

Summary




This document describes how to set and demonstration TaiRox Collections on a copy of a Sample Company Limited (SAMLTD). Using demo mode means that email files are created and can be viewed with all attachment details, **but** the emails will not actually be sent and a connection to a mail server does **not** need to be set up. **Important Notes:** Demo mode should not be used in production. The [TaiRox Collections Quick Start Guide](#) describes how to get started quickly in a production database. The [CRM and Collections User Guide](#) has much more.

Prerequisites: Create a Copy of SAMLTD

Use the Sage utilities DBDump and DBLoad to make a copy of SAMLTD, e.g. CPYLTLD.

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 has a very short read-me file. **Read it!** The C/C++ runtime must be present in the environment or Data Activation may fail and TaiRox Collections will not be shown on the Sage 300 Desktop. The Microsoft package (vcredist_2013_x86.exe) will install the necessary runtime.

 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

Log Into CPYLTLD, Data Activation, Create Demo Data

Sample data represents situations in 2019 and 2020. Always log in as the ADMIN user. Use a session date of **4/30/2019** unless otherwise noted. Invoices are overdue in various stages at this date. Several statements will be sent as this is the last day of an appropriate month. While logged in perform Data Activation in Administrative Services for TaiRox CRM and Collections. Launch Create Demo Data from the Setup menu and click on Create.

Email Settings

Under the Setup Menu, Options program, Email tab: enter a Server Name. It can be anything, for example smtplib.yourmailserver.com. Programs check that this is not blank before processing.

Demonstrations

The following pages describe key Collections programs with comments when demonstrating.

- Overdue Payment Reminders Setup
- Processing Overdue Payment Reminders
- Dashboard
- Promised Payments
- Disputed Invoices
- Customer Aging
- Send Statements
- Send Invoices

Overdue Payment Reminders Setup

CPYLTID - Overdue Payment Reminders Setup

File Help

Settings Scheduling

Overdue Payment Reminder Stages

Days Overdue	Label	Color	Action	Email Template
1	30	1 - Late	Send Email	1Late.html
31	60	2 - Past Due	Send Email	2PastDue.html
61	90	3 - In Arrears	Send Email	3InArrears.html
Over	90	4 - Delinquent	Create Task	4Delinquent.html

Minimum days overdue before creating an Overdue Payment Reminder: 7

Minimum number of days between Overdue Payment Reminders: 10

Exclude customers with a credit balance

Format: Account Summary

Email Subject: Overdue Payment Reminder

From Email:

Reply-To Email:

Cc:

Bcc:

Create a Communication When You Send an Email

Email Archive

Folder: Browse...

Organize By: Save All Sent Emails in the Email Archive Folder

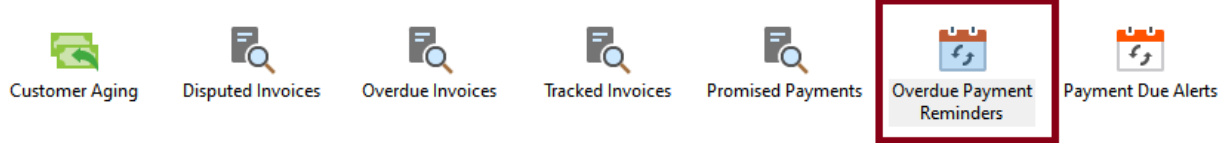
Save Close

Comments:

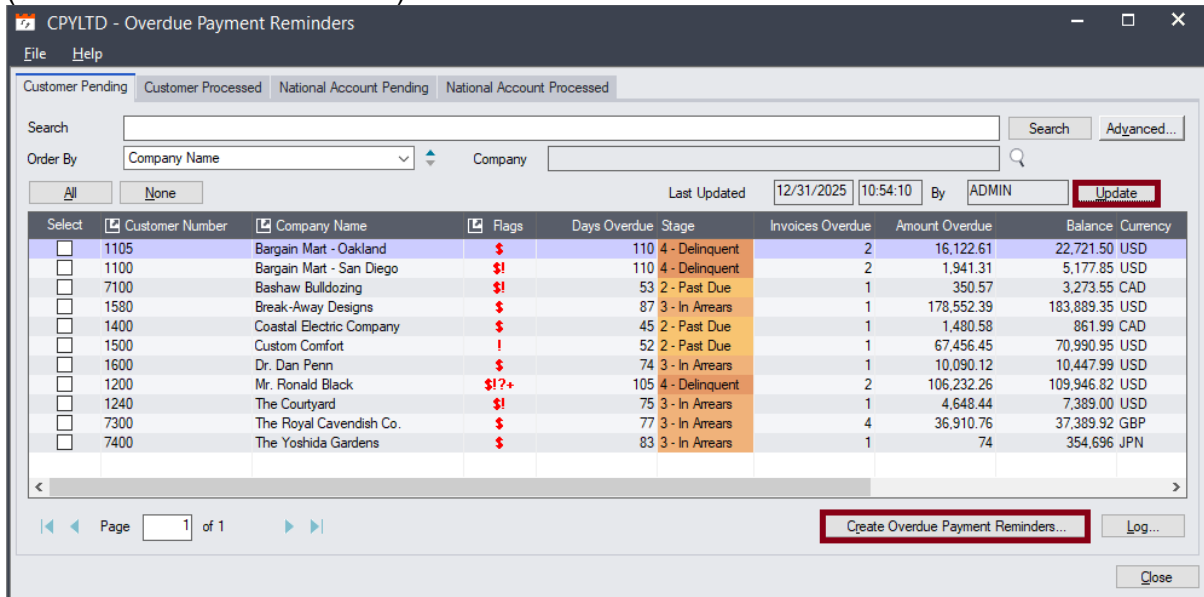
- The first 3 Actions remain **Send Email**; change the 4th action to **Create Task**. This is a typical strategy, "after sending 3 emails, it's time to pick up the phone."
- Change the Format to **Account Summary**, which will provide an improved email body.
- **Minimum days overdue before creating an Overdue Payment Reminder**. This is a "grace period". You may want to wait a few days past the due date before sending an email. The check may have arrived, but the payment not yet entered. This number can be overridden on a customer-by-customer basis. Some customers never pay until prodded. Some customers always pay, but pay late.
- **Minimum number of days between Overdue Payment Reminders**. Prodding too often may generate too much confusion. Space the reminders out.
- **Preview**. Take a look at a template. You can preview either single company or national account templates. National account templates will show all member details.
- **Attachments**: Provides the ability to include one or more additional files with every email. These may be one-time documents such as price lists or changed terms and conditions.

Processing Overdue Payment Reminders

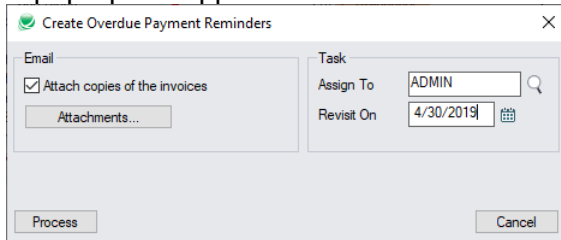
The Overdue Payment Reminders program is launched from the Collections menu group.



Open the Program. Click on the Update button. Select the customers 2 and 3 (Bargain Mart San Diego, Bashaw Bulldozing). Click the Create Overdue Payment Reminders button to process (send emails and create tasks).



A pop-up will appear. Enter 4/30/2019 as the revisit date. Click on Process.



Comments:

- Reminders are permanent records in the database, not just a status of the moment.
- **Attach copies of the invoice.** 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 to send to the mail server. Note that the email body will already contain the invoice dates and totals.

Processing Overdue Payment Reminders (continued)

The email created is displayed by the user's email client.

Overdue Payment Reminder

To: Joe Penn; Jo Flemming; Elizabeth Thomson; Philip Smith; Charles Wong; Hoji Briar; Keith Kurth
Wed 12/31/2025 11:05 AM

IN00000000000000000008.PDF 44 KB
IN0000000000000098.PDF 49 KB
INVCORP002.PDF 47 KB
TR-INV-005.2.PDF 45 KB

TaiRox

Dear Accounts Payable,

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 (555) 555-0100 to let me know the status of this payment.

