



How Your CRM System Can Improve Your Company's Cash Flow

SageCRM: AR Collections Manger

Agenda

- Introductions
- Objectives
- Definitions
- Thriving not just surviving
 - Productivity Management
 - Financial Processes
 - Operational Process
- Why would I need CRM?
- Next Steps
- Questions and Answers





Core SageCRM Functionality

Tools that are available with SageCRM


Tools that are available within SageCRM



- No Selling to accounts on hold
 - When placing an order Sage ERP Accpac O/E Entry screen within SageCRM notifies the SageCRM user when a customer is on hold and also places the order on hold automatically.
 - When promoting a quote to an order Sage ERP Accpac O/E Entry screen within SageCRM notifies the SageCRM user when a customer is on hold and also places the order on hold automatically.
 - With the use of a small customization, a SageCRM user can be notified when a customer is on hold when they navigate
- Request Credit Increase Automation




OE Entry Quote to Order Screen Customer on Hold Notification

SageCRM  Opportunity: 268
 Company: Mr. Ronald Black - SAMI56
 Person: Ron Black
 Phone: 800 877-9200
 E-mail: ronalblack99@hotmail.com
 Accpac Database ID: SAMI56

Recent Summary Communications Documents Tracking Relationships Quotes **Orders** Owned ***

Quotes

Document Number	Description	Associated Order	Document Date	Expiration Date	Include in Opp. Total	Quote Total
<input checked="" type="checkbox"/> QTR00000000000027			02/21/2011	03/23/2011	Yes	75.23



This order will be put on hold because the customer is on hold.

OK

Promoted	0.00
Pending	75.23
Quote Amount	75.23

Line No...	Type	Item No./Misc. Charge	Quantity	Description	Location	Qty. Available	UOM	t
1	Item	A1-460/0	2	White Melamine Board	2	100 Ea.	Ea.	3

Save Delete Close



Customer is on hold in Accounts Receivable – SageCRM Company

by: Mr. Ronald Black - SAMI56
e: 213 5550274

Accpac Customer Number: 1200
Accpac Database ID: SAMI56

Board Marketing Notes Communications Opportunities Cases People Addresses Phone/E-mail Company Team Documents Relationships Promote to A

Please keep in mind that this Sage ERP Accpac Customer is on hold and as such you are NOT allowed to save any updates to this record within SageCRM.

Do Not Map:

Status:
Active

Employees:
< 20

Type:
Customer

Accpac Customer Number:
1200

Revenue:

SLA:

Accpac Database ID:
SAMI56

Source:
Phone

Address ▶

Mapquest Map for this address:

Street:
2820 Wabash Road
Suite 2001

City:
Los Angeles

Zip Code:
90048

State:
CA

Country:
USA

Phone/E-mail ▶

Business: 213 5550274
Fax: 213 5557234
Business rob

Contact ▶

Last Name:
[Black](#)
Title:

Business E-mail:
ronaldblack99@hotmail.com

First Name:
[Ron](#)
Department:

Area Code:
800


Salutation:
Mr.

Phone Number:
877-9200

Action
Current



Pro-active access to vital information

SageCRM  Company: Mr. Ronald Black - SAMI56 Phone: 213 5550274 Accpac Customer Number: 1200
Accpac Database ID: SAMI56

Recent Summary Quick Look Dashboard Marketing Notes Communications Opportunities Cases People Addresses Phone/E-mail Company Team Documents Relationships Promote to Accpac A/R Inquiry **Customer Statistics** Optional Fields

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Credit Information

Customer Name Mr. Ronald Black - SAMI56	Customer Number 1200	National Account
Group Code RTL	Short Name Mr. Ronald	Terms Code DUETBL
Account Type Balance Forward	On Hold No	Status Active
Date of Last Statement	Last Statement Total Cust. Curr. (USD) \$ 0.00	Number of Open Documents 11
Credit Limit \$ 20,000.00	Balance Due in Cust. Curr. \$ 5,097.05	Currency Code USD
Amount Retained - Cust. Curr. \$ 0.00	Optional Fields Yes	

