

CollectFlow — User Guide

Accounts receivable collections for SAP Business One

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What CollectFlow does

CollectFlow gives your credit and collections team one place to work every overdue account in SAP Business One.

It pulls customers, open invoices, credit memos and payments from SAP and turns them into:

- a **prioritised worklist**,
- **dunning** stages and letters,
- **promises to pay** and **disputes**,
- a full **activity history** per customer,
- a **customer portal** where customers can pay and reply, and
- KPIs, a **cash-flow forecast** and **credit-limit suggestions**.

Payments you take can be posted back to SAP as Incoming Payments.

For the first-time setup (connection, sync, users, email, billing), see the **Setup & Administration Guide**.

Who sees what

Role	Sees	Can do
Collector	Only customers assigned to them	Log calls, emails and notes; add promises and disputes; send dunning and invoice copies; copy portal links
Manager	The whole team	Everything a collector does, plus assign customers, post payments, credit management. Setup: Assign, Email templates, Support
Admin	Everything	Everything, including all of Setup
Sales rep (optional)	Invoices for their own SAP sales-employee code	<i>View only, Light</i> (view + notes, calls, promises) or <i>Full</i> , as granted in Setup → Users

Signing in

CF CollectFlow

by CSC WORK CSC-WORK

SIGN IN

Sign in to CollectFlow

Accounts receivable collections for SAP Business One.

