MoversSuite

User Guide

User Guide to AR Credit & Collections

Setting up and using AR Credit & Collections

User Guide to AR Credit & Collections

Version 3.10 (Fall 2009)

Copyright

Trademarks

Mover's Suite is a trademark of Mover's Suite Software, LLC.

Microsoft and Microsoft Windows are registered trademarks of Microsoft Corporation.

All other product names used are trademarks of their respective owners.

Notice

The material in this document is for information only and is subject to change without notice.

While reasonable efforts have been made in the preparation of this document to assure its accuracy, Mover's Suite Software LLC assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein.

Mover's Suite Software, LLC reserves the right to make changes in the product design without reservation and without notification to any person or entity.

Edition

Fall 2009

Printing Information

Printed in the United States.

Technical Support

If at any time you experience problems with Mover's Suite Software, we encourage you to contact us as follows:

Toll free: 1.866.750.7255
Phone: 1.970.256.1616
Fax: 1.970.256.1650
Website: www.moverssuite.com
Support: support.moverssuite.com

Table of Contents

AR Credit & Collections

MoversSuite AR Credit & Collections module provides a visual snapshot of customer standing in regards to company receivables that is directly linked with current Microsoft Dynamics GP data. Alert messages notify collectors when certain criteria warrant action and a task and activity system will ensure that their duties are kept on track and Account Receivables is managed properly.

Access AR Credit & Collections through the **Contents** screen or through **Go To > Accounting & Financials > AR Credit & Collections**.

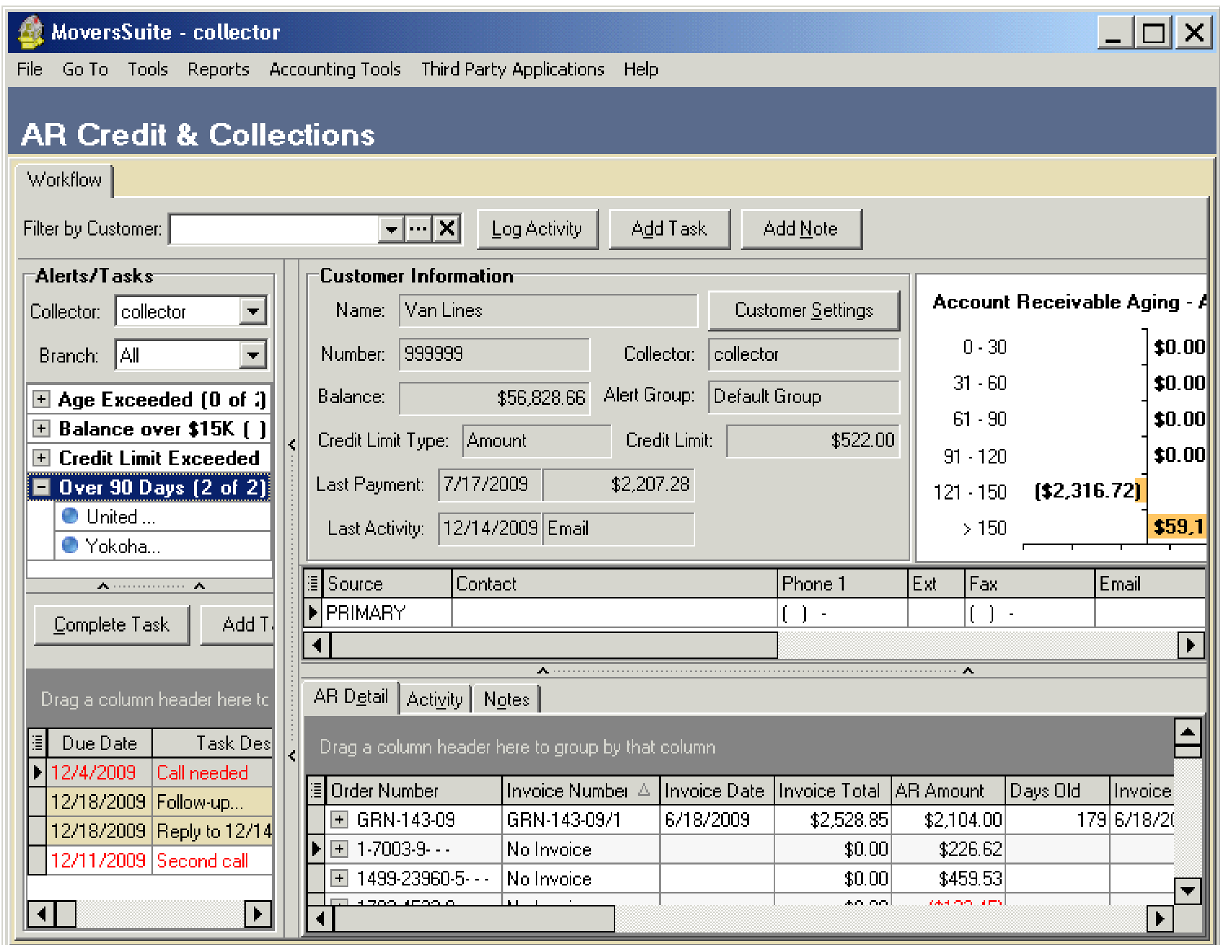


Figure 1: AR Credit & Collections

Key features of AR Credit & Collections:

- Alert messages based on accurate data notify collectors of needed action
- Instant access to accurate customer data directly from Microsoft Dynamics GP
- Module-specific tasks and activity systems provide a consistent and effective workflow for collectors

- Labor type assignment of “Collector” allows users to be assigned tasks and be associated to logged activities
- Users can create a single note, task, or log an activity related to multiple orders, invoices, and alerts
- Security controls based on AR Credit & Collection module assignment and manager flag setting
- Collection managers can assign collectors to customer accounts and update contact information
- Graphic display of account receivable aging data
- Detail information provided on all orders linked to a selected customer including specific invoice and document data
- Output options include the ability to export grid data to Microsoft Excel and web browser in HTML and the ability to view and email order invoices
- Data warehousing feature avoids resource drain while ensuring that data is in sync with Microsoft Dynamics GP
- Screen splitters and expandable screen allows user to utilize entire desktop
- Immediate access to order personnel listing
- Customizable alert criteria and activity types
- Users can filter by customer, collector, and/or branch

Using AR Credit & Collections

In general, two different users will be working in AR Credit & Collections: **Collector** and **Collection Manager**.

A **collector** will be responsible for the day-to-day interactions with the customers. They will use tasks and activities to manage their workflow and correspondence. Only a collector can be assigned to activities, tasks, and customers as dictated by their Labor Type assignment (see AR Credit & Collections User Setup for more information).

Upon initial access to AR Credit & Collections, a collector will only see alerts and tasks assigned to them specifically. They can change this view by altering the list of users in the **Alerts/Tasks >Collector** field.

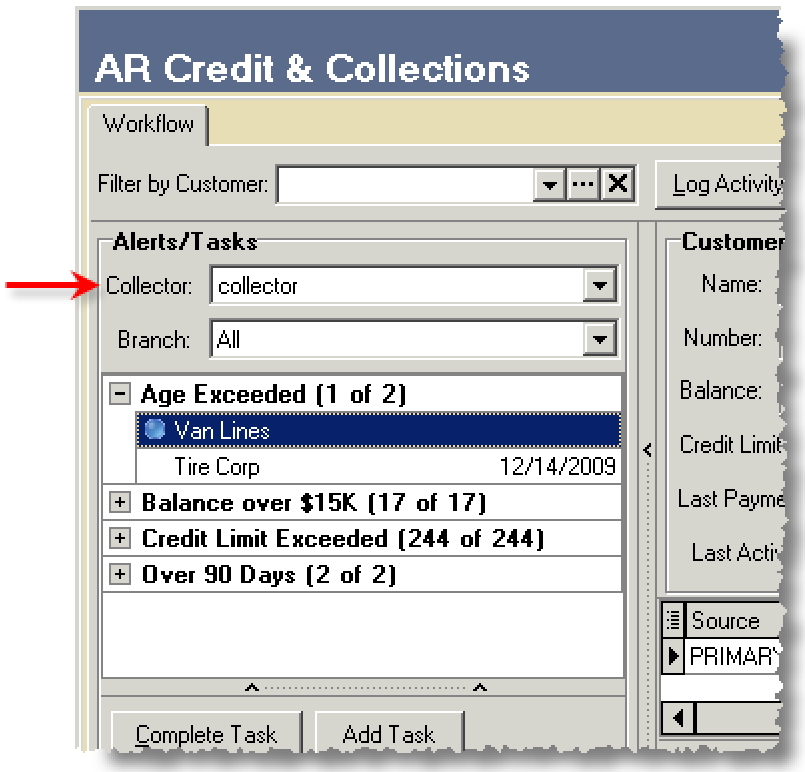


Figure 2: Collector assignment

Users can elect to view a particular customer by use of the **Filter by Customer** option. When using the Filter by Customer feature, alerts, tasks, and customer information specific to that customer will appear. **Note:** Users that are not collectors will have all collectors selected and displayed by default.

Note: Customers not assigned to a collector will be grouped and displayed under “No Collector.”

Another filtering option is available in the **Branch** selector. This option allows a users to only display alerts with customers having open AR for the selected branch(es).

Alerts are messages derived from preset criteria defined within the Alerts Setup section. They will appear in bold font within the Alerts/Tasks tab and feature a count of customers that triggered the alert.

The alert messages that appear are based on the selected **Collector**, **Branch**, and whether the **Filter by Customer** is in effect.

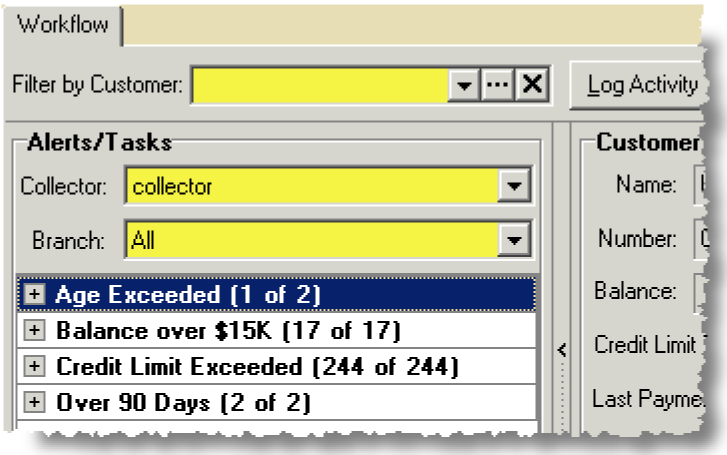


Figure 3: Customer alerts

Customers that are linked to an alert will appear when the alert message is expanded ( ). A **new alert indicator** ( ) will appear next to customers that no activity or complete tasks linked to the alert (see Fig. 3). Once an activity is logged or a completed task references a customer for a specific alert, the new alert indicator will no longer appear.

The new alert count appears along with the alert message. It displays the number of customers with new alerts out of a total number of customers listed for the particular alert (in **(N of N)** format).

When activity is logged for customer or a task is marked as completed for the customer regarding a specific alert, the Last Activity Date will display within the alerts grid ("Van Lines" customer in Fig. 3 has the Last Activity Date set). **Note:** Customers displayed in the alert groupings will be sorted by Last Activity Date with those records with a Last Activity Date appearing last.

Tasks are created for collectors as an aid in workflow efficiency. Any user with access to AR Credit & Collections can create a task in the module, however, tasks can only be assigned to users defined as a collector. The **Alerts/Tasks > Collector** selector controls which tasks will appear. Overdue tasks will display in red font.

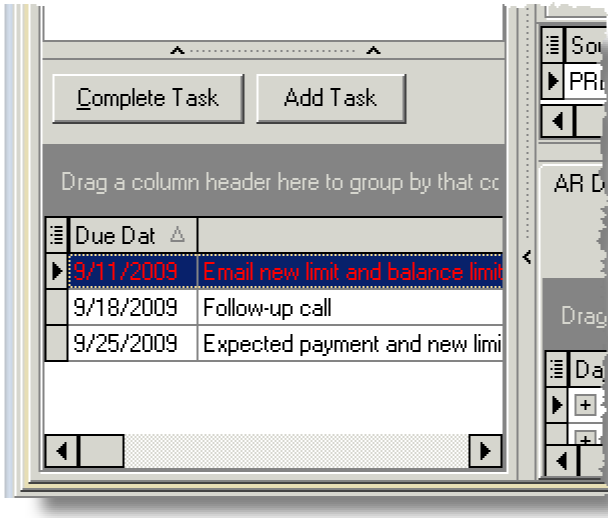


Figure 4: Tasks listing in AR Credit & Collections

Tasks are associated to one customer and assigned to a single collector. They can also be linked to multiple orders, invoices, and alerts.

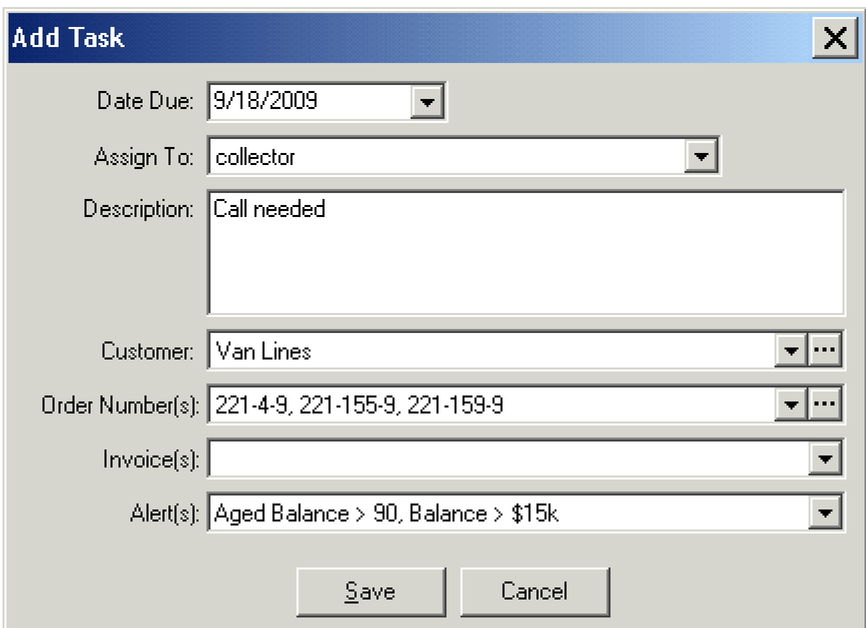


Figure 5: Add Task dialog

Completed tasks become activity logged for the customer. They will update the Last Activity data and be listed under the Activity tab in Customer Information. Further, they can be viewed in the tasks data grid through use of right-mouse click options.

Selecting a customer under an alert message will cause that customer's data to appear in the **Customer Information** section. This section includes pertinent, up-to-date data on all customers on file in Microsoft Dynamics GP. Customer balance, credit limit, contact, last payment data, and aging graph are all in view.

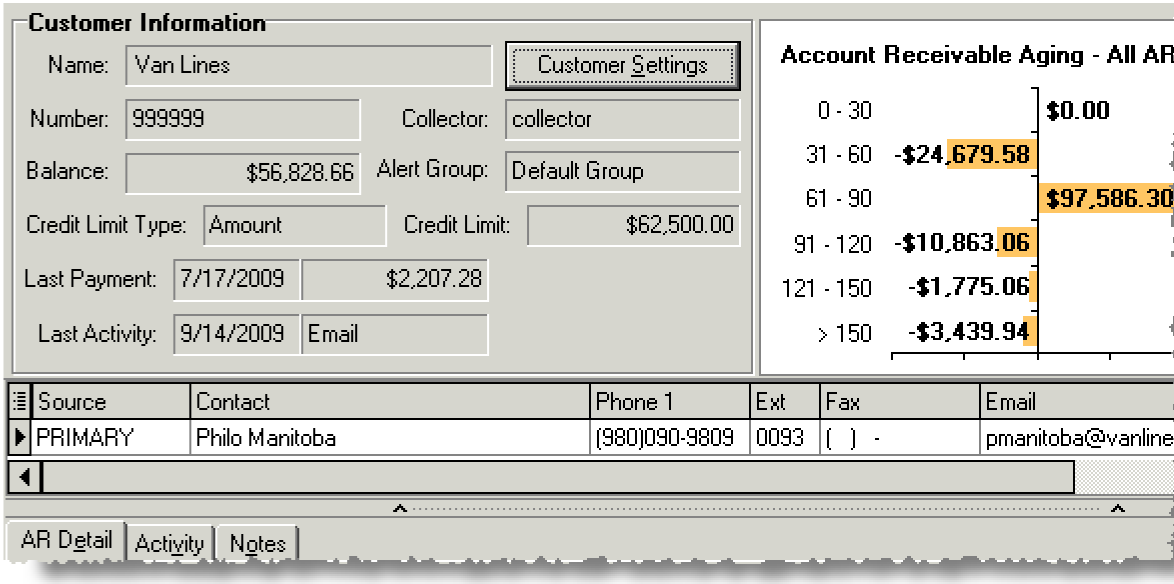


Figure 6: Customer Information section

A **collection manager** is a user that has the Manager flag set for the AR Credit & Collections modules. This person can also be a collector, but will have access to **Customer Settings** whereby they can assign collectors to a customer, assign alert groups to a customer, update credit limit data and contact information for the customer.

The **AR Detail** tab provides a user with data for all invoices associated to the selected customer. This tab allows a user to see all invoices linked to each order associated to the customer. Right-mouse click options include the ability to view and email invoices and export grid data, as well.

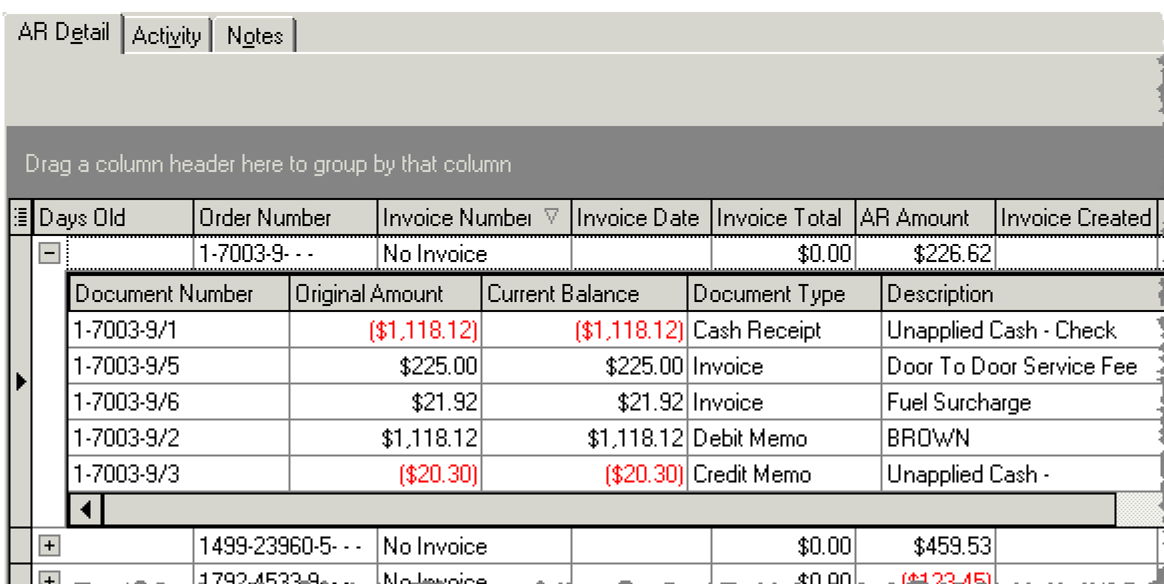


Figure 7: AR Detail tab

Activity can be logged for each customer that tracks correspondence and creates an accurate history of collections and other interactions between the company and the customer. As with notes, activities will be based on a particular data and can be linked to multiple orders, invoices, and alerts. Additionally, a follow-up task can be generated directly from the Log Activity dialog.

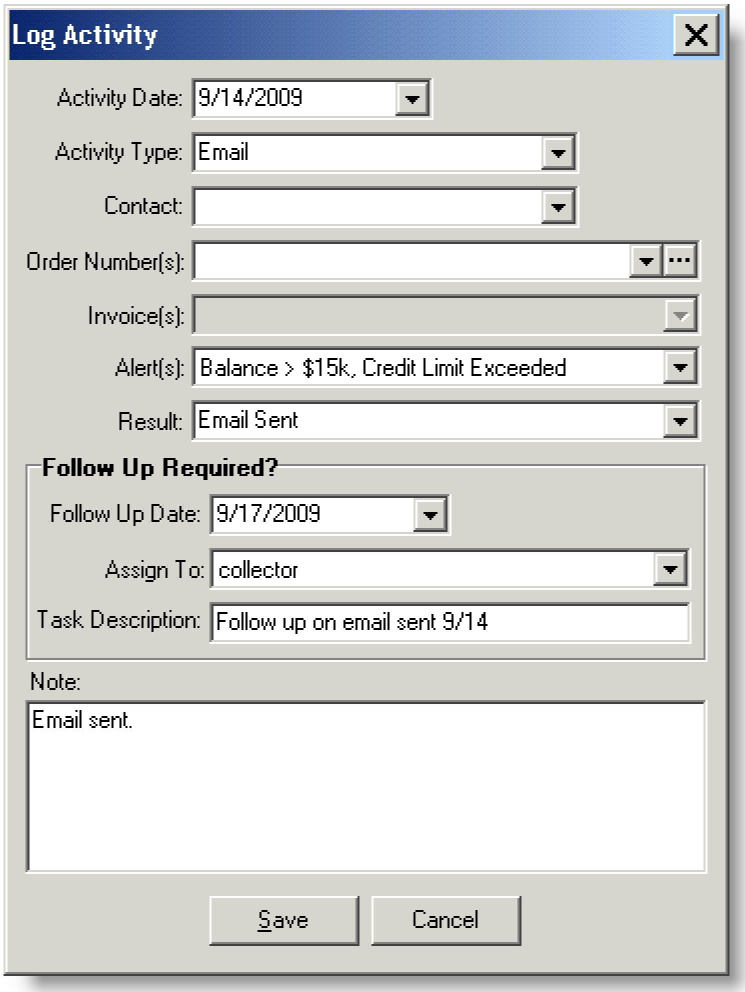


Figure 8: Log Activity dialog

Once an activity has been logged, the last activity data will be updated and the activity will appear within the **Activity** tab.

