TEAM Software

by **WORKWAVE**

Debtor Management

TEMPLACMS

Version: v.6.1.0

COMMERCIAL STATEMENT

This document is subject to any terms as per .

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INTRODUCTION

These training notes are designed with the intention of providing background information and useful hands on experience of using the Debtor Manger functions in *TemplaCMS*.

They are designed to complement the training and assist you at a later stage when away from the training environment.

DEBTOR MANAGER

The *Debtor Manager* process provided in TemplaCMS allows for streamlined management of outstanding debts.

Access to the *Debtor Manager* is controlled by a number of functions which are assigned to a function group called *Debtor Manager Functions*. It is an administrator's responsibility to assign this group, or individual functions, to relevant users as required.

The Debtor Manager process is only currently usable if Access Dimensions is being utilised, due to TemplaCMS requiring to know if an invoice has been paid. Where TemplaCMS invoicing distribution method is being used, it will also allow users to Distribute the invoices from the Debtor Manager.

SETUP

System Control

The *Debtor Manager colours* tab which is available on the System Control > Accounts settings (from the System Admin menu) allows the definition of colour coding to be used within the Debtor Manager:
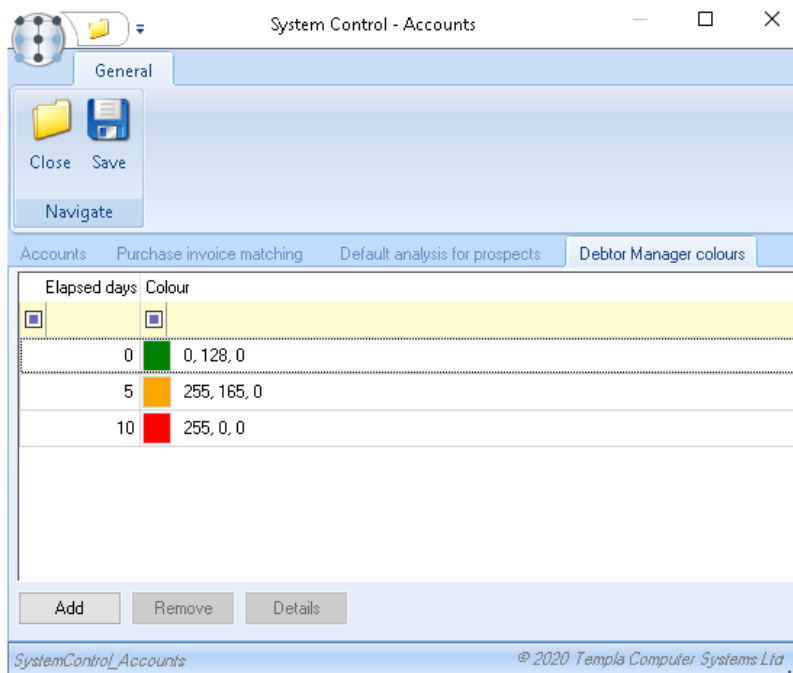

The application of this is described later.

Note Classifications

Debtor Manager action and communication are automatically used within the Debtor Manager process, as such when a user is manually adding notes these classifications are not available for selection.

Dispute Reasons

Dispute reasons for use in the *Debtor Manager* can be added from the *Dispute Reasons* option available on the *Maintenance > Accounts* menu:
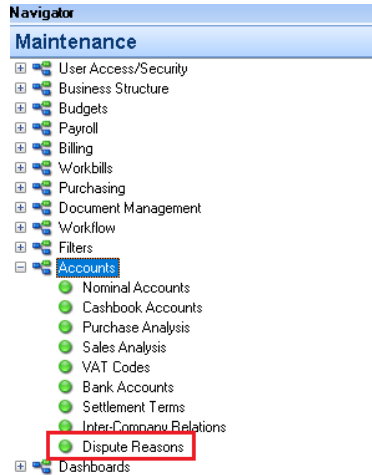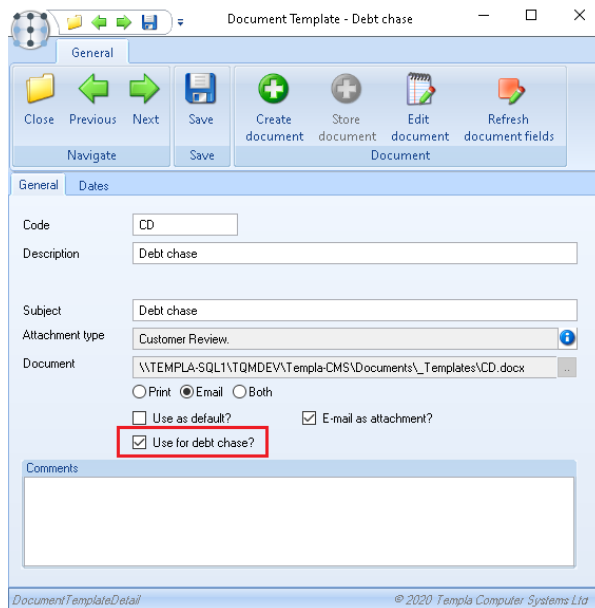