EMAIL

PASSWORD

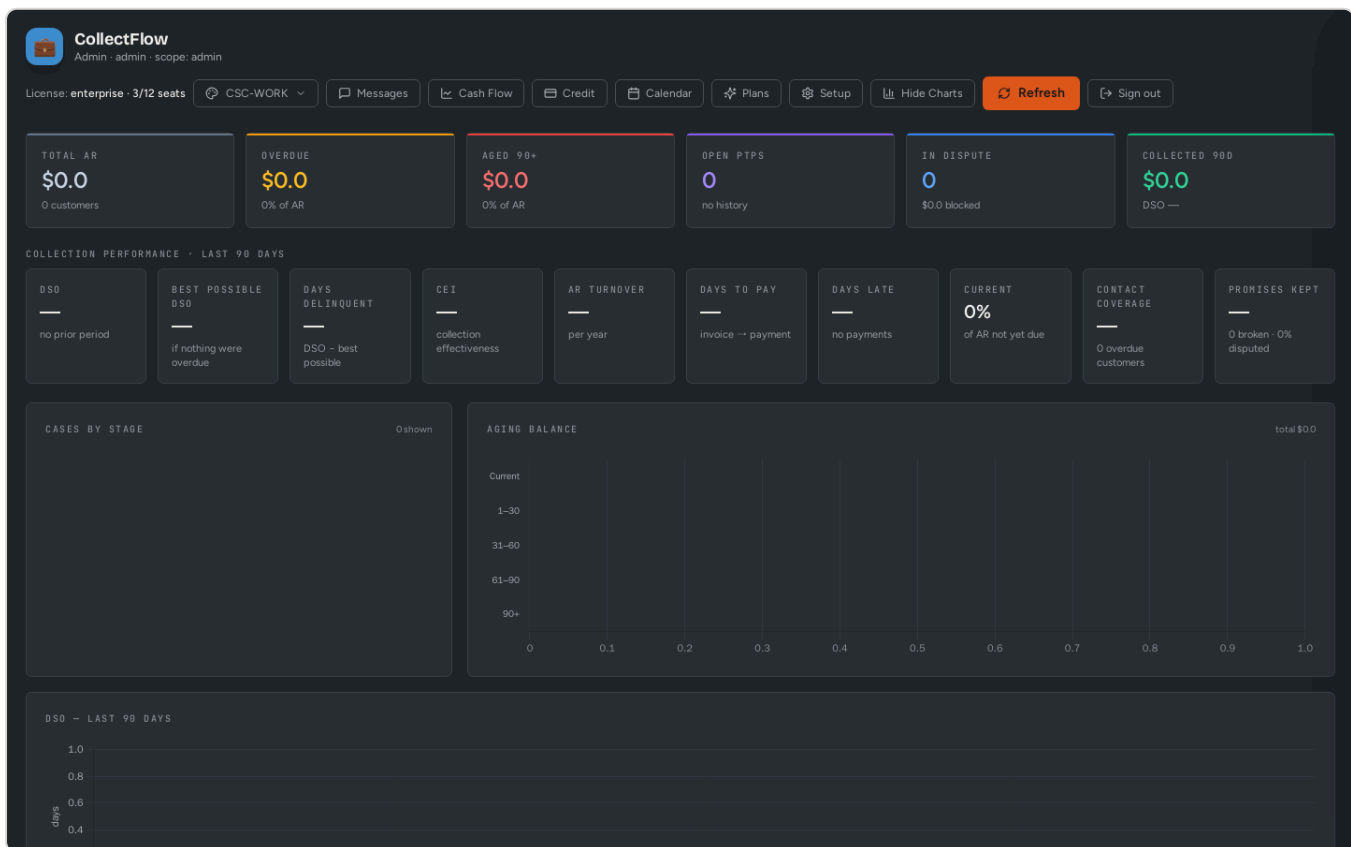
Sign in

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SIGN IN TO COLLECTFLOW.

Enter your email and password and click **Sign in**, or use your company's single sign-on button. The first time, you will be asked to set your own password.

The dashboard



THE COLLECTFLOW DASHBOARD.

The dashboard is where you spend your day.

- **Top bar:**
 - your licence summary,
 - the theme switcher,
 - **Messages** (inbox),
 - **Cash Flow, Credit, Calendar** and **Plans**,
 - **Setup** (managers and admins),
 - **Show / Hide Charts, Refresh** and **Sign out**.
- **KPI tiles:**
 - **Total AR, Overdue, Aged 90+, Open PTPs, In Dispute, Collected 90d.**
 - Click a tile to filter the worklist to it.
- **Performance row:**
 - **DSO** and **Best possible DSO**,
 - **Days delinquent**,
 - **CEI** (collection effectiveness index),
 - **AR turnover, Days to pay, Days late, Current**,
 - **Contact coverage** and **Promises kept**.
- **Charts:**
 - Cases by Stage, Aging balance, DSO trend and Overdue by collector.
 - A *Today* insights card and a leaderboard.

The worklist

The table lists every customer you are responsible for. It shows **Customer, Balance, Overdue, Oldest OD** (oldest overdue days), **Stage, Priority, Collector** and **Open items**.

- **Search** by customer code or name.
- **Filter** by stage, priority (Urgent, High, Medium, Low), collector or sales rep. Tick **Hide zero-balance** to drop settled accounts.
- **Sort** by past due, balance, oldest overdue days, or name.
- **Views:** *Customers, By sales rep* and *By collector*.