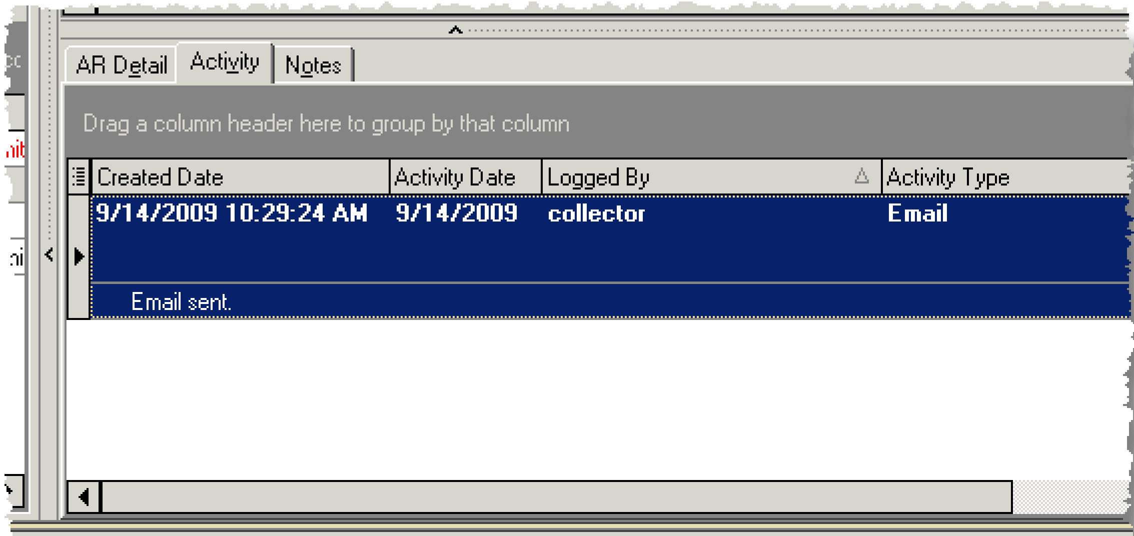


Figure 9: Activity tab

Notes can be created within AR Credit & Collections through the Add Note button at the top of the screen or through right-mouse click options available within the Notes tab. Notes created in the AR Credit & Collections module can be linked to a particular customer or to one or more orders and invoices.

The **Notes** tab will display all notes linked directly to the customer and all notes from all orders linked to the customer. The count of notes for a particular customer or order also display for each record.

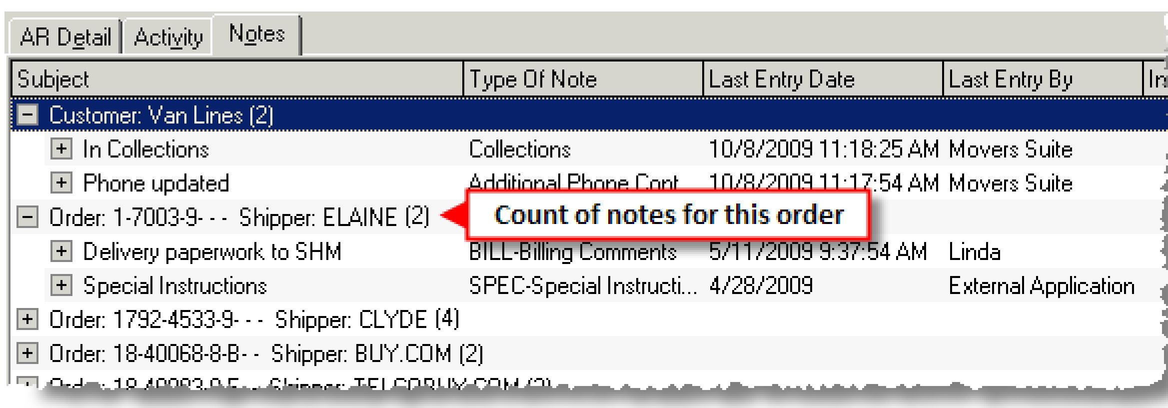


Figure 10: Notes tab in AR Credit & Collections

AR Credit & Collections Workflow

The Workflow tab contains all AR Credit & Collections functionality and customer data. This tab is displayed upon initial access to the module and contains two work areas: **Alerts/Tasks** and **Customer Information**.

Upon initial access to the Workflow tab, the **Filter by Customer** option will be off and the alerts and tasks settings will be based on the specific collector that is logged in. If a user is not defined as a collector but has access to the module, then all Collectors will be selected in the Alerts/Tasks pane and they will see all alerts and tasks. Otherwise, if the user is setup as a collector, then will only see alerts and tasks directly associated to them, i.e. they will be automatically selected as the collector in the drop-down Collector menu. See Using AR Credit & Collections for usage and AR Credit & Collections User Setup for details.

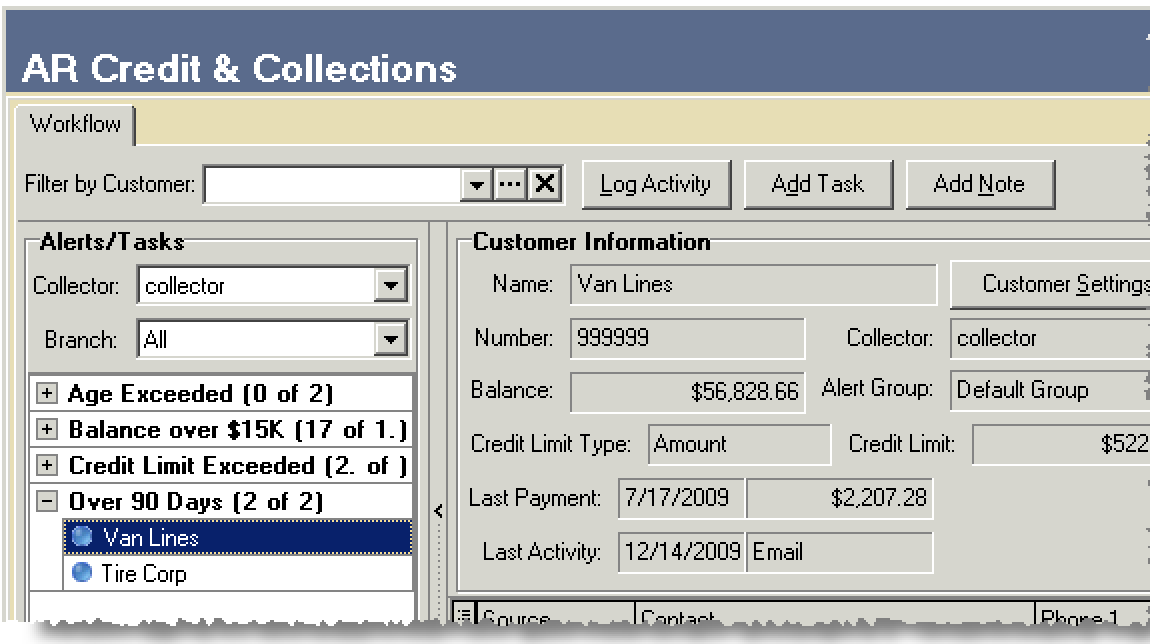


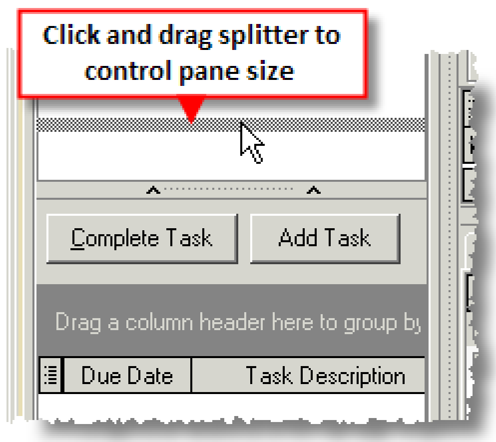
Figure 11: AR Credit & Collections Workflow

The table below describes all top-level functions available in the Workflow tab.

Workflow Function	Description
Filter by Customer	User can choose to view data and alerts for an individual customer by selecting the customer from the drop down menu ( ) or by through the Customer Find ( ). The customer selection can be cleared by pressing Clear Customer Filter ( ). This is the default view of the workflow data and allows a user to see all alerts and tasks assigned to one or more other users (collectors). **Note:** Selecting an individual customer from within the Alerts pane will display data for the specific customer, as well.
Log Activity	Opens the Log Activity dialog prompting the user to log activity against one or more orders, invoices, and/or alerts. Once activity is logged for a

	customer against a particular alert, the new activity indicator ( ) will no longer appear. See AR Credit & Collections Activity tab for details.
Add Task	Opens the Add Task dialog where task can be created on a particular customer and based on one or more orders, invoices, and/or alerts and assigned to a particular collector. See AR Credit & Collections Tasks for more information.
Add Note	Opens the Add Note dialog allowing a user to define a note for a particular customer or on one or more orders/invoices. See AR Credit & Collections Notes for details.

A user can customize the screen and grid layout as described below and each time the user accesses AR Credit & Collections these settings will be in effect. The following settings are saved to the Microsoft Windows registry for each MoversSuite user.

Setting Saved on Exit	Description
Splitters	There are four areas separated by screen splitters ( ). Splitters control the area being displayed: Click the splitter once to close or open a pane or click and hold the mouse down to drag the splitter to its desired size; when using the splitter to modify the pane size, the splitter will appear as a gray bar.  Figure 12: Click and drag splitter option Splitter settings will be saved and made available to the user next time AR Credit & Collections is accessed. See the Screen Splitters section for more information.
Data Grids	Changes made to each data grid in AR Credit & Collections will be saved for each user for the next time the module is accessed. This includes changes made to the columns displayed (), column order, column sort, and column grouping.

Note: AR Credit & Collections is an expandable window allowing users to utilize their entire screen.

AR Credit & Collections Log Activity

Activity is a record of interactions with the customer. An activity record is created automatically when a task is completed (see AR Credit & Collections Tasks) or when a user creates one manually through the Log Activity dialog.

Activity records can be linked to one or more orders, invoices, and alerts.

All activity is permanently stored and the historical record will be accessible through the Activity tab.

Logging Activity Manually

1. In **MoversSuite**,
2. Open **AR Credit & Collections**,
3. Access a **customer** by selecting through Alerts/Tasks or by Filter by Customer. Once the customer record is available, data will be populated in the Customer Information section and the Log Activity button will become active,
4. Press **Log Activity** to access the Log Activity dialog,

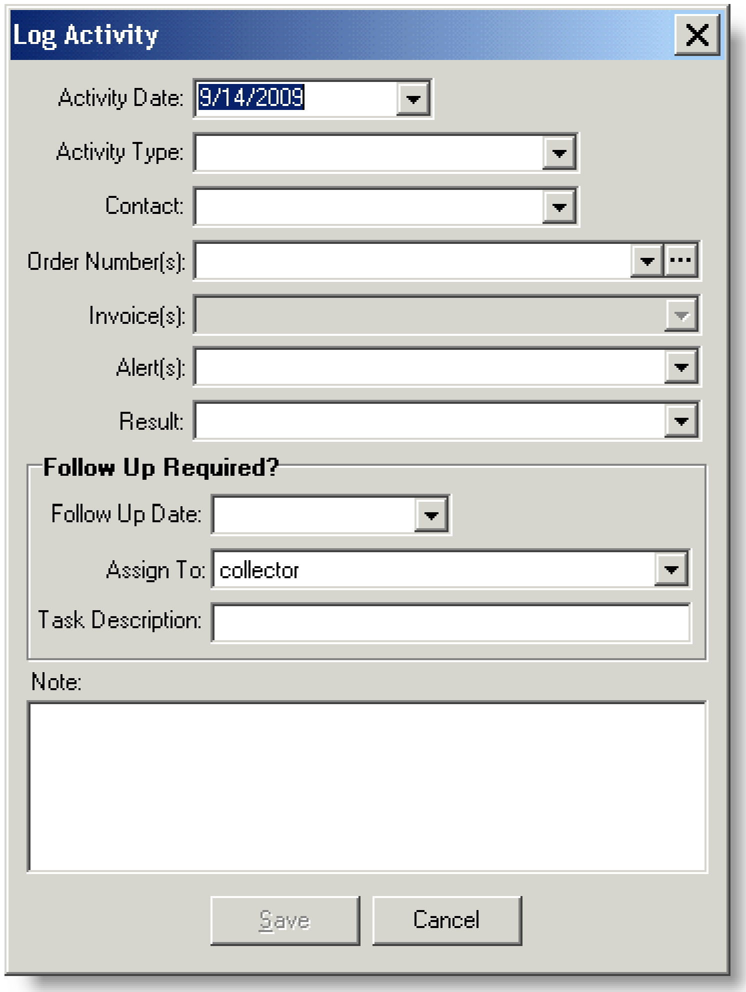


Figure 13: Log Activity dialog

5. Enter or select an **Activity Date** as the date that the activity occurred. Activity Date will be set to the current system date by default and when the record has been saved, the date will appear within **Customer Information > Last Activity**,
6. Select an **Activity Type** from those defined within the Activity Types Setup,
7. Enter or select a **Contact** from the list available. A user can enter any value for the contact using free form text. The free-form entry will be associated to the activity and will not update Microsoft Dynamics GP. The contacts available in the drop-down menu are those stored within Microsoft Dynamics GP and can be managed through the AR Credit & Collections Customer Settings,
8. Select **Order Number(s)** from the list associated to the customer or use the Find Order(s) By dialog () to locate orders to include in the activity,
9. Select **Invoice(s)** from the list of those belonging to Order Number(s) selected above,
10. Select **Alert(s)** from the list of those associated to the customer. An alert must be selected in order to update the activity date (displays in the Alerts/Tasks pane next to the customer name) and affect the status of the alert,

    Note: Activity can be logged for customers that are not associated to an alert.

11. Select a **Result** from the list of those defined in the Result Types Setup. Selecting a Result with a **Follow Up Required** flag set will require that a user set values for the Follow Up Date, Assign To, and Task Description in order to create a new task,

    Note: When Follow Up Required data is set a new task will be created automatically based on data from the current task along with what is specified in the following three settings,

12. Enter or select a **Follow Up Date** as the date the new task will be due on,
13. Select an **Assign To** person to be assigned to complete the new task,
14. Enter a **Task Description** for the new task,
15. Enter a **Note** describing the activity in greater detail,
16. Press **Save** to add the activity. **Note:** The Save button will become active once the Activity Date, Activity Type, and Note have been set. All saved activity will be accessible through the AR Credit & Collections Activity tab.

AR Credit & Collections Alerts/Tasks

The **Alerts/Tasks** pane displays alert messages for customers that the collector is assigned and open tasks assigned to the collector.

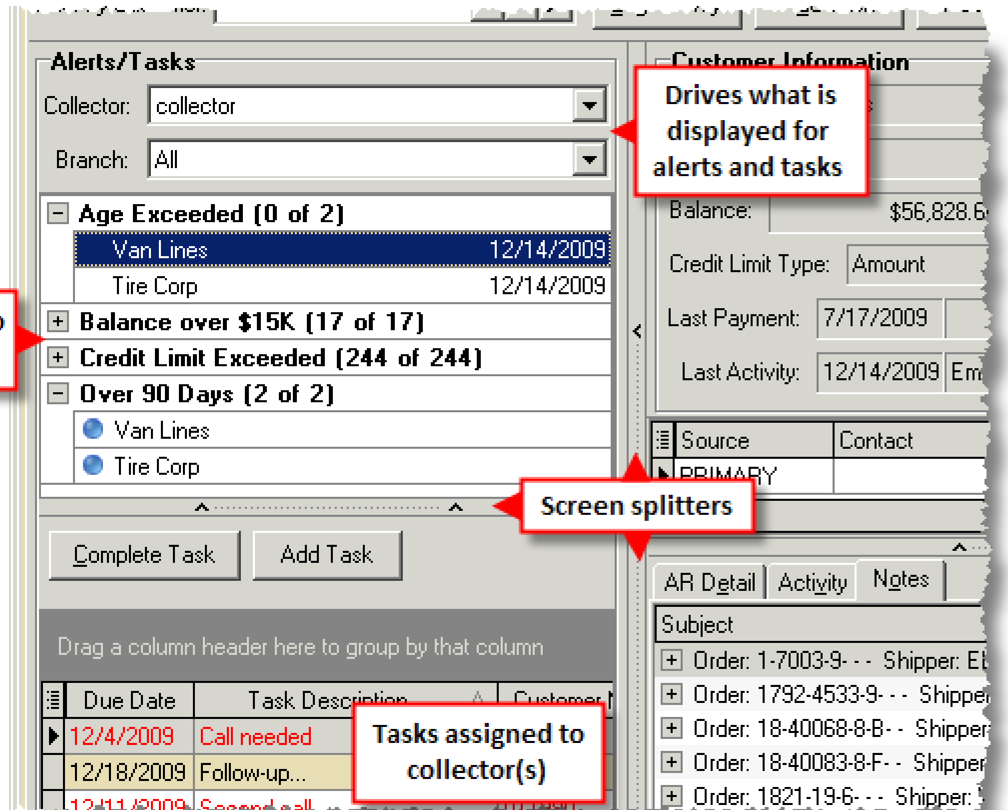


Figure 14: Features of Alerts/Tasks pane

When collectors access the AR Credit & Collections module, it will initially display alerts associated to customers they are assigned to as well as their open tasks. The tasks data grid will display all open tasks for the logged in user. Tasks marked as complete or have a due date that is in the future will not display, however, options are available to allow a user to see these tasks as well (see the AR Credit & Collections Tasks section for details).

MoversSuite will recognize the user as being a collector or not. If the user is not identified as a collector, then the **Collector** will default to selecting all users defined as a collector to be viewed (see AR Credit & Collections User Setup).

A special “No Collector” has been provided that represents all customers not assigned to a collector.

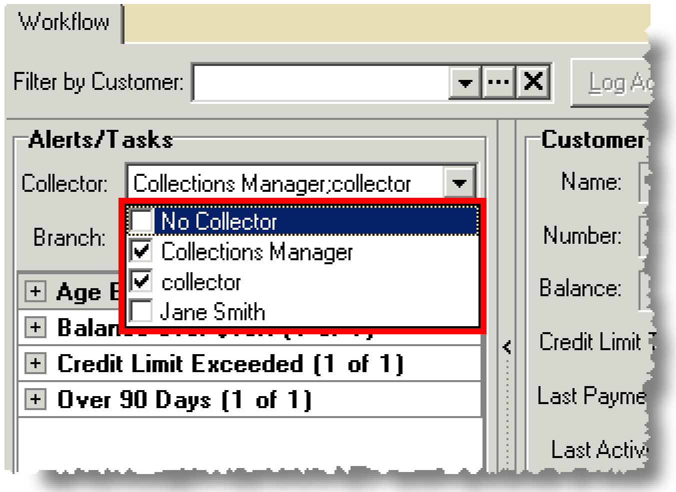


Figure 15: Multiple item selector for Collector field

Note: When using a multiple item selector, like that in use for the Collector field, a user must either press ENTER or CLICK somewhere outside of the menu in MoversSuite to actually activate the functionality.

The Alerts/Tasks **Branch** selector will default to **All** branches (all unchecked).

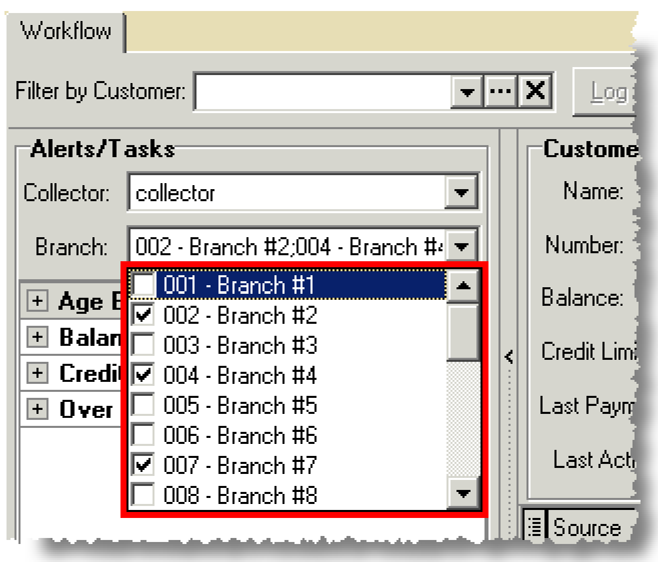


Figure 16: Multiple item selector for Branch field

AR Credit & Collections Alerts

Alerts message will appear when customers assigned to the selected Collector(s) trigger the alert. See the Alerts Setup for criterion identification.

The alert message includes the description of the alert along with a count of the number of customers that have no activity logged out of a total number of customers qualified for the alert. The alert message can be expanded to view all customers that trigger an alert. Customers that have a new alert will be listed with a new alert indicator ( ). Customers that have had activity logged against a particular alert will not have this icon and will display the Last Activity Date within the same listing (see Fig. 16 below). Customers display in alphabetical order by those with no activity and then by Last Activity Date with the most recent customers appearing at the bottom.

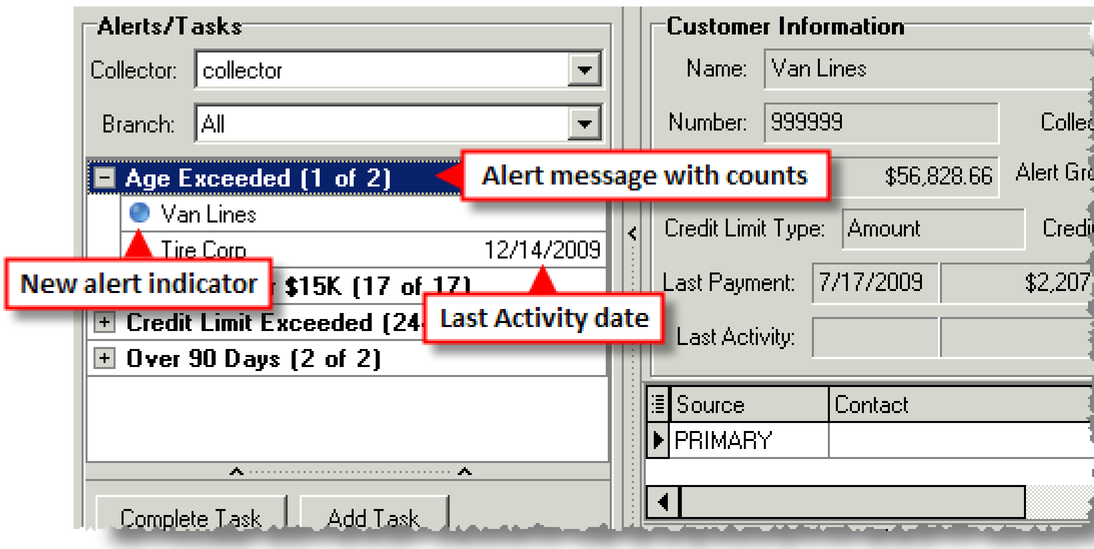


Figure 17: Features of Alerts section

When a customer is selected within the alerts listing, account information will appear within the Customer Information section (see AR Credit & Collections Customer Information section for details).

Note: Alerts are automatically generated in MoversSuite. Refer to the Alerts Setup for more information.

AR Credit & Collections Tasks

The Tasks listing is designed to show all tasks for a selected collector(s). The listing is based on the Collector field and displays information in a full-function data grid allowing a user to select which data columns appear and in which order and simple to complex data sorting.

The task data grid will display tasks that are overdue in a red-colored font and will highlight tasks associated to the customer selected within the alerts data grid in dark-yellow.

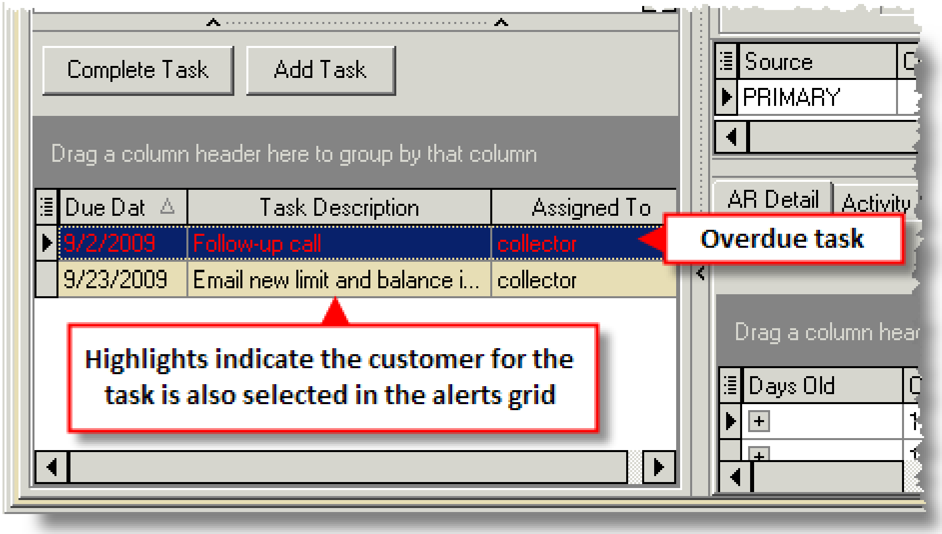


Figure 18: Features of Tasks section

Tasks data grid contains several options available through right-mouse click.

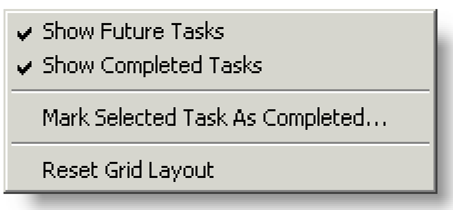


Figure 19: Tasks data grid right-mouse click options

Right-mouse click options available in the Tasks data grid are described in the table below.

Task Right-Mouse Click Function	Description
Show Future Tasks	By default, the tasks data grid displays tasks with a Due Date up to and including the current date. Setting this option will display all non-completed tasks for the selected collector(s).
Show Completed Tasks	By default, only uncompleted tasks appear within the tasks data grid. Selecting this option will list all tasks created for the selected collector(s).
Mark Selected Task as Completed…	For tasks marked as not completed, selecting this option will open the **Complete Task** dialog prompting the user for data to mark the task as complete.
Reset Grid Layout	Resets the task data grid back to its original state.

Refer to the Right-Mouse Click Options in Data Grids section for more on right-mouse click options.

Tasks in AR Credit & Collections are not linked to tasks used elsewhere in MoversSuite. AR Credit & Collections tasks are only accessible within the module and allow a user to specify multiple orders and associated invoices along with multiple alerts with a single task.

Adding a AR Credit & Collections Task

1. In **MoversSuite**,
2. Access **AR Credit & Collections**,
3. Press the **Add Task** button to open the Add Task dialog,

   Note: There are two Add Task buttons. The both perform the same function.

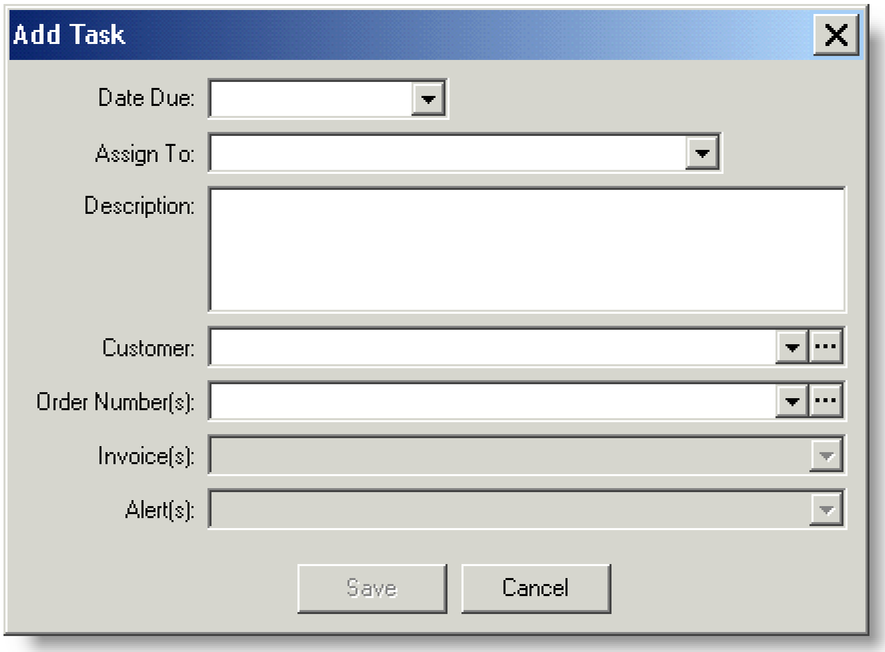


Figure 20: Add Task dialog

4. Select a **Date Due** for the task to be completed,
5. Select an **Assign To** user,
6. Enter a **Description** for the task,
7. Select a **Customer** from the drop-down menu or access the Customer Find ( ). The customer displayed within the **Customer Information** section will be listed automatically,

   Select an **Order Number(s)** from those listed in the drop-down menu or access the Find Order(s) By dialog ( ). These are the orders associated to the selected Customer. The customer is set for an order within the **Billing Information > Customer Information**,

   Note: When using the Find Order(s) By dialog only orders linked to the specified customer can be retrieved.

8. Select an **Invoice(s)** from those listed in the drop-down menu. The invoices listed are based on the orders selected in the Order Number(s) field,
9. Select an **Alert(s)** from those listed in the drop-down menu. Only the alerts that the customer is currently qualified for will appear within the menu options,
10. Press **Save** to add the task record.

Tasks will become viewable within the tasks data grid for the selected Collector(s). Tasks with a due date on or before the current day will initially display in the grid. Refer to the right-mouse click options at the top of this section for task viewing options.

> **Note:** Completed tasks become customer activity which is reflected in the **Customer Information > Last Activity** fields and will be viewable within the **Activity** tab.

Completed tasks can be marked as such by the following procedure:

Marking an AR Credit & Collections Task Complete

1. In **MoversSuite**,
2. Access **AR Credit & Collections**,
3. Select a task record in the **Alerts/Tasks**
4. Press the **Complete Task** button or select **Mark Selected Task as Completed…** from the right-mouse click option to open the Complete Task dialog,

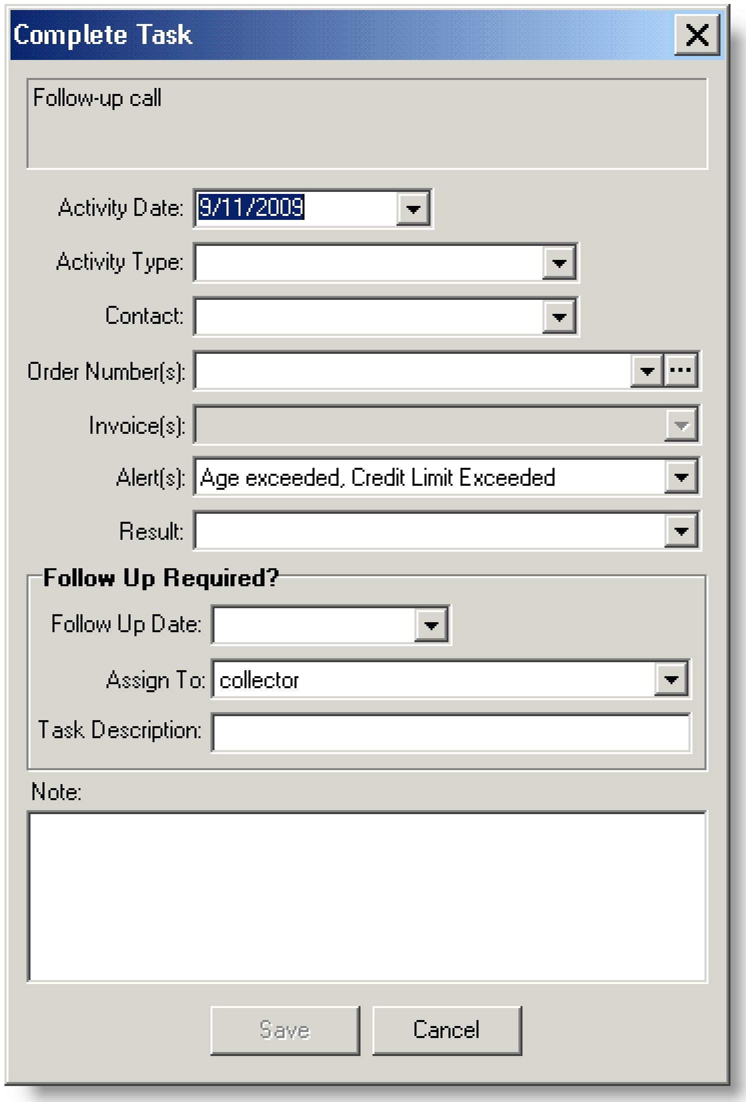


Figure 21: Complete Task dialog

5. Review the **Task** for confirmation that the correct task is being marked complete,
6. Select an **Activity Date** as the date the task was completed,
7. Select an **Activity Type** from the list defined in Activity Types Setup,
8. Select a **Contact** from the available list. These contacts are stored within Microsoft Dynamics GP and can be managed through the AR Credit & Collections Customer Settings,
9. Select **Order Number(s)** from those associated to the customer of the task or use the Find Order(s) By dialog () to locate other orders associated to the customer. The orders originally linked to the task will automatically be selected,

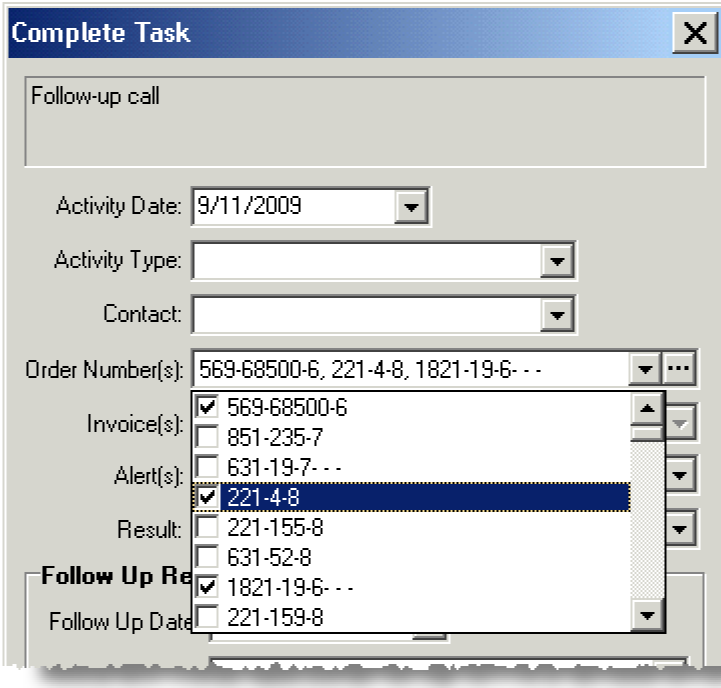


Figure 22: Multiple item selector for Order Number(s)

10. Select **Invoice(s)** belonging to selected Order Number(s) to be included in the task list,
11. Select **Alert(s)** associated to the task to be linked to the completed task,
12. Select a **Result** from the list of those defined within the Result Types Setup. Selecting a Result with a Follow Up required flag set will require that the Follow Up Required data be set,

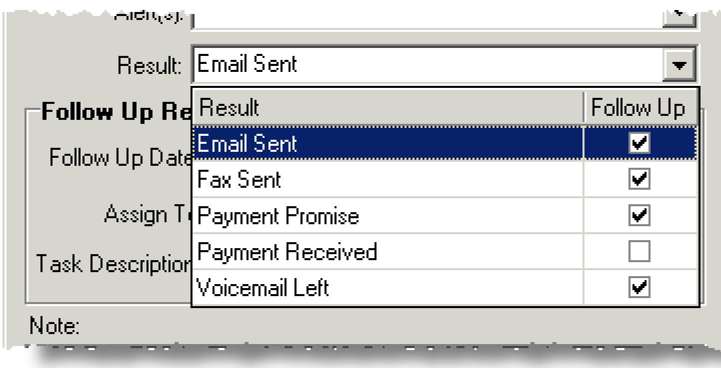


Figure 23: Result settings example

Note: When Follow Up Required data is set a new task will automatically be created based on data from the completed task along with what is specified in the following three settings.

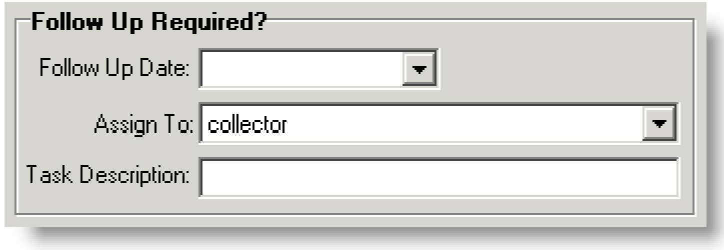


Figure 24: Follow Up Required settings

13. Enter or select a **Follow Up Date**,
14. Select an **Assign To** collector from the available list,
15. Enter a **Task Description**,
16. Enter a **Note** describing the details of the task and its completion,
17. Press **Save** to complete the task. **Note:** The Save button will become enabled once the Activity Date, Activity Type, and Assign To fields are set. All completed tasks will display within the AR Credit & Collections Activity tab.

AR Credit & Collections Customer Information

Customer Information displays the account data for customers either selected within the Alerts/Tasks pane or if the Filter by Customer is set to a specific customer. It contains a snapshot of a customer's standing with a company and includes balance, credit limit, A/R aging, contact information, view A/R details, etc. Another user feature within this section include the ability to view and email invoices for orders associated to the customer directly within the interface.

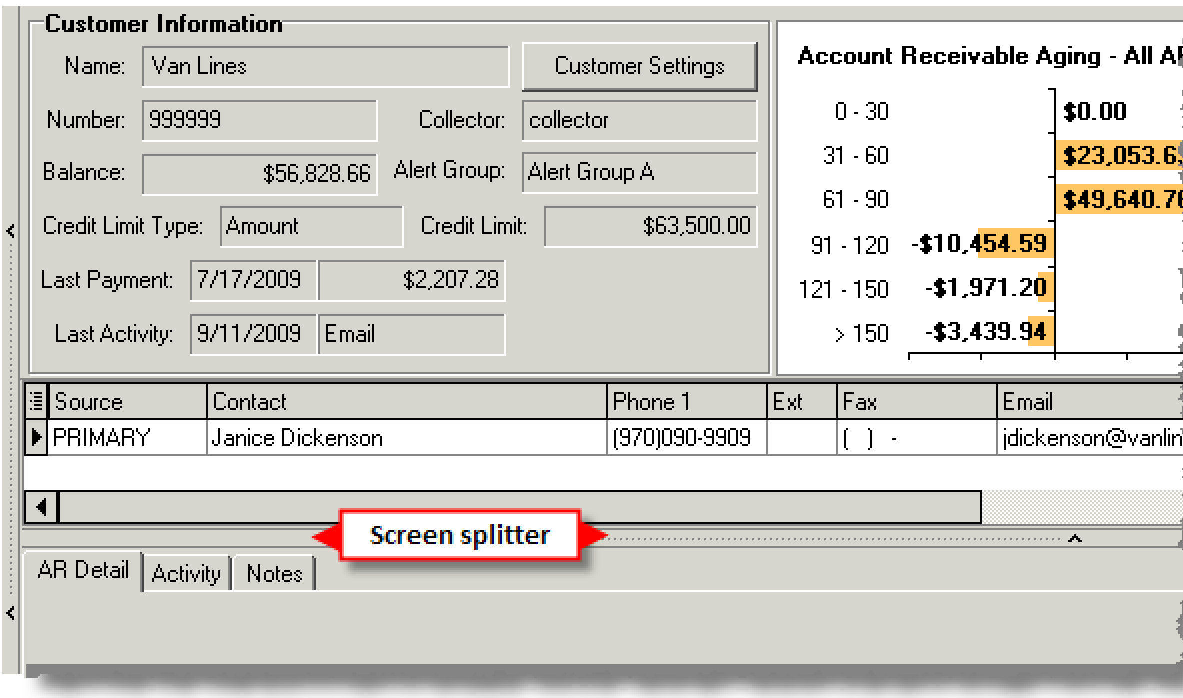


Figure 25: Customer Information section

Collection managers will have the ability to update customer data through the Customer Settings option. Managers can specify a collector and alert group along with adding and editing contacts and credit limit settings that are reflected in Microsoft Dynamics GP as well. Refer to AR Credit & Collections Customer Settings for more information.

The upper section of the Customer Information section contains the following fields.

Customer Information Field	Description
Name	Name of the customer being accessed.
Number	Identifier associated to the customer in Microsoft Dynamics GP.
Collector	MoversSuite user assigned as collection agent for this customer.
Balance	Total dollar amount of all account receivables from this customer.
Alert Group	Alert group assigned to this customer through Customer Settings. See AR Credit & Collections Customer Settings for details.
Credit Limit Type	Type used to indicate how the credit limit is to be interpreted for this customer. See AR Credit & Collections Customer Settings for details.

Credit Limit	The maximum dollar amount that is allowed for a balance for this customer.
Last Payment	The date and dollar amount of the last payment received from this customer.
Last Activity	The date and method of the last contact logged automatically when a task is completed or manually through the Log Activity function.
Account Receivable Aging	Account receivable amounts grouped by the number of days outstanding (comparing the current date to the document date). Three options that a user can view the aging with include the following: **All AR** to view both invoiced and non-invoiced amount concurrently **Invoiced AR** to view only invoiced amounts **Non Invoiced AR** to view only non-invoiced amounts
Contact Information	Contact data for customer representatives is present in this section. See AR Credit & Collections Customer Settings for details. Users can affect the column display and order through the data column selector ( ). Contact information can be hidden by clicking on the screen splitter.

All order information is based on open AR associated to the selected customer regardless of how the association is made (e.g. as alternate bill-to, through storage, through claims, directly linked to a customer, etc.).

Account Receivable Aging

Account receivable aging data is graphical displayed within the Customer Information section.

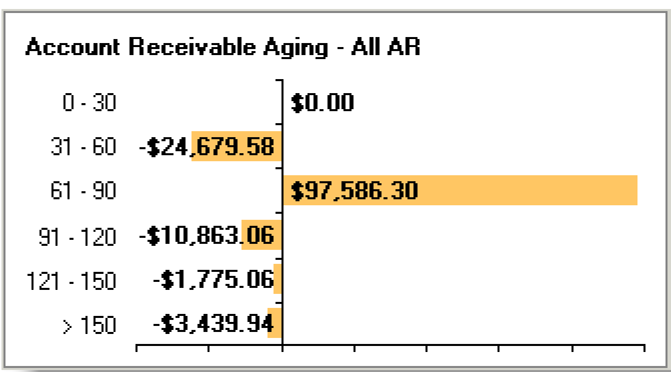


Figure 26: Account Receivable Aging graph

Options available by right-mouse clicking in the graph include the following:

- All AR
- Invoiced AR
- Not Invoiced

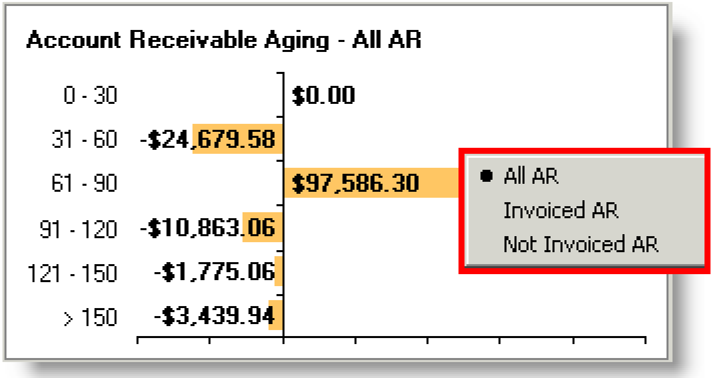


Figure 27: Account Receivable Aging right-mouse click options

The items that compose the data within the graph are listed in the AR Credit & Collections AR Detail section. The **AR Amount** values will sum to match what is reported in the graph and can be compared to what is displayed in the AR Collections report.

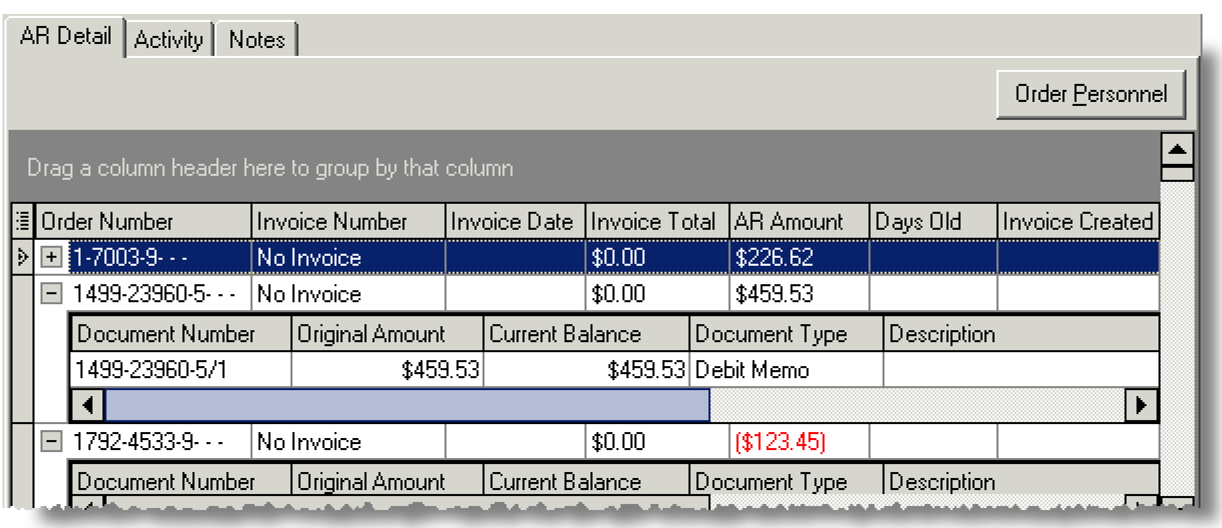
> **Note:** There may be differences in what is listed in AR Credit & Collections and what displays on the AR Collections report since the report is based on live data and the module relies on warehoused data.

The lower portion of the Customer Information pane contains the following three tabs:

- AR Detail
- Activity
- Notes

AR Credit & Collections AR Detail

AR Detail section lists all open receivables associated to the customer. Each field is a data column heading that can be added, removed or rearranged using the data column selector ( ) or used as a filter or sort (see Data Grids for more information).



Each AR Detail record represents an order/invoice which contains document details when a user collapses the top level (⊞).

AR Detail Field	Description
Order Number	Displays the MoversSuite order.
Invoice Number	Displays the invoice number linked to the order. A “No Invoice” message will appear when an invoice has not been generated for the order.
Invoice Date	Displays the date that the invoice was put on the system.
Invoice Total	Displays the total dollar amount of the invoice. **Note:** This value is available to be used when evaluating criteria that triggers an alert. See the Alert Criterion section for details.
AR Amount	Displays the total dollar amount posted to the general ledger for items associated to this order. **Note:** This value is available to be used when evaluating criteria that triggers an alert. See the Alert Criterion section for details.
Days Old	Number of days that this order invoice has been open when comparing the Invoice Date to the current system date. **Note:** This value is available to be used when evaluating criteria that triggers an alert. See the Alert Criterion section for details.
Invoice Created Date	Displays the date that the invoice was created in MoversSuite.
Invoice Created By	Displays the MoversSuite user that is responsible for creating the invoice.
Shipper Name	Displays the shipper name associated to the order record. This data can also be viewed from the **Order Information > Name, Address, Phone > Last Name/Company Name** field.
From Address	Displays the original address associated to the order record. This data can also be viewed from the **Order Information > Name, Address, Phone > Moving From**.
To Address	Displays the destination address associated to the order record. This data can also be viewed from the **Order Information > Name, Address, Phone > Moving To**.
Customer Number	Displays the identifier associated to the customer of the order. This data can also be viewed from Order Information > Billing Information.
Revenue Clerk	Displays the revenue clerk associated to the order record. This data can also be viewed from the **Revenue Entry > Order Information > Revenue Clerk** field.
Type of Move	Displays the move type associated to the order record. This data can also be viewed from the **Order Information > Move Information > Type of Move** field.
National Account	Displays the national account associated to the order record. This data can also be viewed from **Billing Information > National Account > Account** field.
Invoice Header ID	Displays the internal MoversSuite code used to identify the invoice record.

Order ID	Displays the internal MoversSuite code used to identify the order record.

The fields displayed for each document are described below.

Document Detail Field	Description
Document Number	Displays the number assigned to the generated transaction item.
Original Amount	Displays the original dollar amount for the transaction.
Current Balance	Displays the dollar amount remaining to be reconciled for the item. **Note:** This value is available to be used when evaluating criteria that triggers an alert. See the Alert Criterion section for details.
Document Type	Displays the accounting transaction type for the item.
Description	Displays the detail description of the transaction.
Item Code	Displays the MoversSuite item code associated to the transaction.
Journal Date	Displays the transactions posted to the general ledger.
Document Date	Displays the document date that was selected when a Generate Transactions function was performed in Revenue Entry.
Document Age	Displays the number of days from the date of the document to the current system date.
Branch	Displays the branch of service associated to the document.

AR Detail Right-Mouse Click Options

Several options are available when a user right-mouse clicks within the AR Detail data grid.

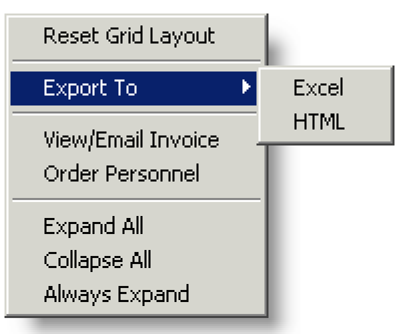


Figure 28: Right-mouse click options in AR Detail data grid

The options are described below.

AR Detail Right-Mouse Click Function	Description
Reset Grid Layout	Resets the task data grid back to its original state.
Export To	Users can export the data within the grid to Excel or HTML. Select **Excel** to send the top level of data to a Microsoft Excel spreadsheet. This option allows a user to select, sort, save the data.

	Select **HTML** to send data being viewed to a web browser window. Using the HTML a user can open the document level data and have it included in the output. See AR Credit & Collections Output for more information.
View/Email Invoice	Opens the Report Viewer displaying all invoices linked to orders displayed in the data grid. See AR Credit & Collections Output for more information.
Order Personnel	Opens the Order Personnel dialog listing all persons associated to the selected order. See the Order Personnel section for more information.
Expand All	This function opens all records in the listing to be viewed at once. This function is done manually by clicking on the ( ) icon.
Collapse All	This function closes the view of all documents for all invoices.
Always Expand	This function set a flag instructing the application to always open the view of all documents for all invoices in the data grid.

Refer to Right-Mouse Click Options in Data Grids topic for more information.

Order Personnel

The Order Personnel option available through a right-mouse click within the AR Detail tab data grid lists all persons associated to the selected order.

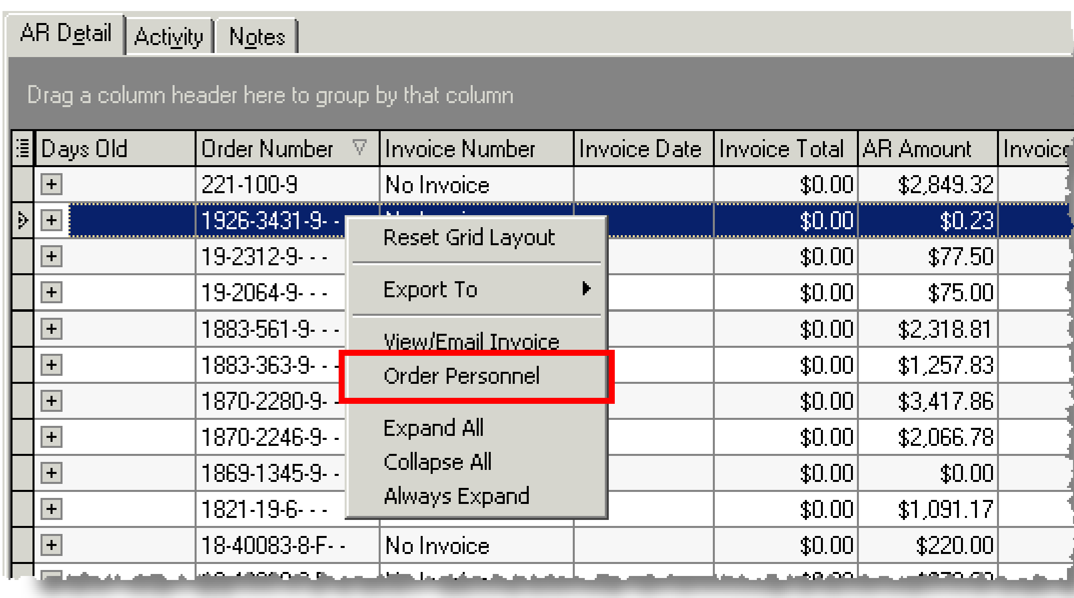


Figure 29: AR Detail Order Personnel option

Evoking the Order Personnel option will cause the Order Personnel dialog to appear. The dialog will remain open while working in AR Credit & Collections and will automatically repopulate its data when the user switches to a different order in the AR Detail record.

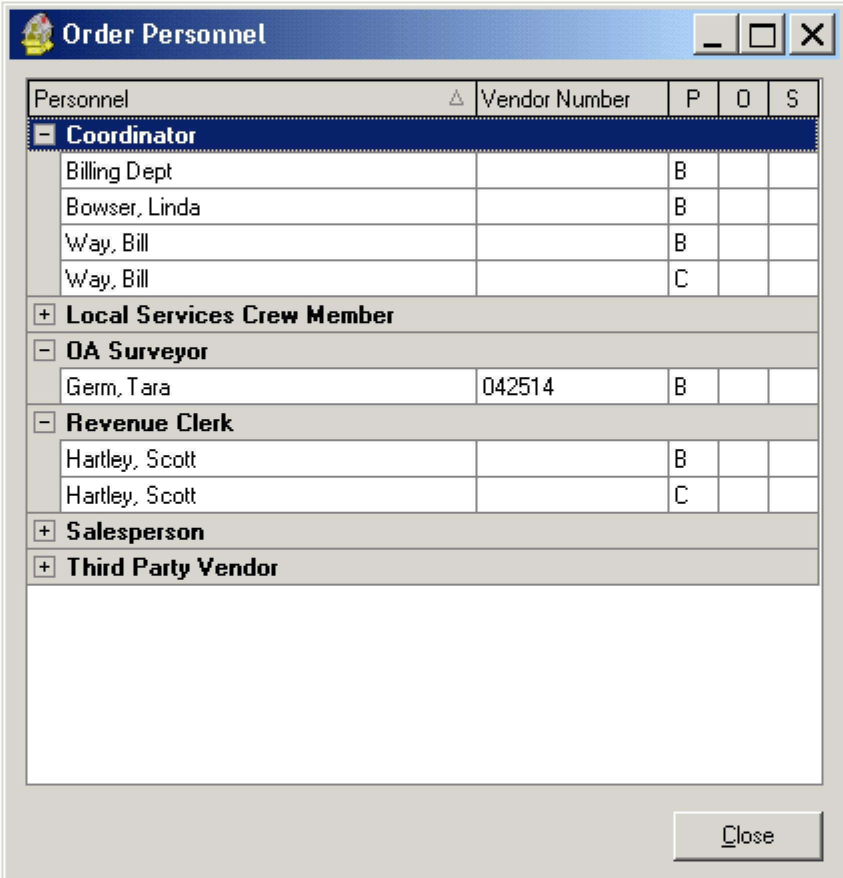


Figure 30: Order Personnel dialog

The table below lists the type of personnel displayed within the dialog along with where in MoversSuite the data is pulled from.

Order Personnel	MoversSuite Cross-Reference
Claim Adjuster	**Claims > Claim Detail > Adjuster**
Coordinator	**Name, Address, Phone > Transportation Coordinator** **Name, Address, Phone > Logistics Coordinator** **Agents > OA Coordinator** (when Origin Agent is a sister agency)
Local Services Crew Member	**Local Dispatch > Dispatch Center > Assigned Crew**
Long Distance Driver	**Long Distance Dispatch > Current Driver Activity > Driver**
OA Surveyor	**Agents > OA Surveyor** (when Origin Agent is a sister agency)
Revenue Clerk	**Revenue Entry > Order Information > Revenue Clerk**
Salesperson	**Name, Address, Phone > Salesperson**
Third Party Vendor	**Revenue Entry > Transactions** (pulled from billing items to a third party vendor)

AR Credit & Collections Activity Tab

The Activity tab allows a user to see all activity logged for a customer either manually through the Log Activity function or automatically when a task is marked complete. The Activity data grid is a full-function grid that includes all data set when the activity was logged.

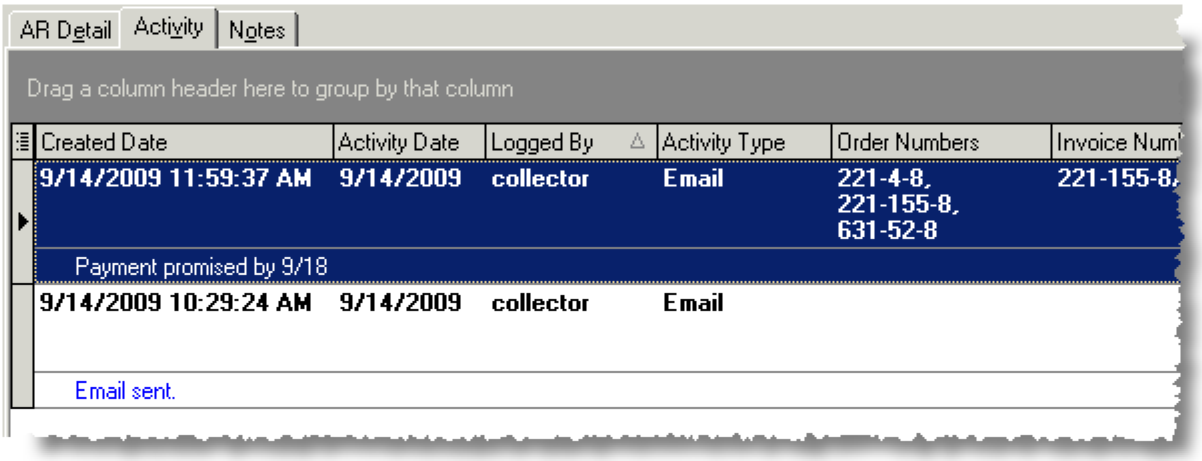


Figure 31: Activity tab

A user can double-click on an activity record to view the item through the Activity Logged dialog.

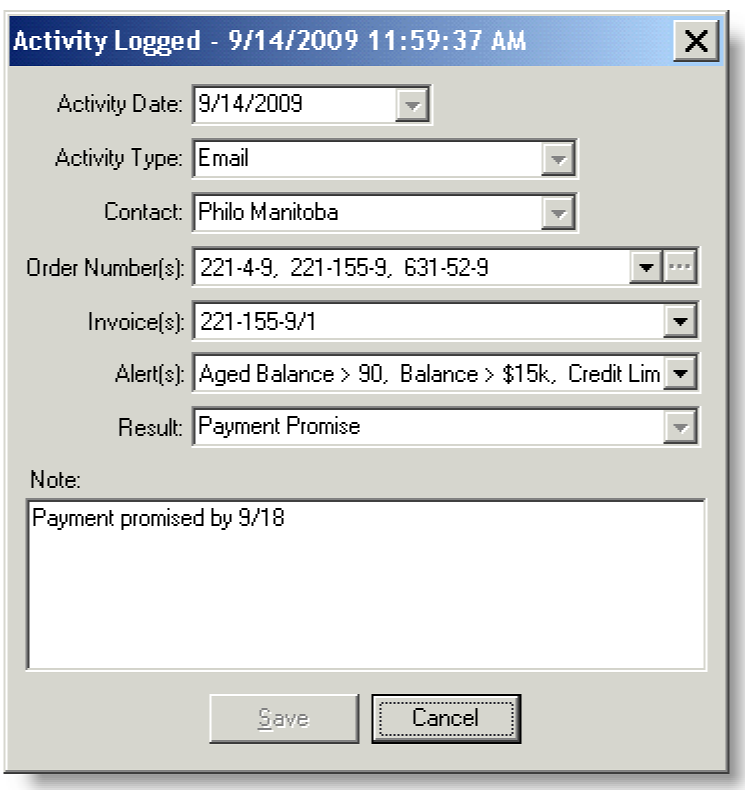


Figure 32: Activity Logged screen

Fields listed in the Activity data grid and Activity Logged screens are listed in the table below. Each field in the data grid is available to be selected, sorted, filtered, etc. as part of a full-function grid (see Data Grids for more information).

Customer Information Field	Description
Created Date	Displays the date and time that the activity was actually logged.
Activity Date	Displays the date that the user entered the activity.
Logged By	Displays the system name of the user that logged the activity.
Activity Type	Displays the type selected by the user for the activity.
Order Number(s)	Displays the orders selected by the user to be associated to the activity.
Invoice Number	Displays the invoices selected by the user to be associated to the activity.
Result	Displays the result type selected by the user for the activity.
Contact Name	Displays the name of the customer contact selected by the user to be linked to the activity.
Alerts	Displays the alerts selected by the user to be linked to the activity.
Note	The text of the note for the activity is listed as a separate row.

See the AR Detail Right-Mouse Click Options section for more information on right-mouse click functionality.

RELATED TOPICS:
AR Credit & Collections Log Activity

AR Credit & Collections Notes

Notes can be created within AR Credit & Collections through the Add Note button at the top of the screen or through right-mouse click options available within the Notes tab. Notes created in the AR Credit & Collections module can be linked to a particular customer or to one or more orders and invoices.

The Notes tab will display all notes linked directly to the customer and all notes from orders with open revenue linked to the customer. When the notes are from associated orders, they are listed as a single-line entry that includes the Order Number, Shipper name, and a count of the notes linked to the order (in parenthesis). Notes entered for a customer appear at the top followed by order notes.

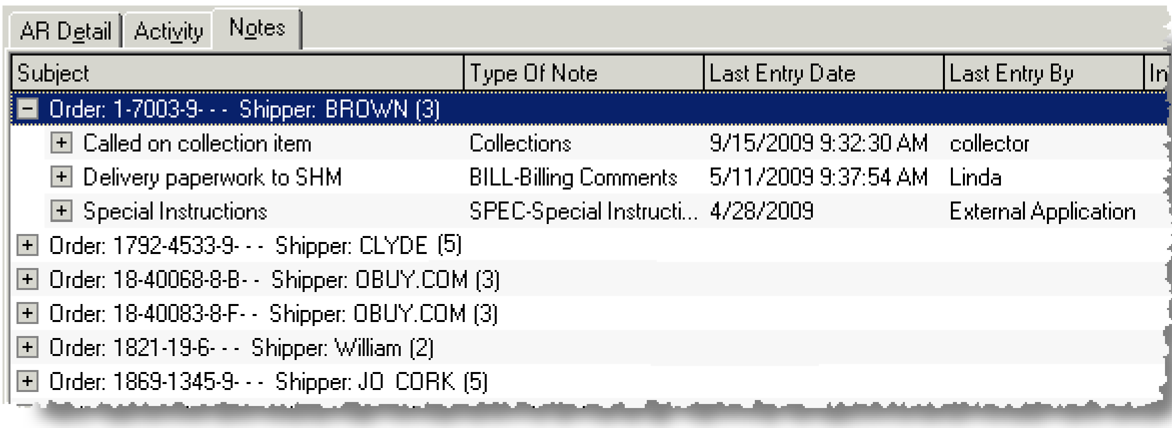


Figure 33: Order notes viewed through the AR Credit & Collections Note tab

Notes created for the customer within AR Credit & Collections will always appear within the Notes tab for the selected customer and will include a count of the total number of notes linked directly to the customer.

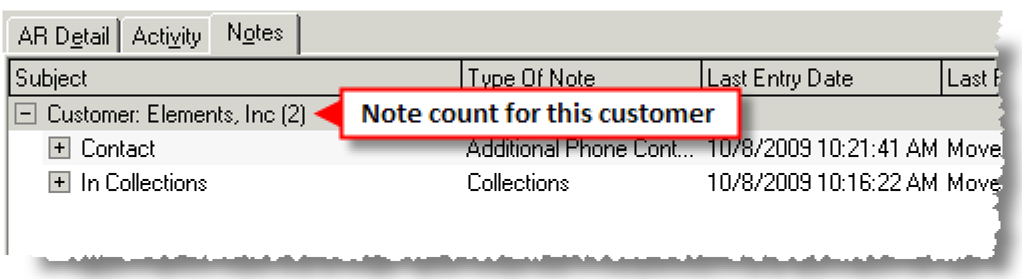


Figure 34: Customer notes

Users can double-click on any note to view the note through the **Note** dialog.

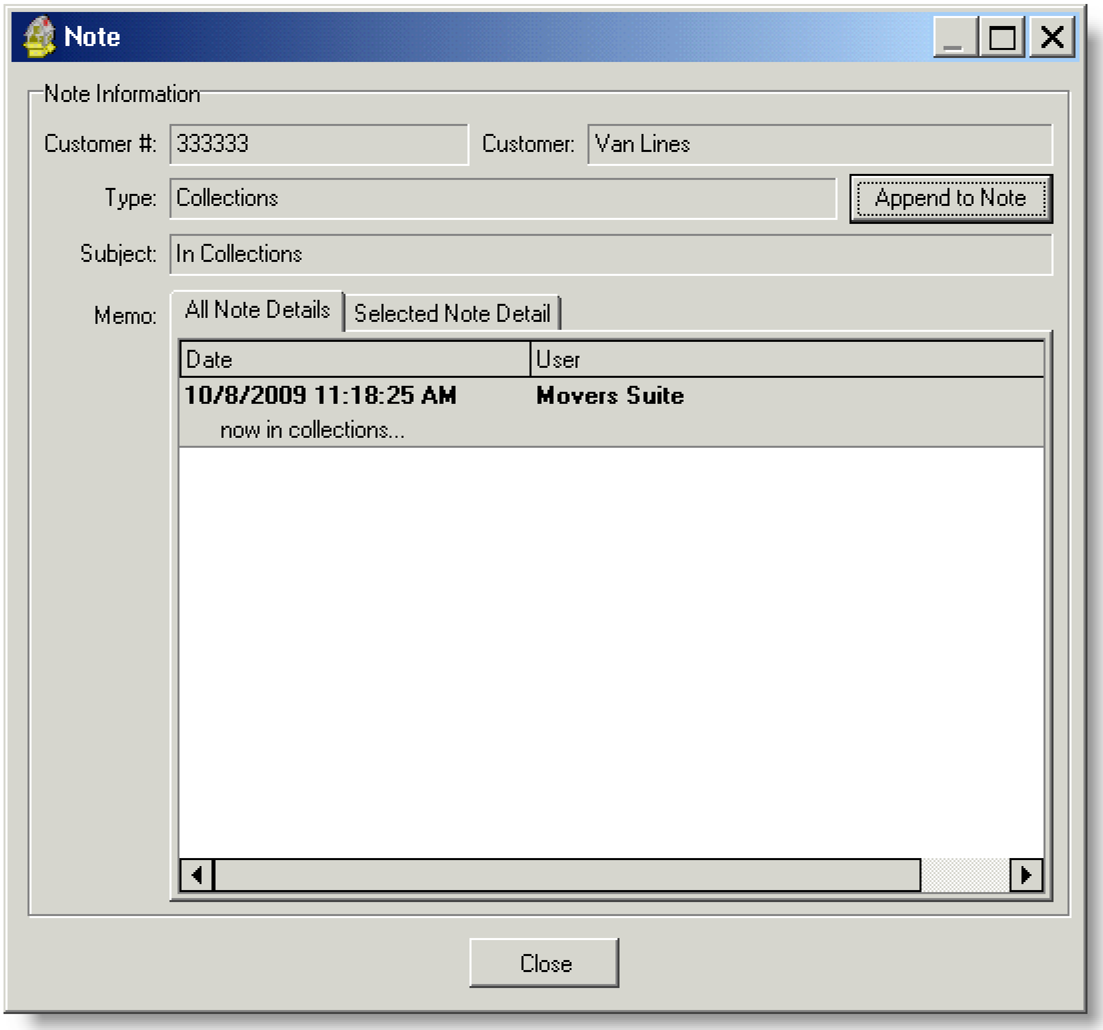


Figure 35: Note dialog

Users can append to a note through the **Append to Note** option available through the Note dialog or through right-mouse click options. The right-mouse click options include other functions that control the display of the notes in the grid. See the Right-Mouse Click Options in Data Grids topic for more information.

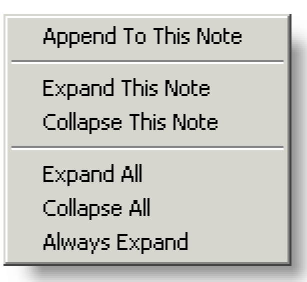


Figure 36: Right-mouse click option available in Notes tab

Users can add a note for either the selected customer or for one or more orders and invoices.

