Documenting Conversations

Customer conversation functionality will be used to track invoice and payment issues in the Enterprise Financial System. Conversations will be linked to specific invoices or receivable items. Communication between the billing department and the respective central AR area is imperative for optimum customer service; the functionality will help to facilitate communication. The billing department as well as central AR units will have access to view and enter customer conversations. It will be important for the billing unit to notify the respective central area of issues and related resolutions as it pertains to customer invoicing, especially if the resolution will result in correction of invoices. This communication can take place by a phone call or e-mail to the Collector.