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Credit Controller Tasks

For Microsoft Dynamics 365 Business Central

- User Guide. Manage Payment Plans -

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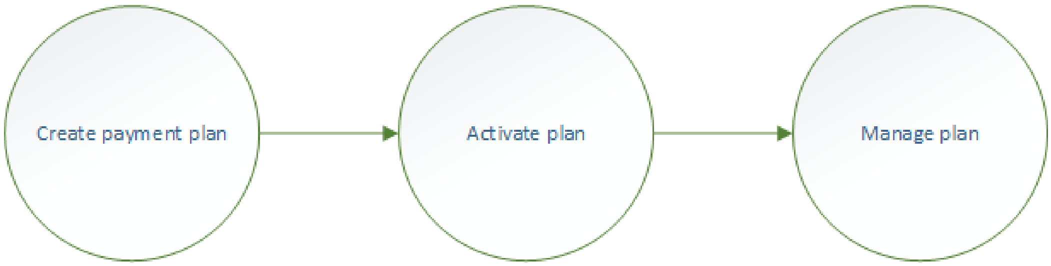
Manage Payment Plans

Create payment plans to help customers that struggle to pay, and automatically track customer promised payments.



Overview

When a repayment schedule for overdue invoices is agreed with a customer, a new payment plan is created that holds one or multiple invoices to repay and the agreed schedule with one or more payments in it. System will track payments to the invoices on the payment plan, and automatically update the remaining amounts to pay, as well as track if the payment plan is overdue.

- **Activate** payment plan to start tacking payments and applications towards invoices.
- **Late Plans** are marked in red for easier review.
- **Completed Plans** are plans which invoices are fully closed by payment or write-off.

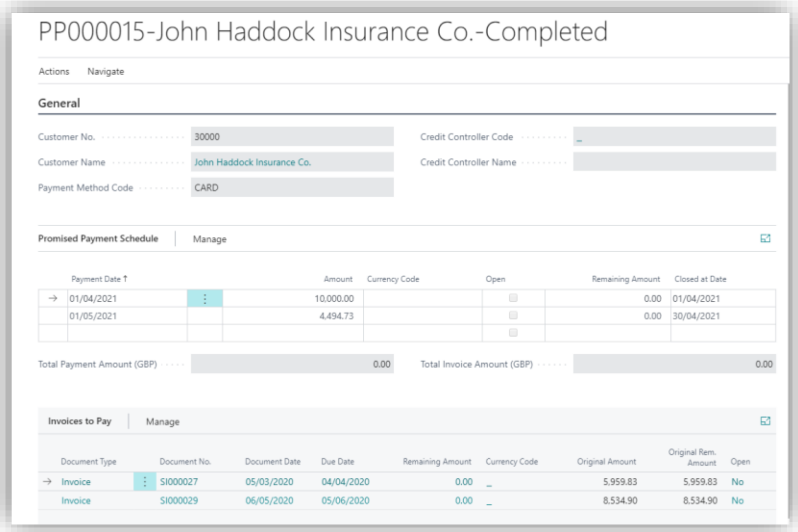


Figure 1 - Payment Plan Card

Create Payment Plan

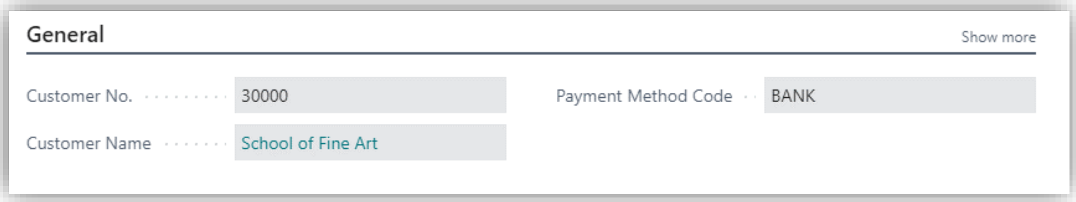
Payment Plans can be created:

- **Directly from the menu**. Use wizard to select customer, currency and payment method to create payment header and then assign invoices and define payment schedule from the Payment Plan card.
- **From Customer Ledger Entries**. Select one or multiple invoices that are automatically added to a new payment plan and then define payment schedule from the Payment Plan card.

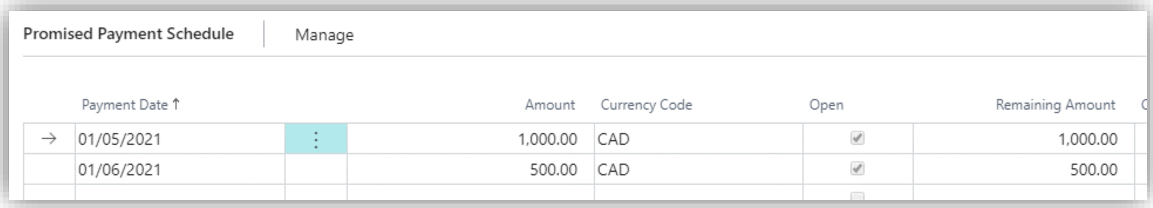
Important! One Payment Plan cannot have multiple customers or multiple currencies. However, one customer can have more than one active payment plan.

