

## Credit Control

Maconomy Workspace Client



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At the end of this module you should be able to:

1. Use cash collection
2. Analyze events
3. Update customer information
4. Create credit-control event plan
5. Update company information



- **Credit Control**
  - ❖ Cash Collection
- **Customer Information**
  - ❖ Credit Control
- **Events**
  - ❖ Event Flow Type
  - ❖ Event Plan
- **Credit Control Setup**
  - ❖ Company Information



Credit Control gives credit controllers an overview of outstanding invoices per customer and allows them to record details of their calls as an event each time they contact a customer.

- ❖ Days overdue displayed in colors
- ❖ Create Collection Event flow
- ❖ E-mail customer Statement
- ❖ Create Event analyzer

Credit Control Setup x Credit Control x

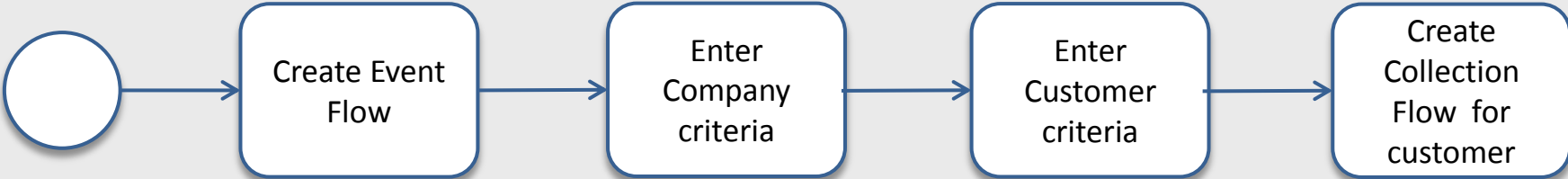
Show: Customer No: 10003, Bank of America Corp., Contact Comp No 110010, (Company No. 10)

Cash Collection Customer Information

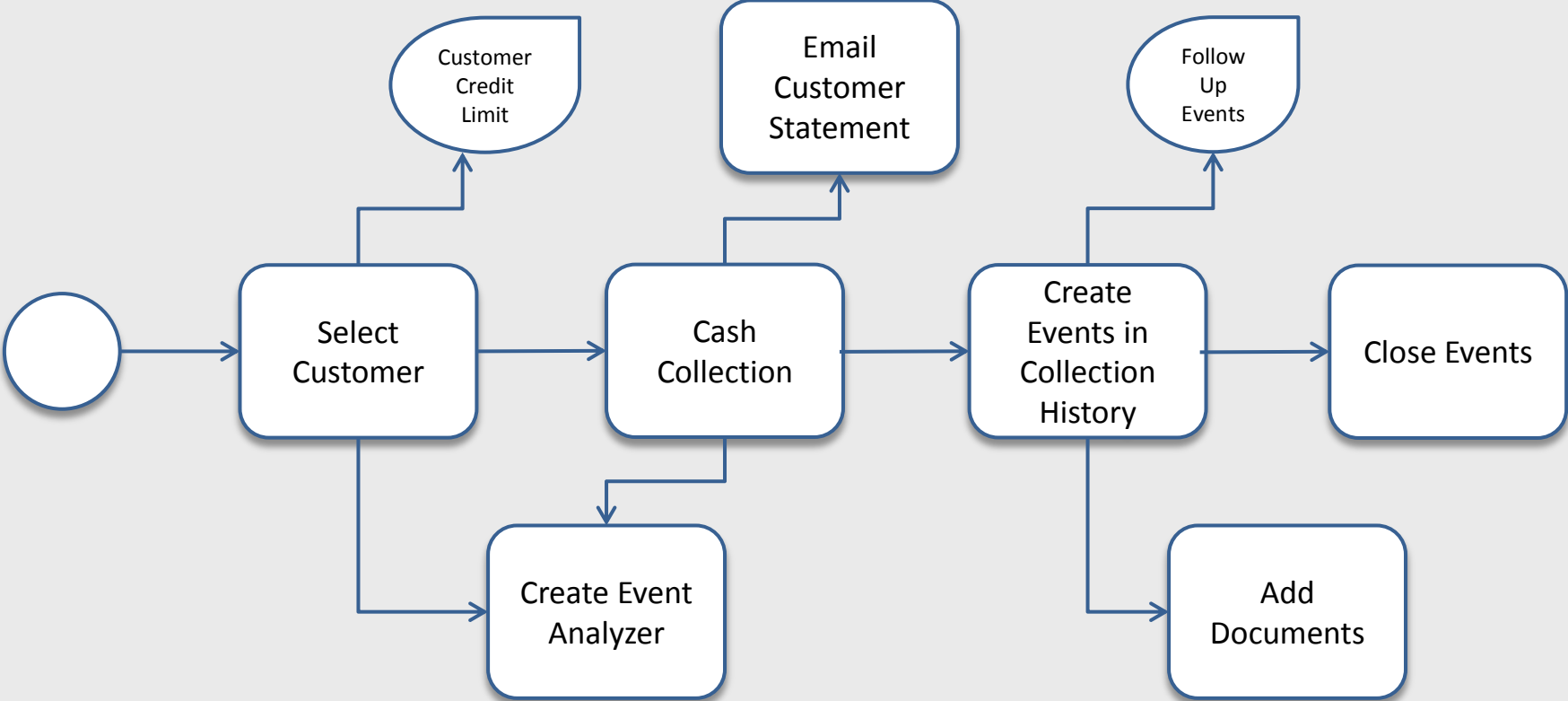
Cash Collection Customer Entries Lookup Invoices Payments Select All Select None Events Analyzer Email Customer Statement

	Create Collection Event Flow	Days Overdue	Selected For Email	Inv.No./Trans.No.	Date Posted	Description	Original Currency	Debit, Standard	Credit, Standard	Remainder, Standard	Due Date
1		70	<input type="checkbox"/>	10400004	29/04/2014	Customer Invoice	USD	20.995,00	0,00	8.270,00	10/03/2014
2		40	<input type="checkbox"/>	10400005	29/04/2014	Customer Invoice	USD	21.395,00	0,00	2.135,00	10/04/2014
3		10	<input type="checkbox"/>	10400006	29/04/2014	Customer Invoice	USD	21.650,00	0,00	4.390,00	10/05/2014 ▼
4		-		10100003	29/04/2014	Payment	USD	0,00	23.000,00	9.850,00	05/10/2014
5		-		10100007	29/04/2014	Payment	USD	0,00	15.380,00	3.355,00	10/10/2014

