



Admin User Guide



Customer Technical Support

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Introduction

collect-IT streamlines credit control and enables automated collection activities. It is designed to help reduce the time it takes to receive payment and collect on accounts. Also, collect-IT reviews account using a set of criteria to determine early detection of potential delinquency.

We realize that none of our customers are exactly alike, so this manual does not attempt to address your company's policies or procedures. However, utilizing the settings in the software will allow collect-IT to be tailored to your organization.

The functions and actions in this document describe the basic functionality of each screen. Some functions or actions may not be available to every user based upon the privileges granted by the administrator.

How to Read this Manual

- Terms listed in ***Bold Italics*** reference a primary screen name
- Terms listed in **Bold** reference a sub-screen or a tab within a primary screen
- Terms listed in *Italics* reference a field name, checkbox, or button

Menu Functionality



The menu is split into two sections – **Main** and **Admin**. The **Main** menu contains items for day-to-day tasks in collect-IT for users at all levels. Clicking on a menu item will open the respective screen. The **Admin** menu contains items for configuring collect-IT functionality, creating users, and security.

The purposes of this document will focus on the **Admin** menu; *please see separate document for Main user features and functionality.*

Security Screen



Security

The **Security** screen manages all login information, controls users' permissions, assign supervisors, and unlock users.

Users

Users must be created before they can log in to collect-IT. On this screen, users can be created, edited, or deleted.

User Na...	First Name	Last Name	Email	Phone Number	Role	Company
admin	Administrator		Will@dynavistics.com	53 456743	Sys/Admin	Dynavistics
RepThree	Rep	Three		(813) 555-1212 x1010	Manager	Dynavistics
RepOne	Rep	One		() _-__ x__	Manager	Dynavistics
RepTwo	Rep	Two	reptwo@demo.com	(555) 555-5555 x__	Representative	Dynavistics

The User Screen has several fields and values which can be specified for each collect-IT user, among which are these key points:

AddUser

First Name: Rep
Last Name: One
User Name: RepOne
Fax: 4072223333
Phone Number: 4073332222
Role: Representative
Email: support@dynavistics.com
Title: Mr
Signature: RepOne
 Rep, inc
Company: inc
Password: password
Confirm Password: confirm password

Supervisor(s): Rep Five
 RepT Three
 Supervisor User

Entities: ABC
 Customer
 Default Entity

Save Cancel

User Name – When logging into collect-IT, the value in the *User Name* field is used. The *User Name* can be edited at a time other than creation, but only through **Security Settings**, the user cannot do this through *Edit Profile*.

Role – Each Role has its own assigned privileges, which control everything that Role can and cannot do. These privileges can allow access to certain screens, allow functions or actions on certain screens, and also can grant read-only access to others. What a specific role can perform or view is maintained in the **Roles** tab.

Email – If a user forgets their password when trying to log in, the email specified here is where they will receive their email to receive their password.

Supervisor(s) – Selecting any user in this grid means the current user is the direct report of those selected in this grid. A supervisor user will have the ability to view their users’ portfolio, tasks, aging, and reports. A more in-depth approach of assigning Supervisors can also be performed in the **Supervisors** tab.

Entities – If a configuration desires to have multi-entity (companies) within, it is possible to specify which companies a user can have access to within collect-IT. If this is desired, the entities would be specified for each user on this screen, along with ensuring the user’s role is with *Exempt from Entity Restrictions* unchecked.

Roles

The **Roles** screen is the central privilege location. Roles are assigned to each user, and what that role can and can’t do is controlled here.

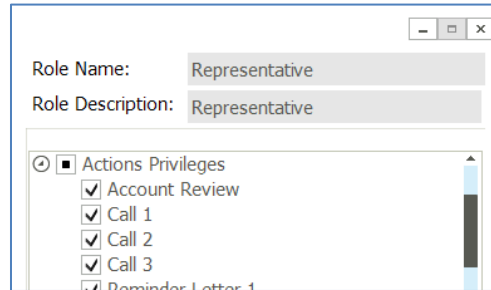
Role Name: Representative
Role Description: Representative

- Work Screen
- Calendar
 - View Calendar
 - Edit Calendar
- Reports
- Portfolio
- Aging
- Print
- Actions Privileges
 - Account Review
 - Call 1
 - Call 2
 - Call 3
 - Reminder Letter 1
 - Reminder Letter 2

Save Cancel

It is essential to know with Roles that the privileges are split up into groups. Most of these groups are built around a specific screen and what you can do on each screen.

- The *Action Privileges* group is the actions that the user can perform in the **Work Invoice** screen.
 - This could be important if you wanted to control which role performed which action. Ex: Regular collectors can perform Call 1 and Call 2, but you would like a manager to perform Call 3.



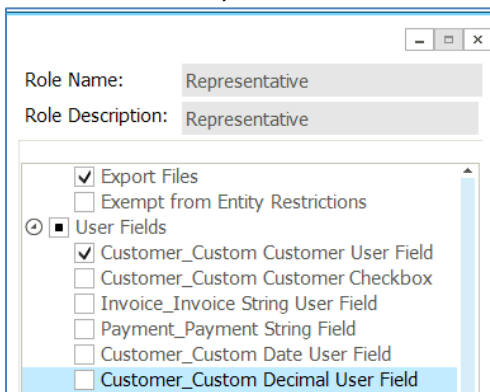
- Likewise, the *Admin* group controls access to tabs within most of the **Admin** menu

Within the main menu items, they can either have a check , a box or be blank .

- - All privileges in this section are active
- - Some privileges in this section are active, and some are inactive
- - There are no active privileges in this section.

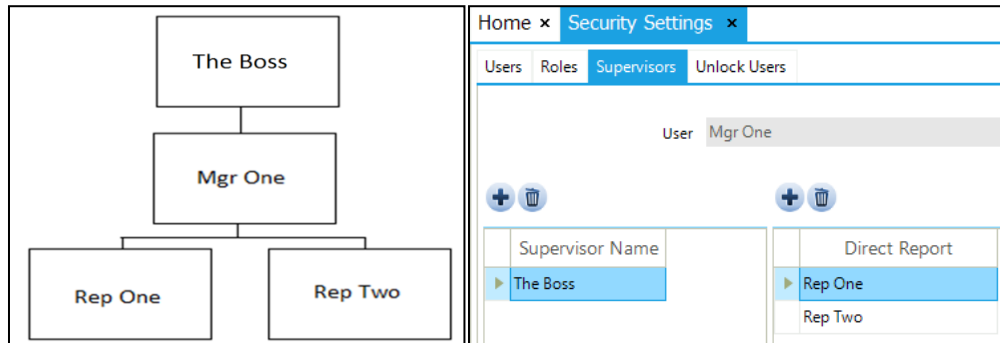
For *User Fields*, these also can be specified by each field with permission to be read-only or editable.

As with other permissions, this can be set per Role, and checked indicates that the User Field is editable, and unchecked means it will remain Read-only.



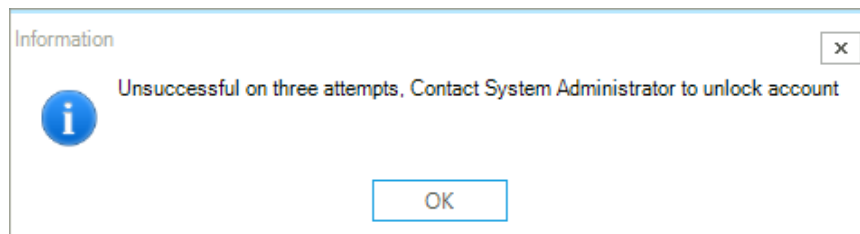
Supervisors

The user hierarchy is important in the viewing of other users' portfolios, tasks, or reports. The Manager can view all customers assigned to users or a Direct Report. Start by selecting the user's hierarchy you wish to modify. The manager of the user is added to the Supervisor Name. The direct report of the user is added to the Direct Report. The following example would properly show how this is added to the system.



Unlock Users

When a user fails to login on the three times in a row, they will receive this popup.



This message means the account is locked, and no one can log in to that account until it is unlocked by a user with the *Admin > Unlock Users* privilege set for their role in **Security Settings**.

To unlock, select the user you wish to unlock and click *Unlock*. Once completed, that user can now login to their account.

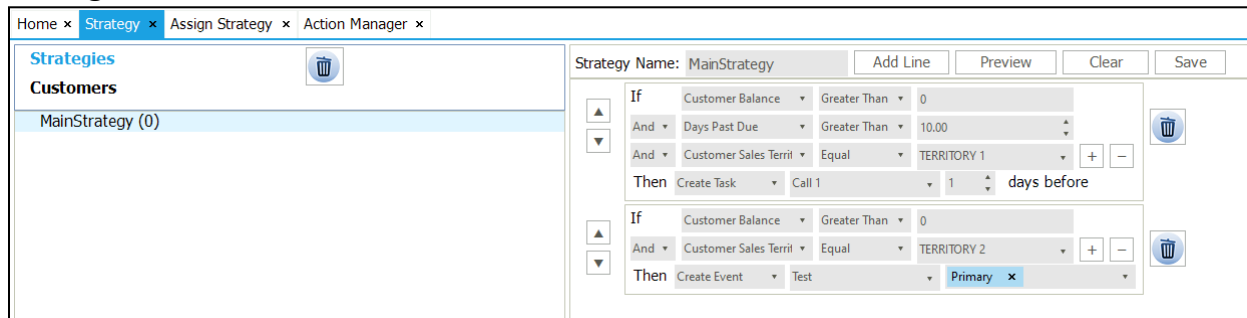
The screenshot shows the 'Security Settings' application with the 'Unlock Users' tab selected. The title is 'Select a Locked User to Unlock'. Below is a table with the following data:

Name	UserName	Title	Last Login Session
Rep One	RepOne		10/10/2014 6:27:57 PM

Strategy Screen

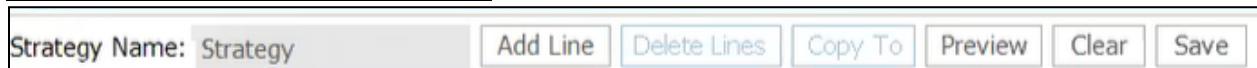


This page is broken down into two sections, *Hierarchy* on the left and *Layout* on the right.



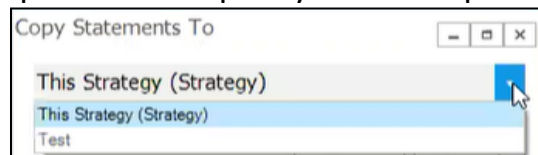
Strategy Layout

The right side of Strategy screen



On the right side of the *Strategy* screen is where the actual strategies are built. This section has two main parts the top button bar and the strategy layout.

