

# **Acumens e-Receivables Management Usage Scenarios**

Versions Supported:

Dynamics BC 24

**Prepared & developed by**

SBC Dynamics ERP

**Document History**

**Revision History:**

VERSION	DATE	SECTIONS REVISED	DESCRIPTION
1.0	August 2024		Document Prepared

## Table of Contents

1	Application Overview .....	4
2	System Requirements .....	5
3	e-Receivable Setups .....	6
3.1	Acumens e-Receivables Management Setup. ....	6
3.2	Invoice Reminders .....	8
3.3	Payment Terms.....	9
4	e-Receivables Management .....	10
4.1	Receivables Management Cues.....	10
4.2	Generate Receivables .....	11
4.3	Past Due Invoices.....	12
4.4	Customer Exception list.....	13
4.5	Generating Data & emailing Reminders.....	14

## 1 Application Overview

This functionality has been developed to enable the user to perform the following actions as part of managing customer accounts with Past-Due receivables:

- ✓ Generate a list of Past-Due invoices, a list of Past-Due Invoices by Customer by Dimension, and a list of Past-Due receivables by customer.
  - The user who is most likely the salesperson can proceed to review and make notes on the three lists.
  - Notes can be made during the collection process so that there is an account of the discussion with the client and as a way for management to review progress made.
  - Users can email or export these lists to Excel.
  - If the user performing this action is a sales admin or sales manager, the email process will send out the lists to all salespersons. Each salesperson will receive lists for their customers only.
- ✓ Generate a list of delinquent customers who require credit review.
  - This is a list of customers with Past-Due invoices that have exceeded a certain number of days past the Past-Due date. The number of days is defined either on the customer card or in the payment terms card.
  - During the review, the user can choose to proceed with placing the customer on hold or override the system and not place the customer on credit hold.
- ✓ Generate a list of delinquent customers who have made payment and that are no longer delinquent.
  - After review and confirmation, credit hold will be removed for these customers.
- ✓ Update Credit Hold
  - After credit review and confirmation of action, the user can run the update credit hold process and implement actions to either place the customer in credit hold or remove credit hold.
- ✓ The following procedure can be automated and run every night automatically.
  - Generate/Update list of Past-Due invoices and Past-Due receivables.
  - Email list of Past-Due invoices and Past-Due receivables to salespersons, sales admin, and sales manager.
- ✓ Send reminders on invoices as they fall due.
- ✓ Quickly email a list of selected invoices to the customer.

## 2 System Requirements

Acumens e-Receiveables Management extension for BC365 supports all BC365 deployment scenarios and imposes no additional requirements nor restrictions on the standard system requirements for BC365.

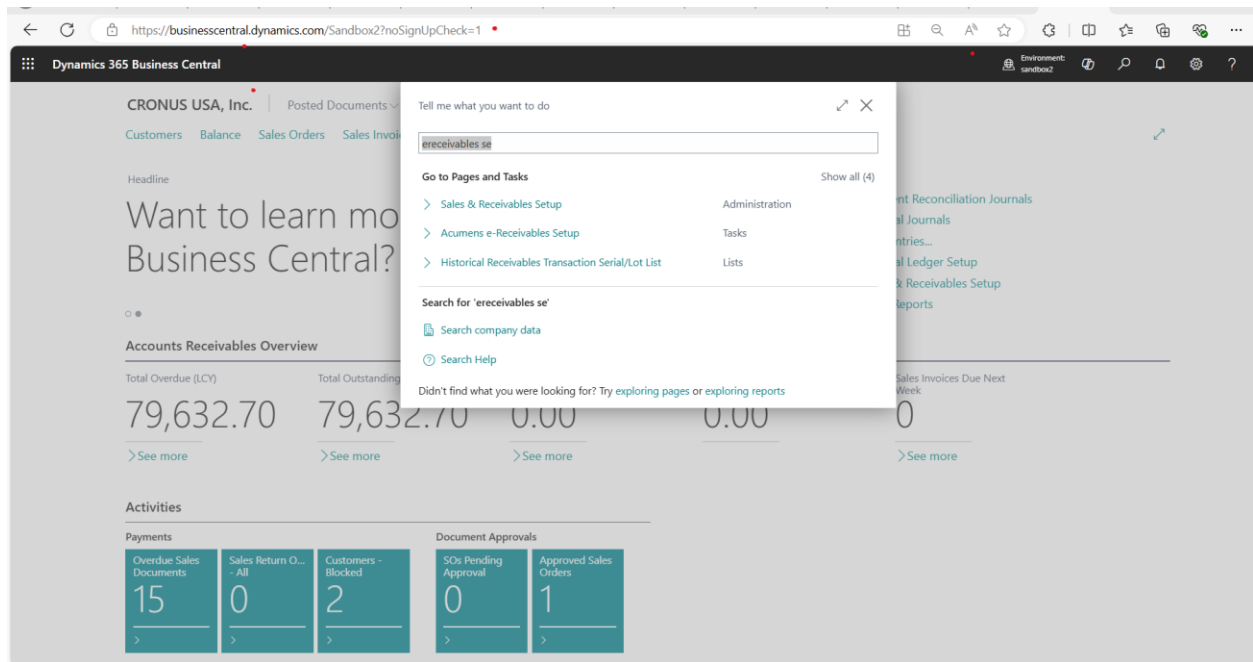
Acumens e-Receiveables Management requires Microsoft Dynamics 365 Business Central version 14.00 or later and works with all BC365 clients (Dynamics NAV Web Client, Dynamics NAV Tablet Client, Dynamics NAV Phone Client (in a Browser) and Dynamics NAV Universal App)

