TaiRox Collections Quick Start Guide

Summary

This document briefly describes the necessary steps, in order, to get TaiRox Collections up-and-running, and processing Overdue Payment Reminders (often just "reminders" in this document). For most installations, processing reminders is the most important collection's process. Once reminders are running smoothly, other processes are easy to add, as they follow a similar pattern: they keep email communications, they put tasks on users' dashboards, they can be scheduled. The CRM and Collections User Guide has many more details.

See **Appendices A to I** at the end of this document for a list of all Collections programs available with a description of their use. Programs related to reminders are in **gold**.

Prerequisites: Installation

The Collections distribution file has a setup MSI file. Run this in a Sage 300 environment, installing the programs in the same place as Sage 300 core modules. **Note:** the distribution file has a very short read-me file. **Read it**! The C/C++ runtime must be present in the environment or Data Activation may fail, or TaiRox Collections will not be shown on the Sage 300 Desktop.

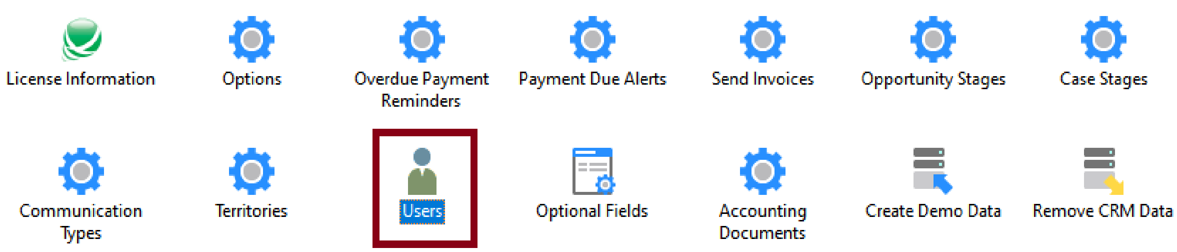
READ-WHY-NEEDED-vcredist_2013_x86.txt	2023-10-07 11:48 AM	1 KB
Setup-2018-2026.msi	2025-11-24 2:43 PM	60,037 KB
vcredist_2013_x86.exe	2022-10-07 4:19 PM	6,352 KB

Prerequisites: Data Activation

The Sage 300 desktop will prompt you to run Data Activation from Administrative Services. Data Activation will create the necessary Collections tables with the prefix XQ.

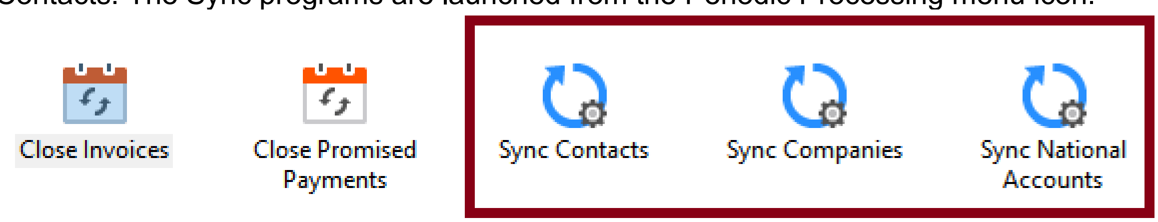
Prerequisites: Users

Collections Users add information to Sage users. This means you must create a Collections user for every Sage user that will be using Collections. For each Collections user select "All Territories". The Collections Users program is launched from the Users icon in the TaiRox Collections Setup menu group.



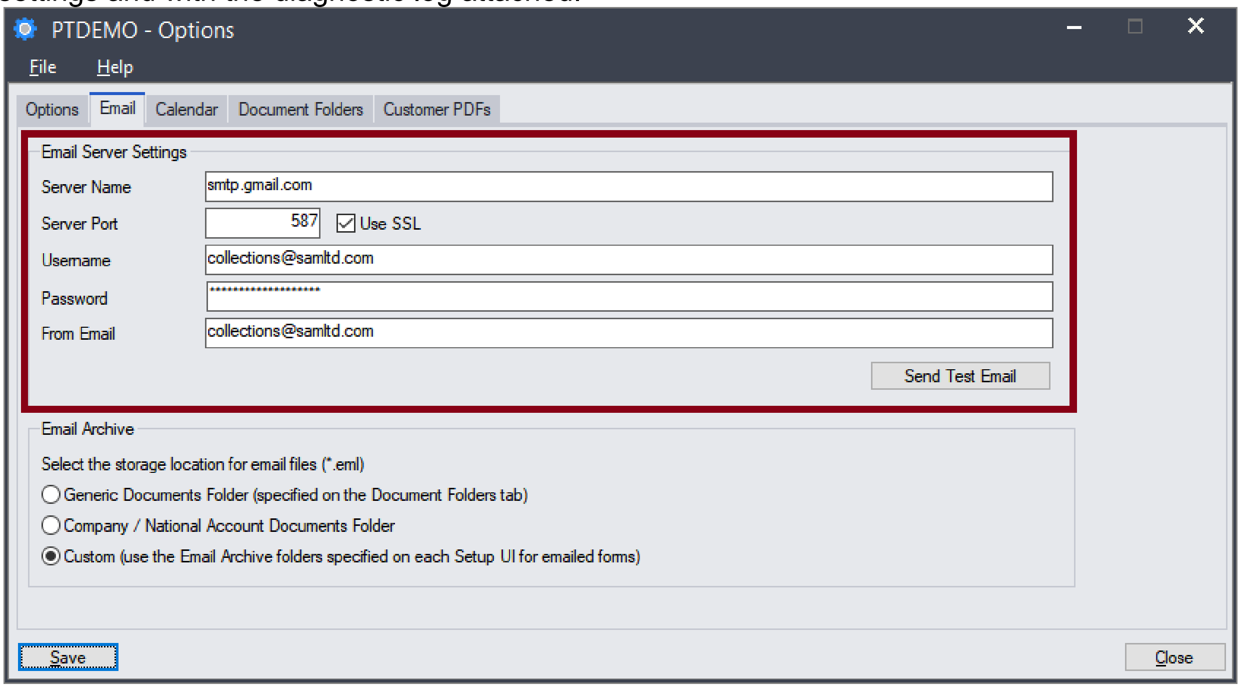
Prerequisites: Syncing National Accounts Companies and Contacts

Collections Companies add information such as Communications to Sage 300 A/R Customers. When A/R Customer data is edited, Collections Company data is updated and vice-versa. Perform the sync operations after data activation in this order: National Accounts, Companies, Contacts. The Sync programs are launched from the Periodic Processing menu icon.



Setup Options: Email, Connecting to a Mail Server

Run the Options program, located in the Setup menu group. Add credentials to a mail server and click on the Send Test Email button. If the test fails, a detailed diagnostic log is created in the shared folder location set out in the message. The log contains all of the connection details. Look for the first and last errors documented. If you don't understand the errors, you will need help from an IT resource, who may need to be a mail administrator for the domain. TaiRox will provide preliminary guidance to a reseller's consultant who sends us an email showing the settings and with the diagnostic log attached.



