InTempo

Process Documentation

Department:

Customer Support

Last Updated:

8/11/2025 12:46 PM

NAME OF PROCESS

Collection Call List

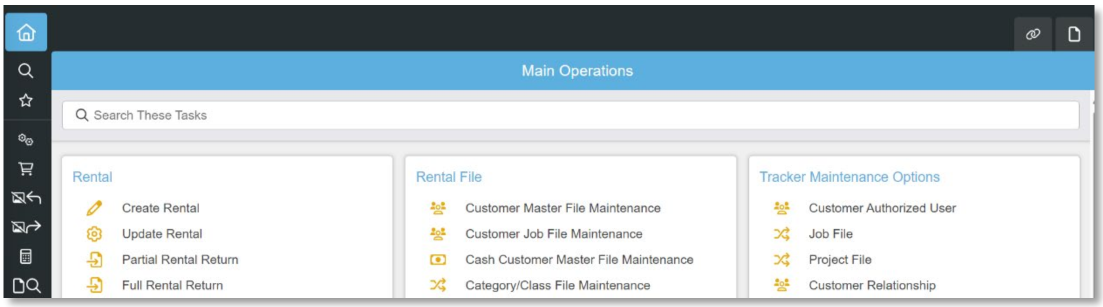
Use Case / Objectives

This article explains how to find and effectively use the collection call list in the Roleplay environment. This Accounts Receivable tool is for managing overdue accounts and following up with customers who have outstanding balances. By utilizing this list, your team can prioritize follow ups, ensure timely communication, and help recover overdue payments, ultimately improving cash flow and maintaining customer relations.