Document Totals

Year:	Period:	Currency Type:		
2020	06	Customer		
	Period to Date	Year to Date	Last Year	
Invoices	\$ 1,862.12	\$ 6,921.05	\$ 7,076.78	
Receipts	-\$ 1,823.50	-\$ 8,550.97	-\$ 4,417.24	
Discounts	\$ 0.00	\$ 0.00	\$ 0.00	
Credit Notes	\$ 0.00	-\$ 119.98	\$ 0.00	
Debit Notes	\$ 0.00	\$ 0.00	\$ 0.00	
Adjustments	\$ 0.00	\$ 0.00	\$ 0.00	
Write-Offs	\$ 0.00	\$ 0.00	\$ 0.00	
Interest Charges	\$ 0.00	\$ 0.00	\$ 0.00	
Returned Checks	\$ 0.00	\$ 0.00	\$ 0.00	
Invoices Paid	\$ 1,623.48	\$ 4,802.97	\$ 4,205.14	
Refunds	\$ 0.00	\$ 0.00	\$ 0.00	
AvgDaysPay	4	48.5	96	

Salespersons

Salesperson	Name	Percentage
BB	Bill Bhaissou	80.00000%
DS	David Sanjos	20.00000%

Aging

Age as of: 06/30/2020 Cutoff Date: 06/30/2020

		USD	USD
	Current	\$ 857.87	\$ 857.87
1	30	\$ 403.77	\$ 403.77
31	60	\$ 0.00	\$ 0.00
61	90	\$ 471.97	\$ 471.97
Over	90	\$ 813.95	\$ 813.95
	Total	\$ 2,547.56	\$ 2,547.56

Document History

	Date	USD
Highest Balance This Year	06/30/2020	\$ 5,097.05
Highest Balance Last Year		\$ 0.00
Largest Invoice This Year	07/01/2020	\$ 2,338.04
Largest Invoice Last Year		\$ 0.00
Last Invoice	06/30/2020	\$ 633.26
Last Receipt	05/31/2020	-\$ 97.43
Last Credit Note	09/09/2020	-\$ 64.94
Last Debit Note		\$ 0.00
Last Adjustment		\$ 0.00
Last Write-off		\$ 0.00
Last Interest Charge		\$ 0.00
Last Returned Check		\$ 0.00
Last Discount		\$ 0.00
Last Refund		\$ 0.00
Balance		\$ 5,097.05
Last Statement Balance		


Run Aging

Customer Inquiry

Customer Comments



Pro-active access to vital information









SageCRM  Company: Mr. Ronald Black - SAMI56 Phone: 213 5550274 Accpac Customer Number: 1200
Accpac Database ID: SAMI56

Recent Summary Quick Look Dashboard Marketing Notes Communications Opportunities Cases People Addresses Phone/E-mail Company Team Documents Relationships Promote to Accpac A/R Inquiry **Customer Statistics** Optional Fin

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Credit Limit \$ 20,000.00	Balance Due in Cust. Curr. \$ 5,097.05	Currency Code USD
Amount Retained - Cust. Curr. \$ 0.00	Optional Fields Yes	

Document Totals

Year: 2020 Period: 06 Currency Type: Customer

	Period to Date	Year to Date	Last Year
Invoices	\$ 1,862.12	\$ 6,921.05	\$ 7,076.78
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Salespersons

Salesperson	Name	Percentage
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DS	David Sanjos	20.00000%



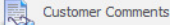
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Last Write-off		\$ 0.00
Last Interest Charge		\$ 0.00
Last Returned Check		\$ 0.00
Last Discount		\$ 0.00
Last Refund		\$ 0.00
Balance		\$ 5,097.05
Last Statement Balance		

 Run Aging
 Customer Inquiry
 Customer Comments



Request Credit increase Automation

SageCRM

Company: Mr. Ronald Black - SAMI56
Phone: 213 5550274

Accpac Customer Number: 1200
Accpac Database ID: SAMI56

Recent | **Summary** | Quick Look | Dashboard | Marketing | Notes | Communications | Opportunities | Cases | People | Addresses | Phone/E-mail | Company Team | Documents | Relationships | Promote to Accpac | A/R Inquiry | Customer Statistics | Optional Fields

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Company ▾

Company Name: Mr. Ronald Black - SAMI56	Do Not Map: <input type="checkbox"/>	Type: Customer	SLA:
Website:	Status: Active	Accpac Customer Number: 1200	Accpac Database ID: SAMI56
Segment:	Employees: < 20	Revenue:	Source: Phone
Territory: Sample Company, Inc. - FY2020 - SAMI56	Account Manager: Susan Maye	Mail Restriction:	Credit Limit: 20000
Group Code: Retail Sales Group	Tax Group: California State Tax Group	Terms Code: Due by Invoice Date	Has: -None selected-

Address ▾

Mapquest Map for this address:

Street: 2820 Wabash Road Suite 2001	City: Los Angeles	State: CA
Zip Code: 90048	Country: USA	