1. *Insert Strategy Name*: is where the strategy is named; If a strategy is being loaded, the name will appear here and can be renamed.
2. *Add Line*: Click this to add a new If statement to the strategy. Each *If* statement will be evaluated individually.
3. *Delete Lines*: Click this to remove the specified line(s) from the Strategy
4. *Copy To*: Click this to copy the specified line(s) from the Strategy. A popup will be provided to specify where to paste these over to:



This Copy feature has also been implemented in other screens that are similar such as *Automatic Strategy* and *Automatic Collector*

5. *Preview*: When selected, it will provide a preview of the Strategy in play and will run the Strategy as a preview, but the actual results will not be updated, inserted or deleted into tables

6. *Clear*: This clears the entire form without saving. All *If* statements are removed, and the strategy name is reset.
7. *Save*: This saves the strategy, provided all dropdowns/text boxes are filled out, and the strategy has been named. Be sure to *Save* any changes which you desire with your strategies.

The screenshot shows a 'Strategy Name: Strategy' form with buttons for 'Add Line', 'Delete Lines', 'Copy To', and 'Preview'. Below these are four strategy lines, each with an 'If' condition, an 'And' condition, and a 'Then' action. A green box highlights the left side of the form, containing up and down arrows and checkboxes for each line. The first line has 'If' condition 'Customer UF Best Tii' Equal '12:00 PM', 'And' condition 'Invoice Status' Equal 'SIF', and 'Then' action 'Create Event' 'Collection Letter 1' 'CEO'. The second line has 'If' condition 'Customer Number' Equal 'ABE0000' and 'Then' action 'Create Custom' 'Account Review' '0 days before'. The third line has 'If' condition 'Days Past Invoice Da' Greater Than '5.00', 'And' condition 'Days Past Invoice Da' Less Than or '20.00', and 'Then' action 'Create Task' 'Call 1' '0 days before'. The fourth line has 'If' condition 'Days Past Invoice Da' Greater Than '20.00', 'And' condition 'Days Past Invoice Da' Less Than or '35.00', and 'Then' action 'Create Task' 'Call 2' '0 days before'.

Each Strategy is a series of conditions that work together to determine qualifiers. On the left side of each Strategy condition is an up arrow and down arrow to allow you to move up (or down) each particular condition. To select an entry, do check within the checkbox for that line. It is possible to select more than one row for the Copy or Delete actions.

All Dropdowns come pre-loaded with information. Available fields to be added in the 'Select Data' dropdown can be added in *Admin > System Setup > Strategy*. All User Fields added to Customer and Invoice screens will automatically be added to this dropdown. On the second line, there is a select dropdown list that contains the two words 'and' and 'or.' Select one to add a new requirement to the if statement. The Action dropdown list automatically loads all of the actions defined for use by the system.

The Value dropdown changes by what data value is selected. For example, when the Account Status data is selected, the value textbox is transformed into a dropdown list with all possible account status as items. *Due Date* transforms it into a DateTimePicker, etc.

Strategy Name:

<input type="checkbox"/>	If	Customer Balance	Greater Than	0	
<input type="checkbox"/>	And	Days Past Due	Greater Than	10.00	
<input type="checkbox"/>	And	Customer Sales Territ	Equal	TERRITORY 1	<input type="button" value="+"/> <input type="button" value="-"/>
	Then	Create Task	Call 1	1	days before
<input type="checkbox"/>	If	Customer Balance	Greater Than	0	
<input type="checkbox"/>	And	Customer Sales Territ	Equal	TERRITORY 2	<input type="button" value="+"/> <input type="button" value="-"/>
	Then	Create Event	Test	Primary	<input type="button" value="x"/>

When *Create Event* is selected for the action type, a box appears to select the Contact Types to send the letter. For all customers assigned to this strategy, the letter will send letters to all contacts assigned to the contact type(s) selected in the Strategy screen. If no customers are assigned the Contact Type, then no letter will send to that customer. Multiple Contact Types can be assigned in Strategy and on the contact.

When *Create Task* is selected for the action type, a days before number picker appears allowing the user to set how many days in advance a task is to appear on the calendar.

The checkbox located next to the *If* statement is used to delete lines, as noted in the previous section.

There are two buttons at the end of the line. The '+' button is used to add a new limiting requirement to the line. And the '-' button is used to take the last limiting requirement away from it. The '+' button will always be visible and have no restrictions. The '-' button will only appear if the '+' button has been used once or if the *If* statement has been reduced back to the one line.

Important Note: If an action has already been acted upon for the invoice, either user performed or strategy performed, the Strategy will never re-perform that particular Action for that Invoice.

For example: If a user went ahead and did the Call 1 action before the strategy does, then the strategy will never create the task to make Call 1 again.

If it is desired to see which instances potentially qualify, the following view can be used within the collect-IT database:

```

CREATE VIEW [dbo].[CS_RV_Task List] AS
    select i.InvoiceNum, i.customerNumber, case when ta.TaskStatusId=3 then
'Completed' else 'Open' end 'Status', ta.taskdate, ta.Description from CS_Task ta
    join CS_InvoicesTasks ita on ta.TaskId = ita.TaskId
    join CS_Invoice i on i.InvoiceId=ita.InvoiceId
    join CS_Customer c on c.CustomerNumber=i.customerNumber
GO

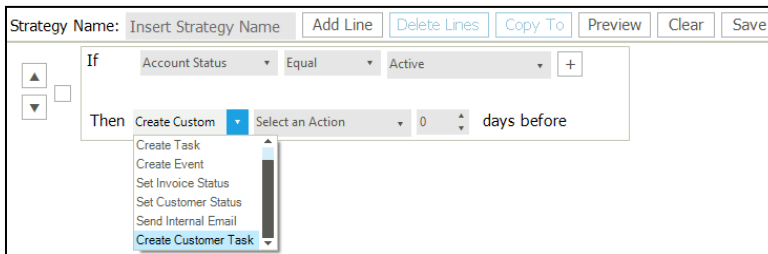
```

Customer Tasks from a Strategy

It is possible to create Tasks on a Customer directly from a Strategy. To do so, select the Create Customer Task option from the dropdown, as seen below.

When created, the Task will indicate an action or follow-up unrelated to a particular Invoice for the Customer. Double-clicking on these Tasks will take the user to the Customer Card.

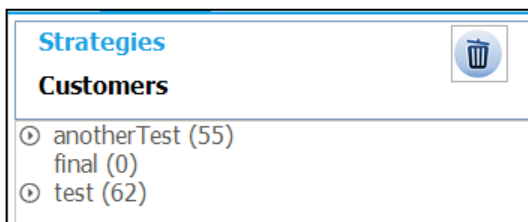
These Tasks cannot be automatically closed and must be manually completed by a user.



The Strategies which use Customer-based Task are ‘one-and-done.’ They will not run on a cycle but instead would be used within a created strategy which can be run for that customer once.

Customers Strategy Hierarchy

The left side of Strategy screen



The left section on the screen is primarily for information viewing. There are two screen selections, *Strategies*, and *Customers*. When the *Strategies* section is selected, all of the created strategies are displayed. These are the sub-nodes for

each customer that is assigned to that strategy. When the customer screen is selected, each Customer is shown with their assigned strategies as sub-nodes.

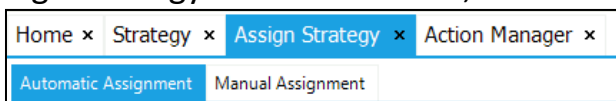
To edit a strategy, the user must first select the strategy name from the Strategy screen. Then a delete button will appear on the screen, meaning the strategy is editable now—all *If* statements and selections will appear on within section 2. To save changes to the strategy, select the *Save* button. Also, the delete button can be pressed to delete the strategy entirely. Once deleted, a strategy cannot be retrieved.

Strategies are run in two circumstances, both involving the data sync. The first being the automated Data Sync. A Data Sync is a set schedule that will run at the same time every day. The times to be run are controlled in *Admin > System Setup > Data Sync*. The other instance is hitting the Sync button in the **Admin** menu bar.

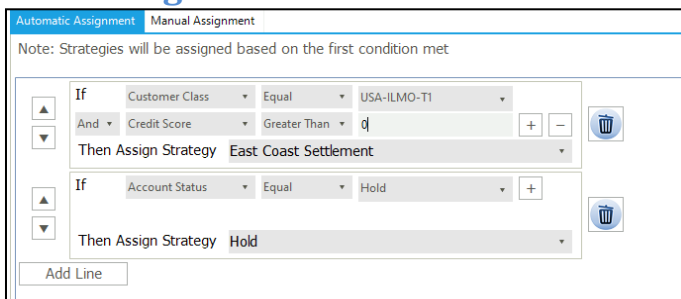
Assign Strategy Screen



The Assign Strategy has two sections, for Automatic or Manual Assignment



Automatic Assign

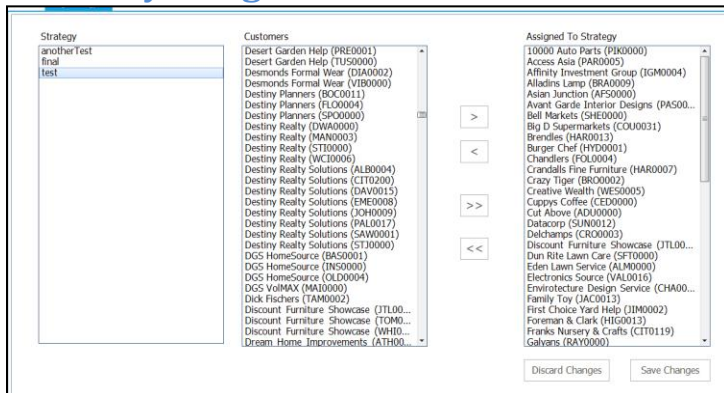


Within this screen, a user can set up specific criteria/conditions amongst the customers, which would automatically assign them to the Strategy specified.

Selecting *Add Line* button will allow the user to create additional conditions, with the *up* and *down* arrow buttons on the left side to adjust the priority of logic lines to run. To remove any entry, select the *Trash Can delete* button on the right.

Within a single Assignment, one can add additional conditions (with the *+ Add condition* button) and set them as AND/ORs with desired logic amongst the dropdowns.

