

## Collection Module

Serves as a proactive tool for debt collectors by assigning invoices to collectors, monitoring collection efforts and retaining account collection history.

### The value of the Collection Module

- Identifies overdue invoices
- Assigns invoices to designated collectors
- Tracks detailed activities of collection efforts
- Retains the number of times an account goes into the collection phase
- Records history of collection efforts
- Holds details of multiple contacts per customer
- Transfer accounts from one collector to another, temporarily or permanently
- Transfer temporary reassignments back to original collector
- Detailed query of current and prior collection details

### The value of the Collection Module

- Customize levels for automating collections, e.g., minimum overdue balance, minimum number of days overdue, etc.
- Include specific invoices that would not automatically be selected
- Assign invoices to collectors based on customer, class, geographic area or branch
- Capture Dun & Bradstreet information
- Review daily workload at-a-glance in summarized form, assign priorities and sequence accordingly
- Drill down to collection details and activities to-date
- View details of overdue invoices and drill down to sales order line details.
- Assign security levels as needed for confidentiality
- Use collection history proactively, e.g., view notes to avoid prior stalling techniques and methods of resolution.
- Reprint invoices and send emails from within the collection screen
- Schedule follow-up call
- User-defined activity, severity and resolution codes

### Reporting

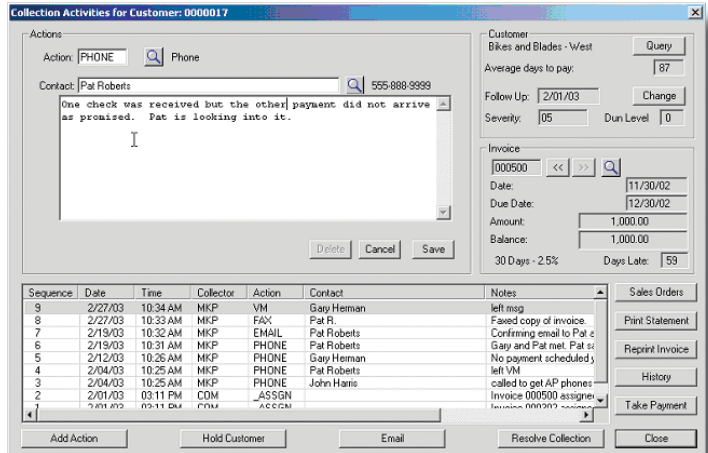
- Management reports available in summary or detail
- Optionally include invoice details, activities and fully expanded notes
- Report on active accounts by collector
- Report on collection history by customer

### Prerequisites

- SYSPRO 6.0 Revision 6 or higher
- Accounts Receivable Module

### Integration

- Sales Orders (for viewing order details and reprinting invoices)
- Office Automation (required for faxing and emailing)



Collection Activities for Customer: 000017

Customer: Bikes and Blades - West  
Average days to pay: 87  
Follow Up: 2/01/03  
Severity: 05 Dun Level: 0

Invoice: 000500  
Date: 11/30/02  
Due Date: 12/30/02  
Amount: 1,000.00  
Balance: 1,000.00  
30 Days - 2.5% Days Late: 59

Sequence	Date	Time	Collector	Action	Contact	Notes
9	2/27/03	10:34 AM	MKP	VM	Gay Herman	left msg
8	2/27/03	10:33 AM	MKP	FAX	Pat R.	Faxed copy of invoice.
7	2/19/03	10:32 AM	MKP	EMAIL	Pat Roberts	Confirming email to Pat c
6	2/19/03	10:31 AM	MKP	PHONE	Pat Roberts	Gay and Pat met. Pat s
5	2/12/03	10:25 AM	MKP	PHONE	Gay Herman	No payment scheduled, left VM
4	2/04/03	10:25 AM	MKP	PHONE	Pat Roberts	called to get AP phone
3	2/04/03	10:25 AM	MKP	PHONE	John Harris	Invoice 000500 assigne
2	2/01/03	03:11 PM	COM	_ASSIGN		Invoice 000500 assigne
1	2/01/03	03:11 PM	COM	_ASSIGN		Invoice 000500 assigne

Buttons: Add Action, Hold Customer, Email, Resolve Collection, Close