

Issuing Staged Debt Recovery Notices by Email with SMS option

Configuration

Configure | Debt Recovery

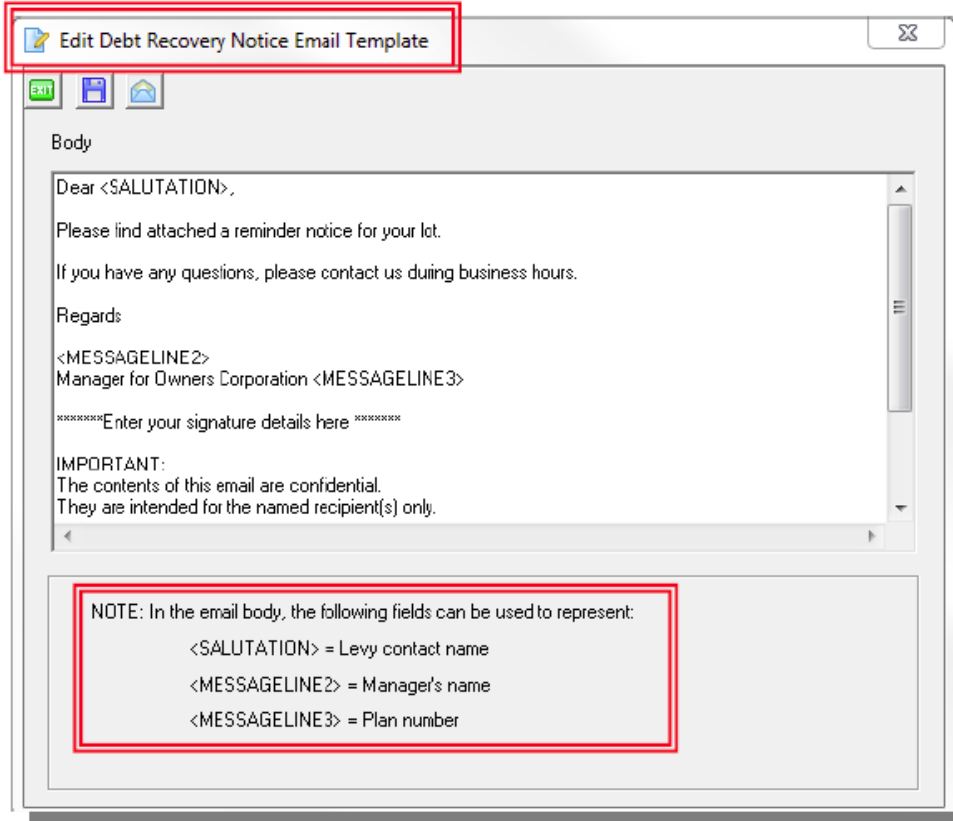
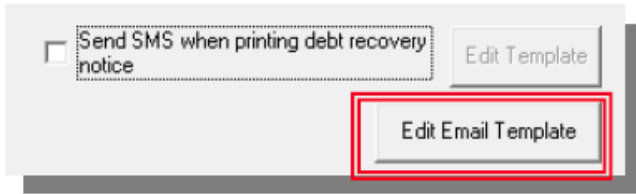
When emailing notices and when including an SMS to advise owners of the debt recovery notices issued, you may personalise the email and SMS templates used by your agency for each stage of debt recovery.

Templates

Email Template

To edit the template for the emailed debt recovery notices, click Edit Email Template and the template editor will be displayed.

The template used when emailing debt recovery notices is different for each stage of debt collection, so if you wish to customise the templates this should be completed for each stage of debt recovery.

