Department Hold on Past Due Customer Account Letters

Accounts Receivable Services (ARS) uses the Collection Monitor feature in EFS to automatically generate email reminders to customers with past due invoices. Departments may suppress automatic emails from being sent for an invoice, on a case by case basis. To do so, the department must identify the invoice within the Accounts Receivable module as being on Departmental Hold (DEPTHOLD).

Navigate to: Accounts Receivable > Customer Accounts > Item Information > Item List

On the Item List page:

- Search for the customer that has the invoice to be placed on the DEPTHOLD status.
- Click to mark the checkbox next to the desired customer invoice.
- In the Item Action drop-down menu, select “Tie to a New Conversation”. Click <GO>.
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On the Conversations page:

- In the Description box, enter a brief description which provides the reason for the DEPTHOLD.
- In the Comments box, enter a detailed reason which includes the 5 W’s (Who, What, Why, When, Where).
- In the Follow Up section, select “DEPTHOLD” from the Action drop-down menu, then click <OK> at the bottom.