

The Collections Management Solution For Navision 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:

- ✓ 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.
- ✓ Substantial reduction in Accounts Receivable balances.
- ✓ Generation of significant cash flow as AR balances are brought under more effective control.

- ✓ 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 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.

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	Heimilspdyd	103016	203,414.83	01/22/01	01/31/01	11/25/04	Follow Up	Extraordinary Value	CHARLES
12/15/04	Englunds 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

- ✓ 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 or just for advice.
- ✓ 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.
- ✓ A default Collection Representative can be defined so that even new customers will be tracked.
- ✓ High-value or partially paid invoices can be transferred earlier in the process.

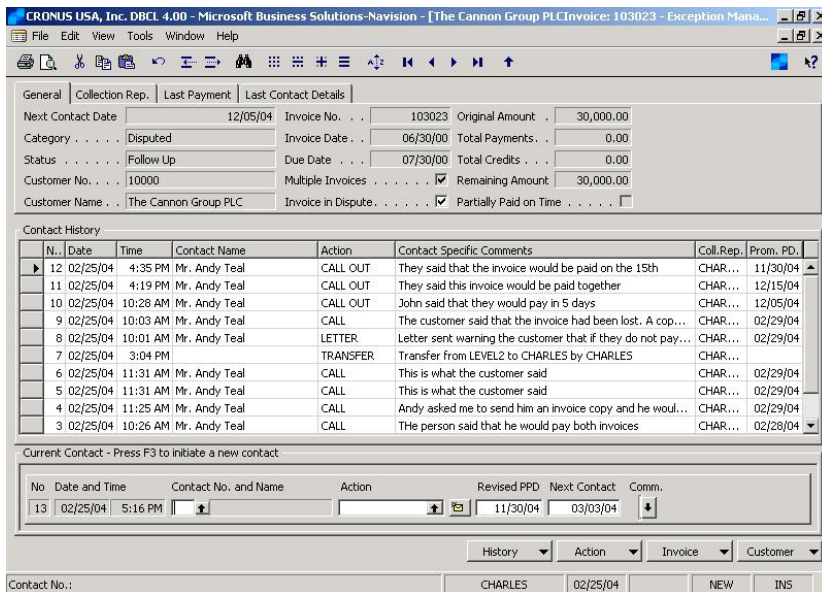
The Collections Management Solution gives users all of the tools they need to minimize payment delays while contributing to customer relationship management objectives and strategies.

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.
- ✓ The Exception List can be used by managers to monitor and control the collection process.

- ✓ 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 when.
- ✓ New invoices are added to the Exception List automatically.
- ✓ 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 your collection requirements.
- ✓ The system supports an unlimited number of customer collection contacts per customer.
- ✓ 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, 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.

Reporting System

A number of very useful reports help users monitor the collection process as well as the effectiveness of individual users.

- ✓ Managers can review the progress of all people for whom they are responsible, from adding notes to collection files to transferring responsibility from one user to another.

- ✓ The complete collection history for each customer is available for review so that people can understand how a customer has acted in the past, including what delaying tactics they have employed.
- ✓ Each customer's payment history is tracked so that you can determine both their Average Days to Pay and more importantly their Average Days Late.

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 specific Trigger Points so they are monitored earlier than other invoices.
- ✓ Partially-paid invoices can be transferred to The Collections Management Solution immediately under the assumption that a customer would not normally part-pay an invoice.
- ✓ 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 their invoice.

Payment Classes

Although The Collections Management Solution supports a manual review and assignment of system or customer-specific Trigger Points, the use of Payment Classes can become an extremely powerful feature. The system will measure each customer's payment history and assign the customer to a Payment Class automatically. Each Payment Class can be assigned a different Trigger Point, thus giving customers stricter or more lenient Trigger Points depending on their current payment history. The actual value that is used to assign a customer to a specific Payment Class is their Average Days Late.

Customer No.	Customer Name	Update Customer Class	Cust. Specific DTP	Previous Payment Class	Current Payment Class	Suggested Payment Class	Suggested Class DTP	New Average Days Late	Previous Average Days Late	Lowest Days Late
44171511	Zuni Home Crafts Ltd.							0	0	
44180220	Afrifield Corporation	✓			EXCELLENT	EXCELLENT	21D	0	0	
44756404	London Light Company	✓			FAIR	FAIR	0D	0	0	
45282828	Candoxy Kontor A/S							0	0	
45282829	Carl Anthony	✓			EXCELLENT	EXCELLENT	21D	0	0	
45779777	Ravel Mjtbler	✓			FAIR	FAIR	0D	0	0	
45979797	Lauritzen Kontormjtbler A/S	✓			AVERAGE	AVERAGE	7D	0	0	
46251425	Marsholm Karmstol	✓			AVERAGE	AVERAGE	7D	0	0	
46525241	Konberg Tapet AB	✓			GOOD	GOOD	14D	0	0	
46897889	Englunds Kontorsmjtbler AB	✓			GOOD	GOOD	14D	0	0	
47523687	Slubrevik Senger AS	✓			GOOD	GOOD	14D	0	0	
47563218	Klubben	✓			EXCELLENT	EXCELLENT	21D	0	0	
47586954	Sjtboden	✓			EXCELLENT	EXCELLENT	21D	0	0	
49525252	Beef House	✓			FAIR	FAIR	0D	0	0	
49633663	Autohaus Mielberg KG	✓			AVERAGE	AVERAGE	7D	0	0	
49858585	Hotel Pferdesee	✓			AVERAGE	AVERAGE	7D	0	0	
CP-CON...	CP Consumer Template	✓			GOOD	GOOD	14D	0	0	
CP-CUST...	CP Customer Template							0	0	
IC1020	Cronus Cardoxy Sales							0	0	
IC1030	Cronus Cardoxy Procurement							0	0	

The use of Payment Classes lets you automatically review and change a customer's Trigger Point depending on their most recent payment history.

