ACHIEVE AR COLLECTIONS MANAGEMENT

USER MANUAL
Version 6.5

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ACHIEVE IT SOLUTIONS

SAP® Certified
SAP Business One Integration

Achieve AR Collections Management is part of the Achieve One Suite, which has been certified by SAP as conforming to SAP's standards for Business One add-on solutions.

SAP® Certified
SAP Business One Integration

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Introduction

Collections Management is a major task for any organization. Cash flow is the lifeblood of any business, and credit managers are responsible for maintaining that flow on a day-to-day basis. They need quick and easy access to information about their customers, contact history, and relevant documents. Yet in many cases they do not have the tools they need to perform these vital functions.

The ***Achieve AR Collections Management*** module provides enhanced functionality that is fully integrated into SAP Business One. Credit managers and collections staff are provided with a one-screen dashboard to view all relevant credit information for each customer. A complete history of credit calls may be tracked and reviewed on-screen. Multiple documents may be referenced and attached to the collections history. Other tools include the ability to print, fax, or email documents to preset destinations for each customer; and a credit approval screen for sales orders on hold. Reports are provided to summarize and display history and forecasts.

Major features include:

- *Business Partner Master – Collections Tab*

  This tab provides a complete summary of credit information for each customer
  - *Aging totals and drill-down*
  - *Payment history by month*
  - *Total exposure*
  - *Credit remaining*

- *Collection Tracking Screen*

  This screen provides a history of collection activities for a customer
  - *Multiple related documents, with drill-down*
  - *Call Log, including results and promises*
  - *Free-form notes*
  - *Call-back reminders*

- *Sales Order Approval*
- *View all orders on hold from a single screen*
- *Enter approval or rejection*
- *View archive of past entries*

- *Reports*
- *Orders On - Hold Report*
- *Collection Call Back Report*
- *Broken Promises Report*
- *Cash Receipts Forecast Report*

In addition, ***Achieve AR Collections Management*** incorporates two other Achieve One modules.

Achieve Document Delivery

- *Preset delivery methods by type of document*
- *Print, fax or email*
- *Multiple destinations per customer/contact/document*
- *Deliver individual document or batch of documents*
- *Documents included:*
- *Quotations*
- *Sales Orders*
- *Deliveries*
- *A/R Invoices (includes Reserve and Down Payments)*
- *Statements*

Achieve AR Factor (requires contract with CIT or other Factoring company)

- *Transmit orders to Factoring Company for credit approval*
- *Process factored invoices for payment*

Achieve Document Delivery and ***Achieve AR Factor*** are described in separate User Guides, and are not covered in this manual.

Version 6.5

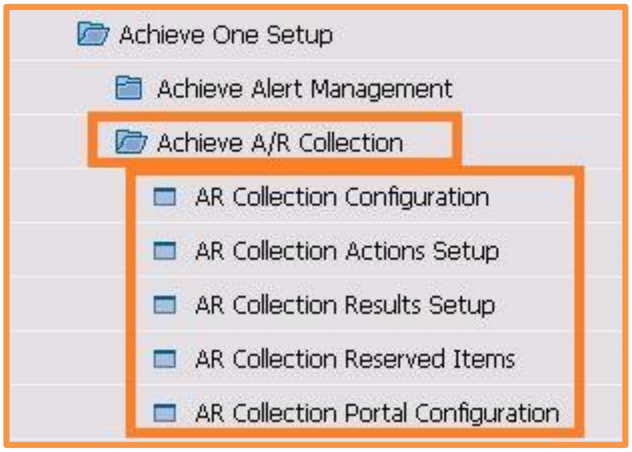
This manual is specific to Version 6.5 of ***Achieve AR Collections***, which is distributed in conjunction with SAP Business One version 9.1 and above. In addition to various minor enhancements and changes to screen formats, it includes the following new elements:

- *Change logs for the following programs:*
    - *AR Collections Initialization*
    - *Collection Tracking Document*

- *Order-To-Cash (OTC) inquiry screens for Customers, Vendors, and Items show documents of all types related to the specified Business Partner or Item.*

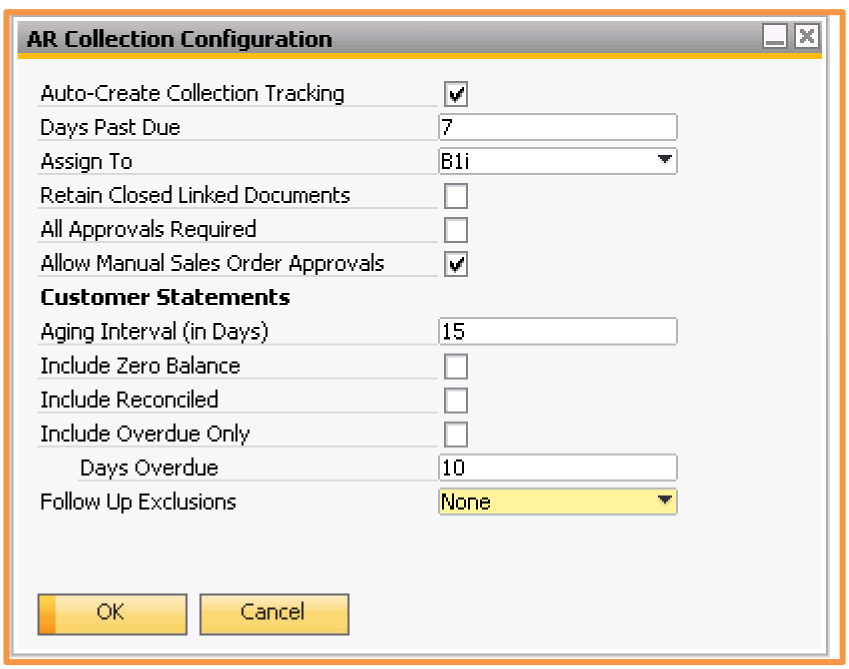
See the Achieve One Special Features manual for details of this feature.

Setups



A/R Collection Initialization

Administration > Achieve One > Achieve AR Collections > A/R Collection Initialization



This screen allows you to make certain selections about how the Collection Management system will work.

Auto-Create Collection Tracking: Check this box if you wish the system to automatically create a Collection Tracking record for past due invoices.

Days Past Due: If Collection Tracking records are to be created automatically, enter the number of days past due an invoice must be in order to cause the record to be created.

Assign To: Select the user who will be assigned to the automatically created Collection Tracking records.

Aging Interval: Enter the number of days between aging columns for customer statements.

Include Zero Balance: Check if you wish to include zero-balance customers when printing customer statements.

Follow up Exclusions: This option allows the type of Collection Tracking documents to exclude from the Call Back Report.
The choices are:

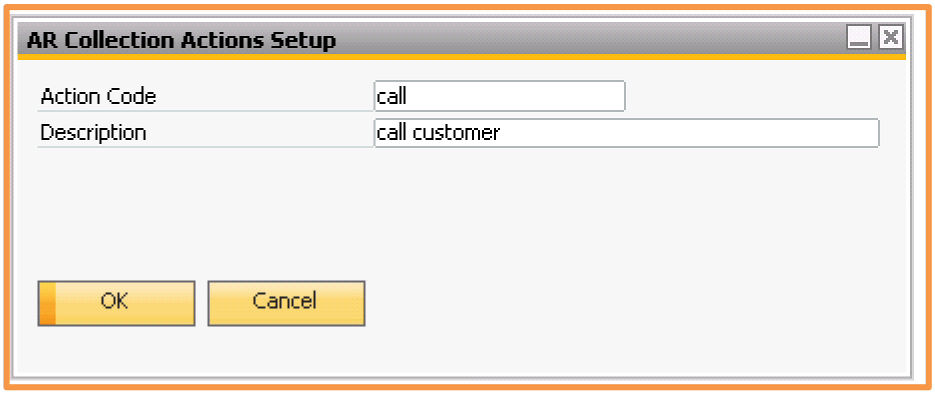
- *None – No documents will be excluded*
- *Closed and Inactive – Closed and Inactive documents will be excluded*
- *Closed – Only closed documents will be excluded*
- *Inactive – Only inactive documents will be excluded*

Include Overdue Only: Check if you wish to show only overdue documents when printing customer statements.

Overdue Days: Enter the minimum number of days overdue for documents to be included, if the "Include Overdue Only" box is checked.

Include Overdue Only: Check if you wish to show only overdue documents when printing customer statements.

A/R Collection Actions Setup

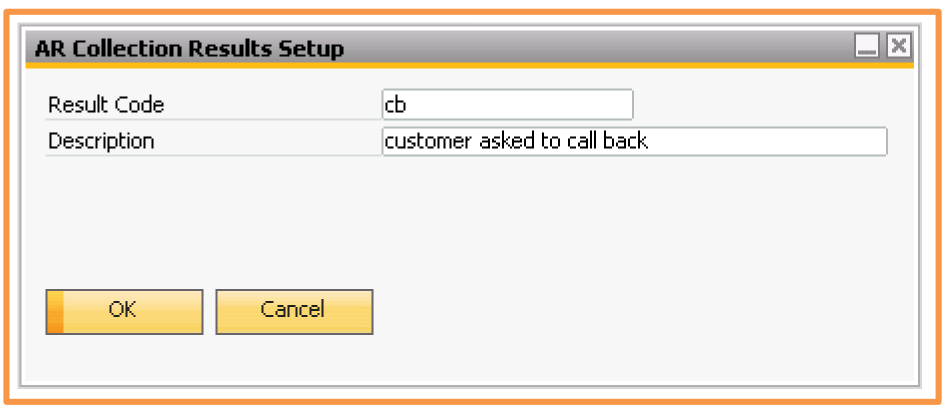


These codes are used in the Collection Tracking Call log screen.

Action Code: Enter a code to identify a possible action the collections group will be using when handling a Tracking document. You will need at least 1 of these codes setup.

Description: Enter the description for the Action Code.

A/R Collection Results Setup

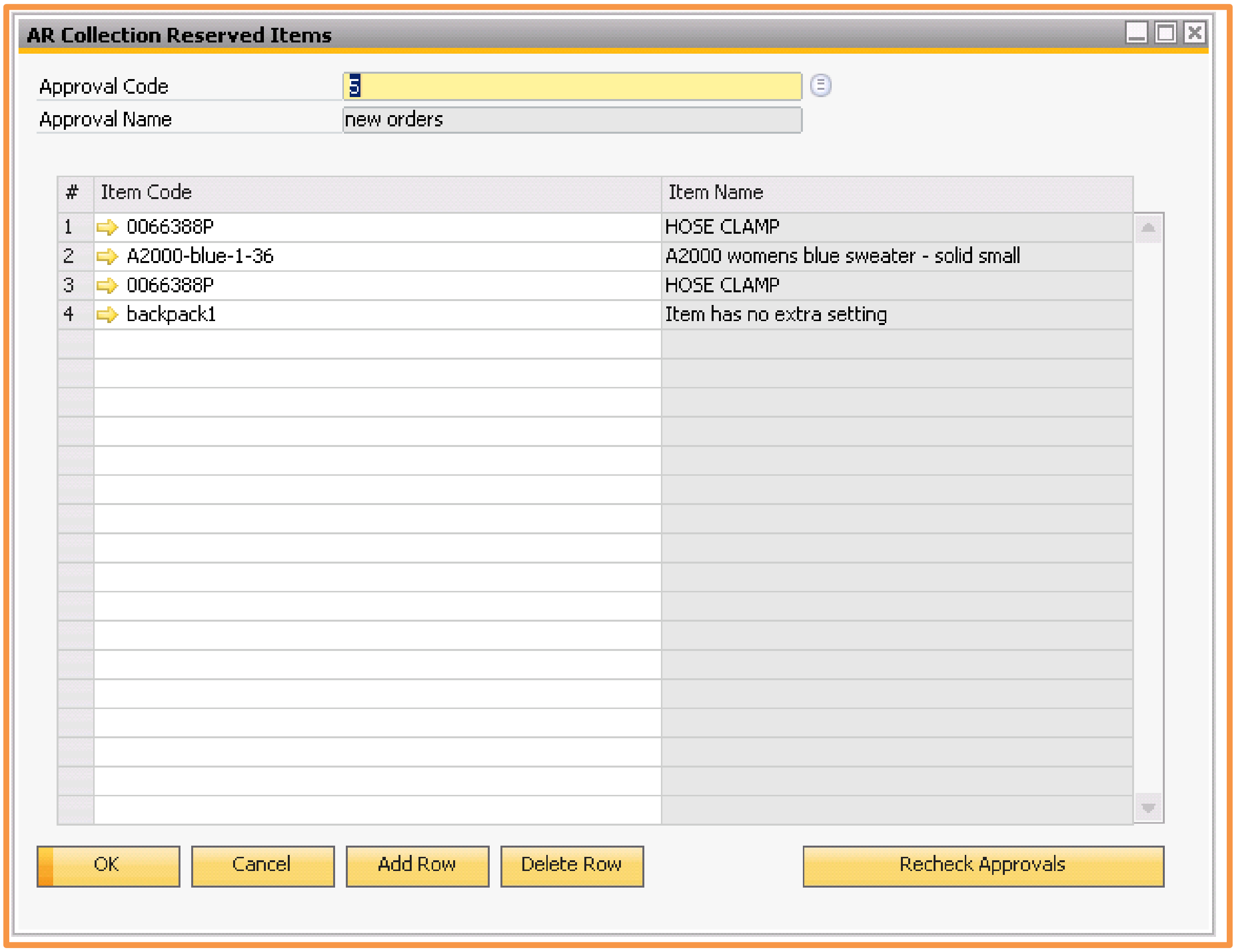


These codes are used in the Collection Tracking Call log screen.

Result Code: Enter a code to identify a possible result the collections group will have when handling a Tracking document. You will need at least 1 of these codes setup.

Description: Enter the description for the Result Code.

A/R Collection Reserved Items



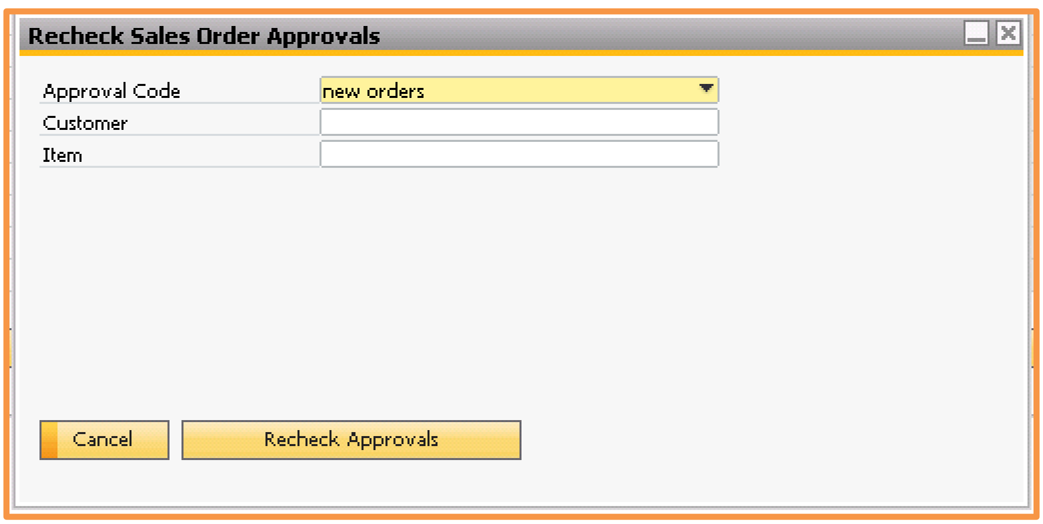
This screen will only be available with the AR Collections module and the Order Reservations module.

This screen provides the capability to specify item codes with limited inventory which requires them to have additional approval requirements. Order reservations will be included in the approval process for these items. If the order fails this check it will need to get approved with the approval rules assigned to the approval code for the item that caused the approval rejection.

A query must be created with the approval rules you want to use against with these reserved items. A screen shot is provided below with an example of the SAP Approval template setup showing where the query is specified.
A screen shot showing an example of the query is also provided below.

Approval Code: This must be a current SAP Approval template that has the Achieve One check box selected.

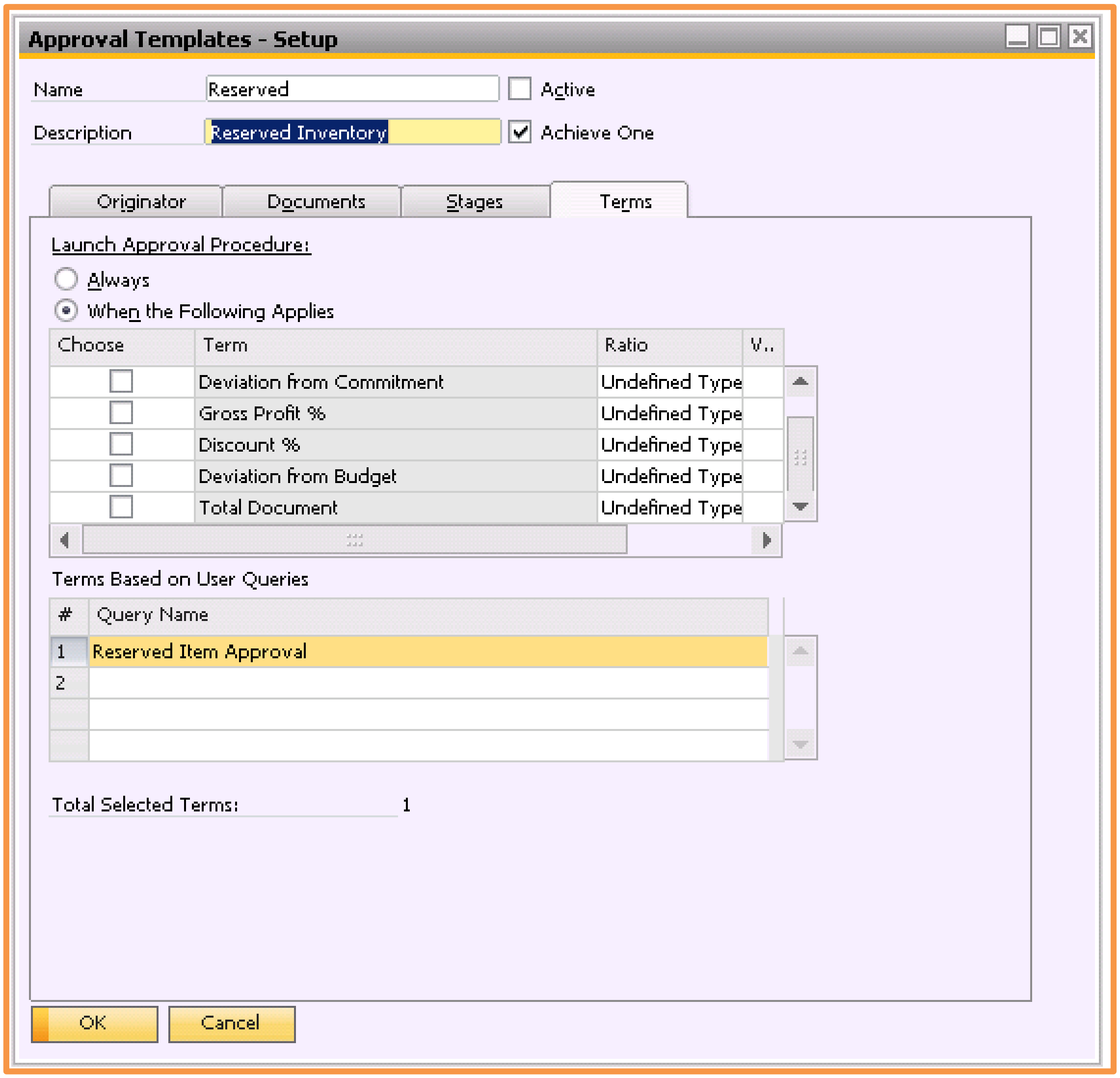
OK: Returns you to the menu**.**
Cancel: Returns you to the menu.
Add Row: Allows a new row to be added.
Delete Row: Allows the row that is highlighted to be deleted.
Recheck Approvals: Will open up a new screen to allow approval code criteria to be entered for checking. Only 1 approval at a time can be checked from this screen.

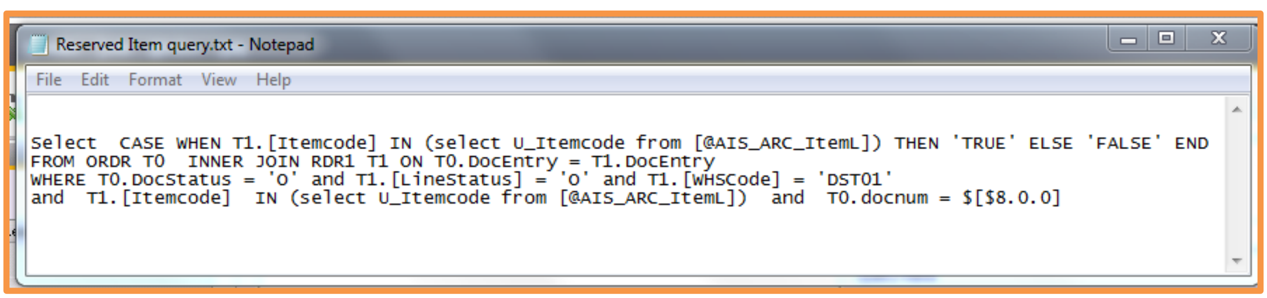


You can select the Achieve One Approval Code, Customer and Item that you want to have all open orders checked against.

Cancel: Returns you to the previous menu.

Recheck Approvals: all open documents will be checked against the selected approval data entered and if the approval criteria is not met the order will go on hold.


