

AR Aging Management - Accounting

Last Modified on 08/07/2024 12:13 pm EDT

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		TYPE		ACCOUNT CLASS				TERM		BILL GROUP					
QAWASTE		AR Aging By Past Due Date		AUTOCH, BROKER, COMMERCIAL, FINANCELATEFEE, FINTEST,				All		All					
ACCOUNT MANAGER		ACCOUNT STATUS		COLLECTION AGENT		MIN. PAST DUE BALANCE						LOAD			
		Active, Bad Debt, C													
Account Information													Select Quick Filter	Search	
ACT ID	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	AUDITOR	BILL GROUP
RECORD COUNT: 42						TOTALS									
						-1,538.94	1,595.13	2,414.00	1,010.64	10,320.58	88,189.49	101,990.90			
<input type="checkbox"/>	48982	Example Account 3	Credit Hold	0		0.00	0.00	0.00	0.00	0.00	5,952.93	5,952.93	House Account	(Inactive)	Annual Billing
<input type="checkbox"/>	49031	Li Cha Tea (T4 Cafe)	Active	0		0.00	0.00	0.00	0.00	58.00	321.79	379.79	House Account	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49032	San Marino Cafe & Mar...	Active	0		0.00	0.00	0.00	0.00	117.50	158.50	276.00	House Account	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49050	Nothing Bundt Cakes	Active	0		0.00	0.00	0.00	0.00	167.50	23.18	190.68	Paul Gonzalez	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49033	Encanto Restaurant	Active	0		0.00	0.00	0.00	0.00	347.38	118.25	465.63	Aliena Somers	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49034	Clone 1	Active	0		0.00	0.00	0.00	0.00	767.50	596.64	1,364.14	Aliena Somers	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49051	Bacari Silverlake + Bar ...	Active	0		0.00	0.00	292.50	0.00	0.00	0.00	292.50	Aliena Somers	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49065	Chloe Store	Active	0		0.00	0.00	0.00	0.00	1,064.50	0.00	1,064.50	Aliena Somers	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49101	IKEA	Active	0		0.00	0.00	1,197.50	0.00	0.00	0.00	1,197.50	Aliena Somers	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	48969	Staples Center	Active	0	12/20/23	-25.00	0.00	0.00	0.00	0.00	0.00	-25.00	House Account	(Inactive)	VENDORS
<input type="checkbox"/>	49046	Boba Junkie Fountain V...	Active	0		0.00	0.00	0.00	0.00	60.50	463.07	523.57	Paul Gonzalez	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49053	Casa Madera West Holl...	Active	0		0.00	0.00	0.00	0.00	238.50	47.74	286.24	Paul Gonzalez	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	48977	Jack in the Box	Active	0	05/17/24	-48.00	836.63	0.00	0.00	0.00	0.00	788.63	House Account	(Inactive)	VENDORS
<input type="checkbox"/>	48986	Trader Joe's	Active	0	05/14/24	-95.00	0.00	0.00	0.00	0.00	36.00	-59.00	House Account	(Inactive)	Test 2
<input type="checkbox"/>	49029	Yifang Taiwan Fruit Tea...	Credit Hold	0		0.00	0.00	0.00	0.00	117.50	158.50	276.00	House Account	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49043	Construction & Remode...	Active	0	04/30/24	-354.00	0.00	0.00	0.00	1,395.37	0.00	1,041.37	Paul Gonzalez	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49054	Yuk Dae Jang San Gabriel	Active	0		0.00	0.00	0.00	0.00	170.50	23.62	194.12	Paul Gonzalez	(Inactive)	QA Billing Cycle
<input type="checkbox"/>	49103	Lowe's Home Improve...	Active	0		0.00	0.00	165.00	0.00	0.00	0.00	165.00	Aliena Somers	(Inactive)	QA Billing Cycle

