Process Documentation

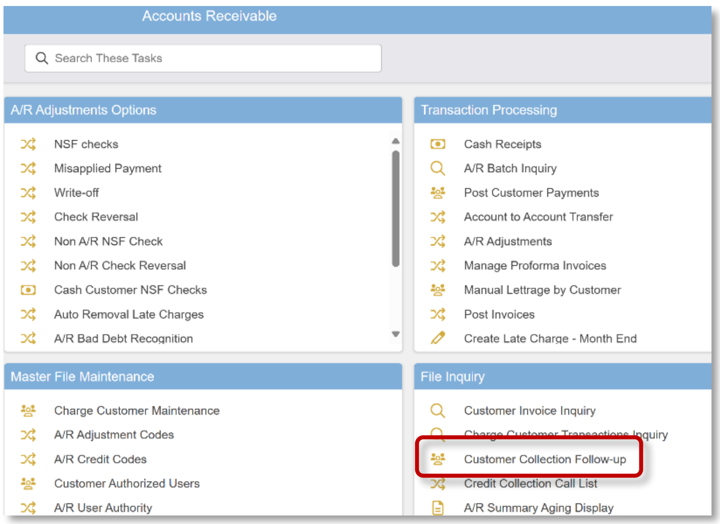
Department:
Customer Support
Last Updated:
7/21/2025 12:45 PM

NAME OF PROCESS # Customer Collection Comments [Roleplay]
Use Case / Objectives
This guide will walk you through how to review and work with customer collection comments that were marked for follow-up.
Configuration, Training, and Reporting
This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document. **Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**
Menu options to access: Accounts Receivable => Customer Collection Follow-up

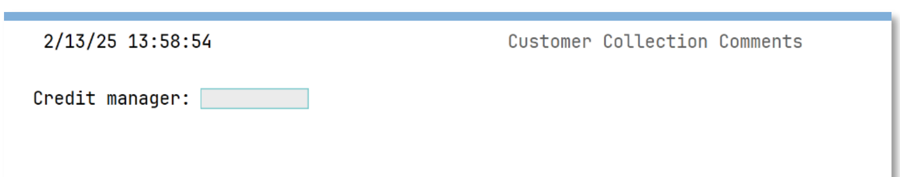
Customer Collection Comments

Process Steps

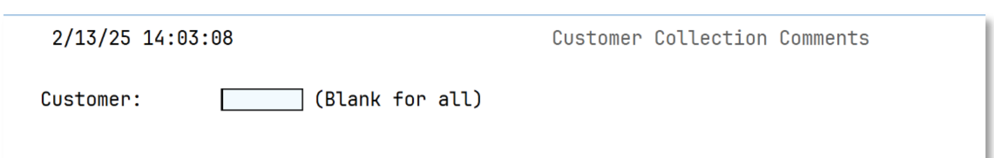
1. Log into the [Roleplay Environment]() using your credentials.
2. If the **Account Receivable** screen does not appear automatically, select **Accounts Receivable** from the left toolbar.
3. In the **File Inquiry** section, click on **Customer Collection Follow-up**.



   a. The **Customer Collection Comments** screen opens.

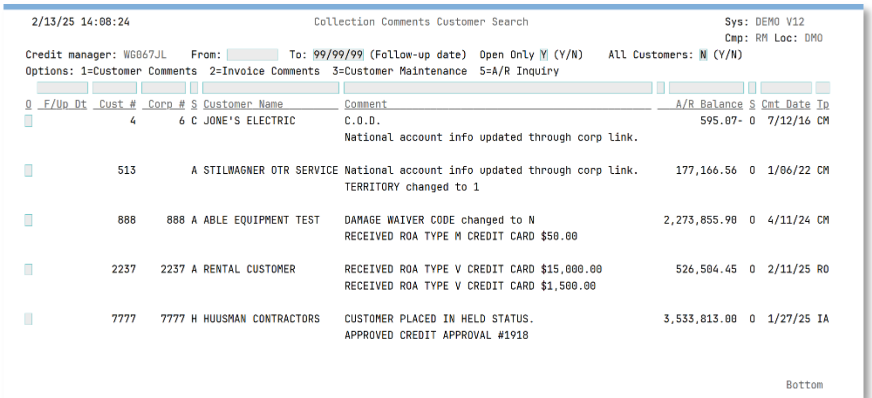


   b. **NOTE:** Press F8 on your keyboard or click on *F08 Toggle* in the **Display Functions** menu to change the field displayed on the screen.