### 3 e-Receiveable Setups

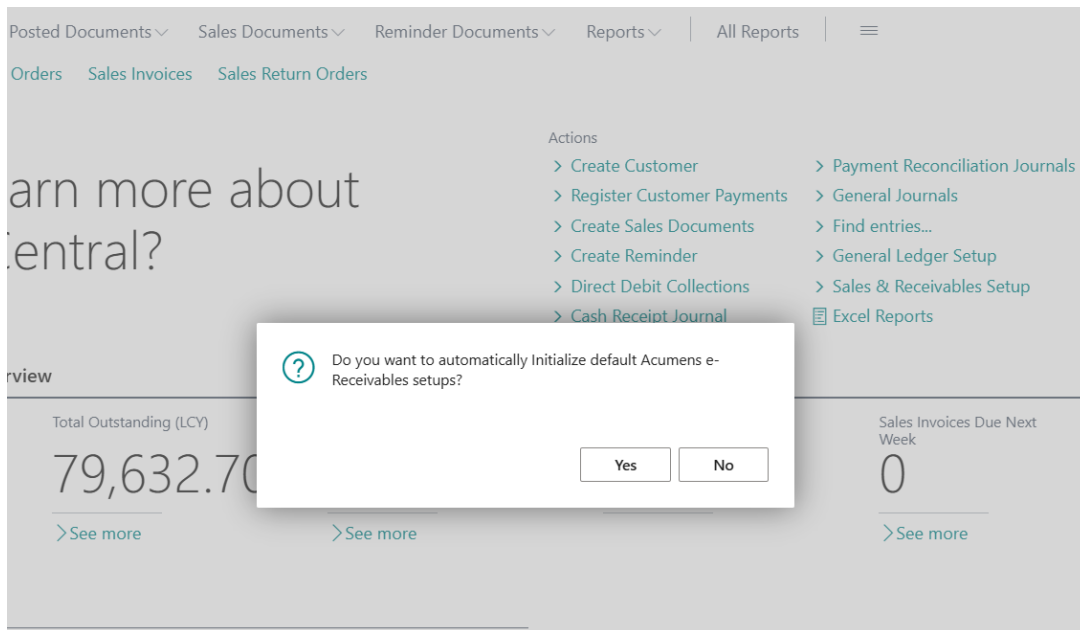
To use Acumens e-Receiveables Email features, make the following setups.

#### 3.1 Acumens e-Receiveables Management Setup.

On Tell Me What..., search for Acumen e-Receiveables setup. Acumens e-Receiveables Management setups are automatically prepopulated when Acumens e-Receiveables Management setup is initialized.



The system will prompt you to initialize setup. Click on Yes to Proceed



The Setup will be initialized as shown below

The screenshot shows the 'Acumens e-Receiveables Setup' interface. At the top, there's a navigation bar with icons for back, edit, add, and delete, along with a 'Saved' status and share icons. Below the title, there are tabs for 'Delete Acumens eReceiveables Setup', 'Reset Document Series', 'Company Information', and 'Payment Terms'. The 'General' tab is selected, showing two columns of settings. The left column includes 'Setup' (Enabled toggle), 'Customer Credit Hold' (Enable, Enable Credit Hold U..., Export Credit Data, Credit Holds in TEST, Credit Hold Over Past..., Log Credit History, Show Page filters), and 'Past Due Details' (Past Due Calculation, Filter Sales Manager, Past Due Email Remi..., Past Due e-Mail Defa...). The right column includes 'Customer Aging & e-Mails' (Aging Bucket Days, Healthy DSO, Activity Gap Warning), 'e-Mail Reminders Details' (AR Quick e-Mail Rem..., AR Quick e-Mail Rem..., AR Quick e-Mail Rem..., Sales Quick e-Mail Re..., Sales Quick e-Mail Re..., Reminder e-Mail Day..., Update Credit Level, PastDue Buffer Days), and 'New Account Alerts' (Send New Account A...). The 'Enabled' toggle under 'Setup' is highlighted with a red box.

Section	Setting	Value
General	Setup	Enabled
	Customer Credit Hold	Enable
	Enable Credit Hold U...	Enable
	Export Credit Data	Disabled
	Credit Holds in TEST	Disabled
	Credit Hold Over Past...	61
	Log Credit History	Enabled
	Show Page filters	Enabled
	Past Due Details	Past Due Calculation: Per Invoice
	Filter Sales Manager	None
Customer Aging & e-Mails	Aging Bucket Days	30
	Healthy DSO	45.00
	Activity Gap Warning	6M
	e-Mail Reminders Details	AR Quick e-Mail Rem...: QUICKRMND
	AR Quick e-Mail Rem...	1
	AR Quick e-Mail Rem...	31
	Sales Quick e-Mail Re...	0
	Sales Quick e-Mail Re...	0
	Reminder e-Mail Day...	30
	Update Credit Level	Enabled
PastDue Buffer Days	0	
New Account Alerts	Send New Account A...	Disabled

Enable Acumens e-Receiveables Management. You can enable or disable e-Receiveables from Acumens e-Receiveables Management Setup as below. This feature will disable the use of e-Receiveables functionalities within the app even if the app is installed.

This screenshot is identical to the one above, showing the 'Acumens e-Receiveables Setup' interface. The 'Enabled' toggle under the 'Setup' section is highlighted with a red box, indicating that this feature should be enabled.

### 3.2 Invoice Reminders

Confirm that Invoice Reminders have been set up by the initialization.

a) Click on Invoice reminders action

Acumens e-Receiveables Setup

Delete Acumens eReceiveables Setup Reset Document Series Company Information Payment Terms ...

**General**

**Setup**

Enabled ☒

**Customer Credit Hold**

Enable ☒

Enable Credit Hold U... ☒

Export Credit Data ☐

Credit Holds in TEST ☐

Credit Hold Over Past... 61

Log Credit History ☒

Show Page filters ☒

**Past Due Details**

**Customer Aging & e-Mails**

Aging Bucket Days 30

Healthy DSO 45.00

Activity Gap Warning 6M

**e-Mail Reminders Details**

AR Quick e-Mail Rem... QUICKRMND

AR Quick e-Mail Rem... 1

AR Quick e-Mail Rem... 31

Sales Quick e-Mail Re...