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									
QAWASTE		AR Aging By Past Due Date		AUTOCH, BROKER, COMMERCIAL, FINANCELATEFEE, FINTI				All		All									
ACCOUNT MANAGER		ACCOUNT STATUS		COLLECTION AGENT				MIN. PAST DUE BALANCE											
		Active, Bad Debt, C																	
<input type="checkbox"/> Contact Information										<input type="text" value="Select Quick Filter"/> <input type="text" value="Search"/>									
ACT ID	ACCOUNT NAME	CONTACT 1	CONTACT 2	STATUS	HAS ACTIVE SERVICE	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTIONS ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL				
RECORD COUNT: 42									TOTALS	-1,538.94	1,595.13	2,414.00	1,010.64	10,320.58	88,189.49	101,990.90			
<input type="checkbox"/>	48982	Example Account 3		Credit Hold	Yes	0			0.00	0.00	0.00	0.00	0.00	5,952.93	5,952.93				
<input type="checkbox"/>	49031	Li Cha Tea (T4 Cafe)	PG Contact@FakeEmail.x	Active	Yes	0			0.00	0.00	0.00	0.00	58.00	321.79	379.79				
<input type="checkbox"/>	49032	San Marino Cafe & M...		Active	Yes	0			0.00	0.00	0.00	0.00	117.50	158.50	276.00				
<input type="checkbox"/>	49050	Nothing Bundt Cakes	Contact 1 Name contact1@... +1 888-555-1234	Active	Yes	0			0.00	0.00	0.00	0.00	167.50	23.18	190.68				
<input type="checkbox"/>	49033	Encanto Restaurant		Active	Yes	0			0.00	0.00	0.00	0.00	347.38	118.25	465.63				
<input type="checkbox"/>	49034	Clone 1		Active	Yes	0			0.00	0.00	0.00	0.00	767.50	596.64	1,364.14				
<input type="checkbox"/>	49051	Bacari Silverlake & Bar...		Active	No	0			0.00	0.00	292.50	0.00	0.00	0.00	292.50				
<input type="checkbox"/>	49065	Chloe Store		Active	Yes	0			0.00	0.00	0.00	0.00	1,064.50	0.00	1,064.50				
<input type="checkbox"/>	18535	Example Account 4	Lori S Contact@FakeEmail.x	Active	Yes	33	07/19/23		-50.00	0.00	0.00	0.00	0.00	109.03	59.03				
<input type="checkbox"/>	49035	Clone Test 2		Active	Yes	0			0.00	0.00	0.00	0.00	537.50	762.54	1,300.04				
<input type="checkbox"/>	49044	Cabra Los Angeles		Credit Hold	Yes	0			0.00	0.00	0.00	0.00	9.50	64.80	74.30				
<input type="checkbox"/>	49069	Hato Sushi		Active	Yes	0			0.00	0.00	0.00	0.00	1,208.72	0.00	1,208.72				
<input type="checkbox"/>	49103	Lowe's Home Improv...		Active	Yes	0			0.00	0.00	165.00	0.00	0.00	0.00	165.00				
<input type="checkbox"/>	48977	Jack in the Box	PG Invalid Email Contact@FakeEmail.x	Active	Yes	0	05/17/24		-48.00	836.63	0.00	0.00	0.00	0.00	788.63				
<input type="checkbox"/>	48986	Trader Joe's	PG Contact@FakeEmail.x	Active	Yes	0	05/14/24		-95.00	0.00	0.00	0.00	0.00	36.00	-59.00				

Field Descriptions

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

Field	Description
Filter Fields	
Division <i>Required</i>	Filters to only include accounts of the selected division. Select all to include all divisions.
Type <i>Required</i>	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: <i>All, Due Upon Receipt, Net 15, Net 20 and Net 30</i>
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.
Auditor	Filter to only include accounts reviewed by the selected Auditor.
Min. Past Due 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 Information	Toggle between the Account Information and Contact Information screen views. This will change the fields that are displayed on the screen.
Aging Buckets	
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.

Field	Description
<p>1-30 Days 31-60 Days 61-90 Days 91-120 Days 120+ Days</p>	<p>Totals the amount for each category of past-due invoice periods.</p> <p>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.</p> <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>
Total	Calculated as the Sum of all current and past due invoice totals.
Other Fields	
Select Quick Filter	<p>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.</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #fff9c4;">  Load must be generated before a Quick Filter can be applied. </div>
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 Notifications (icon)	<p>Generates a past-due notification letter for the selected accounts. Includes an option to exclude invoice by email customers.</p> <p>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.</p>