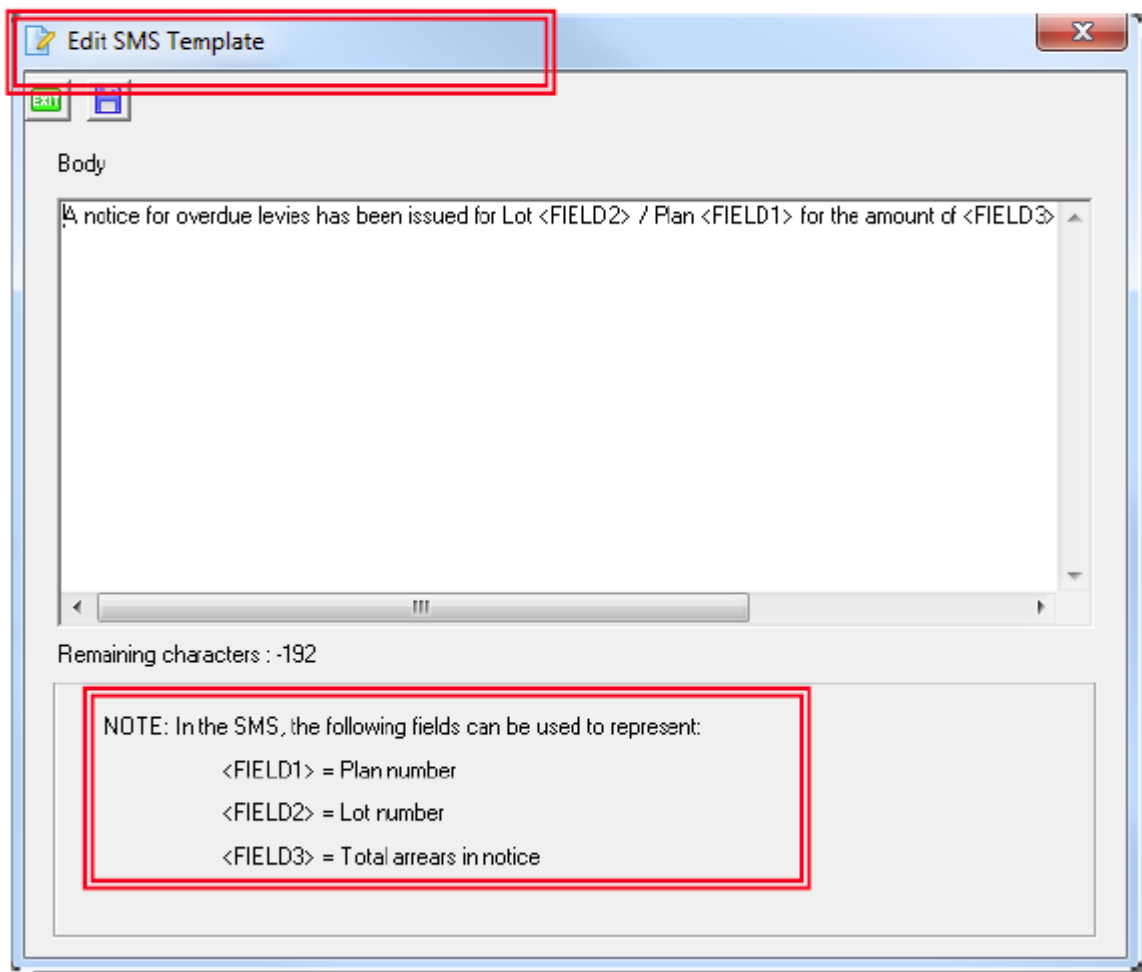
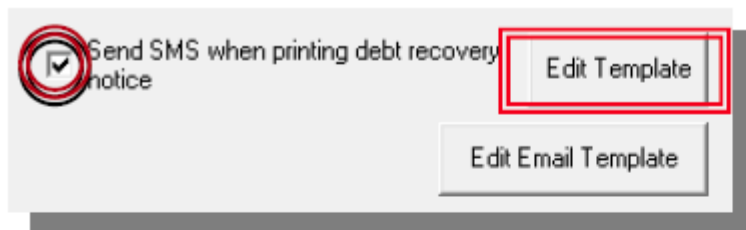


SMS Template

Where you have SMS configured for the agency, you may tick the checkbox to Send SMS when printing debt recovery notice and an SMS reminder will be issued directly to the Owner's mobile number.

