

# AR Aging Management - Accounting

Last Modified on 03/18/2026 12:12 pm PDT

Pathway: Accounting > AR Aging Management

The AR Aging Management screen categorizes a company's accounts receivable according to the length of time an invoice has been outstanding. In addition, users can take action on targeted past-due accounts by sending past due notification emails, generating past due notification letters, changing the status of an account, or recording notes and tasks to follow up on at a later time.

AR AGING MANAGEMENT												ACCOUNTING > AR AGING MANAGEMENT			
DIVISION HOUSTON		TYPE AR Aging By Past Due Date	ACCOUNT CLASS asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE,				TERM All	BILL GROUP All					LOAD		
ACCOUNT MANAGER		ACCOUNT STATUS Active, Bad Debt, C	COLLECTION GROUP / AGENCY	COLLECTION AGENT	MIN. PAST DUE BALANCE										
Account Information												Select Quick Filter			Search
ACCOUNT	ACCOUNT NAME	STATUS	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTIONS ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL	ACCOUNT MANAGER	COLLECTION AGENT	BILL GROUP
			RECORD COUNT: 1216	TOTALS		-72,403.78	40,496.56	897.74	-19.85	0.00	10,669,314.43	10,638,285.10			
<input type="checkbox"/>	43185	A & A CLEANING SERVICES	Active	-4	05/17/23	0.00	0.00	0.00	0.00	0.00	4,786.74	4,786.74	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43199	BUS RESTAURANT	Active	0	10/28/22	0.00	0.00	0.00	0.00	0.00	15,449.39	15,449.39	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43200	CPI WIRECLOTH & SCREENS	Active	1	04/23/24	-4,208.65	0.00	0.00	0.00	0.00	3,662.91	-545.74	House Acct non Syst...	House Acct non Syst...	HOU-RO ARREARS
<input type="checkbox"/>	43218	CRANECO PARTS SUPPLY ...	Active	-1	10/27/22	0.00	0.00	0.00	0.00	0.00	2,063.08	2,063.08	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43231	HOUSTON MEMORIAL G...	Active	-19	09/30/22	-582.83	0.00	0.00	0.00	0.00	4,163.48	3,580.65	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43232	PROGRESSIVE FIBERGLASS	Active	7	11/11/22	0.00	0.00	0.00	0.00	0.00	3,396.89	3,396.89	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43234	TEXAS QUALITY MEDAL...	Active	0	09/14/23	0.00	0.00	0.00	0.00	0.00	1,919.64	1,919.64	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43248	J S C FEDERAL CREDIT U...	Active	-13	11/18/22	0.00	0.00	0.00	0.00	0.00	1,952.70	1,952.70	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43250	2947 BROADWAY INVEST...	Active	-11	11/15/22	0.00	0.00	0.00	0.00	0.00	2,746.30	2,746.30	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43251	TERRY GRAY	Active	-19	11/15/22	0.00	0.00	0.00	0.00	0.00	2,397.84	2,397.84	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43266	ASSOCIATE CREDIT UNION	Active	-8	11/15/22	0.00	0.00	0.00	0.00	0.00	3,130.28	3,130.28	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43283	KINGSLEY PLAZA	Active	-4	10/28/22	0.00	0.00	0.00	0.00	0.00	9,220.23	9,220.23	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43285	KING NAILS PEARLAND	Active	-50	11/15/22	0.00	0.00	0.00	0.00	0.00	2,912.38	2,912.38	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43298	SHADOW CREEK LOUJOB...	Active	-14	11/15/22	0.00	0.00	0.00	0.00	0.00	1,567.44	1,567.44	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43299	LEXUS NAILS	Active	-7	11/15/22	0.00	0.00	0.00	0.00	0.00	1,942.80	1,942.80	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43301	NOTHING BLINDT CAKES	Active	-7	10/19/22	0.00	0.00	0.00	0.00	0.00	2,844.67	2,844.67	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43186	JESUS BANDA	Active	-2	10/31/22	0.00	0.00	0.00	0.00	0.00	3,396.89	3,396.89	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43188	TRAYLOR MECHANICAL	Active	-17	10/20/23	-149.30	0.00	0.00	0.00	0.00	3,549.60	3,400.30	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43197	AFFILIATED SPARTAN INS...	Active	-9	11/18/22	-50.00	0.00	0.00	0.00	0.00	2,499.64	2,449.64	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...
<input type="checkbox"/>	43202	L R WEST MFG	Active	8	11/17/23	0.00	0.00	0.00	0.00	0.00	1,742.80	1,742.80	House Acct non Syst...	House Acct non Syst...	HOU-COMMERCIAL ...

## Permissions

The following Permission is required to view and interact with the AR Aging Management tool.

Permission ID	Permission Name
263	View AR/AP Management Screen

## Screen Views


The AR Aging Management screen is available in two views: *Account Information* and *Contact Information*. Switching between the views will change what is displayed on the screen.