Any number of dispute reasons can be defined, where each is associated with either *Sales* or *Purchases*:
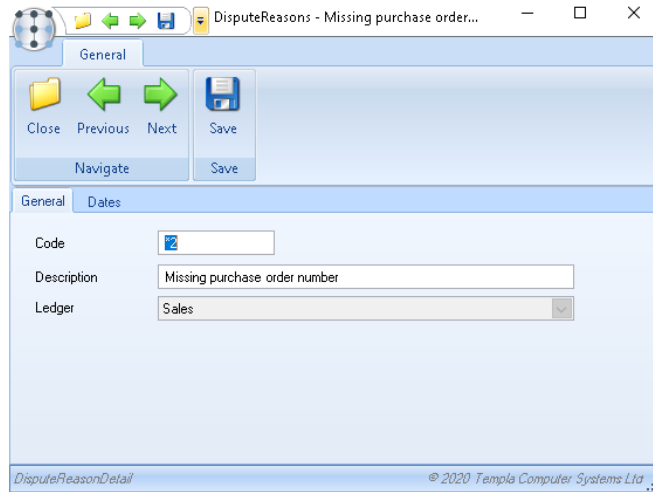
The use of dispute reasons is described later.

Document Templates

Document templates (used for Document mail merges) allow for client documents to be identified for *debt chasing* by ticking the '*Use for debt chase?*' box:
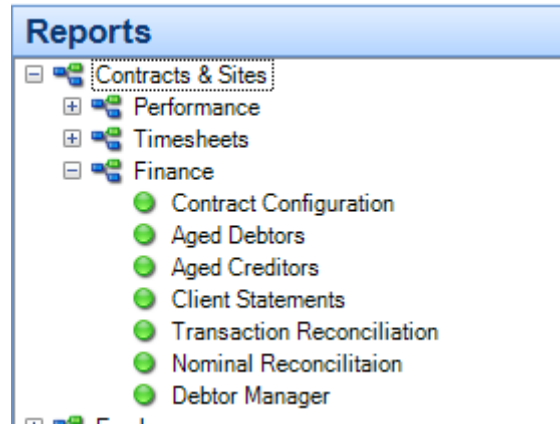
The use of this is described later.

Please see our Document Management manual for more information on the standard document mail merge functionality available in TemplaCMS.

DEBTOR MANAGER

The *Debtor Manager* can be accessed from the *Reports > Contacts & Sites > Finance* menu, this option is also available from the Client and Site Reports drop down.