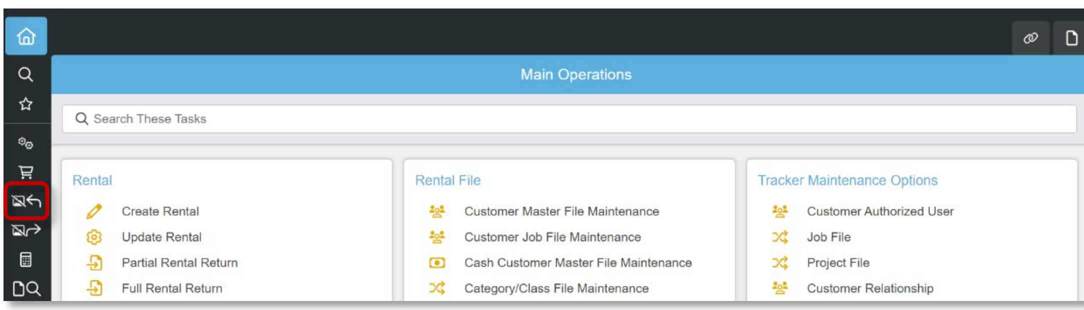
Collection Call List Report

Process Steps

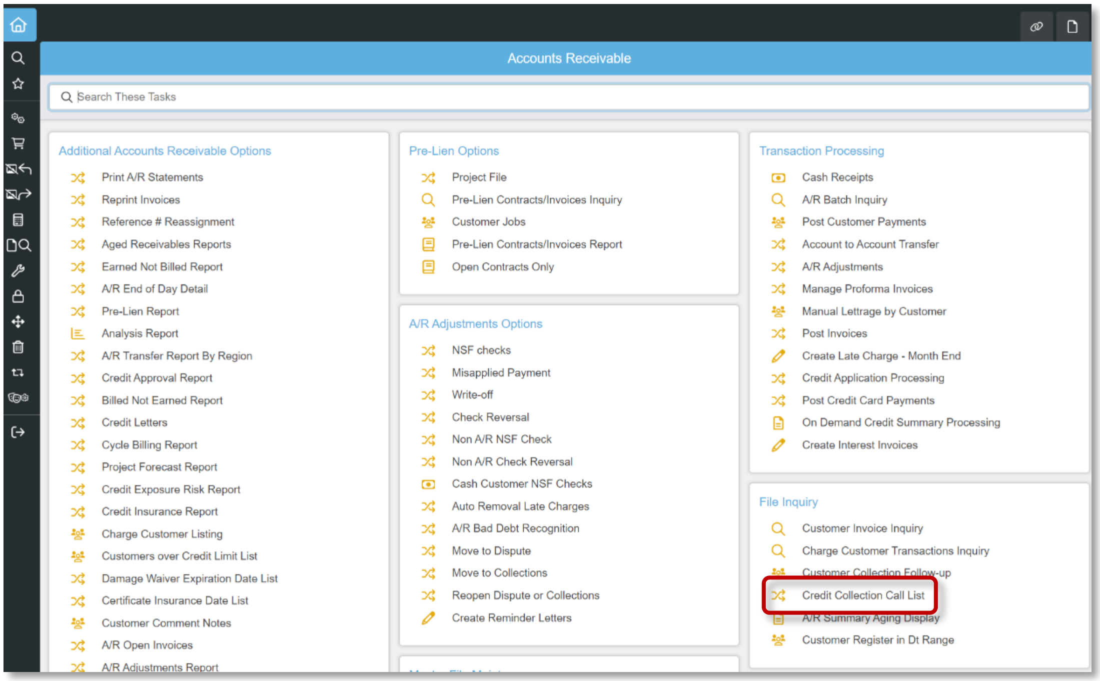
1. Log into the [Roleplay Environment] using your credentials.
2. The **Main Operations** menu will populate upon log in.



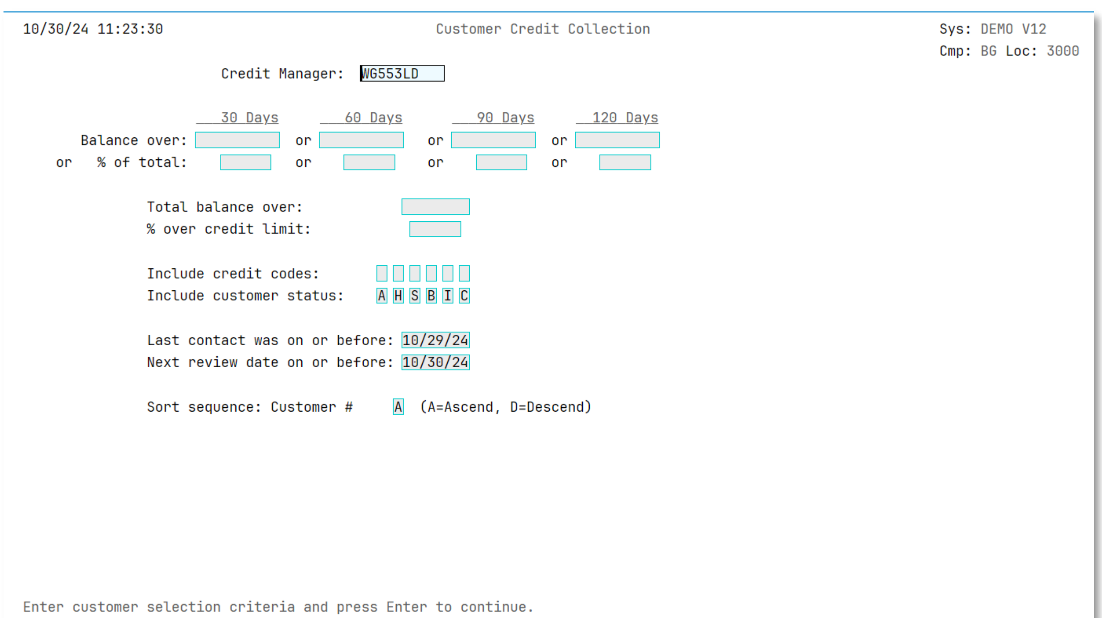
3. Click on the **Accounts Receivable** menu .



