Collections Schemes-1557

Introduction

Collections Activities / Events

- **Delinquent accounts** are assigned to a series of collection events called **schemes,** based on active services
- Through a series of **collection events**, customers with past due balances are notified to make a payment
- Collections schemes and history are found on **BOLT Collections tab**
- Note: customers assigned to a VIP status are temporarily removed from collections schemes; the **BOLT Collections tab** displays the **VIP type and Description**

Typical Collection Activities Include:

- Payment Reminder **Email**
- **Letters** and **Phone Calls**
- **Suspension** or **downgrade** of services
- **Non-pay disconnect** work orders

- Account **write-off** / send to **Collections Agency**

Payment reminders

- Sent to **preferred email** when payment is **not received** at **due date**, but **before** the account is **past due** (31-60)
- You **cannot opt-out** of payment reminders or collections notices
- Payment reminders are a **soft attempt** to collect by directing the customer to the company's **methods of payment**
    - **California, Oregon, Washington Residential and Business**
    - **DC, IL, MA, NY, PA Business**
    - **DC, IL, MA, NY, PA Residential**
    - **Grande, Texas Business**
    - **Grande, Texas Residential**
    - **enTouch, Texas Business**
    - **enTouch, Texas Residential**

Day 31 Notification: a collections notice goes to the **preferred email** on **day 31**; customers with no preferred email address receive a written notice

- It is entirely possible the **customer will not receive a call** for this event
- Unless the customer has phone, they may be suspended without a call about their past due amount

Resolution Steps

- Notice of Service Suspension Letters and Service Termination Letters contain suspend **dates** that **may not match** dates found on the BOLT Collections Tab
    - The company may **extend** a few days **grace period**, based on calendar restrict dates in the collections scheme
- When speaking to a customer regarding their suspension notice, ***never*** **quote the Work Order Schedule date**
    - This **date** is **not directly linked** to the **Collections** scheme logic in **ICOMS**
    - **Quote** the suspension and termination **dates from** either the the **suspension / termination letter** or **BOLT Collections tab**