



Dynamics
Shop

User Guide for Microsoft Dynamics 365 Business Central

Product: SD Credit Controller

Release: D365 BC V19+

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2 Getting Started

SD Credit Controller provides credit control management in Microsoft Dynamics 365 Business Central and allows users to gain control of, and track, customers' balances against open customer sales, enhancing your debt collection and credit control. Using SD Credit Controller, you can follow up, action, and manage, overdue customer payments.

SD Credit Controller enables a clear overview of outstanding customer entries allowing the credit controller to keep track and a tally of customers not due, due, and overdue, and of in-dispute documents, enabling the credit controller to easily see those customers who are not paying on time.

The SD Credit Controller Role Centre is designed to present the most important information to the credit controller and presents and implements everyday credit control tasks in a clear and simple manner. Within the SD Credit Controller Role Centre, the credit controller has access to standard Microsoft Dynamics 365 Business Central Credit, Sales and Payment functionality.

Using SD Credit Controller, you can easily track and log communications, logged as Actions, against a customer, or, against a specific customer ledger entry. Creating Action Type Codes allows you to classify and define the action taken - be it a call, an email, or as reminders sent to your customer.

SD Credit Controller enables Credit Classification of customers with user-defined credit configuration fields based on customer payment performance monitoring; allows you to create Repayment Plans for customers in arrears; and to mark customer transactions as in-dispute.

In standard Microsoft Dynamics 365 Business Central, the Average Debtor Days is calculated as if all invoices are of the same value and does not consider part-payments during calculations. SD Credit Controller, however, weighs its Average Debtor Days calculations by value.

The Actions Overview in the Role Centre displays Incomplete Actions, Overdue Incomplete Actions, Incomplete Actions Due Today and Actions Due this Week. A credit controller can

also easily view their tasks in the My Incomplete Actions List. Repayment Plans Overdue, Due Today, and Due this Week are also displayed, as are Blocked Customers, and those with an Overdue Balance. The credit controller can also view the Repayment Plans Due this Week, the Promised Amounts Due Today and the Promised Amount Due this Week.

SD Credit Controller also allows for Multi-Company synchronisation and presents a group data position. Data is maintained in the Master Company and data synchronisation is performed on pre-defined fields that are constant for all Companies. Users can also define custom fields on the standard Microsoft Dynamics 365 Business Central Customer table that will be synchronised to other Managed Companies.

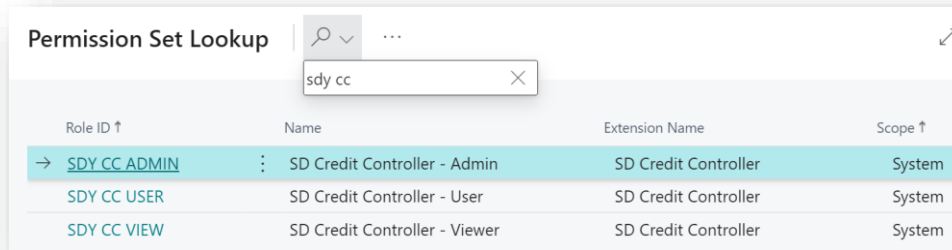
The individual credit controllers can be assigned an Overdue Responsibility Amount, controlling the level of each individual credit controller's decision-making responsibilities.

Workflows in SD Credit Controller allow you to define Automatic Workflow processes. You can easily create Workflows to automatically create Actions, create a Reminder, or create a Reminder Email (with or without attachments) from SD Credit Controller.

SD Credit Controller uses Templates to define the default settings to use when automatically creating an Action, Word Merge Document, or Email.

3 Security Setup

We have provided the following permission sets for SD Credit Controller: SDY CC ADMIN, SDY CC USER and SDY CC VIEW (*Figure 3-1*).



Role ID ↑	Name	Extension Name	Scope ↑
→ SDY CC ADMIN	SD Credit Controller - Admin	SD Credit Controller	System
SDY CC USER	SD Credit Controller - User	SD Credit Controller	System
SDY CC VIEW	SD Credit Controller - Viewer	SD Credit Controller	System

Figure 3-1

We have also created extensions on the following standard Microsoft Dynamics 365 Business Central Permissions:

- Exten. Mgt. - Admin includes SDY CC ADMIN permissions
- D365 BUS FULL ACCESS includes SDY CC USER permissions
- D365 BASIC includes SDY CC VIEW permissions

Note: If you have a company in your database that you do not want to use SD Credit Controller in, you will still need to assign SD Credit Controller Permissions to the users in this company as SD Credit Controller events that require these permissions are called system-wide once the product has been installed in your database.

4 Installing SD Credit Controller

To install **SD Credit Controller** from the Business Administration Shell:

1. Run the **Business Central Administration Shell** as **Administrator**.
2. To publish the extension from the package file (.app), use the **Publish-NAVApp cmdlet**.

Example:

```
Publish-NAVApp -ServerInstance BC190 -Path "C:\Users\name\Downloads\Simply Dynamics Ltd_SD Credit Controller_10.0.0.0.app"
```

3. To synchronise the schema changes, use the **Sync-NAVApp cmdlet**.

Example:

```
Sync-NavApp -ServerInstance BC190 -Name "SD Credit Controller"
```

4. To install the published NAV App, use the **Install-NAVApp cmdlet**.

Example:

```
Install-NAVApp -ServerInstance BC190 -Name "SD Credit Controller"
```

5. Open your Dynamics 365 Business Central Web Client and use the **Tell Me** to search for **Extension Management** (Figure 4-1).

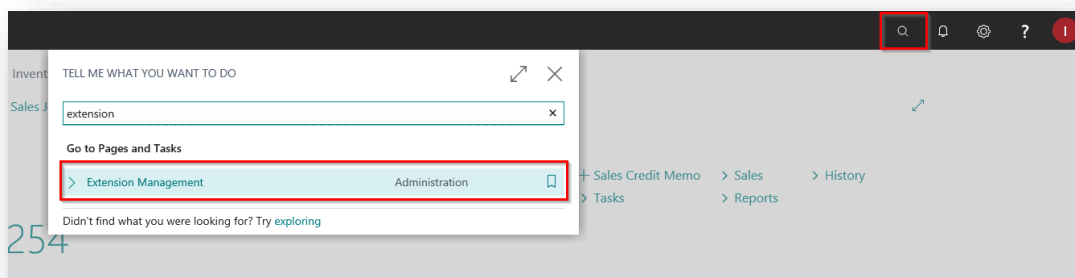


Figure 4-1

6. In the **Extension Management** list, you should see the **SD Credit Controller App** installed.

4.1 Allowing HttpClient Requests in SD Intelli Pricing

Switching on the **Allow HttpClient Requests** option allows SD Credit Controller to call an API that sends and returns licence key information to activate the product licence. The Allow HttpClient Requests option is automatically enabled on install of the SD Credit Controller.

1. Open your Dynamics 365 Business Central Web Client and use the **Tell Me** to search for **Extension Management** (Figure 4-2).

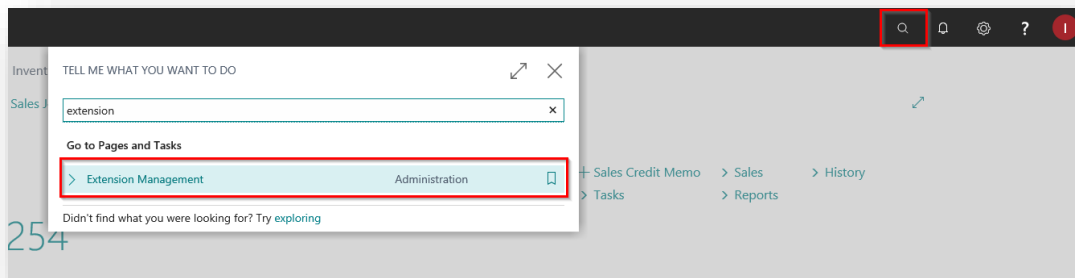
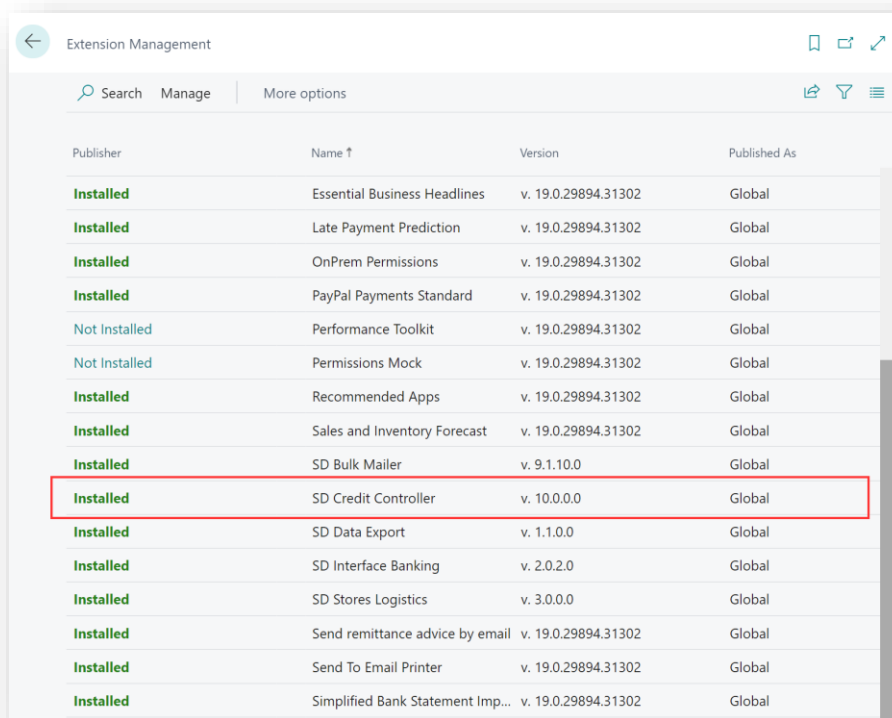


Figure 4-2

2. In the **Extension Management** list, you should see the **SD Credit Controller App** installed (Figure 4-3).



Publisher	Name ↑	Version	Published As
Installed	Essential Business Headlines	v. 19.0.29894.31302	Global
Installed	Late Payment Prediction	v. 19.0.29894.31302	Global
Installed	OnPrem Permissions	v. 19.0.29894.31302	Global
Installed	PayPal Payments Standard	v. 19.0.29894.31302	Global
Not Installed	Performance Toolkit	v. 19.0.29894.31302	Global
Not Installed	Permissions Mock	v. 19.0.29894.31302	Global
Installed	Recommended Apps	v. 19.0.29894.31302	Global
Installed	Sales and Inventory Forecast	v. 19.0.29894.31302	Global
Installed	SD Bulk Mailer	v. 9.1.10.0	Global
Installed	SD Credit Controller	v. 10.0.0.0	Global
Installed	SD Data Export	v. 1.1.0.0	Global
Installed	SD Interface Banking	v. 2.0.2.0	Global
Installed	SD Stores Logistics	v. 3.0.0.0	Global
Installed	Send remittance advice by email	v. 19.0.29894.31302	Global
Installed	Send To Email Printer	v. 19.0.29894.31302	Global
Installed	Simplified Bank Statement Imp...	v. 19.0.29894.31302	Global

Figure 4-3

3. Select the **SD Credit Controller** App record and from the menu, select the **Manage** group, and choose **Configure** (Figure 4-4).

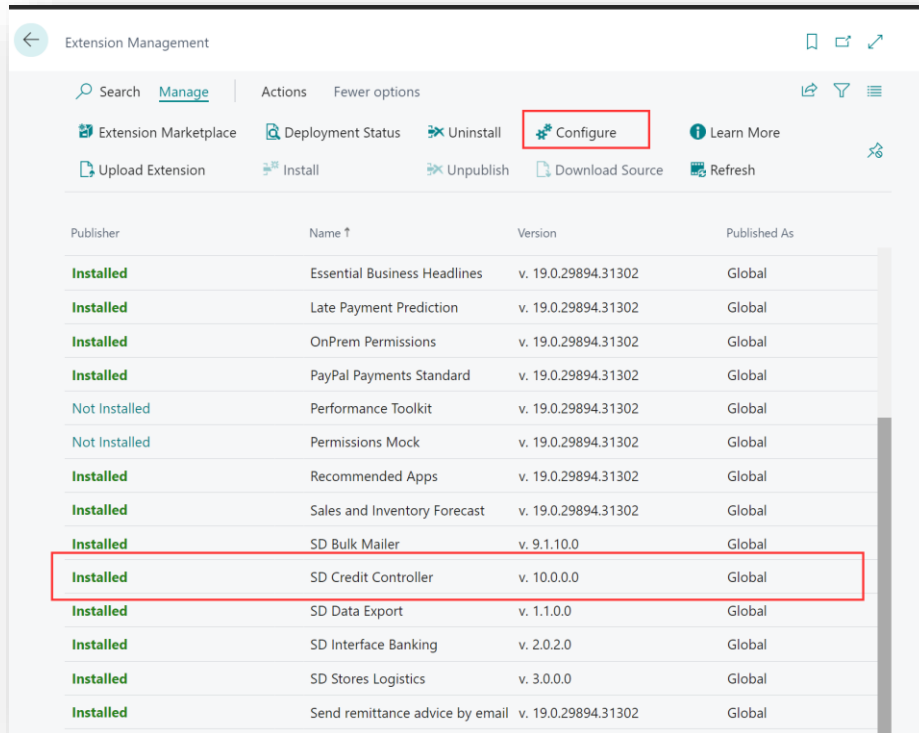


Figure 4-4

4. Choose to allow the **Allow HttpClient Requests** option (Figure 4-5).

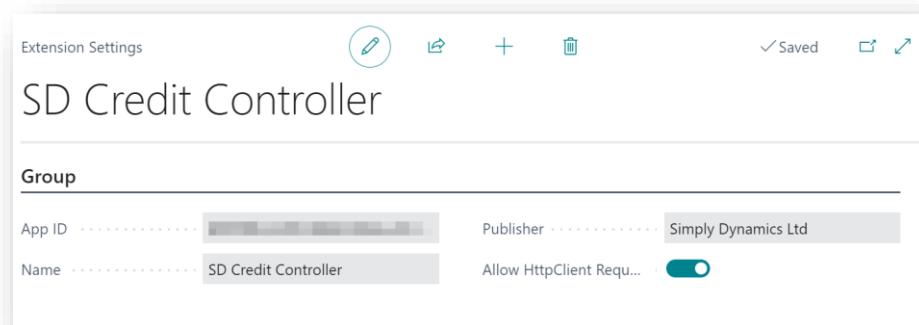


Figure 4-5

4.2 Choosing the SD Credit Controller Role

SD Credit Controller has six predefined Role Centres designed for use by Administrators, Team Managers and Credit Controllers. Note that in the Administrator Role Centre you can navigate to all areas of SD Credit Controller. The Manager Role Centre and the Credit Controller Role Centre restrict user access to certain areas of SD Credit Controller.

1. From your Dynamics 365 Business Central Web Client, in the app bar, select the **Settings** icon and then select **My Settings** (Figure 4-6).

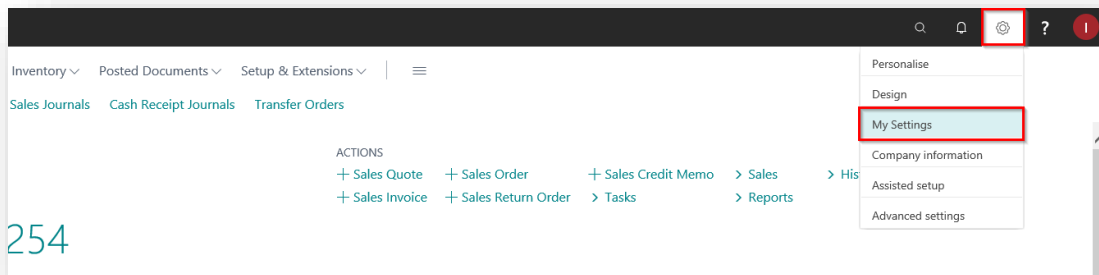


Figure 4-6

2. In the **My Settings** page, on the **Role** field, select the **AssistEdit** icon (Figure 4-7).

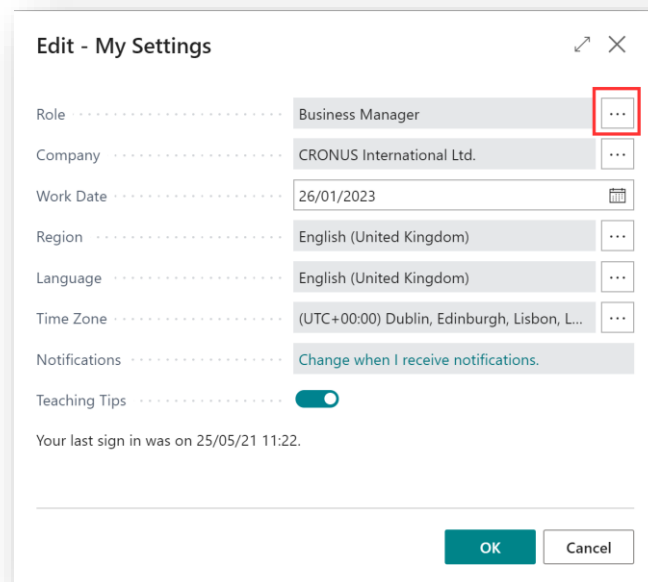


Figure 4-7

3. You will see the **SD Credit Controller** roles in the list of Roles (*Figure 4-8*).

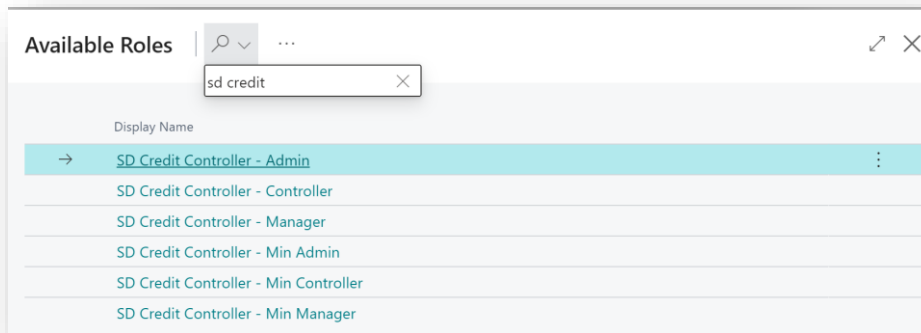


Figure 4-8

4. Choose the required role and click **OK**.
5. The **SD Credit Controller** Role should now be displayed in the **Role** field (*Figure 4-9*).

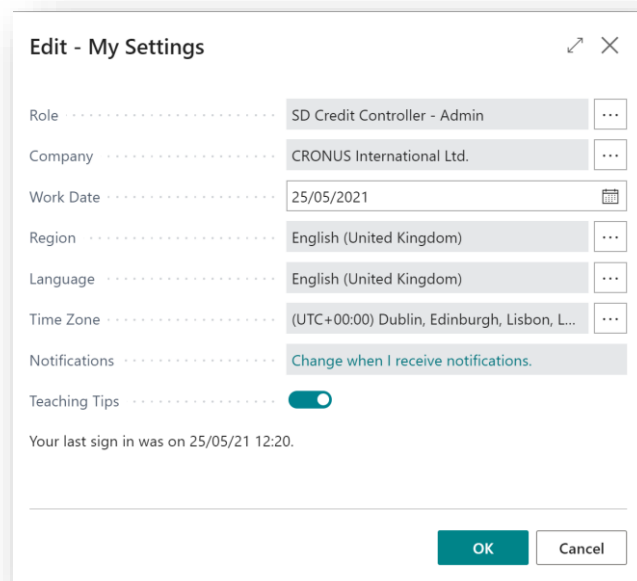


Figure 4-9

4.3 Accessing the SD Credit Controller Pages

Use the **Tell Me** to search for SD Credit Controller pages. Begin typing **SD** or **Credit** to see a list of the SD Credit Controller pages (*Figure 4-10*).

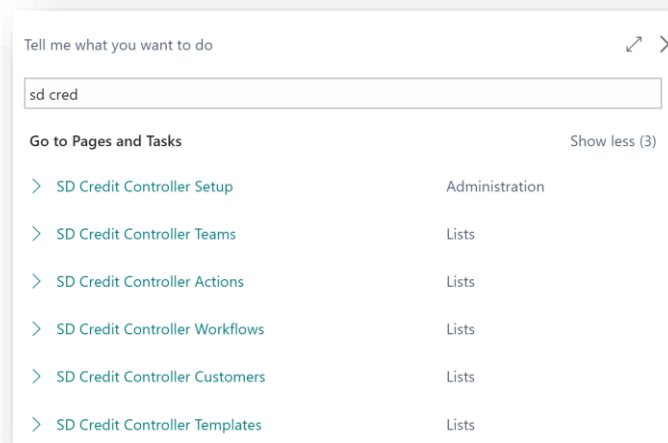


Figure 4-10

4.4 Activating the SD Credit Controller Licence

To use SD Credit Controller, you must activate the licence.

1. From the **Tell Me**, search for and select the **SD Credit Controller Setup** card.
2. When the **SD Credit Controller Setup** card opens, you will be prompted that “Your SD Credit Controller license needs to be validated”. Choose **Yes** (*Figure 4-11*).

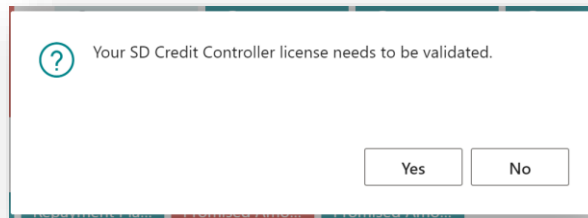


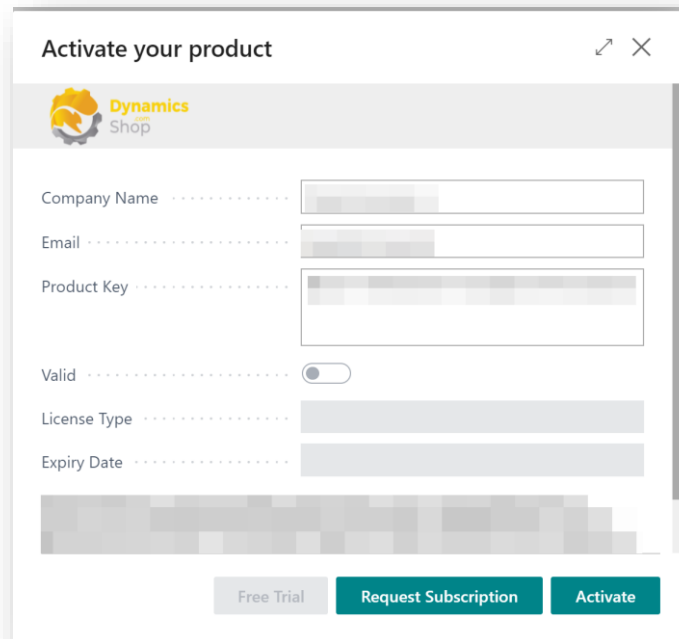
Figure 4-11

3. You will then see the **Activate your product** page.

4.5 Activating the SD Credit Controller Licence with a Product Key

If you have received a Product Key from Simply Dynamics Ltd., in the **Activate your product** page (*Figure 4-12*):

1. Enter your company name in **Company Name**
2. Enter your company email in **Email**
3. Paste the supplied product key into the **Product Key** field. **Tab off the Product Key field to validate the contents of the field and to enable the Activate key.** Choose **Activate**.