View Aging of Accounts

AR AGING MANAGEMENT													ACCOUNTING > AR AGING MANAGEMENT		
DIVISION		TYPE		ACCOUNT CLASS				TERM		BILL GROUP					
HOUSTON		AR Aging By Past Due Date		BROKER, COMMERCIAL, External Collections - Resic				All		All			LOAD		
ACCOUNT MANAGER		ACCOUNT STATUS		AUDITOR		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 COLLECTIONS ACTIVITY	CURRENT	1-30	31-60	61-90	91-120	OVER 120	TOTAL	ACCOUNT MANAGER	AUDITOR	BILL GROUP
RECORD COUNT: 1129						TOTALS -19,821.84 11,934.55 220.81 3,566.57 879.97 5,960,630.49 5,957,410.55									
<input type="checkbox"/>	43181	LAW OFFICE	Active	-6	10/25/22	0.00	0.00	0.00	0.00	0.00	332.16	332.16	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43182	PEARLAND LITTLE L...	Active	6	11/15/22	0.00	0.00	0.00	0.00	0.00	4,177.73	4,177.73	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43183	C LINK CORPORATION	Active	-7	10/21/22	0.00	0.00	0.00	0.00	0.00	2,279.24	2,279.24	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43184	THE O'KEEFE GROUP	Active	0	10/25/22	0.00	0.00	0.00	0.00	0.00	65,860.92	65,860.92	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43185	A & A CLEANING SE...	Active	-4	10/26/22	0.00	0.00	0.00	0.00	0.00	4,487.19	4,487.19	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43198	WARFIELD HOLDIN...	Active	-17	11/15/22	0.00	0.00	0.00	0.00	0.00	4,271.78	4,271.78	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43199	BJ'S RESTAURANT	Active	0	10/28/22	0.00	0.00	0.00	0.00	0.00	14,279.16	14,279.16	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43201	ELLIS AUTOMOTIVE	Active	-16	11/15/22	0.00	0.00	0.00	0.00	0.00	1,010.48	1,010.48	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43215	KINGDOM HALL OF...	Active	-16	11/15/22	0.00	0.00	0.00	0.00	0.00	407.24	407.24	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43217	LAKES AT COUNTRY...	Active	-19	11/15/22	0.00	0.00	0.00	0.00	0.00	1,538.29	1,538.29	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43218	CRANECO PARTS SU...	Active	-1	10/27/22	0.00	0.00	0.00	0.00	0.00	1,936.90	1,936.90	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43231	HOUSTON MEMORI...	Active	-22	09/30/22	0.00	0.00	0.00	0.00	0.00	3,310.70	3,310.70	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43232	PROGRESSICE FIBER...	Active	7	11/11/22	0.00	0.00	0.00	0.00	0.00	3,185.78	3,185.78	House Account	House Account	HOU-COMMER...
<input type="checkbox"/>	43233	HAPPY WORLD AC...	Active	-4	11/15/22	0.00	0.00	0.00	0.00	0.00	1,010.48	1,010.48	House Account	House Account	HOU-COMMER...

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.
3. Optional - make a selection from any of the following **filters** to further narrow down the returned results.
 - o Account Class
 - o Term
 - o Bill Group
 - o Account Manager
 - o Account Status
 - o Auditor
 - o MIN. Past Due Balance
4. 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					
HOUSTON		AR Aging By Past Due Date		BROKER, COMMERCIAL, External Collections - Resic				All		All			LOAD		
ACCOUNT MANAGER		ACCOUNT STATUS		AUDITOR		MIN. PAST DUE BALANCE									
		Active, Bad Debt, C													
Account Information													Max balance 1 to 30	Search	
ACT ID	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	AUDITOR	BILL GROUP
RECORD COUNT: 11						TOTALS 0.00 11,934.55 0.00 0.00 0.00 0.00 11,934.55									
<input type="checkbox"/>	45628	Matthew Scott	Active	-4	10/27/22	0.00	783.84	0.00	0.00	0.00	0.00	783.84	Megan Nguyen	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	45621	LORETTA TREVINO	Active	-19	10/06/22	0.00	783.84	0.00	0.00	0.00	0.00	783.84	Alexis Garza	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	44918	Jeff Brennan	Active	-14	10/05/22	0.00	870.78	0.00	0.00	0.00	0.00	870.78	Ikeia Beauty (In...	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	48810	Daniel Klotz	Active	-20	11/14/22	0.00	1,219.59	0.00	0.00	0.00	0.00	1,219.59	Megan Kaus	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	46639	JESSICA ILIGAN	Active	-20	10/05/22	0.00	1,248.21	0.00	0.00	0.00	0.00	1,248.21	Alexis Garza	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	47718	SBS	Active	-8	10/28/22	0.00	1,248.21	0.00	0.00	0.00	0.00	1,248.21	Alice Cuevas	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	45581	John Van Tassell	Active	-16	10/21/22	0.00	825.93	0.00	0.00	0.00	0.00	825.93	House Account	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	47654	CARLY PADGETT	Active	-8	10/28/22	0.00	1,333.54	0.00	0.00	0.00	0.00	1,333.54	Alexis Garza	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	47722	PETER FERDIN	Active	-43	10/28/22	0.00	1,248.21	0.00	0.00	0.00	0.00	1,248.21	Alexis Garza	Donotuse Dono...	HOU-Q2-FEB-M...
<input type="checkbox"/>	48355	Angela Gaddis	Active	-20	11/01/22	0.00	1,414.45	0.00	0.00	0.00	0.00	1,414.45	Alexis Garza	House Account	HOU-Q2-FEB-M...
<input type="checkbox"/>	46693	ELSIE HARRIS	Active	-11	10/11/22	0.00	957.95	0.00	0.00	0.00	0.00	957.95	Alice Cuevas	Donotuse Dono...	HOU-Q2-FEB-M...