When launched this will show the main *Debtor Manager* window:
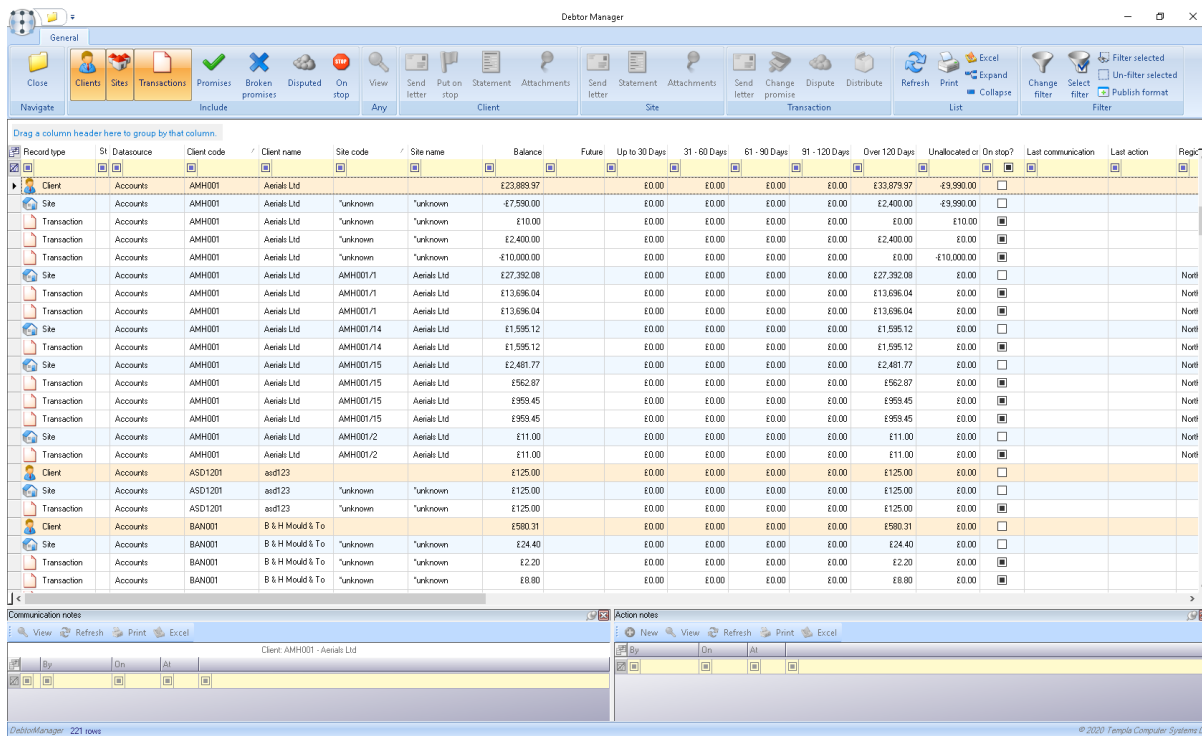
The *Debtor Manager* window comprises a comprehensive toolbar at the top, the debt details in the middle, and context sensitive notes at the bottom.

Toolbar – Include and Filter sections

Whilst the *Debtor Manager* conforms to the standard filtering processes used elsewhere in *TemplaCMS* (via the *Filter* section on the toolbar), the *Include* section provides immediate access to the most common filtering requirements.

The first three buttons (clients, sites and transactions) allow the user to define the level(s) of information they wish to see in the *Debtor Manager* – with each level being denoted with an icon and colour within the debt details grid.

Note that where a single level of data is included, the grid will show totals (and sub-totals if grouped), whereas these will be hidden for multi-level display, as this would cause double or triple counting.

The *Promises* and *Broken promises* buttons are mutually exclusive, and allow the user to focus on clients that have made or broken promises to pay (see later).

Finally, the user may focus on purely *disputed transactions* and *clients on-stop*.

Regardless of the includes and filters used, any client or site level row will show the full debt position of the client or site. For example, a client may have 10 outstanding invoices, one of which is in dispute. If the user chooses to see client and transaction details, but also clicks *Disputed* then they will see the single disputed transaction, but the total debt will still be displayed for the client.

Any change to the filter or includes will cause a full rebuild and re-age of the debt data directly from Dimensions. Where transactions are sourced from *TemplaCMS* (i.e. invoices) these can be linked to their appropriate sites. Where transactions have been entered directly in Dimensions, they will show under a pseudo site of **'*unknown'** for the relevant client.

