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User Guide

Cash Collection Analysis

CCCA

August 2006

Notes

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Introduction

The Cash Collection Analysis (CCCA) application provides a way for you to manage your customer accounts that have outstanding balances, optimize your collection activity, and make individual notations on specific customers for purposes of follow-up efforts.

You can use CCCA to track any scheduled account — such as accounts receivable, warranty receivables, or contracts in-transit — and define different aging buckets for each type of account.

CCCA also lets you set selected customers as exceptions, to screen them from appearing on the automated reports as part of your regular collection practices.

Overview

This guide provides information for accessing, setting up, and performing day-to-day operations with the Cash Collection Analysis application, including customized aging reports.

Note. *To use the Cash Collection Analysis application effectively, you must complete the setups before using the other functions on the CCCA menu. For information on setups, see* Setting Up Cash Collection Analysis *on page 6.*

Cash Collection Analysis and ADP w.e.b.Suite

As noted in the section on *Accessing CCCA* on page 2, the CCCA function runs under w.e.b.Suite as well as Advanced Elite. This document describes how to use the application in both environments.

Previous Versions of Cash Collection Analysis

Earlier versions of the CCCA application ran under a different function code name (CCA) in the Advanced Elite environment.

The function code *CCCA* replaces any earlier code names used on your ADP system. CCCA also appears on the Car!nk (CI) menu on all updated ADP systems (in the Accounting application account).

Navigation

- Make sure that the Caps Lock feature is on.
- Use the arrow keys to move between fields.
- After typing data into a field, press **Enter** to move to the next field.
- Use **F1** to view the extensive online help.

Accessing CCCA

The CCCA function runs on ADP Advanced Elite systems *and* on w.e.b.Suite 2006 (and higher) systems. This section describes how to access the application in each environment.

The screen and field functionality of Cash Collection Analysis is essentially the same in the Advanced Elite and in the w.e.b.Suite environments except that w.e.b.Suite supports navigation with a mouse and allows you to switch to other windows (for additional ADP w.e.b.Suite functions) without exiting the CCCA application.

CCCA in Advanced Elite

Follow these steps to access CCCA from the User Security Menu, in the ADP Advanced Elite environment.

1. Log on to your Accounting (*name*-A) application account.

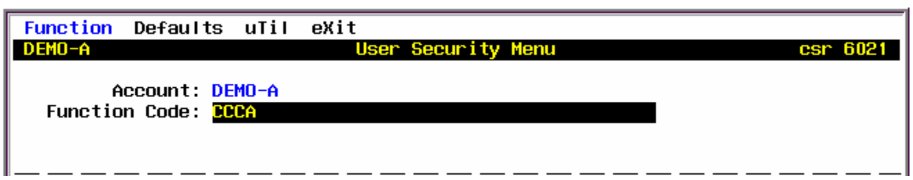


Figure 1. Application Account and CCCA Function Code

2. At the Function Code field, enter **CCCA**.

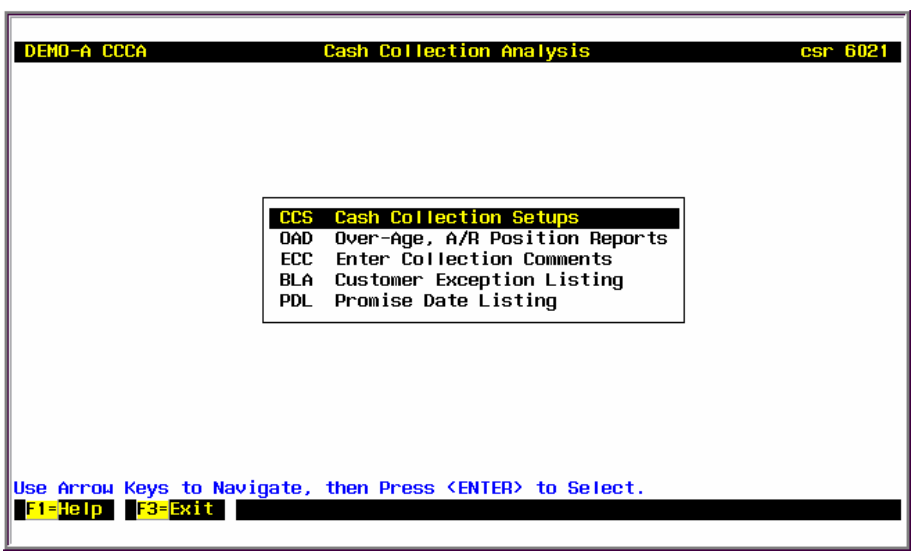


Figure 2. CCCA Menu

The Car!nk (CI) Menu

CCCA can also be reached through the CI menu on your Accounting application account.

Note. *The CI menu appears on several application accounts (Service, F&I, Parts, and so on) and contains a related group of function codes for ADP Car!nk custom applications.*

1. Log on to your Accounting (*name*-A) application account.
2. At the Function Code field, enter **CI**.

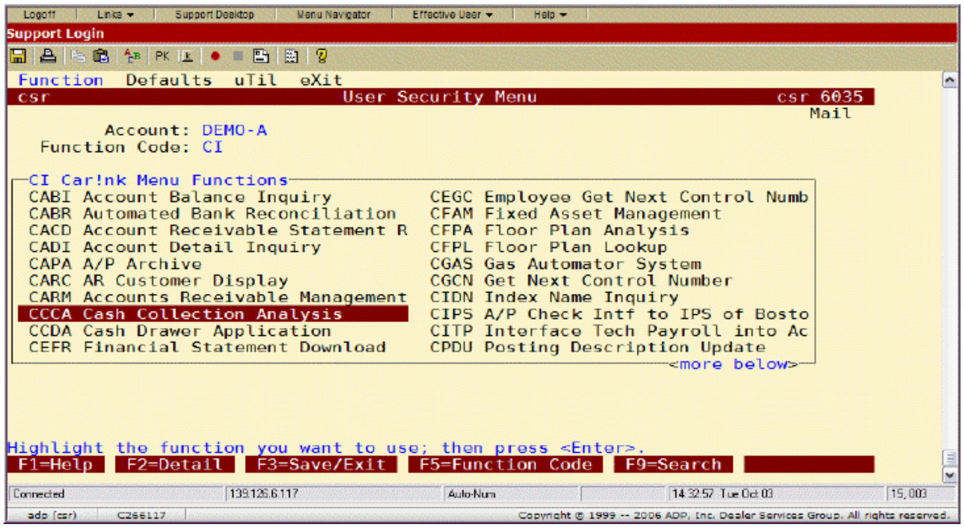


Figure 3. Car!nk (CI) Menu - Advanced Elite View

3. Choose CCCA from the menu.

CCCA in w.e.b.Suite

Follow these steps to access CCCA in the w.e.b.Suite environment.

1. At the Welcome page, enter your user ID and password, and then click **Login**.

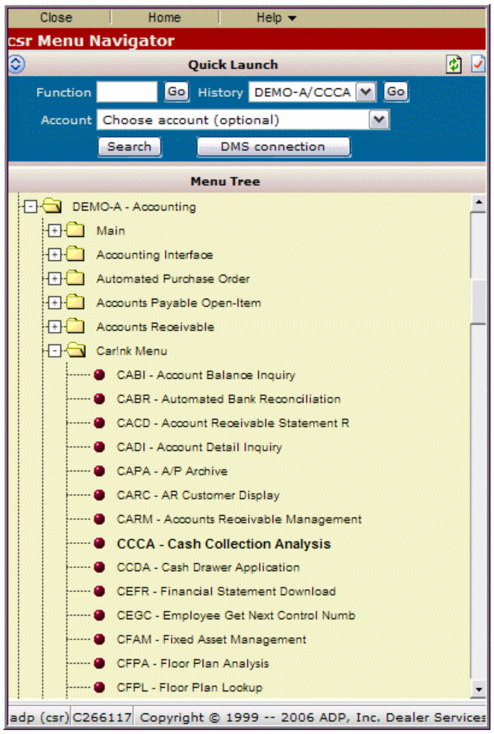


Figure 4. Menu Navigator

2. In the Function field, enter **CCCA**.

   -OR-

   In the Menu Tree, open the Accounting (*name*-A) application group, then open the Car!nk Menu, and then select **CCCA-Cash Collection Analysis**.

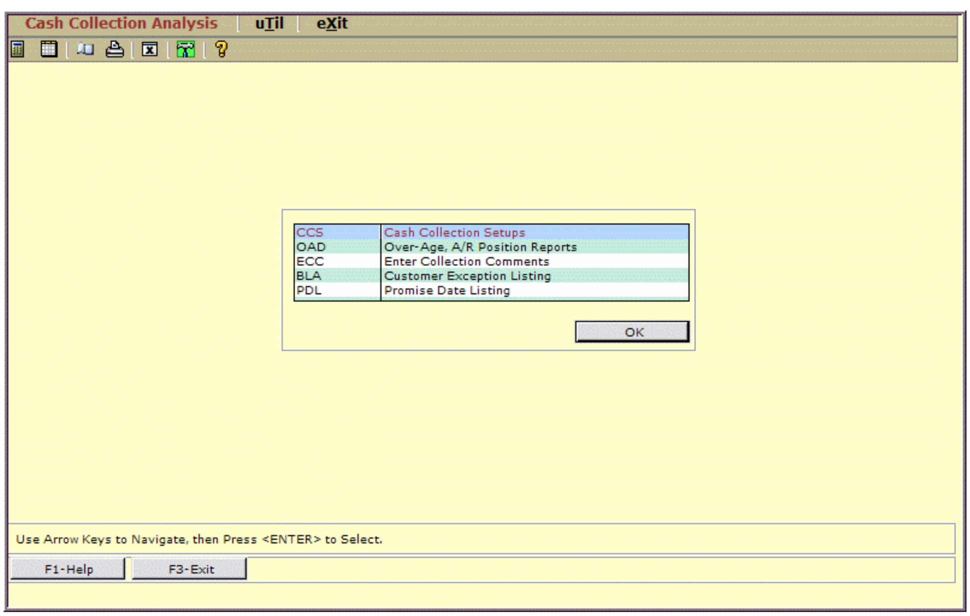


Figure 5. CCCA Menu - w.e.b.Suite Interface

Cash Collection Analysis Application Menu

The main Cash Collection Analysis menu provides a list of the main functions used to set up receivables aging, generate Overage and Promise Date reports, enter comments on customer accounts, and maintain a list of report exceptions. Choose the option for the task you want to perform.

Setting Up Cash Collection Analysis

This section describes how to set up the CCCA application to best fit the needs of your dealership. Follow the procedures here to define your receivables, customize the Comments screen, and choose a Name-File validation rule.

Perform these setups before working with the rest of the CCCA functions.

