Accounts Receivable Contacts and Escalation (Internal)

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This article is for internal use only.

For customer-facing, product-specific articles, see below:

- AlarmBiller: https://sedonaone.knowledgeowl.com/help/accounts-receivable-contacts-escalation-guide
- SedonaOffice & Managely: https://managely.knowledgeowl.com/help/accounts-receiveable-contacts-escalation-guide
- Manitou: https://manitou-knowledge-base.knowledgeowl.com/help/accounts-receivable-contacts-escalation-guide
- SIMS: https://manitou-knowledge-base.knowledgeowl.com/help/accounts-receivable-contacts-escalation-guide-sims
- SGS: https://stages.knowledgeowl.com/help/accounts-receivable-contacts-escalation-guide

This article outlines who to contact for AR inquiries, when to escalate, and how to make payments.

When to Reach Out

Please contact AR if you need assistance with:

- Questions on open invoices (amount, due date, line items).
- Clarification on past payments or confirmation of payment status.
- Information on how to make a payment, especially for past-due balances.
- Requesting a copy of an invoice or missing invoice.
- Updating billing or accounting contact information.
- Understanding a charge or recurring invoice item.
- Guidance on resolving a delinquency or support hold.
- Payment misapplied or not posted.

Ways to Contact AR

You can reach our Accounts Receivable team in the following ways:

- **Phone:** (719) 593-2829 x5
- **Email (by Product Area):**
    - **SedonaOffice, AlarmBiller, Managely (Business Management):** Perennial_AR@BoldGroup.com

- **Manitou (Alarm Monitoring):** AR@BoldGroup.com
- **SIMS (Alarm Monitoring):** Billing@Simsware.com
- **SGS (Alarm Monitoring):** AR@BoldGroup.com

- **Case Submission:** You may also submit a case directly through our support portal for AR-related requests.

When is a Support Hold Initiated?

- Accounts more than **60 days past due** will be placed on **support hold** until resolved.
- Before a support hold is applied, we will:
  - Reach out multiple times to the **accounting contact** on file.
  - Provide notice when the account is being placed on hold.
- ▯ Please ensure your **billing and accounting contacts are up to date,** so notifications are sent to the right people. If updates are needed, please submit a case with updated personnel or to review existing contacts we have on file.
- ▯ A support hold will be lifted once the past-due balance is resolved **or if the client is working responsively in good faith toward resolution**.

Contacts & Escalation Paths by Product Area

Product Area	Primary Contact	Team Lead	Manager
SedonaOffice, AlarmBiller, Managely (Business Management)	Perennial_AR@BoldGroup.com	Rahul Prasad Shaw rshaw-c@evercommerce.com	Christina Merenda cmerenda@evercommerce.com
Manitou (Alarm Monitoring)	AR@BoldGroup.com	Rahul Prasad Shaw rshaw-c@evercommerce.com	Christina Merenda cmerenda@evercommerce.com
SIMS (Alarm Monitoring)	Billing@Simsware.com	Rahul Prasad Shaw rshaw-c@evercommerce.com	Christina Merenda cmerenda@evercommerce.com
SGS (Alarm Monitoring)	AR@BoldGroup.com	Rahul Prasad Shaw rshaw-c@evercommerce.com	Christina Merenda cmerenda@evercommerce.com

AR Escalation Process - Guidance

This is guidance only (not formal SLAs) to ensure consistent handling and visibility:

- Day 1 – Call our AR team or send an email request to Primary Contact.
- Day 2 – If no response within 24 hours, email Team lead and cc Primary Contact.
- Day 3 – If still unresolved, escalate to Manager.

Best Practices for AR Escalation

✔ Always include invoice number, account number, and issue description
✔ Use subject lines like: "AR Escalation – Company Name - Invoice #12345 – [Brief Summary]"
✔ Follow the escalation path if no response within the timeframe
✔ Escalate immediately if billing issues risk service disruption

Where to Pay and Review Invoices Online

- **SedonaOffice & Managely:** https://sobilling.managelyapp.com/
- **AlarmBiller:** https://billing.alarmbiller.com
    - *Tip: Register with the key at the bottom of your invoice.*

How to Make a Payment

- **SedonaOffice & Managely:** https://sobilling.managelyapp.com/
- **AlarmBiller:** https://billing.alarmbiller.com
- **Bold Technologies:** Bold Pay Portal
- **SIMS:** SIMS Pay Portal
- **SGS:** Only check/ACH accepted (instructions on invoice)
