

The Collections Management Solution For Dynamics NAV Product Overview

The Collections Management Solution helps users track and collect overdue accounts and manage the collection process more effectively and efficiently than they could using any existing procedures. Specific benefits include:

- ✓ Substantial reduction in Accounts Receivable balances.
- ✓ Generation of significant cash flow as AR balances are brought under more effective control.
- ✓ Assignment of collection responsibility to named individuals.
- ✓ Instant identification of overdue invoices.
- ✓ Utilization of built-in Contact Manager to track and resolve each outstanding invoice.
- ✓ Comprehensive management oversight functions.

- ✓ The Exception List can be used by managers to monitor and control the collection process.
- ✓ The Exception Manager tracks the contact history for each invoice providing users with all of the functionality and information they would expect from a contact manager and then some.
- ✓ Multiple Trigger Points (Due Date + X Days) can be defined to transfer invoices at the right time to a Collection Representative's Exception List for action.

Power and Ease-of-Use Standard

While The Collections Management Solution can serve large organizations with many people involved in the process, its power can be unleashed by firms with only one person assigned to collecting overdue invoices without that person having to wade through layers of complexity.

- ✓ Individual Collection Representatives and Workgroups are supported.
- ✓ Sales Representatives can be given full or read-only access.
- ✓ A hierarchy with up to three levels can be defined to spread the workload and increase management oversight.
- ✓ Invoices can be passed up the line for more serious action or to support collaboration among employees.
- ✓ Trigger Points can be defined as system defaults, customer specific or based on a customer's payment history.
- ✓ Customers can be assigned to individual Collection Representatives or Workgroups.
- ✓ High-value or partially paid invoices can be transferred earlier in the process.
- ✓ New invoices are added automatically.

Next Contact Date	Customer Name	Invoice No.	Remaining Amount	Invoice Date	Due Date	Last Prom. Pay Date	Status	Category	Last Contact Resp.
03/03/04	Autohaus Mielberg KG	103011	1,441.32	01/13/01	01/27/01	02/29/04	Follow Up	Overdue	CHARLES
03/03/04	Beef House	2801	3,852.74	01/05/01	02/05/01	02/28/04	Follow Up	Overdue	CHARLES
03/03/04	Designstudio Gmunden	103007	3,868.27	01/12/01	02/12/01	12/11/04	Follow Up	Overdue	CHARLES
03/03/04	Antarctcopy	103010	4,000.05	01/08/01	01/22/01	02/28/04	Follow Up	Overdue	CHARLES
03/03/04	Beef House	2803	5,393.84	01/08/01	02/08/01	02/28/04	Follow Up	Overdue	CHARLES
03/03/04	Autohaus Mielberg KG	2808	6,164.39	01/23/01	02/23/01	02/29/04	Follow Up	Overdue	CHARLES
03/03/04	BYT-KOMPLET s.r.o.	103006	60,244.76	01/12/01	02/12/01		Follow Up	Extraordinary Value	CHARLES
03/03/04	Gagn & Gaman	103017	88,163.14	01/17/01	01/31/01		Follow Up	Extraordinary Value	CHARLES
11/15/04	Beef House	2802	3,082.20	01/06/01	02/05/01	11/12/04	Follow Up	Overdue	CHARLES
11/25/04	Autohaus Mielberg KG	2809	3,852.74	01/24/01	02/24/01	11/20/04	Follow Up	Overdue	CHARLES
11/25/04	Klubben	103015	112,173.39	01/19/01	02/02/01	11/20/04	Follow Up	Extraordinary Value	CHARLES
12/05/04	The Cannon Group PLC	103022	13,889.56	06/30/00	07/30/00	11/30/04	Follow Up	Extraordinary Value	CHARLES
12/05/04	The Cannon Group PLC	103023	30,000.00	06/30/00	07/30/00	11/30/04	Follow Up	Disputed	CHARLES
12/05/04	Heimlispyrdi	103016	203,414.83	01/22/01	01/31/01	11/25/04	Follow Up	Extraordinary Value	CHARLES
12/15/04	Englands Kontorsmöbler AB	103012	6,807.74	01/18/01	01/31/01	12/12/04	Follow Up	Overdue	CHARLES
12/30/04	Beef House	2804	3,390.42	01/19/01	02/19/01	12/27/04	Follow Up	Overdue	CHARLES

