



## Collecting on Unpaid Accounts

Collecting unpaid accounts requires patience and persistence. Start by calling the customers. Be polite, but persistent. Delinquent customers tend to respond fastest to the most persistent requests. If you cannot reach the customer by phone, try writing a letter or email. Again, be professional and non-threatening. However, advise the customer that continued failure to pay his or her bill will result in further action, including the possibility that you will send the account to collection. The potential damage to their credit rating may prove sufficient to motivate them to pay.

In general, you should wait at least 90 days after the account was due, and only after several attempts to reach the customer, before engaging a collection agency. Since collection agencies typically work on commission, charging on average one third of the funds they collect, they should be considered a last resort. If the collection agency fails to obtain payment, you can consider hiring a lawyer and suing for the unpaid balance. However, given the expense involved, this option should only be pursued in the event of a large outstanding account balance and only if you believe there is a good chance of repayment

## Sage Summit November 3-6 in Chicago

The Sage Summit is an annual conference that is geared to the users of Sage products. This year Sage Master Builder will make its debut at the summit.

The summit offers breakout sessions for beginners through advanced users, face to face technical support, trade show including add on solutions, networking, and speakers showcasing the latest trends.

The Sage Summit will be held at the McCormick West Convention center November 3-6, 2007. As more information becomes available, Wright Office Solutions will pass it along.



## WOS Tech Tip

### How do I correct a payroll calculation that was setup incorrectly?

Solution: Create a new payroll calculation in 5-3-1. You are not able to delete or edit most fields on the old calculation.

1. **Open** the 5-3-1 screen and click the 'Display Lookup Window' down arrow to the right of the record field.
2. Locate the incorrect calculation and double click to bring the calculation active in the 5-3-1.
3. **Uncheck** the 'Default To New Employees' box if checked.
4. Change the text in the description field to indicate that this is a calculation that is no longer used.
5. Select **File/Save**.

Create the new calculation as needed.

There may be other changes necessary if tax related. Always perform an audit! Call us if you need help.

## Reminder: Windows Vista is NOT Compatible with SMB