Activate your product

Dynamics Shop

Company Name

Email

Product Key

Valid

License Type

Expiry Date

Free Trial Request Subscription Activate

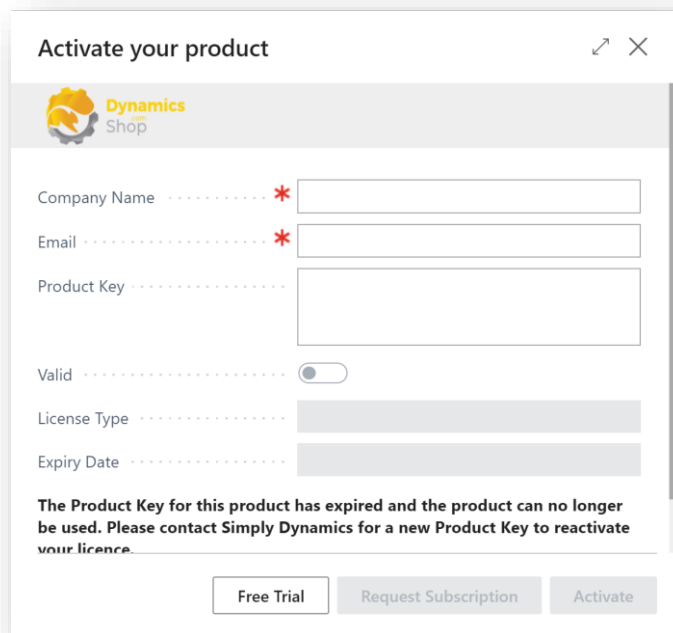
Figure 4-12

4. The **Activate your product** page will update to display a message that the activation was successful. The expiry date will depend on the date that you activated your free trial.

4.6 Activating the SD Credit Controller Licence with a Free Trial

If you have not received a Product Key from Simply Dynamics Ltd. and want to avail of a free trial, in the **Activate your Product** page (Figure 4-13):

1. Enter your company name in **Company Name**
2. Enter your company email in **Email**
3. Choose **Free Trial**



Activate your product

Dynamics Shop

Company Name *

Email *

Product Key

Valid

License Type

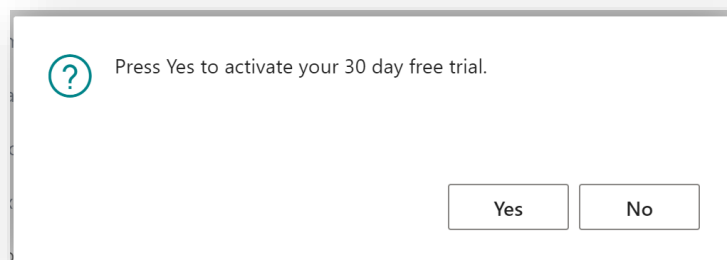
Expiry Date

The Product Key for this product has expired and the product can no longer be used. Please contact Simply Dynamics for a new Product Key to reactivate your licence.

Free Trial Request Subscription Activate

Figure 4-13

4. You are then prompted to choose **Yes** to activate your free trial. Choose **Yes** (Figure 4-14).

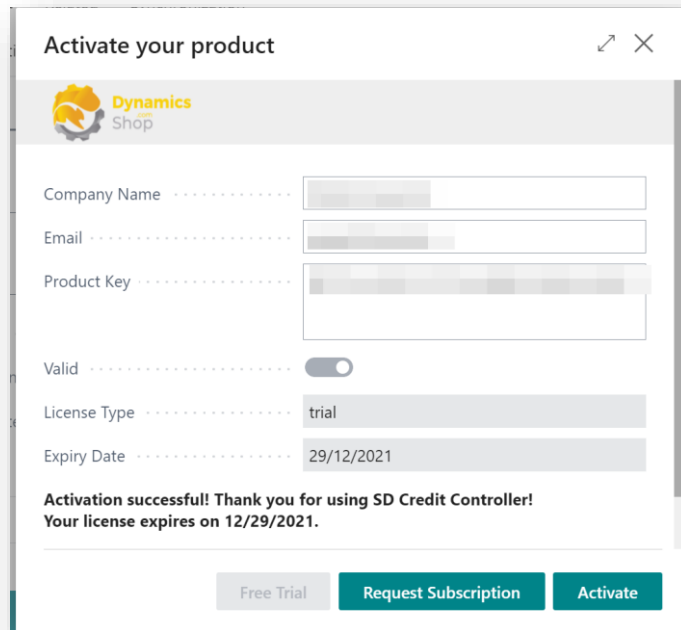


Press Yes to activate your 30 day free trial.

Yes No

Figure 4-14

5. The **Activate your product page** will update to display a message that the activation was successful. The expiry date will depend on the date that you activated your free trial (Figure 4-15).



Activate your product

Dynamics Shop

Company Name

Email

Product Key

Valid

License Type trial

Expiry Date 29/12/2021

Activation successful! Thank you for using SD Credit Controller!
Your license expires on 12/29/2021.

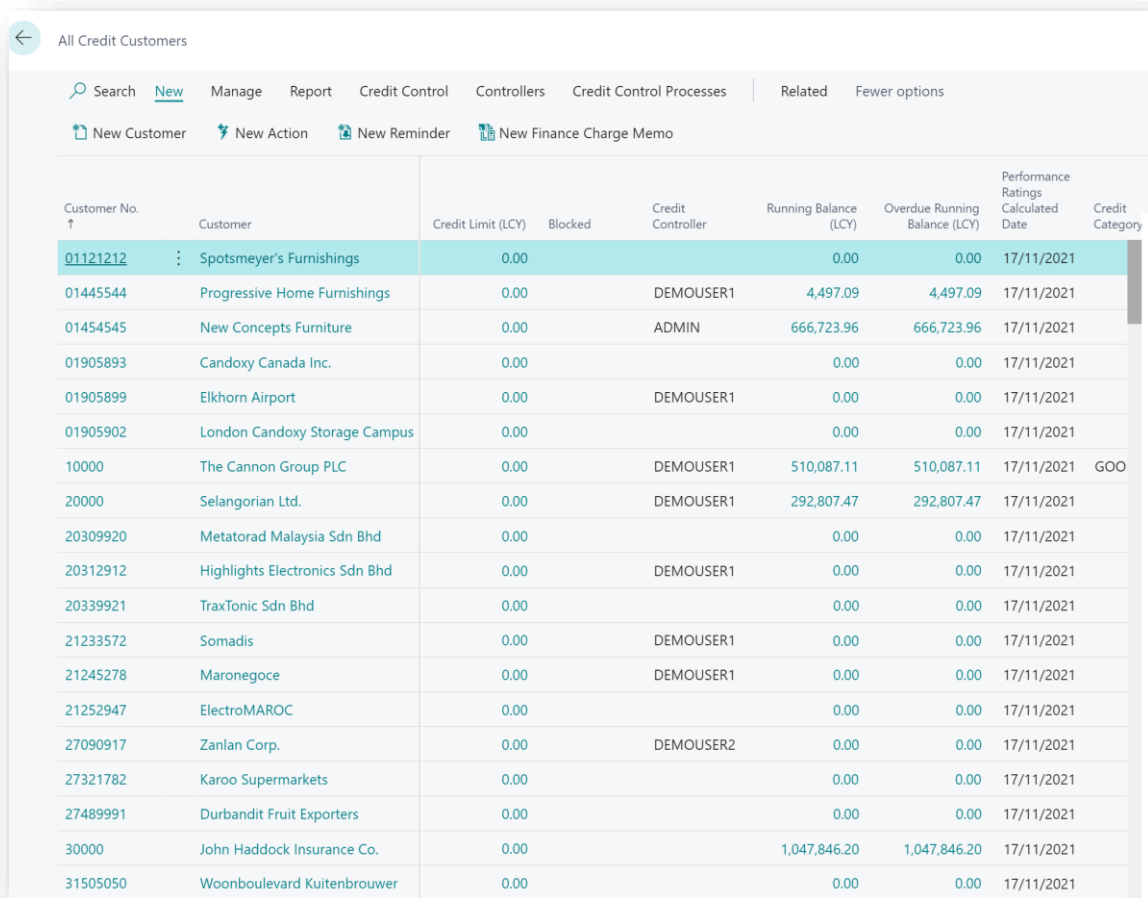
Free Trial Request Subscription Activate

Figure 4-15

6. When your Free Trial has expired, choose **Request Subscription** to request a Product Key from Simply Dynamics.

4.7 Running SD Credit Controller for the First Time

Note: When running SD Credit Controller for the first time and accessing the SD Credit Controller Customers List Page (*Figure 4-16*). SD Credit Controller will populate the SD Credit Controller Customers List table based on the records in your Customer table. **It is important to allow this process to fully complete without interruption.**



Customer No. ↑	Customer	Credit Limit (LCY)	Blocked	Credit Controller	Running Balance (LCY)	Overdue Running Balance (LCY)	Performance Ratings Calculated Date	Credit Category
01121212	Spotsmeyer's Furnishings	0.00			0.00	0.00	17/11/2021	
01445544	Progressive Home Furnishings	0.00		DEMOUSER1	4,497.09	4,497.09	17/11/2021	
01454545	New Concepts Furniture	0.00		ADMIN	666,723.96	666,723.96	17/11/2021	
01905893	Candoxy Canada Inc.	0.00			0.00	0.00	17/11/2021	
01905899	Elkhorn Airport	0.00		DEMOUSER1	0.00	0.00	17/11/2021	
01905902	London Candoxy Storage Campus	0.00			0.00	0.00	17/11/2021	
10000	The Cannon Group PLC	0.00		DEMOUSER1	510,087.11	510,087.11	17/11/2021	GOO
20000	Selangorian Ltd.	0.00		DEMOUSER1	292,807.47	292,807.47	17/11/2021	
20309920	Metatorad Malaysia Sdn Bhd	0.00			0.00	0.00	17/11/2021	
20312912	Highlights Electronics Sdn Bhd	0.00		DEMOUSER1	0.00	0.00	17/11/2021	
20339921	TraxTonic Sdn Bhd	0.00			0.00	0.00	17/11/2021	
21233572	Somadis	0.00		DEMOUSER1	0.00	0.00	17/11/2021	
21245278	Maronegoce	0.00		DEMOUSER1	0.00	0.00	17/11/2021	
21252947	ElectroMAROC	0.00			0.00	0.00	17/11/2021	
27090917	Zanlan Corp.	0.00		DEMOUSER2	0.00	0.00	17/11/2021	
27321782	Karoo Supermarkets	0.00			0.00	0.00	17/11/2021	
27489991	Durbandit Fruit Exporters	0.00			0.00	0.00	17/11/2021	
30000	John Haddock Insurance Co.	0.00			1,047,846.20	1,047,846.20	17/11/2021	
31505050	Woonboulevard Kuitenbrouwer	0.00			0.00	0.00	17/11/2021	

Figure 4-16

5 Uninstalling SD Credit Controller

You can uninstall **SD Credit Controller** using the Web Client:

1. Open your Dynamics 365 Business Central Web Client and use the **Tell Me** to search for **Extension Management** (*Figure 5-1*).

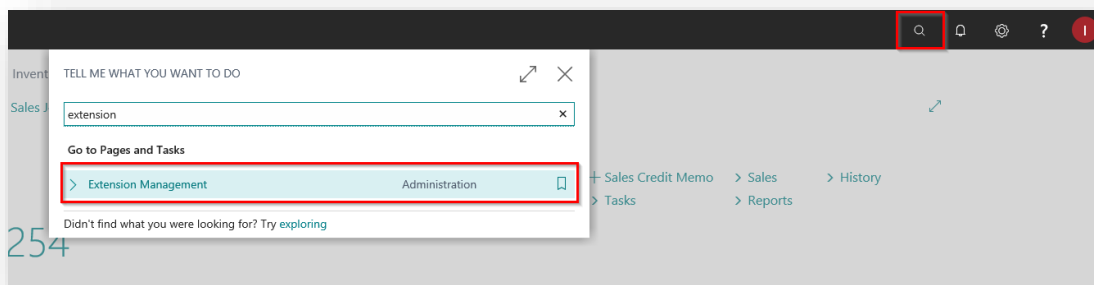


Figure 5-1

2. In **Extension Management**, you should see the **SD Credit Controller** App installed.
3. Select the **SD Credit Controller** App and choose the **Uninstall** action (*Figure 5-2*).

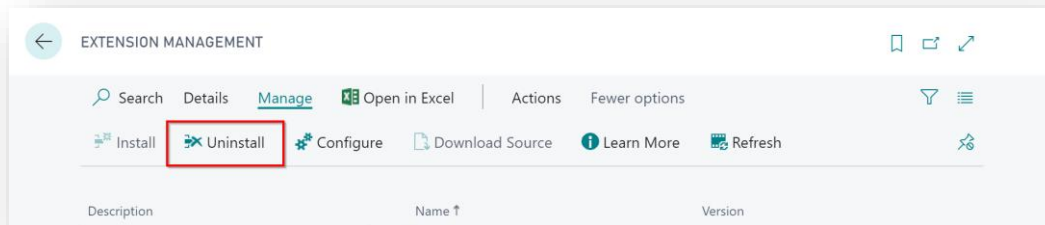


Figure 5-2

6 Setup and Configuration

6.1 SD Credit Controller Assisted Setup Wizard

You can easily import default setup for SD Credit Controller using the **Assisted Setup** Action on the **SD Credit Controller Setup** card.

1. In the **SD Credit Controller Setup**, from the menu choose the **Process** group, and then **Assisted Setup** (*Figure 6-1*).

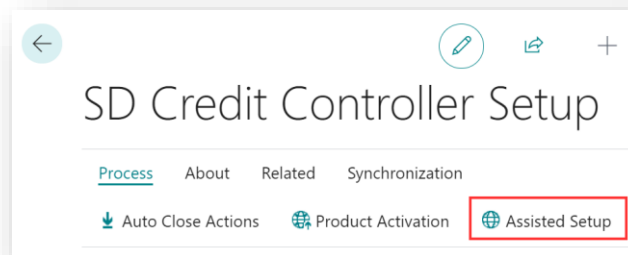


Figure 6-1

2. You are prompted that “Importing setup will modify any existing data in SD Credit Controller. Press Yes to proceed.” Choose **Yes** (*Figure 6-2*).

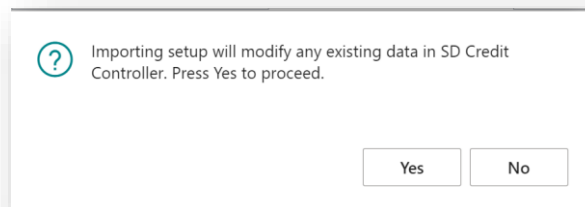


Figure 6-2

3. You are then prompted, “Are you sure?” Choose **Yes** (*Figure 6-3*).

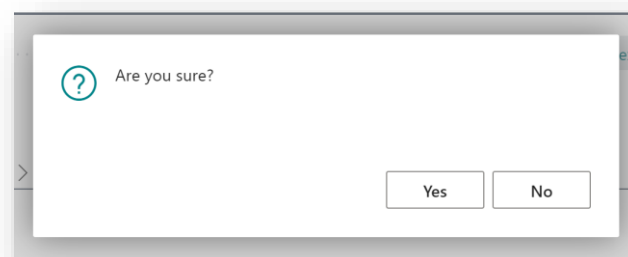


Figure 6-3

4. You will then receive a prompt similar to the below. Choose **OK** (*Figure 6-4*).

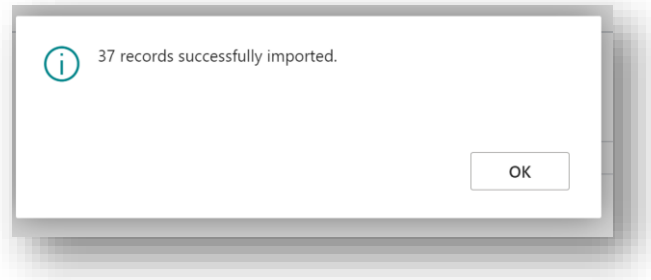


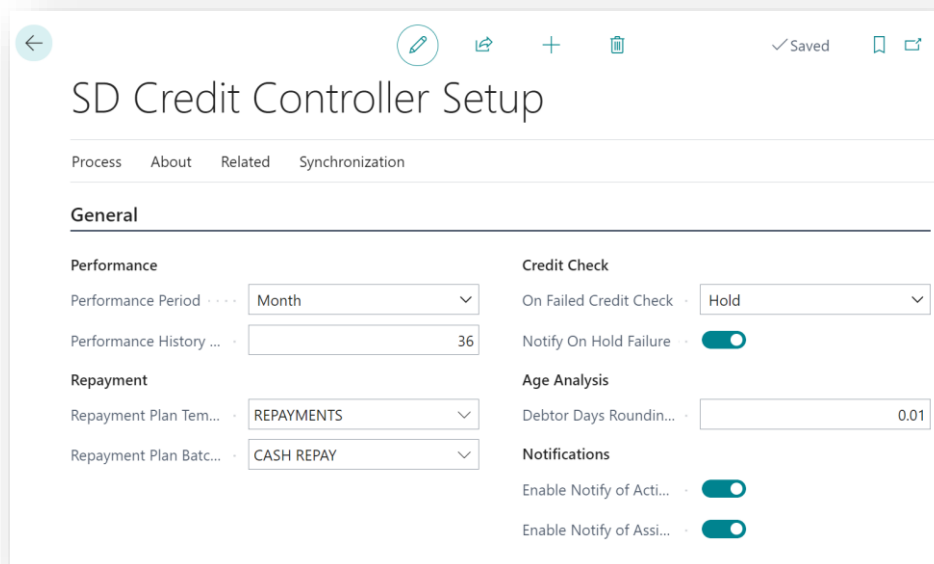
Figure 6-4

7 Working with SD Credit Controller

7.1 SD Credit Controller Setup

The **SD Credit Controller Setup** card is accessed from the **SD Credit Controller Administrator Role Centre**, by drilling through on the **Setup** cue, or, by searching for the **SD Credit Controller Setup** page in the **Tell Me**.

In the **SD Credit Controller Setup** page, expand the **General** FastTab. The **General** FastTab contains the following global settings for SD Credit Controller (*Figure 7-1*):



The screenshot shows the 'SD Credit Controller Setup' page with the 'General' FastTab expanded. The settings are as follows:

Section	Setting	Value
Performance	Performance Period	Month
	Performance History Length	36
Repayment	Repayment Plan Template	REPAYMENTS
	Repayment Plan Batch	CASH REPAY
Credit Check	On Failed Credit Check	Hold
	Notify On Hold Failure	Enabled
Age Analysis	Debtor Days Rounding	0.01
	Notifications	Enabled

Figure 7-1

- Performance Period** - Enter a Performance Period. Options are **Week** or **Month**. This value is used in conjunction with the value in **Performance History Length** to determine the period start and period end when calculating each customer's **Performance Rating**.
- Performance History Length** - Enter a Performance History Length. This value is used in conjunction with the value in **Performance Period** to determine the period start and period end when calculating each customer's **Performance Rating**. For example, entering a Performance Period of Month and a Performance History Length of 36, causes SD Credit Controller to go back over 36 months of historical transactions when calculating each individual Customer's Performance Rating.

- **Repayment Plan Template Name** - Enter a Repayment Plan Template Name. Choose from a list of existing **General Journal Templates** where the General Journal Template **Type** is **Cash Receipts**. The Repayment Plan Template Name is used when creating journals for instalment payments on a Repayment Plan for an account in arrears.
- **Repayment Plan Batch Name** - Enter a Repayment Plan Batch Name. Choose from a list of existing **General Journal Batches** where the **Journal Template Name** is that of the **Repayment Plan Template Name**. The Repayment Plan Batch Name is used when creating journals for instalment payments on a Repayment Plan for an account in arrears.
- **On Failed Credit Check** - Enter an action to take where a customer fails a credit check. Options are **<blank>**, **Block** or **Hold**.

If the On Failed Credit Check of **Block** has been chosen and a customer has failed the SD Credit Controller Credit Check, SD Credit Controller does not allow an overdue customer to be chosen as a Sell-To Customer on the Sales Header.

If the On Failed Credit Check of **Hold** has been chosen, and a customer has failed the SD Credit Controller Credit Check, SD Credit Controller does not allow a Sales Document to be Released if the Sell-To Customer on the Sales Document is Overdue.

The On Hold Sales Document can then go through the standard Dynamics 365 Business Central Sales Documents Approvals Process.

- **Notify On Hold Failure** - Select this checkbox to determine whether to notify the user with a message when the Hold Credit Check on Release of a Sales Order fails.

The On Hold Sales Document can then go through the standard Dynamics 365 Business Central Sales Documents Approvals Process.

- **Debtor Days Rounding Precision** - Enter a Debtor Days Rounding Precision to use in the Average Debtor Days Calculations. The Average Debtor Days Calculations can be run manually from SD Credit Controller as part of the **Age Analysis** calculations run from the **SD Credit Controller Customer List** or can be setup as a Job to be run using the Job Queue Entry Setup in the **SD Credit Controller Setup** card.
- **Enable Notify of Actions** – Choose this checkbox if you want, on creation of an Action, to notify the relevant Credit Controller that an Action has been created. The **Exclude Notify of Actions** in the **Credit Controllers List** Page must not be selected for the relevant Credit Controller to receive these Notifications.
- **Enable Notify of Assignment** – Choose this checkbox if you want to notify the relevant Credit Controller when a Customer has been reassigned to them. Notifications are not

issued on initial credit controller assignment. The **Exclude Notify of Assignment** in the **Credit Controllers List** Page must not be selected for the relevant Credit Controller to receive these Notifications.

