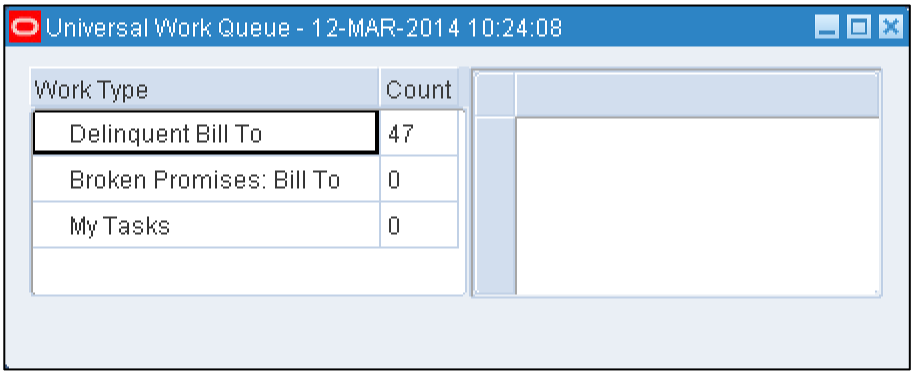
Collectors Work Queue

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:

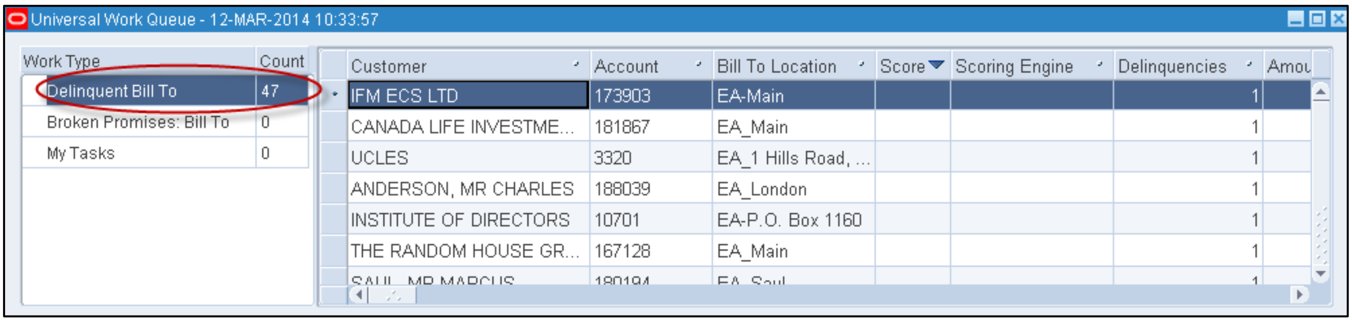


In the Universal Work Queue screen, you have the facility to drill down in to each Work Type.

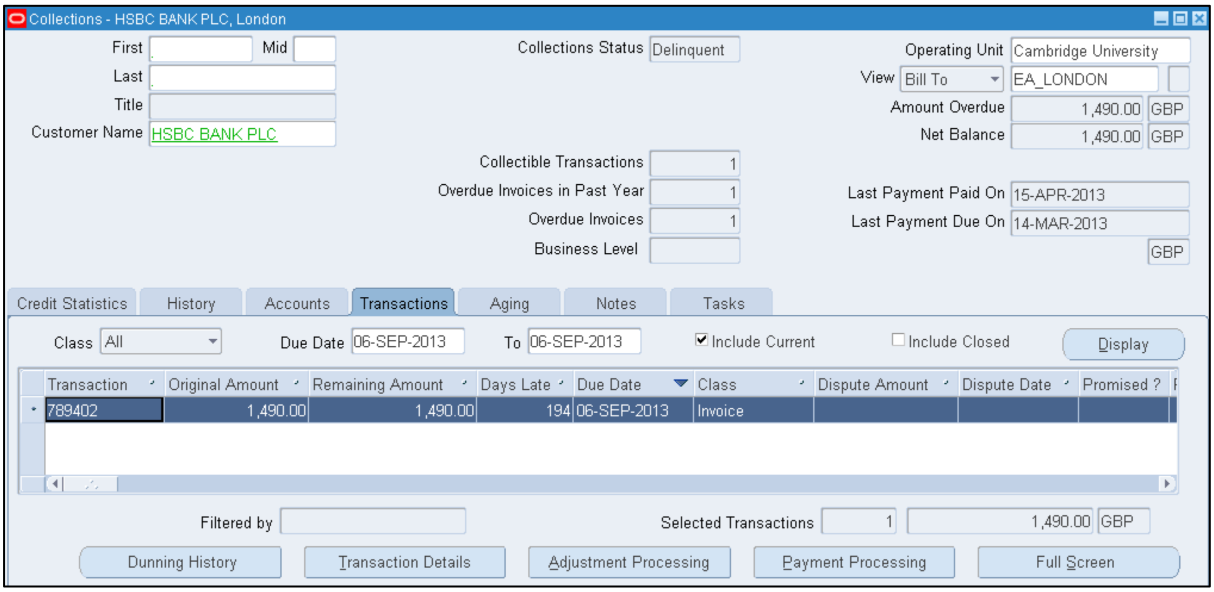
Delinquent Bill To	This provides you a list of outstanding invoices for each Customer which you can drill down on.
Broken Promises: Bill To	This facility provides you with a list of promises that have been broken by the customer. You could use it to prioritise your collections procedures
My Tasks	This facility allows you to view tasks that have been created. You will also be able to view tasks that 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).