4. For either field option, type in the desired manager/customer in the field and press Enter or you can F4 Search to find the desired option.

a. The **Collection Comments Customer Search (Details)** screen displays.

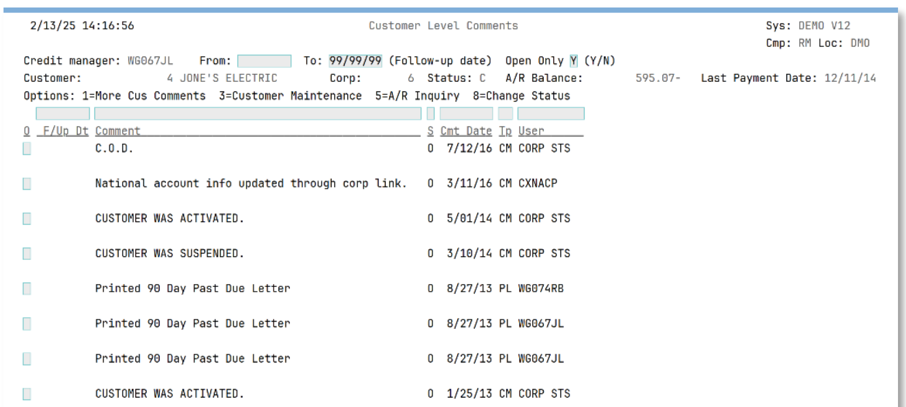


2/13/25 14:08:24 Collection Comments Customer Search Sys: DEMO V12
Cmp: RM Loc: DMO
Credit manager: WG067JL From: To: 99/99/99 (Follow-up date) Open Only Y (Y/N) All Customers: N (Y/N)
Options: 1=Customer Comments 2=Invoice Comments 3=Customer Maintenance 5=A/R Inquiry

O	F/Up Dt	Cust #	Corp #	S	Customer Name	Comment	A/R Balance	S	Cmt Date	Tp
		4	6	C	JONE'S ELECTRIC	C.O.D. National account info updated through corp link.	595.07-	0	7/12/16	CM
		513		A	STILWAGNER OTR SERVICE	National account info updated through corp link. TERRITORY changed to 1	177,166.56	0	1/06/22	CM
		888	888	A	ABLE EQUIPMENT TEST	DAMAGE WAIVER CODE changed to N RECEIVED ROA TYPE M CREDIT CARD $50.00	2,273,855.90	0	4/11/24	CM
		2237	2237	A	RENTAL CUSTOMER	RECEIVED ROA TYPE V CREDIT CARD $15,000.00 RECEIVED ROA TYPE V CREDIT CARD $1,500.00	526,504.45	0	2/11/25	RO
		7777	7777	H	HUUSMAN CONTRACTORS	CUSTOMER PLACED IN HELD STATUS. APPROVED CREDIT APPROVAL #1918	3,533,813.00	0	1/27/25	IA

Bottom

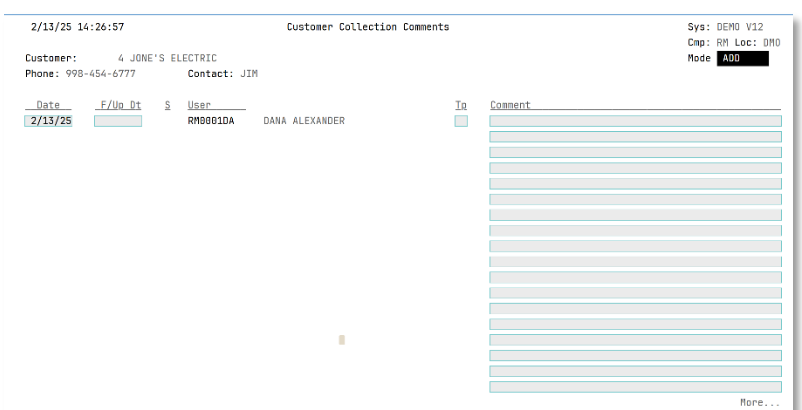
5. To view all comments for a specific customer, <u>type 1</u> in the *O* column and <u>press Enter</u>.
    a. The **Customer Level Comments** screen displays for the selected customer.