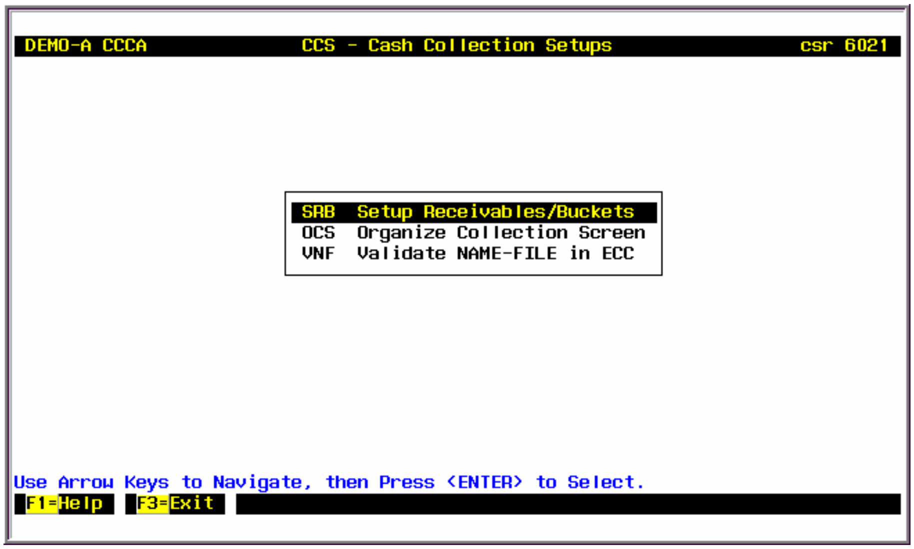


Figure 6. Cash Collection Setups Menu

Setting Up Receivables and Aging Buckets

Use the Set Up Receivables/Buckets (SRB) function to define receivable accounts, aging limits, and aging bucket labels. The settings you define here are used on the various Cash Collection Analysis reports and in the Comments entry screen.

Note that you can define different setups for receivables and aging buckets for each General Ledger company on your system.

Adding a New Cash Collection Receivable

To define a new receivable:

1. At the main CCCA menu, choose the option for **CCS - Cash Collection Setups**.
2. At the Cash Collection Setups menu, choose the option for **SRB - Setup Receivables/Buckets**.

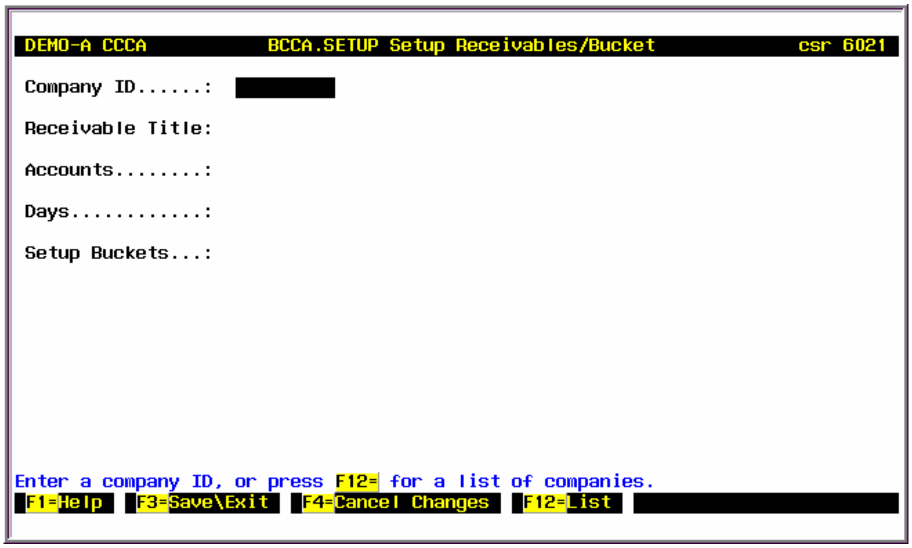


Figure 7. SRB – Set Up Receivables/Buckets Screen

3. At the Company ID field, enter a company number.

   -OR-

   Press **F12=List** to select a company defined in your GL/Accounting application.

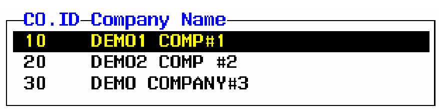


Figure 8. Company Selection List

   Use the arrow keys or the F9=Search command key to find the company you want, and then press **Enter** to select it.

4. At the Receivable Title field, enter a new, unique description for the account(s) you want to track using CCCA.

   Note. *Once you have defined the receivable title, it cannot be modified except by deleting the receivable and then adding it again.*

5. At the Accounts field, you can either type a single account number from your Chart of Accounts **or** use the F2=Detail window to enter multiple accounts for this receivable type.

   To enter more than one account number:

   a. Press **F2=Detail**.

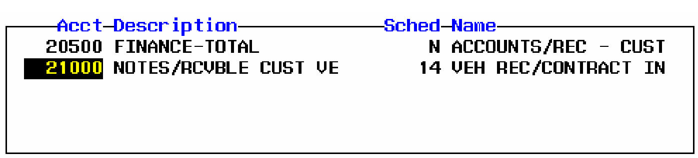


Figure 9. Accounts Detail Window

b. In the Account column, enter an account number from your Chart. The system validates them as you press **Enter**.

-OR-

To select an account number from those defined on the system, use the F12=List command key.

(To remove an entry in this window, use the arrow keys to move to that row, and then press **Delete**.)

c. In the Sched column, enter the number for the account's corresponding schedule.

-OR-

Press **F12=List** to select a schedule number from the list of those to which the account number is attached. (Some account numbers may be attached to only one schedule.)

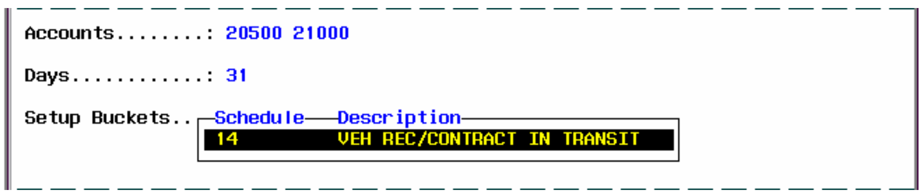


Figure 10. Schedule Selection List

Use the arrow keys to move to the schedule number you want, and then press **Enter** to select it.

d. Continue adding account and schedule numbers as appropriate (up to five accounts).

e. Press **F3=Save** to return to the main SRB screen.

6. At the Days field, enter a value for the number of days after which you want to begin tracking receivables for Cash Collection Analysis purposes. The Overage Detail and Summary reports list control numbers only for those transactions that are older than the number of days entered here. (The A/R Position report does not use the Days field.)

   Note. *If you are using an account number that is linked to the AR-BAL file, the program automatically uses a Days value of* 30.

7. At the Setup Buckets field, press **F2=Detail** to open the setup window.

   Note. *If you are using an account number linked to AR-BAL, the program automatically uses aging buckets ending after 30, 60, 90, and 120 days. Skip ahead to step 10.*

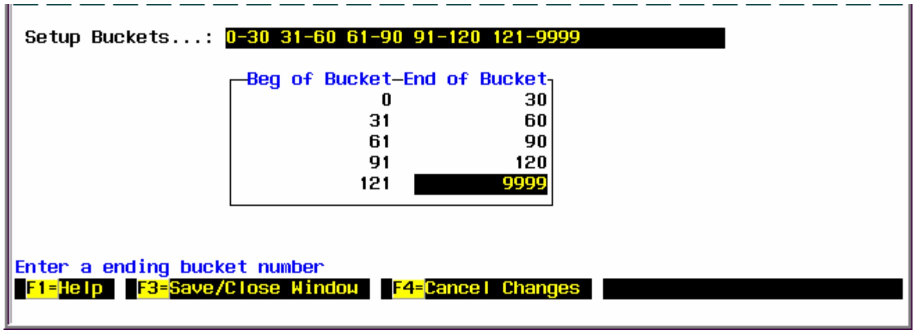


Figure 11. Aging Buckets Setup Detail Window

8. Use up to five rows in this window to enter aging-bucket beginning and ending days for this receivable. (You do not have to enter settings for all five rows.)

   Tip! *Start the first row with zero (**0**) in the Beginning of Bucket column, and end the last row with **9999** in the End of Bucket column.*

9. Press **F3=Save/Close Window** after entering the five aging-bucket ranges.
10. At the main SRB screen, press **F3=Save/Exit** to save the new cash collection receivable.

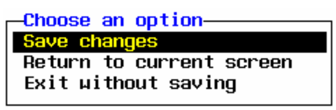


Figure 12. Exit Command Options

11. Choose the **Save changes** option. The program returns you to the Company ID prompt. Repeat this procedure to continue adding receivables, or press **F3** to return to the CCS menu.

Maintaining a Cash Collection Receivable

To view or modify an existing receivable:

1. At the main CCCA menu, choose the option for **CCS - Cash Collection Setups**.
2. At the Cash Collection Setups menu, choose the **SRB** option.
3. At the Company ID field, enter the company number for the receivable you want to modify, or use the F12 command key to select it from a list.
4. At the Receivable Title field, enter the exact title of the receivable, or press **F12=List** to select it.

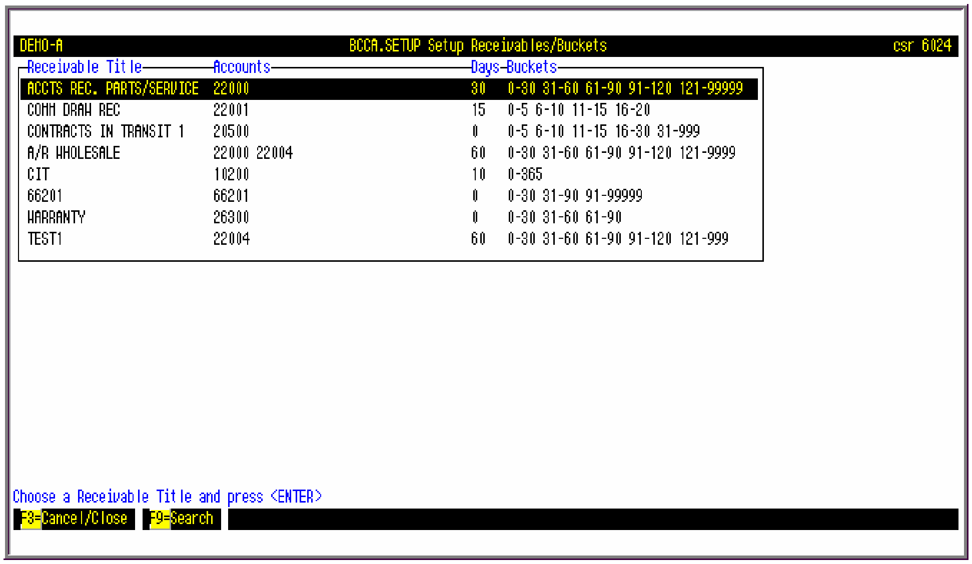


Figure 13. Cash Collection Receivables Selection Window

5. Use the arrow keys or the F9=Search command key to find the entry you want to modify, and then press **Enter** to select it.

