dynavistics

User Guide

collect-IT

Customer Technical Support

Technical support from Dynavistics is simple. With an active maintenance agreement, support is unlimited and available to Resellers and Customers alike. We can communicate via telephone, email, web conference, or other means. Beyond FAQs and product manuals available on our website, we prefer for all customers to utilize their Resellers for support, as the customer's Reseller is familiar with all third party products. However, we will also provide direct support as requested. Without an active maintenance agreement, no technical support is offered.

As always, user input into improving this product, constructive feedback, or technical ideas are always appreciated and highly encouraged. At Dynavistics, we want to hear your input. So drop us a line whenever you feel like it.

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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

Logging In

To open collect-IT, you will need to locate the collect-IT link from your Start menu or desktop—double-click on the icon from the desktop or single-click from the *Start* menu to open the software.

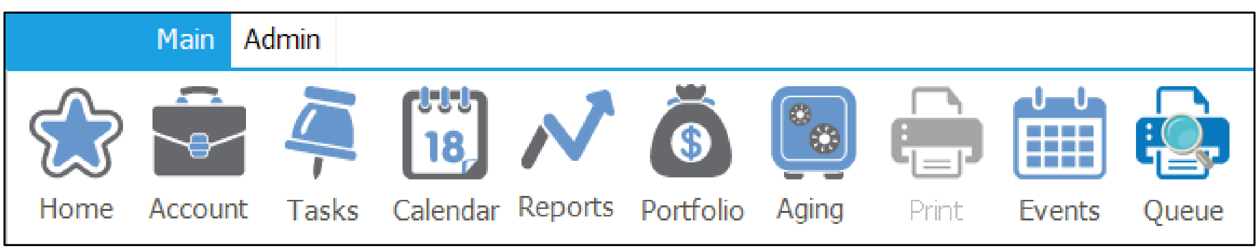
<u>Steps</u>

1. Enter your *Username* and *Password*
2. Select which server to *Connect To*
3. Login
4. Logging into collect-IT will bring you to the ***Home*** screen
5. To cancel login, click the X in the upper right corner

If you cannot remember your login credentials:

1. Click *Forgot Password?* and enter your username and email address in the popup
2. Select *Request Login*
3. An email will be sent to you with a temporary password to log in
4. Change the temporary password to a new permanent password

Menu Functionality

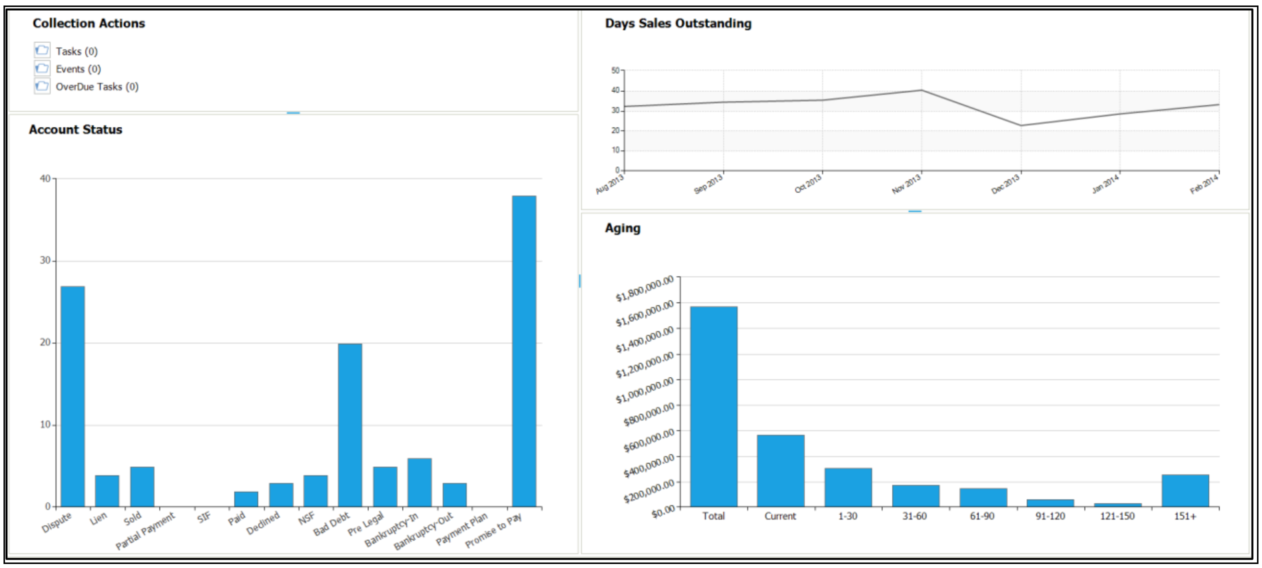


The menu is split into two sections – **Main** and **Admin**. The **Main** menu contains items for day-to-day tasks in collect-IT for users at all levels. Clicking on a menu item will open the respective screen. The **Admin** menu contains items for configuring collect-IT functionality, creating users,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

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

Home Screen

The ***Home*** screen is comprised of a dashboard showing four sections of summary information: Collection Actions, Account Status, Days Sales Outstanding, and Aging.



Collection Actions – Shows open and overdue tasks assigned to the user

Clicking any folder opens ***Calendar*** screen

Account Status – Shows a graph of the number of accounts separated by status

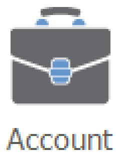
Clicking this section opens ***Portfolio*** screen

Days Sales Outstanding – Trend of the average number of days outstanding

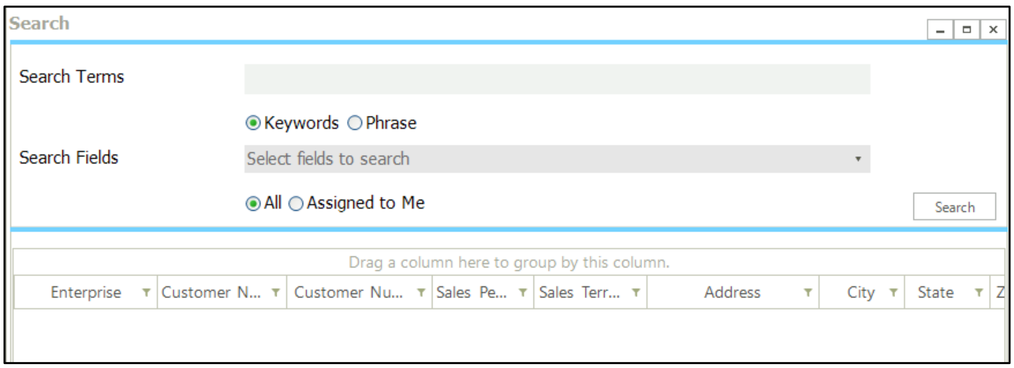
Aging – Shows the sum of invoice amounts, assigned to the user logged in, in each of the aging buckets

Clicking this section opens ***Aging*** screen

Account Search Screen



Clicking on the ***Account*** screen will take the user to the *Account Search* screen as seen below:



Typing in the content within the *Search Terms* field will be the desired term to be searching. The search term will be a keyword or phrase searched within each of the *Search Fields*. There can also be conditions for if the search is for all entries, or only assigned to the user.

Within *Search Fields*, one can select one or more fields to search for within the data.

