Managely Release Notes

September 2023

Version 5.3.27

MANAGELY™

Contents

Enhancements

(Enterprise) Collections Management

There is a new feature for customer collections. Use this to define a logical progression of activities for identifying the stage or status of collections for customers.

To start using collections management, follow these steps:

1. Create collections activities (collections activity setup)
2. Create collections statues (collections status setup)
3. Give users permissions to use collections (user management)
4. Add customers to collections queues (collections queue)

Collections Activity Setup

Collection activities define what type of activities users can do and record while collecting for a customer. There is a new setup page called Collection Activities. (Setup > Collections > Collection Activities) Use this to add, edit, and remove collection activities. There are four default activities that cannot be deleted:

- Sent Statement
- Added to Queue
- Moved to Queue
- Removed from Queue
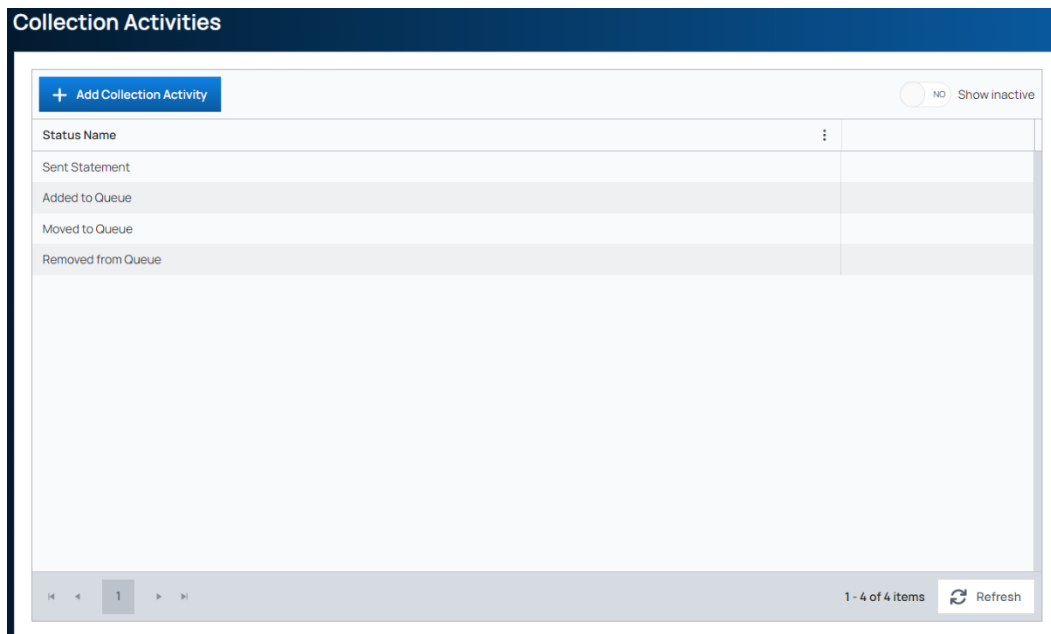
To add an activity, click + Add Collection Activity and type a Name for the activity.
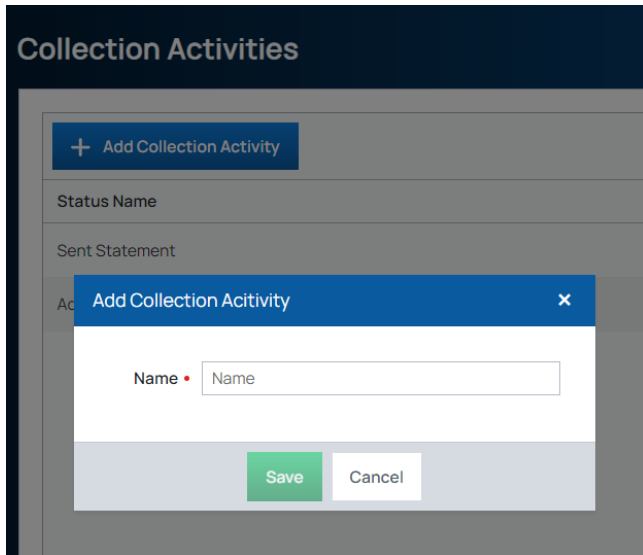
Collections Status Setup

There is a new setup page called Collections Status. Use this to add, edit, and remove collection statuses. Collection statuses identify what queue customers are in. This page has a grid with these columns:

- Status Name — This is a text field.
- Status Description — This is a text field.
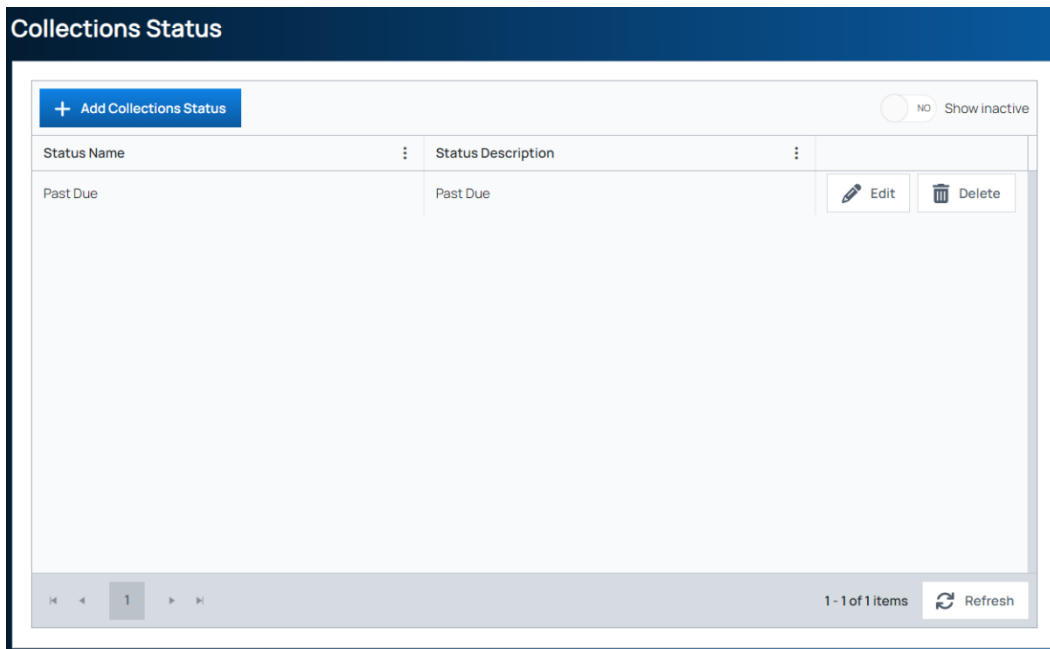
To add a status, click + Add Collections Status. Type a Status Name and Status Description, and select a Status Color.
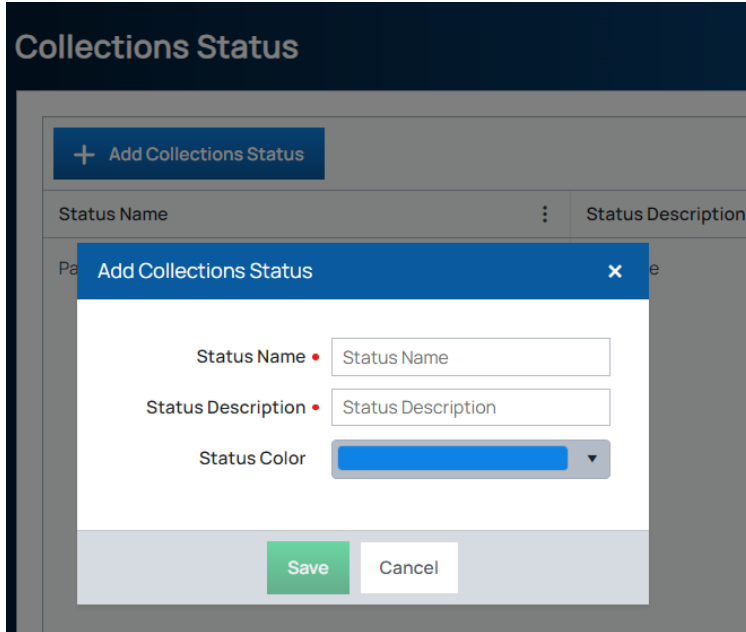
Collections Queue Setup

The Collections Queue is for organizing, managing, and prioritizing the collections your business will use for customers. Use this to create and edit your collection queues. To create or edit these, users must have the Collections role. This is on the Edit User page (Setup > Company > User Manager).

