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**TaiRox Collections**

**Implementation Guide**

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**Important Notice**

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# Installation

Uninstall prior version of TaiRox Collections before installing a new version of Collections

* **Control Panel > All Control Panel Items > Programs and Features**
* In Windows 10 or 11, go to **Settings > Apps and Features**

**Install the new version of TaiRox Collections**

* Run **Setup-2018-2024.msi** to install TaiRox Collections (i*f you have Sage 300 2018 or later*)*.*
* You must install TaiRox Collections on each computer where Sage 300 is physically installed.
* You must run RegAcc.exe on each workstation that runs Sage 300 from a server (or run Workstation Setup with “repair”).

# Activation

**Activate the new version of Collections using Sage 300 Activation**

* Select **Administrative Services > Data Activation**
* No information is entered for activation

# Collections License Information

**Enter license information on the Sage 300 Desktop under TaiRox CRM and Collections**

* Select **TaiRox CRM and Collections > Setup > License Number**
* Enter the license number in the License field and choose Save

# Collections Module Title on the Sage Desktop

**Edit the program title on the Sage 300 Desktop for TaiRox Collections**

TaiRox CRM and Collections and TaiRox Collections are installed using the same installation files, but with different licenses. If you have installed the Collections module without CRM, you can change the program name in the properties file for the program module.

* Right-click **TaiRox CRM and Collections** in the left column of the Sage Desktop, and select **Properties**
* Edit the title to **TaiRox Collections** and click OK

# Set Up Options, Case Stages, and Communication Types for TaiRox Collections

## Collections Options

**Provides:**

* Default number of lines in Collections grids.
* Default locations for Collections emails and documents.
* Switch to suspend automatic integration between Sage A/R and TaiRox Collections.
* Email server settings for sending emails directly from TaiRox Collections.
* List of entities that will update users’ calendars.

***Notes regarding email server settings:***

* These settings are used to send payment reminders for overdue invoices, to send documents from the Companies window, and to send statements, A/R invoices and O/E invoices to companies.
* You must also specify email subject lines and “from email” addresses in the Accounting Documents Setup function, and specify email text for A/R statements, letters and invoices.

|  |  |  |  |
| --- | --- | --- | --- |
| **Collections Options** | | | |
| **Email Archive Folder** |  | | |
| **Suspend A/R Integration** |  | | (select to suspend integration between CRM Companies and Accounts Receivable customers) |
| **Suspend M/T Integration** |  | | (select to suspend integration between CRM Contacts and Sage 300 M/T Contacts) |
| **Email Server Settings** | | | |
| **Server Name** |  | | |
| **Server Port** | Port # | | Use SSL |
| **Username** |  | | |
| **Password** |  | | |
| **From Email** | (default can be changed for different accounting documents) | | |
| **Calendar Settings** | | | |
| **Select which entities will update user calendars** |  | | Cases |
|  | | Tasks |
| **Document Folders – Destination folders for “drag and drop” operations** | | | |
| **Company Documents** | |  | |
| **Case Documents** | |  | |
| **Tracked Invoice Documents** | |  | |

## Add Case Stages

Case stages are user-defined stages in your collection or support processes.

For example, you might add the following stages:

* Collection stages: Open, Reminder sent, Call, Warning, Legal.
* Support stages: Open, Research, Pending, Resolved, Closed

You can add as many stages as you require.

Notes:

* The **Sort Order** for case stages determines the order that the stages will appear in the Finder for the “Stage” field on the Case screen.

Case Stages:

|  |  |  |
| --- | --- | --- |
| **Stage Code** | **Description** | **Sort Order** |
| **Notes** | |
| Enter code | Enter description. | (number). |
| Enter notes (e.g. for collections or support). | |
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## Add Communication Types

Communication types appear on communications and show how you communicated with the company or company contact – such as by phone, email, mail, fax, text, or meeting. Each time you document a communication, you must also specify the communication type.

Collections Default Communication Types:

|  |  |
| --- | --- |
| **Communication Type** | **Description** |
| EMAIL | Email |
| FAX | Fax |
| MAIL | Mail |
| PHONE | Phone |
| TEXT | Text |

You might want to add Skype or meeting as communication types.

Communication Types:

|  |  |
| --- | --- |
| **Code** | **Description** |
| **Notes** |
| EMAIL | Email |
|  |
| FAX | Fax |
|  |
| MAIL | Mail |
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| PHONE | Phone |
|  |
| TEXT | Text |
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## Add Optional Fields

You can add Sage 300 optional fields to companies, contacts, opportunities, users, documents, communications, and cases.