# Credit Control Setup Workflow



# Cash Collection Workflow



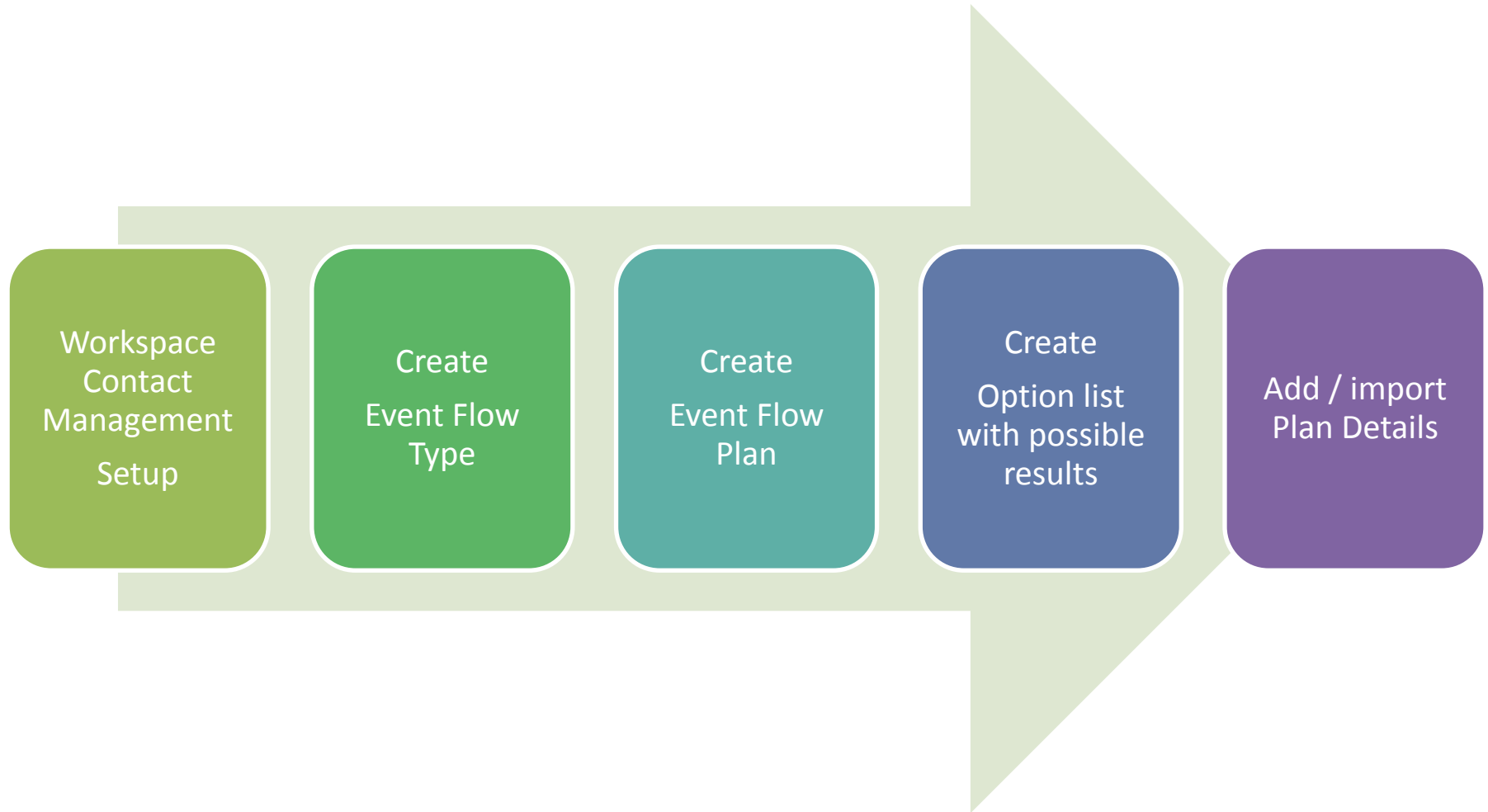
# Event Plan



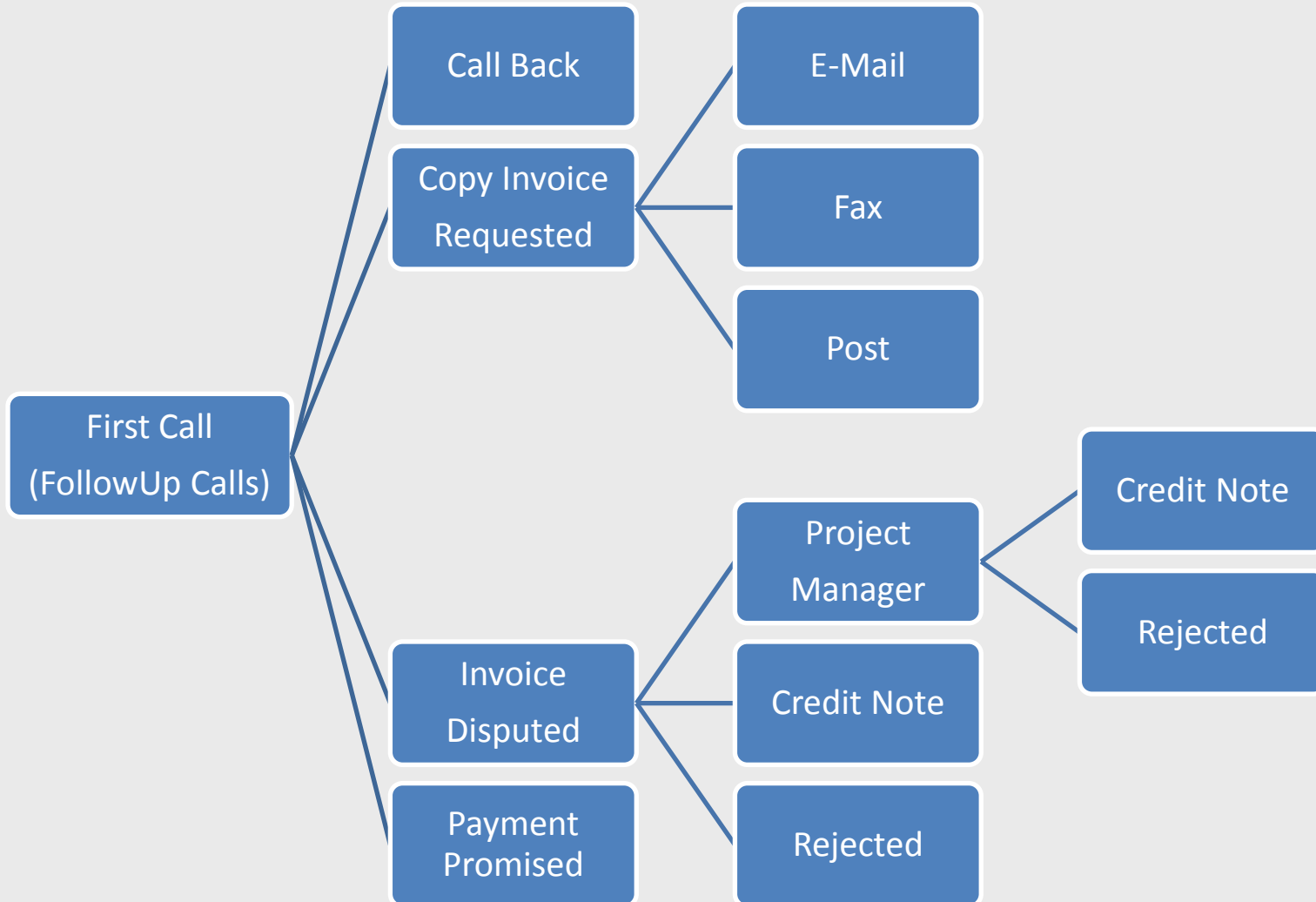
An event plan describes the events to be created as a result of the outcome of a previous event. When an Events Plan List is created with the type Credit Control, you can track the history for customer contact and To Do's can be mailed to the controller for follow up.

The screenshot shows the 'Event Plan' configuration screen in Deltek software. The 'Contact Management Setup' tab is selected. The main area displays a list of event templates with columns for Event Template No., Contact Mode, Event Type, Status Changing Event, Employee No., Item No., Description, Result Type, Planned Starting Date, Planned Ending Date, Delay, Condition No., Condition Result, and Blocked.

