



# Delinquent Owner Follow-up

This module allows easy follow-up on delinquent owners

## Create delinquent tracking process for owners in batch

- Owners can be selected by number of days late, balance or percent of their common fees due

## Define how the collection process should be done

- Define the number of steps or elevations in the process
- What letter should be sent to the owner at each step
  - Use one of the built-in template letters within Condo Manager or design your own in the integrated wysiwyg word processor
- Define the fees that should be charged to the owner at each step in the process
- Determine at which step you should stop accepting payment from the owner

## Consult and/or print the history of the collection follow-up action taken

| Account | Name                    | Unit Address                   | 30 Days & - | 31+ Days | 61+ Days | 91+ Days | Balance  | Start Collection?        | Payment Plan?            | Bankruptcy?              | Print?                   |
|---------|-------------------------|--------------------------------|-------------|----------|----------|----------|----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Total   |                         |                                | 0.00        | 9,586.99 | 256.18   | 0.00     | 9,843.17 |                          |                          |                          |                          |
| 101     | Mr Jack Black           | 123 Condo Manager Street # 101 |             | 733.48   |          |          | 733.48   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 102     | Dr George McIntosh      | 123 Condo Manager Street # 102 |             | 718.48   |          |          | 718.48   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 103     | Miss Grace Sheaffer     | 123 Condo Manager Street # 103 |             | 856.05   |          |          | 856.05   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 104     | Mrs Christina Blackburn | 123 Condo Manager Street # 104 |             | 771.65   |          |          | 771.65   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 105     | John Doe                | 123 Condo Manager Street # 105 |             | 917.90   |          |          | 917.90   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 106     | Mr Bob Sley             | 123 Condo Manager Street # 106 |             | 877.90   |          |          | 877.90   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 107     | Mr Francis Kirk         | 123 Condo Manager Street # 107 |             | 912.71   |          |          | 912.71   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 108     | Mrs Elaine Ellis        | 123 Condo Manager Street # 108 |             | 1,173.08 |          |          | 1,173.08 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 109     | Mr Jack Black           | 123 Condo Manager Street # 109 |             | 1,200.04 |          |          | 1,200.04 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |