



# Collections Management Reference Guide

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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, 2<sup>nd</sup> 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 needs 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 1<sup>st</sup> and carry the invoice term of Net 30. As such, the invoice is considered overdue 30 days after September 1<sup>st</sup> which is October 1<sup>st</sup>.

### **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  button at the top of the collections profile list. The collections profile will open.

## 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 is 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.

Collection Profile List							
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	Melissa	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.

Collection Profile List							
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	Melissa	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	2952	3,902,616.13	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.

Over 30 Days Past Due - Auto Sequence # 40														
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	Many stated that the check would be mailed today.
2591	Thomas Cadillac Jagu...	(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.
2597	Taylor & Fenn	(734) 249-7531	Auto Put in Queue		Do Not Extend Cr...	6,093.57	0.00	0.00	874.49	0.00	874.49	0.00	4,344.59	
2672	Subway Store #21577	(734) 291-8603	Auto Put in Queue		Do Not Extend Cr...	1,292.04	0.00	0.00	192.28	0.00	192.28	0.00	907.48	
2680	St. Joseph Cathedral		Auto Put in Queue		Do Not Extend Cr...	4,116.47	0.00	0.00	593.58	0.00	593.58	0.00	2,929.31	
2708	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2718	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2729	Jewish Federation	(734) 232-4483	Auto Put in Queue		Do Not Extend Cr...	7,745.65	0.00	0.00	1,109.22	0.00	1,109.22	0.00	5,527.21	

## 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.

The screenshot shows the 'Over 30 Days Past Due - Auto Sequence # 40' window. At the top, customer information for 'Advanced Property Management' is displayed, including address and phone number. Below this is a summary of financial data: Amount Due: \$6,289.85, Credits: \$0.00, and Credit Request Pending: 0. A blue arrow points to the 'Collections Activities' button in the top toolbar. A pop-up window titled 'Collections Activity' is open, showing a table of activities for customer 2044. The table includes columns for Date, Collection Status, Activity, Description, and User. Activities include 'Sent Letter', 'Do Not Extend Cr...', 'Called for Payment', and 'Auto Put in Queue'.

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	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.
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.
2597	Taylor & Fenn	(734) 249-7531	Auto Put in Queue		Do Not Extend Cr...	6,093.57	0.00	0.00	874.49	0.00	874.49	0.00	4,344.59	
2672	Subway Store #21577	(734) 291-8603	Auto Put in Queue		Do Not Extend Cr...	1,292.04	0.00	0.00	192.28	0.00	192.28	0.00	907.48	
2688	St. Joseph Cathedral	(734) 955-4111	Auto Put in Queue		Do Not Extend Cr...	4,116.47	0.00	0.00	593.58	0.00	593.58	0.00	2,923.31	
2708	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2718	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2729	Jewish Federation	(734) 232-4483	Auto Put in Queue		Do Not Extend Cr...	7,745.65	0.00	0.00	1,109.22	0.00	1,109.22	0.00	5,527.21	

## 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.

The screenshot shows the same 'Over 30 Days Past Due - Auto Sequence # 40' window. The 'Manual Event' button in the top toolbar is highlighted with a blue box. The customer list below shows various entries with their respective financial data and last activity dates.

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.
2597	Taylor & Fenn	(734) 249-7531	Auto Put in Queue		Do Not Extend Cr...	6,093.57	0.00	0.00	874.49	0.00	874.49	0.00	4,344.59	
2672	Subway Store #21577	(734) 291-8603	Auto Put in Queue		Do Not Extend Cr...	1,292.04	0.00	0.00	192.28	0.00	192.28	0.00	907.48	
2688	St. Joseph Cathedral	(734) 955-4111	Auto Put in Queue		Do Not Extend Cr...	4,116.47	0.00	0.00	593.58	0.00	593.58	0.00	2,923.31	
2708	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2718	Acceleron Company	(734) 651-9333	Auto Put in Queue		Do Not Extend Cr...	1,036.76	0.00	0.00	156.01	0.00	156.01	0.00	724.74	
2729	Jewish Federation	(734) 232-4483	Auto Put in Queue		Do Not Extend Cr...	7,745.65	0.00	0.00	1,109.22	0.00	1,109.22	0.00	5,527.21	

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 Collection Activity
✕

**Customer**

2832  
Woodgreen Management Inc  
17922 Morton Taylor Road  
Canton, MI 48188  
(734) 268-4466

**Activity Detail**

Follow Up Date:

Collection Status:  ▼

Collection Activity:  ▼

**Notes**

Spoke with Janice Smart. Received approval for a \$200 payment to be made toward her outstanding balance.

