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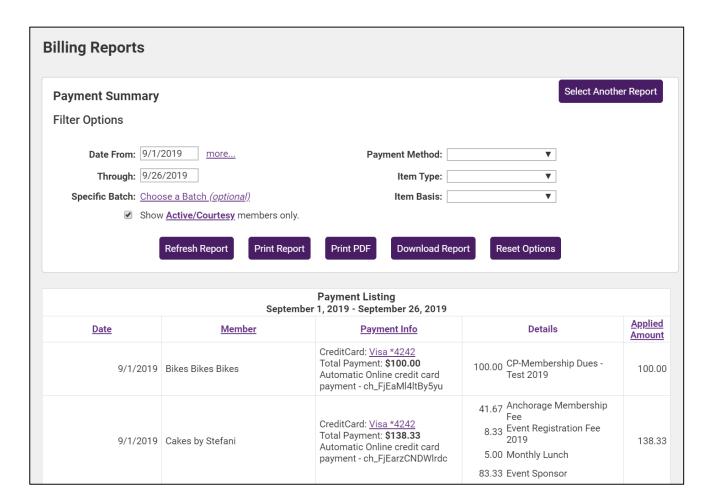
- ✓ Review open credits and un-applied payment
- ✓ Identifying & re-sending over-due invoices
- ✓ Generating the Collections Report
- ✓ Sending Collections Letters
- ✓ Writing Off Invoices

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>

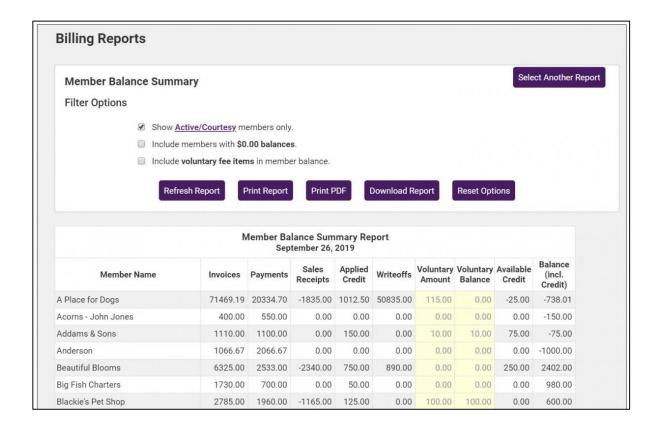


1...Review open credits and un-applied payments



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

WIKI: Member Balance Summary



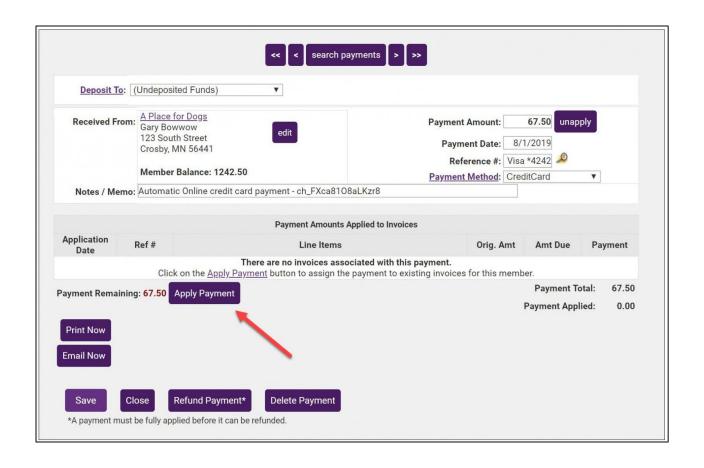
1...Review open credits and un-applied payments



Apply Credits & Unapplied payments

WIKI: Apply Credit

WIKI: Apply Un-applied Payment



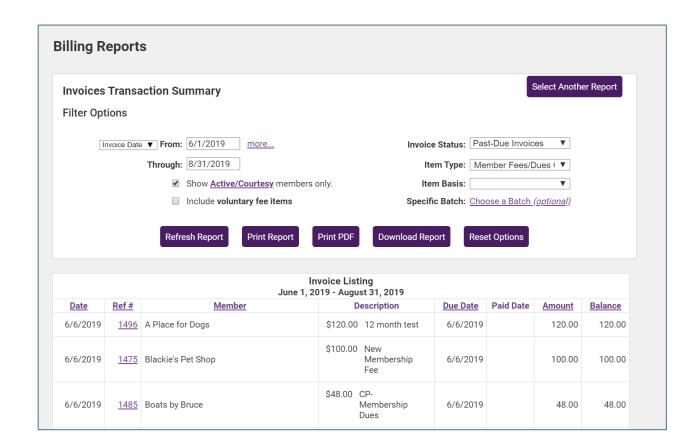
2...Identify & Re-send Open/Over-due Invoices



