

Document Name/Title: Collection Routine

GP System #:	7700	Discipline:	700 Customer Care
Sub-Category:	900 Work Instruction	Sequential Doc. #	0191
State:	Mid-States (MO, IL, IA)	Commodity:	Gas

Purpose: To show how execute the daily collection routine for active and former customers.

Pre-Requisite: Customer must exist.

Current Customer Collection- Notice type 1-5

1. Termination letter
2. Phone call
3. 2nd termination letter for residential and Door hanger for commercial (creates a service order)
4. 2nd phone Call
5. Disconnect Service order created- order goes to service tech for disconnection

Former customer (finaled account) Notice type 6-8

6. 1st reminder letter
7. 2nd reminder letter
8. Report to collection agency

Note: Write off bad debt is performed outside of the collection routine.

Created by:	Domonique Dinolfo		Date Created:	Click	
Approved by Name/Title:			Date Approved:	Click	
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title)



Business Practice

Collection routine needs to be executed daily in the morning, preferably after payment routine has been executed and prior to running billing.

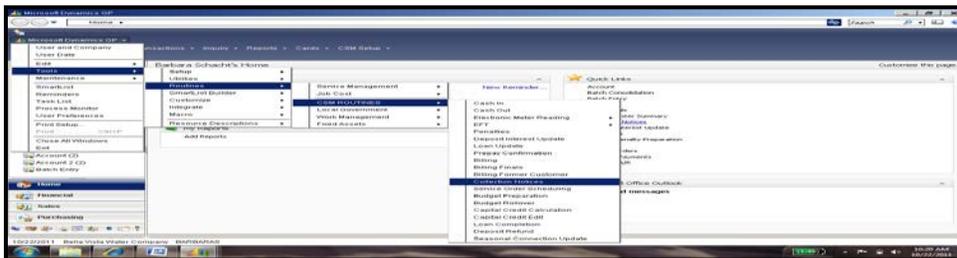
Accounts on Special Payment Arrangements and Budget billing or Collection exemption do not appear on the collection list. These accounts appear on a Smartlist.

Special Payment Arrangements accounts need to be reviewed for default payments via Smartlist on a daily basis

Accounts that are on Budget Billing need be reviewed daily via SSRS Report (named 'Budget Billing Past Due') to determine if account is in arrears.

Steps:

1. Go to Microsoft Dynamics GP → Tools → Routines → CSM Routines → Collection Notices



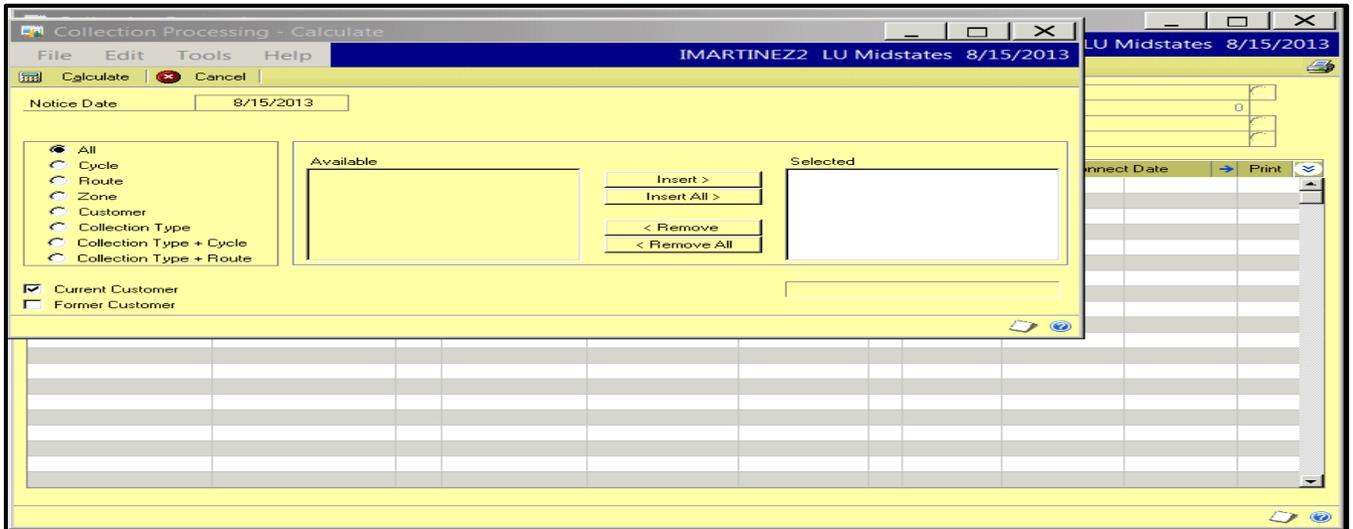
2. Click "Calculate" on the left upper corner. The "Collection Processing- Calculate" screen will appear.

