

Microsoft D365 Collections Management: Skill Certification

A 1 week online certification program designed for credit and collections professionals to help them gain the skills to configure collection management in D365.

🕒 Duration: 1 Week | 🖥️ 100% Online | 🌟 Certificate and Badge



Master your knowledge in Collections Management on D365 and earn this exclusive skill badge now!

What to Expect from a Highako Skill Certification

- 100% Online**
Enjoy learning from home without a strict schedule. You get to set your own pace.
- Best-in-Class Instructors**
Learn useful strategies and techniques explained by leading experts in the credit industry.
- Certificate & Badge**
Get an official Certificate and Badge on Successfully Completing this Certification
- Duration: 4-5 Hours**
You can complete this certification in 4-5 hours
- 1 on 1 with Instructor**
Get a chance to have a 1 on 1 doubt clearing session with our instructors
- Actionable Downloads & Templates**
Get access to downloadable assets like calculators and templates

Here's a list of the entire Course Curriculum:

1. Creating Collection Letters in Microsoft Dynamics D365

- 1.1 Collection Letters Overview in D365
- 1.2 Creating Collection Letters in D365
- 1.3 Create a Collection Letter Sequence in D365
- 1.4 Processing Collection Letters in D365

2. Reporting Day Sales Outstanding in Microsoft Dynamics D365

- 2.1 Overview of Day Sales Outstanding in D365
- 2.2 How to Configure Start Date for DSO Calculation in D365
- 2.3 DSO Calculation in D365: Case Study
- 2.4 Quiz #1

3. D365 Collections Case Management: Improve Your Recovery Rate

- 3.1. Credit and Collections Workspace in Microsoft Dynamics 365
- 3.2. Collections Case Management in D365: A Detailed Overview
- 3.3. Practical Walkthrough of Setting Up A Case Category in D365

4. Maintaining Customer Information in D365

- 4.1. Basics of Maintaining Customer Information in D365
- 4.2 How to Create New Customer Account in D365
- 4.3. How to Set-Up Credit and Collections Defaults in D365
- 4.4 How to Configure Payment Defaults in D365

5. Customizing Aging Reports in Microsoft Dynamics D365

- 5.1 Understanding the Terminologies of Microsoft D365 Collections
- 5.2 How to Configure Dynamics 365 Aging Period Definitions
- 5.3 How to Create Customer Aging Snapshot in D365
- 5.4 How to Generate Customer Aging Report in Dynamics 365
- 5.5 Quiz #2

6. Final Assessment

- 6.1 Final Quiz
- 6.2 Certificate and Feedback



What's included:

After taking this skill-certification course, you will get access to:

What you will get:

- 6 Modules
- Learn from the Experts
- Hands-on Training
- 3 Assessments
- 1 Hours' of Content
- Official Certification & Badge

Here's what our customers have to say about Highako and our skill certifications:

"Highako is a great option for professionals continuing education. I suggest everyone in credit to give it a try to see if it's right for you"



Jon Flora
President of NACM Credit Services

"I have a dynamic team with varying experience levels, but we were all able to receive a from the skill-based programs available through Highako Academy"



Carrie Brattle
Accounts Receivable & Trade Manager, Darigold

"With job-specific skills and professional certifications, Highako is a one-stop training platforms for all credit teams"



Joy Krugel
Credit Manager, Johnsonville LLC

After taking this mini-certification course, you will be able to:

- ✓ Creating a Collection Letter Sequence in D365
- ✓ Processing Collection Letters in D365
- ✓ How to Configure Start Date for DSO Calculation in D365
- ✓ How to Configure Dynamics 365 Aging Period Definitions

Gain an Industry-Recognized Skill Certificate



Highako Certified Skill Badge is a great way to showcase your achievement to peers and potential employers by adding the skill badge to your LinkedIn profile.

Need help to convince your manager to pay for your training?

We've got you covered! [Click here for a pitch](#)

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