

Collections Management Reference Guide

SedonaOffice

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About this Document

This Reference Document is for use by SedonaOffice customers only. This document is not intended to serve as an operating or setup manual. Its purpose is to provide an overview of the enhancements and corrections made in the release and is to be used for reference purposes only.

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Overview

The purpose of this reference guide is to review how to create a collections strategy, goals of a collections program, using the collections queues, and creating a letter to customers within a specific collection queue.

The Collections module builds a legal record of all contact and activities with a customer that has past due invoices to prove that your company took every available action to collect the funds it is owed. All actions are date and time stamped and cannot be edited or deleted. Since a legal record is being built which could be submitted to a court of law, we highly recommend that the building of a strategy or practice in setting up queues be done in the Sandbox prior to being implemented into production.

Definitions & Terms

Collections Profile

A collection profile defines the criteria that need to be met for a customer to be added to a collections queue (e.g. aging of the invoice, branch of the invoice, etc.).

Collections Queue

A collections queue contains customers that have past due invoices that meet a defined set of criteria through a collections profile.

Sequenced Queue

A sequenced queue automatically advances customers from one queue to another based on the age of the invoice and other criteria. Customers are automatically brought into these queues by SedonaOffice when they meet specified criteria. They are be automatically removed from collections when full payment is made.

Non-Sequenced Queue

A non-sequenced queue is created for "special handling" of situations where the normal collections activities performed within a sequenced queue would not apply (e.g. bankruptcy, outside collections, friend of the owner, etc.). Customers are manually placed into and removed from non-sequenced queues.

Collections Activity

A collections activity defines the type of contact made with the customer (called for payment, 2nd collections letter sent, email sent, etc.).

Collections Status

A collections status is wording that is meaningful to someone **outside of collections** which would enable a decision to be made based on the credit worthiness of the customer. Examples of collections statuses are COD Only, Service Hold, Bankruptcy, Do Not Extend Credit, etc.). The collections status of a customer may be updated at any time when entering notes *within the collections module.* A customer's collections status will be displayed on the customer record, payment processing screens, and service tickets.

Manual Event

A manual event is the summary of the contact made with the customer and details of the discussion including any payment arrangements that were made.

Follow-Up Date

This is the date on which the customer will next be contacted based on decisions that were or were not made during the last customer contact. Follow-up dates are entered at the time that notes are taken and will appear as a reminder to the person working the queue in which the customer is currently residing. In the event that a follow-date is missed, the customer will appear in red at the top of the queue indicating that follow-up is overdue.

Mail Merge

Microsoft Word may be used in conjunction with SedonaOffice to send out customized letters to some or all customers within a specific queue.



Goals of a Collections Program

The key to setting up a successful collections program is defining the goals that your company needs to accomplish. . Here are a few areas for consideration:

Collect Money

The primary goal of any collections program is to collect money. The goal is to bring in the cash.

Account Retention

While the company needs to collect its receivables, it also need to retain its customers. There is tremendous value in your customer base, so while the company needs an aggressive collections program, it also needs to ensure that it keeps its clients.

Make it Easy for the Customer to Pay

Customers need options to pay their invoices whether it's by check, credit card, or bank draft. They also need multiple means to initiate a payment such as mail, phone, and Internet. Customers are used to options and it's most important to provide them with the avenue they desire.

Stop Providing Services for Non-Payers

Providing services for customers who do not pay is a drain on any organization. A collections program needs to identify the non-paying clients so that it stops wasting its resources on them. There comes a time when you have to let go of the client and move on.

Go after the Cancelled Accounts

When a customer is cancelled there needs to be a means of collecting the remaining money owed including the balance of contract.



Create a Collections Strategy

A collections strategy defines every step from the initial creation of an Invoice through the entire collections process.

Define Your Aging Buckets

Most organizations use aging buckets as follows:

Current	Invoice is current, owed, but not yet past due.
31 – 60 Days	Invoice is between 31 and 60 days past due.
61 – 90 Days	Invoice is between 61 and 90 days past due.
91 – 120 Days	Invoice is between 91 and 120 days past due.
Over 120 Days	Invoice is over 120 days past due.

Terms

The terms on an invoice will determine when it becomes past due. An invoice will age based on the terms assigned to it. The term is essential in defining how you want your Invoices to age and show as past due. Terms are defined in the Terms table within SedonaSetup in the Accounts Receivable Section and are based either on the aging date defined on the invoice or a net term (invoice date + "x" number of days).

Aging Date

If the term code is based on the aging date defined on the invoice, it will be current through that aging date. It will begin aging as past due each day after the aging date.

Age on Net Number of Days"

If the term code is based on the net term invoice date rule (invoice date + "x" number of days), the invoice will be current through the net number of days selected. For example, if the term is Net 30, then the invoice will be considered one day past due 31 days after the invoice date.

Aging Reports and Collections Queues

Both the SedonaOffice aging reports and collections queues use the terms on an invoice to determine into which aging bucket the invoice(s) should be placed. The reports and collections queues base this on the current aging of the Customer. For that reason, it is important that the SedonaOffice database having aging run on it every day.

Auto Aging Wizard

SedonaOffice can age your database automatically each night through the setup of the Auto Aging Wizard on the SedonaOffice server. To turn this on, go to the server's SedonaOffice Server Utilities program and select the Auto Aging Wizard. Follow the prompts to indicate at what hour each day the database should be aged. Collections queues will still need to be refreshed each day.



Example of a Collections Strategy

The following is an *example* of a collections strategy. Each company should adopt a strategy that works best for them.

Invoicing Terms

In our example, cycle invoices are being dated September 1st and carry the invoice term of Net 30. As such, the invoice is considered overdue 30 days after September 1st which is October 1st.

Collections Steps

1 Day Past Due – Send Statements

When the invoice is one day past due (October 1st), the customer is sent a statement of their past due charges.

15 Days Past Due - Call the Customer, Place in Collections Queue

When the Customer reaches 15 days past due, call the customer and mark the customer with a collections status of "No Credit." The manual event button is selected from the collections queue where notes are entered on the phone conversation and the collection status is changed to "No Credit".

30 Days Past Due – Past Due Collections Letter, Place Collections Status as COD

When the customer reaches 30 days past due, your company may want to send out a non-threatening past due collections letter and set a collection status of COD. This advises someone outside of collections to collect past due money before doing any work for the client. A manual event is selected from the collections queue and notes are entered about the letter and change in the collection status.

45 Days Past Due - Call the Customer, Place on Service Hold

At this point your company may want to call the customer once again and pressure them to make the payment. You may also want to flag the customer with collection status of Service Hold indicating that no more services will be rendered unless they pay the outstanding invoices.

60 Days Past Due - Cancellation Process

At this point, your company may want to send the customer a cancellation notice. Without payment in 15 days, the account will be cancelled, and legal action will take place. Update the collections status to Pending Cancellation status.



75 Days Past Due – Final Collections Call - Try To Save The Customer

This is your company's third and last call to save the customer.

90 Days Past Due – Cancel The Customer - Turn over To Outside Collections

After 90 days, the customer is turned over to an outside collection agency. The customer is manually moved to a non-sequenced queue entitled "Outside Collections."



Defining A Collections Profile

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

Sequenced Queue

Sequenced queues will automatically place a customer into a queue based on the aging criteria defined in the collections profile. Once a Customer is placed in a sequenced queue they will stay in that queue until their invoice aging causes them to automatically be placed into another queue 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.

To create a new collections queue, press the solution at the top of the collections profile list. The collections profile will open.

S Collection Pro	ofile Setup			×
Descriptio <u>n</u>	Over 30 Da	ys Past Due		
Customer Type	в		Branch Selection	
Customer Num From	iber Range	C Commercial C Residential © Both	Branch Boss Systems Dons Test Branch MA-F-MAL MI National	
Thru				•
		,		🦳 All Branches
Access and Se	curity		Setup and Sequencing	
Aging		Created Profile	Put in Auto Sequencing Auto <u>S</u> equencing Number	₩ 40
D <u>a</u> ys Past (Minimum Ar <u>P</u> ast Due		31 Thru 44 \$1.00	<u>I</u> nitial Collection Status <u>N</u> otes	Do Not Extend Credit
Default Templa Mail Merge		Friendly Collection Letter 1	3	
				Save Close

Collections Profile Setup

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

This collection profile can be designated either for commercial customers only, residential customers only, or for both residential and commercial customers.

Branch

Select the Branch(s) appropriate for this queue.

Customer Number Range

In the event that your company divides collections responsibilities among multiple staff, the collection queues can be organized to include only a specific range of customer numbers. If your company wants to define queues by customer numbers, enter the starting customer number in the From field and the ending customer number in the Thru field. If your company does not divide collections responsibilities by customer number, please leave these fields blank.

