

Maxcredible Customer Credit Management App Trial version.

Set Up and use Maxcredible

General

To set up the system the following items have to be set:

- 1) **User rights**
- 2) **Credit Issue** Categories have to be chosen or added and their variables set to be able to assign Credit Issues (reasons for late or non-payment) to the people who can solve them in order to persuade the customers to pay in time.
- 3) **Segment** groups of debtors/invoices that need different follow-up strategies by naming them and by defining the characteristics of the invoices/debtors that will link them to right dunning strategies. This in order to execute the dunning strategies for different debtors/invoices conform the companies dunning policies
- 4) **Communication** has to be defined in the form of dunning strategies. For every strategy subsequent communication actions (dunning actions) are defined starting at either invoicedate or invoice due date. Messages and media are chosen for every contact moment. The last action is presenting the choice to either sending the invoice(s) to a third party for dunning or to write the outstanding(s) off.

When Maxcredible is operational, dunning actions are executed on a daily basis as predefined in the dunning strategies that are set in the Set Up

Invoices will be imported every day and the predefined dunning actions will be presented in the To Do list (emails, letters, call, transfers to third parties) on a daily basis for execution.

The ToDo tab lets you send the emails and letters and shows the clients to be called.

When communicating with clients (as a result of the messages send, calls made or started by a reaction of the client on the invoice itself) reasons for late payment or non payment will arise and require solving to ensure payment will take place.

Credit Issues are used to register reasons for late or non payment and are assigned to people who either have to solve the issue or have to see to it that someone else solves the problem that prevents payment. After solving the problem that prevents payment the Issue will be closed by a user of the system. If payment takes place before that the issue will be closed automatically.

Depending on the reason for late payment the invoices concerned can optionally be taken out of the dunning process for a specific time marked by the date the dunning will resume: the due date of the issue. After the due date dunning will resume by design.

By registering issues for solving, and closing them when the problem is solved, insight is gained in repeating issues and the amount of money that is involved in the various issues that occur.

Setting it up:

Userrights: (The demo has one creditmanager user installed already)

- 1) Add users and add the Maxcredible app to their profile

New User Reset Password(s) Add Multiple Users					
☐ Action	Full Name ↑	Alias	Username	Active	Profile
☐ Edit	Credit Manager	cred	creditmanager@maxcredible.com	✓	Standard User
☐ Edit	Sales	sale	info@maxcredible.com.demo	✓	Standard User
New User Reset Password(s) Add Multiple Users					

Assigned Apps		Edit
App Name	Visible	
Call Center	✓	
Community	✓	
Marketing	✓	
MaxCredible	✓	
Sales	✓	

- 2) Add users to a permissionset to define their role in the credit management process

Administer Manage Users Users Adoption Manager Mass Email Users Roles Permission Sets	☐ Action	Permission Set Label ↑	Description
	☐ Clone	MaxCredible Administrator	Give user rights to the entire application inc setup
	☐ Clone	MaxCredible Credit Issue Managener	Allows the user t access the Credit Issues Tab and create and Edit issues
	☐ Clone	MaxCredible Credit Manager	Usher with full functionalities
	☐ Clone	MaxCredible Generate Actions	Allows the user to generate actions
	☐ Clone	MaxCredible Run Import	Gives user the rights to run the import
	☐ Clone	MaxCredible Viewer	User only has view rights

Credit Issue Categories:

Choose the Credit Issues suitable for your company by ticking the box

MAXCREDIBLE Search... Search 23 Days Remaining Subscribe Home Import Demo Data Personal Startpage To Do Credit Issues Debtors Invoices Arrangements Pivots Dashboards Administrations Credit Issue Categories Currencies + Home Credit Issue Categories Credit Issue Categories ☐ Enabled (All) ☐ ☒ ☒ ☒ ☒ ☒ Category Name Customer awaits solution Customer cancelled contract Customer disagrees with proposal Customer has allready paid Customer has immigrated Customer information not correct Acceptable Number of Credit Issue 0 0 0 0 0 0 Acceptable Perc of Revenue Affected 0 0 0 0 0 0 Acceptable Revenue Affected 0 0 0 0 0 0 Category (All) General Finance General Finance Finance General Issue Friendly Description Customer awaits solution Customer cancelled contract Customer disagrees with proposal Customer has allready paid Customer has immigrated Customer information not correct