Each payment plan consists of 4 sections:

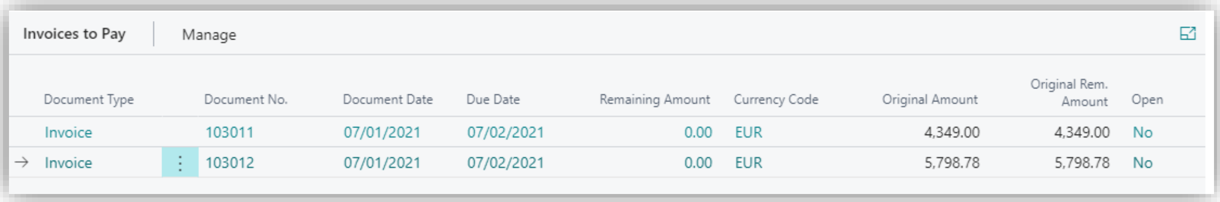
Header, that holds customer number, Credit Controller Code and Payment Method Code:



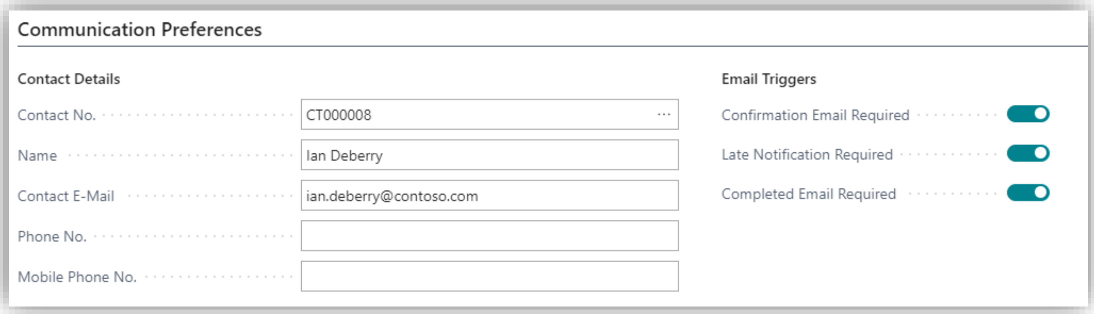
Payment Schedule, that hold promised payment dates and amounts:



Invoices, that show all invoices that are included on this payment plan:



Contact Details, that show contact details of the customer for this payment plan and when are automated emails sent:



Create Payment Plan from Menu

Creating a new payment plan from the menu uses a wizard to select customer, currency, payment method and contact details on the plan.

