A) Daily

1. Perform collections calls for a minimum of one hour and note in ServicePro
2. Verify customers on the “Debit Balance By Perm Route Over X Days without 17-60” report still have outstanding balances; notate on the report when customers have paid so that collection calls stop and if service was suspended, work with the Service Manager so the previously suspended service can be assigned for completion

B) Weekly

1. Print and distribute updated “Debit Balance By Perm Route Over X Days without 17-60” report
2. Ensure Service Manager and technicians are aware of suspended accounts so they do not get assigned for work completion
3. Send Collection Letter #1 and #2

C) 1st Week of the Month

1. Includes month’s end tasks which are performed beginning of the month)
2. Print and distribute “Debit Balance By Perm Route Over X Days without 17-60” report
3. Begin bad debt process on accounts to be written off if the customer doesn’t pay before the end of the month.

D) 10th of Month (on or before)

1. Send customer file along with completed Bad Debt Adjustment form to Regional Manager for approval

E) 25th of Month (on or before)

1. Receive approved Bad Debt Adjustment forms back from Regional Manager

F) 2 Days Before Month End Closing

1. Print “Debit Balance By Perm Route Over X Days without 17-60” report for all accounts that will be over 60 days due at the start of the next month
2. With Service & General Managers determine which accounts to suspend, cancel or submit for bad debt approval
3. Begin cancellation process on accounts to be cancelled

G) Last Working Day of the Month

1. Make Bad Debt adjustment to approved accounts that remain unpaid