- **Parent and child accounts** (SAP consolidation) can be expanded.
- **Hover** over a cell for a quick balance breakdown.
- **Click** a row to open the customer. **Right-click** a row for quick actions.

Right-click actions

Log call · Log email · Log note · Add Promise to Pay · Open dispute · Send dunning... · Post payment... · Share in chat... · Copy customer code · Copy primary contact email · Assign

Working a customer

Click a customer to open the **customer drawer**.

The header shows **Balance**, **Overdue**, **Oldest OD** and **Credit limit**. The panels are:

Panel	Use it to
AI	Read an account analysis and draft an email in one of three tones: <i>Reminder — light touch</i> , <i>Past due — firm</i> or <i>Final notice — escalate</i> . You can Copy the draft or Send it.
Open items	See every open invoice with its due date, aging bucket, stage and balance. Change an item's stage here, or email a copy of the invoice.
History	Payment behaviour: <i>Avg days to pay</i> , <i>On-time %</i> , <i>Median days</i> , <i>Worst days late</i> . Download it as CSV.
Activity	Log a Call , Email or Note , then click Add .
Promises	Record a promise to pay (amount and date) with Add PTP . Later, mark it <i>kept</i> or <i>broken</i> .
Disputes	Log a dispute against one invoice or the whole account, with a reason and amount.
Contacts	Add contacts (name, email, phone, role). Use Portal access to copy a sign-in link for the customer portal.
Chat	Message the customer's contacts, one contact or all of them.
Team notes	Internal notes; use @name to mention a colleague.