AR AGING MANAGEMENT										ACCOUNTING > AR AGING MANAGEMENT										
DIVISION		TYPE		ACCOUNT CLASS		TERM		BILL GROUP												
Texas, DAYTON, HOUSTON, QAWASTE, CORPU...		AR Aging By Past Due Date		asdf, AUTOCH, BROKER, CLASSTEST, COMMERC		All		All												
ACCOUNT MANAGER		ACCOUNT STATUS		COLLECTION GROUP / AGENCY		COLLECTION AGENT		MIN. PAST DUE BALANCE												
<div style="border: 1px solid red; padding: 2px;">Contact Information</div> <div style="float: right; text-align: right;">             Select Quick Filter <input type="text"/> Search <input type="text"/> </div>																				
ACT ID	ACCOUNT NAME	CONTACT 1	CONTACT 2	STATUS	HAS ACTIVE SERVICE	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTI... ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL					
										RECORD COUNT: 15518		TOTALS -206,353.75 3,771.48 13,121.13 76,101.14 35,693.98 15,327,125.4 15,249,459								
<input type="checkbox"/>	18553	Example Account 3		Active	Yes	0	11/21/23		0.00	0.00	0.00	0.00	0.00	0.00	-5.00	-5.00				
<input type="checkbox"/>	18703	ARRINGTON CLIFE	ARRINGTON CLIF	Active	No	-8	07/06/22		0.00	0.00	0.00	0.00	0.00	0.00	-1.10	-1.10				
<input type="checkbox"/>	18705	(HOA) VILLAGE O...		Credit Hold	Yes	-10	11/03/22		0.00	0.00	0.00	0.00	0.00	0.00	730.48	730.48				
<input type="checkbox"/>	18710	VANSICKLERMENI...	Lori S	Credit Hold	Yes	47	11/21/23		0.00	0.00	0.00	0.00	0.00	0.00	78.03	78.03				
<input type="checkbox"/>	18719	LUSK GLENDA & ...		Credit Hold	Yes	4	09/30/22		0.00	0.00	0.00	0.00	0.00	0.00	222.72	222.72				
<input type="checkbox"/>	18737	NASH JOYCE	NASH JOYCE	Active	Yes	0	09/26/22		0.00	0.00	0.00	0.00	0.00	0.00	153.59	153.59				
<input type="checkbox"/>	18744	CRAWFORD MEL...	CRAWFORD MEL	Active	Yes	-7	09/11/22		0.00	0.00	0.00	0.00	0.00	0.00	202.16	202.16				
<input type="checkbox"/>	18753	STEPHENS KIM	STEPHENS KIM	Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	0.00	222.72	222.72				
<input type="checkbox"/>	18755	HENK EDWARD		Active	Yes	0	09/30/22		0.00	0.00	0.00	0.00	0.00	0.00	222.72	222.72				
<input type="checkbox"/>	18760	MAYWALD LATH	MAYWALD LATH	Active	Yes	6	09/19/22		0.00	0.00	0.00	0.00	0.00	0.00	202.16	202.16				
<input type="checkbox"/>	18762	HARE RUSSEL	HARE RUSSEL	Active	Yes	0	09/19/22		0.00	0.00	0.00	0.00	0.00	0.00	202.16	202.16				
<input type="checkbox"/>	18771	DUNHAM DANA...	DUNHAM DANA	Active	Yes	3	09/27/22		0.00	0.00	0.00	0.00	0.00	0.00	234.78	234.78				
<input type="checkbox"/>	18778	BARNES SHEREE...		Active	Yes	15	09/30/22		0.00	0.00	0.00	0.00	0.00	0.00	191.56	191.56				
<input type="checkbox"/>	18780	BURCH MARTHA...		Active	Yes	-9	09/09/22		0.00	0.00	0.00	0.00	0.00	0.00	168.97	168.97				
<input type="checkbox"/>	18785	MITCHELL DAVID	MITCHELL DAVID	Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	0.00	379.17	379.17				
<input type="checkbox"/>	18787	MONROE NANCY...	MONROE NANCY	Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	0.00	202.16	202.16				
<input type="checkbox"/>	18796	LOTT MARY & CL...	LOTT MARY & CL	Active	Yes	20	10/06/22		0.00	0.00	0.00	0.00	0.00	0.00	189.24	189.24				
<input type="checkbox"/>	18803	DAY CATHY & JEFF		Active	Yes	6	09/23/22		0.00	0.00	0.00	0.00	0.00	0.00	222.72	222.72				

## Field Descriptions

The following fields and filters are displayed when viewing the AR Aging Management screen:

Field	Description
<b>Filter Fields</b>	
<b>Division</b> <i>Required</i>	Filters to only include accounts of the selected division. Select all to include all divisions.
<b>Type</b> <i>Required</i>	Filters by: AR Age By Invoice Date, AR Aging By Past Due Date and AP Aging.
<b>Account Class</b>	Filters by the Account Class - Commercial, Residential, Government, etc.
<b>Term</b>	Filters by the following terms for when invoice payments are due: <i>All, Due Upon Receipt, Net 15, Net 20 and Net 30</i>
<b>Bill Group</b>	Filters on the Bill Group associated with each account.
<b>Account Manager</b>	Filters to only include accounts assigned to the Account Manager selected.
<b>Account Status</b>	Filters to only include the selected Status'. This filter allows for multiple selections.
<b>Collection Agency/Group</b>	Filters to only include accounts assigned to the selected Collection Agency/Group.
<b>Collection Agent</b>	Filter to only include accounts reviewed by the selected Collection Agent.
<b>Min. Past Due Balance</b>	Enter a minimum past due balance amount to only load the accounts that have a balance greater than or equal to the entered value. Does not support or include negative values.
<b>Contact/Account Information</b>	Toggle between the Account Information and Contact Information screen views. This will change the fields that are displayed on the screen.
<b>Aging Buckets</b>	

