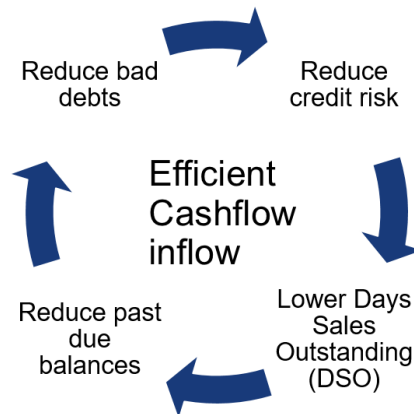


CREDIT AND COLLECTIONS MICROSOFT DYNAMICS 365 FINANCE

Overview

Dynamics 365 Finance provides a full-featured Accounts receivable solution with deep integrations with Office 365 and Power BI. You can use Accounts receivable to record new customers, track customer invoices and incoming payments. You can create sales order invoices that are based on sales orders or packing slips. You can also enter free text invoices that are not related to sales orders. You can create recurring invoices to charge customers the same amount periodically. You can receive payments by using several different payment types. These include bills of exchange, cash, checks, credit cards, and electronic payments. If your organization includes multiple legal entities, you can use centralized payments to record payments in a single legal entity on behalf of the other legal entities.

Credit and collections in Microsoft Dynamics 365 Finance enables enterprises to lower their days sales outstanding (DSO) and reduce credit risk. This provides support for key processes such as managing credit, delinquencies, disputes, write-offs, and organizing the interactions between the collection agents and customers through collection cases. Credit management enables users to set credit policies, credit ratings and manage customer holds.



Invoicing and Billing in D365 Finance

Customer invoicing workspace in D365 accounts receivable enables organizations to effectively organize and manage customer invoices. The workspace brings the most important information related to invoicing such as shipped but not invoiced sales orders, unposted invoices, sales order posting history, invoice posting history enabling efficient management of customer invoices.

Sales order invoice is a customer bill that an organization gives to a customer in connection with a sale and includes customer address, delivery information, order lines, item numbers, quantity, unit of measure. Payment schedules can be applied to the invoices and multiple sales orders and packing slips can be summarized to a single invoice. Sales Order Invoices are often localized using the country localization packs for tax information such as GST, VAT and Sales Tax and other required information such as address, Tax registration ID and other statutory information

Free text invoices are customer invoices that are not related to a sales order. It contains order lines that include ledger accounts, invoice descriptions, and a sales amount that you enter. These customer invoices can also be localized for the applicable tax information

Recurring invoices are used to invoice customers regularly for the same amount. Recurring invoices are created based on a recurring invoice template. Recurring invoice templates can be assigned to a customer account including the frequency with which the invoice will be generated.

Finance and Operations

+ New free text invoice Options

Customer invoicing

Summary

- 4 Shipped but not invoiced sales orders
- 1 Sales orders on hold
- 0 Free text invoices assigned to me
- 5 Unposted free text invoices
- 0 Unposted recurring invoice groups

Orders and invoices

- Shipped but not invoiced sales orders
- Sales orders on hold
- Unposted free text invoices
- Open customer invoices
- Sales orders posting history
- Free text invoice posting history
- Find customer
- Find sales order

Invoice

Filter Invoice

Sales order	Customer account	Customer name	Date	H...
000713	US-016	Whale Wholesales	12/7/2016	
000714	US-017	Turtle Wholesales	12/7/2016	
000754	US-001	Contoso Retail San Diego	1/18/2017	
000870	US-003	Forest Wholesales	12/15/2021	

[See more](#)

Links

- Invoice
- Sales order batch
- Free text invoice batch
- Open customer invoices
- Free text invoices
- Invoice journal
- Recurring invoices
- My batch jobs

Reports

- Shipped not invoiced report
- Customer account statement

[illegible]