To see the Collections Queue Setup, browse to Setup > Collections > Collections Queue.
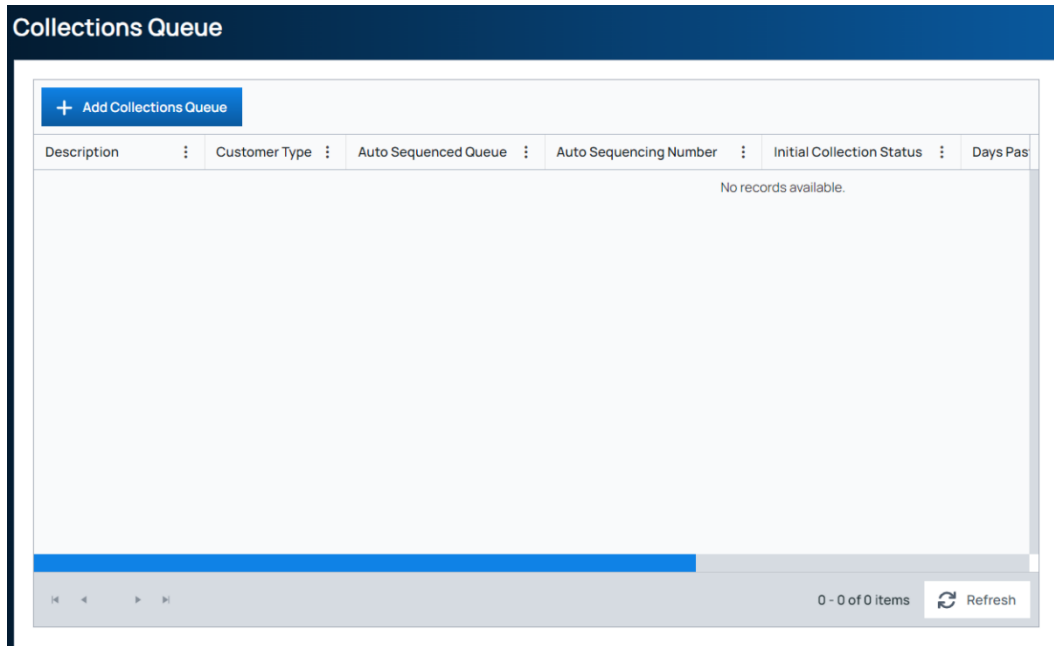
To add a collections queue, click + Add Collections Queue.

This form has these fields:

- Name — Name for the collection queue
- Description — This is a text field used to describe the queue being created (required)

- Customer Type — This is a radio button that determines if only residential, commercial, or both types of customers can be placed in this queue. The default is Both. Customers are set as commercial or residential when they are created. (required)

- Branch — This is populated with the branches your company has defined. You can select multiple branches to associate with the queue. (required)

- User Access — This field determines the users who can open this queue. This field includes all users with the 'Collections' permission enabled. You can select multiple users to provide access. If no users are selected, all users with the 'Collections' permission have access to this queue.

- Auto Sequenced Queue? — This determines if a customer is automatically placed in the collection queue based on the rules set up for the queue. The default is No. If switched to Yes, the form shows the Auto Sequencing Number field.

- Auto Sequencing Number — If the Auto Sequenced Queue switch is Yes, this field is required. This is a numerical field that determines a priority order that a customer gets placed in a queue. The highest number takes the greatest priority in a queue. (This field is hidden if the Auto Sequenced Queue switch is No.)

- Initial Collection Status — This field populates with all created collection statuses. (required)

- Days Past Due — This determines the days past due that a customer needs to be on any given invoice to be placed in the queue (required)

- Minimum Amount Past Due — This determines the minimum amount of past due invoice total amounts due that a customer needs to have to be placed in the queue (required)

Automation with Auto Sequence Collection Queues

If using Auto Sequenced Queues on the Collections Queue Setup, browse to Setup > Utilities > Automation. Switch Auto Sequence Collection Queues to On. This runs a job each night to move customers in and out of queues automatically. By default, this switch is off.
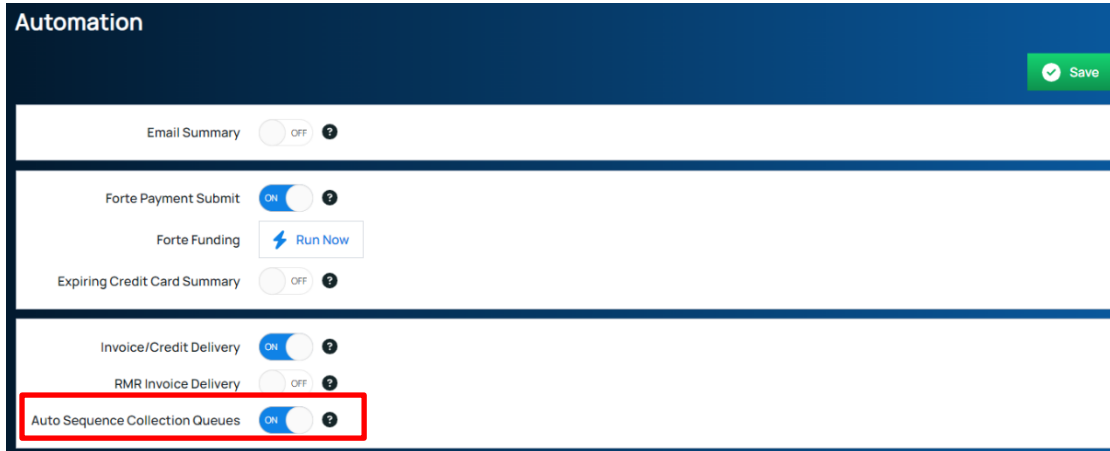
Collections Queue

Under Accounts Receivable there is a new menu pick called Collections.