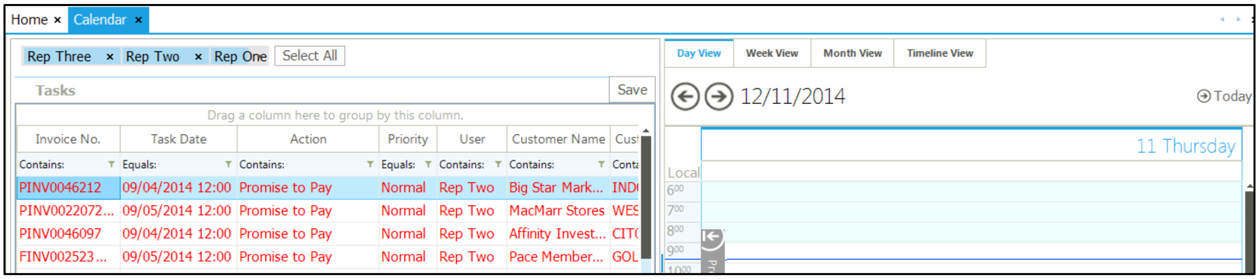
All searches are a "contains" search meaning that the system will search for any record containing the string in the search field(s).

For example, if the user types 'Oak' for the Address field, the system would return records that contained Oak St and Oakland St.

The user can also select whether to return all accounts or only accounts assigned to the user logged in.

Double-clicking on any row will open the customer ***Account*** screen for the customer selected—please see the ***Customer Account Information*** section below for more details on this screen and functionality.

Calendar Screen

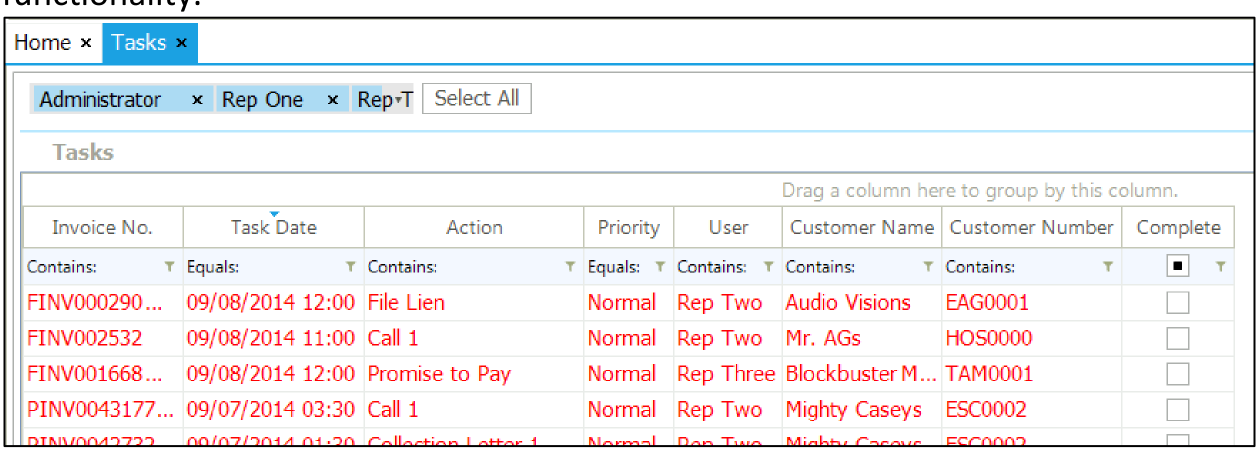


Along with the calendar, this screen also contains the user's task list. This task list displays incomplete tasks due today or prior. Past due tasks will be displayed in red. The calendar portion displays incomplete tasks due in the past, present, and future.

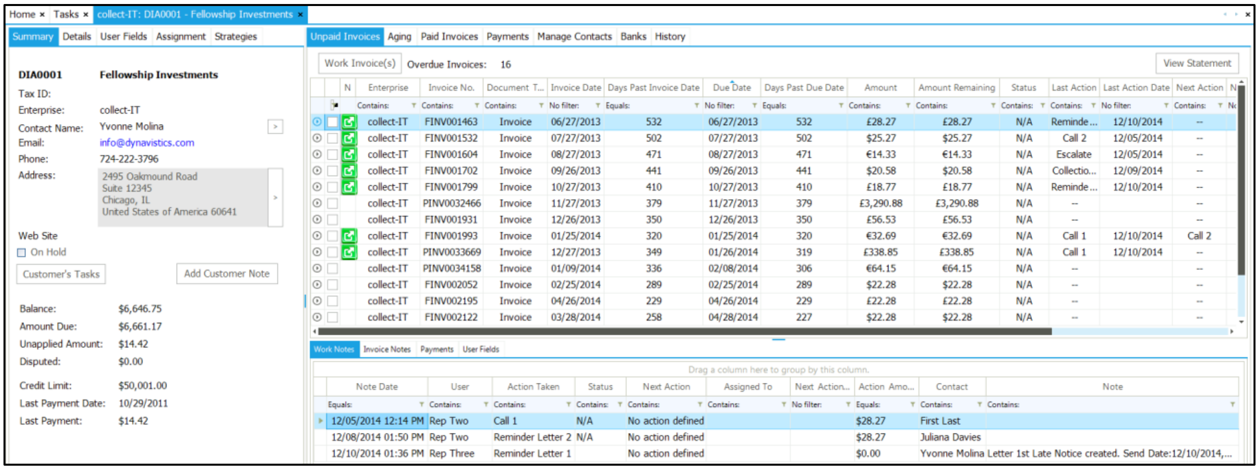
Double-clicking on any task or calendar event will open the associated customer ***Account*** screen. The ***Account*** screen will auto-select the invoice items associated with the task.

Tasks Screen

The ***Tasks*** screen is the same as the ***Calendar*** screen, minus the calendar functionality.



Customer Account Screen



The Account screen displays all the information about a customer account. It is split into two panes that can be resized using the slider bar.

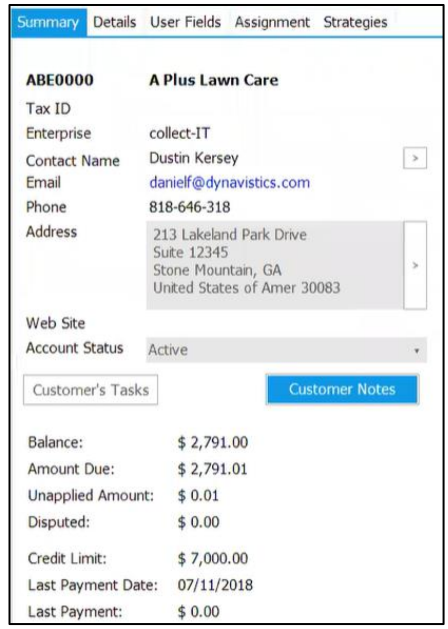
The left pane contains:

Customer Summary
Customer Details
User Fields
Assignment Information
Strategies Assignment

The right pane contains:

Unpaid Invoices
Invoice *Aging*
Paid Invoices
Payments Detail
Manage Contacts (Customer Contact Information)
Banks (Customer Bank Information)
History (Task History and Notes)
Payment Plans

Customer Information Summary



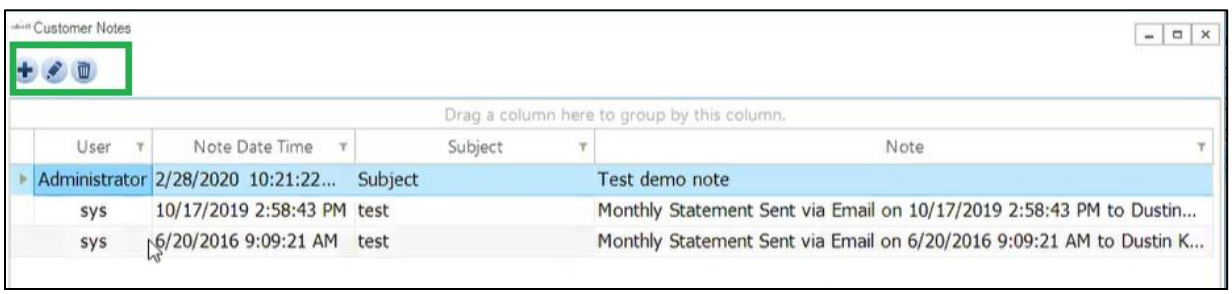
The first tab on the left side is the **Customer Summary**, which contains essential contact and overall balance information for an account.