TOOLBAR – ANY

The *Any* section is enabled when the user highlights any row in the debt details grid, and contains just a single *View* tool to allow the selected rows to be viewed.
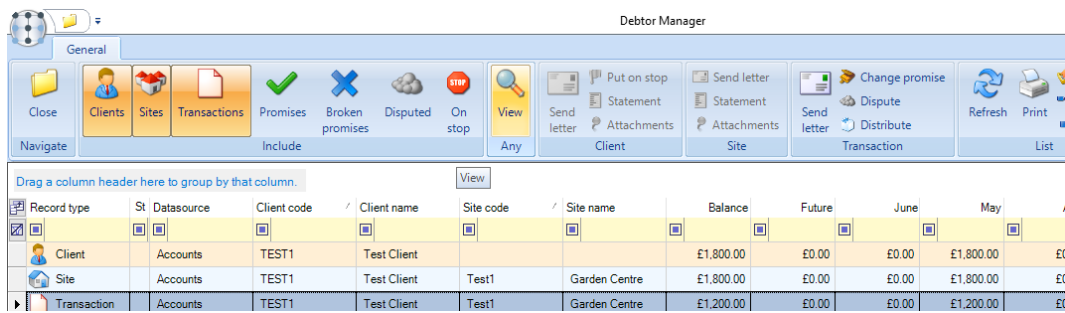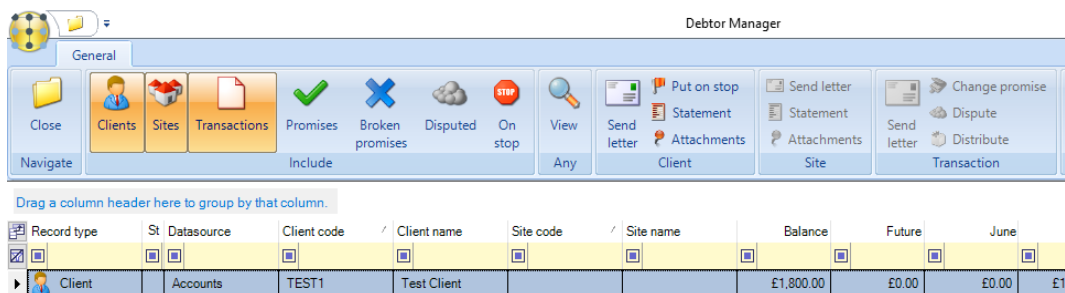

This allows access to the *client*, *site* or *TemplaCMS invoice*. For transactions on a '***unknown' site***, no view access is available.

Access to view can also be gained by double click or right click on appropriate rows.

TOOLBAR – CLIENT

The Client section is enabled when the user highlights one or more 'client' rows in the debt details grid, and contains the following tools:

Send letter – for the selected clients, this starts the debt chasing process (see later).

Put on stop/Remove stop – this context sensitive button allows a client to be toggled on/off stop. Any change to the on-stop status is immediately reflected in *Dimensions*, and a user/timestamped note added to the client notes in *TemplaCMS*.
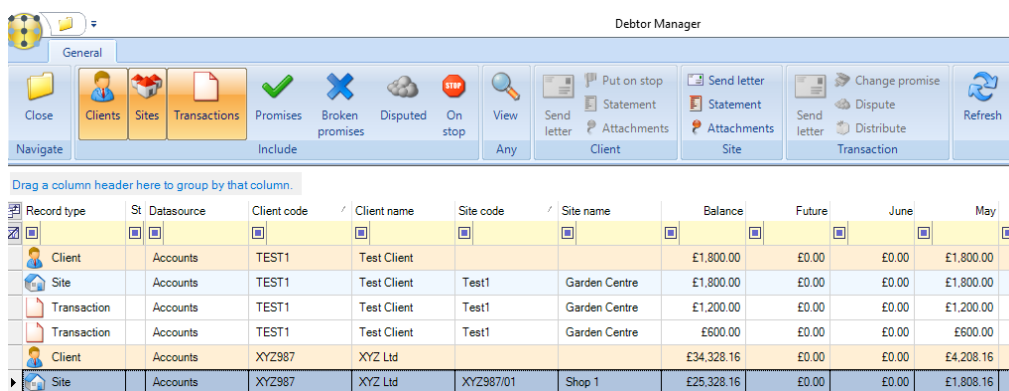
Statement – this provides access to the pre-existing *Client Statements Report* in *TemplaCMS*, filtered to the selected client, from where an Excel of the outstanding debt could be emailed.

Attachments – this provides access to the attachments (including debt chase letters) for the client.

Note: whilst *Send letter* can be used on multiple clients at once, the other options in this section are for one client at a time.

