

# 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:  [more...](#)      Payment Method:

Through:       Item Type:

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

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

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

#### Payment Listing

September 1, 2019 - September 26, 2019

<u>Date</u>	<u>Member</u>	<u>Payment Info</u>	<u>Details</u>	<u>Applied Amount</u>
9/1/2019	Bikes Bikes Bikes	CreditCard: <a href="#">Visa *4242</a> Total Payment: <b>\$100.00</b> Automatic Online credit card payment - ch_FjEaMI4ltBy5yu	100.00 CP-Membership Dues - Test 2019	100.00
9/1/2019	Cakes by Stefani	CreditCard: <a href="#">Visa *4242</a> Total Payment: <b>\$138.33</b> 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](#)

[<<](#) [<](#)  [>](#) [>>](#)

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Deposit To: (Undeposited Funds) ▼

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Received From: <a href="#">A Place for Dogs</a> Gary Bowwow 123 South Street Crosby, MN 56441	<a href="#">edit</a>	Payment Amount: <input type="text" value="67.50"/> <a href="#">unapply</a>
Member Balance: 1242.50		Payment Date: <input type="text" value="8/1/2019"/>
		Reference #: <input type="text" value="Visa *4242"/>
		Payment Method: <input type="text" value="CreditCard"/> ▼

Notes / Memo: Automatic Online credit card payment - ch\_FXca8108aLKzr8

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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 <a href="#">Apply Payment</a> 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

<a href="#">Date</a>	<a href="#">Ref #</a>	<a href="#">Member</a>	<a href="#">Description</a>	<a href="#">Due Date</a>	<a href="#">Paid Date</a>	<a href="#">Amount</a>	<a href="#">Balance</a>
6/6/2019	<a href="#">1496</a>	A Place for Dogs	\$120.00 12 month test	6/6/2019		120.00	120.00
6/6/2019	<a href="#">1475</a>	Blackie's Pet Shop	\$100.00 New Membership Fee	6/6/2019		100.00	100.00
6/6/2019	<a href="#">1485</a>	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
<b>Julies Jewels Sales Rep: Billing Contact: Julie Huber Email: julie@mailinator.com Phone: 218765432</b>						
INVOICE	8/1/2018	<a href="#">1010</a>	\$500.00 sw	8/1/2018	420	500.00
Total Julies Jewels:						<b>500.00</b>
<b>Lowells Sales Rep: Billing Contact: - Email: null Phone: null</b>						
INVOICE	8/1/2018	<a href="#">999</a>	\$800.00 Gold Membership	8/1/2018	420	385.00
CREDIT	12/4/2018	<a href="#">66</a>	\$10.00 Annual Dinner Registration \$15.00 Gold Membership	N/A	295	-10.00
Total Lowells:						<b>375.00</b>
<b>Lucky Johnny's Casino Sales Rep: Billing Contact: John Sellars Email: null Phone: (555) 555-5555</b>						
INVOICE	8/1/2018	<a href="#">989</a>	\$500.00 Emerald Membership Fee Item	8/1/2018	420	395.00
Total Lucky Johnny's Casino:						<b>395.00</b>
<b>Open Invoice Balance</b>						1280.00
<b>Available Credit Balance</b>						-10.00
<b>Total Balance</b>						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:

Aging:  to  days

Show **Active/Courtesy** members only.

**Specific Members**

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

Include **voluntary fee items** in balance.

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

**Letter Template:**

**Output Option:**

**Sales Rep:**

**Item Type:**

**Item Basis:**

Invoices					
Output	Sales Rep	Member Name	Status	Aging	Balance
<input type="text" value="Email"/>	Ambassador A A	<a href="#">A Place for Dogs</a>	Active	105 - 706	1060.00
<input type="text" value="Email"/>		<a href="#">Beautiful Blooms</a>	Active	189 - 706	2715.00
<input type="text" value="Email"/>	Joan Larson	<a href="#">Big Fish Charters</a>	Active	92 - 833	1680.00
<input type="text" value="None"/>		<a href="#">Bikes Bikes Bikes</a>	Active	160	440.00
<input type="text" value="Email"/>		<a href="#">Blackie's Pet Shop</a>	Active	95 - 140	600.00
<input type="text" value="Email"/>		<a href="#">Boats by Bruce</a>	Active	95 - 140	244.80

## 5... Write Off Invoices







If you have created Membership Packages that include your fee items, updating the fee item will not automatically update the price of the package OR if you are using a Fee Schedule and the structure has changed, you will need to upload a new fee schedule

WIKI: [Setup the Online Membership Application](#)

Member Application Form Setup Feedback

General Packages Package Add-ons Optional Fields Custom Fields

[Add New Package](#)

Name	Display?	Order	Type	Fee	TaxSet	Membership Type	
<b>General Membership</b> Champion	Yes	0	Fee Items	800.00		Corporate	 
<b>Gold Membership Package</b> Gold Membership Package	Yes	0	Fee Items	250.00		Gold Membership	 
<b>Platinum Package</b>	Yes	0	Fee Items	0.00		(none)	 

**Fee Schedule**

Current Fee Schedule URL:

New Fee Schedule Filename:  No file chosen [Upload](#)

# Questions?