New	View	Vouchers	Transactions	Invoice	Options	Search for a page				
Total	Suite	Collect				Ship	Details	Intercompany	Document	
Payments	Settle open transactions	New collection letters	Post/Post interest notes	Shipping specifications	Changes	Synchronize batch/cancel numbers	Invoice posting	Send ✓	Print ✓	
Interest notes	Closed transaction editing	Print/Post letters	Write off	Bill of lading	Posted sales tax	Commission transactions				
Collection letters		New interest note ▼	View collections history							

Open customer invoices

Standard view * ▼

Filter ☐ Include credit notes ☒ No

ID	Invoice	Customer account	Name	Date	Due date ↑	Invoice amount	Currency	Interest	Payments	Amount not settled
FTI-00000028	US-001	Contoso Retail San Diego	1/26/2022	1/26/2022	1,000.00	USD	0.00	0.00	1,000.00	
CIV-0000715	US-003	Forest Wholesale	12/27/2016	2/4/2022	67,814.18	USD	0.00	0.00	67,814.18	
000021	US-003	Forest Wholesale	5/22/2017	2/4/2022	20.00	USD	0.00	0.00	20.00	
FTI-00000023	US-003	Forest Wholesale	10/8/2021	2/4/2022	8,848.13	USD	0.00	0.00	8,848.13	
CIV-00000719	US-003	Forest Wholesale	11/19/2021	2/4/2022	39,816.56	USD	0.00	0.00	39,816.56	
FTI-00000010	US-009	Owl Wholesale	5/18/2017	2/4/2022	2,000.00	USD	0.00	0.00	2,000.00	
FTI-00000018	US-020	Orchid Shopping	11/1/2017	2/4/2022	104,000.00	USD	0.00	0.00	104,000.00	
CIV-00000722	US-020	Orchid Shipping	1/25/2022	2/4/2022	3,940.00	USD	0.00	0.00	3,940.00	
000086	US-023	Shrike Retail	6/3/2017	2/4/2022	77.08	USD	0.00	0.00	77.08	
000091	US-023	Shrike Retail	7/3/2017	2/4/2022	76.62	USD	0.00	0.00	76.62	
000096	US-023	Shrike Retail	8/3/2017	2/4/2022	80.19	USD	0.00	0.00	80.19	
000087	US-025	Oak Company	6/3/2017	2/4/2022	159.83	USD	0.00	0.00	159.83	
000092	US-025	Oak Company	7/3/2017	2/4/2022	163.09	USD	0.00	0.00	163.09	
000097	US-025	Oak Company	8/3/2017	2/4/2022	166.29	USD	0.00	0.00	166.29	
000079	US-026	Maple Company	4/11/2017	2/4/2022	261.40	USD	0.00	0.00	261.40	

Customer Payments in D365 Finance

Customer payments workspace in accounts receivable within Microsoft Dynamics 365 Finance enables organizations to effectively organize and manage customer payments. The workspace brings the most important information related to customer payments such as customer invoices past due, payment journals not posted, payments not settled and others front and center enabling efficient management of customer payments.

Payment Methods: D365 Finance receivable supports different payment types like **bills of exchange, cash, checks, credit cards, SEPA and electronic payments**. There are various ways to record and apply customer payments in accounts receivable like:

- **Customer payment journal form** allows entering customer payments one line at time.
- **Enter customer payments form** is used to record one customer payment at a time. You enter the payment information, and then mark the invoices that were paid by the payment, all from the same page. You can search for invoices to pay using customer name or transaction ID.
- **Payment proposals** can be generated based on due date and cash discount for all customers. From the Customer payment proposal form, users can transfer the proposals to the payment journal.

Centralized Customer payments enable Shared services for organizations that have multiple legal entities to create and manage payments by using a single legal entity that can handles all payments. Therefore, the same transaction doesn't have to be entered in multiple legal entities. Additionally, the organization saves time, because the processes for payment proposals, settlements, and editing open and closed transactions for centralized payments are streamlined.

Customer Payment Settlement priority functionality in Microsoft Dynamics 365 Finance can be used to automatically select transactions for settlements based on a pre-defined rule.

Mark customer invoice by line functionality in D365 Finance enables selection of invoice line for settlement.