Failure Message:

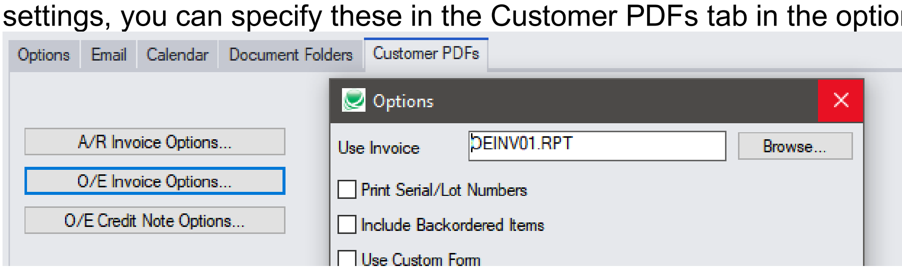
Description: System Error. Send Test Email failed. See log file C:\Sage300SharedData\COMPANY\TaiRox CRM\Logs\EMAIL20251127112122.log for more detail.
Source: 11:21:22 -

Setup Options: Email, Email Archive

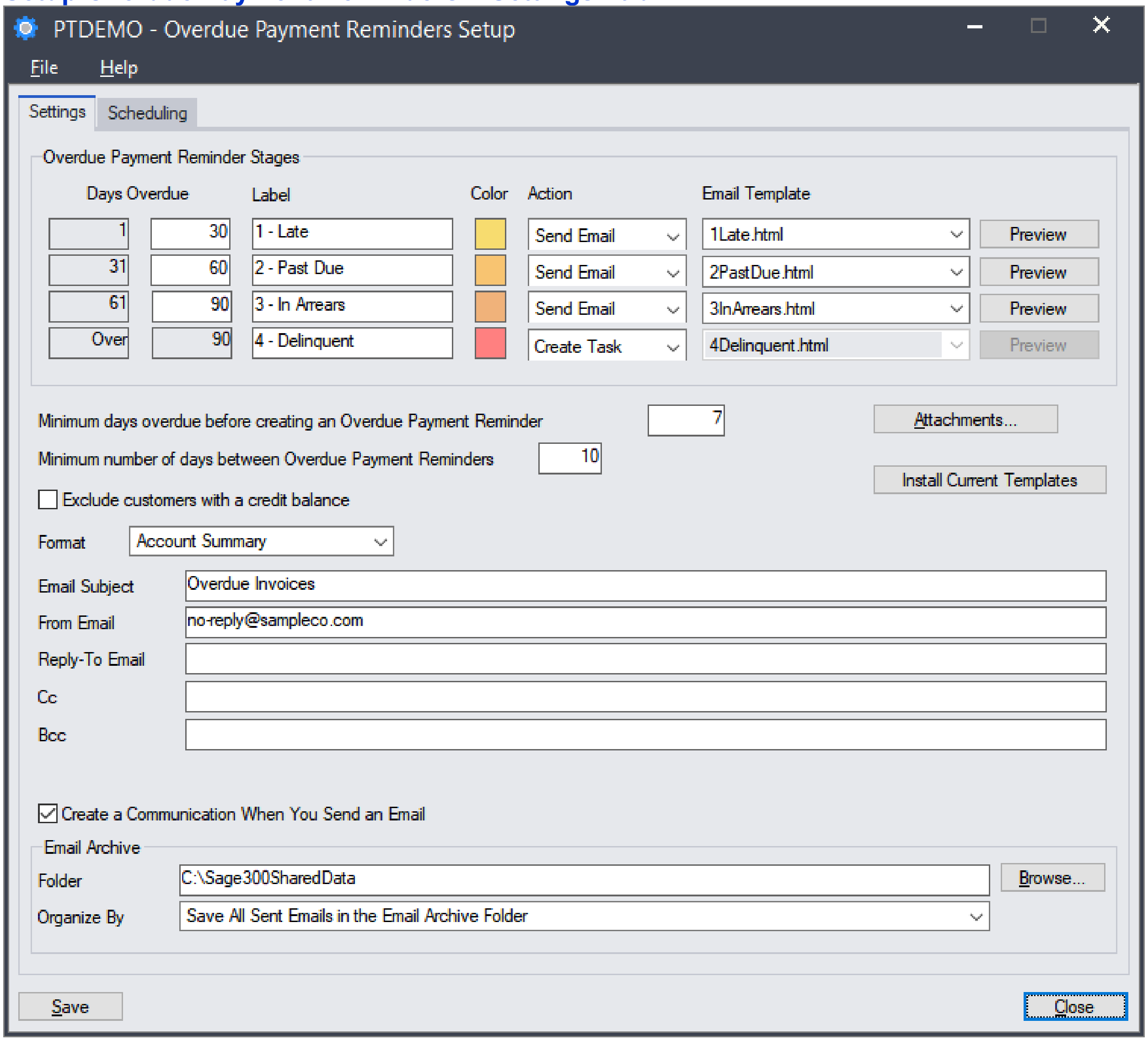
Collections will create a complete record of an email (an EML file) in a network location. This file is linked to a communication record in the database. When looking at a Company, you can see all of the communications for that company quickly, without searching through email folders.
Recommendation: Many of the archive folder options are provided for backward compatibility. We recommend using the Custom option to start – specify the folder with each type of entity (Overdue Payment Reminder, Payment Due Alert, etc.).

Setup Options: Email, Customer PDFs

It is likely that you will use the modules' default Crystal reports. If you use custom reports and settings, you can specify these in the Customer PDFs tab in the options program.



Setup Overdue Payment Reminders – Settings Tab



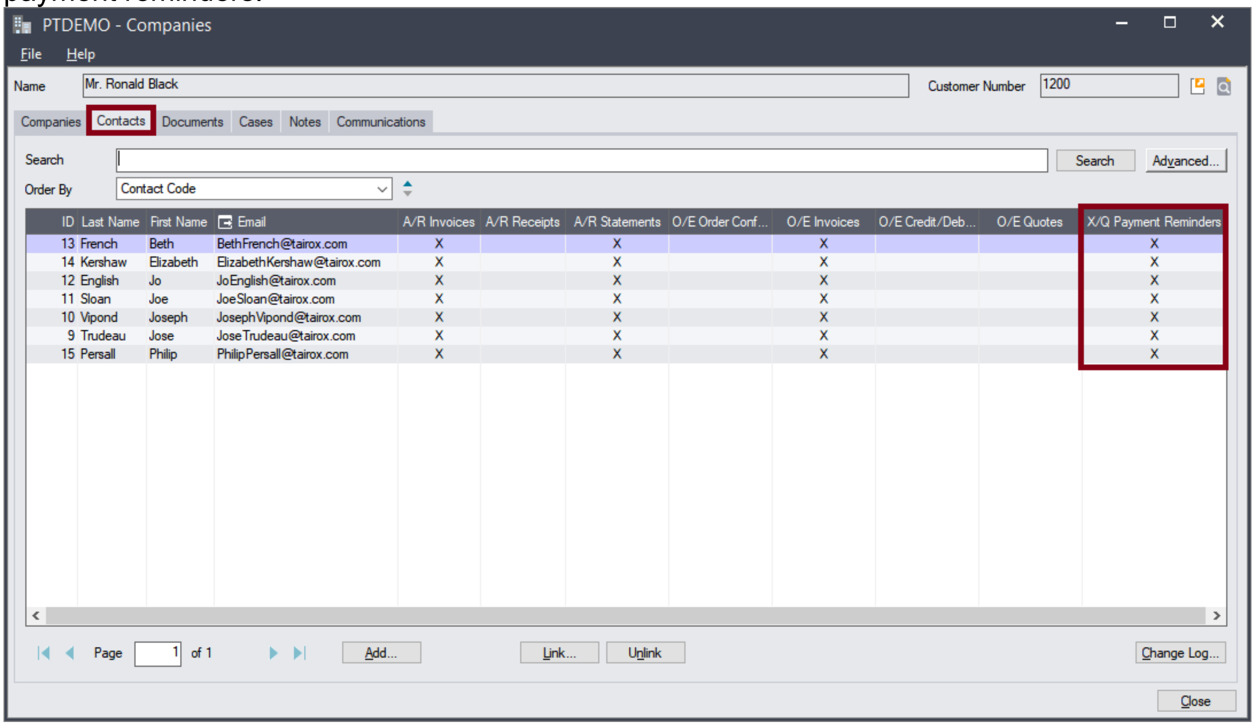
Key Notes:

- Days Overdue Aging Periods: The 30-60-90 defaults **do not** have to match A/R values. Most collections installations use more aggressive numbers such as 25-40-55.
- Actions: All actions default to Send Email. Most collections installations would have the 4th action set up as Create Task: don't keep sending emails, pick up the phone.
- Email Templates: Press Preview to see what the reminders will look like. You can probably use the text templates as-is. If you are using the html templates, you will need, at a minimum, to change the logo. See the **Editing Templates** Section in this document. If you completely mess up the templates, Install Current Templates will restore the defaults.
- Format: Most installations choose Account Summary. The Overdue Invoice choice provides compatibility with earlier versions of Collections.
- Create a Communication: Almost all installations do this, so that all communications sent to a customer can easily be seen in one place.
- Minimum Days Overdue Before …: A "grace period". A payment may have arrived and not been entered into Sage 300 or applied to an invoice. The value can be adjusted per customer.

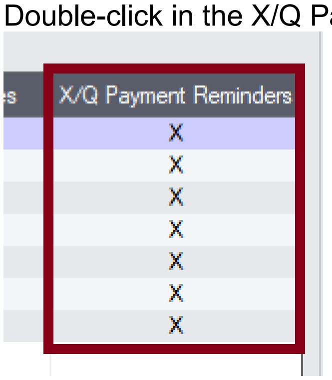
Processing Overdue Payment Reminders – Set Up Contacts

The TaiRox Collections product uses Sage multiple contacts features, if multiple contacts are active. If Sage multiple contacts are not active, TaiRox Collections maintains the same data in its own tables.

You specify which contacts receive payment reminders by using the Collections Companies screen (or Company screen, or A/R Customer screen) to select which users are to receive payment reminders.

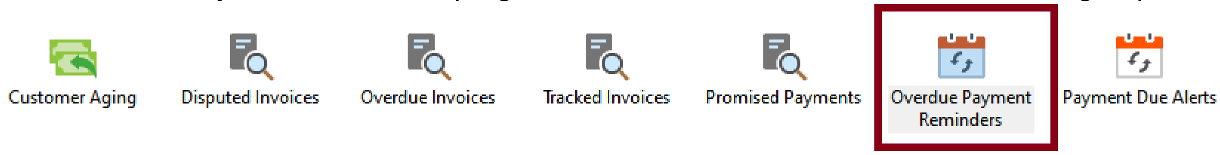


Double-click in the X/Q Payment Reminders column to select the appropriate users.

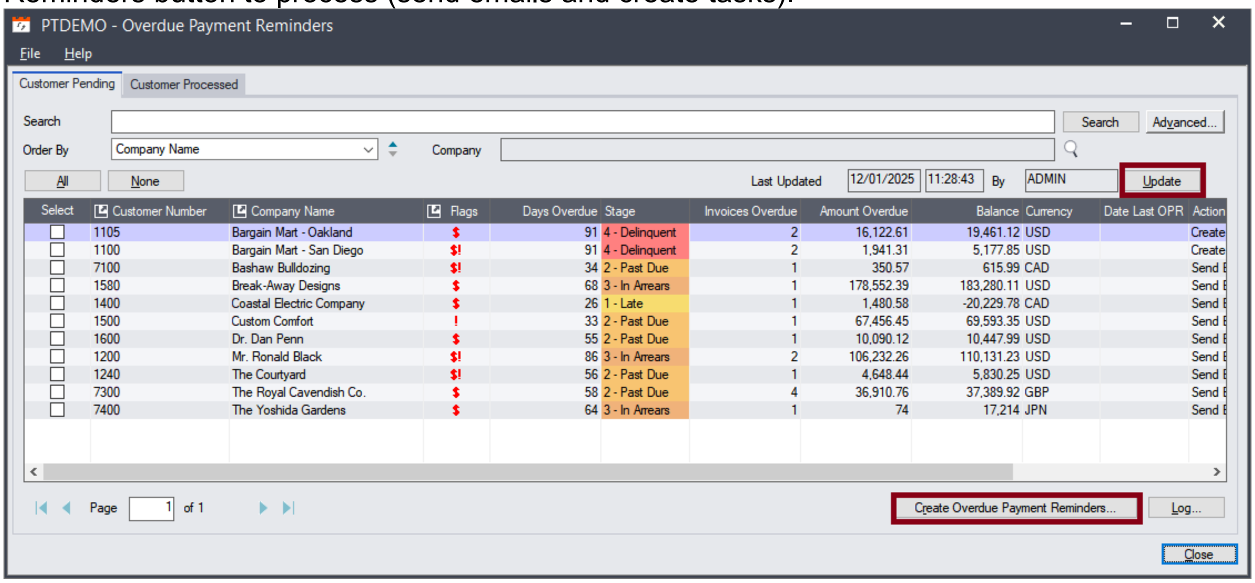


Processing Overdue Payment Reminders

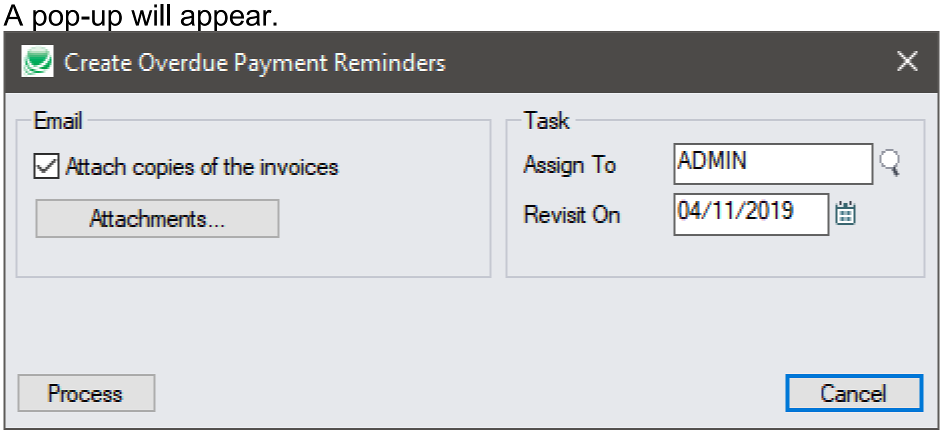
The Overdue Payment Reminders program is launched from the Collections menu group.



