SedonaSetup - CM - Collection Statuses

To be able to use the Collections module you will need to set up Collection Statuses. Collection Statuses are associated with Collection Profiles, and attached to customers through the automated collection process. This status will appear in the top right hand corner of the Customer Explorer and at the top of a Service Ticket. If a customer becomes delinquent, depending on the rules that your company has set up, a Collection Status will be assigned to the customer. The Collection Status will not print on any customer documents; this is for internal company information only.