### 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.

Over 30 Days Past Due - Auto Sequence # 40
⌵ ⌶ ⌷

2551  
Canton Inn  
900 Farmington Avenue  
Plymouth, MI 48170

Amount Due: \$1,084.55  
Credits: \$0.00  
Credit Request Pending: 0

Last Late Fee: \$140.37

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...	(517) 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) 294-1000	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 Managemen...	(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 pay...
2916	Kingwood Oxford Hig...	(734) 233-3231	Auto Put in Queue		Do Not Extend Cr...	14,952.78	0.00	0.00	2,134.64	0.00	2,134.64	0.00	10,693.48	
2951	Canton Inn	(517) 261-3668	Auto Put in Queue		Do Not Extend Cr...	1,084.55	0.00	0.00	162.80	0.00	162.80	0.00	759.95	
3001	Sipin 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	

Over 30 Days Past Due - Auto Sequence # 40

Include Late Fees in Amount Due

2951  
Canton Inn  
900 Farmington Avenue  
Plymouth, MI 48170

Amount Due: \$1,084.55  
Credits: \$0.00  
Credit Request Pending: 0

Last Late Fee: \$140.37

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
2944	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.
2991	Thomas Cadillac, Jaguar	(313) 524-1000							977.60	0.00	977.60	0.00	4,864.07	First collections letter sent to Tom Brady.
2832	Woodgreen Managem...	(734) 268-4466							774.13	0.00	774.13	0.00	3,655.14	Spoke with Janice Smart. Received approval for a \$200 pay
2916	Kingswood Oxford Hig...	(734) 233-9631							2,134.64	0.00	2,134.64	0.00	10,693.48	
2951	Canton Inn								162.80	0.00	162.80	0.00	758.95	
3001	Sigon Brothers Oil Co...	(517) 261-3666							562.19	0.00	562.19	0.00	2,771.15	
3069	Greenfield Girls Club	(586) 774-7407							181.44	0.00	181.44	0.00	852.85	
3160	Up of Eastern Ct	(313) 448-0811							293.91	0.00	293.91	0.00	1,358.23	
3167	Meyers Dell	(734) 861-4566							202.86	0.00	202.86	0.00	960.77	
3173	Standard Electric Supply	(517) 237-9944							202.86	0.00	202.86	0.00	960.77	
3184	Olympia Sales - Tentan...	(734) 814-4451							206.31	0.00	206.31	0.00	978.16	
3196	Automated Material H...	(734) 223-3601							211.01	0.00	211.01	0.00	910.58	
3202	Spilka	(517) 828-4212							113.84	0.00	113.84	0.00	512.26	
3213	Plymouth Healthcare C...	(734) 247-0327							1,569.78	0.00	1,569.78	0.00	7,725.06	
3215	Varunes & Associates ...	(313) 541-1676							290.43	0.00	290.43	0.00	1,340.69	
3222	Eh Public Libraries	(734) 289-6425							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 Hershert Trust Hol...	(517) 650-0327							571.16	0.00	571.16	0.00	2,755.07	
3316	Porter, Anastasia	(734) 455-1024							219.68	0.00	219.68	0.00	1,045.51	
3357	Syracusa Moving & Sto...	(517) 225-9144							234.83	0.00	234.83	0.00	1,121.84	
3379	Michigan Veterans Acti...	(517) 521-6711							120.29	0.00	120.29	0.00	544.77	
3387	Nutmeg International ...	(313) 249-9836							239.70	0.00	239.70	0.00	1,146.41	
3430	Joseph Gnazzo Co...	(734) 871-5424							140.90	0.00	140.90	0.00	646.59	
3458	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							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							0.00	0.00	142.65	0.00	780.72	
3528	Milrite Machine Inc	(313) 562-9212							308.79	0.00	308.79	0.00	1,494.47	
3531	Don Pion Pontiac	(313) 568-2471							120.29	0.00	120.29	0.00	544.77	
3542	Ray, Breanna	(734) 599-1504							127.84	0.00	127.84	0.00	582.80	
3644	Mark Twain Memorial	(313) 247-0996							2,352.37	0.00	2,352.37	0.00	11,376.76	
3674	Standard Paper Comp...	(734) 953-4116							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) 639-7586							787.47	0.00	787.47	0.00	3,869.24	
3857	Petruzelo Insurance								370.14	0.00	370.14	0.00	1,786.75	
3899	Beacon Prescriptions	(517) 229-6487							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."