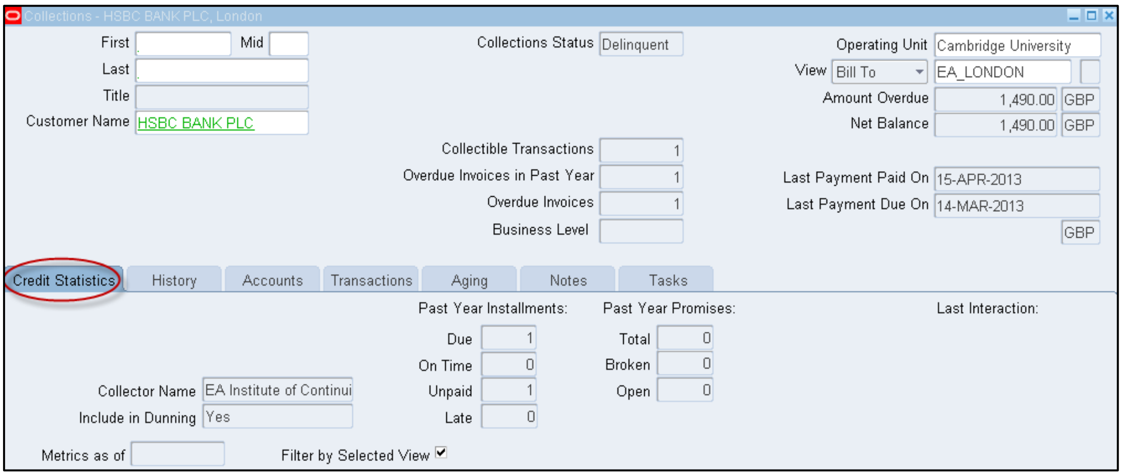
To access this information, search for your customer and 'Double Click'. This will take you into more detailed information regarding the customer and the outstanding transactions. You can add and hide columns by right clicking on the header of the column and use the functions of show and hide columns. 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.



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

Credit Statistics

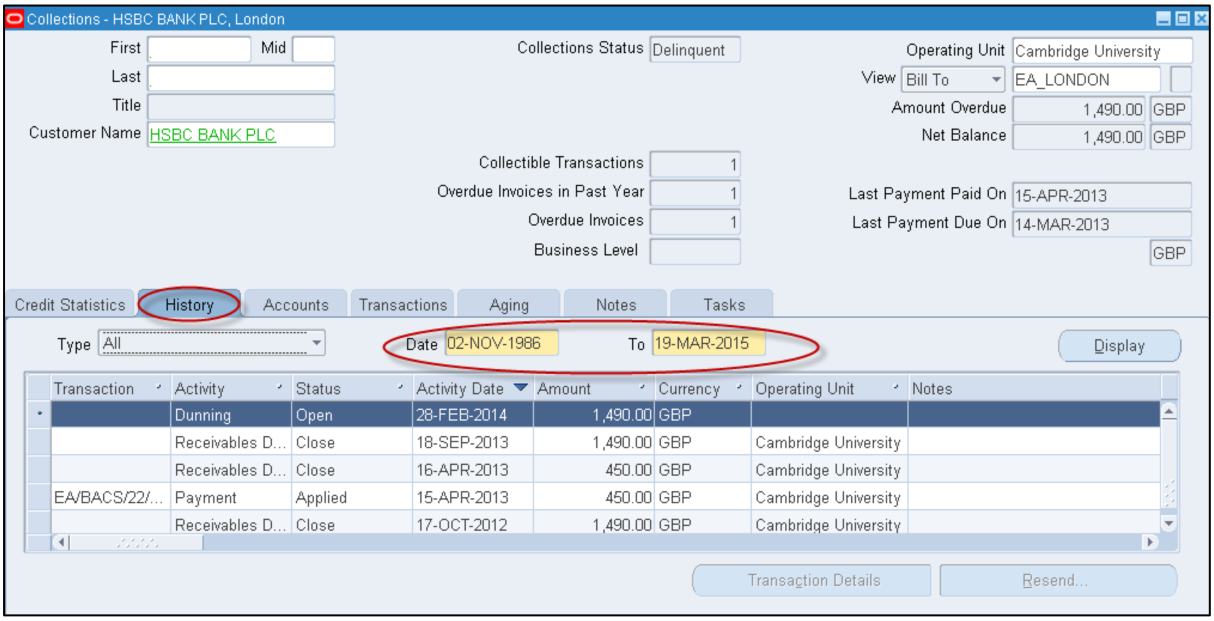
The *Credit Statistics* tab will be mainly used by the Research Accounting Team. The tab provides you with information on the following:



- **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

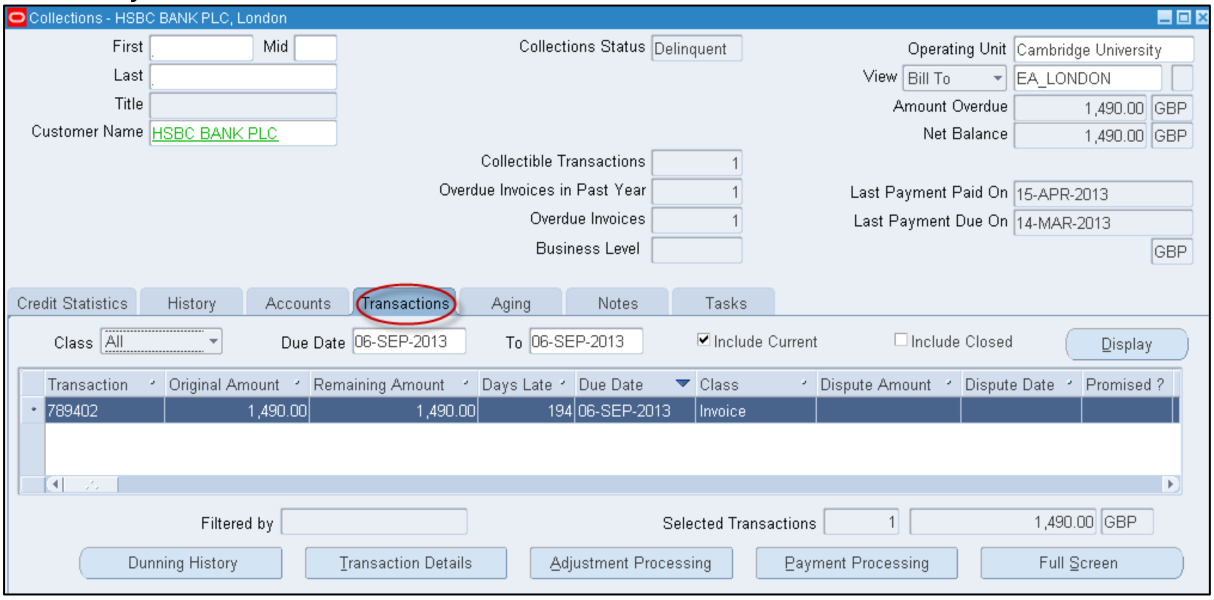
History

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.



Transactions

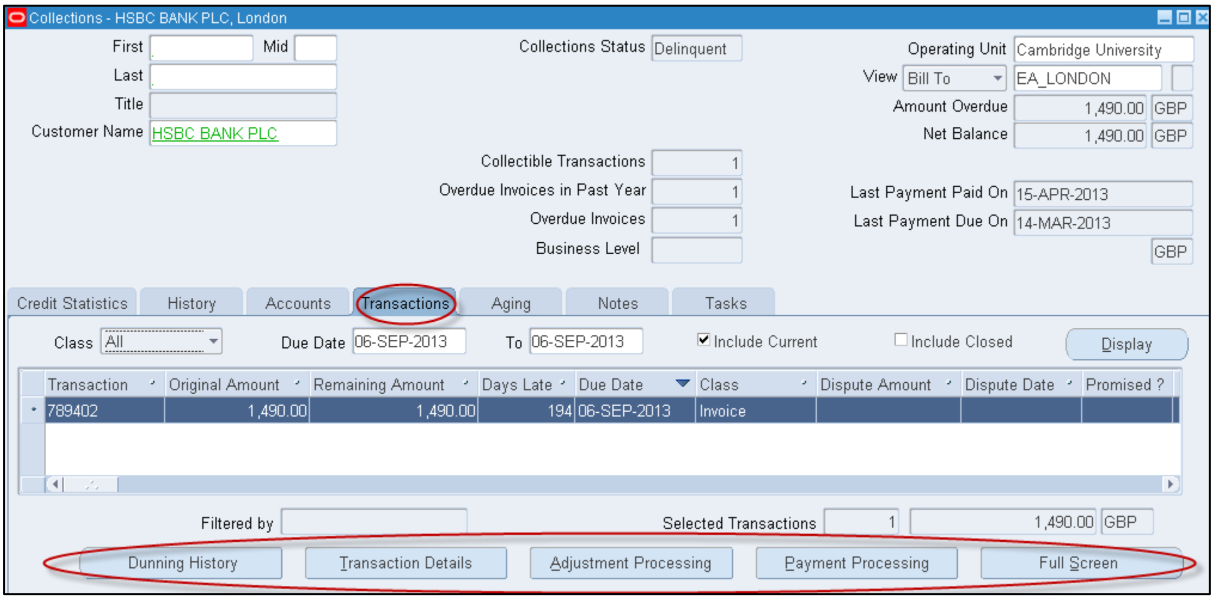
The *Transactions* tab highlights all outstanding invoices that are overdue for the specific customer you have selected.