Click on the Update button. Reminders are permanent records in the database, not just a status of the moment. Select one or more customers and then click on the Create Overdue Payment Reminders button to process (send emails and create tasks).



A pop-up will appear.

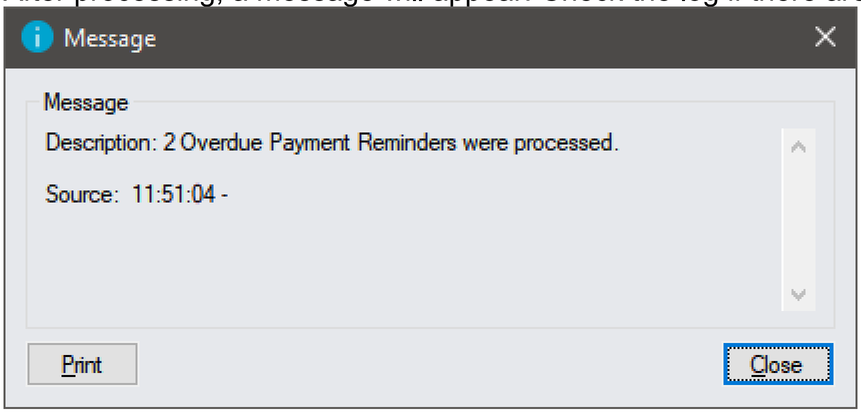


Key Notes:

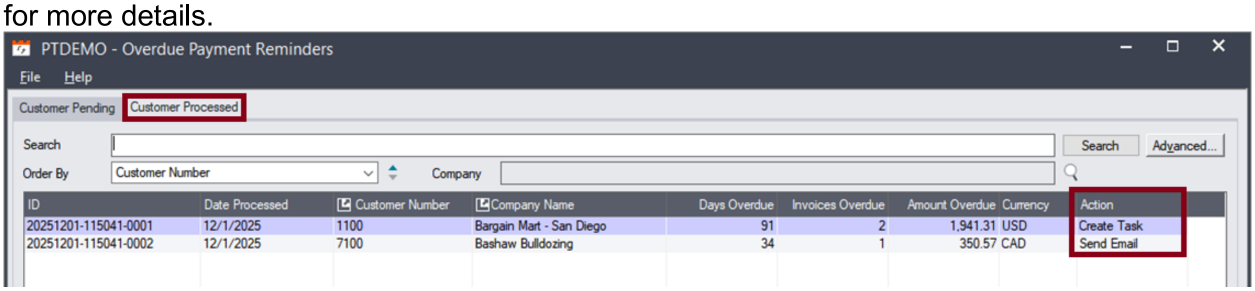
- Low-volume installations will likely attach invoices. Very high-volume installations may not want to attach invoices because the Sage 300 reports take significant time to generate and send to the mail server **and** the email body will already contain the invoice dates and totals.
- Attachments: Provides the ability to include one or more additional files with every email. These may be one-time documents such as new price lists or changed terms and conditions.
- Task: When tasks are created, typically a phone call, the user must indicate which Collections user will have this appear on their Dashboard.

Processing Overdue Payment Reminders (continued)

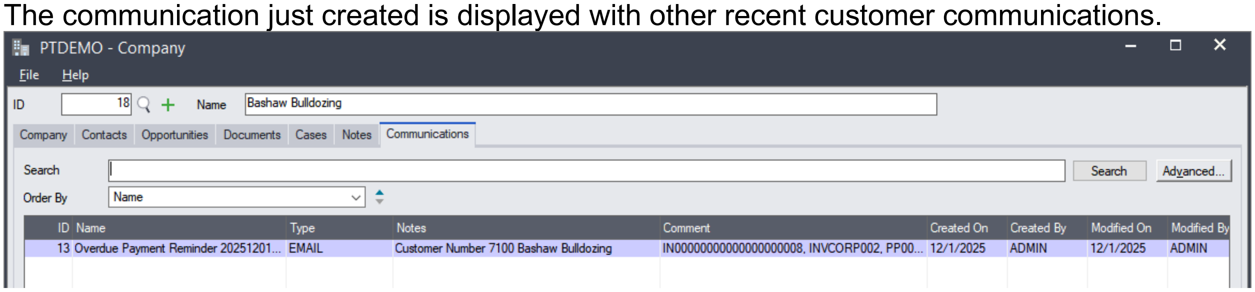
After processing, a message will appear. Check the log if there are any errors.



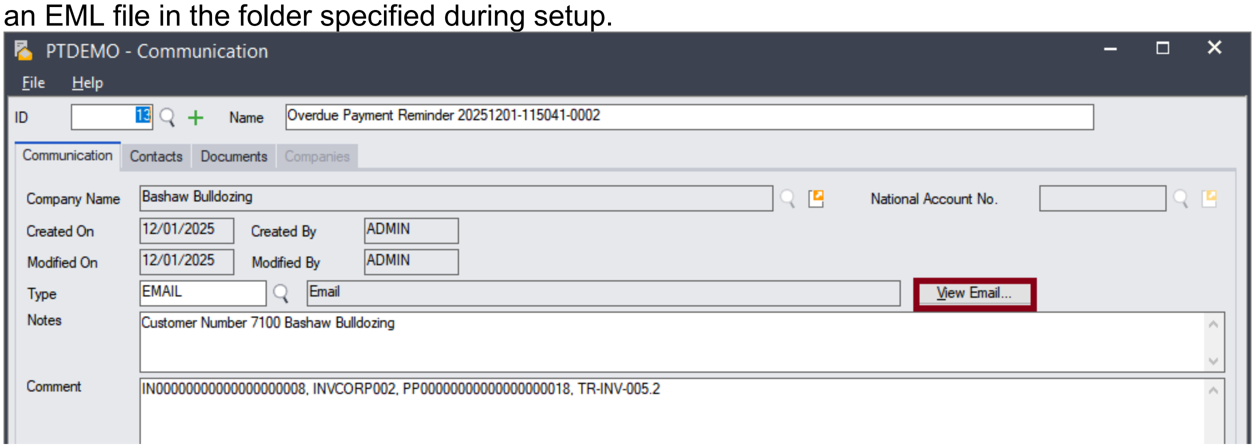
The processed reminders will move from Customer Pending to the Customer Processed. The action to taken will be displayed. Click on the Drill Down button in the Company Name column for more details.



The communication just created is displayed with other recent customer communications.