Bankruptcy

Include Late Fees in Amount Due

2951  
Canton Inn  
900 Farmington Avenue  
Plymouth, MI 48170

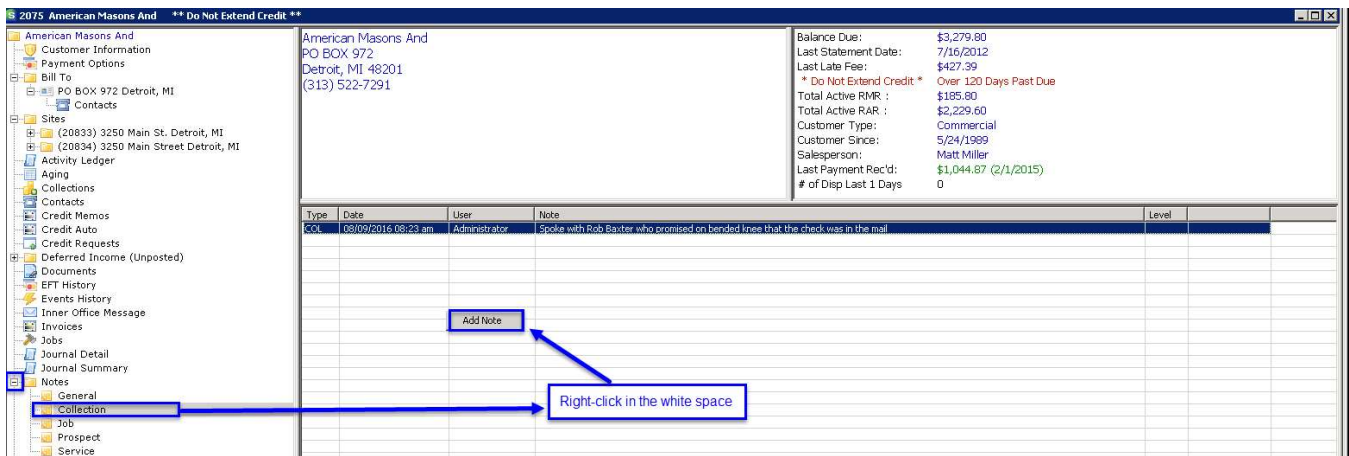
Amount Due: \$1,084.55  
Credits: \$0.00  
Credit Request Pending: 0

Last 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
2951	Canton Inn		Auto Put in Queue		Do Not Extend	0.00	0.00	162.80	0.00	162.80	0.00	0.00	758.95	
25462	Barker, Chase	(734) 536-1678	Manual Put in Queue		Service Hold			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:



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 Notes 2075**

**General**

Customer: 2075 American Masons And

Created: 10/26/2016 Administrator

Edited:

**General Note**

John Merriman called to request a copy of his last invoice. We are sending this to him today.

