!!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

"I don't know how to do it - please train me more."

ACCOUNTS NOT SENT TO COLLECTIONS

What is the Compliance Alert?

An account has been written off to bad debt but has not been sent to collections or the amount sent is less than the amount written off.

Why did I receive this Alert?

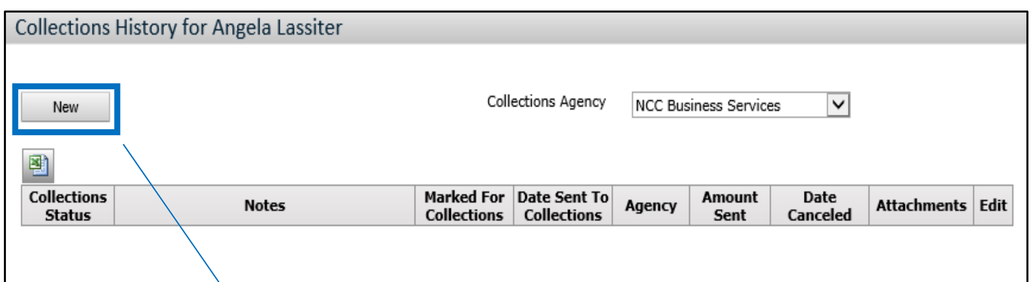
An account that has an amount written off to bad debt for greater than $100 must be sent to collections through the collections interface within 30 days of move out or have a Payment Plan. Payment Plan accounts are excluded from Redbot until 90 days after move-out. (NOTE: Redbot knows to exclude canceled and denied accounts that cannot be sent through the collections interface, as well as Liberty Rent accounts).

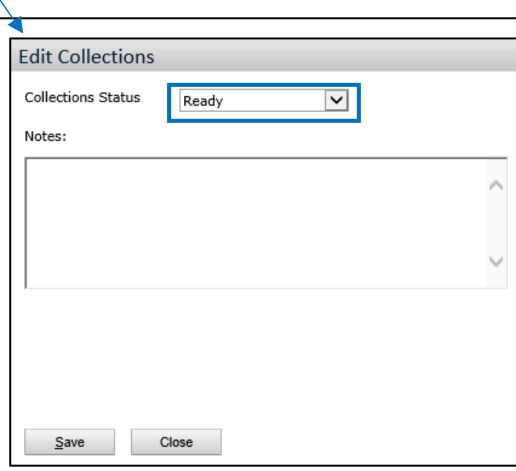
How do I resolve the Alert today?

From the Resident Screen:

- Data > Collections Interface

To Send to Collections:
- Select: New
- Collections Status: Ready
- Save





Note: This alert will not clear in Yardi or Cobalt until the Collection Status changes from "Ready" to "Sent". The status change will happen when the data pull is completed by the collection agency overnight.

Changing the Amount Sent:

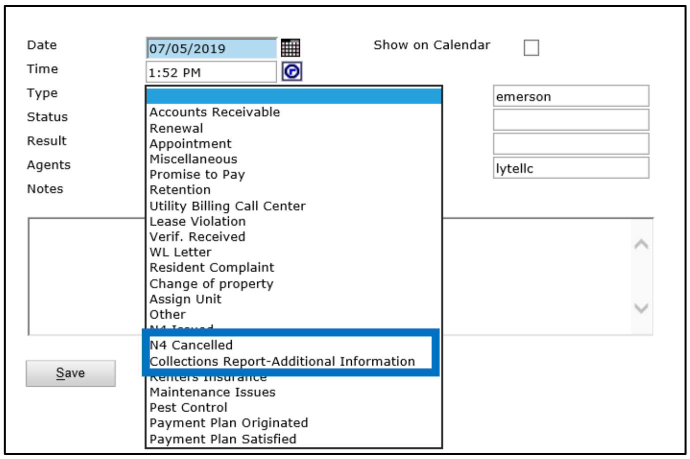
The data pull will only happen one time. If the balance on the account changes or is showing inaccurate after it is reflecting "Sent", you will need to mark the account "Ready" again. This will enable the collection agency to pull the new amount overnight.

NOTE: The "Update status" does not work.

How to Denote a Payment Plan

How do I make sure I never get this Alert again?

Ensure that all accounts have been charged correctly and sent to collections



From the Resident Account: Data > Memos

When a Payment Plan has been agreed to in order to collect the balance in-house:

- Select Type: "Payment Plan Originated"

Refer to BlueU for Posting Payment After Write-Off

Once the Payment Plan is satisfied, an additional Resident Memo will need created.

- Select Type: "Payment Plan satisfied"