The following information is shown:

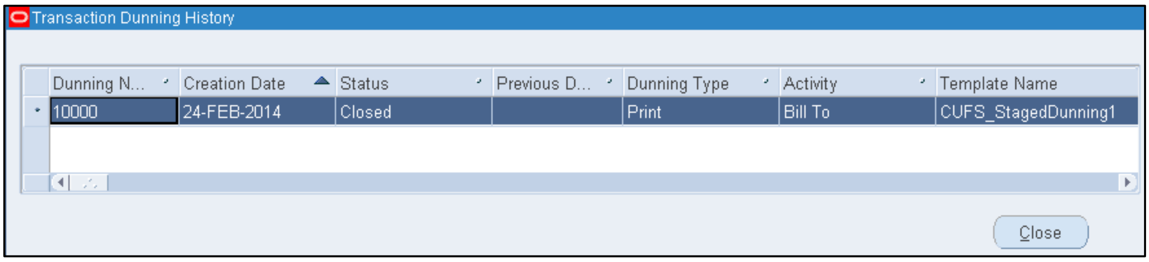
- **Transaction** – Invoice number
- **Original Amount** – Original value of invoice
- **Remaining Amount** – Amount outstanding if any payments have been made
- **Days Late** – Number of days the invoice is over due
- **Due Date** – Original due date of the invoice (dependant on payment terms of customer)
- **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:

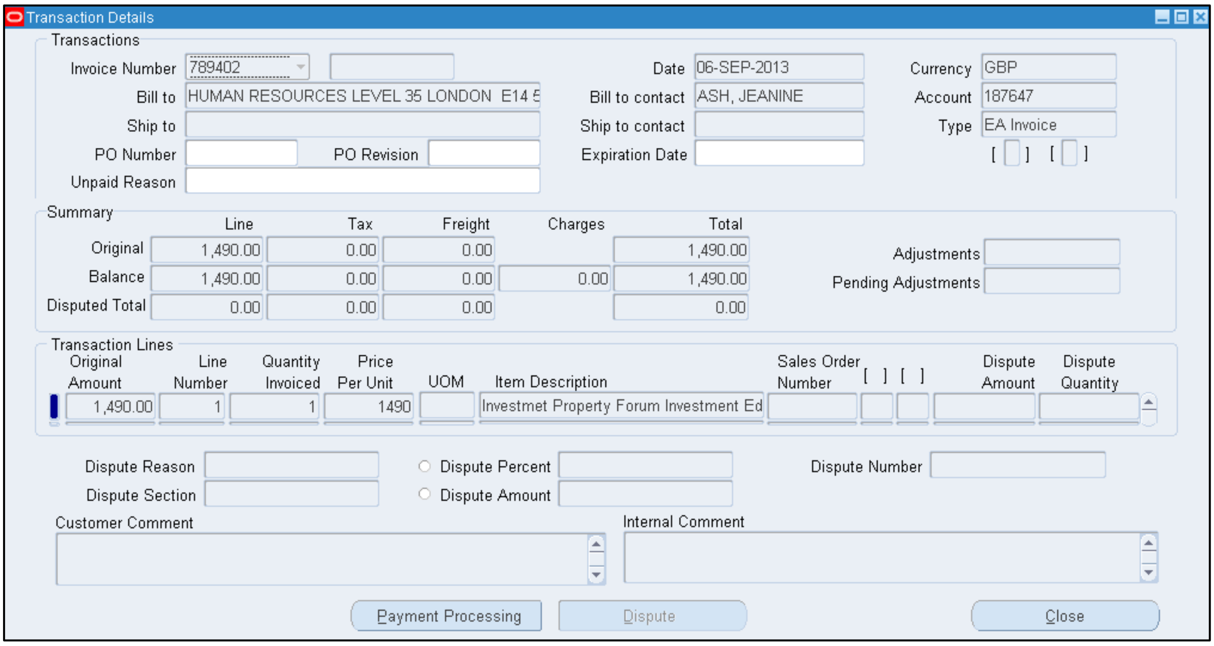


- **Dunning History** Details of what dunning letters have been sent to the customer.

  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).



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



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.