Manually Assign



This screen is for assigning customers to strategies. Customers can be assigned to multiple strategies. First, to alter assignments, the user must click on a strategy. That loads all of the customers in the database into one of two lists. The First List is all customers who are not assigned to this strategy; the second is all customers who are assigned to the strategy.

When moving customers back and forth between the two lists, there are four button controls.



Moves all currently selected customers from the customer list to the assigned list.



All currently selected customers from the assigned list to the customer list (unassign).



Moves all unassigned customers from the customer list to the assigned list.



Moves all assigned customers from the assigned list to the customer list.

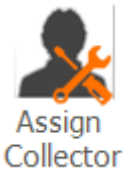
Discard Changes

Resets all changes that have been made to the assignments since the last save.

Save Changes

Saves all changes made to the assignments for the currently selected strategy. You must save changes to each strategy before moving on to the next one.

Assign Collector Screen



The **Assign Collector** screen is where one can select multiple customers and assign them to a collector or unassign them all together. This controls which users can see the specified customer(s) in their **Tasks**, **Portfolio**, and **Aging** screens. From these screens, they can be exported to Excel.

Automatically Assign

Within here, a user can set up specific criteria/conditions amongst the customers, which would automatically assign them to the Collector Assignment specified.

Selecting *Add Line* button will allow the user to create additional conditions, with the *up* and *down* arrow buttons on the left side to adjust the priority of logic lines to run. To remove any entry, one can select the *trash can delete* button on the right.

Within a single Assignment, one can add additional conditions (with the + Add condition button) and set them as AND/ORs with desired logic amongst the dropdowns.

Automatically Assign | **Manually Assign** | Unassign

Note: Collector will be assigned based on the first condition met

▲	If	Customer Class	Equal	USA-INMI-T2		
▼	And	Credit Score	Greater Than	50		
	Sele	Customer On Hold	Select Operat	On Hold	+	-
	Then Assign	Administrator				

▲	If	Customer Class	Equal	USA-INMI-T2		
▼	Sele	Account Status	Equal	Active	+	-
	Then Assign	Unassigned				

▲	If	Select	Select Operat	Insert a Value	+	
▼	Then Assign	Unassigned				

Add Line

Manually Assign

This tab is used when it is desired to reassign the customers to other Collectors manually. By default, selecting the *Collector Name* is the user you wish to assign customers to that are currently not assigned to any other collector directly (manually). Not specifying a customer in the *Customer Number* section assigns all currently unassigned customers to the selected collector.

Automatically Assign | **Manually Assign** | Unassign

Collector Name: Select

Enterprise: Any

Reassign

Customer Number: [Field] [Clear]

Or

Where: Class ID: Any, Sales ID: Any

Assign

Reassign – Checking this box, instead of the *Collector Name* being the user you are going to assign customers to, these changes to the collector you are assigning from. By default, this reassigns all customers unless they are specified in the *Customer Number* section. Click the ‘...’ button to select one or multiple customers. One can also specify conditions on the *Class ID* or *Sales ID* values of the customers

Automatically Assign | **Manually Assign** | Unassign

Collector Name: Select

Assign To: Select

Enterprise: Any

Reassign Temporary

Customer Number: [Field] [Clear]

Or

Where: Class ID: Any, Sales ID: Any

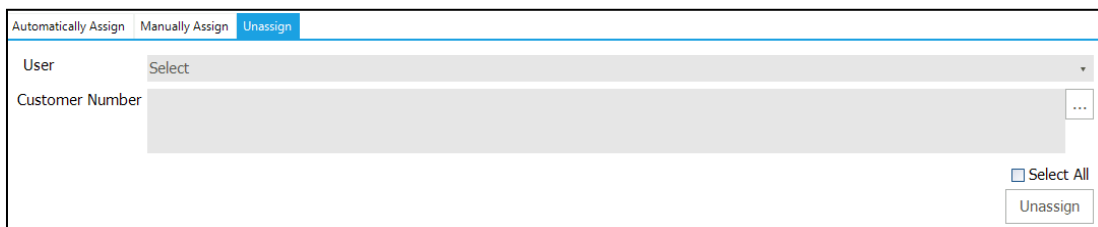
Assign

Temporary – Checking this box reassigns all customers, or those selected, temporarily. Select the date range you wish to reassign these customers.

When temporarily reassigned, the main portfolio of the customer and associated tasks remain with the original assigned user. The temp reassigned user can now search for the customer via the **Aging** screen and also the **Account Search** screen with *Assigned to Me* radio button. Temp reassignments can be used in the event of vacations, illness, etc.

Unassign

This section unassigns customers from their collectors. Doing so will make the customer assigned to no user. Customers can be unassigned either by selecting the customers individually to assign back or by unassigning all customers attached to that Collector.



The screenshot shows a software interface with three tabs: "Automatically Assign", "Manually Assign", and "Unassign". The "Unassign" tab is active. Below the tabs, there is a "User" dropdown menu with "Select" as the current selection. Below that is a "Customer Number" input field with a search icon (three dots) on the right. At the bottom right, there is a "Select All" checkbox and an "Unassign" button.

Collector Assignments

The right-hand section of the **Assign Collector** screen shows an overview of the number of customers that are assigned to each collector.

Collector Assignments	
Collector Name	Accounts Assigned
Contains: ▾	Contains: ▾
Unassigned	0
Administrator	3798
Mgr One	1
Rep One	320
Rep Two	120

System Setup Screen



System Setup Aging Buckets

The **Aging Buckets** determine how items are grouped based on how many days past due they are. Depending on how many days passed, the invoice due date determines which bucket, or group, they classify within.

	From	To	Label
▶ -2147483648	0		Current
1	30		1-30
31	60		31-60
61	90		61-90
91	120		91-120
121	150		121-150
151	2147483647		151+

When setting up the first bucket (*Current*), in the *To* field put the last day for this bucket (0), and in the *From* field put any number less than that value (-1 or lower). Doing this will change the value in *From* to the negative number shown above.

The buckets in between, make sure not to overlap buckets and also make sure every number is used only once throughout all buckets.

Ex: If one bucket is 31-60, make sure the next bucket starts at 61 and goes higher (or more days passed the due date).

When setting up the last bucket (151+ from example), in the *From* field put the first day of this bucket (151), and in the *To* field put any number greater than that value (152 or higher). Doing this will change the *To* value to the number shown above automatically.

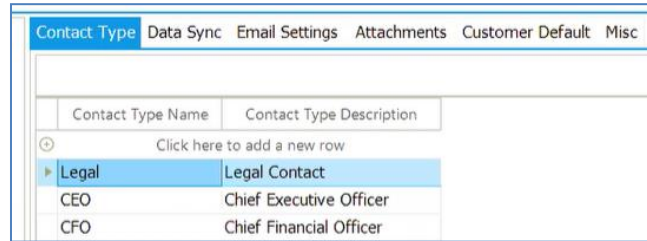
At the bottom of the Aging Buckets is the option to select that the Aging Buckets be calculated from the *Due Date* or the *Invoice Date* of the Invoice

Aging Buckets Calculated From:

Due Date Invoice Date

Contact Type

Contact Type drives the contacts to be used during any kind of automatic procedure initiated in collect-IT. It is used for sending letters through Strategy and monthly statements. This screen only manages which contact types to be available in the system.



Contact Type Name	Contact Type Description
Click here to add a new row	
Legal	Legal Contact
CEO	Chief Executive Officer
CFO	Chief Financial Officer

The automated portion of which contact types to use for each event is controlled:

- For *Monthly Statements* – **System Setup** > *System Setup* > *Customer Default*
- For *Strategy* – **Strategy** (and this is only available when using the ‘Create Event’ option)

Contact types can be assigned to each contact in the **Manage Contacts** tab of the **Work** screen for each customer. Multiple *Contact Types* can be assigned to each contact, and multiple contacts can have the same *Contact Type*. Monthly statements and strategy can both set multiple *Contact Types*.

To add a *Contact Type*, select the top row, and enter the *Name* and *Description*. To delete a *Contact Type*, right-click on the row and select ‘Delete Row.’

Data Sync controls when collect-IT talks with your database. When the sync occurs, data gets transferred from your collections database into collect-IT. There can be a total of 12 syncs that can be set up. Depending on the amount of data being pulled, data syncs can take 10-20 minutes. If multiple syncs in one day are set up, try to set data syncs at the very least 30 minutes between each other. During each sync, this does require memory, and system response times may be slower during the sync.

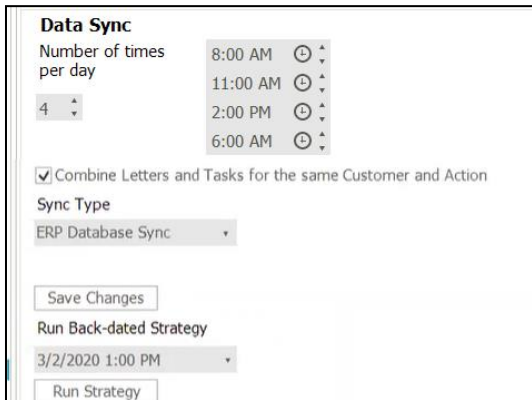
Sync pulls information such as:

- New Invoices, Credit Memos, Finance Charges, etc.
- Payments on Invoices, Credit Memos, etc.
- Information about the customer, including:
 - Contacts
 - Addresses

When the sync runs, it runs any Strategy associated with each customer. Strategies control the automated task and event creations. These creations are based upon the rules set up in the **Strategy** screen.

There is the option of specifying the *Sync Type* value, which can be set as either from the *ERP Database Sync*, which is directly from the database, or a *CSV File Sync*.

The *CSV File Sync* will occur from the path specified and is for those ERPs that do not have an active connection (for non-SQL ERPs).

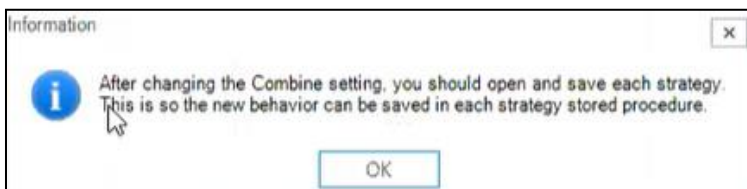


Combine Letters and Tasks for the Same Customer and Action

Combine Letters and Tasks for the same Customer and Action

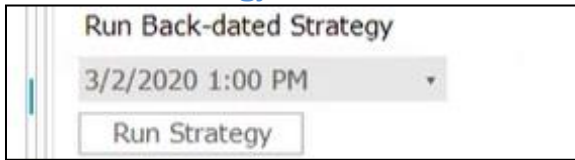
The checkbox option *Combine Letters and Tasks for the same Customer and Action* will default on all new installations of collect-IT but can be modified per preference. This feature allows consolidation of generated Letters and Tasks if it is for the same Action within the Customer.