Access Level: 1

Access Level	Description
1	General
2	Internal
3	Management

Note for Current Collection Queue

Save Delete Close

### 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.

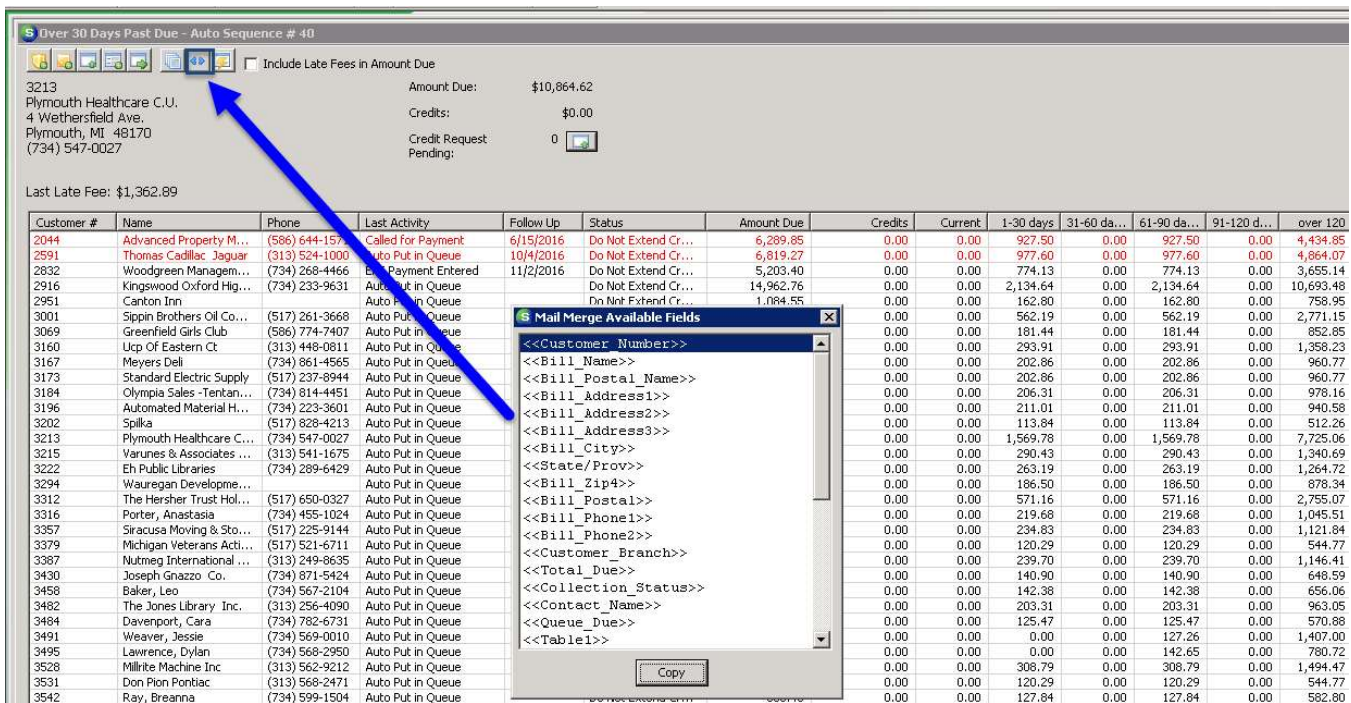


**Mail Merge Field List**

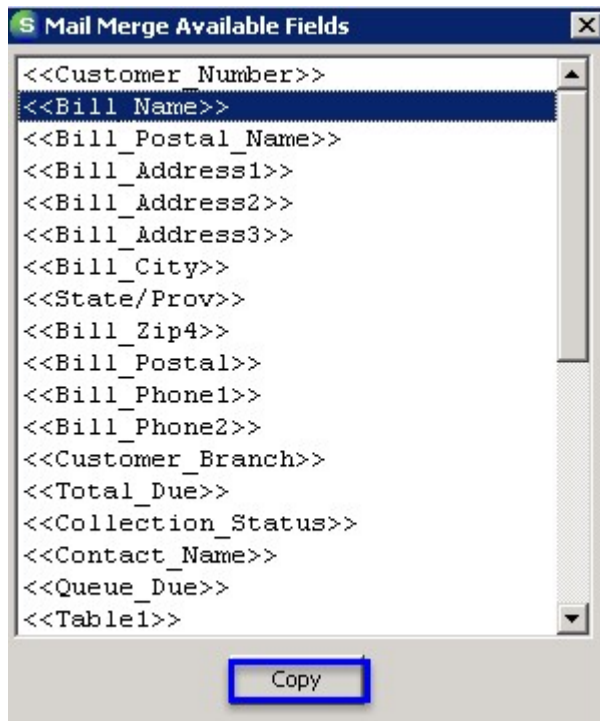
View available the Mail Merge fields by clicking on View-Mail Merge –Show Columns.



