Dispute & Bad Debt Management

For Microsoft Dynamics 365 Business Central

- User Guide. Manual Setup -

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Manual Setup

This document explains in detail all setup required for Dispute & Bad Debt Management app.

Dispute Management Setup

Dispute management setup holds the main configuration of the app. It can be setup using *Assisted Setup* or manually by opening the *Dispute Management Setup* page.

General Tab

Define main parameters when creating disputes:

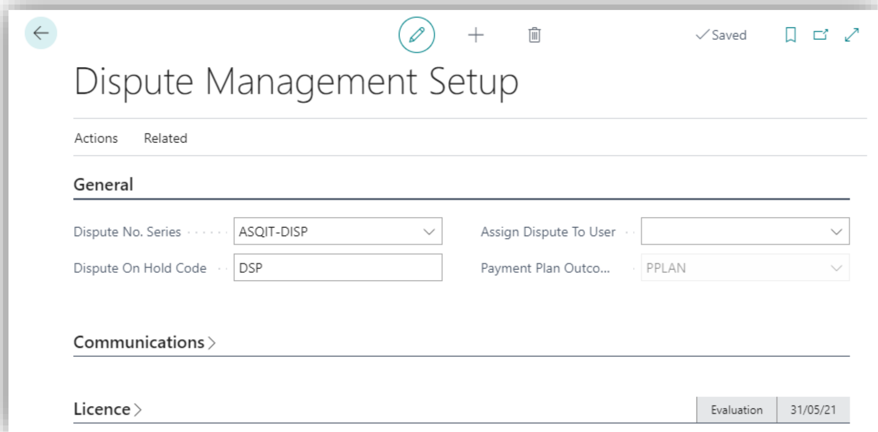

Figure 1 – Dispute Management Setup. General Tab.

- **Dispute No. Series** are used to generate a number for a new dispute. The series ASQiT-DISP are created for you to use, but it can be changed to any other valid number series.
- **Dispute OnHold Code** will be stamped onto the related customer ledger entry when the dispute with this invoice is activated.
- **Assign Dispute to User** – select user ID for whom all disputes are assigned by default. This can be changed on the dispute.
- **Payment Plan Outcome Code** – select a dispute outcome code for a dispute, that has a payment plan created for the invoice. The dispute is automatically closed with this code. The feature requires *Customer Payment Plans Management* app installed.

Communications Tab

Configure what emails are automatically sent when activating or closing a dispute:

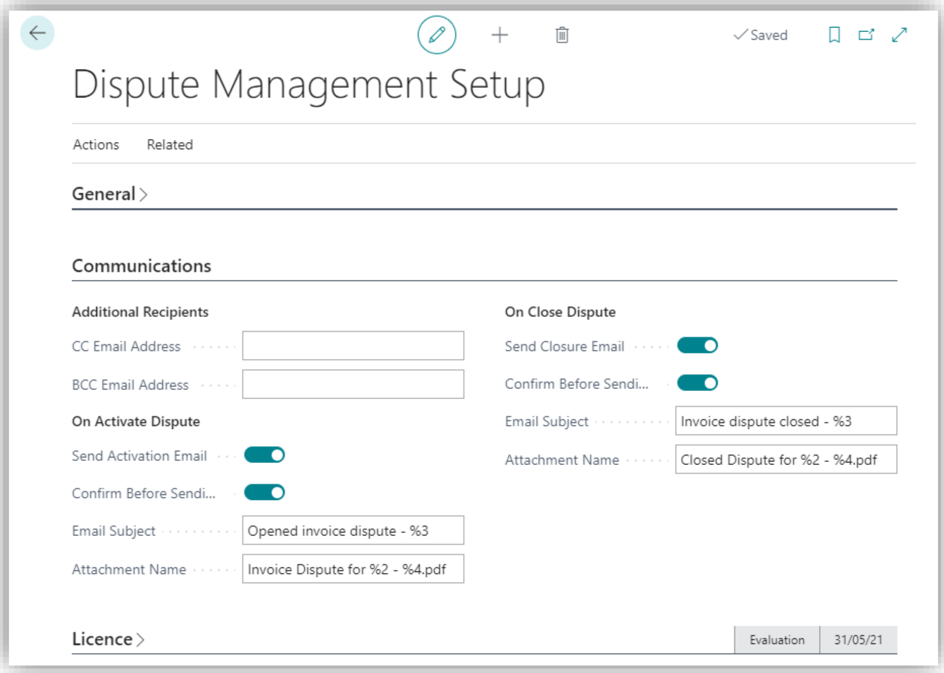

Figure 2 – Dispute Management Setup. Communications Tab.

- **CC/BCC Email Address** will be automatically added to each outgoing email, making it possible to store sent emails on your mail server for the future reference.

