

# Improve cash flow and credit control



## Collections Management for Microsoft Dynamics AX

Reduce bad debt expense and minimise administrative workload with automated debt management tools. Place all necessary information at the finger tips of your collections staff for faster customer service and query resolution.

### Questions:

1. Can you manage your collection process efficiently?
2. Are you able to easily identify overdue customer invoices?
3. Can you easily track the status of you debt collections?

### The Solution - Collections Management

The **Collections Management** module for Microsoft Dynamics AX provides a single point of access to perform collection specific activities enabling you to fully manage credit control within your company.

*"The Collections module will streamline our collection tasks helping to maximise our cash flow."*

Customer account: 1101, Forest Wholesales

Customer Details: Name: Forest Wholesales, Address: 456 Black Road, Bothell, WA 98021, US, Telephone: [blank], Credit limit: 0.00, Credit rating: Good, Stopped: No.

Contact Details: Contact: Jamie Redding, Address: 456 Black Road Big Timber, MT 59011 US, Telephone: 123-555-0159, Mobile phone: 987-555-0130, E-mail: Customer1@Customer48.MSN.com, Fax: 321-555-0148.

Payment Details: Terms of payment: 1/1060, Method of payment: CHCK, Cash discount: [blank], Last Payment Date: 12/23/2009, Last Payment Amount: 27,106.97, YTD Sales: 0.00, Open Orders: 77,507.73.

Currency	Balance currency	Balance	Paym
USD		45,060.86	45,060.86

Bucket	Balance
Statement Date	0.00
0 - 30 Days	0.00
31 - 60 Days	0.00
61 - 90 Days	0.00
>90 Days	45,060.86
Total	45,060.86

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## Benefits of Collections Management:

Collections Management will improve your cash flow and credit control by:

- Providing access to all collection information such as ageing, notes and transactions from a single screen;
- Allowing easy identification of customer overdue invoices;
- Enabling easy tracking of the status of your debt collections;
- Improving customer service by having all relevant documents at your finger tips.

## Features:

- **Access to customer information**  
Access all relevant customer details from this form including contact information, transactions, account balances, last payment information details and ageing details.
- **Notes**  
Record all interactions with customers using notes entered against each customer and associate them with specific transactions.
- **Actions**  
Create and assign collection responsibilities to named individuals by setting up action types with follow up dates and priority levels.
- **Customer Queries**  
Easily extract customer information using queries based on custom-built filters.
- **Customer payments**  
Capture customer payments and settle payments against open invoices.
- **Print options**  
Print or email collection related documents such as invoice copies, statements and collection letters.
- **Credit Claims\***  
Tracking credit claims against specific invoices.
- **Sales Order Hold\***  
hold sales orders (awaiting release) either manually, or automatically based on credit limits or payment terms.
- **Centralised Services\***  
Fully supports the centralised services framework within the collections form



## Technical Prerequisites for Collections Management:

Available for Microsoft Dynamics AX 4.0 Sp 2 and AX 2009 RTM & SP1

## Contact us:

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\*Available for AX 2009 only