infotech

AR COLLECTIONS MANAGER

FAQ'S

What is the AR Collections Manager?
The AR Collections Manager is a free Sage CRM add-on component that helps to speed up the collections process by setting up to-do and call lists for the AR Clerk using the task automation capabilities within Sage CRM. The AR Collections Manager also allows the clerk to track follow-up tasks and communications that are linked to the overdue invoice and customer record.

What are the system and application requirements to have the AR Collections Manager install and run correctly?
Application requirements:
Sage Accpac ERP 5.5 PU1 or higher
Sage CRM 6.1 patch G or higher

Database requirements:
Microsoft SQL 2005 (server or client)
Microsoft SQL Express

Note: the AR Collections Manager does not work with Oracle

To use the AR Collections Manager, what are the minimum required modules of Accpac that need to be installed and integrated with Sage CRM?
For the component to synchronize properly it requires that the GL and AR modules are installed and integrated with Sage CRM.

Are there any Sage CRM licensing limitations?
The AR Collections Manager requires an EIS license(s) for Sage CRM. EIS is standard as part of Sage CRM 200 or an option for Sage CRM 100.

Is this customizable to specific requirements?
Absolutely; the AR Collections Manager is customizable just as any page on Sage CRM is.

Can the AR Collections Manager be installed on a different machine (client or server) than the main Sage CRM server?
No, the component must be installed on the same machine as the Sage CRM server.

Does the AR Collections Manager support multicurrency?
No, multicurrency is not supported.

Can the AR Collections Manager be used with multiple Accpac databases/companies?
Yes, the component can be used to synchronize with multiple Accpac databases, just as Sage CRM can.

Can the AR Collections Manager be used with multiple installs of Sage CRM?
No, the AR Collections Manager can only be used with one Sage CRM install.

How does user/role security work with the AR Collections Manager?
User security is defined by the administrator of Sage CRM. The component defaults to AR inquiry rights that are defined in Sage CRM.

Is the AR Collections Manager real time?
No, the AR Collections Manager uses a synchronization process which is controlled and defined by the end user. Synchronization can be done at any interval as required by the end user.

What types of aging can the AR Collections Manager do?
The component can only do aging by "Due Date" only. There is no aging by "Document Date".

How are unapplied Credit, Debit notes and cash equivalents handled by the AR Collections Manager?
Unapplied Credit and Debit notes or unapplied cash equivalents will be displayed according to how this is set in AR Options within Accpac. If these documents are aged as current, they will not be included in the aging and will not be shown in the grid within the component or calculated as part of any of the aging segments, as they are considered current. If these documents are aged by date then they will be included in aging segments and the documents will be shown in the grid.

What are the cutoff date options?
The component will always default to 1-30, 31-60, 61-90 and over 90. You are able to manually change the aging periods to whatever segments you require. It should be noted that the "Age as of Date" and "Cut-off Dates" will always default to the last date used when you login. So, you will need to manually change these dates when you first login.

What are the default aging periods in the AR Collections Manager? Can these be changed?
Aging will always default to 1-30, 31-60, 61-90 and over 90. You are able to manually change the aging periods.

Can you drill down into an invoice or note from the AR Collections Manager tab within Sage CRM?
If you drill into an invoice or note from the component you may encounter "No entry" symbols and be unable to access tabs when drilling down from an invoice or a note. To work-around this, click once on the "Company Summary" tab. After that the tabs will displayed normally the next time you drill down. You will encounter the same issue if you log out of CRM and log back in again and try to drill into the invoice or note detail from the "Collections" tab.

Will the AR Collections Manager show negative amounts in the different aging segments?
If the aging segment amount is negative, the amount shown beside the pipeline button shows (0). This is a limitation of the CRM pipeline control. Note, that if you hover the mouse over the aging segment, it will show the actual negative value.

How will the AR Collections Manager handle invoices with multiple payments?
For invoices with multi-payment terms the Amount Due will change depending on the aging period you are in, but the Due Date and Days Overdue will display those of the oldest payment.