The **Dimensions** FastTab allows users to set up dimensions that are used in the **SD Credit Controller Customer Ledger Entries** page where users can filter down and view the Customer Ledger Entries by the dimensions defined here (*Figure 7-2*):

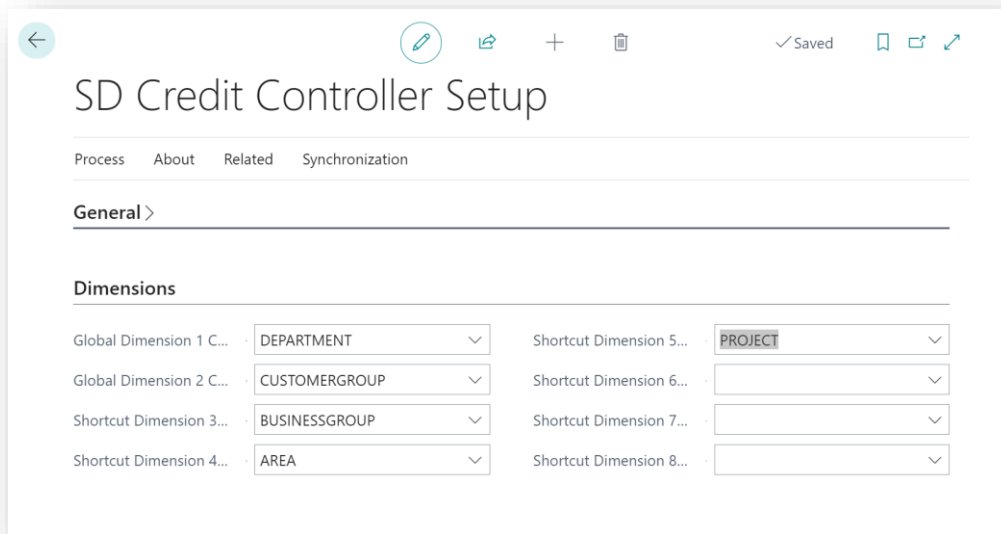


Figure 7-2

The **Options** FastTab contains the following global settings for SD Credit Controller (*Figure 7-3*):

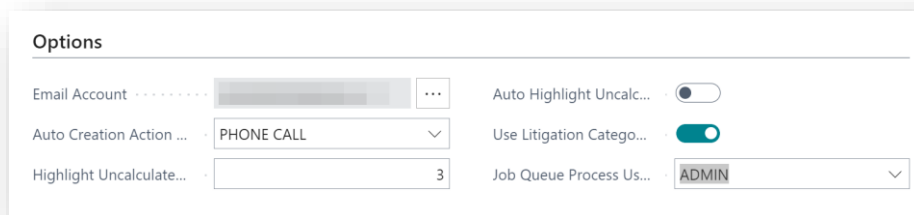


Figure 7-3

- **Email Account** – Enter a common single email address as the credit controller contact email address from which all emails in SD Credit Controller will be sent.

- **Auto Creation Action Template** – Enter the Action Template to use when SD Credit Controller automatically creates Actions for invoices when an invoice becomes overdue.
- **Highlight Uncalculated in Days** – Enter an integer to specify the number of days after which a customer record is highlighted in the **SD Credit Controller Customer List** page if the **Running Balance** and **Overdue Balance** have not been calculated in X days.
- **Auto Highlight Uncalculated** – Choose this option if you want to automatically, on opening the **SD Credit Controller Customer List** page, highlight those records that have not had the **Running Balance** and **Overdue Balance** calculated in X days.
- **Use Litigation Categories** – Choose this option if you want to prompt users to select a Litigation Category when a transaction in the **SD Credit Controller Customer Ledger Entry** list has been marked as In Dispute.
- **Job Queue Process User** - Select a user from a list of your existing users in Dynamics 365 Business Central to use as the user when setting up and running jobs in the SD Credit Controller Job Queue Entry.

In the **KPIs** FastTab (*Figure 7-4*) you can see a flowfield count of the records that have been setup in various tables in SD Credit Controller. You can also drill through on the cues to access the records. These cues are replicated as actions in the menu on the page in the **Related** menu group.

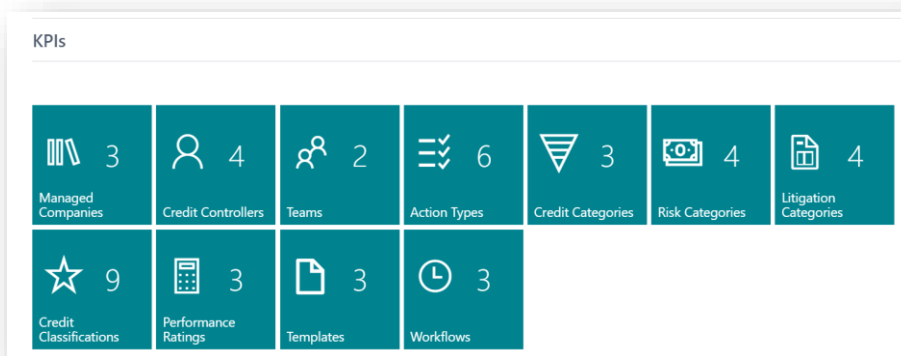


Figure 7-4

- **Managed Companies** – Drill through on the cue to set up SD Credit Controller as a multi-company installation.

- **Credit Controllers** - Drill through on the cue to set up your Credit Controllers in SD Credit Controller.
- **Teams** – Drill through on the cue to set up Teams in in SD Credit Controller.
- **Action Types** - Drill through on the cue to set up Action Types in SD Credit Controller.
- **Credit Categories** - Drill through on the cue to set up Credit Categories in SD Credit Controller.
- **Risk Categories** - Drill through on the cue to set up Risk Categories in in SD Credit Controller.
- **Litigation Categories** – Drill through on the cue to setup the Litigation Categories.
- **Credit Classifications** - Drill through on the cue to set up Credit Classifications in SD Credit Controller.
- **Performance Ratings** - Drill through on the cue to set up Performance Ratings in in SD Credit Controller.
- **Templates** - Drill through on the cue to set up Templates in in SD Credit Controller.
- **Workflows** - Drill through on the cue to set up Workflows in in SD Credit Controller.

The **SD Credit Controller Setup** page contains the following additional action in the menu in the **Related** menu group (*Figure 7-5*):

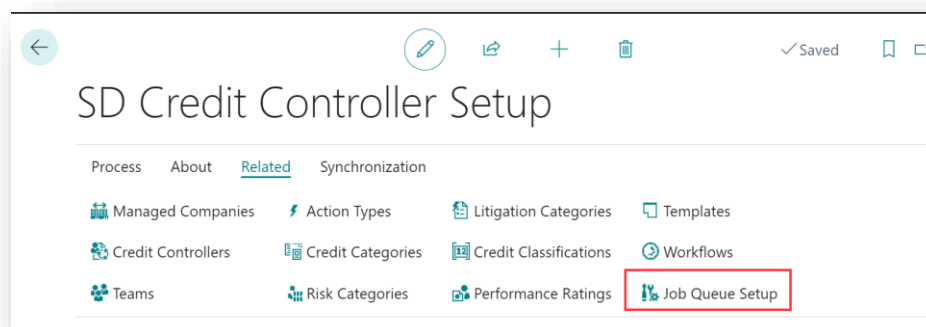


Figure 7-5

- **Job Queue Setup** - Choose this action to run Aging Analysis calculations, Payment Performance calculations, verify Credit Controller Overdue Responsibilities, create Actions for Overdue Invoices, process Workflows, calculate Customer Running

Balances and synchronise the SD Credit Controller Customer Ledger Entry table and Automatically Close Actions with Closed CLEs to run as a Job(s) in the Job Queue Entry. You can also choose to send emails arising from the Workflows as a Job. Please refer to the section on Job Queues in this document.

The **SD Credit Controller Setup** Page contains the following actions in the menu on the **Synchronisation** group (Figure 7-6):

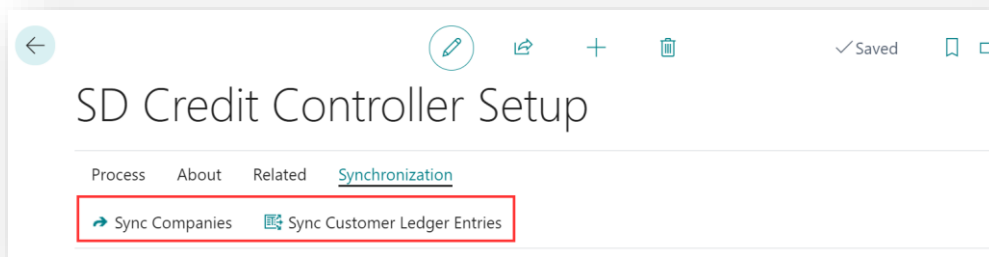


Figure 7-6

- **Sync Companies** - Choose this action to synchronise fields from the Customer table in your Manager Company to your Managed Companies.
- **Sync Customer Ledger Entries** - Choose this action to synchronise the Customer Ledger Entries in your Manager Company. The results of the synchronisation are stored in the SD Credit Controller Customer Ledger Entry Table.

The **SD Credit Controller Setup** Page contains the following action in the menu on the **Process** group (Figure 7-7):

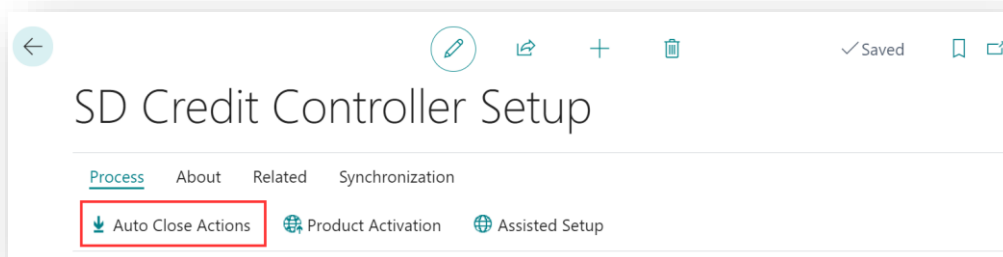


Figure 7-7

- **Auto Close Actions** - Choose this action to close any open actions associated with a closed Customer Ledger Entry.

7.2 Managed Companies

The **SD Credit Controller Managed Companies** list is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me.

SD Credit Controller can be run as a multi-company installation with a master Company (manager Company) and subordinate Companies (managed Companies) in a hierarchical structure.

Note: if a Company is managed by another Company, then no SD Credit Controller functionality can be carried out in the managed Company. However, if you have, for example, three companies and do not create a manager Company, you can then have the SD Credit Controller functionality acting independently in each of the three companies.

SD Credit Controller implicitly forces a synchronisation on the following standard Microsoft Dynamics 365 Business Central Customer table fields from the manager to the managed Companies where the same Customer exists in the manager and managed Companies: **Blocked, Payment Terms Code, Payment Method Code, Fin. Charge Terms Code, Reminder Terms Code.**

Note: The Customer Code must be the same across all companies for the Customer to be regarded as the same Customer.

Using the **Customer Sync. Fields** action in the **Related** menu group, you can also choose to sync other fields of your choice from the standard Microsoft Dynamics 365 Business Central Customer table.

The manager Company dictates what data will be synchronised to the managed Company. If a Company is managed by another Company, you must make the changes to the Customer record in the manager Company. You are unable to update any of these fields on the Customer Card in the managed Company, as the fields are then marked as being implicitly included in the Customer Synchronisation and will automatically synchronise with the manager Company.

Customer Ledger Entries are also synched from managed Companies to the Manager Company into a worksheet table, where Customer Ledger Entries for a Customer can be viewed across all Companies from the one page.

The **SD Credit Controller Managed Companies** list displays the following fields (*Figure 7-8*):

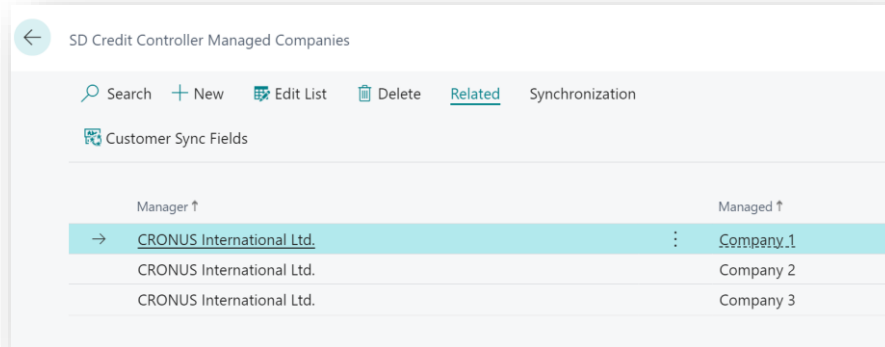


Figure 7-8

- **Manager** - Select the Company that you want to set as the manager Company in SD Credit Controller. Select from a list of existing Companies in your Microsoft Dynamics 365 Business Central Database.
- **Managed** - Select the Company that you want to set as the managed Company in SD Credit Controller. Select from a list of existing Companies in your Microsoft Dynamics 365 Business Central Database.

The **Company Hierarchy Fact Box** (*Figure 7-9*) in the **SD Credit Controller Managed Companies** list displays a hierarchical tree structure representation of the manager and managed Companies as defined in SD Credit Controller.

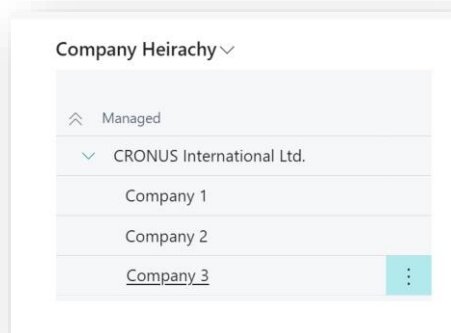


Figure 7-9

The **SD Credit Controller Managed Companies** list contains the following actions (*Figure 7-10*):

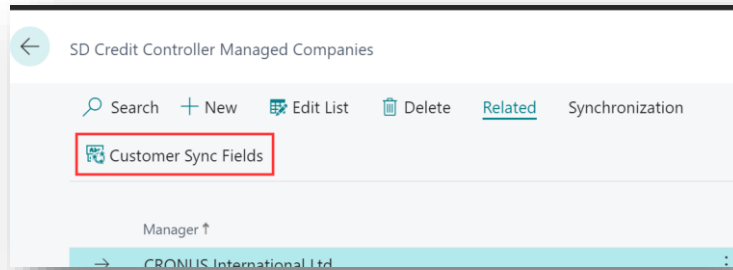


Figure 7-10

- **Customer Sync Fields** - Choose this action to set up additional fields from the Customer table that you want to sync from your manager Company to your managed Company.

The following actions are available in the **Synchronisation** menu group (*Figure 7-11*):

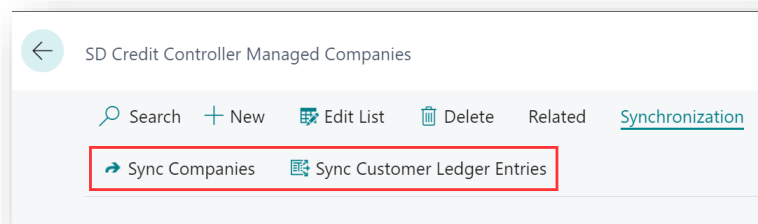


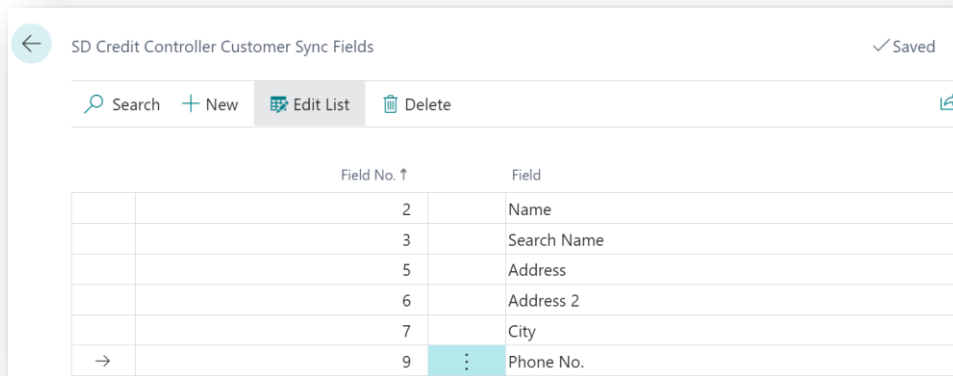
Figure 7-11

- **Sync Customer Ledger Entries** - Choose this action to sync the Customer Ledger Entries from the managed to the manager Company into a worksheet table. In the worksheet table Customer Ledger Entries for a Customer can be viewed across all Companies from the one page.
- **Sync Companies** - Choose this action to sync the **Blocked**, **Payment Terms Code**, **Payment Method Code**, **Fin. Charge Terms Code**, and **Reminder Terms Code** from the Customer table, and also any additional fields from the Customer table that you have set up to sync in **Customer Sync Fields List** page, from your manager Company to your managed Company.

Note: If you have a company in your database that you do not want to use SD Credit Controller in, you will still need to assign SD Credit Controller Permissions to the users in this company as SD Credit Controller events are called that require these permissions.

7.3 Synchronise Customer Table Fields

The **SD Credit Controller Customer Sync Fields** list is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me. In this page you can set up additional fields from the **Customer** table that you want to sync from your manager Company to your managed Companies (*Figure 7-12*).



	Field No. ↑	Field
	2	Name
	3	Search Name
	5	Address
	6	Address 2
	7	City
→	9	Phone No.

Figure 7-12

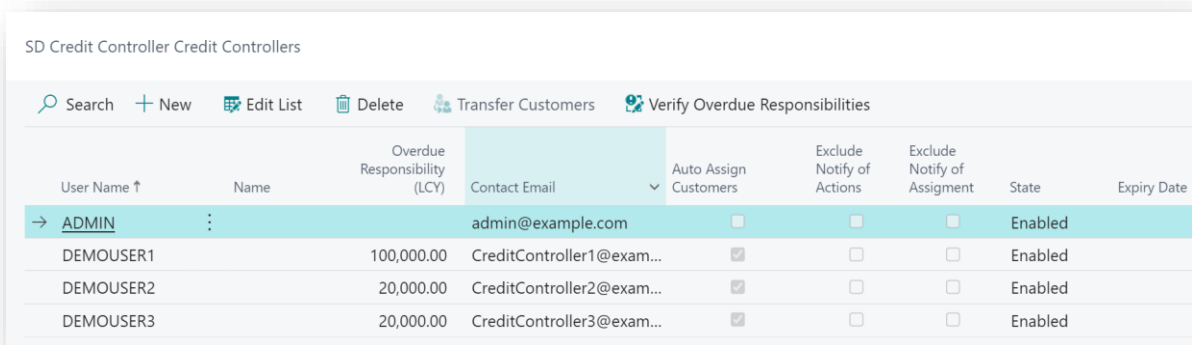
- **Field No.** - Select the Field No from the list of fields in the Customer table.
- **Field** - Displays the Name of the field in Field No.

7.4 Credit Controllers

The **SD Credit Controllers** list is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me and displays the list of credit controllers that have been set up in SD Credit Controller (*Figure 7-13*). A customer is assigned one credit controller.

You can choose to manually assign an individual customer or a selected range of customers to a particular credit controller. You can also auto assign customers to a credit controller. Customers can also be easily reassigned to a different credit controller either individually or in bulk. When a customer is reassigned to a different credit controller the customer data, Actions and communications are updated accordingly.

You can also setup overdue responsibility amounts for credit controllers to manage the level of each individual credit controller's decision-making responsibilities.



User Name ↑	Name	Overdue Responsibility (LCY)	Contact Email	Auto Assign Customers	Exclude Notify of Actions	Exclude Notify of Assignment	State	Expiry Date
→ ADMIN	:		admin@example.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enabled	
DEMOUSER1		100,000.00	CreditController1@exam...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enabled	
DEMOUSER2		20,000.00	CreditController2@exam...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enabled	
DEMOUSER3		20,000.00	CreditController3@exam...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enabled	

Figure 7-13

- **User Name** – Select a user from the standard Microsoft Dynamics 365 Business Central User table.
- **Name** - Displays the Full Name for the record selected in **User Name**.
- **Overdue Responsibility (LCY)** - Enter a value in LCY to define the limit up to which a single credit controller can operate.

The overdue responsibility limit is defined against a customer's total overdue balance up to which a credit controller can log Actions. When the Overdue Responsibility (LCY) is higher than that defined for the credit controller, the customer will be reassigned to a credit controller with a higher defined Overdue Responsibility (LCY).

This feature allows you to automatically reassign and move customers from one credit controller to another, when opening the **SD Credit Controller Customer Card**, or by setting up a Job in the **Job Queue Entries**.

You can also choose to reassign the credit controllers by selecting the **Verify Overdue Responsibilities** action from the **SD Credit Controller Customer List** or from the **SD Credit Controllers** list.

- **Contact Email** - Displays the contact email of the user from the standard Microsoft Dynamics 365 Business Central User table.
- **Auto Assign Customers** - Select this option to allow the credit controller to be auto assigned to a newly created customer.

Newly created customers are automatically assigned to credit controllers that have the Auto Assign Customers checkbox enabled in the **SD Credit Controller Setup**.

A credit controller that has the Auto Assign Customers checkbox selected can be auto assigned to a customer by choosing the **Auto Assign to Credit Controller** action in the **SD Credit Controller Customer List**. Credit controllers can be auto assigned to existing customers that have, or have not, a credit controller already specified. When auto assigning, SD Credit Controller checks how many customers each credit controller currently has, and to even out the spread of customers across the credit controllers, assigns the customer(s) to the credit controller with the fewest number of customers.

- **Exclude Notify of Actions** – Leave this checkbox unticked if you want the credit controller to receive notifications on creation of an action for his customer by another credit controller. The **Enable Notify of Actions** on the **SD Credit Controller Setup** must also be selected for the relevant credit controller to receive these notifications. The notifications are displayed in the SD Credit Controller Role Centre.
- **Exclude Notify of Assignment** – Leave this checkbox unticked if you want the credit controller to receive notifications on assignment of a customer to him by another credit controller. The **Enable Notify of Assignment** on the **SD Credit Controller Setup** must also be selected for the relevant credit controller to receive these notifications. The notifications are displayed in the SD Credit Controller Role Centre.
- **State** - Displays the State, from the standard Microsoft Dynamics 365 Business Central User table, for the User.

- **Expiry Date** - Displays the Expiry Date, from the standard Microsoft Dynamics 365 Business Central User table, for the User.