WARNING: When changing (checking, or unchecking), this option will provide the user with an additional prompt:



After doing this change for this prompt (in either direction), it is then necessary to select each existing Strategy and select the *Save* option for it to have it 'comprehend' this change from the main Data Sync settings

Run Back-Dated Strategy



There is also a *Run Back-dated Strategy* feature where it is possible to they can set a date and time to run the strategy as if it was actually that time specified. This feature essentially is the Strategy replacing the current date (*GetDate()*) with the date specified in that field.

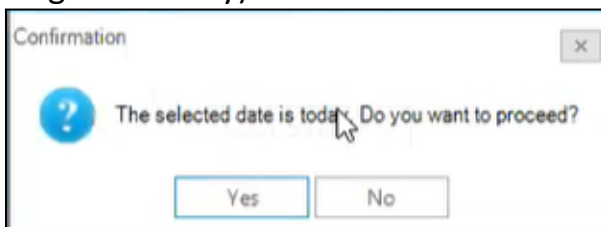
Use this featue if there is a sync issue or problem, in which these would get missed out on (as time had passed since when the date happened)

It should be noted that if the date is in the past, any payments, checks, etc. since then would NOT be ignored- the process will still use the current state of the invoices (regardless of the date used).

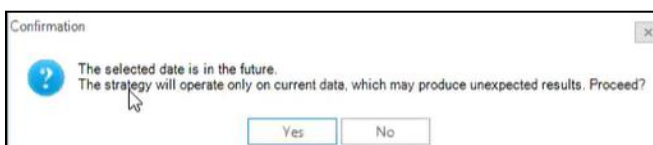
When utilizing this feature, it will run and send out any related emailing logic as well (so if the *Email Queue* feature is not implemented/activated for collect-IT, it will just auto-send out any qualifying instances).

Any instance which is a manual run (of using this feature) will ultimately write a record to a SQL table named *CS_StrategyRun*

With this feature, there are specific user inputs which may not be desirable (such as running it on today):



Or in the future:



Email Settings

The email settings must be set up correctly to have emails sent out of collect-IT. The email set up is the email address which letters, invoices, and statements are sent from. The credentials are dependent upon the security of the company. Some instances may only require *Email*, may need *Email* and *Password*, may need *Username* and *Password*, or all three may be required. All emails sent from collect-IT are sent from this email address.

Email Settings		
Network	Credentials	
Host	smtp.gmail.com	
Port	587	
Use SSL	Yes	
<input type="checkbox"/> CC Address	Email	dynavistic.noreply@gmail.com
<input type="checkbox"/> BCC Address	Username	Username
<input type="checkbox"/> CC Sales Person	Password	Password
<input type="checkbox"/> Send From User Email	Confirm	Password
<input type="checkbox"/> User Email as Reply To	Sync Error	gus@dynavistics.com
<input type="checkbox"/> User Email as BCC	<input type="checkbox"/> Send Emails from Local Outlook	
Letter Archive Location	<input type="checkbox"/> Read Receipt	
	<input type="checkbox"/> Delivery Receipt	
	<input checked="" type="checkbox"/> Enable Email Queue	
Test Changes Save Changes		

Enable Email Queue, when selected will allow the users to add a step in between the system generating the email and then automatically sending the email. To allow manual review/intervention, if the user wants to manually review each email before an email gets sent out from here. For additional details with this feature, please see the **Queue Screen** section within the **collect-IT User Guide** document

Email Settings		
Network	Credentials	
Host	smtp.gmail.com	
Port	587	
Use SSL	Yes	
<input type="checkbox"/> CC Address	Email	dynavistic.noreply@gmail.com
<input type="checkbox"/> BCC Address	Username	Username
<input checked="" type="checkbox"/> CC Sales Person	Password	Password
<input type="checkbox"/> Send From User Email	Confirm	Password
<input type="checkbox"/> User Email as Reply To	Sync Error	gus@dynavistics.com
<input type="checkbox"/> User Email as BCC	<input type="checkbox"/> Send Emails from Local Outlook	
Letter Archive Location	<input type="checkbox"/> Read Receipt	
	<input type="checkbox"/> Delivery Receipt	
	<input checked="" type="checkbox"/> Enable Email Queue	
Test Changes Save Changes		

It should be noted with some of the following options, that certain email provider types (for both source and recipient destination) do have particular rules restricting this concept. In these instances, it may not allow or actually 'achieve' what is specified within these options.

Additional options on email settings include:

CC Sales Person will copy Sales Person assigned to the customer or invoice in the ERP System

Send from User Email will have it sent 'from' the user in collect-IT (and not the regular email)

User Email as Reply To means if a customer replies to a received collect-IT email, it will then go to this email (not necessarily the 'user from')

User Email as bcc allows at least the collect-IT user the ability to confirm what has been sent out and for keeping records

Read Receipt collect-IT attempts to determine if the email gets read, please send an email back to 'this' (*again*, some users may reply 'no' on this, and certain email clients do not support this 'reply back' functionality)

Delivery Receipt is similar to above, except that this is the 'receipt' from the client's email server (and not the individual).

Read and Delivery Receipts will go back to the main (*Credentials Email* value) and not to the user. If a 'read receipt' is received, it is not provided back to the sender directly.

Instead, it may be necessary to have to obtain from the email of the central Credentials Email, not from any other specific Inbox

In these instances, it may be necessary to have to look to the inbox of the central email system.

Currently, there is not a direct solution for this—but it can be possible for a customer to create software to read this inbox (with the potential to 'write' back into our tables)

Letter Archive Location is a feature that will create a copy for onto the specified path for whenever the system emails or prints a letter, it will save a copy of that letter in PDF format.

This feature can be used with manual and automatically generated emails.

This feature can be used with both strategies and statements.

This feature also can be used with anything which goes within the Print queue.


Normal, non-statement letters will have the format:

yymmdd-<customerNumber>--<TemplateName>--<LetterID>.pdf

Statements will have the format:

Statement--yymmdd-<customerNumber>--<TemplateName>.pdf

If this setting is left blank, collect-IT will just not do this Archive feature.



Attachments tab is used to specify and configure attachment format and location if attachments are used within a collect-IT email

Send Formal Letter checkbox to determine if an attachment will be included with emails or not

There are two selections available for Attachment Type, one each separately for *Invoices* and *Statements*

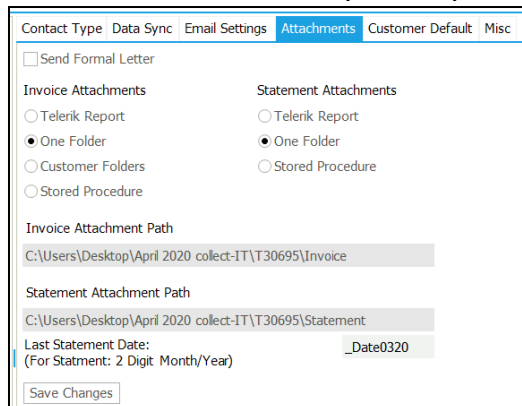
Telerik Report for the standard Telerik reports, generated by collect-IT through Adobe.

One Folder is used for utilizing documents from a particular folder, based on the location specified within. The *Last Statement Date* field can be used to specify if a custom string suffix is within each filename.

Customer Folders for provided all Invoices customers who are configured with folders named by customer numbers (containing all invoices related to that customer within that folder)

Stored Procedure for instances that would be used with customizable solutions to provide/derive the Attachment path.

Both Invoices and Statements will have their specific path used for that file.



Stored Procedure while the most customizable, will require custom procedures to be used (one if this is used for Invoices, one for Statements)

With Invoices or Statements, each would need to have created its own custom stored procedures created within your collect-IT database: *GetInvoicePaths* and *GetStatementPath*

The proc for each must return just one column, which must be the path to the invoice. This proc can provide multiple paths per invoice and can be as flexible for the customer to determine how best to utilize it.

These will need to be created as it will not get created by default

A basic example/template for this is as follows:

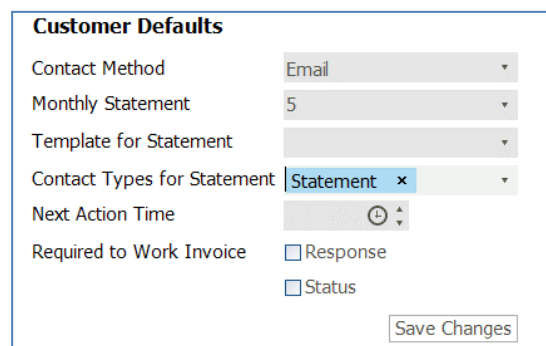
```
create procedure GetInvoicePaths @InvoiceID int
AS
    --Must return one column, can be one or multiple rows (paths) to the file
    per invoice
    --Basic Example:
    select ThePath from ThatTable where InvoiceID = @InvoiceID
    --select 'C:\Users\MySystem\blah.pdf'
GO

--One document per Invoice
--@InvoiceID = Invoice ID from the collect-IT system

create procedure GetStatementPath @CustomerID int
AS
    --Must return one column, can be one or multiple row (path) to the file per
    invoice
    --Basic Example:
    select ThePath from ThatTable where CustomerID = @CustomerID
    --select 'C:\Users\MySystem\blah.pdf'
GO
```

Customer Defaults are used to control information around the sending of monthly statements. This section determines what day of the month to send the statement on, which letter to use, and who will receive the letter.

Monthly Statement – This is the default day of the month for all customers to send a statement with all outstanding invoices. This feature will send a statement to all customers who have outstanding invoices and also are not Opted Out of Monthly Statement. The day of the month, and the



The screenshot shows a window titled "Customer Defaults" with the following settings:

Contact Method	Email
Monthly Statement	5
Template for Statement	
Contact Types for Statement	Statement
Next Action Time	
Required to Work Invoice	<input type="checkbox"/> Response
	<input type="checkbox"/> Status

Save Changes

Opt Out option, can be changed on the individual customer if desired on the **Work Screen > Details tab**.

Template for Statement – Identifies which Letter Template to be used in sending the monthly statement and can be created in the **Letter Template** screen.

