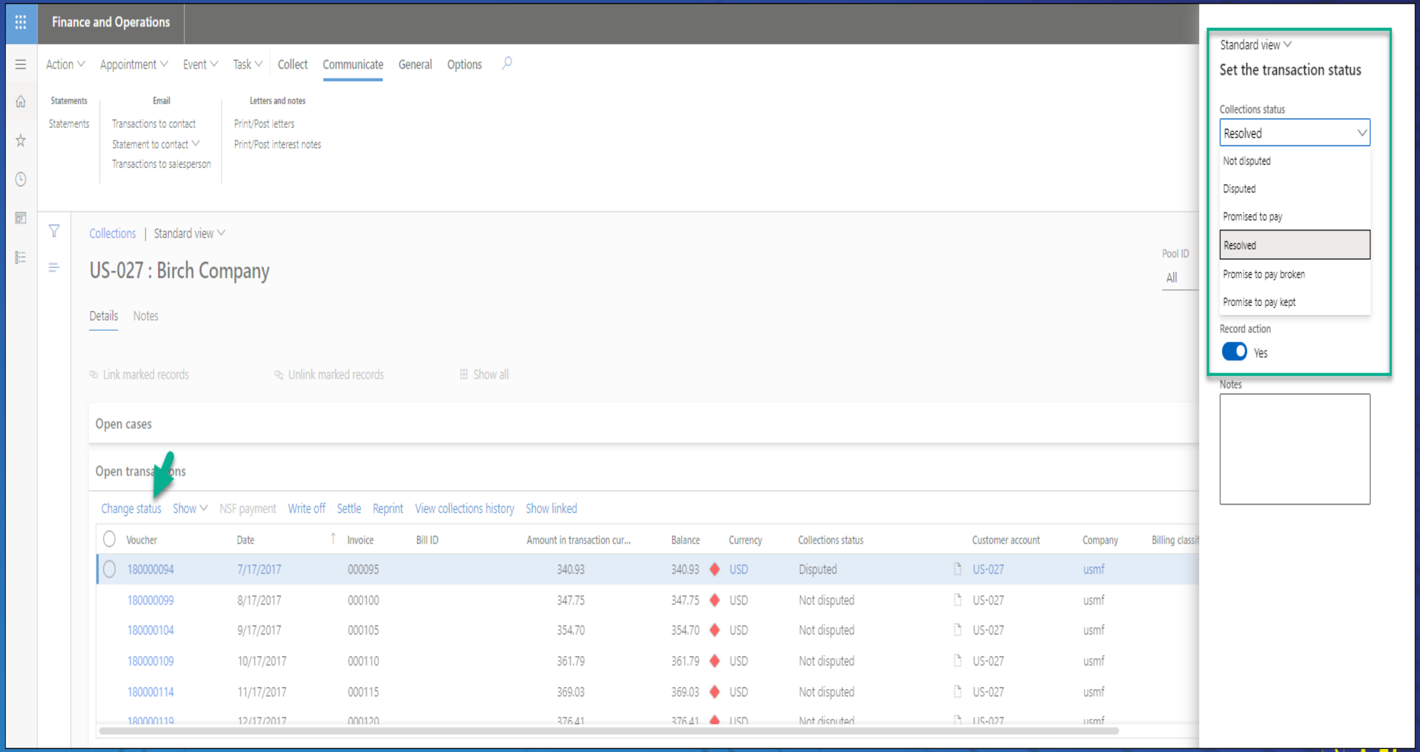
- Monthly Statements
- Individual Statements