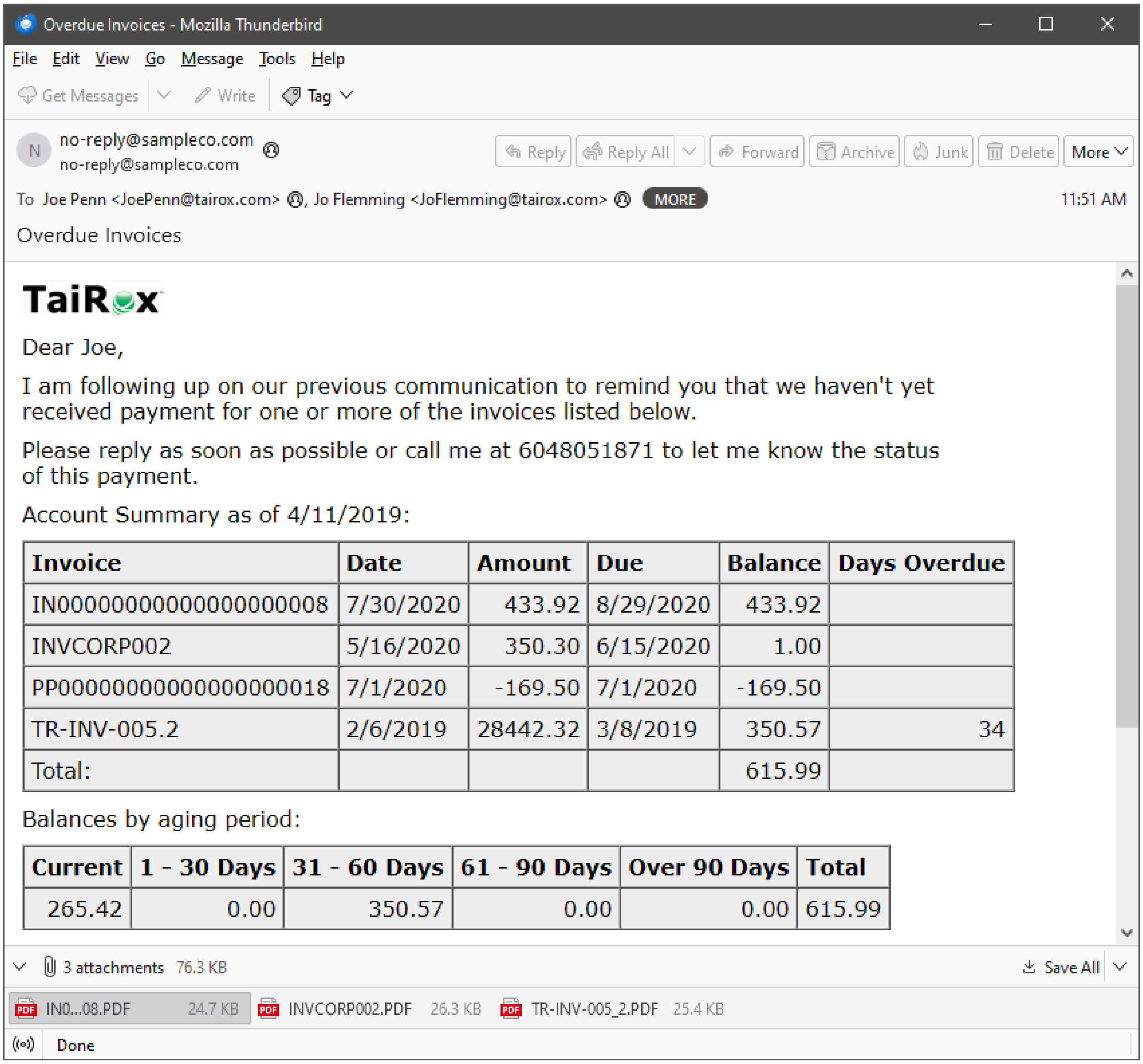


The communication is of type EMAIL. Click on View Email to see the email, which is stored as an EML file in the folder specified during setup.



Processing Overdue Payment Reminders (continued)

The email is viewed in the user's email client. The account summary format is shown below. Invoice PDF files are attached and can be clicked on to view what was sent.



TaiRox

Dear Joe,

I am following up on our previous communication to remind you that we haven't yet received payment for one or more of the invoices listed below.

Please reply as soon as possible or call me at 6048051871 to let me know the status of this payment.

Account Summary as of 4/11/2019:

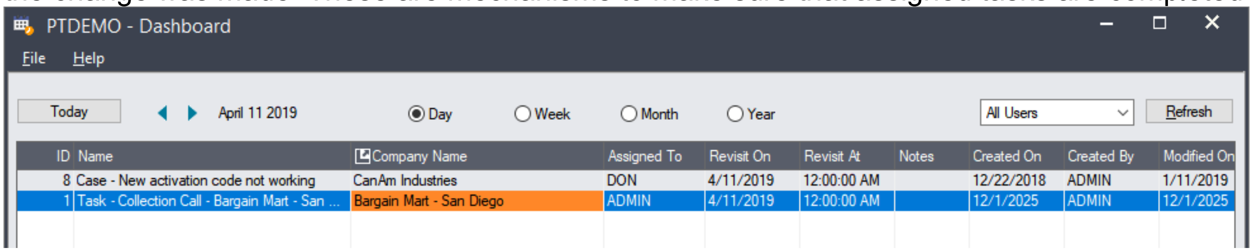
Invoice	Date	Amount	Due	Balance	Days Overdue
IN0000000000000000008	7/30/2020	433.92	8/29/2020	433.92	
INVCORP002	5/16/2020	350.30	6/15/2020	1.00	
PP0000000000000000018	7/1/2020	-169.50	7/1/2020	-169.50	
TR-INV-005.2	2/6/2019	28442.32	3/8/2019	350.57	34
Total:				615.99	

Balances by aging period:

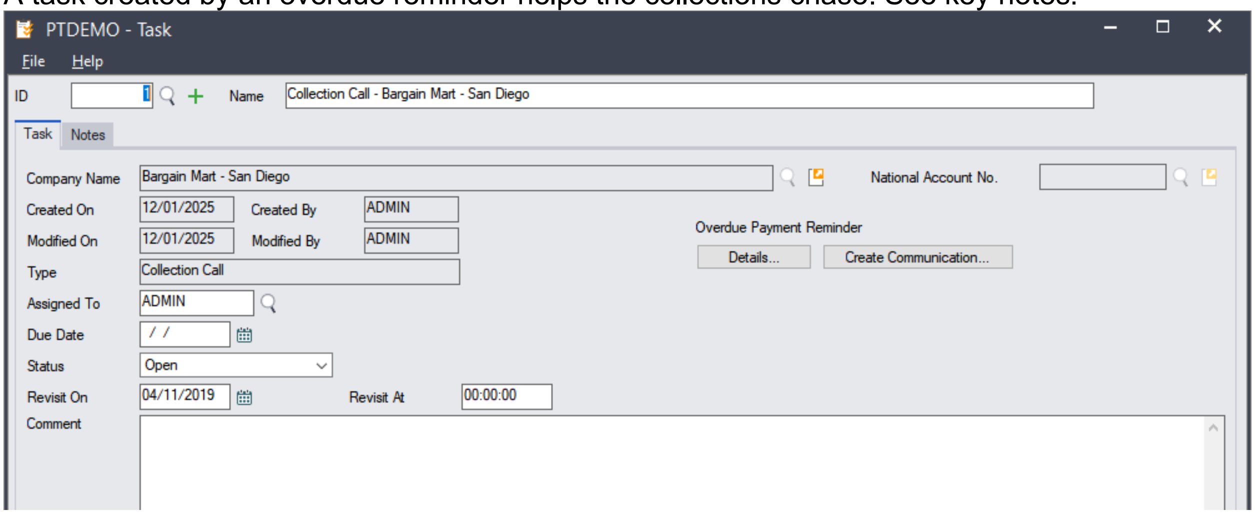
Current	1 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days	Total
265.42	0.00	350.57	0.00	0.00	615.99