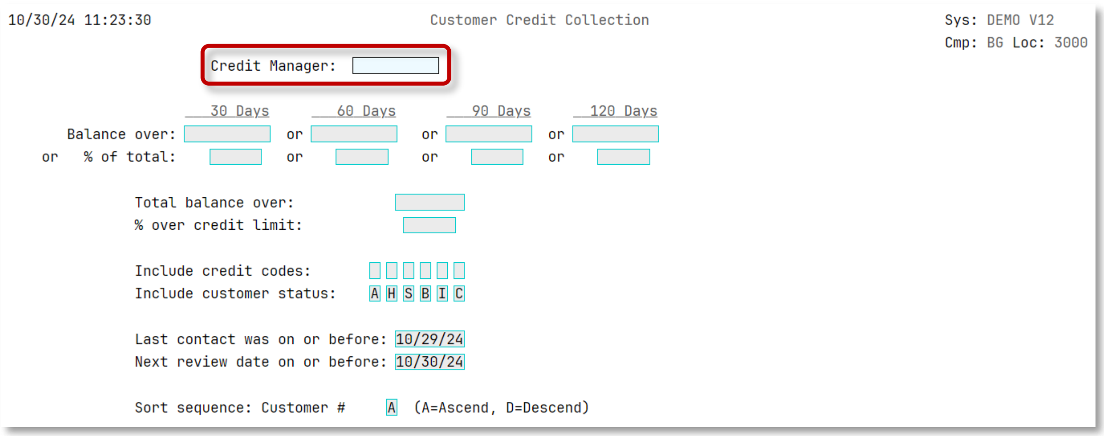
4. In the **File Inquiry** section, click on **Credit Collection Call List**.



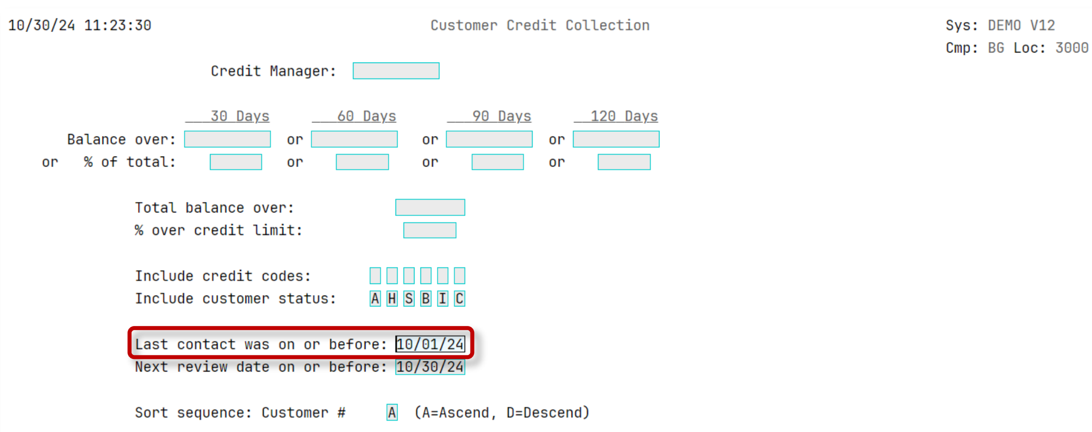
5. The **Customer Credit Collection** screen will open.



a. Before entering any information, delete any text in the *Credit Manager* field.

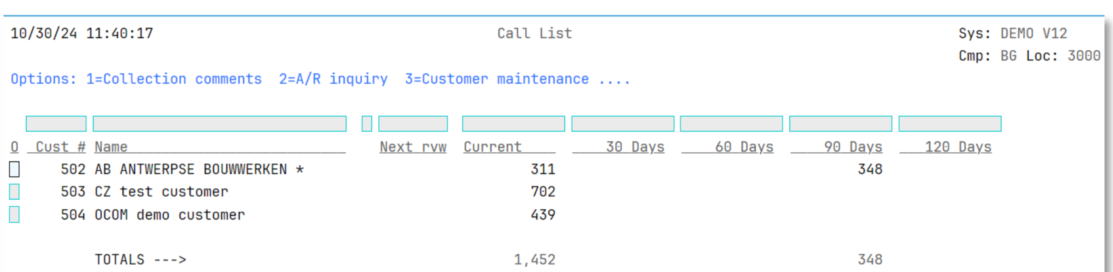


b. Next, there are several fields you can use to personalize the parameters. The most common way to adjust is using the date parameters. Click on the *Last Contact was on or before*: and adjust the date for when you last ran (or for the dates you would like to run) the report.