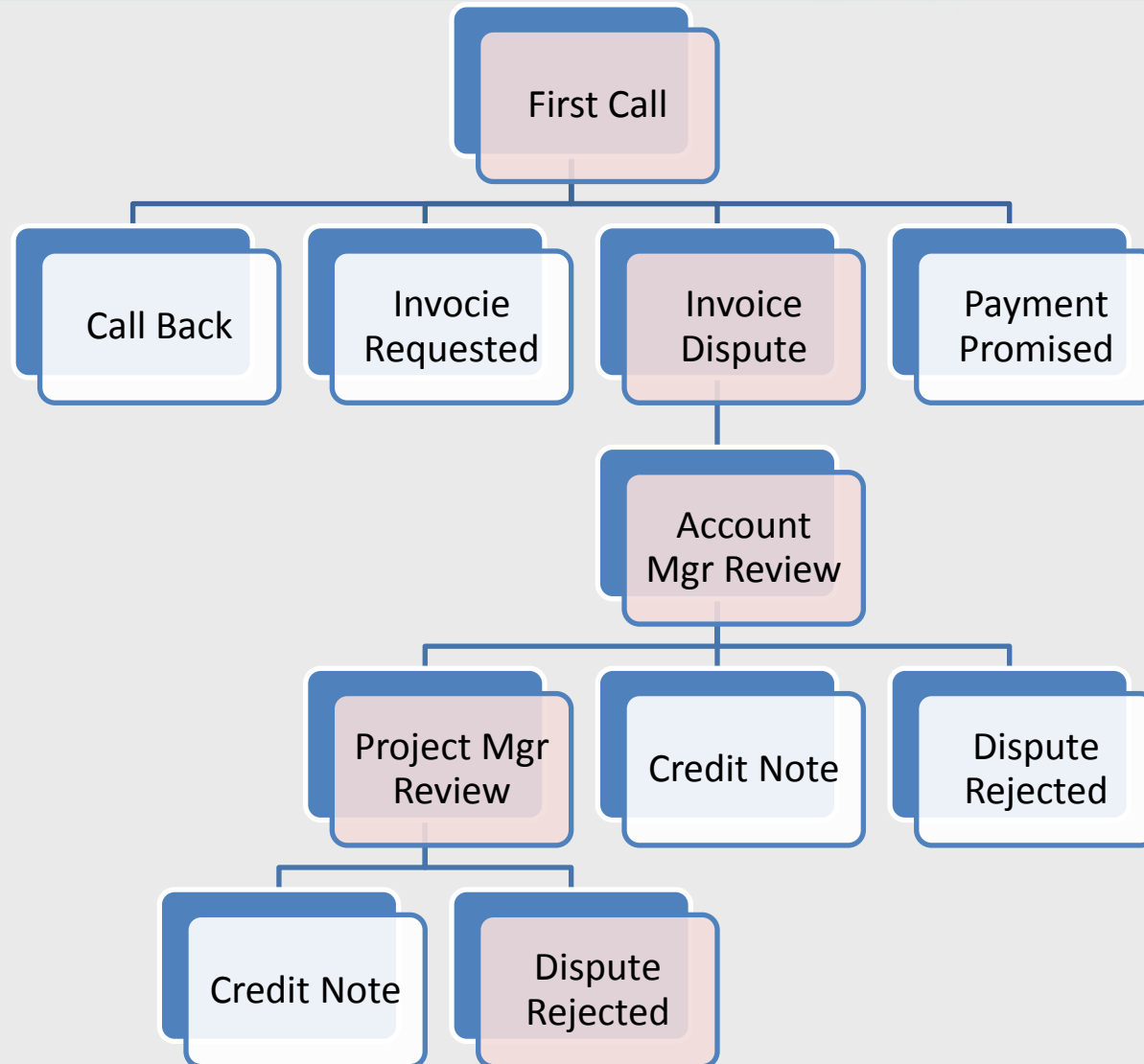
Event Template No.	Contact Mode	Event Type	Status Changing Event	Employee No.	Item No.	Description	Result Type	Planned Starting Date	Planned Ending Date	Delay	Condition No.	Condition Result	Blocked
1	CC1.0001		<input type="checkbox"/>			First Call	CC Call Resu...			0			<input type="checkbox"/>
5	CC2.0004		<input type="checkbox"/>			Follow up call if payment not received	CC Call Results			5	CC1.0001	Payment Promised	<input type="checkbox"/>
4	CC2.0003		<input type="checkbox"/>			Account Manager Review	CC Escalation			1	CC1.0001	Invoice Disputed	<input type="checkbox"/>
3	CC2.0002		<input type="checkbox"/>			Send Invoice Copy	CC Invoice Copy			1	CC1.0001	Invoice Copy Requ...	<input type="checkbox"/>
2	CC2.0001		<input type="checkbox"/>			Call Back	CC Call Results			1	CC1.0001	Call Back	<input type="checkbox"/>
17	CCLoop1.0004		<input type="checkbox"/>			Follow up call if payment not received	CC Call Results			5	CC2.0001	Payment Promised	<input type="checkbox"/>
16	CCLoop1.0003		<input type="checkbox"/>			Account Manager Review	CC Escalation			1	CC2.0001	Invoice Disputed	<input type="checkbox"/>
15	CCLoop1.0002		<input type="checkbox"/>			Send Invoice Copy	CC Invoice Copy			1	CC2.0001	Invoice Copy Requ...	<input type="checkbox"/>
14	CCLoop1.0001		<input type="checkbox"/>			Call Back	CC Call Results			1	CC2.0001	Call Back	<input type="checkbox"/>
13	CC5.0003		<input type="checkbox"/>			Follow up call	CC Call Results			3	CC2.0002	Post	<input type="checkbox"/>
12	CC5.0002		<input type="checkbox"/>			Follow up call	CC Call Results			0	CC2.0002	Email	<input type="checkbox"/>
11	CC5.0001		<input type="checkbox"/>			Follow up call	CC Call Results			1	CC2.0002	Fax	<input type="checkbox"/>
8	CC3.0003		<input type="checkbox"/>			Dispute Rejected. Resume call	CC Call Results			0	CC2.0003	Rejected	<input type="checkbox"/>
7	CC3.0002		<input type="checkbox"/>			Credit Note Required	CC Call Results			1	CC2.0003	Credit Note	<input type="checkbox"/>
6	CC3.0001		<input type="checkbox"/>			Project Manager Review	CC PM Escalation			0	CC2.0003	Project Manager	<input type="checkbox"/>
593	CCLoop7.0004		<input type="checkbox"/>			Follow up call if payment not received	CC Call Results			5	CC2.0004	Payment Promised	<input type="checkbox"/>



