

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: 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](#)

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

Deposit To: (Undeposited Funds) ▼

<p>Received From: A Place for Dogs Gary Bowwow 123 South Street Crosby, MN 56441</p> <p>Member Balance: 1242.50</p> <p>Notes / Memo: Automatic Online credit card payment - ch_FXca8108aLKzr8</p>	<p>Payment Amount: <input type="text" value="67.50"/> unapply</p> <p>Payment Date: <input type="text" value="8/1/2019"/></p> <p>Reference #: <input type="text" value="Visa *4242"/> </p> <p>Payment Method: <input type="text" value="CreditCard"/> ▼</p>
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Payment Amounts Applied to Invoices					
Application Date	Ref #	Line Items	Orig. Amt	Amt Due	Payment
<p>There are no invoices associated with this payment. Click on the Apply Payment button to assign the payment to existing invoices for this member.</p>					

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

Invoice Status: Past-Due Invoices ▼

Item Type: Member Fees/Dues (▼

Item Basis: ▼

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

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

Include voluntary fee items

[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:

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:

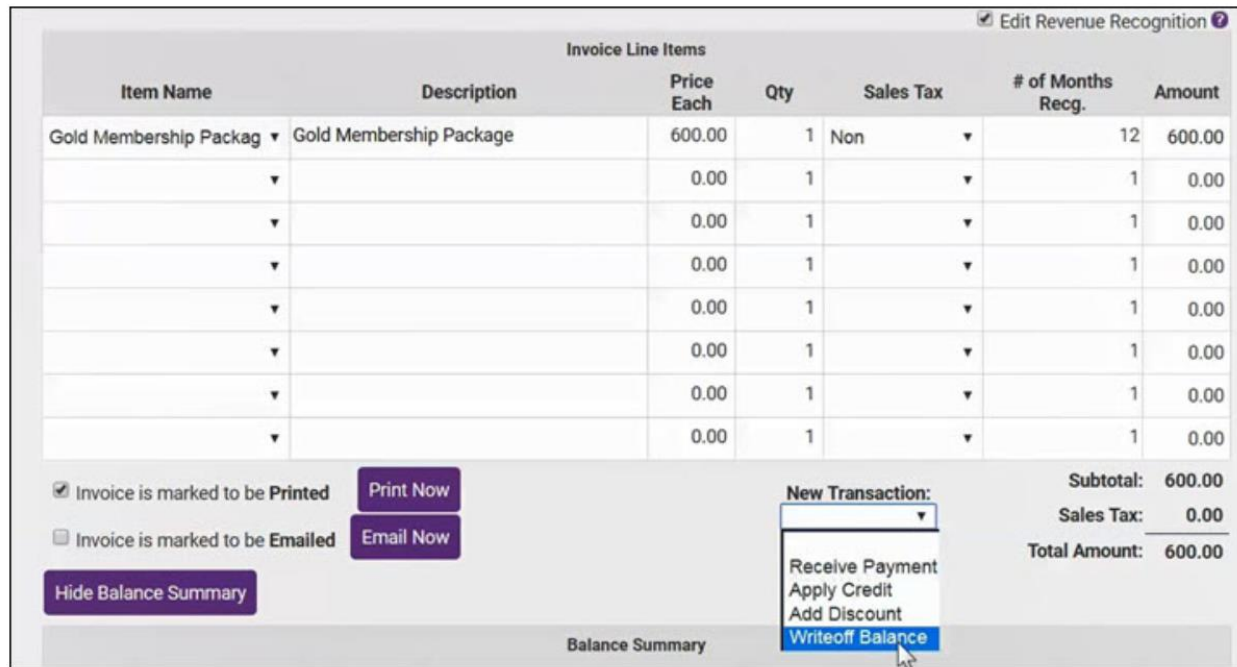
Item Basis:

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



The screenshot displays the 'Invoice Line Items' section of the software. The table below shows the invoice details:

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	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00
		0.00	1		1	0.00

Below the table, there are several controls and a summary:

- Invoice is marked to be **Printed** (Print Now button)
- Invoice is marked to be **Emailed** (Email Now button)
- Hide Balance Summary button
- Balance Summary label
- New Transaction dropdown menu with options: Receive Payment, Apply Credit, Add Discount, and Writeoff Balance (highlighted).
- Subtotal: 600.00
- Sales Tax: 0.00
- Total Amount: 600.00

Questions?