Customer	Location	No	Notice Overdue	Total Overdue	Credit Rating	C/F	Discconnect	Discconnect Date	Park
77143304	77500468	5	US\$1,102.37	US\$1,167.67	C	Yes	0/0/0000	12:00:00 AM	
77143311	77502253	6	US\$892.95	US\$922.95	F		0/0/0000	12:00:00 AM	
77143315	77575037	2	US\$2,601.96	US\$2,601.96	C		0/0/0000	12:00:00 AM	
77143420	77532449	6	US\$35.01	US\$35.01	F		0/0/0000	12:00:00 AM	
77143425	77532460	3	US\$324.64	US\$355.44	C		0/0/0000	12:00:00 AM	
77143433	77532470	2	US\$89.16	US\$89.16	C		0/0/0000	12:00:00 AM	
77143438	77532480	3	US\$268.30	US\$313.72	C		0/0/0000	12:00:00 AM	
77143443	77532489	3	US\$219.10	US\$276.44	C		0/0/0000	12:00:00 AM	
77143443	77532499	2	US\$57.34	US\$276.44	C		0/0/0000	12:00:00 AM	
77143572	77563298	1	US\$80.00	US\$80.00	C		0/0/0000	12:00:00 AM	
77143576	77532717	3	US\$80.95	US\$80.95	C		0/0/0000	12:00:00 AM	
77143597	77532869	2	US\$226.23	US\$226.23	C		0/0/0000	12:00:00 AM	
77143625	77533176	2	US\$343.95	US\$343.95	C		0/0/0000	12:00:00 AM	
77143652	77533266	1	US\$66.00	US\$66.00	C		0/0/0000	12:00:00 AM	
77143693	77533267	1	US\$84.00	US\$84.00	C		0/0/0000	12:00:00 AM	
77143695	77533270	2	US\$104.30	US\$104.30	C		0/0/0000	12:00:00 AM	
77143867	77533272	1	US\$76.00	US\$76.00	C		0/0/0000	12:00:00 AM	
77143901	77533300	1	US\$177.96	US\$177.96	C		0/0/0000	12:00:00 AM	
77143903	77533311	1	US\$115.00	US\$115.00	C		0/0/0000	12:00:00 AM	
77143910	77533324	1	US\$79.00	US\$79.00	C		0/0/0000	12:00:00 AM	