Approval Templates - Setup
Name
Reserved
Active
Description
Reserved Inventory
Achieve One
Originator
Documents
Stages
Terms
Launch Approval Procedure:
Always
When the Following Applies
Choose
Term
Ratio
V..
Deviation from Commitment
Undefined Type
Gross Profit %
Undefined Type
Discount %
Undefined Type
Deviation from Budget
Undefined Type
Total Document
Undefined Type
Terms Based on User Queries
#
Query Name
1
Reserved Item Approval
2
Total Selected Terms:
1
OK
Cancel

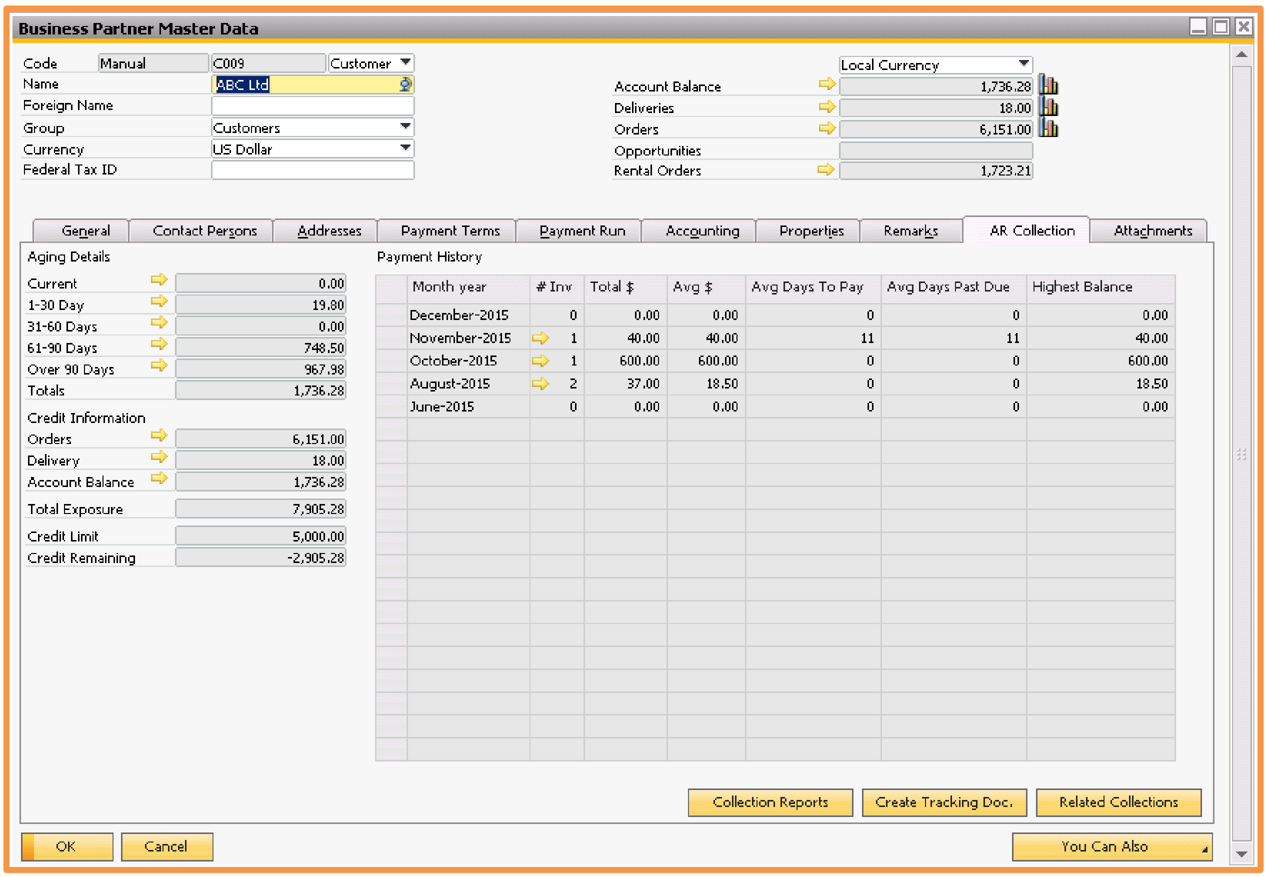

Reserved Item query.txt - Notepad
File Edit Format View Help
select CASE WHEN T1.[Itemcode] IN (select U_Itemcode from [@AIS_ARC_ItemL]) THEN 'TRUE' ELSE 'FALSE' END
FROM ORDR T0 INNER JOIN RDR1 T1 ON T0.DocEntry = T1.DocEntry
WHERE T0.DocStatus = 'O' and T1.[LineStatus] = 'O' and T1.[WHSCode] = 'DST01'
and T1.[Itemcode] IN (select U_Itemcode from [@AIS_ARC_ItemL]) and T0.docnum = $[$8.0.0]

Business Partner Master: Collections Tab

Business Partners > Business Partner Master Data

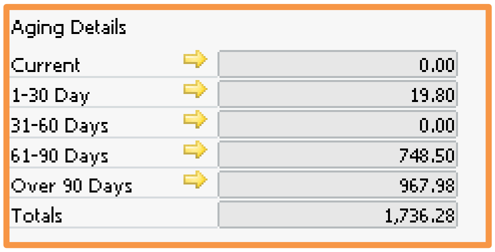
The standard Business Partner Master Data selection has been enhanced to include a new tab: AR Collections. This tab is applicable to customer-type Business Partners only.

The Collections tab provides a “dashboard” look at the customer’s collection information, specifically designed for credit managers.



There are three major areas in this tab.

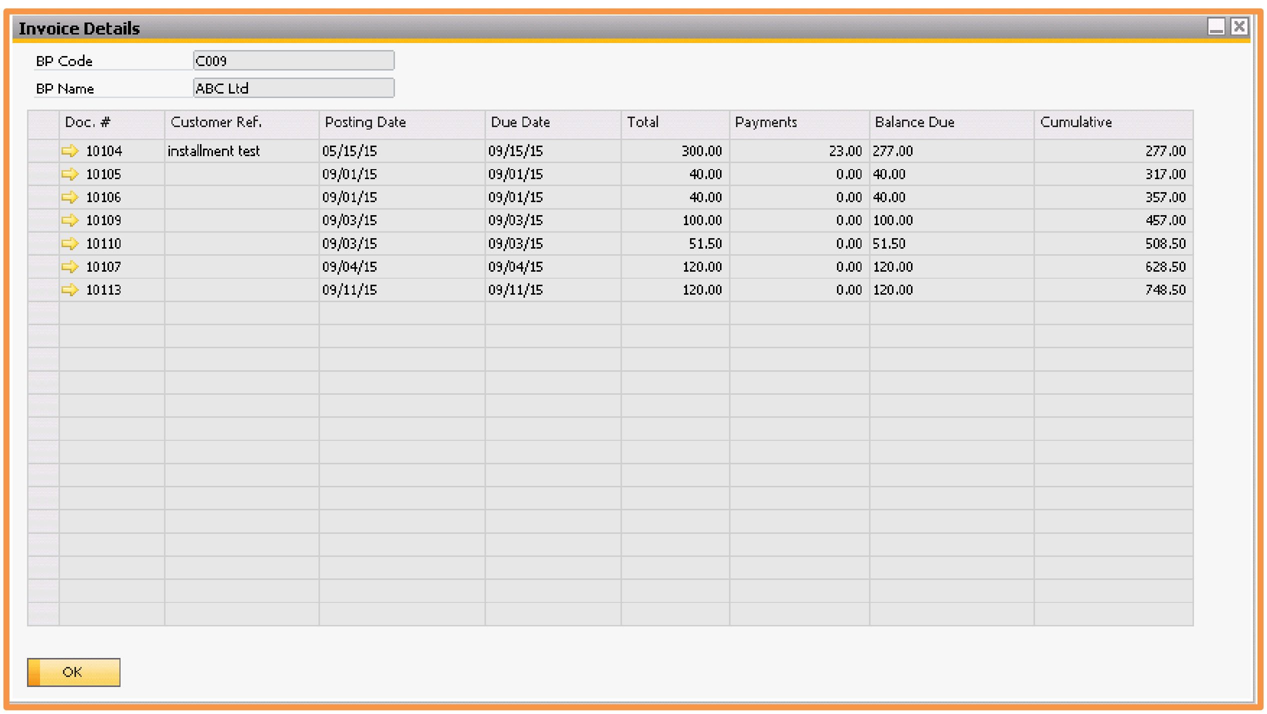
Aging Details



Aging Details	
Current	0.00
1-30 Day	19.80
31-60 Days	0.00
61-90 Days	748.50
Over 90 Days	967.98
Totals	1,736.28

This section shows the customer's balance divided into aging groups. The total of all of the groups will match the account balance shown in the header.

In each aging group, you may drill down on the total to see the list of invoices included in that group.



Invoice Details

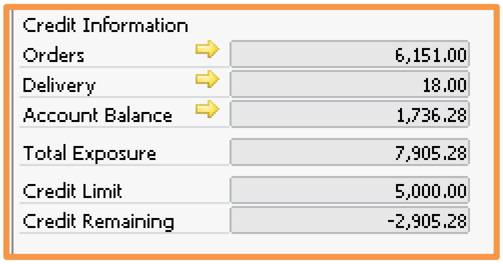
BP Code C009

BP Name ABC Ltd

Doc. #	Customer Ref.	Posting Date	Due Date	Total	Payments	Balance Due	Cumulative
10104	installment test	05/15/15	09/15/15	300.00	23.00	277.00	277.00
10105		09/01/15	09/01/15	40.00	0.00	40.00	317.00
10106		09/01/15	09/01/15	40.00	0.00	40.00	357.00
10109		09/03/15	09/03/15	100.00	0.00	100.00	457.00
10110		09/03/15	09/03/15	51.50	0.00	51.50	508.50
10107		09/04/15	09/04/15	120.00	0.00	120.00	628.50
10113		09/11/15	09/11/15	120.00	0.00	120.00	748.50

OK

Credit Information



This section indicates how the customer's activity relates to his credit limit. It shows not only the account balance, but also the open orders and deliveries. These are added together to yield the total exposure – the customer's potential total balance at the current time. This total is then compared to the customer's credit limit, and the remaining credit (positive or negative) is calculated. A negative total indicates that the customer would be over his credit limit if all of the open documents were taken into account.

You may drill down on each of the document totals to see the detail of the documents that are included.

Payment History

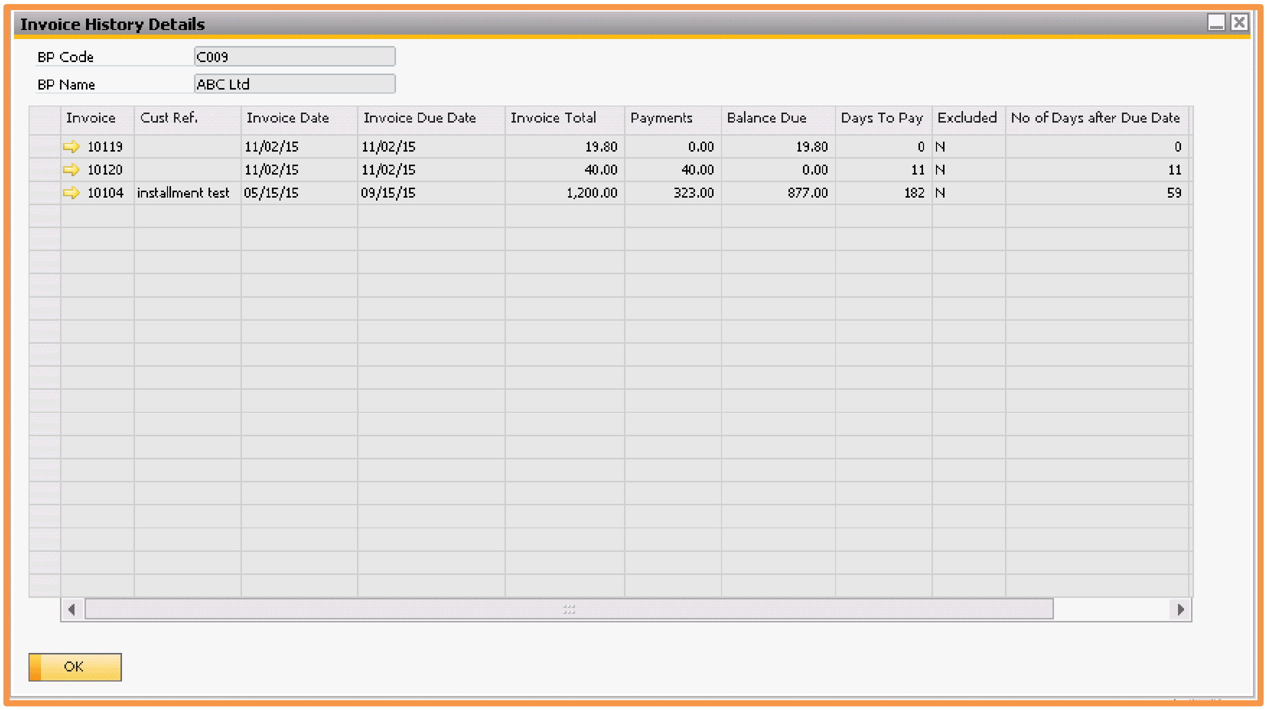
Payment History

Month year	# Inv	Total $	Avg $	Avg Days To Pay	Avg Days Past Due	Highest Balance
December-2015	0	0.00	0.00	0	0	0.00
November-2015	1	40.00	40.00	11	11	40.00
October-2015	1	600.00	600.00	0	0	600.00
August-2015	2	37.00	18.50	0	0	18.50
June-2015	0	0.00	0.00	0	0	0.00

This section provides a display of the customer's payment history, by month. For each month, it shows the number of invoices paid during that month, the total dollar amount of those invoices, the average amount, the average number of days to pay, the average days past due, and the highest balance in that month.

Note*: Only invoices that are completely paid are included in this display. If an invoice was paid in multiple payments, then the invoice is shown in the month in which the final payment was received. The number of days to pay, and number of days past due are calculated based on the invoice date or due date, compared to the date of the final payment.*

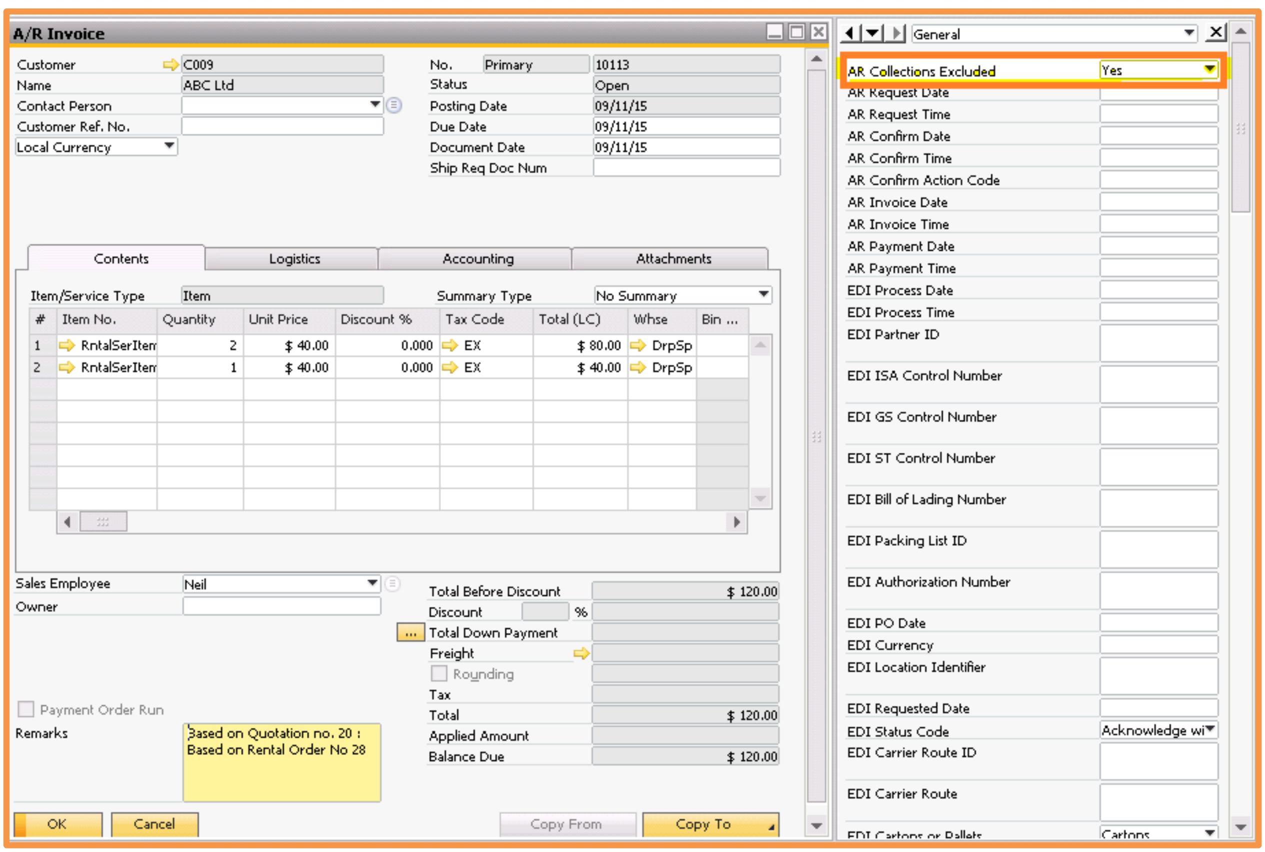
You may drill down on any month to see the list of invoices that were paid in that month.


Invoice History Details
BP Code
C009
BP Name
ABC Ltd
Invoice
Cust Ref.
Invoice Date
Invoice Due Date
Invoice Total
Payments
Balance Due
Days To Pay
Excluded
No of Days after Due Date
10119 11/02/15 11/02/15 19.80 0.00 19.80 0 N 0
10120 11/02/15 11/02/15 40.00 40.00 0.00 11 N 11
10104 installment test 05/15/15 09/15/15 1,200.00 323.00 877.00 182 N 59
OK

Excluded Invoices

On occasion, it may be desired to exclude certain invoices from the calculation of average days to pay. For example, there may have been an error in shipment or a quality problem with an item; during the time that it takes to clarify and correct these issues, the customer may not pay the invoice. In order to avoid having this type of invoice confused with one where the customer is simply delinquent in payment, you may mark the invoice as being excluded from the AR Collections calculations. It will not be included in the average days to pay or the average days late. The exclusion flag will also be visible in the Collections Tracking document.

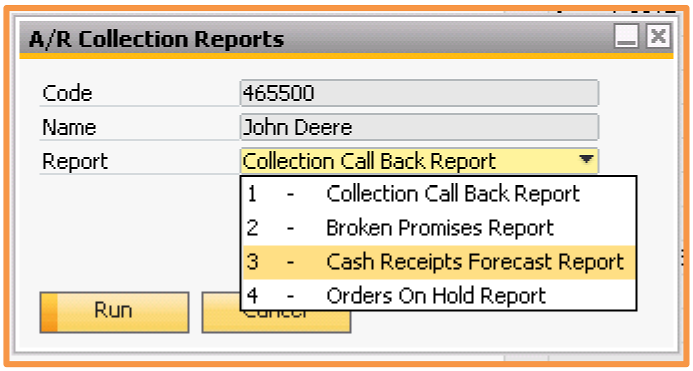
To exclude an invoice, set the user-defined field "AR Collections Excluded' to "Yes".



Additional Options

The Collections tab also includes three buttons which may be used to access other areas of the program.

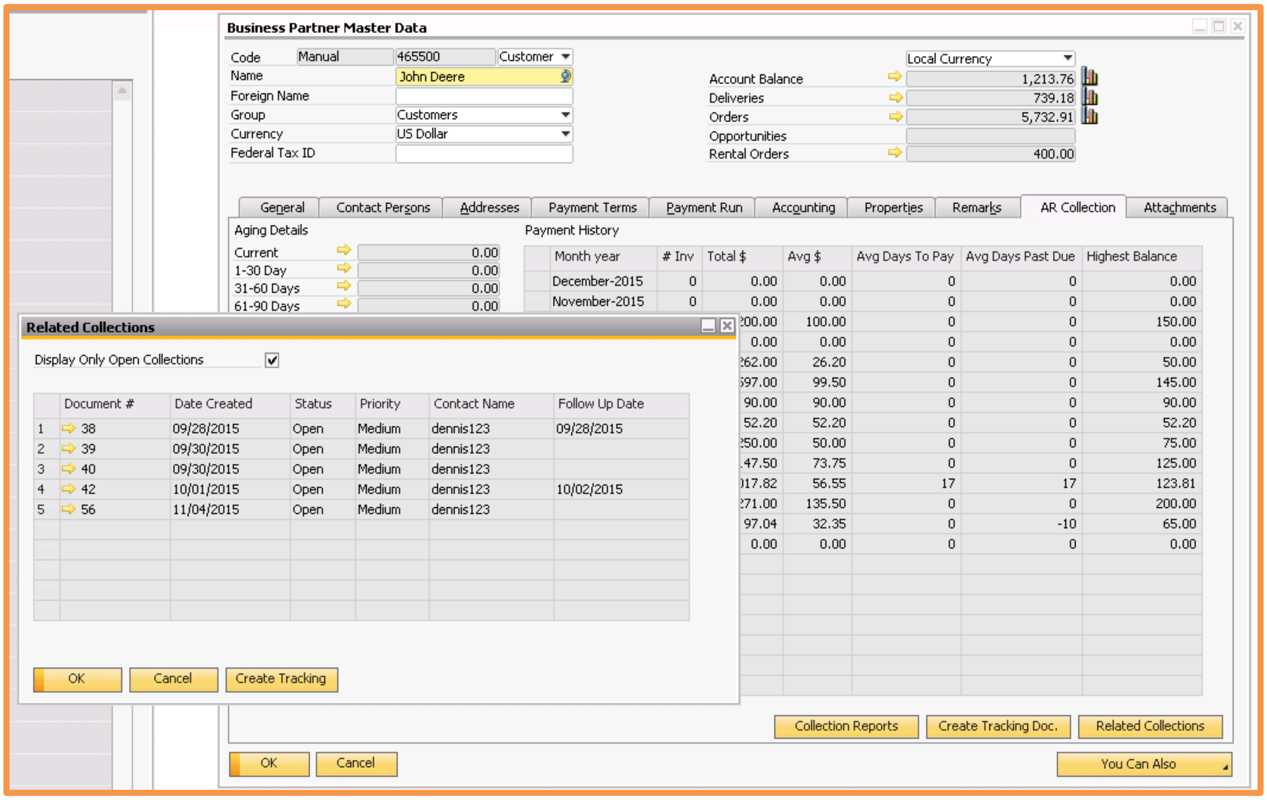
Collection Reports: This button will provide a list of Collection Management reports. When a report is selected, the customer's code will automatically be entered in the report parameters.