Account Summary as of 4/30/2019:

Invoice	Date	Amount	Due	Balance	Days Overdue
IN00000000000000000008	7/30/2020	433.92	8/29/2020	433.92	
IN0000000000000098	3/27/2023	2657.56	4/26/2023	2657.56	
INVCORP002	5/16/2020	350.30	6/15/2020	1.00	
PP00000000000000000018	7/1/2020	-169.50	7/1/2020	-169.50	
TR-INV-005.2	2/6/2019	28442.32	3/8/2019	350.57	53
Total:				3273.55	

Balances by aging period:

Current	1 - 30 Days	31 - 60 Days	61 - 90 Days	Over 90 Days	Total
2922.98	0.00	350.57	0.00	0.00	3273.55

If payment has already been sent, please disregard this notice.

If you have any questions regarding this payment, please call me at (555) 555-0100. I will be happy to answer them.

Thank you for your prompt attention.

Sincerely,
Administrator
(555) 555-0100
don.thomson@tairox.com

Comments:

- The account summary format is shown.
- Invoice PDF files are attached and can be clicked on to view what was sent.

Dashboard

Launch the Dashboard from the top menu. The task (Collection Call) created for Bargain Mart San Diego appear on the dashboard. Double-click to view the task.

ID	Name	Company Name	Assigned To	Revisit On	Revisit At	Notes	Created On	Created By	Modified
8	Case - New activation code not working	CanAm Industries	DON	4/30/2019	12:00:00 AM		1/10/2019	ADMIN	1/30/2019
1	Disputed Invoice - IN0000000000000000000006	Mr. Ronald Black	ADMIN	4/30/2019	12:00:00 AM		5/20/2026	ADMIN	5/20/2026
1	Promised Payment - 1	Mr. Ronald Black	ADMIN	4/30/2019	12:00:00 AM		5/20/2026	ADMIN	5/20/2026
1	Task - Collection Call - Bargain Mart - San Diego	Bargain Mart - San Diego	ADMIN	4/30/2019	12:00:00 AM		5/20/2026	ADMIN	5/20/2026

CPYLTD - Task

ID: [] Name: Collection Call - Bargain Mart - Oakland

Task | Notes

Company Name: Bargain Mart - Oakland | Select Company... | National Account No. [] | Select National Account... |

Created On: 12/31/2025 | Created By: ADMIN

Modified On: 12/31/2025 | Modified By: ADMIN

Type: Collection Call

Assigned To: ADMIN | Search []

Due Date: / / | Calendar []

Status: Open | Dropdown []

Revisit On: 04/30/2019 | Calendar [] | Revisit At: 00:00:00

Comment: []

Overdue Payment Reminder: Details... | Create Communication...

Comments:

- The details of the reminder are one-click away. Click on **Details** to view.
- Any tasks created will stay on the assigned user's 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.
- 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.
- You can 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.

Promised Payments

Promised Payments will show on users' dashboards.

CPYLT - Promised Payment

File Help

ID

Promised Payment Notes

Company Name

Created On Created By

Modified On Modified By

Customer Number

Date Promised

Amount Promised

Amount Paid

Revisit On Revisit At

Assigned To

Status

Notes

Invoice Number	Invoice Date	Invoice Amount
IN000000000000000000000003	6/30/2020	1,623.75

Comments:

- Zero or more invoices can be linked to a promised payment. A promised payment is probably related to a number of invoices. It can be a settlement that doesn't add up to invoice totals.
- **Amount Paid:** This may be an amount paid so far and represent part of the promise.
- **Revisit Date:** A promised payment will appear on a dashboard for this date until the promised payment is closed.

Disputed Invoices

Disputed Invoices will show on users' dashboards.