Field	Description
<b>Current</b>	Displays the total amount being billed for on current invoices. A negative value indicates an over-payment was made on the most recent (current) invoice.
<b>1-30 Days</b> <b>31-60 Days</b> <b>61-90 Days</b> <b>91-120 Days</b> <b>120+ Days</b>	Totals the amount for each category of past-due invoice periods.  <b>1-30 Days:</b> Invoices that are 1-30 days past their due date. <b>31-60 Days:</b> Invoices that are 31 to 60 days past their due date. <b>61- 90 Days:</b> Invoices that are 61 to 90 days past their due date. <b>91-120 Days:</b> Invoices that are 91-120 days past their due date. <b>120+ Days:</b> Invoices that are more than 120 days past their due date.  <div style="border: 1px solid #ccc; padding: 10px; background-color: #e6f2e6;">  Apply a <i>Quick Filter</i> to review and take action on a specific category of past due accounts. </div>
<b>Total</b>	Calculated as the Sum of all current and past due invoice totals.
<b>Other Fields</b>	
<b>Select Quick Filter</b>	Apply a Quick Filter to filter what has already been returned to a specific set of accounts. For example, run a quick filter to only see a list of accounts that are 120+ days past due.  <div style="border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;">  Load must be generated before a Quick Filter can be applied. </div>
<b>Search</b>	Provides a keyword search that may include numeric values and special characters. This tool searches across all rows and columns and returns matching words or values.
<b>Export to Excel (icon)</b>	Exports everything currently being displayed on the AR/AP Aging Management screen into an Excel file. This does not export only the accounts where the selection box was checked.
<b>Print Past Due Notifications (icon)</b>	Generates a past-due notification letter for the selected accounts. Includes an option to exclude invoice by email customers.  If a note is entered into the Notes field when generating the letter, the note will display on the calendar day the letter was generated in the customer's account. Notes entered here are for internal purposes and may be used as a way to record when the letter was prepared.

## View Aging of Accounts

AR AGING MANAGEMENT												ACCOUNTING > AR AGING MANAGEMENT				
DIVISION		TYPE	ACCOUNT CLASS			TERM	BILL GROUP									
HOUSTON, QAWASTE		AR Aging By Past Due Date	asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL			All	All									
ACCOUNT MANAGER		ACCOUNT STATUS	COLLECTION GROUP / AGENCY	COLLECTION AGENT	MIN. PAST DUE BALANCE											
		Active, Bad Debt, C														
Account Information												Select Quick Filter	Search			
ACT ID	ACCOUNT NAME	STATUS	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTI... ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL	ACCOUNT MANAGER	AUDITOR	BILL GROUP	
RECORD COUNT: 1225						TOTALS	3,979,927.2	922.27	0.00	3,655.06	1,014,740	10,691,235.5	15,690,480.			
<input type="checkbox"/>	41898 Navusoft Premier...	Active	307	10/12/23		0.00	0.00	0.00	2,169.00	0.00	599.04	2,768.04	Aliena Somers...	- DO NOT USE...	HOU-COMME...	
<input type="checkbox"/>	43181 LAW OFFICE	Active	-6	10/23/24		-50.81	0.00	0.00	0.00	0.00	349.92	299.11	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43182 PEARLAND LITTL...	Active	6	11/15/22		-100.00	0.00	0.00	0.00	0.00	9,592.22	9,492.22	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43185 A & A CLEANING...	Active	-4	05/17/23		0.00	0.00	0.00	0.00	0.00	4,786.74	4,786.74	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43199 BJ'S RESTAURANT	Active	0	10/28/22		0.00	0.00	0.00	0.00	0.00	15,449.39	15,449.39	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43200 CPI WIRECLOTH...	Active	1	04/23/24		-4,208.65	0.00	0.00	0.00	0.00	0.00	-4,208.65	House Acct n...	House Acct n...	HOU-RO ARR...	
<input type="checkbox"/>	43201 ELLIS AUTOMOTIVE	Active	-16	11/17/23		-50.00	0.00	0.00	0.00	0.00	1,011.52	961.52	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43218 CRANECO PARTS...	Active	-1	10/27/22		0.00	0.00	0.00	0.00	0.00	2,063.08	2,063.08	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43231 HOUSTON MEM...	Active	-19	09/30/22		-582.83	0.00	0.00	0.00	0.00	4,163.48	3,580.65	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43232 PROGRESSICE FIB...	Active	7	11/11/22		0.00	0.00	0.00	0.00	0.00	3,396.89	3,396.89	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43233 HAPPY WORLD A...	Active	9	09/14/23		0.00	0.00	0.00	0.00	0.00	932.76	932.76	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43234 TEXAS QUALITY...	Active	0	09/14/23		0.00	0.00	0.00	0.00	0.00	1,919.64	1,919.64	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43248 J S C FEDERAL CR...	Active	-13	11/18/22		0.00	0.00	0.00	0.00	0.00	1,952.70	1,952.70	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43250 2947 BROADWAY...	Active	-11	11/15/22		0.00	0.00	0.00	0.00	0.00	2,746.30	2,746.30	House Acct n...	House Acct n...	HOU-COMME...	
<input type="checkbox"/>	43251 TERRY GRAY	Active	-19	11/15/22		0.00	0.00	0.00	0.00	0.00	2,397.84	2,397.84	House Acct n...	House Acct n...	HOU-COMME...	