Collection Strategies

Collections Status & Activities

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

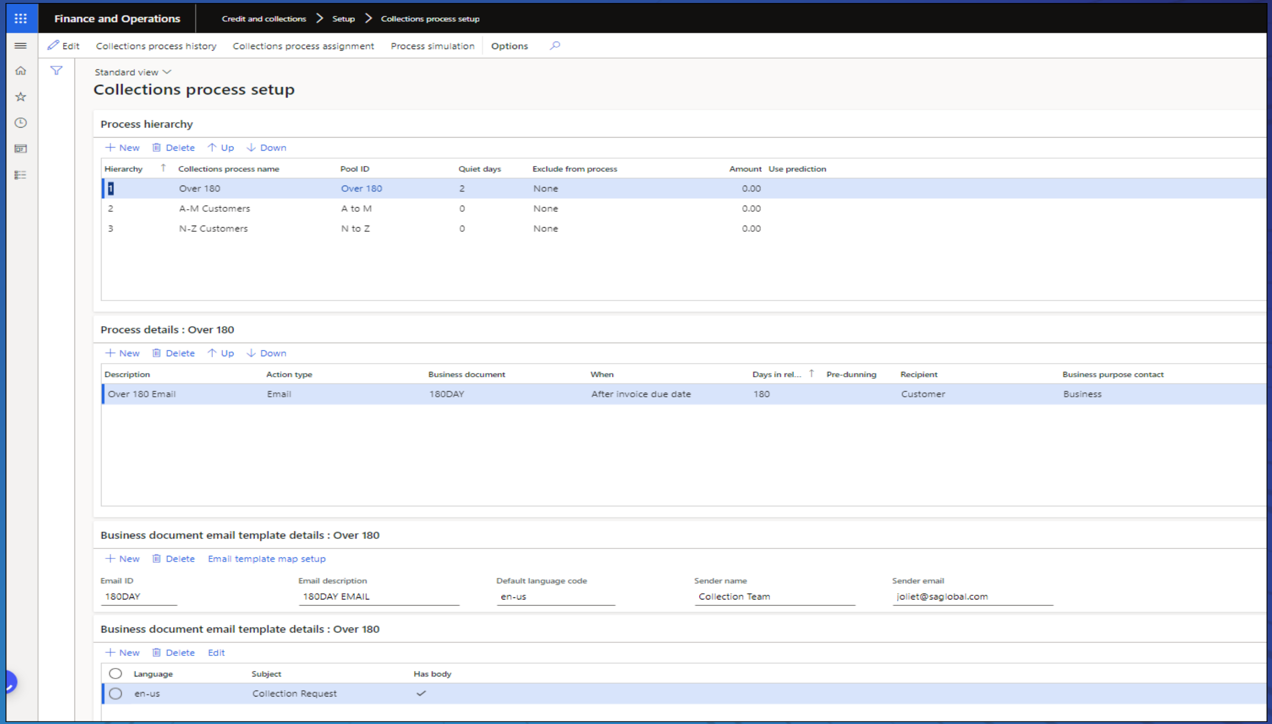


Demonstration of Collection Strategies

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

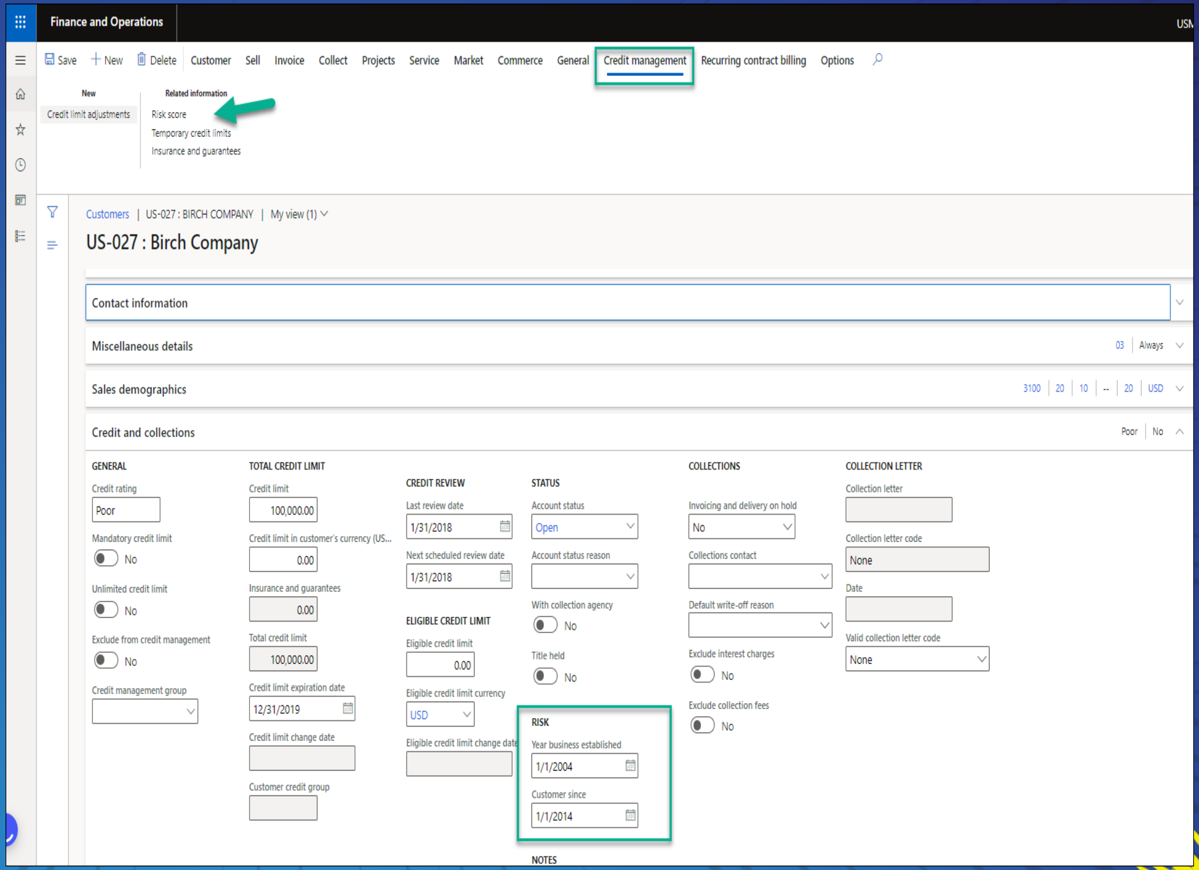


