

Accounts Receivable Collection Notes Enhancement

(Updated 6/9/16)

A few years ago, we enhanced the PULSE A/R Aging screen to view aging data by customer. When you drill-down, you view the details of unpaid items for that customer. Since then, customers have asked for enhancements to allow keying of collection notes, follow-up dates, color coding, etc. Phase I of these enhancements is now ready to use and has been incorporated into version 5.19.1, which was released on 6/7/16.

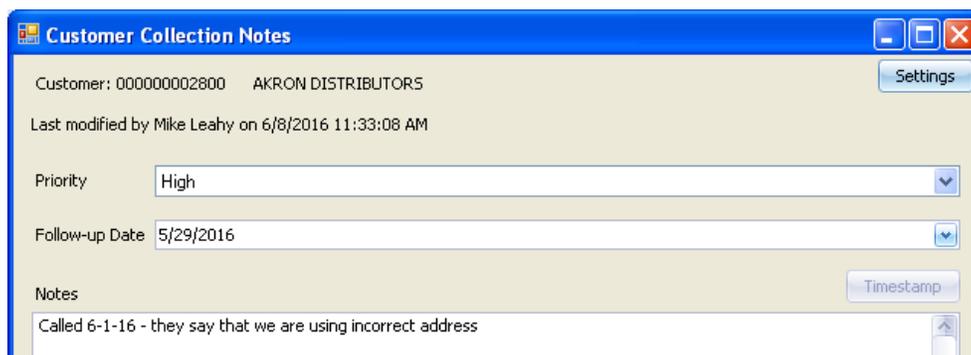
As you start using this new enhancement, feel free to call our support desk at (513) 723-8095 for set-up assistance, to give feedback and to offer suggestions for improvements.

Phase I enhancements:

- Collection notes – You can key in unlimited length free-form notes for both customers and invoices. These can be modified or deleted at any time. The security for adding, changing or deleting notes is based on who has existing security to view this screen.
- Follow-up dates – You can key in a follow-up date for both customers and A/R items.
- Collection Priority code – You can key in a collections priority for a customer and you can setup the list of code to meet your unique needs.

Using customer collection notes:

- When starting, use the column chooser to add three fields to your screen:
 - o Cust Collection Notes
 - o Follow-up Date, and
 - o Collection Priority
- To add a collection note, right-click on the 'Cust Collection Notes' column.
- The notes screen will display, you can key in an unlimited number of notes and optionally timestamp each one. See the example below.



The screenshot shows a software window titled "Customer Collection Notes". At the top, it displays "Customer: 00000002800 AKRON DISTRIBUTORS" and "Last modified by Mike Leahy on 6/8/2016 11:33:08 AM". Below this, there are two dropdown menus: "Priority" set to "High" and "Follow-up Date" set to "5/29/2016". A "Notes" section contains a text area with the entry "Called 6-1-16 - they say that we are using incorrect address". A "Timestamp" button is located to the right of the notes. A "Settings" button is in the top right corner.

This is an example of the customer collections screen when you right-click on the notes column. You can optionally sort, filter and group on any of the columns.

Summary Product category analysis Customer analysis Territory analysis Salesperson analysis A/R Aging - detail A/P Aging - detail G/L Activity Analysis +

AR Aging - summary

Current	\$1,895,423	84 %
1-30 Days	\$237,302	11 %
31-60 Days	\$101,147	4 %
Over 60 Days	\$25,106	1 %
Total	\$2,258,977	

AR Aging - detail

Drag a column header here to group by that column

Customer #	Customer Name	Terms Code	Avg Days to Pay YTD	Phone #	Collector Name	Contact Name	Cust Collection Notes	Follow-up Dt	Collection Priority	Total A/R	Current	1-30 Days	31-60 Days	Over 60 Days
00000002...	AKRON DISTRIBUTORS ...	N30	69	206855...		JOHN T. ...	Called b-1-17-16...that we are using incor...	6/22/2016	High	\$6,208...	\$5,402...	\$806.04	\$0.00	\$0.00
00000002...	ARKANSAS DISTRIBUTOR...	N30	32	802660...		LYNN VA...	Called Mary - had to leave voice-mail	6/15/2016	High	\$1,840...	\$1,840...	\$0.00	\$0.00	\$0.00
00000001...	ASIA DISTRIBUTORS ...	N45	54	...						\$64,735...	\$55,906...	(\$5.00)	\$2,239...	\$6,593.86
00000001...	CALIFORNIA DISTRIBUTO...	N30	112	540948...						(\$1,509...	\$0.00	(\$262...	\$0.00	(\$1,246...
00000001...	CAROLINA DISTRIBUTOR...	N07	33	415506...						(\$1,992...	\$1,838...	(\$59.65)	\$296...	(\$3,474...
00000002...	CHICAGO DISTRIBUTORS...	N30	44	419893...		DAVID G...				\$118.62	\$1,461...	\$0.00	(\$0.04)	(\$1,342...
00000001...	CINCINNATI DISTRIBUTO...	N30	54	877747...		CUSTOM...				\$1,497...	\$1,265...	\$135.6...	\$83,55...	\$11,980...
00000003...	DES MOINES DISTRIBU...	N30	44	510433...						\$4,840...	\$4,334...	\$506.20	\$0.00	\$0.00
00000001...	FLORIDA DISTRIBUTORS ...	N30	37	510893...		JENNIQU...				\$99,691...	\$92,658...	\$0.00	\$2,749...	\$4,283.22
00000002...	KENTUCKY DISTRIBUTO...	N30	56	608935...		LISA R J...				(\$1,191...	\$0.00	\$0.00	\$0.00	(\$1,191...
00000001...	MAINE DISTRIBUTORS ...	N30	37	717633...		DONNA ...				\$28,663...	\$28,663...	\$0.00	\$0.00	\$0.00
00000001...	MEXICO DISTRIBUTORS ...	N30	35	404352...		AMY GAR...				\$6,905...	\$7,710...	(\$430...	(\$297...	(\$76.36)
00000001...	NEW JERSEY DISTRIBU...	N30	40	847272...						\$2,684...	\$2,844...	\$0.00	\$0.00	(\$160.00)
00000001...	NEW YORK DISTRIBUTO...	N45	75	513603...		ERIN SU...				\$333,18...	\$258,22...	\$54,75...	\$6,315...	\$13,891...
00000002...	OHIO DISTRIBUTORS ...	N30	97	646674...		MARY CA...				\$68,951...	\$68,951...	\$0.00	\$0.00	\$0.00
00000002...	...	N45				\$2,258...	\$1,895...	\$237,3...	\$101,1...	\$25,10...

