# 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 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 uses to set credit policies, credit ratings and manage customer holds.
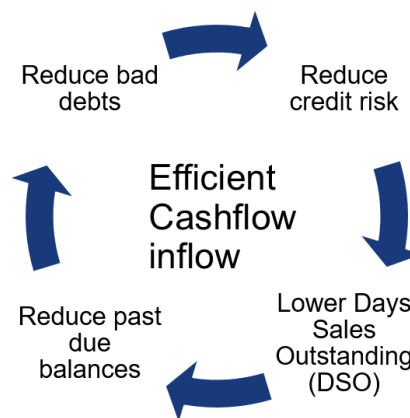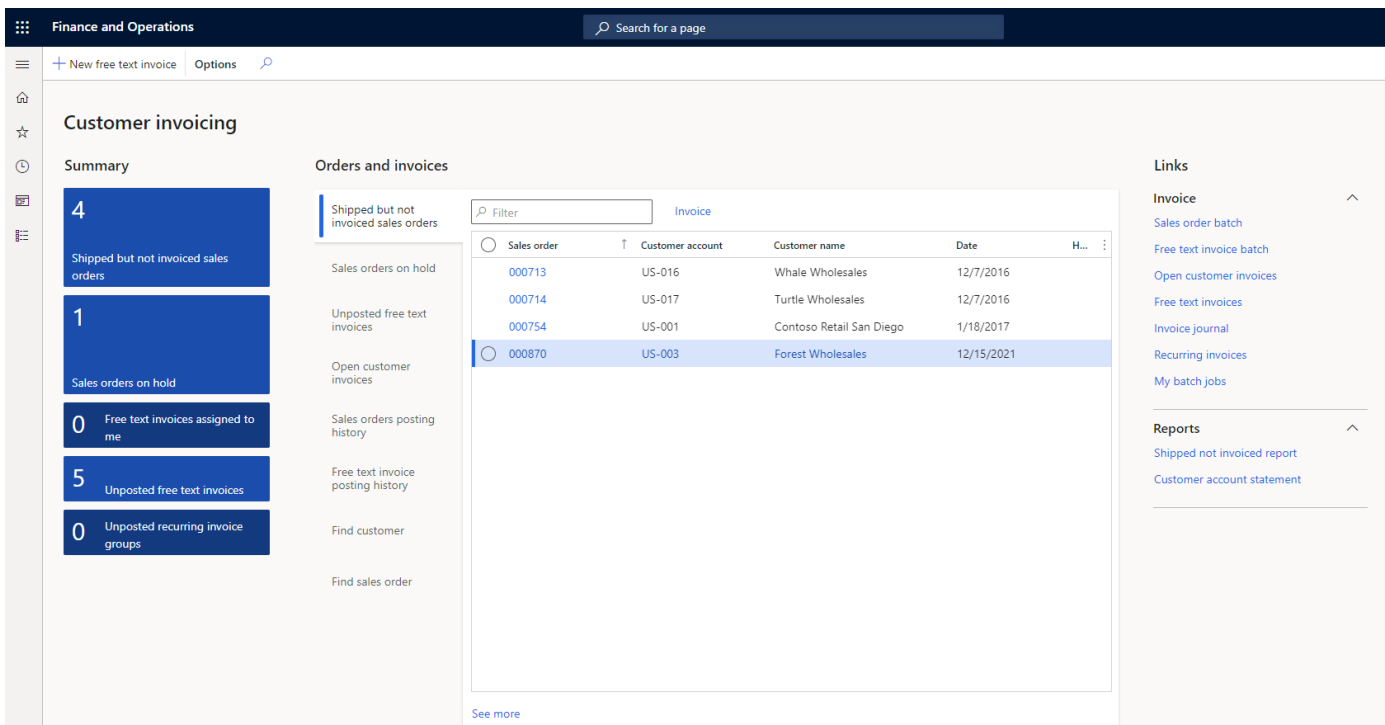