TOOLBAR – SITE

The *Site* section is enabled when the user highlights one or more 'site' rows in the debt details grid, and contains the following tools:

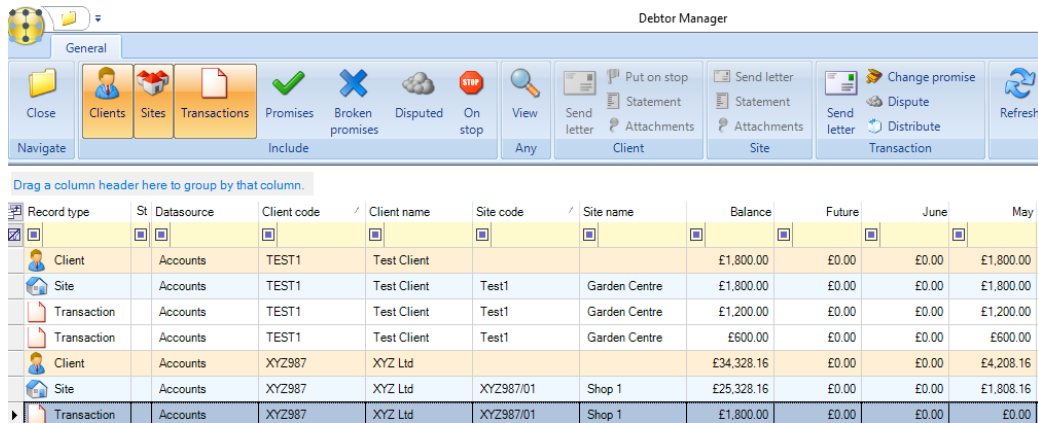*Send letter* – for the selected sites, this starts the debt chasing process (see later)

Statement – this provides access to the pre-existing *Client Statements Report* in *TemplaCMS*, filtered to the selected site, from where an Excel of the outstanding debt could be emailed.

Attachments – this provides access to the attachments for the site.

Note that whilst the *Send letter* can be used on multiple sites at once, the other options in this section are for one site at a time.

TOOLBAR – TRANSACTION

The *Transaction* section is enabled when the user highlights one or more '*transaction'* rows in the debt details grid, and contains the following tools:

Send letter – for the selected transactions, this starts the debt chasing process (see later)

Change promise – for the selected transactions, this accesses the *Promise to pay* process (see later).

Dispute – for the selected transactions, this accesses a new *Dispute* process (see later).

Distribute – for the selected transactions, this access the pre-existing invoice distribution process from where a copy of the invoice can be printed. Note that this functionality is only applicable when using *TemplaCMS* for invoice distribution, rather than *Dimensions*.

Debt chasing

As above, selecting to send a letter accesses the '*Debt chasing letters'* process. This is a similar process to the existing '*document mailing batch'* (see Document Management manual for further details) but targeted specifically for debt chase.

The first tab presents the user with a drop down of document templates identified for 'debt chasing' (see above):
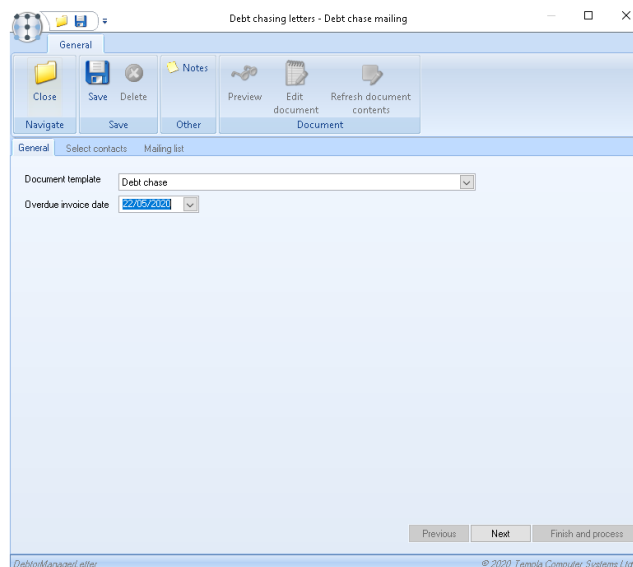
When accessed for a *client* or *site* (as above), the user must nominate an *Overdue invoice date* in order to determine which transactions will populate the 'client_overdue…' mail merge parameters on the document. When accessed for one or many transactions, however, the selected transactions will be used for this merge directly.