Customer payment proposal

Parameters

INVOICE SELECTION CRITERIA

Select invoices by: Due date

To date: 2/4/2022

Amount limit: 0.00

From date: 2/1/2024

Create payments without invoice pr...: No

Records to include

Filter

CUSTOMERS

CUSTOMER TRANSACTIONS

Method of payment: ELECTRONIC

Currency: USD

Advanced parameters

PAYMENT DEFAULTS

Payment currency: USD

Offset account type: Bank

Offset account: Bank

Summarized payment date: 2/1/2024

Check customer balance: No

Delete negative payments: No

Print report only: No

Run in the background: No

CUSTOMER TRANSACTIONS

Method of payment: ELECTRONIC

Currency: USD

Enter customer payments

SEARCH BY CUSTOMER

Company: US-026

Payment reference: Deposit 305500

Amount: 1,472.45

Currency: USD

Settled: 1,472.45

Remaining: 0.00

SEARCH BY TRANSACTION

Transaction: 000119

Amount available to pay: 306.26

Currency: USD

Discount: 0.00

Cash discount amount to take: 0.00

Cash discount taken: 0.00

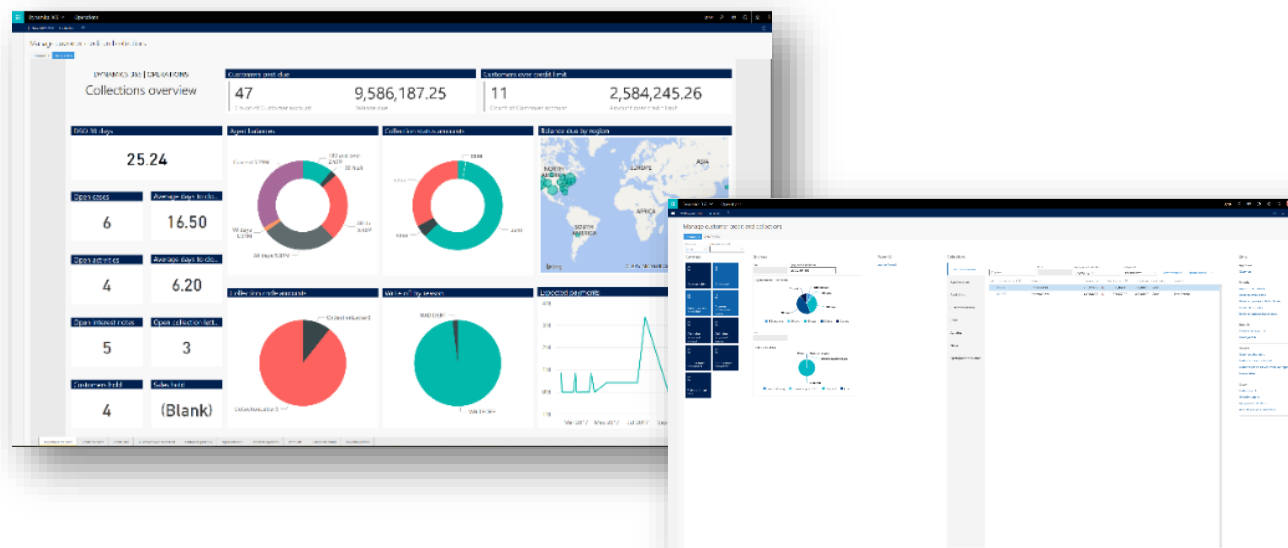
Amount to pay: 306.26

Mark	Transaction identifier	Identifier type	Due date	Amount available to pay	Currency	Discount	Cash discount amount to take	Cash discount taken	Amount to pay
