ARB 1.2 – Aging and Collections

**Agency Supervisor**

ARB 2.1 Customer/AR Record Finalized

ARB 2.2 ARB Paid?

ARB 2.3 Aging Analysis Process

ARB 2.4 Del. AR Notices/Fees 30/60/90 Days

ARB 2.5 Approval to Distribute AR Notice

ARB 2.6 Paid?

ARB 2.7 Legally Collectible?

ARB 2.8 Offset?

ARB 2.9 Send to Collections?

ARB 2.10 Report for Offsets

ARB 2.11 Create Collection Data

ARB 2.20 Update Customer Record

ARB 2.16 Reconcile Closed Accounts

ARB 2.17 Agency Submits for Write-Off

ARB 2.18 Write-Off

ARB 2.19 Agency Performs Write-Off

ARB 2.11a Payment Received Process

ARB 2.1a Legally Collectible

ARB R 5

ARB R 1

ARB R 9

ARB R 10

**Agency F&A Analyst**

ARB R 3

ARB R 4

ARB R 11

ARB R 6

ARB R 7

**DFS A&A**

ARB R 8

**External Collection Agencies**

ARB R 2

ARB R 12

ARB R 13

ARB R 14

ARB R 15

ARB R 16

ARB R 17