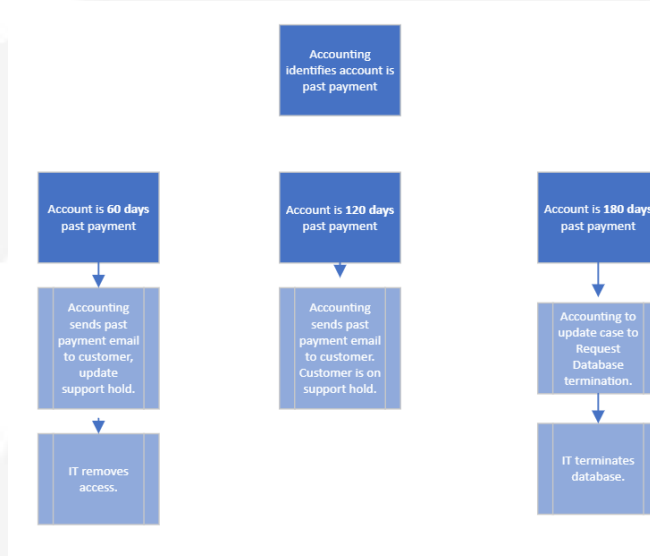


# Collections Process

This process outlines the collection process after the Accounting team identifies that an account is (60, 120, or 180 days) past payment.



## Account Past Due on Payment

Accounting identifies that an account is past due on payment and updates Support Hold flag

1. Navigate to the account
2. Create a new Collections and Cancellations record
3. Populate the alert to say [Product - Support Hold]

The alert will be shown on Accounts, Opportunities Cases, TaskRay Projects, and TaskRay Tasks

The screenshot shows a record for 'Collections and Cancellation' with ID 'CC-10018'. The account is 'Bold Group' with a 'Support Hold Date' of '12/9/2022'. The 'Product On-Hold' is 'Manitou' and the 'Owner' is 'Ops Evercommerce'. A 'Support Hold' alert is highlighted with a yellow box. The record is in the 'Support Hold' state. The 'Details' section shows 'Product On-Hold: Manitou' and 'Support Hold Date: 12/9/2022'. The 'History' section shows 'Open Activities (0)'.

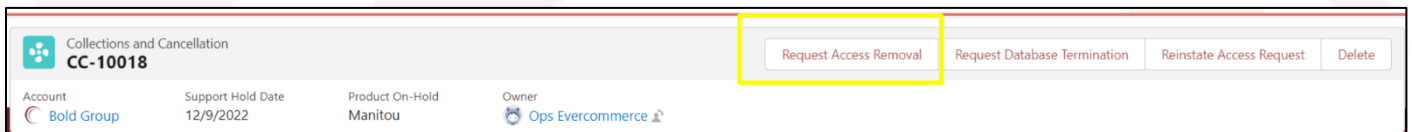
**! Sedona Office Hosted - Support Hold;Manitou - Inactive X**

## Account is 30 days past payment

When an account is 30 days past payment, all late fees apply. Customer is not in collections at this point.

## Account is 60 days past payment

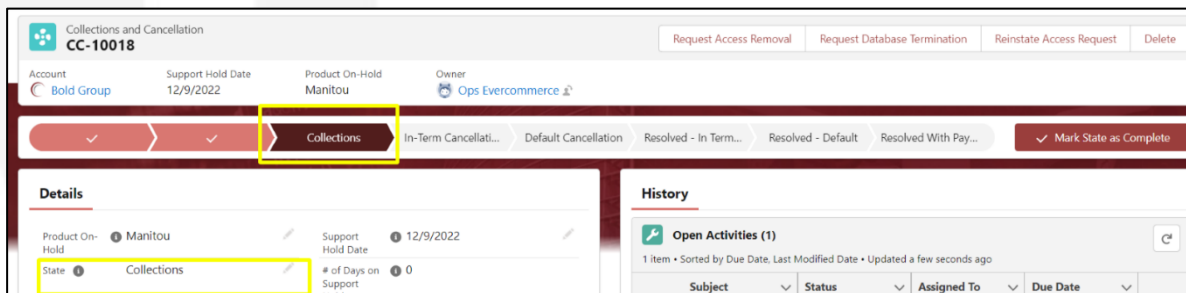
- Accounting will send a 60-day past payment email to the customer. [Email title: “Account is 60 days past payment”]
  - Locate account in Salesforce
  - Select the Activity tab, then Email
  - Select the template icon at the bottom left of the template
- Account status: *Support Hold*
- Accounting will create a task for IT to remove access by selecting **Request Access Removal** on the Collections and Cancellation record. This will show in the History section as well



- IT removes access from the customer. Clicks **Mark Complete** on the task to close the task.

## Account is 120 days past payment

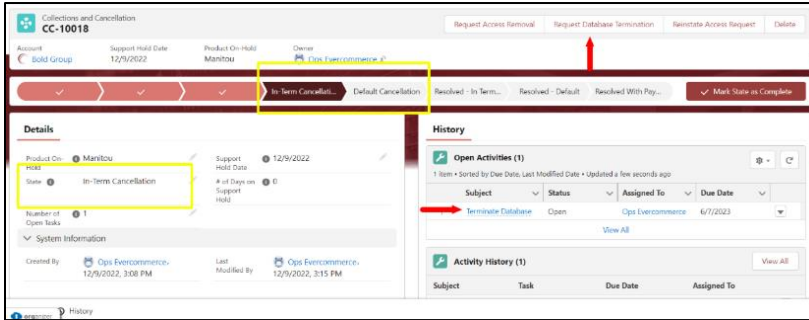
- Accounting team to update the Credit and Collections state to **Collections**



