5 Ways to Manage Year End Collections





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

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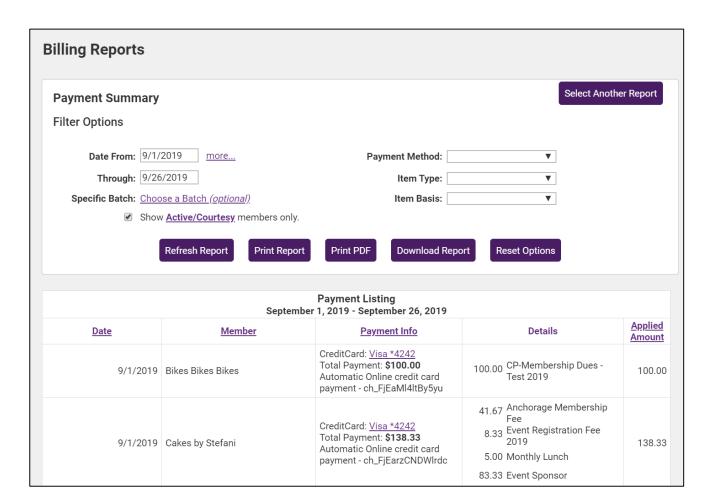
- ✓ Review open credits and un-applied payment
- ✓ Identifying & re-sending over-due invoices
- ✓ Generating the Collections Report
- ✓ Sending Collections Letters
- ✓ Writing Off Invoices

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: <u>Payment Summary Report</u>

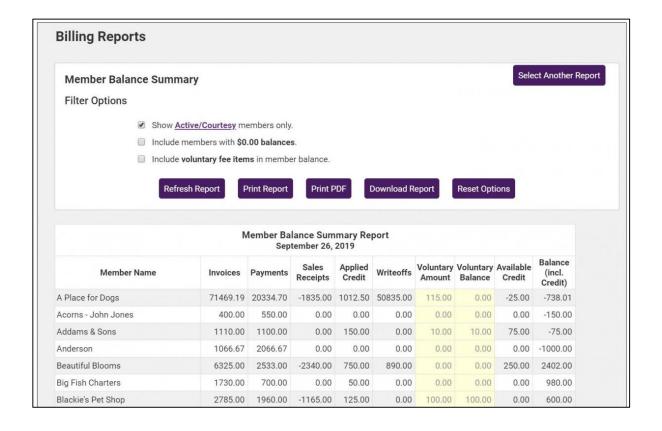


1...Review open credits and un-applied payments



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

WIKI: Member Balance Summary



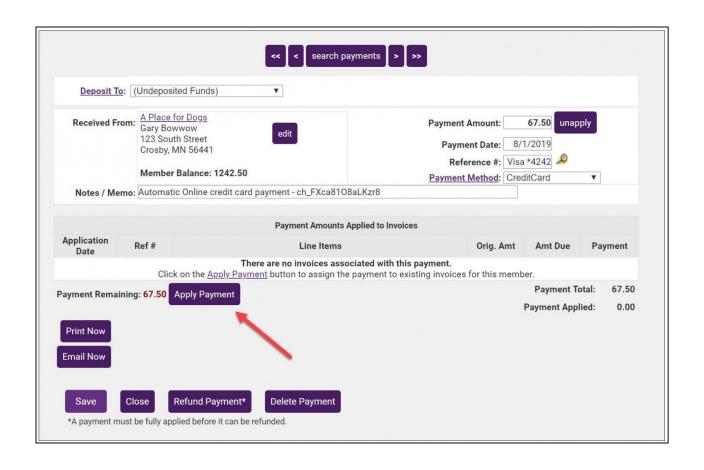
1...Review open credits and un-applied payments