The screenshot shows a software window titled "CPYLTD - Disputed Invoice". The interface includes a menu bar with "File" and "Help", and a search bar with "ID" and a search icon. Below the search bar are tabs for "Disputed Invoice", "Documents", and "Notes". The main form area contains the following fields:

- Company Name:** Mr. Ronald Black (with a "Select Company..." dropdown)
- Created On:** 12/31/2025, **Created By:** ADMIN
- Modified On:** 12/31/2025, **Modified By:** ADMIN
- Customer Number:** 1200
- Invoice Number:** IN00000000000000000006
- Invoice Date:** 07/30/2020, **Invoice Amount:** 406.27 USD
- Due Date:** 08/05/2020, **Balance:** 406.27
- Description:** Equipment Maintains
- Amount in Dispute:** 100.00
- Revisit On:** 04/30/2019, **Revisit At:** 00:00:00
- Assigned To:** ADMIN
- Status:** Open (dropdown), **Closed On:** / /, **Days Open:** 0
- Notes:** (empty text area)

At the bottom of the form are buttons for "Save", "Delete", "Change Log...", and "Close".

Comments:

- **Amount in Dispute:** This may or may not be the total amount of the invoice.
- **Revisit Date:** A promised payment will appear on a dashboard for this date until the promised payment is closed.

Customer Aging

Launch the Customer Aging program from the Collections menu. Click the update icon.

CPYLTD - Customer Aging

File Help

As-Of Date: 04/30/2019
 Cut-Off Date: / /
 Currency: Source
 Display: Summary
 Include Current

Current	0	0.000
1	30	22,843,720
31	60	73,333,840
61	90	211,526,340
Over	90	108,832,750
Total		416,536,650

Customers

Select Customers By From To

(None) (None) (None) (None)

Age Unapplied Credit Notes and Debit Notes: As Current
 Age Receipts, Unapplied Cash and Unapplied Prepayments: As Current
 Exclude Disputed Invoices
 Only Show Customers Overdue by 1 or More Days

Order By: Customer Number

Customer Number	Company Name	Flags	Currency	Customer Group	Days Overdue	Current	1 - 30	31 - 60
1100	Bargain Mart - San Diego	!\$	USD	WHL	110	0.00	0.00	0.00
1105	Bargain Mart - Oakland	\$	USD	WHL	110	0.00	7,783.29	0.00
1200	Mr. Ronald Black	!\$?+	USD	RTL	105	0.00	0.00	0.00
1240	The Courtyard	!\$	USD	WHL	75	0.00	0.00	0.00
1400	Coastal Electric Company	\$	CAD	WHL	45	0.00	501.90	978.68
1500	Custom Comfort	!	USD	WHL	52	0.00	0.00	67,456.45
1580	Break-Away Designs	\$	USD	WHL	87	0.00	0.00	0.00
1600	Dr. Dan Penn	\$	USD	RTL	74	0.00	0.00	0.00
7100	Bashaw Bulldozing	!\$	CAD	WHL	53	0.00	0.00	350.57
7300	The Royal Cavendish Co.	\$	GBP	WHL	77	0.00	14,558.53	4,548.14
7400	The Yoshida Gardens	\$	JPN	WHL	83	0	0	0

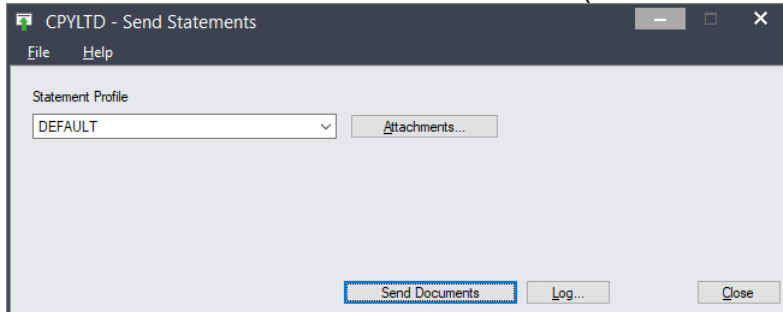
Page 1 of 1 Export... Print Close

Comments:

- See fast aged-trial-balance details with more information and lots of filtering options.
- A flags column marks customers on hold or customers with unapplied credit, disputed invoices, promised payments or cases. Hover over the column title to see the legend.

Send Statements

Launch from the Send Documents Menu. Select the DEFAULT Statement Profile. Click on Send Documents. Answer Yes to the demo mode question. The DEFAULT settings will process all statements that are to be sent at month end (to 9 customers).



