

# COLLECTIONS PORTAL

## Financial Management

Following up on past due customer accounts is not one of the most pleasant business tasks, but it is an important one. Every business has customers who seem to procrastinate on sending a check until you give them a polite but firm reminder. If you'd like to make your collection efforts more organized and easier, use SouthWare's Collections Portal. The Collections Portal requires Accounts Receivable and TaskWise™.

### Benefits

- Know who needs a collection call
- Systematically follow up with every customer who needs attention
- Keep track of customer promises
- Review and record the status of each outstanding invoice during a collections call
- Know what was said on past collection calls
- Know when to withhold further credit to a customer
- Know which customers have exceeded their credit limit
- Decide how frequently to follow up with each customer
- Instantly access the details of an invoice to answer any questions

The screenshot displays the SouthWare Collections Portal interface. At the top, there's a navigation bar with 'Launch' and a search field. Below that, the 'Customer view' section shows account details for 'Carl Sanders' with an account balance of \$12,000.00. A table below this lists 'Open Invoices' with columns for Invoice Number, Due Date, Balance Due, Current Date, Called Date, and Days Due. The table contains several rows of data, including invoice numbers like 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200. The interface also includes a sidebar with navigation options like 'Collection Alerts', 'Scheduled Invoices', and 'Management Review'.

View Customer's Past Due Invoices and Status

With the Collections Live Portal you can quickly identify the customers that need collection attention based on alerts, scheduled calls, past due commitments, past due balances, etc. You can then zoom to the Customer Collection Portal to research and record your collection follow-up efforts.

# FEATURES & FUNCTIONALITY

The Collections Live Portal is designed for use within the SouthWare web browser so that you can utilize all the related functionality of SouthWare. You get access to the following standard functions:

## MULTIPLE LISTS OF CUSTOMERS BASED ON VARIOUS COLLECTION-RELATED FACTORS

- The list stays active as you zoom to customers so you can simply work down the list

## CUSTOMER COLLECTION PORTAL VIEW WHICH INCLUDES:

- Customer address/contact info
- Current account status
- Info from last collection call

## ONE CLICK OPTIONS TO:

- E-mail a statement
- E-mail selected past due or current invoices
- Change customer credit limit/rating
- E-mail an aging report
- Access payment entry to accept credit card or other payment

Customer ID	Name	Status	Amount	Due Date	Age Days	Total	Collection	Call Status (C)
810100	810100	1	100.00	10/15/10	15	100.00	100.00	100.00
810101	810101	1	100.00	10/15/10	15	100.00	100.00	100.00
810102	810102	1	100.00	10/15/10	15	100.00	100.00	100.00
810103	810103	1	100.00	10/15/10	15	100.00	100.00	100.00
810104	810104	1	100.00	10/15/10	15	100.00	100.00	100.00
810105	810105	1	100.00	10/15/10	15	100.00	100.00	100.00
810106	810106	1	100.00	10/15/10	15	100.00	100.00	100.00
810107	810107	1	100.00	10/15/10	15	100.00	100.00	100.00
810108	810108	1	100.00	10/15/10	15	100.00	100.00	100.00
810109	810109	1	100.00	10/15/10	15	100.00	100.00	100.00
810110	810110	1	100.00	10/15/10	15	100.00	100.00	100.00
810111	810111	1	100.00	10/15/10	15	100.00	100.00	100.00
810112	810112	1	100.00	10/15/10	15	100.00	100.00	100.00
810113	810113	1	100.00	10/15/10	15	100.00	100.00	100.00
810114	810114	1	100.00	10/15/10	15	100.00	100.00	100.00
810115	810115	1	100.00	10/15/10	15	100.00	100.00	100.00
810116	810116	1	100.00	10/15/10	15	100.00	100.00	100.00
810117	810117	1	100.00	10/15/10	15	100.00	100.00	100.00
810118	810118	1	100.00	10/15/10	15	100.00	100.00	100.00
810119	810119	1	100.00	10/15/10	15	100.00	100.00	100.00
810120	810120	1	100.00	10/15/10	15	100.00	100.00	100.00
810121	810121	1	100.00	10/15/10	15	100.00	100.00	100.00
810122	810122	1	100.00	10/15/10	15	100.00	100.00	100.00
810123	810123	1	100.00	10/15/10	15	100.00	100.00	100.00
810124	810124	1	100.00	10/15/10	15	100.00	100.00	100.00
810125	810125	1	100.00	10/15/10	15	100.00	100.00	100.00
810126	810126	1	100.00	10/15/10	15	100.00	100.00	100.00
810127	810127	1	100.00	10/15/10	15	100.00	100.00	100.00
810128	810128	1	100.00	10/15/10	15	100.00	100.00	100.00
810129	810129	1	100.00	10/15/10	15	100.00	100.00	100.00
810130	810130	1	100.00	10/15/10	15	100.00	100.00	100.00
810131	810131	1	100.00	10/15/10	15	100.00	100.00	100.00
810132	810132	1	100.00	10/15/10	15	100.00	100.00	100.00
810133	810133	1	100.00	10/15/10	15	100.00	100.00	100.00
810134	810134	1	100.00	10/15/10	15	100.00	100.00	100.00
810135	810135	1	100.00	10/15/10	15	100.00	100.00	100.00
810136	810136	1	100.00	10/15/10	15	100.00	100.00	100.00
810137	810137	1	100.00	10/15/10	15	100.00	100.00	100.00
810138	810138	1	100.00	10/15/10	15	100.00	100.00	100.00
810139	810139	1	100.00	10/15/10	15	100.00	100.00	100.00
810140	810140	1	100.00	10/15/10	15	100.00	100.00	100.00
810141	810141	1	100.00	10/15/10	15	100.00	100.00	100.00
810142	810142	1	100.00	10/15/10	15	100.00	100.00	100.00
810143	810143	1	100.00	10/15/10	15	100.00	100.00	100.00
810144	810144	1	100.00	10/15/10	15	100.00	100.00	100.00
810145	810145	1	100.00	10/15/10	15	100.00	100.00	100.00
810146	810146	1	100.00	10/15/10	15	100.00	100.00	100.00
810147	810147	1	100.00	10/15/10	15	100.00	100.00	100.00
810148	810148	1	100.00	10/15/10	15	100.00	100.00	100.00
810149	810149	1	100.00	10/15/10	15	100.00	100.00	100.00
810150	810150	1	100.00	10/15/10	15	100.00	100.00	100.00

Management Review

## DETAIL INTERACTIVE VIEWS/ENTRY FOR THE CUSTOMER INFO:

- Open items - the list highlights past due items - you can record a payment commit date along with notes for each open item
- Open collection alerts - you can enter a review comment for each alert
- Adding a task - you can record your call notes in seconds - you can also create tasks for other operators for follow-up actions
- Collection Tasks - you can review all past collection tasks for the customer
- Recent Activity - you can view the activity list to see a chronological recap of recent customer activity such as orders, payments, tasks, etc