The use of Payment Classes gives you the greatest degree of control over the collection process. As the screen above illustrates, the Payment Class Calculations screen allows you to review each customer's payment history and then assign them to the best-suited Payment Class.

- ✓ Rather than having to review and adjust each customer's payment history, The Collections Management Solution does most of the review and reassignment for you, subject of course to your approval.
- ✓ Specific customers can be exempted from this process and will therefore revert to their previously assigned customer-specific Trigger Point.
- ✓ You control what payment history is taken into consideration when calculating Average Days Late. This includes specifying a minimum number of invoices, the number of months payment history and when that payment history should start.
- ✓ Each customer is assigned to a Payment Class tentatively.
- ✓ In addition to the suggested Payment Class, the system will display the Payment Class to which the customer is currently assigned.
- ✓ You can elect to accept the system's recommendation, revert to the previously assigned Payment Class or assign a customer to a Payment Class of your own selection.

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.

- ✓ All customers no matter whether they are assigned to a Collection Representative or not will be tracked by the system.
- ✓ If a customer disputes an invoice, even though it may not be overdue yet, that invoice can be transferred to the system for tracking and resolution.
- ✓ If a Collection Representative needs the assistance of someone else in the organization, they can send the entire collection file to that person as a Query. That person can in turn review the file and respond to the Query.
- ✓ Users can group invoices by customer and establish the same Next Action Date so that they can discuss multiple invoices with their contact.
- ✓ Users can copy all relevant contact information to other invoices if more than one invoice has been discussed.

- ✓ Every piece of information users need to discuss either a single overdue invoice, multiple overdue invoices or even a customer's worsening payment history is available within the same set of screens.
- ✓ If users need to transfer responsibility for a single file or a group of invoices or even an entire account, each of these actions can be accommodated with ease.
- ✓ You can even instruct the system to transfer a file automatically if no action is taken within a set time limit.

Summary

In this ever more fragile economy, managing cash flows may prove to be one of the keys to survival. Customers will delay payment in an effort to preserve what little free cash they have. Unfortunately this can prove to be extremely painful for users and may contribute to their demise.

The Collections Management Solution has been designed from the ground up to help users track and collect overdue accounts and manage the collection process more effectively than they could using any existing procedures. An immediate benefit for many users is an absolute reduction in Accounts Receivable balances as a percentage of revenue. As an example, a 3 day reduction in Accounts Receivable 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 products like this on the market today.

The Collections Management Solution will help you reduce your Accounts Receivable balances significantly and manage those balances so that they will remain within acceptable limits.

Key Features	Description
Current Receivables Balance	<ul style="list-style-type: none"> ✓ Reduce current balance by 5% or possibly more ✓ Generate \$5,000 cash flow per \$1 Million in current revenue
Long Term Receivables Balance	<ul style="list-style-type: none"> ✓ Maintain receivable balance at acceptable levels
Customer Relationship Management	<ul style="list-style-type: none"> ✓ Align collection strategies with CRM objectives and strategies ✓ Maintain close relationship with customers while encouraging them to pay outstanding obligations sooner than they may have paid them in the past.
Standard Trigger Points	<ul style="list-style-type: none"> ✓ System default Trigger Point ✓ Customer specific Trigger Point ✓ Payment Class Trigger Point ✓ Exceptional invoice value Trigger Point
Other Trigger Point Options	<ul style="list-style-type: none"> ✓ Immediate transfer if invoice is Part Paid ✓ Immediate transfer if invoice declared in dispute ✓ Non-transfer if invoice below minimum value ✓ Aggregate and transfer group of low-value invoices
Collection Representatives	<ul style="list-style-type: none"> ✓ Three-level hierarchy to facilitate management oversight ✓ Supports Workgroups as well as individual Collection Representatives ✓ Salespeople can participate fully or be given read-only access
Exception List	<ul style="list-style-type: none"> ✓ Generate for individual Collection Representative or Workgroup ✓ Lists all outstanding invoices assigned ✓ Uses Next Contact Date to schedule each contact ✓ Group contacts by customer to increase work efficiency ✓ Group contacts by Collection Representative for management review
Exception Manager	<ul style="list-style-type: none"> ✓ Tracks complete collection history ✓ Unlimited customer contacts ✓ Unlimited collection comments ✓ Unlimited customer and contact comments ✓ Tracks Revised Promised Payment Date ✓ Reschedule contact for specific future date
Other Significant Functions	<ul style="list-style-type: none"> ✓ Transfer files to other Collection Representatives ✓ Access e-mail from application ✓ Compare effectiveness of Collection Representatives ✓ Generate substantial ROI based on reduction in AR balance