On Activate Dispute:

- **Send Activation Email**. Enable if confirmation email should be sent to a customer when the dispute is activated.
- **Confirm Before Sending**. When enabled, system will ask the user if the email should be sent, when the dispute is activated.
- **Email Subject** defines the subject of outgoing email. Use "%" to replace the number with specific data: %1 – customer number, %2 – customer name, %3 - your company name, %4 – statement date, %5 – credit contact name.
- **Attachment Name** defines the name of email attachment, if used. Use "%" to replace the number with specific data: %1 – customer number, %2 – customer name, %3 - your company name, %4 – statement date.

On Closed Dispute:

- **Send Closure Email**. Enable if confirmation email should be sent to a customer when the dispute is closed.
- **Confirm Before Sending**. When enabled, system will ask the user if the email should be sent, when the dispute is closed.
- **Email Subject** defines the subject of outgoing email. Use “%” to replace the number with specific data: %1 – customer number, %2 – customer name, %3 - your company name, %4 – statement date, %5 – credit contact name.
- **Attachment Name** defines the name of email attachment, if used. Use “%” to replace the number with specific data: %1 – customer number, %2 – customer name, %3 - your company name, %4 – statement date.

Report Selections – Dispute Management

To change the report that is used as email body or the attachment on automated dispute emails, go to *Report Selections – Dispute Management*. There are 2 options to choose from – Activate Dispute and Close Dispute:

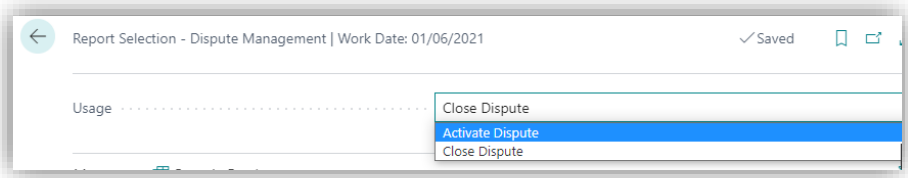

Figure 3 - Report Selections – Dispute Management.

When selecting reports and layouts for specific scenario, make sure *Use for Email Body* is always ticked:

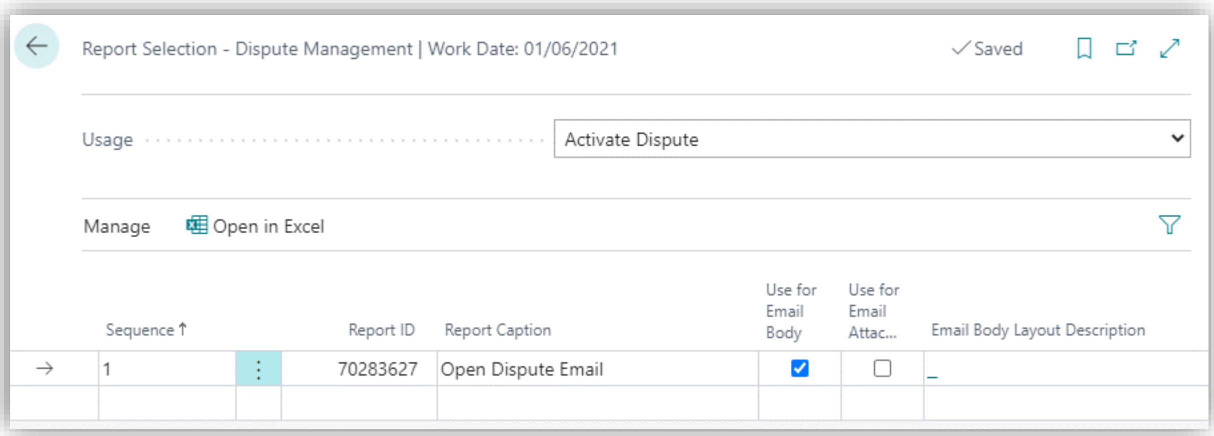

Figure 4 - Report Selections – Dispute Management.

If the attachment is used on the email, tick the *Use for Email Attachment* box.

If the email body layout is different from the attachment layout, select the email body layout in the *Email Body Layout Code* field.

Dispute Reasons

All active disputes must have a reason assign to it. The reason code can be used for reporting purposes, but it is also used on automated dispute activation emails, and it can be used to determine the expected dispute closure date.