Adding a Note through AR Credit & Collections

1. In **MoversSuite**,
2. Access **AR Credit & Collections**,
3. **Select** a customer by using the Filter by Customer or selecting a customer within the Alerts/Tasks pane. This will activate the Add Note button,
4. Press the **Add Note** button and the Add Note dialog will appear,

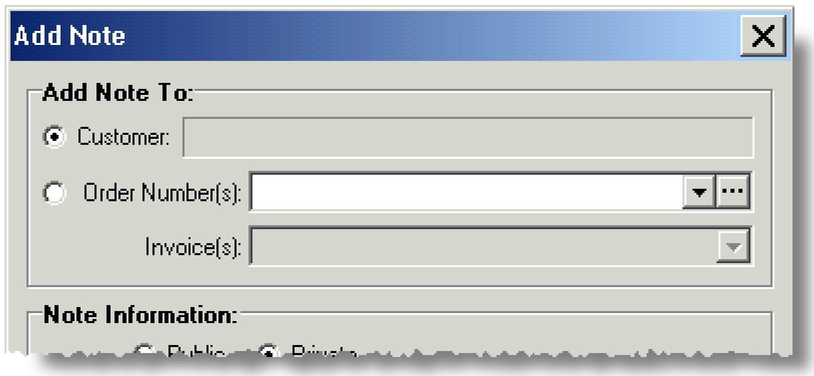


Figure 37: Add Note To section of the Add Note dialog

5. In the Add Note To section, select either **Customer** or select **Order Number(s)**. If adding a note to an order, users can select from the list of orders linked to the customer from the drop-down menu and/or select customers by using the **Find Order(s) By** dialog ( ),

   Note: Orders that are not associated to a customer <u>will not appear in the Notes tab</u> in AR Credit & Collections. These notes will be visible in Notes tabs outside of the module or under customer for which they are associated to.

6. In the Note Information section, select either **Public** to mark the note as viewable through the Customer Web Portal or **Private** to not have the note viewable through the Customer Web Portal,

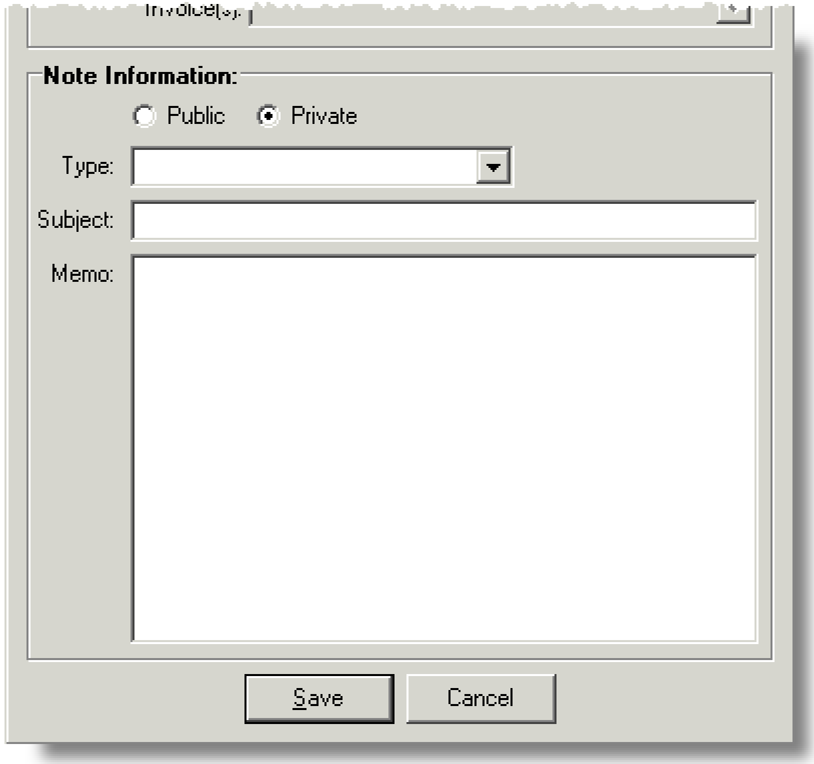


Figure 38: Note Information section of the Add Note dialog

7. Select a note **Type** from the provided list. Note types are defined within the Note Type Setup topic,
8. Enter a text description to display as the **Subject** of the note,
9. Enter text of the note in the **Memo** field,
10. If the note is associated to an order, then the option to **Send to Van Line** will appear. Users can **Enable** the note to be uploaded, disable viewing on the van line side with the **Private** setting, and enter the **Initials** for the owner of the note,
11. Press **Save** to add the record.

All notes associated to a selected customer will appear within the Notes tab in AR Credit & Collections. Notes created for orders and invoices will be viewable through all MoversSuite note listings and tabs and can be uploaded to a van line.

AR Credit & Collections Customer Settings

Collection managers will have access to the Customer Settings functionality where they can assign a collector and alert group to a customer as well as update credit limit and contact information.

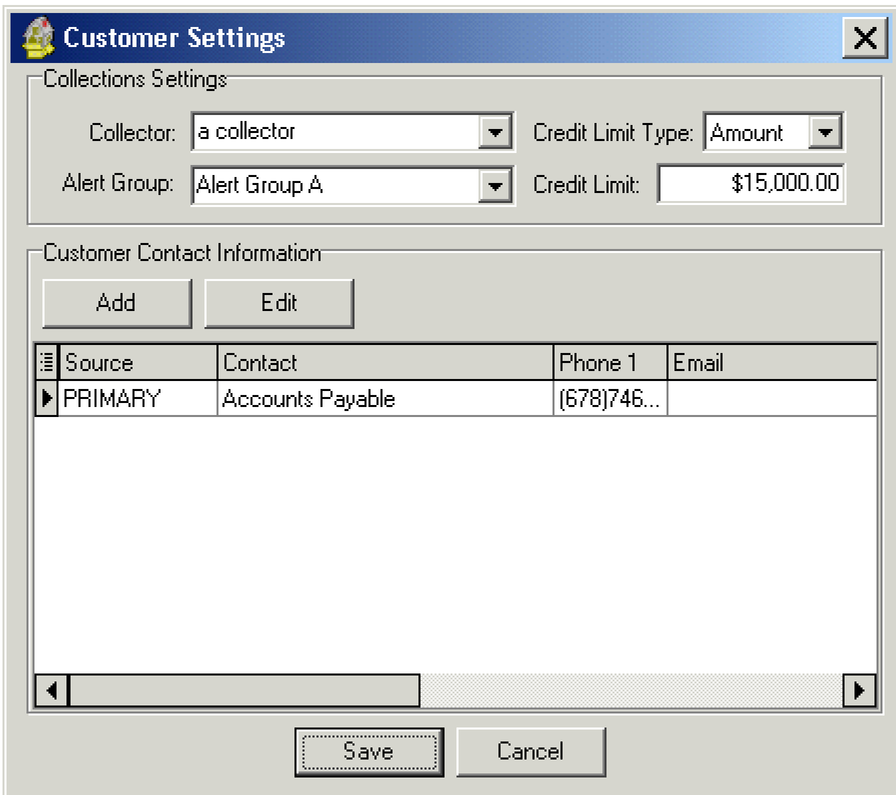


Figure 39: Customer Settings dialog

Changes made to the credit limit and contacts will be reflected in Microsoft Dynamics GP.

Customer settings available within the dialog are described below.

Customer Settings	Description
Collections Settings Section	
Collector	Select the Collector from the list to be responsible for customer correspondence. A category of "No Collector" is available for unassigned accounts. Collectors are defined as having a Labor Type of "Collector." See the AR Credit & Collections User Setup for details. The Collector and Alert Group values can be automatically set based on custom class through the Setup Customer By Class setup.
Alert Group	Select a group from the list to be assigned to the customer. An alert group links a customer to predefined criteria used in evaluating the alert status and messaging. **Note:** All customers are automatically linked to a default alert group. Setting this field will override this default. Refer to Alert Group Definitions for more information.

	The Collector and Alert Group values can be automatically set based on custom class through the Setup Customer By Class setup.
Credit Limit Type	The Credit Limit Type can be set to one of the following: **No Credit** – Customer has no amount of credit with the company **Unlimited** – Customer has no limit on the amount of credit that can be offered to them on the part of the company **Amount** – Customer has the dollar amount specified in Credit Limit for the amount of credit offered them on the part of the company
Credit Limit	This is the dollar amount of credit granted to the customer. This setting will only be interpreted when the Credit Limit Type is "Amount." Setting the Credit Limit to a zero dollar amount will set the Credit Limit Type to "No Credit." The Credit Limit can be used to trigger an alert. See Alert Group Definitions for more information. **Note:** This value is available to be used when evaluating criteria that triggers an alert. See the Alert Criterion section for details.
Customer Contact Information Section	
Add	Opens the Add Customer Contact dialog allowing the user to define a new contact for the customer. Refer to Adding and Editing Customer Contacts section for more information.
Edit	Opens the Edit Customer Contact dialog allowing the user to update customer contact information. **Important**: Address ID cannot be changed once it is set. Refer to Adding and Editing Customer Contacts section for more information.
Save	Saves all changes made in the Collections Settings section as well as those made to the contacts. **Important:** New contacts will not be saved until Save is pressed.
Cancel	Cancel discards all changes made to the customer settings including adding and editing of contacts.

Adding and Editing Customer Contacts

Customer contacts for each customer display within the Customer Information section in AR Credit & Collections and can be updated through the **Customer Setting** dialog.

Collection mangers will have access to the **Customer Settings > Add** or **Edit Customer Contact** dialog.

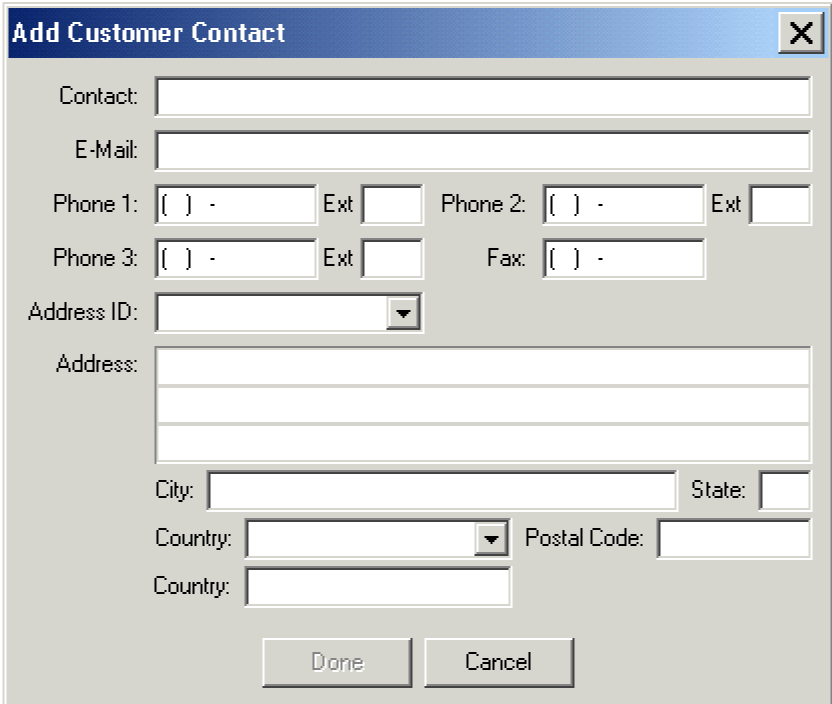


Figure 40: Add Customer Contact dialog

The procedure below describes how to add a new customer contact record to Microsoft Dynamics GP.

Adding a New Customer Contact

1. In **MoversSuite**,
2. Access **AR Credit & Collections**,
3. Select a customer using the **Filter by Customer** option or through **Alerts/Tasks** selection,
4. Press **Customer Settings** and the Customer Settings dialog will appear,
5. Press **Add** to access the Add Customer Contact dialog,

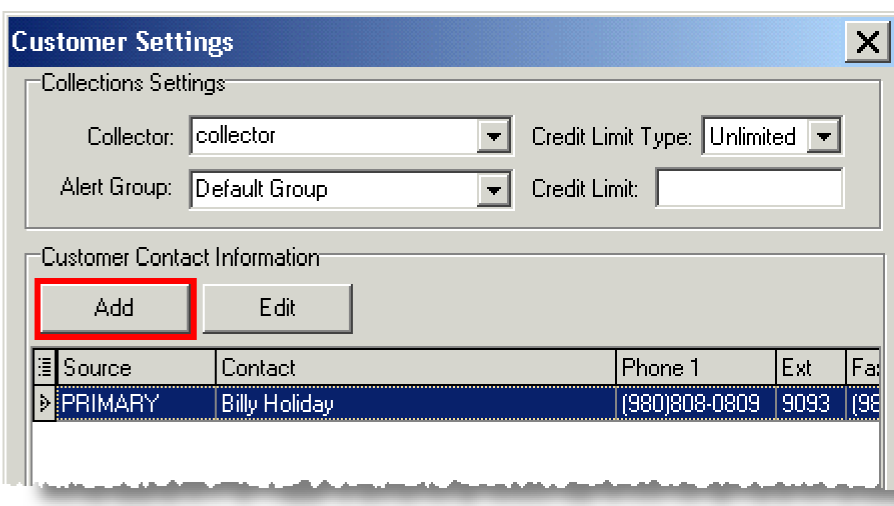


Figure 41: Add and Edit customer contact buttons

6. Enter **Contact**,
7. Enter **Email** address. The email address will be added as a recipient on a new email message generated through the View/Email Invoices option. See AR Credit & Collections Output section for details,
8. Enter **Phone** and **Fax** numbers,
9. Select an **Address ID** from the available list maintained in Microsoft Dynamics GP. Each Address ID can only be used once per customer. If attempting to add a second "PRIMARY" contact for the customer, for example, an error will return,

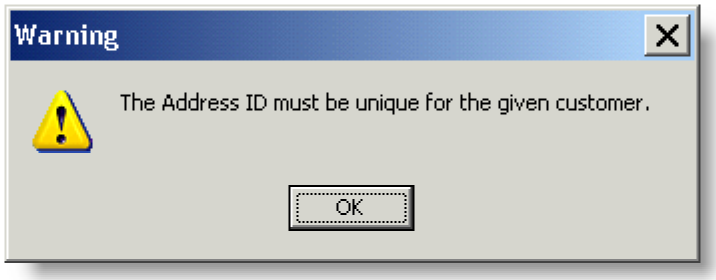


Figure 42: Warning that appears when a duplicate Address ID is encountered

Important: The **Address ID** cannot be changed in MoversSuite once it is set.

Note: Address ID is the only required field needed to add a new contact.

10. Enter **Address** (up to three address lines),
11. Enter **City**,
12. Enter **State**,
13. Select a **Country** from the available list maintained in MoversSuite. Selecting a Country will populate the like-named field below it with the same selection. The second Country field is a free-form text field that can be set to any value. This second field is what will be stored in Microsoft Dynamics GP when the record is saved,
14. Press **Done** to add the record to those listed in the **Customer Settings > Customer Contact Information** data grid.

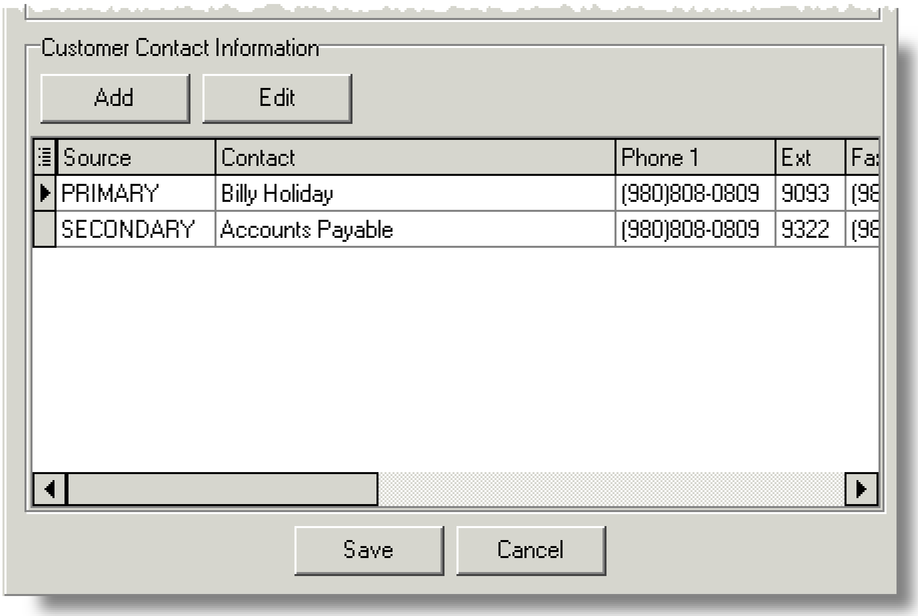


Figure 43: Customer Contact Information section

Note: New records or changes to existing records will not be saved until Save is pressed.

15. **Repeat** Steps 5 through 14 to add and edit existing contacts,
16. Press **Save** to add the record and save changes made to existing contacts.

Important: Pressing Cancel will discard all new contacts added and edits made. Press Save to keep <u>all</u> changes.

All contact information will be saved in Microsoft Dynamics GP and will display within the contact data grid in AR Credit & Collections sorted in priority by Source (e.g. PRIMARY, SECONDARY, THIRD, etc.).

AR Credit & Collections Output

View/Email Invoices

Invoices linked to an order can be viewed, printed, and emailed directly through the right-mouse click option of **View/Email Invoices**.

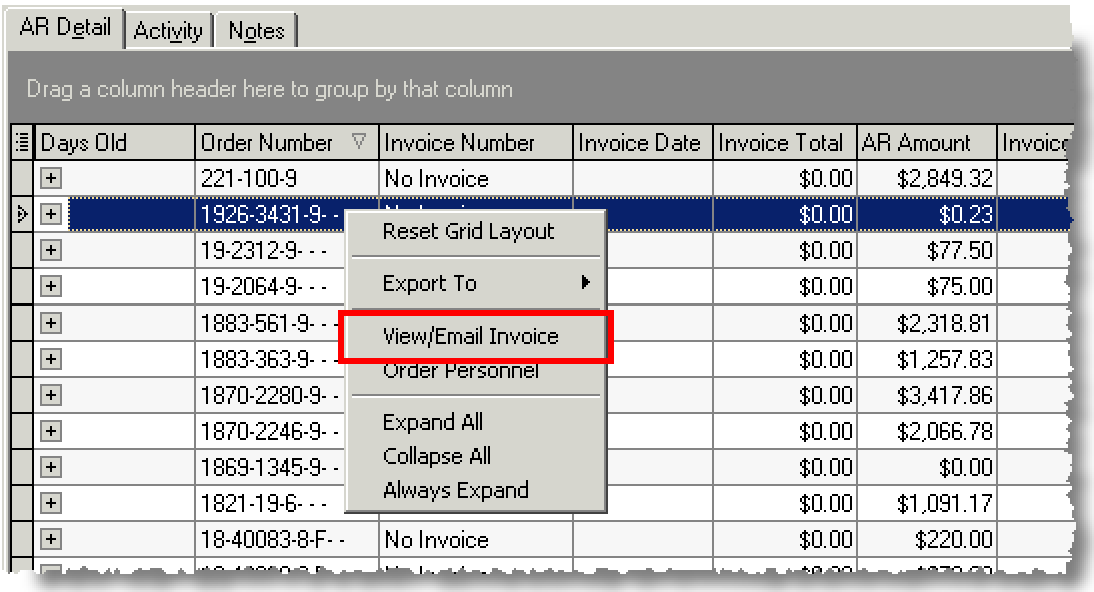


Figure 44:AR Detail right-mouse click options

Users can access the View/Email Invoices option by clicking the right-mouse on any record displaying in data grids in the contacts in Customer Information section and the AR Detail tab.

When selecting the View/Email Invoice for a contact with an email address, the email of the selected contact will automatically be added as a recipient in generated emails.

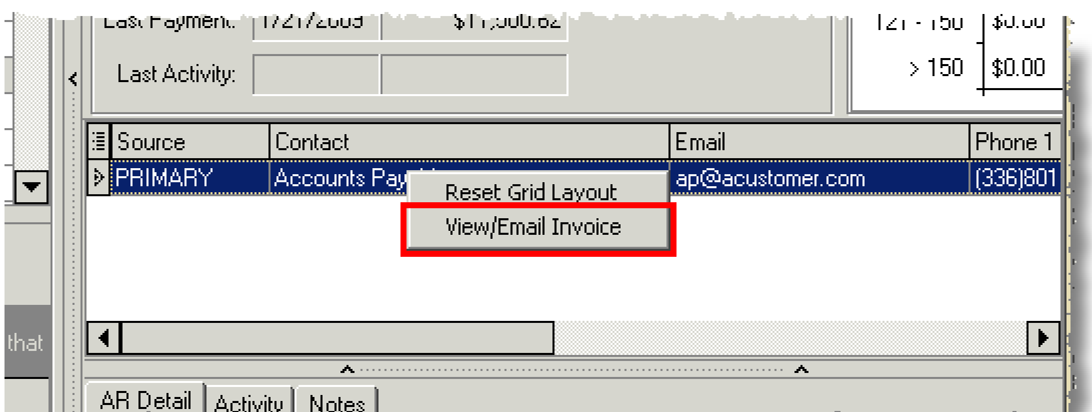


Figure 45: Selecting View/Email Invoice from the customer contact grid

All invoices attached to any order for the customer will be included in the view.

The View/Email Invoices option will evoke the Report Viewer which contains several output options including saving all selected invoices to a physical file ( ), printing all selected invoices ( ), and emailing all selected invoices ( ).

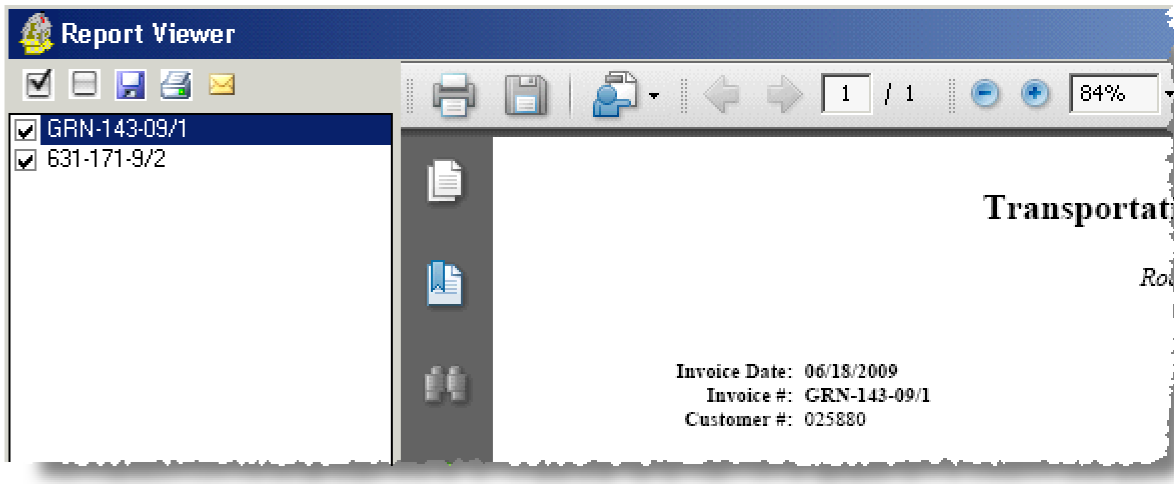


Figure 46: Report Viewer with two selected invoices

When the email option ( ) is selected from within the Report Viewer, a new mail message will appear using the application server default mail service. The message will contain a subject of "See Attached" and list the names of selected and attached documents within the body of the message.

