60.3 Perform Collections and Aging
60.3.1 Collections

**Agency Collection Processor**

1. Need to Collect AR
2. Run Aging Process
3. Monitor AR Aging Analysis
   - Systematic
   - Manual
4. Run Condition Monitor
5. Manually Add Late Fees
6. Run AR UPDATE
7. Process/Print Customer Statements
   - 60.2.4-1 Offsets
8. Process/Print Delinquent Notices 30/60/90
9. Send Delinquent Notifications
   - Workflow
   - Process/Print
10. Compile Collection Data
11. Import Collection Activities
12. Compile Collection Data
   - 60.3.2-1 Write-Off
13. Import Close and Return Collection Data
14. Update Customer Record
15. Import Collection Activities
16. Send Delinquent Notice?
   - Workflow
   - Send to Collection Agency?
17. Close and Return Collection Data
18. Export Interface Collection Data
19. Update Customer Record

**Agency Collection Approver**

- Need to Collect AR
- Run AR UPDATE
- Send Delinquent Notice?
- 60.2.2-1 AR Deposits
- 60.2.2-1 AR Deposits
- Customer Payment Data
- Collected?
- 14 Collection Activities

**External Collection Agency**

- Need to Collect AR
- Run AR UPDATE
- Send Delinquent Notice?
- 60.2.2-1 AR Deposits
- 60.2.2-1 AR Deposits
- Customer Payment Data
- Collected?
- 14 Collection Activities

**Shape Key**

- Start
- End
- Process Activity
- System Activity
- Enter Names
- Florida PALM Manual Activity
- Process PALM System Activity
- Print PALM Display
- Database
- Interface File

*Draft from Representative Agency Workgroup Session*
60.3 Perform Collections and Aging
60.3.2 Write-Off

**Start**

1. **Analyze Customer Accounts**

2. **Create Maintenance Worksheet**
   - **Write-Off?**
     - Yes: **Create Maintenance Worksheet**
     - No: **No**

3. **Set Worksheet to Post**

4. **Run ARUPDATE**

**End**

**Review and Approve?**
- Yes: **Yes**
- No: **No**

**Add Information**
- Yes: **Additional Information**
- No: **No**

**Approved**

**Declined**

**Draft from Representative Agency Workgroup Session**