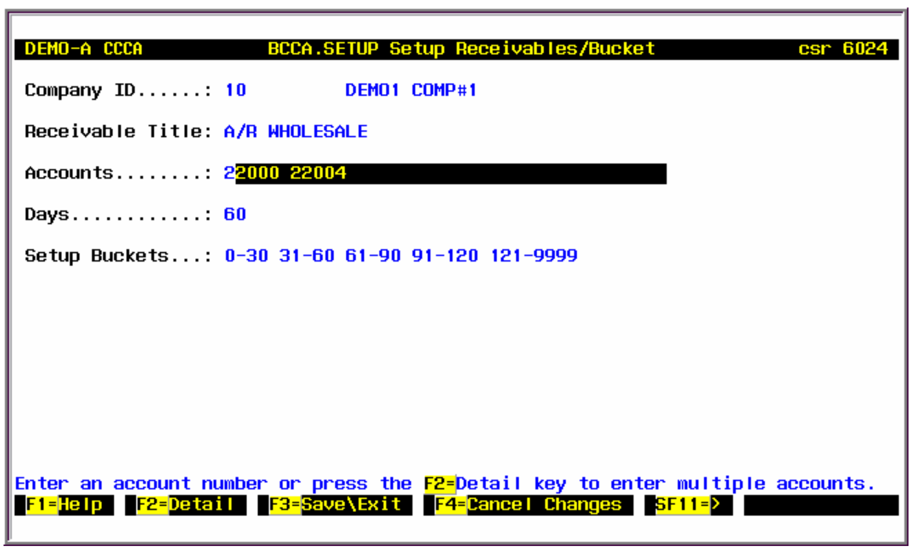


Figure 14. SRB – Set Up Receivables/Buckets Screen (example)

6. To modify the content in the Accounts field, either type a single account number, or use the detail window to enter more than one account number.

   To update or add content in the Accounts detail window:

   a. Press **F2=Detail**.

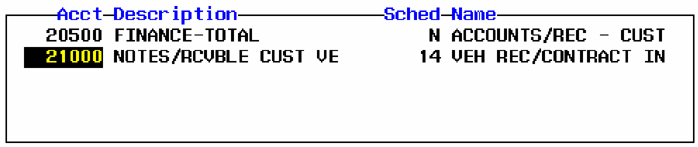


Figure 15. Accounts Detail Window

b. In the Account column, type up to five account numbers from your Chart. The system validates them as you press **Enter**.

-OR-

To select an account number from those defined on the system, use the F12=List command key.

(To remove an entry in this window, use the arrow keys to move to that row, and then press **Delete**.)

c. In the Sched column, enter the number for each account's corresponding schedule.

-OR-

Press **F12=List** to select a schedule number from the list of those to which the account number is attached. (Some account numbers may be attached to only one schedule.)

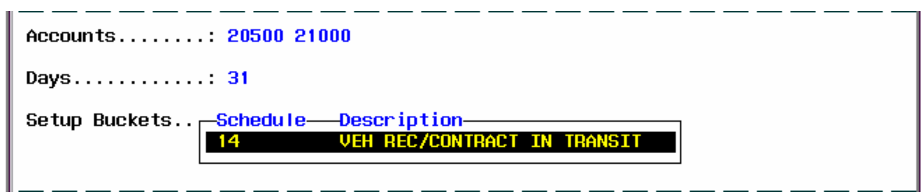


Figure 16. Schedule Selection List

Use the arrow keys to move to the schedule number you want, and then press **Enter** to select it.

d. Press **F3=Save** to return to the main SRB screen.

7. At the Days field, enter a value for the number of days after which you want to begin tracking receivables. (The Overage Detail and Summary reports use this value but the A/R Position report does not.)

   Note. *If you are using an account number that is linked to the AR-BAL file, the program automatically uses a Days value of* 30.

8. At the Setup Buckets field, press **F2** to open the detail window.

   Note. *If you are using an account number linked to AR-BAL, the program automatically uses aging buckets ending after 30, 60, 90, and 120 days. Skip ahead to step 11.*

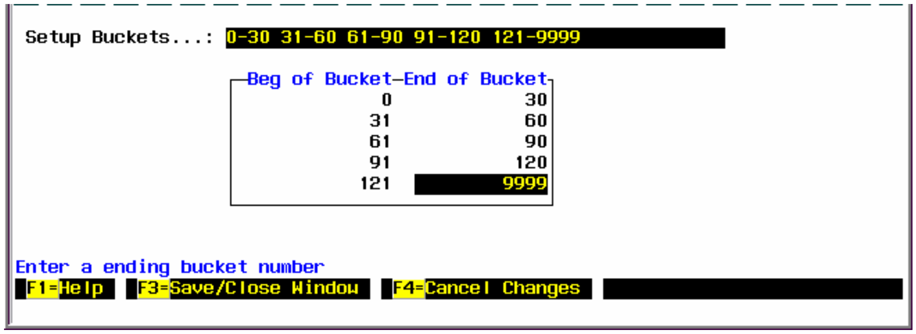


Figure 17. Aging Buckets Setup Detail Window

9. For up to five rows in this window, verify or enter the values for the aging bucket beginning and ending days. Make sure the first row's Beginning column is set to zero (**0**) and the last row's End column is set to **9999**.
10. Press **F3=Save/Close Window**.
11. Press **F3=Save/Exit** at the main SRB screen to save your updated cash collection receivable.

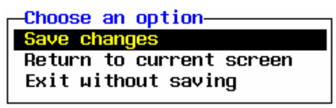


Figure 18. Exit Command Options

12. Choose the **Save changes** option. The program returns you to the Company ID prompt. To return to the CCS menu at this point, press F3 again.

Deleting a Cash Collection Receivable

To remove one of the receivable entries in your CCA setups:

1. At the main CCCA menu, choose the option for **CCS - Cash Collection Setups**.
2. At the Cash Collection Setups menu, choose the **SRB** option.
3. At the Company ID field, enter the company number for the receivable you want to modify, or use the F12 command key to select it from a list.
4. At the Receivable Title field, enter the exact title of the receivable, or use the F12 command key to select it from the list.
5. With the receivable entry open in the main SRB screen, press **F6=Del Record** to remove it. The program returns you to the Company ID field.

   Note. *Use caution with the Delete command. This feature does not have a confirmation step.*

6. To return to the CCS menu, press **F3**.

Customizing the Comments Screen and Over-Age Report Fields

The OCS screen allows you to set the order in which customers' Promised Action comments and Dealer Action comments appear in the Enter Collection Comments (ECC) screen and the Over-Age report (function OAD).

You can also define whether you want the Promised Action field to be used in your Cash Collection Analysis application.

To set the order and usage for the Comments screen and the reports:

1. At the main CCCA menu, choose the option for **CCS - Cash Collection Setups**.
2. At the Cash Collection Setups menu, choose the option for **OCS - Organize Collection Screen**.

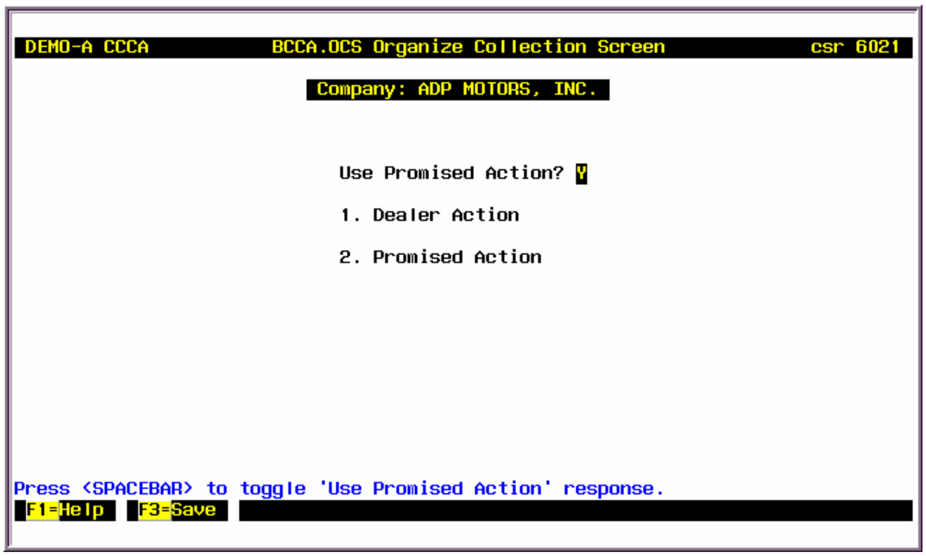


Figure 19. OCS – Organize Collection Screen

3. At the Use Promised Action field, press the **spacebar** to switch between **Y** (Yes, use the Promised Action field) and **N** (No, do not use the Promised Action field).
4. After setting the value to Y or N, press **F3=Save** to continue.

   If you enter Y, pressing F3 will take you to the next mode, where you can choose the order in which the fields appear in the ECC screen.

   If you enter N, the program removes the 'Promised Action' line below the prompt so that only 'Dealer Action' displays. Skip ahead to step 6.
5. With both lines 1 and 2 displaying below the Yes/No prompt, press the **spacebar** to switch the order of the Dealer Action prompt and the Promised Action prompt.

   The order of the lines you set here is the same order in which they will be presented as prompts in the Comments screen and as data items in the Over-Age Reports function (OAD).
6. Press **F3=Save/Exit** to return to the CCS menu.

Setting the Name-File Validation Option

The VNF screen allows you to set whether you want the Enter Collection Comments function to validate selected control elements against the Name-File on your ADP system.

To choose a validation setting:

1. At the main CCCA menu, choose the option for **CCS - Cash Collection Setups**.
2. At the Cash Collection Setups menu, choose the option for **VNF - Validate NAME-FILE in ECC**.

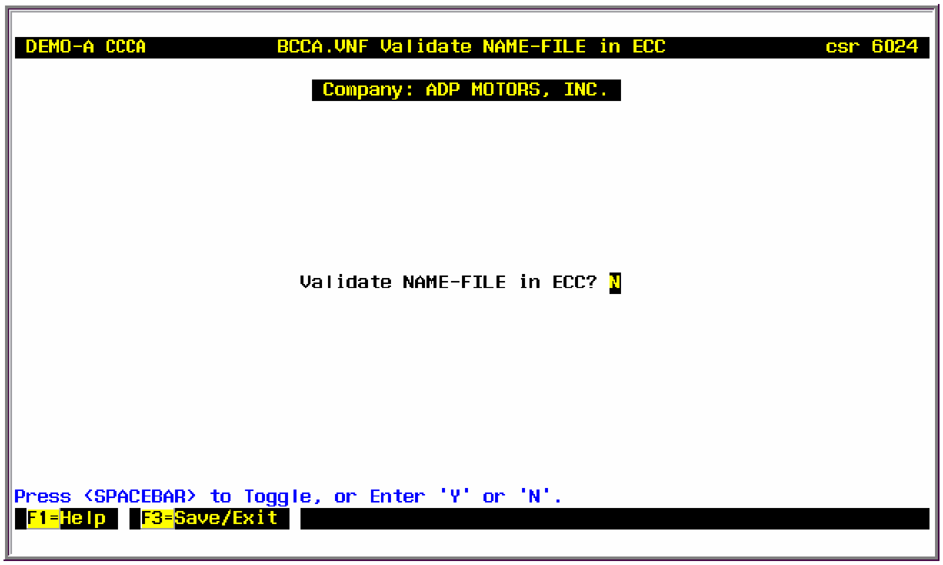


Figure 20. VNF - Validate NAME-FILE in ECC Screen

3. At the Validate prompt, press the **spacebar** to choose between **Y** for Yes or **N** for No. If you use the Y(es) setting, the ECC screen validates the customer records against items in the Name-File during selection.
4. Press **F3=Save/Exit** to return to the CCS menu.