Within the collections queue, press the Mail Merge button.



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.



ABC Security Service Inc.

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

¶

¶

October 18, 2016 ¶

¶

<<Bill\_Name>>¶

<<Bill\_Address1>>¶

<<Bill\_City>>, <<State/Prov>> <<Bill\_Postal>>¶

¶

Re: Customer Number: <<Customer\_Number>>¶

→ Overdue Invoices¶

¶

¶

Dear Customer:¶

¶

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.¶

¶

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¶

¶

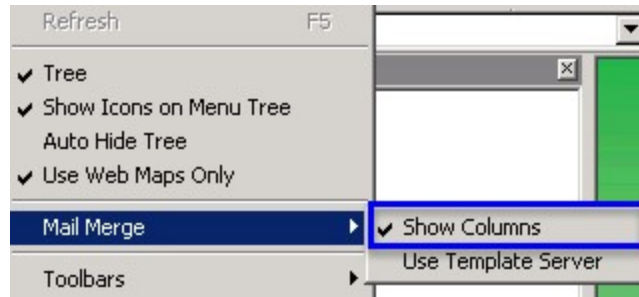
Save the template letter with the file type of Word Template in a network drive that multiple users who use these letters can access.



## Begin the Mail Merge

### Change the View

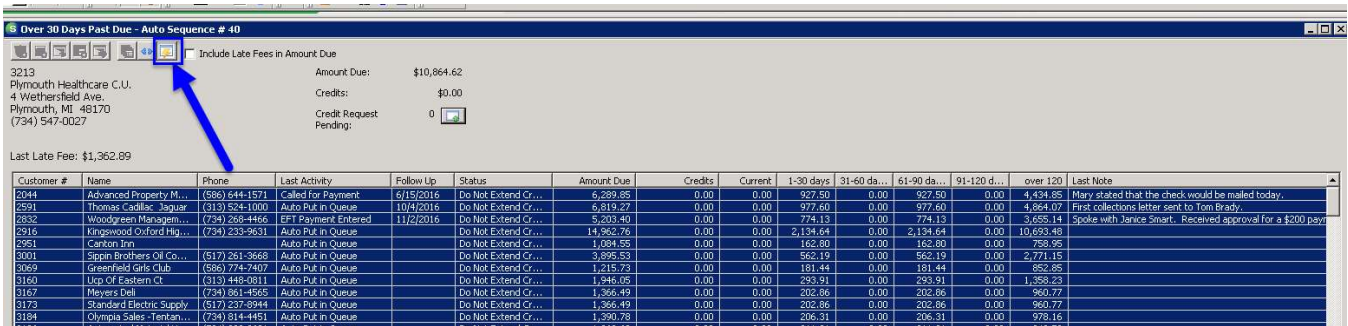
Since the Mail Merge template letter has been created, the view needs to be changed to remove Show Columns. To remove "Show Columns", navigate to View-Mailmerge and click on "Show Columns." This will remove the checkmark in front of the option turning it off.



