60.3 Perform Collections and Aging

60.3.1 Collections

1. Need to Collect AR
2. Run Aging Process
3. Monitor AR Aging Analysis
4. Run Condition Monitor
5. Manually Add Correct Late Fees
6. Run ARUPDATE
7. Process/Print Customer Statements
8. Process/Print Delinquent Notices 30/60/90
9. Send Delinquent Notifications
10. Compile Collection Data
11. Export Collection Data
12. Collection Data
13. Perform Collection Activities
14. Collection Activities
15. Import Collection Activities
16. Customer Payment Data
17. Close and Return Collection Data
18. Import Close and Return Collection Data
19. Update Customer Record
20. Process Annual Debt Collection Reporting
60.2.2-1 Analyze Customer Accounts
60.2.4-8 Identify Receivable Transactions
Send Delinquent Notices?
Is AR Collectable?
Send to Collection Agency?
Send Delinquent Notice?
Apply Late Fees?
Systematic Manual
Is AR Collectable?
Yes
No
No
No
No
Yes
Yes
Yes
Yes
Yes
A
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60.3 Perform Collections and Aging

60.3.2 Write-Off

1. Analyze Customer Accounts
   - Write-Off?
   - Yes
   - No

2. Create Maintenance Worksheet
   - Review and Approve?
   - Yes
   - DFS Approval Required?
   - Yes
   - End
   - No
   - Review and Approve?
   - Yes
   - DFS Approval Required?
   - Yes
   - End
   - No
   - Additional Information

3. Set Worksheet to Post

4. Run ARUPDATE

5. Approval
   - DFS Approval
   - Agency Approval
   - No
   - Yes

6. Draft from All Agencies Confirmation Session