Create Tracking Doc.: This button will open the Collection Tracking screen which provides you with the ability to enter a new Tracking Document. The customer's code will automatically be entered in the document header.

> ***Note****: Both of these options are also available through the Achieve AR Collections Management menu. They are described in detail in later sections of this manual.*

Related Collections: This button will display a list of existing Tracking Documents relating to this customer.



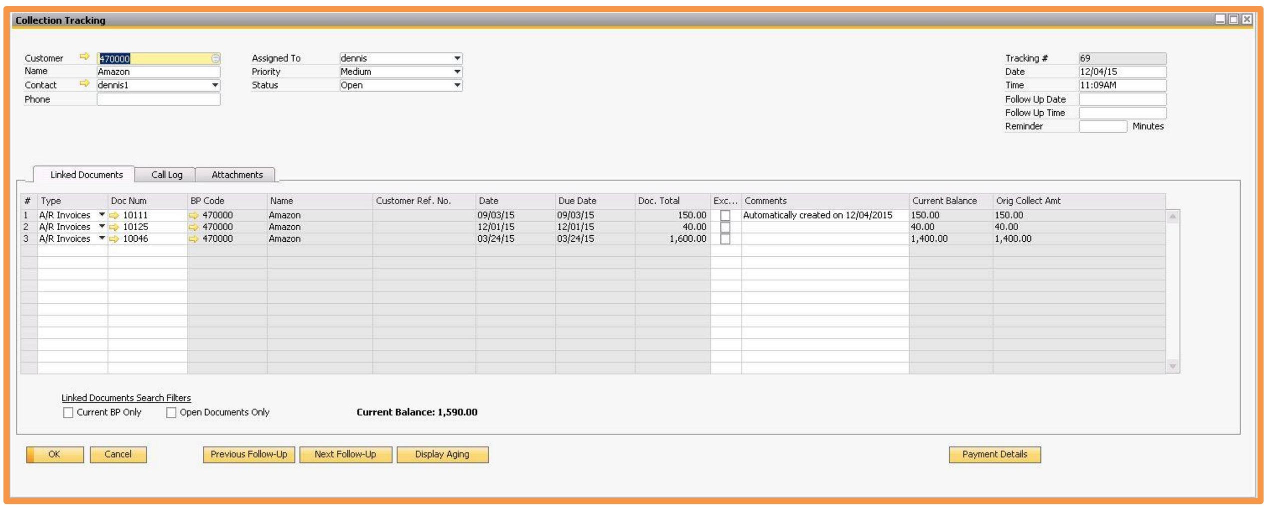
Note: *The "Display Only Open Collections" box will be checked initially by default.*

You can drill down to an existing document, or use the "Create Tracking" button to create a new one.

Collection Tracking

Achieve One > Achieve AR Collections > Collection Tracking

The Collection Tracking screen serves several functions. First, it creates a record that collection tracking has occurred in regard to a particular customer. Second, it provides links to one or more documents that are referenced in the collection activity. In addition, it allows you to create a detailed log of the collection activity over time. And finally, it provides the ability to set a follow-up date and time for further actions.



Collection Tracking Screen Entries

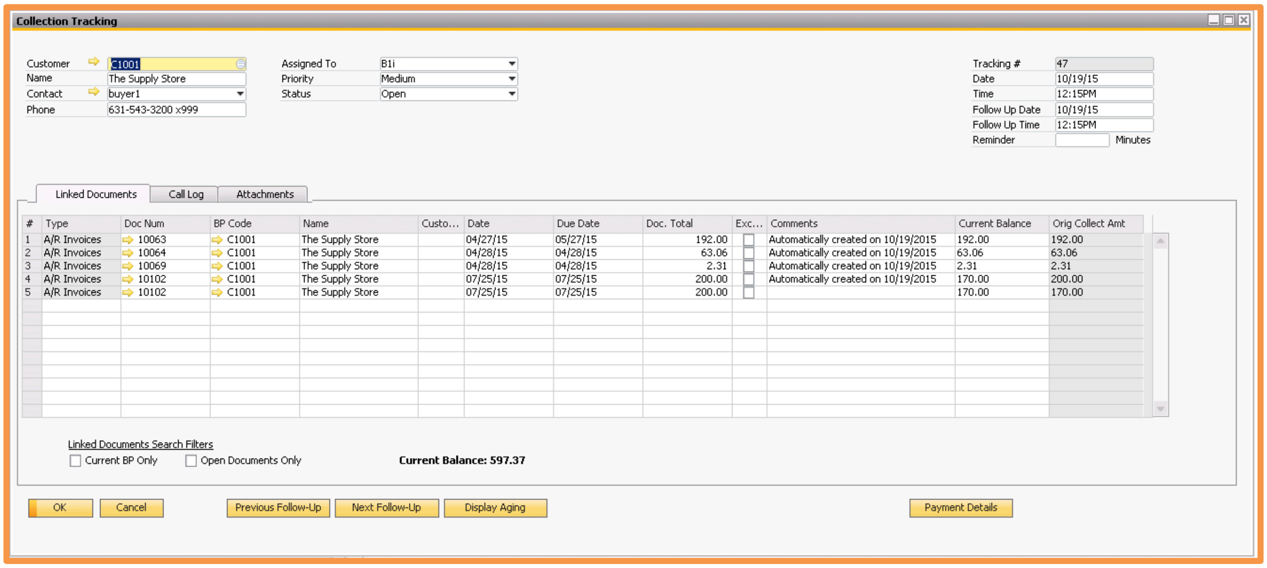
The screen consists of three sections.

Header

The header area contains the following fields:

Customer Code	Enter the code for the customer, or click on the search button to select from the list.
Customer Name	The customer's name automatically appears.
Contact	The default contact for the customer automatically appears. You may select a different contact from the drop-down list.
Phone	The customer's main telephone number automatically appears. You may change this as needed.
Assigned To	The login name of the user entering the record is automatically selected. If a different person is to be assigned to the collection, you may select any other user name from the drop-down list.
Priority	Select Low, Medium, or High priority. The default is Medium.
Status	The status defaults to Open. You may change it to Closed or Inactive. Note that the status does not change automatically at any point.
Tracking #	The system will automatically assign a tracking number when the record is added.
Date	The current date is automatically entered. You may change it if desired. This represents the date when collection tracking activity was initiated.
Time	The current time is automatically entered. You may change it if desired. This represents the time when collection tracking activity was initiated.
Follow Up Date	Enter the date when you will next follow up on the collection activity.
Follow Up Time	Enter the time when you will next follow up on the collection activity.
Reminder	Enter the number of minutes before the specified date and time to receive a reminder of the follow up.

Linked Documents



This section allows you to reference various Business One documents, such as invoices or credit memos, which are relevant to the collection activity. You may list as many documents as needed.

Use the checkboxes under the grid to indicate if you wish to select documents from the current Business Partner only, and if you want to choose from open documents only. Both boxes are checked by default.

Type	Select the document type. You may select from Sales Quotations, Sales Orders, A/R Invoices, Returns, A/R Credit Memos, A/R Down Payments, and Incoming Payments. A/R Invoices are selected by default.
Doc Num	Enter the document number, or use the selection button to choose from the list. Only open documents of the type selected will be shown, unless the "Open Documents Only" box is unchecked. You may drill down to the document.
BP Code	The Business Partner code from the document is displayed.
Name	The Business Partner name from the document is displayed.
Date	The entry date of the document is displayed.
Due Date	The due date of the document is displayed.
Doc. Total	The document total is displayed. In the case of invoices, the open amount is shown.

Excluded	This checkbox indicates if the document has been marked as excluded from collections calculations. You may also check it directly on this screen.
Current Balance	The current balance of the document is displayed.
Orig Collect Amt	The balance of the document at the time this Collection Tracking document was created.
Comments	You may enter comments, up to 254 characters. A window will open to display the full text as it is entered or displayed.

Call Log

This section may be used to record calls or other activities performed in the course of the collection. It provides a sequential record of events which may be useful in evaluating the success of the activity. It also may be helpful in cases where there is a difference of opinion as to what was said or promised on various occasions.

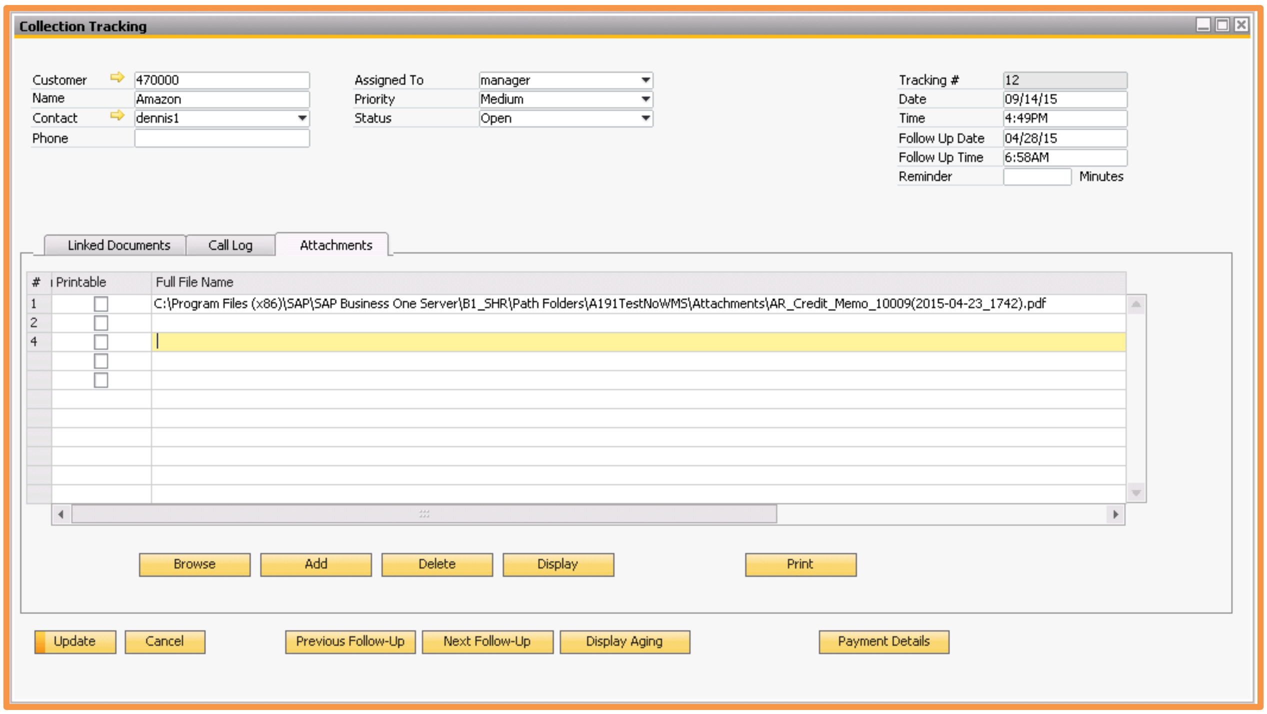
Date	The current date will appear automatically. Change it if needed to indicate the date of the call.
Time	The current time will appear automatically. Change it if needed to indicate the time of the call.
Contact	The contact name from the header will appear automatically. You may select a different contact person if appropriate.
Action	Enter an Action Code from the pull down list. These codes are maintained in the Action Code setup screen described above.
Result	Enter a Result Code from the pull down list. These codes are maintained in the Result Code setup screen described above.
Promise Date	Enter the date by which payment is promised, if any.
Promise Amt	Enter the amount that was promised to pay, if any.
Kept	Leave blank, or select Y (Yes) or N (No) to indicate if the promise was kept or not. An Entry of "N" will trigger this Tracking document to appear on the Broken Promises Report.
Comments	You may enter comments, up to 254 characters. A window will open to display the full text as it is entered or displayed.

Adding and Removing Rows

From anywhere in the Collection Tracking screen, use a right-click or the "Go To" pull-down menu to select one of the following options:

- Add Link Document Row
- Delete Link Document Row
- Add Call Log Row
- Delete Call Log Row

Attachments



This section may be used to attach documents (I.e Invoices and Statements) to the Collection Tracking document.

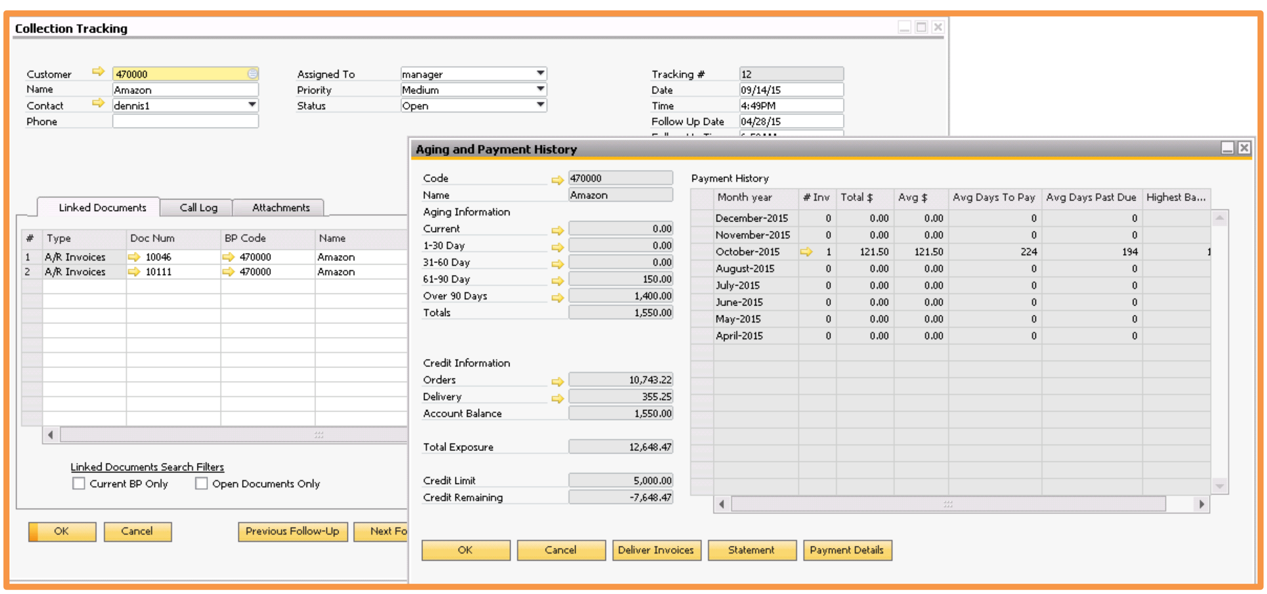
Browse	Provides the ability to browse a selected folder and choose a document to attach to this Tracking Document.
Add	Provides the ability to add a new row.
Delete	Provides the ability to delete the row that is highlighted.
Display	Allows the document on the row highlighted to be displayed.
Print	Allows the document on the row highlighted to be printed.

Follow Up Scrolling

The Collection Tracking screen includes two buttons at the bottom which enable the user to scroll from one record to the next in sequence by follow-up dates and times. Use the "Previous Follow Up" and "Next Follow Up" buttons to move to the previous or next record where the follow-up date and time are before or after the current record, regardless of their record numbers. This enables the credit manager to easily plan the day's projects by reviewing the calls that are to be made according to the assigned date/time schedule.
The "Follow Up" exclusions flag will be checked to determine which documents, if any will be skipped when using the scrolling buttons.

Display Aging

Another button at the bottom of the Collection Tracking screen is "Display Aging". When you click on this button, you will see the same information that appears on the A/R Collections tab of the Business Partner Master record.



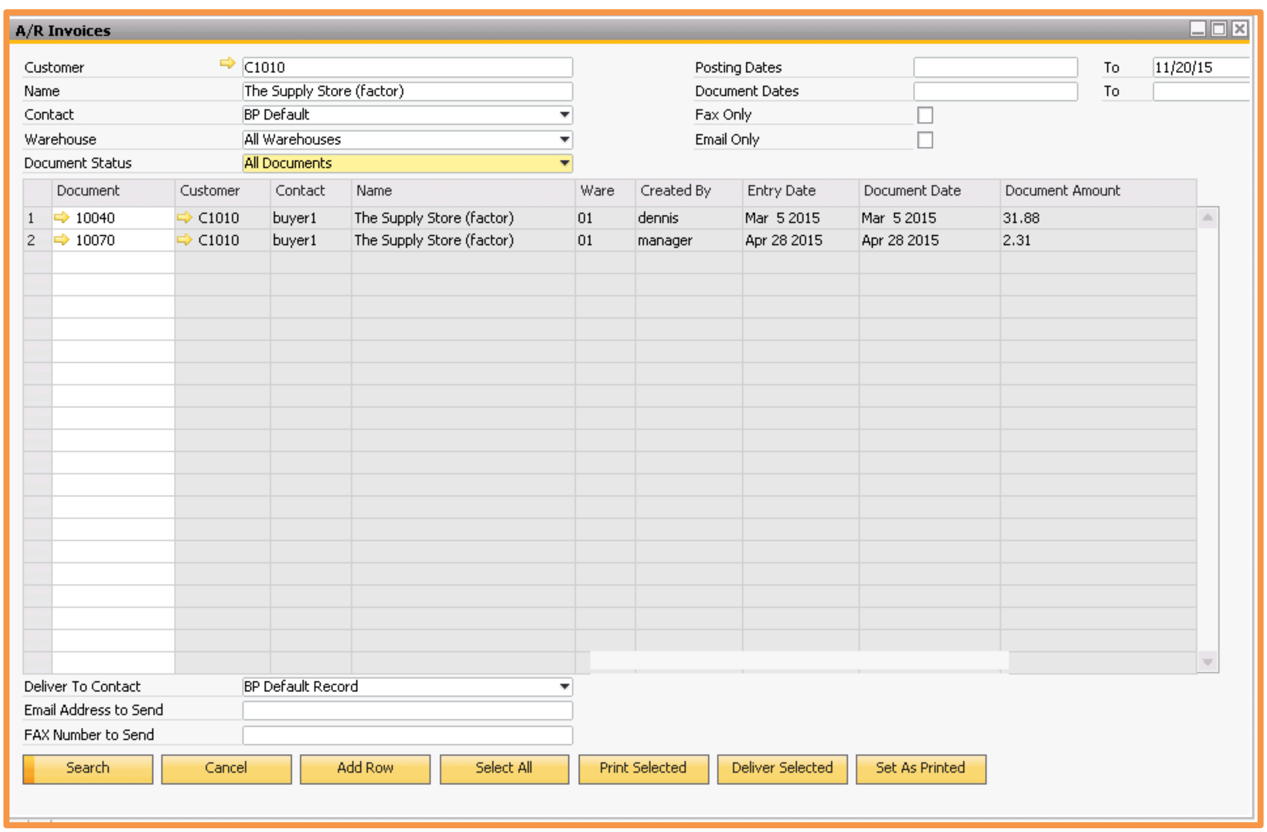
Invoices and Statements

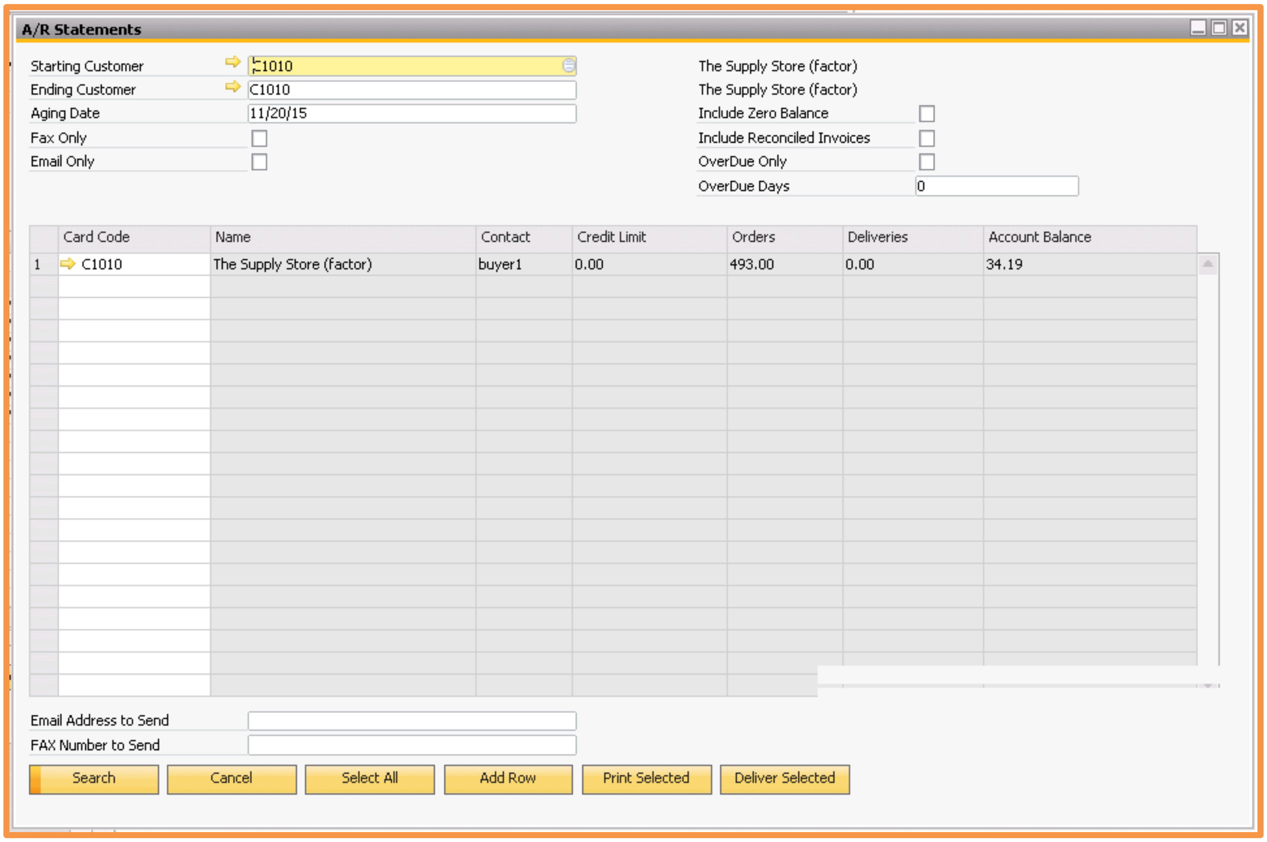
The Collection Tracking screen is linked to Achieve Document Delivery for A/R Invoices and Customer Statements.