The SD Credit Controllers list contains the following actions (*Figure 7-14*):

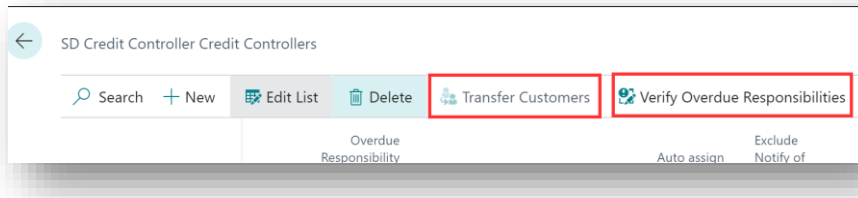


Figure 7-14

- **Transfer Customers** - Choose this action to bulk transfer all customers from one credit controller to another credit controller.

Choose the credit controller that you want to transfer all customers to from a list of credit controllers.

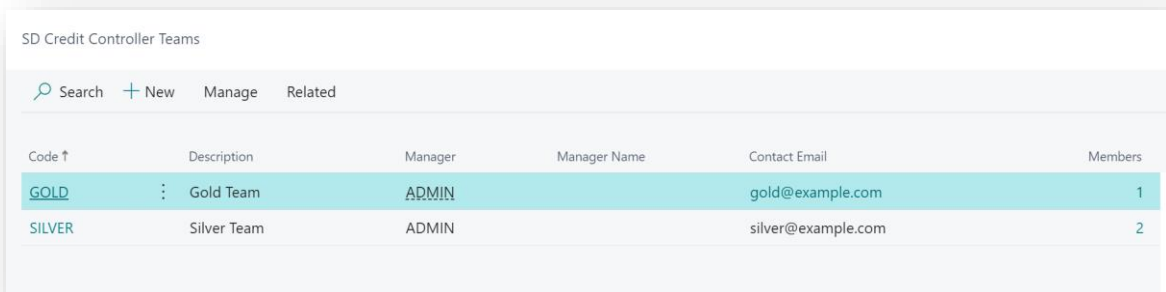
- **Verify Overdue Responsibilities** - Choose this action to re-assign and move customers from one credit controller to another, where the credit controller has reached their overdue responsibility limit.

The overdue responsibility limit is defined against a customer's total overdue balance up to which a credit controller can log Actions. When the Overdue Responsibility (LCY) is higher than that defined for the credit controller, the customer will be re-assigned to a credit controller with a higher defined Overdue Responsibility (LCY).

7.5 Teams

The **SD Credit Controller Teams** list (Figure 7-15) is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me.

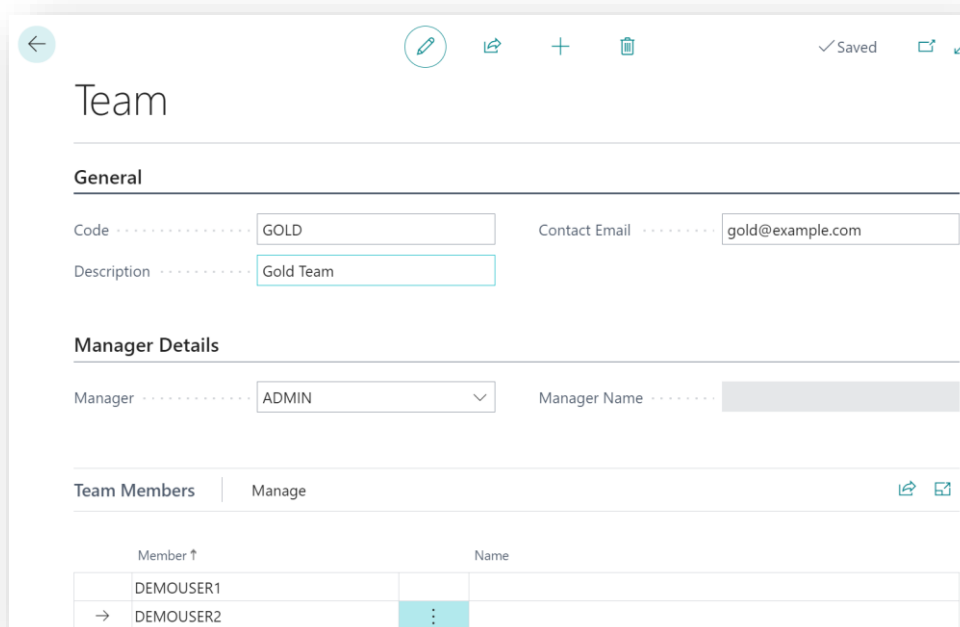
Teams in SD Credit Controller provide an additional level of grouping and allow several credit controllers to be supervised by a credit control manager. A credit controller can belong to more than one Team.



Code ↑	Description	Manager	Manager Name	Contact Email	Members
GOLD	Gold Team	ADMIN		gold@example.com	1
SILVER	Silver Team	ADMIN		silver@example.com	2

Figure 7-15

The Team Card, accessed by selecting **New**, **Edit** or **View** from the **SD Credit Controller Teams** list contains the following fields in the **General** FastTab (Figure 7-16):



Team

General

Code GOLD Contact Email gold@example.com

Description Gold Team

Manager Details

Manager ADMIN Manager Name

Team Members | Manage

Member ↑	Name
DEMOUSER1	
→ DEMOUSER2	

Figure 7-16

- **Code** – Enter a unique code to identify the Team.

- **Description** – Enter a user defined description of the Team.
- **Contact Email** – Enter a common single Email address from which Emails in SD Credit Controller will be sent.

In the **Manager Details** FastTab:

- **Manager** – Select a User from the standard Microsoft Dynamics 365 Business Central User table as the Team Manager.
- **Manager Name** - Displays the Full Name for the record chosen in **Manager**.

In the **Team Members** FastTab:

- **Member** – Select a User Name, from the standard Microsoft Dynamics 365 Business Central User table.
- **Name** - Displays the Full Name, for the record chosen in **Member**.

The following actions are available from the **Related** menu group (*Figure 7-17*):

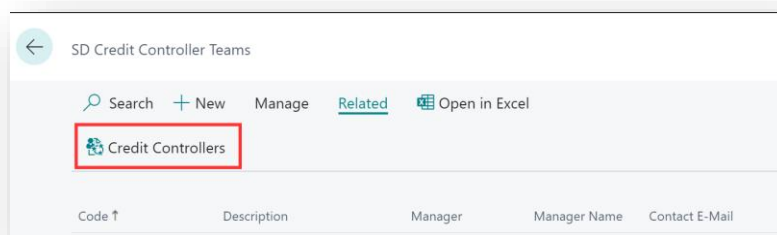


Figure 7-17

- **Credit Controllers** - Choose this action to view the credit controllers in SD Credit Controller.

7.6 Actions

The Actions in SD Credit Controller allows the credit controller to log, update, follow up, and retain a record of all Actions made against each customer. Credit controllers can create a new follow up Action based on the current open Action.

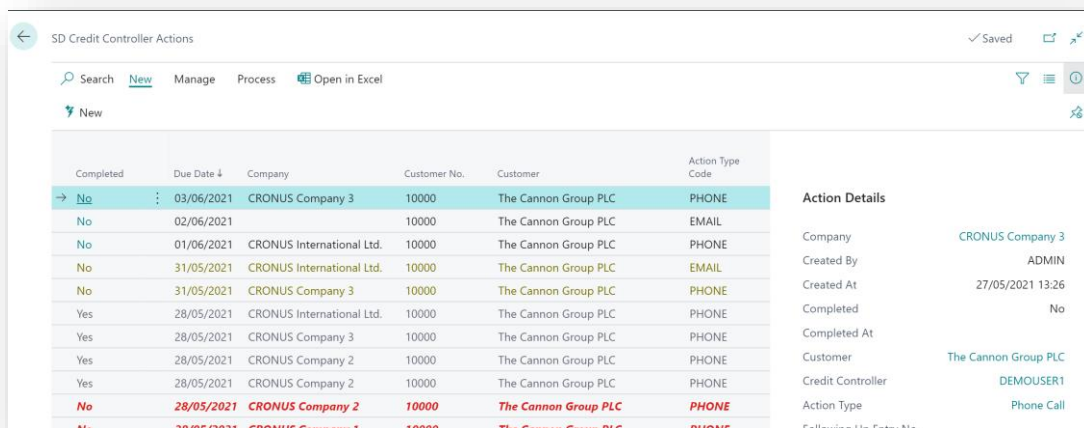
SD Credit Controller allows for two levels of logging and enables the credit controller to record Actions regarding money collection tasks against a customer, or, against a specific customer ledger entry transaction. When logging the Actions, you specify the Action Due Date.

The Actions Overview in the Role Centre display Incomplete Actions, Overdue Incomplete Actions, Incomplete Actions Due Today and Actions Due this Week. The credit controller can also easily view their tasks in the My Incomplete Actions List. Incomplete Actions that are overdue are visually highlighted in red.

Credit controllers can log different types of Actions made to contact customers on payments that are due, overdue or pending. Credit controllers can log a Promised Amount and a Promised Date against an Action.

The **SD Credit Controller Actions** list (*Figure 7-18*) is accessed from the **SD Credit Controller Customer List**. or by searching the Tell Me.

The Actions List displays a list of Actions for the individual Customer. Completed Actions are displayed as greyed out in the Actions List Page to distinguish Complete from Open Actions. Choose the **New** action from the **New** menu group to log a new Action for the selected Customer.



Completed	Due Date	Company	Customer No.	Customer	Action Type Code
→ No	03/06/2021	CRONUS Company 3	10000	The Cannon Group PLC	PHONE
No	02/06/2021	The Cannon Group PLC	10000	The Cannon Group PLC	EMAIL
No	01/06/2021	CRONUS International Ltd.	10000	The Cannon Group PLC	PHONE
No	31/05/2021	CRONUS International Ltd.	10000	The Cannon Group PLC	EMAIL
No	31/05/2021	CRONUS Company 3	10000	The Cannon Group PLC	PHONE
Yes	28/05/2021	CRONUS International Ltd.	10000	The Cannon Group PLC	PHONE
Yes	28/05/2021	CRONUS Company 3	10000	The Cannon Group PLC	PHONE
Yes	28/05/2021	CRONUS Company 2	10000	The Cannon Group PLC	PHONE
Yes	28/05/2021	CRONUS Company 2	10000	The Cannon Group PLC	PHONE
No	28/05/2021	CRONUS Company 2	10000	The Cannon Group PLC	PHONE
No	28/05/2021	CRONUS Company 1	10000	The Cannon Group PLC	PHONE

Action Details

Company: CRONUS Company 3

Created By: ADMIN

Created At: 27/05/2021 13:26

Completed: No

Completed At:

Customer: The Cannon Group PLC

Credit Controller: DEMOUSER1

Action Type: Phone Call

Following Up Entry No:

Figure 7-18

This action is available from the **Process** menu group (*Figure 7-19*):

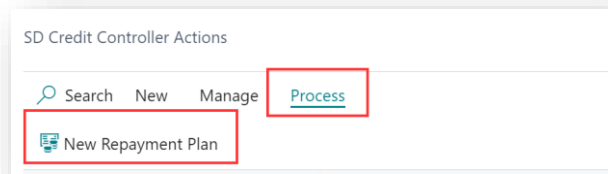
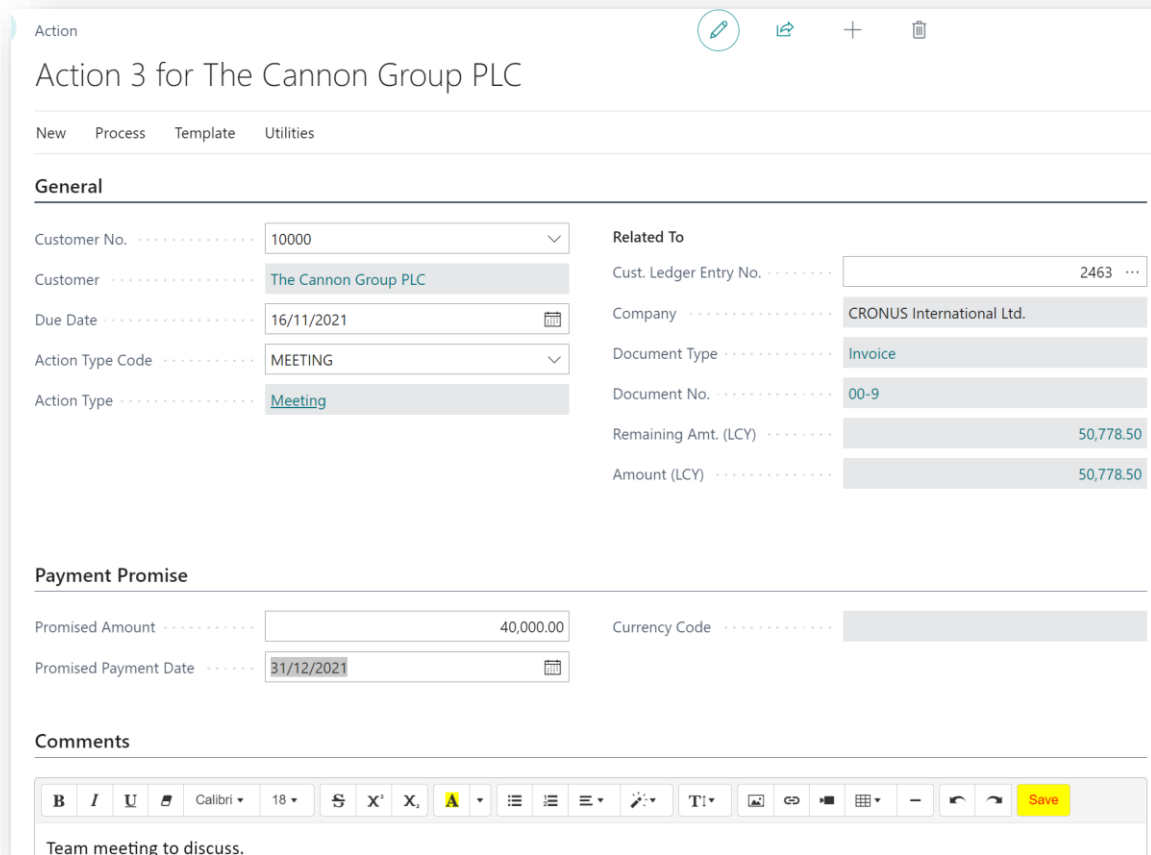


Figure 7-19

- New Payment Plan** - Choose this action to set up a Repayment Plan for the Customer. This action opens the Cash Receipt Journal and allows you to setup repayment plans to set up instalment payments for accounts that are in arrears. Please refer to the section Repayment Plans in this document.

The **SD Credit Controller Action Card** is accessed by selecting **Edit** or **New** in the **Action List** (*Figure 7-20*).



Action

Action 3 for The Cannon Group PLC

New Process Template Utilities

General

Customer No. 10000

Customer The Cannon Group PLC

Due Date 16/11/2021

Action Type Code MEETING

Action Type Meeting

Related To

Cust. Ledger Entry No. 2463 ...

Company CRONUS International Ltd.

Document Type Invoice

Document No. 00-9

Remaining Amt. (LCY) 50,778.50

Amount (LCY) 50,778.50

Payment Promise

Promised Amount 40,000.00

Promised Payment Date 31/12/2021

Currency Code

Comments

Team meeting to discuss.

Figure 7-20

The following fields are displayed in the **General** FastTab:

- **Customer No.** – Enter the Customer No. for whom you want to log the Action against.
- **Due Date** – Enter the date the Action is due.
- **Action Type Code** - Select an Action Type Code to classify the Action. Select from a list of existing Action Types in SD Credit Controller.
- **Customer Ledger Entry No.** - If you want to log the Action against a particular transaction, select the Customer Ledger Entry which this Action relates to.

Select from a list of existing Customer Ledger Entries for the Customer. This opens the SD Credit Controller Customer Ledger Entry List.

- **Company** – Displays the Company where this Customer Ledger Entry exists.
- **Document Type** - Displays the Document Type of the Customer Ledger Entry against which this Action was logged.
- **Document No.** - Displays the Document No. for the Customer Ledger Entry against which this Action was logged.
- **Remaining Amt. (LCY)** – Displays the Remaining Amt. (LCY) for the Customer Ledger Entry for which this Action is logged.
- **Amount (LCY)** - Displays the Amount (LCY) for the Customer Ledger Entry for which this Action is logged.

The following fields are displayed in the **Payment Promise** FastTab:

- **Promised Amount** – Enter the amount that has been promised by the customer as payment. If the Action has been logged against a particular Customer Ledger Entry transaction, the Promised Amount will display in the cues in the relevant SD Credit Controller Role Centre.
- **Promised Payment Date** – Enter the date that the customer has promised to pay the Promised Amount.

The following field is displayed in the **Comments** FastTab:

- **Comments** – Enter a text comment to describe and make notes regarding the Action.

The following action is in the **New** menu group in the **SD Credit Controller Action Card** (Figure 7-21):

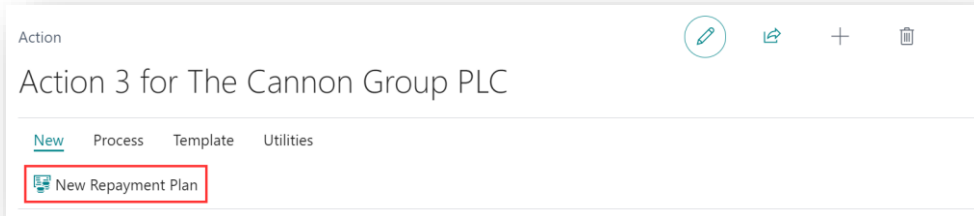


Figure 7-21

- **New Repayment Plan** - Choose this action to set up a Repayment Plan for the Customer.

This action opens the **SD Credit Controller Recurring Payment Journal** and allows the Credit Controller to setup and define Repayment Plans, using the standard Microsoft Dynamics NAV Recurring Journals functionality, allowing instalment payments to be made for an account in arrears. Please refer to the section on Repayment Plans in this document.

The following actions are available from the **New** menu group (Figure 7-22):

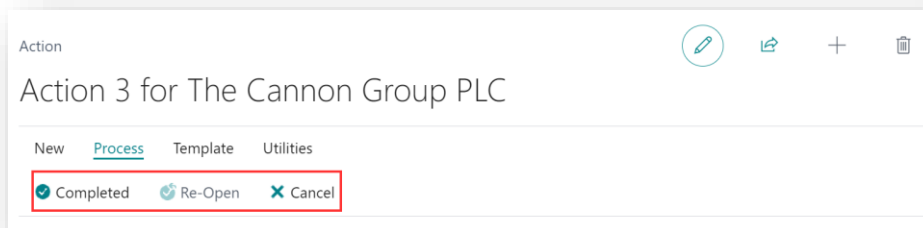


Figure 7-22

- **Completed** - Choose this action to mark the Action as completed.

On choosing to mark an Action as complete, the user is prompted to create a follow up Action. The original Action is marked as complete, and a new Action is created. Details from the completed Action are copied to the new Action with an updated Due Date and Comment. Completed Actions are displayed as greyed out in the Actions List Page to distinguish Complete from Open Actions.

- **Re-Open** - Choose this action to re-open the completed Action.
- **Cancel** - Choose this action to delete an Open Action.

The following action is displayed in the **New** menu group (*Figure 7-23*):

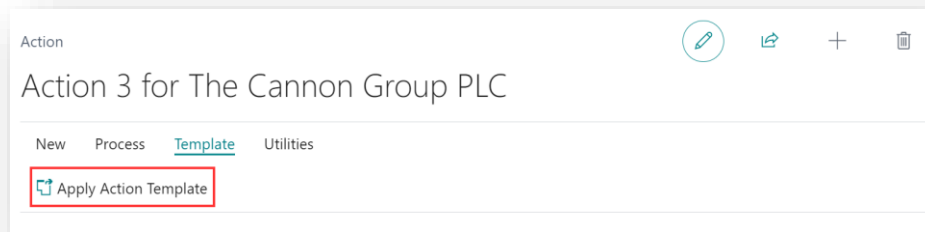


Figure 7-23

- **Apply Action Template** - Choose this action to select and apply the details defined in a pre-defined Template, of Type Action, to the Action. Please refer to the section on Templates in this document.

The following action is displayed in the **Utilities** menu group (*Figure 7-24*):

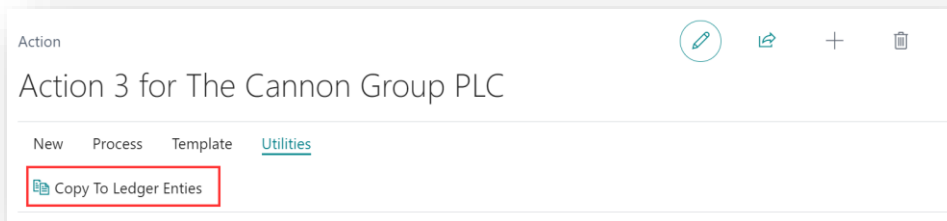


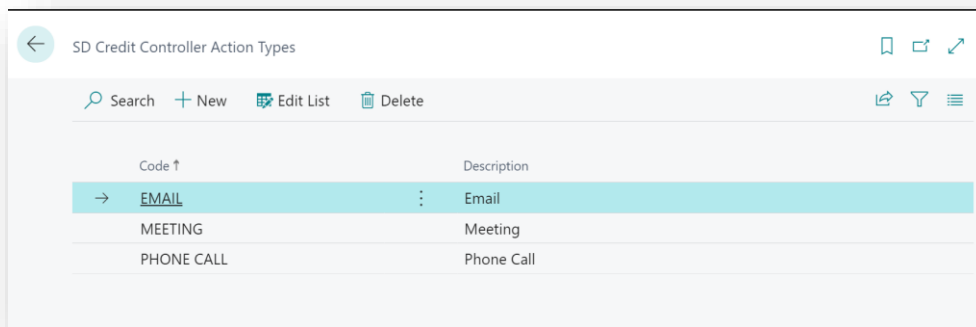
Figure 7-24

- **Copy to Ledger Entries** - Choose this action to copy the details of this Action to a selected Customer Ledger Entry or to a range of selected Customer Ledger Entries.

7.7 Action Types

Action Types allow you to define the type of Actions taken and logged by credit controllers when reviewing and pursuing customer balances. When creating an Action for a customer, or for an individual customer ledger entry, you specify the Action Type of the Action you're logging.

The **SD Credit Controller Action Types** list (*Figure 7-25*) is accessed from the **SD Credit Controller Setup** or by searching the Tell Me.



The screenshot shows a mobile application interface for 'SD Credit Controller Action Types'. At the top, there is a back arrow, the title 'SD Credit Controller Action Types', and icons for bookmark, share, and edit. Below the title is a search bar and three action buttons: '+ New', 'Edit List', and 'Delete'. The main content is a table with two columns: 'Code' and 'Description'. The 'EMAIL' row is highlighted in light blue. A right arrow is visible to the left of the 'EMAIL' code, and a vertical ellipsis menu is to its right.