Pressing *Next* the user can then select which contacts should be targeted:
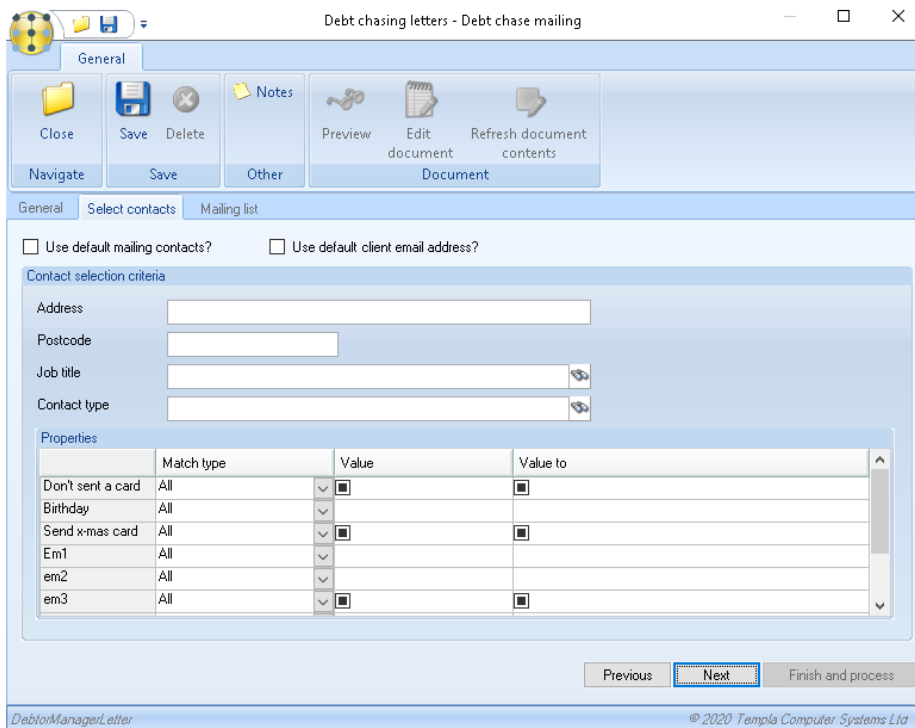
Pressing *Next* again will combine the list of clients (derived from the sites or transactions as relevant) with the appropriate contacts in order to produce the mailing list.
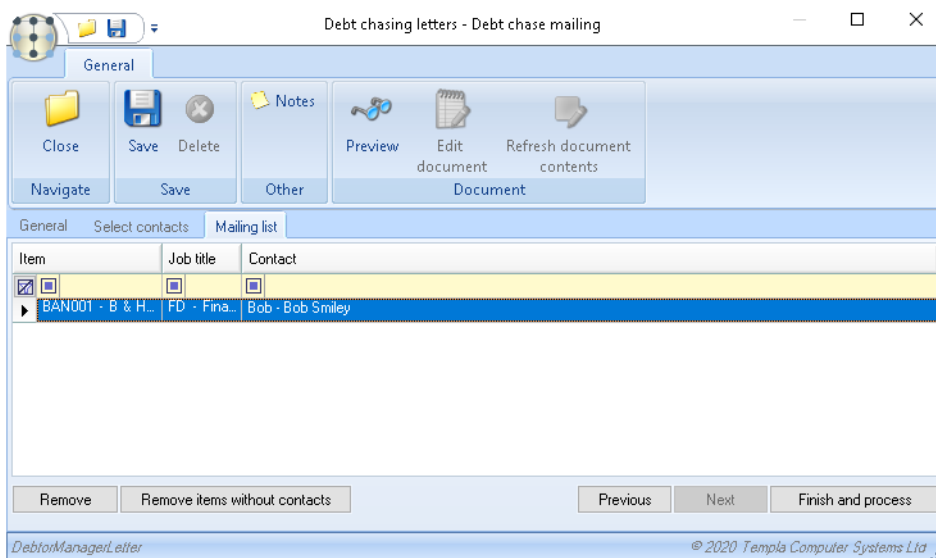

From here the user can preview, edit, and process the mail merge just as they would within a standard document mailing batch.