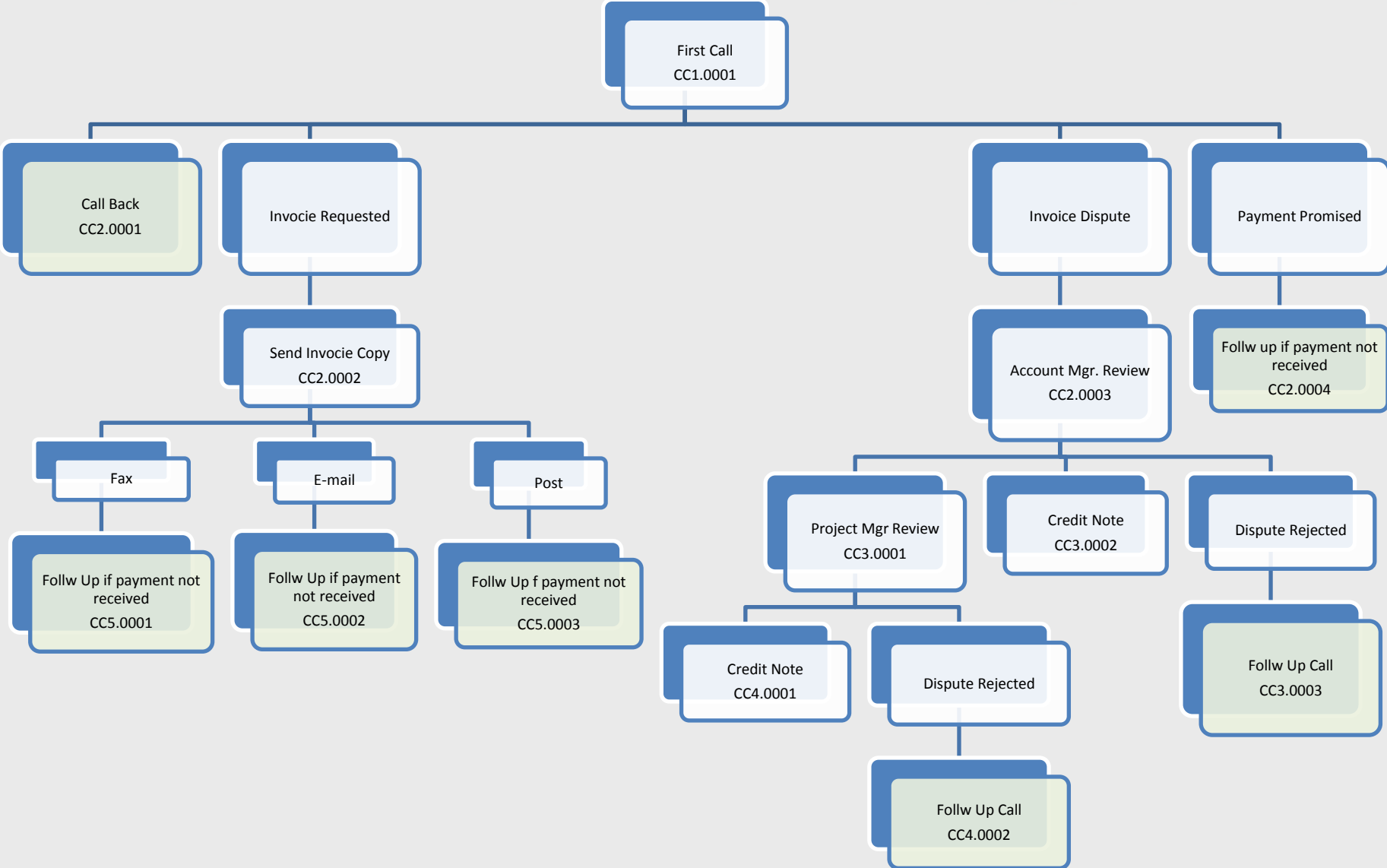
# Result Options Cash Collection



# Event Flow Scenario



# Overview Event Flow



Each of the stages with a follow up call generates a new call, whereupon the route effectively starts again, with the same results available as from the first call.

However, because Event Plans cannot be circular, there is a restriction on the number of steps you can take and so you should **not close the 4<sup>th</sup> event** in your Event Flow (Cash Collection tab) as this will not derive a 5<sup>th</sup> event.



## Overview Event Plan

Templates	Event Plan	Result Types	Results (Options)	Delay
CC1.0001	First Call			
CC2.0001	Call Back	CC Call Results	Call Back	1
CC2.0002	Send Invoice Copy		Invoice Copy Requested	1
CC2.0003	Account Manager Review		Invoice Disputed	1
CC2.0004	Follow up call if payment not received		Payment Promised	5
CC3.0001	Project Manager Review	CC Escalation	Project Manager	0
CC3.0002	Credit Note Required		Credit Note	1
CC3.0003	Dispute Rejected. Resume call		Rejected	0
CC4.0001	Credit Note Required	CC PM Escalation	Credit Note	1
CC4.0002	Dispute Rejected. Resume call		Rejected	0
CC5.0001	Follow up call	CC Invoice Copy	Fax	1
CC5.0002	Follow up call		Email	0
CC5.0003	Follow up call		Post	3

Create the necessary loops to meet all conditions for Call Back / Follow Up calls

Delay is an indication of the days to go, from the creation of a secondary event to the date the created event should be carried out.

## Event Flows

### *Activity 1*





# Credit Control Setup

# Credit Control Setup

To ensure any issues delaying payment are dealt with quickly, Credit Control uses event flow to record the customer contact. This can be monitored based on company- specific requirements

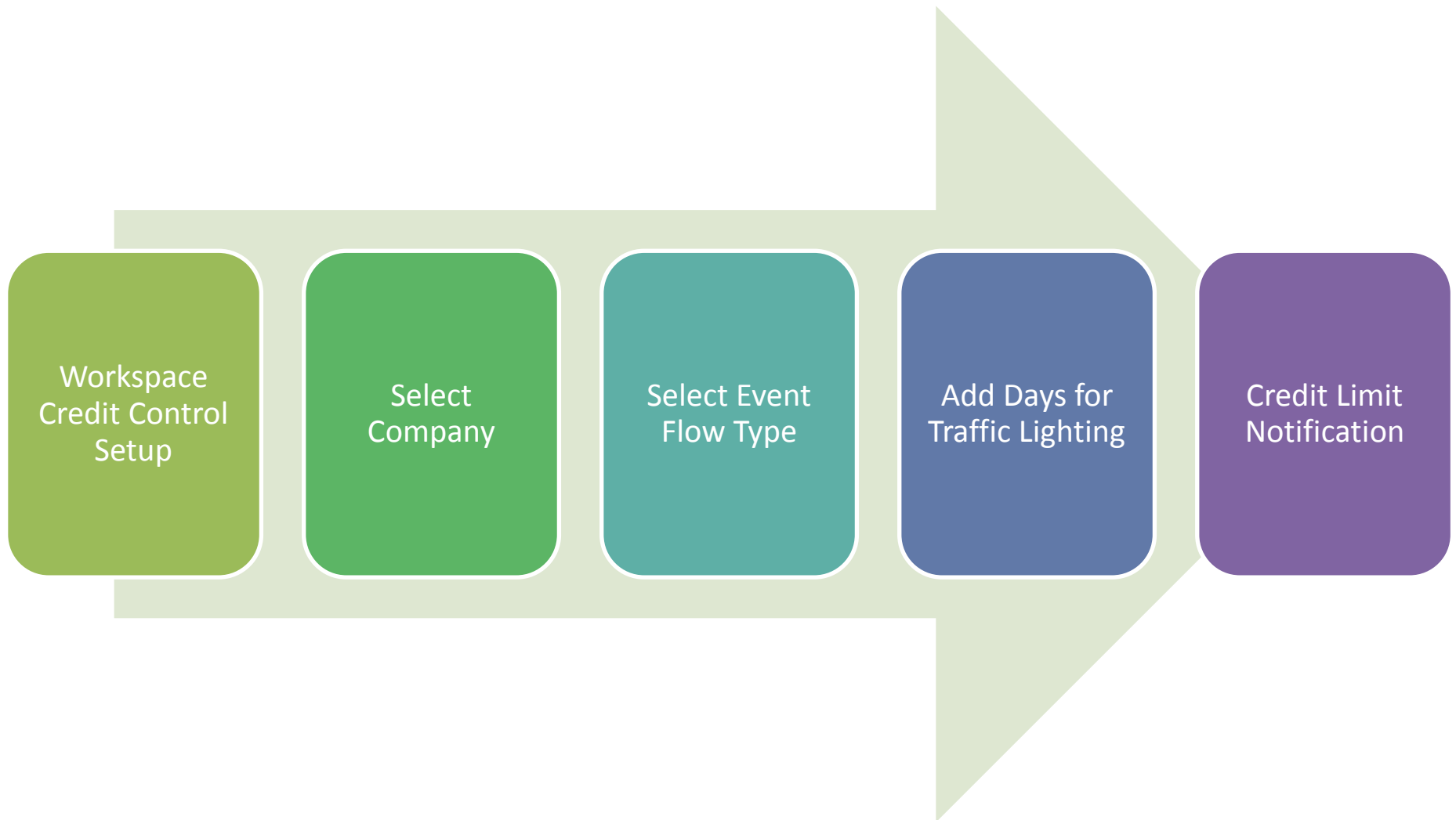
Now showing 1 - 9 of 9 results << Prev Next >>