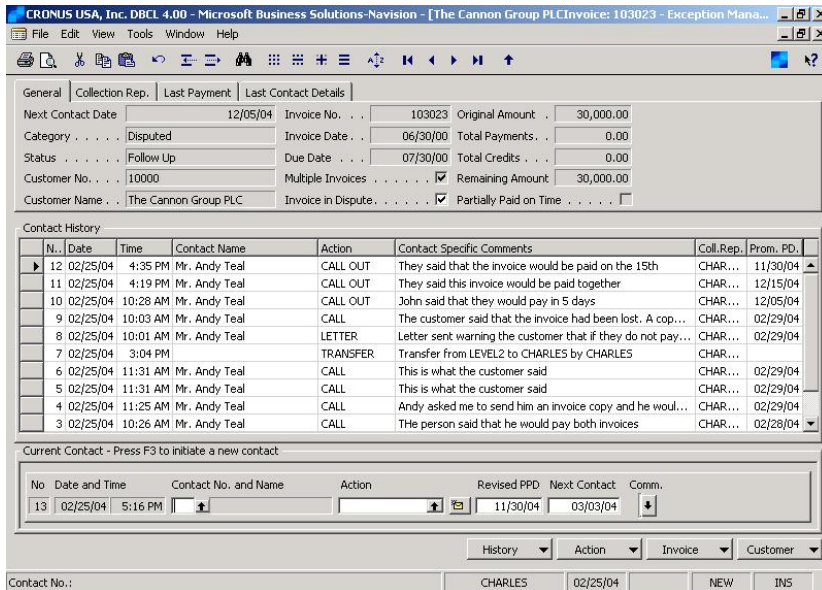
The Collections Management Solution gives users all of the tools they need to minimize payment delays while contributing to customer relationship management objectives and strategies.

Key Elements

The three key elements of The Collections Management Solution are the Exception List (shown above), the Exception Manager (shown on the following page) and the notion of Trigger Points.

- ✓ The Exception List displays all invoices currently assigned to an individual Collection Representative or workgroup.

- ✓ Customer chargebacks and even unidentified payments can be sent to a Collections Rep for resolution.
- ✓ Small value invoices can be held until the cost to collect would be more reasonable.
- ✓ The Exception List is sorted by Next Contact Date so that users can see who they need to contact and when.
- ✓ The Exception List can be sorted by customer so that Collection Representatives can discuss multiple invoices in one contact and copy their collection notes to each invoice automatically.



The Exception Manager performs exactly the same functions as a Contact Manager but is geared specifically to meet your collection needs.

Exception Manager

Once an invoice has been selected from the Exception List, it will be displayed in the Exception Manager including a complete contact history for that invoice.

- ✓ The Exception Manager provides the same general functionality as a Contact Manager, but is geared specifically to the collection requirements.
- ✓ You will be able to record and review both customer and contact specific comments so that users will understand more completely the customer and each person in the customer's organization.
- ✓ Collections Representatives can access a complete payment history, aging reports, sales order and invoice details, NAV's Credit Manager and other critical information from within the Exception Manager.
- ✓ Users can reprint invoices or statements and access e-mail from within the application.
- ✓ Once a contact has been completed, a Next Contact Date is assigned and the invoice is assigned a new position in the Exception List depending on this date.
- ✓ If a customer disputes an invoice, even though it may not be overdue, it can be moved to the application automatically.

Trigger Points

The key to any collection process is how quickly it can start after an invoice is overdue. The sooner the customer is contacted, the sooner they will pay. This is particularly true for customers who run into financial difficulty. If you do not start the process soon enough, a customer can reach their own point of no return and no efforts on your part will result in payment.

The Collections Management Solution gives you tools that cannot be found elsewhere and as a result your control of the collection process will be enhanced significantly.

- ✓ A default Trigger Point (Due Date + X Days) can be defined for all customers.
- ✓ A customer-specific Trigger Point can be assigned to individual customers.
- ✓ Trigger Points can be based upon a customer's payment history and dynamically changed as a customer's payment history changes.
- ✓ High-value invoices can be assigned lower Trigger Points so you can start the collections process sooner.
- ✓ Partially-paid invoices, customer chargebacks and unidentified payments (no remittance information) can be transferred to The Collections Management Solution immediately rather than waiting for an invoice to become overdue.
- ✓ Customers with historically poor payment histories can be assigned a negative Trigger Point so that they are contacted prior to the Invoice Due Date and reminded to pay.

Control is the Name of the Game

The key to effective utilization of any software application is giving people what they need in order to do their jobs better. We have taken a great deal of time creating a set of tools that give users all of the assistance they need to not just collect overdue accounts, but to become more proactive in preventing accounts from becoming overdue in the first place.

Summary

In this ever more fragile economy, managing cash flows may prove to be one of the keys to survival. The Collections Management Solution has been designed from the ground up to help users manage the collection process more effectively than they could using any existing procedures. An immediate benefit for many users is an absolute reduction in AR balances. As an example, a 3 day reduction in AR balances (a very reasonable and achievable target) will generate \$5,000 in cash flow for every \$1 million in revenue. Thus, a \$10 million dollar company should be able to generate \$50,000 in cash flow simply by investing in The Collections Management Solution.

The Collections Management Solution is a critical success tool that can and should be used by all organizations. There are no business management tools like this on the market today.

Computer Business Solutions, Inc.
2745 N. Dallas Pkwy, Suite 530
Plano, TX 75093
(972) 612-1122
www.cbsi-corp.com