Processing Overdue Payment Reminders (continued)

Any tasks created will stay on the assigned user's dashboard. All tasks appear on the dashboard until they are closed. A manager can view all users' dashboards. All changes to a task are logged – which user made the change, what was changed, with a date and time when the change was made. These are mechanisms to make sure that assigned tasks are completed.



A task created by an overdue reminder helps the collections chase. See key notes.



Key Notes:

- The details of the reminder are one-click away. Click on **Details**.
- Comments can be added on the Task tab. Any number of detailed notes can be created and linked to the task. Notes can be related to many different entities in Collections – promised payments, disputed invoices, companies, and so on. Use the **Notes** icon in the top-level menu group on the Sage 300 Desktop to sort and search notes in many ways.
- Create a manual communication to track if a call has been completed which will appear with all other communications for the customer – track information this way so all customer collection activities are documented.

Editing Reminder Templates – Where Are They?

When Data Activation is run, Collections templates are copied to the Sage 300 shared data folder in the Company sub-folder. For the Company SAMLTD:
Company\SAMLTD\TaiRox CRM\Templates\Overdue Payment Reminders

Editing Reminder Templates – What Templates are Provided?

There are text and html templates for each of the 4 reminder customer aging periods. The html templates reference the TaiRox logo file tairox-logo.png.

Name	Date modified	Type	Size
1Late.html	10/21/2024 9:00 AM	Microsoft Edge H...	3 KB
1Late.txt	8/31/2022 3:46 PM	Text Document	1 KB
2PastDue.html	1/11/2024 2:01 PM	Microsoft Edge H...	3 KB
2PastDue.txt	8/31/2022 3:46 PM	Text Document	1 KB
3InArrears.html	1/11/2024 2:01 PM	Microsoft Edge H...	3 KB
3InArrears.txt	8/31/2022 3:46 PM	Text Document	1 KB
4Delinquent.html	1/11/2024 2:01 PM	Microsoft Edge H...	2 KB
4Delinquent.txt	8/31/2022 3:46 PM	Text Document	1 KB
sample-with-logo.html	1/11/2024 2:01 PM	Microsoft Edge H...	2 KB
tairox-logo.png	11/23/2023 9:51 AM	PNG File	4 KB

Editing Html Templates

Unless you know how to use an html editor, edit the templates with Notepad using guidelines below and you will avoid mistakes. The templates are extremely basic html that will display correctly with email clients.

Do not use MS Word to edit the templates. The result might look okay on your computer, but won't display properly in many email clients. If you go beyond the guidelines, check the results in multiple email clients such as: Office 365, Gmail, Apple Mail, Outlook, Thunderbird, or a free EML viewer downloaded from the internet.

Editing Reminder Templates – Logos

Put embedded logos and pictures in the email templates directory, as shown above. Then change the name of the logo file, which is in this line of the templates.

<img src="tairox-logo.png" width="106" height="27">

Use a reasonably sized logo file. If you use a 4Mb logo file, these bytes will be sent and stored with every email. Do not use the width and height html mechanisms to scale down a large logo picture. Scale the picture first using Windows Paint.

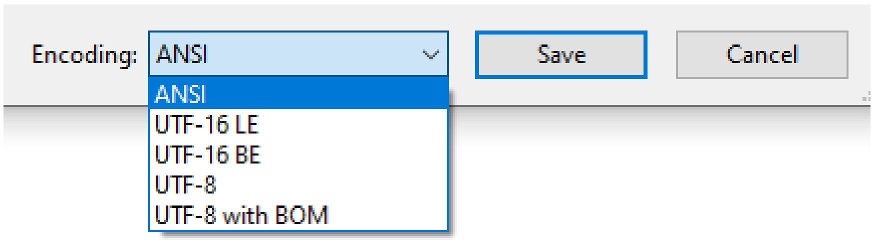
Editing Reminder Templates – Editing Words

To change the wording in the templates, change the words between <td> and <td>. For example:

<td>If payment has already been sent, please disregard this notice.</td>

Editing Reminder Templates – Character Sets

Email clients expect the email body to be using the UTF-8 character set or plain ANSI. If you don't know what this means, use Notepad to edit the templates and when you "Save as", check that the Encoding is either ANSI (safest choice) or UFT-8 (safe with care). If ANSI is not an option, you have entered some non-ANSI characters in the template. **Do not** use UTF-8 with BOM.



