



## Collectors Work Queue

Credit control is a vital process that establishes controls both pre and post sales to ensure a timely recovery of income owed to the University. Many factors need to be taken into consideration before entering into a contract for the supply of goods or services to external customers. For detailed information on credit control pre sales please refer to the Financial Procedures Manual Chapter 8.

The Collectors Work Queue is a tool to assist with credit control. Each department will have access to this tool through the Accounts Receivable module. It is essential that the customer has been created correctly in order to utilise this tool (refer to customer set up).

Navigate: Collections → Collectors Work Queue

When you have navigated to the Collectors Work Queue, you will see the screen below:

Work Type	Count
Delinquent Bill To	47
Broken Promises: Bill To	0
My Tasks	0

In the Universal Work Queue screen, you have the facility to drill down in to each Work Type.

### **Delinquent Bill To**

This provides you a list of outstanding invoices for each Customer which you can drill down on.

### **Broken Promises: Bill To**

This facility provides you with a list of promises that have been broken by the customer. You could use it to prioritise your collections procedures

### **My Tasks**

This facility allows you to view tasks that have been created. You will also be able to view tasks that have been created by others within your collector group (department)

## Delinquent Bill To

From the Universal Work Queue you will now be able to view a list of customers who have a minimum of one outstanding invoice(s).

Universal Work Queue - 12-MAR-2014 10:33:57

Work Type	Count	Customer	Account	Bill To Location	Score	Scoring Engine	Delinquencies	Amou
Delinquent Bill To	47	IFM ECS LTD	173903	EA-Main			1	
Broken Promises: Bill To	0	CANADA LIFE INVESTME...	181867	EA_Main			1	
My Tasks	0	UCLES	3320	EA_1 Hills Road, ...			1	
		ANDERSON, MR CHARLES	188039	EA_London			1	
		INSTITUTE OF DIRECTORS	10701	EA-P.O. Box 1160			1	
		THE RANDOM HOUSE GR...	167128	EA_Main			1	
		SALIL MP MARCUS	180194	EA_Soul			1	

To access this information, search for your customer and 'Double Click'. This will take you into more detailed information regarding the customer and the outstanding transactions. You can add and hide columns by right clicking on the header of the column and use the functions of show and hide columns. Should you wish to save and view in the same format you have created you must save the customisation by right clicking on the header and hover over the customisation option and click save.

Collections - HSBC BANK PLC, London

First:  Mid:  Collections Status:  Operating Unit:

Last:  View:

Title:  Amount Overdue:

Customer Name:  Net Balance:

Collectible Transactions:  Overdue Invoices in Past Year:  Last Payment Paid On:

Overdue Invoices:  Last Payment Due On:

Business Level:

Credit Statistics | History | Accounts | **Transactions** | Aging | Notes | Tasks

Class:  Due Date:  To:   Include Current  Include Closed

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Class	Dispute Amount	Dispute Date	Promised ?
789402	1,490.00	1,490.00	194	06-SEP-2013	Invoice			

Filtered by:  Selected Transactions:

Above you will see various tabs which will assist you in managing credit control related issues with customers.

## Credit Statistics

The *Credit Statistics* tab will be mainly used by the Research Accounting Team. The tab provides you with information on the following:

Customer Name: HSBC BANK PLC  
 Collections Status: Delinquent  
 Operating Unit: Cambridge University  
 View: Bill To EA\_LONDON  
 Amount Overdue: 1,490.00 GBP  
 Net Balance: 1,490.00 GBP  
 Collectible Transactions: 1  
 Overdue Invoices in Past Year: 1  
 Overdue Invoices: 1  
 Business Level:   
 Last Payment Paid On: 15-APR-2013  
 Last Payment Due On: 14-MAR-2013 GBP  
 Collector Name: EA Institute of Continui  
 Include in Dunning: Yes  
 Past Year Installments: Due 1, On Time 0, Unpaid 1, Late 0  
 Past Year Promises: Total 0, Broken 0, Open 0  
 Last Interaction:   
 Metrics as of:   
 Filter by Selected View

- **Collector Name** – Department name
- **Include in Dunning** – Whether when the customer was created the dunning letters facility was ticked (refer to customer creation or Research Accounting)
- **Past Year Instalments** – Any payments that have been made over the past year
- **Past Year Promises-** Highlights any promises (refer to *Tasks* tab) made

## History

The *History* tab shows you historical information in relation to transactions and collection activities that occurred in the past. You can amend the date range to a specific range by changing the dates in the **Date** and **To** fields.