> From anywhere in the Collection Tracking screen, use a right-click or the “Go To” pull-down menu to select “Deliver”. You will then have a choice of Invoices or Statements.
>
> From the Display Aging screen, use the buttons at the bottom to select “Deliver Invoices” or “Statement”.

When either of these selections is made, the appropriate Document Delivery screen will appear. In the case of Invoices, the customer name is automatically inserted in the header, and all invoice documents are shown. You may select the ones you wish to deliver, and use the normal Document methods to send them. In the case of Statements, the screen will show only the customer from the Collections screen; you may select it and deliver the statement.

Note: *It is necessary to create Document Delivery Customer Configuration records to allow the system to deliver invoices or statements to the appropriate recipients.*




A/R Statements
Starting Customer
C1010
The Supply Store (factor)
Ending Customer
C1010
The Supply Store (factor)
Aging Date
11/20/15
Include Zero Balance
Fax Only
Include Reconciled Invoices
Email Only
OverDue Only
OverDue Days
0
Card Code
Name
Contact
Credit Limit
Orders
Deliveries
Account Balance
1
C1010
The Supply Store (factor)
buyer1
0.00
493.00
0.00
34.19
Email Address to Send
FAX Number to Send
Search
Cancel
Select All
Add Row
Print Selected
Deliver Selected

Collection Tracking Procedures

The Collection Tracking program can be utilized in a variety of ways, depending on individual circumstances and company policy. Essentially, it is designed to track collection "events," which arise when customer accounts become overdue. These "events" may be short-term, such as a single overdue invoice which is resolved with a single phone call, or they may be of longer duration, involving multiple invoices, credit memos, and other documents, and requiring numerous calls.

The Collection Tracking "event" may begin in one of two ways:

- *The credit manager decides that a problem exists regarding a customer account. He manually enters a new Collection Tracking record and determines which invoices or other documents are to be included as linked documents.*

- *If the system has been set to automatically create Collection Tracking records when invoices are overdue by a specified number of days (from the configuration record), it will periodically check all customer accounts. When an invoice is found that exceeds that number of days overdue, the system will determine if an open Collection Tracking record exists for that customer, and if so, if the given invoice is included in the list of linked documents.*

- *If no open Collection Tracking record exists for the customer, the system will create one and will enter the specified invoice as a linked document. The person assigned to this record will be the user designated in the AR Collection Initialization.*

- *If an open Collection Tracking record does exist for the customer but the specified invoice is not included, it will be added to the list of linked documents on that record.*

- *If the invoice already exists on an open Collection Tracking record, then no further action will be taken.*

__Note__: It is recommended to create alerts to notify users of open Collection Tracking records to which they are assigned.

Once the Collection Tracking record has been entered, it is the responsibility of the assigned person to make appropriate contacts with the customer in an effort to achieve payment of the overdue invoices.

- *Be certain to make a log entry for every call or other contact, whether successful or not. Use the Comments field in the Call Log to record the details of each contact.*

- *Use the Promise date and amount fields as indicated, and be sure to note when promises are kept or broken.*

- *Use the Follow Up date, time, and reminder fields in the header to set the next contact appointment. These fields may be changed and reused as needed until the event is resolved.*

Note*: An alert query to notify users of Collections requiring follow-ups has been created and is included with the system. It is necessary to use system procedures to create an alert using this query, and to assign it to appropriate users.*

As the collection process continues, the Collection Tracking record should be updated to reflect any changes. Linked documents may be removed or others added. Log entries may be added and edited as needed. If necessary, the assigned person or priority level may be changed.

If a decision is made to temporarily suspend collection procedures for a customer (for example, while waiting for a manufacturer to resolve quality issues, or if it has been agreed to allow the customer to pay at a later time), you may change the status of the Collection Tracking record to "Inactive". This will prevent the record from being included in alerts and reports of open Tracking records. A note should be entered in the Call Log with the reason for the change in status. Note that a follow-up date may still be entered for Inactive records. The status may be changed to "Open" again at a later time.

Once the event is resolved, either by payment received or by some other means, the status of the Collection Tracking record should be changed to "Closed". The Call Log should include the date and nature of the resolution. It is important to close the record so that it does not continue to appear in collections reports and alerts.

Sales Order Approvals

The Sales Order Approval feature represents a change from the standard Business One Approvals methodology. Although it uses many of the standard functions, it allows orders to be placed in an "unapproved" state while still adding them as normal documents instead of drafts. It is also possible to make changes to the orders after they have failed an approval test. A screen is provided on which an approver may see a list of all documents that require approval, and may indicate approval or rejection of each. Finally, the system retains an archive of all orders that have failed the approval test, including subsequent approvals, rejections, and changes to the document.

***Note**: You can continue to use the Business One Approvals functions in the standard way for documents other than Sales Orders (I.e. Purchase Orders, A/R Invoices.).*

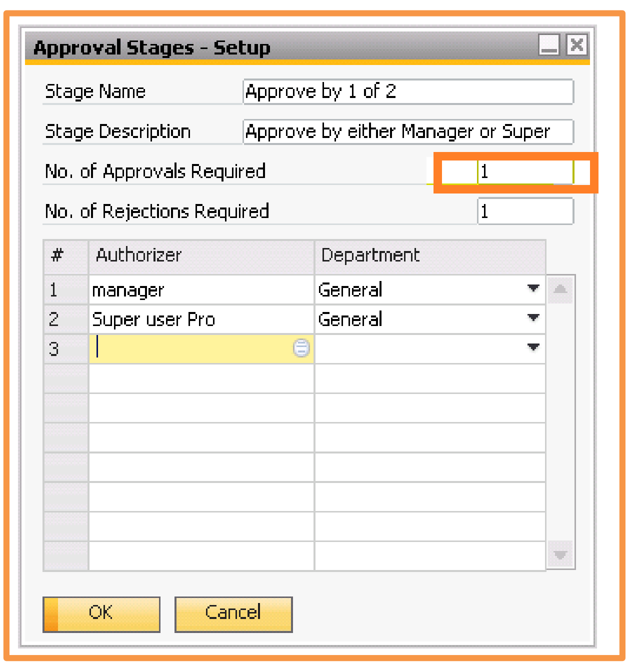
Approval Setups

The following setups must be completed before the Achieve AR Collections approval feature may be utilized.

Approval Stages

Administration > Approval Procedures > Approval Stages

Create approval stages according to standard Business One procedures, except as noted below.



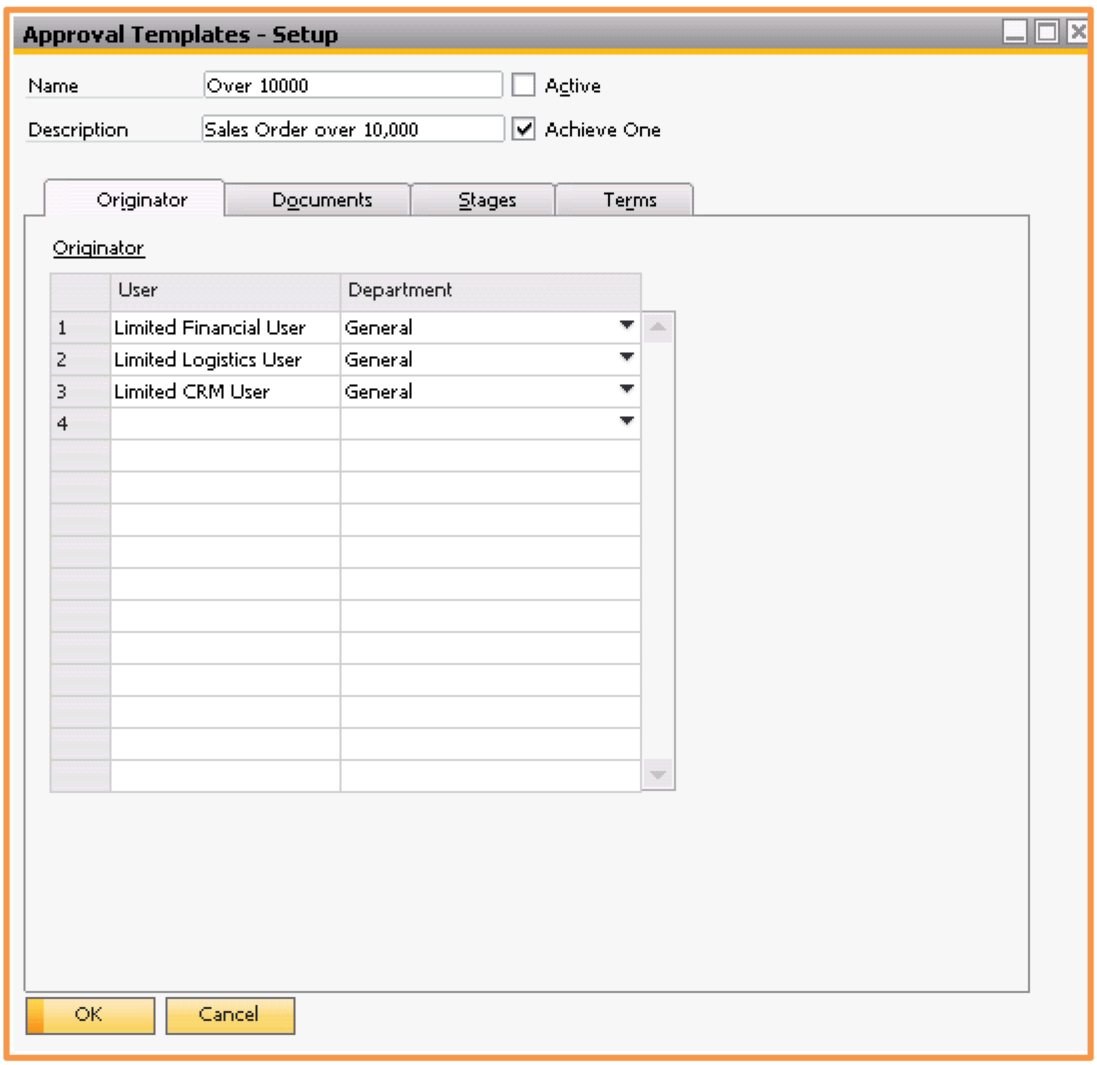
For Achieve AR Collections approvals, the Number of Approvals Required field should always be set to "1". You may include multiple Authorizers, but any one of them may approve the order.

Approval Templates

Administration > Approval Procedures > Approval Templates

Create Approval Templates according to standard Business One procedures, except as noted below.

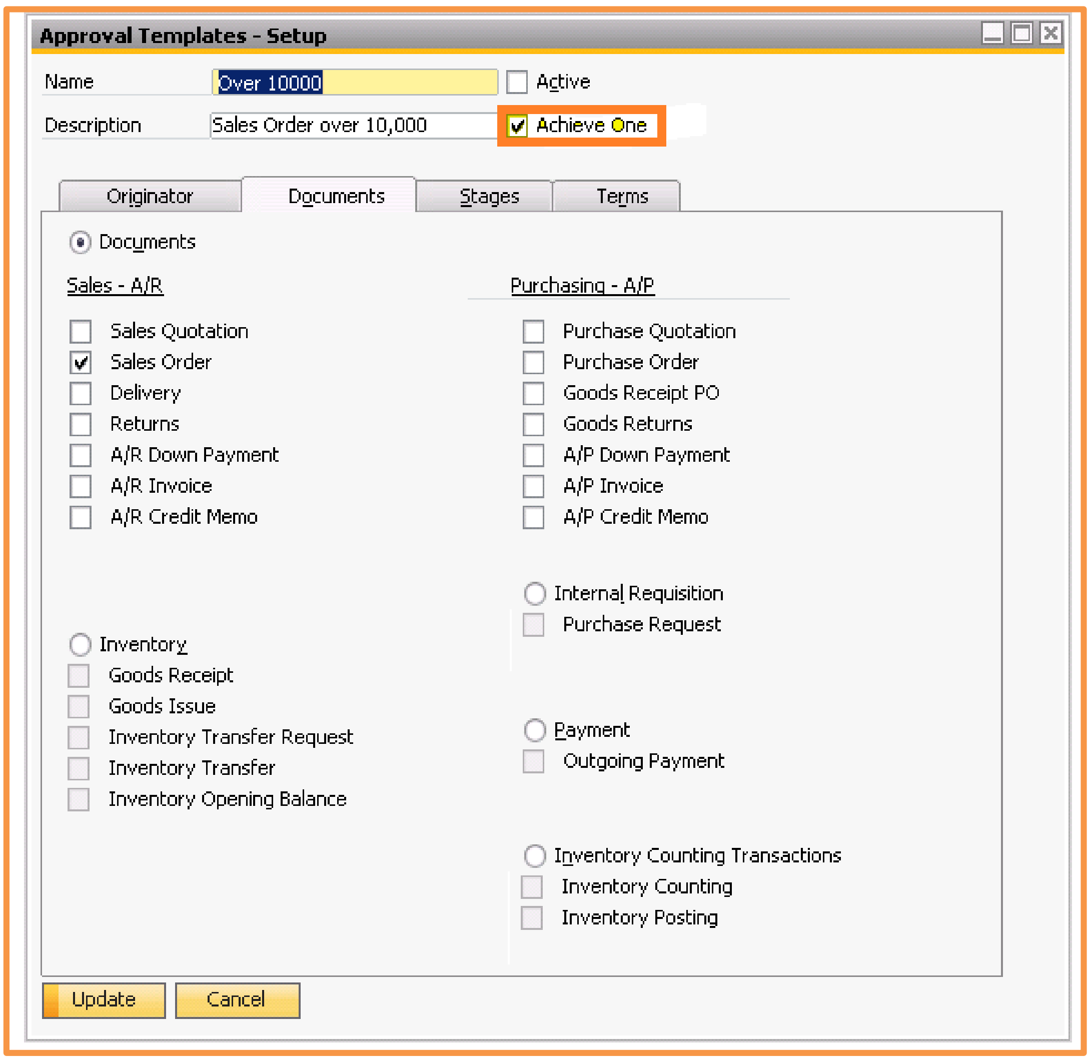
<u>Originator Tab</u>



Enter the originators who may trigger the Approval.

For Achieve AR Collections approvals, the "Active" checkbox must NOT be checked. This prevents the system from creating draft documents when the approval is triggered. Instead, check the "Achieve One" box to indicate that the template will be used for the Achieve AR Collections approval procedure.

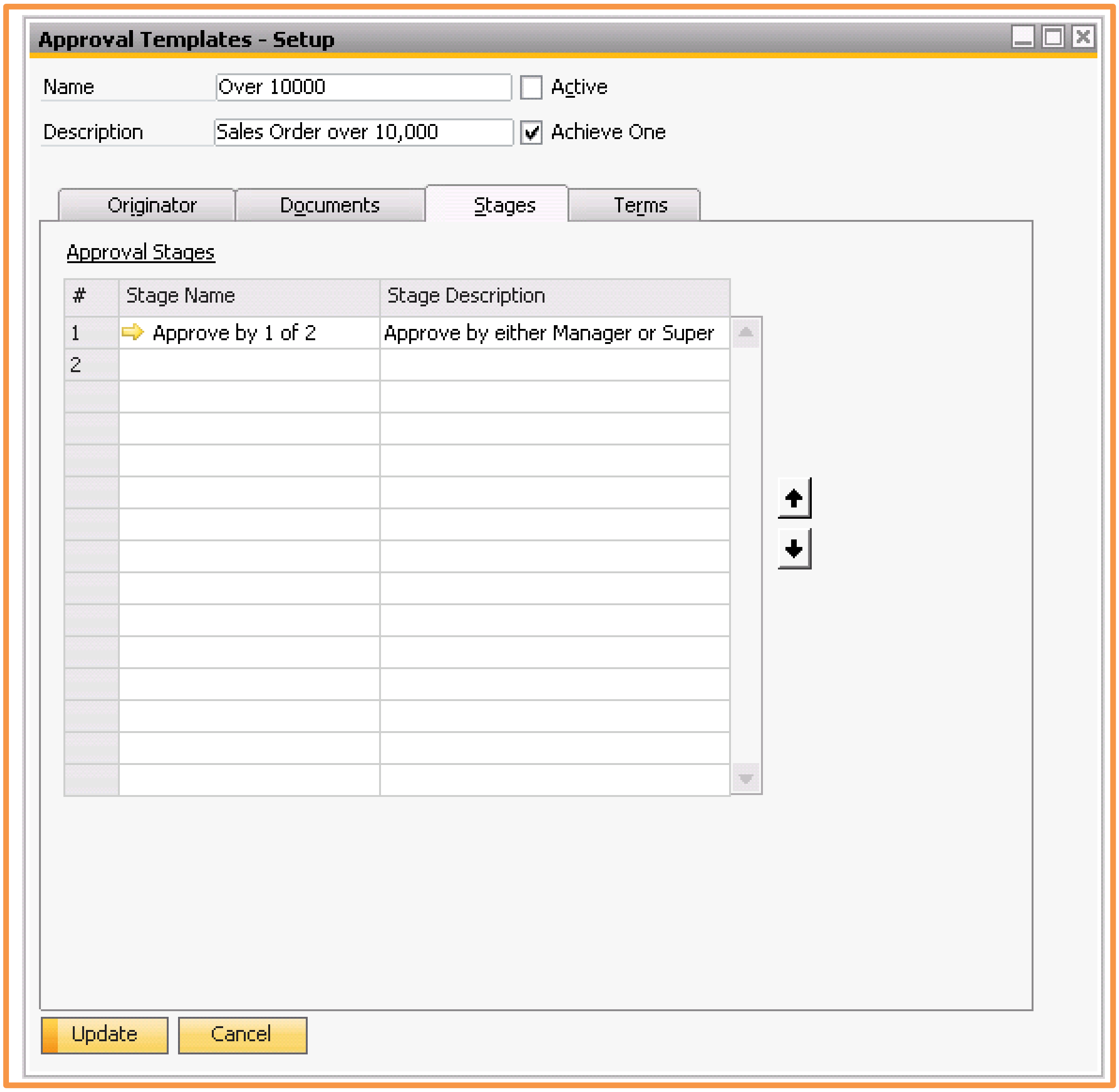
<u>Documents Tab</u>



Check the "Sales Order" box.

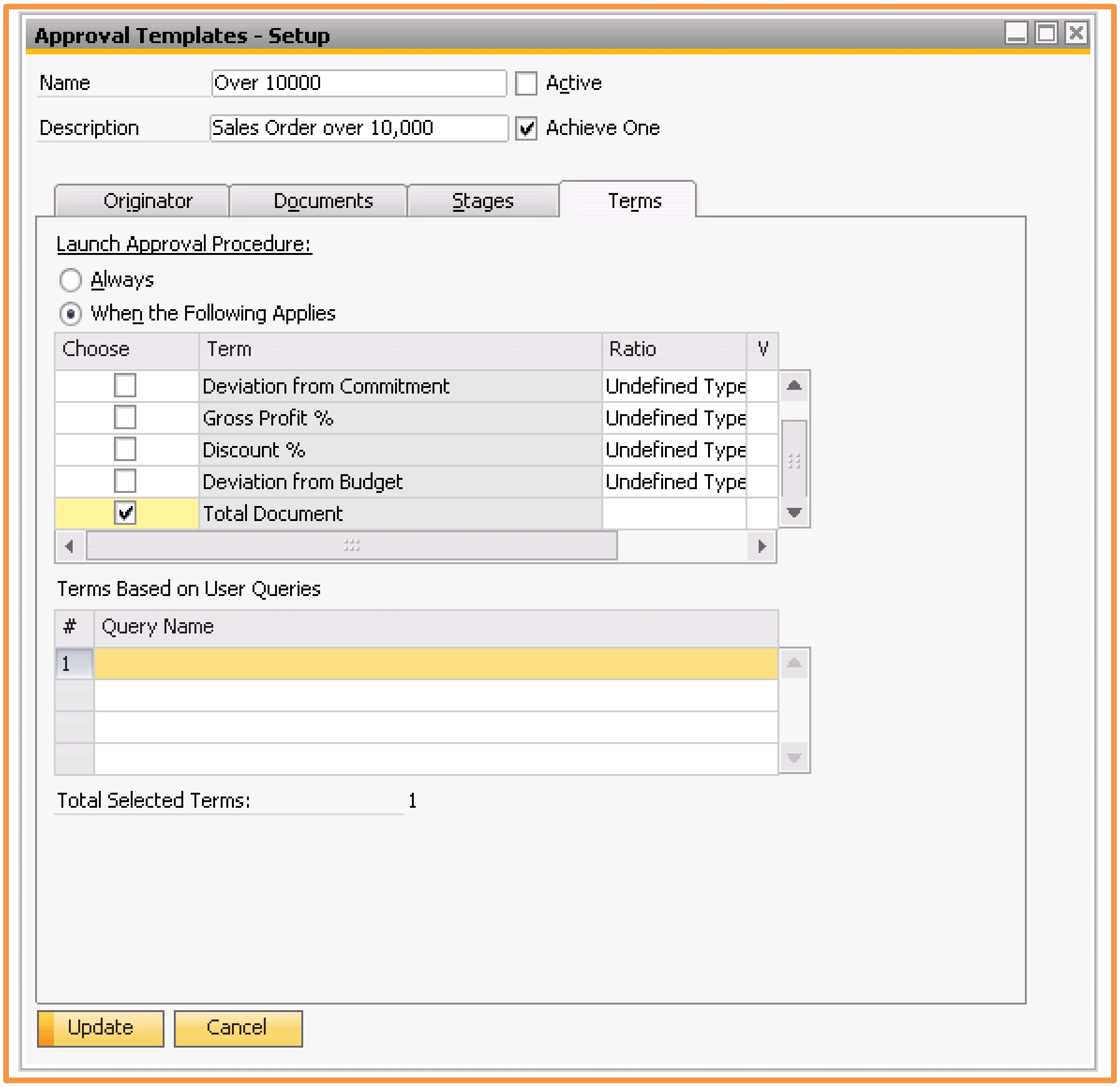
Achieve AR Collections approvals apply to Sales Orders only. Other document types may be used for standard Approvals procedures.