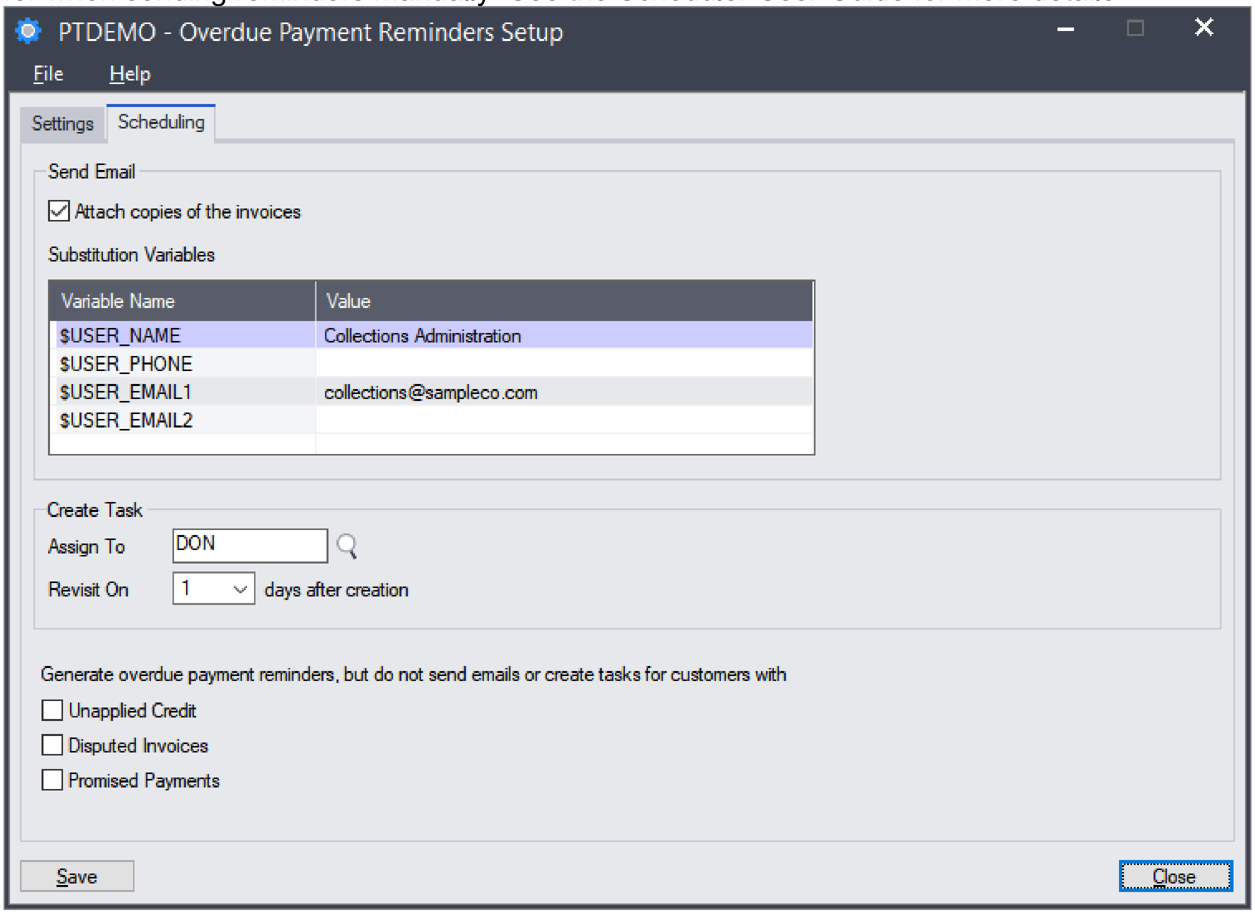
Do not copy-and-paste text from a source, unless you know the source's character set and can save in an ANSI or UTF-8 Encoding. If you must use dashes, quotes or apostrophes, the safest choices are to use the hyphen character (-), the quote character (") and the apostrophe character ('). If you absolutely must use large dashes and slanted quotes, it is safest to use the "HTML entity" values shown here. These start with an ampersand and end with a semi-colon.:

–	8211	2013	–	EN DASH
‘	8216	2018	‘	LEFT SINGLE QUOTATION MARK
’	8217	2019	’	RIGHT SINGLE QUOTATION MARK
“	8220	201C	“	LEFT DOUBLE QUOTATION MARK
”	8221	201D	”	RIGHT DOUBLE QUOTATION MARK

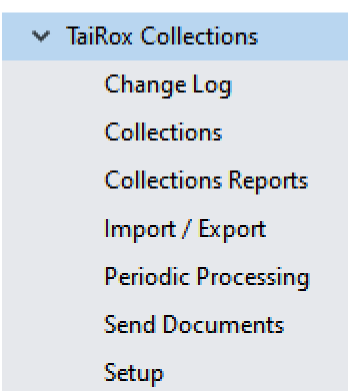
If you need to use accented characters, there are HTML entity equivalents for all of these. For example, é will render as é.

Setup Overdue Payment Reminders – Scheduling Tab

Defer Scheduling until a manual process is running smoothly. The setup options are for values that are not available because no Sage 300 user is signed in or are for values that are prompted for when sending reminders manually. See the Scheduler User Guide for more details.



Appendix A – Menu Structure



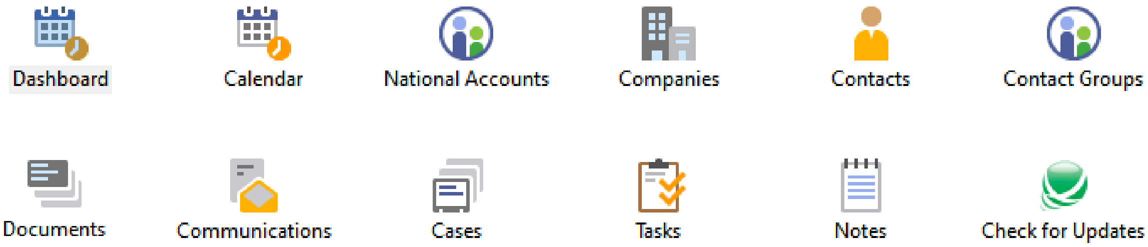
Program descriptions following are organized by Menu Item.

Program names in **gold** are important parts of Overdue Payment Reminder processing.

Program names in **green**, while not part of the reminder process, provide key collections features for many installations.

For a quick overview of collections features, you may wish to only read the **gold** and **green** descriptions.

Appendix B – Top-Level Menu (TaiRox Collections)



Dashboard: Tracks tasks, promised payments, tracked invoices and other entities. All entities stay on a dashboard until closed. A manager can view all users' dashboards. All changes to an entity are logged – which user made the change, what was changed, with a date and time when changed. These are mechanisms to make sure that assigned tasks are always followed up.

Calendar: A way to display dashboard entities by day, week, month, or year.

National Accounts: Reminders can be set up for National Accounts. See the user guide.

Companies: Companies extend the data associated with an A/R customer. For example, all communications with a customer are displayed on a tab.

Communications, Tasks, Notes: Provide ways to search communications across multiple companies.

Contacts: Provides a way to search multiple contacts across companies.

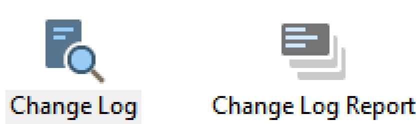
Contact Groups: Provide a way to group contacts across multiple companies.

Documents: Stores generic documents that can be attached to various entities.

Cases: Generic entities that can appear on dashboards, which are not part of the collections process.

Check for Updates: Checks the TaiRox web site to see if you have the current version of Collections, or if an update is available.

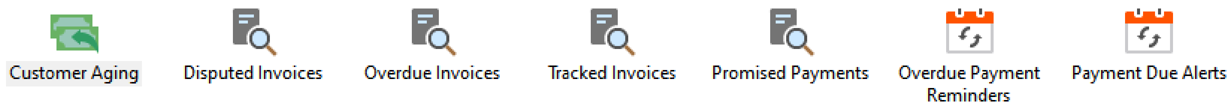
Appendix C – Change Log



Change Log: Changes to entities in TaiRox Collections are kept in a log. The change logs for an entity can be accessed from the entity's screen. This program provides a way to view changes made to all entities.

Change Log Report: Create a PDF file of change log entries.

Appendix D – Collections



Customer Aging: See an aged trial balance on screen, with more information, in less than a second. A flags column marks customers with unapplied cash, disputed invoices and promised payments. Use enhanced filtering and sorting options. Flip from a customer-centric view to a document-centric view with one click

Disputed Invoices: Record the amount in dispute. A revisit date is required. Link any number of files or notes to the dispute. Disputed Invoices appear on dashboards.

Overdue Invoices: Creating a record of overdue invoices is an optional starting point for the reminder process. These entities are a permanent record that an invoice was overdue.