Adding Comments to Outstanding Accounts

Use the procedures in this section to enter and maintain comments about collection activity and outstanding customer accounts. The comments you enter appear on the Over-Age reports (OAD) and the Promise Date Listing (PDL).

Opening a Collection Record

To open a customer record where you can make comments or perform other commands:

1. At the main CCCA menu, choose the option for **ECC - Enter Collection Comments**. The program prompts you to choose a company.

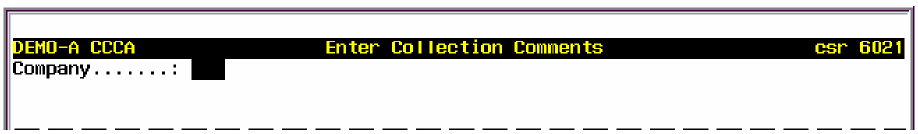


Figure 21. ECC - Enter Collection Comments Screen (Company Field)

2. Enter the number for a GL company, or use the F12 command key to select one from a list.

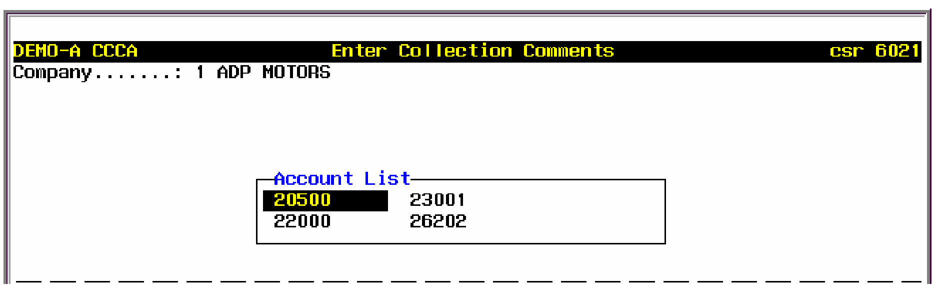


Figure 22. Account Selection Window

3. Use the arrow keys to move around the Account List window, and then press **Enter** to select the account you want.

The **Promised Action** field does not appear if it has been disabled in the Organize Collection Screen (OCS)

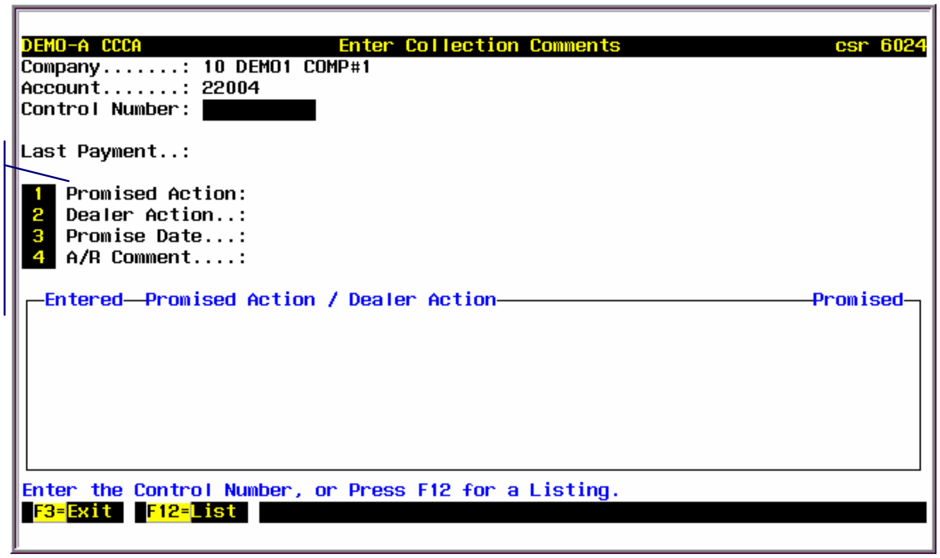


Figure 23. Comments Entry Screen

4. At the Control Number prompt, enter the control number for a receivable transaction associated with this GL company and account number.

   -OR-

   Press **F12=List** to select a customer that already has a collection comments record.

   Note. *The F12 command key displays control numbers and data only if the setting in the VNF screen is set to YES. See* Setting the Name-File Validation Option *on page 14.*

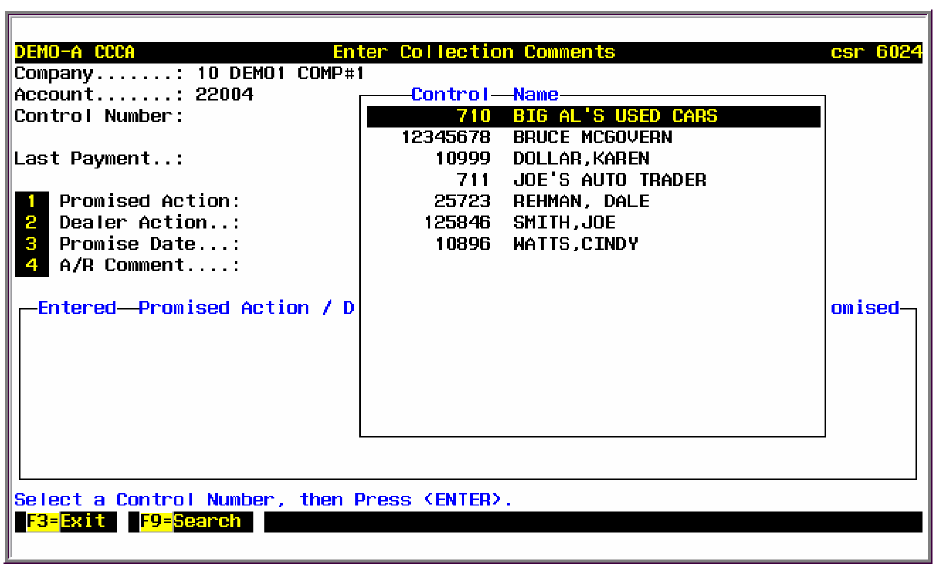


Figure 24. Control Number Selection Window

Use the arrow keys or the F9=Search command key to find the name or control number you want, and then press **Enter** to select it.

5. The program displays the comments maintenance screen for the selected customer.

The order of the labels for Action fields 1 and 2, and for the **P)** and **D)** comments in the Action table, depends on the settings you choose in the Organize Collection Screen

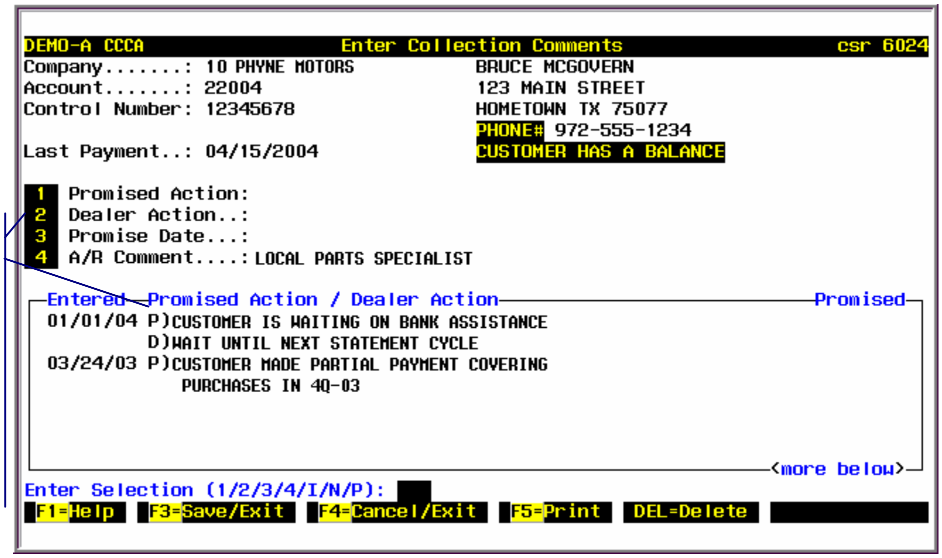


Figure 25. ECC - Enter Collection Comments Screen (example data)

To move through the table of comments for a customer, use the PageUp and PageDn keys.

Adding Collection Comments

To enter a comment about an Action or related information, press the number (1 through 4) that corresponds to that field.

- Press **1** to enter a comment regarding Promised Action information, that is, a summary of what the customer has said regarding his or her attempt to pay the outstanding balance.
- Press **2** to enter a comment about the Dealer Action that will or must be taken to confirm or ensure the customer's promise.

  The comment window allows you to enter as many lines as you need. Refer to the text window command line and the F1=Help feature to use the editing function keys.

  Each comment you enter in the Action fields is automatically added to the table of comments for this control number, with the date the comment was added listed to the left. In the middle column of the table, Promised Action comments are preceded by *P)*, and Dealer Action comments are preceded by *D)*.

  Note. *Your setups in the Organize Collection Screen (OCS) control the order in which the Promised Action and Dealer Action fields appear on the ECC screen (and whether the Promised Action field appears at all).*

- Press **3** to enter the date the customer has promised to complete the Promised Action. Type a date value in an ADP standard format, or press **T** to enter the current date, and then press **F3** to save your entry.

  Promise Dates you enter are added to the Action table in the right-hand column.

- Press **4** to enter a general comment about this receivable. Type the comment and then press **F3** to save it. Note that the A/R Comment is not associated with a particular date.

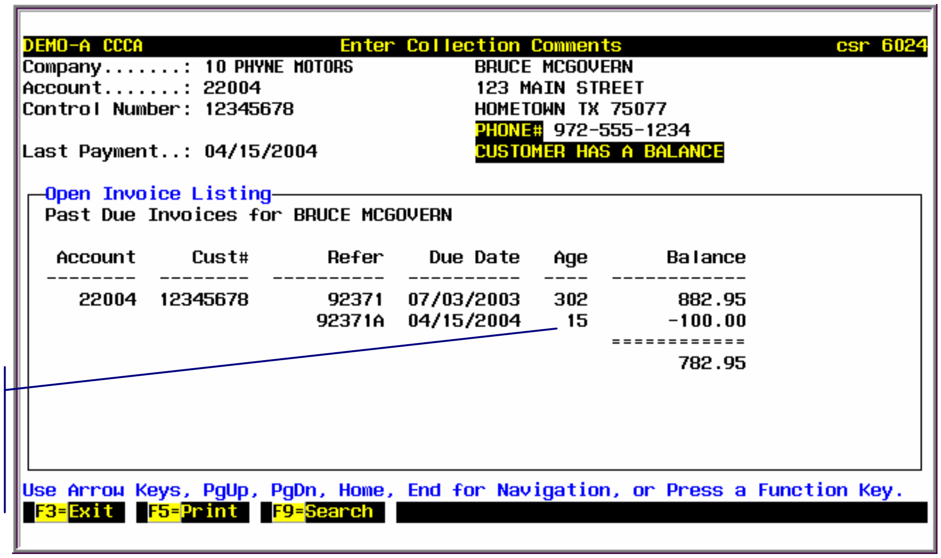
To save comments added to a control number record, press **F3=Save/Exit**. Or, to cancel all changes, press **F4=Cancel/Exit**.