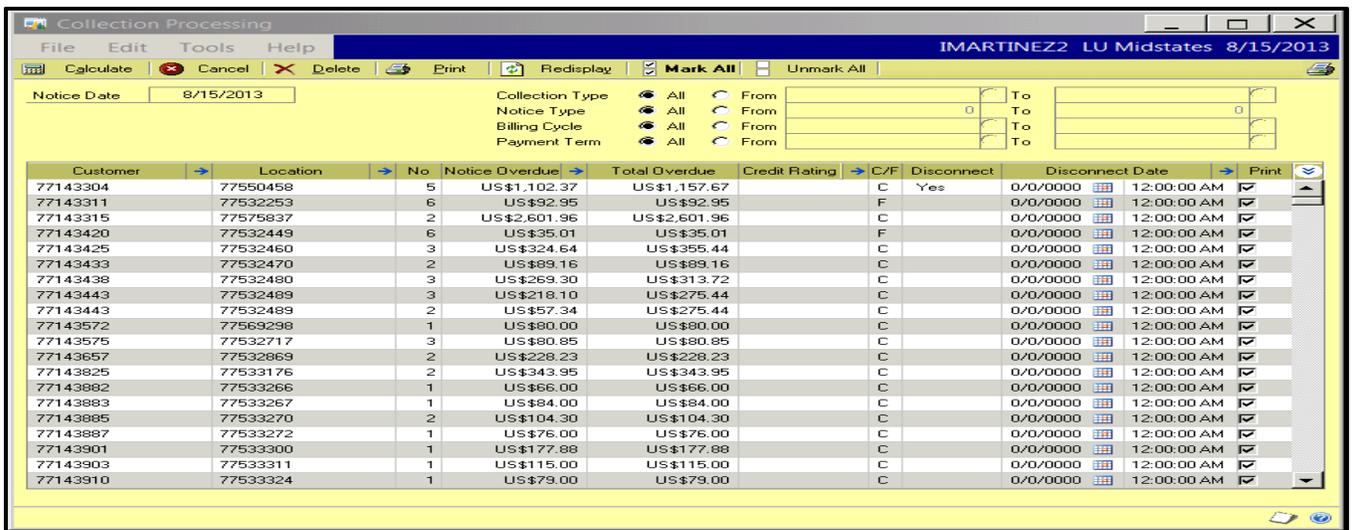
Created by:	Domonique Dinolfo		Date Created:	Click	
Approved by Name/Title:			Date Approved:	Click	
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):



3. Select ALL. Click 'current' customer when performing steps 1-5. Click 'former' when performing steps 6-8. Click 'Calculate'.



4. Click 'Mark All'
 - Note: Check marks will appear for every account. If any account needs to be excluded **unmark** these account(s) within this screen.



Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	

5.

- All collection types will appear - select notice type in the “From” and “To” field – **select one**
Notice Type at a time
- Click “Redisplay”
- Click Print

IMPORTANT: These files MUST be saved to the appropriate drive and folder using the file names outlined below- If this is not followed letters and calls will not be sent out and outbound calls will not take place.

Drive = Q
 Letter Folder = MDP/CLE
 IVR Folder = MDP/IVR

Current Customer:

Notice Type 1= Termination Notice (1st letter)
Letter file is exported to : Q:\MDP\CLE - **File Name:** LTR.92170.P.CSMID.MMDDYYYY.hhmmss.dat

Notice Type 2= Phone call performed by the IVR outbound program (CSV export file)
Phone List is exported to Q:\MDP\IVR - **File Name:** CollectionsGeneral2.YYMMDDhhmmss.CSV

Notice Type 3= 2nd Termination Notice- Residential/ Door Tag for Commercial
Letter file is exported to : Q:\MDP\CLE- **File Name:** LTR.92170.P.CSMID.MMDDYYYY.hhmmss.dat

Notice Type 4= 2nd Phone call performed by IVR outbound Program
Phone List is exported to Q:\MDP\IVR -**File Name:** CollectionsGeneral4.YYMMDDhhmmss.CSV

Notice Type 5= Disconnect Service Order created

Former Customer:

Notice Type 6= Former customer 1st letter (reminder of outstanding balance)
Letter file is exported to : Q:\MDP\CLE -**File Name:** LTR.92170.P.CSMID.MMDDYYYY.hhmmss.dat

Notice Type 7= Former Customer 2nd letter (notice that account will be sent to collection agency)

Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	



Letter file is exported to: Q:\MDP\CLE -File Name:
LTR.92170.P.CSMID.MMDDYYYY.hmmss.dat

Notice Type 8= Former Customer –Collection Report Agency

Upload file to Collection Agency: See Appendix A for further details

<https://www.clientaccessweb.com/PFC/Net/Main/Login/Default.aspx?ReturnUrl=%2fPFC%2fNet%2f>

Notice Type 9= Former Customer- Write-off account - Refer to Appendix A for business rules

E.g. Step 4 was selected in this example.

