SouthWare Collections Live Portal
Quick Reference

Setup

To Set Up Collections Portal
Click on the “Collections Overview” option in the left navigation pane. This displays an overview of the features of the Portal and includes a Setup tab. Click on this tab for more details on setup.

Accessing a Customer’s Collection Portal

To Identify the Customers Who Need Collection Calls
Click on any of the collection lists to view a list of customers. These lists include:

- Customers sorted by number of open collection alerts
- Customers with past due balances
- Customers with overdue payment commitments
- Customers with scheduled followup collection tasks
- All customers

When you click on one of these lists the navigation pane on the left is automatically collapsed to provide more space for display. You may click on the arrow above this arrow to redisplay the navigation pane.

To Access the Customer Collection Portal for a Customer
Via a List
Click on the green arrow beside a customer (or double click) in a list. This will zoom to the Customer Collection Portal for the customer. The list stays active (via the “List” tab) so you can switch to the list at any time to select a different customer.

Via Customer Number
If you know the customer number you may enter it directly in the “Find Customer” field found in the left section of the main collections portal and click on the “By Number” button.

Via Customer Name
If you need to find a specific customer by name (such as if the customer is calling you) you may enter a portion of their name in the “Find Customer” field and click on the “By Name” button. This will display a window of customer names that match the value you entered. Click on the green arrow (or doubleclick) for the customer you want to select - the left pane is closed and the Customer Collection Portal for that customer is displayed.

Note: When you choose a customer the navigation pane on the left is automatically collapsed to provide more space for display. You may click on the arrow above this arrow to redisplay the navigation pane.

Functions within the Customer Collection Portal

To Review Open Items
Click on the Open Items tab to display a list of current open items. A warning flag appears to the left of any item that is past due and does not have a future commit date.

As you highlight each item the preview pane shows more info and displays a form that you may use to enter a commit date and/or a note about the open item. As you discuss the open items with the customer you may record any commitment date or notes for future review. The update button submits the changes and updates the list.

For invoices you also have the option to zoom to more invoice details by clicking on the selector button in the grid list or by click on the link in the preview pane.

To Review Collection Alerts
Click on the Collection Alerts tab to display a list of current collection-related alerts for the customer. A warning flag appears to the left of any item that has not been reviewed.

As you highlight each item the preview pane shows more info and displays a form that you may use to enter a review comment about the alert. The update button submits the changes and updates the list.

To Enter Call Notes or Schedule Tasks

Click on the “Add Task” tab to display a brief task entry screen. Here you may enter notes from your call - the other fields have automatic defaults. You may also create a future scheduled task for yourself or someone else. The tasks entered here are automatically assigned the Collection reason code so they will be available during future collection calls.

To E-Mail Documents to a Customer

There are several different e-mail options when in the Customer Collection Portal:

- Click on the E-Mail option in the toolbar above the customer name/address to access the general e-mail function
- Click on the “Statement” link to create a current customer statement in PDF format and attach it to an e-mail
- Click on the “Invoices” link to access the Past Due Invoice e-mail function. In this function you may select one or more invoices. When you click on Send the program will create a PDF version of each invoice and attach them to an e-mail.
- Click on the “Aging” link to create a current customer aging report in PDF format and attach it to an e-mail

To Edit Customer Credit Limit/Rating

Click on the “Credit” link to pop up a window with a form to change the customer’s credit limit and/or rating (requires a security level of 7 in A/R). You may edit either or both of these fields and press the Update button to make the changes.

To Enter a Credit Card or Other Payment

Click on the “Payment” link to access the Cash Receipt entry program (AR-02-02). Here you may record a credit card or other type of payment and apply the payment as needed to specific open items.

To Review Past Collection Tasks

Click on the “Collection Tasks” tab to display a list of collection tasks for the customer. You may zoom as needed to further details.

To Review Recent Customer Activity

Click on the “Recent Activity” tab to display a chronological list of activity recorded in the system for the customer. You may zoom as needed to further details.

To Access Other Customer Info

. Click on the “Customer View” tab at the top of the screen to view the full customer portal. This gives you access to any data in the system about the customer for further research. Then click on the “Collection” tab to return to the Customer Collection portal.