

12TH ANNUAL

# SedonaOffice® USERS CONFERENCE

MARCO ISLAND, FLORIDA  
JANUARY 27 - 29, 2014



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NETWORK



ACHIEVE

## Collections & Cancellations Management

Presented By:

Lisa Gambatese &

Laurie Goodrich

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## Collection Queues

There are two types of Collection Queues in SedonaOffice, Sequenced and Non-Sequenced.

### Sequenced Queue

Sequenced Queues will automatically place a Customer into a Queue based on the Criteria of the Queue. What's most important to know is that once a Customer is placed in a Sequenced Queue they will stay in that queue until their criteria changes or they are manually moved to a non-sequenced queue.

### Non-Sequenced Queue

A Non-Sequenced queue is one that a Customer will stay in until you remove them. These queues are best for the special processing of collections such as Legal/Collection and Support issues.

### Defining a Collection Queue

Select the Collections option then choose either New or Edit.

**Collection Profile Setup**

Description: 30 Days Past Due

Customer Type:  Commercial,  Residential,  Both

Branch Selection:  Cleveland,  Columbus,  Michigan,  All Branches

Access and Security:  Restrict Access to User Who Created Profile

Aging: Days Past Due: 30 Thru 60; Minimum Amount Past Due: \$1.00

Setup and Sequencing: Put in Auto Sequencing: ; Auto Sequencing Number: 20; Initial Collection Status: In Collections

Notes: All customer between 30 and 60 days past due

Buttons: Save, Close

### Description

This is the Name of the Collection Queue. This will be used on the Display of the Customer and is used in the CQB as a selection criteria field.

### Customer Type

Choose whether you want just Commercial, Residential or Both types of Customers.

### Branch

Select the Branches for this Queue.

### Customer Number Range

This can be used to limit the Customer by Customer Number. Leave these fields blank to select all Customers.

### Access and Security

Use this option to limit who can access to this Queue.  
(E.g. A Collection Manager might want to set it so that only he or she can access the Queue)

### Aging

Use this section to determine the Aging criteria and Minimum Amount to qualify for this Queue. (If this queue is to be a Non-Sequenced Queue, then make the Aging Days 99999 to 99999 to prevent new customers from coming into the queue when the queue is refreshed.)

### Put in Auto Sequence

By selecting this option, this Queue will be a Sequenced Queue.

### Auto Sequence Number

This is the sequence number to use when evaluating what Queue the Customer should be placed in. Careful consideration needs to be used when assigning these numbers. Since a Customer can only be in one Queue at time, they will be put in the first Queue they qualify for when processing the update. Use the lowest number for the greatest Past Due queue.

### Initial Collection Status

This is the Collection Status that will be assigned to the Customer when first put into a Collection Queue. The initial collection status does not automatically update. Statuses should be changed when manual collection activities are created. Collection statuses are displayed on the customer record, service tickets, and when entering payments for the customer in the payment processing queue.

## Working the Collection Queues

Here are the options while working within a Collection Queue.

Over 60 Days - Auto Sequence #10

Include Late Fees in Amount Due

10007  
 Fred and Wilma Flintstone  
 Flintstone, Fred  
 55 Bedrock Dr  
 Chagrin Falls, OH 44022  
 (999) 555-8877

Amount Due: \$37,498.58  
 Credits: \$15,321.29

Last Late Fee: \$859.61

Customer #	Name	Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da...	61-9
10003	Lisa Loeb	(517) 890-3432	Posted Payment	9/10/2008	Called Customer	41,575.70	0.00	0.00	508.80	0.00	
10007	Fred and Wilma Flintstone	(999) 555-8877	Posted Advance Deposit		In Collections	37,498.58	15,321.29	516.58	26,223.64	0.00	
5550000	ABC Master Account		Sent Letter		In Collections	885.88	0.00	0.00	0.00	0.00	
10031	Fred Jones		Posted Payment		In Collections	2,555.36	0.00	0.00	800.00	0.00	
10032	Faybrick, Don		Sent Letter		In Collections	1,811.10	0.00	90.10	270.30	0.00	
10033	Johnson, Fred		Posted Unapplied Cash		In Collections	342.19	1,624.00	81.89	180.15	0.00	
99900	Master Account	(444) 888-9999	Sent Letter		In Collections	635.84	0.00	0.00	110.00	0.00	
10045	Moon Test		Sent Letter		In Collections	291.50	0.00	26.50	79.50	0.00	
10047	Paul Victor	(999) 123-4567	Sent Letter		In Collections	2,021.84	0.00	0.00	148.24	0.00	
10049	New Moved Customer		Auto Put in Queue		In Collections	14,360.00	0.00	0.00	50.00	0.00	

## Opening a Customer

Double click any line to open the Customer Explorer.

## Manual Event

Use the Manual Event button to enter a Collection Activity Event.

Enter Manual Collection Activity

Customer

10032  
 Faybrick, Don  
 555 Main St.  
 Miami, FL 33162

Activity Detail

Follow Up Date: 1/31/2009

Collection Status: Called Customer

Collection Activity: EFT Payment Entered

Notes

Took and CC payment over the phone.

Save Close

## Collection Note

Use the Collection Note button to enter a note.

## Move to Another Queue

Use this button to move this Customer to another Collection Queue. Note, you can only move them to a Non-Sequenced Queue.