This opens the Collections page. This has a grid that lists all collection queues created in the setup. The grid shows these columns:

- Name — This is the name of the collection queue from the queue's setup.

- Description — This is the description of the collection queue from the queue's setup.

- Customer Count — This is a count of all the customers that are currently in that queue.

- Total Amount Due — This is the sum of the total amount due for all the customers that are in that queue.
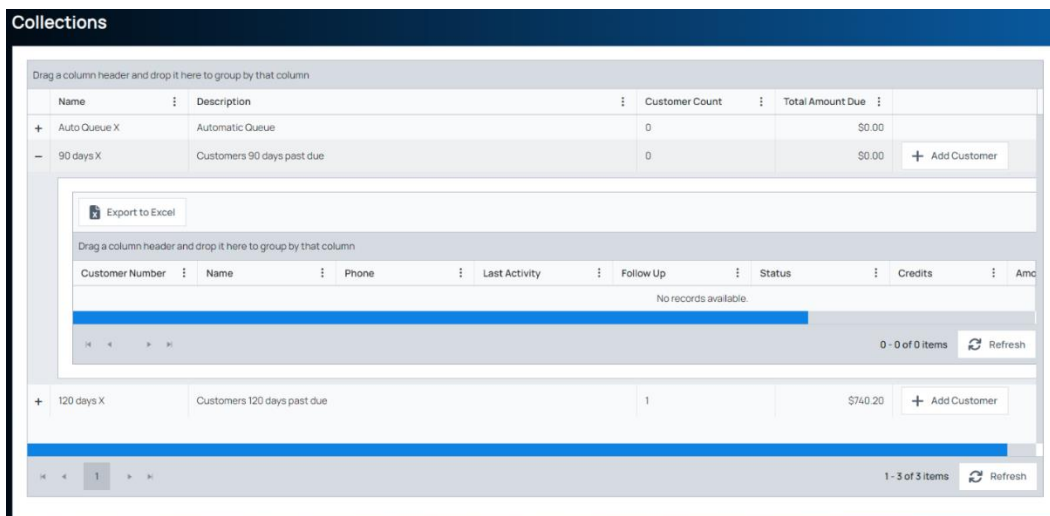
On the Collections page, expand a queue Name to see the customers (if any) in that queue and to add customers to that queue. A collection queue grid shows information regarding past-due customers and the state of their balance. Use this to complete certain actions regarding these customers. The grid has these columns:

- Customer Number — This is the billing customer number. This is a link to that customer's detail page.

- Name — This is the customer's name.

- Phone — This is the phone number displayed in the Phone 1 field for the Primary Bill To for the customer.

- Last Activity — This is the most recent collection activity added for this customer.

- Follow Up — This is the follow up date indicated on the most recent collection activity (if any).

- Status — This is the current collection status name of the customer.

- Credits — This column displays the total credits on the customer account including unapplied payments, advance deposits, and unapplied credits.

- Amount Due — This is the total amount due on the customer account, which is a total of all amounts due in each aging bucket less any credits on the customer account.

Users can complete these actions:

- Add a customer to a queue (+ Add Customer button at the top of each collections queue) that is marked as non-sequenced in the setup, as customers can only be manually added to a non-sequenced queue.

- Export to Excel to download an Excel file of the grid's contents.

- In a grid row, click the Add Activity button to add an activity for that customer.

- In a grid row, click the Move Queues button to move a customer to any non-sequenced queue.

- In a grid row, click the Remove From Queue button to remove the customer from the collections queue. This is only available in non-sequenced queues.

Sequenced Collection Queues

Sequenced collection queues have the Auto Sequence Queue? switch turned to yes. These automatically pull customers into the queue based on that customer's balance and how past due they are. There are multiple checks performed to automatically place a customer into a queue, as a customer can be placed in only one queue at a time:

- Do any of the customer's invoices have a total amount due falling into the Days Past Due specification in the queue's setup?

- Is the sum amount due of the invoices that fall into the Days Past Due specification greater than the Minimum Amount Past Due specification in the queue's setup?

- Does the customer fall into the customer type restriction specified in the queue's setup?

- Are any of the sites associated with the invoices that meet the past due and minimum amount past due requirements tied to a branch that is specified in the queue's setup?

If the answer to all of the questions is yes, then the customer is placed into the queue automatically.

If a customer meets multiple sequenced collection queue criteria, Managely prioritizes the queue that has the highest Auto Sequence Number specified in the queue's setup.

When a customer is initially placed in a queue (only when the customer was not previously in any collection queue), Managely automatically updates the customer's collection status to the Initial Collection Status specified in the queue's setup. If the customer is being moved from one queue to another queue, Managely does not automatically update the customer's collection status.

