

# Add a Customer to a Collection Queue

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Clicking this button will open the Customer Lookup form where the User will locate the customer to be added to the Collection Queue currently being viewed. A customer may be manually added to a sequenced or non-sequenced queue.

When a customer is manually added to a Collection Queue, typically a Non-Sequenced queue is selected. This is often the action taken for a new customer with no credit history with your company who may have a very large install invoice that is not past due. This allows easier monitoring of the customer to make certain the invoice is paid on time. Once the customer remits the payment, the customer can manually be removed from the Collection Queue.

Note: If a customer is manually added to a Sequenced Collection Queue, the next time the Auto Process Refresh is run, if the customer does not meet the rules for the Collection Profile, the customer will automatically be removed from the Collection Queue.

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