

Erroneous Customers Showing in SedonaOffice Non-Sequenced Collection Queues

01/03/2024 4:51 pm EST

Description of Issue:

The Non-Sequenced Collections Queues will sometimes be reported as having the wrong items in them. This is because, currently, all queues are sequenced queues and the “Put in Auto-Sequence” selectable has no function.

Collection Profile Setup

Description: Outside Collections 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

- ☐ **MUST ASSIGN**
- ☐ 123 test
- ☐ 70230
- ☐ ADI Integration
- ☐ Alabama
- ☐ Americas Best

☐ All Branches

Setup and Sequencing

Put in Auto Sequencing ☐

Initial Collection Status:

Notes

Save Close

Fixes:

The Days Past Due field needs to be set high enough that it won't pick up any invoices when the Collections Sequence task is run. This is generally accomplished with an "All 9s", but the actual value doesn't matter as long as it is higher than anything that would appear in the real world.

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X

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Access and Security

☐ Restrict Access to User Who Created Profile

Setup and Sequencing

Put in Auto Sequencing

☐

Initial Collection Status

O/S Coll

Notes

Aging

Days Past Due

999999

Thru

999999

Minimum Amount Past Due

\$1.00

Save

Close