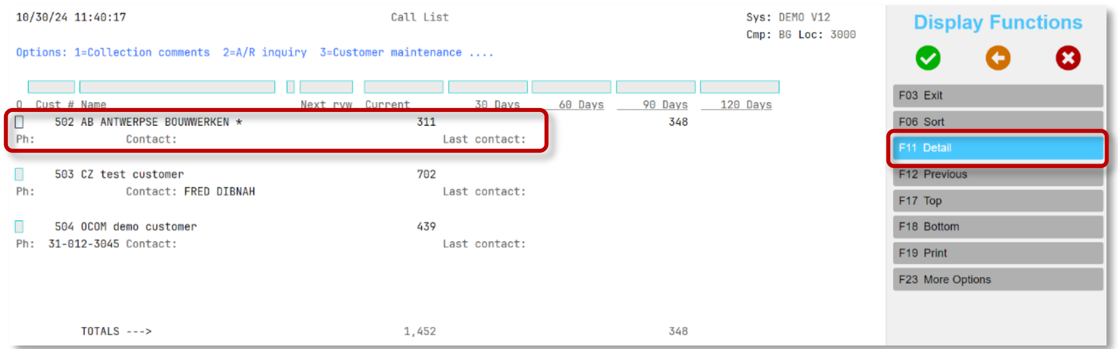


c. Press enter twice to view the collection list based on the parameters.

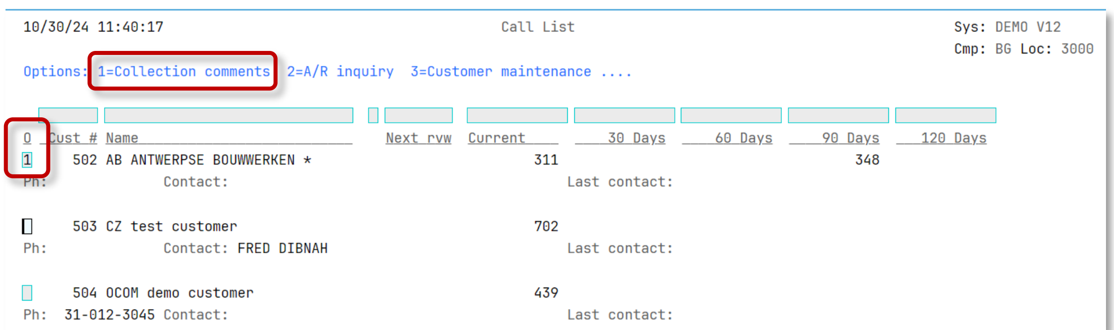
6. On the **Call List** screen, details will be displayed for the *customer #*, *name*, *current balance*, and the *30*, *60*, *90*, and *120 day* balances.



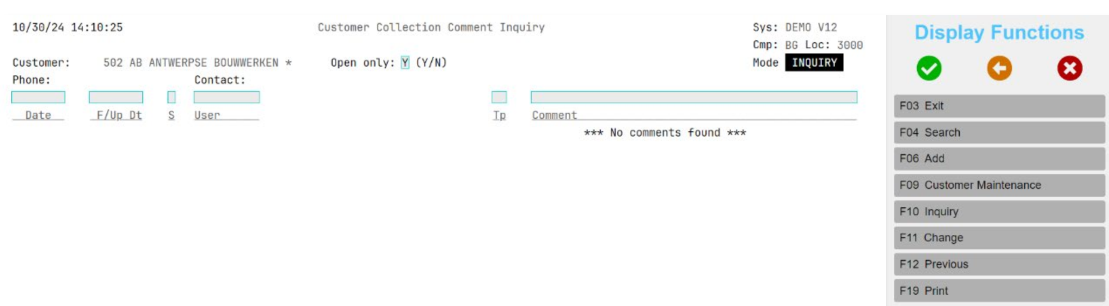
a. To display the *phone number*, *contact*, and *last contact* (this would be for the last contact that was added prior to the current contact person). Press F11 on your keyboard or click on *F11 Detail* in the **Display Functions** menu.