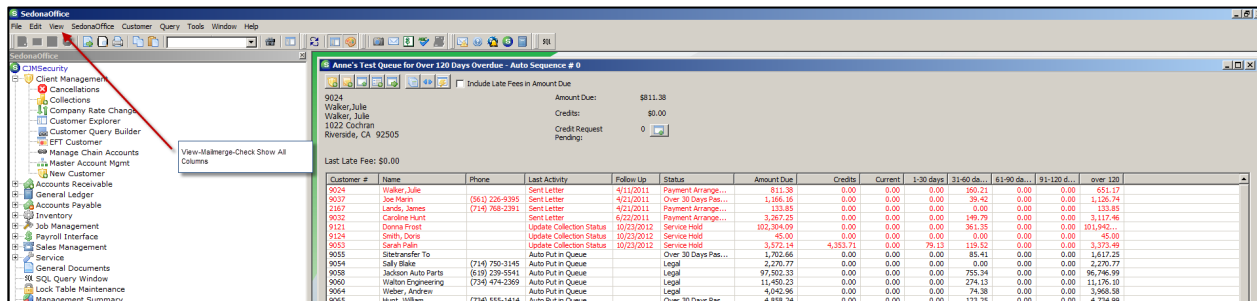
## Mailmerge From Collection Queue

A template server is not a piece of equipment. It is the location where the Microsoft Word template letters will be saved for use when running collection letters and customer query builder letters.

- Open Microsoft Word to a blank document
- Go to Collections Module in SedonaOffice and open a collections queue

From the Collections module:

1. Go to View-Mailmerge-Show Columns (to show all available fields for Collection Module)



2. Press the Mailmerge button to get a list of available columns for the letter.

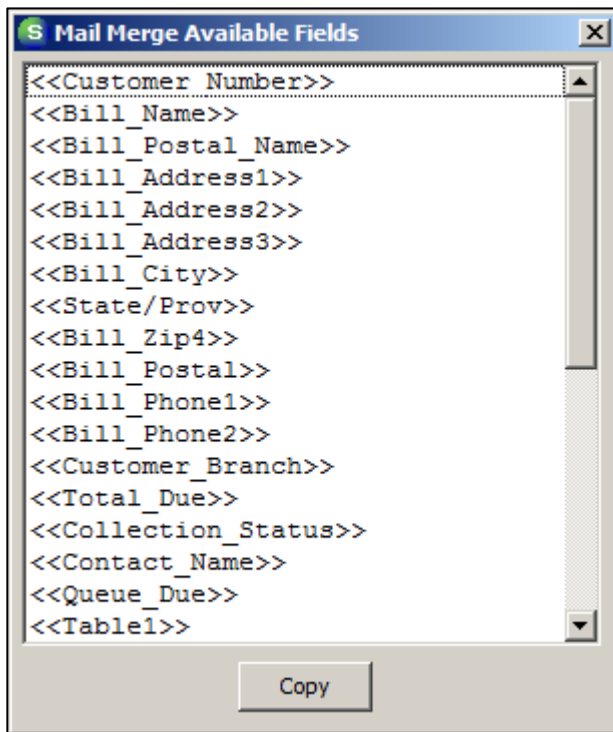
Anne's Test Queue for Over 120 Days Overdue - Auto Sequence # 0  
 Include Late Fees in Amount Due  
 9024 Walker, Julie Amount Due: \$811.38  
 Walker, Julie Credits: \$0.00  
 1022 Cochran Credit Request: 0  
 Riverside, CA 92505 Pending:

Last Late Fee: \$0.00

Customer #	Name	Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da...	61-90 da...	91-120 d...	over 120
9024	Walker, Julie		Sent Letter	4/11/2011	Payment Arrange...	811.38	0.00	0.00	0.00	160.21	0.00	0.00	651.17
9037	Joe Marin	(561) 226-9395	Sent Letter	4/21/2011	Over 30 Days Pas...	1,166.16	0.00	0.00	0.00	39.42	0.00	0.00	1,126.74
2167	Lentis, James	(714) 768-2391	Sent Letter	4/21/2011	Payment Arrange...	133.85	0.00	0.00	0.00	0.00	0.00	0.00	133.85
9032	Caroline Hunt		Sent Letter	6/23/2011	Payment Arrange...	3,267.25	0.00	0.00	0.00	149.79	0.00	0.00	3,117.46
9121	Donna Frost		Update Collection Status	10/23/2012	Service Hold	102,304.09	0.00	0.00	0.00	361.35	0.00	0.00	101,942...
9124	Smith, Doris		Update Collection Status	10/23/2012	Service Hold	45.00	0.00	0.00	0.00	0.00	0.00	0.00	45.00
9052	Sarah Palm		Update Collection Status	10/23/2012	Service Hold	3,572.14	0.00	78.13	119.52	0.00	0.00	0.00	3,373.49
9055	Sitetransfer To		Auto Put in Queue		Over 30 Days Pas...	1,702.66	0.00	0.00	0.00	85.41	0.00	0.00	1,617.25
9054	Sally Blake	(714) 750-3145	Auto Put in Queue		Legal	2,270.77	0.00	0.00	0.00	0.00	0.00	0.00	2,270.77
9058	Jackson Auto Parts	(619) 239-5541	Auto Put in Queue		Legal	97,502.33	0.00	0.00	0.00	755.34	0.00	0.00	96,746.99
9060	Walton Engineering	(734) 474-2369	Auto Put in Queue		Legal	11,490.23	0.00	0.00	0.00	274.13	0.00	0.00	11,176.10
9064	Weber, Andrew		Auto Put in Queue		Legal	4,942.96	0.00	0.00	0.00	74.38	0.00	0.00	3,968.58
9065	Hunt, William	(734) 555-1414	Auto Put in Queue		Over 30 Days Pas...	4,858.24	0.00	0.00	0.00	123.25	0.00	0.00	4,734.99
9066	Thomas, Michelle		Auto Put in Queue		Legal	5,024.82	0.00	0.00	0.00	285.78	0.00	0.00	4,739.04
9068	Thomas, Michelle		Auto Put in Queue		Sent Letter	1,353.33	0.00	0.00	0.00	75.64	0.00	0.00	1,277.69
9069	Hewett, Jackson	(714) 676-1010	Auto Put in Queue		Over 30 Days Pas...	2,991.17	0.00	0.00	0.00	173.01	0.00	0.00	2,818.16
9071	Sarah Watson	(714) 777-3999	Auto Put in Queue		Legal	9,089.70	0.00	0.00	0.00	107.31	0.00	0.00	8,982.39
9074	Coleman American Mo...		Auto Put in Queue		Sent Letter	2,724.63	0.00	0.00	0.00	144.52	0.00	0.00	2,580.11
9075	Leo's Fish Market		Auto Put in Queue		Legal	38,609.17	0.00	0.00	0.00	54.75	0.00	0.00	38,554.42
9076	James Monroe	(213) 555-4141	Auto Put in Queue		Over 30 Days Pas...	3,209.44	0.00	0.00	0.00	210.08	0.00	0.00	2,999.36
9077	Phillips Lock & Key		Auto Put in Queue		Legal	1,377.49	0.00	0.00	0.00	0.00	0.00	0.00	1,377.49
9078	Ross Medical Center	(714) 563-9987	Auto Put in Queue		Legal	308,817.72	0.00	0.00	0.00	3,624.38	0.00	0.00	305,193...
9079	Laure Goodrich	(800) 555-1212	Auto Put in Queue		Legal	5,945.34	0.00	0.00	0.00	114.98	0.00	0.00	5,830.36
9080	Erika Peterson	(951) 356-2211	Auto Put in Queue		Sent Letter	2,517.58	0.00	0.00	0.00	129.79	0.00	0.00	2,487.79
9081	Randy Fuller	(734) 484-3255	Auto Put in Queue		Legal	390.48	0.00	0.00	0.00	0.00	0.00	0.00	390.48
9082	Penelope Langston	(734) 474-9655	Auto Put in Queue		Sent Letter	1,689.82	0.00	0.00	0.00	87.60	0.00	0.00	1,602.22
9083	Olivia Miller		Auto Put in Queue		Legal	3,904.69	0.00	0.00	0.00	0.00	0.00	0.00	3,904.69
9084	Oliver Miller II		Auto Put in Queue		Over 30 Days Pas...	10,465.62	0.00	0.00	0.00	321.94	0.00	0.00	10,143.68
9085	John Marina	(916) 582-3611	Auto Put in Queue		Sent Letter	4,220.93	0.00	0.00	0.00	129.21	0.00	0.00	4,091.72
9089	Eric Forenan		Auto Put in Queue		Legal	5,532.19	0.00	0.00	0.00	0.00	0.00	0.00	5,532.19
9091	Lisa Cuddy		Auto Put in Queue		Legal	7,475.26	0.00	0.00	0.00	0.00	0.00	0.00	7,475.26
9093	Scott Blankenship		Auto Put in Queue		Legal	1,750.67	0.00	0.00	0.00	0.00	0.00	0.00	1,750.67
9095	Tammy Wilson TG01		Auto Put in Queue		Sent Letter	1,222.54	0.00	0.00	0.00	57.24	0.00	0.00	1,165.30
101	Fred Wilson TG02		Auto Put in Queue		Sent Letter	2,105.27	5.00	0.00	0.00	80.00	0.00	0.00	2,025.27
10869.3	Test Dot		Auto Put in Queue		Sent Letter	1,404.39	0.00	0.00	0.00	76.65	0.00	0.00	1,327.74
9115	Walton Engineering	(734) 474-2369	Auto Put in Queue		Over 30 Days Pas...	6,023.93	17.55	0.00	0.00	387.63	0.00	0.00	5,636.30
9038	Anthony Marin		Sent Letter		Over 30 Days Pas...	3,970.57	0.00	0.00	0.00	151.42	0.00	0.00	3,819.15
9039	Trish Arruda	(562) 944-7809	Sent Letter		Over 30 Days Pas...	2,480.37	0.00	0.00	0.00	153.20	0.00	0.00	2,327.17
9040	Leann Grimes		Sent Letter		Over 30 Days Pas...	2,253.75	0.00	0.00	0.00	64.74	0.00	0.00	2,189.01
9999	Carolyn Johnson	(951) 363-4521	Sent Letter		Sent Letter	2,256.49	0.00	0.00	0.00	69.00	0.00	0.00	2,187.49
9043	Sally's Flowers		Sent Letter		Over 30 Days Pas...	10,081.98	0.00	0.00	0.00	370.22	0.00	0.00	9,711.76
9045	Matthew Whittington		Sent Letter		Legal	70.90	0.00	0.00	0.00	0.00	0.00	0.00	70.90
9047	Josephine Plummer		Sent Letter		Legal	4,074.70	0.00	0.00	0.00	302.22	0.00	0.00	3,772.48
9048	Andrew Jackson	(951) 365-7878	Sent Letter		Over 30 Days Pas...	1,198.90	0.00	0.00	0.00	97.43	0.00	0.00	1,101.47
9050	Simply Sandwiches	(734) 555-2333	Auto Put in Queue		Potential Delinque...	592.60	0.00	0.00	0.00	103.91	0.00	0.00	488.69
9051	Polly's Pies	(734) 555-8282	Sent Letter		Over 30 Days Pas...	3,271.24	0.00	0.00	0.00	235.88	0.00	0.00	3,035.36
9052	ABS Landscaping		Auto Put in Queue		Sent Letter	3,393.89	0.00	0.00	0.00	144.50	0.00	0.00	3,249.39
9025	Franklin, Melissa		Sent Letter		Legal	50.05	0.00	0.00	0.00	0.00	0.00	0.00	50.05
9023-1	Western Alarm		Auto Put in Queue		Potential Delinque...	95.91	0.00	0.00	0.00	17.32	0.00	0.00	78.59

Total Due: \$943,754.90  
 Quantity: 118

A list of available fields will display:



3. Highlight the field you wish to place into the mailmerge letter and press the copy button. Go into the Word document, right click in the exact location where the field should appear and click Paste. Continue until the mailmerge letter has been completed:





**ABC Security Service Inc.**

231 N Main Street  
Plymouth, MI 48170  
(734) 414-0760

October 31, 2013

<<Bill\_Name>>  
<<Bill\_Address1>>  
<<Bill\_City>>, <<State/Prov>> <<Bill\_Postal>>

Dear Customer:

Our collection department has been trying to contact you regarding your past due balance of <<Total\_Due>> for services rendered.