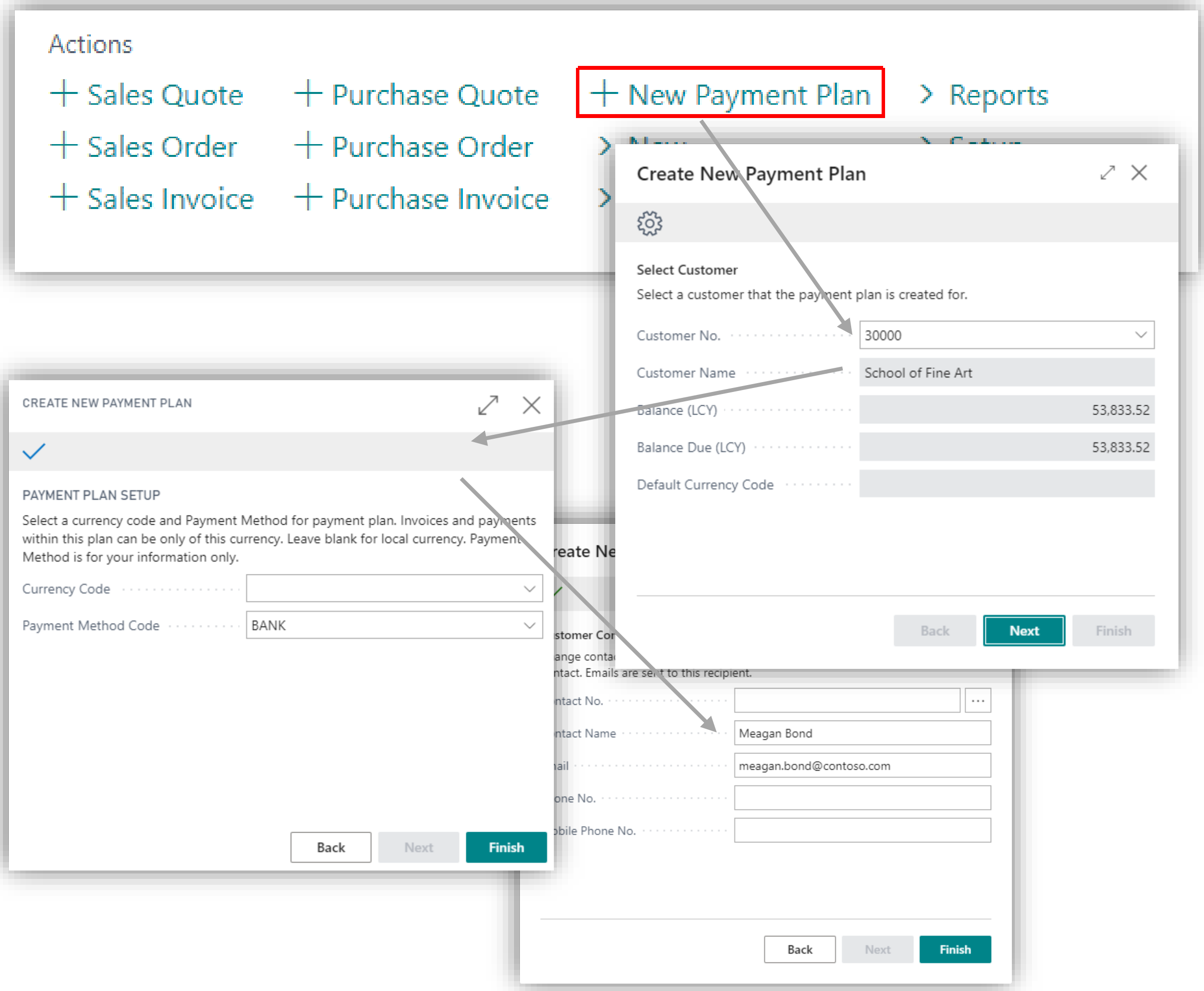


Figure 2 - New Payment Plan Wizard

After closing the wizard, system creates a new payment plan card, where invoices and payment schedule are added manually (see the related paragraph):

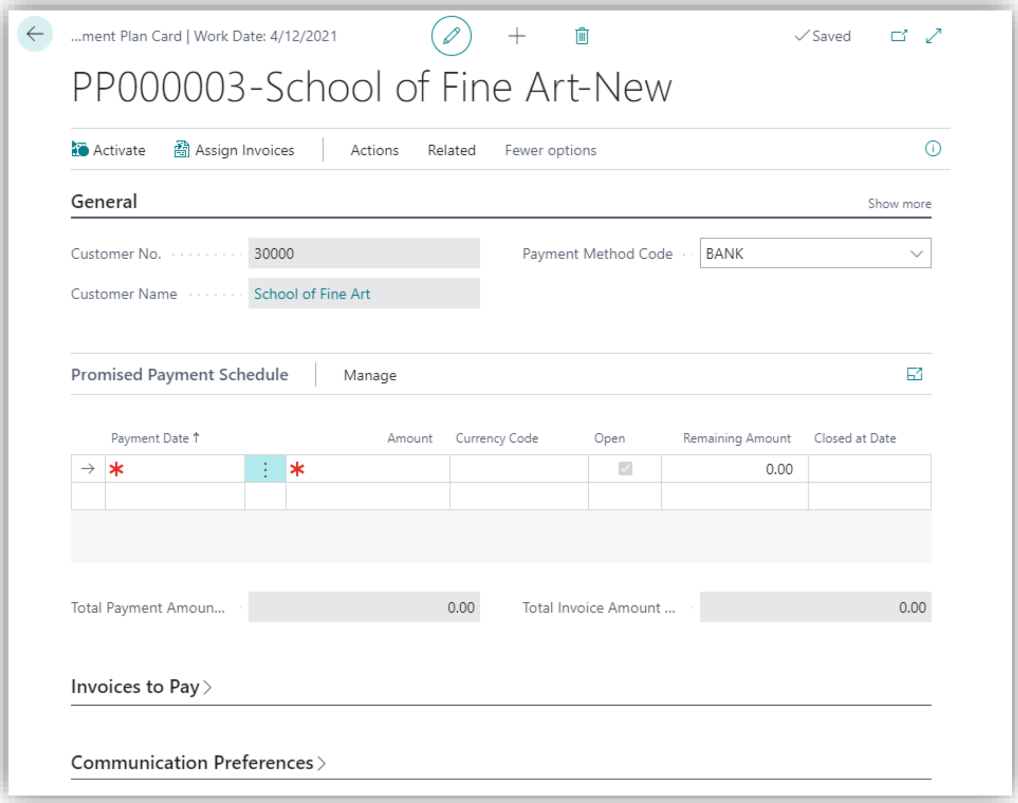


Figure 3 - Payment Plan Card

Create Payment Plan from Ledger

On the Customer Ledger Entries page select one or more invoices to add to the payment plan and click *Actions -> Payment Plans -> Create New Payment Plan:*

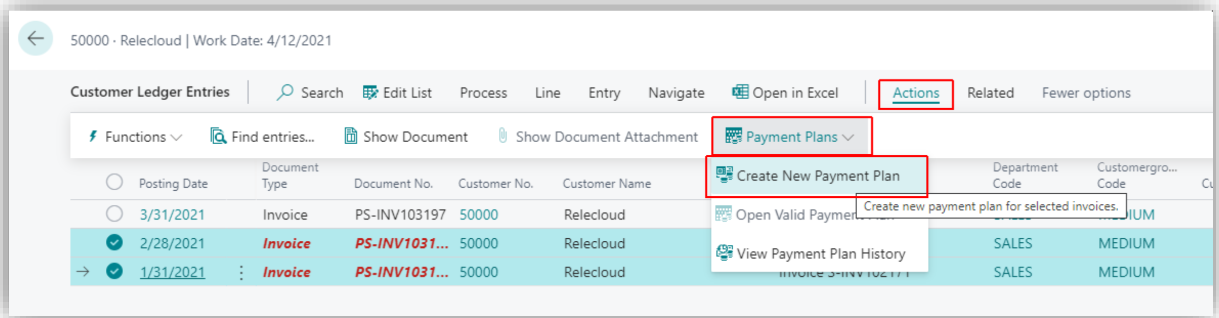


Figure 4 - Customer Ledger Entries

System creates a new payment plan with selected invoices already on the plan, although these invoices can be removed, or new ones added before the plan is activated:

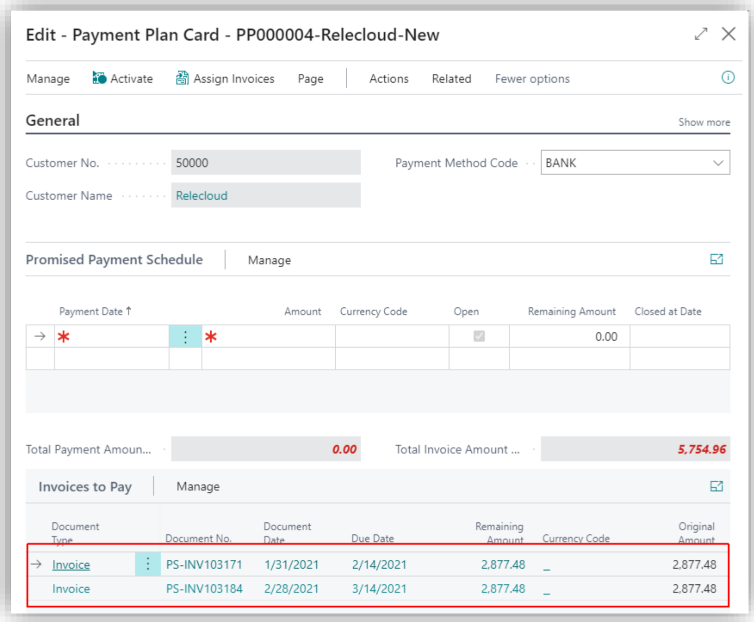


Figure 5 - Payment Plan with invoices

Add Payment Schedule

Defining the repayment schedule – promised dates and amounts to be paid – allows system to track fulfilment of the payment plan. One payment plan can have a single repayment line, or multiple payment lines (plan):

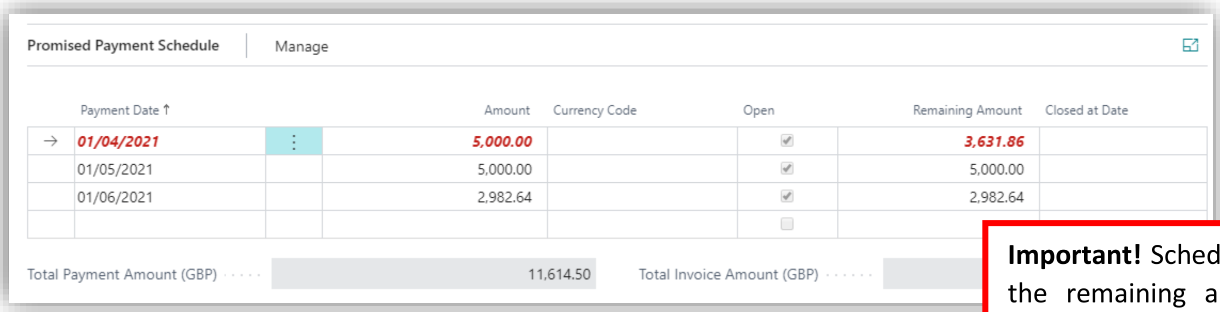


Figure 6 - Repayment schedule

Important! Schedule shows the remaining amount to pay for each line. If the line is red, it means the payment is late.

Add / Remove Invoices on Payment Plan

While the payment plan is not activated, new invoices can be added to it or removed from the plan. To add a new invoice, click *Assign Invoices* on the payment plan card. The list of available invoices is opened to chose one or multiple invoices from:

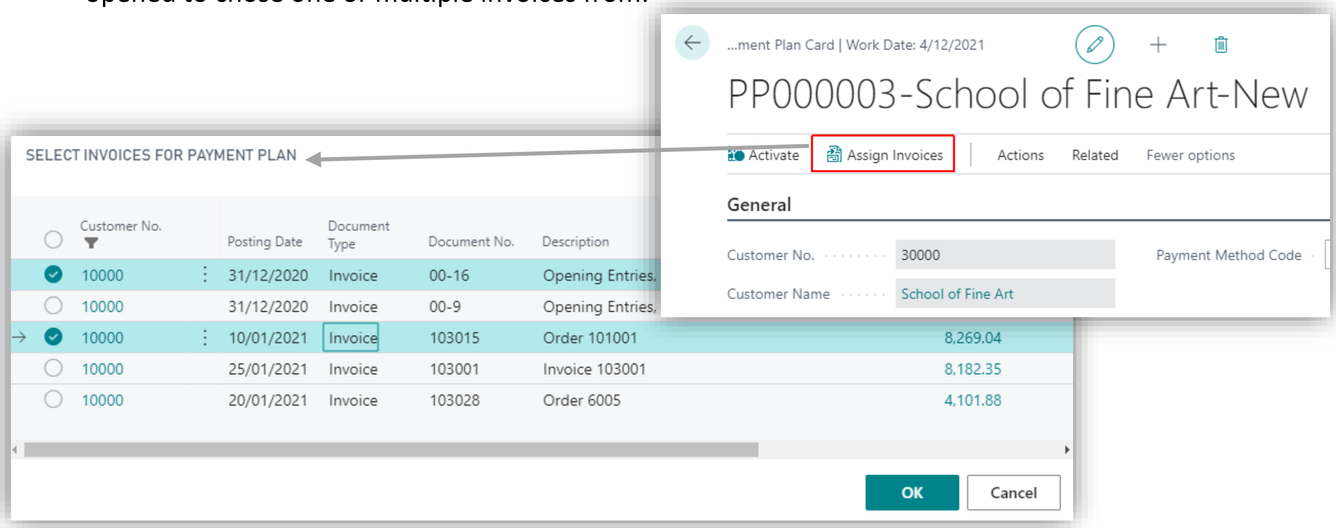


Figure 7 - Add Invoices

> **Important!** Documents on the Payment Plan must:
>
> - Belong to the same customer
> - Be of the same currency
> - Not be included in any other Payment Plan
> - Be Open and of positive sign (Credit Memos or Credit corrections are not permitted)

To remove invoice from the payment plan, select the invoice (or multiple invoices) on the payment plan card, and click *Manage -> Remove Invoice:*

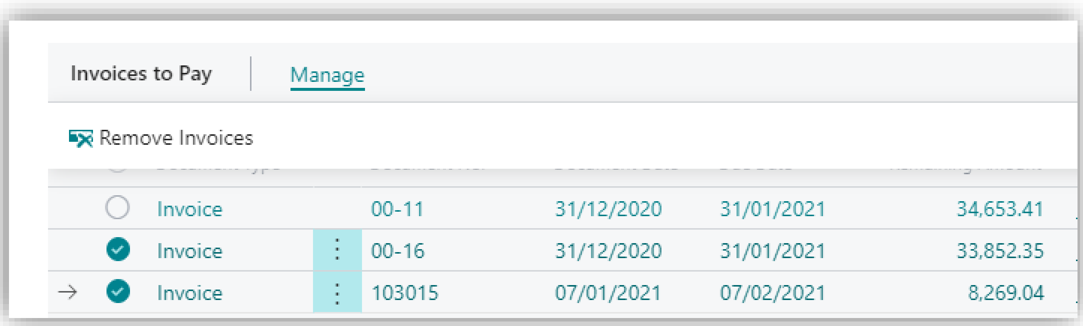


Figure 8 - Remove Invoices from Payment Plan

Activate Payment Plan

To start tracking payments towards invoices on the payment plan, the plan must be activated. To activate the payment plan, click *Activate* on the payment plan card. If the confirmation email feature is enabled, the system will create and send the payment plan confirmation email (see *Automated Emails* section)*:*

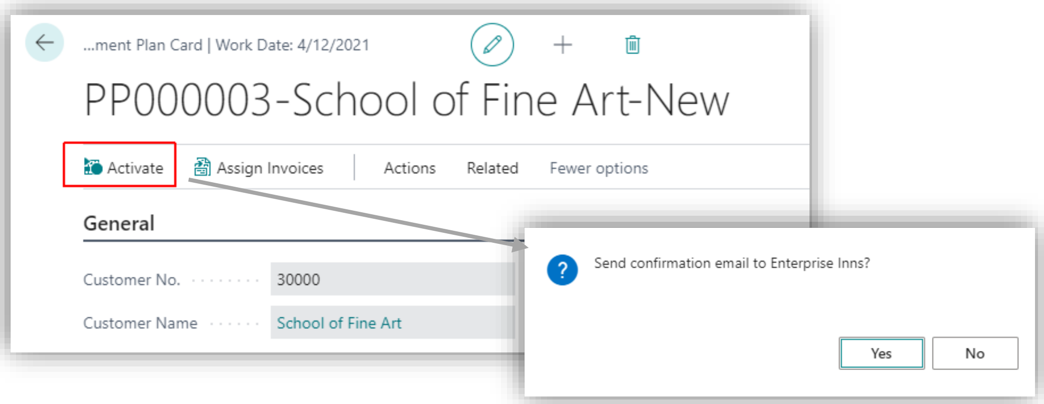
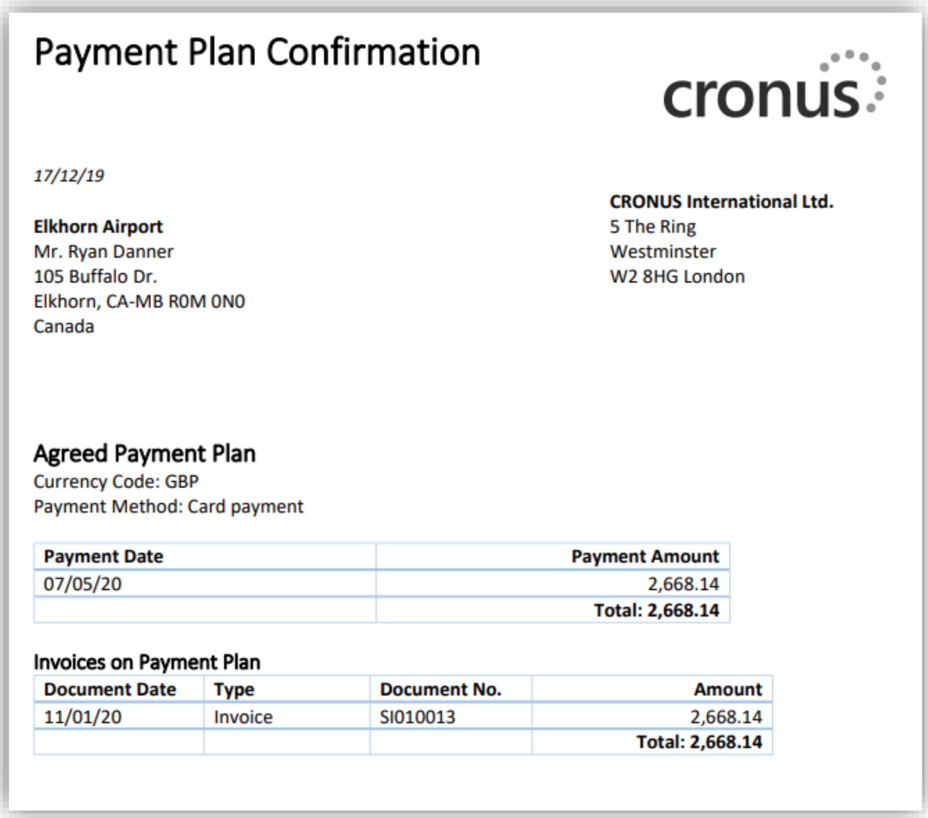