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.

The screenshot displays the AR Aging Management interface. At the top, a 'PENDING' section shows a task for account 4121, 'Follow Up', assigned to Aliena S, due on 06/13/2022. Below this, a table lists active services, including '6 Yard Trash Service' with a frequency of '1x per week' and a rate of '\$ 119.08 per month'. The main area is a calendar for June 2022. A task 'Follow Up' is shown on June 12, and a note is assigned on June 9. Red annotations highlight 'Task created in AR/AP Aging Management' and 'Note created in AR/AP Aging Management'.

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 with a list of accounts. A context menu is open over the account 'Matthew Scott' (45628), with 'Add Note' selected. An 'ADD NOTE TO 45628' dialog box is open, showing the creation date and time as 07/22/2024 2:43 pm. The dialog box also includes a 'NOTE TYPE' dropdown and a 'NOTE' text area. The background shows a table of accounts with columns for ACT ID, ACCOUNT NAME, STATUS, AVG DAYS TO PAY, LAST PAYMENT, and LAST COLLECTIONS ACTIVITY.

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 displays the 'AR AGING MANAGEMENT' interface. At the top, there are filters for Division (HOUSTON), Type (AR Aging By Past Due Date), Account Class (BROKER, COMMERCIAL, External Collections - Resic), Term (All), and Bill Group (All). Below these are fields for Account Manager, Account Status (Active, Bad Debt, C), Auditor, and Min. Past Due Balance. A table lists accounts with columns: ACT ID, ACCOUNT NAME, STATUS, AVG DAYS TO PAY, LAST PAYMENT, LAST COLLECTIONS ACTIVITY, CURRENT, 1-30, 31-60, 61-90, 91-120, OVER 120, TOTAL, and ACCOUNT MANAGER. A context menu is open over the row for account 45628 (Matthew Scott), with 'Add Task' selected. A modal window titled 'ADD TASK TO 45628' is open, showing fields for Type (Billing/AR question (Admin)), Assigned To (Aliena Somers - Admin-NS (A)), Priority (Medium), and Due Date (07/22/2024 Mon). The modal also has a 'REPEAT' dropdown (None), a 'NOTE' text area, and a 'COMPLETION NOTE' text area. At the bottom, there is a 'COMPLETE?' checkbox and a table with columns: USER, DATE, NOTE, and NOTIFY CONTACT. 'SAVE' and 'CANCEL' buttons are at the bottom.

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 when the email is generated.

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 (BROKER, COMMERCIAL, External Collections - Resic), Term (All), and Bill Group (All). Below these are fields for Account Manager, Account Status (Active, Bad Debt, C), Auditor, and Min. Past Due Balance. A search bar is also present.

The main table lists accounts with columns: ACT ID, ACCOUNT NAME, STATUS, AVG DAYS TO PAY, LAST PAYMENT, LAST COLLECTIONS, CURRENT, 1-30, 31-60, 61-90, 91-120, OVER 120, and TOTAL ACCOUNT MANAGER. A red arrow points to the first row (45628 Matthew Scott). A context menu is open over the row for PETER FERDIN (47722), with 'Send Email' selected.

The 'SEND EMAIL TO 4 ACCOUNTS' dialog box is open, showing a subject line 'Please Pay Your Current Bill' and a pre-filled email template. The template includes a greeting, appreciation for the customer, a notice about a past due account, a total due amount, a website link, and contact information for ABC Waste Solutions.

ACT ID	ACCOUNT NAME	STATUS	AVG DAYS TO PAY
45628	Matthew Scott	Active	-4
47718	SBS	Active	-8
46639	JESSICA ILIGAN	Active	-20
45581	John Van Tassell	Active	-16
47654	CARLY PADGETT	Active	-8
47722	PETER FERDIN	Active	-43
48355	Angela Gaddis	Active	-20
46693	ELSIE HARRIS	Active	-11
44918	Jeff Brennan	Active	-14
48810	Daniel Klotz	Active	-20
45621	LORETTA TREVINO	Active	-19

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.