Set the default resolution time for solving the issue preventing payment and default “on hold” setting if invoices have to be taken out of the dunning process during the resolution time of the Credit Issue



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Home Import Demo Data Personal Startpage To Do Credit Issues Debtors Invoices Arrangements Pivot

Credit Issue Categories Home

Credit Issue Categories

Enabled	Category Name	Categ...	On Hold	Resolution Time
(All)		(All)	(All)	
☒	<u>Price not according to agreement</u>	(Commerce)	☒	0
☒	<u>Product / Service delivered damaged</u>	(Operations)	☒	7
☒	<u>Product / Service delivered incomplete</u>	(Operations)	☒	0
☒	<u>Product / Service not according to specifications</u>	(Operations)	☒	14
☒	<u>Customer information not correct</u>	(General)	☒	3
☒	<u>Installment</u>	(Finance)	☒	0
☒	<u>Invoice incorrect</u>	(Finance)	☒	7
☒	<u>Invoice not received</u>	(Finance)	☒	1

Define **Segmentation** by naming groups that need different dunning strategies and define how to assign their invoices to the right strategy or profile.

- 1) Go to the tab Administrations, choose the right administration and select “Settings”



Search... Search

Home Import Demo Data Personal Startpage To Do Credit Issues Debtors Invoices Arrangements Pivot Dashboards **Administrations** Credit Issue Categories Currencies Contact Functions Reporting Periods

Administration MaxCredible Demo App

Administration

Settings

Import Notification Email: demo@maxcredible.com

Amount Maintain: 0.01

Negative Messages: ☐

Close Credit Issues of Paid Invoices: ☒

Generate Actions After Import: ☒

New Profile

Action	Profile Name	Priority Order	Debtor Level	Show Not Yet Due	Start Date Interval	Segmentation Enabled
Edit Del	Credit	1	☒	☐	0	☒
Edit Del	Key customers	5	☐	☒	-27	☒
Edit Del	Standard	10	☒	☐	0	☒

Templates

- 2) Create a new profile by clicking the button to add a group and fill in the details. The Demo has 3 profiles installed already: KeyCustomers, Standard and Credit (credit invoices can not trigger actions in this profile).

The name should reflect the nature of the group of debtors/invoices that are dealt with in this dunning profile.

Ticking the “Debtor Level” box switches follow up on a individual invoice level (message per invoice) to follow up on debtor level. The oldest invoice then defines the steps to be taken, the other invoices are mentioned in the message send.

“Show not yet Due” enables you to send messages before due date.

“Start date Interval” shifts the starting point of the timeline from due date towards invoice date with a fixed number of days facilitating

3) Set the logic to assign invoices to profiles.

One or more Segmentation Condition Rules can be set per profile along with condition logic rules.

The “priority order” field sets the order in which the Segmentation Rules for the different profiles are executed. The lowest number has the highest priority when more then one rule applies to a specific invoice. So in the Trial Org an credit invoice of a Key Customer will be assigned to the Credit profile.

Define outgoing **Communication** for each profile by creating subsequent messages per mail or call. The sequence and content of the messages may differ per profile and is set by defining “actions” with “templates” containing the message at predefined intervals related to the profile start or last executed action.

- 1) Add actions by clicking “New Profile Actions” and fill in the details.
The Trial has actions installed already.

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Profile Standaard
Back to MaxCredible Demo App

Profile Detail Edit Delete

Information

Profile Name	Standaard	Administration	MaxCredible Demo App
Segmentation Enabled	☒		
Debtor Level	☒		
Show Not Yet Due	☐		
Start Date Interval	0		
Priority Order	10		
Active	☒		

Segmentation Conditions

	Field	Operator	Value
1	MXC_Import_Invoice_Amount__c	>	0

Condition Logic

Condition Logic: ☐ All of the conditions are met (AND) ☐ Any of the conditions are met (OR) ☐ Customize the logic

Edit Delete

Profile Actions New Profile Actions

Action	Action Type	Media	Sequence	Time Interval	Assigned Queue	Deleted	Template
Edit Del	1st Reminder	E-mail	1	3		☐	1st Reminder
Edit Del	2th Reminder	E-mail	2	7		☐	2th Reminder
Edit Del	3rd Reminder	Call	3	7		☐	
Edit Del	Escalation	Letter	4	7		☐	Final Demand
Edit Del	Debt Collection	Debt Collection	5	7		☐	

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Profile Actions Edit
New Profile Actions

Profile Actions Edit Save Cancel

Action Type: Profile:

Media:

Sequence:

Time Interval:

E-mail Subject:

Delete Messages With Zero Amount Due: ☒

Template:

Assignment Settings

Contact Function:

Action Cost Settings

Extra Action Costs:

Extra Invoice Costs:

Internal Action Cost:

Save Cancel

“Action Type” names the kind of message to be communicated while “Media” defines how the message is communicated. “Sequence” and “interval” define the order of the messages and the time between them.