Company No.	Company Name	Standard Credit Control Event Flow Type	Overdue Number of Days for Traffic Lighting	Credit Limit Notification %
1	Maconomy Demo		0	0,00
2	10 Trifolium Consulting NY Inc.	Credit Control	30	75,00
3	11 Trifolium Consulting CA Inc.	Credit Control	20	50,00
4	20 Trifolium Consulting UK Ltd.	Credit Control	20	75,00

**Company**  
Company No. 10  
Trifolium Consulting NY Inc.  
 Blocked

**Credit Control Setup**  
Standard Credit Control Event Flow Type: Credit Control  
Overdue Number of Days for Traffic Lighting: 30  
Credit Limit Notification %: 75,00

# Credit Control Setup Process



# Helpful Tips to Setup

Allows Credit Controllers to **Record** the details of their call each time they contact a customer



**Traffic Light** can display overdue days in Red and Yellow.



With **Event Plans** you can pre-set followup actions



**Notification** when customer's AR is close to credit limit



## Credit Control Setup

### *Activity 2*



# Customer Information

# Credit Control Setup

For each customer add additional Credit Control fields.

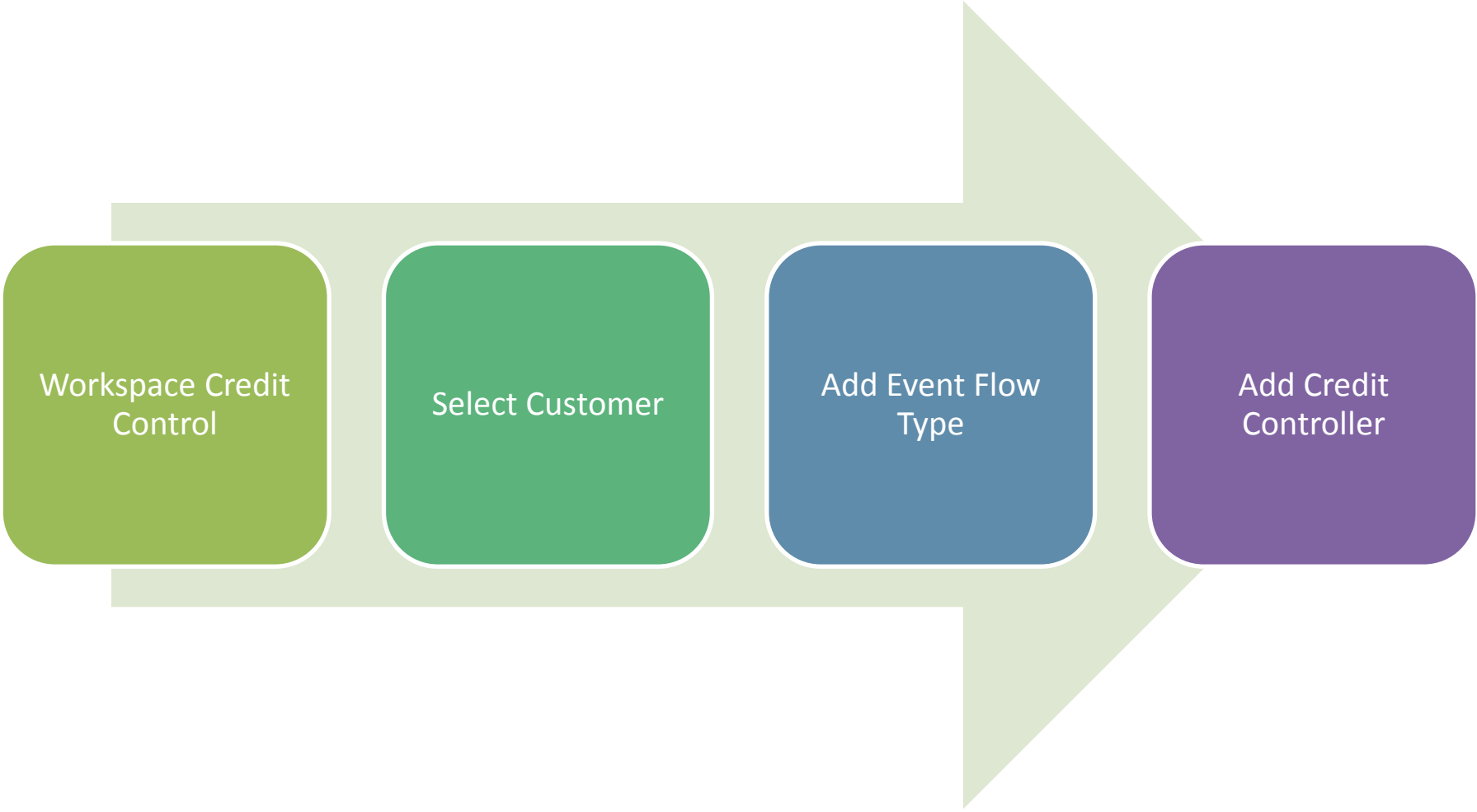
- ❖ Event Flow Type – Credit Control
- ❖ Credit Controller - Select the employee you want to receive notifications.

The screenshot displays the 'Credit Control Setup' interface for Customer No. 10003. The 'Credit Control' section is highlighted with a green box, showing the following fields:

Field	Value
No. of Open Inv.	5
Open Amount	14,795.00
Credit Limit, Company Level	1,000,000.00
Payment Terms	10 Days Net
Currency	USD
Event Flow Type	Credit Control
Credit Controller	Everett Beechman

Other sections visible include:

- Ship to Customer:** Customer No. 10003, Bank of America Corp., Attn: Tonya Hood, E-mail: gertfreeman.ALL01@pso.com, Contact Person: Martin White.
- Settling Company:** Company No. 10, Name: Trifolium Consulting NY Inc., Base Currency: USD.
- Payment Control:** Cust. Payment Mode: Manual, Collection Agreement, Global Responsible Departm..., Payer Id., Control Account: External Customers, Payment Terms: 10 Days Net, Expected Days to Payment: 0, Cash Discount.
- List of Contact Persons:** A table showing contact information for Geff Gordon (Manager) and Bob Taylor (CFO).
- Contact Person:** Geff Gordon, 110024, Manager.
- Company:** Bank of America Corp., 110010, Linking Rule: CIM.