- Accounting team will send a 120-day past payment email to the customer. [Email title: “Account is 120 days past payment”]
- Account status: *Support Hold*

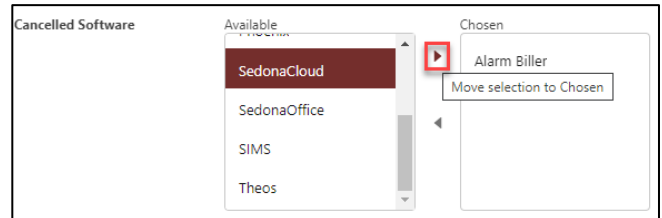
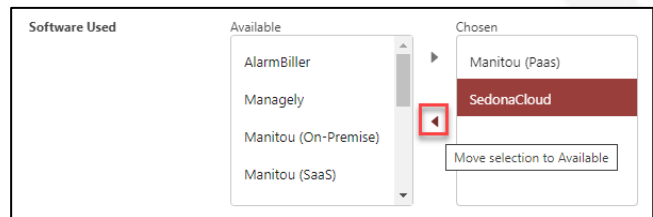
# Account is 180 days past payment

## 1. Accounting team to update the Credit and Collections state to **Cancellations**

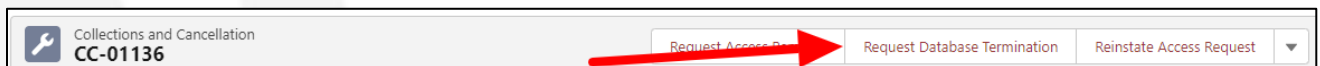


## 2. Ticket goes to SalesOp to cancel software

- Locate account; navigate to the Customer Information section
- Edit the **Software Used** section
  - Select the software you wish to remove
  - Select the back arrow to move the software from Chosen to Available
- Edit the **Cancelled Software** section
  - Select the software you wish to cancel in the Available section and move to the Chosen section.
- Click **Save**



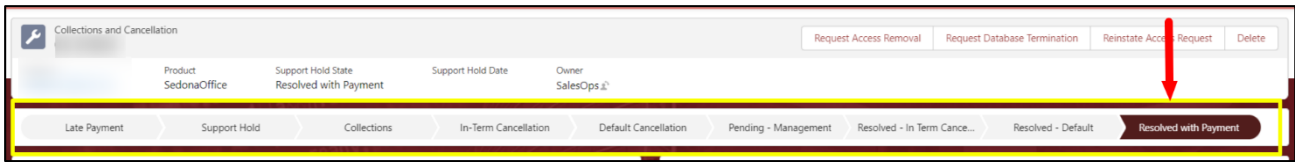
## 3. Accounting team to click **Request Database Termination**, which sends a ticket to IT.



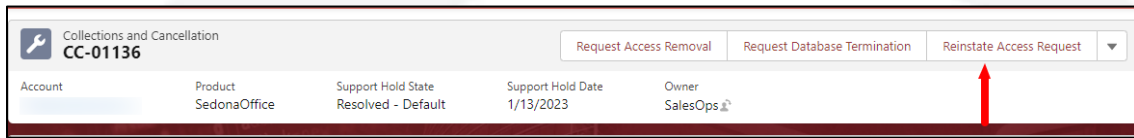
- 4. IT terminates database and closes out the task. No customer communication is sent.
- 5. Account on Support Hold.

## Customer Pays Overdue Payment

When a customer pays their overdue payment, Accounting will update Support Hold to **Resolved - with Payment**.



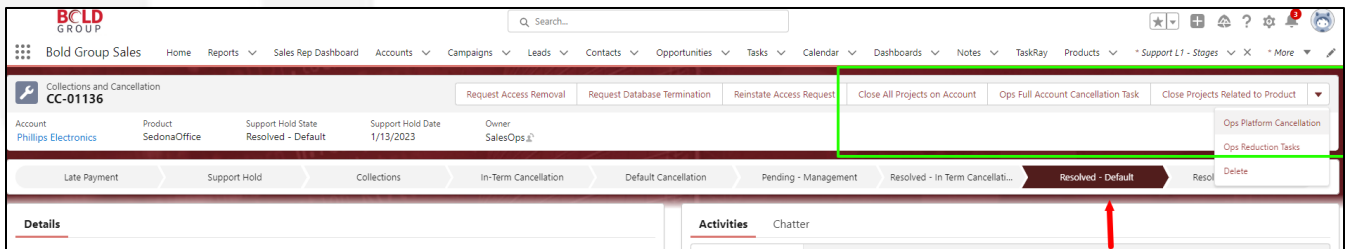
1. If access was removed for the customer, Accounting creates a task for IT to Reinstates Access



2. IT reinstates access and closes out the task

## Customer Does Not Pay Overdue Payment

1. Accounting updates Support Hold to **Resolved - Default**
2. Ops creates the relevant tasks to ensure post cancellation tasks are executed on by SalesOps and Professional Services.
3. To create a task, select the applicable tasks to be created:
  - Close All Projects on Account
  - Ops Full Account Cancellation Task
  - Close Projects Related to Product
  - Ops Platform Cancellation
  - Ops Reduction Tasks



## Executive Overrides Collections Process for Customer Support

In certain instances, an executive may request a customer receive customer support even if they are in the collections process.

In this instance, we have created a status called 'Pending - Management'. Choosing this state value will not put a customer on Support Hold but still allows the tracking of overdue payment.

