RSM TECHNOLOGY ACADEMY

eLearning Syllabus and Agenda

CORE CREDIT AND COLLECTIONS MANAGEMENT

FOR MICROSOFT DYNAMICS 365 FOR FINANCE AND OPERATIONS®

Course Details

This eLearning course is designed to introduce you to the features available in the Accounts receivable and the Credit and collections modules for Microsoft Dynamics 365 for Finance and Operations. The integration points for these modules to other modules within Microsoft Dynamics 365 for Finance and Operations will also be reviewed.

AUDIENCE

- CFO
- Controller
- Accountant
- Accounts Receivable Manager
- Accounts Receivable Clerk
- Collections Manager

AT COURSE COMPLETION

Participants will be able to set up and describe the minimum requirements and configuration for the Accounts receivable module in Microsoft Dynamics 365 for Finance and Operations.

REGISTRATION AND PAYMENT

You can register for a course online at academy.rsmsus.com by browsing the catalog and selecting courses to add to your cart. You can also email your request to academy@rsmus.com. Payment must be received and verified before you can gain access to the course content. When purchasing through our website, all payments are made through PayPal. You can use an existing PayPal account to pay with your credit card or other method of payment configured in your PayPal account. If you do not have a PayPal account, you can use the guest check out feature to use your credit card to pay. If you prefer to pay by using another method of payment, please contact us at academy@rsmus.com to make arrangements. We cannot guarantee all methods of payment will be accepted but we will try to accommodate your requests.

REFUND POLICY

Once an eLearning course has been purchased, no refunds will be provided. If you have any questions about this policy, you may contact us at by clicking the Support button on our site or email us at academy@rsmus.com. Formal complaints or errors found in the content should be reported in writing to academy@rsmus.com. Complaints will be reviewed to determine what action needs to be taken.

Prerequisites

PARTICIPANT REQUIREMENTS

Students attending this section of the course should have a basic understanding of:

- General knowledge of Microsoft® Windows®
- General knowledge of basic navigation within Dynamics 365 for Finance and Operations
- General understanding of basic accounting

TECHNOLOGY REQUIREMENTS

- The site has been optimized for Internet Explorer. Although other browsers may work, it is recommended that you use Internet Explorer for the best experience.
- Silverlight must be installed in order to use the practices.
- A screen resolution with a minimum of 1024x768 is recommended. You can use full screen icons within the eLearning to maximize your view. A smaller resolution may result in content being cut off from your screen.

Course Outline

MODULE: ABOUT COLLECTIONS MANAGEMENT

Although most customers pay their invoices on time, you must be able to process invoices that are not paid by their due date. This module describes how to set up and process customer's statements, collection letters, and interest notes to help in the collection process.

Lesson

- Business process flow for collections.
- Major features of collections management.
- Collections terminology.

MODULE: CUSTOMER ACCOUNT STATEMENTS

Customer account statements are documents that you can send to your customers to notify them of their balance due and transactional activity for a period. This module looks at the process for setting up and generating customer account statements.

Lesson

- Print a single customer statement.
- Setup up customer accounts for statements.
- Configure print management for customers.
- Print customer statements in mass.

Practices

- Print a customer statement.

MODULE: MANAGE COLLECTIONS AND COLLECTION AGENTS

Managing and collecting for overdue transactions is a necessary function in many organizations. In Microsoft Dynamics 365 for Finance and Operations, most collections functionality is centralized in the Credit and collections module.

Lesson

- Create and use collection pools.
- Create and assign collection agents.
- Aging periods.
- Create an aging period
- Create and process aging snapshots.

Practices

- Create a collection agent.

MODULE: MANAGE THE COLLECTIONS PROCESS

You can use a variety of forms to help manage your collections efforts in Dynamics 365 for Finance and Operations. This module will review the various forms and actions you can take on customers for collections.

Lesson

- The collections form.
- View and manage collections forms.
- Work with cases and activities for collections.
- Email a statement to a customer.

Practices

- Create a new case, add activities to the case, and close the case.

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