Contact Types for Statement – Multiple Contact Types can be selected at once. When the statement is sent, each contact with the Contact Type selected in this screen will receive the letter. To manage the Contact Types for each customer, this must be done on the **Work Screen > Manage Contacts tab**.

Next Action Time – Allows specification for what time of day to default Next Action values.

Required to Work Invoice – Checkbox options to specify (separately) if *Response* and *Status* values are required to work the Invoice within collect-IT

Misc tab is used for additional miscellaneous options, used for the configuration for Reporting, Outlook, and other integrations.

UNC Path to Telerik Reports
\\localhost\c\$\Program Files (x86)\Dynavistics\CollectIT\ProjectFiles\FrontEndObjects\Reports

Outlook Version Outlook Task Representation Action for Payment Skip tasks
 On Premises Appointment [Dropdown]
 Web / Office 365 Task

Show Unapplied/Overpaid Documents with Customer Unpaid Invoices

Save Changes

User Fields are each customizable and optional for the use of your company. Unlimited User Fields can be added at each of the three levels. To Add/Edit/Delete User Fields, no one else can be in the system.

The three different levels are all located on the **Customer Work** screen:

- Customer – **User Fields** tab (left side)
- Invoice – **Unpaid Invoices** tab and Paid Invoices tab (right side)
- Payments – **Payments** tab (right side)

Along with the three locations for the user field, five different data types can be assigned to each field: *Checkbox*, *Date*, *Time*, *Decimal* (up to 10 decimal places), and *String* (open text).

Screen Name	Field Name	Data Type
cust_check	cust_check	Checkbox
▶ cust_dec	cust_Dec	Decimal
cust_date	cust_date	Date
cust_time	cust_time	Time
cust_string	cust_string	String

Before creating fields, do think about the order in which the fields are to be displayed. Once created, they cannot be moved around. Newly created fields will be placed at the end of the list, cannot be inserted into a specific position. For example, Date and Time fields can go hand-in-hand with each other, so they might want to be placed next to each other if they are related.

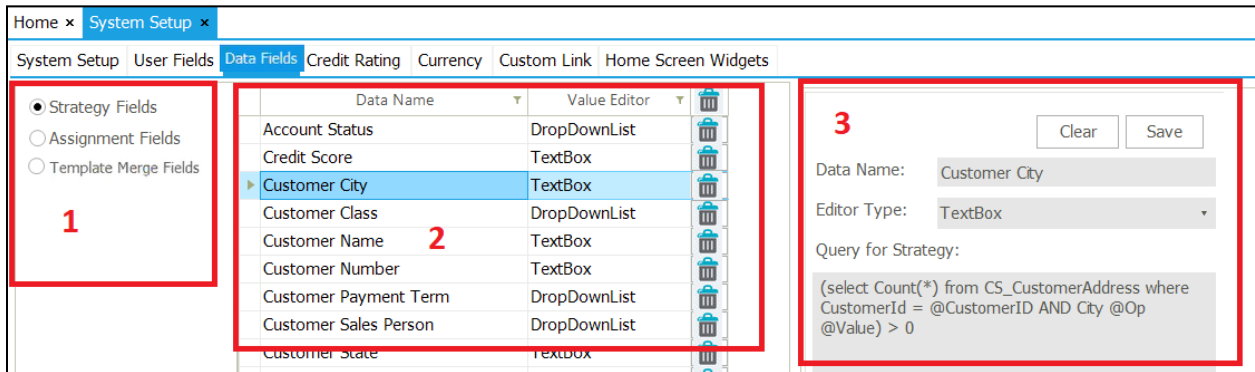
- 1) To start, select the location of where to add the field
- 2) Enter the *Field Name* – This is the database name. Use only alphanumeric values with an underscore if needed. Do not use any spaces as this will hinder the automatic Strategy components that get created once the User Field is saved.
- 3) *Screen Name* – What will be displayed to the users. Any combination of text with spaces can be entered here.
- 4) *Data Type* – Checkbox, Date, Time, Decimal or String
 - a. Decimal allows you to control the number of decimal places is stored (0 – 10 decimals)
- 5) Only for String fields, there is *Hyperlink* and *File Attachment* as additional options.
 - a. *Hyperlink* – When clicked on the user field, it will open the designated web page.
 - b. *File Attachment* – When clicked, the user will open the designated file path. Keep in mind the user selecting it must have the appropriate privileges to access the drive to access the file.
- 6) After entering all required fields or editing a previously created User Field, click *Save*.
- 7) *Clear* – To clear all information on that right portion of the screen. If a current User Field is being edited, click *Clear* first before creating a new field, as it will overwrite the previous field.

- 8) A list of all User Fields for the selected location (Customer, Invoice, Payments)

When Deleting, double-check the correct field was selected. When any field is deleted, all data associated with that User Field will be lost.

Data Fields

Within here, one can select the data field types for a strategy. It is possible to specify each/all of the fields that are used within here.



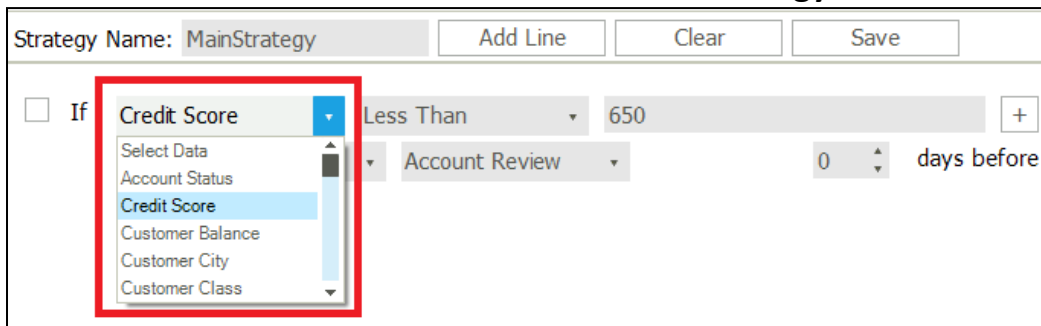
This screen provides multiple purposes:

1) Default Strategy

When new customers are added into collect-IT through the **Data Sync**, a default Strategy can be automatically assigned to all of them. Only one Strategy can be selected at a time, or if no Strategy can be selected, then none will be automatically assigned one.

2) Strategy Data Field control

These fields control the data to be evaluated on the **Strategy** screen.



This dropdown comes pre-loaded with several items, but can be added at any time. User Fields created for Customer and Invoice locations (not Payments), automatically get added to the list.

3) Data Element

In the far-right section of this screen, data elements can be specified for data type and be added manually.

However, this does require SQL knowledge and also the database table structure of collect-IT. This particular section is essentially a *Select* statement to pull the single field to be evaluated.

The following is a query that can be used to pull the Account Status from collect-IT:

```
(select accountstatus from CS_Customer where CustomerId = @CustomerID) @Op @Value
```

When creating fields, the query has to be linked to either the Customer or the Invoice. *CustomerId = @CustomerID* or *InvoiceID = @InvoiceID*. All of the elements with @ are case sensitive and must be typed exactly as described below:

- @CustomerID
- @InvoiceID
- @Op
- @Value

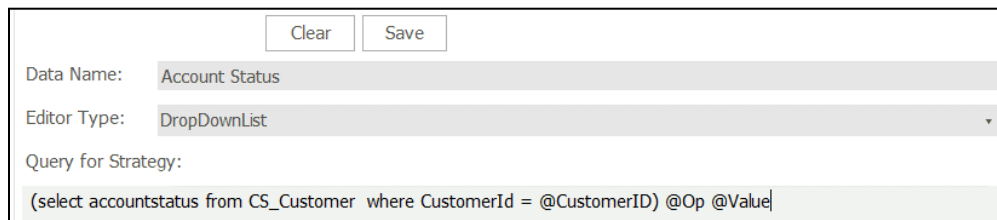
After each select query, it needs to be followed by @Op @Value. It will insert the “Less Than,” “Greater Than,” etc. into the query and also the value inserted as well.

```
(Select ... Where ...) @Op @Value
```

Any field can become a data element, even fields in other databases.

If the database is called “TWO,” (Select FieldName from TWO..TableName Where...)

Now that the data element to be compared is set up, it is possible to determine now what type of values it is being compared. (Editor Type in image)



	Clear	Save
Data Name:	Account Status	
Editor Type:	DropDownList	
Query for Strategy:	(select accountstatus from CS_Customer where CustomerId = @CustomerID) @Op @Value	

Available Types:

- TextBox
- DropDownList
- DateTimePicker
- SpinEditor

TextBox and *DateTimePicker* are straightforward and do not require additional information

SpinEditor is a number picker, and you can select the number of decimal places that display. Up to 10 decimal places can be selected.

DropDownList requires the most additional information.

Display:	Name
Value:	StatusId
DropDown Value Query:	<code>select StatusId, Name from CS_Status where IsCustomerStatus = 1 Order By Name</code>

Display – The values or description that will display in the dropdown list

Value – The Primary Key values that are being evaluated

DropDown Value Query – This is the SQL query that populates the dropdown list values.

<input type="button" value="Clear"/> <input type="button" value="Save"/>	
Data Name:	Account Status
Editor Type:	DropDownList
Query for Strategy:	<code>(select accountstatus from CS_Customer where CustomerId = @CustomerId) @Op @Value</code>
Display:	Name
Value:	StatusId
DropDown Value Query:	<code>select StatusId, Name from CS_Status where IsCustomerStatus = 1 Order By Name</code>

Credit Rating

There are two sections on this screen, **Percentile of Sales** and **Average Days to Pay**. These affect the *Custom Rating* fields located in the **Details** tab of the customer **Account** screen. The left value is for *Percentile of Sales*, and the value to

Strategy Name: MainStrategy	<input type="button" value="Add Line"/>	<input type="button" value="Clear"/>	<input type="button" value="Save"/>	
<input type="checkbox"/> If	Account Status	Greater Than	Active	<input type="button" value="+"/>
	Create Task	Account Review	Active	before
			Hold	
			Inactive	

the right is for *Average Days to Pay*. It can be used as a display purpose to display the effectiveness of the customer.