Customer Name: HSBC BANK PLC  
 Collections Status: Delinquent  
 Operating Unit: Cambridge University  
 View: Bill To EA\_LONDON  
 Amount Overdue: 1,490.00 GBP  
 Net Balance: 1,490.00 GBP  
 Collectible Transactions: 1  
 Overdue Invoices in Past Year: 1  
 Overdue Invoices: 1  
 Business Level:   
 Last Payment Paid On: 15-APR-2013  
 Last Payment Due On: 14-MAR-2013 GBP  
 Type: All  
 Date: 02-NOV-1986 To: 19-MAR-2015  
 Display

Transaction	Activity	Status	Activity Date	Amount	Currency	Operating Unit	Notes
	Dunning	Open	28-FEB-2014	1,490.00	GBP	Cambridge University	
	Receivables D...	Close	18-SEP-2013	1,490.00	GBP	Cambridge University	
	Receivables D...	Close	16-APR-2013	450.00	GBP	Cambridge University	
EA/BACS/22/...	Payment	Applied	15-APR-2013	450.00	GBP	Cambridge University	
	Receivables D...	Close	17-OCT-2012	1,490.00	GBP	Cambridge University	

Transaction Details Resend...

## Transactions

The *Transactions* tab highlights all outstanding invoices that are overdue for the specific customer you have selected.

Customer Name: **HSBC BANK PLC**

Collections Status: **Delinquent**

Operating Unit: **Cambridge University**

View: **Bill To** EA\_LONDON

Amount Overdue: **1,490.00** GBP

Net Balance: **1,490.00** GBP

Collectible Transactions: **1**

Overdue Invoices in Past Year: **1**

Overdue Invoices: **1**

Business Level:

Last Payment Paid On: **15-APR-2013**

Last Payment Due On: **14-MAR-2013** GBP

Class: **All** Due Date: **06-SEP-2013** To: **06-SEP-2013**  Include Current  Include Closed **Display**

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Class	Dispute Amount	Dispute Date	Promised ?
789402	1,490.00	1,490.00	194	06-SEP-2013	Invoice			

Filtered by:  Selected Transactions: **1** **1,490.00** GBP

**Dunning History** **Transaction Details** **Adjustment Processing** **Payment Processing** **Full Screen**

The following information is shown:

- **Transaction** – Invoice number
- **Original Amount** – Original value of invoice
- **Remaining Amount** – Amount outstanding if any payments have been made
- **Days Late** – Number of days the invoice is over due
- **Due Date** – Original due date of the invoice (dependant on payment terms of customer)
- **Class** – Type of transaction
- **Dispute Amount** – Any value that is in dispute (could be partial or full amount of invoice)
- **Dispute Date** – The date the dispute was raised and noted on the system
- **Promised?** – Any promises that had been made and documented
- **Purchase Order** – If there was a purchase order documented on the original invoice created
- **Terms** – Payment terms of the original invoice
- **Operating Unit** – Always Cambridge University
- **Delinquency Status** – If the invoice is overdue it will have a status of Delinquent
- **Unpaid Reason** – Any reasons the customer has provided or the department has documented as to why the invoice hasn't been paid
- **Legal Entity** – Always will default in with Cambridge University

You will also have available the buttons below which will also assist you in establishing more information:

Customer Name: **HSBC BANK PLC**

Collections Status: Delinquent

Operating Unit: Cambridge University

View: Bill To EA\_LONDON

Amount Overdue: 1,490.00 GBP

Net Balance: 1,490.00 GBP

Collectible Transactions: 1

Overdue Invoices in Past Year: 1

Overdue Invoices: 1

Last Payment Paid On: 15-APR-2013

Last Payment Due On: 14-MAR-2013

Business Level: [ ]