Optional fields are displayed in grids (such as the companies, contacts, and users lists), as well as on Optional Field tabs.

* First, add optional fields to Sage 300 using **Common Services > Optional Fields**.

You can also add a set of values for a Finder list when you add fields.

* Second, add optional fields to Collections using **TaiRox Collections > Setup > Optional Fields**.

You can set the default value of the optional field by choosing Yes in the Value Set field and selecting the value in the Default Value field from values that were added in Common Services. Or you can enter a default value if no list of values were added.

***Note about Company optional fields:*** A/R Customer optional field values will be imported from Sage 300 if the same optional fields have been added to Collections.

However, you ***do not*** need to set up the optional fields before you import customers. If you later add the matching optional fields to Collections, the program will ask if you want to update companies with the optional field data from A/R.

Optional Fields:

* Location is Companies, Contacts, Users, Documents, Communications, or Cases.

| **Location** | **Optional Field** | **Description** | | **Val Set** |
| --- | --- | --- | --- | --- |
| **Default Value** | **Value Description** | **Req** | **Auto Ins** |
| Choose record type | Type Op Fld name |  | |  |
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# Set Up Contacts and Companies

## Import Contacts from the Sage 300 M/T Contacts module using TaiRox Collections’ Sync Contacts Program

* You must activate the Sage 300 M/T Contacts module before setting up Collections. If you do not have the Sage 300 M/T Contacts module, go on to the next step to synchronize A/R customers with Collections.
* You must run Sync Contacts before running Sync Customers if you use Sage 300 M/T Contacts.

**Import your current Sage 300 M/T Contacts to TaiRox Collections**

* Select **TaiRox Collections > Setup > Sync Companies**
* Click Next – screen #2 lists contacts that are only in TaiRox Collections. This screen will not have any entries if this is a new Collections system.
* Click Next – screen #3 lists all contacts that are in Sage Multiple Contacts only.
* Click the All button to copy all contacts to TaiRox Collections.
* Click Next – screen #4 displays contacts that exist in Collections and Sage Multiple Contacts but have different data. This grid should be empty.
* Click Next to get to the last screen, and then click the Finish button.
* Optional fields associated with Contacts will also be copied if you selected matching optional fields in TaiRox Collections.

Contact optional fields will also be imported from Sage 300 if the same optional fields have been added to TaiRox Collections.

## Import Customers from Sage 300 using TaiRox Collections’ Sync Companies Program

**Import your current Sage 300 A/R customers to TaiRox Collections**

* Select **TaiRox Collections > Setup > Sync Companies**
* Click Next – screen #2 lists companies that are not in TaiRox Collections.
* Click the All button to copy all A/R customers to Collections.
* Click Next – screen #3 displays companies that are in Collections and Sage Multiple Contacts but have different data. This grid should be empty.
* Click Next to get to the last screen, and then click the Finish button.
* Optional fields associated with customers will also be attached to Collections companies if you selected matching optional fields in TaiRox Collections.

***About Company Optional Fields:*** A/R Customer optional fields will be imported from Sage 300 if the same optional fields have been added to TaiRox Collections.

However, you ***do not*** need to set up the optional fields before you import customers. If you later add the matching optional fields to Collections, the program will ask if you want to update companies with the optional field data from A/R.

***Notes regarding territories:***

* Sync Companies adds territory codes to TaiRox Collections for territories assigned to your current customers. You can add new territory codes in Collections and you can add a territory description to each one.
* You can assign users to as many territories as you want, as well as to “All Territories”.

## Import Existing Contacts from TaiRox Productivity Tools

***If you maintain contacts with TaiRox Productivity Tools and do NOT use Sage Multiple Contacts,*** **import your current Productivity Tools contacts to Collections.**

Note that the “Import Prod. Tools Contacts” icon will ***not*** appear in the TaiRox Collections Setup folder ***if you use the Multiple Contacts module with Sage 300.***

The “Import Productivity Tools Contacts” program does not import Sage M/T Contacts information from Accounts Receivable customer records.

The TaiRox Productivity Tools User Guide provides instructions for updating contacts when you activate the Sage 300 M/T Contacts module.

* Select **TaiRox Collections > Setup > Import Prod Tools Contacts**
* Operations include Insert Only, Update Only, and Insert and Update.
* CRM provides an option for including inactive contacts or contacts for inactive customers.
* Optional fields are not imported using this program.

See “Appendix C: Exporting and Importing Companies and Contacts” in the TaiRox CRM and Collections User Guide for information on importing contacts from other contact management programs.

# Set Up Territories, Users & Security

## Notes Regarding Companies, Territories, and Users

**Companies belong to a territory. Territories are imported with customers from A/R when you run Sync Companies.**

* Contacts and cases are linked to companies and, therefore, are associated with a territory.