When a customer is placed in a new queue, Managely generates a collection activity for that customer using the Added to Queue activity. This records the collection status of the customer; the date and time the customer was placed in the queue; and the user that placed the customer in that queue. If the customer was placed in that queue via the auto-sequencing function, the user is the "system".

Users can manually move or add customers to non-sequenced queues. When a customer is moved to a non-sequenced queue, Managely ignores the logic that would otherwise automatically place that customer in a sequenced queue, keeping the customer in the non-sequenced queue regardless of whether they meet the specifications of a sequenced queue. Customers can also be removed from a non-sequenced queue. If that customer still meets the requirements of a sequenced queue, Managely will add the customer to the sequenced queue that meets the requirements.
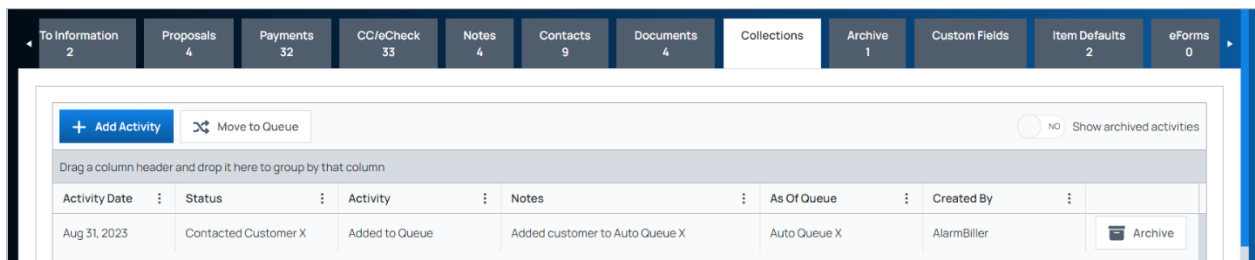
Customer Collections Tab

The Customer page has a Collections tab. This shows the collection activities that have been performed for this customer with the following columns:

- Activity Date — Date and time of activity

- Status — Status associated with the activity when it was created

- Activity — Name of the activity as defined in the setup

- Notes — The notes added to that activity when it was created

- As of Queue — The queue the customer is in at the time this activity is created

- Created By — The user that created that activity

- Action Buttons Column — Users can archive any activity in the column, moving them to the archived activities for that customer.

At the top of the grid, add a collection activity by clicking the Add Activity button. Review archived activities by clicking the Show Archived switch.
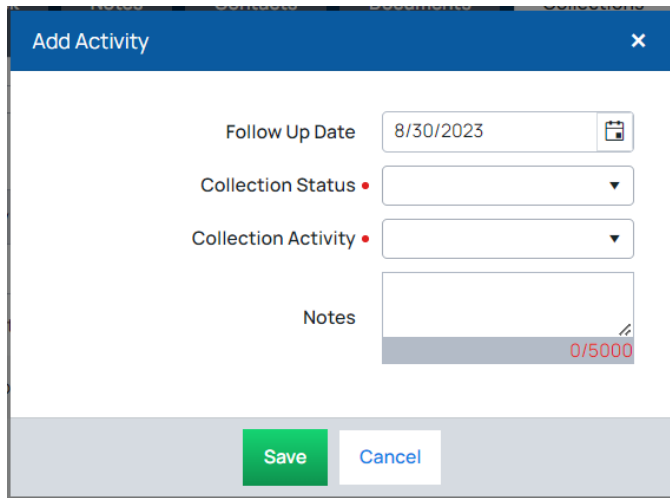

Collections Activities

Collection activities record actions taken by users while trying to collect on a customer.

Users can add a collection activity from either the collection queue or the customer's detail page on the Collections tab. Click the Add Activity button:

- Collection Status — This is a dropdown that contains all collection statuses. This defaults to the status that is currently assigned to the customer; if this is changed, the customer's collection status is updated as well.

- Collection Activity — Activity name as defined in the setup

- Notes — The notes added to that activity when it was created

After adding and saving an activity, it appears on the customer's collection activities, recording the date and time that the activity was created; the queue that the customer was in when the activity was created; and the user that entered that activity.

Collections Statements

When a statement is sent to a customer (through the automated statement functionality or through the customer's Invoices tab), Managely records a collection activity that shows a statement was sent. This activity records the collection status of the customer; the date and time the statement was sent; and the user that sent the statement. If the customer was sent a statement via the statement automation process, the user is recorded as the "system".

(Enterprise) Credit Approval

The credit approval process starts by creating a credit approval rule. This process continues with the creation of a credit that meets a credit approval rule. This includes any method for creating a credit, including the one-click credits created by clicking the Credit button on an invoice. After saving a credit that meets one of the rules, Managely flags the credit as needing approval, which does the following with the credit:

1. Sends an email to the approvers notifying them that a credit has been entered in the approval queue to be approved.

2. Only users that can approve a credit can open the credit after it has entered the approval process.

3. The credit, before approval, cannot be applied to an invoice or sent to the customer.

4. Approvers opening the credit have an extra button available to them at the top right of the credit page allowing them to approve or decline the credit.