The **Outlook** menu downloads a ready-made email (.eml) to open in Outlook. The choices are *Account statement*, *Friendly reminder*, *Follow-up*, *Escalation*, *Final notice / legal* or *Blank reply*.

Dunning

Every open invoice moves through stages automatically, based on how many days it is past due:

Stage	Days past due
Current	0 or not yet due
First notice	1–30
Follow-up	31–60
Escalated	61–90
Legal	more than 90

A customer's stage is the **highest stage among its open invoices**. You can override the stage of an individual invoice in **Open items**.

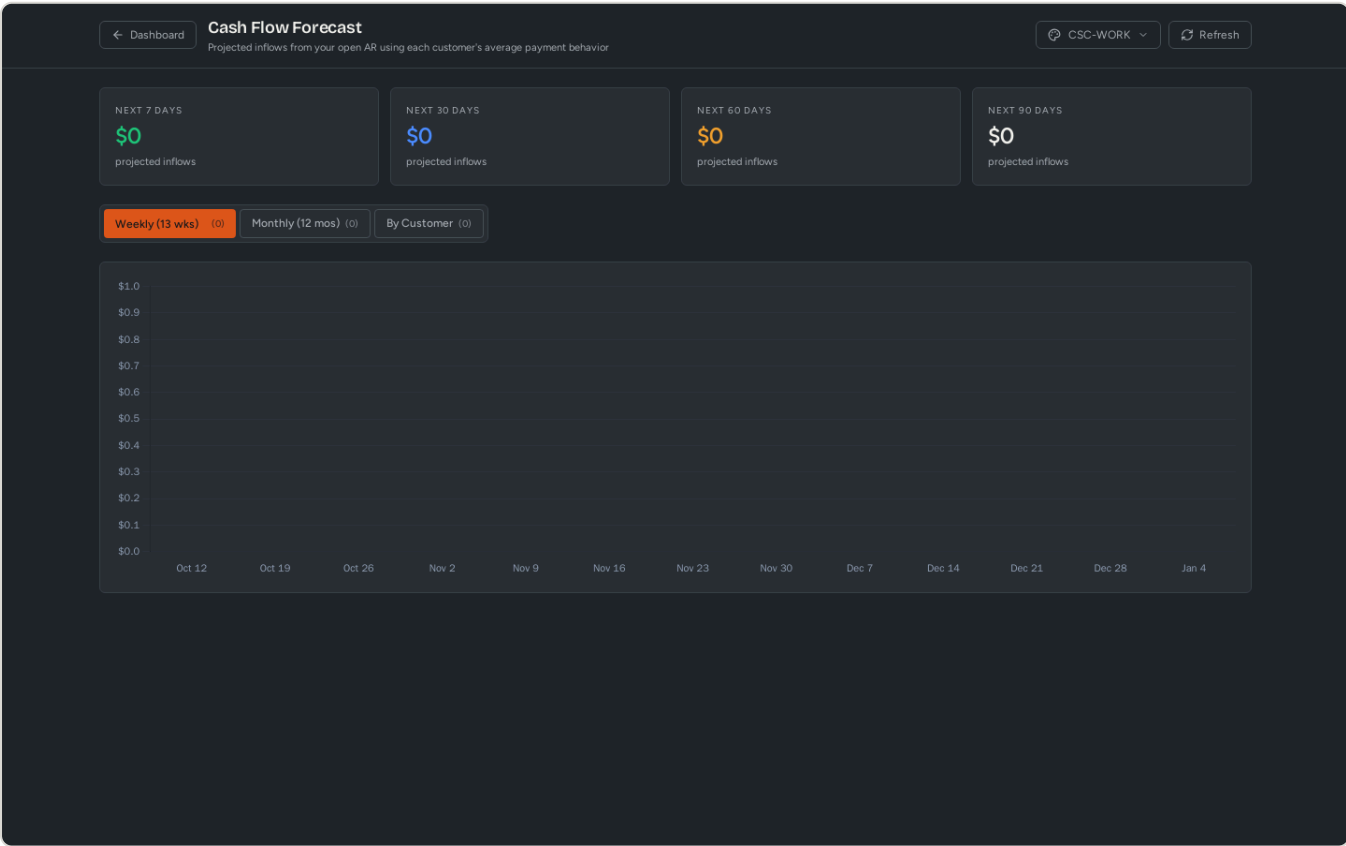
To send a dunning letter:

1. Right-click the customer and choose **Send dunning...**
2. Check the letter in **Dunning preview**. It uses your branding and the wording from Setup → Email templates.
3. Click **Send now**. The email is logged in the customer's Activity.

Posting a payment (*managers and admins*)

1. Right-click the customer and choose **Post payment...**
2. Enter the **Amount**.
3. Under **Allocate against**, either leave *oldest overdue first* or pick the invoices.
4. Click **Post payment**. With live posting on, an Incoming Payment is created in SAP.

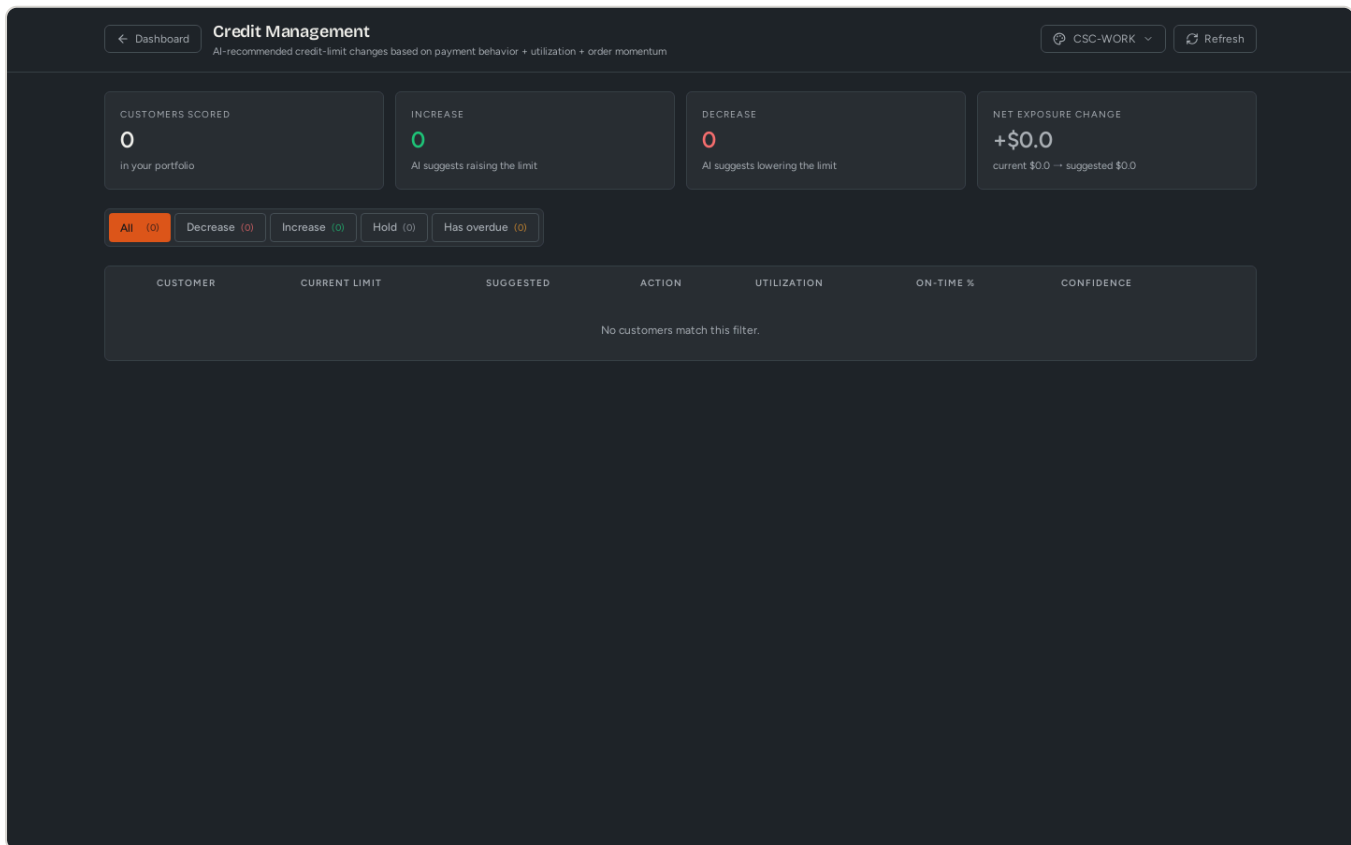
Cash Flow forecast



CASH FLOW FORECAST.

Cash Flow projects when your open AR will be paid, based on each customer’s average payment behaviour. The tiles show the next 7, 30, 60 and 90 days. Switch between **Weekly (13 weeks)**, **Monthly (12 months)** and **By Customer**.