Figure 9 - Activate Payment Plan

If confirmation email is sent, system uses Email Accounts to send the confirmation email.:



Payment Plan Confirmation

cronus

17/12/19

Elkhorn Airport
Mr. Ryan Danner
105 Buffalo Dr.
Elkhorn, CA-MB R0M 0N0
Canada

CRONUS International Ltd.
5 The Ring
Westminster
W2 8HG London

Agreed Payment Plan

Currency Code: GBP
Payment Method: Card payment

Payment Date	Payment Amount
07/05/20	2,668.14
	Total: 2,668.14

Invoices on Payment Plan

Document Date	Type	Document No.	Amount
11/01/20	Invoice	SI010013	2,668.14
			Total: 2,668.14

Figure 10 - Confirmation Attachment

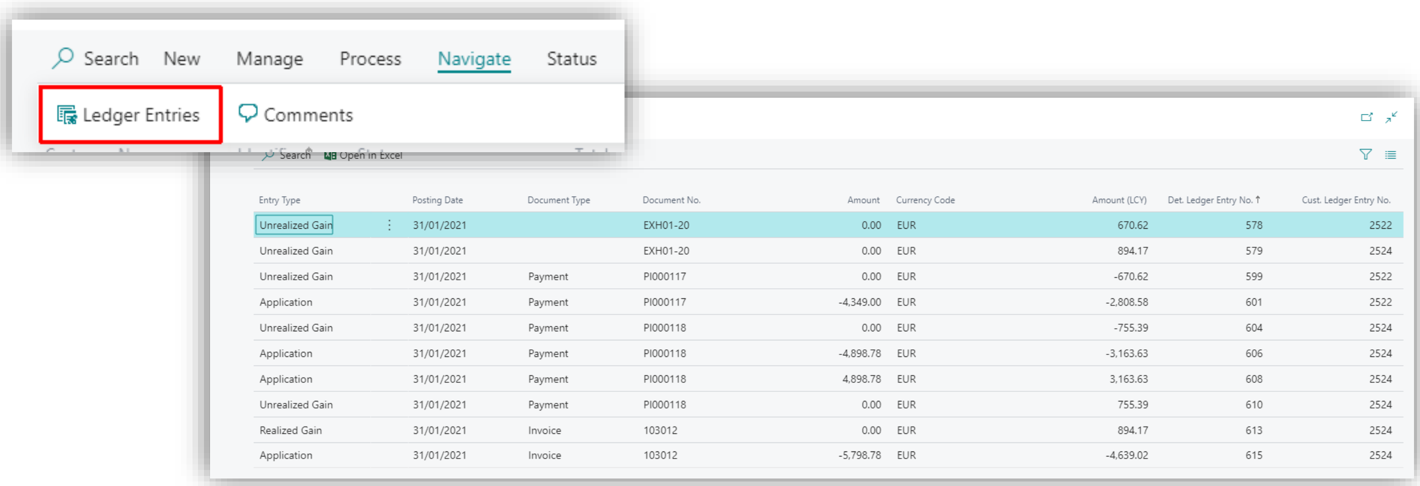
Manage Payment Plan

Changing Activated Payment Plans

Once the payment plan is activated, the information on it cannot be changed. To make any changes, the plan must be re-opened.

