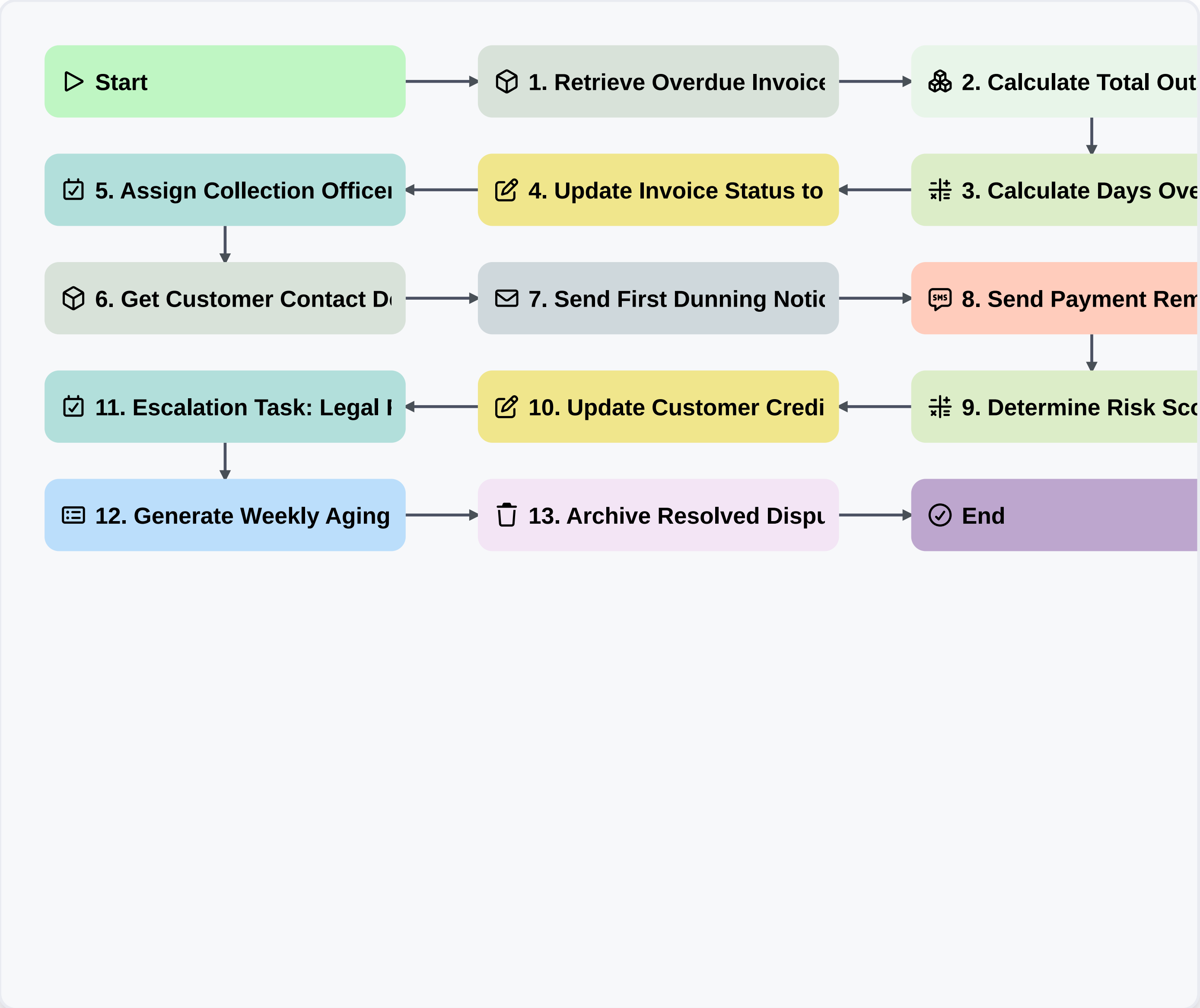
ChecklistGuro

Credit Control And Collections Workflow



Start
Start of the Workflow/Process.

1. Retrieve Overdue Invoices
Fetch all invoice entries from the Data Model where the due date is less than the current date and status is 'Unpaid'.

2. Calculate Total Outstanding Debt
Sum the 'Amount Due' property of all retrieved overdue invoice entries to determine total exposure.

3. Calculate Days Overdue
Calculate the number of days between the 'Due Date' and the 'Current Date' for each entry.

4. Update Invoice Status to 'In Collection'
Change the status field of the identified overdue invoices to 'In Collection' to prevent duplicate processing.

5. Assign Collection Officer
Create a task for the Credit Control Manager to review the high-value overdue accounts.

6. Get Customer Contact Details
Retrieve email addresses and phone numbers from the Customer Data Model linked to the overdue invoices.

7. Send First Dunning Notice
Send an automated polite reminder email to the customer regarding the unpaid balance.

8. Send Payment Reminder SMS
Send a short SMS notification to the customer's registered mobile number for invoices overdue by more than 7 days.

9. Determine Risk Score
Calculate a new Risk Score based on the ratio of overdue amount to the total credit limit.

10. Update Customer Credit Limit
Automatically decrease the customer's available credit limit if the risk score exceeds a predefined threshold.

11. Escalation Task: Legal Review
Create a high-priority task for the Legal Department for accounts that have reached 60 days overdue.

12. Generate Weekly Aging Report
Create a summary report showing the distribution of receivables across 30, 60, and 90+ day buckets.

13. Archive Resolved Disputes
Remove entries from the 'Active Disputes' data model once a resolution or payment has been confirmed.

End
End of the Workflow/Process.