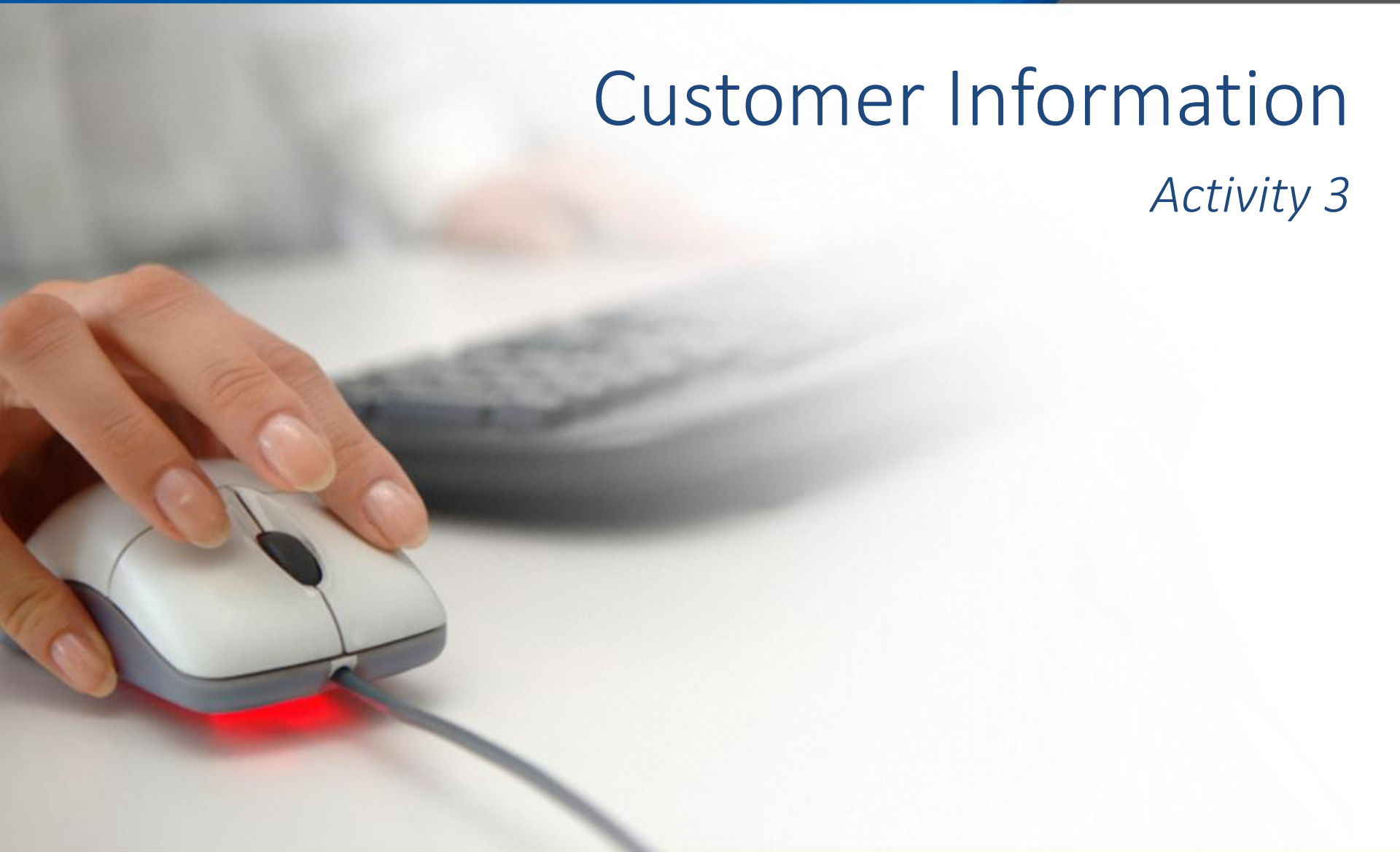


Customer Information includes the Credit Limit amount entered at creation, and depending on the setup, the amount can be updated.



## Customer Information

### *Activity 3*



# Cash Collection

In Cash Collection, the traffic lights displaying the **Days Overdue** gives the credit controller an easy overview of when to take actions and provide features that will help get the payments as fast as possible.

The screenshot displays the Deltek software interface for Cash Collection. At the top, there are tabs for 'Credit Control', 'Credit Control Setup', and 'Contact Management Setup'. The main window shows 'Customer Information' for 'Customer No: 10003, Bank of America Corp., Contact Comp No 110010, (Company No. 10)'. Below this, there are several tabs: 'Cash Collection', 'Customer Entries Lookup', 'Invoices', and 'Payments'. The 'Cash Collection' tab is active, showing a table with columns: 'Create Collection Event Flow', 'Days Overdue', 'Selected For Email', 'Inv.No./Trans.No.', 'Date Posted', 'Description', 'Original Currency', 'Debit, Standard', 'Credit, Standard', 'Remainder, Standard', 'Due Date', 'Assigned Contact Person', 'Assigned Contact Person Name', and 'Credit Cor'. The table contains five rows of data, with the first three rows having red 'Days Overdue' values (62, 32, 2) and the last two rows having green values (-). Below the main table, there is a 'Cash Collection History' section with a table showing 'Description', 'Result', 'Notes', 'Planned Starting Date', 'Closed', and 'Date Closed'. The 'Cash Collection History' tab is highlighted with a green box. To the right, there is a 'Documents' section with a table showing 'Document Name', 'Document Type', 'Document Size (Bytes)', 'Locked', and 'Locked By'. The 'Documents' table contains one row: 'invocie 10400005...', 'Adobe Acrobat', '35561', 'Locked', and 'Locked By'.

Create Collection Event Flow	Days Overdue	Selected For Email	Inv.No./Trans.No.	Date Posted	Description	Original Currency	Debit, Standard	Credit, Standard	Remainder, Standard	Due Date	Assigned Contact Person	Assigned Contact Person Name	Credit Cor
1	62	<input type="checkbox"/>	10400004	29/04/2014	Customer Invoice	USD	20.995,00	0,00	8.270,00	10/03/2014			
2	32	<input type="checkbox"/>	10400005	29/04/2014	Customer Invoice	USD	21.395,00	0,00	2.135,00	10/04/2014			
3	2	<input type="checkbox"/>	10400006	29/04/2014	Customer Invoice	USD	21.650,00	0,00	4.390,00	10/05/2014			
4	-	<input type="checkbox"/>	10100003	29/04/2014	Payment	USD	0,00	23.000,00	9.850,00	05/10/2014			
5	-	<input type="checkbox"/>	10100007	29/04/2014	Payment	USD	0,00	15.380,00	3.355,00	10/10/2014			

