

The logo for prodware, featuring the word "prodware" in white lowercase letters on a black background, with a blue stylized "P" icon to the right.

Payment Collection

SET UP GUIDE

The logo for prodware payment collection, featuring the word "prodware" in black lowercase letters with a blue stylized "P" icon, followed by a blue Euro symbol icon and the words "payment collection" in blue lowercase letters.

Change control

Date	Version	Prepared By:	Change
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1 INTRODUCTION

1.1 Solution description

The Payment Collection app automates:

- > Debt identification and classification
- > Workflow creation and management
- > Agent coordination and task assignment
- > Negotiation approval and application
- > Non-conformity management
- > Available out-of-the-box for Dynamics 365 for Sales or as a standalone app for any ERP or CRM

Payment Collection is based on the Microsoft Dynamics 365 Power Platform and it can be integrated seamlessly with Dynamics 365 for Sales, allowing you to access your existing accounts, contacts and transactions.

1.2 Solution objectives

Overdue invoices and late payments are a constant headache for business; too often it impacts other areas who cannot proceed with sales and purchasing, placing huge pressure on cash flow and capacity to expand revenues.

Prodware Payment Collection is an application that allows you to expedite and improve the efficiency of your debt collection processes. Payment Collection assists the collection agent during the whole lifecycle of debt management, automatically creating the activities necessary to carry out a collection. The panels and views in Payment Collection allow the agent to be informed about collection status and progress at all times.

Supervisors (Collection Managers) can check the status of tasks, invoices and agents through the application dashboards, in a quick and intuitive way.

2 GLOSSARY OF TERMS

- > Primary account - the parent account for a specific account, for example the main company in a company group or holding. This field allows us to establish an account hierarchy
- > Active state - when an element is in this state it means that the data it contains can be edited, and depending on the workflows (its internal operations), certain activities can be generated
- > Inactive state - an element in this state implies that it is "closed". Its fields cannot be edited. Its values will not affect other flows or elements.
- > Declared date of payment - the agent may reach an "oral agreement" with the customer on the date of payment of the debt, if this is the case, this field must be completed
- > Payment date - is the date when it is confirmed that the payment has been made effective
- > Calculated due date - this date will be the result of the modification of the due date of the invoice, it will depend on the configuration of the collection profile applied to the account and the date (s) of remittance (s) if the customer made their payment
- > Due date of the invoice - is the date that appears on the invoice and that will appear only in Due date. If the user were to negotiate this debt, it will take the date that appears on the Collection date of the negotiation detail
- > Original due date - is the due date calculated from the invoice of a debt (in the event that the due date has several invoices, the oldest date of the calculated due dates will be taken)
- > Reference due date - is the old date of all the due dates calculated from the **business's invoices**

- > Date(s) of remittance(s) - will be used when you have customers who, regardless of the due date, have the option to pay on a specific day (or several days) of each month.
- > Debt file – different unpaid invoices for the same company or group of companies can be aggregated into a single debt file and managed coordinately. This grouping of debt is a debt file.
- > Nonconformity flow - a process designed by your company that automatically generates activities for agents when a debt enters the system, in case the non-payment reason is that the customer does not agree with the invoice submitted. Different nonconformity flows can be triggered depending on the customer, the terms, and the amount of debt etc.
- > Collection flow - a process designed by your company that automatically generates activities for agents when a debt enters the system, in case the customer has simply defaulted on the agreed payment. Different collection flows can be triggered depending on the customer, the terms, and the amount of debt etc.
- > Amount collected in Payment Collection - is the amount that has been charged only and exclusively within our application. All amounts that result from the difference in the total amount of an invoice and the outstanding amount of an invoice are considered amounts charged outside of the Prodware application. This can happen in the process of loading data.
- > Amount in default - is the amount that is applied to a debt, depending on how it is configured in the collection profile associated with your account, after having passed the invoice due date.
- > Reason for nonconformity – configurable value that indicates why the customer has refused to pay an invoice. Some examples may be disagreement about the invoice amount, error in invoice, services not properly delivered etc.
- > Collection step - the stage in which the debt is at a given moment in time.