Credit management

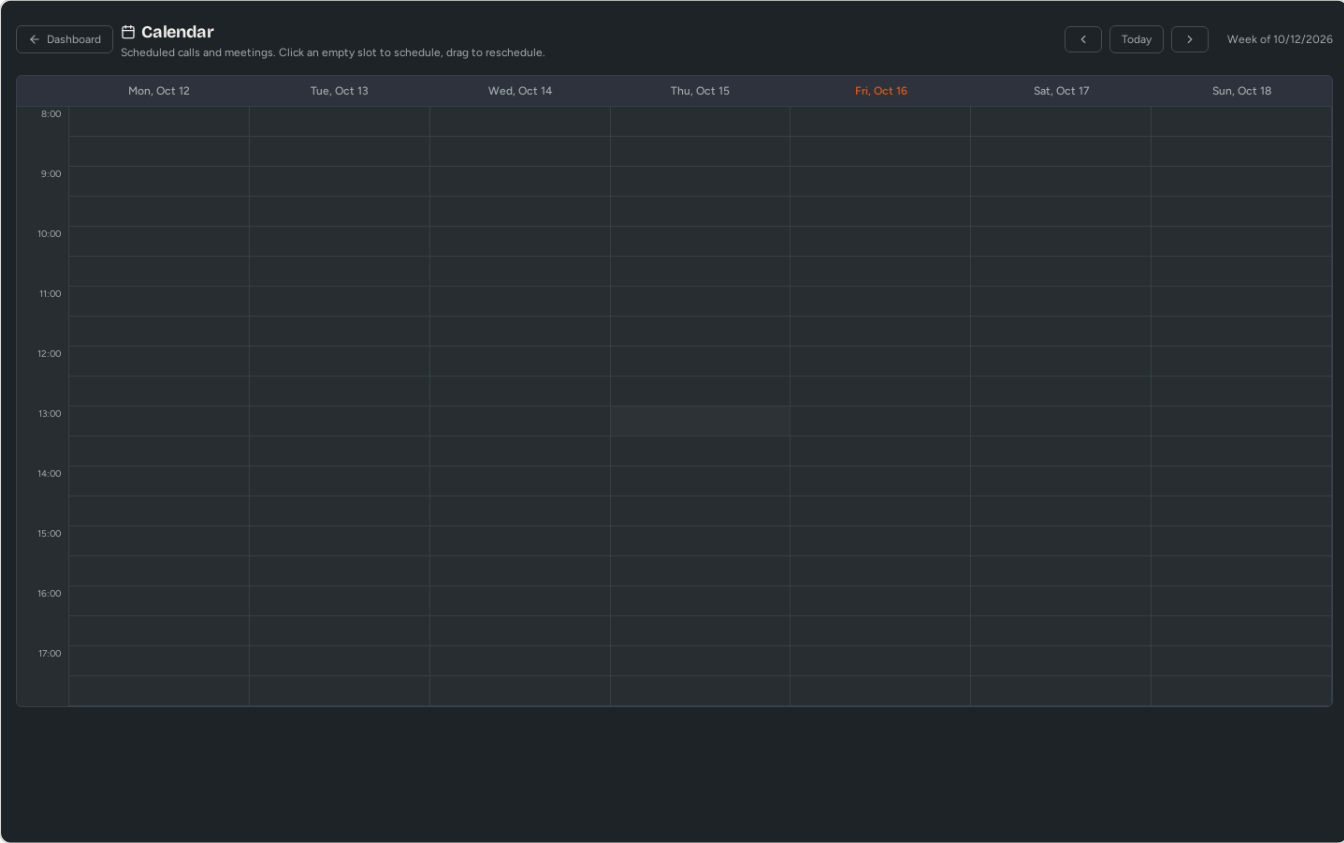


CREDIT MANAGEMENT.

Credit scores every customer and suggests whether to **increase**, **decrease** or **hold** their credit limit. It shows each customer's current limit, the suggested limit, utilisation, on-time %, and how confident the suggestion is.

- Click a row to see **Why this recommendation** and the **signals used**.
- Click **Apply** to accept a suggestion.

Calendar



CALENDAR.

Schedule calls, emails and meetings with customers.

- Click an empty slot and pick the **Customer**, **Kind** and **Duration** (15 minutes to 2 hours). Add a note if you like, then click **Schedule**.
- Drag an entry to reschedule it.

Messages

The **Messages** panel holds conversations with customers (**Customers**), with colleagues (**Employees**), and in team **Channels**.

- Use **My mentions** to see where you were @mentioned.
- **New channel** creates a team or project channel. It can be private.
- Video calls start from a conversation.

The customer portal

Your customers can sign in to a self-service portal at `/portal` using a link sent to their email address. You can also copy a link for them from **Contacts** → **Portal access**.

In the portal a customer can:

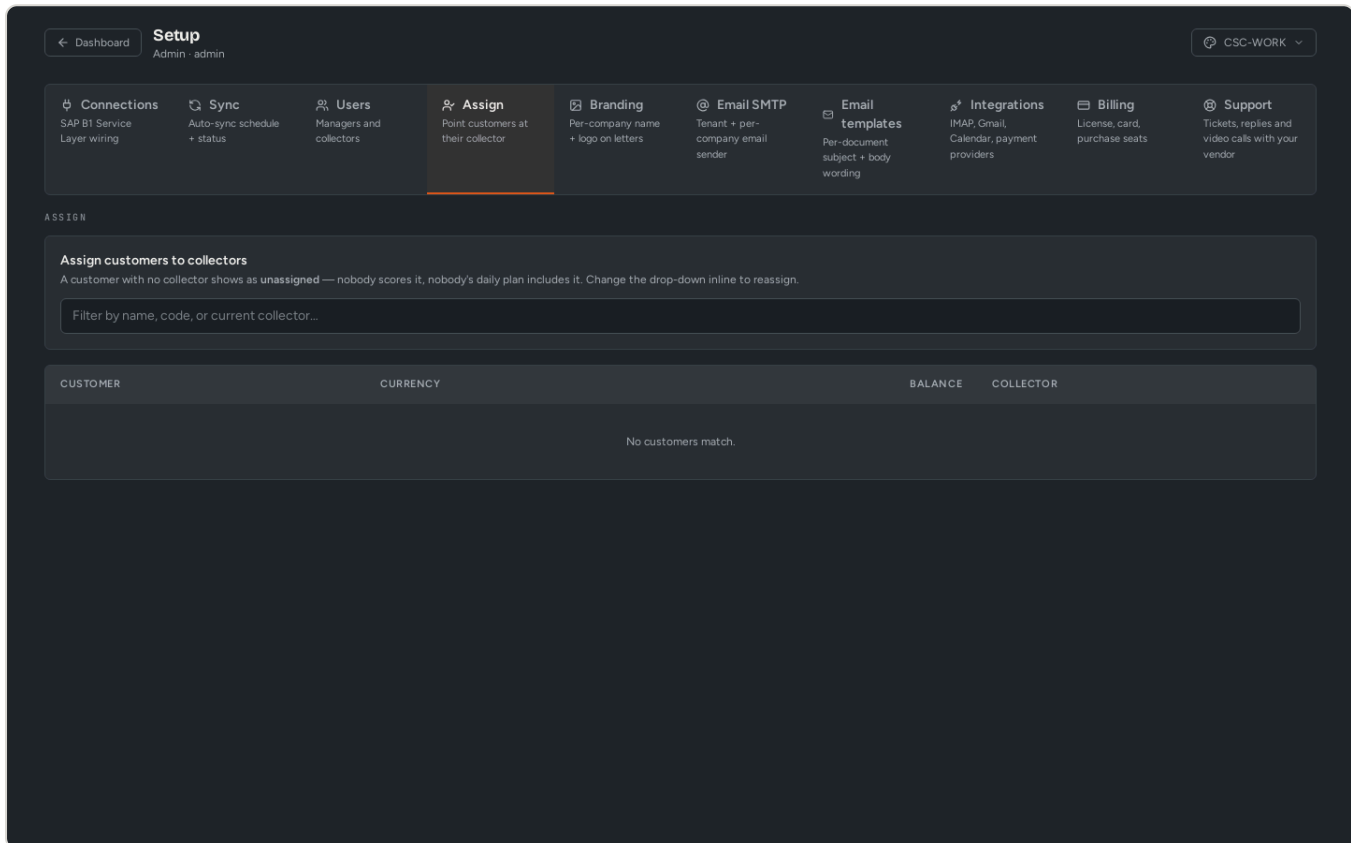
- see their **Total due** and **Open items**,
- **Pay now**, or pay the invoices they select, or **schedule a payment**,
- make a **Promise to pay**,
- **dispute** an item,
- **message** your team, and
- ask the **Account assistant** questions about their account.

Everything they do appears in the customer's Activity in CollectFlow.

CollectFlow-specific Setup

The tabs below are unique to CollectFlow. The standard tabs are described in the Setup & Administration Guide.