After about 60 seconds, a message will appear.



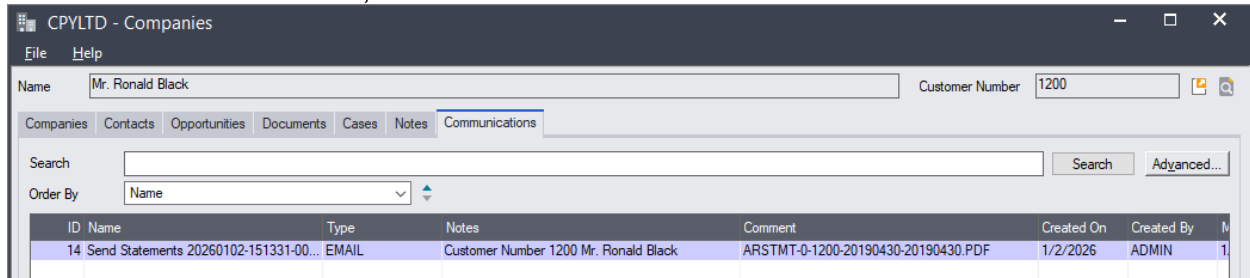
Click on the Log button.

```

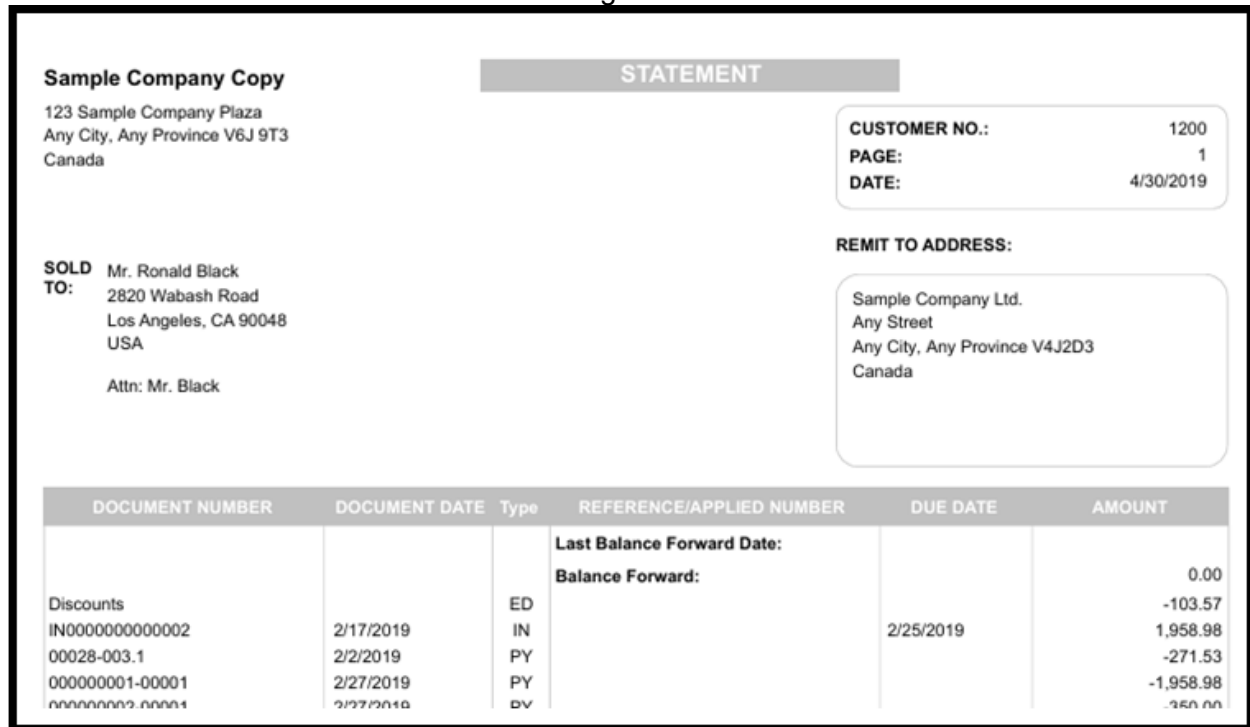
2026-01-02 15:13:31 - Processing started...
2026-01-02 15:13:31 -     Performed by user: ADMIN
2026-01-02 15:13:31 -
2026-01-02 15:13:31 -     Searching for statement profiles to process...
2026-01-02 15:13:32 -
2026-01-02 15:13:32 -     Creating statements for profile DEFAULT Default Statement Profile...
2026-01-02 15:13:33 -     Statement data was produced for customer 1200 - Mr. Ronald Black
2026-01-02 15:13:33 -     Statement data was produced for customer 1240 - The Courtyard
2026-01-02 15:13:33 -     Statement data was produced for customer 1400 - Coastal Electric Company
2026-01-02 15:13:33 -     Statement data was produced for customer 1500 - Custom Comfort
2026-01-02 15:13:33 -     Statement data was produced for customer 1520 - Mr. Stephen Kershaw
2026-01-02 15:13:33 -     Statement data was produced for customer 1550 - Astral Construction Co Ltd.
2026-01-02 15:13:33 -     Statement data was produced for customer 1580 - Break-Away Designs
2026-01-02 15:13:33 -     Statement data was produced for customer 1600 - Dr. Dan Penn
2026-01-02 15:13:33 -     Statement data was produced for customer WEBCUST - Web customer sales
2026-01-02 15:13:37 -
2026-01-02 15:13:37 -     Processing customer 1200 - Mr. Ronald Black...
2026-01-02 15:13:37 -     Getting recipients...
2026-01-02 15:13:37 -     Creating a PDF for the statement...
2026-01-02 15:13:52 -         Created ARSTMT-0-1200-20190430-20190430.PDF
2026-01-02 15:13:52 -     Sending email...
2026-01-02 15:13:52 -     Details:
2026-01-02 15:13:52 -         From:
2026-01-02 15:13:52 -         Subject: Statement for period ending 4/30/2019
2026-01-02 15:13:52 -         Recipients:
2026-01-02 15:13:52 -             "Jose Trudeau" <JoseTrudeau@tairox.com>
2026-01-02 15:13:52 -             "Joseph Vipond" <JosephVipond@tairox.com>
2026-01-02 15:13:52 -             "Joe Sloan" <JoeSloan@tairox.com>
2026-01-02 15:13:52 -             "Jo English" <JoEnglish@tairox.com>
2026-01-02 15:13:52 -             "Beth French" <BethFrench@tairox.com>
2026-01-02 15:13:52 -             "Elizabeth Kershaw" <ElizabethKershaw@tairox.com>
    
```