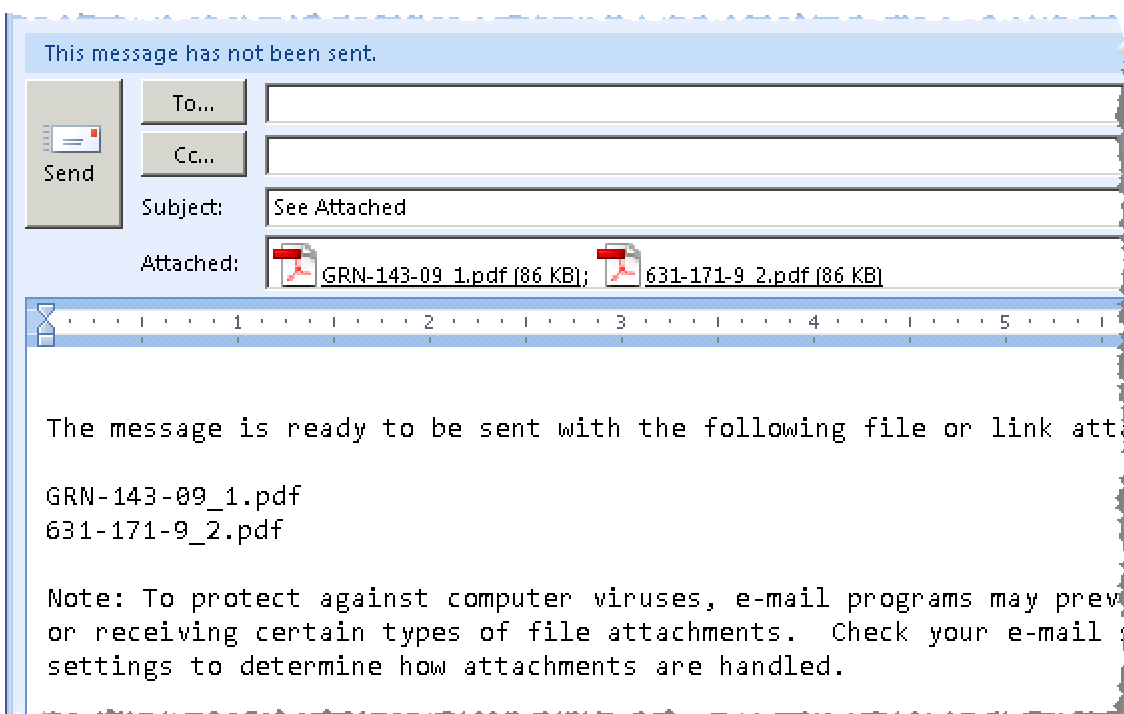


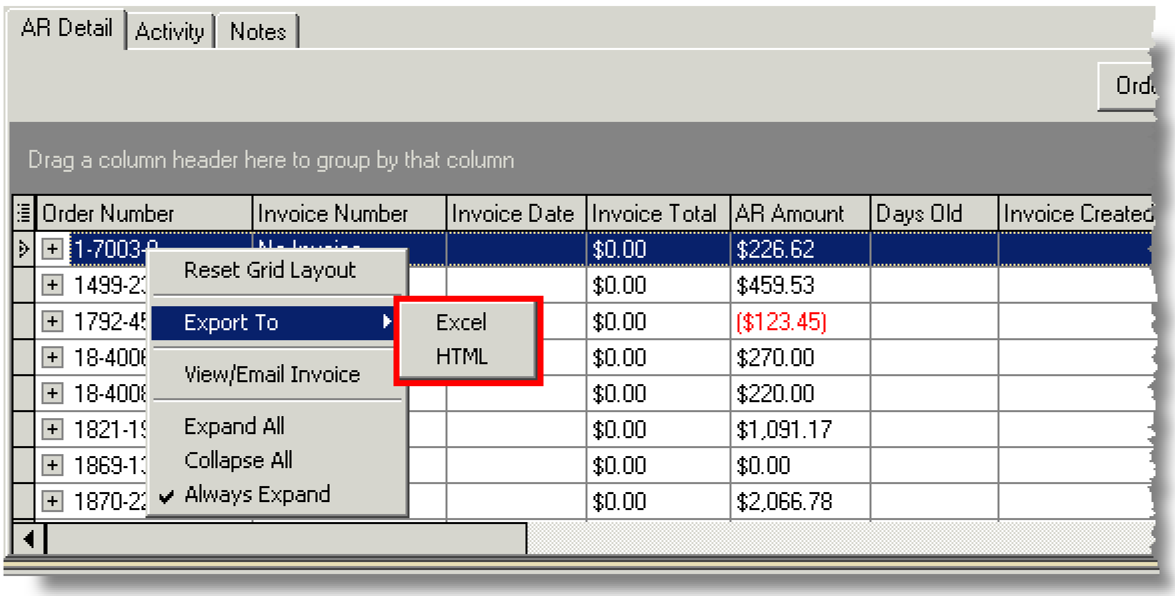
Figure 47: Sample new mail message with attached invoices

Reference the Report Viewer topic for more information on the viewer and its options.

Exporting AR Credit & Collections Data

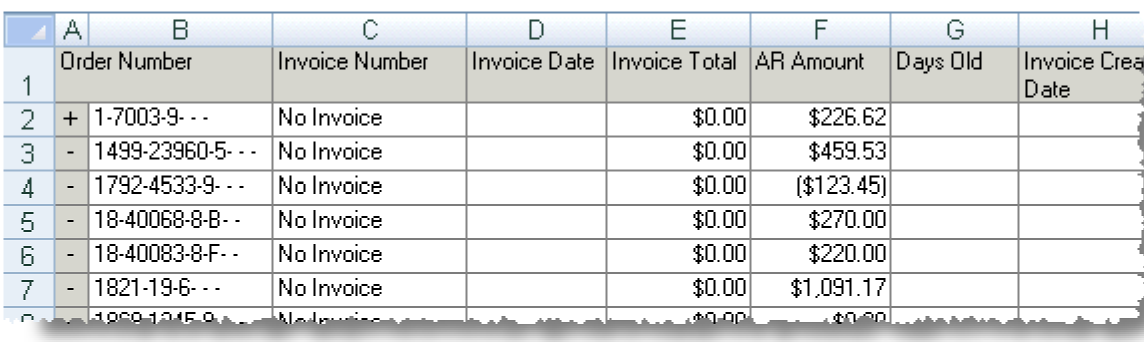
Data from the AR Detail tab can be exported to either a Microsoft Excel worksheet or to an HTML file viewed through the system default browser.

The **Export To** option is available through the right-mouse click options.



The data will be arranged in the output as it appears within either data grid. Data in columns not appearing in the data grid will not be exported.

When exporting to **Excel**, only the invoice-level record will be listed in the output file; document-level data will remain collapsed.



Exporting to **HTML** will contain document-level records depending on whether the data is collapsed or expanded.

> **Tip:** To view all invoice and document level records, select the **Expand All** option and then **Export To > HTML**.

	Order Number	Invoice Number	Invoice Date	Invoice Total	AR Amount	Days Old	Invoice Creat Date
+	1-7003-9- - -	No Invoice		$0.00	$226.62		
-	1499-23960-5- - -	No Invoice		$0.00	$459.53		

Document Number	Original Amount	Current Balance	Document Type	Description
1499-23960-5/1	$459.53	$459.53	Debit Memo	BURNS

	Order Number	Invoice Number	Invoice Date	Invoice Total	AR Amount	Days Old	Invoice Creat Date
-	1792-4533-9- - -	No Invoice		$0.00	($123.45)		

Document Number	Original Amount	Current Balance	Document Type	Description
U1792-4533-9/10	($123.45)	($123.45)	Credit Memo	Unapplied Cash -

	Order Number	Invoice Number	Invoice Date	Invoice Total	AR Amount	Days Old	Invoice Creat Date
-	18-40068-8-B- -	No Invoice		$0.00	$270.00		

Figure 48: Sample Export To > HTML output

AR Credit & Collections Setup and Administration

AR Credit and Collections administrative tasks consist of defining alert messages and the criteria that trigger them, creating activity and result types, updating personnel records for the AR Credit & Collections module for access and setting Labor Type for collectors, creating alert group and collector assignments to an entire customer class, and to refresh the warehouse of data shared between MoversSuite and Microsoft Dynamics GP either manually or automatically through job scheduling.

Additionally, Microsoft Dynamics GP security may need to be updated for collection managers to update data.

Alerts Setup

MoversSuite Administration (web) > Collections > Alerts

Alerts Groups are assigned to a customer and define the triggers that cause alert messages to display in the AR Credit & Collections interface.   An Alert Group is comprised of individual alerts that are the specific criteria that evoke the trigger. The Alert can be based on the customer account balance, credit limit, invoice age, etc. When a customer's account is pulled up in AR Credit & Collections, the application compares data retrieved from Microsoft Dynamics GP and generates any alert messages for the customer.

The Alerts setup contains two sections: One to define Alert Groups and another to define the individual alerts that can be assigned to a group.

Alert Group Definitions

Alert Groups include a **Description** that is the name of the group and will be assigned to a customer within the **AR Credit & Collections > Customer Settings** dialog, a **Default** flag can be set to make the group the default for all customers not assigned to any particular group, and a selection grid where individual alerts can be assigned to a group.

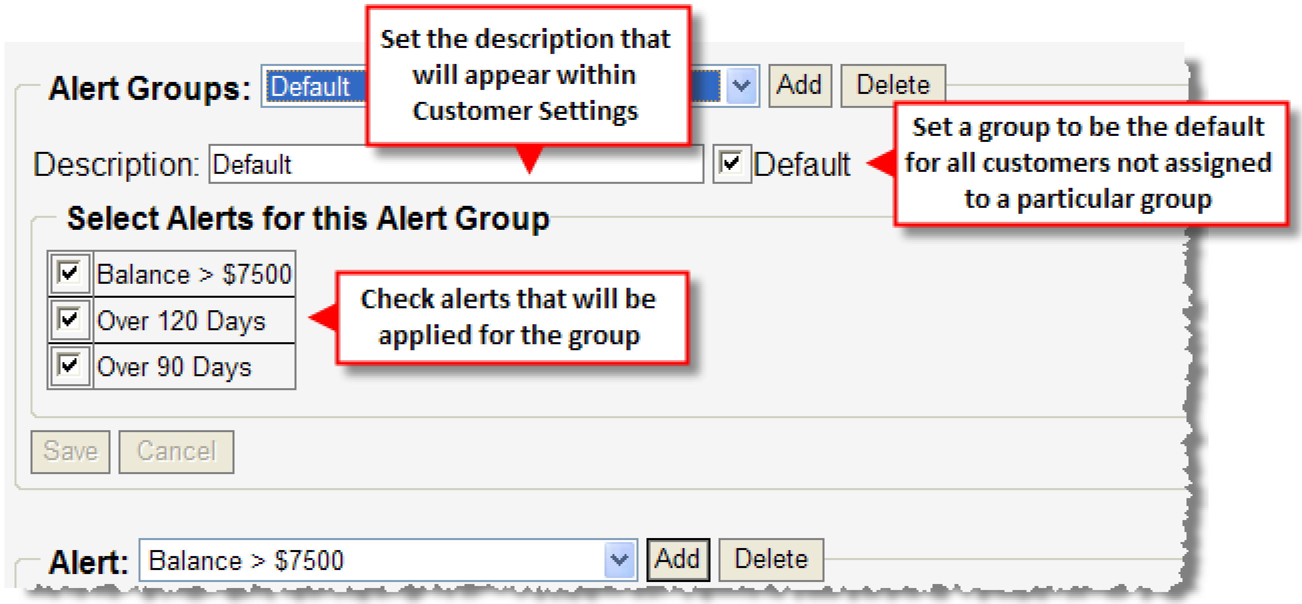


Figure 49: Collections > Alerts > Alerts Groups

Alert Group settings are described below.

Alert Groups Settings	Description
Alert Groups	Select and display an established Alert Groups record.
Add	Activates the Alert Groups section for new record entry.
Delete	Permanently removes the selected record without warning.
Description	Enter or display the name of the alert group (up to 128 characters). Values entered here will be visible within **AR Credit & Collections > Customer Setup > Alert Group** field.
Default	Identifies a group as being a default for all customers not assigned to a particular alert group. Only one Alert Groups record can have the default flag set; selecting the Default will switch the flag from another group that may have had the flag set. **Important:** Default alert groups will apply to all customers not assigned to an Alert Group through Customer Settings, i.e. once a customer is assigned to a group it can only receive alerts based on that Alert Group and not the default group.
Select Alerts for this Alert Group	Select the alerts defined in the Alert section that will be associated to this group.
Save	Save will keep changes to the active alert group.
Cancel	Cancel will discard changes made to the active alert group.

Use the procedure below to create a Collection Alert Group.

Creating an Alert Group

1. In **MoversSuite Administration (web)**,
2. Access the **Collections > Alerts** screen,
3. In the **Alert Groups** section, press **Add** and the fields will become active,

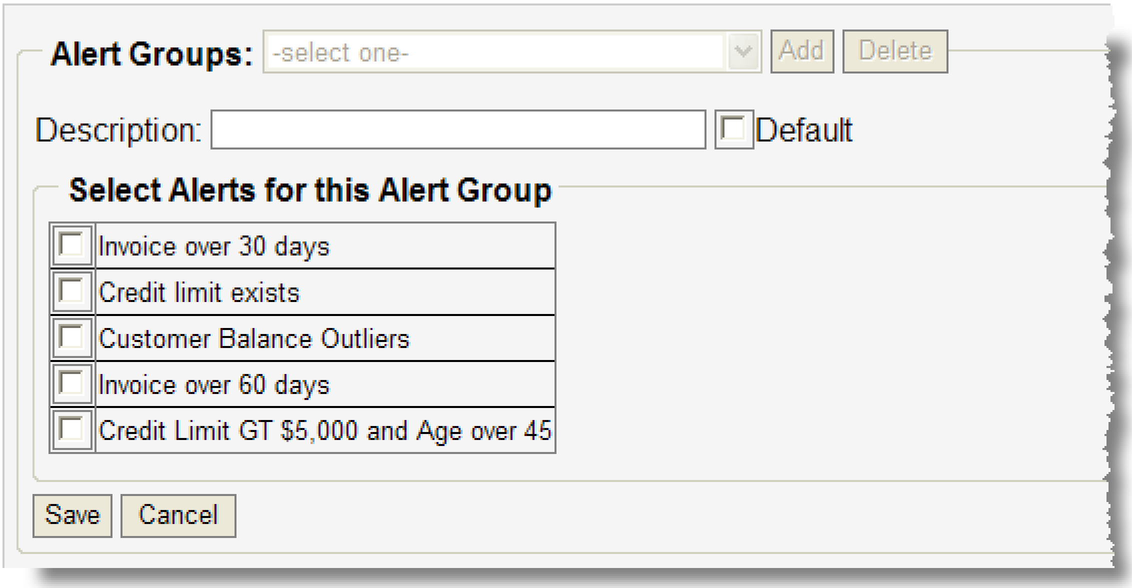


Figure 50: Sample alerts

4. Enter a **Description** (up to 128 characters) for the Alert Group. The description entered here will be assigned to a customer within the **AR Credit & Collections > Workflow > Customer Setup > Alert Group** field,
5. Check the **Default** box to set this group as the default record to be applied to all customers not assigned to a particular group,

   Note: Only one Alert Group can be set as a default. Setting the Default flag on a group when it has already been set for another group will, in effect, move the flag to the current group.

   Important: Default alert groups will apply to all customers not assigned to an Alert Group through Customer Settings, i.e. once a customer is assigned to a group it can only receive alerts based on that Alert Group and not the default group.

6. Place a check next to the alerts in the **Select Alerts for this Alert Group** section that will be evaluated for customers assigned to the group,

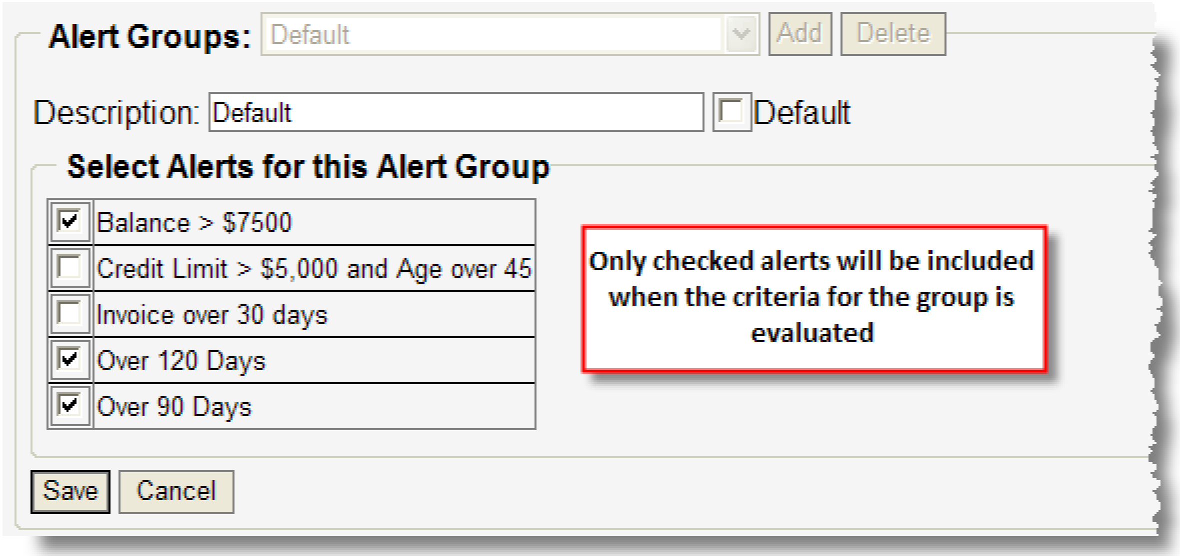


Figure 51: Sample selected alerts

7. Press **Save** to add the group record.

Editing and Deleting an Alert Group

Alert group records are immediately available to be edited. Simply update the Description, check the Default flag, or make selection to the alert listing and the Save and Cancel buttons will become active.

Alert Definitions

Records created within the Alert section define the criteria that is assigned to Alert Groups and trigger alert messages when information is obtained on a customer from Microsoft Dynamics GP.

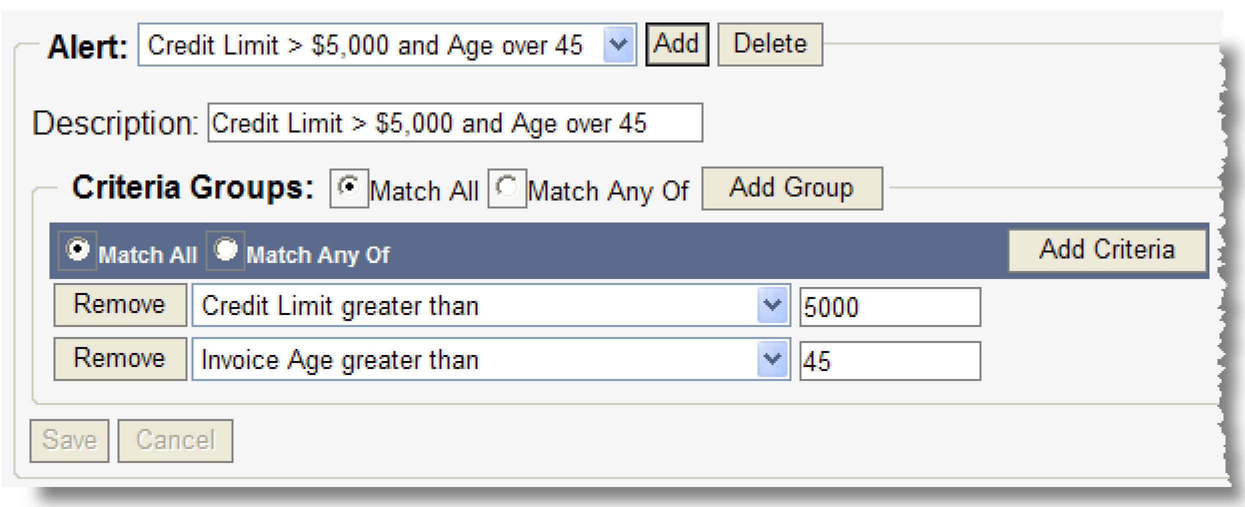


Figure 52: Collections > Alerts > Alert setup

Fields and functions comprising the Alert setup are described in the table below.

Alert Field or Function	Description
Alert	Select the alert record to be updated.
Add	Clears the data within the Alert section and enables fields for data entry.
Delete	Removes the selected record without warning. Deleting an Alert record will also remove its group assignment as well.
Description	Allows the user to enter or update the name of the alert record. This value will appear for the Alert within the selector and within the Alert Groups section.
Criteria Groups	
Match All or **Match Any of**	When more than one group is defined within the Criteria Groups section, a user can choose to have an alert triggered based on whether all the groups qualify (**Match All**) or if just one of the defined groups qualify (**Match Any of**).
Add Group	Adds a new group to the Criteria Groups section allowing users to define a separate set of criteria to be evaluated.
Match All or **Match Any of** (at criterion level)	When more than one criteria is defined for a group, a user can choose to have an alert triggered based on whether all the criteria within the particular group qualify (**Match All**) or if just one of the defined criterion qualify (**Match Any of**).
Remove Group	When more than one group is defined for an alert then the Remove Group button will appear. Pressing Remove Group will delete the group that is linked to the button without warning.
Add Criteria	Creates an additional criterion definition with the group.
Remove	Deletes the corresponding criteria without warning.
Save	Saves all changes made to the opened alert.
Cancel	Discards all changes made to the opened alert.

Use the procedure below to define alerts that can be assigned to Alert Group records and that define what form of customer data will trigger alert messages in AR Credit & Collections.