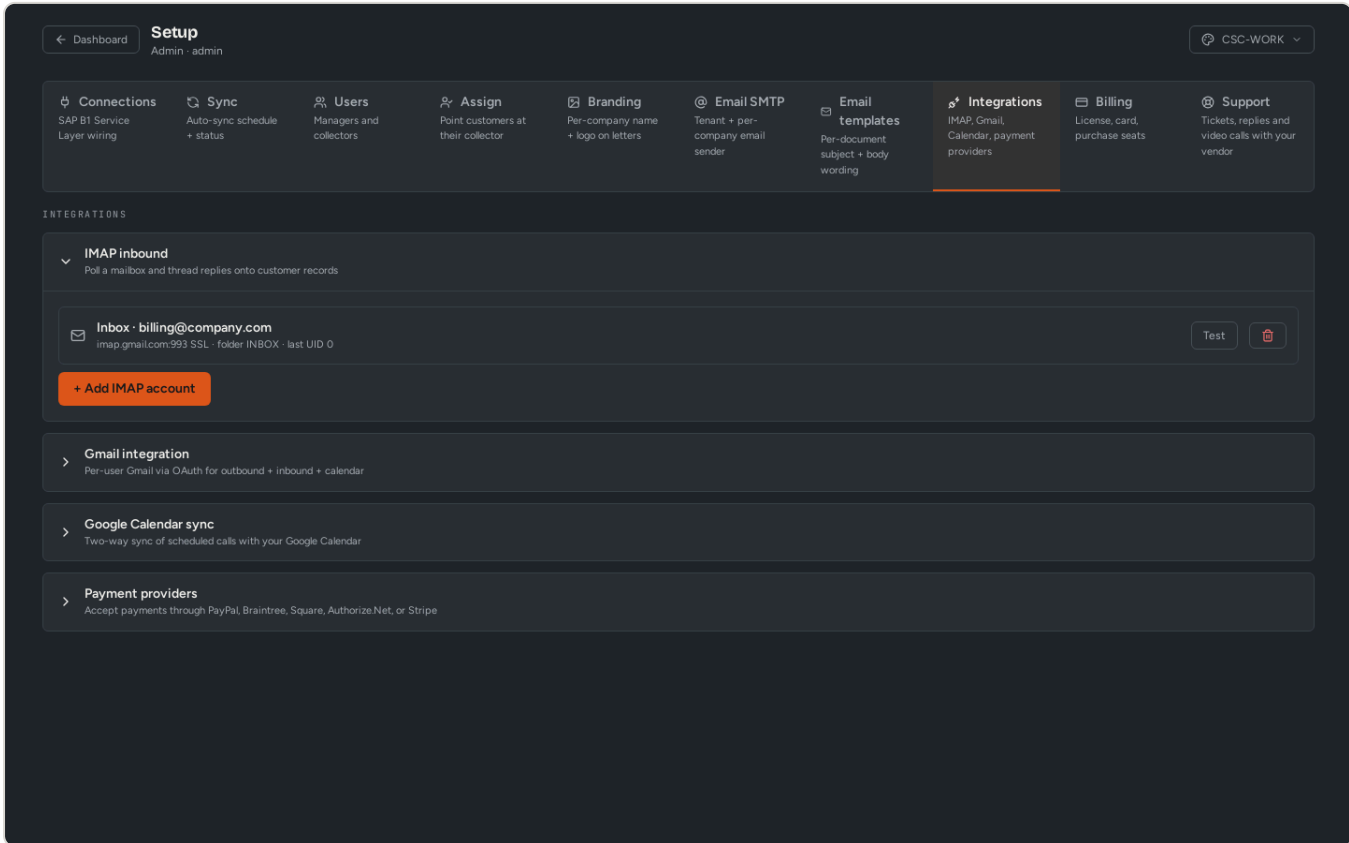
Assign (*admins and managers*)



SETUP → ASSIGN.

Point each customer at a collector. Filter by name, code or current collector, then pick a collector from the list. — *unassigned* — clears it. You can also reassign from the worklist with right-click **Assign**.

Integrations *(admins; depends on plan)*



SETUP → INTEGRATIONS.

- **IMAP inbound:** read customer replies from a mailbox. Enter the host, port, username, password and folder, then click **Test**.
- **Gmail:** **Connect Gmail** with your Google client ID and secret.
- **Google Calendar sync.**
- **Payment providers:** PayPal, Braintree, Square, Authorize.Net or Stripe, in *Sandbox* or *Live* mode. Use **Set as default provider** to choose which one the portal uses.

Sales-rep access *(in Setup → Users)*

1. Click **Sync from SAP** to list your SAP sales employees.
2. Choose a **Default level**.
3. For each rep, click **Grant + create user**. The rep then signs in and sees only their own invoices.

Tips

- Start each day by sorting by **Past due (highest)** and filtering to your **Urgent** and **High** priorities.
- Log every contact. **Contact coverage** and **Promises kept** on the dashboard are only as good as the activity behind them.
- Use **Promise to pay** rather than a note when a customer commits to a date. CollectFlow then tracks whether it was kept.