## Load Accounts

1. Select a **Division**. Only one division can be selected at a time.
2. Select the **Type** of AR aging you would like to view.
  1. Optional - make a selection from any of the following **filters** to further narrow down the returned results.
  2. Account Class
  3. Term
  4. Bill Group
  5. Account Manager
  6. Account Status
  7. Auditor
  8. MIN. Past Due Balance
3. Select **Load**.

## Apply a Quick Filter

Quick Filters provide an additional way to further drill down and target specific accounts to review and take action on. For example, you may apply a quick filter to only show accounts 1-30 days past due so a past-due email reminder can be sent. Quick Filters are only available after accounts have been loaded.

AR AGING MANAGEMENT											ACCOUNTING > AR AGING MANAGEMENT				
DIVISION		TYPE		ACCOUNT CLASS			TERM	BILL GROUP							
Texas, DAYTON, HOUSTON, QAWASTE , COR		AR Aging By Past Due Date		asdf, AUTOCH, BROKER, CLASSTEST, COMME			All	All			LOAD				
ACCOUNT MANAGER		ACCOUNT STATUS		COLLECTION GROUP / AGENCY		COLLECTION AGENT		MIN. PAST DUE BALANCE							
		Active, Bad Debt, C													
Contact Information											Select Quick Filter	Search			
ACT ID	ACCOUNT NAME	CONTACT 1	CONTACT 2	STATUS	HAS ACTIVE SERVICE	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTI... ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL
RECORD COUNT: 15526								TOTALS -200,761.4 2,125.76 14,766.85 72,092.85 37,071.31 15,329,756. 15,255,051							
18788	COX ALBERT			Active	Yes	5	09/27/22		0.00	0.00	0.00	0.00	0.00	176.64	176.64
18797	BUTLER JOANN...			Active	Yes	15	09/23/22		0.00	0.00	0.00	0.00	0.00	176.64	176.64
18802	FROST JIM			Active	Yes	0	09/20/22		0.00	0.00	0.00	0.00	0.00	168.97	168.97
18813	VILLELA ROSA & ...	VILLELA ROSA &		Active	Yes	-11	09/11/22		0.00	0.00	0.00	0.00	0.00	222.72	222.72
18822	BORTNER RON	BORTNER RON		Active	Yes	-6	09/20/22		0.00	0.00	0.00	0.00	0.00	199.32	199.32
18827	JANNISE MARTY...	JANNISE MARTY		Active	Yes	5	10/27/22		0.00	0.00	0.00	0.00	0.00	149.45	149.45
18829	NORMA PARADA	PARADA NORMA		Active	Yes	3	10/27/22		0.00	0.00	0.00	0.00	0.00	219.60	219.60
18845	THOMPSON LAU...	THOMPSON LAU		Active	Yes	3	09/29/22		0.00	0.00	0.00	0.00	0.00	199.32	199.32
18854	THEISS KEVIN	THEISS KEVIN		Active	Yes	3	09/27/22		0.00	0.00	0.00	0.00	0.00	219.60	219.60
18861	MARK ANDRESS	ANDRESS MARK		Active	Yes	-2	06/04/23		0.00	0.00	0.00	0.00	0.00	40.79	40.79
18863	ALQUISIRA ELVIRA	ALQUISIRA ELVIF		Active	Yes	1	09/09/22		0.00	0.00	0.00	0.00	0.00	219.60	219.60
18870	RASCH CLARA K...	RASCH CLARA K		Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	219.60	219.60
18872	MORGAN-JR. WI...	MORGAN-JR. WI		Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	222.72	222.72
18877	BLANCHE CURTR...	BLANCHE CURTR		Active	Yes	-15	11/03/22		0.00	0.00	0.00	0.00	0.00	122.30	122.30
18879	GEORGE DELORES			Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	161.46	161.46
18886	KIRSCH MICHAEL	KIRSCH MICHAEL		Active	Yes	-16	09/09/22		0.00	0.00	0.00	0.00	0.00	227.82	227.82

1. Load accounts using the steps outlined in the Load Accounts section above.
2. Select from the drop-down list of Quick Filter options, and the screen will automatically update to reflect the chosen filter.

## Notes and Tasks

Create a note or a task to follow up on an account at a later time. Notes and tasks can be added to individual accounts, or en masse. When added, notes and tasks display on the customer's account.

HIGHLIGHTS	PENDING																																										
<ul style="list-style-type: none"> <li>Account is significantly past due</li> <li>On call service no activity since 2022-01-27 134 days ago</li> </ul>	<table border="1"> <tr> <td>4121</td> <td>Follow Up</td> <td>Aliena S</td> <td>06/13/2022</td> <td>Would like a quote for additional equipment and pickup 2x/week.</td> </tr> </table> <p><i>Task created in AR/AP Aging Management</i></p>	4121	Follow Up	Aliena S	06/13/2022	Would like a quote for additional equipment and pickup 2x/week.																																					
4121	Follow Up	Aliena S	06/13/2022	Would like a quote for additional equipment and pickup 2x/week.																																							
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## Add a Note

Notes provide an option to record information or interactions with a customer that can be referred back to.

