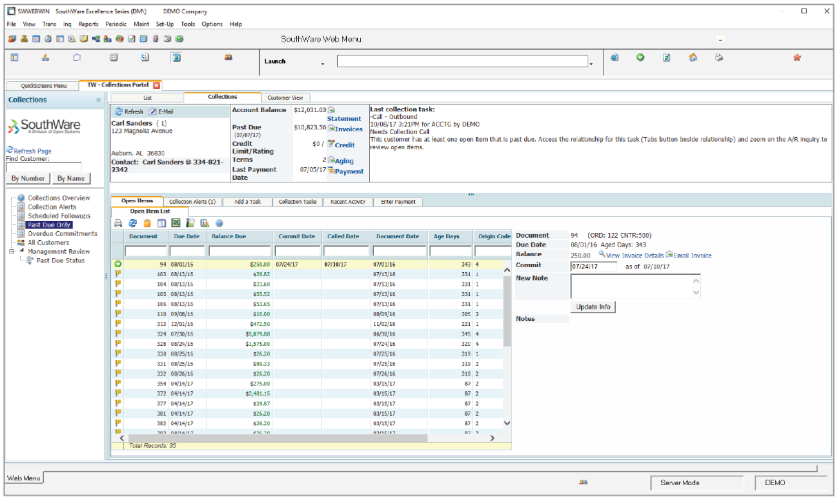
Collections Portal

Financial Management

Following up on past due customer accounts is not one of the most pleasant business tasks, but it is an important one. Every business has customers who seem to procrastinate on sending a check until you give them a polite but firm reminder. If you'd like to make your collection efforts more organized and easier, use SouthWare's Collections Portal. The Collections Portal requires Accounts Receivable and TaskWise™.

Benefits

- Know who needs a collection call
- Systematically follow up with every customer who needs attention
- Keep track of customer promises
- Review and record the status of each outstanding invoice during a collections call
- Know what was said on past collection calls
- Know when to withhold further credit to a customer
- Know which customers have exceeded their credit limit
- Decide how frequently to follow up with each customer
- Instantly access the details of an invoice to answer any questions



View Customer's Past Due Invoices and Status

With the Collections Live Portal you can quickly identify the customers that need collection attention based on alerts, scheduled calls, past due commitments, past due balances, etc.

You can then zoom to the Customer Collection Portal to research and record your collection follow-up efforts.

OPUS INTEGRATED BUSINESS SYSTEMS
info@opus-is.com
770-448-1456

Collections Portal - Features & Functionality

The Collections Live Portal is designed for use within the SouthWare web browser so that you can utilize all the related functionality of SouthWare. You get access to the following standard functions:

Multiple lists of customers based on various collection-related factors

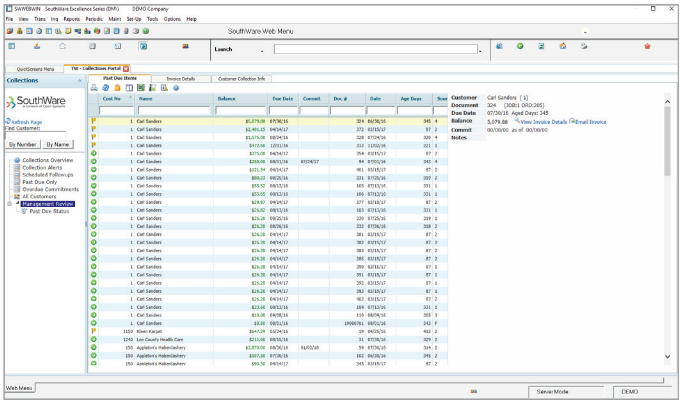
- The list stays active as you zoom to customers so you can simply work down the list

Customer Collection Portal view which includes:

- Customer address/contact info
- Current account status
- Info from last collection call

One click options to:

- Email a statement
- Email selected past due or current invoices
- Change customer credit limit/rating
- Email an aging report
- Access payment entry to accept credit card or other payment



Management Review

Detail interactive views/entry for the customer info:

- Open items - the list highlights past due items - you can record a payment commit date along with notes for each open item
- Open collection alerts - you can enter a review comment for each alert
- Adding a task - you can record your call notes in seconds - you can also create tasks for other operators for follow-up actions
- Collection Tasks - you can review all past collection tasks for the customer
- Recent Activity - you can view the activity list to see a chronological recap of recent customer activity such as orders, payments, tasks, etc