Your good customer standing is in jeopardy. If there is a problem or circumstance of which we are unaware, please contact us so we can remedy this situation.

If this is an oversight, we would appreciate your prompt attention to this matter and your remittance for the past due balance.

Sincerely,

Mary Smith  
Manager/Customer Relations

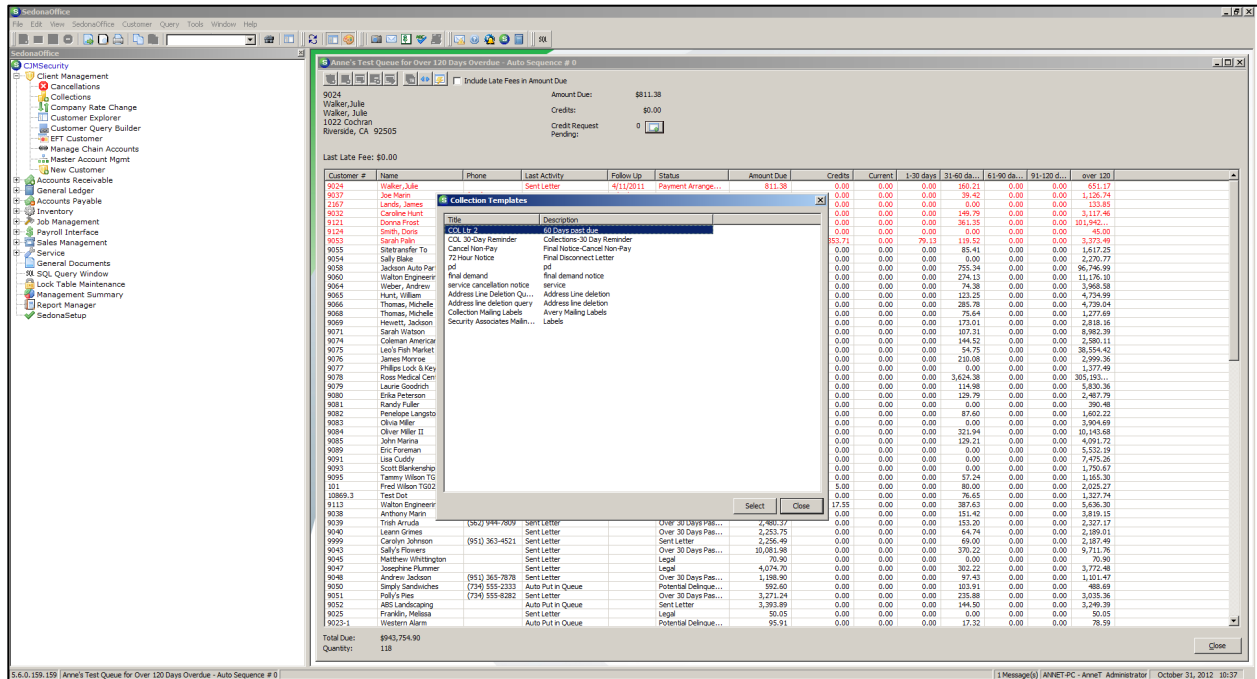
4. Save the mailmerge letter to the "template" server – the destination which will be used to run the mailmerge letter.

### Run the Mailmerge Letter For A Select Group Of People in the Collection Queue

1. Go to View – Mailmerge. Click on Show Columns to uncheck this option. Go back to View-Mailmerge and check Letter Template Server.
2. Highlight all customers in the specific collection queue that should receive the letter:

Customer #	Name	Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da...	61-90 da...	91-120 d...	over 120
9024	Walker, Julie		Sent Letter	4/11/2011	Payment Arrange...	811.38	0.00	0.00	0.00	160.21	0.00	0.00	651.17
9037	Joe Marin	(561) 228-9395	Sent Letter	4/21/2011	Over 30 Days Pas...	1,166.16	0.00	0.00	0.00	39.42	0.00	0.00	1,126.74
2187	Landy, James	(714) 768-2391	Sent Letter	4/21/2011	Payment Arrange...	133.85	0.00	0.00	0.00	0.00	0.00	0.00	133.85
9032	Carly's Hunt		Sent Letter	6/22/2011	Payment Arrange...	3,267.25	0.00	0.00	0.00	149.78	0.00	0.00	3,117.45
9121	Donna Frost		Update Collection Status	10/23/2012	Service Hold	102,304.09	0.00	0.00	0.00	361.35	0.00	0.00	101,942.74
9124	Smith, Doris		Update Collection Status	10/23/2012	Service Hold	45.00	0.00	0.00	0.00	0.00	0.00	0.00	45.00
9053	Sarah Fain		Update Collection Status	10/23/2012	Service Hold	3,272.14	4,353.71	0.00	79.13	119.52	0.00	0.00	3,372.49
9055	Stehrner for To		Auto Put in Queue		Over 30 Days Pas...	1,702.66	0.00	0.00	0.00	85.41	0.00	0.00	1,617.25
9054	Sally Blake	(714) 750-3145	Auto Put in Queue		Legal	2,270.77	0.00	0.00	0.00	0.00	0.00	0.00	2,270.77
9058	Jackson Auto Parts	(619) 239-5541	Auto Put in Queue		Legal	97,502.33	0.00	0.00	0.00	755.34	0.00	0.00	96,746.99
9060	Walton Engineering	(734) 474-2369	Auto Put in Queue		Legal	11,450.23	0.00	0.00	0.00	274.13	0.00	0.00	11,176.10
9064	Walker, Andrew		Auto Put in Queue		Legal	4,042.96	0.00	0.00	0.00	74.38	0.00	0.00	3,968.58
9065	Hart, William	(734) 555-1414	Auto Put in Queue		Over 30 Days Pas...	4,858.24	0.00	0.00	0.00	123.28	0.00	0.00	4,734.96
9066	Thomas, Michelle		Auto Put in Queue		Legal	5,024.82	0.00	0.00	0.00	285.78	0.00	0.00	4,739.04
9068	Thomas, Michelle		Auto Put in Queue		Sent Letter	1,353.33	0.00	0.00	0.00	75.64	0.00	0.00	1,277.69
9069	Hewitt, Jackson	(714) 676-1010	Auto Put in Queue		Over 30 Days Pas...	2,991.17	0.00	0.00	0.00	173.01	0.00	0.00	2,818.16
9071	Sarah Wilton	(714) 772-3299	Auto Put in Queue		Legal	9,089.70	0.00	0.00	0.00	107.61	0.00	0.00	8,982.09
9074	Coleman American Mo...		Auto Put in Queue		Sent Letter	2,724.63	0.00	0.00	0.00	144.52	0.00	0.00	2,580.11
9075	Leo's Fish Market		Auto Put in Queue		Legal	38,609.17	0.00	0.00	0.00	54.75	0.00	0.00	38,554.42
9076	James Monroe	(213) 555-4141	Auto Put in Queue		Over 30 Days Pas...	3,209.44	0.00	0.00	0.00	210.03	0.00	0.00	2,999.41
9077	Phillips Lock & Key		Auto Put in Queue		Legal	1,377.49	0.00	0.00	0.00	0.00	0.00	0.00	1,377.49
9078	Ross Medical Center	(714) 563-9987	Auto Put in Queue		Legal	308,817.72	0.00	0.00	0.00	3,624.38	0.00	0.00	305,193.34
9079	Laurie Goodrich	(800) 555-1212	Auto Put in Queue		Legal	5,945.34	0.00	0.00	0.00	114.98	0.00	0.00	5,830.36
9080	Erika Peterson	(951) 356-2211	Auto Put in Queue		Sent Letter	2,617.58	0.00	0.00	0.00	129.79	0.00	0.00	2,487.79
9081	Randy Fuller	(734) 484-3255	Auto Put in Queue		Legal	390.48	0.00	0.00	0.00	0.00	0.00	0.00	390.48
9082	Penelope Langston	(734) 474-9655	Auto Put in Queue		Sent Letter	1,689.82	0.00	0.00	0.00	87.60	0.00	0.00	1,602.22
9083	Olivia Miller		Auto Put in Queue		Legal	3,904.69	0.00	0.00	0.00	0.00	0.00	0.00	3,904.69
9084	Oliver Miller II		Auto Put in Queue		Over 30 Days Pas...	10,465.62	0.00	0.00	0.00	321.94	0.00	0.00	10,143.68
9085	John Marina	(916) 582-3611	Auto Put in Queue		Sent Letter	4,220.93	0.00	0.00	0.00	129.21	0.00	0.00	4,091.72
9089	Eric Foreman		Auto Put in Queue		Legal	5,532.19	0.00	0.00	0.00	0.00	0.00	0.00	5,532.19
9091	Lisa Cuddy		Auto Put in Queue		Legal	7,475.26	0.00	0.00	0.00	0.00	0.00	0.00	7,475.26
9093	Scott Blankenship		Auto Put in Queue		Legal	1,750.67	0.00	0.00	0.00	0.00	0.00	0.00	1,750.67
9095	Tammy Wilson TG01		Auto Put in Queue		Sent Letter	1,222.54	0.00	0.00	0.00	57.24	0.00	0.00	1,165.30
101	Fred Wilson TG02		Auto Put in Queue		Sent Letter	2,105.27	5.00	0.00	0.00	80.00	0.00	0.00	2,025.27
10869.3	Test Dot		Auto Put in Queue		Sent Letter	1,484.39	0.00	0.00	0.00	76.65	0.00	0.00	1,407.74
9113	Walton Engineering	(734) 474-2369	Auto Put in Queue		Over 30 Days Pas...	6,023.93	17.55	0.00	0.00	387.63	0.00	0.00	5,636.30
9038	Anthony Marin		Sent Letter		Over 30 Days Pas...	3,970.57	0.00	0.00	0.00	151.42	0.00	0.00	3,819.15
9039	Trish Arruda	(562) 944-7809	Sent Letter		Over 30 Days Pas...	2,480.37	0.00	0.00	0.00	153.20	0.00	0.00	2,327.17
9040	Leann Gimnes		Sent Letter		Over 30 Days Pas...	2,253.75	0.00	0.00	0.00	64.74	0.00	0.00	2,189.01
9999	Carolyn Johnson	(951) 363-4521	Sent Letter		Sent Letter	2,256.49	0.00	0.00	0.00	69.00	0.00	0.00	2,187.49
9043	Sally's Flowers		Sent Letter		Over 30 Days Pas...	10,081.98	0.00	0.00	0.00	370.22	0.00	0.00	9,711.76
9045	Matthew Whittington		Sent Letter		Legal	70.90	0.00	0.00	0.00	0.00	0.00	0.00	70.90
9047	Josephine Plummer		Sent Letter		Legal	4,074.70	0.00	0.00	0.00	302.22	0.00	0.00	3,772.48
9048	Andrew Jackson	(951) 365-7878	Sent Letter		Over 30 Days Pas...	1,198.90	0.00	0.00	0.00	97.43	0.00	0.00	1,101.47
9050	Simply Sandwiches	(734) 555-2333	Auto Put in Queue		Potential Delinque...	592.60	0.00	0.00	0.00	103.91	0.00	0.00	488.69
9051	Polly's Pies	(734) 555-8282	Sent Letter		Over 30 Days Pas...	3,271.24	0.00	0.00	0.00	235.88	0.00	0.00	3,035.36
9052	ABS Landscaping		Auto Put in Queue		Sent Letter	3,393.89	0.00	0.00	0.00	144.50	0.00	0.00	3,249.39
9025	Franklin, Melissa		Sent Letter		Legal	50.05	0.00	0.00	0.00	0.00	0.00	0.00	50.05
9023-1	Western Alarm		Auto Put in Queue		Potential Delinque...	95.91	0.00	0.00	0.00	17.32	0.00	0.00	78.59