Creating Alert Criteria

1. In **MoversSuite Administration (web)**,
2. Access the **Collections > Alerts** screen,
3. In the **Alert** section, press **Add** and the fields will become active,

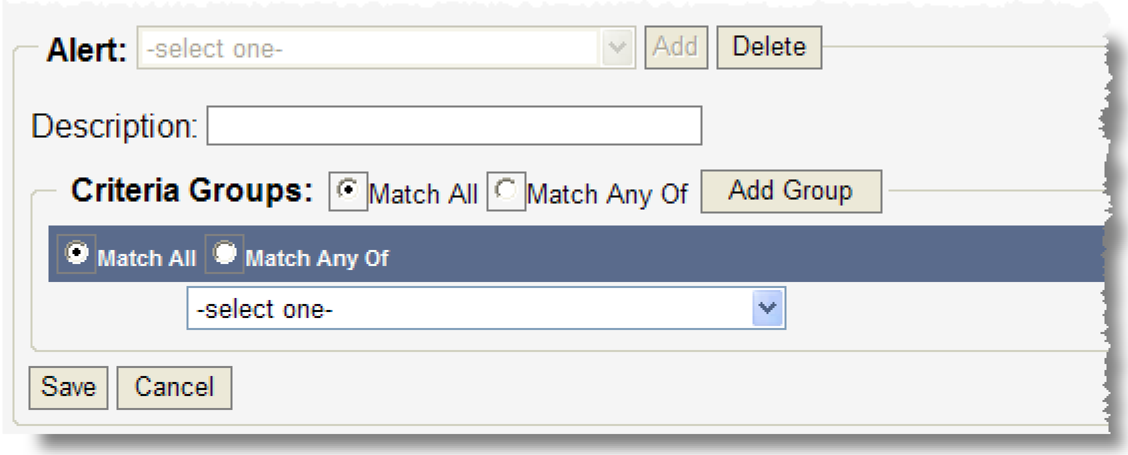


Figure 53: Alert active for new record

4. Enter a **Description** (up to 120 characters) that represents the criterion to be assigned to Alert Groups (see Alert Group Definitions),

5. If more than one group will be defined for the alert, then choose **Match All** to require that all groups qualify before an alert is generated or choose **Match Any Of** to require that only one group qualify. In the example below, all three criteria must be met before alert qualifies,

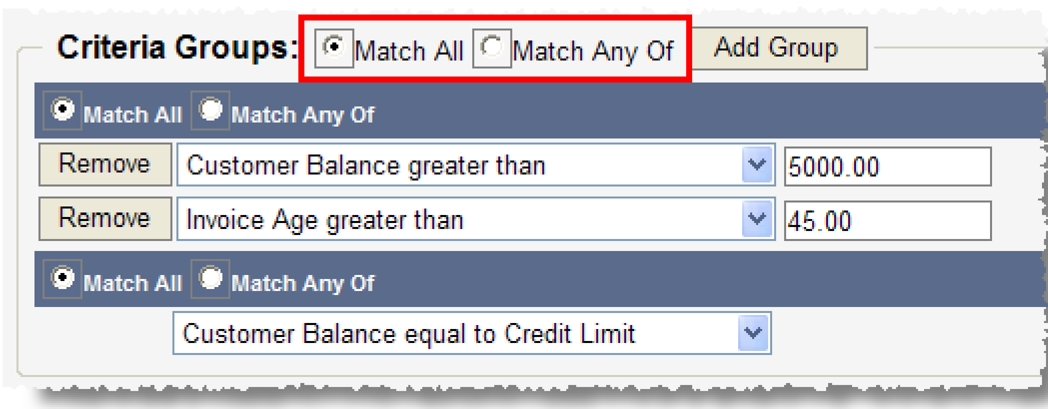


Figure 54: Match All or Match Any Of option

6. Press **Add Group** to generate additional groups of criteria,

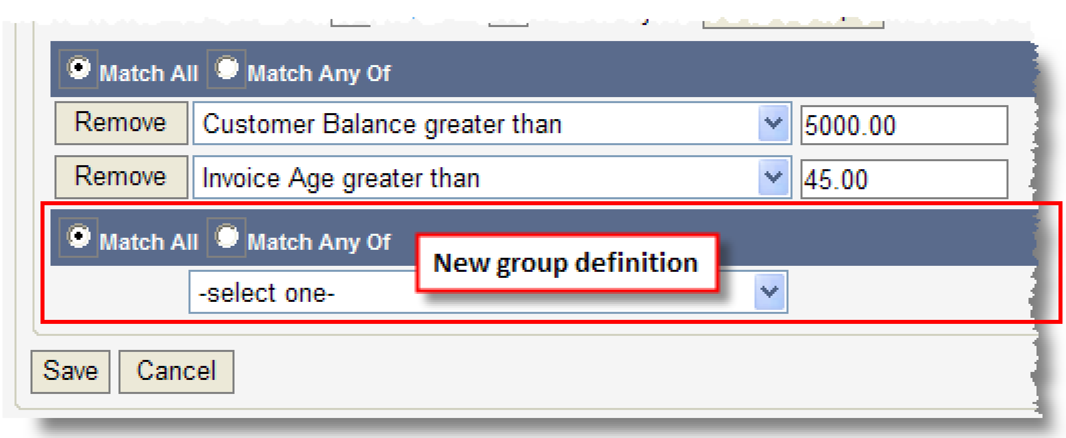


Figure 55: Sample new group added to alert

7. For criteria in each group, select a value to base alert criteria on from the **-select one-** drop down. Additional fields will automatically appear for criteria that need user input. Refer to the Alert Criterion section for more information on available criterion,

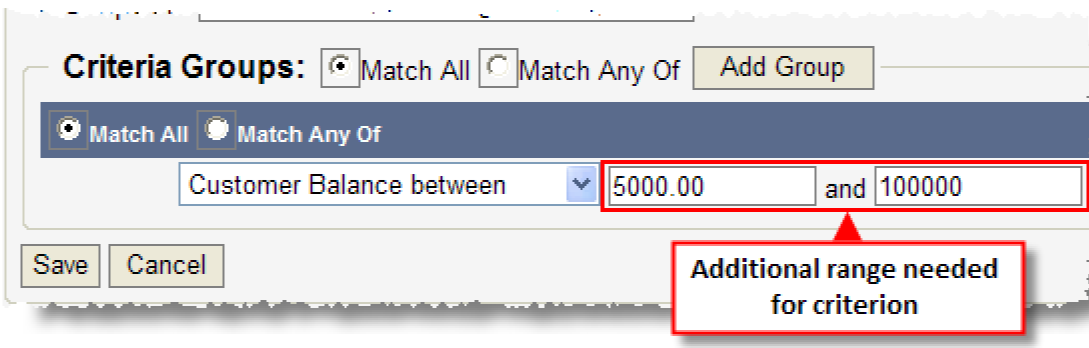


Figure 56: Sample amount range for alert criterion

8. Press **Add Criteria** to define additional items,

9. Select either **Match All** to trigger the alert when all criteria for the group qualifies or select **Match Any Of** to trigger the alert when at least one of the criterion is met,

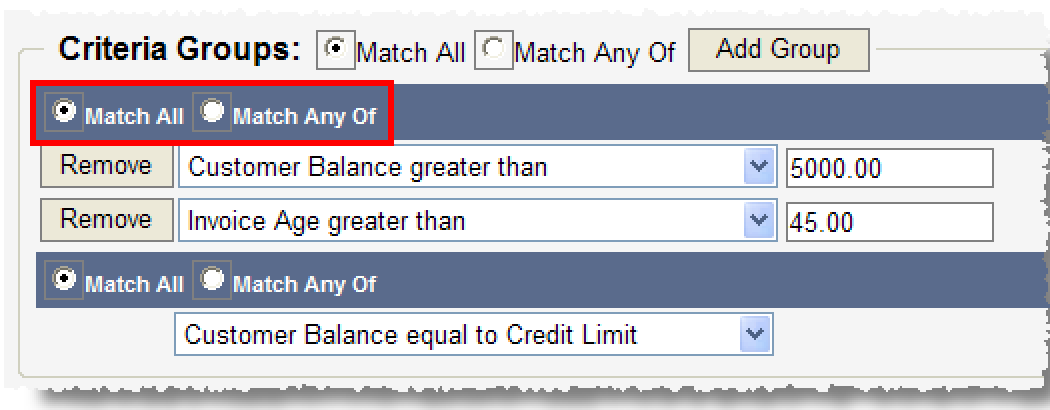


Figure 57: Second level Match All or Match Any Of option

10. Press **Save** to keep all changes made to the alert record. Upon a Save, new alert records will be available to be assigned to Alert Groups.

A database refresh must be performed to implement changes made in the Alerts setup. Refer to the Data Warehouse Refresh topic for more information

Activity Types Setup

MoversSuite Administration (web) > Collections > Activity Types

Activity Type setup defines the record type established when activity is created under a customer through the **AR Credit & Collections > Log Activity** function.

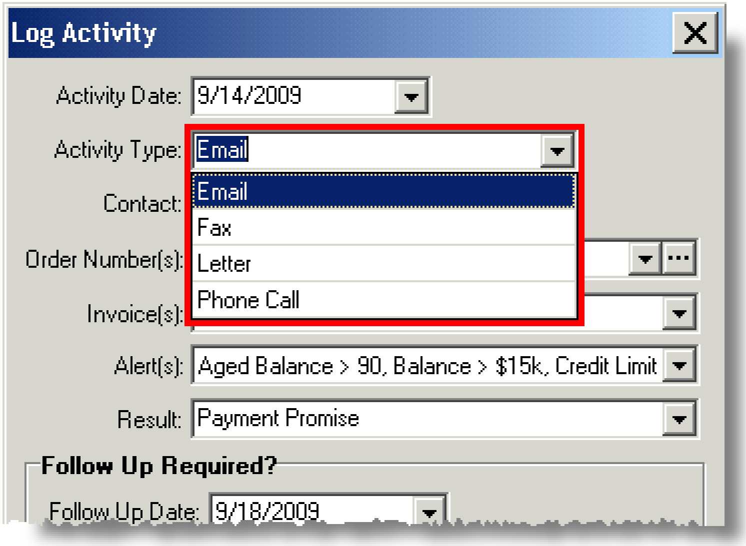


Figure 58: Activity Type sample drop-down values

The Activity Types setting is described in the table below.

Activity Type Field	Description
Activity Type	Enter a description for the values available within the Activity Type field (up to 30 characters). **Examples:** Email, Fax, Letter, Phone Call

A database refresh must be performed to implement changes made in the Activity Type setup. Refer to the Data Warehouse Refresh topic for more information

Result Types Setup

MoversSuite Administration (web) > Collections > Result Types

Result Types provide a mechanism for identifying what is expected from the customer upon logging an activity. Additionally, a Result Type marked as required will require that a follow up task be defined when the activity is logged.

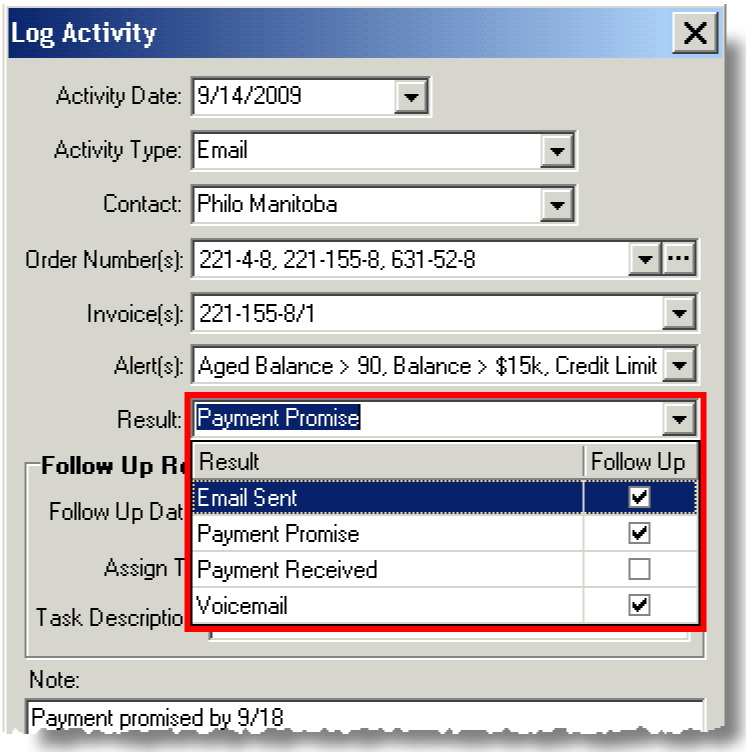


Figure 59: Result sample drop-down values

Use the Result Type setup to define anticipated results of exchanges between collections personnel and customers.

Result Type Field	Description
Result Type	Enter a text description (up to 30 characters) that will appear when users are selecting a Result within the Log Activity function in AR Credit & Collections.
Follow Up Required	Setting this flag will require that that a follow up task be defined when customer activity is logged within the Log Activity dialog.

The following is a list of default Result Types supplied by MoversSuite:

- Payment Promised (Follow Up Required set)
- Email Sent (Follow Up Required set)
- Left Voicemail (Follow Up Required set)
- Payment Received

A database refresh must be performed to implement changes made in the Result Type setup. Refer to the Data Warehouse Refresh topic for more information.

Setup Customer By Class

MoversSuite Administration (web) > Collections > Setup Customer By Class

All customers assigned to a particular Customer Class in Microsoft Dynamics GP can be assigned to a particular alert group and collector. Once the record is defined and **Save** is pressed, the application will assign the associated alert group and collector to all customers in the class.

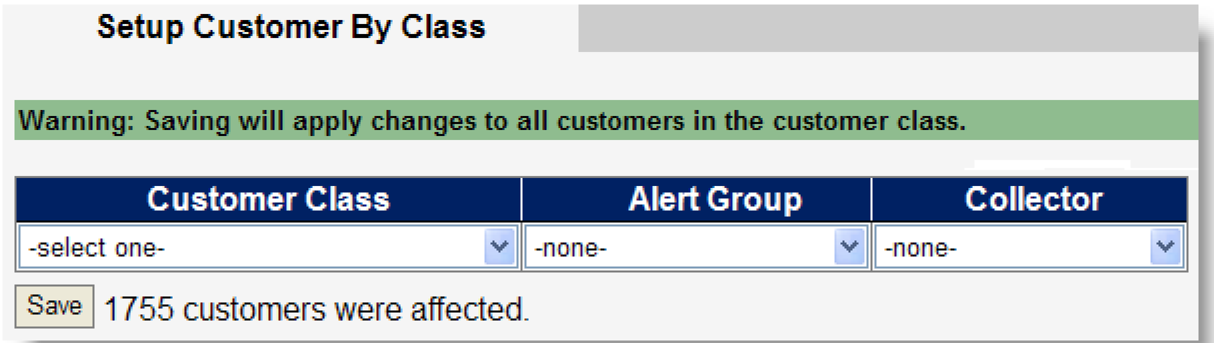


Figure 60: Setup Customer By Class screen

The following table describes the fields used within the Setup Customer By Class setup.

Field	Description
Customer Class	Select a class from those defined within Microsoft Dynamics GP. Each customer in MoversSuite assigned to the selected Customer Class will be updated to have the Alert Group and Collector assigned to this record.
Alert Group	Select an alert group from the list of those defined within Alerts Setup. The value selected here will be applied to all customers belonging to this class.
Collector	Select a collector from the list of those defined within AR Credit & Collections User Setup. The value selected here will be applied to all customers belonging to this class.

Important: Existing Alert Group and Collector assignments will be overwritten by implementing a Save.

A database refresh must be performed to implement changes made in the Setup Customer By Class setup. Refer to the Data Warehouse Refresh topic for more information.

Data Warehouse Refresh

MoversSuite Administration (web) > Collections > Data Warehouse

The volume of data that is accessed through AR Credit & Collections can consume a lot of resources. So, in order to lessen the burden on MoversSuite and protect application performance, data is stored in a static state until it is manually updated through the **Data Warehouse Refresh Data** function or automatically through a MoversSuite provided job scheduled to run daily at midnight (refer to the Data Warehouse Refresh Job Scheduling section for details).

Both the manual and automatic refresh will pull in the latest data for all customers from Microsoft Dynamics GP and automatically reassess alert status. To perform the data refresh manually, access the **Collections > Data Warehouse** setup and press **Refresh Data**. Once initiated, the process will set the **Current Status** to "Data Refreshing" and set the **Reported At** date and time; the Reported At is only updated upon pressing Refresh Data.

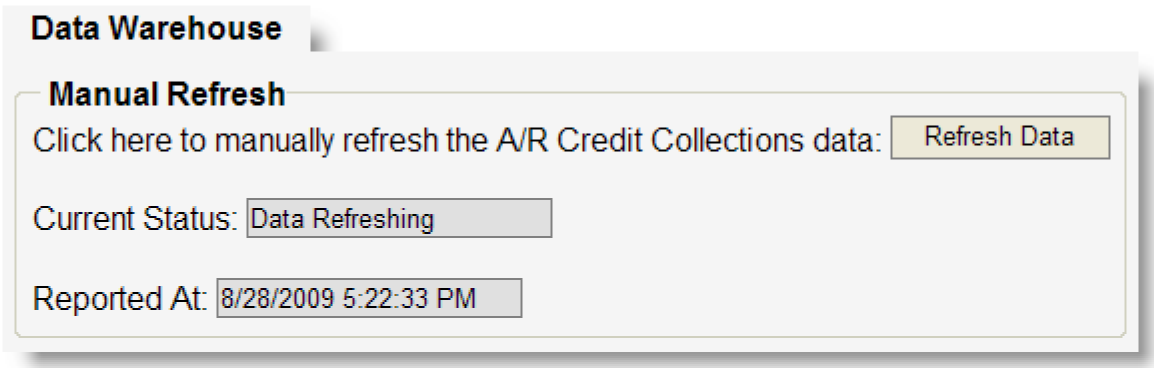


Figure 61: Data Warehouse setup

Once the data refresh process is finished, the **Current Status** will be set to "Completed." **Note:** The browser must refresh the page in order for a user to see the status change; this can be accomplished by re-selecting the **Collections > Data Warehouse** option or by pressing the keyboard **F5** key (available in most browsers).

AR Credit & Collections User Setup

MoversSuite Administration (web) > User Setup

The table below describes the administrative settings that affect user access to the AR Credit & Collections module.

Administrative Setting	Grants the following in AR Credit & Collections
Labor Type set to "Collector"	Users can be assigned to AR Credit & Collections tasks. Users can be linked to customers through Customer Setup.
Module "AR Credit & Collections" Enabled	Users can view all data for all customers. Users can view add and complete tasks for all collectors. Users can view and log activity. Users can view and add notes. Users can view Order Personnel. Users can export AR Detail to a Microsoft Excel or HTML file. Users can view and email open invoices.
Module "AR Credit & Collections" Enabled and **Manager** Flag Set	Users have all the functionality described for having the module enabled and will have access to **Customer Setup** allowing them to assign a collector, assign an alert group, adjust credit limit settings, and add/edit customer contact information. **Important:** Microsoft Dynamics GP web service security must be

	enabled to allow mangers to effect changes made in Customer Settings to persist in the Microsoft Dynamics GP database.

Defining Collectors

A **Collector** is defined as a user that can be assigned to collections tasks and to particular customers within the AR Credit & Collections module. These users will be responsible for the day-to-day contact with customers based on data gathered from alerts and other information available to them.

Requirements to be a Collector

A collector must have the **User Setup > Personnel > Labor Type** field set to “Collector” and have **Security Profile** access to any Branch for the “AR Credit & Collections” module (as described in the Accessing AR Credit & Collections Functionality section).

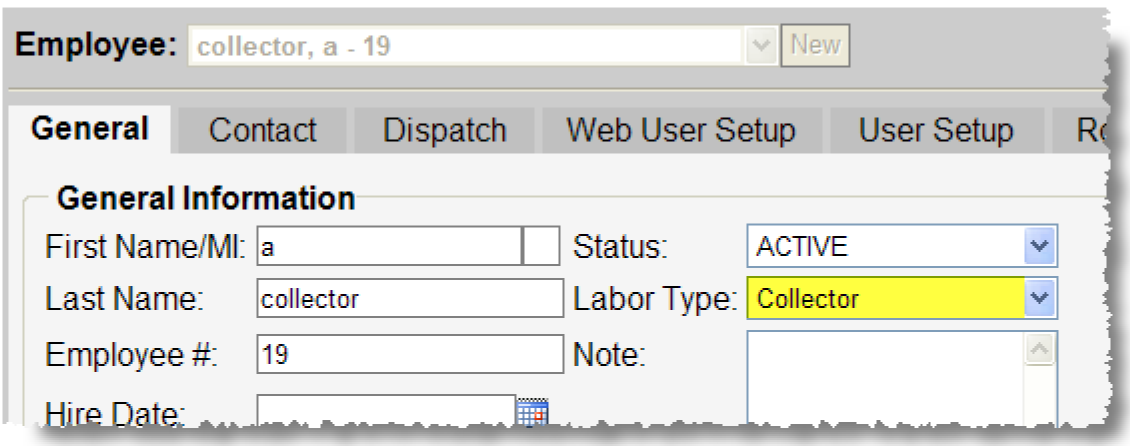


Figure 62: Labor Type administrative setting

Accessing AR Credit & Collections Functionality

Access to the AR Credit & Collections interface is granted through the **User Setup > Security Profile > Module** setting. Setting the Module to "AR Credit & Collections" for any branch allows a user access to a majority of the functionality in the interface. Setting the **Manager flag** will allow a user access to the **Customer Settings** dialog where they can assign collectors and alert groups to customers, update credit limit data, and update customer contact information within AR Credit & Collections Customer Settings. Users with the Manager flag set must have appropriate web service security as specified within the Web Service Security Setup for AR Credit & Collections section.

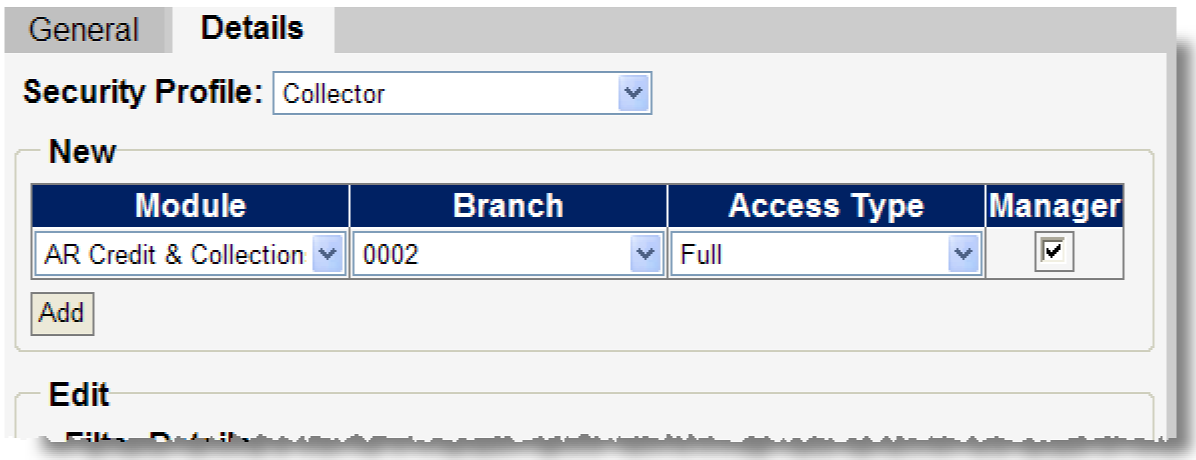


Figure 63: Security Profile setup

Users that have access to the module but are not Collectors can create tasks and log activity within the module.

