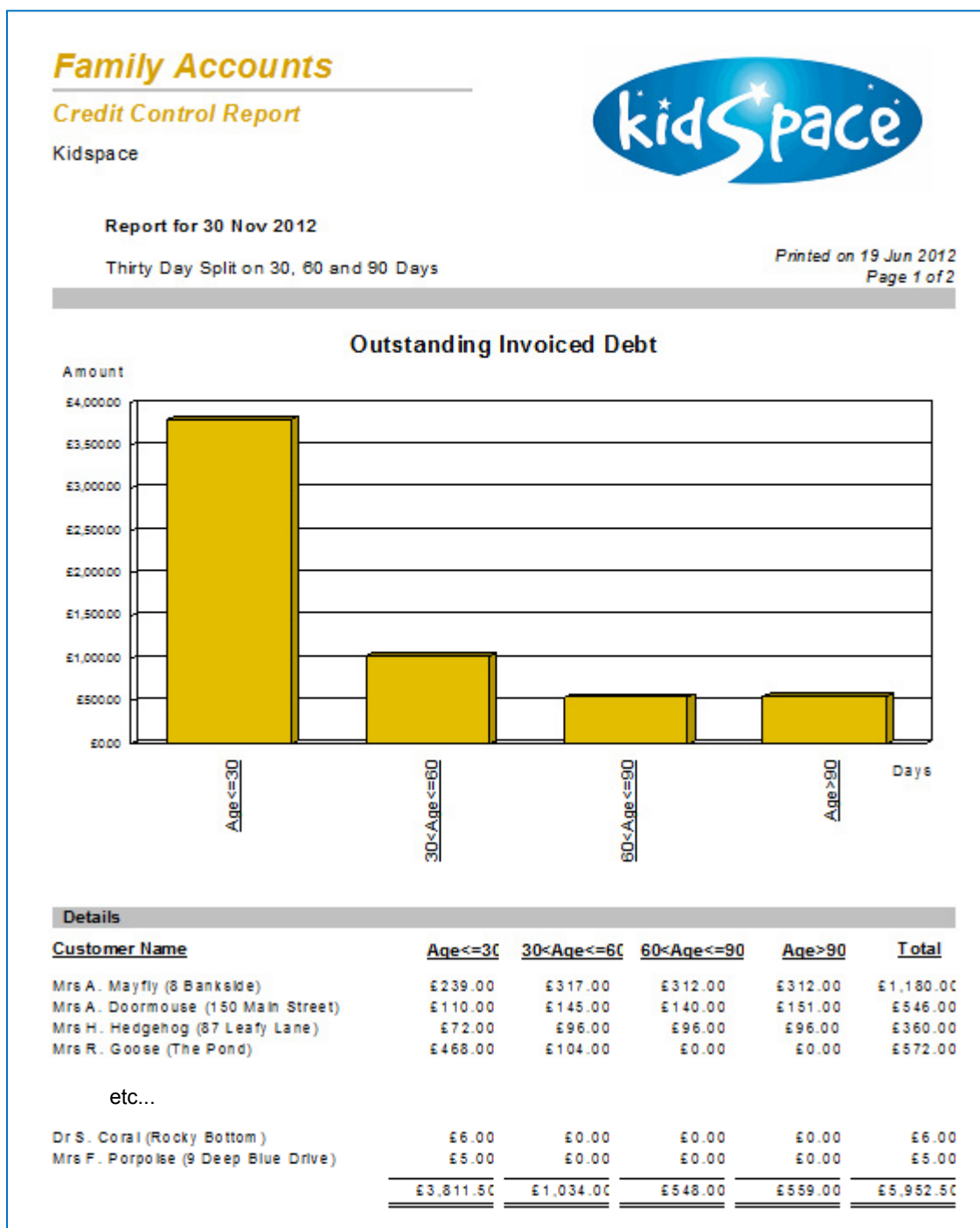# CREDIT CONTROL & REMINDERS

The Credit Control Graph gives you a clear view of the amount of outstanding invoiced customer debt.