Code ↑	Description
→ EMAIL	Email
MEETING	Meeting
PHONE CALL	Phone Call

Figure 7-25

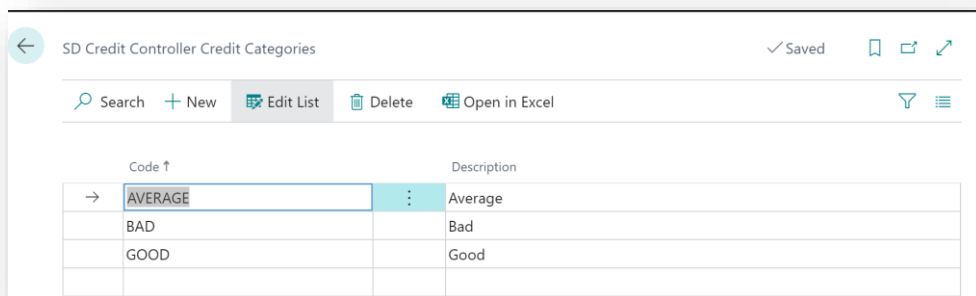
- **Code** – Enter a unique code to identify this Action Type.
- **Description** – Enter a user defined description to describe the Action Type.

7.8 Credit Categories

A Credit Category in SD Credit Controller provides a means to organise and group customers.

You can manually assign a Credit Category to a customer by updating the Credit Category Code in the **Credit Control** FastTab on the **SD Credit Controller** extension to the standard **Customer Card**.

The **SD Credit Controller Credit Categories** list (*Figure 7-26*) is accessed from the **SD Credit Controller Setup** or by searching the Tell Me.



Code ↑	Description
→ AVERAGE	Average
BAD	Bad
GOOD	Good

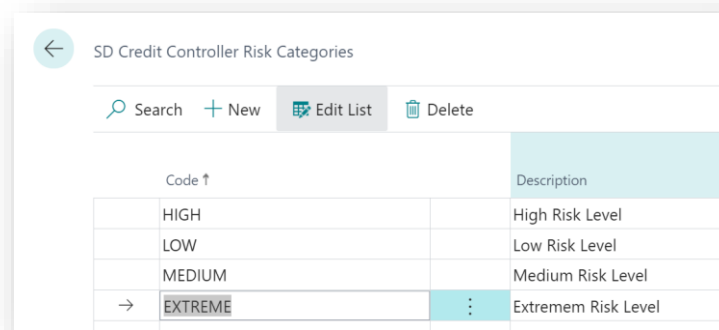
Figure 7-26

- **Code** – Specify a unique code to identify this Credit Category.
- **Description** – Enter a user defined description of the Credit Category.

7.9 Risk Categories

A Risk Category in SD Credit Controller is another means of grouping and categorising customers in SD Credit Controller. These codes can be assigned to customers for the purpose of debt categorisation and risk assessment. You assign a Risk Category to a customer by updating the Risk Category Code in the **Credit Control** FastTab on the **SD Credit Controller** extension to the standard **Customer Card**.

The **SD Credit Controller Risk Categories** list (*Figure 7-27*) is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me.



Code ↑	Description
HIGH	High Risk Level
LOW	Low Risk Level
MEDIUM	Medium Risk Level
→ EXTREME	Extremem Risk Level

Figure 7-27

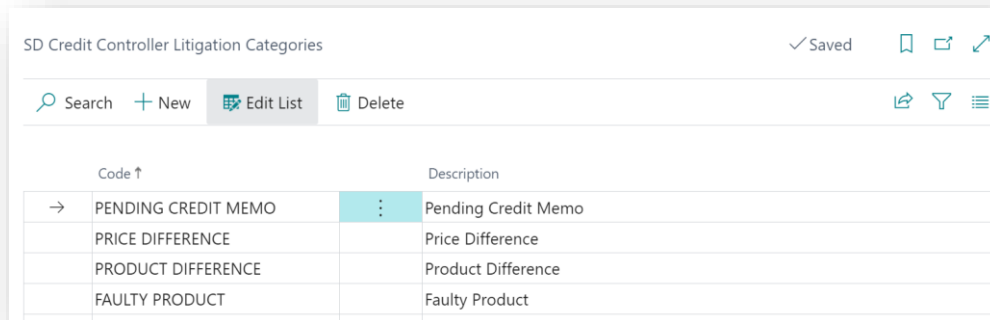
- **Code** – Enter a unique code to identify this Risk Category.
- **Description** – Specify a user defined description to describe the Risk Category

7.10 Litigation Categories

Litigation Categories in SD Credit Controller allow you to define category types for invoices that you have marked as In Dispute to identify the reason that caused the invoice to go into dispute.

The **SD Credit Controller Litigation Categories** list (*Figure 7-28*) is accessed from the **SD Credit Controller Setup** card or by searching the Tell Me.

You assign the Litigation Category to the in-dispute document in the **SD Credit Controller Customer Ledger Entries** page.



Code ↑	Description
→ PENDING CREDIT MEMO	Pending Credit Memo
PRICE DIFFERENCE	Price Difference
PRODUCT DIFFERENCE	Product Difference
FAULTY PRODUCT	Faulty Product

Figure 7-28

- **Code** – Enter a unique code to identify the Litigation Category.
- **Description** – Specify a user defined description to describe the Litigation Category.

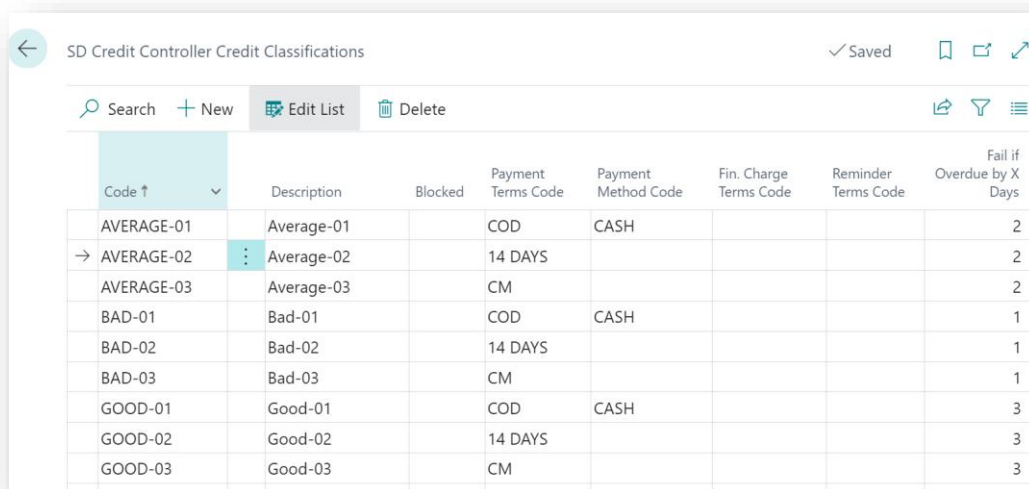
7.11 Credit Classifications

A Credit Classification provides a means to organise logically and visually, group, and update, customers in SD Credit Controller. A Credit Classification is a means of classifying and updating a customer's credit across all companies and allows for a core rating of customers based on the customer credit status.

You manually assign a Credit Classification to a customer by updating the Credit Classification Code in the **Credit Control** FastTab on the **SD Credit Controller** extension to the standard **Customer Card**.

Assigning a Credit Classification to a customer in SD Credit Controller updates the following fields on the standard Microsoft Dynamics 365 Business Central Customer table with the values as defined in the Credit Classification record: **Blocked**, **Payment Terms Code**, **Payment Method Code**, **Fin. Charge Terms Code**, **Reminder Terms Code** and syncs these updated fields to the Managed Companies.

The **SD Credit Controller Credit Classifications** list (*Figure 7-29*) is accessed from the **SD Credit Controller Setup** Page or by searching the Tell Me.



Code ↑	Description	Blocked	Payment Terms Code	Payment Method Code	Fin. Charge Terms Code	Reminder Terms Code	Fail if Overdue by X Days
AVERAGE-01	Average-01		COD	CASH			2
→ AVERAGE-02	Average-02		14 DAYS				2
AVERAGE-03	Average-03		CM				2
BAD-01	Bad-01		COD	CASH			1
BAD-02	Bad-02		14 DAYS				1
BAD-03	Bad-03		CM				1
GOOD-01	Good-01		COD	CASH			3
GOOD-02	Good-02		14 DAYS				3
GOOD-03	Good-03		CM				3

Figure 7-29

- **Code** – Enter a unique code to identify this Credit Classification.
- **Description** – Specify a user defined description of the Credit Classification.
- **Blocked** - Enter a Blocked action. Select an option to determine which transactions (if any) should be blocked for the customer when this Credit Classification is assigned to

the customer. Options are **<blank>**, **Ship**, **Invoice**, **All** (as per standard Microsoft Dynamics 365 Business Central).

- **Payment Terms Code** - Select a Payment Terms Code for this Credit Classification. When the customer is assigned this Credit Classification, the Payment Terms Code on the customer card is set to this Payment Terms Code.

Choose from a list of existing Payment Terms Codes in Microsoft Dynamics 365 Business Central.

- **Payment Method Code** - Select a Payment Method Code for this Credit Classification. When the customer is assigned this Credit Classification, the Payment Method Code on the customer card is set to this Payment Method Code.

Choose from a list of existing Payment Method Codes in Microsoft Dynamics 365 Business Central.

- **Fin. Charge Terms Code** - Select a Fin. Charge Terms Code for this Credit Classification. When the customer is assigned this Credit Classification, the Fin. Charge Terms Code on the customer card is set to this Fin. Charge Terms Code.

Choose from a list of existing Fin. Charge Terms Code in Microsoft Dynamics 365 Business Central.

- **Reminder Terms Code** - Select a Reminder Terms Code for this Credit Classification. When the customer is assigned this Credit Classification, the Reminder Terms Code on the customer card is set to this Reminder Terms Code.

Choose from a list of existing Reminder Terms Code in Microsoft Dynamics 365 Business Central.

- **Fail if overdue by x days** - Enter a grace period, expressed in days, for which a customer will not be considered overdue until the x days have passed.

An Overdue Test is carried out by SD Credit Controller when a Sell-To Customer is chosen on a Sales Order. If the **On Failed Credit Check** of **Block** has been chosen on the **Credit Controller Setup**, then, if a customer has failed the Credit Check, SD Credit Controller does not allow an Overdue Customer to be chosen as a Sell-To Customer on the Sales Header.

An Overdue Test is also carried out by SD Credit Controller when a Sales Order document is Released. If an **On Failed Credit Check of Hold** has been chosen in the **Credit Controller Setup**, then, if a customer has failed the Credit Check, SD Credit Controller does not allow a Sales Document to be Released if the Sell-To Customer on the Sales Document is Overdue.

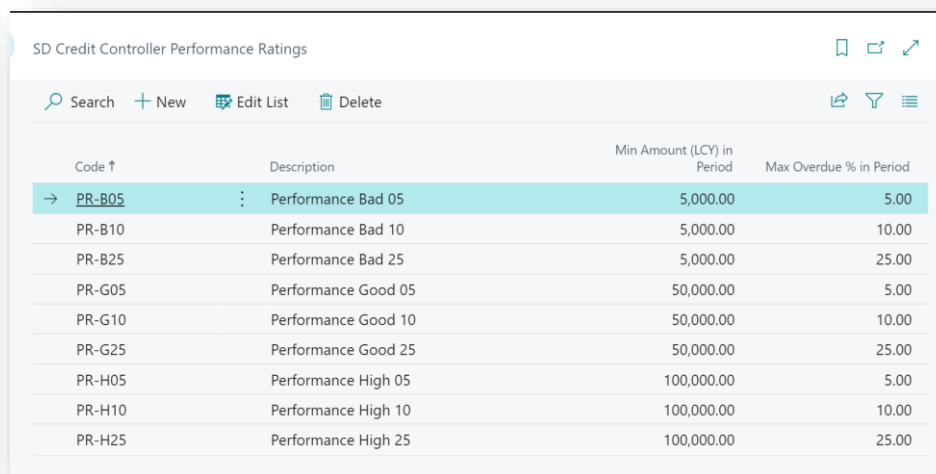
The Hold Sales Document can then go through the standard Dynamics 365 Business Central Sales Documents Approvals Process.

7.12 Performance Ratings

A Performance Rating in SD Credit Controller calculates the performance rating of your customers across all companies. The Performance Rating provides a means whereby for those businesses that you carry out most business with, you can allow a bigger leeway when these customers are overdue with their payments.

A Performance Rating is assigned automatically to a customer using SD Credit Controller's **Calculate Performance Ratings** functionality in the **SD Credit Controller Customers List** page, manually choosing the Performance Rating field in the **Credit Control** FastTab on the **SD Credit Controller** extension to the standard **Customer Card**, or by setting up a Job in the **Job Queue Entries** to run the Payment Performance Codeunit.

The **SD Credit Controller Performance Ratings** list is accessed from the **SD Credit Controller Setup** Page or by searching the Tell Me and displays a list of your defined Performance Ratings (*Figure 7-30*).



Code ↑	Description	Min Amount (LCY) in Period	Max Overdue % in Period
→ PR-B05	Performance Bad 05	5,000.00	5.00
PR-B10	Performance Bad 10	5,000.00	10.00
PR-B25	Performance Bad 25	5,000.00	25.00
PR-G05	Performance Good 05	50,000.00	5.00
PR-G10	Performance Good 10	50,000.00	10.00
PR-G25	Performance Good 25	50,000.00	25.00
PR-H05	Performance High 05	100,000.00	5.00
PR-H10	Performance High 10	100,000.00	10.00
PR-H25	Performance High 25	100,000.00	25.00

Figure 7-30

- **Code** – Specify a unique code to identify this Performance Rating.
- **Description** – Enter a user defined description of the Performance Rating.
- **Min Period (LCY)** - Enter an amount for the Min Period (LCY) used in determining the customers' Performance Rating.
- **Max Period Overdue %** - Enter a percentage amount for the Max Period Overdue % used in determining the customers' Performance Rating.

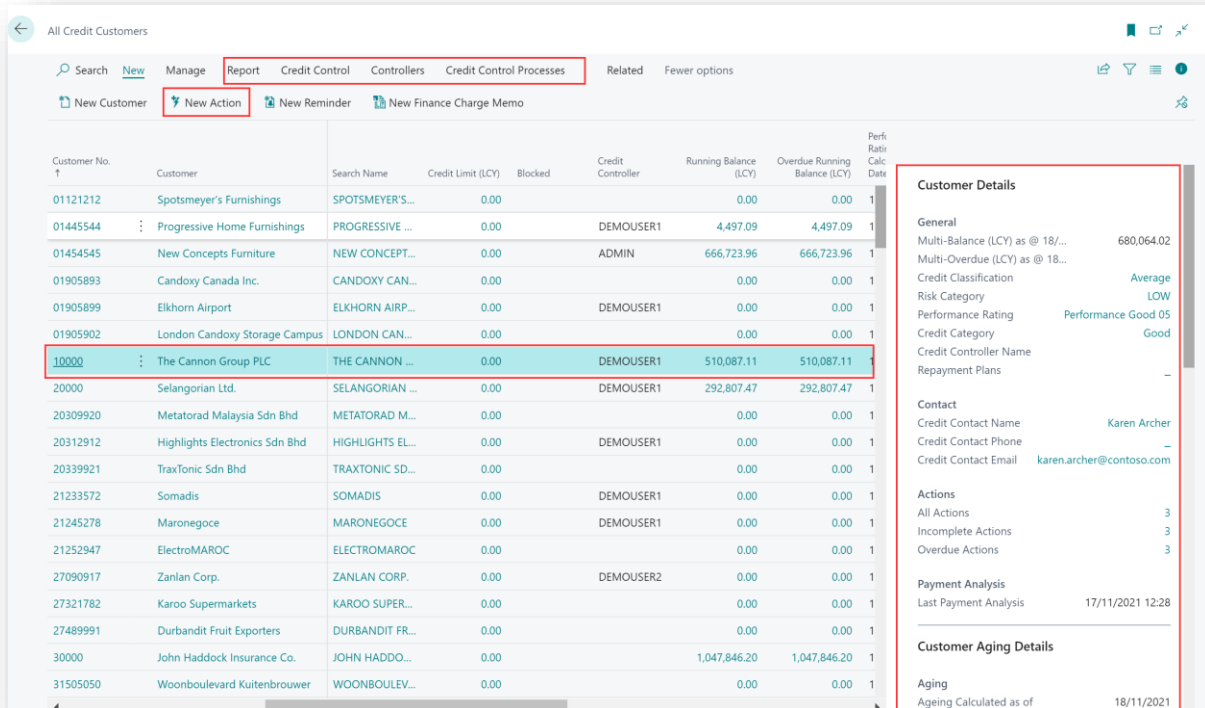
The Performance Rating is determined by searching through historical transactions (as defined in the Performance Rating fields in the SD Credit Controller Setup) where the Sales for the customer in the period are greater than or equal to the Min Period (LCY) amount and where the Max Period Overdue % is less than or equal to the actual customer's Overdue Payment %. The Period Start Date and Period End Date are calculated based on the Performance Period specified in the SD Credit Controller Setup.

The performance rating provides a means whereby, for those businesses that you carry out most business with, you can allow a bigger leeway for these customers to be overdue with their payments.

7.13 SD Credit Controller Customers List

The **SD Credit Controller Customers List** (Figure 7-31) is accessed by drilling through on the **Customers** cue in the Role Centre or by searching the Tell Me.

The SD-CC Customer List Page is based on the standard Microsoft Dynamics 365 Business Central Customer List Page (Page ID 22) and contains several customised fields, actions and FactBoxes.



Customer No.	Customer	Search Name	Credit Limit (LCY)	Blocked	Credit Controller	Running Balance (LCY)	Overdue Running Balance (LCY)	Perf. Ratio Calc. Date
01121212	Spotsmeyer's Furnishings	SPOTSMEYER'S...	0.00			0.00	0.00	1
01445544	Progressive Home Furnishings	PROGRESSIVE ...	0.00		DEMOUSER1	4,497.09	4,497.09	1
01454545	New Concepts Furniture	NEW CONCEPT...	0.00		ADMIN	666,723.96	666,723.96	1
01905893	Candoxy Canada Inc.	CANDOXY CAN...	0.00			0.00	0.00	1
01905899	Elkhorn Airport	ELKHORN AIRP...	0.00		DEMOUSER1	0.00	0.00	1
01905902	London Candoxy Storage Campus	LONDON CAN...	0.00			0.00	0.00	1
10000	The Cannon Group PLC	THE CANNON ...	0.00		DEMOUSER1	510,087.11	510,087.11	1
20000	Selangorian Ltd.	SELANGORIAN ...	0.00		DEMOUSER1	292,807.47	292,807.47	1
20309920	Metatorad Malaysia Sdn Bhd	METATORAD M...	0.00			0.00	0.00	1
20312912	Highlights Electronics Sdn Bhd	HIGHLIGHTS EL...	0.00		DEMOUSER1	0.00	0.00	1
20339921	TraxTonic Sdn Bhd	TRAXTONIC SD...	0.00			0.00	0.00	1
21233572	Somadis	SOMADIS	0.00		DEMOUSER1	0.00	0.00	1
21245278	Maronegoce	MARONEGOCE	0.00		DEMOUSER1	0.00	0.00	1
21252947	ElectroMAROC	ELECTROMAROC	0.00			0.00	0.00	1
27090917	Zanlan Corp.	ZANLAN CORP.	0.00		DEMOUSER2	0.00	0.00	1
27321782	Karoo Supermarkets	KAROO SUPER...	0.00			0.00	0.00	1
27489991	Durbandit Fruit Exporters	DURBANDIT FR...	0.00			0.00	0.00	1
30000	John Haddock Insurance Co.	JOHN HADDO...	0.00			1,047,846.20	1,047,846.20	1
31505050	Woonboulevard Kuitenbrouwer	WOONBOULEV...	0.00			0.00	0.00	1

Customer Details

General

Multi-Balance (LCY) as @ 18/... 680,064.02

Multi-Overdue (LCY) as @ 18...

Credit Classification Average

Risk Category LOW

Performance Rating Performance Good 05

Credit Category Good

Credit Controller Name

Repayment Plans -

Contact

Credit Contact Name Karen Archer

Credit Contact Phone -

Credit Contact Email karen.archer@contoso.com

Actions

All Actions 3

Incomplete Actions 3

Overdue Actions 3

Payment Analysis

Last Payment Analysis 17/11/2021 12:28

Customer Aging Details

Aging

Ageing Calculated as of 18/11/2021

Figure 7-31

- **Customer No.** - The Customer No. from the Customer table as per standard Microsoft Dynamics 365 Business Central.
- **Credit Limit (LCY)** - The Credit Limit (LCY) for the Customer, from the Customer table, as per standard Microsoft Dynamics 365 Business Central.
- **Blocked** - The Blocked option for the Customer, from the Customer table, as per standard Microsoft Dynamics 365 Business Central.
- **Credit Controller** - The Credit Controller assigned to this Customer.

- **Running Balance (LCY)** – The Running Balance (LCY) for the Customer as calculated by the **Calculate Running Balance** action or Job.

The Running Balances are designed to present a snapshot of the balances – and are a less overhead intensive calculation than the Aged Analysis.

- **Overdue Running Balance (LCY)** - The Overdue Running Balance (LCY) for the Customer as calculated by the **Calculate Running Balance** action or Job.

The Running Balances are designed to present a snapshot of the balances – and are a less overhead intensive calculation than the Aged Analysis.

- **Performance Ratings Calculated Date** – Displays the Date at which the Age Analysis was last calculated.
- **Credit Category Code** – The SD Credit Controller Credit Category that has been set for the Customer.
- **Credit Classification Code**– The SD Credit Controller Credit Category that has been set for the Customer.
- **Performance Rating Code** – The SD Credit Controller Credit Category that has been set for the Customer.
- **Risk Category Code**– The SD Credit Controller Credit Category that has been set for the Customer.
- **Debtor Insurance Limit (LCY)** – The SD Credit Controller Credit Category that has been set for the Customer.
- **Overdue Actions** – A FlowField Count of Overdue Actions logged for this Customer. Drill through on the **Overdue Actions** Count to view a filtered list of Overdue Actions.
- **Incomplete Actions** - A FlowField Count of Incomplete Actions logged for this Customer. Drill through on the **Incomplete Actions** Count to view a filtered list of Incomplete Actions.
- **All Actions** - A FlowField Count of All Actions logged for this Customer. Drill through on the **All Actions** Count to view the list of All Actions.
- **Has Dispute** – Displays Yes, if the **In Dispute** checkbox has been checked on a ledger entry in the **SD CC Customer Ledger Entries** table for the Customer.