To quit the ECC function, press **F3** twice from the Control Number field.

Displaying Open Invoices

If the current customer record has associated invoice data, the ECC screen will include an *I* command in the Enter Selection prompt.

Press **I** to display the list of invoices.



The number of days in the Age column is calculated from the last day of the open month

Figure 26. Past Due Invoices Display Window

Use the arrow and other navigation keys or the F9=Search command key to scroll through and look up specific entries in the Open Invoice Listing window.

Press **F3=Exit** to return to the main ECC screen.

Printing Collection Comments

To print the listing of comments for a customer record, press **F5=Print** and then follow the usual ADP printing prompts.

Deleting/Purging Collection Comments

To clear data from the Action comments table for a customer record:

1. Press **Del**.

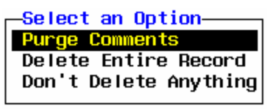


Figure 27. Delete Options

2. Choose the **Purge Comments** option.
3. At the `Purge Comments Prior To` prompt, enter an ADP system date and then press **Enter**.
4. At the confirmation prompt, press **Y**. The program removes all Action comment data in the table **earlier** (but not including) the date entered in the previous step.

Deleting a Comments Record

To remove the entire collection comments record:

1. Press **Del**.
2. Choose the **Delete Entire Record** option.
3. At the confirmation prompt, press **Y**. The program returns you to the Control Number field.

Navigating Collection Comment Records

To move through the list of control numbers that are associated with the current GL company and account number, use the N=Next and P=Previous command keys at the Enter Selection prompt.

Cash Collection Analysis Reports

Use the instructions in this section to generate Cash Collection Analysis reports containing over-age data for individual customer transactions, accounts receivable position data, and a listing of customer promise dates and action comments.

Generating the Over-Age Summary and Detail Reports

To list customer receivables that have aged past the Days setting in the SRB screen:

1. At the main CCCA menu, choose the option for **OAD - Over-Age, A/R Position Reports**.

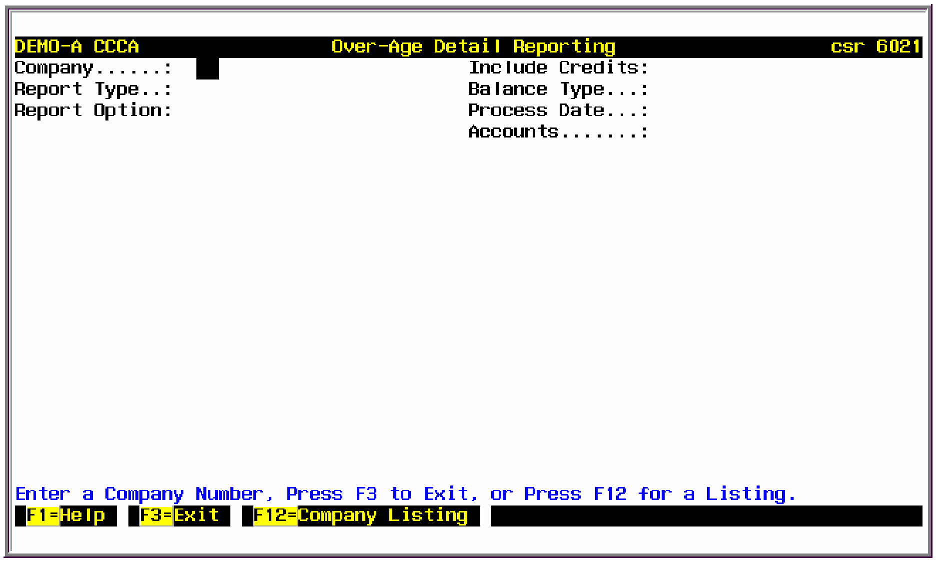


Figure 28. OAD - Over-Age, A/R Position Reports Screen

2. Enter a GL company number, or use the F12=Company Listing command key to select one. The program prompts for the report type.

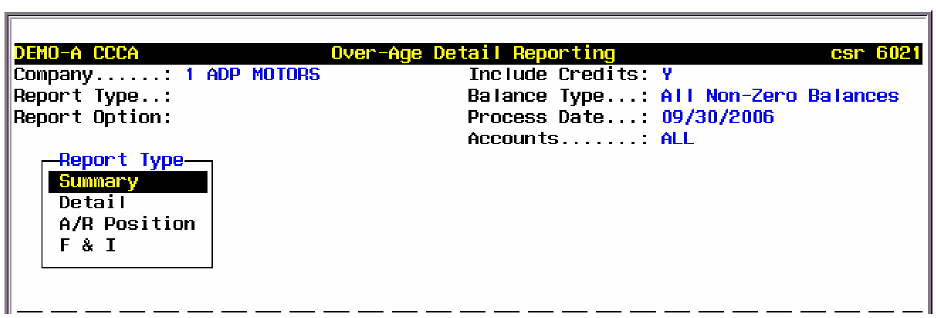


Figure 29. Report Type Selection List

3. For the Over-Age report, choose either the **Summary** or the **Detail** option. The program prompts for a sort option.

Figure 30. Report Option Selection List

4. Choose one of the four sort options for your summary or detail report.
5. At the Include Credits field, enter **Y** for Yes if you want credit transactions in the report as well as outstanding balances owed by customers. Enter **N** for No if you want the generated report to show only debits against the selected accounts.

   Note. *Choose Y for Yes at this field if you want to use the OAD report to reconcile transactions in AGRI. See the F1=Help command key for more information.*

6. After you complete the Include Credits field, the system automatically prompts you for a balance type. Select one of the displayed options.

   Note. *The default selection (All Non-Zero Balances) shows all control numbers with either negative* ***or*** *positive account balances. Use this option if you want the OAD report to match AGRI. See the F1=Help command key for more information.*

7. At the Process Date field, enter the ADP system date through which you want to generate collection account data.

   To use the Calendar feature to select a date, press **F12=Calendar** at the Date prompt.

The pound sign (#) indicates that a note has been added on that date

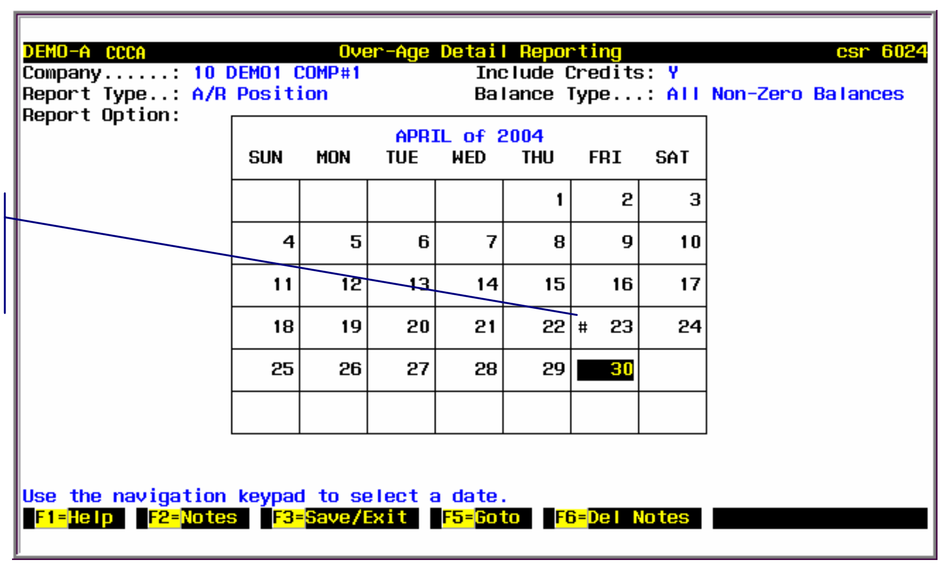


Figure 31. Calendar Date Selection Screen

Use the arrow keys and the PageUp and PageDn keys, or the F5=Goto command key, to find the date you want for the Over-Age report, and then press **Enter** to select it.

To add a note to a calendar date, move to that date in the table and press **F2=Notes**. Type your note and then press **F3** to save it.

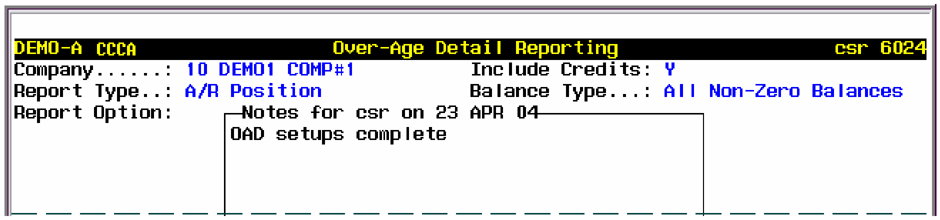


Figure 32. Calendar - Notes Example (partial)

For more details on using the Calendar or the Notes features, use the F1=Help command key.

8. After you complete the Date field, the system automatically prompts you to select accounts for the report.

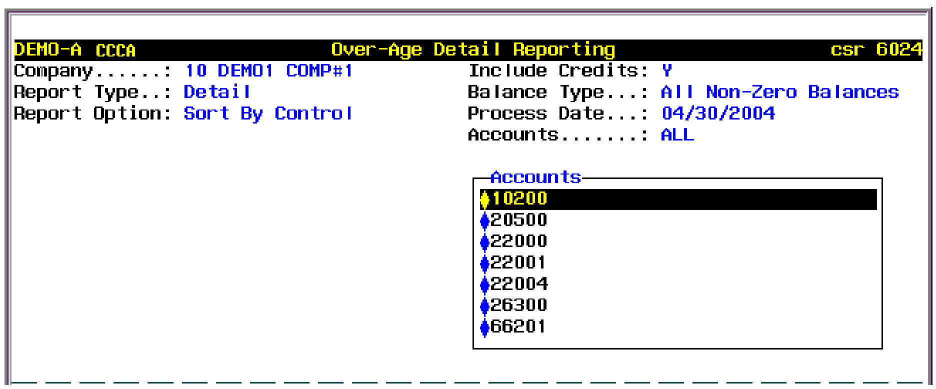
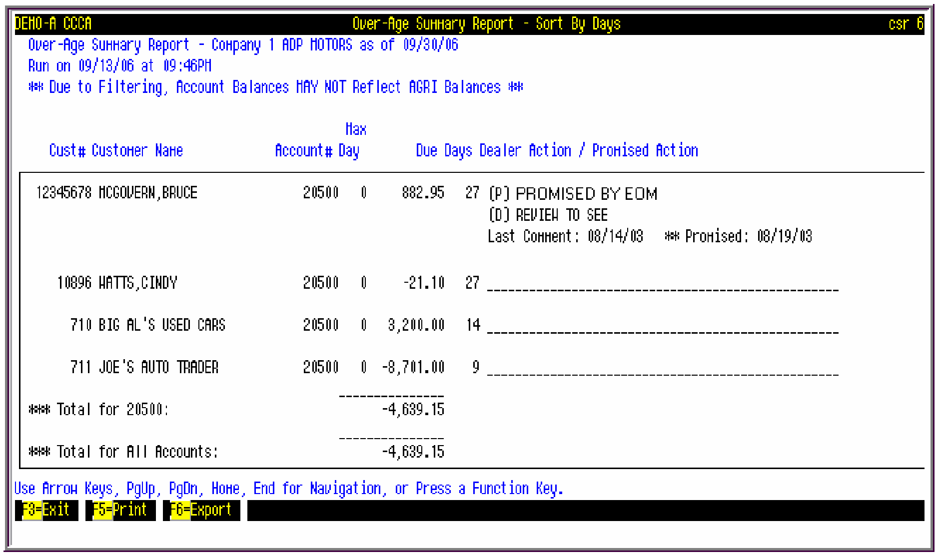


Figure 33. Accounts Selection List

By default, all accounts set up for collection tracking are selected. For any account that you do not want to include in the Over-Age report, use the arrow keys to move to that line, and then press **Enter** to clear the selection. Press **F3=Continue** when you have the appropriate accounts selected in the window.