Access and Security

This option is used to limit access to this queue to only the individual who created it. If restricted access is required, please place a checkmark in this box. If restricted access if not required, please leave this box unchecked.

Aging

The aging section determines the number of days that the invoice must be past due for the customer to be added into this queue. In the example above the Over 30 day queue will include those customers whose invoice(s) are between 31 and 45 days past due.

Note: If this is a non-sequenced queue, it is important to enter a range of days that would prevent customers from automatically being added to the queue. We recommend using the range of 9999 to 99999.

Minimum Amount

It is possible to further refine the customers that will be added to in this queue by defining a minimum dollar amount due within the aging criteria already set. For example, a customer needs to owe a minimum of \$1.00 and have an invoice between 31 and 45 days past due to be added to this queue.

Default Template

If your company will be sending out collections letters to customers in these queue, it is possible to define which letter should be sent to users in the Over 30 Days Past Due queue. The list of available letters is determined by those defined on the template server (see section on template server in the Mail Merge section of this reference guide). If different letters should be used instead of one default template letter, please leave this option at No Default Template.

Put in Auto Sequence

If customers should be automatically advanced into the next queue based on the aging criteria of the invoices, place a checkmark in the Put in Auto Sequencing queue. If this queue is non-sequenced, do not place a checkmark in this box.

Auto Sequence Number

The sequence number determines the order in which customers will be advanced between sequenced queues. It is imperative the **lowest number be assigned to the queue representing the most overdue invoices so that the customers advance correctly**. For example, the sequence number of 10 would represent the Over 120 Day queue, 20 would represent the Over 90 Day queue, 30 would represent the Over 60 Day queue, etc. Careful planning should be used in assignment of sequence number. Sequence numbers cannot be re-used after the queue is closed. Allow enough numbers between queues should a queue need to be redefined at a later time.

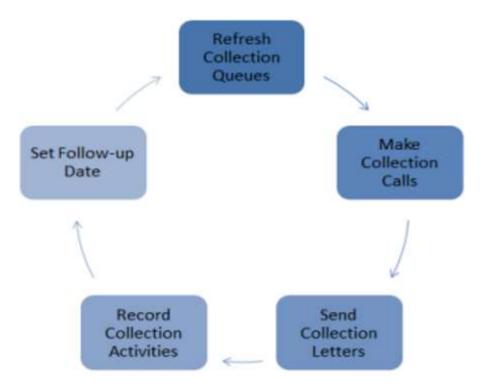
Initial Collections Status

This is the collections status that will be automatically assigned to the customer when they are **initially added to a collections queue.** The customer will retain the same collection status as they advance through different queues. They will **not** pick up a new collection status assigned to the new queue. Once a customer is added to a queue, their collection status will only change when a user updates it when documenting collection activities through a manual activity.



Working the Collections Queues

While specific activities are governed by each company's policies and procedures, the work flow of the collections process usually follows that of the diagram below:



At the beginning of each day, the collections queues are refreshed to bring in customers whose invoice(s) now represent the delinquency rules outlined in each collections profile. Customers that have fully paid are removed from the queue. Refresh the collections queues by clicking on the cog at the top of the screen to bring in new customers and remove ones that have paid all overdue invoice.

🖉 🗾 – Include Closed	r.						
Description	Auto Seq	Sequence #	Creation Date	Count	Total Due	Created By	Last Refresh
Manager Review	N	0	10/8/2012	1	73.87	Administrator	01/13/2016 02:58:32 PM
Payment Arrangements	N	0	8/7/2015	1	869.09	Administrator	08/09/2016 09:05:08 AM
Over 120 Days Past Due	Y	5	10/2/2015	18878	26,976,562.12	Mellissa	09/22/2016 11:23:36 AM
Over 90 Days Past Due	Y	20	6/1/2012	2017	2,247,678.41	Administrator	09/22/2016 11:23:52 AM
Over 60 Days Past Due	Y	30	6/1/2012	108	93,380.20	Administrator	09/22/2016 11:23:53 AM
Over 45 Days Past Due	Y	35	7/19/2012	11	11,414.79	carolyn	09/22/2016 11:24:18 AM
Over 30 Days Past Due	Y	40	6/1/2012	896	1,706,228.71	Administrator	09/22/2016 11:24:33 AM
Over 20 Days	Y	50	1/22/2015	2932	3,902,616,13	Administrator	09/22/2016 11:24:34 AM

Double click on the specific queue to open the queue in which work needs to be performed.

🖉 😺 🗖 Include Closed							
Description	Auto Seg	Sequence #	Creation Date	Count	Total Due	Created By	Last Refresh
Manager Review	N	0	10/8/2012	1	73.87	Administrator	01/13/2016 02:58:32 PM
Payment Arrangements	N	0	8/7/2015	1	869.09	Administrator	08/09/2016 09:05:08 AM
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Over 90 Days Past Due	Y	20	6/1/2012	2017	2,247,678.41	Administrator	09/22/2016 11:23:52 AM
Over 60 Days Past Due	Y	30	6/1/2012	108	93,380.20	Administrator	09/22/2016 11:23:53 AM
Over 45 Days Past Due	Y	35	7/19/2012	11	11,414,79	carolyn	09/22/2016 11:24:18 AM
Over 30 Days Past Due	Y	40	6/1/2012	896	1,706,228.71	Administrator	09/22/2016 11:24:33 AM
Over zu bays	Ţ	50	1/22/2015	2932	3,902,010,13	Administrator	09/22/2016 11:24:34 AM

The collections queue will open. Any customers that had a follow-up date that has passed will appear in red at the top of the queue. All other customers will be displayed by customer number. Customers can appear in only one queue and will always be listed in the queue **representing the most overdue invoice**. All invoices for the customer will be represented in that queue.

The customer number, name, phone number, last activity, follow-up date, collection status, next follow-up date and total amount due are displayed. The screen also documents any credits available for use against outstanding bills, the amount owed in the current period, 1-30 days overdue, 31-60, 61-90, 91-120 and over 120 days will also be displayed along with the last collections note entered. The user also has the ability to include the last late fee charged on a statement to the calculation of the total amount due column.

	BB 0 0 F	Include Late Fees	in Amount Due												
044			Amount Due:	\$6,289	.85										
dvanced Pro	operty Managment		Credits:	\$0											
9 Woodland			creaks:	30	.00										
etroit, MI 4			Credit Request	0	2										
586) 644-15	1/1		Pending:												
st Late Fee	: \$825.15														
	: \$825.15	Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da	61-90 da	91-120 d	over 120	Last Note	
Customer #			Last Activity Called for Payment		Status Do Not Extend Gr	Amount Due	Credits	Current	1-30 days	31-60 da	61-90 da 927.50	91-120 d		Last Note Mary stated that the check would be mailed today.	
Customer #	Name	(586) 644-1571		Follow Up 6/15/2016 10/4/2016									4,434.85	Mary stated that the check would be mailed today.	
Customer # 2044 2591 2597	Name Advanced Property M	(586) 644-1571 (313) 524-1000	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,434.85	Mary stated that the check would be mailed today.	
Customer # 2044 2591 2597	Name Advanced Property M Thomas Cadilac Jaguar	(586) 644-1571 (313) 524-1000 (734) 249-7531	Called for Payment Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27	0.00	0.00	927.50 977.60	0.00	927.50 977.60	0.00	4,434.85 4,864.07	Mary stated that the check would be mailed today.	
Customer # 2044 2591 2597 2672	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn	(586) 644-1571 (313) 524-1000 (734) 249-7531	Called for Payment Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57	0.00 0.00 0.00	0.00 0.00 0.00	927.50 977.60 874.49	0.00 0.00 0.00	927.50 977.60 874.49	0.00 0.00 0.00	4,434.85 4,864.07 4,344.59	Mary stated that the check would be mailed today.	
Customer # 2044 2591 2597 2672 2688	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn Subway Store #21577	(586) 644-1571 (313) 524-1000 (734) 249-7531 (734) 291-8603	Called for Payment Auto Put in Queue Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57 1,292.04	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28	0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28	0.00 0.00 0.00 0.00	4,434.85 4,864.07 4,344.59 907.48	Mary stated that the check would be mailed today.	
ast Late Fee Customer # 2044 2591 2597 2672 2678 2706 2718	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn Subway Store #21577 St. Joseph Cathedral	(586) 644-1571 (313) 524-1000 (734) 249-7531 (734) 291-8603 (734) 651-9333	Called for Payment Auto Put in Queue Auto Put in Queue Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57 1,292.04 4,116.47	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28 593.58	0.00 0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28 593.58	0.00 0.00 0.00 0.00 0.00	4,434.85 4,864.07 4,344.59 907.48 2,929.31	Mary stated that the check would be mailed today.	