Customer	Location	No	Notice Overdue	Total Overdue	Credit Rating	C/F	Disconnect	Disconnect Date	Print
77143668	77532897	4	US\$350.89	US\$394.73	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77143673	77532903	4	US\$249.30	US\$277.09	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77143689	77532926	4	US\$348.39	US\$387.68	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77143703	77532945	4	US\$52.09	US\$52.09	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77143707	77532951	4	US\$130.48	US\$130.48	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77143743	77533012	4	US\$70.96	US\$70.96	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77152475	77548196	4	US\$164.84	US\$164.84	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77152475	77578629	4	US\$95.97	US\$95.97	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77155768	77554215	4	US\$76.57	US\$76.57	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77159872	77561752	4	US\$211.20	US\$241.04	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77162890	77550174	4	US\$157.92	US\$157.92	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77169237	77546746	4	US\$347.29	US\$392.63	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77174976	77532907	4	US\$217.30	US\$249.17	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77180016	77562762	4	US\$106.00	US\$106.00	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77185256	77559368	4	US\$102.83	US\$102.83	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77186601	77571654	4	US\$170.23	US\$170.23	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77189569	77532966	4	US\$60.20	US\$60.20	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77196530	77551503	4	US\$293.78	US\$331.04	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77199627	77555704	4	US\$94.75	US\$94.75	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>
77199714	77555317	4	US\$532.36	US\$563.57	C		0/0/0000	12:00:00 AM	<input type="checkbox"/>

6. Collections Notice Printing screen will appear.

- Check off “Export”
- Click the Print button at the top of screen.

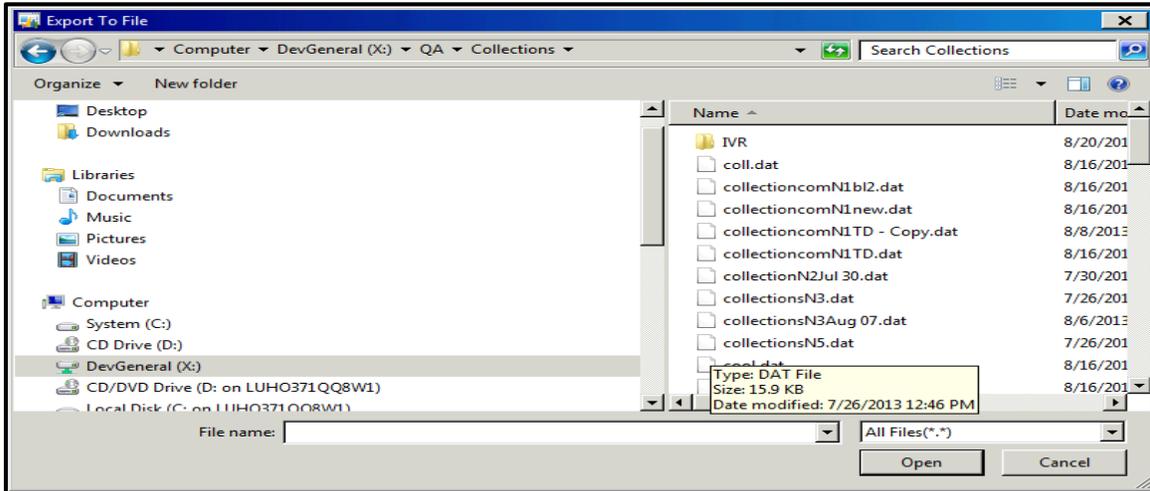
The screenshot shows the 'Collections Notice Printing' dialog box with the following fields and options:

- Buttons: Print, Cancel, Confirm
- Notice Due Date: 00000000
- Notice Pathname: X:\QA\Collections\
- Export: Export
- Save, Delete, Clear buttons
- Line by Line Message section with 4 lines (Line 1, Line 2, Line 3, Line 4)
- Single Block Message section with a text area

Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	



- Note: Do not populate the following two fields:
 - Notice due date
 - Notice Path name
7. When performing Steps 1, 3, 6, 7- letters and 2, 4 for IVR outbound, the system will prompt to export these files to a shared drive that has restricted access (billing CSR).
- System will open up to the Export File Window

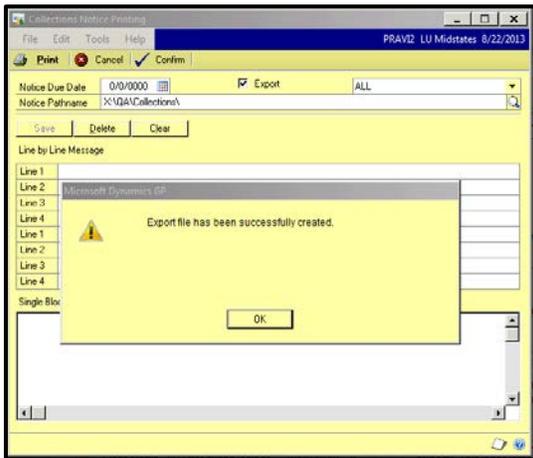


Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	

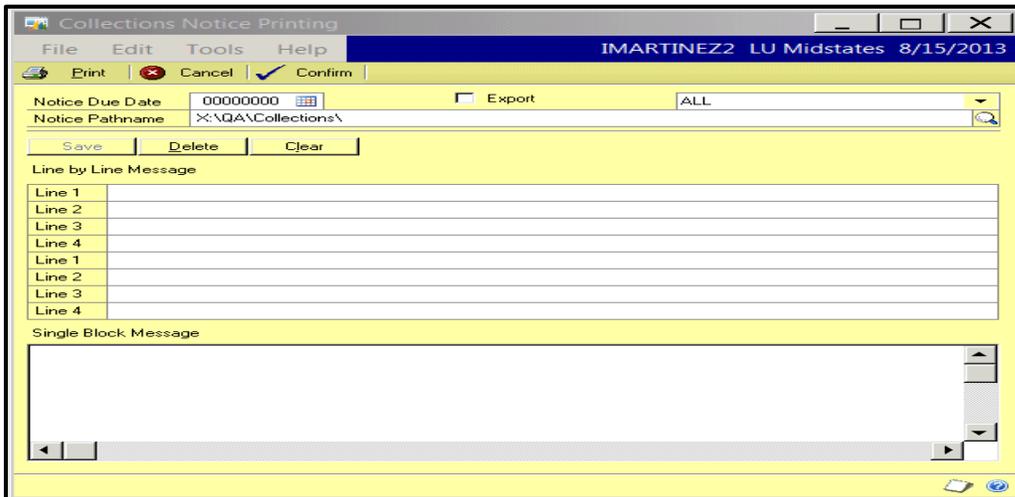
Export file to dedicated Q drive:

8. Select Q:\MDP\CLE drive (note not all users have access to this folder)
 - Select folder for your region MDP/CLE
 - Select sub- folder for the step executed step (IVR= IVR, CLE= Letter export
 - Enter file name in export window (list file names) refer to step 5 for list
 - Click Open