Processing will generate and print or email the documents, store them in the client's attachments list, and update the client level *Communication notes* (see later).

Promise to pay

When accessed for a single transaction (or for multiple with the same current promise date) the *Promise to pay* window will allow you to add or amend the promise date (if one has been entered it will show the current entered date):
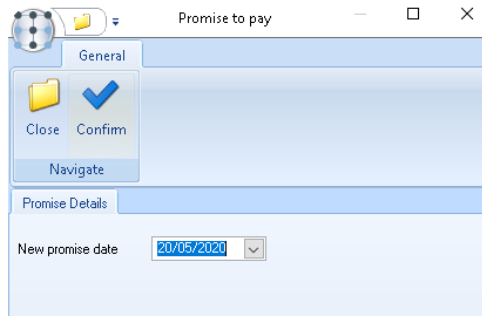
On confirming a change to the promise, each transaction will update the promise date, and an *Action note* will be written to the transaction level notes (see later). By recording an *action note*, the 'last action date' for the transaction, site and client will all be updated to reflect this.

Dispute

When accessed for a single transaction (or for multiple with the same current dispute reason) the *Dispute* window will allow you to add or amend the dispute reason (if one has been entered it will show the current entered reasons):

As can be seen, a disputed transaction must nominate a pre-defined *dispute reason*.

On confirming, each transaction will update the dispute details, and the *'in dispute'* flag of the associated transaction in *Dimensions* will also be set. As with a 'promise', a change to the dispute will add an *action note* to the transaction level notes, thus updating the 'last action date' for the transactions, sites and clients.

Debt details

The *debt details grid* shows the level of data included by the user, with each transaction aged based on the criteria defined in *Dimensions*.
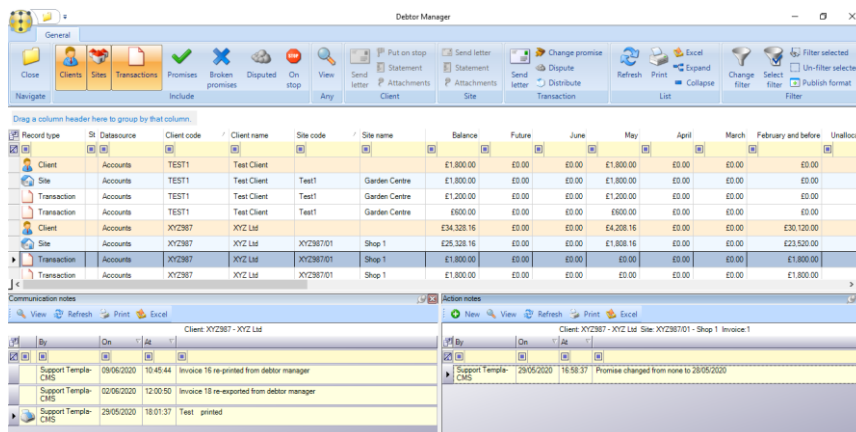
The *promise*, *last action* and *last communication* dates shown within the debt details grid will all be *colour coded* based on the elapsed days criteria defined on *System Control.*