Sales Quick e-Mail Re... 0

Reminder e-Mail Dav... 30

b) Invoice Reminders list opens with the populated cards as shown below

Invoice Reminder Cycles

✓ Saved

+ New Edit List Delete Generic e-Mail Template More options

Sequence ↑	Days Due	Calculation Date	Reminder Term	Reminder Term Level	Reminder Term Description	Use a Spe... e-Mail	Spe... Mail Tem Type
→ 1	0	Document ...	INVOICEREM	1	Initial Reminder on Invoicing	<input checked="" type="checkbox"/>	Init
2	-15	Due Date	INVOICEREM	2	Invoice Reminder 15 Days befor...	<input type="checkbox"/>	"
3	-5	Due Date	INVOICEREM	3	Invoice Reminder 5 Days before ...	<input type="checkbox"/>	"
4	30	Due Date	INVOICEREM	4	Invoice Reminder 30 Days after ...	<input checked="" type="checkbox"/>	Pas

### 3.3 Payment Terms

Confirm that the sender address for your users have been initialized

a) Click on Payment Terms

Acumens e-Receiptables Setup

Delete Acumens eReceiptables Setup Reset Document Series Company Information **Payment Terms** ...

**General**

**Setup**

Enabled ☒

**Customer Credit Hold**

Enable ☒

Enable Credit Hold U... ☒

Export Credit Data ☐

Credit Holds in TEST ☐

Credit Hold Over Past... 61

Log Credit History ☒

Show Page filters ☒

**Past Due Details**

**Customer Aging & e-Mails**

Aging Bucket Days 30

Healthy DSO 45.00

Activity Gap Warning 6M

**e-Mail Reminders Details**

AR Quick e-Mail Rem... QUICKRMND

AR Quick e-Mail Rem... 1

AR Quick e-Mail Rem... 31

Sales Quick e-Mail Re...

Sales Quick e-Mail Re... 0

Reminder e-Mail Dav... 30

b) *Payment Terms* page opens as shown below.

Dynamics 365 Business Central

Payment Terms | Work Date: 10/18/2023

Search + New Edit List Delete Translation More options

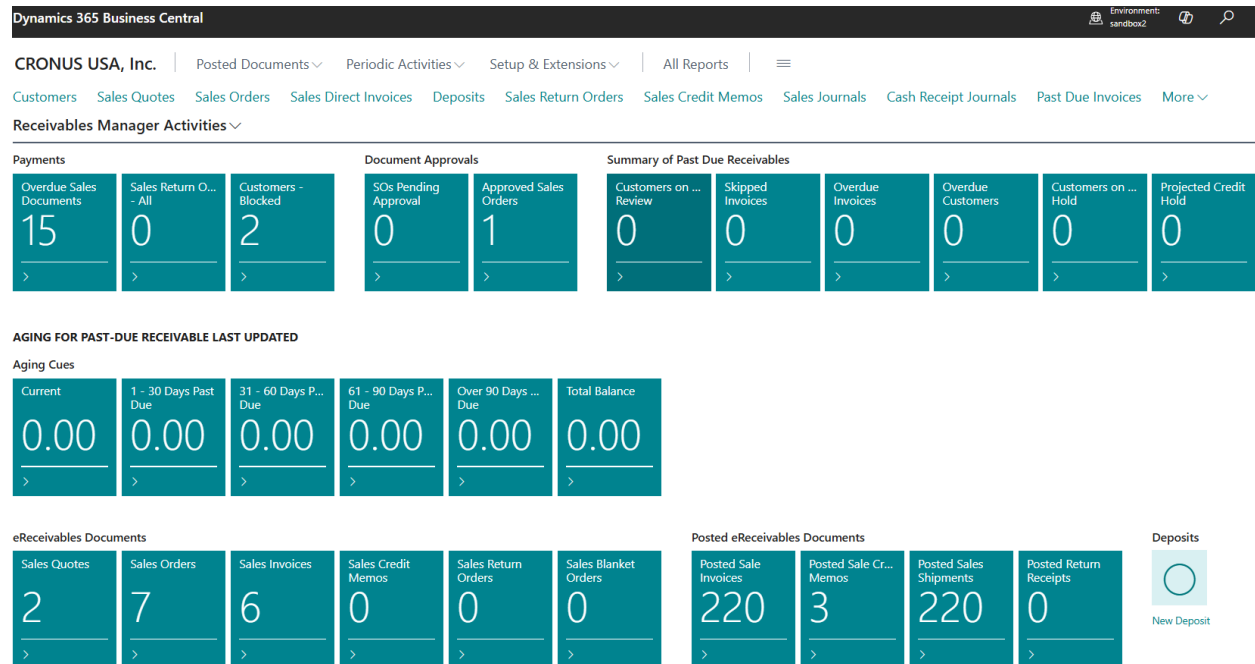
Code ↑	Due Date Calculation	Discount Date Calculation	Discount %	Calc. Pmt. Disc. on Cr.	Description	Grace Period Before Credit Hold (Days)	e-Mail Invoice Remai...
→ 10 DAYS	10D		0	<input type="checkbox"/>	Net 10 days	0	<input type="checkbox"/>
14 DAYS	14D		0	<input type="checkbox"/>	Net 14 days	0	<input type="checkbox"/>
15 DAYS	15D		0	<input type="checkbox"/>	Net 15 days	0	<input type="checkbox"/>
1M(8D)	1M	8D	0	<input type="checkbox"/>	1 Month/2% 8 days	0	<input type="checkbox"/>
2 DAYS	2D		0	<input type="checkbox"/>	Net 2 days	0	<input type="checkbox"/>
21 DAYS	21D		0	<input type="checkbox"/>	Net 21 days	0	<input type="checkbox"/>
30 DAYS	30D		0	<input type="checkbox"/>	Net 30 days	0	<input type="checkbox"/>
60 DAYS	60D		0	<input type="checkbox"/>	Net 60 days	0	<input type="checkbox"/>
7 DAYS	7D		0	<input type="checkbox"/>	Net 7 days	0	<input type="checkbox"/>
CM	CM		0	<input type="checkbox"/>	Current Month	0	<input type="checkbox"/>
COD	OD		0	<input type="checkbox"/>	Cash on delivery	0	<input type="checkbox"/>

## 4 e-Receiptables Management

The following emailing features have been added.

