

Process Automation for Customer Collections and Vendor Payments

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Agenda



Introducing process automation

Customer collection process

Vendor payment proposal

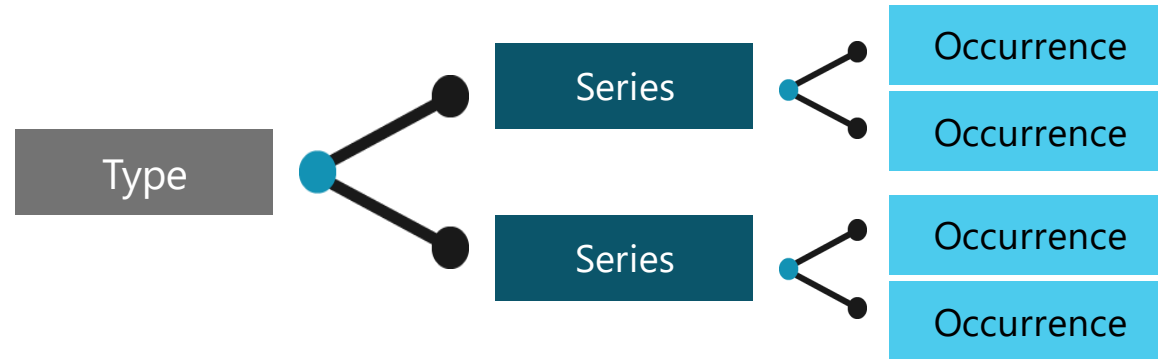
Q&A

Process Automation

Process automation allows simple scheduling of processes to be run by batch server



Logical Structure



Simplified Administration

- The central administration page in the System Administration module
- Add new series or occurrences or modify existing ones
- Process type not available if disabled in feature management

Calendar view

- See the scheduled work in a simple calendar view
- Allows you to see work for a week at a time

Occurrence changes

- Experience like outlook calendar
- Add / Modify one or multiple occurrences
- Disable a specific occurrence

What is available



Process types available out of box

- Collections process automation
- Vendor payment proposal automation
- Cash flow forecast automation



For developers

- The process automation framework allows developers to extend the process automation framework
- Visit below link for further information:
[Process automation framework development - Finance & Operations | Dynamics 365 | Microsoft Docs](#)

The screenshot displays the Dynamics 365 Process Automations interface. The main view shows a table of scheduled automations:

Name	Type	En...	Company	Repeats	Schedule time	Start date
Over 180	Collections process automations	usp2	usp2	Daily	8:00:00 AM	11/16/2020
Payment - Contoso office supply	Vendor payment proposal	USMF	USMF	Weekly	10:00:00 PM	12/2/2020
Test process automation	Collections process automations	usmf	usmf	Daily	8:00:00 AM	11/16/2020

The right-hand pane provides a detailed view of the 'Over 180' automation for the week of 3/1 - 3/7. It shows the automation's status for each day:

- Monday: 3/1/2021 (1)**: COMPLETED. Completed at 08:03:09 am. View results.
- Tuesday: 3/2/2021 (1)**: SCHEDULED. Will occur at 08:00:00 am. View/Edit, Disable.
- Wednesday: 3/3/2021 (1)**: SCHEDULED. Will occur at 08:00:00 am. View/Edit, Disable.

A 'Create occurrence' button is visible at the bottom right of the detailed view.

Customer collection process

Customer collection process



Collections management provide organizations ability to manage all activities related to their customer collections



Significant amount of time is spent researching to determine which customers need to be contacted about an open invoice or account balance



This research takes times away from a collection agent's time spent communicating with customers to collect past due balances or resolving invoice disputes



Collections process automation lets you set up a strategy-based approach to your collection process



Helps apply consistency by providing customized email reminders, or programmed process for sending collection letters

Demo

Customer collections process automation

Design considerations

Business Scenario

Contoso Limited collections manager would like to split the balance reminder letters by invoice amounts, a one-step reminder for invoices less than USD 5000 and a two-step process for invoices equal to or above USD 5000. This process should only apply to a specific customer group and not send any reminder to customers with a balance of USD 100 in total.

DOs

- ✓ Create an automation series under collection process automation type
- ✓ Add two customer pools one for invoice values equals to or greater than USD 5000 and one for less than USD 5000
- ✓ Ensure customer aging periodic schedule is configured properly

DON'Ts

- × Create two different batch jobs with custom parameters to distinguish the different collection processes based on invoice amount.
- × Scheduling collection process without alignment with the customer aging process.

Vendor payment proposal

Vendor payment proposal



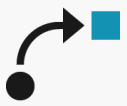
Payment proposals simplify vendor payments by allowing quick selection of vendor invoices for payment, based on the due date, cash discount, and other criteria



Organizations that pay vendors on a recurring schedule can now automate the process of generating vendor payment proposals



Vendor payment proposal automations define the schedule, criteria of invoice selection and payment journal



Payment proposal automations don't automatically post the payments for necessary validation and workflow processes to approve payments

Demo

Vendor payment proposal automation

Design considerations

Business Scenario

Contoso Limited has a very defined payment process. They make two payment cycles every month, on the 7th of every month and the 21st of every month. They have priority vendors whom they pay in the first payment and the rest of them in the second payment cycle, respectively. Priority Global vendors are paid irrespective of the due dates i.e., if an approved invoice exists on payment date, they are cleared centrally for all the legal entities together. Standard vendors are paid according to their invoice due dates and paid in the cycle following the due date. Vendor offered cash discounts are an important consideration. They are paid by relevant legal entity's finance department.

DOs

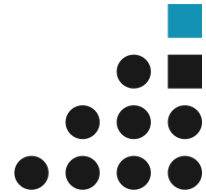
- ✓ Create two automation series under vendor payment proposal automation type, one for invoice priority global vendors and one for standard vendors
- ✓ Use invoice selection criteria to handle the due date ranges and optimal usage of cash discounts
- ✓ Use centralized payments option for global vendor payments

DON'Ts

- × Business to manually create payment journals and run payment proposals on screen
- × Customization to create automated payment proposals for vendor payments

Q&A

Resources



About
Process
Automation

Collections
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Automation

Payment
Proposal
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Automation

Creating
email
templates

Developer Documentation – Process automation framework