### 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.

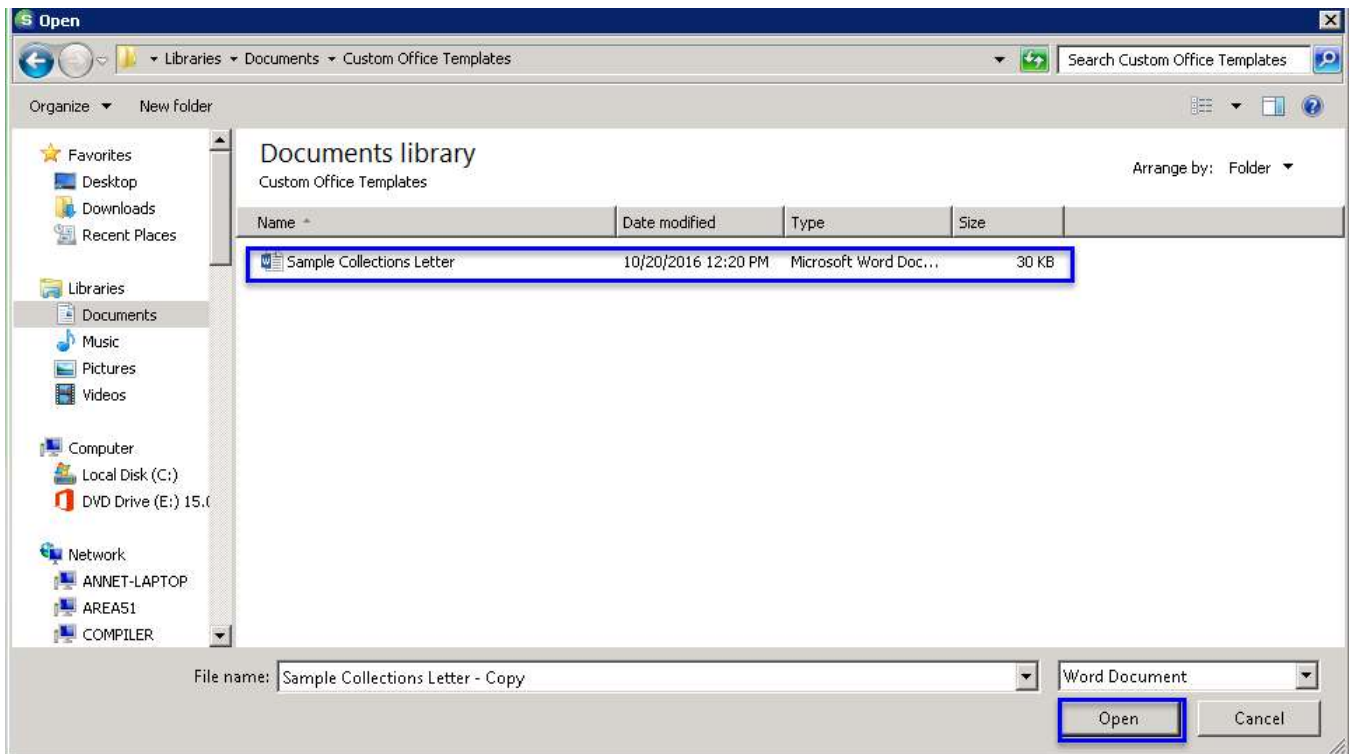


To send the letter to only select customers in the queue, use the CTRL key on the keyboard to highlight only customers that you want to receive the letter. The customers selected will have a blue background:

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...	(956) 644-1571	Sent Letter	6/15/2016	Do Not Extend Cr...	6,299.85	0.00	0.00	927.50	0.00	927.50	0.00	4,334.85	Play stated that the check would be mailed today.
2591	Thomas Collier, Jagan...	(313) 524-1030	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	4,844.07	First collections letter sent to Tom Brady.
2932	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 pay
2916	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	
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	Up 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	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	
3184	Olympa 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	
3196	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	
3202	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	
3213	Plymouth Healthcare C...	(734) 647-0027	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	
3215	Hanus & 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	
3222	Eh Public Libraries	(734) 389-6429	Auto Put in Queue		Do Not Extend Cr...	1,791.10	0.00	0.00	263.19	0.00	263.19	0.00	1,254.72	
3294	Waaregan 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	Poncar, Anastasia	(734) 959-1024	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	
3357	Sirius Moore & Sho...	(517) 225-9144	Auto Put in Queue		Do Not Extend Cr...	1,591.50	0.00	0.00	234.93	0.00	234.93	0.00	1,121.84	
3379	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	544.77	
3387	Nubnea 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	
3430	Joseph Gnezzo Co.	(734) 671-5924	Auto Put in Queue		Do Not Extend Cr...	930.39	0.00	0.00	140.90	0.00	140.90	0.00	546.59	
3483	Baker, Leo	(734) 567-2108	Auto Put in Queue		Do Not Extend Cr...	940.82	0.00	0.00	142.38	0.00	142.38	0.00	556.06	
3482	The Jones Library Inc.	(313) 256-4030	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	

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

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.