The report displays the debt by age and you can choose the age columns to suit your own setting's payment policy.

The first column shows current invoice debt, which is of no real concern, but if money is owed in the subsequent columns then these debts may need to be chased if a payment plan has not already been agreed.
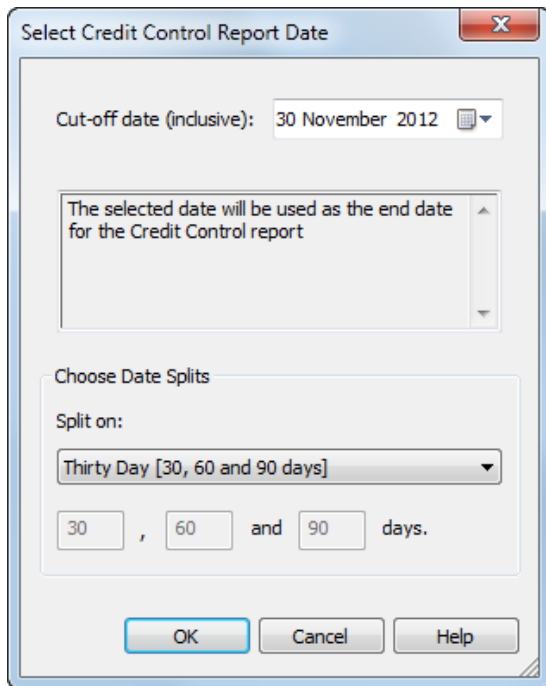

Family Accounts
Credit Control Report
Kidspace

Report for 30 Nov 2012

Thirty Day Split on 30, 60 and 90 Days

Printed on 19 Jun 2012
Page 1 of 2

Outstanding Invoiced Debt

Details

Customer Name	Age<=30	30<Age<=60	60<Age<=90	Age>90	Total
Mrs A. Mayfly (8 Bankside)	£239.00	£317.00	£312.00	£312.00	£1,180.00
Mrs A. Doormouse (150 Main Street)	£110.00	£145.00	£140.00	£151.00	£546.00
Mrs H. Hedgehog (87 Leafy Lane)	£72.00	£96.00	£96.00	£96.00	£360.00
Mrs R. Goose (The Pond)	£468.00	£104.00	£0.00	£0.00	£572.00
etc...					
Dr S. Coral (Rocky Bottom)	£6.00	£0.00	£0.00	£0.00	£6.00
Mrs F. Porpoise (9 Deep Blue Drive)	£5.00	£0.00	£0.00	£0.00	£5.00
	£3,811.50	£1,034.00	£548.00	£559.00	£5,952.50

The Credit Control report uses **all payments received**, and **invoiced charges only** up to the report date. (We used 30 Nov 2012 here).

Tip! It is usually best to use the same date as your invoice cut-off date for the Credit Control graph.

* IMPORTANT *

This is not an Aged Debtors report. SuperFox does not associate payments received with specific invoices. The debt age is calculated and it is a very good guide for internal use

With the Quick Start tutorial loaded: *Go > Home > Family Accounts > Credit Control Graph >*

Enter the date to use for the report, your invoicing dates are generally a good choice. (Here we chose 30-Nov-2012)