Context menu for Cust Collection Notes:

- Customer Collection Notes
- Shared Tabs
- Permanent Tabs
- Apply to Report
- Process Processes
- Customer Collection Notes
- Copy Value
- Enable Cell Selection

Using invoice collection notes:

- When starting, use the column chooser to add two fields to the screen:
 - o Inv Collection Notes, and
 - o Follow-up date.
- To add a collection note, right-click on the 'Inv Collection Notes' column.
- The notes screen will display, you can key in an unlimited number of notes and optionally timestamp each one.

This is an example of the drill-down invoice collections screen and when you right-click on the notes column. You can optionally sort, filter and group on any of the columns.

Drag a column header here to group by that column

Doc #	Trx Doc Dt	Doc Type	Apply to #	Doc Due Dt	Reference	Inv Collection Notes	Follow-up Date	Total A/R	Current	1-30 Days	31-60 Days	Over 60 Days
231498	5/8/13	I		231498	6/7/13	Poc: 2234 ...	6/22/2016	\$305.86	\$0.00	\$305.86	\$0.00	\$0.00
231909	5/9/13	C		231909	6/8/13	Memo 225...		(\$50.72)	\$0.00	(\$50.72)	\$0.00	\$0.00
	5/9/13	I			6/8/13	Poc: 2236 ... Never received - send another copy	6/24/2016	\$245.34	\$0.00	\$245.34	\$0.00	\$0.00
231910	5/8/13	I		231910	6/7/13	Poc: 2235 ...		\$117.14	\$0.00	\$117.14	\$0.00	\$0.00
233666	5/19/13	I		233666	6/18/13	Poc: 2236-R... Never received invoice		\$50.72	\$0.00	\$50.72	\$0.00	\$0.00
233709	5/19/13	I		233709	6/18/13	Poc: 2240 ... Waiting for approval		\$137.70	\$0.00	\$137.70	\$0.00	\$0.00
234806	5/21/13	I		234806	6/20/13	Poc: 2241 ...		\$305.04	\$305.04	\$0.00	\$0.00	\$0.00
234807	5/21/13	I		234807	6/20/13	Poc: 2243 ... Waiting for approval		\$24.62	\$24.62	\$0.00	\$0.00	\$0.00
235630	5/27/13	I		235630	6/26/13	Poc: 2247 ...		\$105.92	\$105.92	\$0.00	\$0.00	\$0.00
236506	5/29/13	I		236506	6/28/13	Poc: 2248 ... Waiting for approval		\$368.52	\$368.52	\$0.00	\$0.00	\$0.00
237077	6/2/13	I		237077	7/2/13	Poc: 2245 ... Waiting for approval		\$63.91	\$63.91	\$0.00	\$0.00	\$0.00
								\$6,208.85	\$5,402.81	\$806.04	\$0.00	\$0.00

Context menu for Inv Collection Notes:

- Invoice Collection Notes
- Shared Tabs
- Permanent Tabs
- Apply to Report
- Process Processes
- Invoice Collection Notes
- Copy Value
- Enable Cell Selection

Customer # = 00000002800 AND Customer Name = AKRON DISTRIBUTORS AND Terms Code = N30 AND A/R Aging - detail AND Follow-up Date is NULL

Phase II enhancements (pending feedback on the phase I enhancements):

- Color-coding – You will be able to establish rules for color-coding individual dollar amounts.
 - o For example, you may want to use red to color unpaid amounts over \$X or a percentage of the total owed.
- Place a customer on credit hold.
- Reprint a customer invoice, convert it to a PDF file and e-mail it to the customer.
- E-mail a formatted A/R customer statement to the customer.

**For questions or to schedule a demonstration,
call Terry Lanham in Cincinnati at (513) 723-8091**

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