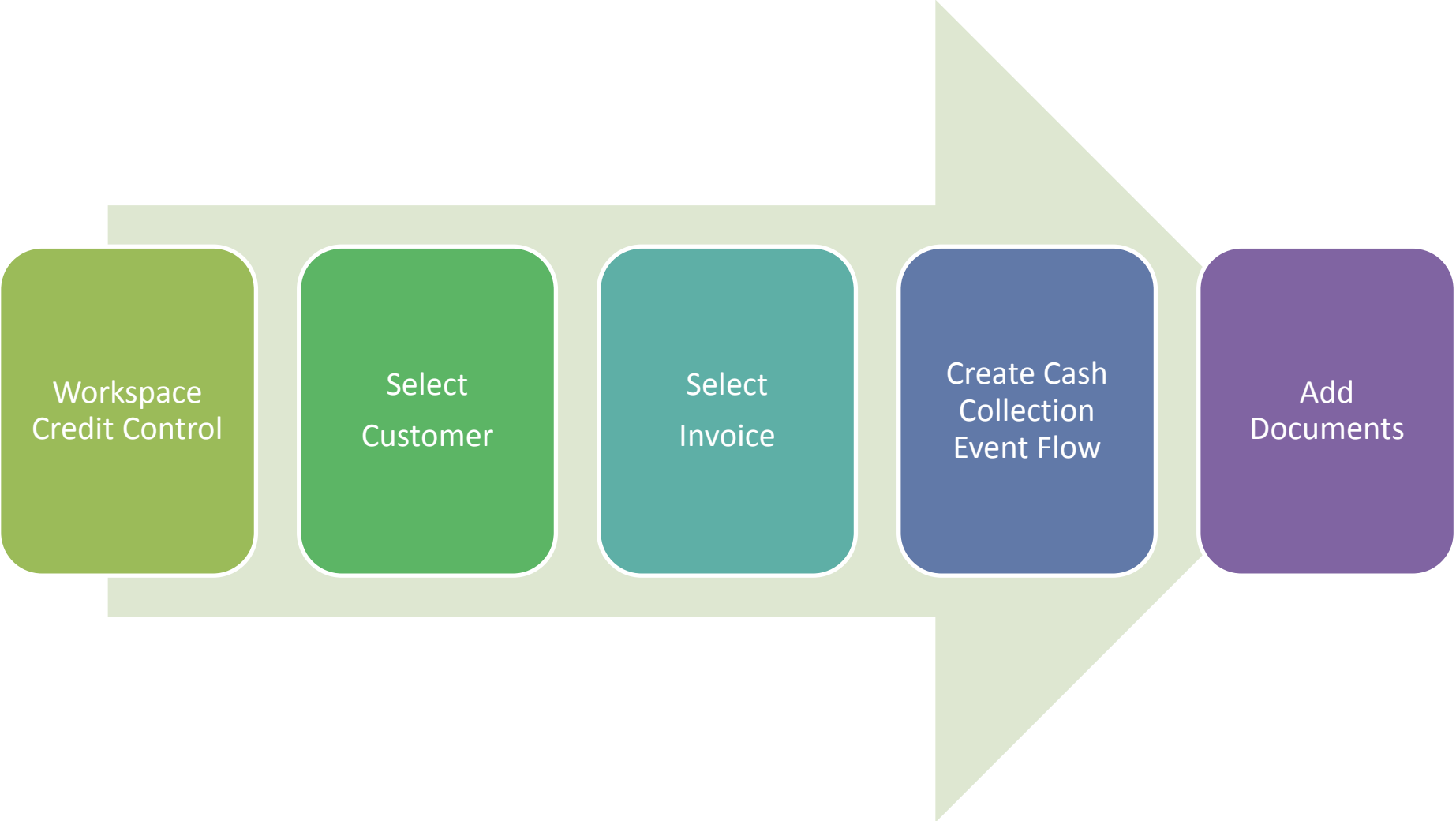
  

Description	Result	Notes	Planned Starting Date	Closed	Date Closed
1 Dispute Rejected. Resume Call	Payment Promised		30/05/2014	<input checked="" type="checkbox"/>	09/05/2014
2 Project Manager Review	Rejected		27/05/2014	<input checked="" type="checkbox"/>	09/05/2014
3 Account Manager Review	Project Manager		22/05/2014	<input checked="" type="checkbox"/>	09/05/2014
4 Follow up call if payment not received	Invoice Disputed	forwarded to PM	21/05/2014	<input checked="" type="checkbox"/>	09/05/2014
5 Follow up call	Payment Promised	expect payment within 10 days	14/05/2014	<input checked="" type="checkbox"/>	08/05/2014
6 Send Invoice Copy	Email	mailed	08/05/2014	<input checked="" type="checkbox"/>	07/05/2014
7 First Call	Invoice Copy Reque...	Invoice E- mailed	07/05/2014	<input checked="" type="checkbox"/>	07/05/2014

Document Name	Document Type	Document Size (Bytes)	Locked	Locked By
1 invocie 10400005...	Adobe Acrobat	35561		

# Cash Collection Process



Use the **Action Email Customer Statement** to mail both statement and selected invoices to the customer

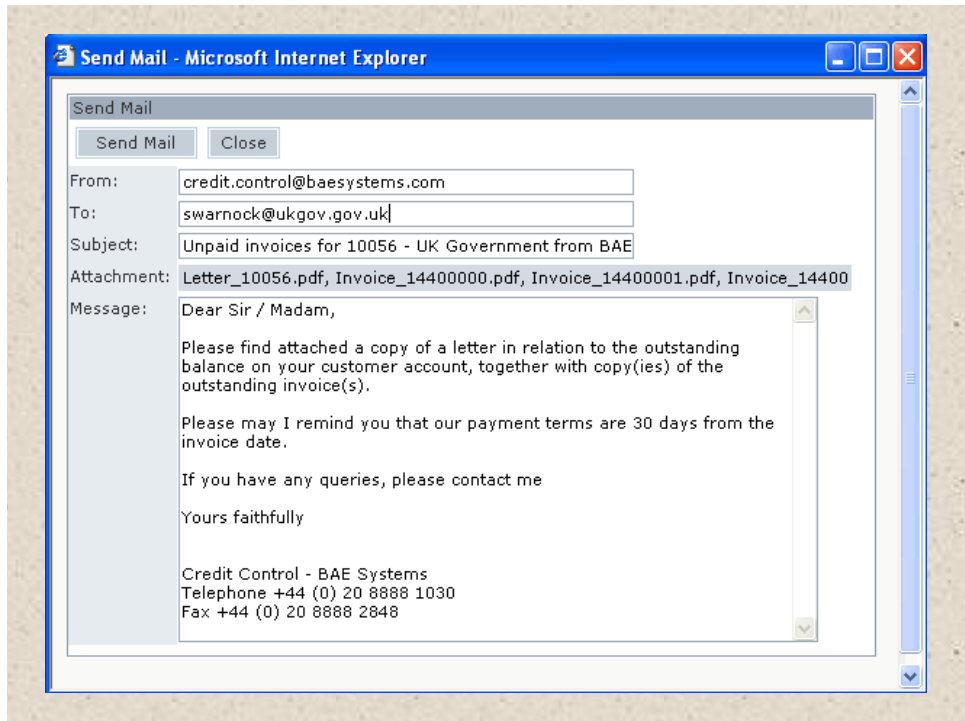
Description	Closed Result	
Account Manager Review	Yes	Project Manager
Call back	No	
Dispute Rejected. Resume Call	Yes	Payment Promised
First Call	No	
First Call	Yes	Invoice Copy Requested
First Call	Yes	Payment Promised
Followup call	Yes	Payment Promised
Followup call if payment not received	Yes	Call Back

Use the **Event Analyzer** to Review open Cash Collection Flows



Use **To Do's** to remind you when it is time to follow up with the customer

# E-mail Customer Statement



## E-mail

Select one or more invoices to be mailed to the customer together with the statement.

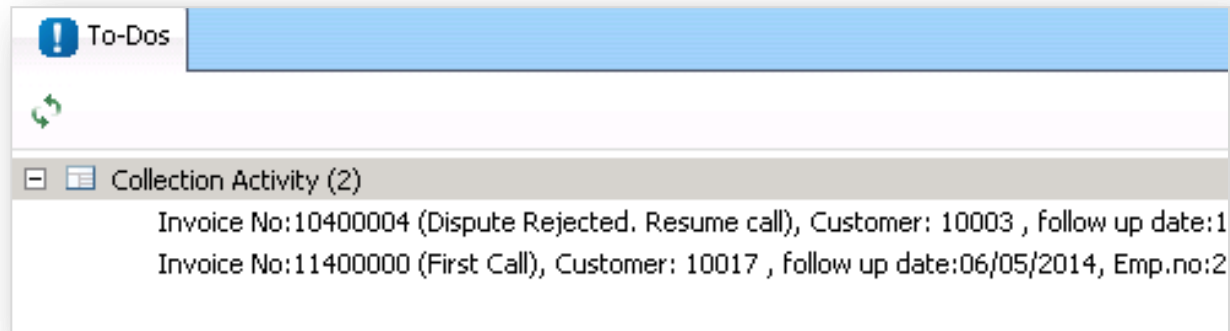
Cash Collection	Customer Entries Lookup	Invoices	Payments	Select All	Select None	Events Analyzer	Email Customer Statement				
Create Collection Event Flow	Days Overdue	Selected For Email	Inv.No./Trans.No.	Date Posted	Description	Original Currency	Debit, Standard	Credit, Standard	Remainder, Standard	Due Date	
1	70	<input checked="" type="checkbox"/>	10400004	29/04/2014	Customer Invoice	USD	20.995,00	0,00	8.270,00	10/03/2014	
2	40	<input checked="" type="checkbox"/>	10400005	29/04/2014	Customer Invoice	USD	21.395,00	0,00	2.135,00	10/04/2014	▼
3	10	<input type="checkbox"/>	10400006	29/04/2014	Customer Invoice	USD	21.650,00	0,00	4.390,00	10/05/2014	
4	-		10100003	29/04/2014	Payment	USD	0,00	23.000,00	9.850,00	05/10/2014	
5	-		10100007	29/04/2014	Payment	USD	0,00	15.380,00	3.355,00	10/10/2014	

## Credit Limit

The Credit Controller will receive notification when the credit limit exceeds the preset percentage, such as 75% of 1.000.000.