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.

Generating Letter(s)...

“

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  
33 Karen Cr  
Chagrin Falls, OH 44022

**Balance Due:** \$5,224.75  
**Last Statement Date:** 12/18/2015  
**Last Late Fee:** \$35.16  
**\* Service Hold \***  
**Over 60 Days Pa...**  
**Total Active RMR :** \$25.00  
**Total RAR :** \$300.00  
**Customer Type:** Residential  
**Customer Since:** 7/18/2007  
**Salesperson:** Oliver Blais  
**Last Payment Rec'd:** \$26.72 (3/8/2016)  
**# of Disp Last 1 Days:** 0  
**\*\* EFT Pending \*\***  
**Amount:** \$26.94  
**Entered Date:** 9/22/2016

**Summary Statistics:**  
 Last Late Fee  
 Current Collections Queue  
 User performing collections activity  
 Dollar amount

Date	Collection Status	Activity	Description	User	Amount
<b>6/1/2012 Over 60 Days Past ...</b>					
10/24/2016 8:33:17 AM	Service Hold	Update Collection Status		Administrator	\$812.53
10/24/2016 8:32:13 AM	Do Not Extend Credit	Sent Letter	72 Hr Cancel Letter	Administrator	\$812.53
10/19/2016 11:15:31 AM	Do Not Extend Credit	Posted Unapplied Cash	Apply CASH	JamieF	\$2.16
9/22/2016 11:23:54 AM	Do Not Extend Credit	Auto Put in Queue	Moved from Collection_Queue Over 20 Days	Administrator	\$803.91
<b>1/22/2015 Over 20 Days</b>					
9/22/2016 11:23:54 AM	Service Hold	Auto Put in Queue	Moved to Collection Queue Over 60 Days Past Due	Administrator	\$803.91
8/9/2016 8:56:08 AM	Do Not Extend Credit	Auto Put in Queue	Added to Collection Queue Over 20 Days	Administrator	\$803.91
<b>10/2/2015 Over 120 Days Pas...</b>					
3/8/2016 11:46:07 AM	Legal	Auto Remove From Queue	Remove From Collections	Administrator	\$0.00
3/8/2016 11:46:06 AM	Legal	Posted Payment	Posted Check #	Administrator	\$35.38
3/8/2016 11:38:16 AM	Legal	Posted Payment	Posted Check #	Administrator	\$100.00
3/8/2016 11:25:33 AM	Legal	Posted Payment	EFT Payment Posted	Administrator	\$2.22
3/8/2016 11:24:10 AM	Legal	Posted Payment	EFT Payment Posted	Administrator	\$2.22
3/8/2016 11:23:30 AM	Legal	Posted Payment	EFT Payment Posted	Administrator	\$2.16
3/8/2016 11:22:44 AM	Legal	Posted Payment	EFT Payment Posted	Administrator	\$26.72
2/15/2016 3:42:00 PM	Legal	Posted Credit Memo	Credited off inv#300008; balance less then 5.00	Devan	\$2.22
1/29/2016 10:19:25 AM	Legal	Posted Credit Memo	Credited off inv#296915; balance less then 5.00	Administrator	\$2.22
12/11/2015 11:18:48 PM	Legal	Posted Payment	Posted Check # 115669	Administrator	\$76.37
12/11/2015 10:45:14 PM	Legal	Posted Payment	Posted Check # 104109	Administrator	\$500.00
12/1/2015 2:18:04 PM	Legal	Posted Credit Memo	Credited off inv#291098; balance less then 3.00	Administrator	\$2.16
10/2/2015 2:57:16 PM	Legal	Auto Put in Queue	Moved from Collection_Queue Over 90 Days Past Due	Melissa	\$576.37
<b>6/1/2012 Over 90 Days Past ...</b>					
10/2/2015 2:57:16 PM	Do Not Extend Credit	Auto Put in Queue		Melissa	\$576.37
10/2/2015 2:40:24 PM	Legal	Auto Put in Queue		Melissa	\$95.58