Apply Credits & Unapplied payments

WIKI: Apply Credit

WIKI: Apply Un-applied Payment



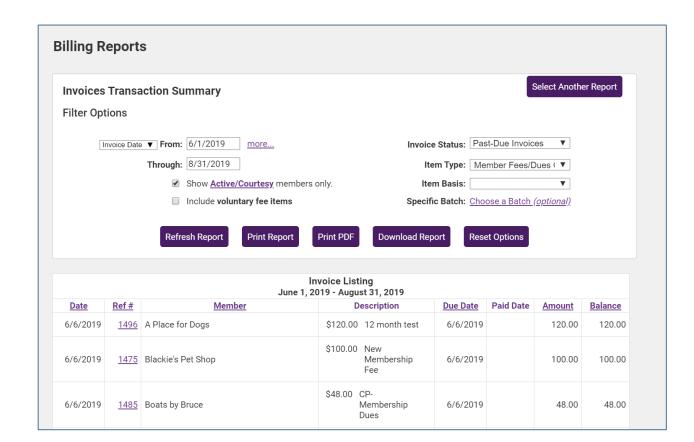
2...Identify & Re-send Open/Over-due Invoices



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: <u>Invoice Summary Report</u>

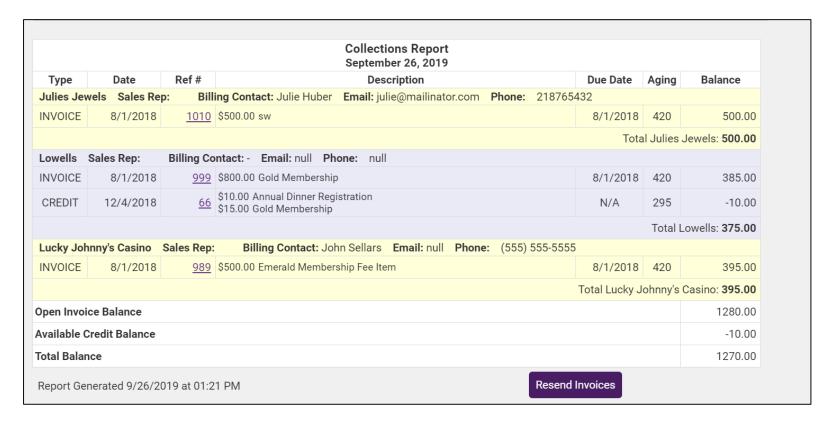


3...Generate the Collections Report



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



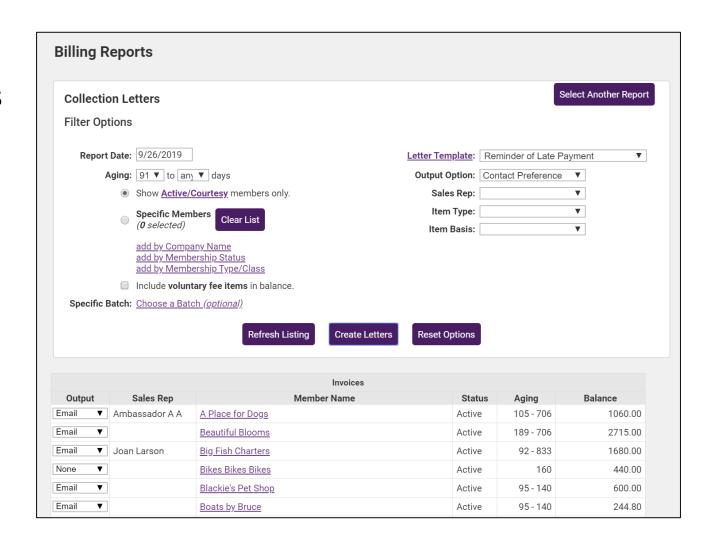
4...Send Collections Letters



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

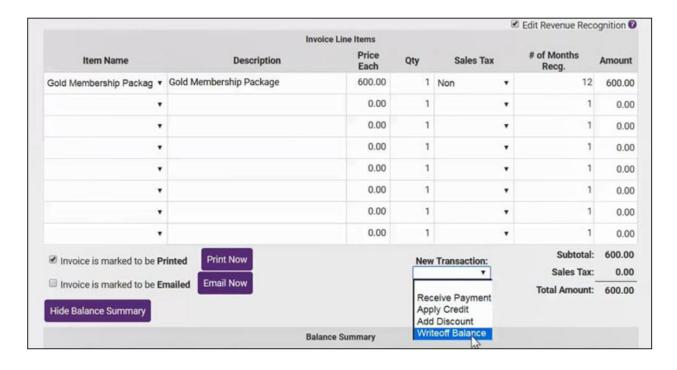


5... Write Off Invoices



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





Questions?