Collections Workflow

Below is a simple flow chart of the Collections process. Typically, the activities that occur throughout the collection process are managed according to your company's policies and procedures. In SedonaOffice, once a customer enters the Collections process by meeting the delinquency rules of one of the Collection Profiles, the Customer will stay in Collections until payments are received to take the customer balance to a point where it no longer is eligible to be in Collections or the customer is manually removed from a collection queue. As Customers become more delinquent, they are escalated to the next highest Collection Queue for which their delinquency meets the rules.

If a customer is manually removed from a sequenced collection queue even though they still qualify for being in collections, the next time the collections queues are refreshed, the customer will automatically be placed into the appropriate collection queue.