Stages Tab



You may select one or more Approval stages. As stated above, only one approver may be required in any Approval stage.

Terms Tab



You may use one of the pre-set Approval terms, or you may use terms based on a user query.

If using a user query, create a query using the standard format for Approval queries: the query can only reference fields in the order Header, not the rows, and it must return a result of "True" or "False". Variables must be used to reference fields in the current document.

If you double-click in the query name section the query manager screen will appear and you select any of the queries that are shown.

Note: *A sample Approval query is included with Achieve One.*

Approval Procedures

As with standard Business One, an approval process is triggered when a Sales Order is entered by a person on the list of originators; when the originator clicks on the "Add" button, the system performs the approval query, and if the query returns the response of True then the Approval process is initiated. The user will receive a message that the order has failed the approval.

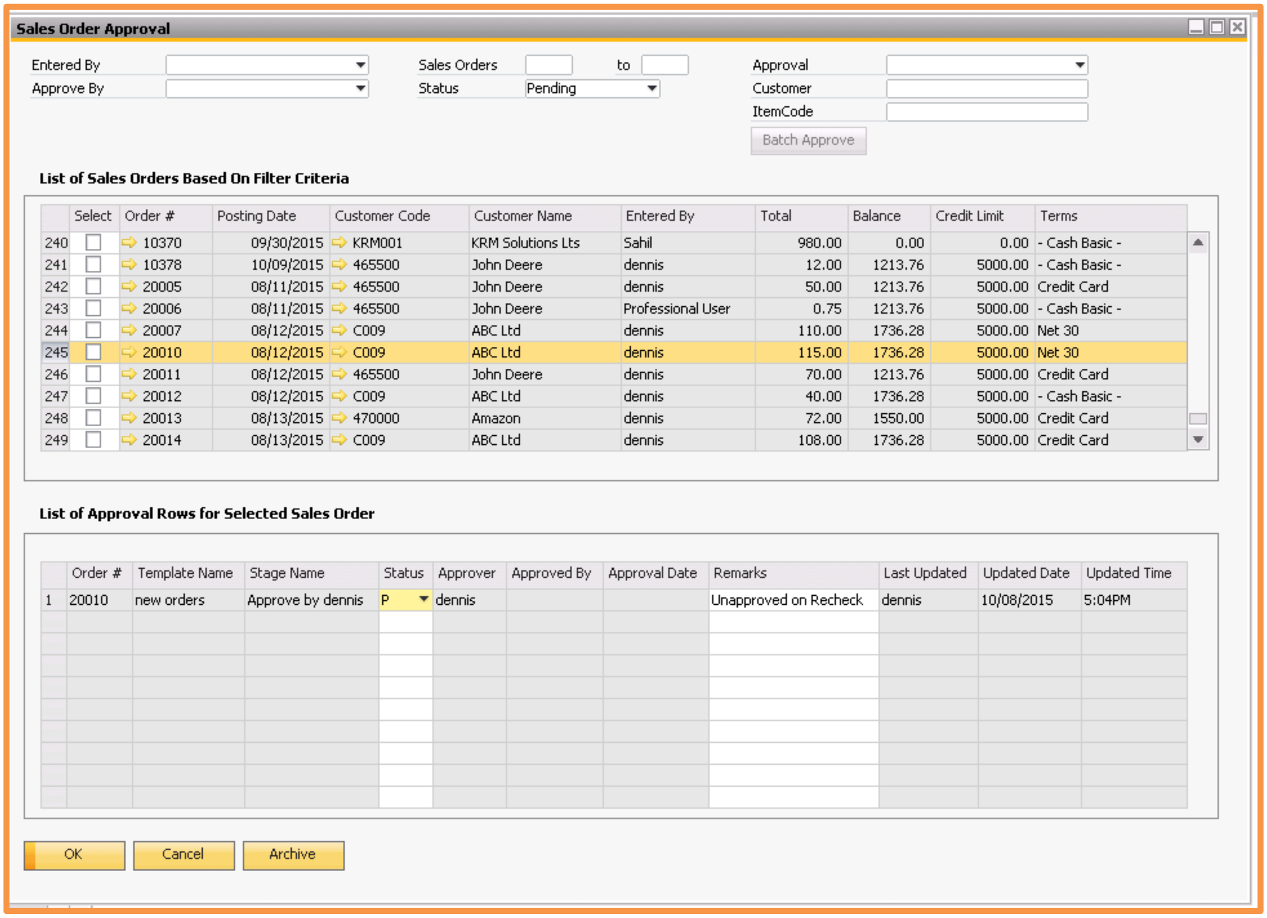
Unlike standard approvals, the Achieve AR Collections approvals do not force the document to be saved as a draft. Instead, the "Approved" checkbox on the Logistics tab is unchecked and the order status is displayed as "Unapproved". While an order is unapproved, the following conditions will apply:

- *The order will not appear in the Pick and Pack Manager*
- *The order will not appear in the **Achieve Warehouse Management** Logistics Manager, and will not be available to pick on warehouse handheld devices*
- *The order cannot be copied to a Delivery or A/R Invoice*
- *Changes can be made to the order*
- *The order is included in the Business One Open Items Report and Backorder Report*
- *The order is included in the **Achieve AR Collections** Orders On Hold Report*

Once an order is marked unapproved, it will appear in the ***Achieve AR Collections*** Sales Order Approval screen. The designated approvers may use this screen to view the unapproved orders and to accept or reject them.

Sales Order Approval Screen

Achieve One > Achieve AR Collection > Sales Order Approval



This screen is used to view orders that have been sent to the approval process. You may view orders for which approval is pending, or those which have been approved or rejected. Users who are included as approvers in the approval stage may also use this screen to register their acceptance or rejection of the orders.

The header area may be used to indicate which orders you wish to view. You may select an Entered By user, and/or an Approved By user, or leave the fields blank to include all users. You may also enter a Sales Order range, or leave the fields blank to include all orders. From the drop-down list, select Pending, Approved, or Rejected to indicate the type of orders to include. You may also include an Approval, Customer or Item to further filter the selections.

When the header selections are complete, click on the “Find” button. The screen will display all of the selected orders in the upper grid. You can see the order number, date, customer code and name, the name of the user who entered the order, the amount of the order, and the customer's open balance, credit limit, and terms code. You may drill down on the order number to see the document.

Highlight one or more lines in the upper grid to view or change the approval status. The selected orders will appear in the lower grid. Note that it is possible to have more than one approval template that applies to an order (for example, customer over credit limit and an order total greater than a maximum amount); it is also possible to have more than one user listed as approvers in the approval stage. Therefore, there may be multiple lines per order in the lower grid.

Each row in the lower grid includes the Status field. While any user may view this information, only the designated approver may alter the selection in this field. In the example above, both manager and bill are approvers. Each of them can change the status only in the row with his user name. Other users will not be able to change either row.

The approver may change the status to "A" (approved) or "R" (rejected). Multiple order status fields may be changed at the same time. When all changes are complete, click on "Update".

If an order is approved, the "Approved" checkbox on the Logistics tab will be checked, and the status will change to "Open". If the order is rejected, there will be no change to the order document, and the status will remain "Unapproved".

<u>Approval Status Rules</u>

The following rules apply in instances where there are multiple approvers and/or multiple approval templates affecting an order:

- *If there are multiple approvers in the approval stage, any one of them may approve the order. As soon as the order is marked approved, it is released as an open document.*

- *If one of the approvers rejects the order, it will be marked rejected and will appear in the list of rejected orders. However, another approver may subsequently accept the order, and it will be released.*

- *If there are multiple approval templates that affect the order, then each template must be approved before the order can be released.*

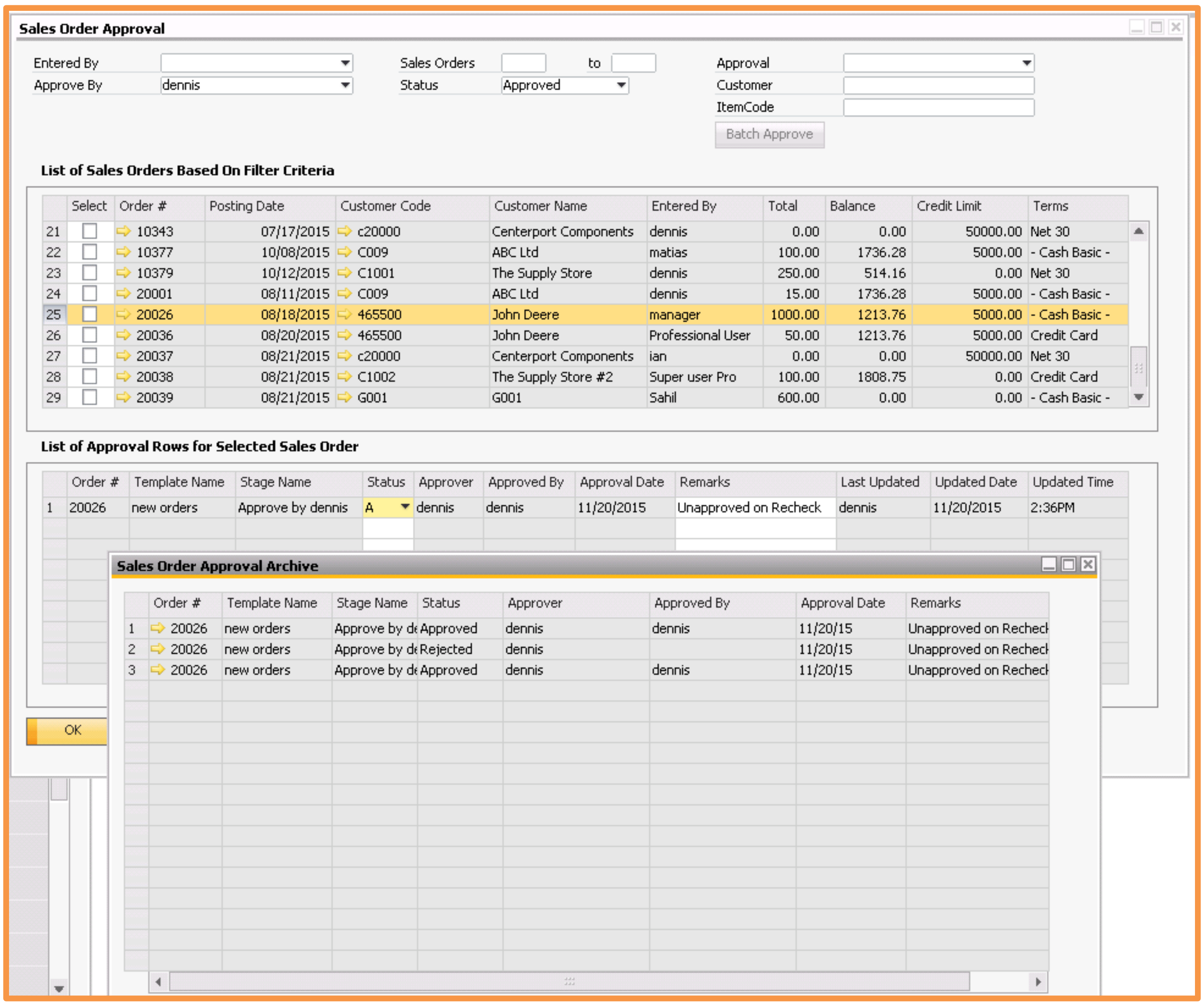
Whenever an order is rejected, it will no longer appear in the list of pending orders. It will be necessary to change the header selection to "Rejected" in order to view it.

Approvers may change the approval status at any time as long as the order remains open. They may return an order to a status of "Pending" even after it has been accepted or rejected.

If the order itself is changed, the system will again apply the approval query to see if it still fails the test. If the approval criteria no longer apply, the system will release the order to an approved status. If the approval criteria still apply, the order will return to a "Pending" status, even if it had previously been approved or rejected.

Approval Archive

Once an order has been sent into the approval process, all results are archived for future review. To view the archive, select an order from the Approved or Rejected list, and click on the "Archive" button at the bottom of the screen.



The Archive Window shows the history of approval activity. You can see each decision as it was entered by the approvers.

If you wish to see changes to the order document, you may drill down to the order number and open the Change Log, which will indicate which fields were changed and by whom.

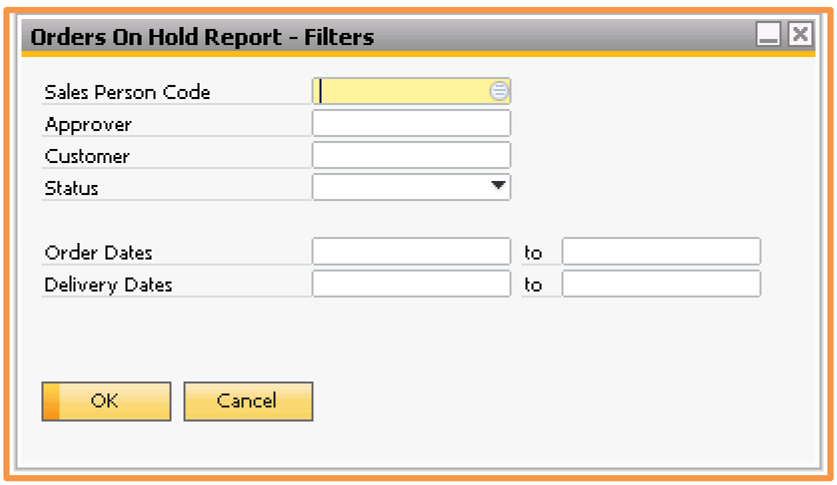
Collection Reports

Four reports are included in the Achieve AR Collections module. These reports may be viewed on screen. As with other Business One reports, they may also be exported to Excel, or faxed or emailed as attachments. In addition, a Crystal Reports template is supplied with each report, which may be used to preview or print the report.

Orders on Hold Report

Achieve One > Achieve AR Collections > Orders On Hold Report

The Orders on Hold Report provides a list of sales orders that are currently pending approval or that have been rejected.



Enter the following criteria for the report:

Sales Person Code: Select the salesperson for the orders to include, or leave blank to include all salespeople

Approver: Select the approver code for the orders to include, or leave blank

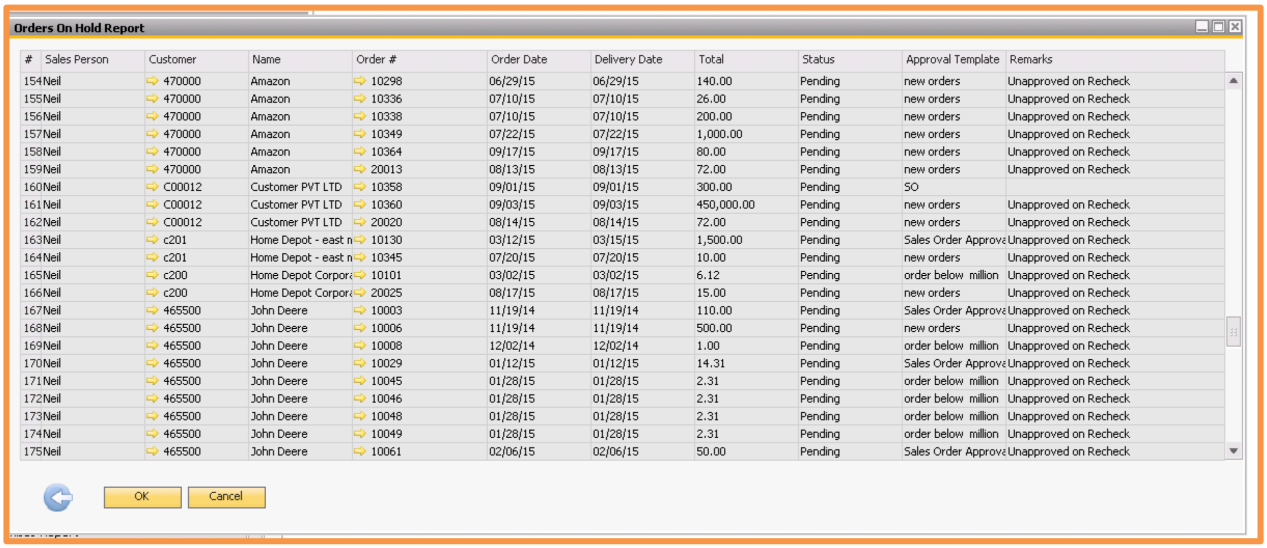
Customer: Select the customer code for the orders to include, or leave blank to include all customers

Status: Select Pending or Rejected orders, or leave blank to include both

Order Dates: Enter a range of order dates to include, or leave blank to include all dates

Delivery Dates: Enter a range of delivery dates to include, or leave blank to include all dates

After entering all of the desired filters, click on "OK" to display the report.



Orders On Hold Report

#	Sales Person	Customer	Name	Order #	Order Date	Delivery Date	Total	Status	Approval Template	Remarks
154	Neil	470000	Amazon	10298	06/29/15	06/29/15	140.00	Pending	new orders	Unapproved on Recheck
155	Neil	470000	Amazon	10336	07/10/15	07/10/15	26.00	Pending	new orders	Unapproved on Recheck
156	Neil	470000	Amazon	10338	07/10/15	07/10/15	200.00	Pending	new orders	Unapproved on Recheck
157	Neil	470000	Amazon	10349	07/22/15	07/22/15	1,000.00	Pending	new orders	Unapproved on Recheck
158	Neil	470000	Amazon	10364	09/17/15	09/17/15	80.00	Pending	new orders	Unapproved on Recheck
159	Neil	470000	Amazon	20013	08/13/15	08/13/15	72.00	Pending	new orders	Unapproved on Recheck
160	Neil	C00012	Customer PVT LTD	10358	09/01/15	09/01/15	300.00	Pending	SO	
161	Neil	C00012	Customer PVT LTD	10360	09/03/15	09/03/15	450,000.00	Pending	new orders	Unapproved on Recheck
162	Neil	C00012	Customer PVT LTD	20020	08/14/15	08/14/15	72.00	Pending	new orders	Unapproved on Recheck
163	Neil	c201	Home Depot - east n	10130	03/12/15	03/15/15	1,500.00	Pending	Sales Order Approva	Unapproved on Recheck
164	Neil	c201	Home Depot - east n	10345	07/20/15	07/20/15	10.00	Pending	new orders	Unapproved on Recheck
165	Neil	c200	Home Depot Corpora	10101	03/02/15	03/02/15	6.12	Pending	order below million	Unapproved on Recheck
166	Neil	c200	Home Depot Corpora	20025	08/17/15	08/17/15	15.00	Pending	new orders	Unapproved on Recheck
167	Neil	465500	John Deere	10003	11/19/14	11/19/14	110.00	Pending	Sales Order Approva	Unapproved on Recheck
168	Neil	465500	John Deere	10006	11/19/14	11/19/14	500.00	Pending	new orders	Unapproved on Recheck
169	Neil	465500	John Deere	10008	12/02/14	12/02/14	1.00	Pending	order below million	Unapproved on Recheck
170	Neil	465500	John Deere	10029	01/12/15	01/12/15	14.31	Pending	Sales Order Approva	Unapproved on Recheck
171	Neil	465500	John Deere	10045	01/28/15	01/28/15	2.31	Pending	order below million	Unapproved on Recheck
172	Neil	465500	John Deere	10046	01/28/15	01/28/15	2.31	Pending	order below million	Unapproved on Recheck
173	Neil	465500	John Deere	10048	01/28/15	01/28/15	2.31	Pending	order below million	Unapproved on Recheck
174	Neil	465500	John Deere	10049	01/28/15	01/28/15	2.31	Pending	order below million	Unapproved on Recheck
175	Neil	465500	John Deere	10061	02/06/15	02/06/15	50.00	Pending	Sales Order Approva	Unapproved on Recheck

OK Cancel

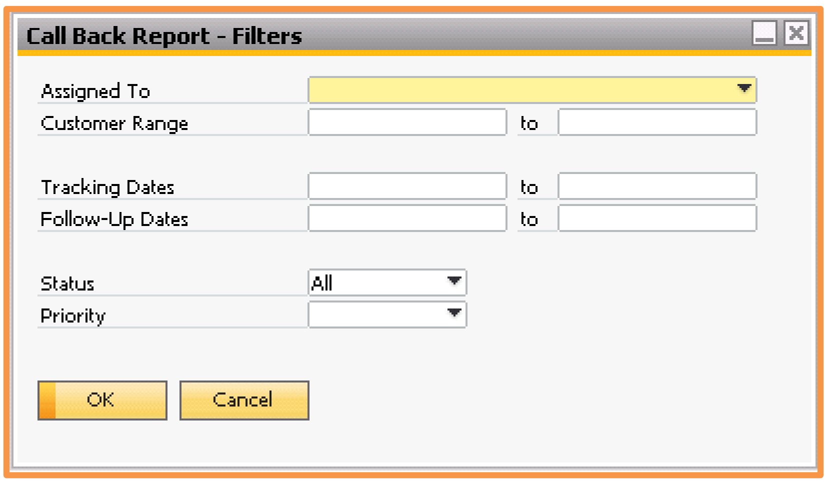
The report displays the salesperson, customer, order number, order date, delivery date, total amount, approval status, approval template, and remarks entered by the approver. You may drill down on the customer and sales order document.