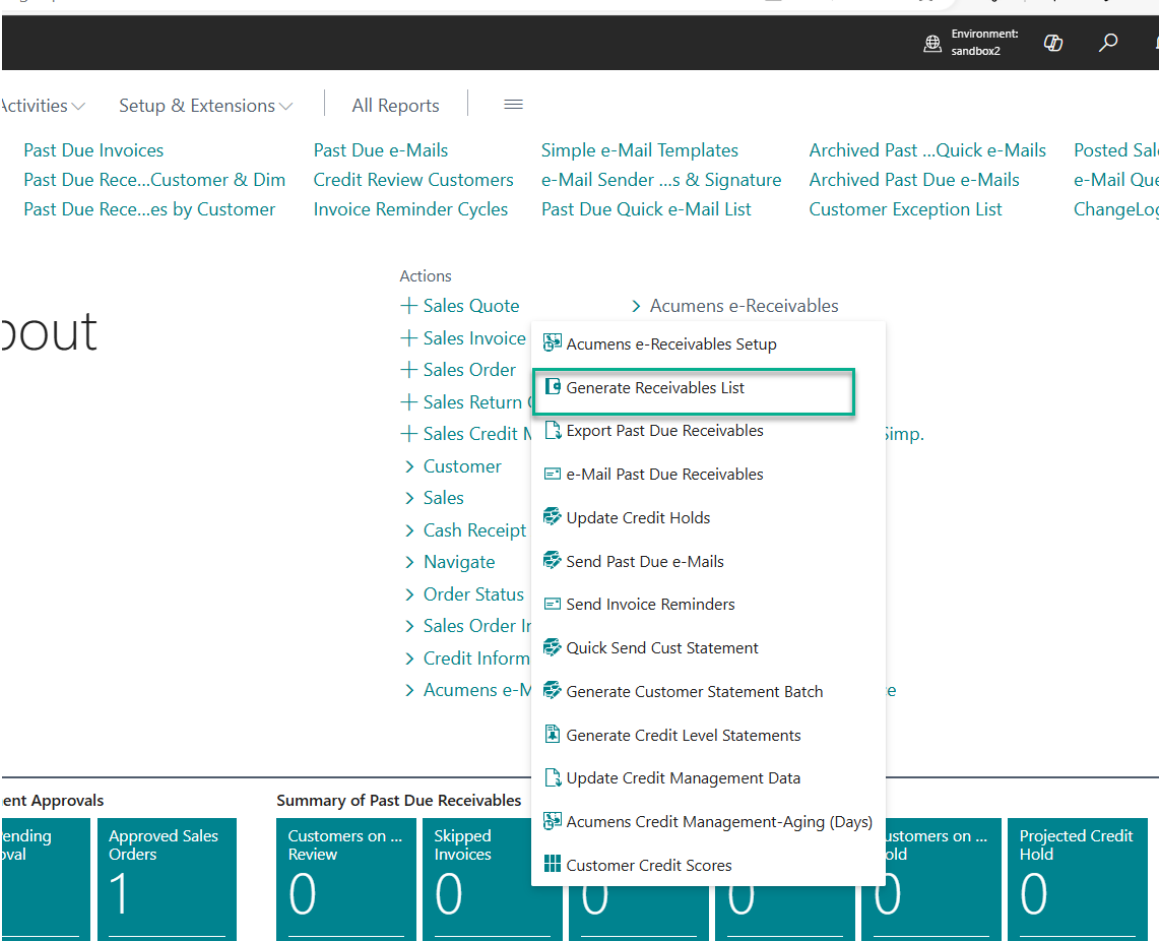
### 4.1 Receivables Management Cues

The following Cues have been added to show various Receivables Figures



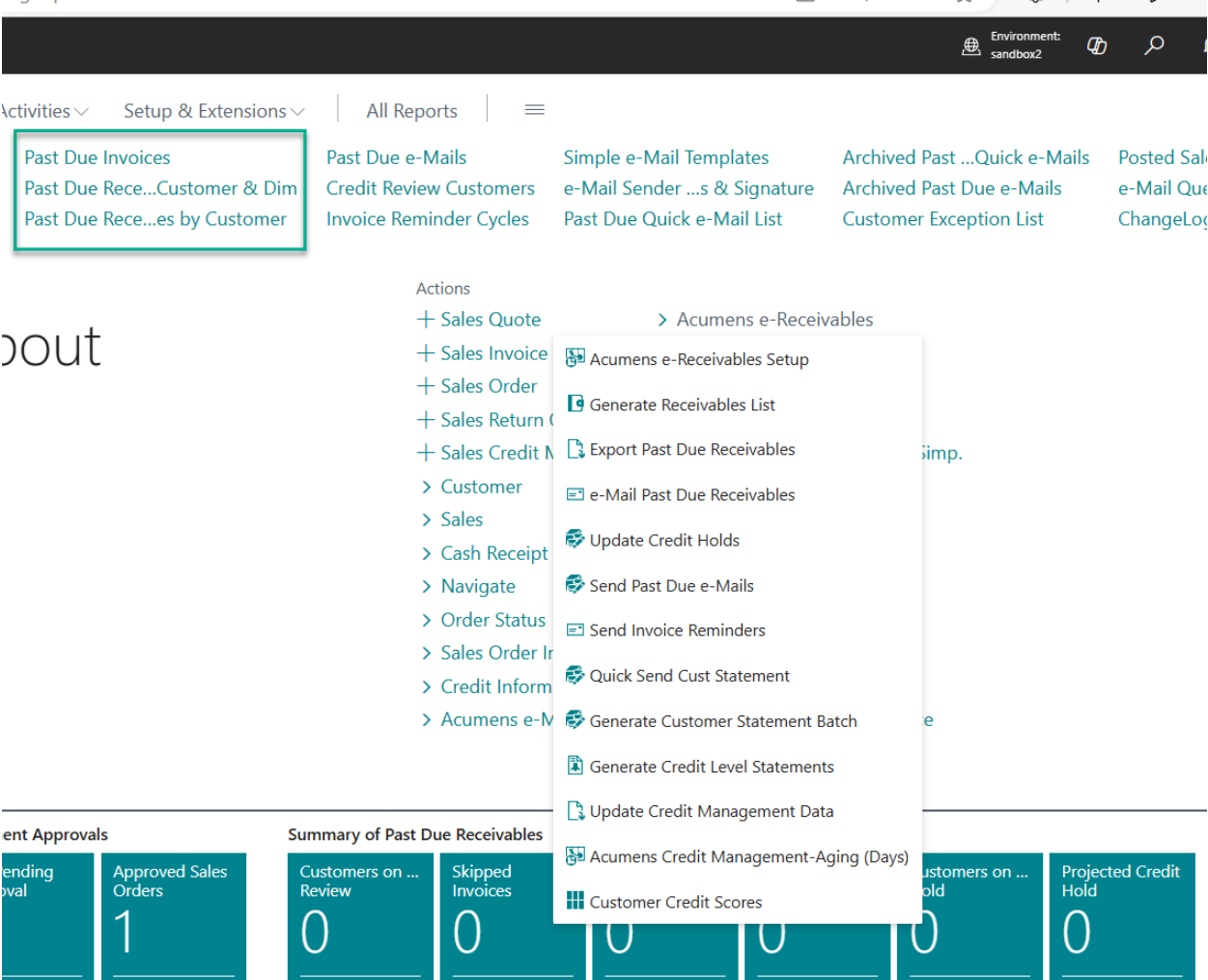
4.2 Generate Receivables

Click on Generate Receivables List to Generate Receivables data. This task can be automated to run periodically in the job queue



4.3 Past Due Invoices

**Past-Due Invoices** is a list of all open items. Search for *Past-Due Invoices* on the home page or access it from the **Receivables Manager** role center, *Home* menu.



## 4.4 Customer Exception list

List customers who **must be excluded** from the Past-Due receivables analysis even if they have Past-Due invoices. These are customers whose debt is deemed bad and possibly unrecoverable but has not been written off yet.

You can access *Customer Exception List* on the **Receivables Manager** role center, or you can also search in the home page as below.

The screenshot shows the Dynamics 365 Business Central interface. At the top, there is a navigation bar with 'Environment: sandbox2' and a search icon. Below this, a horizontal menu contains several options: 'Past Due Invoices', 'Past Due e-Mails', 'Simple e-Mail Templates', 'Archived Past ...Quick e-Mails', and 'Posted Sales Invoices'. A sub-menu is open under 'Past Due e-Mails', showing 'Credit Review Customers', 'Invoice Reminder Cycles', 