Tracked Invoices: Are important invoices to be tracked at all stages on dashboards with a revisit date. For example, an unusually large order might be tracked from the moment it is created. Tracked Invoices appear on dashboards.

Promised Payments: Record the date promised, amount promised, and amount paid. A revisit date is required. Link one or more invoices related to the promise. Promised Payments appear on dashboards.

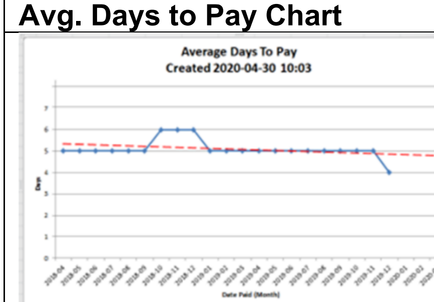
Overdue Payment Reminders: As described above.

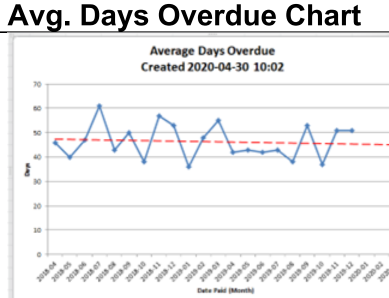
Payment Due Alerts: HTML emails are sent to multiple customer contacts before their invoices are due. The alerts list all unpaid - but not overdue - customer invoices. The setup process is similar to the reminder process.

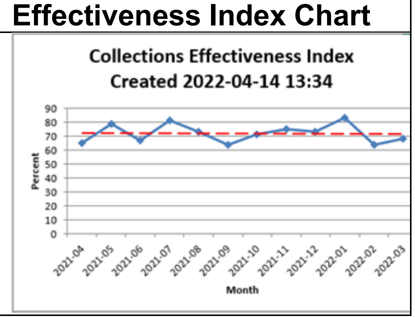
Appendix E – Collections Reports

Charts: Excel spreadsheets are created analyzing collections data.

Avg. Days to Pay Chart	Avg. Days Overdue Chart	Effectiveness Index Chart

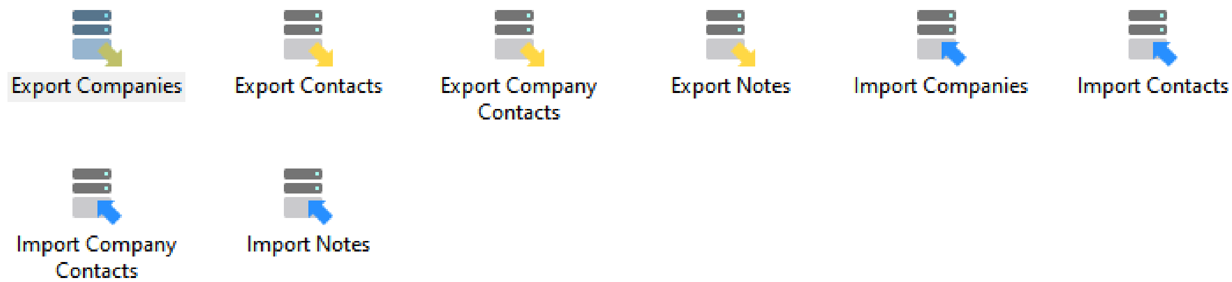






Disputed Invoices, Overdue Invoices, Overdue Payment Reminders, Promised Payments: Are standard Sage 300 Crystal Reports.

Appendix F – Import Export



See the user guide for more details.

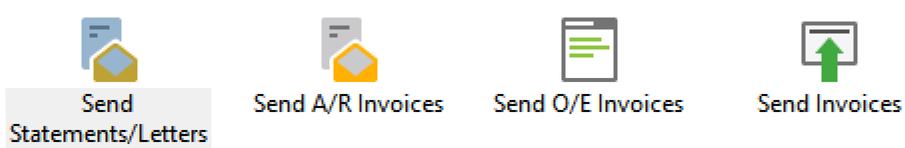
Appendix G – Periodic Processing

Close Invoices: The Close Invoices program closes all open Disputed Invoices and Tracked Invoices when the A/R invoice has been paid, written off, or cleared from A/R (so it has a 0 balance).

Close Promised Payments: The Close Promised Payments program closes all open (and not deleted) Promised Payments with one or more linked invoices if all linked invoices have been paid.

Sync Contacts, Sync Companies, Sync National Accounts: Are used initially, as described above or can be used if A/R and Collections entities get out of sync.

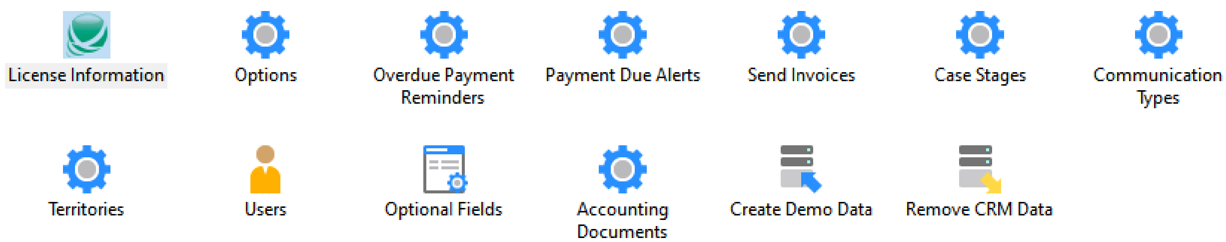
Appendix H – Send Documents



Send Statements/Letters, Send A/R Invoices, Send O/E Invoices: These programs are extensions of the same programs in core Sage 300 applications. As with the core applications, some documents are printed and some are emailed. What differentiates these programs from the core applications: when emails are sent, communications are created so that a copy of the email is available and easily accessed.

Send Invoices: This program sends emails. It does not print. The program creates communications so that a record of the email sent is kept. Invoices from multiple applications can be sent, including an ISV product, Technisoft Service Manager. For many installations, scheduling this program is the most important Collections feature.

Appendix I – Setup



License Information: If there are license problems, screen capture and send to TaiRox.

Options: Are described above in this document.

Overdue Payment Reminders: Are described earlier in this document.

Payment Due Alerts: These options similar to those for processing to Overdue Payment Reminders. Payment Due Alerts are sent **before** an invoice becomes due.

Send Invoices: The options for sending invoices, especially important if scheduling this program.

Case Stages: User-defined values for Case entities.

Communication Types: User-defined values for Communication entities.

Territories: Only used when Collections is licensed with CRM and Collections.

Users: As described above in this document.

Optional Fields: As set up by core Sage 300 Applications.

Accounting Documents: Contains some setup information used by Send Statements/Letters, Send A/R Invoices, and Send O/E Invoices programs.

Create Demo Data: Mostly used when Collections is licensed with CRM and Collections. In demo mode, communications and email records are created, but **emails are not sent**. This feature may be useful during pre-go-live experimentation. Note that all data can be deleted and Collections can be deactivated by running the Remove CRM Data program, described next.

Remove CRM Data: Will delete all Collections tables and deactivate Collections.