9. To modify the selection criteria before you generate the report, press F2 and return to step 3. To start generating the report, press **F5=Run Report**.



DEMO-A CCCA Over-Age Summary Report - Sort By Days csr 6

Over-Age Summary Report - Company 1 ADP MOTORS as of 09/30/06

Run on 09/13/06 at 09:46PM

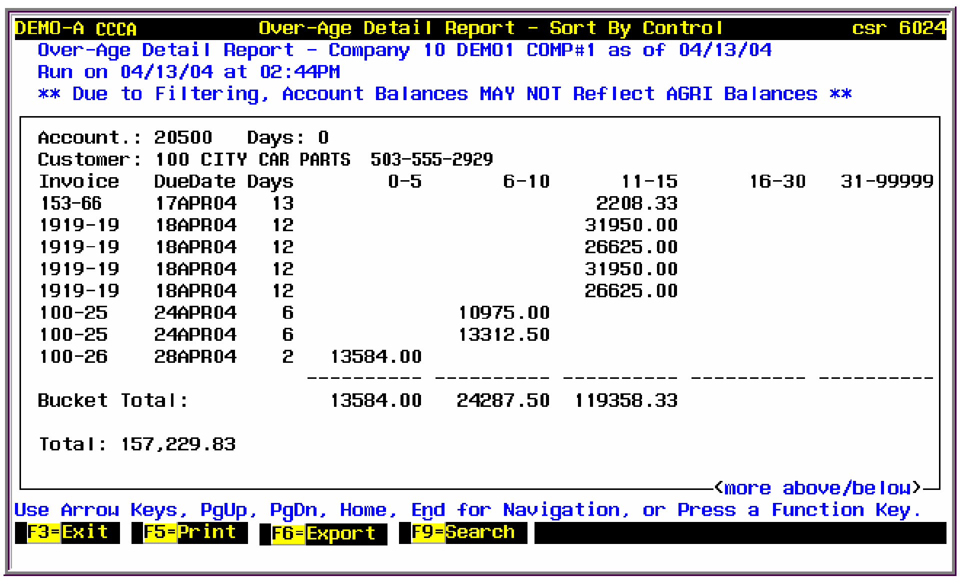
** Due to Filtering, Account Balances MAY NOT Reflect AGRI Balances **

Cust# Customer Name	Account#	Max Day	Due	Days	Dealer Action / Promised Action
12345678 MCGOVERN,BRUCE	20500	0	882.95	27	(P) PROMISED BY EOM (D) REVIEW TO SEE Last Comment: 08/14/03 ** Promised: 08/19/03
10896 WATTS,CINDY	20500	0	-21.10	27	___
710 BIG AL'S USED CARS	20500	0	3,200.00	14	___
711 JOE'S AUTO TRADER	20500	0	-8,701.00	9	___
*** Total for 20500:			-4,639.15		
*** Total for All Accounts:			-4,639.15		

Use Arrow Keys, PgUp, PgDn, Home, End for Navigation, or Press a Function Key.

F3=Exit F5=Print F6=Export

Figure 34. Over-Age Summary Report (example)



DEMO-A CCCA Over-Age Detail Report - Sort By Control csr 6024

Over-Age Detail Report - Company 10 DEMO1 COMP#1 as of 04/13/04

Run on 04/13/04 at 02:44PM

** Due to Filtering, Account Balances MAY NOT Reflect AGRI Balances **

Account.: 20500 Days: 0

Customer: 100 CITY CAR PARTS 503-555-2929

Invoice	DueDate	Days	0-5	6-10	11-15	16-30	31-99999
153-66	17APR04	13			2208.33		
1919-19	18APR04	12			31950.00		
1919-19	18APR04	12			26625.00		
1919-19	18APR04	12			31950.00		
1919-19	18APR04	12			26625.00		
100-25	24APR04	6		10975.00			
100-25	24APR04	6		13312.50			
100-26	28APR04	2	13584.00				
Bucket Total:			13584.00	24287.50	119358.33		

Total: 157,229.83

<more above/below>

Use Arrow Keys, PgUp, PgDn, Home, End for Navigation, or Press a Function Key.

F3=Exit F5=Print F6=Export F9=Search

Figure 35. Over-Age Detail Report (example)

10. Use the navigation keys to view the remainder of the report or the F9=Search command key to find specific text strings in the report window.

    To print the report, press **F5=Print** and then follow the usual ADP printing prompts.

    To create an electronic data file version of the report, press **F6=Export**.

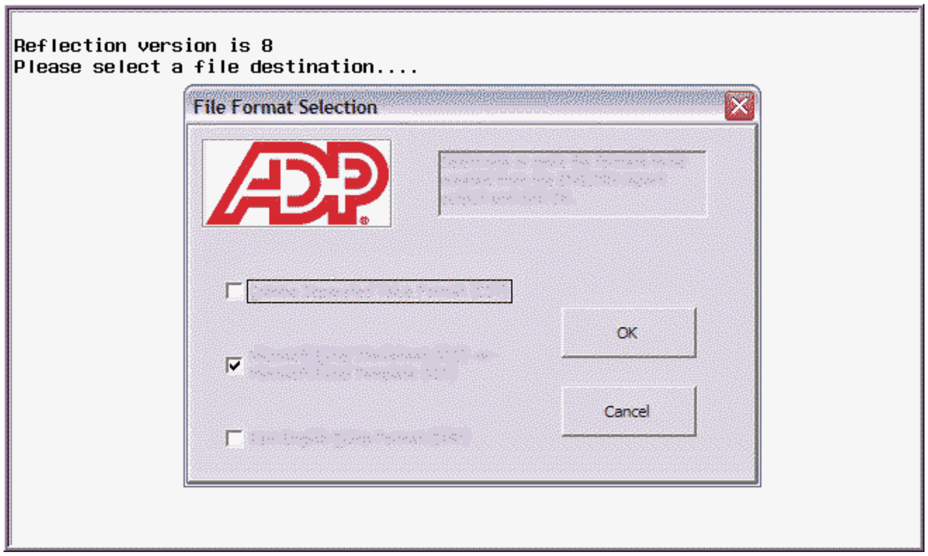


Figure 36. File Format Selection Dialog Box

The program prompts for a file type. Select either the Comma-Separated Value (CSV) option or the Microsoft Excel (XLS) option, and then click **OK**.

Use the Windows Explorer feature to navigate to the folder on your Reflection PC where you want to save the file, and then enter a filename.

Note. *The F6=Export feature is not available in the w.e.b.Suite version of CCCA.*

11. Press **F3=Exit** to close the report window and return to the main CCCA menu.

Generating the Accounts Receivable Position Report

To list the running balances on A/R accounts defined as Cash Collection Analysis receivables:

1. At the main CCCA menu, choose the option for **OAD - Over-Age, A/R Position Reports**.
2. Enter a GL company number, or use the F12=Company Listing command key to select one. The program prompts for the report type.
3. At the Report Type selection window, choose the **A/R Position** option.
4. At the Include Credits field, enter **Y** for Yes if you want credit transactions in the report as well as outstanding balances owed by customers. Enter **N** for No if you want the generated report to show only debits against the selected accounts.

   Note. *Choose Y for Yes at this field if you want to use the OAD report to reconcile transactions in AGRI. See the F1=Help command key for more information.*

5. At the Process Date field, enter the ADP system date through which you want to generate collection account data, or use the F12=Calendar command key to select a date in the calendar window.

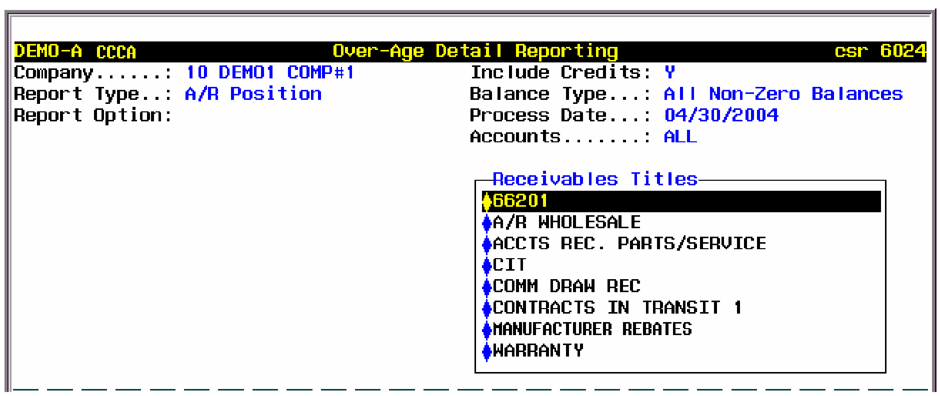


Figure 37. Receivables Titles Selection List

6. The program displays the list of receivables defined in the SRB screen. For any receivable title that you do not want to include in the A/R Position report, use the arrow keys to move to that line and press **Enter** to clear the selection. Press **F3=Continue** when you have the appropriate titles selected in the window.
7. To modify the selection criteria before you generate the report, press F2 and return to step 3. To start generating the report, press **F5=Run Report**.

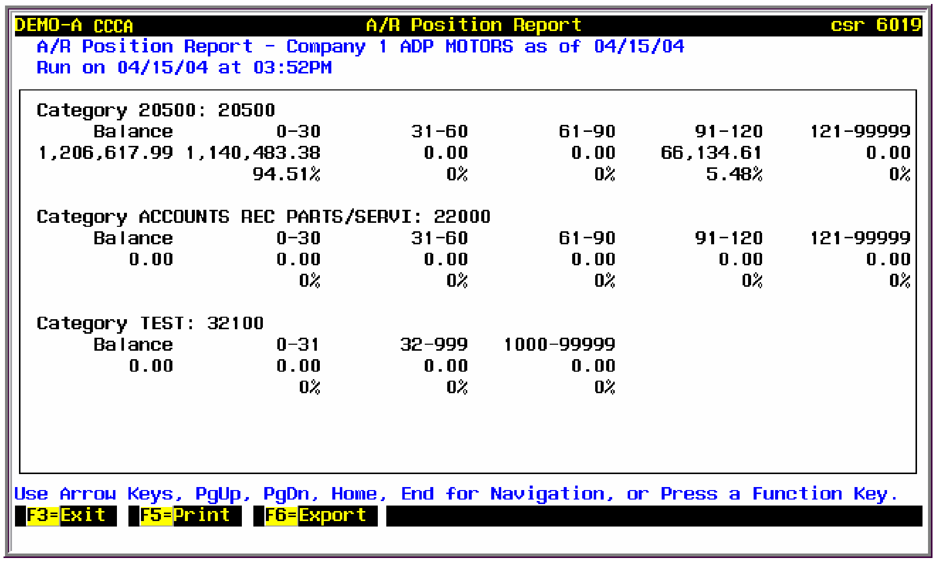


Figure 38. Accounts Receivable Position Report (example)

8. Use the navigation keys to view the remainder of the report or the F9=Search command key to find specific text strings in the report window.

