

DUNNING & COLLECTIONS MANAGEMENT FOR SALESFORCE BILLING

Manage your collections processes with the Dunning & Collections Management extension for Salesforce Billing. This package provides a way for collections agents to manage collections plans and related activities for accounts in collections. You can define dunning methods that activate and create collections plans and relevant tasks for collections agents when an account moves into collections. The collections agents can act upon the relevant tasks accordingly.

Overview

The Dunning Method is the central object for your collection plans. It contains related lists for Dunning Activities and Collection Plans. Dunning Activities are defined for each Dunning Method and translate to activities that a collections agent needs to take action on such as sending emails to delinquent customers or sending delinquent account information to a collections agency.

You can define the dunning method and collections agent on the account. The Collections Plan tracks the collections agent and the customer collections contact, which is inherited from the account's Bill To Contact.

The account will also include a Collections Status field, which can have the following values.

- Current
- Pending Collections
- In Collections
- Credit Hold
- Bad Debt

When a user or process changes the collection status to In Collections, the Dunning package creates a Collections Plan record from the account's Dunning Method. The Collections Plan shows the account's outstanding invoice balance for all overdue invoices that don't have 'Hold Collections' set. Tasks are created all at once and assigned to the Collections Agent based on the Dunning Activities defined on the Dunning Method. Each task has a due date that will be offset from the Collections Plan start date based on the dunning activity's Offset Days field. For example if a Collections Plan has a Start Date of July 01, a Dunning Activity with an offset of 2 days will create a task with a due date of July 03.

Example

Here's a sample Dunning Method:

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The screenshot displays the Salesforce Billing interface for the 'Dunning Method Standard'. The interface is divided into several sections:

- Details - Related:**
 - Dunning Activities (6+):** A table listing activities with columns: DUNNING ACTIVITY NAME, ACTIVITY SUBJECT, and OFFSET DAYS. Activities include First Call (Call, 28), First Notice (Email, 32), Second Call (Call, 45), First Email (Email, 14), Service Shut Off (Other, 50), and Send to Collections Agency (Other, 60).
 - Accounts (2):** A table listing accounts with columns: ACCOUNT NAME, BILL TO CONTACT, and COLLECTIONS AGENT. Accounts include Chicago Memorial (Martin Peterson, Rod Tidwell) and Compuglobalhypermanet (Rod Tidwell).
 - Collections Plans (4):** A table listing collections plans with columns: COLLECTIONS PLA..., STATUS, START DATE, and END DATE. Plans include Collections #000004 (Open, 8/22/2019), Collections #000005 (Open, 8/23/2019), Collections #000008 (Closed, 2/5/2019 to 3/11/2019), and Collections #000013 (Open, 8/13/2019).
- Activity:**
 - New Event:** A section for creating new events with a 'Set up an event...' input and an 'Add' button.
 - Filters:** A section for filtering activities by time, type, and status.
 - Next Steps:** A section for next steps with a 'More Steps' button.
 - Past Activities:** A section for past activities with a 'Load More Past Activities' button.

When our account goes to collections, the package evaluates each of the method's activities.

The screenshot displays the Salesforce Billing interface for the 'Dunning Activity First Call'. The interface is divided into several sections:

- Details:**
 - Dunning Activity Name:** First Call
 - Activity Subject:** Call
 - Dunning Method:** Standard
 - Offset Days:** 28
- Details:**
 - Activity Details:** Collections Analyst to call on the account

Once the account Collections Status changes to In Collections, a new task will be created and assigned to the Collections Agent with a due date 28 days after the Collections Plan start date.

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The screenshot shows a Salesforce Task record titled 'Call'. At the top, there are buttons: 'Mark Complete', 'Edit Comments', 'Change Date', and 'Create Follow-Up Task'. Below the title, the 'Name' field is empty, and the 'Related To' field is linked to 'Collections #000004'. The 'Details' tab is selected, showing 'Task Information'. The 'Assigned To' field is linked to 'Rod Tidwell'. The 'Subject' is 'Call'. The 'Due Date' is '10/6/2019'. The 'Activity Currency' is 'USD - U.S. Dollar'. The 'Comments' field contains the text 'Collections Analyst to call on the account'.

The collections plan shows tasks that have been assigned for the account, and allows the agent to make new events and tasks.

The screenshot shows the 'Collections Plan' for 'Collections #000004'. At the top, there are buttons: 'New Contact', 'Edit', and 'New Case'. Below the title, the 'Status' is 'Open', 'Invoice Balance' is 'USD 947.19', 'Start Date' is '8/22/2019', and 'End Date' is empty. The 'Details' tab is selected, showing 'Status' as 'Open', 'Start Date' as '8/22/2019', 'End Date' as empty, 'Invoice Balance' as 'USD 947.19', and 'Account Balance' as 'USD 1,420.79'. The 'Notes' section is empty. The 'Activity' tab is selected, showing a 'New Event' button, a 'Set up an event...' input field, and an 'Add' button. Below the input field, there are filters: 'All time', 'All activities', and 'All types'. The 'Next Steps' section shows two tasks: 'Call' and 'Email', both assigned to 'Rod Tidwell' and scheduled for 'Yesterday' and 'Sep 30' respectively.

Note: Most dunning methods have multiple dunning activities. For example, you could have one method that tasks agents to call an account owner when the account enters collections, a follow-up 28 days after the account enters collections, and another activity that tasks agents with shutting off a service after the account has been in collections for 60 days.

