Timeline of Collection Events

Debt Collections Process · https://milo.masseyservices.com/docs/timeline-of-collection-events/

Payment Due

- Service is sold or completed
- Inspector or Technician attempts to collect payment

7 Days Past Due

CSS calls to verify customer is satisfied with service.

10-14 Days Past Due

Reporting mails a statement to customers who owe for service provided 10-14 days earlier. Reporting continues to send statements at 30-day intervals from statement date.

30 Days Past Due

- OM or CSS calls to collect payment
- OM or CSS sends Collection Letter #1

60-90 Days Past Due

Account Suspended

Account Cancelled

Bad Debt Process Started

- OM or Service Manager (SM) calls to collect payment
- Next scheduled service will not be performed
- Account is suspended (if monthly account with 2 month balance outstanding; bi-monthly and quarterly accounts are suspended and canceled during the month of the next regular service scheduled)

- OM or CSS sends Collections Letter #2 as it becomes 60 days past due
- OM or CSS begins bad debt process which includes the cancel request for SM and sending the certified Final Collections Letter
- General Manager (GM) makes an in-person visit to try to collect payment

90-120 Days Past Due

Bad Debt Account

Accounts where cancellation has already occurred and bad debt process completed:

Corporate accounting sends a final collection letter. If customer doesn’t respond within 15 days, customer is sent to a collection's agency.

OM or CSS notates account as Bad Debt

Embedded media: https://milo.masseyservices.com/wp-content/uploads/2025/11/Timeline-of-Collection-Events.pdf

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