

# Customer not in Collections After Adding New Branch in SedonaOffice

12/28/2023 2:43 pm EST

## Customer Record not Appearing in Collections Queue

When a Customer creates a new Branch, that Branch is not automatically assigned to a Collections Queue. The user needs to go back into their Collections Queues and edit them to include the new Branch.

**Collection Profile Setup**

Description:  Close Profile

**Customer Type**

Commercial  
 Residential  
 Both

**Customer Number Range**

From:   
Thru:

**Access and Security**

Restrict Access to User Who Created Profile

**Aging**

Days Past Due:  Thru:   
Minimum Amount Past Due:

**Branch Selection**

Branch
<input type="checkbox"/> **MUST ASSIGN**
<input type="checkbox"/> 123 test
<input type="checkbox"/> 70230
<input type="checkbox"/> ADI Integration
<input type="checkbox"/> Alabama
<input type="checkbox"/> Americas Best

All Branches

**Setup and Sequencing**

Put in Auto Sequencing

Initial Collection Status:

Notes:

Save Close