Class: All Due Date: 06-SEP-2013 To: 06-SEP-2013 [x] Include Current [ ] Include Closed Display

Transaction	Original Amount	Remaining Amount	Days Late	Due Date	Class	Dispute Amount	Dispute Date	Promised ?
789402	1,490.00	1,490.00	194	06-SEP-2013	Invoice			

Filtered by: [ ] Selected Transactions: 1 1,490.00 GBP

Dunning History Transaction Details Adjustment Processing Payment Processing Full Screen

- Dunning History** Details of what dunning letters have been sent to the customer.

Here you can see that the first dunning letter has been sent (for more information on Dunning letters refer to detailed document found on the reference page).

Dunning N...	Creation Date	Status	Previous D...	Dunning Type	Activity	Template Name
10000	24-FEB-2014	Closed		Print	Bill To	CUFS_StagedDunning1

Close

- **Transaction Details** Details of the original invoice and the ability to create promises by clicking on the Payment Processing button.

**Transaction Details**

Transactions

Invoice Number: 789402 Date: 06-SEP-2013 Currency: GBP  
 Bill to: HUMAN RESOURCES LEVEL 35 LONDON E14 4EU Bill to contact: ASH, JEANINE Account: 187647  
 Ship to: Ship to contact: Type: EA Invoice  
 PO Number: PO Revision: Expiration Date: [ ] [ ] [ ]  
 Unpaid Reason:

Summary

	Line	Tax	Freight	Charges	Total	
Original	1,490.00	0.00	0.00		1,490.00	Adjustments: [ ]
Balance	1,490.00	0.00	0.00	0.00	1,490.00	Pending Adjustments: [ ]
Disputed Total	0.00	0.00	0.00		0.00	

Transaction Lines

Original Amount	Line Number	Quantity Invoiced	Price Per Unit	UOM	Item Description	Sales Order Number	Dispute Amount	Dispute Quantity
1,490.00	1	1	1490		Investmet Property Forum Investment Ed	[ ] [ ] [ ]		

Dispute Reason: [ ] Dispute Percent: [ ] Dispute Number: [ ]  
 Dispute Section: [ ] Dispute Amount: [ ]  
 Customer Comment: [ ] Internal Comment: [ ]

Buttons: Payment Processing, Dispute, Close

## Aging

The aging tab provides you with snapshot overview of all the overdue invoices for the customer and what bucket they fall in.

Do not change the **Aging Bucket** option or the **Open Credits** option.

**Collections - HSBC BANK PLC, London**

First: [ ] Mid: [ ] Collections Status: Delinquent Operating Unit: Cambridge University  
 Last: [ ] View: Bill To EA\_LONDON  
 Title: [ ] Amount Overdue: 1,490.00 GBP  
 Customer Name: HSBC BANK PLC Net Balance: 1,490.00 GBP  
 Collectible Transactions: 1  
 Overdue Invoices in Past Year: 1  
 Overdue Invoices: 1  
 Business Level: [ ]  
 Last Payment Paid On: 15-APR-2013  
 Last Payment Due On: 14-MAR-2013 GBP

Buttons: Credit Statistics, History, Accounts, Transactions, Aging, Notes, Tasks

Aging Bucket: Collections Open Credits: Age [ ] Display

Bucket Statistics

Adjustments: 0.00 Dispute Amount: 0.00

Aging Bucket Line	Collectible Amount	Invoice Installments	Currency
Current	0.00	0	GBP
1-30 DaysPast Due	0.00	0	GBP
31-60 DaysPast Due	0.00	0	GBP
61-90 DaysPast Due	0.00	0	GBP
91-180 DaysPast Due	0.00	0	GBP
181-360 DaysPast Due	1,490.00	1	GBP
361+ DaysPast Due	0.00	0	GBP
<< Totals >>	1,490.00	1	GBP

Open Credits

Unapplied Cash: 0.00  
 On Account Cash: 0.00  
 On Account Credits: 0.00

Button: Transactions