Phone/E-mail ▾

Business:	213 5550274
Fax:	213 5557234
Business rob	

Contact ▾

Last Name: Black	First Name: Ron	Salutation: Mr.
Title:	Department:	
Business E-mail: ronaldblack99@hotmail.com	Area Code: 800	Phone Number: 877-9200

Actions:

Current State: Start

Request Credit Increase

Change

Delete

Add this record to a Group

Summary Report


New Quote

New Order

Help



Request Credit increase Automation

SageCRM  Company: Mr. Ronald Black - SAMI56 Accpac Customer Number: 1200
Accpac Database ID: SAMI56
Phone: 213 5550274

Recent Summary Quick Look Dashboard Marketing Notes **Communications** Opportunities Cases People Addresses Phone/E-mail Company Team Documents Relationships Promote to Accpac A/R Inquiry Customer Statistics Options

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2 Communications, Page 1 of 1								
Date / Time	Action	Person	Details	Territory	User	Has Attachments	Regarding	Status
Today 2:30 PM	Credit Application		Credit Application: Send to the Customer and have them complete and return to you. Upon return attach to company record as type credit application.	Sample Company, Inc. - FY2020 - SAMI56	Susan Maye			<input type="checkbox"/>
Today 2:30 PM	Financial Statements		Financial Statements: Send request to Customer for copy of current Financial Statements and then attach to company record and complete this task.	Sample Company, Inc. - FY2020 - SAMI56	Susan Maye			<input type="checkbox"/>

Action: --All--

Status: Pending

Type: --All--

Territory: --All--

To:

Filter

- Calendar View
- New Task
- New Appointment
- New E-mail
- Document Drop
- Help

Time Wasted Credit Approval Process

- Think about your process when someone wants to apply for credit?
- How much time is wasted
 - Chasing down paperwork and documents
 - Chasing down the account manager
 - Chasing down the customer

We spend so much time educating the Sales/Account team on what they need to provide it just seems to go in one ear and out the other. You would think they would want to get their customers credit and make it easier to close business.



Demonstration

Credit Approval Process





Collections Manager



**What is you're
A/R Collections
process like now?**

A/R Aged Trial Balance by Document Date (ARTBAL01)

Account Type [All Customers]
 Age Transactions As Of [02/12/2009]
 Cutoff by Document Date [02/12/2009]
 Print Transactions In [Detail by Document Date]
 Contact/Phone/Credit [Yes]
 Space For Comments [No]
 Include Only Customers Over Their Credit Limits [No]
 Print Zero-Balance Customers [No]
 Include Prepayments [Yes]
 Include Paid Transactions [No]
 Include Applied Details [No]
 Print Amounts In [Functional Currency]

AR CALLS FOR 1/2/3

Customer Number/Name/ Document Type/Number	Doc. Date	Due Date or Check/Recpt. No.	Current	1 to 30 Days	31 to 60 Days	61 to 90 Days	Over 90 Days	Total
1100 Bargain Mart - San Diego		Contact: Mr. Jose Grange			Phone: (408) 451-8981		Credit Limit: 5,500.00	
IN TR-INV-001	01/01/2009	10/01/2009					2,533.16	2,533.16
IT TR-INV-011	07/02/2009	07/02/2009					120.33	120.33
CR TR-CRE-007	04/03/2009	04/03/2009	-126.68					-126.68
IN IN00000000000005	13/05/2009	12/06/2009					392.69	392.69
IN IN0000000000010	10/08/2009	09/09/2009					393.73	393.73
IN IN0000000000021	12/10/2009	11/11/2009						132.12
IN IN0000000000027	01/12/2009	31/12/2009			1,387.20			1,387.20
Customer Total :			-126.68	1,387.20	132.12	0.00	3,439.91	4,832.55
1105 Bargain Mart - Oakland		Contact: Mr. Jose Grange			Phone: (408) 451-8981		Credit Limit: 15,000.00	
IN TR-INV-002	01/01/2009	10/01/2009					1,392.89	1,392.89
IN TR-INV-008	01/03/2009	31/03/2009					20,663.68	20,663.68
IN IN00000000000003	08/05/2009	07/06/2009					261.10	261.10
IN IN00000000000008	07/08/2009	06/09/2009					261.91	261.91
IN IN00000000000022	12/10/2009	25/10/2009						69.36
IN IN00000000000025	01/12/2009	31/12/2009			979.52			979.52
Customer Total :			0.00	979.52	69.36	0.00	22,579.58	23,628.46
1200 Mr. Ronald Black		Contact: Mr. Black			Phone: (213) 555-0274		Credit Limit: 20,000.00	
IN TR-INV-003	01/01/2009	15/01/2009					145,207.46	145,207.46
IN TR-CRE-006	02/02/2009	15/02/2009					356.38	356.38
IN IN000000000000013	04/09/2009	04/10/2009					1,977.58	1,977.58
IN IN00000000000023	12/10/2009	25/10/2009						1,246.24
IN IN00000000000026	01/12/2009	15/12/2009			1,599.38			1,599.38
Customer Total :			0.00	1,599.38	1,246.24	1,977.58	145,563.84	150,387.04
1210 ACME Plumbing		Contact: Mr. Carl Jenner			Phone: (816) 555-3341		Credit Limit: 12,500.00	
IN IN000000000000014	04/09/2009	15/09/2009					1,449.83	1,449.83
IN IN000000000000015	04/09/2009	15/09/2009					874.92	874.92
IN IN000000000000016	04/09/2009	15/09/2009					2,295.26	2,295.26