“Template” lets you choose the appropriate template.

- 2) A number of Templates are predefined in the Trial.
New templates can be added or existing templates adjusted to your wishes with the template editor. Click on “New Template” or “Edit” to open the template editor.

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Administration
MaxCredible Demo App
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Administration [Edit](#) [Sharing](#) [Recalculate Sharing](#) [Import](#)

Detail Settings [Pending Import Records](#) [CCMS Current](#) [CCMS Target](#)

▼ Settings

Import Notification Email [demo@maxcredible.com](#)

Amount Maintain 0.01

Negative Messages ☐

Close Credit Issues of Paid Invoices ☒

Generate Actions After Import ☒

Profiles [New Profile](#)

Action	Profile Name	Priority Order	Debtor Level	Show Not Yet Due	Start Date Interval	Segmentation Enabled
Edit Del	Credit	1	☒		0	☒
Edit Del	Key customers	5		☒	-27	☒
Edit Del	Standard	10	☒		0	☒

Templates [New Template](#)

Action	Template Name
Edit Del	New template
Edit Del	1st Reminder
Edit Del	2th Reminder
Edit Del	Final Demand

Header & Footer [New Header & Footer](#)

Action	Header & Footer Name
Edit Del	Demo Header Footer

Click on new template or an existing template to open the template editor where you can defined or adjust templates.

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29 days

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Hoofdpagina Import Demo Data Personal Startpage To Do Credit Issues Debtors Invoices Arrangements Pivots Dashboards **Administrations** Credit Issue Categories Currencies Co

Template
1st Reminder
Back to MaxCredible Demo App

Template [Save](#) [Cancel](#)

Template Name 1st Reminder Administration MaxCredible Demo App

Page Orientation Portrait Locale en_US

Header & Footer Demo Header Footer

▼ Margins

Unit of Measure Centimeters

Top 0,00 Bottom 0,00

Left 2,50 Right 2,50

Insert Field Insert Related List Insert Settings Block

Brncode [Insert](#) [Delete](#) [Copy](#) [Paste](#) [Find](#) [Replace](#) [Undo](#) [Redo](#) [Print](#) [Fullscreen](#)

Stijl Opmaak Lettertype Let... A- A+ B I U S [List](#) [Table](#) [Link](#) [Unlink](#)

[[MXC_Debtor_c.MXC_City_c]]
[[MXC_Debtor_c.MXC_Country_c]]

[[MXC_Administration_c.MXC_Administration_Visit_City_c]], [[MessageDate]]

Description: **First reminder**

Customer [[MXC_Debtor_c.MXC_Debtor_Name_c]]

No.:

Dear Sir/Madam,

May I remind you that you have not yet settled the following invoice(s):

Invoice Number	Invoice Data	Due Date	Days Due	Currency
[[MXC_Invoice_c.Name]]	[[MXC_Invoice_c.MXC_Invoice_Date_c]]	[[MXC_Invoice_c.MXC_Invoice_Due_Date_c]]	[[MXC_Invoice_c.MXC_Days_Due_c]]	[[MXC_Invoice_c.MXC_Currency_c]]
[[MXC_Invoice_c.Name:Totals]]	[[MXC_Invoice_c.MXC_Invoice_Date_c:Totals]]	[[MXC_Invoice_c.MXC_Invoice_Due_Date_c:Totals]]	[[MXC_Invoice_c.MXC_Days_Due_c:Totals]]	[[MXC_Invoice_c.MXC_Currency_c:Totals]]

[Save](#) [Cancel](#)

Using It.

Log in to see your Personal Startpage that shows and gives access to your workload:

- Messages to send
- Clients to call
- Tasks to perform
- Issues to attend

Messages are automatically generated based on the set-up. Tasks and Credit Issues are created during operational use.

