

5 Ways to Manage Year End Collections



Collections is unfortunately a necessity when invoices are over-due and members have lapsed :(

5 Ways to Manage Year End Collections

- ✓ Review open credits and un-applied payment
- ✓ Identifying & re-sending over-due invoices
- ✓ Generating the Collections Report
- ✓ Sending Collections Letters
- ✓ Writing Off Invoices

1...Review open credits and un-applied payments

Use the **Payment Summary** report to ensure that all payments made to you, have been applied to the appropriate invoices

WIKI: [Payment Summary Report](#)

Billing Reports

Payment Summary

Select Another Report

Filter Options

Date From: 9/1/2019

more...

Through: 9/26/2019

Specific Batch: [Choose a Batch \(optional\)](#)

☒ Show [Active/Courtesy](#) members only.

Payment Method:

Item Type:

Item Basis:

Refresh Report

Print Report

Print PDF

Download Report

Reset Options

Payment Listing

September 1, 2019 - September 26, 2019

Date	Member	Payment Info	Details	Applied Amount
9/1/2019	Bikes Bikes Bikes	CreditCard: Visa *4242 Total Payment: \$100.00 Automatic Online credit card payment - ch_FjEaMI4ltBy5yu	100.00 CP-Membership Dues - Test 2019	100.00
9/1/2019	Cakes by Stefani	CreditCard: Visa *4242 Total Payment: \$138.33 Automatic Online credit card payment - ch_FjEarzCNDWlrdc	41.67 Anchorage Membership Fee 8.33 Event Registration Fee 2019 5.00 Monthly Lunch 83.33 Event Sponsor	138.33

1...Review open credits and un-applied payments

Use the Member Balance Summary to check if your members have any open credits

WIKI: [Member Balance Summary](#)

Billing Reports

Member Balance Summary

[Select Another Report](#)

Filter Options

☒ Show [Active/Courtesy](#) members only.

☐ Include members with **\$0.00** balances.

☐ Include **voluntary fee items** in member balance.

[Refresh Report](#) [Print Report](#) [Print PDF](#) [Download Report](#) [Reset Options](#)

Member Balance Summary Report

September 26, 2019

Member Name	Invoices	Payments	Sales Receipts	Applied Credit	Writeoffs	Voluntary Amount	Voluntary Balance	Available Credit	Balance (incl. Credit)
A Place for Dogs	71469.19	20334.70	-1835.00	1012.50	50835.00	115.00	0.00	-25.00	-738.01
Acorns - John Jones	400.00	550.00	0.00	0.00	0.00	0.00	0.00	0.00	-150.00
Addams & Sons	1110.00	1100.00	0.00	150.00	0.00	10.00	10.00	75.00	-75.00
Anderson	1066.67	2066.67	0.00	0.00	0.00	0.00	0.00	0.00	-1000.00
Beautiful Blooms	6325.00	2533.00	-2340.00	750.00	890.00	0.00	0.00	250.00	2402.00
Big Fish Charters	1730.00	700.00	0.00	50.00	0.00	0.00	0.00	0.00	980.00
Blackie's Pet Shop	2785.00	1960.00	-1165.00	125.00	0.00	100.00	100.00	0.00	600.00

1...Review open credits and un-applied payments

Apply Credits & Unapplied payments

WIKI: [Apply Credit](#)

WIKI: [Apply Un-applied Payment](#)

<< < search payments > >>

Deposit To: (Undeposited Funds) ▼


Received From: [A Place for Dogs](#)
Gary Bowwow
123 South Street
Crosby, MN 56441

edit

Payment Amount: 67.50

unapply

Payment Date: 8/1/2019

Reference #: Visa *4242 

Payment Method: CreditCard ▼

Member Balance: 1242.50

Notes / Memo: Automatic Online credit card payment - ch_FXca8108aLKzr8

Payment Amounts Applied to Invoices

Application Date	Ref #	Line Items	Orig. Amt	Amt Due	Payment
There are no invoices associated with this payment. Click on the Apply Payment button to assign the payment to existing invoices for this member.					

Payment Remaining: 67.50

Apply Payment

Payment Total: 67.50
Payment Applied: 0.00

Print Now

Email Now

Save

Close

Refund Payment*

Delete Payment

*A payment must be fully applied before it can be refunded.

2...Identify & Re-send Open/Over-due Invoices

The **Invoice Summary** report can be used to view all invoices, open invoices, past due invoices or invoices with a zero balance, in a certain date range

Use the report to review your open/past due invoices. From the report you will be able to easily resend your invoices

WIKI: [Invoice Summary Report](#)

Billing Reports

Invoices Transaction Summary

[Select Another Report](#)

Filter Options

Invoice Date ▼ From: 6/1/2019 [more...](#)

Through: 8/31/2019

☒ Show [Active/Courtesy](#) members only.