12/4 CK# 2134 is in memo

SAYS WE double INVICED from 17

ARMED TO COU BACK

LVM



AR Collections Manager











CRM  Find: 
 My CRM for: **System Administrator**

Recent | Dashboard | Calendar | Contacts | Leads | **Unpaid Invoices** | Opportunities | Cases | Shared Documents | Preferences | Groups | ...





Overdue Invoice (60)



60 Unpaid Invoices Found, Page 1 of 6 Go to page  


	Stage	Company	Person	Document Number	Document Date	Due Date	Aged Status	Amount (\$)	Amount Due (\$)	User
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000005	5/13/2019	6/12/2019	-	974.09	283.18	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000010	8/10/2019	9/9/2019	-	974.09	283.18	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000021	10/12/2019	11/11/2019	-	329.90	95.87	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000027	12/1/2019	12/31/2019	-	974.09	283.18	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000036	3/18/2020	4/17/2020	-	3,285.39	943.94	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000058	6/5/2020	7/5/2020	-	687.82	687.82	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN00000000000060	6/30/2020	7/30/2020	-	565.63	565.63	System Administrator
	Overdue Invoice	Barqain Mart - San Diego	Jose Grange	IN7867	6/5/2020	7/4/2020	-	264.90	264.90	System Administrator
	Overdue Invoice	Barqain Mart - Oakland	Jose Grange	IN0000000000000005	7/30/2020	8/29/2020	-	69.28	69.28	System Administrator
	Overdue Invoice	Barqain Mart - Oakland	Jose Grange	IN00000000000003	5/8/2019	6/7/2019	-	687.82	188.79	System Administrator

Status:

Stage:

Document Date:
 Between  

Due Date:
 Between  

Aged Status: 

Unpaid Invoice - Amount:
 Equal To \$

Unpaid Invoice - Amount Due:
 Equal To \$

Accpac Database:

Get People to pay sooner

- Approximately how much cash do you collect every month?
- What if you could collect the cash sooner?

We collect \$500,000 per month. By collecting 25% of that (\$125,000) 3 days earlier we have that cash available to run our business and even see ROI by increasing the interest earned on that money (\$865.00 in a year).



Demonstration

AR Collections Manager





Why would I need CRM?

Why would I need CRM?

- Is everyone working through a central portal to access data?
- Do you track as many interactions with people as possible?
- Does your sales, marketing, finance, support and consulting teams interact with the same customers, prospects?
- Are leads potentially falling through the cracks?
- Can anyone in your team pickup when someone is sick?



Why would I need CRM?

- Do you have a calendaring and task system for improved cash collections?
- Do you have to track information on spreadsheets?
- Do you have to have someone write reports for you?
- Do you know what your team has been doing all day?
- Do you know if where you lose most of your sales?



What else does SageCRM Do?

Other SageCRM Features not touched on today

- CRM (Customer Relationship Management)
 - Sales
 - Opportunity Management
 - Forecasting
 - Marketing
 - Campaign Management
 - Advanced Marketing with Sage eMarketing (Drip Marketing)
 - Customer Service
 - Knowledgebase
 - Productivity and Task Management
 - Calendaring
 - Alerts and Escalation
 - Email Management
 - Customer Self Service



Other Touch points not mentioned today

Touch points:

- Quote to Order process to
- Shipping to Invoicing process
- Project and Job Costing
- RMA
- Optional Fields
- Accounts Payable (Vendor Relationship Management)

Road Map:

- Sage ERP Accpac 6.0 shipping with SageCRM 7.1
 - Available NOW!
 - New web based Quotes & Orders for Sage ERP Accpac

Thank you for attending today's Webinar

For additional questions after the Webinar please reach out to your Axis Global Partners team.