'e-Mail Sender ...s & Signature', 'Past Due Quick e-Mail List', and 'Customer Exception List' (which is highlighted with a red box). Below the navigation bar, there is a section titled 'Actions' with a list of options: '+ Sales Quote', '+ Sales Invoice', '+ Sales Order', '+ Sales Return', '+ Sales Credit Memo', '> Customer', '> Sales', '> Cash Receipt', '> Navigate', '> Order Status', '> Sales Order Invoices', '> Credit Information', and '> Acumens e-Receiveables'. A sub-menu is open under '> Acumens e-Receiveables', showing options like 'Acumens e-Receiveables Setup', 'Generate Receivables List', 'Export Past Due Receivables', 'e-Mail Past Due Receivables', 'Update Credit Holds', 'Send Past Due e-Mails', 'Send Invoice Reminders', 'Quick Send Cust Statement', 'Generate Customer Statement Batch', 'Generate Credit Level Statements', 'Update Credit Management Data', 'Acumens Credit Management-Aging (Days)', and 'Customer Credit Scores'. Below the navigation bar, there is a section titled 'ent Approvals' with a card showing 'Approved Sales Orders' with a value of 1. To the right, there is a section titled 'Summary of Past Due Receivables' with a table showing 'Customers on ... Review' (0), 'Skipped Invoices' (0), 'Customers on ... Hold' (0), and 'Projected Credit Hold' (0).

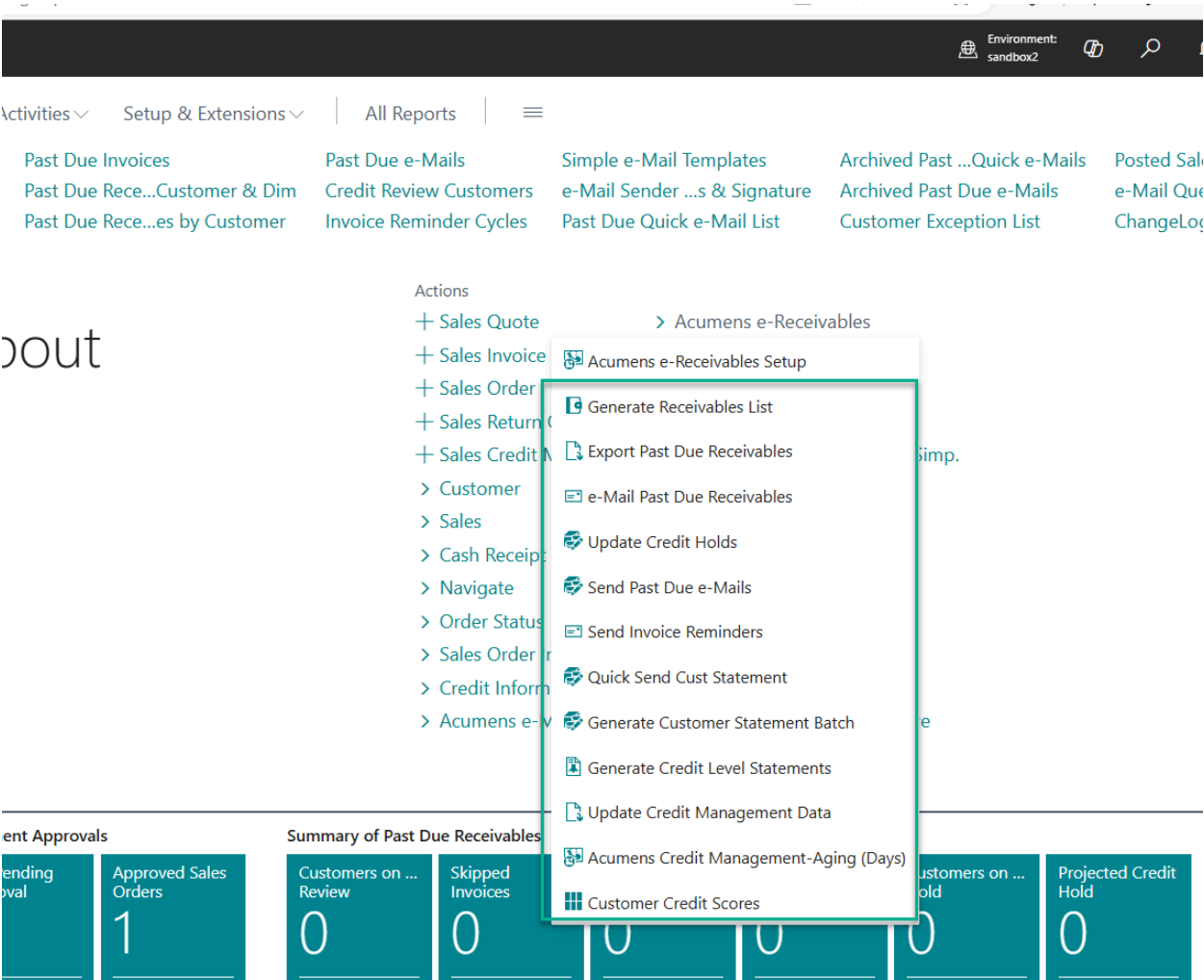
Click *Customer Exception List* to open the page.