Personal Startpage
kees jan kortenhoeven

To Do

Administration MaxCredible Demo App

E-mail - 24 Letter - 9 Call - 3

My Tasks

Complete	Due Date	Status	Subject	Priority	Account Name	Related to
X	20-10-2016	Open	E-mail: please handle issue CI-0001	Normal	salesrep	CI-0001

My Credit Issues

Credit Issue Number	Category	Description	Due Date	Status	Priority	On Hold	On Hold Date	Total Invoice Amount	Total Outstanding Amount
CI-0000	Installment	10079 Customer 10079 13930.0	1-11-2017	Open	Medium	✓	1-11-2017	13.930,00	13.930,00
CI-0012	Promise	promised by Adrian	25-10-2016	Open	Medium	✓	27-10-2016	1.494,00	1.494,00

From the startscreen open the Email- and Letterbatches by clicking one of the icons and send/download the (selected) messages to be processed today. Links to the customerscreen and preview are available for reviewing.



To Do

Administration MaxCredible Demo App

Media Letter

Actions

	Debtor Number	Debtor Name	Action Type	Created Date	Profile	Total Outstanding Amount	View
☒	10210	Customer 10210	1st Reminder	18-10-2016	Standaard	300,08	View
☒	10259	Customer 10259	1st Reminder	18-10-2016	Standaard	955,90	View
☒	10299	Customer 10299	1st Reminder	18-10-2016	Standaard	2.648,69	View
☒	10308	Customer 10308	1st Reminder	18-10-2016	Standaard	300,08	View
☒	10341	Customer 10341	2th Reminder	18-10-2016	Standaard	2.167,11	View
☒	10349	Customer 10349	2th Reminder	18-10-2016	Standaard	240,79	View
☒	10352	Customer 10352	2th Reminder	18-10-2016	Standaard	598,95	View

Download



To get to the call list click on the icon on the startscreen and go to the customerscreen by clicking the customer in the call list.

Debtor Number	Debtor Name	Action Type	Created Date	Profile	Total Outstanding Amount	Owner ID
10358	<u>Customer 10358</u>	3rd Reminder	18-10-2016	Standaard	240,79	MaxCredible Demo App
10363	<u>Customer 10363</u>	3rd Reminder	18-10-2016	Standaard	718,74	MaxCredible Demo App
10376	<u>Customer 10376</u>	3rd Reminder	18-10-2016	Standaard	1.452,42	MaxCredible Demo App

Tasks and Credit Issues to be performed or attended are opened by clicking the underlined subject or Credit Issue number: CI-XXXX

Complete	Due Date	Status	Subject	Priority	Account Name	Related to
X	20-10-2016	Open	<u>E-mail: please handle issue CI-0001</u>	Normal	salesrep	CI-0001

Credit Issue Number	Category	Description	Due Date	Status	Priority	On Hold	On Hold Date	Total Invoice Amount	Total Outstanding Amount
<u>CI-0000</u>	Installment	10079 Customer 10079 13930.0	1-11-2017	Open	Medium	✓	1-11-2017	13.930,00	13.930,00
CI-0012	Promise	promissed by Adrian	25-10-2016	Open	Medium	✓	27-10-2016	1.494,00	1.494,00

The customerscreen is your cockpit on customerlevel and gives access to current and historical information and lets you create credit issues, arrangements, manual messages and comments.

Outstanding Invoices, Open Credit Issues, outgoing messages (send and the next planned action) are displayed to have instant insight in a clients payment behavior.

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Debtor
Customer 10364
[Back to Debtors](#)

Debtor Detail Edit Sharing Administration MaxCredible Demo App Account

► General Information

► Address Information

► Custom Information

► Financial Information

▼ Outstandings

Invoices Create Credit Issue Change Profile New Arrangement

☐ All ☒ Open ☐ Closed ☐ Due

	Calls	Arrangement	Invoice Number	Description	Invoice Date	Due Date	Days Due	Currency	Invoice Amount	Paid Amount	Outstanding Amount	Base Cu
	(All)	(All)	4743	42522	31-07-2016	11-09-2016	39	EUR	1.494,00	0,00	1.494,00	EUR
			4772	42583	30-09-2016	11-11-2016	-22	EUR	5.676,00	0,00	5.676,00	EUR
			4773	42583	30-09-2016	11-11-2016	-22	EUR	8.514,00	0,00	8.514,00	EUR
			4774	42583	30-09-2016	11-11-2016	-22	EUR	2.241,00	0,00	2.241,00	EUR
			4775	42583	30-09-2016	11-11-2016	-22	EUR	2.241,00	0,00	2.241,00	EUR
			4776	42583	30-09-2016	11-11-2016	-22	EUR	2.241,00	0,00	2.241,00	EUR
											0 / 0	0 / 22.407