The screenshot shows the AR Aging Management interface. At the top, there are filters for Division (HOUSTON), Type (AR Aging By Past Due Date), Account Class (asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE, FIN), Term (All), and Bill Group (All). Below these are fields for Account Manager, Account Status (Active, Bad Debt, C), Collection Group / Agency, Collection Agent, and Min. Past Due Balance. A table lists accounts with columns for Account, Account Name, Status, Avg Days to Pay, Last Payment, Last Collections Activity, Current, 1-30, 31-60, 61-90, 91-120, and Over 120. A summary row shows a record count of 1216 and totals for Current, 1-30, 31-60, 61-90, 91-120, and Over 120. A right-click context menu is open over a row of 6 selected accounts, with 'Add Note' highlighted. A dialog box titled 'ADD NOTE TO 6 ACCOUNTS' is displayed, showing 'CREATED ON' as 01/03/2025 9:28 am, 'NOTE TYPE' as a dropdown, and a text area for the note. A 'SAVE' button is at the bottom of the dialog.

1. Select the box for the accounts you would like to add a Note to. If all accounts apply, select the 'Select All' box from the header row.
2. Right-click within the row of any of the selected accounts.
3. Select **Add Note**. The note will display on the Customer's account for the day it was created on.
4. Click **Save**.

## Add a Task

Tasks can be added to a customer's account for any reason where followup, further review, or something related to the successful operation of the account is needed. More information about tasks can be found here: [Add Task](#)

The screenshot shows the AR Aging Management interface. At the top, there are filters for Division (HOUSTON), Type (AR Aging By Past Due Date), Account Class (asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE, FIN), Term (All), and Bill Group (All). Below these are fields for Account Manager, Account Status (Active, Bad Debt, C), Collection Group / Agency, Collection Agent, and Min. Past Due Balance. A table lists accounts with columns for Account, Account Name, Status, Avg Days to Pay, Last Payment, Last Collections Activity, Current, 1-30, 31-60, 61-90, 91-120, and Over 120. A right-click context menu is open over a row of 6 selected accounts, with 'Add Task' highlighted. A dialog box titled 'ADD TASK TO 12 ACCOUNTS' is displayed, showing 'CREATED BY' as Aliena Somers Friday January 3, 2025 09:23 am, 'TYPE' as a dropdown, 'ASSIGNED TO' as Aliena Somers - Admin-NS (A), 'PRIORITY' as a dropdown, and 'DUE DATE' as a date picker. There are fields for REPEAT (None), NOTE, and COMPLETION NOTE. A 'COMPLETE?' checkbox is present. At the bottom, there is a table with columns for USER, DATE, NOTE, and NOTIFY CONTACT. 'SAVE' and 'CANCEL' buttons are at the bottom of the dialog.

1. Select the box for the accounts you would like to add a Task to. If all accounts apply, select the 'Select All' box from the header row.
2. Right-click within the row of any of the selected accounts.

3. Select **Add Task**. The task will display in the following locations:
  - a. Under the Pending section of the customer's account
  - b. On the calendar day the Task is due (in the customer's account)
  - c. As a Task in the user account of the user it was assigned
4. Click **Save**.

## Send an Email

Send past-due invoice emails to accounts, excluding those who opted out. Increase your efficiency and standardize your email content by using pre-set templates created in *Setup > System > Notification Template*.

\*\*Users will have the option to edit the subject line and content after a default subject is select and the the email body is populated.

The screenshot displays the 'AR AGING MANAGEMENT' interface. At the top, there are filters for Division (HOUSTON), Type (AR Aging By Past Due Date), Account Class (asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE, FIN), Term (All), and Bill Group (All). Below these are fields for Account Manager, Account Status (Active, Bad Debt, C), Collection Group / Agency, Collection Agent, and Min. Past Due Balance. A table lists accounts with columns for Account, Account Name, Status, Avg Days to Pay, Last Payment, Last Collections, Current, 1-30, 31-60, 61-90, 91-120, Over 120, and Total AC. A context menu is open over the table, showing options: '7 accounts selected', 'Update Account Status', 'Auto Apply', 'Add Note', 'Add Task', and 'Send Email'. A 'SEND EMAIL TO 7 ACCOUNTS' dialog box is overlaid on the right, showing a subject line, a 'SEND TO CONTACT' dropdown, and a pre-filled email body with placeholders like @@account.name and @@account\_id. A 'SEND' button is at the bottom of the dialog.

## Send Email

1. Select the one or more check boxes from for the accounts list that you would like to send an email to. If all accounts apply, select the 'Select All' box from the header row.
2. Right-click within the row of any of the selected accounts.
3. Select **Send Email**; the past due email will be sent to each of the selected accounts.
4. Select from one of the template options in the **Subject** drop down.
5. Review the email template that displays and make any changes (if necessary).
6. Select **Send**.

## Update Account Status

To change the status of an account or multiple accounts, right-click on the row of the desired account and select "Update Account Status." Choose the new status and specify an effective date. Upon saving, the status of all selected accounts will be updated on the effective date.