The screenshot shows the 'Customer Exception List' page in Dynamics 365 Business Central. The page title is 'Customer Exception List | Work Date: 10/18/2023'. There is a 'Not saved' status indicator. The page has a search bar and buttons for '+ New', 'Edit List', and 'Delete'. Below the search bar, there is a table with columns 'Customer No ↑' and 'Always Exclude'. The table contains two rows of data:

Customer No ↑	Always Exclude
01121212	<input checked="" type="checkbox"/>
01905893	<input checked="" type="checkbox"/>

4.5 Generating Data & emailing Reminders

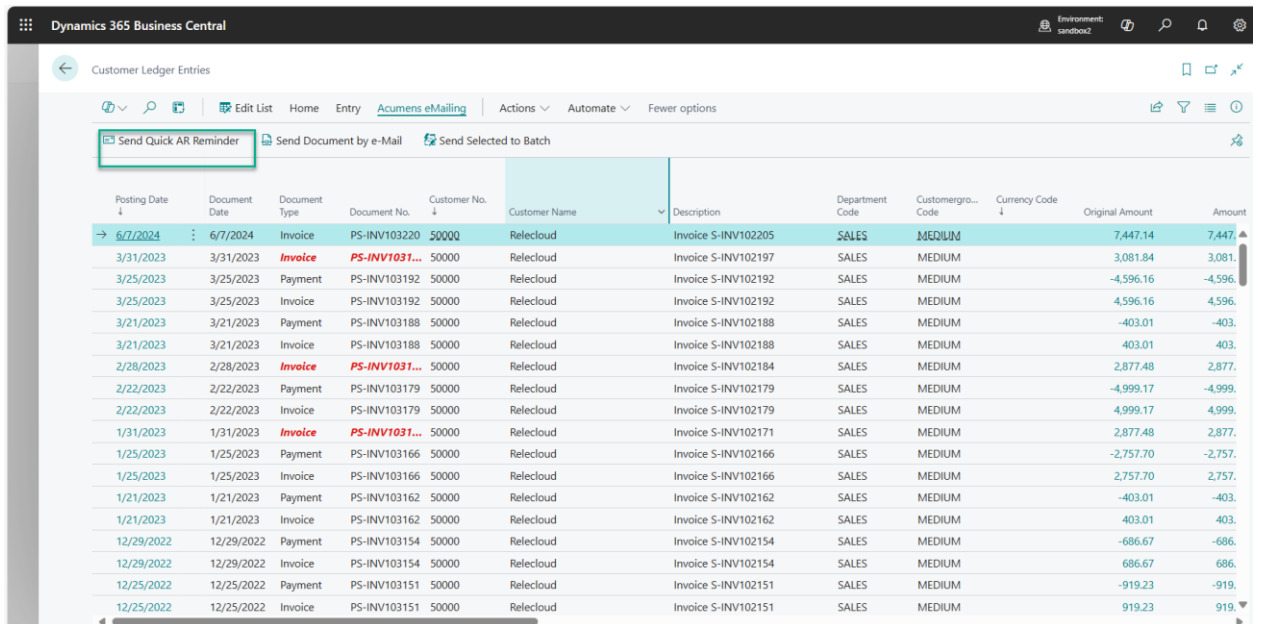
With this extension you can generate and email different kinds of reminders and list. Below is a list of the tasks you can perform: -



Using the example of a Quick AR Reminder on the customer ledger entries. You can send reminders to customers instantly or in batch using the reminders

1. **Acumens eMailing** – Navigation Menu which contains e-Mailing/e-Receiveables sections/actions.
2. **Send Quick AR Reminder** - This action Generates, and reminder emails based on the preconfigured setup.