Summary	Details	User Fields	Assi
Custom Rating			/ A

Percentile of Sales is designed to provide a rank (rating), for the total sales of the customer when compared to all customers in collect-IT, including all invoices (paid and unpaid). This concept is calculated by:

$$\text{Total sales of customer} / \text{Total sales of all customers} = \text{Percentile of Sales}$$

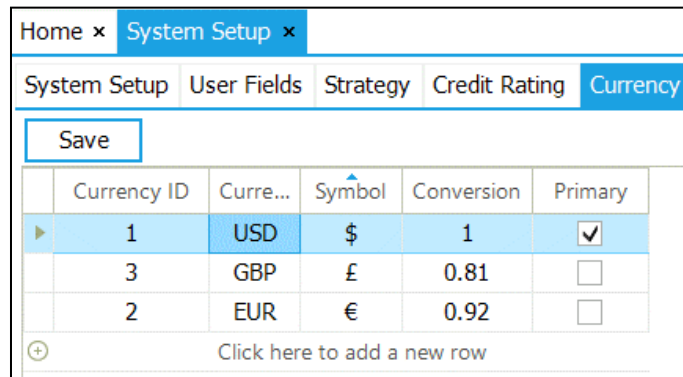
Percentile of Sales	
▶ 20	A
10	B
5	C
1	D

Average Days to Pay provides a rating, or rank, for the average number of days it takes for a customer to pay their invoices past the Due Date. This feature only looks at invoices that have been paid off completely. The lower the number of days it takes to pay, the better the rank they should have.

Average Days to Pay	
▶ 15	A
30	B
45	C
90	D

Currency

This setting is where all currency options are displayed. The *Default Currency* is the currency that some financial information will be displayed. As a default, the only available currencies are the US Dollar, Euro, and British Pound, but for additional currencies, one can select the *Click here to add a new row* link



	Currency ID	Curre...	Symbol	Conversion	Primary
▶	1	USD	\$	1	<input checked="" type="checkbox"/>
	3	GBP	£	0.81	<input type="checkbox"/>
	2	EUR	€	0.92	<input type="checkbox"/>

⊕ Click here to add a new row

The currency on each invoice and payment individually will maintain its original currency regardless of the Default Currency. If there are any groupings of customer data (Total Amount Due, Remaining Balance, Total Unapplied Amount, etc.), then all invoices and payments will be converted to the Default Currency.

The *Conversion Rates* are the exchange rates between the three currencies. These must be updated frequently to ensure accurate financial data among multiple currencies.

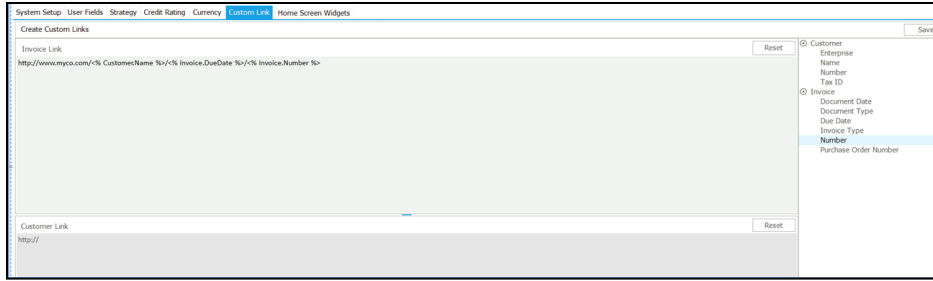
Custom Link

This feature is for configuring the linkage with collect-IT to the CRM or Document Management System.

It allows the URL/Links to be configured with content from the Customer and Invoices in collect-IT, to provide the ability to have the links match systems.

The *Invoice Link* and *Customer Links* are shown with their sections, and you can type in the link as is specified for your implementation.

Left-click-and-drag the objects on the right into the text of the links at left. When completed, press the *Save* button in the upper-right corner of this screen.



Home Screen Widgets

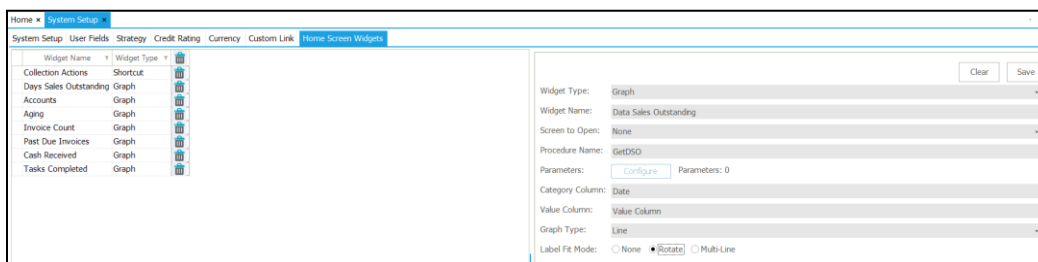
This screen is utilized for building out KPIs visuals for configuration for users Home pages within collect-IT

The widgets are NOT user-specific and instead configured (as an Admin) for all users of collect-IT.

It is possible to adjust appearances for the graphs shown, including removing any which are not desired for the users.

These Widgets can contain graphs or shortcuts and can be configured or customized with specified stored procs, which display data from a customized SQL View.

*Please see the separate **Creating a Customized Widget** document for additional details on creating a customized Widget for the Home Screen.



Action Manager Screen



This entire section controls the values in the **Work Invoice** screen for a selected customer. This section represents the workflow of the available actions to take upon the customer. For every action, you can control the available **Next Actions**, **Responses** from the customer, and any customer **Dispute**.

Action Taken	Select	Invoice Number	PINVO
	Action	Description	
Contact	Account Review	Check to see if any credits, pick ups, refunds, or disputes need to be applied	
Response	Call 1	First call to customer	
	Call 2	Second call to customer	
Status	Call 3	Third call to customer	
	Collection Letter 1	Sent collection letter 1	

Invoice Actions

Everything listed in this table is possible actions and *Next Actions* a user can perform against a customer's invoice(s).

To make changes to this workflow, you must start by selecting an *Action Name* on the left side of the screen.

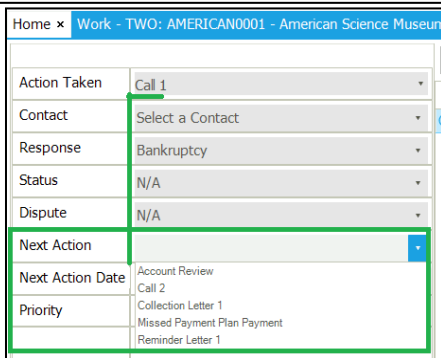
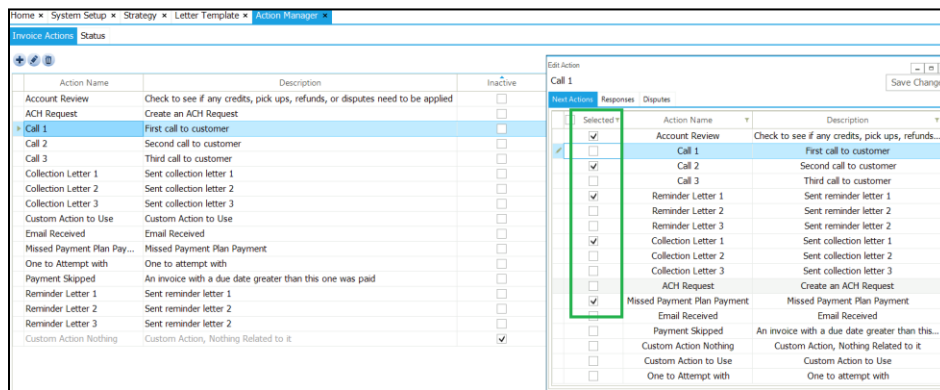
Home x System Setup x Strategy x Letter Template x Action Manager x			
Invoice Actions			Status
Action Name	Description		Inactive
Account Review	Check to see if any credits, pick ups, refunds, or disputes need to be applied		<input type="checkbox"/>
ACH Request	Create an ACH Request		<input type="checkbox"/>
Call 1	First call to customer		<input type="checkbox"/>
Call 2	Second call to customer		<input type="checkbox"/>
Call 3	Third call to customer		<input type="checkbox"/>
Collection Letter 1	Sent collection letter 1		<input type="checkbox"/>
Collection Letter 2	Sent collection letter 2		<input type="checkbox"/>
Collection Letter 3	Sent collection letter 3		<input type="checkbox"/>
Custom Action to Use	Custom Action to Use		<input type="checkbox"/>
Email Received	Email Received		<input type="checkbox"/>
Missed Payment Plan Pay...	Missed Payment Plan Payment		<input type="checkbox"/>
One to Attempt with	One to attempt with		<input type="checkbox"/>
Payment Skipped	An invoice with a due date greater than this one was paid		<input type="checkbox"/>
Reminder Letter 1	Sent reminder letter 1		<input type="checkbox"/>
Reminder Letter 2	Sent reminder letter 2		<input type="checkbox"/>
Reminder Letter 3	Sent reminder letter 2		<input type="checkbox"/>
Custom Action Nothing	Custom Action, Nothing Related to it		<input checked="" type="checkbox"/>

By selecting (double-clicking) an action, the **Edit Action** screen appears, showing the available **Next Actions**, **Responses**, and **Disputes**, which are each displayed within their respective tabs on this screen.

These tabs reflect the next steps (separately for the *Next Action*, *Responses*, and *Disputes* fields) a user can specify on the invoice when working it from the **Work Invoice** screen.

In this tab, it is possible to use the *Selected* column to specify which other values as eligible for use when selected (signified by a checkbox in the *Selected* column) or will be specified as not selectable by any users (unchecked). It is also possible to modify an existing row's *Response Name* or *Response Description* values (by just clicking within and modifying)

In the below example, the values selected in **Action Manager** for **Next Action** for *Call 1* are then reflected as the eligible *Next Actions* within the **Work Invoices** screen



For every **Invoice Action**, similar to **Next Action**, you also have the option to control what **Responses** and **Disputes** from the customer are available.