9. Message will appear – Click OK

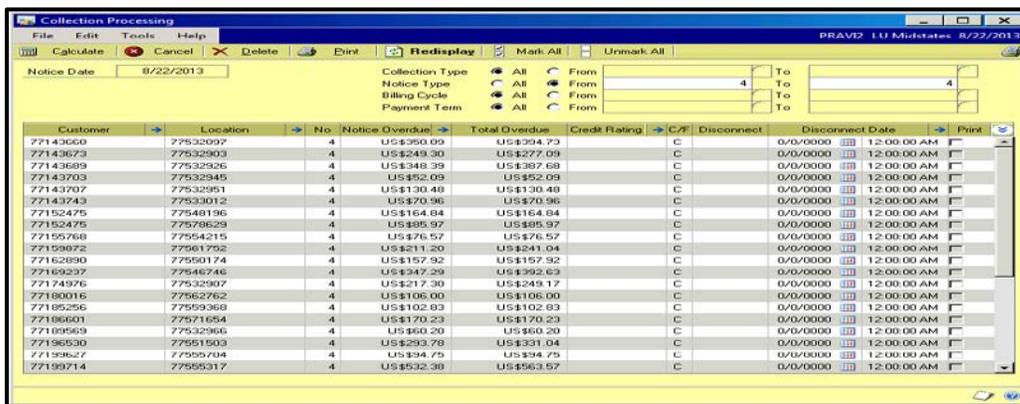
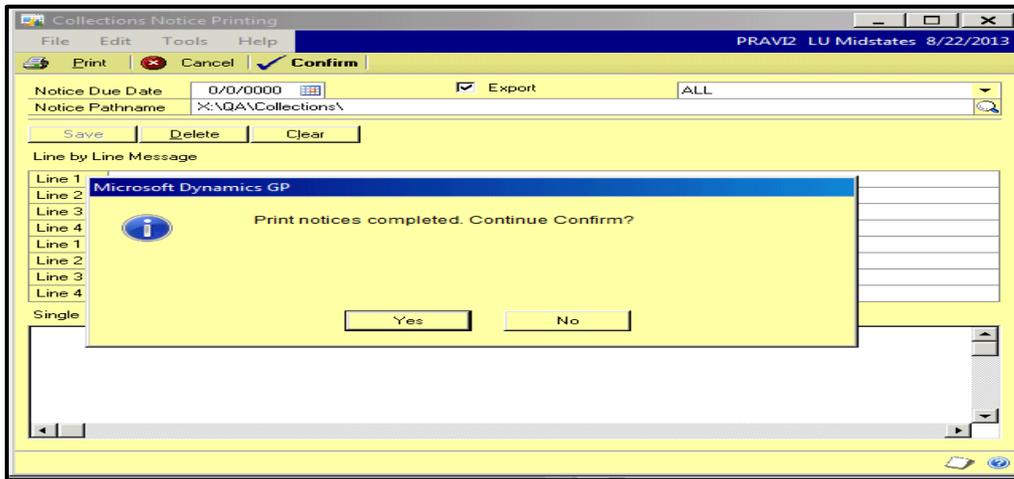


10. Click Confirm.



Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	

11. Message will appear –“Print Notices completed. Continue confirm” Click YES. This returns to Collection Printing Window.



12. Clear notice types in the “From” and “To” field

- Click Redisplay
- Click Mark all
- Click Delete



Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	

13. Start all over for the next step.

IMPORTANT- If you do not mark all and delete, the next time someone is in the collection module they will not be able to display the correct information.

Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	



Appendix A – Collection Steps 2 and 4 – IVR Outbound call program

The campaign IVR report results can be viewed in the CUIIC CISCO tool

<p>Collection step 2 message for Mid-States (outbound calls)</p>	<p>This is an important message from Liberty Utilities about regarding your account.</p> <p>Please contact us at 1-855-872-3242</p>
<p>Collection step 4 message for Mid-States (outbound calls)</p>	<p>This is your second notice from Liberty Utilities about your account. Please contact us immediately at 1-855-872-3242. To discuss the status of your account and maintain your service</p>

Collection Step 8 – Collection Agency Report

Log in to Collection Agency – Professional Finance Corporation

<https://www.clientaccessweb.com/PFC/Net/Main/Login/Default.aspx?ReturnUrl=%2fPFC%2fNet%2f>