## Collection Activity

This notification is sent to the user, linked to the assigned employee when an event follow-up date is either today or in the past.





Make sure credit control notifications have been created and added to the users.

Check:

Notifications>Setup >GroupTypes >Credit Control WSC  
Users>Users>Groups>CredtiControl WSC



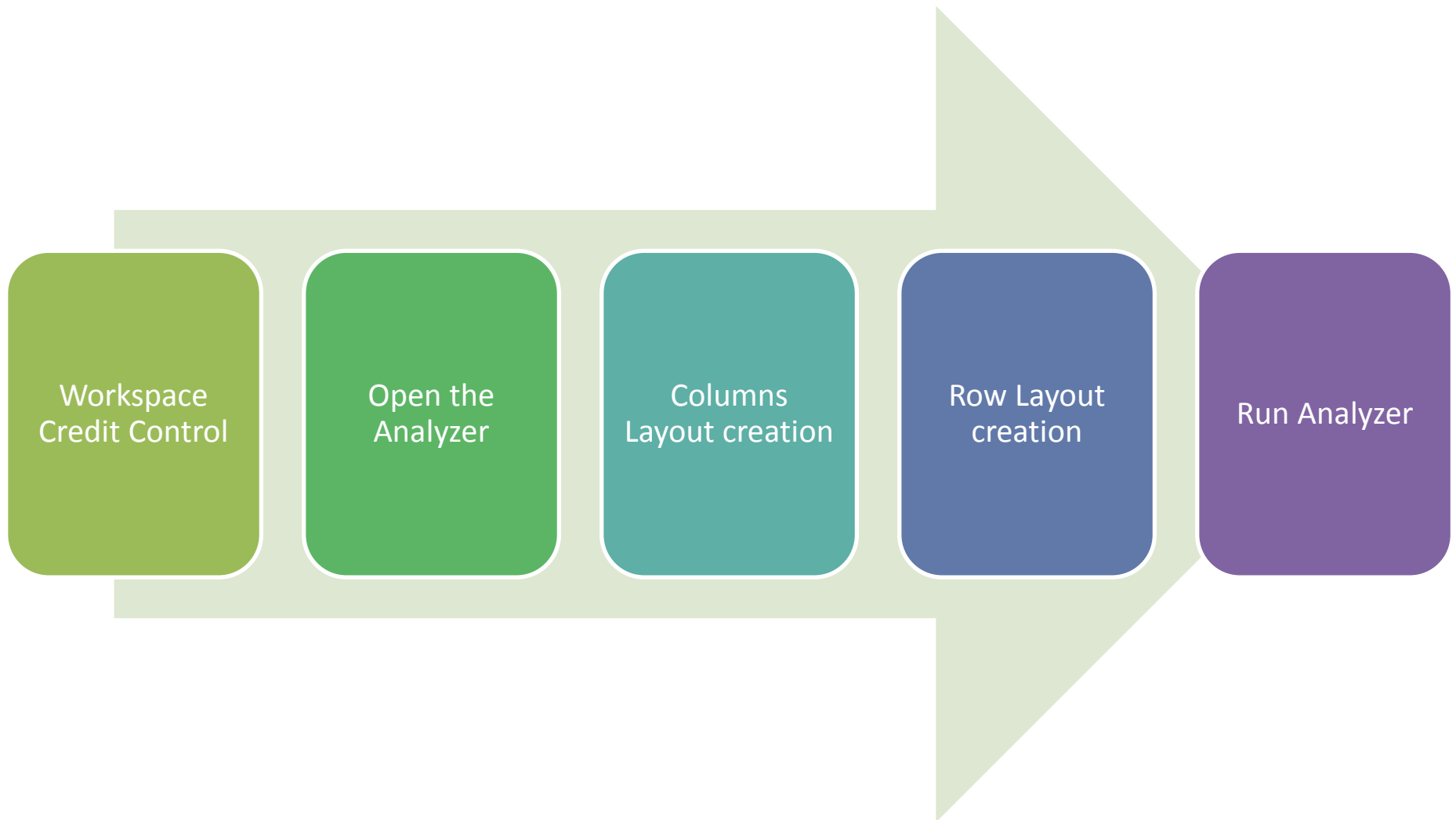
## Cash Collection

### *Activity 4*



# Events Analyzer

# Event Analyzer Process



Use the Events analyzer to get an overview of the Credit Control Events for the next actions.

Events\* - Maconomy Report (Maconomy Demo)

File Edit View Reports Window Help

Save [Print] [Calendar] [Navigation] [Search] [Zoom] [Help] Layout: Table Run

Column Selection Row Selection

Find: [ ] All fields

- Event No.
- Event Type
- Description
- Closed
- Result Type
- Result
- Event Flow No.
- Subflow No.
- Flow Status Type**
- New Event Flow Status

Your Columns

- Event Flow No.
- Contact Company Name
- Planned Starting Date
- Description
- Result Type
- Note No.
- Sales Rep. Name
- Quantity

Subtotals

## ☐ Events Analyzer Report

**Events**

Report Name: A...:UA::EVENTSVIEW Date: 20/05/2014  
 Username: Administrator Time: 14:08:24  
 Event Plan No.: CreditControlPlan01

Event FlowNo.	Contact Company Name	Planned Starting Date	Description	Result Type	Result	Note No.	Sales Rep. Name	Quantity
10003_10400004	Bank of America Corp.	02/05/2014	First Call	CC Call Results	Invoice Disputed		Martin White	1
		06/05/2014	Account Manager Review	CC Escalation	Project Manager		Martin White	1
		12/05/2014	Project Manager Review	CC PM Escalation	Rejected		Martin White	1
		14/05/2014	Dispute Rejected. Resume call	CC Call Results	Call Back		Martin White	1
								<b>4</b>
10003_10400005	Bank of America Corp.	07/05/2014	First Call	CC Call Results	Invoice Copy Requested		Martin White	1
		08/05/2014	Send Invoice Copy	CC Invoice Copy	Email		Martin White	1
		14/05/2014	Follow up call	CC Call Results	Payment Promised		Martin White	1
		21/05/2014	Follow up call if payment not received	CC Call Results	Invoice Disputed		Martin White	1
		22/05/2014	Account Manager Review	CC Escalation	Project Manager		Martin White	1
		27/05/2014	Project Manager Review	CC PM Escalation	Rejected		Martin White	1
		30/05/2014	Dispute Rejected. Resume Call	CC Call Results	Payment Promised		Martin White	1
								<b>7</b>
10003_10400006	Bank of America Corp.		First Call	CC Call Results			Martin White	1
								<b>1</b>
10017_11400000	KPMG International		First Call	CC Call Results			Kyle Love	1
								<b>1</b>
								<b>13</b>

## Events Analyzer

### *Activity 5*



- What is the Event plan and how many steps does it have?
- What is Traffic Light showing?
- When information must be added in Customer Information?
- What are Notifications used for?





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