**Users see companies based on the territories to which they belong and based on their security rights.**

* Collections users are imported from Sage 300 and assigned to territories and to Collections security groups.
* Users are also assigned to security groups that can provide access to Collections administrative rights and rights to Collections companies, notes and documents, cases, disputed invoices, overdue invoices, tracked invoices, promised payments, collections, and accounting documents.
* Security groups and user authorizations are granted through Sage 300 Administrative Services.

**Note:** To use Sage security for Sage Collections, you must:

* Turn it on for the Sage 300 system database using Database Setup if the installation does not currently use security.
* Create Sage security groups for TaiRox Collections access.
* Assign users to the Collections security groups.

## Update Territory Codes

**Add descriptions to Sage 300 territory codes, and add new territory codes for prospects.**

* Select **TaiRox CRM > Setup > Territories**

Territory Codes:

|  |  |
| --- | --- |
| **Code** | **Description** |
|  | **Notes** |
| Enter code | Enter description |
|  | Enter notes here. |
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***Notes regarding territories:***

* Sync Companies adds territory codes to TaiRox Collections for territories assigned to your current customers. You can also add new territory codes in TaiRox Collections.
* You can assign users to territories in the Territories Setup UI; however, it’s usually easier to add users to territories when setting up users. (See the next section.)

## Import Users from Sage 300

**Import your current Sage 300 users who will use TaiRox Collections**

* Select **TaiRox Collections > Setup > Users**
* Click the Add button on the Users screen.
* Enter or use the Finder to select the new CRM user. **Note:** the user ***must*** be added to Sage 300 first.
* Select the “All Territories” checkbox if you want the user will be able to see opportunities and cases in all territories – not just territories to which they are assigned.

CRM Users:

| **User ID** | **Name** | **All Ter?** | | **Restrict to these territories** |
| --- | --- | --- | --- | --- |
| **Notes** | | | |
| User ID | User Name | |  | Or list territory codes |
|  | | | |
| User ID | User Name | |  | Or list territory codes |
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| User ID | User Name | |  | Or list territory codes |
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| User ID | User Name | |  | Or list territory codes |
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| User ID | User Name | |  | Or list territory codes |
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## Add New Collections Security Groups to Sage 300

Create security groups for different sets of TaiRox Collections users to allow different access rights.

* Select **Administrative Services > Security Groups**
* Choose TaiRox CRM and Collections as the application

| **CRM Group ID** | Enter Group ID. |
| --- | --- |
| **Group Description** | Enter description. |
| **Select Security Access Rights** | |
| |  |  |  | | --- | --- | --- | | Setup Maintenance | Opportunity Maintenance | Note Maintenance | | Setup Inquiry | Opportunity Inquiry | Note Inquiry | | Import Processing | Contact Maintenance | Collections | | Export Processing | Contact Inquiry | Case Maintenance | | User Maintenance | Document Maintenance | Case Inquiry | | Company Maintenance | Document Inquiry | Send Documents | | Company Inquiry | Communication Maintenance | Accounting Doc Maintenance | | Promote/Unlink Companies | Communication Inquiry | Accounting Doc Inquiry | |  |  |  | | |

| **CRM Group ID** | Enter Group ID. |
| --- | --- |
| **Group Description** | Enter description. |
| **Select Security Access Rights** | |
| |  |  |  | | --- | --- | --- | | Setup Maintenance | Opportunity Maintenance | Note Maintenance | | Setup Inquiry | Opportunity Inquiry | Note Inquiry | | Import Processing | Contact Maintenance | Collections | | Export Processing | Contact Inquiry | Case Maintenance | | User Maintenance | Document Maintenance | Case Inquiry | | Company Maintenance | Document Inquiry | Send Documents | | Company Inquiry | Communication Maintenance | Accounting Doc Maintenance | | Promote/Unlink Companies | Communication Inquiry | Accounting Doc Inquiry | |  |  |  | | |

| **CRM Group ID** | Enter Group ID. |
| --- | --- |
| **Group Description** | Enter description. |
| **Select Security Access Rights** | |
| |  |  |  | | --- | --- | --- | | Setup Maintenance | Opportunity Maintenance | Note Maintenance | | Setup Inquiry | Opportunity Inquiry | Note Inquiry | | Import Processing | Contact Maintenance | Collections | | Export Processing | Contact Inquiry | Case Maintenance | | User Maintenance | Document Maintenance | Case Inquiry | | Company Maintenance | Document Inquiry | Send Documents | | Company Inquiry | Communication Maintenance | Accounting Doc Maintenance | | Promote/Unlink Companies | Communication Inquiry | Accounting Doc Inquiry | |  |  |  | | |

## Add Collections Users to Security Groups in Sage 300

After creating Collections security groups, add users in Sage 300 Administrative Services.