AR AGING MANAGEMENT ACCOUNTING > AR AGING MANAGEMENT

DIVISION: HOUSTON TYPE: AR Aging By Past Due Date ACCOUNT CLASS: BROKER, COMMERCIAL, External Collections - TERM: All BILL GROUP: All **LOAD**

ACCOUNT MANAGER: [] ACCOUNT STATUS: Active, Bad Debt, C AUDITOR: [] MIN. PAST DUE BALANCE: []

Account Information

ACT ID	ACCOUNT NAME	STATUS	AVG DAYS TO PAY	LAST PAYMENT	LAST COLLECTI... ACTIVITY
RECORD COUNT: 11 TOTALS					
<input checked="" type="checkbox"/>	45581 John Van Tassell	Active	16	10/21/22	
<input type="checkbox"/>	44918 Jeff Brennan	Active			
<input type="checkbox"/>	47654 CARLY PADGETT	Active			
<input type="checkbox"/>	47722 PETER FERDIN	Active			
<input type="checkbox"/>	48355 Angela Gaddis	Active			
<input type="checkbox"/>	48810 Daniel Klotz	Active			
<input type="checkbox"/>	46693 ELSIE HARRIS	Active	-19	10/06/22	
<input type="checkbox"/>	45621 LORETTA TREVINO	Active	-19	10/06/22	
<input type="checkbox"/>	45628 Matthew Scott	Active	-4	10/27/22	
<input type="checkbox"/>	47718 SBS	Active	-8	10/28/22	
<input type="checkbox"/>	46639 JESSICA ILIGAN	Active	-20	10/05/22	

ACCOUNT STATUS HISTORY

ACCOUNT STATUS	EFFECTIVE DATE	UPDATED BY	NOTE
STATUS: Credit Hold	EFFECTIVE DATE: 07/26/2024		
NOTE			

Update Account Status context menu:

- Add Note
- Add Task
- Auto Apply
- Send Email
- Update Account Status

SAVE

Generate Past Due Notification Letters

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

AR AGING MANAGEMENT ACCOUNTING > AR AGING MANAGEMENT

DIVISION: HOUSTON TYPE: AR Aging By Past Due Date ACCOUNT CLASS: BROKER, COMMERCIAL, External Collections - TERM: All BILL GROUP: All **LOAD**

ACCOUNT MANAGER: [] ACCOUNT STATUS: Active, Bad Debt, C AUDITOR: [] MIN. PAST DUE BALANCE: []

Account Information

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: 11 TOTALS						0.00	11,934.95	0.00	0.00	0.00	0.00	11,934.55			
<input checked="" type="checkbox"/>	45581 John Van Tassell	Active	-16	10/21/22		0.00	825.93	0.00	0.00	0.00	0.00	825.93	House Account	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	44918 Jeff Brennan	Active	-14	10/05/22		0.00	870.78	0.00	0.00	0.00	0.00	870.78	Ikeia Beauty (I...	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	47654 CARLY PADGETT					1,333.54	0.00	0.00	0.00	0.00	0.00	1,333.54	Alexis Garza	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	47722 PETER FERDIN					1,248.21	0.00	0.00	0.00	0.00	0.00	1,248.21	Alexis Garza	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	48355 Angela G					1,414.45	0.00	0.00	0.00	0.00	0.00	1,414.45	Alexis Garza	House Account	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	48810 Daniel Kl					1,219.59	0.00	0.00	0.00	0.00	0.00	1,219.59	Megan Kaus	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	46693 ELSIE HAR					957.95	0.00	0.00	0.00	0.00	0.00	957.95	Alice Cuevas	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	45621 LORETTA					783.84	0.00	0.00	0.00	0.00	0.00	783.84	Alexis Garza	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	45628 Matthew					783.84	0.00	0.00	0.00	0.00	0.00	783.84	Megan Nguyen	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	47718 SBS					1,248.21	0.00	0.00	0.00	0.00	0.00	1,248.21	Alice Cuevas	Donotuse Don...	HOU-Q2-FEB...
<input checked="" type="checkbox"/>	46639 JESSICA IL					1,248.21	0.00	0.00	0.00	0.00	0.00	1,248.21	Alexis Garza	Donotuse Don...	HOU-Q2-FEB...

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.

<u>DATE</u>	<u>INVOICE #</u>	<u>\$ AMOUNT</u>
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.

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

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.

<u>DATE</u>	<u>INVOICE #</u>	<u>\$ AMOUNT</u>
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.

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
	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.

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.

<u>DATE</u>	<u>INVOICE #</u>	<u>\$ AMOUNT</u>
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.

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.

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 _____ or email us at 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
	Total Balance	658.25

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
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.

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

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

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