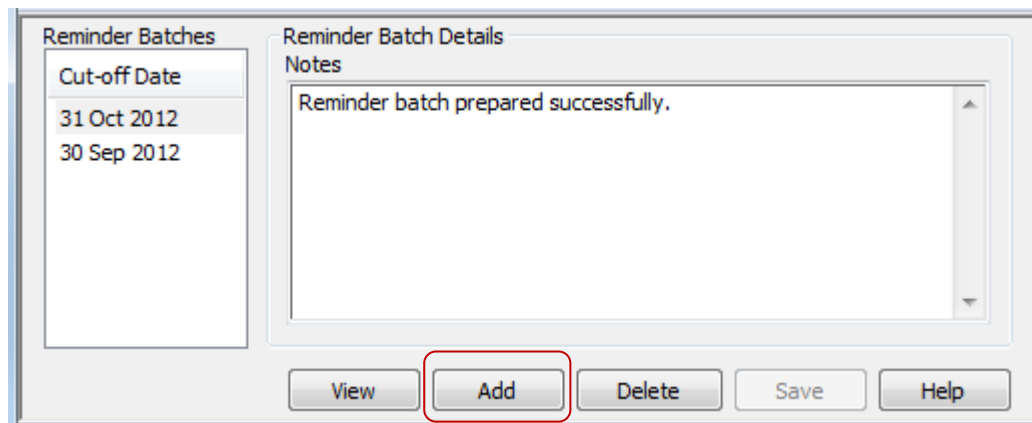Next choose an option for the date splits to use for the graph columns:

- Thirty Day   30, 60, 90 days
- Weekly   7, 14, 21 days
- Weekly Doubling   7, 14, 28 days
- Custom   Enter your own days

Tip! If you normally use 30 day splits you might want to consider using a custom split around February which always has less than 30 days.

Reminders

If you have identified anyone who should receive a reminder SuperFox can generate a concise reminder:

   Go > Home > Family Accounts > Late Fees / Reminders > click on the Add Button

A pop up will appear - like the one above - asking you to select a reminder date. (We used 30 Nov 2012 again.)

Create Reminder Batch

Cut-off date (inclusive): 30 November 2012

Notes

Reminders prepared by Peter Panda

Choose Date Splits

Split on:

Thirty Day [30, 60 and 90 days]

30 , 60 and 90 days.

OK   Cancel   Help

This pop-up will ask you to provide a cut-off date for the reminder batch , and an optional note to describe the batch if you would find it useful.

(It does not appear on reminders, it is just for your use.)

Next choose an option for the date splits to use:

- Thirty Day   30, 60, 90 days
- Weekly   7, 14, 21 days
- Weekly Doubling   7, 14, 28 days
- Custom   Enter your own days

These splits are only used to create a similar table of invoiced debt by age that appeared at the bottom of the Credit Control Graph. You can use it to see who should receive a reminder.

Tip! It is usually best to use the same date as your invoice cut-off date for the reminders.

When you click 'OK' the age columns will appear on the Reminder Selection form.

Reminder Selection

Name	Age<=30	30<Age<=60	60<Age<=90	Age>=90	Total
Mayfly, Mrs Alison (8 Bankside)	£239.00	£317.00	£312.00	£312.00	£1,180.00
Doormouse, Mrs Amanda (150 ...	£110.00	£145.00	£140.00	£151.00	£546.00
Hedgehog, Mrs Harriet (87 Leaf...	£72.00	£96.00	£96.00	£96.00	£360.00
Goose, Mrs Rebecca (The Pond)	£468.00	£104.00	£0.00	£0.00	£572.00
Dingo, Mrs Dee (Old Kennel)	£306.00	£76.00	£0.00	£0.00	£382.00
Cod, Mrs Tracey (109 Main Street)	£396.00	£52.00	£0.00	£0.00	£448.00
Zebra, Miss Nikki (19 Green Lane)	£312.00	£52.00	£0.00	£0.00	£364.00
Fox, Mrs Alison (16 Hillside)	£144.00	£48.00	£0.00	£0.00	£192.00
Wombat, Miss Wendy (27 Banks...	£234.00	£46.00	£0.00	£0.00	£280.00
Ferret, Mrs Fiona (92 Leafy Lane)	£84.00	£28.00	£0.00	£0.00	£112.00
Cougar, Miss Catherine (30 The...	£306.00	£24.00	£0.00	£0.00	£330.00
Halibut, Mrs Phillipa (Captain's L...	£66.00	£22.00	£0.00	£0.00	£88.00
Tapir, Mrs Tamsin (25 Leafy Lane)	£24.00	£20.00	£0.00	£0.00	£44.00
Barracuda, Mrs Louise (54 Deep...	£78.00	£4.00	£0.00	£0.00	£82.00
Beetle, Mrs Alice (8 Woodside)	£258.00	£0.00	£0.00	£0.00	£258.00

OK   Cancel

Select the names to receive reminders in the usual way with the mouse and the Shift or Ctrl keys on your keyboard.