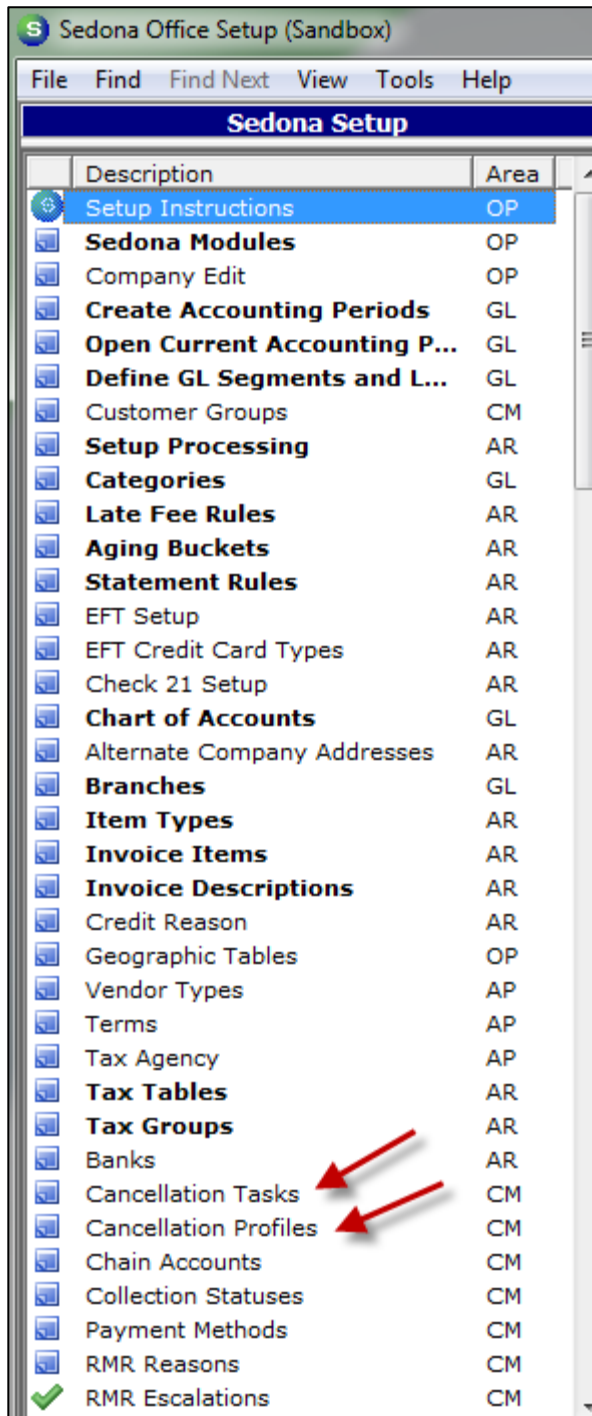
3. Press the mailmerge button. Select the letter you just created from the Collection Templates List.



4. Once you press Select, mailmerge will begin to process the letters in a new Word document window.
5. Each person receiving the letter will have a collections activity added to their collection notes screen noting that were sent this specific collections letter.

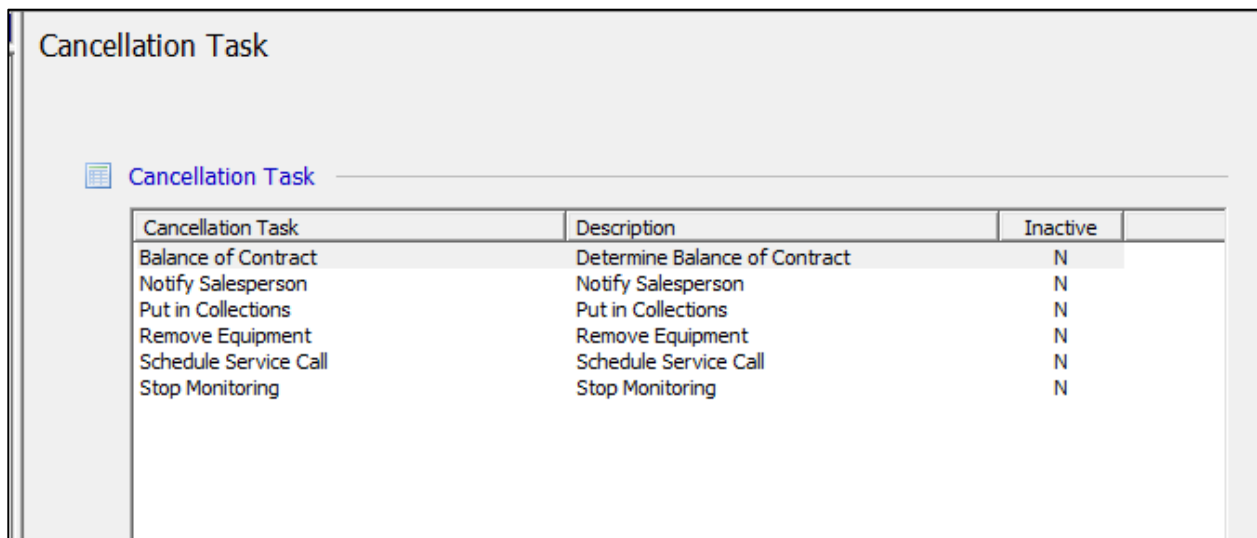
## Cancellation Set Up Tables

The following tables must be set up in SedonaSetup in order to utilize the Cancellation Process in SedonaOffice. Cancellation Tasks and Cancellation Profiles.