b. If you'd like to leave collection comments from interactions with your customers, in the *O* (options) column type a *1* and press enter.

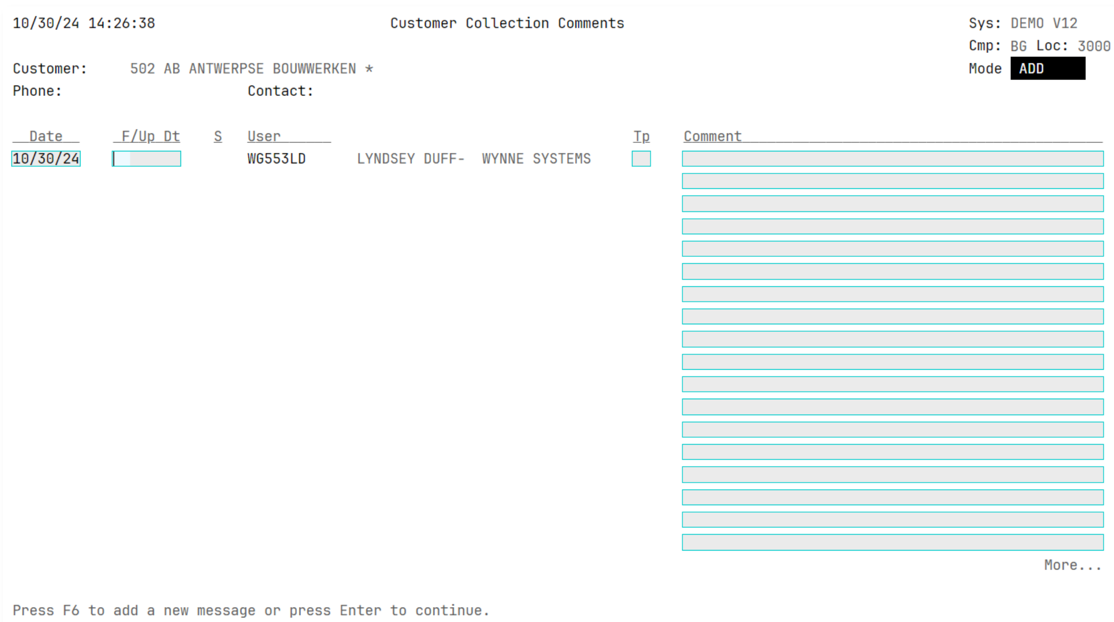


7. The **Customer Collection Comment Inquiry** screen will populate. The open fields that display are for searching. For this instance, there are no entries to filter/search, so we will be adding a new comment.