The contact, phone, and address fields are scrollable using the right arrow buttons. The currently displayed *Contact Name* is the primary contact for the customer. Cycling through the names changes the Primary contact. If a customer is placed on hold, the contact information will be displayed in red font.

Customer Notes – Notes about the customer can be added here. Any notes added will be displayed in the **History** tab of the current screen. Notes added here will contain a Note Type of 'Customer Note.'

Clicking on this button will provide a popup that will allow the user to view the ***Customer Notes*** related to that customer.

Within here, there is the ability to Add ( ), to Edit ( ), and Delete ( ) these Customer Notes within.



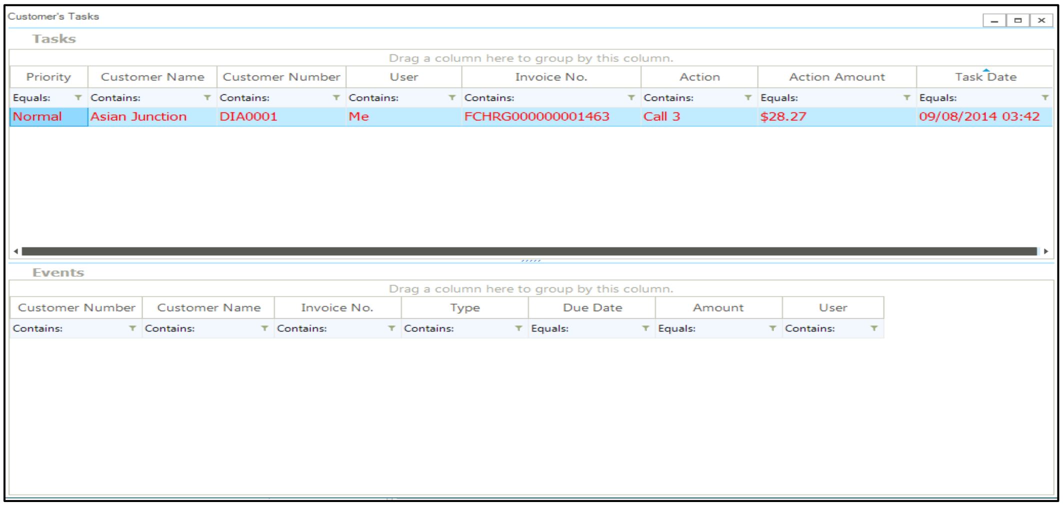
The *Customer Notes* button will be in blue if the customer has any "Interesting Notes" assigned to them

"*Interesting Notes*" is essentially anything created by the user and not system-generated (in the above instance this is the "*Test demo note*")
Most anything "Uninteresting" would include notes created by the 'sys' User. These would be things from the "Monthly Statement…" "Customer Opt-Out…"

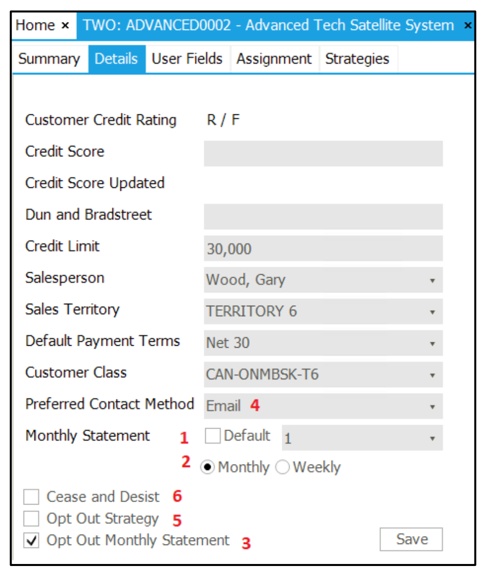
For customers without any of these "Interesting Notes," the *Customer Notes* button will be indicated in white.

Customer Notes will be visible within the *Invoice Notes* tab and the *Contact's History* tab. These can also be sorted and filtered

The *Customer's Tasks* button will display all open Tasks (top section) or Events (bottom section) for the selected customer.
As throughout collect-IT, past due tasks are displayed in red.



Customer Details



The **Customer Details** tab contains credit management fields, including credit ratings, credit score, D&B numbers, and payment terms.

1. *Monthly Statement* - There is an option to send a statement to your customer automatically. The statement will include all outstanding invoices for the customer. Having the checkbox checked will select the default calendar day for the statement to send. The default day can be controlled through *Admin > System Setup > Customer Default.*
   If you wish to change the day for a specific customer that isn't the Default day, uncheck the box and select the calendar day in the dropdown list.

If a day of the month selected doesn't exist in the current month (31st is selected but 30 days in the current month), then the statement will send on the last day of the month.

Note: If changes are made to the day the statement is to send, statements will not send that same day. Example: Today is the 2nd, the day to send the statement was just changed to the 2nd, the statement will not send till next month. However, if the statement is changed to the 3rd, then it will send tomorrow.

2. *Monthly, Weekly* – These Radio buttons determine when statements are sent out automatically (Monthly or Weekly). If *Weekly* is selected, a list of days is present within the *Monthly Statement* dropdown (labeled as 1 in the screenshot above) list, and here you can select a day when you want statements to go out every week.

3. *Opt Out Monthly Statement* – When checked, the customer will not receive an automated monthly statement at any time.

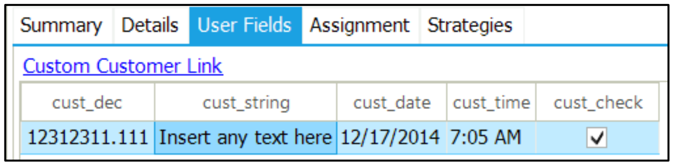
4. *Preferred Contact Method* – The selection chose controls how all automated events are performed, including for Monthly Statements and Strategy.
    - Email – The events will send an email to the designated contacts with the assigned Contact Type in Manage Contacts.
    - Mail – This will proceed to print out all documents to where the customer is affected by the events. The printer
    - Fax – Does nothing

5. *Opt Out Strategy* – when checked, the customer will be excluded from any automated collection strategy activity.

6. *Cease and Desist* - when checked, the customer will be excluded from any automated collection strategy activity. Also, if a user creates a manual customer interaction, the system will display a warning message.

User Fields

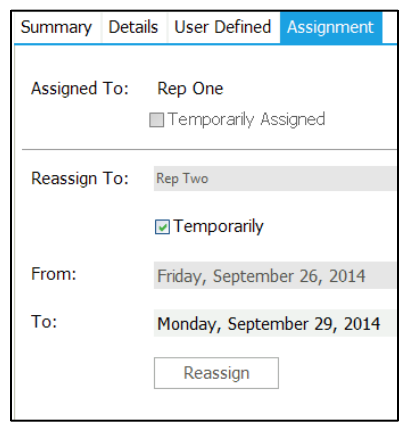
These fields are entirely optional and customizable and can be used at the discretion of the company.



The fields displayed are about the customer. The five different field types which can be available: *Number with Decimals, Date, Time, Checkbox,* and a *String* (open text). There are unlimited User Fields that can be available at one time. Editing any field will automatically save the information input. These fields can be added or deleted in *Admin > System Setup > User Fields*

These fields will default as read-only but can be enabled for modification by an Admin user. Please see the ***Security Settings*** section in the ***collect-IT Admin Guide*** for details on how to adjust this permission.

Assignment

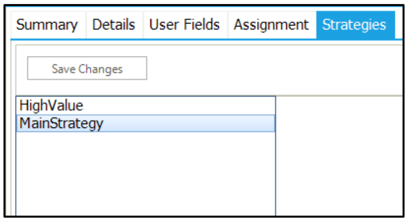


Customer accounts can be reassigned to other users from this screen. When reassigned, the customer's portfolio and associated tasks transfer to the newly assigned user.