☐ Include voluntary fee items

Invoice Status: Past-Due Invoices ▼

Item Type: Member Fees/Dues (▼

Item Basis: ▼

Specific Batch: [Choose a Batch \(optional\)](#)

[Refresh Report](#) [Print Report](#) [Print PDF](#) [Download Report](#) [Reset Options](#)

Invoice Listing

June 1, 2019 - August 31, 2019

Date	Ref #	Member	Description	Due Date	Paid Date	Amount	Balance
6/6/2019	1496	A Place for Dogs	\$120.00 12 month test	6/6/2019		120.00	120.00
6/6/2019	1475	Blackie's Pet Shop	\$100.00 New Membership Fee	6/6/2019		100.00	100.00
6/6/2019	1485	Boats by Bruce	\$48.00 CP-Membership Dues	6/6/2019		48.00	48.00

3...Generate the Collections Report

The **Collections Report** provides you a way to identify all **past due invoices**. The report can be generated based on a specific transaction date, specific item type, batch, etc.

WIKI: [Collections Report](#)

Collections Report September 26, 2019						
Type	Date	Ref #	Description	Due Date	Aging	Balance
Julies Jewels Sales Rep: Billing Contact: Julie Huber Email: julie@mailinator.com Phone: 218765432						
INVOICE	8/1/2018	1010	\$500.00 sw	8/1/2018	420	500.00
Total Julies Jewels:						500.00
Lowells Sales Rep: Billing Contact: - Email: null Phone: null						
INVOICE	8/1/2018	999	\$800.00 Gold Membership	8/1/2018	420	385.00
CREDIT	12/4/2018	66	\$10.00 Annual Dinner Registration \$15.00 Gold Membership	N/A	295	-10.00
Total Lowells:						375.00
Lucky Johnny's Casino Sales Rep: Billing Contact: John Sellars Email: null Phone: (555) 555-5555						
INVOICE	8/1/2018	989	\$500.00 Emerald Membership Fee Item	8/1/2018	420	395.00
Total Lucky Johnny's Casino:						395.00
Open Invoice Balance						1280.00
Available Credit Balance						-10.00
Total Balance						1270.00
Report Generated 9/26/2019 at 01:21 PM				Resend Invoices		

4...Send Collections Letters

Your ChamberMaster/MemberZone makes it easy for you to identify who has over-due invoices, and who should receive a collections letter

Pre-requisite – be sure to create your template for collection letters, so that you can easily use the Collection Letters function

WIKI: [Collection Letters](#)

Billing Reports

Collection Letters

Select Another Report

Filter Options

Report Date: 9/26/2019

Aging: 91 ▼ to any ▼ days

☒ Show [Active/Courtesy](#) members only.

☐ Specific Members (0 selected) [Clear List](#)

[add by Company Name](#)
[add by Membership Status](#)
[add by Membership Type/Class](#)

☐ Include **voluntary fee items** in balance.

Specific Batch: [Choose a Batch \(optional\)](#)

[Refresh Listing](#) [Create Letters](#) [Reset Options](#)

Letter Template: Reminder of Late Payment ▼

Output Option: Contact Preference ▼

Sales Rep: ▼

Item Type: ▼

Item Basis: ▼

Invoices					
Output	Sales Rep	Member Name	Status	Aging	Balance
Email ▼	Ambassador A A	A Place for Dogs	Active	105 - 706	1060.00
Email ▼		Beautiful Blooms	Active	189 - 706	2715.00
Email ▼	Joan Larson	Big Fish Charters	Active	92 - 833	1680.00
None ▼		Bikes Bikes Bikes	Active	160	440.00
Email ▼		Blackie's Pet Shop	Active	95 - 140	600.00
Email ▼		Boats by Bruce	Active	95 - 140	244.80

5... Write Off Invoices

If a member does not pay, it is possible to write-off a balance. You may wish to have an account in your Chart of Accounts where these amounts will be recorded. Write-offs can also be done when dropping members with the **Mass Drop** feature.

WIKI: [Process a Write-off](#)

Invoice Line Items

Item Name

Description

Price Each

Qty

Sales Tax

of Months Recg.

Amount

Gold Membership Packag ▼

Gold Membership Package

600.00

1

Non ▼

12

600.00

▼

0.00

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☒ Invoice is marked to be Printed

Print Now

☐ Invoice is marked to be Emailed

Email Now

Hide Balance Summary

New Transaction:

▼

Receive Payment

Apply Credit

Add Discount

Writeoff Balance

Subtotal: 600.00

Sales Tax: 0.00

Total Amount: 600.00

Balance Summary

Questions?