The *Cancellation Tasks* are assigned to a particular Cancellation Profile. For example, your company may have different methods of processing cancellations for residential or commercial type accounts or for handling different cancellation situations such as a move, cancel for non-payment or a takeover. In cases such as this you would create one Cancellation Profile for each type.

The Cancellation Tasks are a checklist of items that must be approved to complete the Customer cancellation. As the tasks are completed, each item is checked off by the person completing the task. When all tasks have been checked off, the cancellation may be finalized and the recurring lines, if any will automatically be cancelled. If you do not want to use the Cancellation Tasks, you may skip this step and just use the Cancellation Profile(s).




The screenshot shows a window titled "Cancellation Task" with a sub-header "Cancellation Task" and a table below it. The table has three columns: "Cancellation Task", "Description", and "Inactive".

Cancellation Task	Description	Inactive
Balance of Contract	Determine Balance of Contract	N
Notify Salesperson	Notify Salesperson	N
Put in Collections	Put in Collections	N
Remove Equipment	Remove Equipment	N
Schedule Service Call	Schedule Service Call	N
Stop Monitoring	Stop Monitoring	N


The *Cancellation Profile* is selected when a cancellation is initiated. If you have decided to use Cancellation Process, then you will create one Cancellation Profile for each unique cancellation situation

**Cancellation Profiles**

 **Cancellation Profiles List**

Profile	Description	Tasks	Inactive
General	General Cancellation	Y	N
Non-Payment	Non-Payment	Y	N
Moved	Moved	Y	N

Include Inactive

 **Cancellation Profile Edit**

Profile   Inactive

Description   Use Tasks

Cancel Task	Description
<input checked="" type="checkbox"/> Stop Monitoring	Stop Monitoring
<input checked="" type="checkbox"/> Remove Equipment	Remove Equipment
<input checked="" type="checkbox"/> Balance of Contract	Determine Balance of Contract
<input checked="" type="checkbox"/> Notify Salesperson	Notify Salesperson
<input checked="" type="checkbox"/> Put in Collections	Put in Collections
<input type="checkbox"/> Schedule Service Call	Schedule Service Call

### How to Cancel a Customer:

New customer cancellations are initiated from the Client Management module. Select the Cancellations option within this module.

1. After selecting the Cancellations option within the Client Management module, the Cancellation Queue will be displayed. The Cancellation Queue lists all customers in the process of being cancelled. Press the New button located at the lower right of this form to begin a new cancellation record.

Customer #	Name	Reason	Effective Date	Follow Up	Reduce RMR	Sites	Contract	Full
10026	Barnes, Denise	Move out of Area	5/1/2009	4/20/2009	29.95	2	1073.17	Y

2. The Customer Lookup form will be displayed to locate the customer account that will be setup for cancellation. Make a customer selection.
3. Once a customer is selected the Cancellation form will be displayed. The customer name and billing address will be displayed in the header section of this form and all active Sites associated with the Customer will be displayed in the center section of this form. Data entry fields are required in the header section of the cancellation form, each of which will be listed and described below. In addition to the Sites tab, there are two additional tabs of information in the center section of the Cancellation form: Tasks and Memo.

**10026**  
Barnes, Denise  
10 Elm Avenue  
Loma Linda, CA 92350

Reference: CS #'s 1244, 5521  
Entered On: 4/18/2009 2:51:21 PM  
Entered By: Administrator

**Reason and Tasks**

Reason: Move out of Area  
Cancel Profile: Moved  
 Full Cancellation

Notice Date: 3/21/2009  
Effective Date: 5/1/2009  
Follow Up Date: 4/20/2009

Site Name	Address	RMR	Balance of Contract
<input checked="" type="checkbox"/> Barnes, Denise	10 Elm Avenue Loma Linda CA	29.95	1073.17
<input checked="" type="checkbox"/> Barnes, Denise	2 Whispering Pines Road Lake Arrowhead CA	0.00	0.00

Cancelled RMR: \$29.95  
Contract Balance: \$1,073.17

Save Close

### Reference

This is a free-form text field where the User may enter up to 25 characters of information. This field is typically used in one of two manners: 1) for entering the central station account number(s) to be cancelled or 2) for assigning a person responsible for working on this cancellation record. This field is optional.

### Entered On & Entered By

These two fields are automatically filled in by the application. The name of the User creating the cancellation record will be saved in the Entered By field and the date/time the cancellation record was saved will fill into the Entered On field. These fields are system controlled and cannot be modified.

### Reason

The User will make a selection from the drop-down list that describes why the customer is being cancelled. This is a required field.

### Cancel Profile

The User will make a selection from the drop-down list that describes the situation for the cancellation so that the appropriate Cancellation Task list will be loaded. This is a required field.

### Full Cancellation

Select this option if all recurring for all Sites for the Customer is to be cancelled.

### Notice Date

Enter a date or select a date using the calendar icon to the right of this field that indicates the date the customer notified your company of the cancellation. If your company is initiating the cancellation, indicate the date your company notified the customer.



### Effective Date

This is the date on which any and all active recurring lines will end.

### Follow Up Date

Enter or select a follow up date when a User should visit this cancellation record again. This date field is optional but recommended.

