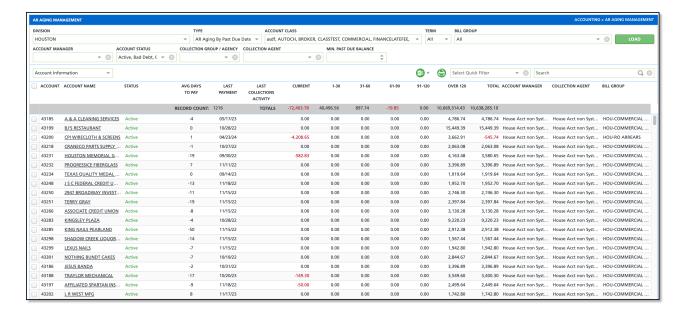
## **AR Aging Management - Accounting**

Last Modified on 01/03/2025 8:04 am PST

#### 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.



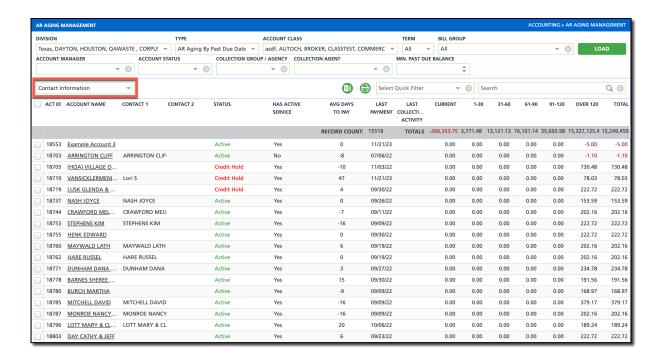
#### **Permissions**

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.



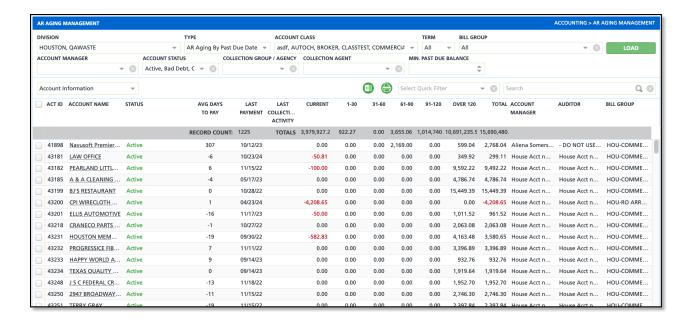
#### **Field Descriptions**

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

| Field                          | Description  |
|--------------------------------|--|
| Filter Fields                  |  |
| <b>Division</b><br>Required    | Filters to only include accounts of the selected division. Select all to include all divisions.  |
| <b>Type</b><br>Required        | Filters by: AR Age By Invoice Date, AR Aging By Past Due Date and AP Aging.  |
| Account Class                  | Filters by the Account Class - Commercial, Residential, Government, etc.   |
| Term                           | Filters by the following terms for when invoice payments are due:  All, Due Upon Receipt, Net 15, Net 20 and Net 30  |
| Bill Group                     | Filters on the Bill Group associated with each account.  |
| Account Manager                | Filters to only include accounts assigned to the Account Manager selected.   |
| Account Status                 | Filters to only include the selected Status'. This filter allows for multiple selections.  |
| Collection<br>Agency/Group     | Filters to only include accounts assigned to the selected Collection Agency/Group.   |
| Collection Agent               | Filter to only include accounts reviewed by the selected Collection Agent.   |
| Min. Past Due<br>Balance       | 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. |
| Contact/Account<br>Information | Toggle between the Account Information and Contact Information screen views.  This will change the fields that are displayed on the screen.                                    |
| Aging Buckets                  | This will change the news that are displayed on the server.  |

| Field  | Description  |
|--|--|
| Current  | 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.   |
| 1-30 Days<br>31-60 Days<br>61-90 Days<br>91-120 Days | Totals the amount for each category of past-due invoice periods.  1-30 Days: Invoices that are 1-30 days past their due date. 31-60 Days: Invoices that are 31 to 60 days past their due date. 61-90 Days: Invoices that are 61 to 90 days past their due date. 91-120 Days: Invoices that are 91-120 days past their due date. 120+ Days: Invoices that are more than 120 days past their due date.             |
| 120+ Days  | Apply a <i>Quick Filter</i> to review and take action on a specific category of past due accounts.   |
| Total  | Calculated as the Sum of all current and past due invoice totals.  |
| Other Fields   |  |
| Select Quick Filter                                  | 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.   |
|  | Load must be generated before a Quick Filter can be applied.   |
| Search   | 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.   |
| Export to Excel (icon)                               | 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.  |
| Print Past Due<br>Notifications<br>(icon)            | 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**

