

Sending Collection Letters

Available in All Versions of Sage 50 Accounting

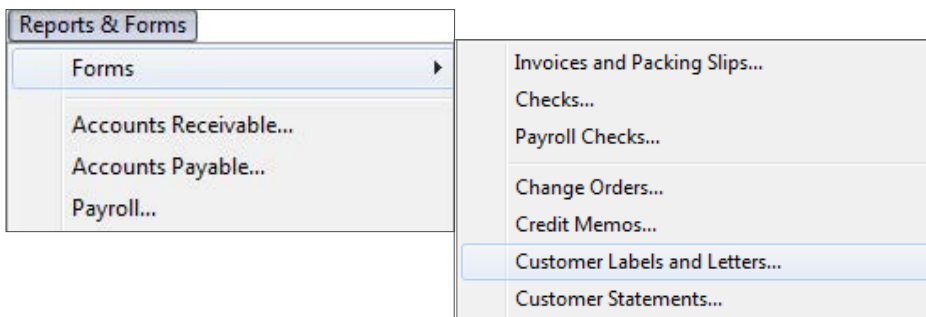
Quick Reference Guide

What are collection letters?

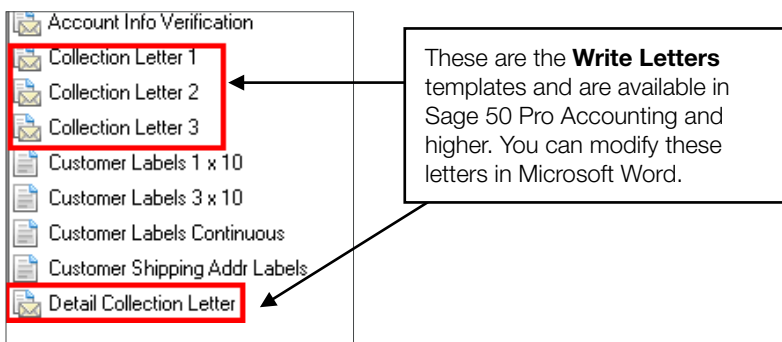
Collection letters are letters that can help you get money from slow-paying customers. Sending a friendly reminder that an account is past due can be an effective way to get people to pay you what they owe.

How do I print collection letters?

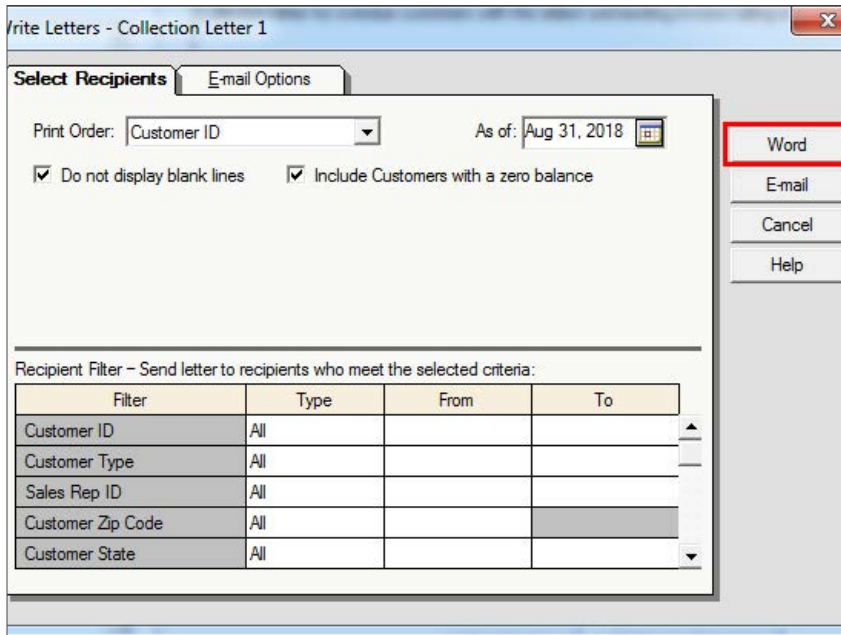
Click **Reports & Forms** on the toolbar, and then select Forms. In the Forms list, select **Customer Labels and Letters**. The Select a Report or Form window opens, and in the Forms area you can choose from a variety of Collection Letters.



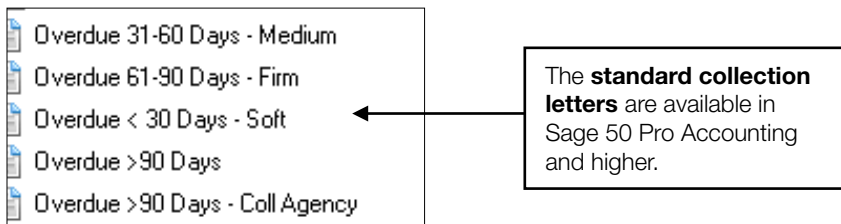
There are two different types of collection letters in Sage 50, Write Letters and standard letters.



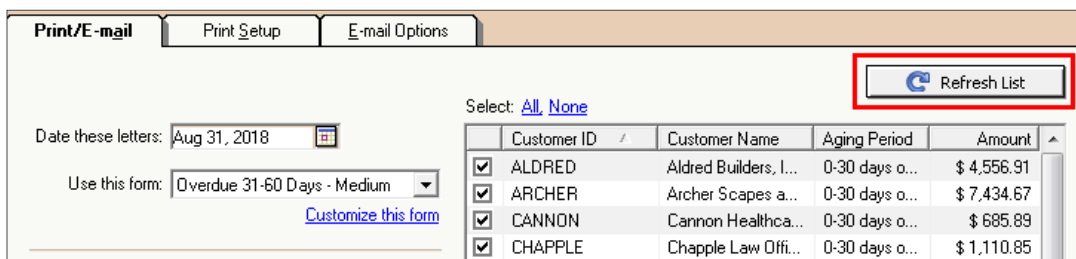
When you open a letter, there are options to filter the letter by date, Customer ID, and more. You can click Word to customize the letter and then print the letter from Microsoft Word.



The other types of collection letters are the standard letters. You can only modify these letters in Sage 50. The standard collection letters included in Sage 50 are **grouped by severity of tone**. The less-than-30-days-overdue letter has a softer tone than the 61-90-days-overdue letter.



When you double-click one of the standard letters, the Preview and Print Collection Letters window opens. You can filter by date, Customer ID, and more. Click Refresh to see a list of customers that need to receive the collection letter. You can preview these letters and then click Print from the Preview window.



Did you know?

- You can **email collection letters** to your customers. Just click Email after opening one of the letters.
- You can **copy a letter template** from one company to another. Just click the Copy button in the Select a Report or Form window.

For more info, visit: Sage.com
or contact us at 866-996-7243