	DUNNING ACTIVITY NAME	ACTIVITY SUBJECT	OFFSET DAYS
1	<input type="checkbox"/> Proactive Email	Email	-5
2	<input type="checkbox"/> First Follow Up	Email	1
3	<input type="checkbox"/> First Call	Call	5
4	<input type="checkbox"/> 2 Week Email Notice	Email	14
5	<input type="checkbox"/> Second Call	Call	21
6	<input type="checkbox"/> Notice for Service	Email	28
7	<input type="checkbox"/> Service Shut Off	Other	31
8	<input type="checkbox"/> Service Notice	Email	31
9	<input type="checkbox"/> Send to Collections Agency	Other	45

Create a Dunning Method & Dunning Activities

1. From the Dunning Method object, click **New**.
2. In the Details field, provide a brief description of your dunning method's purpose.
3. In the Dunning Activities related list, click **New**.

4. Provide an Offset Days value.
5. Provide an Activity Details value and an Activity Subject value. When the Dunning & Collections Management package creates a task for this activity, the task's Task Subject field inherits the value of Activity Subject.
6. Create more activities if needed, then save your changes.
7. Add your dunning method to an account's Dunning Method field. You can associate one dunning method to several accounts.
8. Configure your accounts.
 - a. Set a Dunning Method on the account to create a collections plan and activities when an account's Collection Status becomes In Collections.
 - b. Set a Collections Agent on the account. The collections agent is a user that the package assigns tasks created from a collections plan. If an account's Collections Agent field is blank, tasks are assigned to the account owner.
 - c. Set a Bill to Contact on the account. Tasks created from a collections plan are related to the account's bill to contact.
 - d. Prepare a workflow to change the account's Collections Status field to In Collections when necessary, or prepare to manually change the collections status value.
 - e. (Optional) Define a Collections Plan Date on the account. If this field has a value, the package uses it as the start date for the collection plan. If this field is blank, new collection plans have a start date of the plan's creation date.

Guidelines for Dunning Methods, Activities, and Collections Plans

You can define dunning methods that follow general templates for ways to handle collections. Here are a few examples:

- A "Standard" dunning method that tasks agents to communicate with the collection contact once monthly for four months before sending information to a collections agency.
- A "VIP" method that tasks agents to make only direct calls to important or reliable collection contacts.
- A "Proactive" method that tasks agents to communicate with the collection contact more frequently, such as once every week for four months before sending information to a collections agency.

You can configure an account to enter the 'In Collections' status through an automated process, such as a failed payment, an open invoice become past due, or proactively when Salesforce Billing creates an invoice. While the Dunning & Collections Management package will automatically create a collections plan, the collections agent has complete control over changing the collections process based on their work with the customer. For example, the agent can delay activities or tasks, send additional emails, or change the deadline for a task. Our goal is to provide an easy collections management platform for the collections agent at every step of their interaction with customers.

Collection plans are also shown on the account's Collections Plans related list. Companies can refer to these plans to drive important business decisions such as extending discounts or payment options to customers who have been in collections.

	COLLECTIONS PLAN NAME	STATUS	START DATE	INVOICE BALANCE	END DATE
1	Collections #000009	Closed	3/5/2019	USD 769.14	4/17/2019
2	Collections #000013	Open	8/13/2019	USD 927.19	

Configure the Dunning & Collections Management Package

New Objects

- Dunning Method
- Dunning Activity

- Collections Plan
- Collections Invoice

Edit Page Layouts

For each object, add the following fields and related list to the page layout.

Account

Fields:

- Bill To Contact (blng__BillToContact__c)
- Collections Agent
- Collections Plan Date
- Collections Status
- Dunning Method

Related List:

- Collections Plans

Invoice

Fields:

- Hold Collections

Related List:

- Collections Plans

Reports & Dashboards

Run Dunning process reports to track the efficiency of the collections agent and manage at-risk accounts. The Dunning & Collections Management for Salesforce Billing package ships with 4 different reports:

- **Invoices in Collections by Agent:** Track collections agents' effectiveness. For each collection agent, you can view the collections plans they're assigned to and their status. In addition, you can also track invoice balance under collections for each plan, and the number of days the collections plan has been open.
- **Collections Overview by Account:** Track accounts in collections across an entire Salesforce org. The report is useful for tracking an org's volume of open collection plans, closed collection plans, the collection agent, and the dunning method assigned to the account.
- **Collections Plan Details by Account:** For each account, track collections plans details such as collection plan status and number of days open.
- **Collections Plan Details by Agent:** For each collections agent, track details of collections plan such as collection plan status, start date, and end date.

Collections Plan Details by Agent						
Collections Agent Name	Collections Plan Name	Collections Plan Status	Collections Plan Start Date	Collections Plan End Date	Collections Plan Days Open	Invoice Balance
Alisha Garner	Collections #000028	Open	9/9/2019	-	31	\$850.96
Alisha Garner	Collections #000029	Open	9/26/2019	-	14	\$972.17
Joey Crowe	Collections #000022	Closed	10/4/2019	10/5/2019	1	\$0.00
Joey Crowe	Collections #000023	Open	10/18/2019	-	-8	\$0.00
Joey Crowe	Collections #000024	Open	10/9/2019	-	1	\$0.00
Joey Crowe	Collections #000021	Closed	8/17/2019	9/11/2019	25	\$100.00
Joey Crowe	Collections #000026	Open	10/9/2019	-	1	\$120.64

[View Report \(Invoices in Collections by Agent\)](#)

You can also use dashboards to track important Dunning data.

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