Customer accounts can also be reassigned temporarily. When temporarily reassigned, the 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* button. Temp reassignments can be used in the event of vacations, illness, etc.

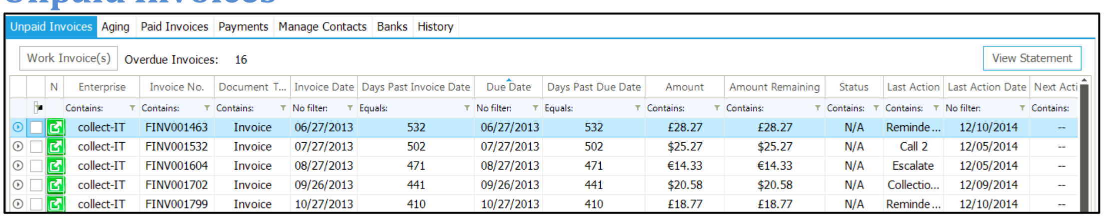
Strategies

These are the predefined set of rules that can be assigned to customers. These strategies can auto-create tasks and events (including sending emails). One or more strategies can be selected at a time for each customer. These can be set up in the ***System Admin*** screen.



Customer Account Information

Unpaid Invoices



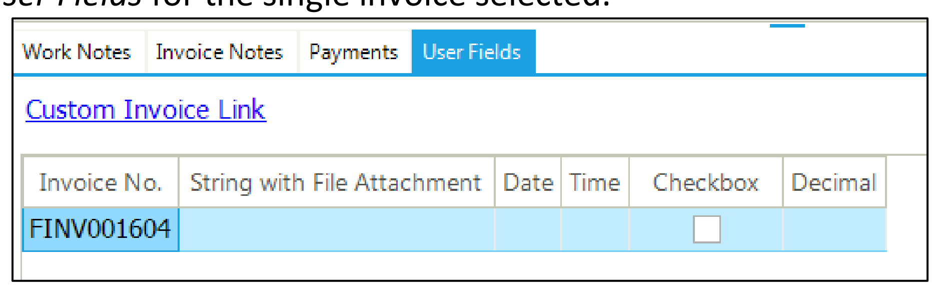
N	Enterprise	Invoice No.	Document T...	Invoice Date	Days Past Invoice Date	Due Date	Days Past Due Date	Amount	Amount Remaining	Status	Last Action	Last Action Date	Next Acti
	Contains:	Contains:	Contains:	No filter:	Equals:	No filter:	Equals:	Contains:	Contains:	Contains:	Contains:	No filter:	Contains:
	collect-IT	FINV001463	Invoice	06/27/2013	532	06/27/2013	532	£28.27	£28.27	N/A	Reminde...	12/10/2014	--
	collect-IT	FINV001532	Invoice	07/27/2013	502	07/27/2013	502	$25.27	$25.27	N/A	Call 2	12/05/2014	--
	collect-IT	FINV001604	Invoice	08/27/2013	471	08/27/2013	471	€14.33	€14.33	N/A	Escalate	12/05/2014	--
	collect-IT	FINV001702	Invoice	09/26/2013	441	09/26/2013	441	$20.58	$20.58	N/A	Collectio...	12/09/2014	--
	collect-IT	FINV001799	Invoice	10/27/2013	410	10/27/2013	410	£18.77	£18.77	N/A	Reminde...	12/10/2014	--

This tab displays all unpaid invoices for a customer, regardless of aging.

Clicking the *Invoice Number* shows an image of the invoice.

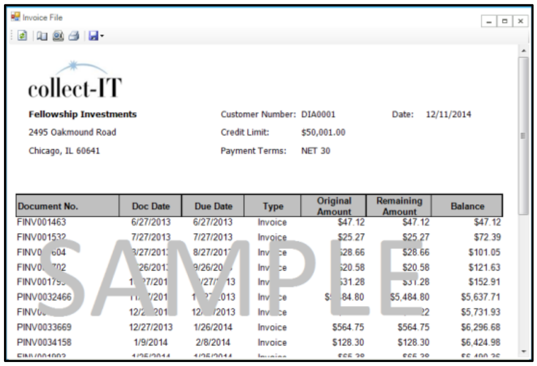
Clicking on the arrow to the left of the invoice number will toggle open the event and task history for the invoice. Any activity performed on the invoice will be marked with a note icon .

Clicking on a record will show the available *Work Notes, Invoice Notes, Payments,* and *User Fields* for the single invoice selected.



Information saved in the User Fields section will be about the specific invoice chosen. Five different field types can be available: *Number with Decimals, Date, Time, Checkbox,* and a *String* (open text). There is an unlimited number of User Fields that can be available at one time. Editing any field will automatically save the information input. These fields can be added or deleted in ***System Setup*** in the **Admin** menu.

View Statement – Opens another window to view an overall statement for the customer. The statement shows all open invoices.



Document No.	Doc Date	Due Date	Type	Original Amount	Remaining Amount	Balance
FINV001463	6/27/2013	6/27/2013	Invoice	$47.12	$47.12	$47.12
FINV001532	7/27/2013	7/27/2013	Invoice	$25.27	$25.27	$72.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	$28.66	$101.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	$20.58	$121.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	$152.91
PINV0032466	[illegible]	[illegible]	[illegible]	[illegible]	$5,484.80	$5,637.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	$5,731.93
PINV0033669	12/27/2013	1/26/2014	Invoice	$564.75	$564.75	$6,296.68
PINV0034158	1/9/2014	2/8/2014	Invoice	$128.30	$128.30	$6,424.98

From the **Unpaid Invoices** section, the ***Work Invoice*** screen can be accessed. The invoice(s) you wish to work on must be selected by the checkbox. Click *Work Invoice(s)* to continue working.

Aging

Unpaid Invoices | Aging | Paid Invoices | Payments | Manage Contacts | Banks | History

Invoice No.	Current	1-30	31-60	61-90	91-120	121+
PINV0032466	£0.00	£0.00	£0.00	£0.00	£0.00	£3,290.88
PINV0033669	£0.00	£0.00	£0.00	£0.00	£0.00	£338.85
PINV0034158	€0.00	€0.00	€0.00	€0.00	€0.00	€64.15

The *Aging* tab displays all open invoices for the selected customer by aging bucket configuration.

Paid Invoices

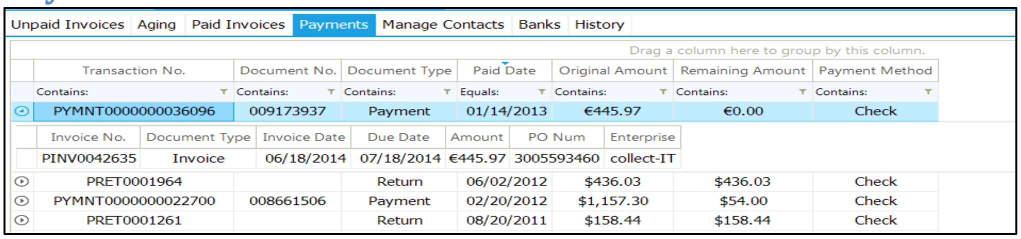
Unpaid Invoices | Aging | Paid Invoices | Payments | Manage Contacts | Banks | History

N	Enterprise	Invoice No.	Invoice Date	Document Type
	collect-IT	PINV0002304	11/01/2011	Invoice

Transaction No.	Document Number	Document Type	Payment Date
PYMNT0000000006323	007662802	Payment	08/02/2010

This *Paid Invoices* tab displays details of all invoices that have been fully paid off for the customer. Toggle open the Invoice record to view all payments applied to the invoice.

Payments Detail



Unpaid Invoices | Aging | Paid Invoices | Payments | Manage Contacts | Banks | History

Drag a column here to group by this column.