What's On The Reminder

When you have made your selection and pressed 'OK' a reminder batch will be created, just like an invoice batch. Keep the batches as you will need to use the reminders if you have to pursue payment in court.

A typical reminder is shown below. It looks deliberately impersonal and simply states the entire amount due. The amount is made up of all of the **invoiced** charges, less all payments received up to and including the reminder date.

The End Note text says how to get in touch and to disregard if a payment has been sent in the last seven days. (People will sometimes send a cheque on receipt of the reminder and this helps to save face.)

Custom Reminder Text

The reminder text can be customized in: *Go > Setting Details > Courtesy Letter Text > Reminders >*

The default text simply asks for payment of the full balance. You should change this to match your payment policy, e.g. it might invite the customer to arrange a payment plan.

## People Who Do Not Need Reminders

When you choose the people to receive reminders omit the following:

- People with current debt only (first column only).
- People who have already agreed a payment plan.
- Discretionary exceptions, for example families with recent bereavements.

The new reminder batch will now appear in the **Reminder Batches** column. You can view, save and print the reminders in the batch by pressing the View button on the main form.

Checking The Reminders

Before printing the reminders have a look through them to check that you have selected the right people. The easiest way to do this is to use the gold group button.
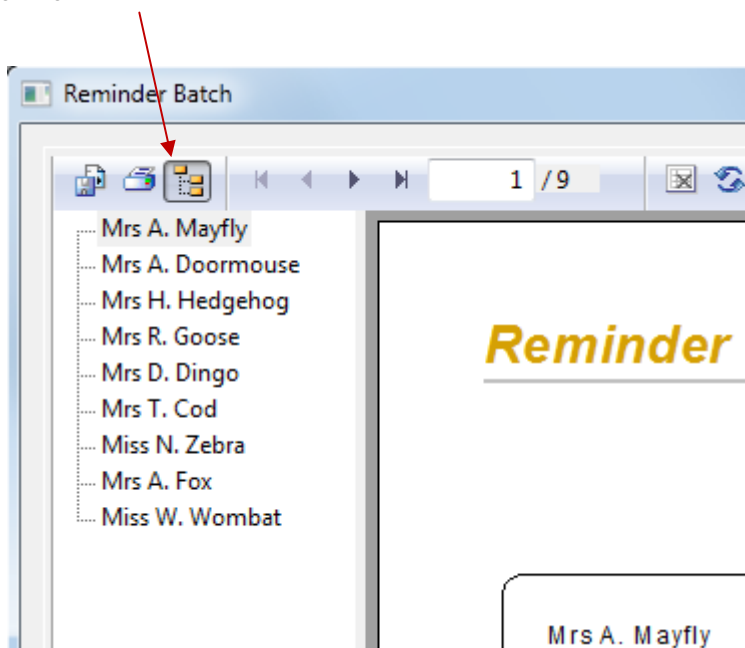
This displays a list of the people in the batch. You can click into the list and then use your keyboard up and down arrow keys to review the reminders before printing.

If you feel there are any errors then delete the reminder batch, correct the errors and recreate the batch.

Extra Account Information

You can find reports about an account holder's balance, credits and usage in the View a Family's Account function, in either of:

Go > Home > Family Accounts > View A Family's Accounts >

Go > Home > Family Details > Family Centre > Family Account tab >

You can also view the reminders from the **Family Centre > Family Account tab >**

End