Note that if you are using ***Achieve AR Factor***, orders which have been sent to the factor but not yet approved will also appear on this report. The approval template will be "CIT", and the remarks will say "CIT Pending" for these orders. Similarly, if you are using ***Achieve EDI Control,*** orders which fail the EDI criteria will appear with an appropriate remark.

Collection Call Back Report

Achieve One > Achieve AR Collections > Collection Call Back Report

This report provides a list of Collection Tracking records that are scheduled for follow up callbacks. Only follow ups scheduled for current or previous dates and times are included; future reminders are not displayed.



Enter the following criteria for the report:

Assigned To: Select the user name that is assigned to the Tracking records to include, or leave blank to include all users

Customer Range: Select the first and last customer codes to include, or leave blank to include all customers

Tracking Dates: Enter the range of tracking dates to include, or leave blank to include all dates

Follow-Up Dates: Enter the range of follow-up dates to include, or leave blank to include all dates

Status: Select Open, Closed, or Inactive, or leave blank to include all status codes

Priority: Select Low, Medium, or High, or leave blank to include all priority codes

After entering all of the desired filters, click on "OK" to display the report.

Call Back Report

#	Tracking No.	Assigned To	Date	Time	Customer Code	Customer Name	Contact	Phone	Balance
1	3	manager	02/27/15	2:35PM	c201	Home Depot - east meadow			0.00
2	10	manager	04/17/15	12:00AM	C1300	The Supply Store #c1300	buyer1		1,431.81
3	11	manager	04/20/15	12:01AM	C1010	The Supply Store (factor)	buyer1		34.19
4	12	manager	04/28/15	6:58AM	470000	Amazon	dennis1		1,550.00
5	13	manager	04/28/15	7:13AM	Tracking_Test_1	John Deere	dennis1		189.18
6	14	manager	04/28/15	7:26AM	Tracking_Test_2	Tracking_Test_2			63.06
7	15	manager	04/28/15	8:13AM	C1002	The Supply Store #2	buyer1		1,808.75
8	19	manager	06/16/15	5:30PM	C1010	The Supply Store (factor)	buyer1		34.19
9	21	manager	07/02/15	11:06AM	c201	Home Depot - east meadow			0.00
10	103	manager	08/19/15	11:21AM	Tracking_Test_3	Tracking_Test_3			44.62
11	32	dennis	10/02/15	11:00AM	465500	John Deere	dennis123		1,213.76
12	40	dennis	10/15/15	12:00AM	C1001	The Supply Store	buyer1	631-543-3200 x999	514.16
13	20	Prakhar	06/17/15	11:45AM	C00987	XYZ PVT LTD			1,325.00
14	108	B1i	08/27/15	5:29AM	C3001	Music Music Music	buyer1	631-543-3200 x999	1,250.00
15	25	B1i	09/16/15	10:00AM	C00012	Customer PVT LTD	clapton		50,676.77
16	28	B1i	09/28/15	3:00AM	465500	John Deere	dennis123		1,213.76
17	33	B1i	10/05/15	12:00AM	c200	Home Depot Corporate			3,244.00
18	37	B1i	10/19/15	12:15PM	C1001	The Supply Store	buyer1	631-543-3200 x999	514.16

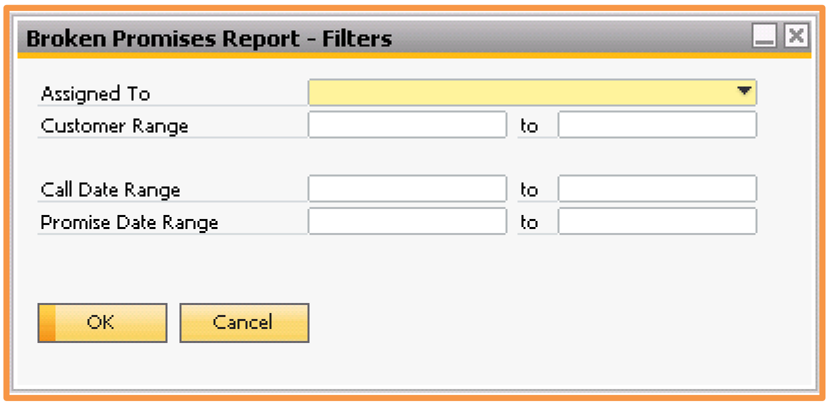
OK

Cancel

The report displays the tracking number, the assigned user, the callback date and time, the customer code and name, contact name, phone number, and customer balance. You may drill down on the tracking document and customer.

Broken Promises Report

This report displays a list of collection promises, indicated in the Call Log, which were broken by customers. There must at least 1 row in the call log that has a "N" in the "Kept" column for the tracking document to appear on this report.



Enter the following criteria for the report:

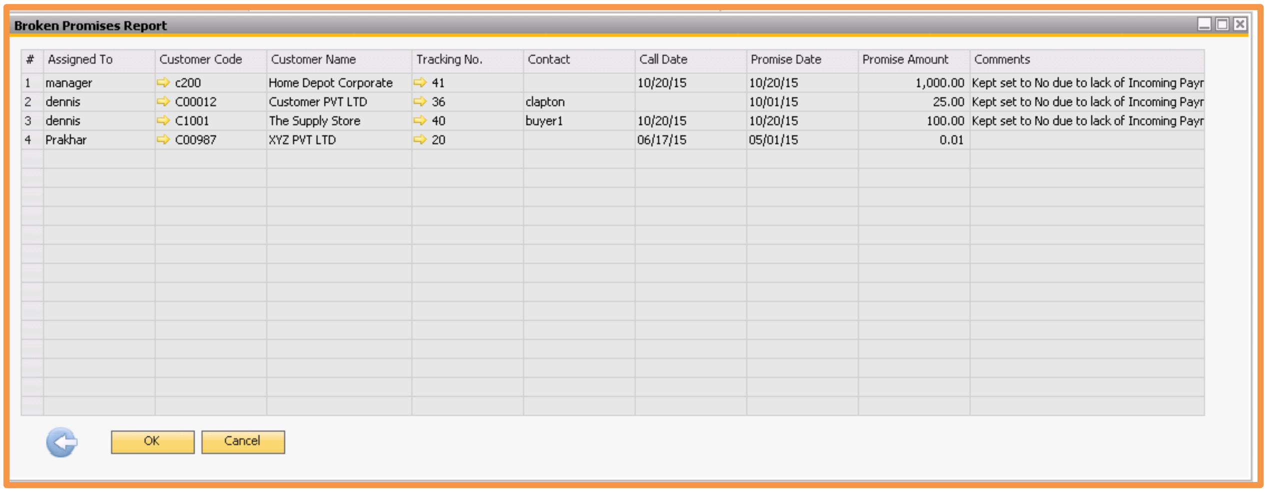
Assigned To: Select the user name that is assigned to the Tracking records to include, or leave blank to include all users

Customer Range: Select the first and last customer codes to include, or leave blank to include all customers

Call Date Range: Enter the range of call dates to include, or leave blank to include all dates

Promise Date Range: Enter the range of promise dates to include, or leave blank to include all dates

After entering all of the desired filters, click on "OK" to display the report.



Broken Promises Report

#	Assigned To	Customer Code	Customer Name	Tracking No.	Contact	Call Date	Promise Date	Promise Amount	Comments
1	manager	c200	Home Depot Corporate	41		10/20/15	10/20/15	1,000.00	Kept set to No due to lack of Incoming Payr
2	dennis	C00012	Customer PVT LTD	36	clapton		10/01/15	25.00	Kept set to No due to lack of Incoming Payr
3	dennis	C1001	The Supply Store	40	buyer1	10/20/15	10/20/15	100.00	Kept set to No due to lack of Incoming Payr
4	Prakhar	C00987	XYZ PVT LTD	20		06/17/15	05/01/15	0.01	

OK Cancel

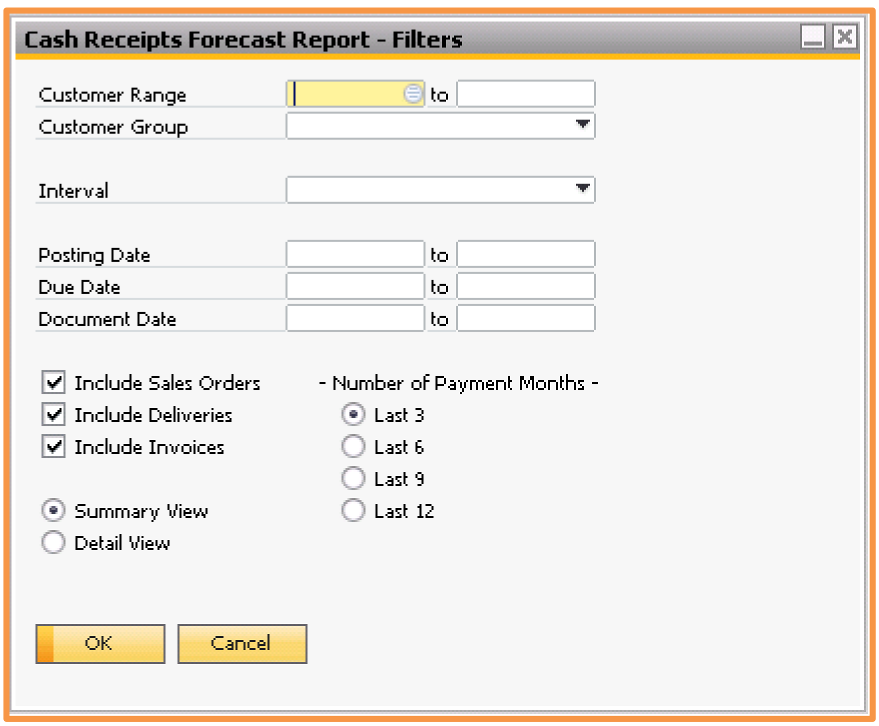
The report displays the assigned user, the customer code and name, the tracking number, the contact, call date, promise date, promise amount, and comments from the Call Log. You may drill down on the customer and the tracking number.

Cash Receipts Forecast Report

Achieve One > Achieve AR Collections > Cash Receipts Forecast Report

This report provides a powerful tool for cash flow management. It allows you to see a projection of income over the near future, based on existing documents and customers' payment history.

The report displays expected payments by future time periods, either by week or by month. You may choose to base the projections on open invoices alone, or also consider existing sales orders and deliveries. You may view either a summary of payments by customer, or a detailed listing of documents including the document date, due date, and expected payment date for each.



Enter the following criteria for the report:

Customer Range: Enter a range of customer codes to include, or leave blank to include all customers

Customer Group: Select a customer group to include, or leave blank to include all groups

Interval: Select Weeks or Months as the interval for payment projections

Posting Date: Enter a range of posting dates to include, or leave blank to include all posting dates

Due Date: Enter a range of due dates to include, or leave blank to include all due dates

Document Date: Enter a range of document dates to include, or leave blank to include all document dates

Include: Check one or more document types to include: Sales Orders, Deliveries, and/or Invoices

View: Select Summary or Detail view

Number of Payment Months: Indicate the number of months to use in calculating the customers' average days to pay: 3, 6, 9, or 12 months

Once the criteria are entered, click on "OK" to display the report.

<u>Summary View (weekly)</u>

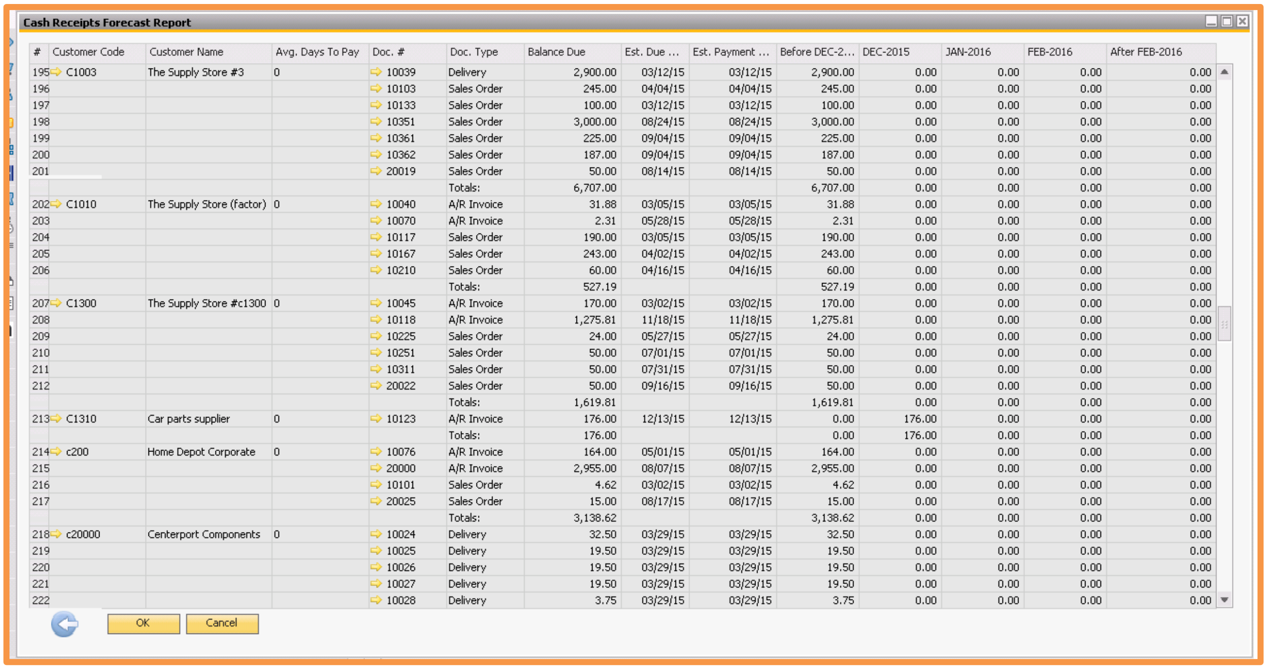
Cash Receipts Forecast Report

#	Customer Code	Customer Name	Avg. Days To Pay	Balance Due	Before 11/22	11/22 To 11/29	11/29 To 12/06	12/06 To 12/13	After 12/13
1	C1001	The Supply Store	0	100,515.74	100,390.74	125.00	0.00	0.00	0.00
2	C1002	The Supply Store #2	0	11,028.26	11,028.26	0.00	0.00	0.00	0.00
3	C1003	The Supply Store #3	0	6,707.00	6,707.00	0.00	0.00	0.00	0.00
4	C1010	The Supply Store (factor)	0	527.19	527.19	0.00	0.00	0.00	0.00
5	C1300	The Supply Store #c1300	0	1,619.81	1,619.81	0.00	0.00	0.00	0.00
6	C1310	Car parts supplier	0	176.00	0.00	0.00	0.00	176.00	0.00
7	c200	Home Depot Corporate	0	3,138.62	3,138.62	0.00	0.00	0.00	0.00
8	c20000	Centerport Components	0	11,130.10	11,130.10	0.00	0.00	0.00	0.00
9	c201	Home Depot - east meado	49	1,635.00	1,635.00	0.00	0.00	0.00	0.00
10	C3001	Music Music Music	0	1,345.00	1,250.00	95.00	0.00	0.00	0.00
11	c500	John Deere - Canada	0	8,344.00	8,344.00	0.00	0.00	0.00	0.00
12	G001	G001	0	700.00	700.00	0.00	0.00	0.00	0.00
13	KRM001	KRM Solutions Lts	0	980.00	980.00	0.00	0.00	0.00	0.00
14	Tracking_Test_1	Tracking_Test_1	0	239.18	239.18	0.00	0.00	0.00	0.00
15	Tracking_Test_2	Tracking_Test_2	0	113.06	113.06	0.00	0.00	0.00	0.00
16	Tracking_Test_3	Tracking_Test_3	0	64.62	64.62	0.00	0.00	0.00	0.00
		Report Totals:		148,263.58	147,867.58	220.00	0.00	176.00	0.00

OK Cancel

Only customers with open documents of the types selected are shown. The report displays the customer code and name, average days to pay, total balance due, and the amounts expected within five periods: prior to the current week, the current week, the next two weeks, and after three weeks. You may drill down on the customer code.

Detail View (monthly)



Cash Receipts Forecast Report

#	Customer Code	Customer Name	Avg. Days To Pay	Doc. #	Doc. Type	Balance Due	Est. Due ...	Est. Payment ...	Before DEC-2...	DEC-2015	JAN-2016	FEB-2016	After FEB-2016
195	C1003	The Supply Store #3	0	10039	Delivery	2,900.00	03/12/15	03/12/15	2,900.00	0.00	0.00	0.00	0.00
196				10103	Sales Order	245.00	04/04/15	04/04/15	245.00	0.00	0.00	0.00	0.00
197				10133	Sales Order	100.00	03/12/15	03/12/15	100.00	0.00	0.00	0.00	0.00
198				10351	Sales Order	3,000.00	08/24/15	08/24/15	3,000.00	0.00	0.00	0.00	0.00
199				10361	Sales Order	225.00	09/04/15	09/04/15	225.00	0.00	0.00	0.00	0.00
200				10362	Sales Order	187.00	09/04/15	09/04/15	187.00	0.00	0.00	0.00	0.00
201				20019	Sales Order	50.00	08/14/15	08/14/15	50.00	0.00	0.00	0.00	0.00
					Totals:	6,707.00			6,707.00	0.00	0.00	0.00	0.00
202	C1010	The Supply Store (factor)	0	10040	A/R Invoice	31.88	03/05/15	03/05/15	31.88	0.00	0.00	0.00	0.00
203				10070	A/R Invoice	2.31	05/28/15	05/28/15	2.31	0.00	0.00	0.00	0.00
204				10117	Sales Order	190.00	03/05/15	03/05/15	190.00	0.00	0.00	0.00	0.00
205				10167	Sales Order	243.00	04/02/15	04/02/15	243.00	0.00	0.00	0.00	0.00
206				10210	Sales Order	60.00	04/16/15	04/16/15	60.00	0.00	0.00	0.00	0.00
					Totals:	527.19			527.19	0.00	0.00	0.00	0.00
207	C1300	The Supply Store #c1300	0	10045	A/R Invoice	170.00	03/02/15	03/02/15	170.00	0.00	0.00	0.00	0.00
208				10118	A/R Invoice	1,275.81	11/18/15	11/18/15	1,275.81	0.00	0.00	0.00	0.00
209				10225	Sales Order	24.00	05/27/15	05/27/15	24.00	0.00	0.00	0.00	0.00
210				10251	Sales Order	50.00	07/01/15	07/01/15	50.00	0.00	0.00	0.00	0.00
211				10311	Sales Order	50.00	07/31/15	07/31/15	50.00	0.00	0.00	0.00	0.00
212				20022	Sales Order	50.00	09/16/15	09/16/15	50.00	0.00	0.00	0.00	0.00
					Totals:	1,619.81			1,619.81	0.00	0.00	0.00	0.00
213	C1310	Car parts supplier	0	10123	A/R Invoice	176.00	12/13/15	12/13/15	0.00	176.00	0.00	0.00	0.00
					Totals:	176.00			0.00	176.00	0.00	0.00	0.00
214	c200	Home Depot Corporate	0	10076	A/R Invoice	164.00	05/01/15	05/01/15	164.00	0.00	0.00	0.00	0.00
215				20000	A/R Invoice	2,955.00	08/07/15	08/07/15	2,955.00	0.00	0.00	0.00	0.00
216				10101	Sales Order	4.62	03/02/15	03/02/15	4.62	0.00	0.00	0.00	0.00
217				20025	Sales Order	15.00	08/17/15	08/17/15	15.00	0.00	0.00	0.00	0.00
					Totals:	3,138.62			3,138.62	0.00	0.00	0.00	0.00
218	c20000	Centerport Components	0	10024	Delivery	32.50	03/29/15	03/29/15	32.50	0.00	0.00	0.00	0.00
219				10025	Delivery	19.50	03/29/15	03/29/15	19.50	0.00	0.00	0.00	0.00
220				10026	Delivery	19.50	03/29/15	03/29/15	19.50	0.00	0.00	0.00	0.00
221				10027	Delivery	19.50	03/29/15	03/29/15	19.50	0.00	0.00	0.00	0.00
222				10028	Delivery	3.75	03/29/15	03/29/15	3.75	0.00	0.00	0.00	0.00

OK Cancel

This view displays the customer code, name, and average days to pay, and the document number, type, balance due, estimated due date, estimated payment date, and the total expected within five periods: prior to the current month, the current month, the next two months, and after three months. You may drill down on the customer code and document.

***Note**: You may select weekly or monthly periods for either the summary or detail view.*

The estimated due date is calculated as follows:

- For Invoices, the estimated due date is the actual due date of the invoice.
- For Sales Orders and Deliveries, the estimated due date is the document delivery date, plus the number of days in the terms code.

The estimated payment date is the estimated due date, plus the average days to pay. Customers who have not made payments within the designated payment months will show a zero average days to pay.

Customer Statements

The standard Business One program allows you to print customer statements only from within the Customer A/R Aging Report. This is not always convenient, and it also does not allow for emailing or faxing multiple statements at the same time.

By integrating with ***Achieve Document Delivery***, ***Achieve AR Collections*** provides several more options for sending customer statements.

Within ***Achieve Document Delivery***, you can indicate a Crystal Reports template to use for the statements. You can also set up delivery preferences for each customer.

Statements may be delivered to single customers, selected groups of customers, or to all customers through the ***Achieve Document Delivery*** menu or the ***Achieve AR Collections*** menu. They can be sent to single customers from within the Collection Tracking screen.

Appendix: Customer Account Portal

The ***Customer Account Portal*** is offered as an optional service to companies that have purchased ***Achieve AR Collections Management***. The Portal is a website which may be accessed by your customers, with your authorization, so that they can monitor the status of their account with your company. Customers will be able to view and print the following:

Open Invoices
Closed Invoices
Payment History
Payment Summary
Open Orders
Orders on Hold
Shipments
Statement of Account

Customers will also be able to send messages to various individuals within your company. The messages will appear as Activities to the Business One users.