When approvers open the credit that has entered the approval queue, they can view and edit the credit as normal but cannot apply or send the credit before approving or denying the credit.

If the credit is approved, Managely removes all the associated approval restrictions made on that credit and flags the credit as approved, which means it will no longer enter the approval queue for that approval rule. If the credit is subsequently edited and meets a different approval rule, the credit must go through the approval process for that rule.

If the credit is denied, there is a prompt for approvers to enter a reason. After denying the credit, it will remain but will not be flagged. Managely sends an email to the creator of the credit request with the reason the credit was denied.
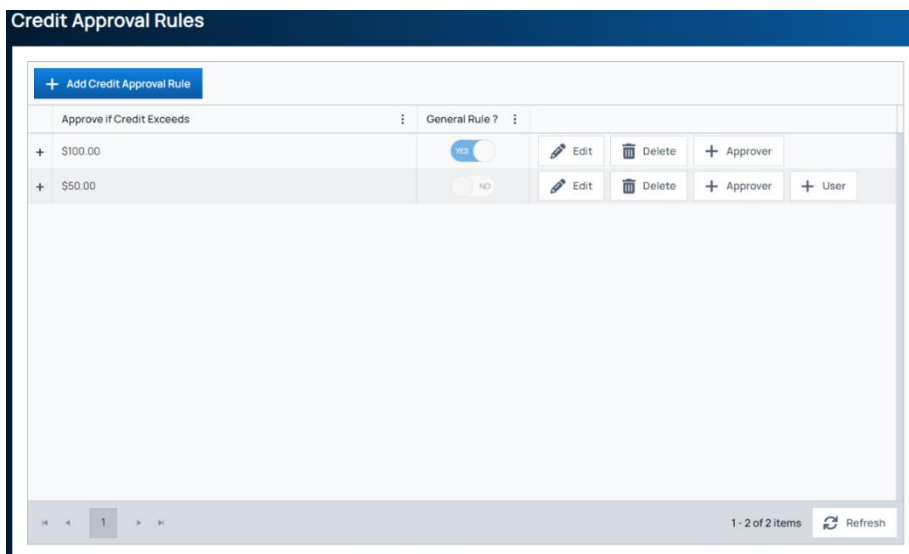
Credit Approval Setup

There is a setup feature for credit approval rules. (Setup > Operations > Credit Approval Rules) Use this to define the credit approval process and to specify the parameters that determine whether a credit needs to be approved and to whom the parameters apply. Users with the Administrator role can add and change credit approval rules and add and delete approvers and users on the rules.
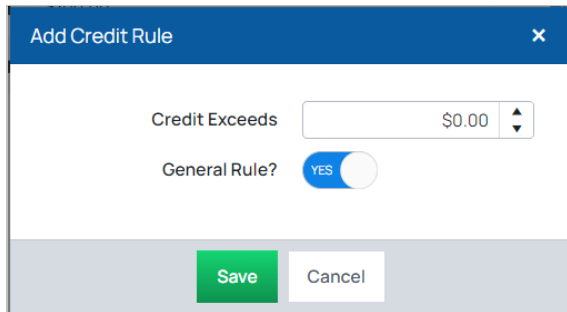
These credit approval rules apply when issuing credit to customers.

Approval Rule Setup

Open the Credit Approval Rules page. (Setup > Operations > Credit Approval Rules)

Click + Add Credit Approval Rule. This opens the Add Credit Rule form.
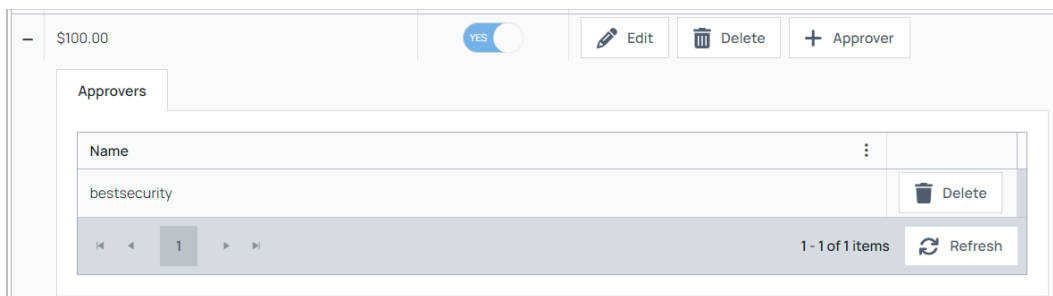

Enter an amount for the Credit Exceeds. Approval is required for an amount over this.

Select if this is a General Rule. The default is Yes. General rules apply to all users. If this is not a general rule, select users to whom the rule applies.