* Select **Administrative Services > User Authorizations**

| **User ID** | **(name)** | **Application** | **Group ID** | **(description)** |
| --- | --- | --- | --- | --- |
| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |
| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |
| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |
| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |
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| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |
| User ID | User Name | TaiRox CRM and Collections | Enter Group ID | Group ID Description |

# Specify Email Settings and Content for Sending Statements, Letters, and Invoices to Customers

Specify email message details for sending documents to customers using the Accounting Documents setup screen.

* Select **TaiRox Collections > Setup > Accounting Documents**

Accounting Documents:

| **Field** | | | |
| --- | --- | --- | --- |
| **Document Type** | A/R Customer Statement | | Inactive |
| **Email Specification** | | | |
| **From Email** |  | | |
| **Reply To Email** |  | | |
| **CC** |  | | |
| **Bcc** |  | | |
| **Email Subject** | Click or tap here to enter text. | | |
| **Email Body** | Click or tap here to enter text. | | |
| **Attachment Limit** | . | (0 for no limit to the number of attachments per email) | |
| **Notes** |  | | |
| **Create a Communication When You Send an Email** | | | |
| **Archive Folder** |  | | |
| **Organize By** | Choose an item. | | |

| **Field** | | | |
| --- | --- | --- | --- |
| **Document Type** | A/R Customer Letter | | Inactive |
| **Email Specification** | | | |
| **From Email** |  | | |
| **Reply To Email** |  | | |
| **CC** |  | | |
| **Bcc** |  | | |
| **Email Subject** | Click or tap here to enter text. | | |
| **Email Body** | Click or tap here to enter text. | | |
| **Attachment Limit** | . | (0 for no limit to the number of attachments per email) | |
| **Notes** |  | | |
| **Create a Communication When You Send an Email** | | | |
| **Archive Folder** |  | | |
| **Organize By** | Choose an item. | | |

| **Field** | | | |
| --- | --- | --- | --- |
| **Document Type** | A/R Customer Invoice**\*** | | Inactive |
| **Email Specification** | | | |
| **From Email** |  | | |
| **Reply To Email** |  | | |
| **CC** |  | | |
| **Bcc** |  | | |
| **Email Subject** | Click or tap here to enter text. | | |
| **Email Body** | Click or tap here to enter text. | | |
| **Attachment Limit** | . | (0 for no limit to the number of attachments per email) | |
| **Notes** |  | | |
| **Create a Communication When You Send an Email** | | | |
| **Archive Folder** |  | | |
| **Organize By** | Choose an item. | | |

**\*** Note that these settings are for the Send A/R Invoices program – not for the Send Invoices program.   
See the next section for Settings for Send Invoices.

| **Field** | | | |
| --- | --- | --- | --- |
| **Document Type** | O/E Order Invoice**\*** | | Inactive |
| **Email Specification** | | | |
| **From Email** |  | | |
| **Reply To Email** |  | | |
| **CC** |  | | |
| **Bcc** |  | | |
| **Email Subject** | Click or tap here to enter text. | | |
| **Email Body** | Click or tap here to enter text. | | |
| **Attachment Limit** | . | (0 for no limit to the number of attachments per email) | |
| **Notes** |  | | |
| **Create a Communication When You Send an Email** | | | |
| **Archive Folder** |  | | |
| **Organize By** | Choose an item. | | |

**\*** Note that these settings are for the Send O/E Invoices program – not for the Send Invoices program.  
See the next section for Settings for Send Invoices.

# Specify Settings for Overdue Payment Reminders, Payment Due Alerts and Send Invoices

## Settings for Overdue Payment Reminders

Specify settings and email message details for sending overdue payment reminders to customers using the Overdue Payment Reminders Setup screen.