Review of Prior Collections Activities

Prior to making phone calls or other customer contact, the user has the ability to review prior collections activities for a specific customer in the queue. Highlight the specific customer for which activities should be viewed and press the Collections Activities button at the top of the screen.

	з 🗔 💿 🖬 🗖	Include Late Fer	es in Amount Due											
044		Include Edite 1 e.	Amount Due:	\$6,289.8	5									
	perty Managment													
Woodland			Credits:	\$0.0	0									
etroit, MI 48			Credit Request	0 🗖	ut.									
86) 644-153	71		Pending:	· <u> </u>										
ast Late Fee:	4007.70													
ist Late Pee:	\$627.79													
Tustomer #	Name	Phone	Last Activity		Status	Amount Due	Credits	Current		31-60 da				Last Note
044	Advanced Property M	(586) 644-157	Sent Letter	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00		Mary stated that the check would be mailed today.
2591	Thomas Cadillac Jaguar	(313) 524-10	S Collection Activity	- 11 OL 11				×	977.60	0.00	977.60	0.00		First collections letter sent to Tom Brady.
2832	Woodgreen Managem		o concerion Activity						774.13	0.00	774.13	0.00		Spoke with Janice Smart. Received approval for a \$200 p
916	Kingswood Oxford Hig	(734) 233-96	Date	Collection Status	Activity	Description	User		2,134.64	0.00	2,134.64	0.00	10,693.48	
3001	Sippin Brothers Oil Co	(517) 261-36	10/20/2016 9:31:42 AM		Sent Letter	Collections-Cancel Lett		-	562.19	0.00	562.19	0.00	2,771.15	
069 160	Greenfield Girls Club Ucp Of Eastern Ct	(586) 774-74	10/20/2016 9:25:12 AM			72 Hr Cancel Letter	Administ		181.44 293.91	0.00	181.44	0.00	852.85 1.358.23	
160	Meyers Deli	(313) 448-08 (734) 861-45	10/19/2016 8:40:16 AM	Do Not Extend		Mary stated that the c.			293.91		293.91 202.86	0.00	960.77	
167	Standard Electric Supply	(734) 861-45 (517) 237-89	6/14/2016 8:25:54 AM	Do Not Extend		ni stateu triat trie t.	Administ		202.86	0.00	202.86	0.00	960.77	
175	Olympia Sales -Tentan	(734) 814-44	3/11/2016 8:28:13 AM	Service Hold	Auto Put in Oueue	Moved from Collection.			202.00	0.00	202.00	0.00	960.77	
196	Automated Material H	(734) 223-36	3/11/2016 8:28:13 AM	Do Not Extend		Moved to Collection O.			211.01	0.00	211.01	0.00	940.58	
3202	Spika	(517) 828-42	0/10/2016 5:06:10 PM	Do Not Extend		Added to Collection Q			113.84	0.00	113.84	0.00	512.26	
3213		(734) 547-00				•			1.569.78	0.00	1.569.78	0.00	7,725.06	
3215	Varunes & Associates	(313) 541-16							290.43	0.00	290.43	0.00	1,340.69	
3222	Eh Public Libraries	(734) 289-64							263.19	0.00	263.19	0.00	1,264.72	
3294	Wauregan Developme								186.50	0.00	186.50	0.00	878.34	
3312	The Hersher Trust Hol	(517) 650-03							571.16	0.00	571.16	0.00	2,755.07	
316	Porter, Anastasia	(734) 455-10							219.68	0.00	219.68	0.00	1,045.51	
357	Siracusa Moving & Sto	(517) 225-91							234.83	0.00	234.83	0.00	1,121.84	
3379	Michigan Veterans Acti	(517) 521-67							120.29	0.00	120.29	0.00	544.77	
387	Nutmeg International	(313) 249-86							239.70	0.00	239.70	0.00	1,146.41	
430	Joseph Gnazzo Co.	(734) 871-54							140.90	0.00	140.90	0.00	648.59	
458	Baker, Leo	(734) 567-21							142.38	0.00	142.38	0.00	656.06	
482	The Jones Library Inc.	(313) 256-40							203.31	0.00	203.31	0.00	963.05	
484	Davenport, Cara	(734) 782-67							125.47	0.00	125.47	0.00	570.88	
491	Weaver, Jessie	(734) 569-00							0.00	0.00	127.26	0.00	1,407.00	
495 528	Lawrence, Dylan Millrite Machine Inc	(734) 568-29							0.00	0.00	142.65	0.00	780.72	
520 531	Don Pion Pontiac	(313) 562-92 (313) 568-24							120.29	0.00	120.29	0.00	544.77	
542	Ray, Breanna	(734) 599-15							120.29	0.00	120.29	0.00	582.80	
542 644	Mark Twain Memorial	(313) 247-09							2,352.37	0.00	2,352.37	0.00	11,376.76	
674	Standard Paper Comp	(734) 953-41	1						2,352.37	0.00	526.55	0.00	2,988.49	
726	Spring Grove Cemetery	(313) 525-85					_		263.67	0.00	263.67	0.00	1,255.44	
772	Response Insurance	(517) 639-75	11					Þ	787.47	0.00	787.47	0.00	3,869.24	
857	Petruzelo Insurance	(01.700770							370.14	0.00	370.14	0.00	1.786.75	
3899	Beacon Prescriptions	(517) 229-64						lose	303.37	0.00	303.37	0.00	1,393.23	
		(313) 525-16							278.67	0.00	278.67	0.00	1,330.29	

Manual Event

Manual events are used to record details about contact made with the customer. To enter a manual event, highlight the specific customer that has been contacted and press the Manual Event button. This will open the Manual Collection Activity page.

Uver 30 Da	ys Past Due - Auto Sequ	ence # 40													- 0
	🗔 🗔 💿 🗖 г	Include Late Fees	in Amount Due												
:044			Amount Due:	\$6,289	.85										
	perty Managment		Credits:	\$0	00										
9 Woodland etroit, MI 4															
586) 644-15			Credit Request	0											
00701120			Pending:												
ast Late Fee	: \$825.15														
		Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da	61-90 da	91-120 d	over 120	Last Note	
Sustomer #		Phone (586) 644-1571	Last Activity Called for Payment	Follow Up 6/15/2016	Status Do Not Extend Cr	Amount Due	Credits 0.00	Current	1-30 days 927.50	31-60 da 0.00	61-90 da 927.50	91-120 d		Last Note Mary stated that the check would be mailed today.	
Oustomer #	Name	(586) 644-1571	Called for Payment										4,434.85	Mary stated that the check would be mailed today.	
Customer # 2044 2591 2597	Name Advanced Property M	(586) 644-1571 (313) 524-1000	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,434.85	Mary stated that the check would be mailed today.	
Dustomer # 044 591 597	Name Advanced Property M Thomas Cadilac Jaguar	(586) 644-1571 (313) 524-1000 (734) 249-7531	Called for Payment Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27	0.00	0.00	927.50 977.60	0.00	927.50 977.60	0.00	4,434.85 4,864.07	Mary stated that the check would be mailed today.	
Customer # 044 591 597 672	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn	(586) 644-1571 (313) 524-1000 (734) 249-7531	Called for Payment Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57	0.00 0.00 0.00	0.00 0.00 0.00	927.50 977.60 874.49	0.00 0.00 0.00	927.50 977.60 874.49	0.00	4,434.85 4,864.07 4,344.59	Mary stated that the check would be mailed today.	
Customer # 1044 1591 1597 1672 1688	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn Subway Store #21577	(586) 644-1571 (313) 524-1000 (734) 249-7531 (734) 291-8603	Called for Payment Auto Put in Queue Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57 1,292.04	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28	0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28	0.00 0.00 0.00 0.00	4,434.85 4,864.07 4,344.59 907.48	Mary stated that the check would be mailed today.	
Customer # 2044 2591	Name Advanced Property M Thomas Cadilac Jaguar Taylor & Fenn Subway Store #21577 St. Joseph Cathedral	(586) 644-1571 (313) 524-1000 (734) 249-7531 (734) 291-8603 (734) 651-9333	Called for Payment Auto Put in Queue Auto Put in Queue Auto Put in Queue Auto Put in Queue	6/15/2016	Do Not Extend Cr Do Not Extend Cr	6,289.85 6,819.27 6,093.57 1,292.04 4,116.47	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28 593.58	0.00 0.00 0.00 0.00 0.00 0.00	927.50 977.60 874.49 192.28 593.58	0.00 0.00 0.00 0.00 0.00	4,434.85 4,864.07 4,344.59 907.48 2,929.31	Mary stated that the check would be mailed today.	