Note: The style of the Running Balance, Overdue Running Balance, and Multi-Balances are set to an Unfavourable Style if the Credit Controller Calculations have not been run within the days specified in the **Highlight Uncalculated in Days** field on the **SD Credit Controller Setup**.

The following action is available from the **New** menu group (*Figure 7-32*):

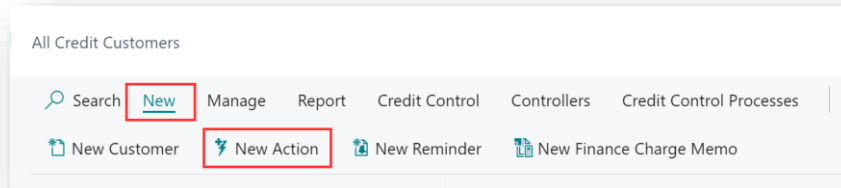


Figure 7-32

- **New Action** - Choose this action to log an Action for the Customer or for a particular Customer Ledger Entry. Please refer to the section on the Action Card in this document.

These actions are available from the **Report** menu group (*Figure 7-33*):

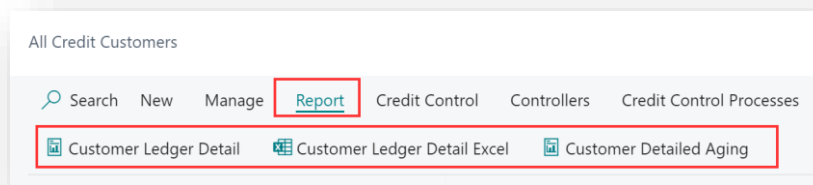


Figure 7-33

- **Customer Ledger Detail** – Choose this action to run the SD Credit Controller Customer Ledger Entry Detail Report. If you are running SD Credit Controller as a multi-company installation this report will display results for the Manager and Managed Companies.
- **Customer Ledger Detail Excel** – Choose this action to run the SD Credit Controller Customer Ledger Entry Detail Report and export to **Excel**. If you are running SD Credit Controller as a multi-company installation this report will display results for the Manager and Managed Companies.
- **Customer Detailed Aging** – Choose this action to run the SD Credit Controller Detailed Aging Report. If you are running SD Credit Controller as a multi-company installation this report will display results for the Manager and Managed Companies.

The following actions are available from the **Credit Control** menu group (Figure 7-34):

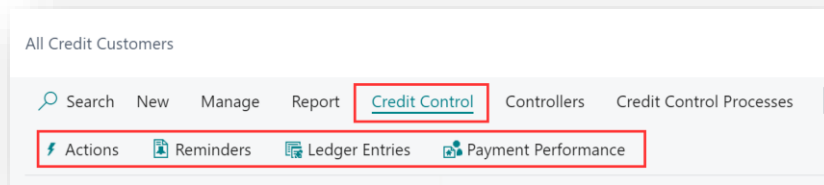


Figure 7-34

- **Actions** - Choose this action to display a list of Actions logged for the selected Customer. Please refer to the section on Action Lists in this document.
- **Actions** - Choose this action to display the standard Dynamics 365 Business Central list of Reminders logged for the selected Customer.
- **Ledger Entries** - Choose this action to open the Customer Ledger Entries for the selected customer across all Manager and Managed Companies. When the Ledger Entries action is chosen, SD Credit Controller synchronises the Customer Ledger Entries across all Companies.
- **Payment Performance** - Choose this action to view the Payment Performance of the currently selected customer. The Payment Performance List displays the Payment Performance of the currently selected customer and tracks and records the periods during which the customer has had certain Performance Ratings.

The below actions are available in the **Controllers** menu group (Figure 7-35):

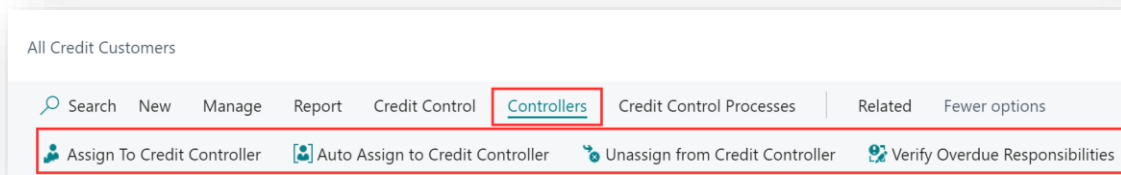


Figure 7-35

- **Assign to Credit Controller** - Choose this action to manually assign the customer (or a selected range of customers) to a Credit Controller.
- **Auto Assign to Credit Controller** - Choose this action to auto assign the customer (or a selected range of customers) to a Credit Controller. SD Credit Controller auto assigns the Customers to those Credit Controllers that have the Auto Assign Customer enabled in the **SD Credit Controller Setup**.

- **Unassign from Credit Controller** - Choose this action to Unassign the customer (or a selected range of customers) from a Credit Controller.
- **Verify Overdue Responsibilities** – Choose this action to reassign and move customers from one Credit Controller to another where the Credit Controller has reached their Overdue Responsibility Limit.

The Overdue Responsibility Limit is defined against a Customer's total overdue balance up to which a Credit Controller can log Actions. When the Overdue Responsibility (LCY) is higher than that defined for the Credit Controller, the customer will be reassigned to a Credit Controller with a higher defined Overdue Responsibility (LCY). The Overdue Responsibility (LCY) can be defined for each individual Credit Controller in the **SD Credit Controller Controllers** list.

The following actions are available in the **Controllers** menu group (*Figure 7-36*):

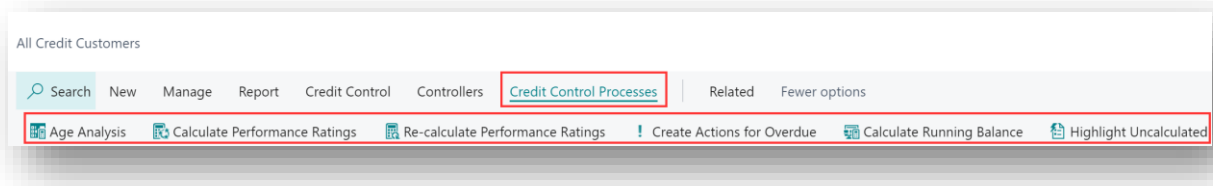


Figure 7-36

Note: It is recommended that you Calculate Performance Ratings for your Customers before you run the Age Analysis so that you are Aging based on the latest Performance Ratings.

Note: It is advised to run the Aged Analysis overnight.

- **Age Analysis** – Choose this action to calculate Aging Details and Aged Debt for all customers or for a selection of customers. The results of the calculations are updated and displayed in **the Customer Aging Details FactBox**.
- **Calculate Performance Ratings**- Choose this action to Calculate Performance Ratings for all customers or for a selection of customers. This also updates the **Customers Over Credit Limit** cue in the relevant SD Credit Controller Role Centres.
- **Re-calculate Performance Ratings**– Choose this action to Re-Calculate Performance Ratings for all customers or for a selection of customers. Choosing this action clears out any previous Performance Ratings calculated for the customer and re-calculates from the beginning of the Customer Ledger Entry transactions again.
- **Create Actions for Overdue** – This action automatically creates Actions for all overdue invoices for all customers or a selection of customers.

- **Calculate Running Balance** - Choose this action to calculate running balances for all customers or for a selection of customers.

The Running Balances are designed to be a snapshot of the balances – and are a less overhead-intensive calculation than the Aged Analysis calculations.

This action copies all open customer ledger entries from your Manager and Managed Companies and synchronises the standard Dynamics 365 Business Central Customer Ledger Entries into the **SD Credit Controller Customer Ledger Entry** table. The Running Balance (LCY) is a sum of the "SD-CC Cust. Ledger Entry"."Remaining Amt. (LCY)" for the Customer.

- **Highlight Uncalculated** – Choose this action to highlight those records that have not had the Running Balance and Overdue Balance calculated in **X days** as specified on the **SD Credit Controller Setup**.

7.14 SD Credit Controller extension to the Customer Card

The **SD Credit Controller** extension to the standard Dynamics 365 Business Central Customer Card is accessed from the **SD Credit Controller Customer List** extends the Customer Card (Page ID 21) with two FastTabs, customised fields, actions, and FactBoxes.

Expand the **Credit Control** FastTab (*Figure 7-37*):

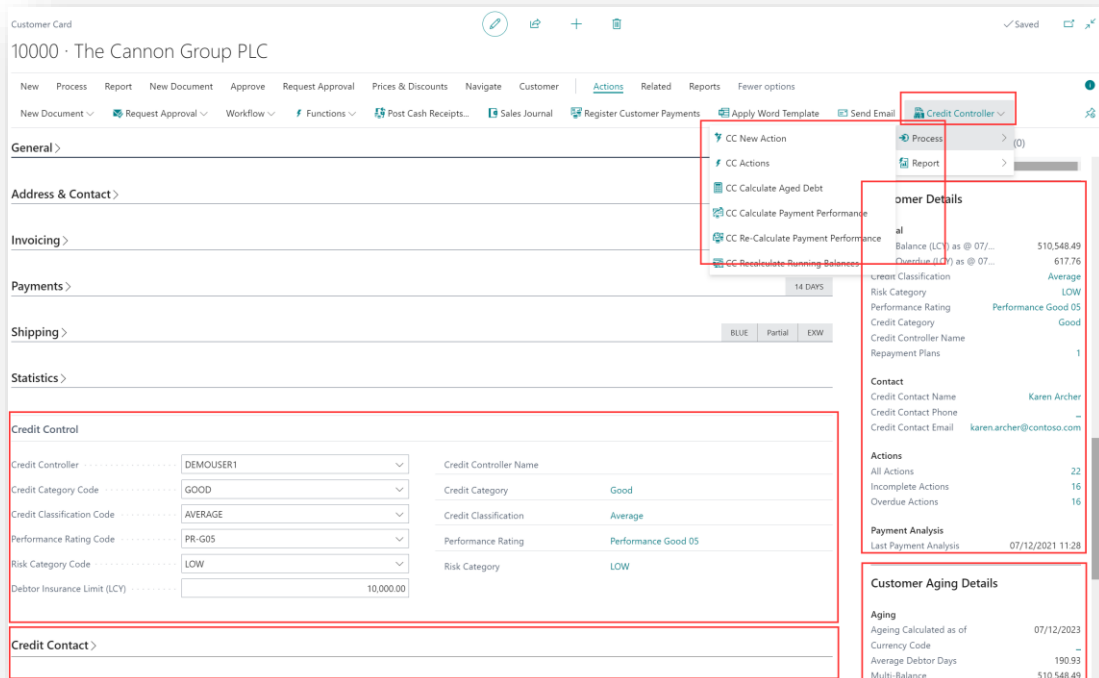


Figure 7-37

- **Credit Controller** - The Credit Controller assigned to the customer.
- **Credit Category Code** – Enter a Credit Category Code for the customer.
- **Credit Classification Code** – Enter a Credit Classification Code for the customer.
- **Performance Rating Code** - The Performance Rating Code for the Customer, calculated by running the **Calculate Performance** functionality.
- **Risk Category Code** – Enter a Risk Category Code for the customer.
- **Debtor Insurance Limit (LCY)** - Enter the Debtor Insurance Limit for the customer. Enter an amount in LCY.

Expand the **Credit Contact** FastTab (*Figure 7-38*):

Credit Contact	
Credit Contact No.	CT100212
Credit Contact Name	Karen Archer
Credit Contact Phone	-
Credit Contact Email	karen.archer@contoso.com

Figure 7-38

- **Credit Contact No.** - Enter the Contact No. to note whom you deal with in relation to credit issues for the customer. Select from a list of existing Contacts in Microsoft Dynamics 365 Business Central.
- **Credit Contact Name** - Displays the Name of the contact in Credit Contact No.
- **Credit Contact Phone** - Displays phone number of the Contact in Credit Contact No.
- **Credit Contact Email** - Displays the email of the Credit Contact No.

The FactBoxes provide additional information for the Credit Controller. The Customer Details FactBox displays Credit Controller information, Credit Contact information, and Action flow fields that provide drill-through access to filtered Action Lists (*Figure 7-39*).

Customer Details	
General	
Multi-Balance (LCY) as @ 18/...	680,064.02
Multi-Overdue (LCY) as @ 18...	
Credit Classification	Average
Risk Category	LOW
Performance Rating	Performance Good 05
Credit Category	Good
Credit Controller Name	
Repayment Plans	-
Contact	
Credit Contact Name	Karen Archer
Credit Contact Phone	-
Credit Contact Email	karen.archer@contoso.com
Actions	
All Actions	3
Incomplete Actions	3
Overdue Actions	3
Payment Analysis	
Last Payment Analysis	17/11/2021 12:28

Figure 7-39

The Customer Aging Details Fact Box displays the Customer Aging Details for the Customer as calculated in the SD Credit Controller Age Analysis calculations (*Figure 7-40*):

Customer Aging Details	
Aging	
Ageing Calculated as of:	02/08/2017
Currency Code:	
Average Debtor Days:	301.65
Multi-Balance:	286,076.04
Aging	
Multi-Current:	
Multi-Month 1:	-5.00
Multi-Month 2:	-160,079.98
Multi-Month 3+:	534,097.90
Aging (LCY)	
Multi-Balance (LCY):	286,076.04
Multi-Current (LCY):	
Multi-Month 1 (LCY):	-5.00
Multi-Month 2 (LCY):	-160,079.98
Multi-Month 3+ (LCY):	534,097.90
Aging Balance Due	
Multi-Balance Due:	374,012.92
Multi-Current Due:	
Multi-Month 1 Due:	-5.00
Multi-Month 2 Due:	-160,079.98
Multi-Month 3+ Due:	534,097.90
Aging Balance Due (LCY)	

Figure 7-40

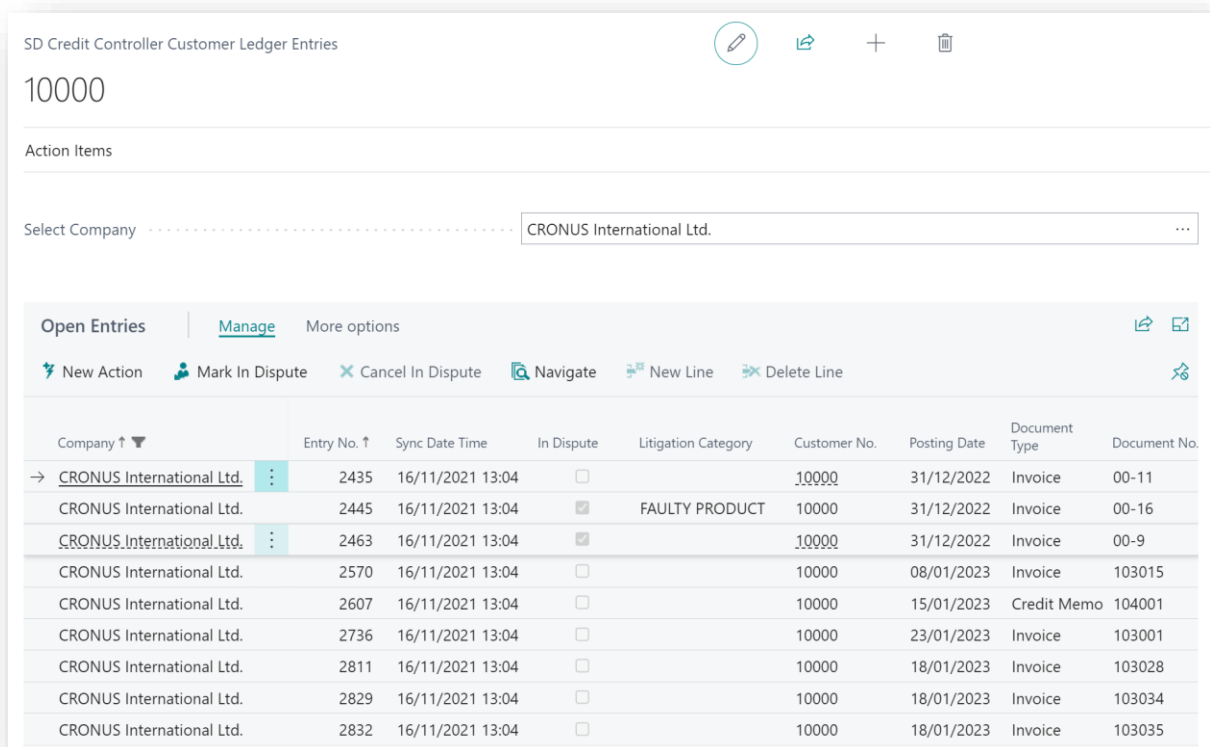
7.15 SD Credit Controller Customer Ledger Entries List

The **SD Credit Controller Customer Ledger Entry List** is accessed from the **SD Credit Controller Customer List**. From the **Credit Controller** menu group, choose **Ledger Entries**.

The Customer Ledger Entries are synced in the **SD Credit Controller Customer Ledger Entry** table for a customer:

- when transactions are posted to the standard Customer Ledger Entry
- from the **SD Credit Controller Setup** card when the **Sync Customer Ledger Entries** action is chosen
- and when the **Running Balances** calculations are run.

The **SD Credit Controller Customer List** contains the following fields (*Figure 7-41*):



Company ↑ ▼	Entry No. ↑	Sync Date Time	In Dispute	Litigation Category	Customer No.	Posting Date	Document Type	Document No.
→ CRONUS International Ltd.	2435	16/11/2021 13:04	<input type="checkbox"/>		10000	31/12/2022	Invoice	00-11
CRONUS International Ltd.	2445	16/11/2021 13:04	<input checked="" type="checkbox"/>	FAULTY PRODUCT	10000	31/12/2022	Invoice	00-16
CRONUS International Ltd.	2463	16/11/2021 13:04	<input checked="" type="checkbox"/>		10000	31/12/2022	Invoice	00-9
CRONUS International Ltd.	2570	16/11/2021 13:04	<input type="checkbox"/>		10000	08/01/2023	Invoice	103015
CRONUS International Ltd.	2607	16/11/2021 13:04	<input type="checkbox"/>		10000	15/01/2023	Credit Memo	104001
CRONUS International Ltd.	2736	16/11/2021 13:04	<input type="checkbox"/>		10000	23/01/2023	Invoice	103001
CRONUS International Ltd.	2811	16/11/2021 13:04	<input type="checkbox"/>		10000	18/01/2023	Invoice	103028
CRONUS International Ltd.	2829	16/11/2021 13:04	<input type="checkbox"/>		10000	18/01/2023	Invoice	103034
CRONUS International Ltd.	2832	16/11/2021 13:04	<input type="checkbox"/>		10000	18/01/2023	Invoice	103035

Figure 7-41

- **Select Company** - Select the Company for which you want to display the open Customer Ledger Entries.

-
- **Company** - The Company to which this Customer Ledger Entry record belongs.
 - **Entry No.** - The Customer Ledger Entry No., as per standard Microsoft Dynamics 365 Business Central.
 - **Sync Date Time** - The Date and Time which the Customer Ledger Entries were synchronised across companies.
 - **In Dispute** - Indicates if this Entry is in Dispute.
 - **Litigation Category** – Indicates the type of dispute for this Customer Ledger Entry.
 - **Customer No.** - The Customer No. for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Posting Date** - The Posting Date for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Document Type** - The Document Type for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Document No.** - The Document No. for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Description** - The Description for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Currency Code** - The Currency Code for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Amount** - The Amount for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Remaining Amount** - The Remaining Amount for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Original Amt. (LCY)** - The Original Amt. (LCY) for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Remaining Amt. (LCY)** - The Remaining Amt. (LCY) for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
 - **Amount (LCY)** - The Amount (LCY) for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.

- **Open** - Indicates if the Customer Ledger Entry is Open, as per standard Microsoft Dynamics 365 Business Central.
- **Due Date** - The Due Date for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
- **Document Date** - The Document Date for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
- **Promised Amount** – The Amount that has been promised by the Customer as Payment.
- **Promised Payment Date** – The Date that the Customer has promised to pay the Promised Amount.
- **External Document No.** - The External Document No. for the Customer Ledger Entry, as per standard Microsoft Dynamics 365 Business Central.
- **Open Actions** – A FlowField count of the Open Actions logged against this Customer Ledger Entry. Drill through on the **Open Actions** Count to view a list of the Actions.
- **Closed Actions** – A FlowField count of the Closed Actions logged against this Customer Ledger Entry. Drill through on the **Closed Actions** Count to view a list of the Actions.
- **Dimensions** – Will display the dimensions linked to the Customer Ledger Entry, as per setup on the **SD Credit Controller Setup** page.

The following action is available from the **Action Items** menu group (*Figure 7-42*):

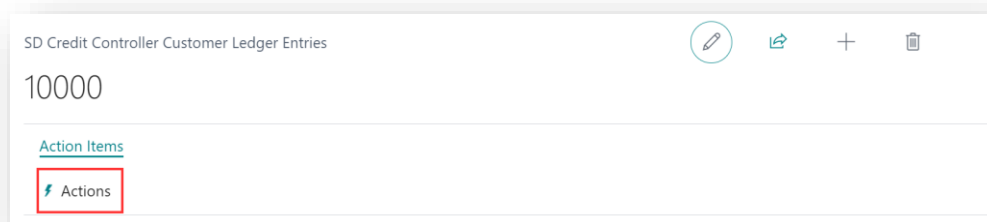


Figure 7-42

- **Actions** - Choose this action to view a list of Actions logged against the Ledger Entry. Please refer to the section on **Actions** in this document.

The following actions are available from the **Actions** in the **Open Entries** List Part Page (*Figure 7-43*):

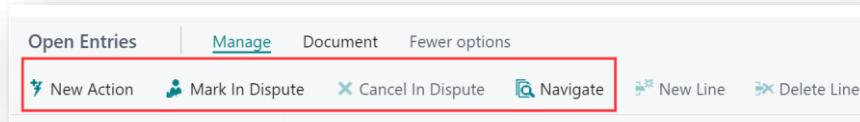


Figure 7-43

- **New Action** - Choose this action to create a new Action for the selected Customer Ledger Entry. Please refer to the section on Action Card in this document.
- **Mark In Dispute** - Choose this option to update this Customer Ledger Entry transaction to In Dispute. The In Dispute checkbox is set to true. You are prompted to select a litigation category to link to the Customer Ledger Entry
- **Cancel In Dispute** - Choose this option to remove the In Dispute flag against this Customer Ledger Entry. The In Dispute checkbox is cleared.
- **Navigate** – Choose this action to call the standard Microsoft Dynamics 365 Business Central Navigate function.