<input type="checkbox"/>	000099	Invoice	9/10/2017	282.95	USD	0.00	0.00	0.00	282.95
<input type="checkbox"/>	000104	Invoice	10/11/2017	288.61	USD	0.00	0.00	0.00	288.61
<input type="checkbox"/>	000109	Invoice	11/10/2017	294.37	USD	0.00	0.00	0.00	294.37
<input type="checkbox"/>	000114	Invoice	12/11/2017	300.26	USD	0.00	0.00	0.00	300.26
<input checked="" type="checkbox"/>	000119	Invoice	1/10/2018	306.26	USD	0.00	0.00	0.00	306.26
<input type="checkbox"/>	000079	Invoice	2/4/2022	261.40	USD	0.00	0.00	0.00	261.40
<input type="checkbox"/>	000084	Invoice	2/4/2022	266.63	USD	0.00	0.00	0.00	266.63
<input type="checkbox"/>	000089	Invoice	2/4/2022	271.96	USD	0.00	0.00	0.00	271.96
<input type="checkbox"/>	000094	Invoice	2/4/2022	277.40	USD	0.00	0.00	0.00	277.40

Credit and collections workspace in D365 Finance

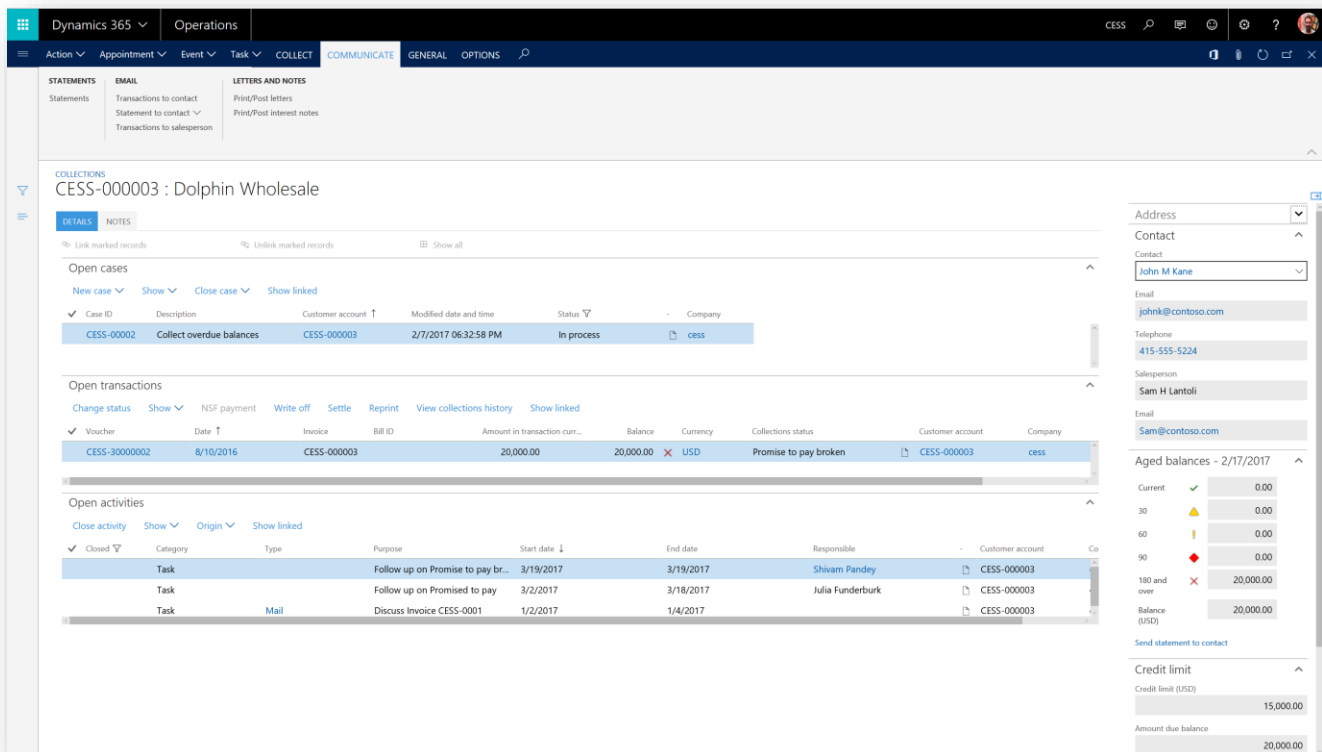
At the heart of the solution is a credit and collections workspace which provides visibility into key metrics such as open cases, activities, and customers over their credit limit. Charts provide visibility into aged balances and amounts such as promise to pay and disputed amounts. Information can be filtered to a specific company, customer pool, or customer.