Note: *Each customer will only be able to see documents and other information relating to his/her own account. You will be able to control which customers, and which contact people, have access to the Portal.*

A separate manual, the "AR Portal Customer User's Guide," is provided which contains directions for the customer who is accessing the Portal. You may customize this with your own company name and contact information, on the title page and the Introduction page. You may duplicate the document as needed, and provide a copy to each customer as appropriate.

You may also customize the Portal login screen. To display your company's name or logo, create a file in any graphic format (I.e. bmp, jpg, tif).

Portal Requirements

In order to offer the Customer Portal to your customers, you must provide an appropriate hosting environment. The minimum requirements, as well as the instructions for installation, are provided in the ***Achieve One Installation Guide.*** Contact your support representative if you do not have a copy of this guide.

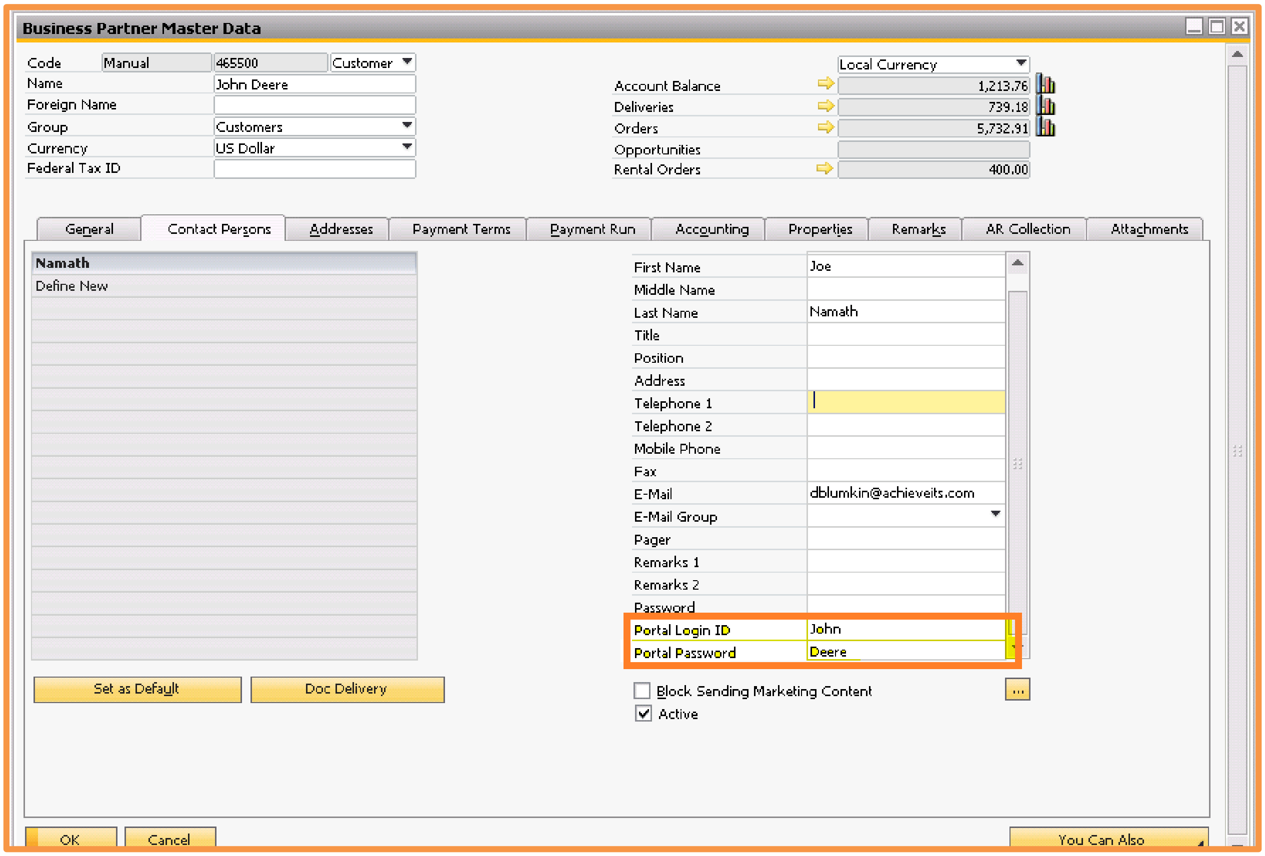
Setup within Business One

You must complete one setup in order to use the Portal feature, and to allow your customers to have access.

When a customer requests access to the Portal, you must enter his login information in the system. You will inform the customer of the URL to use to open the portal, and his login name and password.

Note*: You may set whatever limits you wish as to which customers may have access to the Portal, how many contact people for each customer may have access, the types of passwords that are permitted, etc. You must communicate these restrictions to your customers.*

In the Business Partner Master data, Contact Persons tab, there are two fields that may be entered for a user who will be able to access the Portal.

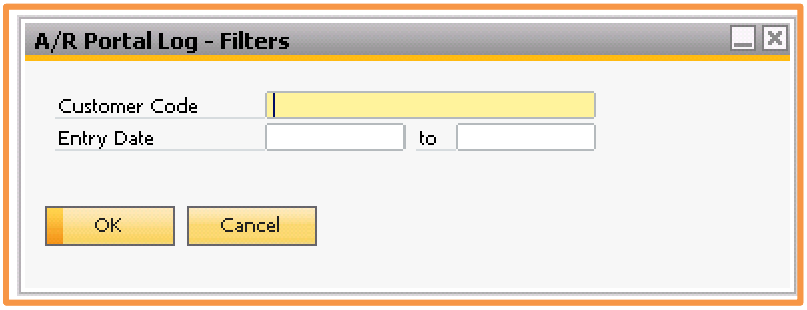


Enter the login name (up to 20 characters) and password (up to 254 characters) for the user. The password is case-sensitive.

AR Portal Log

Administration > Achieve One > Achieve AR Collection > AR Portal Log

A log is provided so that you can view a listing of customer logins to the Portal.



Select a customer code, or leave blank to include all customers.

Enter a range of dates to view, or leave blank to include all dates.

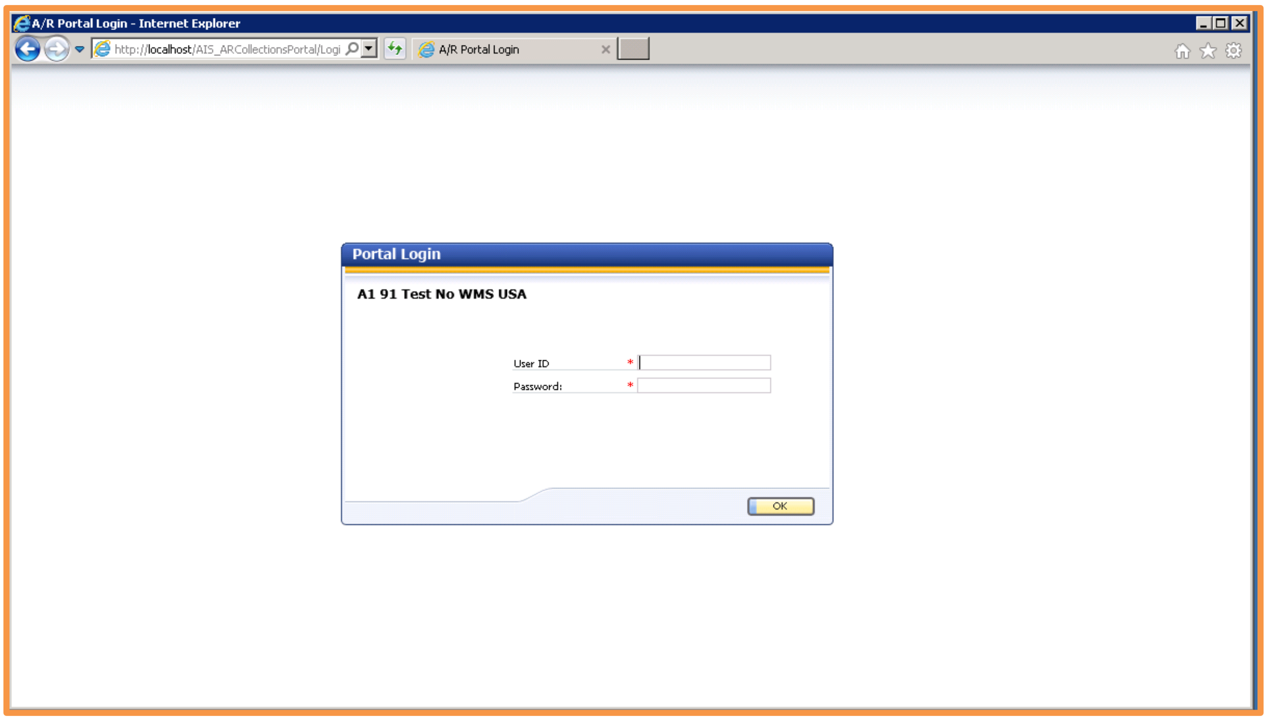
When your entries are complete, click on "OK" to view the log.

Using the Portal

The following instructions also appear in the *AR Portal Customer User's Guide.*

Logging In

Once you have obtained your user name, password, and website address, you can log in to the Customer Portal.



Enter your user ID and password, and then click on "OK". You will be placed in the Home Page of the Customer Portal.

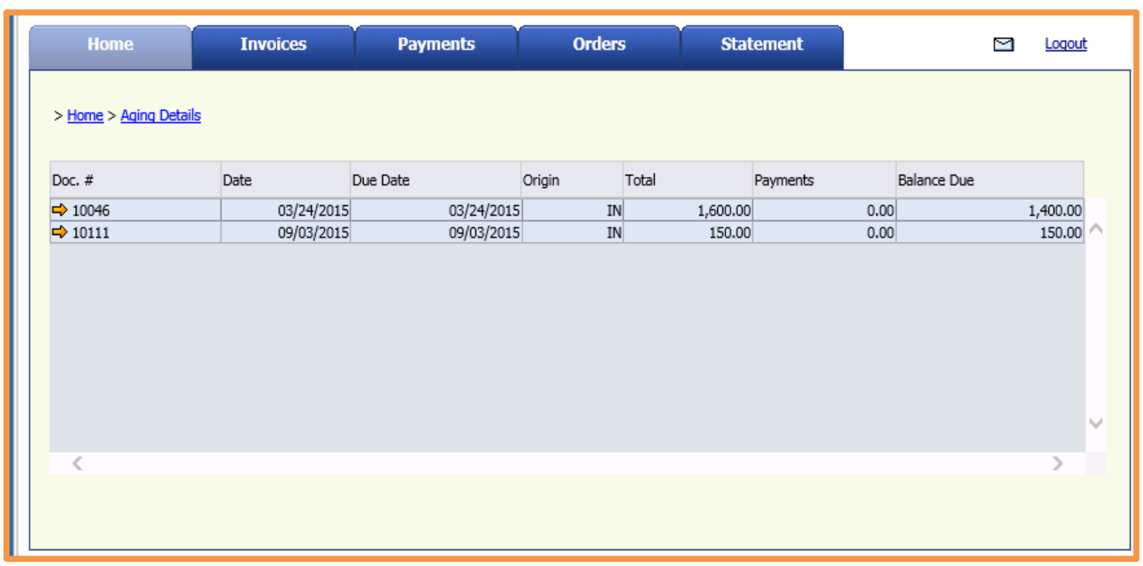
When you are finished using the Customer Portal, you may click on the "Logout" option found on every page.

Home Page

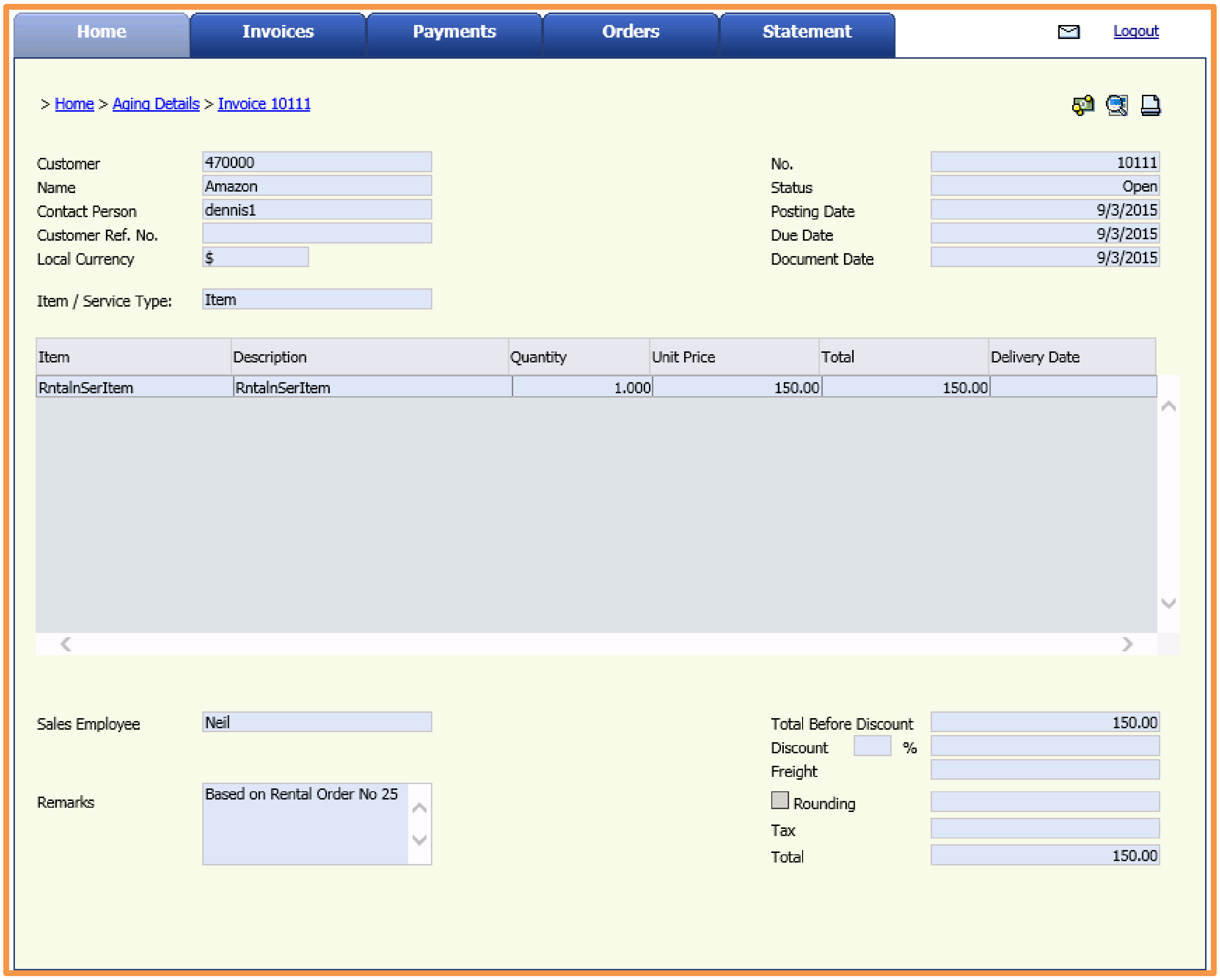
The Home Page displays a summary of your account. You will see your customer account number, company name, and your own contact name.

You will also see your current open AR balance, divided into aging groups.

If you wish to see the detail of any of the aging groups, click on the orange arrow next to that group. You will see a list of the invoices and credit memos that make up the total for that group.



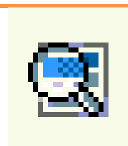
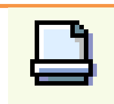
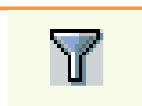
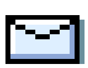
If you wish to see the content of any of the documents, click on the orange arrow next to the document number.



This view shows you the information on the invoice, including the invoice date and due date, the items or services purchased, discounts, taxes, and freight charges, and the total amount.

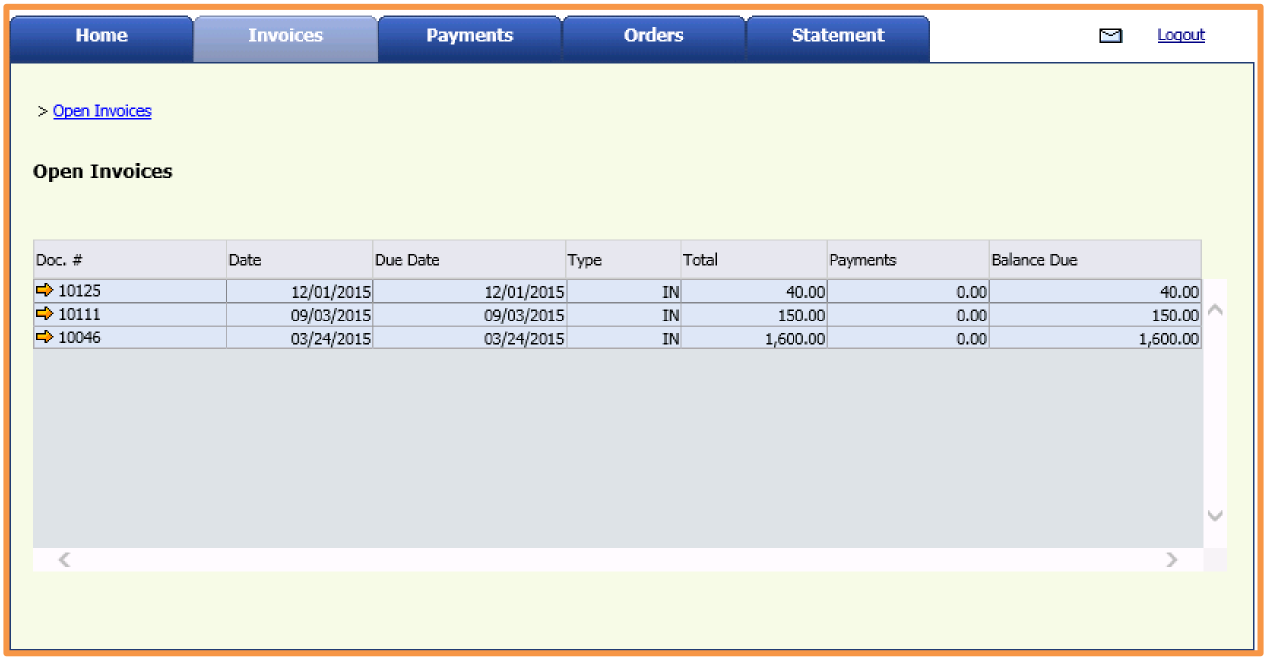
Screen Icons

Throughout the Portal, several icons are displayed on the document screens. These icons will enable you to view additional features of the documents, print them, or send a message.

	Payments (Invoices only): click on this icon to display the payments that have been applied to the invoice.
	Details: click on this icon to see additional information from the document, including the bill-to and ship-to addresses, ship via, and payment terms.
	Print: click on this icon to print the document. ***Note:*** the document will appear in a PDF format. You must have the Acrobat Reader® in order to open, save, or print it. If you do not have the Acrobat Reader®, you can download it for free from www.acrobat.com.
	Filter (closed Invoices and Payment History only): click on this icon to enter selection criteria for the list. You may select a range of dates for the closed Invoices, and dates plus check number or credit card type for the Payment History.
	Send message: click on this icon to open a screen where you can type a message and select a recipient. The message will appear in the business system used by the recipients.

Invoices

Position the cursor over the “Invoices” tab at the top of the screen, and you will see a choice of Open Invoices or Closed Invoices.



Doc. #	Date	Due Date	Type	Total	Payments	Balance Due
10125	12/01/2015	12/01/2015	IN	40.00	0.00	40.00
10111	09/03/2015	09/03/2015	IN	150.00	0.00	150.00
10046	03/24/2015	03/24/2015	IN	1,600.00	0.00	1,600.00

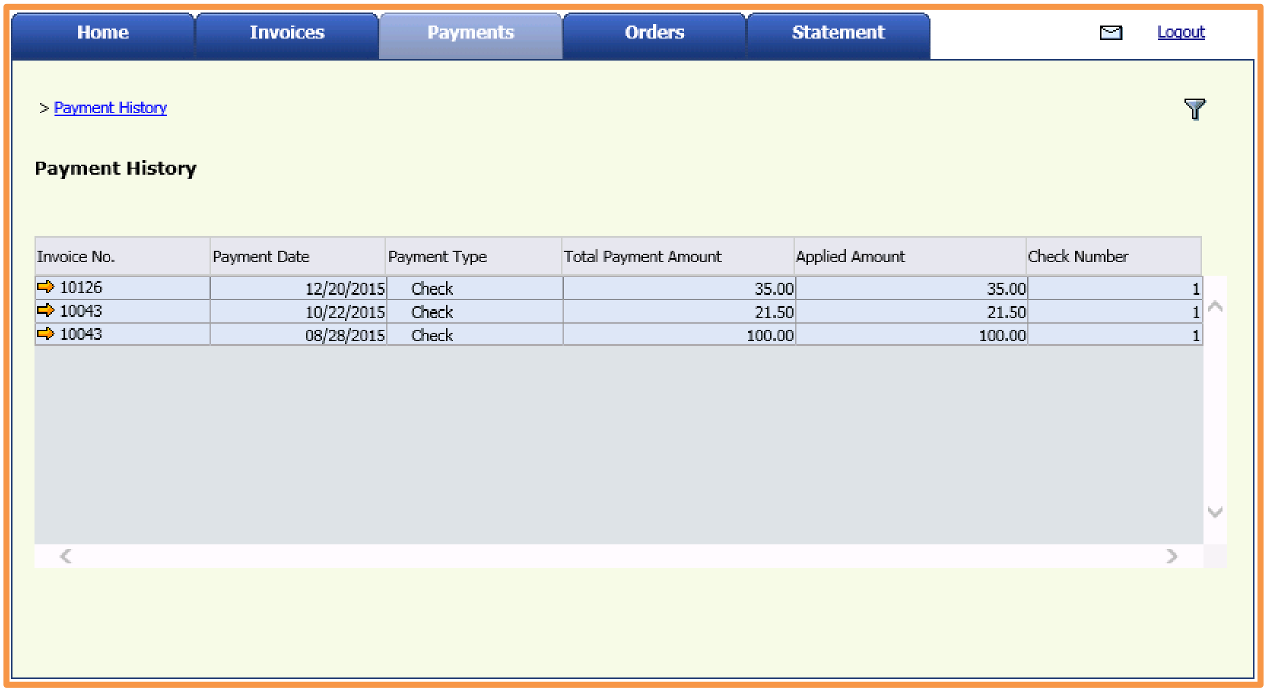
Open Invoices: A list of open invoices and credit memos appears. Each one displays the document number, document date, due date, document type, document total, payments applied, and balance due. The documents are listed in chronological order.