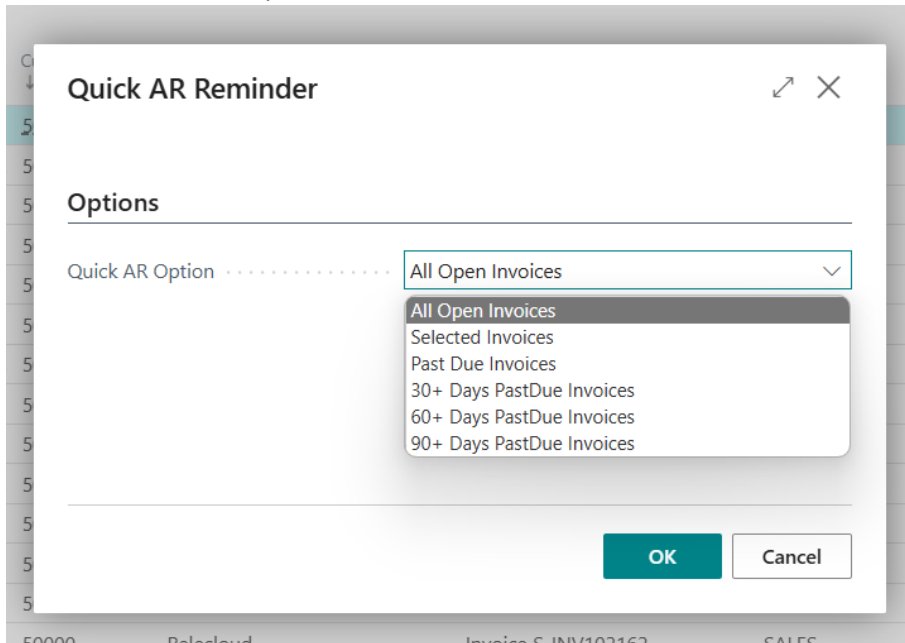
a) Click on **Send Quick AR Reminder** Action



The screenshot shows the Dynamics 365 Business Central interface. The top navigation bar includes 'Dynamics 365 Business Central', 'Environment: sandbox2', and various icons. The main area is titled 'Customer Ledger Entries'. Below the title bar, there are tabs for 'Edit List', 'Home', 'Entry', 'Acumens eMailing', 'Actions', 'Automate', and 'Fewer options'. The 'Acumens eMailing' tab is active, and within it, the 'Send Quick AR Reminder' action is highlighted with a red rectangular box. Other actions visible are 'Send Document by e-Mail' and 'Send Selected to Batch'. Below the actions, a table of customer ledger entries is displayed. The table has columns for Posting Date, Document Date, Document Type, Document No., Customer No., Customer Name, Description, Department Code, Customer group Code, Currency Code, Original Amount, and Amount. The first row is highlighted in blue, showing a posting date of 6/7/2024, document date of 6/7/2024, invoice type, document number PS-INV103220, customer number 50000, customer name Relecloud, description Invoice S-INV102205, department code SALES, customer group code MEDIUM, original amount 7,447.14, and amount 7,447.14. Subsequent rows show various invoices and payments for the same customer, with some amounts in red indicating negative values.

Posting Date	Document Date	Document Type	Document No.	Customer No.	Customer Name	Description	Department Code	Customer group Code	Currency Code	Original Amount	Amount
6/7/2024	6/7/2024	Invoice	PS-INV103220	50000	Relecloud	Invoice S-INV102205	SALES	MEDIUM		7,447.14	7,447.14
3/31/2023	3/31/2023	Invoice	PS-INV1031...	50000	Relecloud	Invoice S-INV102197	SALES	MEDIUM		3,081.84	3,081.84
3/25/2023	3/25/2023	Payment	PS-INV103192	50000	Relecloud	Invoice S-INV102192	SALES	MEDIUM		-4,596.16	-4,596.16
3/25/2023	3/25/2023	Invoice	PS-INV103192	50000	Relecloud	Invoice S-INV102192	SALES	MEDIUM		4,596.16	4,596.16
3/21/2023	3/21/2023	Payment	PS-INV103188	50000	Relecloud	Invoice S-INV102188	SALES	MEDIUM		-403.01	-403.01
3/21/2023	3/21/2023	Invoice	PS-INV103188	50000	Relecloud	Invoice S-INV102188	SALES	MEDIUM		403.01	403.01
2/28/2023	2/28/2023	Invoice	PS-INV1031...	50000	Relecloud	Invoice S-INV102184	SALES	MEDIUM		2,877.48	2,877.48
2/22/2023	2/22/2023	Payment	PS-INV103179	50000	Relecloud	Invoice S-INV102179	SALES	MEDIUM		-4,999.17	-4,999.17
2/22/2023	2/22/2023	Invoice	PS-INV103179	50000	Relecloud	Invoice S-INV102179	SALES	MEDIUM		4,999.17	4,999.17
1/31/2023	1/31/2023	Invoice	PS-INV1031...	50000	Relecloud	Invoice S-INV102171	SALES	MEDIUM		2,877.48	2,877.48
1/25/2023	1/25/2023	Payment	PS-INV103166	50000	Relecloud	Invoice S-INV102166	SALES	MEDIUM		-2,757.70	-2,757.70
1/25/2023	1/25/2023	Invoice	PS-INV103166	50000	Relecloud	Invoice S-INV102166	SALES	MEDIUM		2,757.70	2,757.70
1/21/2023	1/21/2023	Payment	PS-INV103162	50000	Relecloud	Invoice S-INV102162	SALES	MEDIUM		-403.01	-403.01
1/21/2023	1/21/2023	Invoice	PS-INV103162	50000	Relecloud	Invoice S-INV102162	SALES	MEDIUM		403.01	403.01
12/29/2022	12/29/2022	Payment	PS-INV103154	50000	Relecloud	Invoice S-INV102154	SALES	MEDIUM		-686.67	-686.67
12/29/2022	12/29/2022	Invoice	PS-INV103154	50000	Relecloud	Invoice S-INV102154	SALES	MEDIUM		686.67	686.67
12/25/2022	12/25/2022	Payment	PS-INV103151	50000	Relecloud	Invoice S-INV102151	SALES	MEDIUM		-919.23	-919.23
12/25/2022	12/25/2022	Invoice	PS-INV103151	50000	Relecloud	Invoice S-INV102151	SALES	MEDIUM		919.23	919.23

b) Select the reminder option



The 'Quick AR Reminder' dialog box is shown. It has a title bar with a maximize icon and a close icon. Below the title bar is the 'Options' section. The 'Quick AR Option' is a dropdown menu currently set to 'All Open Invoices'. A dropdown menu is open, showing the following options: 'All Open Invoices', 'Selected Invoices', 'Past Due Invoices', '30+ Days PastDue Invoices', '60+ Days PastDue Invoices', and '90+ Days PastDue Invoices'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Quick AR Reminder