Send Statements (continued)

When the statement is sent, a communication is created.



The communication will be an email with a Sage 300 Statement attachment.



Comments:

The Scheduler program can be set up to run as a Windows Scheduled Task and send statement. This would be appropriate for installations that do a large volume of statements.

Send Invoices

Launch from the Send Documents Menu. The invoice dates in SAMLTD don't lend themselves to demonstrations, so filter by searching for "black" to select customer 1200 and then enter dates as shown: From 02-01-2019 to 04/30/2109. Then select the 2 invoices and click on Send Documents. Answer Yes to the Demo Mode question.

CPYLTD - Send Invoices

File Help

Search: Search Advanced...

Order By: Company:

Documents: A/R Invoices O/E Invoices O/E Credit/Debit Notes

Document Date: From To

Email Template: Preview Attachments...

Last Updated: 01/02/2026 15:30:32 By: ADMIN

Select	Customer Number	Company Name	Source Appl.	Invoice Number	Invoice Date	Invoice Amount	Cur
<input type="checkbox"/>	1200	Mr. Ronald Black	OE	IN00000000000002	2/17/2019	1,958.98	US\$
<input type="checkbox"/>	1200	Mr. Ronald Black	AR	TR-CRE-006	2/2/2019	264.61	US\$

Page 1 of 1

After a few seconds, a message will appear:

Message

Index	Priority	Description
1	Message	1 email(s) sent.
2	Message	Send Invoices complete.

Description: 1 email(s) sent.
Source: 16:38:42 -

Comments:

- The same kind of communication will be created as in previous activities.