Closed Invoices: A list of closed invoices appears. The display is identical to the one above, except that the balance due for all documents will be zero.

- *As described previously, you may view the detail of each document by clicking on the orange arrow next to the document number. Documents may be printed as well.*

Payments

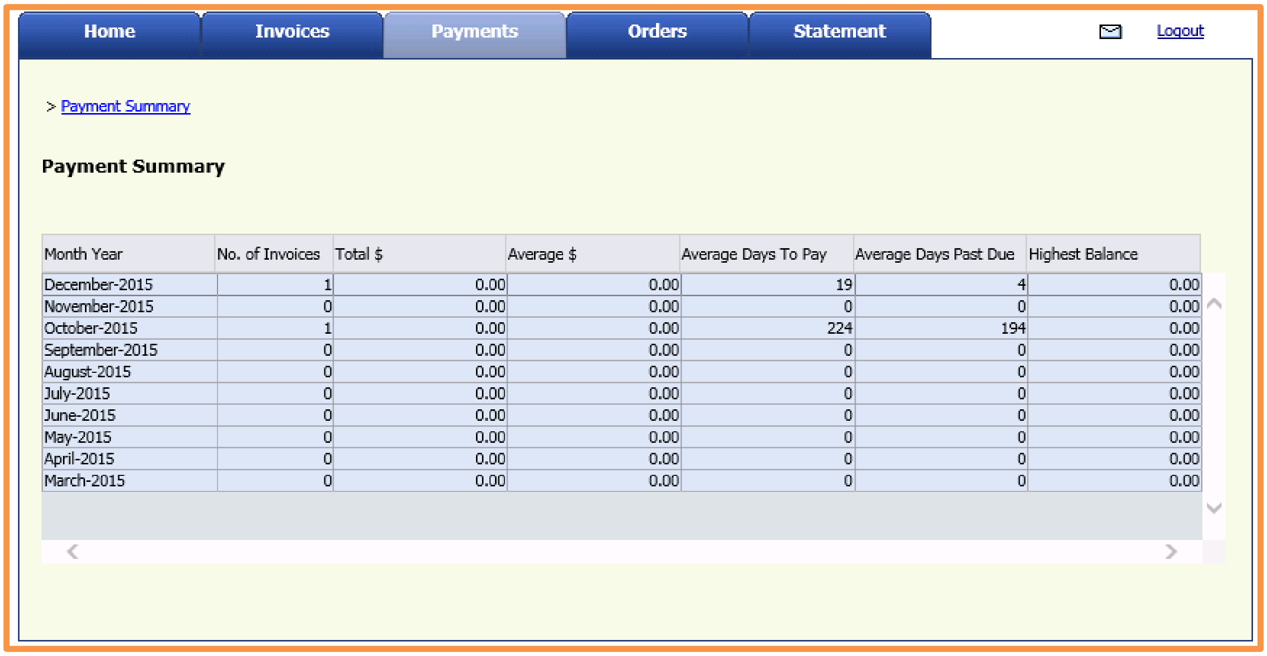
Position the cursor over the "Payments" tab at the top of the screen, and you will see a choice of Payment History or Payment Summary.



Payment History: A list of payments appears. Each one displays an invoice number, payment date, payment type, total payment amount, amount applied to the invoice, and check number.

Note*: An invoice may be listed more than once, if there were multiple payments applied to it. Similarly, the same check or other payment may be listed more than once if it was used to pay multiple invoices.*

As described previously, you may view the detail of each document by clicking on the orange arrow next to the document number. Documents may be printed as well.



Month Year	No. of Invoices	Total $	Average $	Average Days To Pay	Average Days Past Due	Highest Balance
December-2015	1	0.00	0.00	19	4	0.00
November-2015	0	0.00	0.00	0	0	0.00
October-2015	1	0.00	0.00	224	194	0.00
September-2015	0	0.00	0.00	0	0	0.00
August-2015	0	0.00	0.00	0	0	0.00
July-2015	0	0.00	0.00	0	0	0.00
June-2015	0	0.00	0.00	0	0	0.00
May-2015	0	0.00	0.00	0	0	0.00
April-2015	0	0.00	0.00	0	0	0.00
March-2015	0	0.00	0.00	0	0	0.00

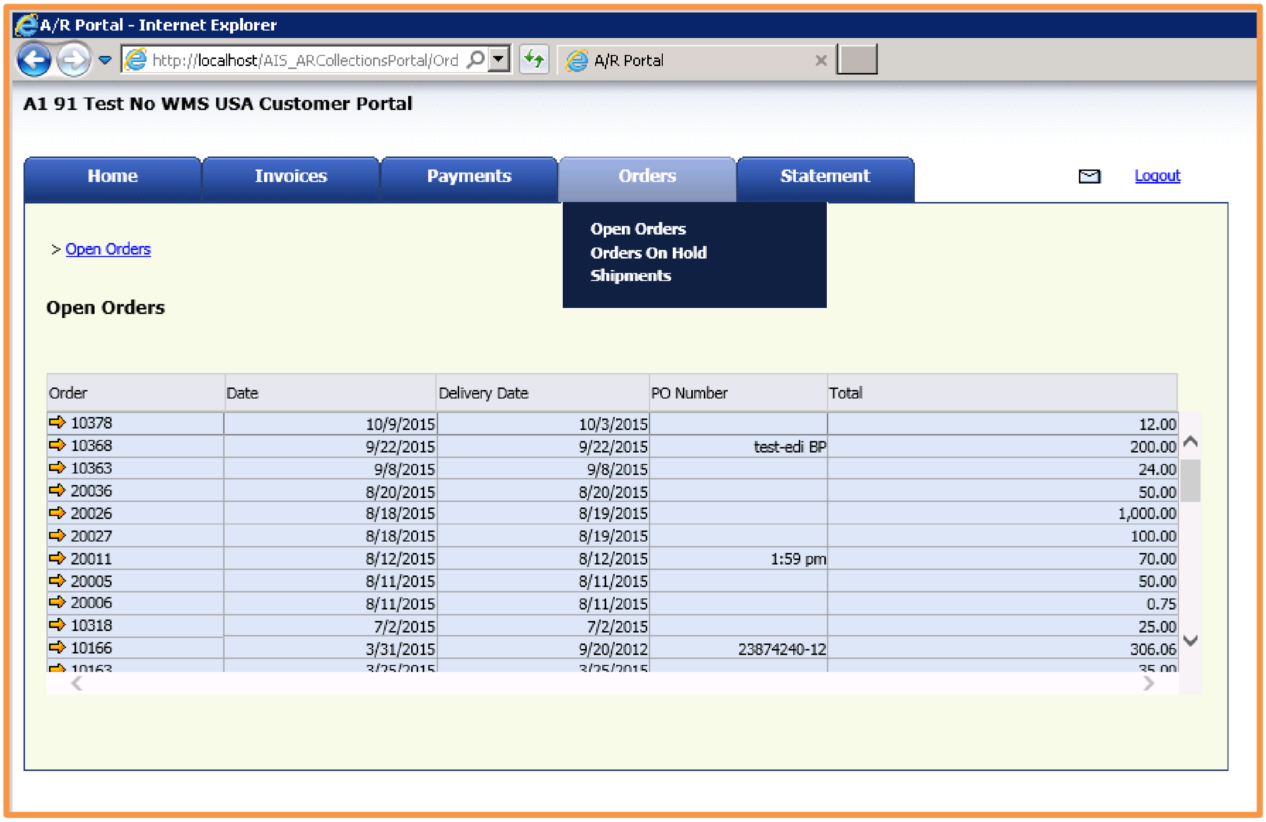
Payment Summary: This screen lists payments by month. For each month, it displays the number of invoices paid, total dollar amount paid, average payment, average number of days to pay (e.g., number of days past the invoice date of each document), average days past due (e.g., number of days past the due date of each document; a negative number indicates early payment), and the highest balance for the month.

Note*: In this case, only invoices that have been paid or credited in full are included. If multiple payments were made for an invoice, it will appear in the month when the final payment was received. The number of days to pay and the number of days past due are calculated based on the date of the final payment.*

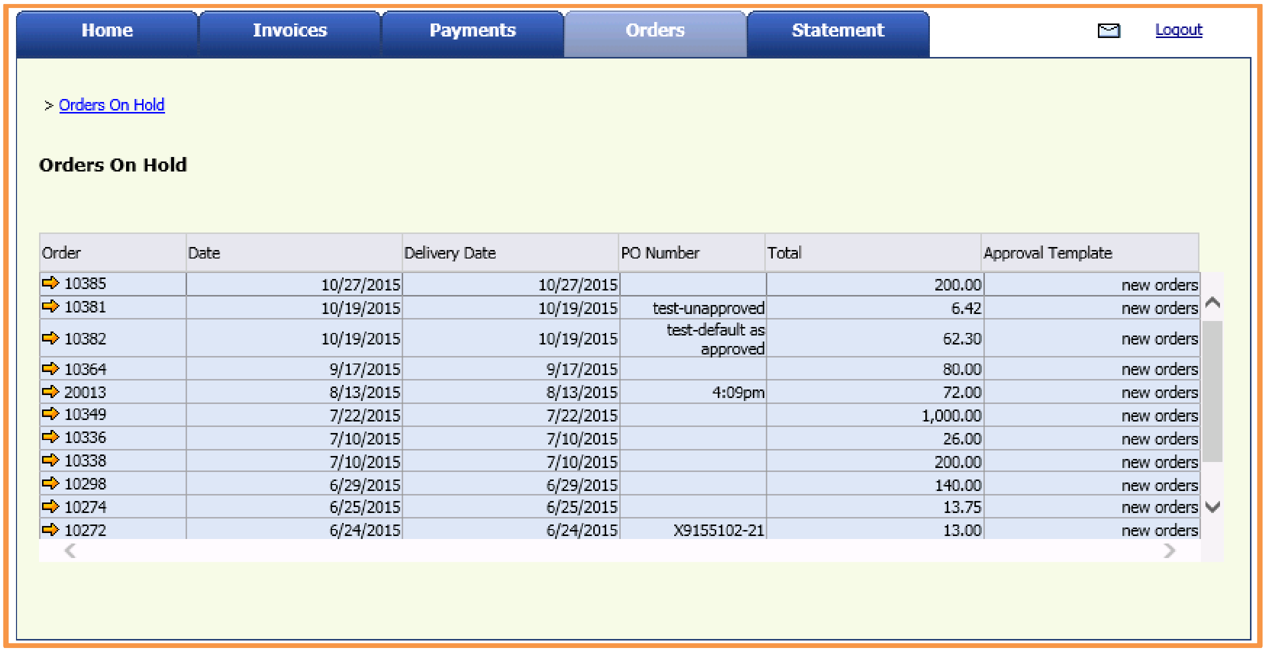
On this screen, the months are listed in reverse chronological order, so the most recent history is at the top.

Orders

Position the cursor over the “Orders” tab at the top of the screen, and you will see a choice of Open Orders or Orders on Hold.



Open Orders: The screen lists open orders (e.g., those that have not yet shipped). For each one, it displays the order number, order date, expected delivery date, PO number, and total amount.

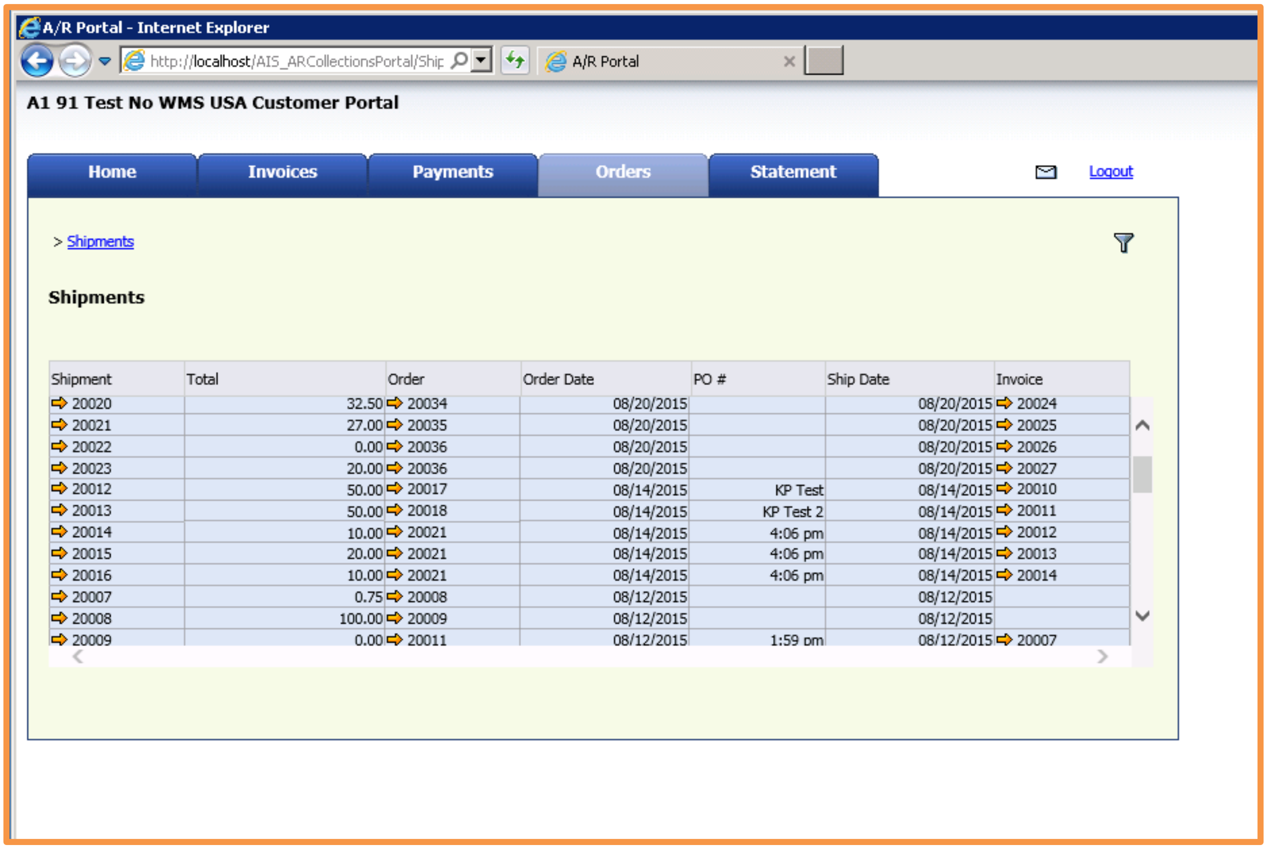


Order	Date	Delivery Date	PO Number	Total	Approval Template
10385	10/27/2015	10/27/2015		200.00	new orders
10381	10/19/2015	10/19/2015	test-unapproved	6.42	new orders
10382	10/19/2015	10/19/2015	test-default as approved	62.30	new orders
10364	9/17/2015	9/17/2015		80.00	new orders
20013	8/13/2015	8/13/2015	4:09pm	72.00	new orders
10349	7/22/2015	7/22/2015		1,000.00	new orders
10336	7/10/2015	7/10/2015		26.00	new orders
10338	7/10/2015	7/10/2015		200.00	new orders
10298	6/29/2015	6/29/2015		140.00	new orders
10274	6/25/2015	6/25/2015		13.75	new orders
10272	6/24/2015	6/24/2015	X9155102-21	13.00	new orders

Orders on Hold: Based on company policy, orders may be placed on hold for a variety of reasons. This screen lists open orders that have been placed on hold, and will not be shipped until they have been approved.

The screen display is exactly the same as the one for Open Orders, except that there is also a column for the "Approval Template", which is a brief description of the reason for placing the order on hold.

- *As described previously, you may view the detail of each document by clicking on the orange arrow next to the document number. Documents may be printed as well.*



Shipment	Total	Order	Order Date	PO #	Ship Date	Invoice
20020	32.50	20034	08/20/2015		08/20/2015	20024
20021	27.00	20035	08/20/2015		08/20/2015	20025
20022	0.00	20036	08/20/2015		08/20/2015	20026
20023	20.00	20036	08/20/2015		08/20/2015	20027
20012	50.00	20017	08/14/2015	KP Test	08/14/2015	20010
20013	50.00	20018	08/14/2015	KP Test 2	08/14/2015	20011
20014	10.00	20021	08/14/2015	4:06 pm	08/14/2015	20012
20015	20.00	20021	08/14/2015	4:06 pm	08/14/2015	20013
20016	10.00	20021	08/14/2015	4:06 pm	08/14/2015	20014
20007	0.75	20008	08/12/2015		08/12/2015	
20008	100.00	20009	08/12/2015		08/12/2015	
20009	0.00	20011	08/12/2015	1:59 pm	08/12/2015	20007

Shipments: The screen lists shipments that have been created (Deliveries). For each transaction it displays the shipment# (Delivery #), Total, Order, Order Date, PO #, Ship Date and Invoice #.

Statement

You may use this screen to print a current statement of your account. There is no other screen display; the program will simply open the statement in pdf format.

640 Belle Terre Road, Building B
Port Jefferson, NY 11777
P: 631-543-3200
F: 631-543-3882

Statement

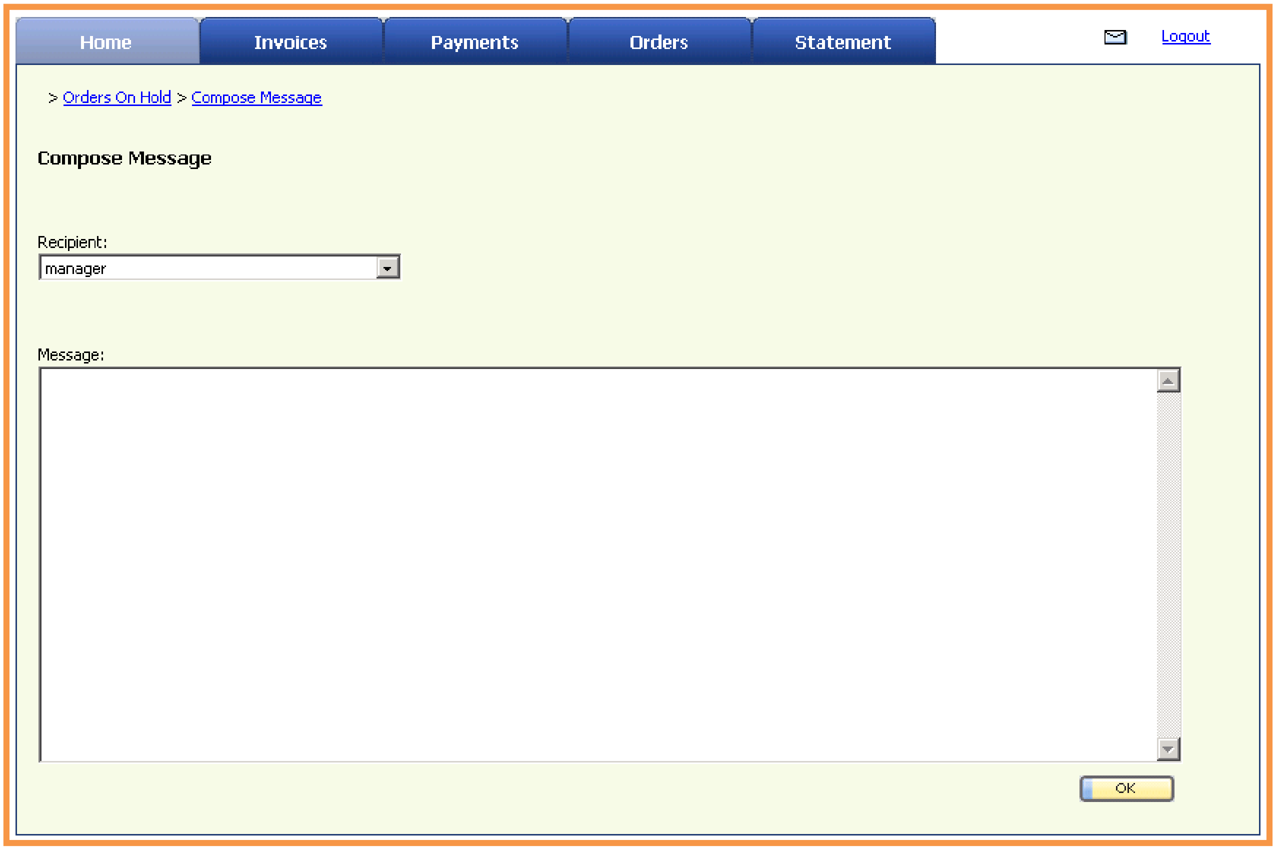
Page: 1
Date : 12/28/2015

To: 470000
Amazon
1819 crazy road
Madison Heights MI 12311
USA

Date	Doc #	Doc Type	Cust Ref #	Due Date	Amount	Applied	Balance
03/24/15	10046	INV		03/24/15	1,600.00	200.00	1,400.00
09/03/15	10111	INV		09/03/15	150.00	0.00	150.00
12/01/15	10015	JRNL		12/01/15	20.00	0.00	20.00
12/01/15	10125	INV		12/01/15	40.00	0.00	40.00

Messages

You may click on the Send Message icon from any page of the Customer Portal. The following window will be displayed:



Select the recipient: the drop-down list includes all of the company personnel who are available to receive messages.

Type your message, up to 64,000 characters. Then click on "OK" to send it to the recipient.