Accounts Receivable Contacts & Escalation Guide

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We are committed to making your billing and payments experience clear and easy to manage. This guide 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:**
    - **SedonaOffice, AlarmBiller, Managely (Business Management):** Perennial_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

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

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://billing.managelyapp.com

How to Make a Payment

- **SedonaOffice & Managely:** https://billing.managelyapp.com