The following actions are available from the **Actions** in the **Open Entries** List Part Page in the **Document** menu group (*Figure 7-44*):

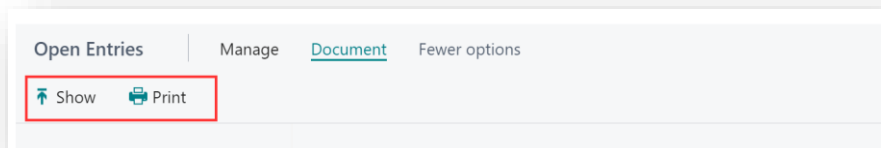
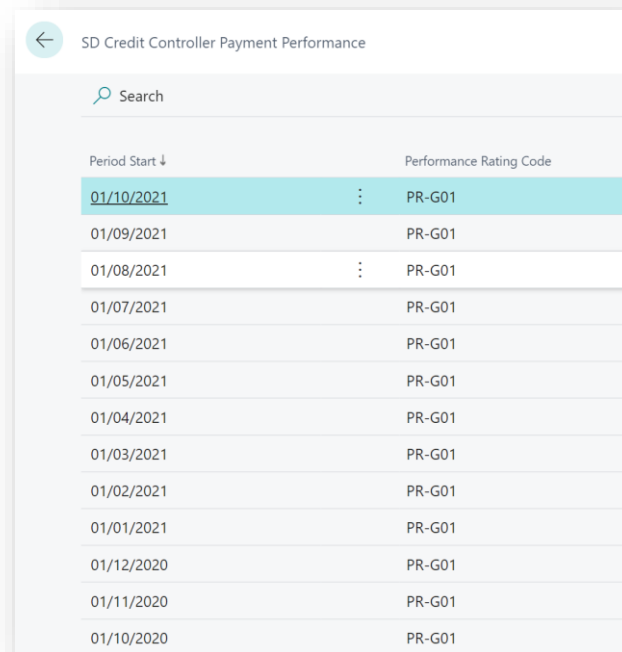


Figure 7-44

- **Document** – Choose this action to open the Document for the selected Customer Ledger Entry.
- **Print** – Choose this action to print the Document for the selected Customer Ledger Entry.

7.16 Payment Performance

The **Payment Performance List** Page is accessed from the **SD Credit Controller Customer List** Page. From the **Credit Control** menu group, choose **Payment Performance**. The **Payment Performance List** displays the details of the Payment Performances as calculated by SD Credit Controller and contains the following fields (*Figure 7-45*):



Period Start ↓	Performance Rating Code
01/10/2021	PR-G01
01/09/2021	PR-G01
01/08/2021	PR-G01
01/07/2021	PR-G01
01/06/2021	PR-G01
01/05/2021	PR-G01
01/04/2021	PR-G01
01/03/2021	PR-G01
01/02/2021	PR-G01
01/01/2021	PR-G01
01/12/2020	PR-G01
01/11/2020	PR-G01
01/10/2020	PR-G01

Figure 7-45

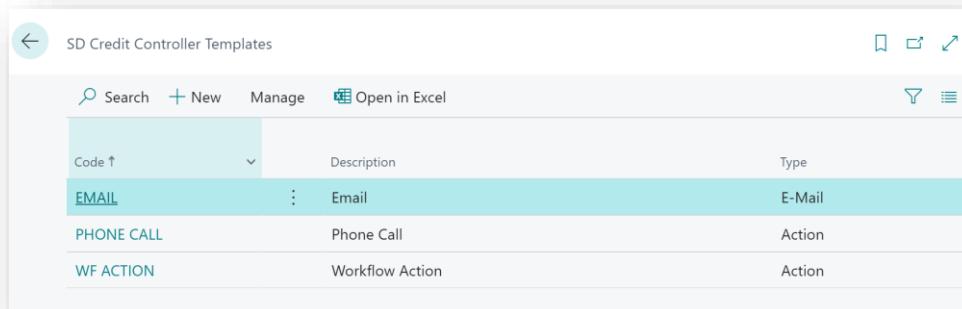
- **Period Start** - A date stamp of the Period Start for which the customer had the Performance Rating Code.
- **Performance Rating Code** - The customer's Performance Rating Code as at the Period Start.
- **Calculated At** – Displays the date time at which the Payment Performance was calculated.

7.17 Templates

Templates are used in SD Credit Controller to define the default settings and data to be used when automatically creating an Action, Word Merge Document, or Email.

A Template Type of Action is used for auto logging of Actions. A Template Type of Word Merge Document is used to define the details to create a Word Merge Document. A Template Type of Email allows you to define the Email Subject and Body to use when generating automatic Emails from SD Credit Controller.

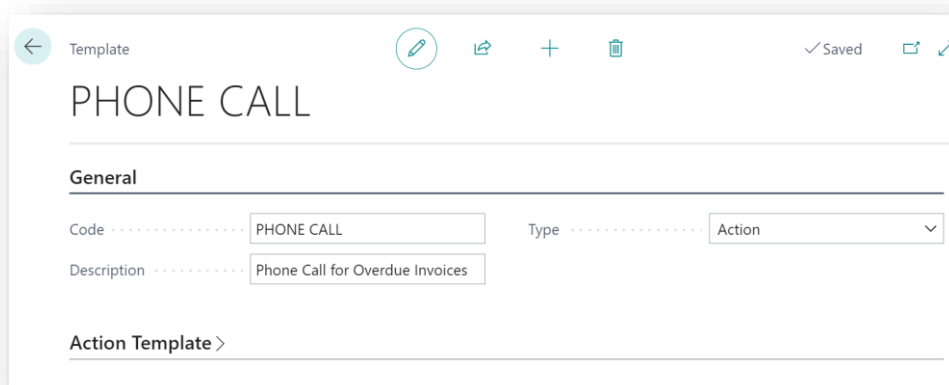
The **SD Credit Controller Templates** list is accessed from the **SD Credit Controller Setup** or by searching the Tell Me (*Figure 7-46*).



Code ↑	Description	Type
EMAIL	Email	E-Mail
PHONE CALL	Phone Call	Action
WF ACTION	Workflow Action	Action

Figure 7-46

The Template Card, accessed by selecting **New**, **Edit** or **View** from the **SD Credit Controller Templates** list contains the following fields in the **General** FastTab (*Figure 7-47*):



Template

PHONE CALL

General

Code PHONE CALL Type Action

Description Phone Call for Overdue Invoices

Action Template >

Figure 7-47

- **Code** – Enter a unique code to identify the Template.

- **Description** – Specify a user defined description for the Template.
- **Type** – Select a Type for which this Template is to be used. Options are **Action, Word Merge Document, Email**.

Action – This **Type** of Template is used for auto logging Actions.

Word Merge Document – This **Type** of Template will define the details needed to create a Word Merge Document.

Email - This **Type** of Template allows you to define the Email Subject and Body to use for generating automatic Emails from SD Credit Controller.

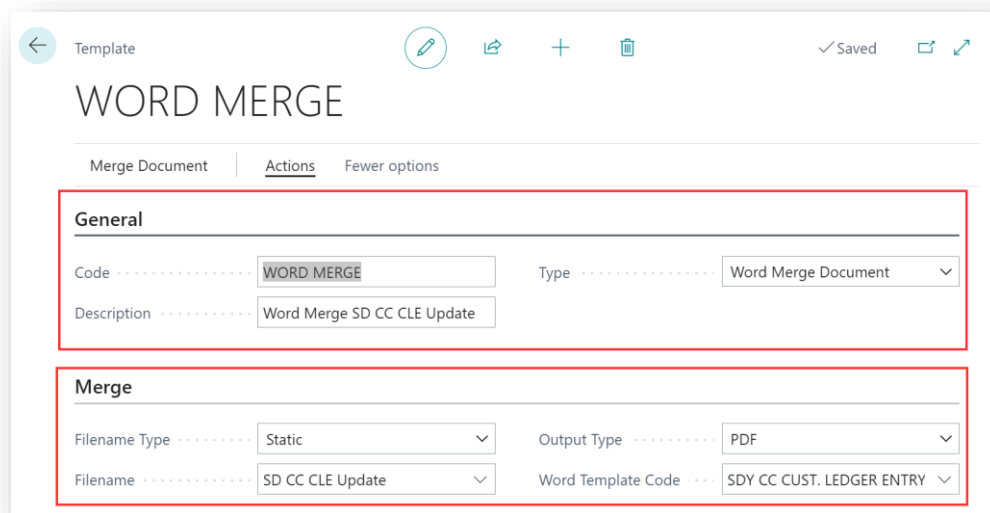
The **Action Template** and **Content** FastTabs are displayed if the **Type** chosen is **Action** (Figure 7-48):

Figure 7-48

- **Action Type Code** - Chose the Action Type.
- **Action Type** – Displays the description of the Action chosen in **Action Type Code**.

- **Action State** - Select the State of the Action that will be created. Options are **Open, Completed**.
- **Action Due Date Formula** - Enter a due date formula for which the Action due date created by the Template will be set. (The Due Date will be Work Date + Action Due Date Formula).
- **Content** - Enter a comment that will be automatically inserted for all Actions that are created by the Template.

The **Merge** FastTab is displayed if the **Type** chosen is **Word Merge Document** (*Figure 7-49*):



The screenshot shows a 'Template' configuration screen for 'WORD MERGE'. The 'Merge' section is highlighted with a red box. It contains the following fields:

- Filename Type**: Static
- Output Type**: PDF
- Filename**: SD CC CLE Update
- Word Template Code**: SDY CC CUST. LEDGER ENTRY

The 'General' section shows:

- Code**: WORD MERGE
- Type**: Word Merge Document
- Description**: Word Merge SD CC CLE Update

Figure 7-49

- **Filename Type** - Chose the Filename Type for the Word Merge Template. Options are **Static** or **No. Series**.
- **Filename** - Based on the Filename Type chosen, **Static** or **No. Series**, specify the filename for the Word Merge Document.

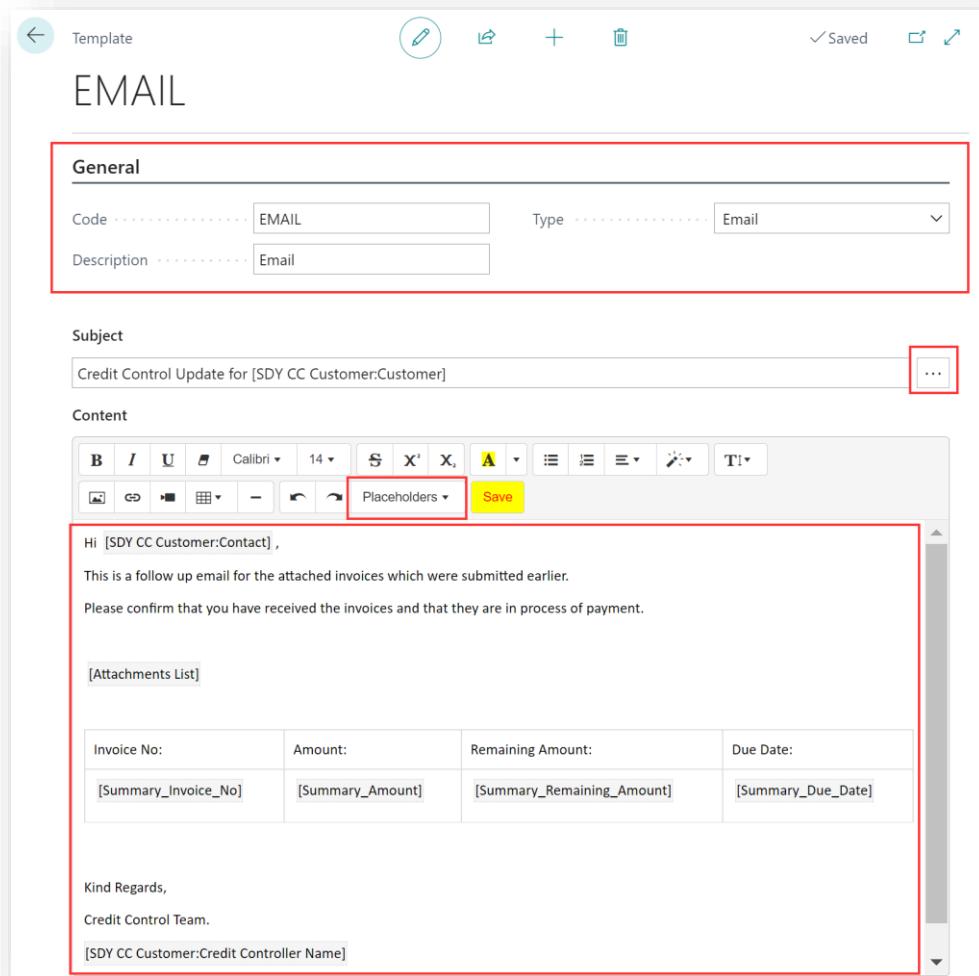
If a **Filename Type** of **Static** is chosen, enter a Filename to be used for the Word Merge Document.

If a **Filename Type** of **No. Series** is chosen, choose from a list of existing No. Series.

- **Output Type** - Select the Output Type of the Word Merge Document.

- Word Template Code** – Enter a Word Template Code. Set up your Word Merge Template Code as per standard Microsoft Dynamics 365 Business Central Word Merge functionality by navigating to the Word Templates page, creating a Word Template, adding a new entity **43021009 SDY CC Cust. Ledger Entry** to the Word Template and following the instructions as per standard Microsoft Dynamics 365 Business Central to finish creating the Word Template.

The **Email Options** and **Content** FastTabs are displayed if the **Type** chosen is **Email** (Figure 7-50):



Template

EMAIL

Code EMAIL Type Email

Description Email

Subject

Credit Control Update for [SDY CC Customer:Customer] ...

Content

Hi [SDY CC Customer:Contact] ,

This is a follow up email for the attached invoices which were submitted earlier.

Please confirm that you have received the invoices and that they are in process of payment.

[Attachments List]

Invoice No:	Amount:	Remaining Amount:	Due Date:
[Summary_Invoice_No]	[Summary_Amount]	[Summary_Remaining_Amount]	[Summary_Due_Date]

Kind Regards,
 Credit Control Team.
 [SDY CC Customer:Credit Controller Name]

Figure 7-50

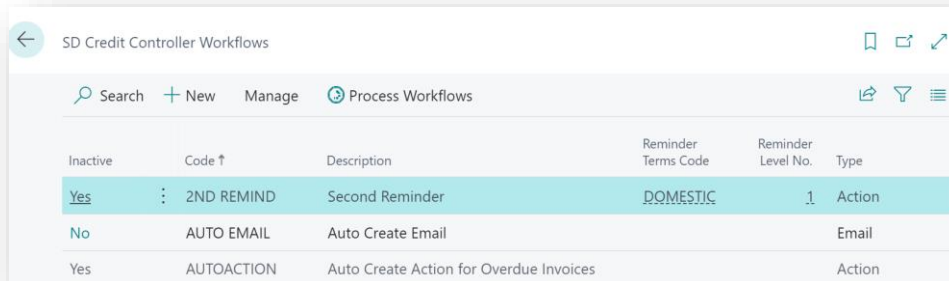
- Subject** - Enter the Email Subject. Place holder fields can be selected from the SDY CC Cust. Ledger Entry table, the SDY CC Customer table, and the Company Information table.

- **Content** - Enter the text to appear in the Email body. Place holder fields can be selected from the SDY CC Cust. Ledger Entry table, the SDY CC Customer table, and the Company Information table to print dynamic text. You can also select an Attachment List place holder field which lists the attached documents and various Summary place holder fields which are used if you choose to run a consolidated email.

7.18 Workflows

Workflows in SD Credit Controller allow you to define Automatic Workflow processes. You can create Workflows to automatically create Actions, create a Reminder, or create an Email from SD Credit Controller.

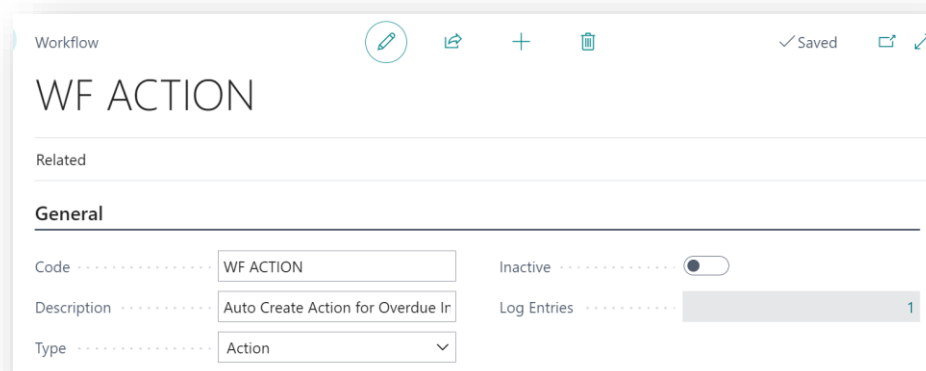
The **SD-Credit Controller Workflows List** (Figure 7-51) is accessed from the **SD Credit Controller Setup** or by searching the Tell Me. To Process the Workflows, choose the **Process Workflow** action. You can also set the **Workflows** to process automatically by setting up a **Job**. Please refer to the section on Executing Calculations Automatically in this document.



Inactive	Code ↑	Description	Reminder Terms Code	Reminder Level No.	Type
Yes	2ND REMIND	Second Reminder	DOMESTIC	1	Action
No	AUTO EMAIL	Auto Create Email			Email
Yes	AUTOACTION	Auto Create Action for Overdue Invoices			Action

Figure 7-51

The **SD Credit Controller Workflow Card**, accessed by selecting **New**, **Edit** or **View** from the **SD-Credit Controller Workflows List** contains the following fields in the **General** FastTab (Figure 7-52):



Workflow

WF ACTION

Related

General

Code WF ACTION

Description Auto Create Action for Overdue In

Type Action

Inactive

Log Entries 1

Figure 7-52

- **Code** – Enter a unique code to identify the Workflow.
- **Description** – Enter a user defined description for the Workflow.

- **Type** – Select whether the Workflow is an **Action**, a **Reminder** or an **Email**.
 - Action** – When the Workflow criteria are met, an Action is created.
 - Reminder** – When the Workflow criteria are met, a Reminder is created.
 - Email** - When the Workflow criteria are met, an **Email** is generated.
- **Inactive** – Specifies if the Workflow is Inactive.
- **Log Entries** – A FlowField count of the Log Entries that were created by the Workflow when the Workflow was processed.

The **Execution** FastTab contains the following fields (*Figure 7-53*):

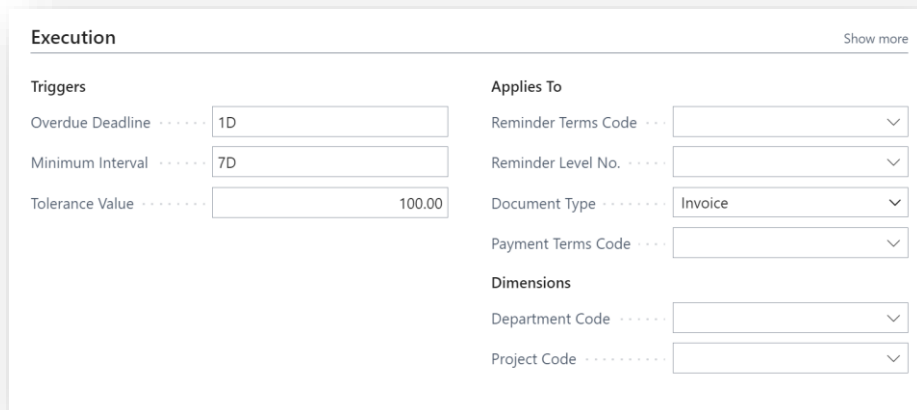


Figure 7-53

- **Overdue Deadline** – Enter the time, expressed in date time formula, after which the Customer Ledger Entry record, based on the Customer Ledger Entry Due Date, is considered overdue. This defines what the Workflow will action.
- **Minimum Interval** – This defines the amount of time to wait before the Workflow is next applied to the Customer Ledger Entry. If the Minimum Interval is set to <blank> then on re-run of the Workflow, if a Workflow Log Entry exists for the Customer Ledger Entry for this Workflow, then the Customer Ledger Entry will not be included again.
- **Tolerance Value** – Enter an amount above which to include those Customer Ledger Entry records that have a Remaining Amt. (LCY) greater than the Tolerance Value. The

Workflow will trigger for those Customer Ledger Entry Records that have a Remaining Amt. (LCY) greater than the Tolerance Value.

- **Reminder Terms Code** – Select the Reminder Terms Code from a list of existing Reminders specified in Microsoft Dynamics 365 Business Central. This will set the Workflow to apply to those Customers that have the Reminder Terms Code specified on the Customer Card. This field can be set to <blank>.
- **Reminder Level No.** – Select the Reminder Level to apply the Workflow to Ledger Entries that have a Last Issued Reminder Level of **Reminder Level No.** This field can be set to <blank>.

Before any Reminders are generated for the Ledger Entry, the Last Issued Reminder Level field on the Ledger Entry is 0. Therefore, to create the first Reminder using a Workflow, the **Reminder Level No.** must be set to <blank>.

- **Document Type** – Select the Microsoft Dynamics 365 Business Central Document Type to limit the Workflow to only look at this Document Type in the Customer Ledger Entry table.

For example, if you want to send Emails with the **SD Credit Controller Sales – Invoice** Report attached, you would select a Document Type of Sales Invoice.

If you want to send Emails with the **SD Credit Controller Reminder** Report attached, you would leave the Document Type blank.

- **Payment Terms Code** – Enter a Payment Terms Code to limit the Workflow to only look for entries in the Customer Ledger Entry table for those Customers that have their Payment Terms Code set to this Payment Terms Code.
- **Department Code** - Select a Dimension Value to limit the Workflow to only look at this Dimension Value in the Customer Ledger Entry table.
- **Project Code** - Select a Dimension Value to limit the Workflow to only look at this Dimension Value in the Customer Ledger Entry table.