**AR AGING MANAGEMENT**

DIVISION: HOUSTON | TYPE: AR Aging By Past Due Date | ACCOUNT CLASS: asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE, FIN | TERM: All | BILL GROUP: All

ACCOUNT MANAGER: | ACCOUNT STATUS: Active, Bad Debt, C | COLLECTION GROUP / AGENCY: | COLLECTION AGENT: | MIN. PAST DUE BALANCE:

Account Information: [?] [?] Select Quick Filter

ACCOUNT	ACCOUNT NAME	STATUS	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTIONS ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL A	
RECORD COUNT: 1216						TOTALS	-72,403.78	40,496.56	897.74	-19.85	0.00	10,669,314.43	10,638,285.10
<input checked="" type="checkbox"/>	18557	CITY OF LIBERTY	Active	-2	10/22/24	0.00	0.00	0.00	105.15	0.00	0.00	105.15	
<input checked="" type="checkbox"/>	21198	Example Account 3	Active	-17	06/11/24							2,286.89	
<input checked="" type="checkbox"/>	43190	PEARLAND HOME ASSOCI...	Active	-19	11/15/22							4,574.84	
<input checked="" type="checkbox"/>	43191	PEARLAND SENIOR VILLAGE	Active									8,322.14	
<input checked="" type="checkbox"/>	43192	B & G ELECTRIC MOTOR S...	Active									915.22	
<input checked="" type="checkbox"/>	43193	TRAFFIC CONTROL DEVICES	Active									4,374.20	
<input checked="" type="checkbox"/>	43206	706800 WELLS FARGO	Active									2,171.56	
<input checked="" type="checkbox"/>	43207	JENLAINE LLC	Active									3,495.32	
<input type="checkbox"/>	43208	GRIFFIN, BILLY	Active									2,010.52	
<input type="checkbox"/>	43209	LR TRANSPORT	Active									1,906.24	
<input type="checkbox"/>	43223	COMPOSI TECH INC	Active	4	10/28/22							4,158.53	
<input type="checkbox"/>	43224	PIPE & TUBE SUPPLIES	Active	-4	10/25/22							1,438.45	
<input type="checkbox"/>	43225	DDS SYNERGY SHADOW C...	Active	-12	11/15/22							9,980.86	
<input type="checkbox"/>	43226	RELIABLE SIGNAL & LIGHT...	Active	0	11/14/22	0.00	0.00	0.00	0.00	0.00	5,725.94	5,725.94	
<input type="checkbox"/>	43240	PEARLAND MEDICAL PLAZA	Active	-8	10/24/22	0.00	0.00	0.00	0.00	0.00	7,624.80	7,624.80	
<input type="checkbox"/>	43177	INDUSTRIAL & MARINE SE...	Active	-4	12/11/24	-80.00	0.00	0.00	0.00	0.00	4,565.28	4,485.28	

**CHANGE STATUS OF 7 SELECTED ACCOUNTS**

NEW STATUS: [ ] | EFFECTIVE DATE: [ ] | COLLECTION GROUP / AGENCY: [ ]

NOTE: [ ]

SAVE

## Generate Past Due Notification Letters

Send Past Due Notification letters to one or multiple accounts at a time.

**AR AGING MANAGEMENT**

DIVISION: HOUSTON | TYPE: AR Aging By Past Due Date | ACCOUNT CLASS: asdf, AUTOCH, BROKER, CLASSTEST, COMMERCIAL, FINANCELATEFEE, FIN | TERM: All | BILL GROUP: All

ACCOUNT MANAGER: | ACCOUNT STATUS: Active, Bad Debt, C | COLLECTION GROUP / AGENCY: | COLLECTION AGENT: | MIN. PAST DUE BALANCE:

Account Information: [?] [?] Select Quick Filter

ACCOUNT	ACCOUNT NAME	STATUS	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTIONS ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL AC	
RECORD COUNT: 1216						TOTALS	-72,403.78	40,496.56	897.74	-19.85	0.00	10,669,314.43	10,638,285.10
<input checked="" type="checkbox"/>	43248	J S C FEDERAL CREDIT UNI...	Active	-13	11/18/22							1,952.70	
<input checked="" type="checkbox"/>	43250	2947 BROADWAY INVEST...	Active	-11	11/15/22							2,746.30	
<input checked="" type="checkbox"/>	43251	TERRY GRAY	Active	-19	11/15/22							2,397.84	
<input checked="" type="checkbox"/>	43266	ASSOCIATE CREDIT UNION	Active	-8	11/15/22							3,130.28	
<input checked="" type="checkbox"/>	43283	KINGSLEY PLAZA	Active	-4	10/28/22							9,220.23	
<input type="checkbox"/>	43285	KING NAILS PEARLAND	Active	-50	11/15/22							2,912.38	
<input type="checkbox"/>	43298	SHADOW CREEK LIQUOR...	Active	-14	11/15/22							1,567.44	
<input type="checkbox"/>	43299	LEXUS NAILS	Active	-7	11/15/22							1,942.80	
<input type="checkbox"/>	43301	NOTHING BUNDT CAKES	Active	-7	10/19/22							2,844.67	
<input type="checkbox"/>	43186	JESUS BANDA	Active	-2	10/31/22							3,396.89	
<input type="checkbox"/>	43188	TRAYLOR MECHANICAL	Active	-17	10/20/23							3,549.60	
<input type="checkbox"/>	43197	AFFILIATED SPARTAN INSU...	Active	-9	11/18/22							2,499.64	
<input type="checkbox"/>	43202	L R WEST MFG	Active	8	11/17/23							1,742.80	
<input type="checkbox"/>	43204	CAVA 10204	Active	7	11/03/22							4,983.09	
<input type="checkbox"/>	43220	TRIGON PRODUCTS	Active	-5	10/25/22							3,659.19	
<input type="checkbox"/>	43222	PRO-LINE TRACKING WAT...	Active	-18	11/15/22							1,942.80	