Client ID is: 38151 GA, 38152 IA, 38153 IL,

User Name: Denise.Martin

Password: password (initial password, can be reset)

The point of contact for Professional Financial Corporation:

Laura Myers

Account Executive/Client Services

Direct (970) 347.5322

Office :(970) 352-5000 ext. 322

Fax (866) 281-2847

Cell (970) 590-5758

www.pfccollects.com

Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title):	



Appendix B – Timelines

Collection Steps and Timelines- Mid-States									
				RESIDENTIAL		COMMERCIAL	RESIDENTIAL	COMMERCIAL	
	Collection Step # - Notice Path	Step Name	Step Description	Residential- Number of Days after bill Due date <u>Mid-States - 21 days</u>	# of days from the billed date	Commercial- Number of Days after bill Due date <u>Mid-States</u>	Minimum Amount Residential <u>Mid-States</u>	Minimum Amount Commercial- <u>Mid-States</u>	
Current Customer	1	Termination Letter	1st reminder notice (Day 1 in the step)	5 days after bill due date (day 1 -notice sent) Note: Illinois letters are mailed out on RED paper	26	5 days after bill due date (day 1 -notice sent) Note: Illinois letters are mailed out on RED paper	\$50.00	\$100.00	
	2	Phone Call	Automated IVR dialer - 14 days after letter has been sent	11 days after bill due date - Day 6 after first notice sent - 6 days from the last notice	32	11 days after bill due date (day 6 from first notice sent)	\$50.00	\$100.00	
	3	Door Hanger for commercial only	Door tag placement by meter operator-5 days	N/A			13 days after bill due date (day 8 from 1st notice is sent)	N/A	\$250.00
		2n Termination letter for residential only	2ND termination notice	13 days after bill due date - Day 8 from 1st notice sent - 2 days after the last notice	34	N/A	\$50.00	\$100.00	
	4	2nd Phone Call	2nd call by IVR next day after phone call	15 days after bill due date (day 10 from 1st notice sent) -2 days after the last notice	36	15 days after bill due date (day 10 from 1st notice sent)	\$50.00	\$100.00	
5	Disconnect	Disconnection action	17 days after bill due date - Day 12 from 1st notice sent -2 days after the last notice	38	17 days after bill due date (day 12 from 1st notice sent)	\$50.00	\$100.00		
		After account is FINAL		Once the FINAL bill is issued the amount is due after 21 days	# of days after account is FINAL billed-				
Finalized Accounts- Former Customers	6	Reminder- 1st FINAL Notice	1st FINAL Balance Due letter	5 days after FINAL balance due date	26	5 days after FINAL balance due date	\$25.00	\$25.00	
	7	Second Reminder- FINAL Notice	2nd FINAL Balance Due letter-indicates account will go to collections	20 days- after FINAL balance due date (15 days after 1st FINAL letter)	41	20 days- after FINAL balance due date (15 days after 1st FINAL letter)	\$25.00	\$25.00	
	8	Collection Report	Report sent to Collection Agency	35 days- from FINAL balance due date (15 days after 2nd letter is sent)	56	35 days- from FINAL balance due date (15 days after 2nd letter is sent)	\$25.00	\$25.00	
	9	Write Off account (conducted outside the collection routine)	Account is written off in Cogsdale	65 days- from FINAL balance past due date (30 days after sent to collection Agency)	121	65 days- from FINAL balance past due date (30 days after sent to collection Agency)	\$25.00	\$25.00	

Created by:	Domonique Dinolfo		Date Created:	Click		
Approved by Name/Title:			Date Approved:	Click		
Revision History:	Rev # 1	Description: New Template	Date Revised:	5/27/2016	Approved by (Name/Title):	
Revision History:	Rev #	Description:	Date Revised:	Click	Approved by (Name/Title)	