   To print the report, press **F5=Print** and then follow the usual ADP printing prompts.

   To create an electronic data file version of the report, press **F6=Export**.

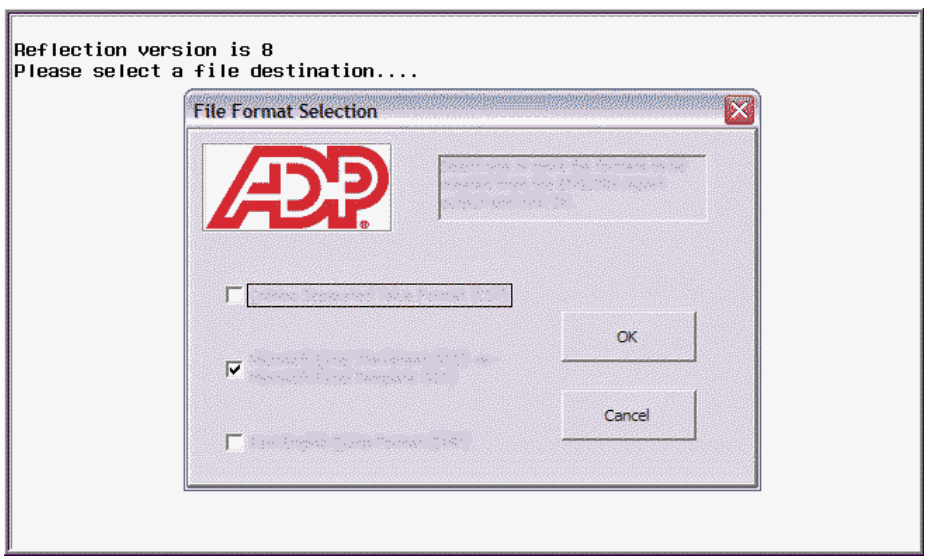


Figure 39. File Format Selection Dialog Box

The program prompts for a file type. Select either the Comma-Separated Value (CSV) option or the Microsoft Excel (XLS) option, and then click **OK**.

Use the Windows Explorer feature to navigate to the folder on your Reflection PC where you want to save the file, and then enter a filename.

Note. *The F6=Export feature is not available in the w.e.b.Suite version of CCCA.*

9. Press **F3=Exit** to close the report window and return to the main CCCA menu.

Generating the F&I Report

To list aged customer receivables along with Finance & Insurance information:

1. At the main CCCA menu, choose the option for **OAD - Over-Age, A/R Position Reports**.
2. Enter a GL company number, or use the F12=Company Listing command key to select one. The program prompts for the report type.
3. At the Report Type selection window, choose the **F&I** option. The program displays the FI Logon field.

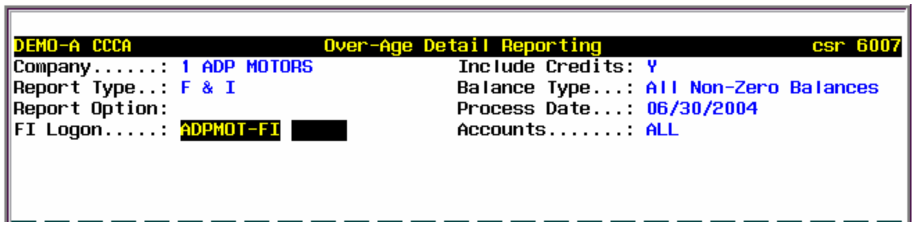


Figure 40. Running the F&I Report Type

4. Enter the F&I application account (*name*-FI) you want to use for this report.

   Note. *The FI Logon field is only activated if you have more than one F&I application account.*

5. Press **Enter** to choose the Sort by Days option.
6. At the Include Credits field, enter **Y** for Yes if you want credit transactions in the report as well as outstanding balances owed by customers. Enter **N** for No if you want the generated report to show only debits against the selected accounts.

   Note. *Choose Y for Yes at this field if you want to use the OAD report to reconcile transactions in AGRI. See the F1=Help command key for more information.*

7. After you complete the Include Credits field, the system automatically prompts you for a balance type. Select one of the displayed options.

   Note. *The default selection (All Non-Zero Balances) shows all control numbers with either negative* ***or*** *positive account balances. Use this option if you want the OAD report to match AGRI. See the F1=Help command key for more information.*

8. At the Process Date field, enter the ADP system date through which you want to generate collection account data, or use the F12=Calendar command key to select a date in the calendar window.
9. After you complete the Date field, the system automatically prompts you to select accounts for the report. By default, all accounts set up for collection tracking are selected.

For any account that you do not want to include in the Over-Age report, use the arrow keys to move to that line, and then press **Enter** to clear the selection. Press **F3=Continue** when you have the appropriate accounts selected in the window.

10. To modify the selection criteria before you generate the report, press F2 and return to step 3. To start generating the report, press **F5=Run Report** and then follow the usual ADP printing prompts.

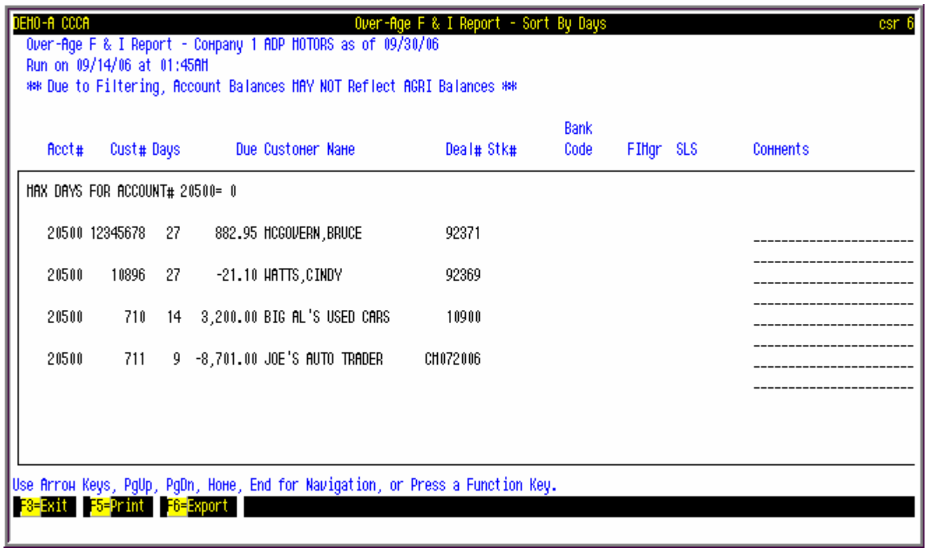


Figure 41. F&I Report (example)

11. Use the navigation keys to view the remainder of the report or the F9=Search command key to find specific text strings in the report window.

    To print the report, press **F5=Print** and then follow the usual ADP printing prompts.

    To create an electronic data file version of the report, press **F6=Export**.

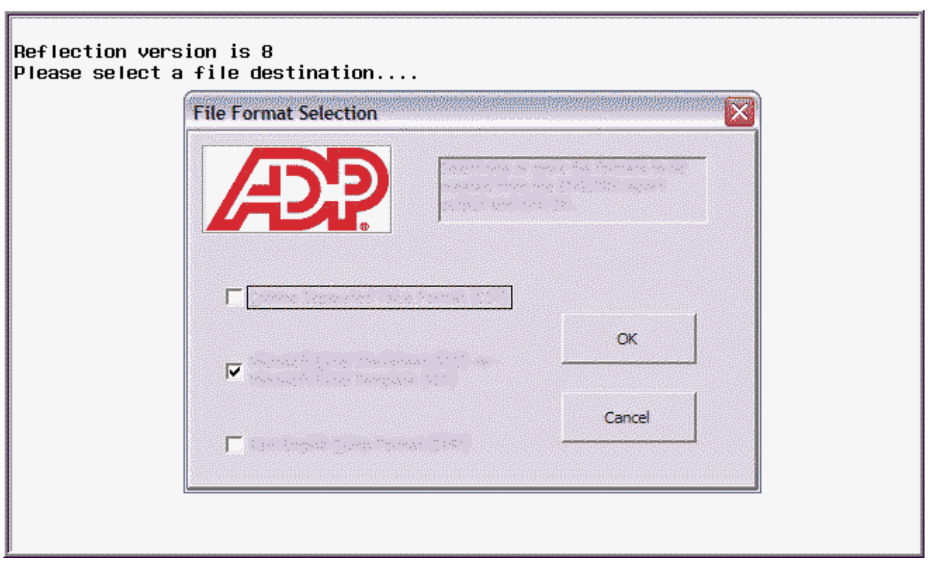


Figure 42. File Format Selection Dialog Box

The program prompts for a file type. Select either the Comma-Separated Value (CSV) option or the Microsoft Excel (XLS) option, and then click **OK**.

Use the Windows Explorer feature to navigate to the folder on your Reflection PC where you want to save the file, and then enter a filename.

Note. *The F6=Export feature is not available in the w.e.b.Suite version of CCCA.*

12. Press **F3=Exit** to close the report window and return to the main CCCA menu.

Generating the Promise Date Listing

To list the Promised Action and Dealer Action comments entered for customer records in the ECC screen:

1. At the main CCCA menu, choose the option for **PDL - Promise Date Listing**.
2. Select a GL company for the listing. (The company selection list appears only if you have multiple companies defined in your General Ledger application.)