* Select **TaiRox Collections > Setup >** **Overdue Payment Reminders Setup**

Overdue Payment Reminders Setup

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Overdue Payment Reminders – Settings Tab** | | | | | |
| **Overdue Payment Stages** | | **Label** | | **Action** | **Email Template** |
| [1] Day to [ 30] Days | | 1 - Late | | Send Email | 1Late.html |
| [ 31] Days to [ 60] Days | | 2 - Past Due | | Send Email | 2PastDue.html |
| [ 61] Days to [ 90] Days | | 3 - In Arrears | | Send Email | 3InArrears.html |
| Over [ 90] Days | | 4 - Delinquent | | Send Email | 4Delinquent.html |
| **Min days overdue** | | [0] | (specify the number of days that an invoice can be overdue before the program creates an Overdue Payment Reminder) | | |
| **Min days between payment reminders** | | [0] | (specify the minimum number of days before a company will be sent another payment reminder – such as 7 or 14 days) | | |
| **Format** (invoice table) | | Choose the format for listing invoices | | | |
| **Email Server Settings** | | | | | |
| **Email Subject** | | <your company name> - Payment Overdue | | | |
| **From Email** | |  | | | |
| **Reply To Email** | |  | | | |
| **CC** | |  | | | |
| **Bcc** | |  | | | |
| **Create a Communication When You Send an Email** | | | | | |
| **Archive Folder** |  | | | | |
| **Organize By** | Choose an item. | | | | |
| **Overdue Payment Reminders – Scheduling Tab** | | | | | |
| **Send Email Options** | | | | | |
| **Attach copies of the invoices** | | | | | |
| **Substitution Variables** | | | | | |
| **Variable Name** | | **Value Description** | | | |
| **$USER\_NAME** | | Click or tap here to enter text. | | | |
| **$USER\_PHONE** | | Click or tap here to enter text. | | | |
| **$USER\_EMAIL1** | | Click or tap here to enter text. | | | |
| **Overdue Payment Reminders – Scheduling Tab** | | | | | |
| **$USER\_EMAIL2** | | Click or tap here to enter text. | | | |
| **Attachments** | | Click or tap here to enter text. | | | |
| **Create Task Options** | | | | | |
| **Assign To** | | Click or tap here to enter text. | | | |
| **Revisit On** | | 0 days after creation | | | |
| **Generate overdue payment reminders but do not send emails or create tasks for customers with** | | | | | |
| **Unapplied Credit** | | | | | |
| **Disputed Invoices** | | | | | |
| **Promised Payments** | | | | | |

## Settings for Payment Due Alerts

Specify settings and email message details for sending payment due alerts to customers using the Payment Due Alerts Setup screen.

* Select **TaiRox Collections > Setup > Payment Due Alerts Setup**

Payment Due Alerts Setup

| **Payment Due Alerts – Settings Tab** | | | |
| --- | --- | --- | --- |
| **Number of days before due date to send alert** | | [0] | (specify the number of days before an invoice is due to send a Payment Due Alert) |
| **Min days between payment due alerts** | | [0] | (specify the minimum number of days before a company will be sent another payment due alert – such as 7 or 14 days) |
| **Email Template** | | DueSoon.html | |
| **Email Subject** | | <your company name> - Payment Due Soon | |
| **Email Specification** | | | |
| **From Email** |  | | |
| **Reply To Email** |  | | |
| **CC** |  | | |
| **Bcc** |  | | |
| **Create a Communication When You Send an Email** | | | |
| **Archive Folder** |  | | |
| **Organize By** | Choose an item. | | |
| **Payment Due Alerts – Scheduling Tab** | | | |
| **Send Email Options** | | | |
| **Attach copies of the invoices** | | | |
| **Substitution Variables** | | | |
| **Variable Name** | | **Value Description** | |
| **$USER\_NAME** | | Click or tap here to enter text. | |
| **$USER\_PHONE** | | Click or tap here to enter text. | |
| **$USER\_EMAIL1** | | Click or tap here to enter text. | |
| **$USER\_EMAIL2** | | Click or tap here to enter text. | |
| **Attachments** | | Click or tap here to enter text. | |

## Settings for Send Invoices

Specify settings and email message details for sending invoices to customers using the Send Invoices Setup screen.

* Select **TaiRox Collections > Setup > Send Invoices Setup**

Send Invoices Setup

| **Send Invoices – Settings Tab** | |
| --- | --- |
| **Email Specification** | |
| **Email Template** | SendInvoice.html |
| **Email Subject** | <your company name> - Invoice |
| **From Email** |  |
| **Reply To Email** |  |
| **CC** |  |
| **Bcc** |  |
| **Create a Communication When You Send an Email** | |
| **Archive Folder** |  |
| **Organize By** | Choose an item. |
| **Payment Due Alerts – Scheduling Tab** | |
| **Send Email Options** | |
| **Substitution Variables** | |
| **Variable Name** | **Value Description** |
| **$USER\_NAME** | Click or tap here to enter text. |
| **$USER\_PHONE** | Click or tap here to enter text. |
| **$USER\_EMAIL1** | Click or tap here to enter text. |
| **$USER\_EMAIL2** | Click or tap here to enter text. |
| **Attachments** | Click or tap here to enter text. |