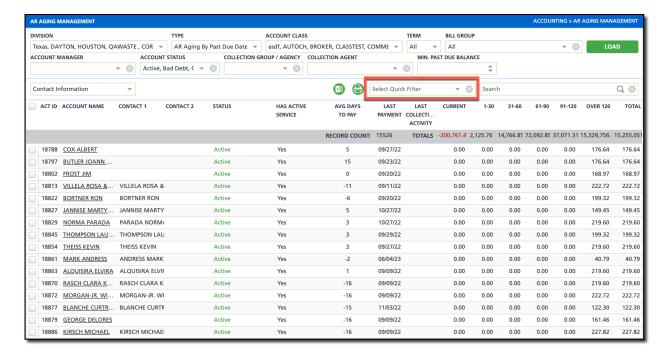


### **Load Accounts**

- 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**

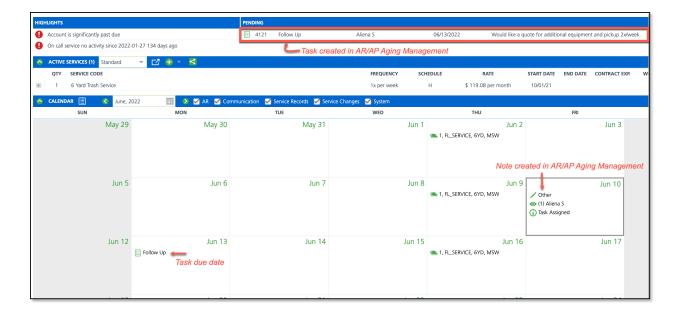
Quick Filters provide an additional way to further drill down and target specific accounts to review and take action on. For example, you may apply a quick filter to only show accounts 1-30 days past due so a past-due email reminder can be sent. Quick Filters are only available after accounts have been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



- 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.

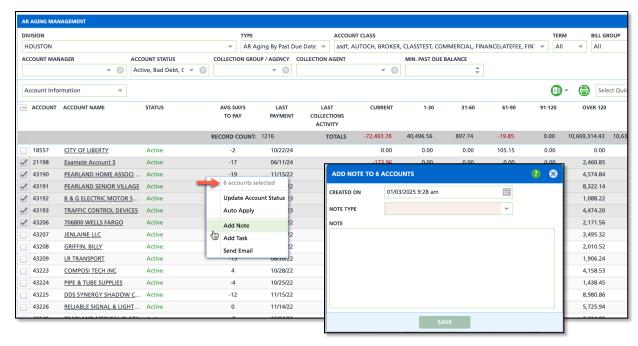
### **Notes and Tasks**

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.



### Add a Note

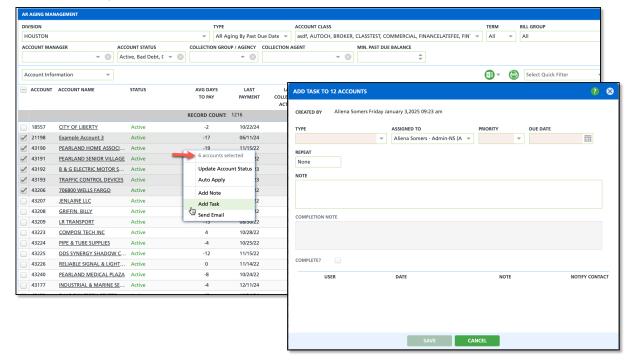
Notes provide an option to record information or interactions with a customer that can be referred back to.