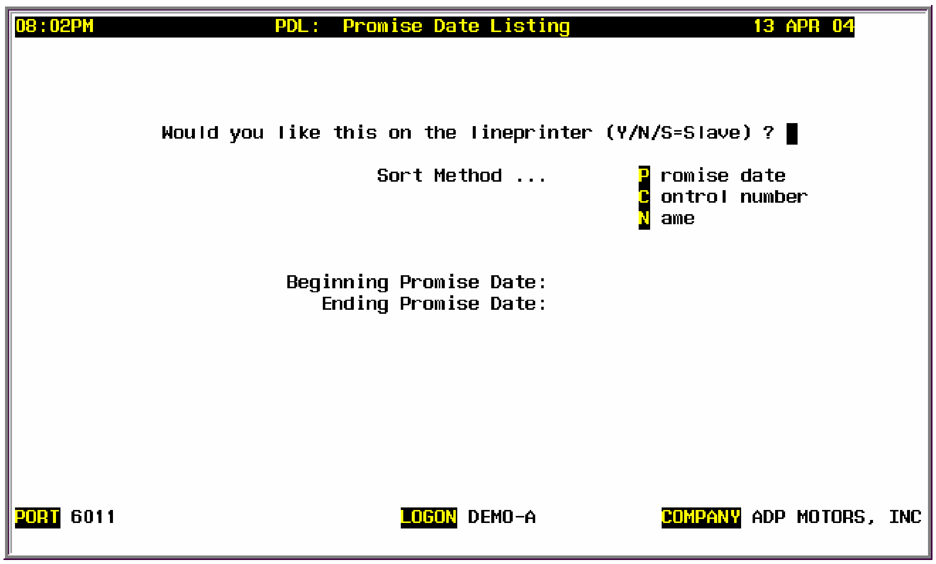
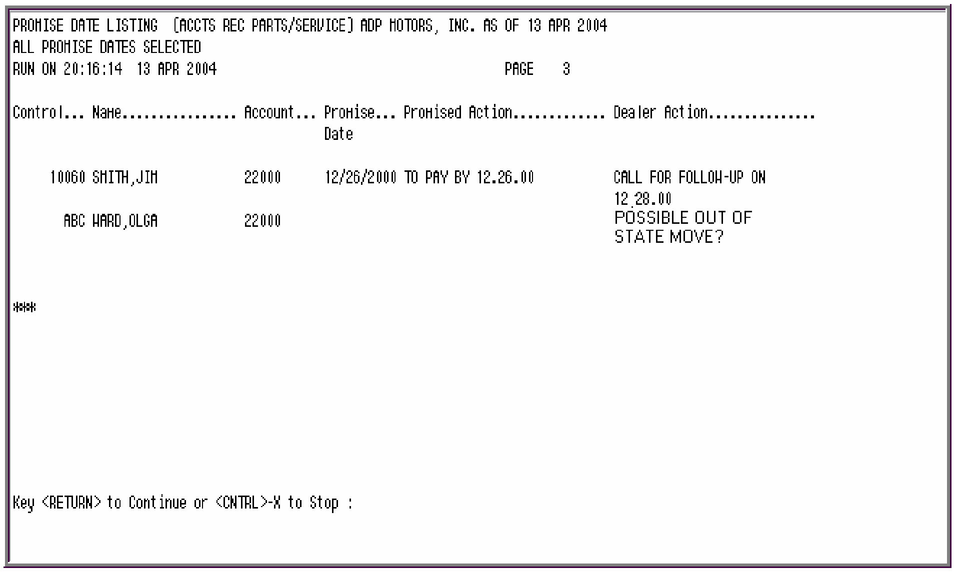


Figure 43. Promise Date Listing - Report Definition

3. At the `Lineprinter` prompt, enter **Y** for Yes if you want to print the listing on a system printer, **S** if you want to print it on an attached slave printer, or **N** to send the listing to the terminal screen.
4. At the Sort Method field, enter **P** to sort by promise date, **C** to sort by control number, or **N** to sort by name.
5. At the Beginning Promise Date field, enter an ADP system date, or enter **T** for the current date, or enter **ALL** to generate the entire listing.

   If you enter ALL, the program skips ahead to step 7.
6. At the Ending Promise Date field, enter a later ADP system date, or enter **T** for the current date.
7. At the `OK to Continue` prompt, press **Enter**.



```
PROMISE DATE LISTING  (ACCTS REC PARTS/SERVICE) ADP MOTORS, INC. AS OF 13 APR 2004
ALL PROMISE DATES SELECTED
RUN ON 20:16:14  13 APR 2004                                      PAGE    3

Control... Name............... Account... Promise... Promised Action............ Dealer Action..............
                                          Date

     10060 SMITH,JIM           22000      12/26/2000 TO PAY BY 12.26.00          CALL FOR FOLLOW-UP ON
                                                                                 12.28.00
       ABC WARD,OLGA           22000                                             POSSIBLE OUT OF
                                                                                 STATE MOVE?

***

Key <RETURN> to Continue or <CNTRL>-X to Stop :
```

Figure 44. Promise Date Listing (example)

8. (Screen report only) Press **Enter** to page through the listing. When you reach the last page, press **Enter** to return to the Lineprinter prompt at step 3. Press **Enter** again to return to the main CCCA menu.

Managing the Customer Exception List

The CCCA exception-list feature lets you specify customers who may have over-aged accounts, but whom you do not want to list on your Cash Collection Analysis reports.

Use the procedures in this section to add or remove customers from the exception list, and to print the exception list for reference.

Adding Customers to the Exception List

To add a customer to the CCCA exception list:

1. At the main CCCA menu, choose the option for **BLA - Customer Exception Listing**.
2. Select a GL company for the listing. (The company selection list appears only if you have multiple companies defined in your General Ledger application.)

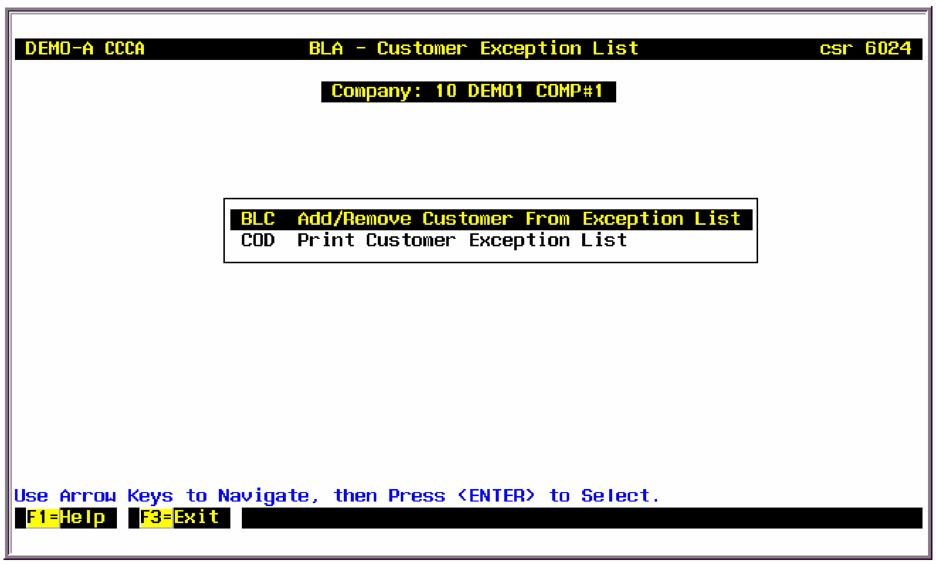


Figure 45. Customer Exception List Menu

3. At the Customer Exception List menu, choose the option for **BLC - Add/Remove Customer from Exception List**.

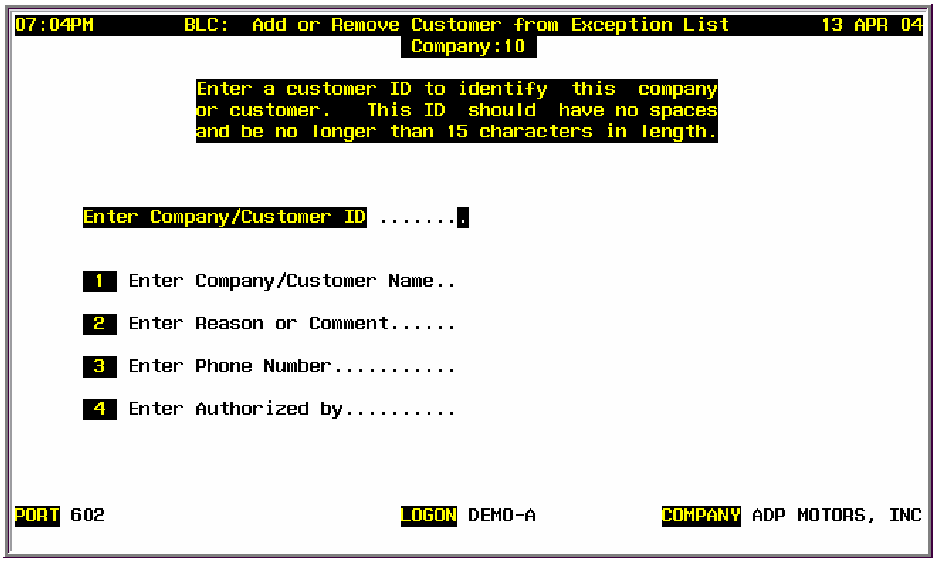


Figure 46. BLC - Add/Remove Customer from Exception List Screen

4. At the `Enter Company/Customer ID` prompt, type a new, unique ID code for the customer you want to enter. ID codes may be up to 15 alphanumeric characters and must not contain spaces.
5. At the Company/Customer Name field, enter the name of the customer for purposes of the Exception List report.
6. At the Reason or Comment field, enter a short note of explanation why the customer is on the exception list.
7. At the Phone Number field, enter the customer's contact number.
8. At the Authorized By field, enter your name, or the name of the person who authorized the company or customer to be added to the exception list.
9. At the BLC command line, enter **FI** to save the record and return to the prompt at step 4. Continue adding customers, or press **Enter** at the prompt to return to the BLA menu.

Removing Customers from the Exception List

To remove a customer from the CCCA exception list:

1. At the main CCCA menu, choose the option for **BLA - Customer Exception Listing**.
2. Select a GL company for the listing. (The company selection list appears only if you have multiple companies defined in your General Ledger application.)
3. At the Customer Exception List menu, choose the option for **BLC - Add/Remove Customer from Exception List**.
4. At the `Enter Company/Customer ID` prompt, enter the unique ID code for the customer you want to remove. The program displays the complete record entered for the customer.
5. At the BLC command line, enter **D** to delete the record.
6. At the confirmation prompt, enter **Y**.

7. The program returns you to the prompt at step 4. Continue removing (or adding) customers, or press **Enter** at the prompt to return to the BLA menu.

Printing the Customer Exception List

To print the current list of customers on the CCCA exception list:

1. At the main CCCA menu, choose the option for **BLA - Customer Exception Listing**.
2. Select a GL company for the listing. (The company selection list appears only if you have multiple companies defined in your General Ledger application.)
3. At the Customer Exception List menu, choose the option for **COD - Print Customer Exception List**.

```
Send Output to: ?   Terminal, Slave or Line Printer
PORT 6024                           LOGON DEMO-A          COMPANY ADP MOTORS, INC.
```

Figure 47. Printing the Customer Exception List

4. At the `Send Output To` prompt, enter the letter for the output location you want to use. Enter **L** if you want to print the listing on a system lineprinter, **S** if you want to print it on an attached slave printer, or **T** to send the listing to the terminal screen.

```
*** CUSTOMER EXCEPTION LIST ***   ADP MOTORS, INC.  AS OF 13 APR 04
RUN ON 19:12:18  13 APR 2004                                     PAGE    1

 ............. CUSTOMER...... REASON......... ADDRESS........ PHONE.......
               NAME

EX*10
100*10         CITY AUTO SALE LONG TIME CUSTO                 909-555-1414
               S              MER







<CONTROL><X> to stop
```

Figure 48. COD - Customer Exception List (example)

5. (Terminal option only) When the report finishes printing to the screen, press **Ctrl-X** to return to the BLA menu.