To edit the template for the SMS sent to the owner, click Edit Template and the SMS template editor will be displayed.

The template used when issuing debt recovery notices is different for each stage of debt collection, so if you wish to customise the templates this should be completed for each stage of debt recovery.



Exclude lots from Debt Recovery

A new checkbox has been added to the Debt Recovery tab in the Owner screen. When this is ticked there will be no further debt recovery action applied to the lot. This field has been added to the Quick Reports | Lots query.

A new checkbox has been added to the Corp | Financial tab, Exclude all lots from debt recovery. This will update each lot in the plan to be excluded, and will be reported in Quick Reports | Corporation.

Note: If the checkbox is un-ticked in the Corp screen you may select whether each lot should also be updated, or if the lots remain excluded but the flag recorded on the plan level is changed.

Issuing debt recovery notices

The default delivery method for debt recovery notices is based on the levy delivery method for each lot.

Levies Notices Mortgages

Owner's address Use agent's address Use tenant's address Different contact for levies

Levy issue print Levy issue email

When issuing the debt recovery notices you are given the following options:

Calculate interest to

Debt recovery Reminder notice for at least \$50 and 31 days overdue

Save notices to file

Delivery Method

Print	<input checked="" type="checkbox"/> Use default method	SMS	<input checked="" type="checkbox"/>
Email	<input checked="" type="checkbox"/>		
Print all	<input type="checkbox"/>		

Additional comment for notices:

Save notices to file	fileSMART will archive debt recovery notices against each lot. Document Register will have a separate notice for each lot saved in the Owners Corporation documents.
Print	Debt recovery notices for lots with Levy issue print will be printed.
Email	Debt recovery notices for lots with Levy issue email will be emailed.
Print all	Print all debt recovery notices, disregarding the default delivery method.
SMS	An SMS will be sent to the owner, using the template.

Charging Fees

There is no change to the way in which the fees are charged for debt recovery. The fee recorded at the Owners Corporation level for each fee configured for stage debt recovery will continue to be applied to the lot for each stage completed.

Debt Recovery Formatted Report

An additional field has been added to the Debt Recovery report. When the report is produced for any stage

which assigns a debt collector the name of the debt collector is displayed on the report.

Where there is no debt collector assigned, a note is displayed and a debt collector must be assigned to the Owners Corporation prior to running the debt recovery stage.

Lot	Name	Balance	Unalloc prepaid	Interest	Arrears	Current recovery
Strata Plan 4444						
Debt collector: Collection Corporation						
1	Linni Fettucini	202.25	0.00	4.60	197.65	
2	Gregory Tzatziki	389.16	0.00	8.86	380.30	
3	Janelle Linguini	491.48	0.00	11.18	480.30	
4	Sarah Marinara	493.89	0.00	11.24	482.65	
5	Rae Lasagna	502.77	0.00	19.97	482.80	
6	Boscaiola & Company Pty Ltd	834.82	0.00	29.52	805.30	
7	David Cannelloni	1,693.77	0.00	103.47	1,590.30	
8	Dennis and Robyn Taglatelli	2,551.88	0.00	221.58	2,330.30	
9	Genny Tortellini	2,706.32	0.00	226.02	2,480.30	
10	Anthony Carbonara	2,298.04	0.00	53.27	2,244.77	
		12,164.38	0.00	689.71	11,474.67	
Strata Plan 5555						
**** No debt collector assigned						
1	Rove McManus	2,135.09	0.00	35.09	2,100.00	
		2,135.09	0.00	35.09	2,100.00	
		14,299.47	0.00	724.80	13,574.67	

Error Logging

If there are any issues during the processing of the debt recovery stage a message will be displayed to indicate an issue was encountered, and the location of a log file will be displayed.

If the message is displayed you should read the log file immediately to address any issues encountered during the processing of the notices.

02/02/2016 10:42 am AEDT