Tracking Activated Payment Plans

All active payment plans are automatically tracked by the system and any application or un-application to invoices are tracked and recorded on the payment plan. To see such transactions, on the payment plan, click *Navigate -> Ledger Entries:*



Entry Type	Posting Date	Document Type	Document No.	Amount	Currency Code	Amount (LCY)	Det. Ledger Entry No. ↑	Cust. Ledger Entry No.
Unrealized Gain	31/01/2021		EXH01-20	0.00	EUR	670.62	578	2522
Unrealized Gain	31/01/2021		EXH01-20	0.00	EUR	894.17	579	2524
Unrealized Gain	31/01/2021	Payment	PI000117	0.00	EUR	-670.62	599	2522
Application	31/01/2021	Payment	PI000117	-4,349.00	EUR	-2,808.58	601	2522
Unrealized Gain	31/01/2021	Payment	PI000118	0.00	EUR	-755.39	604	2524
Application	31/01/2021	Payment	PI000118	-4,898.78	EUR	-3,163.63	606	2524
Application	31/01/2021	Payment	PI000118	4,898.78	EUR	3,163.63	608	2524
Unrealized Gain	31/01/2021	Payment	PI000118	0.00	EUR	755.39	610	2524
Realized Gain	31/01/2021	Invoice	103012	0.00	EUR	894.17	613	2524
Application	31/01/2021	Invoice	103012	-5,798.78	EUR	-4,639.02	615	2524

Figure 11 - Payment Plan Ledger Entries

Completed Payment Plans

When the payment plan is paid in full, system changes the payment plan status to *Completed*. Completed payment plans cannot be re-opened, even if the last payment is unapplied. To manage such exceptions, a new payment plan must be created for the remainder.

The payment plan is marked as completed with payment, if the last transaction is related to the payment, rather than write-off of debt. This way companies can track which plans were fulfilled and which ones were written off.

Cancel Payment Plans

If customer does not agree with the created payment plan or fails to pay it to the stage of taking a legal action, the Payment Plan can be cancelled. Cancelling the payment plan will keep its history (ledger entries) for review later. To cancel the payment plan, click on *Actions -> Status -> Cancel:*

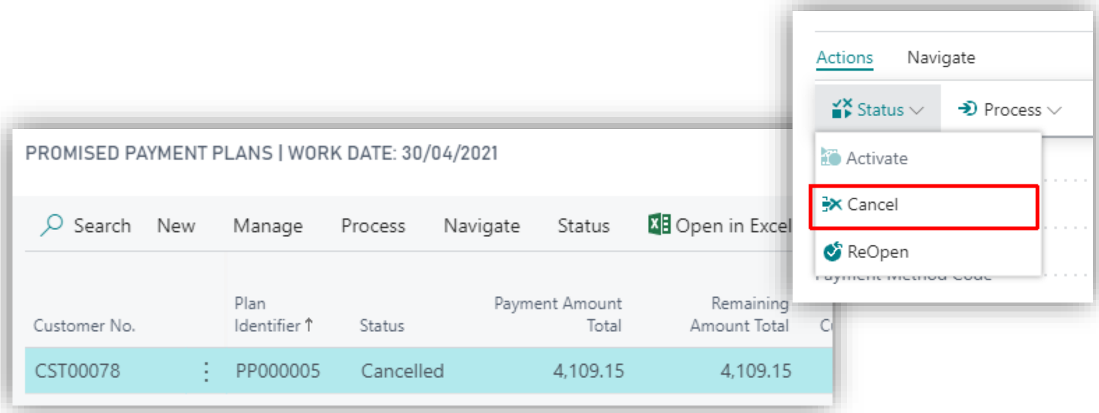


Figure 12 - Cancelled Plan

Re-Open Payment Plans

To make amends to the payment plan, it must be re-opened. Reopening payment plan will delete its payment history, so normally it is recommended to reopen the payment plan before payments were made. Otherwise use Cancel and create a new plan. To reopen the payment plan, click on *Actions -> Status -> ReOpen:*

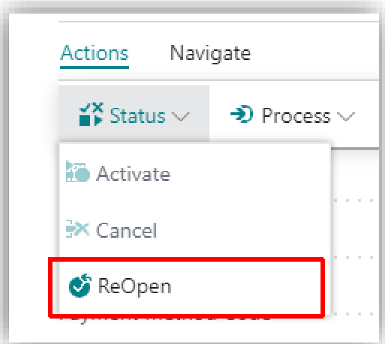


Figure 13 - Reopen Payment Plan

Comments

Comments can be added to the payment plan and reviewed at any stage of payment plan lifecycle.

Automated Emails

Necessary part of successful management of payment plans is the effective communication with a customer. Automated emails can be configured to be sent when the payment plan is activated, when the plan becomes late and when the plan is marked as completed. Whether emails are sent depends on the Payment Plan Setup (see *Manual Setup* guide) and settings on the payment plan itself. These are set automatically but can be manually changed on each plan:

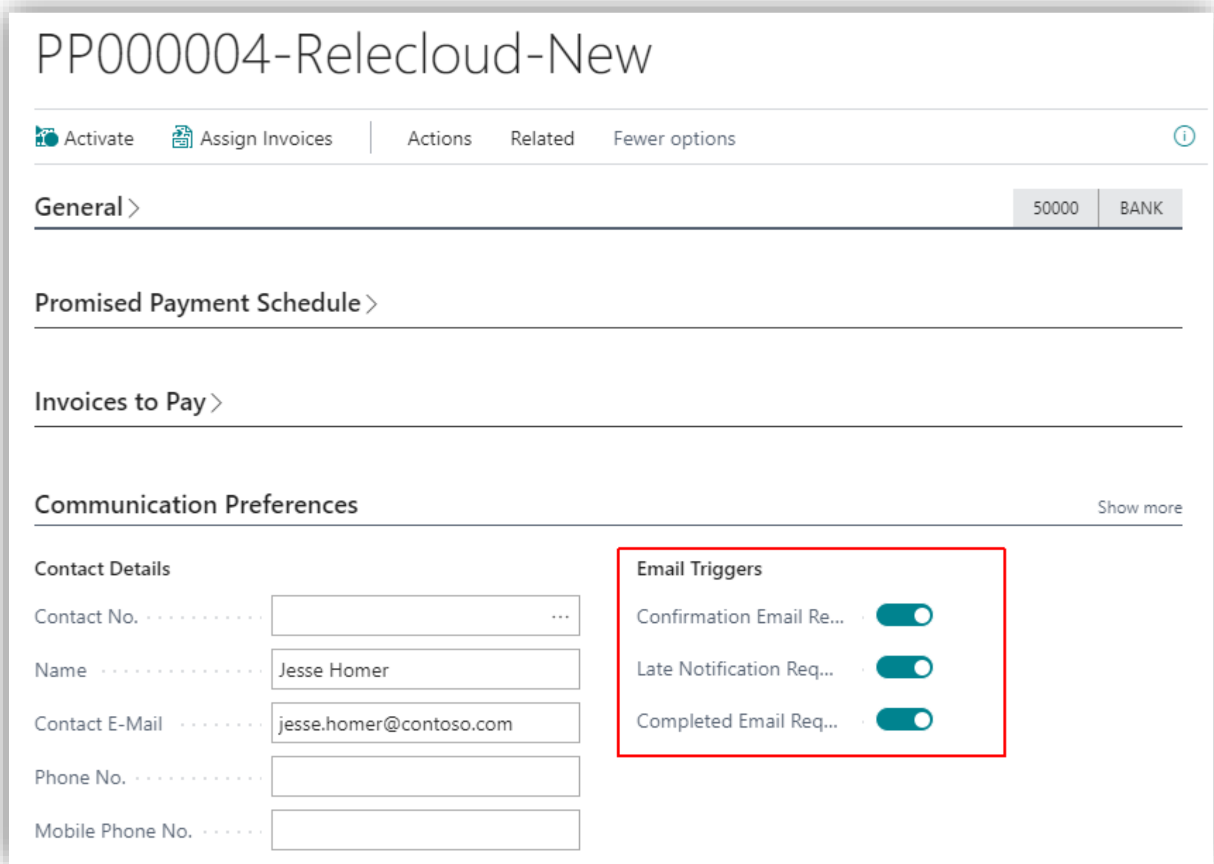


Figure 14 - Communication Preferences.

Prerequisites

When creating a new payment plan, system will set email triggers based on a few factors:

- Automated emails are switched on in the *Payment Plans Setup*.
- Customer has a *document sending profile* that allows emails, or customer does not have document sending profile, but the default profile allows emails.

The email trigger on the plan can be changed manually, but it cannot be switched on if the *Payment Plans Setup* does not allow automated emails.

If the email triggers are set, but the email recipient is not defined on the payment plan, then the email is not sent.

Reports must be selected on the "*Report Selection – Plans*" page for each scenario.

Email Triggers

There are 3 triggers to send automated emails to a customer:

- Confirmation email is sent when the payment plan is activated.
- Late Notification email is sent when the plan payments are not received as agreed on the plan. The system will add *Grace Period* (see *Manual Setup* guide) to the agreed date before sending late payment plan emails. One notification is sent for each late payment line.
- Completed plan email is sent when the plan is fully paid. The system can be configured to send this email when the plan is closed with the payment, or when the plan is closed with any transaction, for example, credit or write-off.

Late plan notification and Completed plan emails are sent using *Job Queue Entries*, which is fully automated and does not require user interaction.

Sending Emails Manually

All types of emails can be sent manually to a customer, directly from the payment plan card. Select *Actions -> Email* and one of three options available:

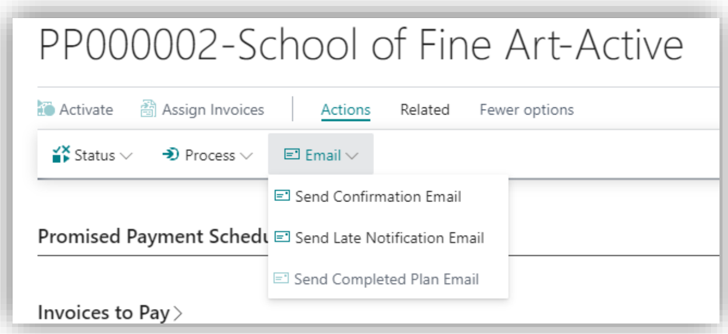


Figure 15 - Sending Email manually.

System opens the email preview page with email body and attachment created, based on the report selections. User can choose to change wording on the email, send or discard it.