Transaction No.	Document No.	Document Type	Paid Date	Original Amount	Remaining Amount	Payment Method
Contains:	Contains:	Contains:	Equals:	Contains:	Contains:	Contains:
PYMNT0000000036096	009173937	Payment	01/14/2013	€445.97	€0.00	Check

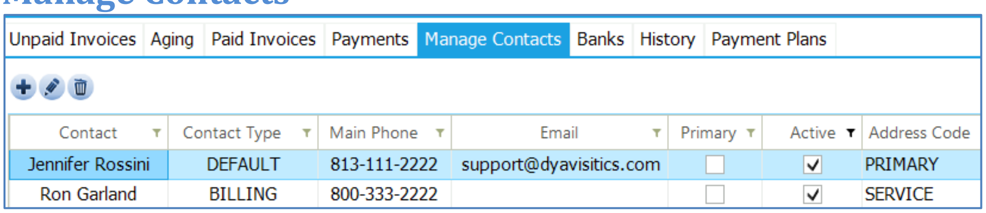
Invoice No.	Document Type	Invoice Date	Due Date	Amount	PO Num	Enterprise
PINV0042635	Invoice	06/18/2014	07/18/2014	€445.97	3005593460	collect-IT

Transaction No.	Document No.	Document Type	Paid Date	Original Amount	Remaining Amount	Payment Method
PRET0001964		Return	06/02/2012	$436.03	$436.03	Check
PYMNT0000000022700	008661506	Payment	02/20/2012	$1,157.30	$54.00	Check
PRET0001261		Return	08/20/2011	$158.44	$158.44	Check

The **Payments** tab shows all payments associated with this customer and how they have been allocated to the invoice(s).

- *Original Amount* shows the total amount of the payment.
- *Remaining Amount* shows the amount that has not been applied to an invoice yet. If the remaining amount is 0.00, then the entire payment has been applied
- Clicking on the arrow on the left side of the row will expand the view and display the invoice(s) and the amount applied to the invoice(s).

Manage Contacts



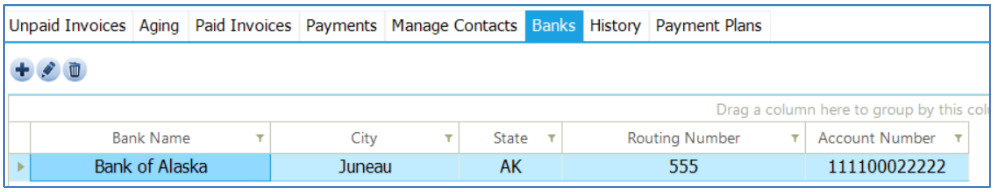
Unpaid Invoices | Aging | Paid Invoices | Payments | Manage Contacts | Banks | History | Payment Plans

Contact	Contact Type	Main Phone	Email	Primary	Active	Address Code
Jennifer Rossini	DEFAULT	813-111-2222	support@dyavisitics.com	☐	☑	PRIMARY
Ron Garland	BILLING	800-333-2222		☐	☑	SERVICE

This screen is used to facilitate to Add ( ), Modify ( ), or Delete ( ) customer contact information. These contacts are used in the ***Work Invoice*** screen and for communication via email or mail.

Contact Type – This allows multiple contacts to be the recipient of automated events: Monthly Statements and Strategy. A single contact can have multiple Contact Types, and multiple contacts can have the same Contact Type. The available Contact Types that can be selected are controlled in *Admin > System Setup > Customer Defaults.*

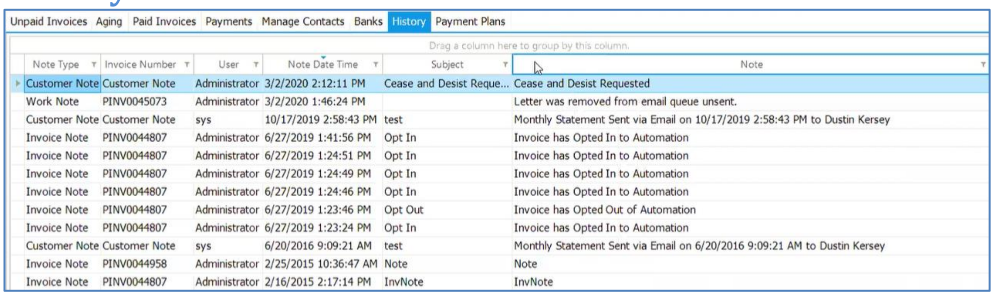
Banks



Bank Name	City	State	Routing Number	Account Number
Bank of Alaska	Juneau	AK	555	111100022222

This screen is used to add, modify, or delete bank information for the customer, related to any banks.

History



Note Type	Invoice Number	User	Note Date Time	Subject	Note
Customer Note	Customer Note	Administrator	3/2/2020 2:12:11 PM	Cease and Desist Reque...	Cease and Desist Requested
Work Note	PINV0045073	Administrator	3/2/2020 1:46:24 PM		Letter was removed from email queue unsent.
Customer Note	Customer Note	sys	10/17/2019 2:58:43 PM	test	Monthly Statement Sent via Email on 10/17/2019 2:58:43 PM to Dustin Kersey
Invoice Note	PINV0044807	Administrator	6/27/2019 1:41:56 PM	Opt In	Invoice has Opted In to Automation
Invoice Note	PINV0044807	Administrator	6/27/2019 1:24:51 PM	Opt In	Invoice has Opted In to Automation
Invoice Note	PINV0044807	Administrator	6/27/2019 1:24:49 PM	Opt In	Invoice has Opted In to Automation
Invoice Note	PINV0044807	Administrator	6/27/2019 1:24:46 PM	Opt In	Invoice has Opted In to Automation
Invoice Note	PINV0044807	Administrator	6/27/2019 1:23:46 PM	Opt Out	Invoice has Opted Out of Automation
Invoice Note	PINV0044807	Administrator	6/27/2019 1:23:24 PM	Opt In	Invoice has Opted In to Automation
Customer Note	Customer Note	sys	6/20/2016 9:09:21 AM	test	Monthly Statement Sent via Email on 6/20/2016 9:09:21 AM to Dustin Kersey
Invoice Note	PINV0044958	Administrator	2/25/2015 10:36:47 AM	Note	Note
Invoice Note	PINV0044807	Administrator	2/16/2015 2:17:14 PM	InvNote	InvNote

There are three different types of actions that will display here: *Customer Note, Invoice Note,* and *Work Note*.

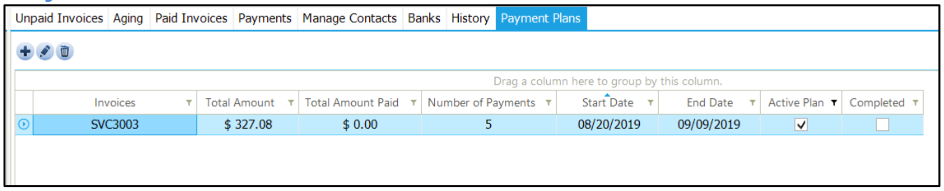
Customer Note – Customer Notes are about the overall customer. Automatic note added through changing automation features from the **Customer Details** tab (*Opt Out Monthly Statement, Opt Out Strategy, Cease, and Desist*). Manual notes added from 'Add Customer Note' button on Customer Summary tab

Invoice Note – Invoice Notes are about each specific invoice. Manual notes added from '*Invoice Note'* on the **Work Invoice** screen.

Work Note – Work Notes represent the sending of letters and adding a work note. Automatic notes are created by sending letters to customers, either by the manual process or automatic Strategy. Manual notes can be added on the **Work Invoice** screen in the *Work Note* section. When creating a *Work Note,* it must be done at the same time you are performing an *action* with an invoice.

Double-clicking on any line will give a popup of the note.

