



Collection Management Solution

InnoVergent Solutions for Intacct Financial Accounting

It goes without saying: cash in the bank is better than receivables outstanding. Yet every business struggles to keep aged receivables down—mostly due to manually sending email reminders and searching for and resending documents and invoices to customers. InnoVergent's Collection Management Solution automates the tedious, redundant aspects of collections and frees you up to handle true exceptions, and focus on the strategic aspects of running your accounting department.

InnoVergent's Collection Management Solution integrates flawlessly with Intacct Financial Accounting giving you greater automation, control and visibility into your aged receivables.

Managing invoices and communications with customers can be difficult and time-consuming. Customers may have multiple open invoices, due dates, and terms further complicating the collections process. InnoVergent has designed and built Collections Management Solution with the end-user in mind—simplifying, automating and streamlining the process of effective collections management.

Utilizing the power of Intacct Platform Services, InnoVergent's Collection Management Solution automates common tasks associated with reminding customers about outstanding invoices. Whether auto-generating or closing a collections management record, from configuring recurring emails to customers or internal users (sales reps), or flagging customer contacts—InnoVergent has built the automation your current process is lacking.

Collection Management Solution Features

- Integration with Intacct Standard Objects (AR, OE, and Contacts)
- Automates processes and escalation procedures with customized workflow
- Customer invoice portal
- Includes standard reports as well as user-defined ad-hoc reporting
- Automatic email and alert notifications
- Simple to use file attachment capabilities
- User-specific follow-up lists, tasks, and alerts
- Automatic or manual generation of collection cases
- Configurable and unlimited statuses, workflow steps, and Intacct users
- Unlimited management of collection activities and comments
- Manage customer and contact holds and alerts
- Full Audit trail
- Integration with Intacct Financial Accounting means no duplication of data.

Collection Record Details

Collection Record: Collection-45872
 Link to Case Manager: Ludwig Melik
 Days Past Due: 20
 Collection Aging Bucket: 15-30 Days Past Due
 Suspended Automatic Emails: []

Collection Activity Quick-View

Last Activity Date: 08/19/2014
 Last Activity User: gmctall
 Date of Last Automated Email: 08/15/2014 07:00 AM

Customer Details

Customer Name: Lockhead Martin Corporation
 Customer Type: []
 Link to Customer: C-00088

Invoice Details

Link to Invoice: 7332
 Invoice Due Date: 07/29/2014
 Invoice Creation Date: 06/29/2014
 Invoice Cleared Date: []
 Invoice Document ID: Renewal Invoice-INV-2510
 Invoice Number: INV-2510
 Invoice Status: active
 Invoice Has Posted Rev Rec: []
 Invoice Customer Message: []
 Invoice Placed on Hold: []
 Invoice Delivery Method: []
 Invoice Date Fully Paid: []

Quick Create

Contact Type: Phone Call - Inbound
 Collection Record: []
 Customer: []
 Notify Manager: Yes
 Promote to Manager: []

Collection Record Status Open
 Collection Stage: Initial Contact
 Anticipated Payment Date: 09/01/2014
 Follow Up Date: 08/29/2014
 Closed Date: []

Last Activity Note Collection Note- 45667
 Last Activity Notes: Received a phone call from Mary @ Lockhead. She informed me that the two invoices are incorrect and asked me to investigate internally with their project manager - Jim Hayes.

Automated Email Sent 15 Days Past Due

Customer Total Due \$28,921.98
Customer Credit Limit []

Order Entry Transaction Renewal Invoice-INV-2510
Invoice Amount Due \$18,921.95
Amount Paid (to Date) \$0.00
Invoice Amount \$18,921.95
Invoice Base Currency USD
Invoice Transaction Currency USD
Invoice Description Renewal Invoice - US: 2014/06/29 Batch
Invoice Batch []
Invoice Status []
Invoice Last Modified []
Invoice Reference Number INV-1616
Invoice Discount Date []

Quickly manage customer responses for multiple invoices with one click

Collection Management Dashboard

Collection Records - By Aging Bucket

01-15 Days Past Due
 15-30 Days Past Due
 30-45 Days Past Due
 45-60 Days Past Due
 61-75 Days Past Due
 76-90 Days Past Due
 91-105 Days Past Due
 106-120 Days Past Due

Amount Collected in Aging Bucket

0 100,000 200,000 300,000 400,000 500,000 600,000

Collection Records - By Status

Suspended
 Dispute
 Promoted to Maria
 Open
 Collections

Customer Aging Reports - Customer Aging

\$0 \$500,000 \$1,000,000 \$1,500,000

Collection Records - By Case Manager

Karla Gracia
 Mary Gracia
 Yvonne Pineda
 Heidi Murray

Collection Notes Made Today

Customer ID: C-0201
 Note Regarding: []
 Collection Record: 30475
 Collection Record: 30442,30443,30445,30446,30463,30465,30468
 Collection Record: 30475
 Collection Record: 30475,30474
 Collection Record: 30462
 Collection Record: 30475
 Collection Record: 30475,30448,30472,30449
 Collection Record: 30462
 Collection Record: 30448,30473,30472,30449

Collection Note
 Checking with Susan to see if there is an issue with implementation.
 Received Email from Dr. Brown. He is responding.
 Received a message from Maria and I will be researching the issue.
 Spoke to Jerry in implementation. He told the customer is working on deployment.
 Mary can you work on this for me?
 Spoke to Jerry in implementation. They are looking into this for us.
 Sending Termination Notice.
 Spoke to implementation. They are having issues deploying in the customer's environment.
 This customer is very sick.
 Checking on this today by EOB.

Report Detail Date: 08/20/2013
 Collection Note: 30475
 08/04/2013 30462
 08/20/2013 30472
 08/20/2013 30462
 08/20/2013 30463
 08/20/2013 30463
 08/20/2013 30463
 08/20/2013 30462
 08/20/2013 30462
 08/20/2013 30462
 08/20/2013 30462

Real-Time visibility into your team's collection efforts

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