Document the conversation or event in the collections activity event box. Begin by selecting the next planned follow-up date with the customer. Using the drop-down box, change the collection status of the customer if the outcome of the contact warrants a change in status. From the drop-down list, select the type of collection activity conducted (e.g. called for payment, EFT payment entered, etc.)

🖻 Enter Manual Collecti	on Activity	×
Ustomer 2832 Woodgreen Managemen 17922 Morton Taylor Ro Canton, MI 48188 (734) 268-4466		
Follow Up Date	11/2/2016	
Collection Status	Do Not Extend Credit	
Collection <u>A</u> ctivity	EFT Payment Entered	
Notes		
	mart. Received approval for a \$200 e toward her outstanding balance.	
	Save Close	

Move To Another Queue

Customers may be moved between a sequenced queue and a non-sequenced queue. For example, a customer that was in the 90 day queue has now declared bankruptcy. That customer would be moved from the Over 90 Day queue to the bankruptcy queue since collections activity will now be handled differently than other customers in the 90 day queue. Press the Transfer button to move the customer and select the queue into which the customer should now appear.

3 3 3	Received and the set of the set o													
51			Amount Due:	\$1,084	.55									
anton Inn 10 Farmingt			Credits:	\$0	.00									
ymouth, MI ast Late Fee			Credit Request Pending:	0	3									
Customer #	Name	hone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da	61-90 da	91-120 d	over 120	Last Note
200	Advanced Property M	(9.) 644-1571	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,434.85	Mary stated that the check would be mailed today.
044	Thomas Cadillac Jaguar	(313, 24-1000	Auto Put in Queue	10/4/2016	Do Not Extend Cr	6.819.27	0.00	0.00	977.60	0.00	977.60	0.00	4.864.07	First collections letter sent to Tom Brady.
							0.00	0.00	774.13	0.00	774.13	0.00	3 655 14	Contraction of the American Contract, Department of an annual for a 4000 percent
591	Woodgreen Managem	(734) 2 4466	EFT Payment Entered	11/2/2016	Do Not Extend Cr	5,203.40								Spoke with Janice Smart. Received approval for a \$200 pay
591 832		(734) 2 -4466 (734) 233 - 531	EFT Payment Entered Auto Put in Queue	11/2/2016	Do Not Extend Cr Do Not Extend Cr	5,203.40	0.00	0.00	2,134.64	0.00	2,134.64		10,693.48	spoke with Janice Smart. Received approval for a \$200 pay
2591 2832 2916	Woodgreen Managem			11/2/2016								0.00		
2044 2591 2832 2916 251 3001	Woodgreen Managem Kingswood Oxford Hig		Auto Put in Queue	11/2/2016	Do Not Extend Cr	14,962.76	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,693.48	



	З 🗔 順 🚳 📮 🗖	Include Late Fees	in Amount Due											
951			Amount Due:	\$1,08	4.55									
anton Inn														
00 Farmingt			Credits:	\$1	0.00									
ymouth, MI	48170		Credit Request	t 0 [
			Pendina:		-0									
			r ondingr											
ist Late Fee	\$140.37													
Customer #	Name	Phone	Last Activity	Follow Up	Status	Amount Due	Credits		1-30 days 3		61-90 da	91-120 d		Last Note
044	Advanced Property M	(586) 644-1571	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00		Mary stated that the check would be mailed today.
2591	Thomas Cadillac Jaguar	(313) 524-1000	S Available Collection				1.1	×	977.60	0.00	977.60	0.00		First collections letter sent to Tom Brady.
2832	Woodgreen Managem	(734) 268-4466	Available Collection	nqueues				^	774.10	0.00	774.13	0.00		Spoke with Janice Smart. Received approval for a \$200 pay
916	Kingswood Oxford Hig	(734) 233-9631			10 10 01	1	T 1 10	r	2,134.64	0.00	2,134.64	0.00	10,693.48	
951	Canton Inn		Description		Creation Date	Count	Total Due		162.80	0.00	162.80	0.00	758.95	
001	Sippin Brothers Oil Co	(517) 261-3666	Bankrupcy		10/8/2012	1	73.87		562.19	0.00	562.19	0.00	2,771.15	
069	Greenfield Girls Club	(586) 774-7407	Outside Collections		8/7/2015	1	869.09		181.44	0.00	181.44	0.00	852.85	
160	Ucp Of Eastern Ct	(313) 448-0811							293.91	0.00	293.91	0.00	1,358.23	
167	Meyers Deli	(734) 861-4565							202.86	0.00	202.86	0.00	960.77	
173	Standard Electric Supply	(517) 237-8944							202.86	0.00	202.86	0.00	960.77	
184	Olympia Sales -Tentan	(734) 814-4451							206.31	0.00	206.31	0.00	978.16	
8196	Automated Material H	(731) 223 3601							211.01	0.00	211.01	0.00	910.58	
3202	Spika	(517) 828-4213							113.84	0.00	113.84	0.00	512.26	
3213	Plymouth Healthcare C	(734) 547-0027							1,569.78	0.00	1,569.78	0.00	7,725.06	
3215	Varunes & Associates	(313) 541-1675							290.43	0.00	290.43	0.00	1,340.69	
3222	Eh Public Libraries	(734) 289-6429							263.19	0.00	263.19	0.00	1,264.72	
3294	Wauregan Developme The Hersher Trust Hol	(517) (50 0007							186.50	0.00	186.50	0.00	878.34	
3312 3316		(517) 650-0327							571.16	0.00	571.16 219.68	0.00	2,755.07	
3316 3357	Porter, Anastasia	(734) 455-1024							234.83	0.00	219.68	0.00		
5357 3379	Siracusa Moving & Sto Michigan Veterans Acti	(517) 225-9144 (517) 521-6711							120.29	0.00	234.83	0.00	1,121.84 544.77	
1379 1387	Nutmeg International	(313) 249-8635							239.70	0.00	239.70	0.00	1,146.41	
1307	Joseph Gnazzo Co.	(734) 871-5424							140.90	0.00	239.70	0.00	648.59	
1458	Baker, Leo	(734) 567-2104							142.38	0.00	142.38	0.00	656.06	
3482	The Jones Library Inc.	(313) 256-4090							203.31	0.00	203.31	0.00	963.05	
3484	Davenport, Cara	(734) 782-6731	1						125.47	0.00	125.47	0.00	570.88	
3491	Weaver, Jessie	(734) 569-0010							0.00	0.00	127.26	0.00	1.407.00	
3495	Lawrence, Dylan	(734) 568-2950	1						0.00	0.00	142.65	0.00	780.72	
528	Millrite Machine Inc	(313) 562-9212							308.79	0.00	308.79	0.00	1,494.47	
531	Don Pion Pontiac	(313) 568-2471							120.29	0.00	120.29	0.00	544.77	
542	Ray, Breanna	(734) 599-1504							127.84	0.00	127.84	0.00	582.80	
644	Mark Twain Memorial	(313) 247-0998							2,352.37	0.00	2,352.37	0.00	11,376.76	
3674	Standard Paper Comp	(734) 953-4118							0.00	0.00	526.55	0.00	2,988.49	
3726	Spring Grove Cemetery	(313) 525-8502]						263.67	0.00	263.67	0.00	1,255.44	
3772	Response Insurance	(517) 639-7585							787.47	0.00	787.47	0.00	3,869.24	
1857	Petruzelo Insurance						Select	Close	370.14	0.00	370.14	0.00	1,786.75	
899	Beacon Prescriptions	(517) 229-6487					Kouner	41050	303.37	0.00	303.37	0.00	1,393.23	

Removing a Customer From Collections

Customers that appear in a sequenced queue will automatically be removed from collections when all outstanding bills have been paid.

Customers that are in non-sequenced queues have to be removed manually after all outstanding bills have been paid. To remove a customer from a non-sequenced queue, highlight the customer, and right-click. Select the option "Remove Customer From Collections."

Bankrupcy															_ 0
3 3 3	3 🗔 🕥 🐼 💭	TInclude Late Fees	in Amount Due												
951			Amount Due:	\$1,084	.55										
anton Inn 30 Farmingto	n Avenue		Credits:	\$0	.00										
lymouth, MI	48170		Credit Request Pending:	0	<u>.</u>										(
ast Late Fee:	\$140.83														(
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	Last Note	
951	Canton Inn		Auto Put in Queue		Do Not Extend	1 001 00		0.00	162.80		162.80	0.00	758.95		 Í
25462	Barker, Chase	(734) 536-1678	Manual Put in Queue		Service Hold	Remove Customer Fro	m Collections	0.00	0.00	0.00	0.00	0.00	73.87		
															(



Adding Collections Notes From the Customer Record

Ideally, collections activities should be done from the collection queues, but there may be occasions when the customer calls your company with a question about collections at a time when the collections module is not open. It is possible to enter a collections note directly from the customer record *providing that a collections note is already on the customer's account*. If a collections note is not already on the account, the first note must be entered directly from the Collections module. To enter a collections note, expand the Notes section on the customer record, highlight collections, and right-click. Select Add Note:

🗟 2075 American Masons And 🛛 ** Do Not Extend Cred	t **							
Arerican Masons And Customer Information Payment Options Payment Options Collections Collections	PO BC Detroit	an Masons And X 972 ;, MI 48201 522-7291			Balance Due: Last Statement Date: Last Late Fee: * Do Not Extend Credit Total Active RMR : Customer Type: Customer Since: Salesperson: Last Payment Rec/d: # of Disp Last 1 Days	\$3,279.60 7/16/2012 \$427.39 \$105.80 \$2,229.60 Commercial 5/24/1969 Matt Miller \$1,044.87 (2/1/2015) 0		
Credit Memos		Date	User	Note			Level	
- 📰 Credit Auto	COL	08/09/2016 08:23 am	Administrator	Spoke with Rob Baxter who promised or	bended knee that the check was in the mail			
🗔 Credit Requests								
🗄 🧾 Deferred Income (Unposted)								
Documents								
- Marco Inner Office Message			Add Note					
Invoices			Add Note					
>> Jobs								
- 🔲 Journal Detail								
Journal Summary								
Notes								
General				Protection of the second second	and the second se			
Collection				Right-click in the white s	bace			
Job								
- Prospect								
Service								
Selfice								

The customer notes box will open. Enter the note pertaining to this customer contact and ensure that it receives the correct Access level at the lower left-hand corner of the screen. Access Level 1 enables all users to read it, Access Level 2 can be read by only those users who have been assigned Access Level 2-Internal to their usergroup, and Access Level 3 can only be read by those users given Management Level 3 access to their usergroups. If this note should appear as the current collections note, place a checkmark in the box on the right-hand side.

The customer notes box will open. Enter the note pertaining to this customer contact and ensure that it receives the correct Access level at the lower left-hand corner of the screen. Access Level 1 enables all users to read it, Access Level 2 can be read by only those users who have been assigned Access Level 2-Internal to their usergroup, and Access Level 3 can only be read by those users given Management Level 3 access to their usergroups. If this note should appear as the current collections note, place a checkmark in the box on the right-hand side. Click Save to save the note.

😉 Customer No	otes 2075					×
🤯 General						
Customer:	2075 American I	Masons And				
Created:	10/26/2016 Adr	ninistrator				
Edited:	e					
		opy of his last invoice.	We are s	ending this to him	today.	
John Merhinan e		opy of his last involce.			100007.	
						-
Access Level	1 🖃			🔲 Note for C	urrent Collectio	n Queue
ĺ	Access Level	Description		Save	Delete	⊆lose
	1	General		2410	- E01040	
	2 3	Internal Management				



Mail Merge from the Collections Queue

All template letters must be created using Microsoft Word using only the fields available for the Mail Merge function within the collections module. We recommend that users create their template letters using the copy and paste functions of the fields which will be customized to the customer within the specific collection queues in which the letter would be appropriate to send. A basic knowledge of Microsoft Word is necessary for the creation of these letters. Microsoft has free online tutorials available on its website should assistance be necessary in setting up Microsoft Word template letters. We recommend having Microsoft Word open so that you can copy and paste information from SedonaOffice directly into the letter.

Creating the Template Letter

Begin by inserting your company's logo and date information into the Microsoft Word template letter.

Position the cursor where the addressee information will be entered.

ABC Security Service Inc. 231 N Main Street Plymouth, MI 48170 (734) 414-0760 ¶ ¶ October-18,-2016¶ ¶



Mail Merge Field List

View available the Mail Merge fields by clicking on View-Mail Merge –Show Columns.

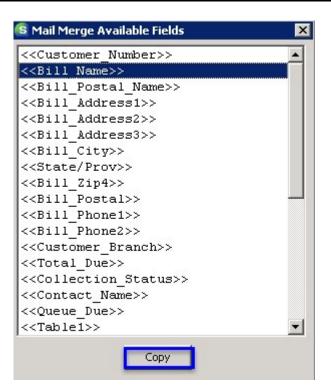
e Edit	View	SedonaOffice Customer	Query	Tools Window Help
		Refresh	F5	
lonaOff Sandb	- V	Tree		ys - Auto Sequence #10
Clie		Show Icons on Menu Tree		e .
6	c	Auto Hide Tree		🐼 🥼 🐼 🖾 🔽 Include Late
11		Mail Merge	K	Show Columns
	c c	Toolbars	×	Use Template Server

Within the collections queue, press the Mail Merge button.

213 lymouth Hea Wethersfiel													
Wethersfield			Amount Due:	\$10,864	.62								
			10 A		1.2								
	d Ave. 🛛 📉		Credits:	\$0	1.00								
lymouth, MI		N .	Credit Request	0	-1								
734) 547-00	127		Pendina:	° L									
ast Late Fee	: \$1,362.89											6	
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
2044	Advanced Property M	(586) 644-157	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,43
2591	Thomas Cadillac Jaguar	(313) 524-1000	uto Put in Queue	10/4/2016	Do Not Extend Cr	6,819.27	0.00	0.00	977.60	0.00	977.60	0.00	4,86
2832	Woodgreen Managem	(734) 268-4466	E. Payment Entered	11/2/2016	Do Not Extend Cr	5,203.40	0.00	0.00	774.13	0.00	774.13	0.00	3,65
2916	Kingswood Oxford Hig	(734) 233-9631	Aut. Ut in Queue		Do Not Extend Cr	14,962.76	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,69
2951	Canton Inn		Auto P in Queue		Do Not Extend Cr	1.084.55	0.00	0.00	162.80	0.00	162.80	0.00	75
8001	Sippin Brothers Oil Co	(517) 261-3668	Auto Put, Queue	S Mail M	erge Available Fields		× 0.00	0.00	562.19	0.00	562.19	0.00	2,77
069	Greenfield Girls Club	(586) 774-7407	Auto Put in veue				0.00	0.00	181.44	0.00	181.44	0.00	85
8160	Ucp Of Eastern Ct	(313) 448-0811	Auto Put in Que	< <cust< td=""><td>omer Number>></td><td></td><td>0.00</td><td>0.00</td><td>293.91</td><td>0.00</td><td>293.91</td><td>0.00</td><td>1,35</td></cust<>	omer Number>>		0.00	0.00	293.91	0.00	293.91	0.00	1,35
3167	Meyers Deli	(734) 861-4565	Auto Put in Queu	< <bill< td=""><td>Name>></td><td></td><td>0.00</td><td>0.00</td><td>202.86</td><td>0.00</td><td>202.86</td><td>0.00</td><td>96</td></bill<>	Name>>		0.00	0.00	202.86	0.00	202.86	0.00	96
3173	Standard Electric Supply	(517) 237-8944	Auto Put in Queue	< <bi11< td=""><td>- Postal Name>></td><td></td><td>0.00</td><td>0.00</td><td>202.86</td><td>0.00</td><td>202.86</td><td>0.00</td><td>96</td></bi11<>	- Postal Name>>		0.00	0.00	202.86	0.00	202.86	0.00	96
3184	Olympia Sales - Tentan	(734) 814-4451	Auto Put in Queue		Address1>>		0.00	0.00	206.31	0.00	206.31	0.00	97
3196	Automated Material H	(734) 223-3601	Auto Put in Queue				0.00	0.00	211.01	0.00	211.01	0.00	94
3202	Spilka	(517) 828-4213	Auto Put in Queue		_Address2>>		0.00	0.00	113.84	0.00	113.84	0.00	51
3213	Plymouth Healthcare C		Auto Put in Queue		_Address3>>		0.00	0.00	1,569.78	0.00	1,569.78	0.00	7.72
3215	Varunes & Associates	(313) 541-1675	Auto Put in Queue	< <bill< td=""><td>City>></td><td></td><td>0.00</td><td>0.00</td><td>290.43</td><td>0.00</td><td>290.43</td><td>0.00</td><td>1,34</td></bill<>	City>>		0.00	0.00	290.43	0.00	290.43	0.00	1,34
3222	Eh Public Libraries	(734) 289-6429	Auto Put in Queue	< <stat< td=""><td>e/Prov>></td><td></td><td>0.00</td><td>0.00</td><td>263.19</td><td>0.00</td><td>263.19</td><td>0.00</td><td>1,26</td></stat<>	e/Prov>>		0.00	0.00	263.19	0.00	263.19	0.00	1,26
294	Wauregan Developme	(751)2020122	Auto Put in Queue	< <b111< td=""><td>Zip4>></td><td></td><td>0.00</td><td>0.00</td><td>186.50</td><td>0.00</td><td>186.50</td><td>0.00</td><td>87</td></b111<>	Zip4>>		0.00	0.00	186.50	0.00	186.50	0.00	87
3312	The Hersher Trust Hol	(517) 650-0327	Auto Put in Queue		Postal>>		0.00	0.00	571.16	0.00	571.16	0.00	2.75
3316	Porter, Anastasia	(734) 455-1024	Auto Put in Queue				0.00	0.00	219.68	0.00	219.68	0.00	1,04
3357	Siracusa Moving & Sto	(517) 225-9144	Auto Put in Queue		Phone1>>		0.00	0.00	234,83	0.00	234.83	0.00	1,12
379	Michigan Veterans Acti	(517) 223-9144 (517) 521-6711	Auto Put in Queue	< <bill< td=""><td>_Phone2>></td><td></td><td>0.00</td><td>0.00</td><td>120.29</td><td>0.00</td><td>120.29</td><td>0.00</td><td>54</td></bill<>	_Phone2>>		0.00	0.00	120.29	0.00	120.29	0.00	54
3379 3387	Nutmeg International	(313) 249-8635	Auto Put in Queue	< <cust< td=""><td>omer Branch>></td><td></td><td>0.00</td><td>0.00</td><td>239.70</td><td>0.00</td><td>239.70</td><td>0.00</td><td>1.14</td></cust<>	omer Branch>>		0.00	0.00	239.70	0.00	239.70	0.00	1.14
3387 3430	Joseph Gnazzo Co.	(313) 249-8635 (734) 871-5424	Auto Put in Queue	< <tota< td=""><td>1 Due>></td><td></td><td>0.00</td><td>0.00</td><td>239.70</td><td>0.00</td><td>239.70</td><td>0.00</td><td>1,14</td></tota<>	1 Due>>		0.00	0.00	239.70	0.00	239.70	0.00	1,14
1430 1458	Joseph Gnazzo Co. Baker, Leo				ection Status>>		0.00	0.00	140.90		140.90		
		(734) 567-2104	Auto Put in Queue		act Name>>					0.00		0.00	65
482	The Jones Library Inc.	(313) 256-4090	Auto Put in Queue				0.00	0.00	203.31	0.00	203.31	0.00	96
3484	Davenport, Cara	(734) 782-6731	Auto Put in Queue		e_Due>>		0.00	0.00	125,47	0.00	125.47	0.00	57
3491	Weaver, Jessie	(734) 569-0010	Auto Put in Queue	<< Tabl	e1>>	•	0.00	0.00	0.00	0.00	127.26	0.00	1,40
3495	Lawrence, Dylan	(734) 568-2950	Auto Put in Queue				0.00	0.00	0.00	0.00	142.65	0.00	78
3528	Millrite Machine Inc	(313) 562-9212	Auto Put in Queue		Copy		0.00	0.00	308.79	0.00	308.79	0.00	1,49
3531 3542	Don Pion Pontiac	(313) 568-2471	Auto Put in Queue		السيمكيتيتيسيدا		0.00	0.00	120.29	0.00	120.29	0.00	54
	Ray, Breanna	(734) 599-1504	Auto Put in Queue	15		AUX 2011 C 400 C 400 C 10	0.00	0.00	127.84	0.00	127.84	0.00	58

The list of available fields will be displayed. Highlight the Bill Name field and press the Copy button.





Open the Microsoft Word template letter, right-click and select Paste. The Bill To field will be populated in the letter. Press the Enter key to advance to the next line. Return to the SedonaOffice Mail Merge list. Highlight Bill Address1. Go into the Microsoft Word template letter, right-click, and paste. Continue doing this for all addressee information.





Go back to the SedonaOffice Mail Merge fields and continue to copy and paste custom fields into the letter as needed for the body of your letter.

```
BC Security Service Inc.
               231 N Main Street
              Plymouth, MI 48170
                (734) 414-0760
                                       1
                                          October 18, 2016¶
                                                   1
<<Bill Name>>¶
<<Bill Address1>>¶
<<Bill City>>, <<State/Prov>>..<<Bill Postal>>¶
1
Re:--Customer-Number:-<<Customer Number>>¶
→ Overdue Invoices¶
1
9
Dear Customer:
1
Our-Collections-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 that we can remedy the situation.
9
If this is an oversight, we would appreciate your prompt attention to this matter and your remittance for
the past due balance.
9
Sincerely,¶
1
q
Mary H. Smith ¶
Collections Department¶
1
```

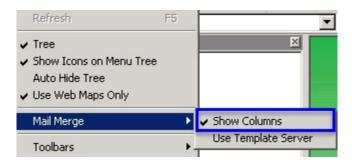
Save the template letter with the file type of Word Template in a network drive that multiple users who use these letters can access.



Begin the Mail Merge

Change the View

Since the Mail Merge template letter has been created, the view needs to be changed to remove Show Columns. To remove "Show Columns", navigate to View-Mailmerge and click on "Show Columns." This will remove the checkmark in front of the option turning it off.



Customer Selection

Users may elect to send the collection template letter to all customers in a queue or just select customers.

To send the letter to all customers in a queue, select the "Select All" button. All customers in the queue will have a dark blue shaded background indicating that they have been selected.

🜀 Over 30 Day	s Past Due - Auto Seque	nce # 40												
	15 <u>6 -</u> -	Include Late Fees	in Amount Due											
3213			Amount Due:	\$10,864	.62									
Plymouth Healt 4 Wethersfield			Credits:	\$0.	.00									
Plymouth, MI		10 C												
(734) 547-002		No.	Credit Request	0	4									
(734) 347-002	<i>'</i>		Pending:											
Last Late Fee:	\$1,362.89													
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	Last Note
2044	Advanced Property M	(586) 644-1571	Called for Payment	6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,434.85	Mary stated that the check would be mailed today.
2591	Thomas Cadillac Jaguar	(313) 524-1000	Auto Put in Queue	10/4/2016	Do Not Extend Cr	6,819.27	0.00	0.00	977.60	0.00	977.60	0.00	4,864.07	First collections letter sent to Tom Brady.
2832	Woodgreen Managem	(734) 268-4466	EFT Payment Entered	11/2/2016	Do Not Extend Cr	5,203.40	0.00	0.00	774.13	0.00	774.13	0.00	3,655.14	Spoke with Janice Smart. Received approval for a \$200 payr
2916	Kingswood Oxford Hig	(734) 233-9631	Auto Put in Queue		Do Not Extend Cr	14,962.76	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,693.48	
2951	Canton Inn	and the second second	Auto Put in Queue		Do Not Extend Cr	1,084.55	0.00	0.00	162.80	0.00	162.80	0.00	758.95	
3001	Sippin Brothers Oil Co	(517) 261-3668	Auto Put in Queue		Do Not Extend Cr	3,895.53	0.00	0.00	562.19	0.00	562.19	0.00	2,771.15	
3069	Greenfield Girls Club	(586) 774-7407	Auto Put in Queue		Do Not Extend Cr	1,215.73	0.00	0.00	181.44	0.00	181.44	0.00	852.85	
3160	Ucp Of Eastern Ct	(313) 448-0811	Auto Put in Queue		Do Not Extend Cr	1,946.05	0.00	0.00	293.91	0.00	293.91	0.00	1,358.23	
3167	Meyers Deli	(734) 861-4565	Auto Put in Queue		Do Not Extend Cr	1,366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
3173			Auto Put in Queue		Do Not Extend Cr	1,366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
3184	Olympia Sales -Tentan				Do Not Extend Cr	1,390.78	0.00	0.00	206.31	0.00	206.31	0.00	978.16	



To send the letter to only select customers in the queue, use the CTRL key on the keyboard to highlight only customers that you want to receive the letter. The customers selected will have a blue background:

491														
491		Include Late Fees	in Amount Due											
			Amount Due:	\$1,534	.26									
leaver, Jessi														
30 Mort Vini			Credits:	\$L	1.00									
ymouth, MI			Credit Request	0										
34) 569-00	10		Pending:	- L	-0									
ast Late Fee	. 1000 14													
St Late Fee	. \$200.14													
Customer #	Name	Phone	Last Activity	Follow Up	Status	Amount Due	Credits	Current	1-30 days	31-60 da	61-90 da 9	1-120 d	over 120	Last Note
044	Advanced Property M	(586) 644-1571	Sent Letter	6/15/2016	Do Not Extend Cr	6.289.85	0.00	0.00	927.50	0.00	927.50	0.00	4,434.85	Mary stated that the check would be mailed today.
591	Thomas Cadillac Jaguar	(313) 524-1000	Auto Put in Queue	10/4/2016	Do Not Extend Cr	6.819.27	0.00	0.00	977.60	0.00	977.60	0.00	4,864.07	First collections letter sent to Tom Brady.
832	Woodgreen Managem		EFT Payment Entered	11/2/2016	Do Not Extend Cr	5,203.40	0.00	0.00	774.13	0.00	774.13	0.00	3,655.14	Spoke with Janice Smart. Received approval for a \$200 pa
916	Kingswood Oxford Hig	(734) 233-9631	Sent Letter		Do Not Extend Cr	14,962.76	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,693.48	
001	Sippin Brothers Oil Co	(517) 261-3668	Auto Put in Queue		Do Not Extend Cr	3,895.53	0.00	0.00	562.19	0.00	562.19	0.00	2,771.15	
069	Greenfield Girls Club	(586) 774-7407	Auto Put in Queue		Do Not Extend Cr	1.215.73	0.00	0.00	181.44	0.00	181.44	0.00	852.85	
3160	Ucp Of Eastern Ct	(313) 448-0811	Auto Put in Queue		Do Not Extend Cr	1.946.05	0.00	0.00	293.91	0.00	293.91	0.00	1,358,23	
167	Meyers Deli	(734) 861-4565	Auto Put in Queue		Do Not Extend Cr	1.366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
3173	Standard Electric Supply	(517) 237-8944	Sent Letter		Do Not Extend Cr	1,366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
184	Olympia Sales -Tentan	(734) 814-4451	Auto Put in Queue		Do Not Extend Cr	1,390.78	0.00	0.00	206.31	0.00	206.31	0.00	978.16	
196	Automated Material H	(734) 223-3601	Auto Put in Queue		Do Not Extend Cr	1,362.60	0.00	0.00	211.01	0.00	211.01	0.00	940.58	
202	Spilka	(517) 828-4213	Auto Put in Queue		Do Not Extend Cr	739.94	0.00	0.00	113.84	0.00	113.84	0.00	512.26	
213	Plymouth Healthcare C	(734) 547-0027	Auto Put in Queue		Do Not Extend Cr	10,864.62	0.00	0.00	1,569.78	0.00	1,569.78	0.00	7,725.06	
215	Varunes & Associates	(313) 541-1675	Auto Put in Queue		Do Not Extend Cr	1,921.55	0.00	0.00	290.43	0.00	290.43	0.00	1,340.69	
222	Eh Public Libraries	(734) 289-6429	Auto Put in Queue		Do Not Extend Cr	1,791.10	0.00	0.00	263.19	0.00	263.19	0.00	1,264.72	
294	Wauregan Developme		Auto Put in Queue		Do Not Extend Cr	1.251.34	0.00	0.00	186.50	0.00	186.50	0.00	878.34	
312	The Hersher Trust Hol	(517) 650-0327	Auto Put in Queue		Do Not Extend Cr	3,897.39	0.00	0.00	571.16	0.00	571.16	0.00	2,755.07	
316	Porter, Anastasia	(734) 455-1024	Auto Put in Queue		Do Not Extend Cr	1,484.87	0.00	0.00	219.68	0.00	219.68	0.00	1,045.51	
357	Siracusa Moving & Sto	(517) 225-9144	Auto Put in Queue		Do Not Extend Cr	1,591.50	0.00	0.00	234.83	0.00	234.83	0.00	1,121.84	
379	Michigan Veterans Acti	(517) 521-6711	Auto Put in Queue		Do Not Extend Cr	785.35	0.00	0.00	120.29	0.00	120.29	0.00		
387	Nutmeg International	(313) 249-8635	Auto Put in Queue		Do Not Extend Cr	1,625.81	0.00	0.00	239.70	0.00	239.70	0.00	1,146.41	
430	Joseph Gnazzo Co.	(734) 871-5424	Auto Put in Queue		Do Not Extend Cr	930.39	0.00	0.00	140.90	0.00	140.90	0.00		
3458	Baker, Leo	(734) 567-2104	Auto Put in Queue		Do Not Extend Cr	940.82	0.00	0.00	142.38	0.00	142.38	0.00	656.06	
3482			Auto Put in Queue		Do Not Extend Cr	1,369.67	0.00	0.00	203.31	0.00	203.31	0.00	963.05	
3484	Davenport, Cara	(734) 782-6731	Auto Put in Queue		Do Not Extend Cr	821.82	0.00	0.00	125.47	0.00	125.47	0.00	570.88	
3491			Auto Put in Queue		Do Not Extend Cr	1.534.26	0.00	0.00	0.00	0.00	127.26	0.00		

Press the Mail Merge button at the top of the screen.

S Over 30 Da	ys Past Due - Auto Sequ	ence # 40												
	6616071	Include Late Feer	in Amount Due											
		Include Edite Fees												
3491			Amount Due:	\$1,534	.26									
Weaver, Jess 130 Mort Vini			Credits:	\$0	1.00									
Plymouth, MI				1										
(734) 569-00			Credit Request	0	-0									
(101) 505 60	10	No. 199	Pending:		1.1									
	1000.44	No.												
Last Late Fee	: \$233.14													
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	Last Note
2044	Advanced Property M	(586) 6 1571		6/15/2016	Do Not Extend Cr	6,289.85	0.00	0.00	927.50	0.00	927.50	0.00		Mary stated that the check would be mailed today.
2591	Thomas Cadillac Jaguar	(313) 524 100	Auto Put in Queue	10/4/2016	Do Not Extend Cr	6,819.27	0.00	0.00	977.60	0.00	977.60	0.00		First collections letter sent to Tom Brady.
2832	Woodgreen Managem	(734) 268-4 6	EFT Payment Entered	11/2/2016	Do Not Extend Cr	5,203.40	0.00	0.00	774.13	0.00	774.13	0.00		Spoke with Janice Smart. Received approval for a \$200 pay
2916	Kingswood Oxford Hig	(734) 233-963	Sent Letter		Do Not Extend Cr	14,962.76	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,693.48	
3001	Sippin Brothers Oil Co		Auto Put in Queue		Do Not Extend Cr	3,895.53	0.00	0.00	562.19	0.00	562.19	0.00	2,771.15	
3069	Greenfield Girls Club	(586) 774-7407			Do Not Extend Cr	1,215.73	0.00	0.00	181.44	0.00	181.44	0.00	852.85	
3160	Ucp Of Eastern Ct	(313) 448-0811	A Put in Queue		Do Not Extend Cr	1,946.05	0.00	0.00	293.91	0.00	293.91	0.00	1,358.23	
3167	Meyers Deli	(734) 861-4565	Aut, Put in Queue		Do Not Extend Cr	1,366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
3173	Standard Electric Supply	(517) 237-8944	Sent Liter		Do Not Extend Cr	1,366.49	0.00	0.00	202.86	0.00	202.86	0.00	960.77	
3184	Olympia Sales -Tentan	(734) 814-4451	Auto Pu, lo Queue		Do Not Extend Cr	1,390.78	0.00	0.00	206.31	0.00	206.31	0.00	978.16	
3196	Automated Material H	(734) 223-3601	Auto Put), Queue		Do Not Extend Cr	1,362.60	0.00	0.00	211.01	0.00	211.01	0.00	940.58	
3202	Spilka	(517) 828-4213	Auto Put in veue		Do Not Extend Cr	739.94	0.00	0.00	113.84	0.00	113.84	0.00	512.26	
3213	Plymouth Healthcare C	(734) 547-0027	Auto Put in Quive		Do Not Extend Cr	10,864.62	0.00	0.00	1,569.78	0.00	1,569.78	0.00	7,725.06	
3215	Varunes & Associates	(313) 541-1675	Auto Put in Que		Do Not Extend Cr	1,921.55	0.00	0.00	290.43	0.00	290.43	0.00	1,340.69	
3222	Eh Public Libraries	(734) 289-6429	Auto Put in Queue		Do Not Extend Cr	1,791.10	0.00	0.00	263.19	0.00	263.19	0.00	1,264.72	
3294	Wauregan Developme		Auto Put in Queue		Do Not Extend Cr	1,251.34	0.00	0.00	186.50	0.00	186.50	0.00	878.34	
3312	The Hersher Trust Hol	(517) 650-0327	Auto Put in Queue		Do Not Extend Cr	3,897.39	0.00	0.00	571.16	0.00	571.16	0.00	2,755.07	
3316	Porter, Anastasia		Auto Put in Queue		Do Not Extend Cr	1,484.87	0.00	0.00	219.68	0.00	219.68	0.00	1,045.51	
3357		(517) 225-9144	Auto Put in Queue		Do Not Extend Cr	1,591.50	0.00	0.00	234.83	0.00	234.83	0.00	1,121.84	
3379	Michigan Veterans Acti		Auto Put in Queue		Do Not Extend Cr	785.35	0.00	0.00	120.29	0.00	120.29	0.00	544.77	
3387	Nutmeg International				Do Not Extend Cr	1,625.81	0.00	0.00	239.70	0.00	239.70	0.00	1,146.41	
3430	Joseph Gnazzo Co.		Auto Put in Queue		Do Not Extend Cr	930.39	0.00	0.00	140.90	0.00	140.90	0.00	648.59	
3458	Baker, Leo		Auto Put in Queue		Do Not Extend Cr	940.82	0.00	0.00	142.38	0.00	142.38	0.00	656.06	
3482	The Jones Library Inc.		Auto Put in Queue		Do Not Extend Cr	1,369.67	0.00	0.00	203.31	0.00	203.31	0.00	963.05	
3484	Davenport, Cara	(734) 782-6731	Auto Put in Queue		Do Not Extend Cr	821.82	0.00	0.00	125.47	0.00	125.47	0.00	570.88	
3491	Weaver, Jessie	(734) 569-0010	Auto Put in Queue		Do Not Extend Cr	1.534.26	0.00	0.00	0.00	0.00	127.26	0.00	1.407.00	