Payment Plans

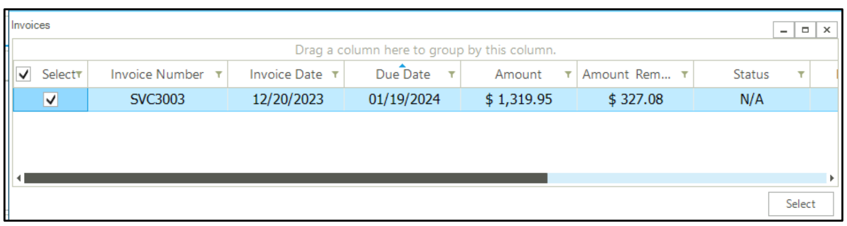


From within this tab, one can create and configure a payment plan(s) for the Customer to pay off outstanding invoices.

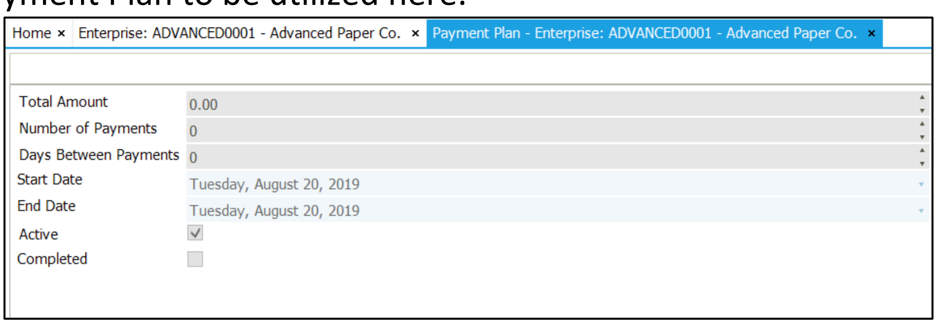
Within this tab, selecting the button will open a new tab to create a *New Payment Plan* (to edit an existing one, select the icon and to remove one, select the *Delete* icon).

When creating a new one, specify the amount, payments and other values on the left

The best way to start a Payment Plan is by selecting the *Select Invoices* button, where the user can choose which invoices to include.

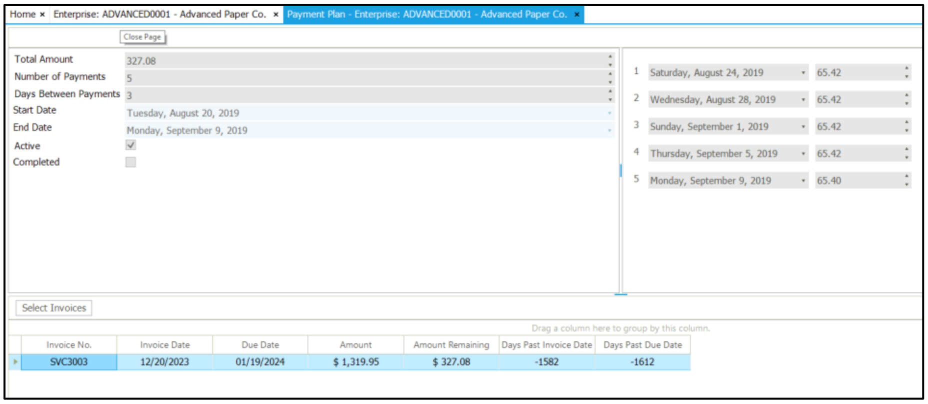


With the invoice (or multiple invoices) selected, then the user can configure the parameters (the number of payments and days between individual payments) of the Payment Plan to be utilized here.



With the Amount and Payments configured, collect-IT will default the Payment Plan configuration on the right.

Within the boundaries specified, one then can click within this schedule on the right and adjust dates and payments for the Payment Plan's configuration as desired.

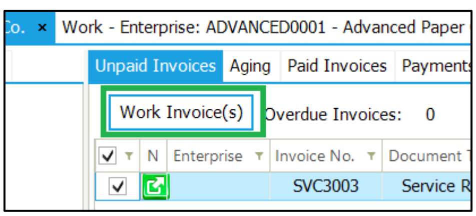


When finished, select the *Save* button in the upper-right part of this tab to complete the Payment Plan.

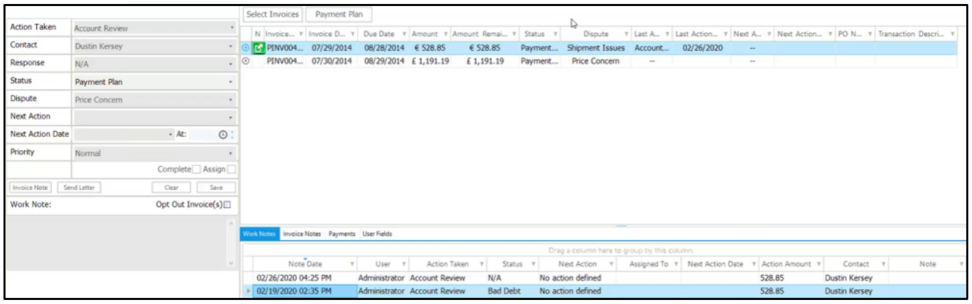
After this Payment Plan is created, collect-IT will continue to follow-up (behind the scenes, looking within CRM data for the invoice to be paid off).
If the user misses an individual payment plan, the collect-IT application will create a *Missed Payment Task* and assign it to the Collector, so they are informed that a payment is missed.

Work Invoice

Invoices can be worked by selecting any invoice and selecting the *Work Invoices* button above it



The ***Work Invoice*** screen is where the actions to the customer are performed. It also is where notes about the invoice or customer can be added. Filling out this screen logs when actions were made, the responses or disputes from the customer, and can create tasks for follow-up.



As can also be done within **Unpaid Invoices,** to remove or add invoices to work on at the same time, click on the ... button on the top right.

Next Action & Next Action Date – Filling out this section signifies the next course of action and when to be taken against the customer or invoice(s). Setting this will create a task to be completed on the action date defined.

> **Note:** If a task has been created before for an invoice, automated or user-created, then it will not be automatically generated again.
> Example: If the user sends the 1st Collection Letter to the customer, then any automated task or event through Strategy will never send the 1st Collection Letter again for the selected invoice(s). This logic prevents having two of the same letter sent at different times with different dates attached.

Assign – Checking this box assigns the task from *Next Action & Date* to another user. The customer will remain with the portfolio of the original assigned user.

Complete checkbox – only check this when the invoice is complete (not the action). Checking this will remove the customer from any future automated Strategy.

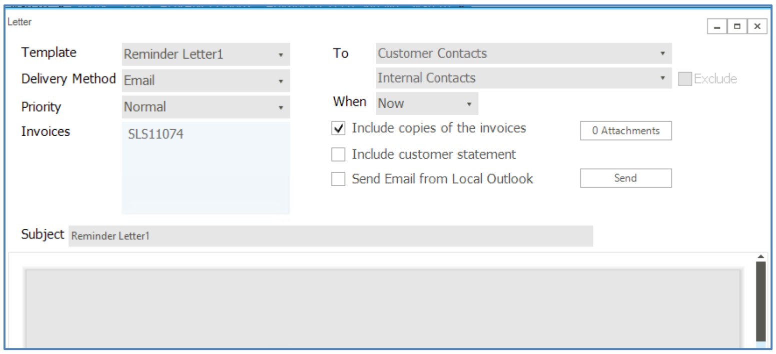
Invoice Note and *Send Letter* do not require the rest of this screen to be filled out as it will create its own log entry for the action performed.

Invoice Note – Notes can be added about either the customer or the specific invoices selected.

- Invoice Notes are added to each invoice selected and can be accessed in **Unpaid Invoices** with the button.
- All notes, customer and invoice, are displayed in the customer **History** screen

Send Letter

Send Letter – This section enables you to send letters to the customer. Data is prepopulated based on the customer and invoice(s). Letter templates are preset in Admin **>** *Letter Template*. Letters on this screen can be edited before sending them.