In the below screenshot example, “*Call 2*” is the selected *Invoice Action*. The *Responses* specified as eligible for this “*Call 2*” are signified with their checkbox (and those unselected are not there are the **Work** screen)

Selected	Response Name	Response Description
<input checked="" type="checkbox"/>	Needs Duplicate In...	Need duplicate Invoices
<input checked="" type="checkbox"/>	Needs Statement	Need Statement
<input checked="" type="checkbox"/>	Disputes Invoice	Dispute
<input type="checkbox"/>	Money on Way	Already Paid - Money has been sent
<input type="checkbox"/>	New Parent	New Owner (parent)
<input checked="" type="checkbox"/>	Bankruptcy	Bankruptcy
<input checked="" type="checkbox"/>	Exception	There is an exception to the process
<input type="checkbox"/>	Missing Information	Incident is missing information
<input type="checkbox"/>	Hold Status	Concerned Account Reason Codes
<input type="checkbox"/>	N/A	Does Not Apply
<input type="checkbox"/>	Other	Other

Action Taken	Call 2
Contact	Select a Contact
Response	Bankruptcy
Status	Bankruptcy Disputes Invoice
Dispute	Exception Needs Duplicate Invoices
Next Action	Needs Statement

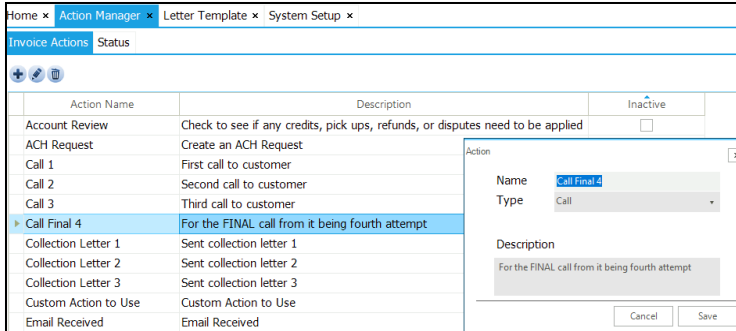
For *Responses* and *Disputes*, it is also possible to create new entries within each by selecting the *Click here to add a new row option* where then you can type in the new desired name and description values.

Selected	Dispute Name	Description
<input checked="" type="checkbox"/>	Shipment Issues	Customer needs proof of shipment...
<input checked="" type="checkbox"/>	Missing Items	Missing Items in order
<input checked="" type="checkbox"/>	Damaged	Order was damaged
<input checked="" type="checkbox"/>	Returned	Item(s) returned
<input checked="" type="checkbox"/>	Price Concern	Concern over price
<input checked="" type="checkbox"/>	N/A	Does Not Apply

If it is desired for these new items to display in the dropdown menus too, it is necessary to do an additional step afterward: double-click on that *Action*, locate the new item they just added and put the checkmark in it as well.

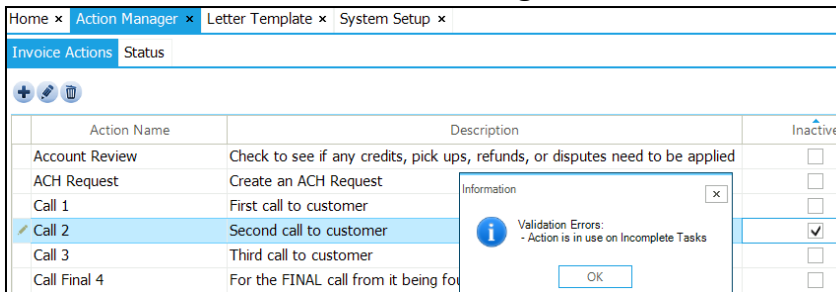
Within these screens, when done making any changes to retain select *the Save Changes* button in the upper-right corner.

It is possible to rename the actual Invoice Action by selecting the Edit (🔧) icon.



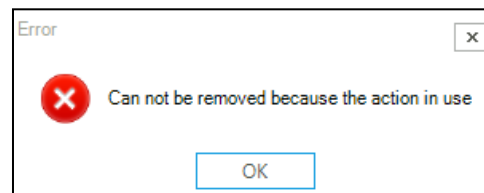
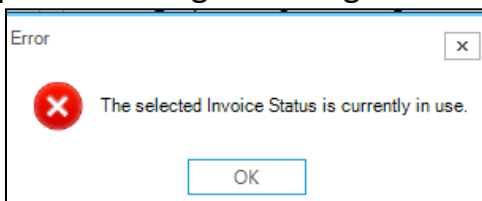
It is also possible to create new Invoice Actions by pressing the Add (+) icon

It is possible to specify any *Invoice Action* as Inactive, which will make it no longer available for user selection but will NOT remove it out of the database historically. If the Action is in use with an Incomplete Task, a prompt will appear, preventing this from occurring as it is necessary to first assign a different action to those Tasks or to close them out before making it inactive.



To remove an Invoice Action select the Delete (🗑️) icon

Invoice Action and Statuses (covered in the next section) can attempt to be deleted, provided there are no invoices using those items. If there are, an appropriate message will be given:



In this scenario, if it is still desirable to remove that Action, then it will be necessary to remove it within the database directly.

CAUTION, going down this route with this process needs to be done very carefully as there could be foreign-key dependencies when attempting this via SQL scripts.

If unsure of the process or content here, please reach out to Dynavistics on what change or customization would need to be done for removal.

Status

The Status screen controls the available status options that can be placed on both the Invoice

This screen controls all available statuses that can be placed on an invoice. The Invoice Status can be selected when performing an Action on the **Work Invoice** screen.

Customer Status	Name	Description	ActionType	View On Home Screen
<input type="checkbox"/>	Dispute	Invoice is in dispute	Dispute	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Lien	Lien has been placed against com...	Legal	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sold	Company has been sold	Other	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Partial Payment	Partial Payment has been applied...	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SIF	Settled in Full	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Paid	Invoice has been paid	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Declined	Payment was Declined	Other	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NSF	Payment was NSF	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bad Debt	Written off to bad debt	Special	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Pre Legal	X days until Written off to bad debt	Legal	<input checked="" type="checkbox"/>

Status

Status Name:

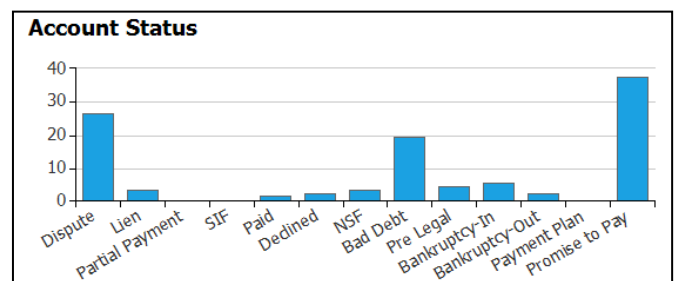
Status Description:

Is a Customer Status:

Status Type:

Display On Home Screen:

If the checkbox is checked under the *View on Home Screen* column, then that status type will show up in the **Account Status** graph on the **Home** screen. Notice in the example that the Sold status is unchecked and will not show in the graph. To add a new status, make sure to click *Clear* first, so you aren't editing a current status. Then type the *Name*, *Description*, and *Status Type*. 'Show On Home Screen,' if checked, this will show in the **Account Status** graph on the **Home** screen.



Customer Status

On this screen, it is also possible to specify status values for the Customer Account directly. Statuses.

The logic for this is in the Status tab within the Action Manager.

Customer Status	Name	Description	ActionType	View On Home
<input type="checkbox"/>	Dispute	Invoice is in dispute	Dispute	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Lien	Lien has been placed against com...	Legal	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sold	Company has been sold	Other	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Partial Payment	Partial Payment has been applied...	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SIF	Settled in Full	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Paid	Invoice has been paid	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Declined	Payment was Declined	Other	<input checked="" type="checkbox"/>
<input type="checkbox"/>	NSF	Payment was NSF	N/A	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bad Debt	Written off to bad debt	Special	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Pre Legal	X days until Written off to bad debt	Legal	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bankruptcy-In	Customer filed bankruptcy	Legal	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bankruptcy-Out	Customer came out of bankruptcy	Legal	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Hold	Orders are on hold	N/A	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Active	Account Actively in Collections	N/A	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Inactive	Account is Inactive	N/A	<input type="checkbox"/>

The field to where you can select the *Account Status* is located on the **Details** tab of the customer **Account** screen. A particular status cannot be deleted if the status is currently in use by any customer.

Letter Template Screen



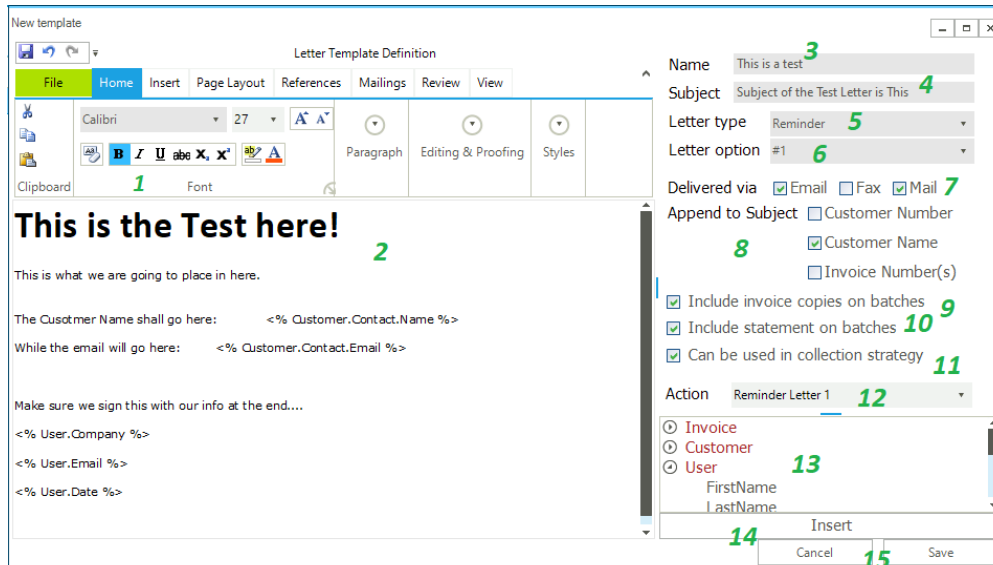
Letter Template is functionality to define and store the possible emails that will be used for the collector. This screen has two tabs (*Templates and Logos*) in which each concept can be specified for the Templates listed.

Templates

Template Name	Delivery Methods	Action	Invoice Copy	Statement Copy
Reminder Letter1	Email, Mail	Reminder Letter 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reminder Letter2	Email, Mail	Reminder Letter 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monthly Statement	Mail	Monthly Statement	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Within the Templates section, there are options to **Create** (+), **Edit** (🖋️), and **Delete** (🗑️) the highlighted Template entry below.