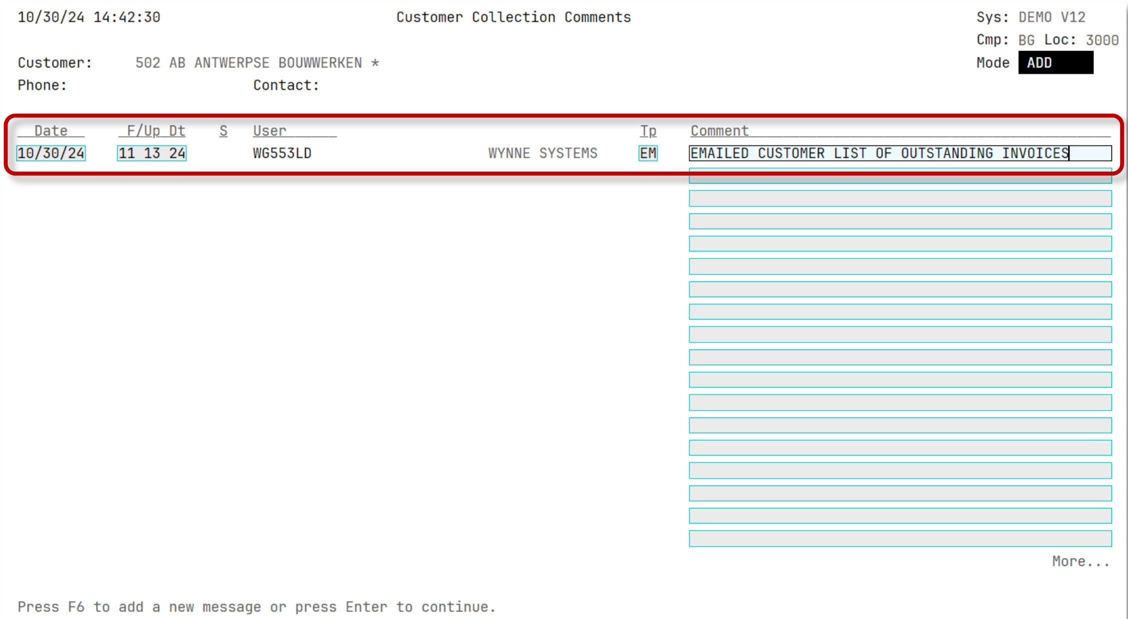


a. To add a new comment, press F6 on your keyboard or click on *F06 Add* in the **Display Functions** menu.

b. New fields display to add comments.



c. The *Date* field is the day of the entry. This date will be auto populated.
d. *F/Up Dt* is for the date of follow up *after* this initial entry. For example, if you wanted to follow up two weeks from now, you'd enter 11/13/24.
e. *Tp* is the type of interaction. For this example, we're going to use *EM* for Emailed. To search for more options, press F4 while in the *Tp* field.
f. The *Comment* fields are where you would document more details about the interaction.



10/30/24 14:42:30 Customer Collection Comments Sys: DEMO V12
Cmp: BG Loc: 3000
Customer: 502 AB ANTWERPSE BOUWWERKEN * Mode ADD
Phone: Contact:

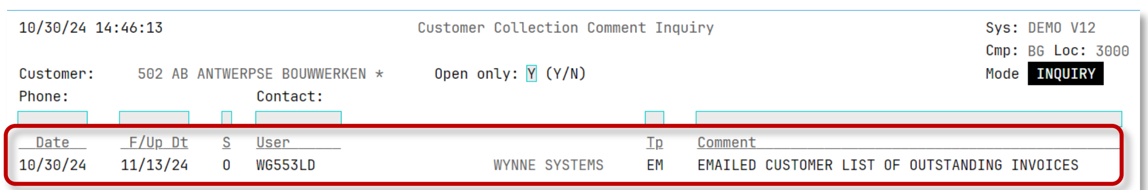
Date	F/Up Dt	S	User		Tp	Comment
10/30/24	11 13 24		WG553LD	WYNNE SYSTEMS	EM	EMAILED CUSTOMER LIST OF OUTSTANDING INVOICES

More...

Press F6 to add a new message or press Enter to continue.

g. <u>Press enter</u> once the entry has been made.

8. The screen will return to the **Customer Collection Comment Inquiry** screen with the note added.



10/30/24 14:46:13 Customer Collection Comment Inquiry Sys: DEMO V12
Cmp: BG Loc: 3000
Customer: 502 AB ANTWERPSE BOUWWERKEN * Open only: Y (Y/N) Mode INQUIRY
Phone: Contact:

Date	F/Up Dt	S	User		Tp	Comment
10/30/24	11/13/24	O	WG553LD	WYNNE SYSTEMS	EM	EMAILED CUSTOMER LIST OF OUTSTANDING INVOICES