The program will open the Documents Library for the user to select the location of the Word template letter. Navigate to the location of the letter, highlight the name, and press the Open button.

🜀 Open							×
😋 🖓 🖗 🖌 Libraries 🕶	Documents \star Custom Office Templates			• 🔄	Search Custom Office	Templates	
Organize 🔻 New folder						• 🔳	0
Favorites	Documents library Custom Office Templates				Arrange by:	Folder 🔻	
Downloads	Name *	Date modified	Туре	Size			
	Sample Collections Letter	10/20/2016 12:20 PM	Microsoft Word Doc	30 KE	3		
📜 Libraries							
Documents							
Pictures							
Videos							
Computer							
🚢 Local Disk (C:)							
1 DVD Drive (E:) 15.(
👊 Network							
NNET-LAPTOP							
🜉 AREA51							
🛀 COMPILER 💽							
File na	me: Sample Collections Letter - Copy			•	Word Document		-
					Open	Cancel	



Word will begin creating the letters. The following words will appear on the screen while this is being accomplished. At the end of the letter creation, these words will no longer display, and the letters will be ready to review.

8	Generating Letter(s)
u	

Click on the Microsoft Word icon at the bottom of the screen.



The mail merged letters will be displayed.





ABC Security Service Inc. 231 N Main Street Plymouth, MI 48170 (734) 414-0760

October 18, 2016

Meyers Deli 850 Hartford Turnpike Plymouth, MI 48170

Re: Customer Number: 3167 Overdue Invoices

Dear Customer:

Our Collections Department has been trying to contact you regarding your past due balance of \$1,366.49 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 that we can remedy the 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 H. Smith Collections Department

Letters can be saved to the directory of your choice should you want to keep a copy on file. The letters can now be printed in Microsoft Word.



Customer Collections Record

The customer collections record shows all activity involving collections over the lifetime of the customer. Each record is date and time stamped, shows the activity performed, who performed the activity.

10001 Small, Henry ** Do Not Extend Credit **						•			
Small, Henry	Small, Henr					Balance Due: \$6,224.75		_	
- 🥑 Customer Information	33 Karen C	r				Last Statement Date: 12/18/2015	Las	t Late Fee	
- 🐺 Payment Options	Chagrin Eal	s, OH 44022		Current Collection	10 C	Last Late Fee: \$36.16		Contract Co	
-📴 Bill To	a lagrant a	.,		Status		* Service Hold * Over 60 Days F	a 📥 👘 👘		
🖃 💷 33 Karen Cr Chagrin Falls, OH				Status		Total Active RMR : \$25.00	Current Co	ollections Queue	
Contacts				-		Total Active RAR : \$300.00			
Sites									
- (25200) 33 Karen Cr Chagrin Falls, OH									
E Systems	Date That					Customer Since: 7/18/2007			
- Contacts	Collection	Queue Name &	Collection			Salesperson: Oliver Blais			
Credit Memos		Date/Time of	Status At	Type of Collections Act	tivity and	Last Payment Rec'd: \$26.72 (3/8/20	116) User performing	Dollar	
- Documents	Queue	Activity	Time of	Description		# of Disp Last 1 Days 0	collections	amount	
Inspections	Was	, iounty	Activity			** EFT Pending **	activity	amount	
Invoices	Created					Amount: \$26.94			
The Jobs						Entered Date: 9/22/2016			
						cinered Date. 9/22/2010		1	
🕀 🧰 Notes		-				1	•		
- 🚰 Recurring	6/1/2012	Over 60 Days Past							
- 🥦 Recurring History		Date	Collection Status	Activity	Descriptio	n	User	Amount	
- Service		10/24/2016 8:33:17 AM	Service Hold	Update Collection Status			Administrator	\$812.53	
- J Group Tickets		10/24/2016 8:32:13 AM	Do Not Extend Credit	Sent Letter	72 Hr Can	ncel Letter	Administrator	\$812.53	
Activity Ledger		10/19/2016 11:15:31 AM		Posted Unapplied Cash	Apply CAS		JamieF	\$2.16	
Aging		9/22/2016 11:23:54 AM	Do Not Extend Credit	Auto Put in Queue	Moved fro	om Collection_Queue Over 20 Days	Administrator	\$803.91	
Collections									
Contacts									
Credit Memos	1/22/2015	Over 20 Days							
Credit Auto		Date	Collection Status Service Hold	Activity	Descriptio		User Administrator	Amount	
Credit Requests		9/22/2016 11:23:54 AM 8/9/2016 8:56:08 AM	Do Not Extend Credit	Auto Put in Queue Auto Put in Queue		Collection Queue Over 60 Days Past Due Collection Queue Over 20 Days	Administrator	\$803.91 \$803.91	
		6/9/2016 8:56:06 AM	Do Not Extend Credit	Auto Put in Queue	Added to	Collection Queue Over 20 Days	Administrator	\$003.91	
Deferred Income (Unposted)									
Documents	10/2/2015	Over 120 Days Pas							
💽 EFT History	10/2/2013	Date	Collection Status	Activity	Descriptio	0	User	Amount	
🗲 Events History		3/8/2016 11:46:07 AM	Legal	Auto Remove From Queue		rom Collections	Administrator	\$0.00	
🖾 Inner Office Message		3/8/2016 11:46:06 AM	Legal	Posted Payment	Posted Ch		Administrator	\$38.28	
Invoices		3/8/2016 11:38:16 AM	Legal	Posted Payment	Posted Ch	neck#	Administrator	\$100.00	
🄊 Jobs		3/8/2016 11:25:33 AM	Legal	Posted Payment	EFT Paym	ient Posted	Administrator	\$2.22	
📝 Journal Detail		3/8/2016 11:24:10 AM	Legal	Posted Payment	EFT Paym	ient Posted	Administrator	\$2.22	
ቨ Journal Summary		3/8/2016 11:23:30 AM	Legal	Posted Payment		ient Posted	Administrator	\$2.16	
Notes		3/8/2016 11:22:44 AM	Legal	Posted Payment		ient Posted	Administrator	\$26.72	
A Payments		2/15/2016 3:42:00 PM	Legal	Posted Credit Memo		off inv#300008; balance less then 5.00	Devan	\$2.22	
Prospects		1/28/2016 10:19:25 AM	Legal	Posted Credit Memo		off inv#296915; balance less then 5.00	Administrator	\$2.22	
		12/11/2015 11:18:48 PM	Legal	Posted Payment		neck # 115669	Administrator	\$76.37	
Securring			Legal	Posted Payment		neck # 104109	Administrator	\$500.00	
Recurring History		12/1/2015 2:18:04 PM	Legal	Posted Credit Memo		off inv#291098; balance less then 3.00	Administrator	\$2.16	
L Refunds		10/2/2015 2:57:16 PM	Legal	Auto Put in Queue	moved fro	om Collection_Queue Over 90 Days Past Due	Mellissa	\$576.37	
📑 Sedona Event Log									
J ^b Service	6/1/2012	Over 90 Days Past							
A Systems	0/1/2012	Date	Collection Status	Activity	Descriptio	0	User	Amount	
	-	10/2/2015 2:57:16 PM	Do Not Extend Credit	Auto Put in Oueue	Descriptio	RockDue	Mellissa	\$576.37	
	and the second division of the second divisio	- 10/2/2015 2:40:24 PM	Legal	Auto Pat In Quede			Mellissa	\$95.58	