Risk Scoring Groups

Configure& Calculate Customer’s Potential Risk

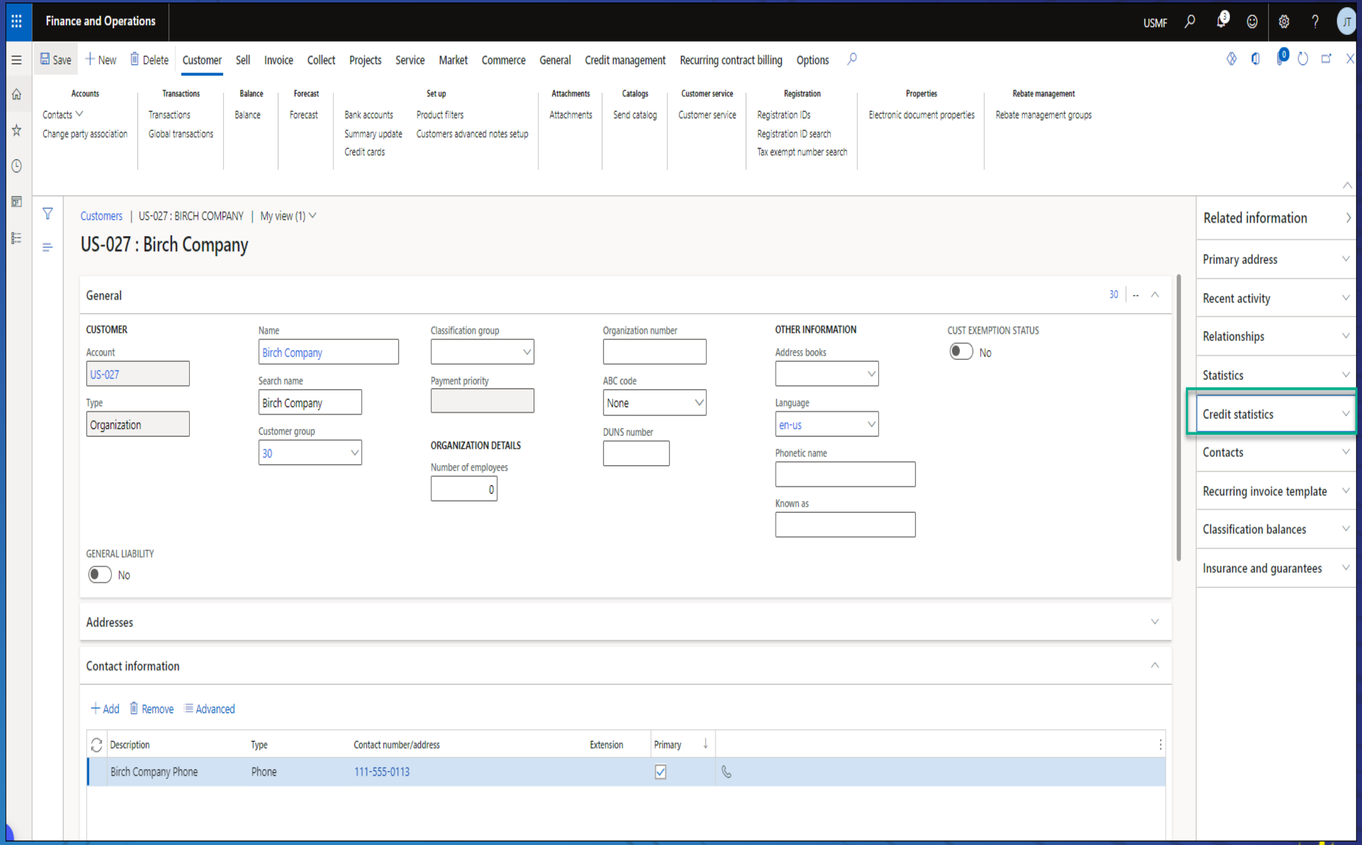
- Scoring Groups
- Risk Classification
- Automatic Credit Limits

Demonstration



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



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