

Collections

Accounts receivable > Common > Collections > Collections

Summary The Collections module is a dashboard view of many different functions, including Accounts receivable Cases, Activities, write-offs, and reports.

Steps

1. Create a Collection case
2. Create activities
3. Modify Collection status
4. Write off an invoice

Tips

- Use Cases when specific invoices are in dispute
- The Write off function creates an unposted General journal
- The Collections module is not wrapped around a specific business process; the process needs to be determined first then tied to the forms

Interactive 3.5 Collections

The screenshot displays the 'Collections (1 - ceu)' software interface. The title bar indicates 'Customer account: 1103, Cave Wholesales, Customer account: 1103'. The interface includes a menu bar with 'File', 'Collect', 'Communicate', and 'General'. Below the menu bar are several toolbars with icons for actions like 'Action', 'Task', 'Close case', 'Reimburse', 'Transactions', 'Customer', 'Statement', 'Select', 'Export to Microsoft Excel', and 'Documents'. The main workspace is divided into several sections:

- Open transactions:** A table with columns: Voucher, Date, Invoice, Bill ID, Amount in transaction currency, Balance, Currency, Collections status, and Document. It contains two rows of data.
- Activities:** A table with columns: Closed, Category, Type, Purpose, Start date, End date, Responsible, Documents, and Customer account. It contains one row of data.

Callout boxes highlight specific features:

- New Activities:** Points to the 'Action' menu.
- Update aging:** Points to the 'Update aging' button in the 'Collect' tab.
- View Transactions:** Points to the 'Transactions' button in the 'Collect' tab.
- Change status:** Points to the 'Change status' button in the 'Open transactions' toolbar.
- Assign to case:** Points to the 'Assign to case' button in the 'Open transactions' toolbar.
- Write off:** Points to the 'Write off' button in the 'Open transactions' toolbar.

The status bar at the bottom shows navigation controls, a text field with 'The identification number assigned to the case', and a 'Close' button.



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Create a Collection case

- Select invoices and click **Assign to case**.
- Type a **Description** and choose a **Case category**.
- Click the **Assign to case button**.

The screenshot shows a software interface with a table of 'Open transactions' and an 'Assign transaction to case' dialog box.

Open transactions table:

Voucher	Date
<input checked="" type="checkbox"/> SIV-101095	5/9/20
<input type="checkbox"/> SIV-101094	6/27/2

Assign transaction to case dialog:

- Case ID:** [Empty text field]
- Description:** Invoice 101095 short shipped
- Case category:** Collect (dropdown menu)
- Buttons:** Assign to case

Activities section:

- Close activity** (button)

Create activities

- Click the new **Action button**.
- Select the **Type** of action.
- Type a **Purpose** as the short Activity description.
- Add **Notes**.
- Click the **Create action button**.

Collections (1 - ceu) - Customer account: 1103, Cave Wholesales, Custom

File Collect Communicate General

Action Task Close case Reimburse

Enter an activity for a completed action

Type: Phone call

Purpose: Late invoice 10000

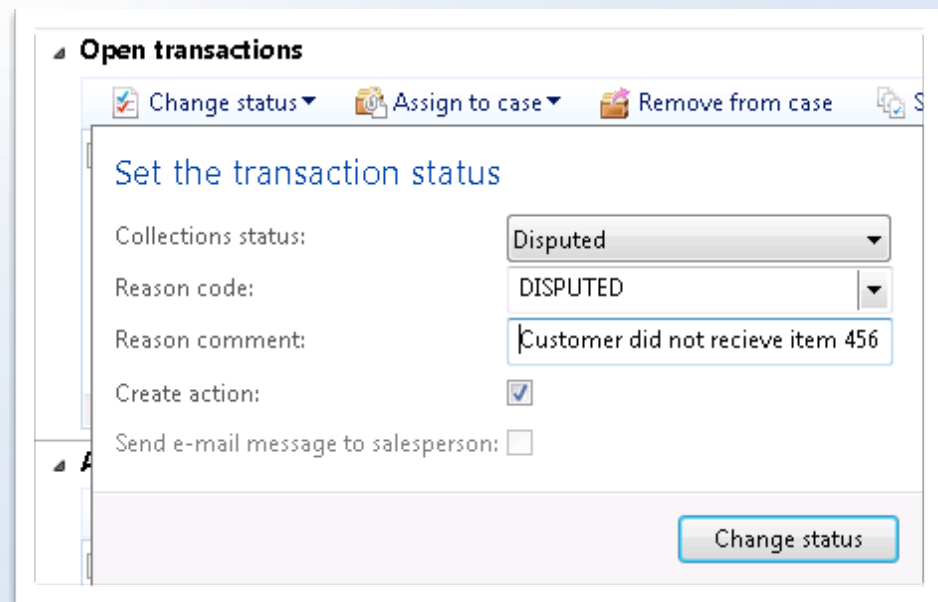
Notes: Called John Doe who promised the check is in the mail.