Multiple reason codes can be created in the system. Go to *Dispute Reasons* page:

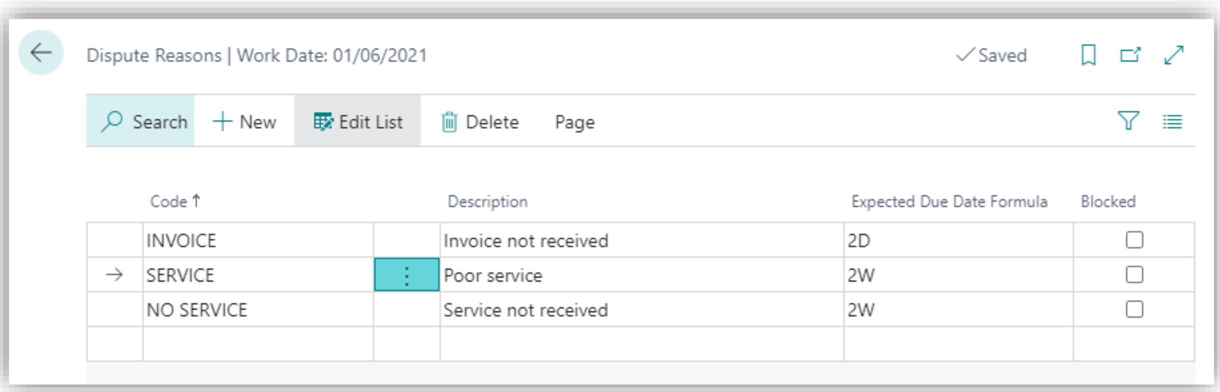

Figure 5 - Dispute Reasons.

Dispute Outcomes

When closing the dispute, the outcome code must be defined. The outcome code can be used for reporting purposes, but it is also used on automated dispute closure emails.

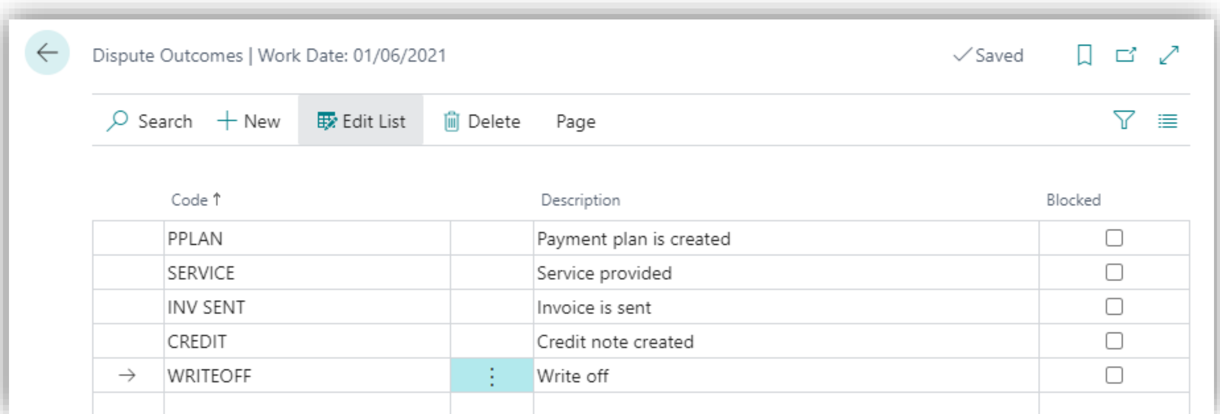

Figure 6 - Dispute Outcomes.

Bad Debt Statuses

When creating a new bad debt ledger entry, the system asks to set the initial status. The status can be used to define the process of dealing with the bad debt or mark the state of the bad debt for reporting purposes:

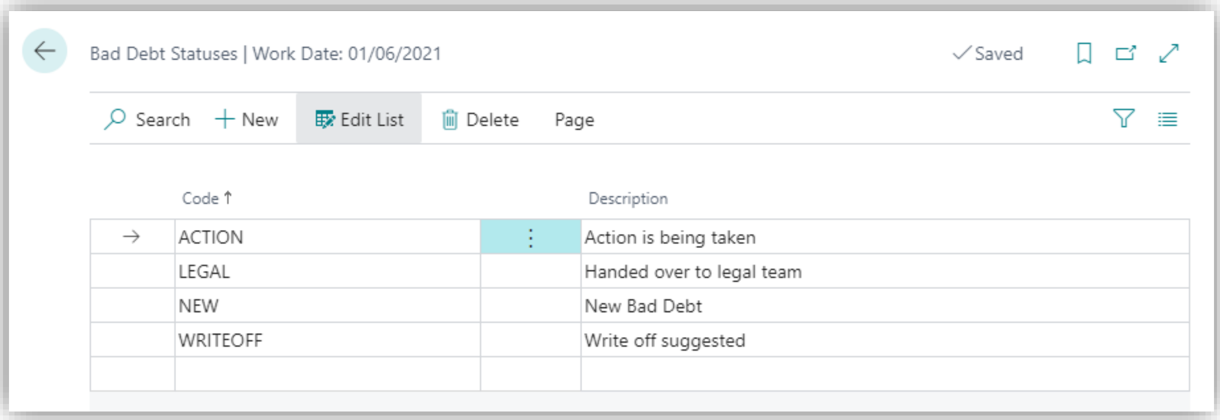

Figure 7 - Bad debt statuses.