**PAST DUE NOTIFICATION**

EXCLUDE INVOICE BY EMAIL ACCOUNTS:

PAST DUE LETTER: [ ]

NOTE TYPE: [ Select Type ]

NOTE TEXT: [ ]

GENERATE LETTER | CANCEL

## Print Notifications

1. Select each account a letter should be generated for and click the **Print** icon. This will open the 'Past Due Notification' popup.
2. Select the **'Exclude Invoice By Email Accounts'** check box if you would like to exclude printing a notification letter for accounts that only receive email invoices.
3. Select from the **Past Due Letter** options. See the letter examples listed below to determine which one best suits your needs.
4. Select the **Note Type**.
5. Enter a **Note Text**. Note texts are for internal purposes only and may help record things such as the date

the letter was prepared for mailing.

## Letter Examples

### Letter 1

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

**MANSON ROOFING INC.**  
P.O. Box 7777  
Hollywood, CA  
**Customer:** 2696

## Letter Example 1

08/25/2022

Dear SHARI

Our records indicate that your account is currently 206 days past due.

Listed below are the invoices and amounts that require your immediate attention.

<b>DATE</b>	<b>INVOICE #</b>	<b>\$ AMOUNT</b>
1/31/22	875977	369.15
3/31/22	877593	246.10
	<b>Total Balance</b>	<b>615.25</b>

Please check your records and contact us immediately if there is an error. If no errors were found, please remit your payment today. Please disregard this notice if you have already remitted your payment.

We appreciate your business and thank you for your cooperation with this matter.

Sincerely,  
The Staff at  
Demo  
(555)-555-0777

### Letter 2

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

## Letter Example 2

**MANSON ROOFING INC.**  
P.O. Box 7777  
Hollywood, CA

**Customer:** 2696

08/25/2022

RE: SHARI, 2696, \$615.25

Dear SHARI

Our records indicate that your account is currently 206 days past due. Please remit your payment within 5 business days of this notice to avoid any interruption in service. If payment in full cannot be made at this time, please contact our office at (555)-555-0777 make payment arrangements. Failure to do so will results in suspension of your services.

<b>DATE</b>	<b>INVOICE #</b>	<b>\$ AMOUNT</b>
1/31/22	875977	369.15
3/31/22	877593	246.10
	<b>Total Balance</b>	<b>615.25</b>

Please disregard this notice if you have already remitted your payment.

We appreciate your business and thank you for your cooperation with this matter.

Sincerely,  
The Staff at  
Demo  
(555)-555-0777

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

## Letter Example 3

**LEITER LANDSCAPING**  
P.O. Box 7777  
Hollywood, CA  
**Customer: 2705**

08/26/2022

RE: JEANNETTE | 2705, \$658.25

Dear JEANNETTE

Our records indicate that your account is seriously past due and your services has been suspended. In oder to reinstate services and to avoid having your account placed into collections, your payment must be made immediately. If payment in full cannot be made at this time, please contact our office to discuss available payment arrangements.

Listed below are the invoices and amounts that require your immediate attention.

<u>DATE</u>	<u>INVOICE #</u>	<u>\$ AMOUNT</u>
10/31/21	868707	112.17
1/31/22	876143	336.51
3/31/22	877872	209.57
	<b>Total Balance</b>	<b>658.25</b>

Please disregard this notice if you have already remitted your payment.

We appreciate your business and thank you for your cooperation with this matter.

Sincerely,  
The Staff at  
Demo  
(555)-555-0777

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

## Letter Example 4

**MANSON ROOFING INC.**

**Customer:** 2696

08/25/2022

RE: SHARI, 2696, \$615.25

Dear SHARI

We have made several attempts to collect payment on your account for the following invoices. To avoid any legal fees that may result from our attempts at collecting this debt, please contact our office immediately at (555)-555-0777 to make payment arrangements.

<b>DATE</b>	<b>INVOICE #</b>	<b>\$ AMOUNT</b>
1/31/22	875977	369.15
3/31/22	877593	246.10
	<b>Total Balance</b>	<b>615.25</b>

Please disregard this notice if you have already remitted your payment.

We appreciate your business and thank you for your cooperation with this matter.

Sincerely,  
The Staff at  
Demo  
(555)-555-0777

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

**MANSON ROOFING INC.**  
P.O. Box 7777  
Hollywood, CA  
Customer: 2696

## Letter Example 5

08/24/2022

Dear SHARI

We appreciate you choosing Demo as your premium Waste and Recycling service provider.

### **This is a reminder that your account is PAST DUE!**

Listed below are the invoices and amounts that require your immediate attention.

<b>DATE</b>	<b>INVOICE #</b>	<b>\$ AMOUNT</b>
10/31/21	868556	245.30
1/31/22	875977	369.15
3/31/22	877593	246.10
	<b>Total Balance</b>	<b>860.55</b>

If you have already made your payments, thank you!