In the grid in the row for the rule, click the + Approver button. This opens a list of Managely users. Select the checkbox beside users who should be allowed to approve the credit. (Note: If you do not select any approvers, the credit cannot be approved.) Click + Add User.

In the grid, expand the general rule to see the approvers.

If the credit approval rule is not a general rule, there is a + Users button in the row. Click the + Users button. This opens a list of Managely users. Select the checkbox beside any users this rule applies to. Click + Add User.

In the grid, expand the non-general rule to see the approvers and users.
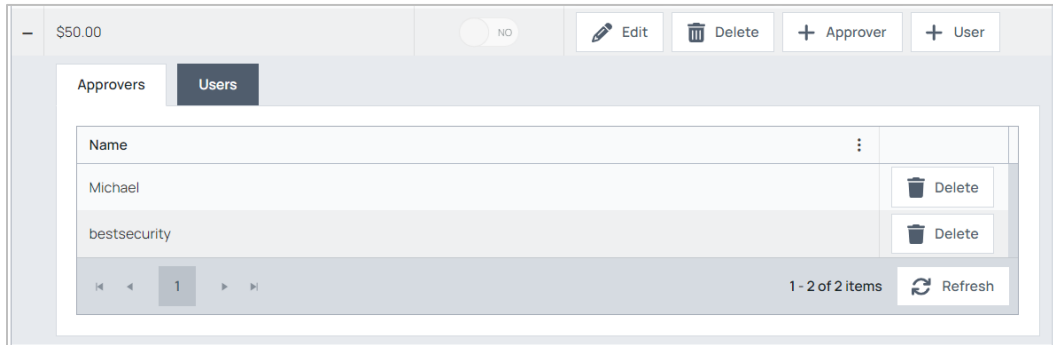
The Approvers tab shows who can approve the credit.

The Users tab shows which users the rule applies to.

Credit Approval Queue

On the Invoices page, there is a new tab called Credit Approval Queue. The credit approvals grid has these columns:

- Credit # — Number of the credit entered the credit approval queue

- Customer Name — Customer # and Customer Name the credit was created for

- Reject Reason

- Invoice Date — Date of the credit

- Credit Amount — Dollar amount of the credit

Each row has two buttons for approving or declining the credit.
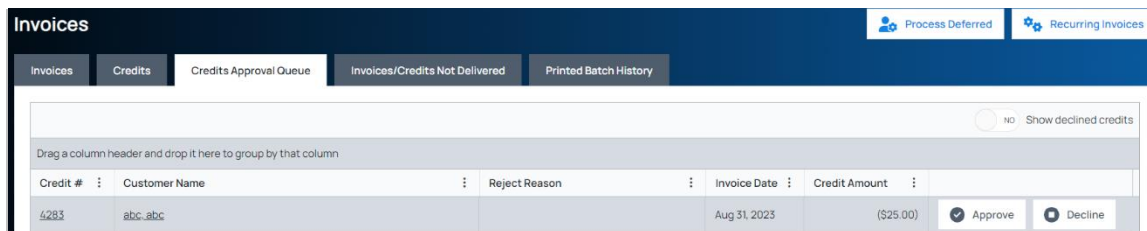
(Enterprise) Recurring Bill Auto-Payment

If users specified a recurring bill to be automatically paid (Auto Pay switch is Yes), Managely automatically adds a payment for bills that are created from the recurring bill entity using the bank account that was selected. This payment is created for the same date as the bill is created for.

(Enterprise) Special Order Parts

To prevent special order parts from being added to inventory, we removed special order parts from the show all list if users select a warehouse. We also removed the ability to add special order parts to bills when direct expense is turned off. We added the ability to select special order parts through a purchase order when direct expense is turned on.

(Pro) Credit Card Reconciliation

Use the reconcile feature to view and mark off all transactions (corporate card payments against bills/receipts) made using the credit card for a given timeframe.

Click the Reconcile button to see this information:

- Reconciliation Period — This dropdown defaults to what was entered when creating the credit card; users can change it to any of the other options available (weekly, monthly, semi-monthly, quarterly, semi-annually, annually).

- Ending Date — This helps determine what transactions to show, only displaying those transactions that have occurred between the last reconciliation date and the date entered here.

- Ending Balance — Enter the balance as of the ending date entered.

- Service Charge — Enter any service charges associated with the card during that period.

- Service Charge Account — This is the GL account to post the service charges against.

- Interest Accrued — If there was any accrued interest associated with that card during that period.

- Interest Account — This is the GL account to post the interest against.