Invoicing and Billing in D365 Finance

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.
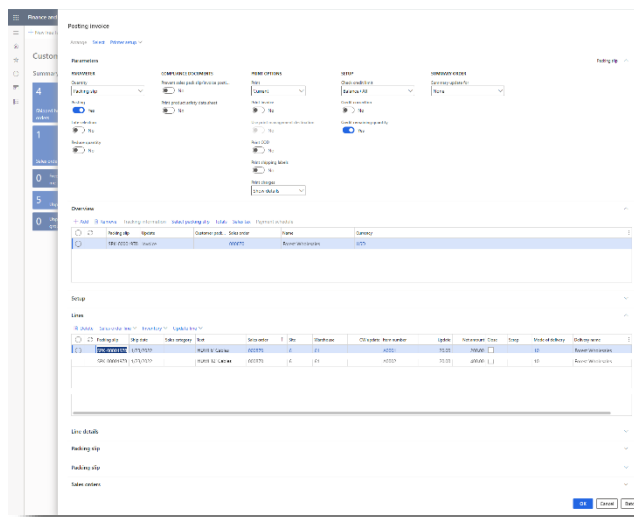
Sales order invoice is a customer bill that an organization gives to a customer in connection with a sale and includes customer address, delivery information, order lines, item numbers, quantity, unit of measure. Payment schedules can be applied to the invoices and multiple sales orders and packing slips 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
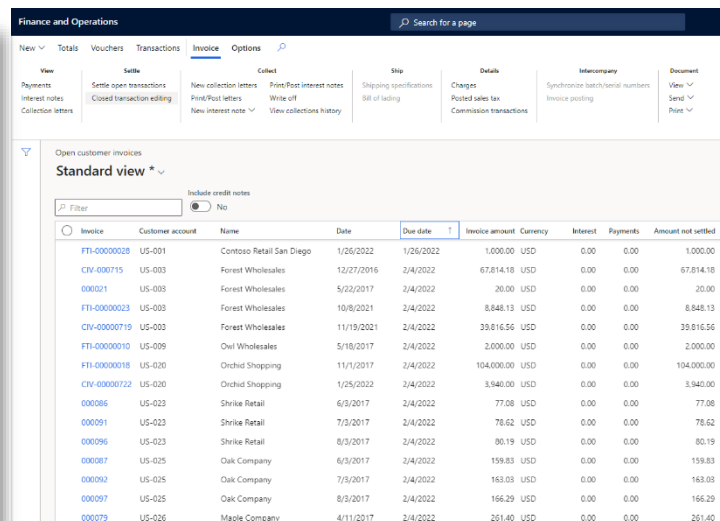
Recurring invoices are used to invoice customers regularly for the same amount. Recurring invoices are created based on a recurring invoice template. Recurring invoice templates can be assigned to a customer account including the frequency with which the invoice will be generated.

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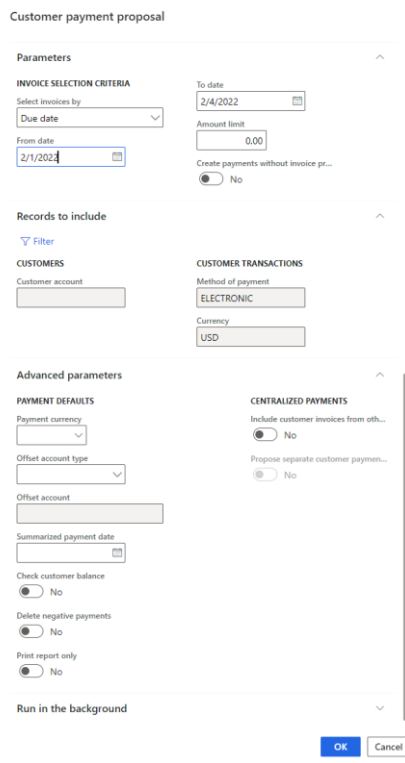
Payment Methods: D365 Finance receivable supports different payment types like **bills of exchange, cash, checks, credit cards, SEPA and electronic payments**. There are various ways to record and apply customer payments in accounts receivable like:

- **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.