Selecting a single row from the grid will refresh the context sensitive *communication* and *action notes* shown at the bottom of the *Debtor Manager* window:
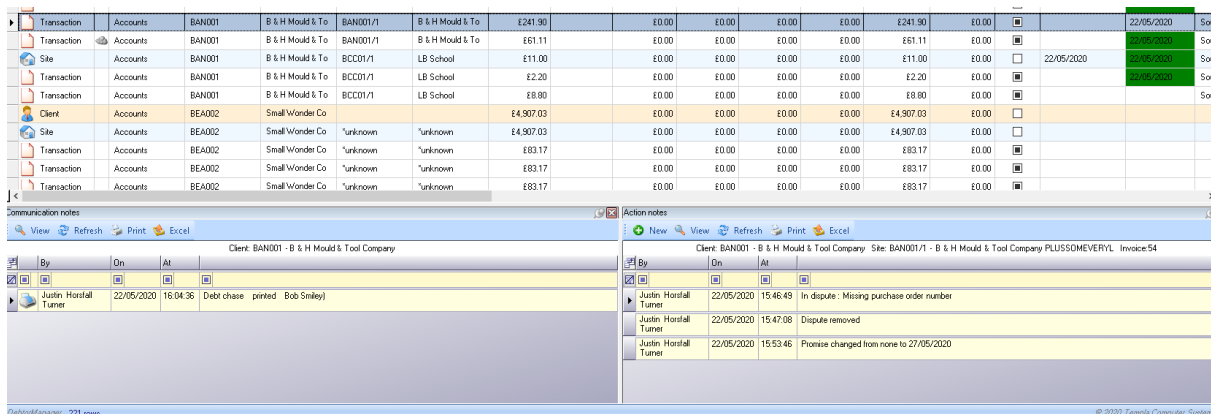
As can be seen from the screenshot, the *communication notes* relate to the *client*, whilst the *action notes* to the *transaction*. Thus, if a site or client level row is selected, no 'action notes' would be shown.

Client and Site lists

The lists for clients and sites provide an optional column (via the field chooser) for 'on-stop':
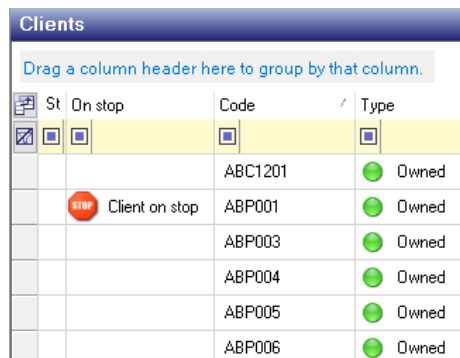
Client details

When viewing a client that is on-stop, this is clearly shown:
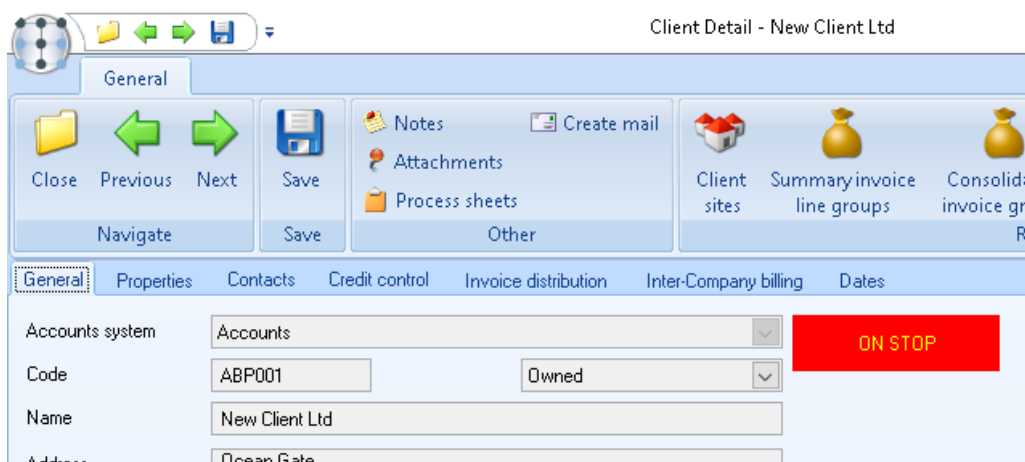
Invoice and Invoice Line lists

The lists for invoices and invoice lines have provide optional columns (via the field chooser) for *on-stop*, and *dispute* details:

Invoice details

When viewing an invoice, the client on-stop and invoice dispute details are clearly shown:

PURCHASE INVOICES IN DISPUTE

Background

As described above, the *Debtor Manager* allows for a number of Dispute *Reasons*. *TemplaCMS* supports the ability to mark a *purchase invoice* as *'In dispute'*, with this flag being passed to Dimensions on posting the *purchase invoice* and it also allows the reason to be specified.

Purchase Invoice Details

When the *Disputed?* checkbox is ticked, the *Reason* selector becomes visible:

The user may only select reasons defined for use on purchases, and selection of a reason is entirely optional.