After entering this information and clicking Save, users are redirected to the reconciliation screen. This screen displays all transactions that have been made with the GL account that is attached to the credit card. These transactions are separated into two sections: those transactions that represent payments being made with the credit card and those transactions that represent payments being made to the credit card balance. Each transaction displays this information about the transactions:

- Date — Date that the transaction was created

- Number — This is a link to the check

- Vendor — If the transaction was a vendor payment, this is the vendor's name

- Memo — If a memo has been created for the payment or journal entry, it is displayed here

- Amount — Displays the amount for the transaction that reduced or increased the balance for that credit card

Users can mark each transaction on this screen by comparing it to the credit card statement, ensuring that all the transactions recorded on their statement have also been recorded in Managely. Users mark all transactions at once or one transaction at a time.

Marking a transaction affects the totals for the reconciliation helping ensure that the transaction totals add up to the ending balance entered in the initial fields before starting the reconciliation. These totals are as follows:

- Beginning Balance — This is the balance of the credit card when initially created or the ending balance of the previous reconciliation if a reconciliation has already been created.

- Cleared Total — This sums the total transactions being checked. Any transaction that represents a payment made or money being removed from the credit card balance is represented as a negative amount, while transactions that represent a payment made on the credit card balance or adding money to the credit card balance as a positive amount.

- Ending Balance — This is the ending balance entered on the reconciliation screen.

- Cleared Balance — This is the beginning balance plus the cleared total.

- Difference — This represents the total difference between the beginning balance and the cleared balance (regardless of the cleared balance).

- Service Charge — This displays the total service charge amount entered when starting the reconciliation.

- Interest Accrued — This displays the total interest accrued amount entered when starting the reconciliation.

- Payments Out — A sum of all transactions that represent payments made with the credit card checked in the reconciliation.

- Payments In — A sum of all transactions that represent payments made on the credit card balance checked in the reconciliation.

Users can save their progress and finish the reconciliation later, exit the reconciliation without saving progress, and complete the reconciliation after the transactions checked in the reconciliation match up to the ending balance initially entered when creating the reconciliation.

Bill Pay Queue

We updated the payment functionality to pay multiple bills for multiple vendors at once. As part of this, on the Payments page (Accounts Payable > Payments) the + New Payment button is now + Pay Bills. On the Add Payments page we removed the Vendor dropdown and added a Vendor column in the Bill grid to associate bills to vendors.

There is a new field called Payment to specify a bank account normally used for paying bills. Managely automatically uses this payment method when users create a check for the vendor. We removed the Vendor field from the page and added the Vendor column to the grid.
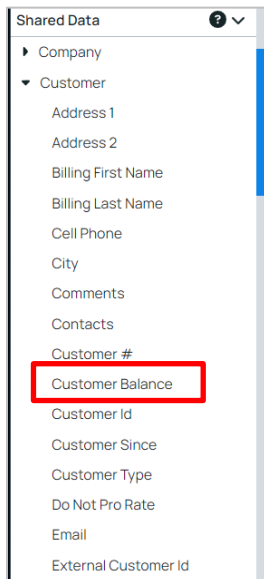
Template Design Changes

Toggle Page Header and Page Footer

In Template Design (Setup > Utilities > Template Engine), we added switches to toggle on and off the page header and page footer.
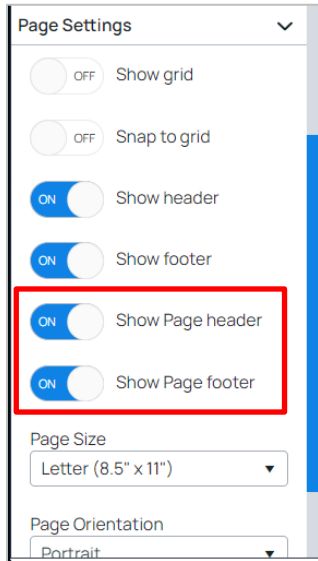
Added Customer Balance Field

We added the Customer Balance field under Customer.

Application Corrections

Resolved Issues
Inventory We fixed an issue with the part search not working as expected.
Eforms Issue - subject/description do not change We fixed an issue with eForms so that users can update the email subject for eForms.
Eforms - cannot meet the requirements for the cell phone field We fixed an issue with adding a cell phone number to an eForm that was showing the phone number format as invalid no matter what format was entered.
User Permissions – Reports We removed an unused user role from reports.
Proposal Template We added a message to the text editor window to prompt users adding a single line: Press Shift-Enter for new line.
Managely - Cannot Edit/Save Document Type We fixed an issue preventing users from updating a document type name.
G/L Banking/Reports We resolved an issue with dates on G/L banking reports shifting backwards one day from the date entered.
Managely - Tab Quantities Not Automatically Updating We fixed the counts on the tabs on the customer detail page.
Can not Add CC in WO We changed the work order billing tab so that credit cards or eChecks can be added.
Cannot Delete Global Custom Grid Layouts or ones created by other users

Resolved Issues
We resolved an issue preventing users from deleting global layout changes so that this matches functionality in AlarmBiller.