Credit and collections workspace in D365 Finance
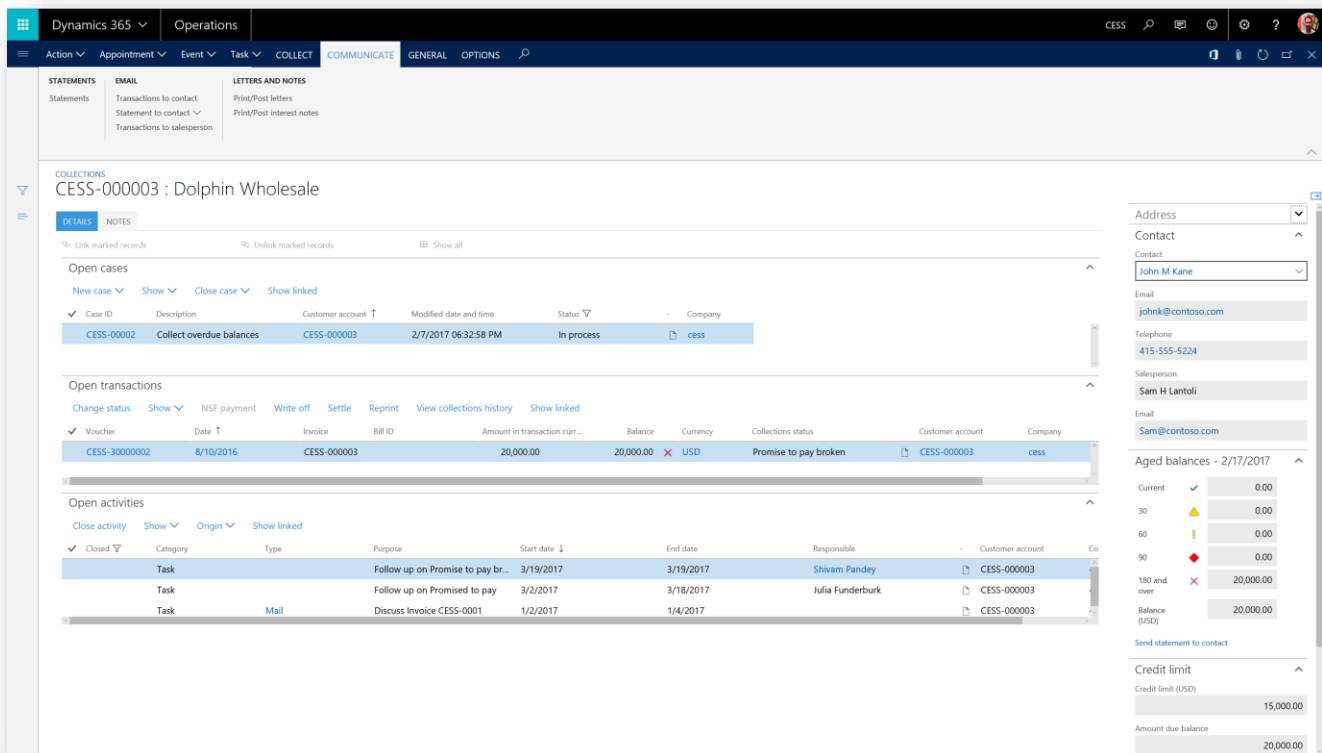
At the heart of the solution is a credit and collections workspace which provides visibility into key metrics such as open cases, activities, and customers over their credit limit. Charts provide visibility into aged balances and amounts such as promise to pay and disputed amounts. Information can be 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.
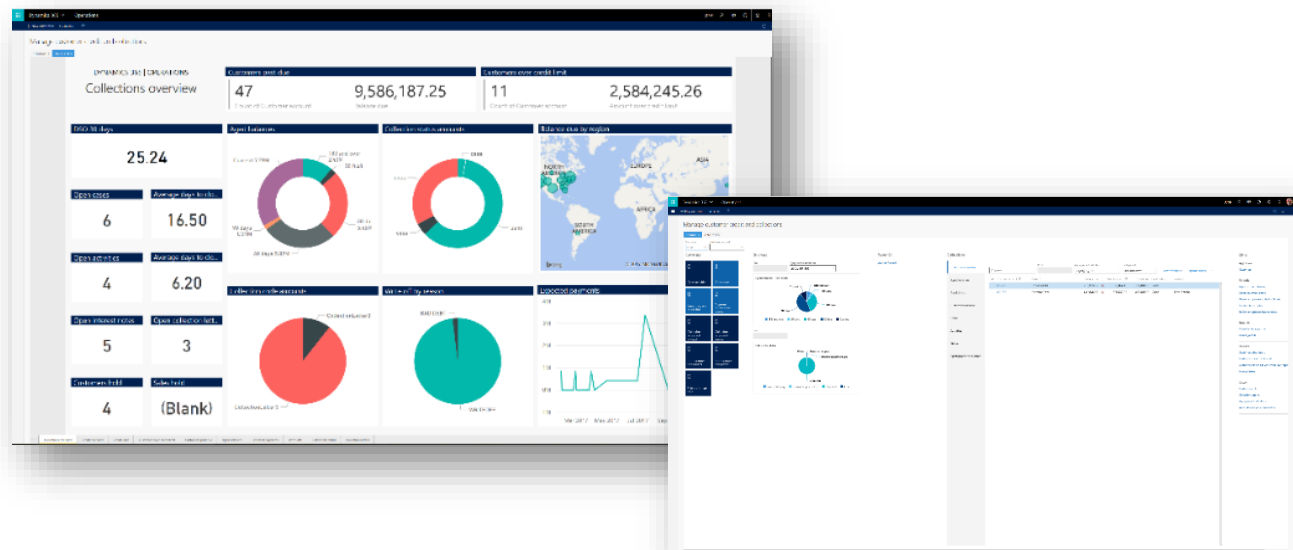
Collections details in Microsoft Dynamics 365 Finance

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.

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.

About Unify Dots

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

Finance	**Supply Chain and WMS**	**CRM**	**HR and Talent**
Project Operations	**Field Service**	**Ecommerce**	**Retail and Point of Sale**

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

Contact Unify Dots

Email us at **info@unifydots.com** to get more information on implementing Microsoft Dynamics 365 Human Resources or contact us by calling one of our office locations or visit us at https://unifydots.com

Australia: +61 2 4504-8307
Malaysia: +60 3 9212 6121
New Zealand: +64 9801-1069
Philippines: +63 2 8271 2458
Singapore: +65 3165-0911
United Kingdom: +44 20 3885 0765
United States of America: +1 206 452-7498