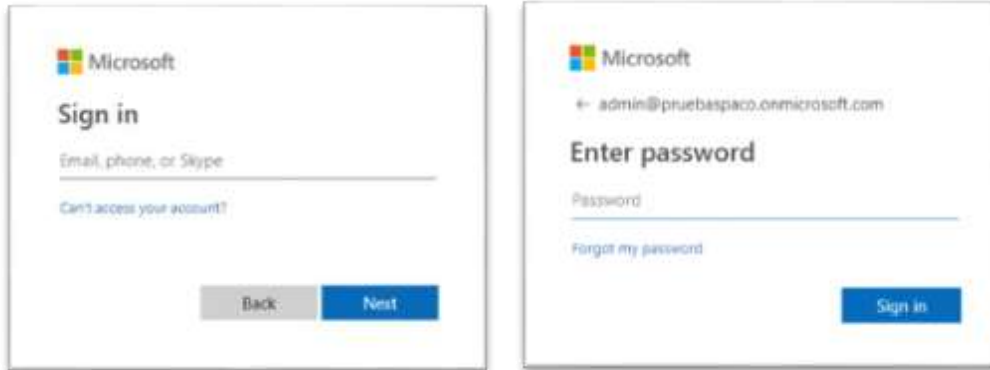
- > Return step – if a nonconformity is resolved, a return step will put a debt back into a previous step.
- > Collection profile – the Payment Collection application has the option to customize and group the following options within a single profile:
 - o processes of collection and non-compliance
 - o option to aggregate debt in one file
 - o recalculation of the debt due date
 - o default interests
 - o email configuration for messages used during the processes

These profiles, once created, will be applied to each of the customers depending on the need of your company.

- > Company - within the information of each invoice we find this field that represents the name of the company that is going to take over the collection of this specific debt. This data in particular is very useful for large multinational companies that have within their financial sphere several companies that are responsible for the collection of debts.

3 ACCESSING PAYMENT COLLECTION

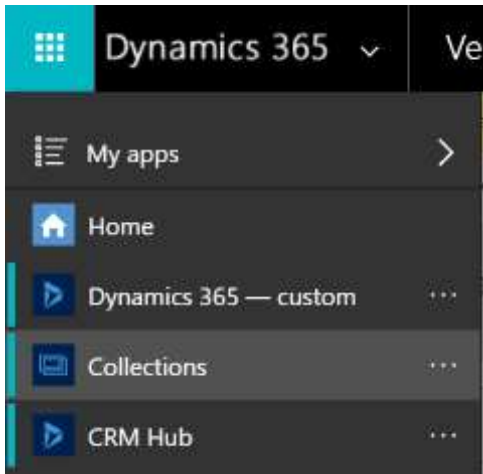
Accessing Payment Collection is very simple. Once installed in your environment, use your username and password for that tenant to log in:



Once inside, look in the list of applications that you will obtain by clicking on the drop-down button of the horizontal menu above, on the arrow of the image and select *Prodware Collections*.

The selected “Collections” will be in the application's environment.

To access Payment Collection from your Dynamics 365 environment, simply click on the Dynamics 365 logo  and select “Collections” from “My apps”:



4 NAVIGATING THE MENUS

The main app interface features a horizontal menu bar at the top and a vertical menu bar on the left. The rest of the window displays the main app content area.

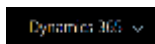
4.1 Horizontal menu (top)



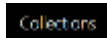
The standard Dynamics 365 horizontal menu contains (from left to right) the following options:



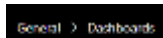
will display all tenant apps (incl. Office 365 if available)



will show the available Dynamics 365 apps



will take you to the home screen of Payment Collection



Breadcrumb navigation menu



Dynamics 365 contextual buttons

4.2 Vertical menu (left)

Collapsed Menu




Expanded Menu



4.3 Tips

Any menu option will take you to the selected section (debt files, negotiations, etc.). Prodware Payment Collection also features contextual embedded navigation; e.g., clicking on an Account name in most cases will take you to the account detail screen.

When you open a list item from a search or listing, a “quick search” icon  will appear at the top left. By clicking this button you will see a quick list with additional search or contextual items (e.g. if you are looking at a contact, you will get a list with all contacts without navigating away).