Credit Issues

Credit Issue Number	Category	Description	Due Date	Status	Priority	Department Responsible	On Hold	On Hold Date	Total Invoice Amount	Total Outstanding Amount
CI-0012	Promise	promissed by Adrian	25-10-2016	Open	Medium	Creditmanagement	✓	27-10-2016	1.494,00	1.494,00
									Sum: 1494	Sum: 1494

Actions Send an Email Send a Letter Register a Call

Action Name	Media Type	Action Type	Execution Date	View
A-00033	Letter	1st Reminder	18-10-2016	View
A-00045	Letter	2th Reminder	18-10-2016	View

Create a Credit Issue by selecting the invoice(s) concerned and click the button to create a new Credit issue Create Credit Issue. Fill in the Owner of the issue who solves it or sees to it that it will be solved, fill in the department responsible for the issue occurring, the Issue category (standardized categorization of the reason for late payment) and a description of the Issue that helps solving it.

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New Credit Issue

Credit Issue Information

Owner: kees jan kortenhoeven Status: Open
 Department Responsible: Administration Priority: Medium
 Category: Invoice not received Due Date: 21-10-2016 [20-10-2016]

Description Information

Description: According to Henry the october invoices have not been received.

Selected Invoices

Invoice Number	Description	Invoice Date	Due Date	Currency	Invoice Amount	Paid Amount	Outstanding Amount
4773	42583	30-9-2016	11-11-2016	EUR	8.514,00	0,00	8.514,00
4774	42583	30-9-2016	11-11-2016	EUR	2.241,00	0,00	2.241,00
4775	42583	30-9-2016	11-11-2016	EUR	2.241,00	0,00	2.241,00
4776	42583	30-9-2016	11-11-2016	EUR	2.241,00	0,00	2.241,00
4772	42583	30-9-2016	11-11-2016	EUR	5.676,00	0,00	5.676,00

On Hold

On Hold: ☒ On Hold Date: 21-10-2016 [20-10-2016]

Save Cancel

After saving the Issue it shows on the Customerscreen but also in reports like the “Credit Issue Value By Department/User” report

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Home Import Demo Data Personal Startpage To Do Credit Issues Debtors Invoices Arrangements **Pivots** +