4. The Sites tab is for display only and will list all Sites associated with the customer being cancelled. If contract information was set up on the System record for the site, any balance of contract due will be listed in this area. The SedonaOffice application will not generate an invoice for balance of contract; this is provided for informational purposes only in the event your company will be invoicing the customer for these amounts.
5. The calculation for the balance of the contract looks at the contract start date and contract term entered on the System record then looks at the cancellation effective date entered on the cancellation form to determine how many months are remaining on the contract (if any) and multiplies that quantity times the monthly recurring rate.
6. The Tasks tab will list all cancellation tasks that are linked to the Cancellation Profile which was selected in the header section of the cancellation form. As tasks are completed, the User will select the checkbox to the left of each task line. A cancellation may not be completed until all listed tasks have been checked off.

Cancellation (10026 Barnes, Denise) (CIM Security)

10026  
Barnes, Denise  
10 Elm Avenue  
Loma Linda, CA 92350

Reference: CS#s 1244, 5521  
Entered On: 3/21/2009 3:35:09 PM  
Entered By: Administrator

**Reason and Tasks**

Region: Move out of Area    Notice Date: 3/21/2009  
Cancel Profile: Moved    Effective Date: 5/1/2009  
 Full Cancellation    Follow Up Date: 4/20/2009

Sites: **Tasks** Demo

Completed	Complete Date	Task	Description
<input type="checkbox"/>		Stop Monitoring	Stop Monitoring
<input checked="" type="checkbox"/>	3/25/2009	Balance of Contract	Determine Balance of Contract
<input checked="" type="checkbox"/>	3/25/2009	Notify Salesperson	Notify Salesperson
<input type="checkbox"/>		Schedule Service Call	Schedule Service Call

- The Memo tab is used to record information relevant to the cancellation being processed. This form is often used to enter important information that may not want to be shared with general Users in the Customer Notes section of the Customer Explorer. Any information entered into the Memo tab is only available to Users with permissions to the Cancellation option within Client Management. A total of 256 characters may be entered into this field.
- Once all required information has been entered into the header section of the Cancellation form, press the Save button located at the lower right of the form. The new cancellation record will be listed in the Cancellation Queue and will remain there until the cancellation has been completed or is manually removed.

### Completing a Cancellation

Once all Cancellation Tasks have been checked off and the User is ready to finalize the cancellation, open the Cancellation record from the Cancellation Queue. Select the Completed checkbox located at the lower left of the Customer Cancellation form then press the Save button. The cancellation record will disappear from the list of pending cancellations in the Cancellation Queue.

Cancellation (10026 Barnes, Denise) (CIM Security)

**10026**  
Barnes, Denise  
10 Elm Avenue  
Loma Linda, CA 92350

Reference: CS #'s 1244, 5521  
Entered On: 3/21/2009 3:35:09 PM  
Entered By: Administrator

**Reason and Tasks**

Reason: Move out of Area  
Cancel Profile: Moved  
 Full Cancellation

Notice Date: 3/21/2009  
Effective Date: 5/1/2009  
Follow Up Date: 4/20/2009

Sites | Tasks | Memo

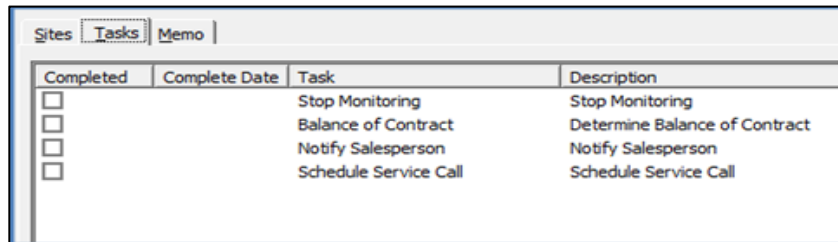
Site Name	Address	RMR	Balance of Contract
<input checked="" type="checkbox"/> Barnes, Denise	10 Elm Avenue Loma Linda California	29.95	1073.17
<input checked="" type="checkbox"/> Barnes, Denise	2 Whispering Pines Road Lake Arrowhead California	0.00	0.00

Completed

## Managing Cancellations

### Completing Cancellation Tasks

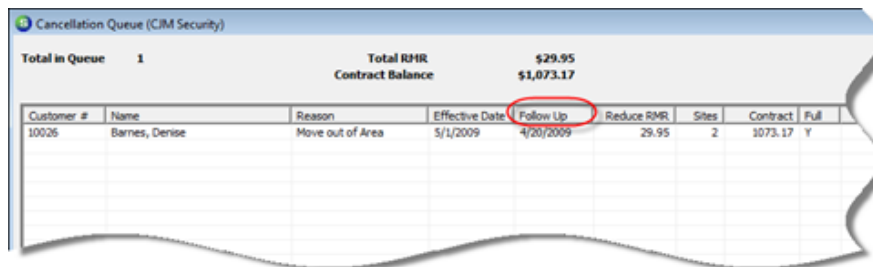
As cancellation tasks are completed a User will return to the Cancellation Queue, open the appropriate Cancellation record and check off the completed tasks. Once a task is checked off, the date on which this was done will be displayed next to that particular task line. A Cancellation may not be completed until all of the Tasks have been checked off.



Completed	Complete Date	Task	Description
<input type="checkbox"/>		Stop Monitoring	Stop Monitoring
<input type="checkbox"/>		Balance of Contract	Determine Balance of Contract
<input type="checkbox"/>		Notify Salesperson	Notify Salesperson
<input type="checkbox"/>		Schedule Service Call	Schedule Service Call

### Cancellation Follow-Up Dates

Users responsible for managing cancellations will frequently be visiting the Cancellation Queue. To stay on top of cancellation completion deadlines, when opening the Cancellation Queue the User may click on the column header in the Follow Up column; this will sort the Cancellation Queue in order of Follow Up date. The User may then focus on the Cancellation records that need immediate attention.



Customer #	Name	Reason	Effective Date	Follow Up	Reduce RMR	Sites	Contract	Full
10026	Barnes, Denise	Move out of Area	5/1/2009	4/20/2009	29.95	2	1073.17	Y

## Notes