When creating or Editing, a **Letter Template Definition** screen will appear. To start with is the **Template** tab for this screen (noted in the upper-right corner)

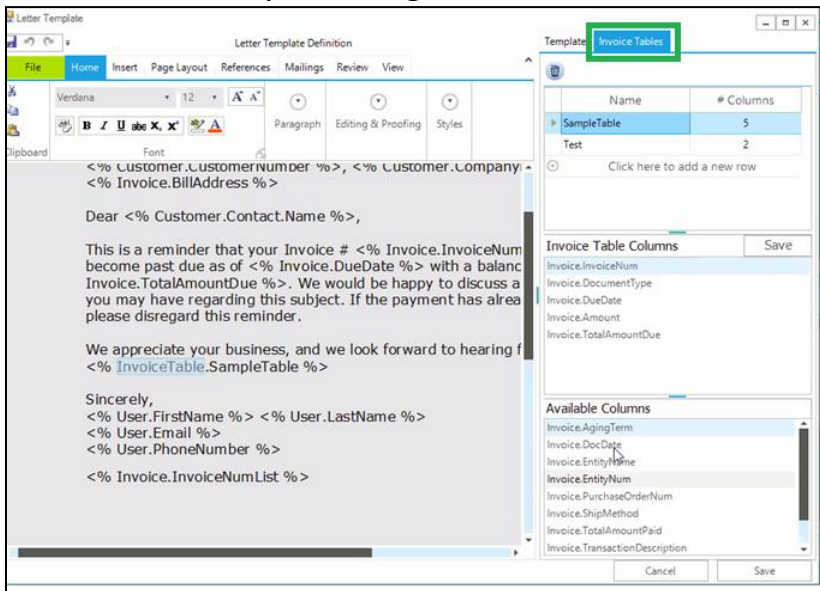


1. Within this screen, in the upper-left corner is the Word ribbon helper. This user control is with functionalities similar to most Microsoft Office applications.
 2. The *Body* area: there you will put the body text and the dynamics fields (drag and drop from 12). The dynamics Fields MUST be between the tags <% field %> if you break that structure, the system will be incapable of replacing it.
 3. *Name* of the template
 4. *Subject* for the email
 5. *Letter type*: choose from the existing types defined in the Template Configuration
 6. *Letter option*: choose from the existing types defined in the Template Configuration
 7. Letter Template *Delivery Method*
 8. *Append to Subject*: to determine which (including more than one selection) for the Customer Number, Customer Name, and Invoice Numbers to the subject of the Letter Template
- Select the attribute you would like to append to the subject. Do please note that the subject field may be too long if multiple invoices are sent in a singular email.

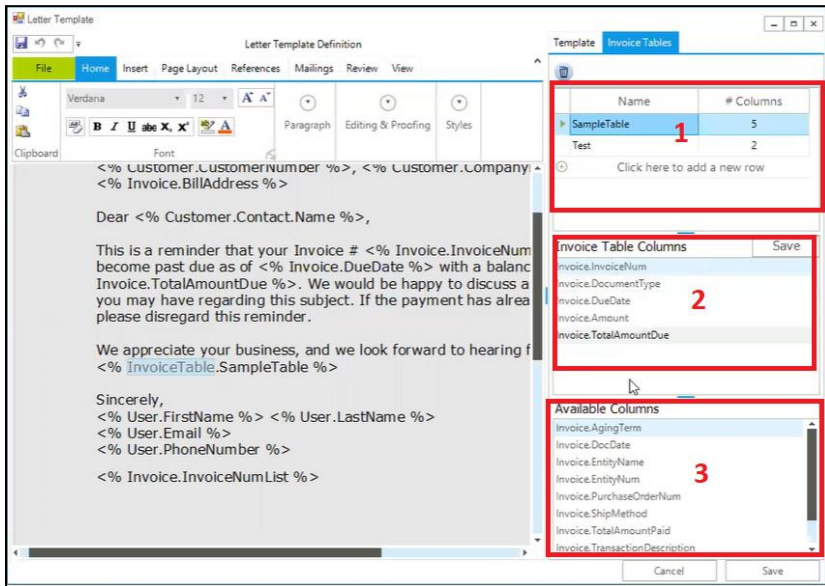
9. *Invoice Copies on batches*: determine if the invoices will be attached to the email, but just for batches, for send letter manual, the send letter screen will ask this again.
10. *Statement on batches*: determine if the statement will be attached to the email, but just for batches, for send letter manual, the send letter screen will ask this again.
11. *Can be used in collection strategy*: determines if this template can be used in collection strategy service.
12. *Related Action*: when the user selects this action in the WS automatically, the send letter screen will appear with this template.
13. Dynamically items for drag and drop, in the send letter screen, this item names will be replaced with the according to data. The configurable items came from the metadata related to the Invoice class. The red style items are the actual objects and cannot be used (only their attributes within). All User Fields can be included here, including *Invoice Tables* (which will be detailed below)
14. The *Insert* button used to insert the object (within Item 13 above) within the body of the Letter template.
15. When completed modifying the Template, be sure to *Save* or *Cancel* what was adjusted.

Invoice Tables in a Template

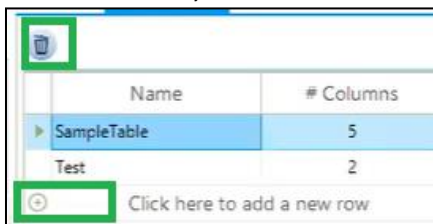
In addition to the ability to indicate Templates as noted above, it is possible to include Invoice tables by selecting this tab on this screen



The *Template Table* allows us to have multiple invoices related to the customer included within the results.



1) To add a new Table, select the + button for the new row within this section. From here you can have one, or multiple Invoice tables to configure; to remove any of these tables, select the *Trash* icon



WARNING: When removing an Invoice Template using the Trash Can here, it should be noted that there is NO confirmation prompt for this button, and any templates which use this will be replaced with a blank line instead of the table.

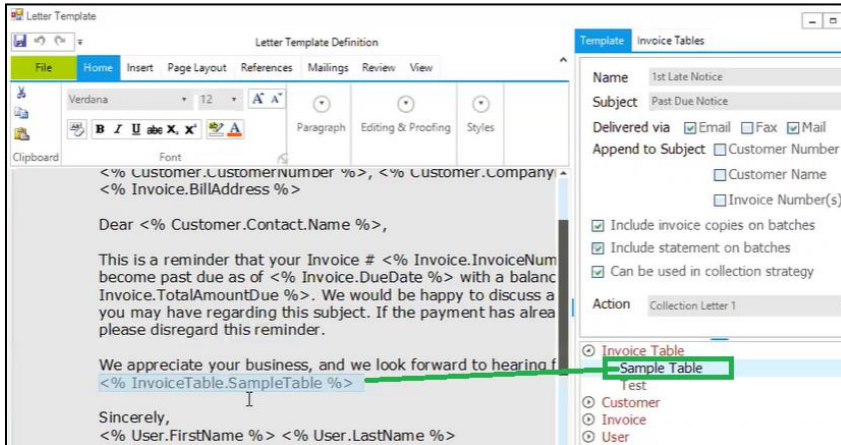
2) Each Invoice Table will need to be specified and configured. The *Invoice Table Columns* section will show which columns will be visible within this Invoice Table. The order of the properties in this pane is essential, as that will reflect the order of the columns in this table:

Top-to-bottom equates to left-to-right within the table.

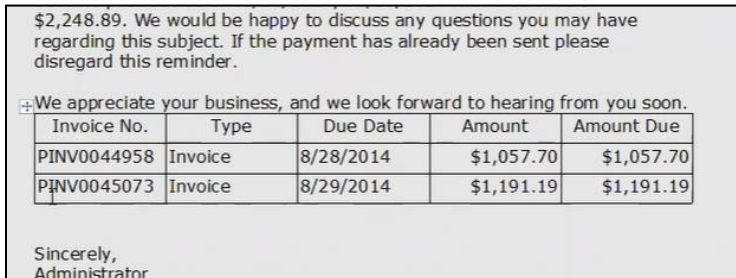
To add/remove columns from here, interact with the *Available Columns* section below

3) The *Available Columns* allow you to click and drag additional columns to be included in the Invoice Table Columns section, which will be included within the Invoice Table to be shown

To then utilize this table, go back to the **Template** tab, where you can utilize these fields the same as a standard field by click and dragging it into the *Letter Template*



Within a Letter, this Table will convert to show one or more Invoices as configured.

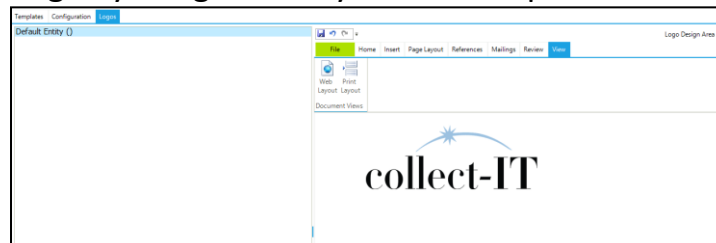


Logos

This screen allows you to insert/create custom logos for use within your Templates and letterheads within collect-IT.

Within the *File* section, one can *Open* and select a specific logo within MS Word format

Also, customizations can be done with this within the *Logo Design Area* and can be started by pasting any image directly within this pane



Sync Button



Hitting the Sync button runs the sync that makes the collect-IT database and your collections database talk to each other and transfer data. This button also runs any Strategy items assigned to customers. The **Sync** button is the manual trigger where the **Data Sync** section on the **System Setup** screen is the automated path.

Depending on the amount of data being pulled, data syncs can take 10-20 minutes and could be longer. If multiple syncs in one day are set up, try to set data syncs at the very least 30 minutes between each other. During each sync, this does require memory, and system response times may be slower during the sync.

Sync pulls information such as:

- New Invoices, Credit Memos, Finance Charges, etc.
- Payments on Invoices, Credit Memos, etc.
- Information about the customer, including:
 - Contacts
 - Addresses

Errors Button



This button is to signify unattended errors

If this button is greyed out, it means there is no active Error.

If this button is in Red, depending on the Category or Error given, it may be necessary to do additional actions.

The *ObjectId* can refer to different things based on the *ErrorTypeId*

- | | |
|---|-------------------------|
| 1 | Sync Error |
| 2 | Strategy Error |
| 3 | Email Format Error |
| 4 | User Email Format Error |
| 5 | Outlook Task Error |

The only error type that a user can fix directly in the collect-IT is #3.

For this, please double-click on the Email Format Error within the Error logs window, and the system will open the *Manage Contacts* window with the email that needs to be corrected.

For the rest of the errors, the user should review to see if it is necessary to make changes in the connected ERP system -or- within the email client -or- look at the Sync error logs.

If additional research or troubleshooting is needed from this error, please open a support ticket with us.

You can reach us by contacting technical support from Dynavistics by phone at (813) 642-7230 or e-mail support@dynavistics.com

Do include within this ticket the error message and Sync logs so we can better investigate.