Access Type can only be "Full" for the AR Credit & Collections module.

Refer to the User Setup topic for more information.

Alert Criterion

The criteria used to define an alert trigger is described in the table below. These items appear as option values for users when defining Criteria Groups within the **MoversSuite Administration (web) > Collections > Alerts > Alert** section.

Alert Criteria	Description
Credit Limit	Customer credit limit is defined in Microsoft Dynamics GP and can be seen in the Customer Information in AR Credit & Collections. It can also be updated through Customer Settings (see AR Credit & Collections Customer Settings). This criteria represents the maximum amount of outstanding receivables allowed by the company. The use of this field depends on the Credit Limit Type which can be one of the following:

	No Credit – The amount of credit is a zero dollar amount ($0.00). This customer has no credit established with the company. **Amount** – The customer has an amount specified in the Credit Limit field as the maximum of credit available from the company. **Unlimited** – There is no set limit to the amount of credit extended to the customer on the part of the company. The Credit Limit can be viewed through Customer Information and updated through Customer Settings (see AR Credit & Collections Customer Settings).
Customer Balance Age	This represents the number of days that a particular document has aged. This data is only visible within Microsoft Dynamics GP.
Customer Balance	Customer balance is the sum of all receivable amounts outstanding for all orders where revenue is linked to a particular customer. The **Current Balance** for each document listed in the AR Credit & Collections AR Detail data grid is summed into the **AR Amount** listed for each order. The sum of all AR Amounts is what constitutes the customer balance.
Invoice Age	Age of the invoice is the number of days that an invoice has been open (uncollected) based on a comparison between the current system date and the date of the invoice. The invoice age appears as the **Days Old** field within the AR Credit & Collections AR Detail data grid for each order where revenue is linked to a particular customer. This grid also displays the **Invoice Date**, as well. **Note:** This option will only be evaluated if an invoice has actually been generated.
Invoice Amount	Invoice amount is the sum of all invoiced items outstanding for all orders where revenue is linked to a particular customer. The **Invoice Total** for each order listed in the AR Credit & Collections AR Detail data grid is summed together when evaluating the invoice amount of a customer. **Note:** This option will only be evaluated if an invoice has actually been generated.

Trigger Evaluation Options

The table below lists the options available when defining criteria that trigger alerts. These options are included in the Criteria Groups drop-down menu.

Trigger Option	Description
Credit Limit between	Qualify an alert if the customer's credit limit is within the entered range.
Credit Limit equal to	Qualify an alert if the customer's credit limit is equal to the entered amount.
Credit Limit greater than	Qualify an alert if the customer's credit limit is greater than the entered amount.
Credit Limit less than	Qualify an alert if the customer's credit limit is less than the entered amount.
Credit Limit less than Customer Balance	Qualify an alert if the customer's credit limit is less than the customer's balance.

Customer Balance Age between	Qualify an alert if the customer document age is between the range of days entered.
Customer Balance Age equal to	Qualify an alert if the customer document age is equal to the number of days entered.
Customer Balance Age greater than	Qualify an alert if the customer document is greater than the number of days entered.
Customer Balance Age less than	Qualify an alert if the customer document age is less than the number of days entered.
Customer Balance between	Qualify an alert if the customer’s balance is between the range of dollar amounts entered.
Customer Balance equal to	Qualify an alert if the customer’s balance is equal to the dollar amount entered.
Customer Balance equal to Credit Limit	Qualify an alert if the customer’s balance is equal to their credit limit.
Customer Balance greater than	Qualify an alert if the customer’s balance is greater than the dollar amount entered.
Customer Balance less than	Qualify an alert if the customer’s balance is less than the dollar amount entered.
Customer Balance less than Credit Limit	Qualify an alert if the customer’s balance is less than their credit limit.
Invoice Age between	Qualify an alert if the number of days an open invoice to the customer is between the number of days entered.
Invoice Age equal to	Qualify an alert if the number of days an open invoice to the customer is equal to the number of days entered.
Invoice Age greater than	Qualify an alert if the number of days an open invoice to the customer is greater than the number of days entered.
Invoice Age less than	Qualify an alert if the number of days an open invoice to the customer is less than the number of days entered.
Invoice Amount between	Qualify an alert if the amount of an open invoice to the customer is between the range of dollar amounts entered.
Invoice Amount equal to	Qualify an alert if the amount of an open invoice to the customer is equal to the dollar amount entered.
Invoice Amount greater than	Qualify an alert if the amount of an open invoice to the customer is greater than to the dollar amount entered.
Invoice Amount less than	Qualify an alert if the amount of an open invoice to the customer is less than the dollar amount entered.

Data Warehouse Refresh Job Scheduling

The process of refreshing the data shared between MoversSuite and Microsoft Dynamics GP can be automated through job scheduling within Microsoft SQL Server Management. Running the **BUILD_GP_WAREHOUSE** job will perform the same tasks that is manually performed by the **Refresh Data** function in Data Warehouse Refresh.

> **Important:** The SQL Server Agent service must be activate and running on the SQL Server in order for the job scheduling feature to work. The SQL Server Agent icon indicates whether the services is running ( ) or not.

In Microsoft SQL Server Management, the MoversSuite provided job is located within the database hierarchy under **SQL Server Agent > Jobs**.

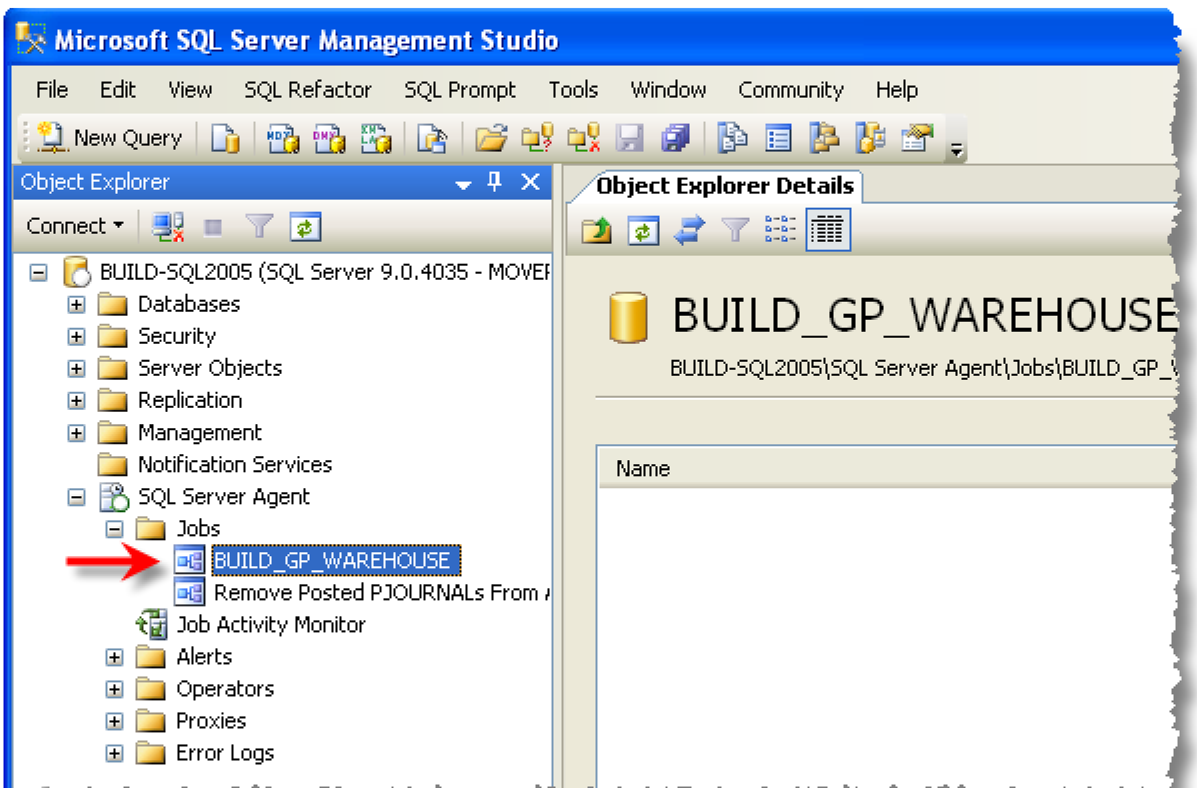


Figure 64: Microsoft SQL Server Management Studio

By default, the BUILD_GP_WAREHOUSE job is scheduled to run daily at midnight. This can be updated through the **Properties** window available by double-clicking the job name or by right-mouse clicking the job name. Specifically, from the Properties screen, select **Schedules** and then **Edit** to view and change the job scheduling properties.

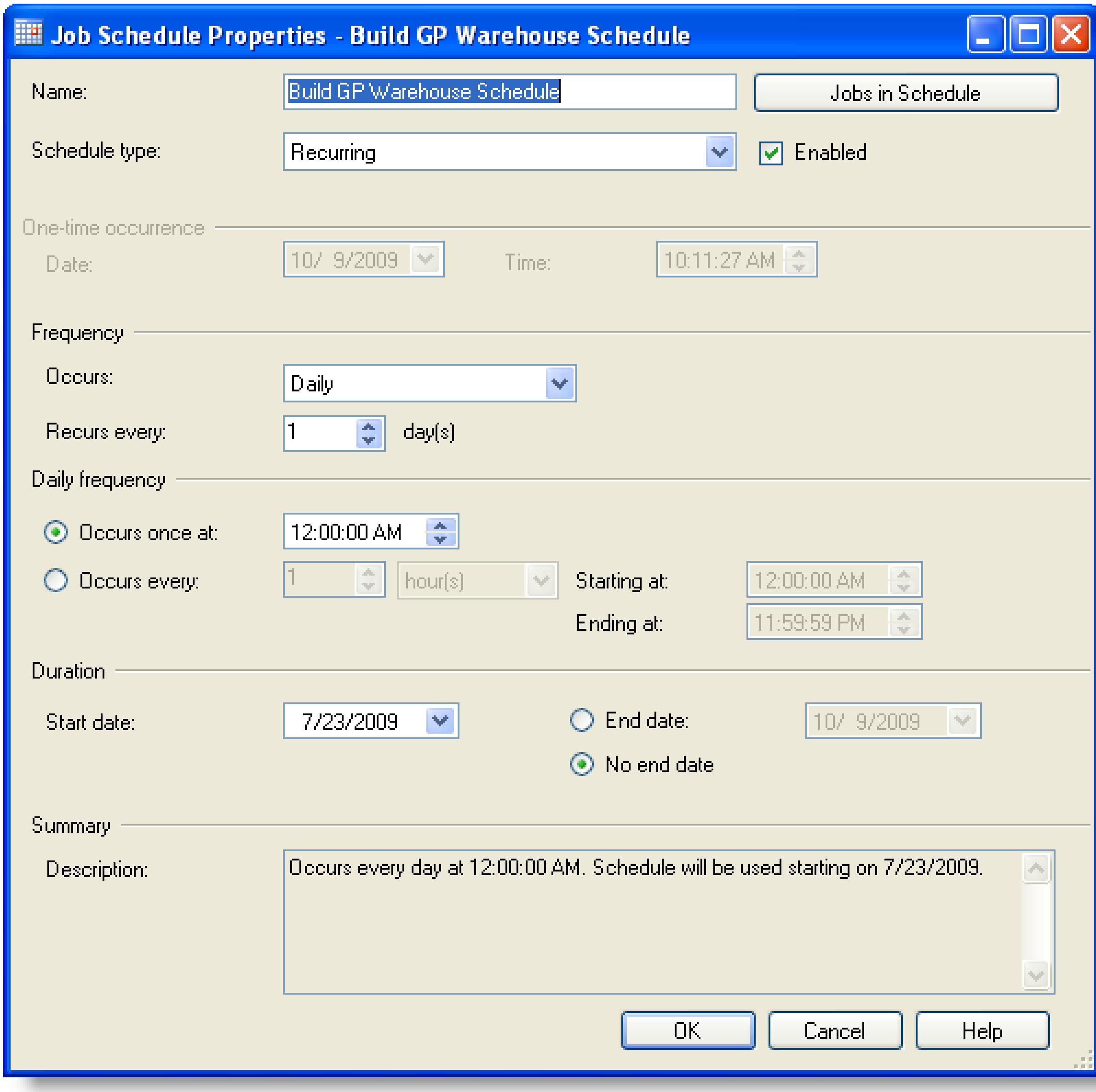


Figure 65: Job Schedule Properties screen

Web Service Security Setup for AR Credit & Collections

An application group must be established and recognized by the SQL Server Agent containing a list of all personnel that will need to view and update customer information within the Microsoft Dynamics GP database. The group and its role assignments will grant access to Microsoft Dynamics GP through its web service.

Updating Web Services Security for AR Credit & Collections

1. From the **application server**,
2. Access **Start > Administrative Tools > Dynamics Security Console**,
3. Open the **Microsoft Dynamics Security** folder,
4. Open the **DynamicsGPWebServices** folder,

   Add a new Group to the Application Level Group and assign personnel to the group:

5. Open the **Application Level Groups** folder,
6. Click **New** to add a new group,
7. On the **General** tab, enter the Name and Description for this group. MoversSuite suggests using “mss” as the group name (which can be any name),
8. Open the **User Members** tab,
9. Update members listing of Windows users belonging to the group through the use of the **Add** and **Remove** functions,

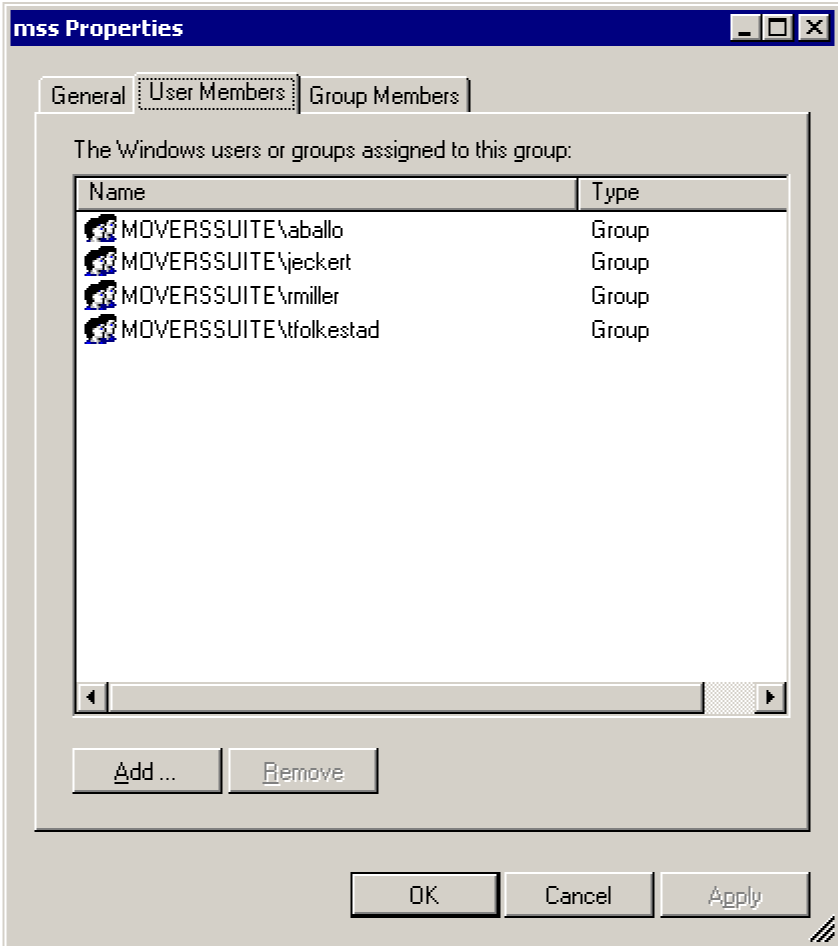


Figure 66: Properties dialog

10. Press **OK** to close the dialog,

Create roles for the new application group:

11. Open the **Role Assignments** folder,

12. Click the **Add** action to open the Add Role Assignments dialog,

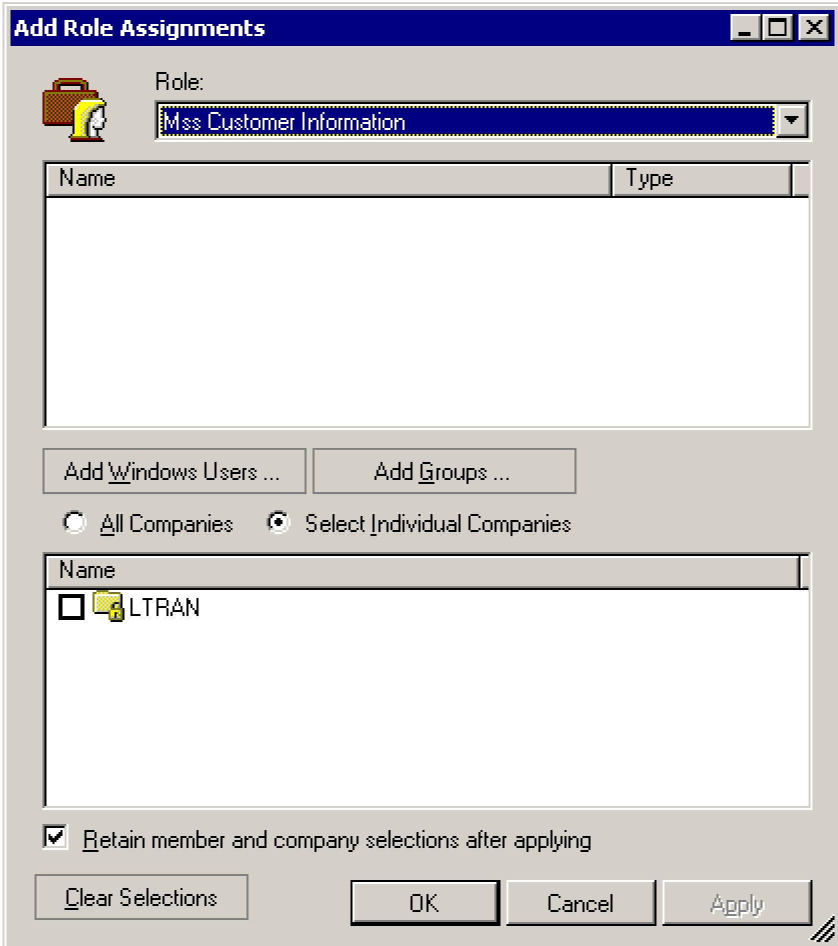


Figure 67: Add Role Assignment dialog

13. Select a **Role** as the newly created application group. MoversSuite suggests using “Mss Customer Information” for this role,
14. Select the appropriate **Microsoft Dynamics GP database** (LTRAN) from the list of company names,
15. Press **Add Groups**,
16. **Select** the newly created application group,
17. Press **OK** to add the role,
18. Open the **Roles** folder,
19. **Select** newly created group from the list of Roles,
20. Press the **Properties** action (**Actions > Properties**) to access the Mss Customer Information Properties dialog,

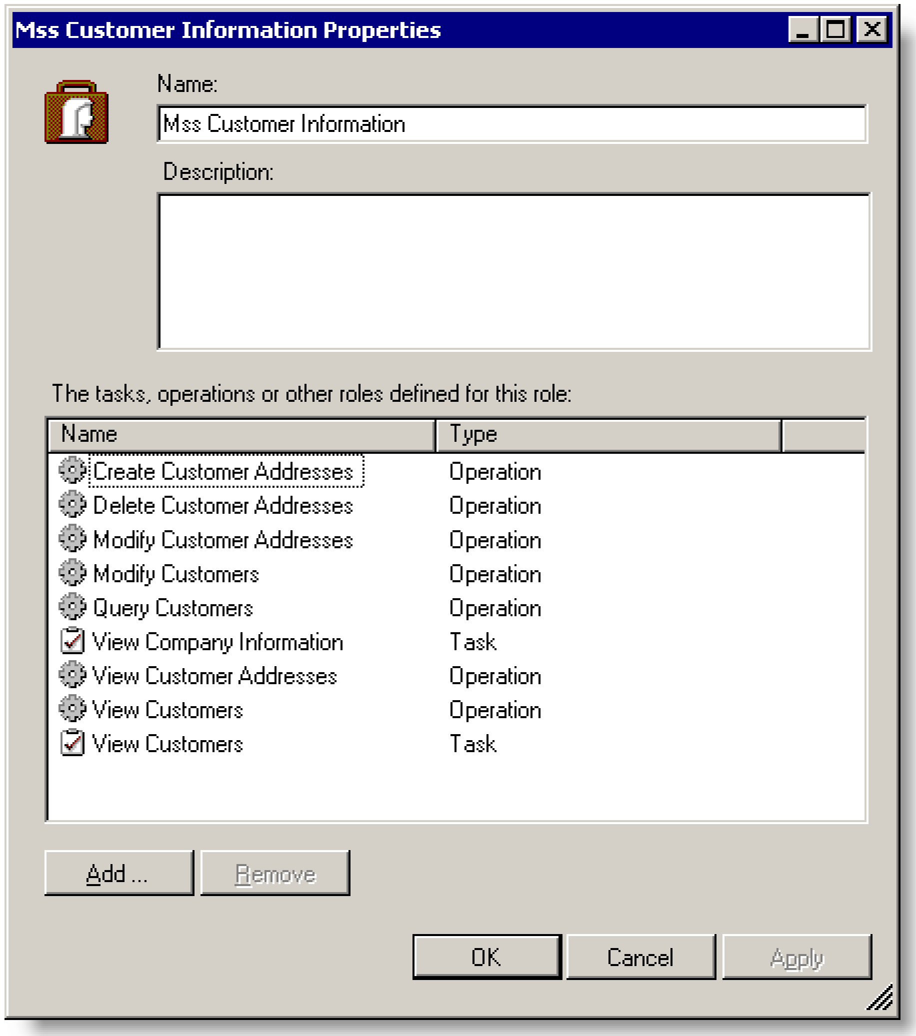


Figure 68: Customer Information Properties

21. Add the following **Operations** to the role:

Create Customer Addresses

Delete Customer Addresses

Modify Customer Addresses

Modify Customers

Query Customers

View Customer Addresses

View Customers

22. Add the following **Tasks** to the role:

View Company Information
View Customers

23. Users that will need to add or update contacts through AR Credit & Collections will need to have the **mssExec** role in their Microsoft Windows network permissions, since email addresses cannot be updated through the Microsoft Dynamics GP web service,

24. Press **OK** to keep changes to the role.

Important: Changes made the Microsoft Dynamics GP web service, such as updating user permissions, can take up to 20 minutes to be in effect depending upon the web service security cache refresh time. Refer to the Microsoft Dynamics GP web services installation guide for more information.