If you did not receive your invoices, please call us at \_\_\_\_\_ or email us at [support@navusoft.com](mailto:support@navusoft.com)

We also have a convenient website where you can schedule payments and review your account. Please call us if you would like to sign up for this service. (555)-555-0777

We appreciate your business and thank you for your cooperation with this matter.

Best Regards,

Account Receivable Department

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

## Letter Example 6

**LEITER LANDSCAPING**

777 Hollywood Blvd  
Hollywood CA 90028

Customer: 2705

08/26/2022

Dear JEANNETTE

**Your account is PAST DUE, and your SERVICE WILL BE SUSPENDED prior to your next schedule pick-up day**

Our records indicate that your account is currently 299 days past due. Please remit your payment within **5 business days** of this notice to avoid any interruption in service.

If payment in full cannot be made at this time, please contact our office immediately to discuss available payment arrangements.

Failure to do so will result in suspension of your services.

Listed below are the invoices and amounts that require your immediate attention.

DATE	INVOICE #	\$ AMOUNT
10/31/21	868707	112.17
1/31/22	876143	336.51
3/31/22	877872	209.57
<b>Total Balance</b>		<b>658.25</b>

We also have a convenient website where you can schedule payments and review your account. Please call us if you would like to sign up for this service.

We appreciate your business and thank you for your cooperation with this matter.

Best Regards,

Account Receivable Department  
(555)-555-0777  
support@navusoft.com

**Demo**  
Hogwarts Castle  
Scottish Highlands  
United Kingdom, 33333  
(555)-555-0777

**LEITER LANDSCAPING**  
777 Hollywood Blvd  
Hollywood CA 90028  
Customer: 2705

## Letter Example 7

08/26/2022

Dear JEANNETTE

### IMMEDIATE PAYMENT ACTION REQUIRED!

Our records indicate that your account is seriously past due. As a result, your services have been suspended.

To avoid further action against this account, please contact us immediately to make payment arrangements.

Listed below are the invoices and amounts that require your immediate attention.

<b>DATE</b>	<b>INVOICE #</b>	<b>\$ AMOUNT</b>
10/31/21	868707	112.17
1/31/22	876143	336.51
3/31/22	877872	209.57
	<b>Total Balance</b>	<b>658.25</b>

We appreciate your business and thank you for your prompt attention with this matter.

Best Regards,

Account Receivable Department  
(555)-555-0777  
support@navusoft.com

**Demo**  
124 Conch St  
Bikini Bottom, CA 90210

## Past Due Letter Example 1

**SquarePants Waste**  
777 Hollywood Ave  
Hollywood CA, 90028

For Invoice Inquires contact us by email at:  
**support@navusoft.com or Phone (555)-555-0777**

Dear SquarePants Waste

We appreciate you choosing Demo as your premium service provider.

Our records show that your account with us may be past due. If you have already made your payments, thank you! If you did not receive your current invoice or if there is an issue with your account, please call us at (555)-555-0777 or email us at support@navusoft.com

We also have a convenient website <https://orionportal-sandbox.navusoft.net/> where you can schedule payments and review your account. Please call us if you would like to sign up for this service.

Below is a snapshot of you current account balance for review.

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total Due
0.00	0.00	0.00	0.00	658.25	658.25

Best Regards,  
Sarasota

**Demo**  
124 Conch St  
Bikini Bottom, CA 90210

## Past Due Letter Example 2

**SquarePants Waste**  
777 Hollywood Ave  
Hollywood CA, 90028

For Invoice Inquires contact us by email at:  
**support@navusoft.com** or Phone (555)-555-0777

Dear SquarePants Waste

**Your account is PAST DUE, and your SERVICE WILL BE SUSPENDED prior to your next schedule pick-up day**

Please contact us immediately at (555)-555-0777 to prevent your service from being interrupted. If you've already made your payment, thank you!

We also have a convenient website <https://orionportal-sandbox.navusoft.net/> where you can schedule payments and review your account. Please call us if you would like to sign up for this service.

Below is a snapshot of you current account balance for review.

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total Due
0.00	0.00	0.00	0.00	658.25	658.25

Best Regards,

**Demo**  
124 Conch St  
Bikini Bottom, CA 90210

## Past Due Letter Example 3

**SquarePants Waste**  
777 Hollywood Ave  
Hollywood CA, 90028

For Invoice Inquires contact us by email at:  
**support@navusoft.com** or Phone (555)-555-0777

Dear SquarePants Waste

We appreciate you choosing Demo as you premium trash and recycling service provider.

### **This is a reminder that your account is past due!**

If you have already made your payments, thank you! If you didn't receive you invoice or if there is an issue with your account, please call us at (555)-555-0777 or email us at support@navusoft.com

We also have a convenient website <https://orionportal-sandbox.navusoft.net/> where you can schedule payments and review your account. Please call us if you would like to sign up for this service.

Below is a snapshot of you current account balance for review.

<b>Current</b>	<b>1-30 Days</b>	<b>31-60 Days</b>	<b>61-90 Days</b>	<b>Over 90 Days</b>	<b>Total Due</b>
0.00	0.00	0.00	0.00	658.25	658.25

Best Regards,

## Related Articles

[Notification Template](#)

[Add Task](#)

[Add Note](#)

[Send Email](#)

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