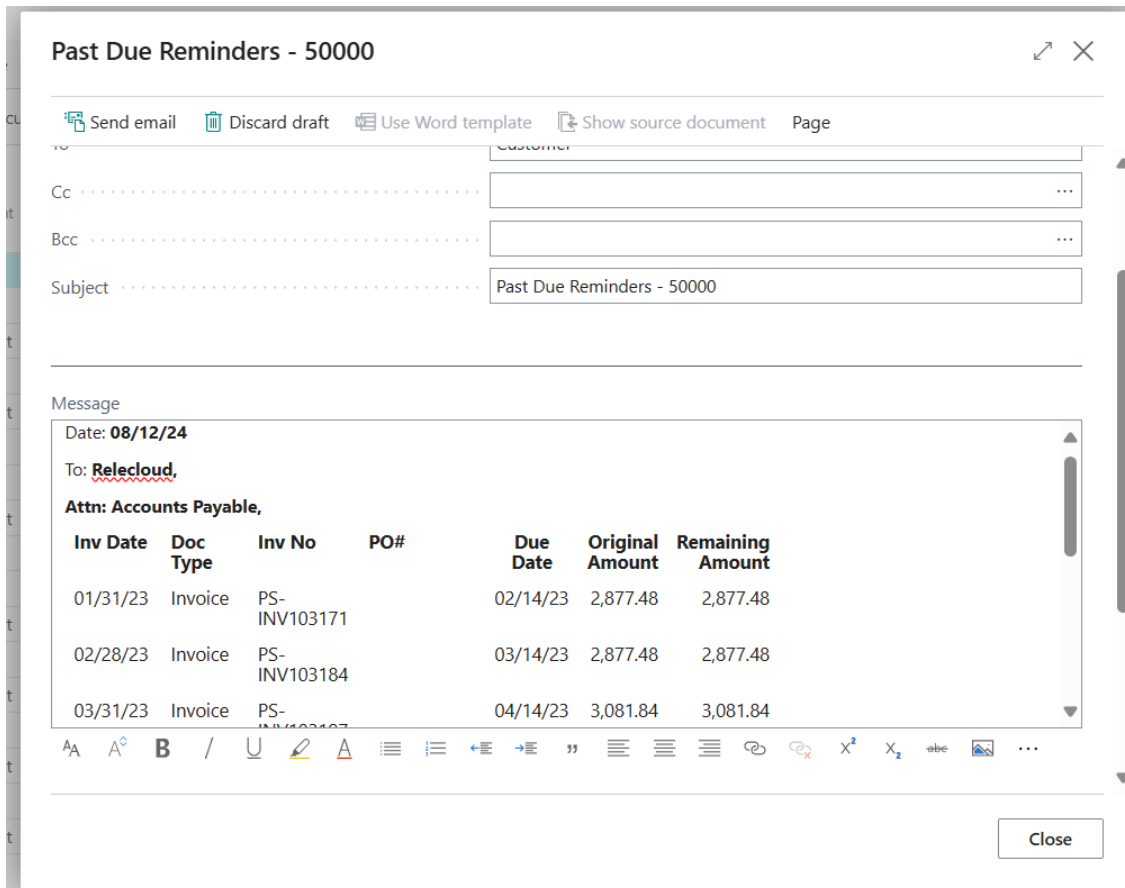
Options

Quick AR Option ..... All Open Invoices

All Open Invoices  
Selected Invoices  
Past Due Invoices  
30+ Days PastDue Invoices  
60+ Days PastDue Invoices  
90+ Days PastDue Invoices

OK Cancel

c) If preview is enabled an emailing window popup for user to review the email details and attachments.



The 'Past Due Reminders - 50000' email preview window is shown. It has a title bar with a maximize icon and a close icon. Below the title bar are several action buttons: 'Send email', 'Discard draft', 'Use Word template', 'Show source document', and 'Page'. The email details are as follows:

To: Customer

Cc: .....

Bcc: .....

Subject: Past Due Reminders - 50000

Message

Date: 08/12/24

To: Relecloud

Attn: Accounts Payable,

Inv Date	Doc Type	Inv No	PO#	Due Date	Original Amount	Remaining Amount
01/31/23	Invoice	PS-INV103171		02/14/23	2,877.48	2,877.48
02/28/23	Invoice	PS-INV103184		03/14/23	2,877.48	2,877.48
03/31/23	Invoice	PS-INV103167		04/14/23	3,081.84	3,081.84

At the bottom of the window is a 'Close' button.

Past Due Reminders - 50000

Send email Discard draft Use Word template Show source document Page

To: Customer

Cc: .....

Bcc: .....

Subject: Past Due Reminders - 50000

Message

Date: 08/12/24

To: Relecloud

Attn: Accounts Payable,

Inv Date	Doc Type	Inv No	PO#	Due Date	Original Amount	Remaining Amount
01/31/23	Invoice	PS-INV103171		02/14/23	2,877.48	2,877.48
02/28/23	Invoice	PS-INV103184		03/14/23	2,877.48	2,877.48
03/31/23	Invoice	PS-INV103167		04/14/23	3,081.84	3,081.84

Close

d) Click send email and the recipient will receive the email as shown below

**Past Due Reminders - 50000**

BD

Business Central Developer

To: Business Central Developer

Date: **08/12/24**

To: **Relecloud,**

**Attn: Accounts Payable,**

Inv Date	Doc Type	Inv No	PO#	Due Date	Original Amount	Remaining Amount
01/31/23	Invoice	PS-INV103171		02/14/23	2,877.48	2,877.48
02/28/23	Invoice	PS-INV103184		03/14/23	2,877.48	2,877.48
03/31/23	Invoice	PS-INV103197		04/14/23	3,081.84	3,081.84
06/07/24	Invoice	PS-INV103220		06/21/24	7,447.14	7,447.14
					<b>Total</b>	<b>16,283.94</b>

Regards,  
CRONUS USA, Inc.