Within this screen are several values which can be specified:

- *Delivery Method* – Options: *Email* or *Mail*
    - *Email* – After clicking *Send*, this will send an email to the selected recipient(s)
    - *Mail* – After clicking *Send*, this will print out the document to be mailed to the recipients

- *When* – Options: *Now* or *Future*
    - *Now* – sends the letter the instant you click *Send*
    - *Future* – this requires a date to be set. The letter will send or be printed, the next time the data sync runs on the selected date

- *To: Customer Contacts* - Select which contact(s) you wish to send the letter to. The available selection is based on **Manage Contacts** on the ***Account*** screen.

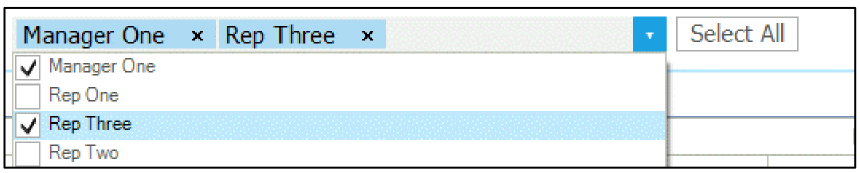
- *To: Internal Contacts* - Select which contact(s) you wish to send the letter to. Note that only users with a collect-IT account will show in this dropdown list. There is also an *Exclude* checkmark, which will specify that Internal Contact usernames to collect-IT merge fields are not used within the email body of the template (unchecked here means this is included).

- Copies of the invoice(s) selected and the customer's overall statement can be included when sending this letter by clicking the appropriate checkbox. These are both automatically checked if they are selected in the original letter template.

- *Attachments* – This is used to insert files from shared drives to the email.

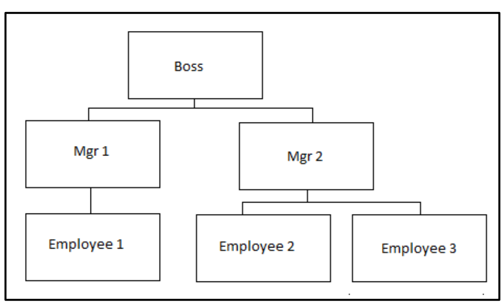
- *Send Email from Local Outlook* – Checkbox to choose the Microsoft Outlook client when sending emails. Note that the collect-IT Outlook plugin must be installed locally for this feature to work correctly.
  For additional details for the Outlook plugin, please see the separate *collect-IT Outlook Plugin Guide*

Direct Reports



Placed at the top of several screens are the options to view specific data that are assigned to users underneath you from a hierarchy standpoint. These screens (***Tasks***, ***Calendar***, ***Portfolio***, ***Aging***) show the user what is assigned to themselves by default. They have the option of selecting one or more users that report to them. You can also see the direct reports of their direct reports.

Example:

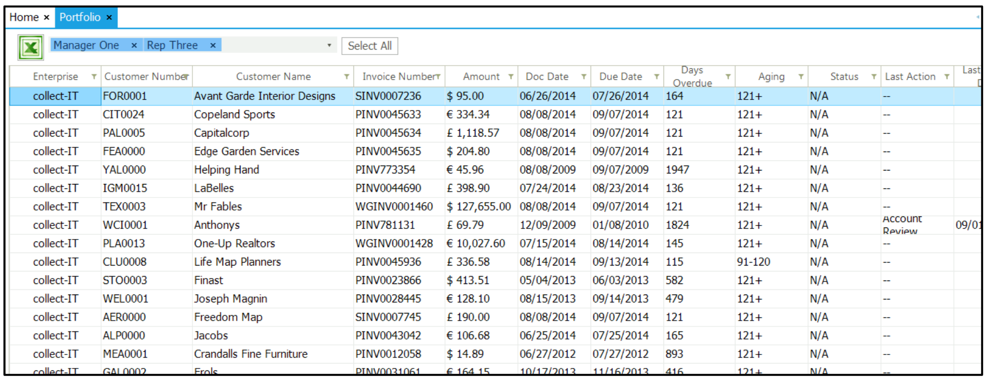


- Employee 1, 2 and 3 can only see themselves
- Mgr 1 can see themselves, plus Employee 1
- Mgr 2 can see themselves, plus Employee 2 and 3
- The Boss can see all instances.

The hierarchy can be set up through the *Admin* **>** *Security*

Portfolio Screen

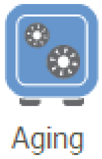
This screen shows all invoices assigned to the logged-in user. Each invoice is on its own separate line so that you can have multiple line items for the same customer. The purpose of the ***Portfolio*** screen is to show a quick summary of all of your assigned invoices with their aging buckets and last and next actions included.



Enterprise	Customer Number	Customer Name	Invoice Number	Amount	Doc Date	Due Date	Days Overdue	Aging	Status	Last Action	Last
collect-IT	FOR0001	Avant Garde Interior Designs	SINV0007236	$ 95.00	06/26/2014	07/26/2014	164	121+	N/A	--	
collect-IT	CIT0024	Copeland Sports	PINV0045633	€ 334.34	08/08/2014	09/07/2014	121	121+	N/A	--	
collect-IT	PAL0005	Capitalcorp	PINV0045634	£ 1,118.57	08/08/2014	09/07/2014	121	121+	N/A	--	
collect-IT	FEA0000	Edge Garden Services	PINV0045635	$ 204.80	08/08/2014	09/07/2014	121	121+	N/A	--	
collect-IT	YAL0000	Helping Hand	PINV773354	€ 45.96	08/08/2009	09/07/2009	1947	121+	N/A	--	
collect-IT	IGM0015	LaBelles	PINV0044690	£ 398.90	07/24/2014	08/23/2014	136	121+	N/A	--	
collect-IT	TEX0003	Mr Fables	WGINV0001460	$ 127,655.00	08/08/2014	09/07/2014	121	121+	N/A	--	
collect-IT	WCI0001	Anthonys	PINV781131	£ 69.79	12/09/2009	01/08/2010	1824	121+	N/A	Account Review	09/01
collect-IT	PLA0013	One-Up Realtors	WGINV0001428	€ 10,027.60	07/15/2014	08/14/2014	145	121+	N/A	--	
collect-IT	CLU0008	Life Map Planners	PINV0045936	£ 336.58	08/14/2014	09/13/2014	115	91-120	N/A	--	
collect-IT	STO0003	Finast	PINV0023866	$ 413.51	05/04/2013	06/03/2013	582	121+	N/A	--	
collect-IT	WEL0001	Joseph Magnin	PINV0028445	€ 128.10	08/15/2013	09/14/2013	479	121+	N/A	--	
collect-IT	AER0000	Freedom Map	SINV0007745	£ 190.00	08/08/2014	09/07/2014	121	121+	N/A	--	
collect-IT	ALP0000	Jacobs	PINV0043042	€ 106.68	06/25/2014	07/25/2014	165	121+	N/A	--	
collect-IT	MEA0001	Crandalls Fine Furniture	PINV0012058	$ 14.89	06/27/2012	07/27/2012	893	121+	N/A	--	
collect-IT	GAL0002	Erols	PINV0031061	€ 164.15	10/17/2013	11/16/2013	416	121+	N/A	--	

Double-clicking any line item will open the selected customer on the ***Account*** screen and auto-select the associated invoice.

Aging Screen



Whereas the ***Portfolio*** screen was based on invoice level, the ***Aging*** screen shows details on the customer level. The invoice amounts per customer are calculated into their respective aging buckets. Then the sums of each of those buckets are displayed. Unpaid invoices and unapplied payments are used in these calculations.