2/13/25 14:16:56 Customer Level Comments Sys: DEMO V12
Cmp: RM Loc: DMO
Credit manager: WG067JL From: To: 99/99/99 (Follow-up date) Open Only Y (Y/N)
Customer: 4 JONE'S ELECTRIC Corp: 6 Status: C A/R Balance: 595.07- Last Payment Date: 12/11/14
Options: 1=More Cus Comments 3=Customer Maintenance 5=A/R Inquiry 8=Change Status

O	F/Up Dt	Comment	S	Cmt Date	Tp	User
		C.O.D.	0	7/12/16	CM	CORP STS
		National account info updated through corp link.	0	3/11/16	CM	CXNACP
		CUSTOMER WAS ACTIVATED.	0	5/01/14	CM	CORP STS
		CUSTOMER WAS SUSPENDED.	0	3/10/14	CM	CORP STS
		Printed 90 Day Past Due Letter	0	8/27/13	PL	WG074RB
		Printed 90 Day Past Due Letter	0	8/27/13	PL	WG067JL
		Printed 90 Day Past Due Letter	0	8/27/13	PL	WG067JL
		CUSTOMER WAS ACTIVATED.	0	1/25/13	CM	CORP STS

6. To add a comment, <u>press F6</u> on your keyboard or <u>click on</u> *F06 Add Comment* in the **Display Functions** menu.
    a. The **Customer Collection Comments** screen opens.



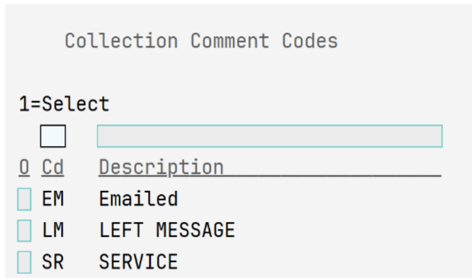
2/13/25 14:26:57 Customer Collection Comments Sys: DEMO V12
Cmp: RM Loc: DMO
Customer: 4 JONE'S ELECTRIC Mode ADD
Phone: 998-454-6777 Contact: JIM

Date	F/Up Dt	S	User		Tp	Comment
2/13/25			RM0001DA	DANA ALEXANDER		

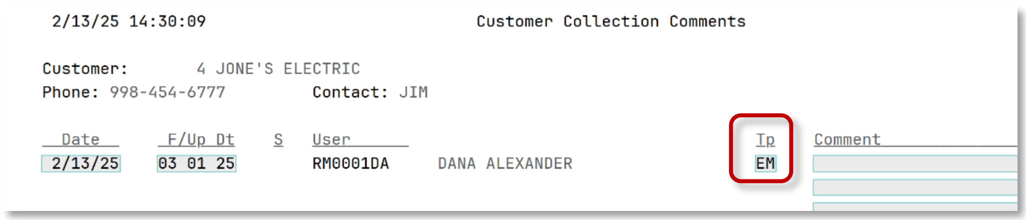
More...

7. <u>Type in</u> the *F/Up Dt* field.
8. With the cursor in the *Tp* field, <u>click on</u> *F04 Search*.

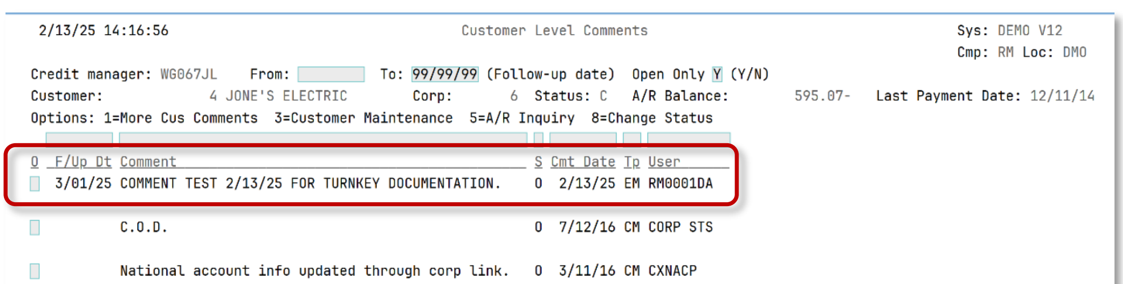
a. The **Collection Comment Codes** pop-up window displays the available comment code types. **NOTE:** These codes are user defined and are set up in the miscellaneous reason code file (TYPE = CC).



9. Type 1 in the *O* column next to the desired option and press Enter.
   a. The **Collection Comment Codes** pop-up window closes and the selected code displays in the *Tp* field.

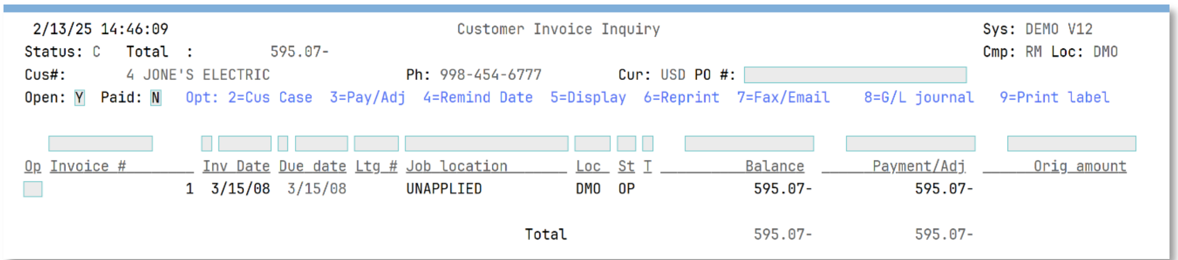


10. Type in your comments and press F10 on your keyboard or click on *F10 Apply Comments* in the **Display Functions** menu. **NOTE:** Notes entered will display in all caps. This is a system default and cannot be changed.
    a. The **Customer Level Comments** screen displays and the comment entered above displays in the table.

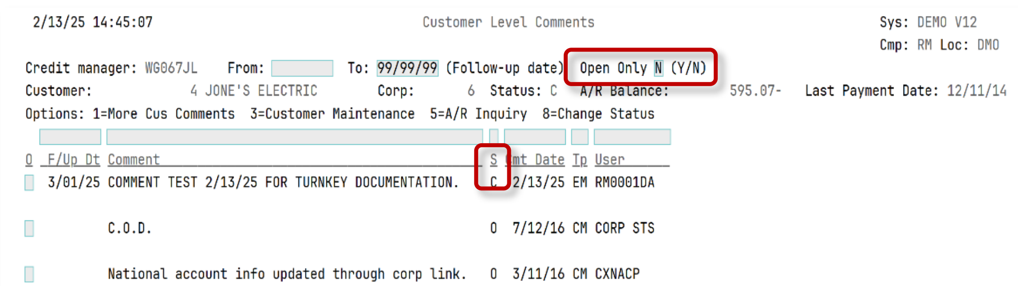


11. To view the invoice information for a specific comment, type 5 in the *O* column and press Enter.

a. The **Customer Invoice Inquiry** screen opens to display details for the selected invoice.



12. Press F12 on your keyboard or click on *F12 Previous* in the **Display Functions** menu to return to the **Customer Level Comments** screen.
13. To change the status of a comment, type 8 in the *O* column; press Enter.
    a. When the comment updates to Status = C it may disappear from the table depending on the *Open Only* field. To view all comments, set the *Open Only* field to **N**.



14. Once all comments are added or edited press F03 on your keyboard or click on *F03 Exit* in the **Display Functions** menu.

Reference Glossary

Field Definitions for Tasks

Customer Collection Comments

- *Credit manager* - Enter the ID of the user whose customer collection comments you want to review and work with.

Collection Comments Customer Search

- *User* - Displays the name of the user whose comments are listed.
- *From/To* - Enter start and end dates of the range for which you want to review comments.
- *Open Only* - Indicate whether you want to display follow-up comments with a status of Open (*Y*) or all comments (*N*).
- *Follow-up Date* - Displays the date entered for follow-up on the collection comment.
- *Customer Number* – Displays the customer number for the customer in question.
- *Comment* - Displays the collection comment marked for follow-up.
- *Status* - Displays the status of the follow-up. Use Option 3 to change the status. Valid codes are:
  - **O** – Open
  - **C** - Closed
- *Date* - Displays the date of the collection comment.
- *Type* - Displays the code for the type of comment.

Customer Collection Comments Detail

- *Customer* - Displays the number and name of the customer for which you are viewing collections comments.
- *Phone* - Displays the phone number and contact name for the customer.
- *Open only* - Indicate whether you want to see only open collection comments (Y) or all collection comments (N).
- *Date* - Displays the date of the collection comment.
- *Follow-up Date* - If applicable, this field displays the next follow-up date for the comment.
- *Status* - Displays the current status of the comment.
- *User* - Displays the system username and full name of the user who entered the comment or entered the transaction that created the comment.
- *Type* - Displays the collection comment transaction type such as **FU** for follow up and **EM** for email sent.
- *Comment* - Displays the text of the credit-related comment.