



Microsoft GP – Receivables and Collection Management Training Agenda

OBJECTIVE	To have a basic understanding of the Receivables and Collection Management Module
DOCUMENT	A training manual will be provided upon registration
TECHNICAL REQUIREMENTS	Attendees will be required to have two computers available – one to follow the session using WebEx and one with the demo company Fabrikam installed to complete training exercises.
COST	\$400 per registrant
TIME ESTIMATE	TOPIC
Morning 9:00am to 10:15am	<ul style="list-style-type: none">• An overview of setup options for Receivables• How to use and create customer classes• How to set up and maintain customer records• How to create single use and recurring batches• How to enter and edit transactions• How to review your work prior to posting and how to post transactions• How to enter cash receipts and how to apply receipts and credit notes to invoices and other documents• How to void transactions and how to handle NSF cheques• How to use customer hold and transaction hold features
Break 10:15am to 10:30am	
Morning 10:30am to 12:00pm	
Lunch 12:00pm to 1:00pm	
Afternoon 1:00pm to 4:00pm	<ul style="list-style-type: none">• An overview of setup options for Collections Management• How to enter customer collection information• Viewing collection information• Entering customer notes and tasks• Creating a customer query• Creating reminder letters• Printing collection letters• Printing collection statements and invoices • How to perform inquiries and generate reports• An explanation of routines and utilities in POP• Smart list Functions

Please note that this session may be rescheduled if the minimum number of registrants is not met.