Home × Aging ×

Manager One × Rep Two × Select All

Enterprise	Customer Number	Status	Customer	Current	1-30	31-60	61-90	91-120	121+	Total
collect-IT	EVE0010	Active	Super Place	$0.00	$0.00	$0.00	$0.00	$284,850.31	$0.00	$284,850.31
collect-IT	PNC0000	Active	Noodle Kidoodle	($20,150.00)	$0.00	$0.00	$0.00	$0.00	$247,673.75	$227,523.75
collect-IT	TRU0010	Active	Stop N Shop	($2,824.80)	$0.00	$0.00	$0.00	$20,544.15	$83,712.08	$101,431.43
collect-IT	HAL0003	Active	Reliable Garden Management	$0.00	$0.00	$0.00	$0.00	$1,850.00	$79,979.17	$81,829.17
collect-IT	WCI0010	Active	Forum Cafeterias	$0.00	$0.00	$0.00	$0.00	$678.74	$80,019.24	$80,697.97
collect-IT	IGM0003	Active	Grade A Investment	($158.83)	$0.00	$0.00	$0.00	$1,464.19	$59,557.65	$60,863.01
collect-IT	CIT0002	Hold	Alladins Lamp	($4,465.28)	$0.00	$0.00	$0.00	$21,613.93	$23,421.94	$40,570.59
collect-IT	EAG0001	Hold	Audio Visions	$0.00	$0.00	$0.00	$0.00	$0.00	$33,596.86	$33,596.86
collect-IT	BOC0008	Active	Adaptabiz	$0.00	$0.00	$0.00	$0.00	$26,327.75	$0.00	$26,327.75
collect-IT	JON0000	Active	Gamma Realty	($6,837.13)	$0.00	$0.00	$0.00	$0.00	$32,522.92	$25,685.79
collect-IT	IGM0002	Active	Express Merchant Service	$0.00	$0.00	$0.00	$0.00	$4,408.26	$20,287.27	$24,695.53
collect-IT	CHE0001	Hold	Magna Consulting	$0.00	$0.00	$0.00	$0.00	$0.00	$24,684.27	$24,684.27
collect-IT	INT0004	Active	Erb Lumber	($698.89)	$0.00	$0.00	$0.00	$4,147.76	$20,766.01	$24,214.88
collect-IT	WES0011	Active	MacMarr Stores	$0.00	$0.00	$0.00	$0.00	$0.00	$22,034.74	$22,034.74

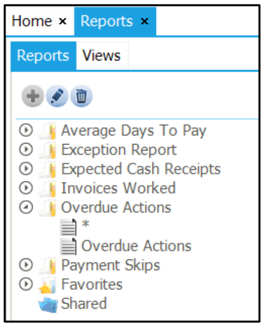
Double-clicking any line item will open the select customer on the ***Account*** screen.

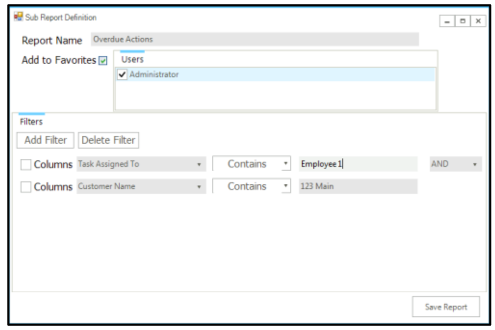
Reports Screen

The ***Reports*** screen is meant to assist the user in viewing reports about their customers. By default, the reports show information on all customers, not just the ones assigned to the user. Filters can be applied to create a customized report. Reports can be exported to a few file selections, including Excel and Adobe.

There are two sections in this screen, **Reports,** and **Views**.

Reports
Each header is a different report. To view a report, open the desired report and click the item with an asterisk (*).



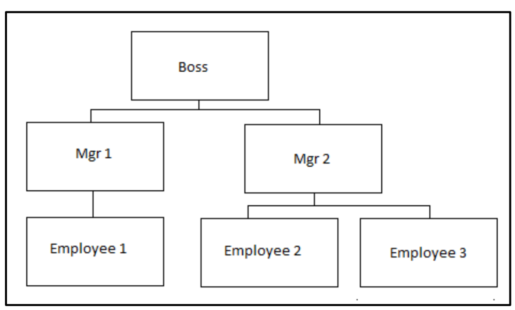


From here, you can add, edit, or delete customized reports. Select your desired report name and apply any filters.

Add to Favorites – When this box is checked, the report you created or editing will also show up in the *Favorites* section of the **Reports**. This box allows your most-used reports to be easier to view.

Users - In this section is where you can share your report with other users. The users available to select in this section are the users that report to you in the system.

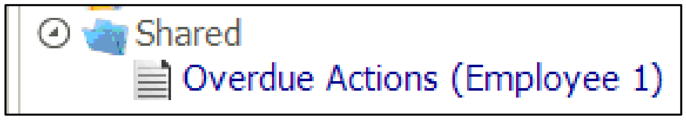
Example:



- Employee 1, 2 and 3 can only see themselves
- Mgr 1 can share with Employee 1
- Mgr 2 can share with Employee 2 and 3
- The Boss can share with all users.

The hierarchy can be set up through the ***Ad min*** > ***Security***

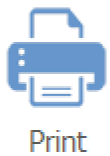
Once shared with their direct report(s), they can now view the shared report.



Views

The menu functionality of **Views** is the same as Reports.
However, unlike the Reports, Views can be further filtered down or sorted without creating a sub-report. They appear similar to an Excel spreadsheet.

Print Screen



Within collect-IT, for eligible screens, the *Print* button is activated.
Selecting this will allow the user to see a printing preview of the content before printing the file to a local printer.

Events Tab

This **Events** grid shows both future Event tasks and active, incomplete payment plan dates.

The tasks within must have an action of type Event, and only future tasks are shown in the grid.

The payment plan records are shown for any payment plan date where the plan is active, and the amount collected is different from the expected payment.

Queue Screen

Allows visibility for any queued letters or other content destined to print for this customer or invoice
Within this section, there is a tab for ***Print*** and a tab for ***Email***

__Note:__ The email will only be utilized if the ***Enable Email Queue*** has been selected by an Admin user within the System Settings of collect-IT

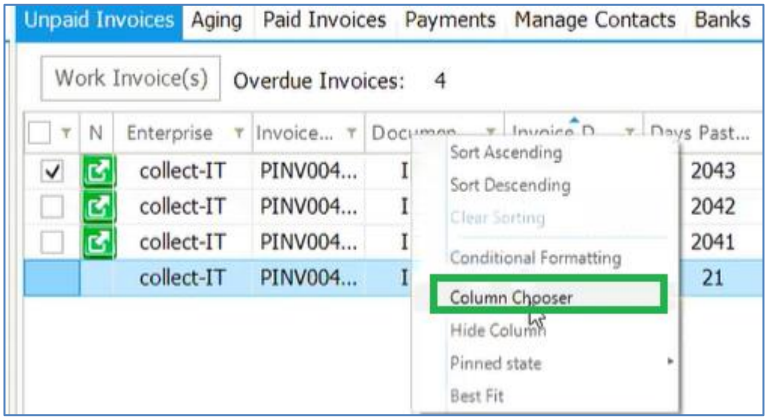
Within this screen, a user can review the details of the customer for the email
Double-clicking will open this customer involved.
Select the ***Send*** checkbox (far-left column) to specify this entry is 'approved' and therefore the email would get sent next Sync
The ***Remove*** checkbox instead will just remove it from the queue, NOT be sent (but also will mean that the instance would never get created for this invoice again as the Strategy will be set to 'think' it was sent).

There is also a "***Check "Send" for all Unchecked***" button that will select all rows within that view.

Custom Column Chooser

Within most grids within the *Invoices*, *Payments*, *Aging*, *Portfolios* and search screens, a user can add, remove, or re-order the columns within collect-IT
This tool can be used on system columns as well as user fields.
It should be noted that this feature can be configured per-user, and one user's modifications will not be seen by any others.

To use this feature, right-click the column header and select the ***Column Chooser*** option.



From there, you can click and drag the custom column into your column headers to add (or remove)