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>

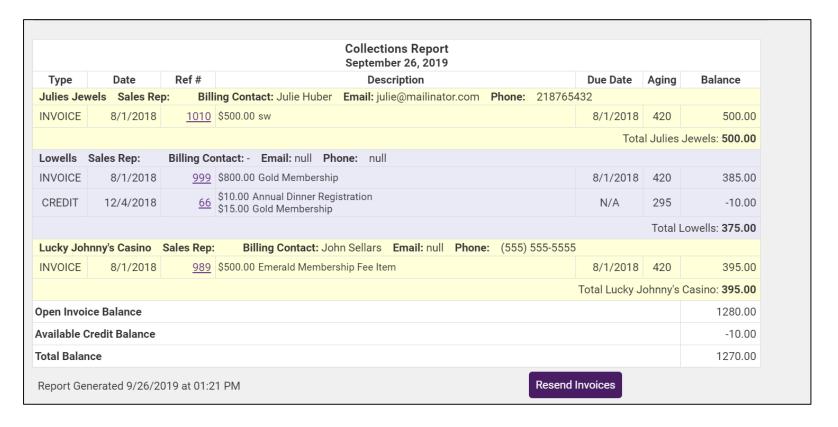


3...Generate the Collections Report



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



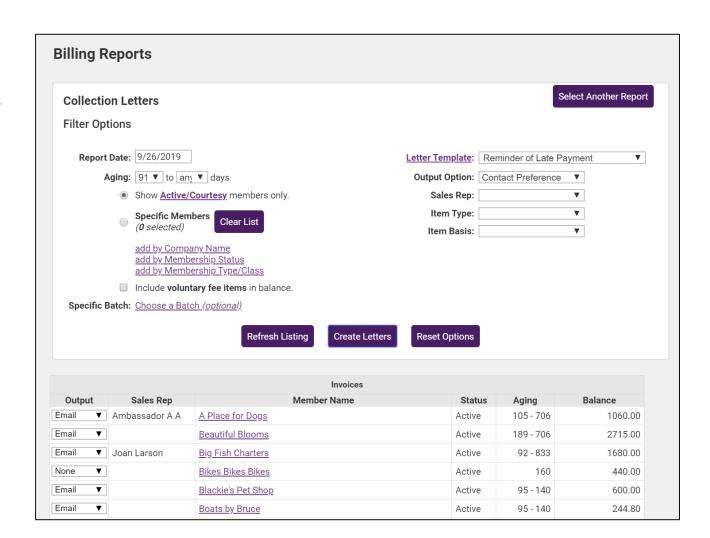
4...Send Collections Letters



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

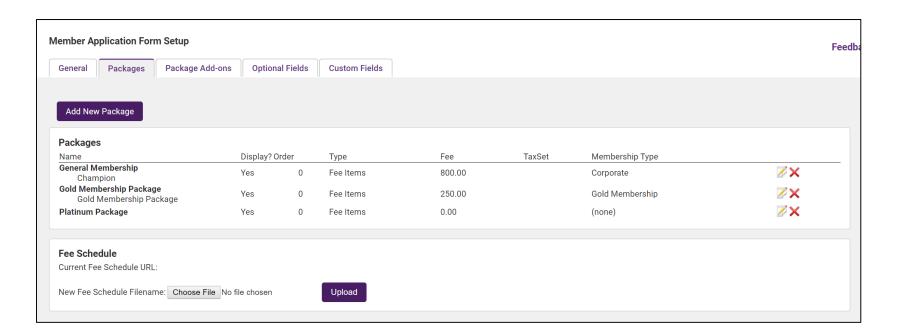


5... Write Off Invoices



If 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: <u>Setup the Online Membership Application</u>





Questions?