- 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

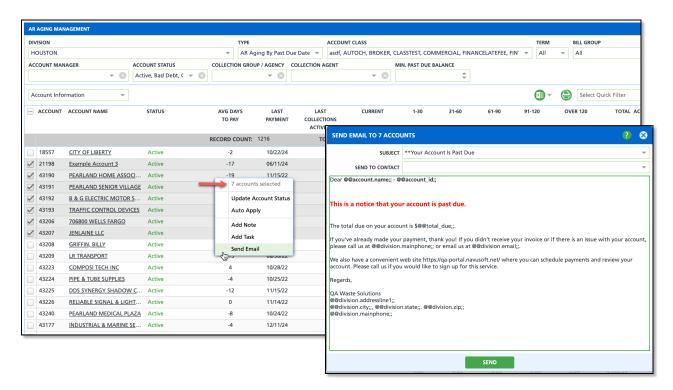


- 1. Select the box for the accounts you would like to add a Task to. If all accounts apply, select the 'Select All' box from the header row.
- 2. Right-click within the row of any of the <u>selected</u> accounts.

- 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 when the email is generated.

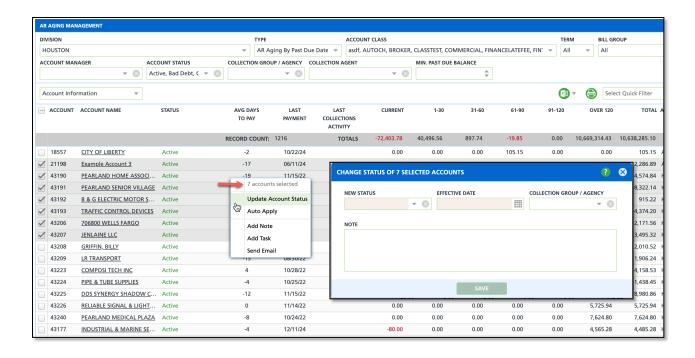


### **Send Email**

- 1. Select the box from for the accounts 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**. If the email is being sent to a single account, additional contact fields are displayed.
- 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.

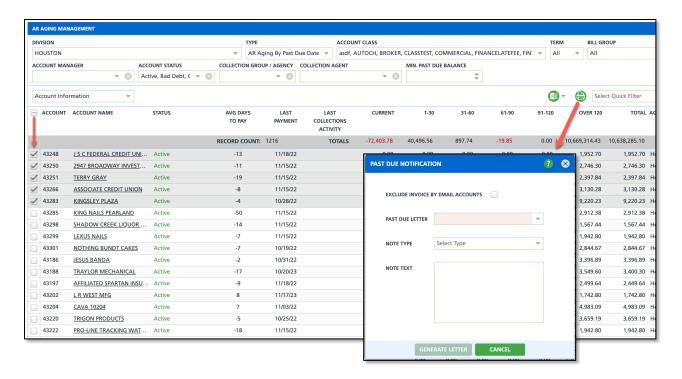
# **Update Account Status**

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.



### **Generate Past Due Notification Letters**

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



### **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

## **Letter Examples**

#### Letter 1

#### Demo

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

#### MANSON ROOFING INC.

**Letter Example 1** 

P.O. Box 7777 Hollywood, CA

Customer: 2696

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.

| DATE    | INVOICE #     | \$ AMOUNT |
|---------|---------------|-----------|
| 1/31/22 | 875977        | 369.15    |
| 3/31/22 | 877593        | 246.10    |
|         | Total Balance | 615.25    |

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.

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.

| DATE    | INVOICE #     | \$ AMOUNT |
|---------|---------------|-----------|
| 1/31/22 | 875977        | 369.15    |
| 3/31/22 | 877593        | 246.10    |
|         | Total Balance | 615.25    |

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

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

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.

|                | 1/31/22 | 876143        | 336.51 |
|----------------|---------|---------------|--------|
| 3/31/22 877872 | 3/31/22 | 877872        | 209.57 |
| ·              |         | Total Balance | 658.25 |

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

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

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.

| DATE    | INVOICE #     | \$ AMOUNT |
|---------|---------------|-----------|
| 1/31/22 | 875977        | 369.15    |
| 3/31/22 | 877593        | 246.10    |
|         | Total Balance | 615.25    |

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

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

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

#### MANSON ROOFING INC.

P.O. Box 7777 Hollywood, CA

**Letter Example 5** 

Customer: 2696

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.

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

If you have already made your payments, thank you!

If you did not receive your invoices, please call us at support@navusoft.com

or email us at

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

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

#### LEITER LANDSCAPING

**Letter Example 6** 

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 results in suspension of your services.

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

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

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

**Letter Example 7** 

777 Hollywood Blvd Hollywood CA 90028

Customer: 2705

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 arragements.

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

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

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.

| 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,

### **Related Articles**

Notification Template Add Task Add Note