Analytics are embedded providing actionable data right inside the workspace. There are two overview pages, one for collections and another for credit. Eight supporting pages enable users to drill into additional detail. The embedded analytics is an invaluable tool for credit and collections managers which facilitates efficiency and drives down the DSO.



Collections details in Microsoft Dynamics 365 Finance

The collection details form is a hub for drilling into details associated with customers in collections. Here a credit and collections agent can communicate and document interactions with customers and internal team members. The collections details form facilitates cross company collections with insight into active cases, transactions, activities, collection history and a wealth of other information. This form pulls together data from several forms, inquiries and reports throughout the system, centralizing the collections experience. Actions ranging from calculating interest to generating statements call all be performed in this single view.



COLLECTIONS
CESS-000003 : Dolphin Wholesale

Open cases

Case ID	Description	Customer account	Modified date and time	Status	Company
CESS-00002	Collect overdue balances	CESS-000003	2/7/2017 06:32:58 PM	In process	cess

Open transactions

Voucher	Date	Invoice	Bill ID	Amount in transaction currency	Balance	Currency	Collections status	Customer account	Company
CESS-30000002	8/10/2016	CESS-000003		20,000.00	20,000.00	USD	Promise to pay broken	CESS-000003	cess

Open activities

Activity	Category	Type	Purpose	Start date	End date	Responsible	Customer account	Co
Task			Follow up on Promise to pay br...	3/19/2017	3/19/2017	Shivam Pandey	CESS-000003	
Task			Follow up on Promised to pay	3/2/2017	3/18/2017	Julia Funderburk	CESS-000003	
Task	Mail		Discuss Invoice CESS-0001	1/2/2017	1/4/2017		CESS-000003	

Right Sidebar:

- Contact:** John M Kane (johnk@contoso.com)
- Telephone:** 415-555-5224
- Salesperson:** Sam H Lantoli (sam@contoso.com)
- Aged balances - 2/17/2017:**
 - Current: 0.00
 - 30: 0.00
 - 60: 0.00
 - 90: 0.00
 - 180 and over: 20,000.00
 - Balance (USD):** 20,000.00
- Credit limit:** 15,000.00
- Amount due balance:** 20,000.00

Case management in D365 Finance

- Collection cases can be opened to track transactions and activities in collections promoting efficiency for collection agents.
- Collection cases are multi-company enabled, which allows collection agents to work cases across multiple companies and reduce the inefficiency of logging in and out of companies.
- Collection cases can be linked to activities and transactions.

Payment Collections history in D365 Finance

- A comprehensive view of collection history is provided for a given customer or transaction.
- See collection agent notes as well as system generated document status and balance changes.

Promise to Pay in D365 Finance

- Set collection status per transaction such as disputed or promise to pay.
- The system will automatically change collection statuses based on activity or inactivity on an account.
 - Promise to pay → Promise to pay kept
 - Promise to pay → Promise to pay broken

Customer Write-off in D365 Finance

- Easily write-off a document or customer balance.
- When writing off a customer balance or document, a reason is assigned by the collections agent. Reasons are associated to specific general ledger accounts. This eliminates the need for collection agents to have a detailed understanding of the accounting and minimizes period-end adjustments.



Unifying the Dots in your Business



About Unify Dots

UNIFY Dots helps you connect the Dots by providing solutions that enable digital transformation. Unify Dots specializes in Ecommerce, ERP, CRM, Customer Engagement, Field Service, Project Operations and Point of Sale solutions.



Unify Dots has local presence in Asia Pacific, Australia, New Zealand, Europe, North America and operate on a global scale with a local touch. Unify Dots is also committed to improving the world and has pledged to donate at least 25% of its profit towards the cause of helping educate children from low-income families in developing countries.

Contact Unify Dots

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