The **Template to Use** FastTab is displayed if the **Type** chosen is **Action** or **Email** (Figure 7-54):

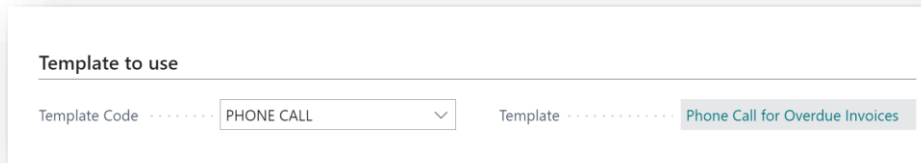


Figure 7-54

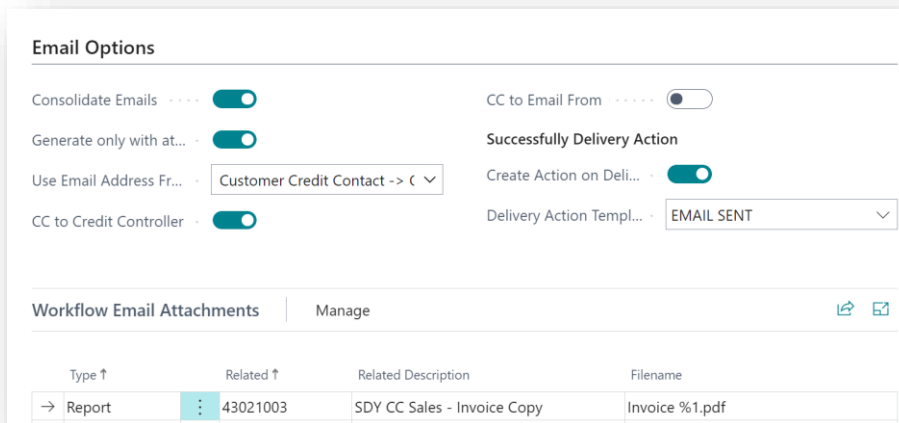
- **Template Code** – Select the Template to use for the Workflow.

If the Workflow is of **Type Action**, a **Template** of **Type Action** can be selected to auto populate the details of the created Action.

If the Workflow is of **Type Email**, a **Template** of **Type Email** can be selected to create an Email based on the details in the Template.

- **Template** – Displays the Name of the Template chosen in **Template Code**.

The **Email Options** and the **Workflow Email Attachments** FastTabs are displayed if the **Type** chosen is **Email** (Figure 7-55):



Type ↑	Related ↑	Related Description	Filename
→ Report	43021003	SDY CC Sales - Invoice Copy	Invoice %1.pdf

Figure 7-55

- **Consolidate Emails** – Selecting this checkbox will consolidate Emails generated for Customer Ledger Entries of the same Document into one Email.

Note: If choosing to consolidate emails, for Workflows with Templates of Type Email, the consolidated Email body Content is based on the details of the first Customer

Ledger Entry processed by the Workflow. Therefore, users should choose to display data from the SD-CC Customer table as placeholders in the Email Content field when using the Template of Type Email in a Workflow where Emails are consolidated.

A list of attachments can be added to the email body by selecting the place holder **Attachment_List** on the Email Body of a Template of Type Email.

- **Generate only with attachment** – Selecting this checkbox will generate Emails only if there is a Workflow Email Attachment created for the Email.
- **Use Email Address From** - Choose what Email Address to send the generated Email to. Options are **Customer Credit Contact -> Customer Contact -> Document, Customer Contact -> Customer Credit Contact -> Document, Document -> Customer Credit Contact -> Customer Contact, Customer Credit Contact, Customer Contact, Document, Customer.**
- **CC to Credit Controller** – Choose this to send a copy of the email to the credit controller assigned to the customer
- **CC to Email From** - Choose this to send a copy of the email to the **Email From** on the **SD Credit Controller Setup**.
- **Create Action on Delivery** - Choose this checkbox to automatically create an action for the ledger entry when the Email is sent from the **SD Credit Controller Email Queue List**.
- **Delivery Action Template** - Select the Action Template that you want to use when the Action is auto created.
- **Type** – Select the **Type** of the Email Attachment. **Word Merge** or **Report**.
- **Related** – Depends on the option chosen in **Type**.

If the **Type** is **Word Merge**, select from a list of Word Merge Document Type Templates.

If the **Type** is **Report**, you can select the **SD-CC Reminder (ID 43021002)** and/or the **SD-CC Sales - Invoice (ID 43021003)**. **The Report selected must be based on the SD-CC Customer table.**

Note: It is not recommended to select the **SD-CC Cust Ledger Entry Detail Report** as this is an internal company report and contains **Action Comments** logged in **Credit Controller**.

- **Related Description** – Displays the Description of the item chosen in **Related**.
- **Filename** – Enter a Filename for the Report.

If Report **SDY CC Sales - Invoice Copy** (ID **43021003**) is selected, adding %1.pdf in the file name, the attachments generated on the email will display the Invoice No.

The **Reminder Options** FastTab is displayed if the **Type** chosen is **Reminder** (*Figure 7-56*):

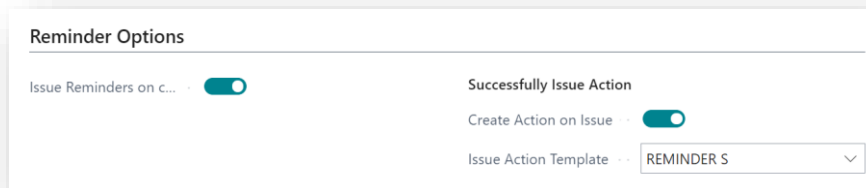


Figure 7-56

- **Create Action on Delivery** - Choose this option to issue the created reminder.
- **Create Action on Issue** - Choose this option to automatically create an action for the issued reminder. This can be useful to remind the Credit Controllers to send the reminders when issued.
- **Issue Action Template** - Select the Action Template that you want to use when the Action is auto created by the Workflow.

Note: SD Credit Controller uses the standard Dynamics 365 Business Central Email Account functionality with an SMTP connector to generate and send Emails.

Note: Workflows of **Type Reminder** can only process Reminders for the Manager Company. To process Reminders for Manged Companies, create a Job in the **SD Credit Controller Job Queue Entries** in the Manged Company. Set the Job to call **Codeunit 43021029, SDY CC Process Reminders** with a **Parameter String** of **Process Reminders** (*Figure 7-57*).

When run, this Job will run all the Workflows of Type Reminder that have been set up in the Manager Company for the Managed Company. If you choose to Create an Action on Issue, you can automatically create Actions to remind the Credit Controllers to send the Issued Reminders in the Managed Companies.

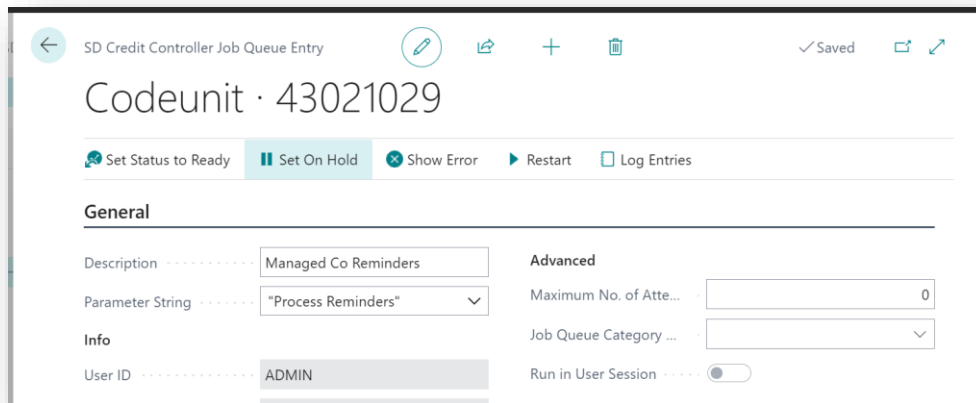


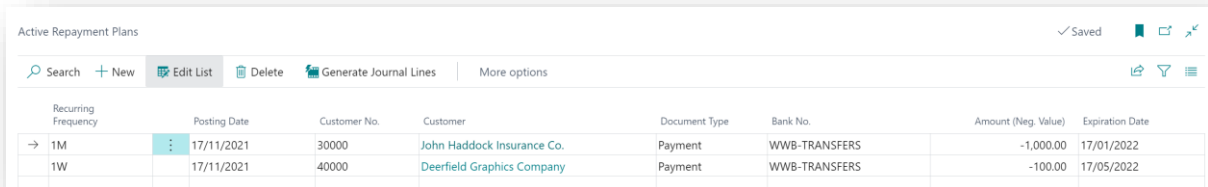
Figure 7-57

Note: SD Credit Controller uses the following logic, depending on what Dynamics 365 Business Central user runs the Workflow, to determine what sender Email Address to use:

1. If the currently logged in User is a member of a Credit Controller Team it picks up the Contact Email for the Team on the **SD Credit Controller Team Card**.
2. If there is no Contact Email for the Team, it picks up the Email from Address on the **SD Credit Controller Setup Card**.
3. If there is no Email from Address on the SD Credit Controller Setup Card, then it looks to the Contact Email on the **SD Credit Controller Card** for the currently logged in user.
4. If there is no Contact Email on the SD Credit Controller Card for the currently logged in user, it picks up the Email from the **Company Information Card**.

7.19 Repayment Plans

Repayment Plans allow you to create your Repayment Plans for customers in arrears. The **SD Credit Controller Repayment Plans List** (*Figure 7-58*) accessed from the **Actions List** Page. From the **Process** menu group, choose **New Repayment Plan**. Existing Repayment Plans can be accessed by drilling through on the Repayment Plans Cues in the Role Centre or by searching the Tell Me.



Recurring Frequency	Posting Date	Customer No.	Customer	Document Type	Bank No.	Amount (Neg. Value)	Expiration Date
1M	17/11/2021	30000	John Haddock Insurance Co.	Payment	WWB-TRANSFERS	-1,000.00	17/01/2022
1W	17/11/2021	40000	Deerfield Graphics Company	Payment	WWB-TRANSFERS	-100.00	17/05/2022

Figure 7-58

- **Recurring Frequency** – Specify a payment frequency for the Payment Journal.
- **Posting Date** – Enter a posting date for the initial Payment Journal Entry.
- **Customer No.** – Choose the customer for whom the Repayment Plan is set up for.
- **Document Type** – Choose the document type of the Payment Journal.
- **Bank No.** – Choose the Bank for the Payment Journal.
- **Amount (Neg. Value)** – Enter the amount (as a negative value) for the Payment.
- **Expiration Date** – Specify the date that the Repayment Plan is due to expire.

When you have your repayment plan setup, choose the **Generate Journal Lines** (*Figure 7-59*):

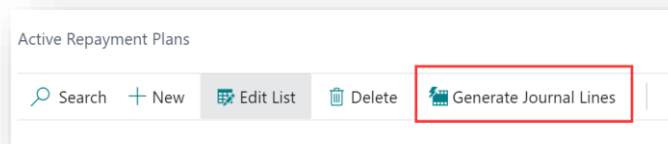
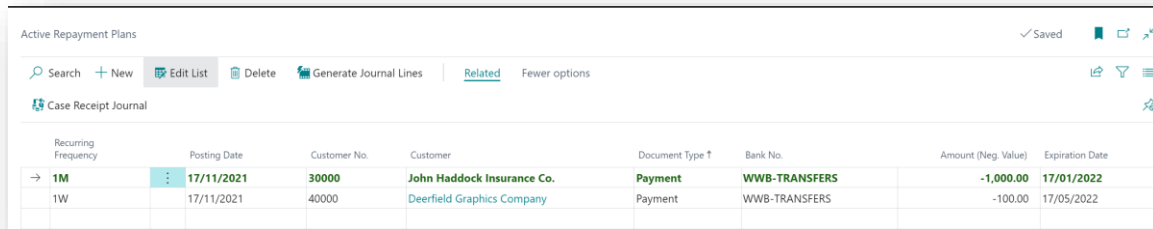


Figure 7-59

- **Generate Journal Lines** - Select this action to generate a Cash Receipt Journal for the Recurring Payment. You can then enter and update the lines of the standard Microsoft Dynamics 365 Cash Receipt Journal.

On close of the standard Microsoft Dynamics 365 Business Central Cash Receipt Journal, the lines of the Recurring Payment Journal are highlighted in green to signify that there is a Cash Receipt Journal generated for the line and waiting to be posted (*Figure 7-60*).



Recurring Frequency	Posting Date	Customer No.	Customer	Document Type †	Bank No.	Amount (Neg. Value)	Expiration Date
→ 1M	17/11/2021	30000	John Haddock Insurance Co.	Payment	WWB-TRANSFERS	-1,000.00	17/01/2022
1W	17/11/2021	40000	Deerfield Graphics Company	Payment	WWB-TRANSFERS	-100.00	17/05/2022

Figure 7-60

When the Cash Receipt Journal is posted, the Posting Date of the Repayment Plan is updated to the next Posting Date (as determined by the Recurring Frequency). You can Generate Journal Lines up until the Expiry Date.

The following action is available from the **Related** menu group (*Figure 7-61*):

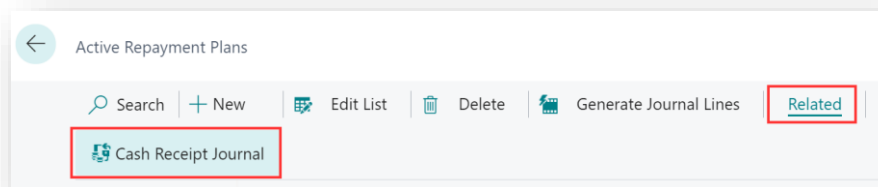


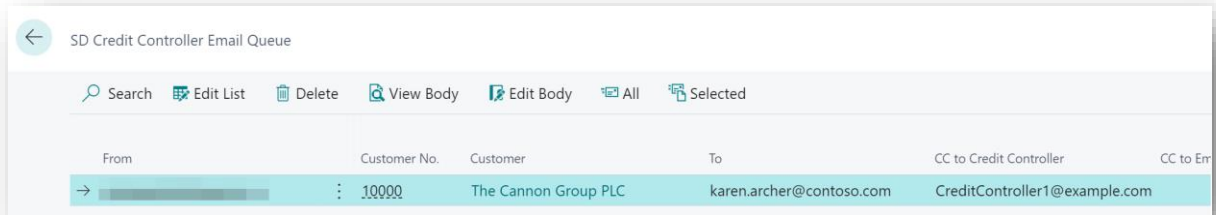
Figure 7-61

- **Cash Receipt Journal** - Select this action to open the generated Cash Receipt Journal for the Recurring Payment. You can then enter, update, and post the lines of the Cash Receipt Journal.

Note: When using SD Credit Controller for Multi-Companies and creating your Repayment Journal in the Master Company, the Payments made in the Master Company cannot be applied to the Managed Companies.

7.20 The Email Queue

Emails that have been generated by processing the Workflows in SD Credit Controller are displayed in the Email Queue (unless you have set up a Job in the Job Queues to Send Emails) (Figure 7-62). The Email Queue is accessed from the **SD Credit Controller Administrator Role Centre** or by searching the Tell Me.



From	Customer No.	Customer	To	CC to Credit Controller	CC to Email From
→ [Redacted]	: 10000	The Cannon Group PLC	karen.archer@contoso.com	CreditController1@example.com	

Figure 7-62

- **From** – The Email Address from which the Email is sent.
- **Customer No.** – The Customer No. for whom the Email was generated.
- **Customer** – The Name of the Customer in Customer No.
- **To** – The Email Address to send the Email.
- **CC to Credit Controller** - The Email Address of the Credit Controller to CC the Email to.
- **CC to Email From** - The Email Address specified in the **SD Credit Controller Setup** to CC the Email to.
- **Subject** – The Subject of the Email.
- **Created By** – The Dynamics 365 Business Central User that created the Email.
- **Created On** – The Date Time that the Email was generated.
- **Attachments** – A count of the documents attached to the Email.
- **Attempts** – A count of the attempts made to send the Email.
- **Last Send Attempt** – A Date Time stamp of the Last Send Attempt.
- **Error** – A text description of the Error returned, if any, when attempting to send the Email.

The following actions are available from the **Home** tab, **Process** group (*Figure 7-63*):

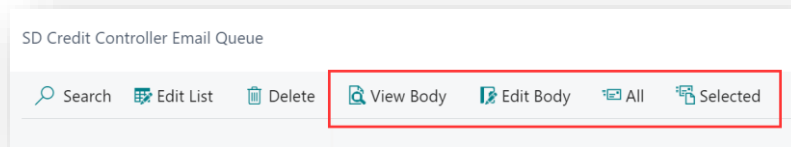


Figure 7-63

- **View Body** - Choose this action to preview the body of the Email.
- **Edit Body** - Choose this action to modify the body of the Email.
- **All** - Choose this action to send All Emails in the Email Queue.
- **Selected** - Choose this action to send the selected range of Emails in the Email Queue.

7.21 Executing SD Credit Controller Calculations Automatically

The Job Queue Entries in SD Credit Controller are used to execute the various SD Credit Controller calculations (*Figure 7-64*). The **SD Credit Controller Job Queue Entries** page is accessed from the **SD Credit Controller Setup**. From the **Related** menu group, choose **Job Queue Setup**.

Note: Due to the complex processing logic behind the tasks, if setting up the SD Credit Controller Calculations to run as Jobs, it is advised to setup individual jobs for each of the individual tasks (**Aging Analysis, Payment Performance, Credit Controller Overdue Responsibilities, Actions for Overdue Invoices, Workflows, Customer Running Balances (sync CLE), Send Emails, Automatically Close Actions with Close CLEs**) and to set these Jobs to run overnight with adequate start and duration times to ensure that the individual Jobs complete.

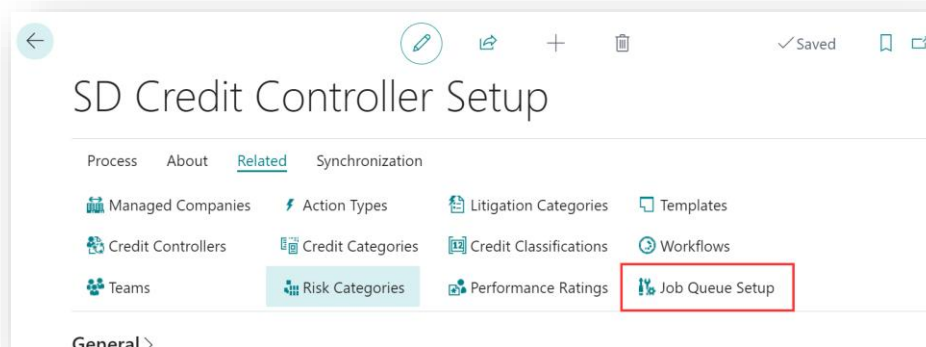


Figure 7-64

As a pre-requisite, you must have Job Queues already setup and running in Microsoft Dynamics 365 Business Central.

To set up a Job to Execute Escalation Rules in SD Credit Controller:

1. Navigate to the **SD Credit Controller Setup** Page. From the **Related** menu group, choose **Job Queue Setup**.
2. In the **Job Queue Entries** List, create a **New** Job Queue Entry.
3. In the Job Queue Entry Card, enter a **Description** and select the calculation(s) to run by selecting an option from the **Parameter String - Aging Analysis, Payment Performance, Credit Controller Overdue Responsibilities, Actions for Overdue**

Invoices, Workflows, Customer Running Balances (sync CLE), Send Emails, Automatically Close Actions with Close CLEs.

4. Update the **Schedule** and **Recurrence** details in the Job Queue Entry Card as required.
5. Choose **OK** to save the Job Queue Entry.
6. When you have reviewed your Job Queue Entry, set the Status of the Job Queue Entry to **Ready**.

According to the Schedule Details for the Job Queue Entry, the Job Queue Entry will automatically execute the calculation(s).

Note: Workflows of **Type Reminder** can only process Reminders for the Manager Company. To process Reminders for Manged Companies, create a Job in the **SD Credit Controller Job Queue Entries** in the Manged Company. Set the Job to call **Codeunit 43021029, SDY CC Process Reminders** with a **Parameter String** of **Process Reminders** (*Figure 7-65*).

When run, this Job will run all the Workflows of Type Reminder that have been set up in the Manager Company for the Managed Company. If you choose to Create an Action on Issue, you can automatically create Actions to remind the Credit Controllers to send the Issued Reminders in the Managed Companies.

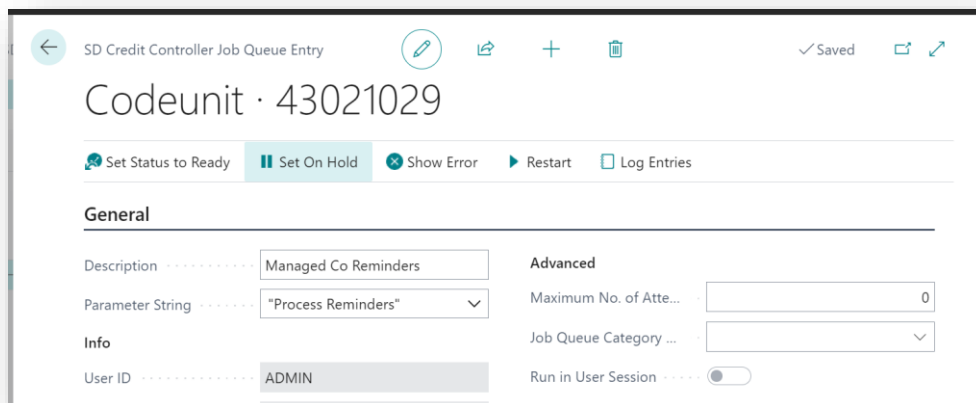


Figure 7-65

8 Standard Microsoft Dynamics Events subscribed to by SD Credit Controller

Below is a list of standard Microsoft Dynamics 365 Business Central Events subscribed to by SD Credit Controller in the SD-CC Event Manager Codeunit (*Table 1*).

Subscriber Function	Event Type	Publisher Object Type	Publisher Object Name	Published Function
OnCashReceiptJnlPost	Integration	Codeunit	Gen. Jnl.-Post Line	OnBeforePostGenJnlLine
OnCLEModify	Trigger	Table	Cust. Ledger Entry	OnAfterModifyEvent
OnCustomerDelete	Trigger	Table	Customer	OnAfterDeleteEvent
OnCustomerInsert	Trigger	Table	Customer	OnAfterInsertEvent
OnCustomerModified	Trigger	Table	Customer	OnAfterModifyEvent
OnCustomerRename	Trigger	Table	Customer	OnAfterRenameEvent
OnGeneralJournalLineDelete	Trigger	Table	Gen. Journal Line	OnAfterDeleteEvent
OnGenJnlLinePost	Integration	Table	Gen. Journal Line	OnMoveGenJournalLine
OnSalesHeaderRelease	Integration	Codeunit	Release Sales Document	OnBeforeReleaseSalesDoc
OnSalesHeaderSellToValidate	Trigger	Table	Sales Header	OnAfterValidateEvent - Sell-to Customer No.
OnCLEInsert	Trigger	Table	Cust. Ledger Entry	OnAfterInsertEvent
OnDetailedCLEInsert	Trigger	Table	Detailed Cust. Ledg. Entry	OnAfterInsertEvent
OnDetailedCLEModify	Trigger	Table	Detailed Cust. Ledg. Entry	OnAfterModifyEvent
OnJobQueueEntryInserted	Trigger	Table	Job Queue Entry	OnAfterInsertEvent
OnJobQueueEntryInserted	Trigger	Table	Job Queue Entry	OnAfterModifyEvent

Table 1



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