Date and time closed: 2/3/2012 07:09 pm

Create action

Modify Collection status

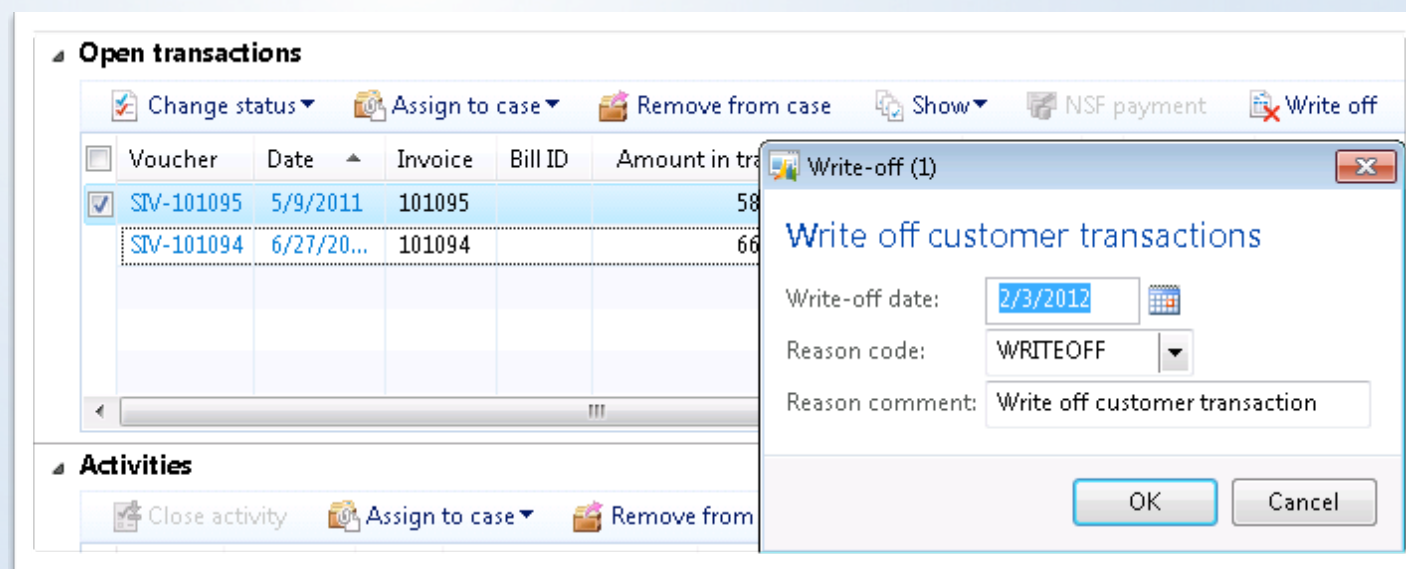
- Click the **Change status button**.
- Choose the **Collections status**.
- Select a **Reason code** and a **Reason comment**.
- Select **Create action** to also create an Activity.
- Click the **Change status button**.



The screenshot shows a software interface titled "Open transactions". At the top, there is a toolbar with three icons and labels: "Change status" (with a checkmark icon), "Assign to case" (with a folder icon), and "Remove from case" (with a trash icon). Below the toolbar, the main section is titled "Set the transaction status" in blue text. It contains several form fields: "Collections status:" with a dropdown menu showing "Disputed"; "Reason code:" with a dropdown menu showing "DISPUTED"; "Reason comment:" with a text input field containing "Customer did not recieve item 456"; "Create action:" with a checked checkbox; and "Send e-mail message to salesperson:" with an unchecked checkbox. At the bottom right of the form, there is a button labeled "Change status".

Write off an invoice

- Mark invoices and click the **Write off button**.
- Post the write-off on the **Write-off date**.
- Choose a **Reason code**.
- Type a **Reason comment**.
- Click **OK**.



Movie 3.5 Collections

Collections (1 - ceu) - Customer account: 1000, Customer account: 1000

File Collect Communicate General

Action Task Close case Reimburse Customer Statement
 Appointment Update aging Collection letter journal Activities Statistics
 Event Calculate interest Interest journal Transactions Cases View Select
 New Manage Journals Documents

Export to Microsoft Excel List

Customer account: 1000 Pear, Inc.
 Case ID: 00007_1002 Customer unhappy wit Status: In process

Address
 1 Pear Way
 Cupertino, CA 95014
 USA

Contact
 Aging
 Credit limit

Open transactions

Change status Assign to case Remove from case Show NSF payment Write off

Voucher	Date	Invoice	Bill ID	Amount in transaction currency	Balance	Currency	Collections
SALE-10016	2/11/2012	10029		2,000.00	1,000.00	USD	Resolved

Activities

Close activity Assign to case Remove from case Show Origin

Closed	Category	Type	Purpose	Start date	End date	Responsible	Docu
<input checked="" type="checkbox"/>	Appoint...	Follow-up	Meet with product manager	1/1/2013	1/1/2013	000481	
<input checked="" type="checkbox"/>	Action	Meeting	Write off	12/31/2012	12/31/2012	000481	
<input checked="" type="checkbox"/>	Action	Phone call	Called customer	12/31/2012	12/31/2012	000481	

Show transactions in this form

0 USD ceu Close