Pivot

Refresh Credit Issue Value By Department /User

Drop Filter Fields Here

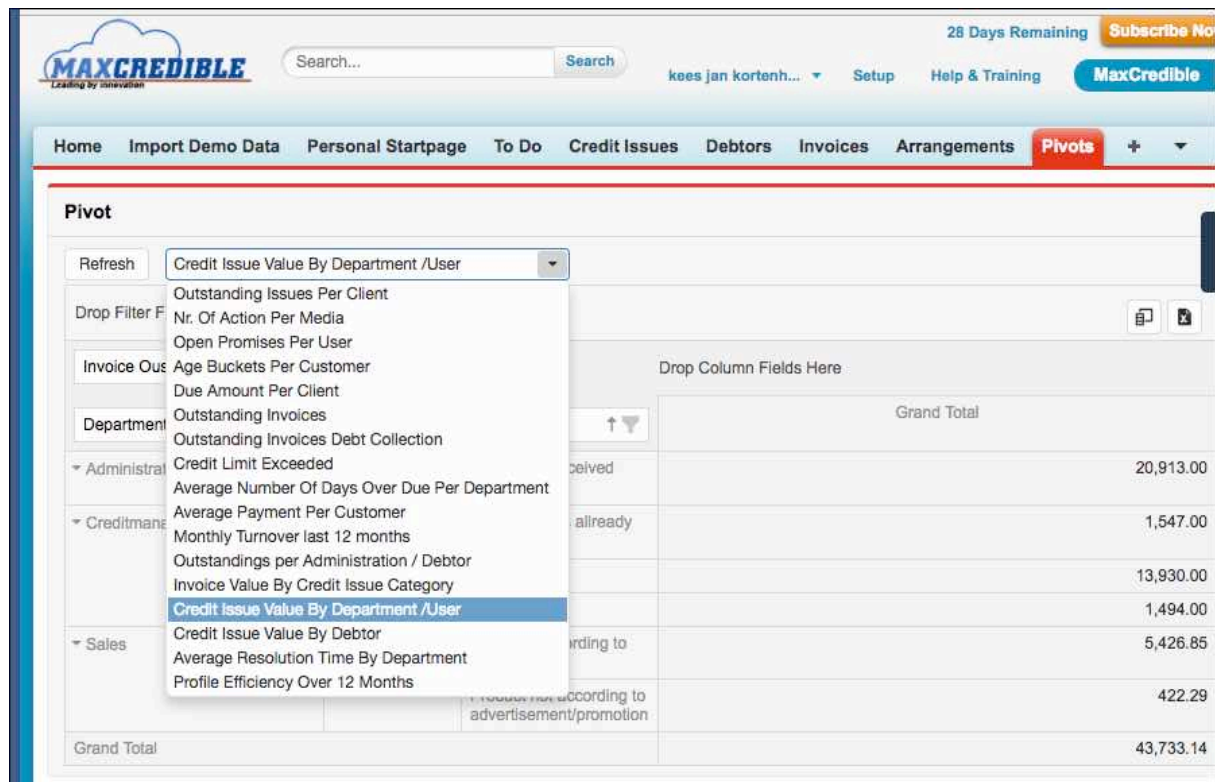
Invoice Outstanding Amount

Drop Column Fields Here

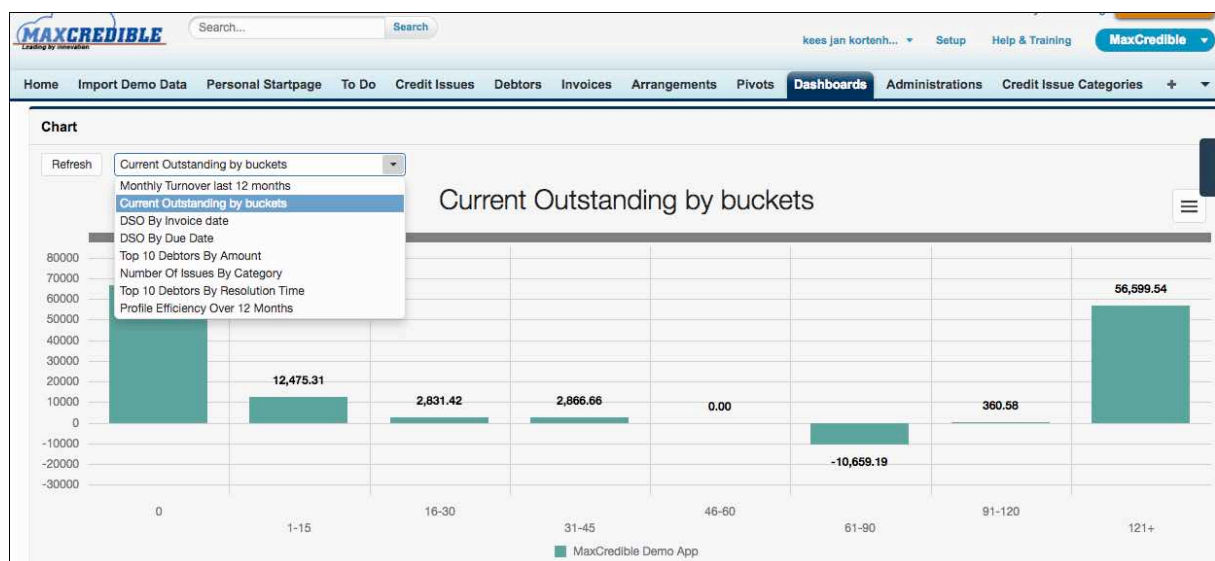
Department Responsible ↑ ↓ Owner ID ↑ ↓ Category ↑ ↓ Grand Total

Administration	kees jan kortenhoeven	Invoice not received	20,913.00
Creditmanagement	Credit Manager	Customer has already paid	1,547.00
	kees jan kortenhoeven	Installment	13,930.00
		Promise	1,494.00
Sales	Sales Rep	Price not according to agreement	5,426.85
		Product not according to advertisement/promotion	422.29
Grand Total			43,733.14

The dropdown field give access to more reports



The “Dashboards” tab gives access to several real time graphs.



Succes with the Trial version of the Maxcredible Customer Credit Management App.