RealPage Quick Start Guide

How do I place an account into collections?

Manual Placements

If you place your accounts manually, to send an account to collections, go to the *Resident Screen > Actions > Special/ Collections Status*. Check *In collection status* and click *Save*. The account will go to collections the number of days* after move-out date that was configured during setup.
**Note: The number of days cannot be overridden.*

Collection Handling (Automated Placements)

If your organization places your accounts using automated collection handling, there are certain settings that are set during configuration setup. Your OneSite integration will automatically mark the account *In Collection Status* based on the set number of days after FAS completion date and when the balance owed is over the dollar amount that was configured during setup. If the resident is marked as *Payment Agreement/Exclude from Collections*, the system will not automatically mark the resident as *In collection status*.

To override the configured settings, or to send a resident to collections sooner, go to the *Resident Screen > Actions > Special/Collections Status*. Check *In collection status* and click *Save*. The account will be sent to collections the next time Hunter Warfield runs the daily download. Typically, skip and eviction accounts are sent to collections sooner.

Frequently Asked Questions

How do I provide supporting documentation with an account?

If your organization is utilizing Document Management in OneSite, for any account placed into collections, Hunter Warfield will automatically retrieve the attachments associated with that resident.

How do I update or cancel an account that has already been sent to collections?

Any updates made to an account once it has been sent to collections, will need to be sent to Hunter Warfield manually. If you have already sent an account to collections, please contact your Hunter Warfield representative or our Client Services team at 877-486-8927.

How do I view the collections history on an account?

To identify if an account has been sent to collections go to the *Resident Screen > Activity Tab* and look in the activity column for *Collections*. It will identify the date that the resident information has been extracted and sent to collections.

How do I prevent an account from being sent to collections?

To prevent an account from being sent to collections, you will need to change the status to *Payment Agreement/ Exclude from Collections*. To do this, go to the *Resident Screen > Actions > Special/Collections Status*. Check *Payment Agreement/ Exclude from Collections* and click *Save*.

I have sent an account to collections, why don't I see it in my Hunter Warfield Client Inventory Report?

First check the activity log by going to the *Resident Screen > Activity tab* to see if the activity column notes *Collections*. You can also check the account's move out date to determine if a set minimum move out date conflicts with a property or corporate account setting balance over set threshold amount. If you are still unable to identify the issue, please contact your Hunter Warfield representative for assistance.

Why isn't my account being sent to collections?

If you are a manual user, you will need to wait the specified number of days after move out date for your account to be sent.

If you are an automated user, check to see if the account has waited the required number of days after FAS completion date and that the minimum dollar amount requirement has been met.

If you are still unable to identify the issue, please contact your Hunter Warfield representative for assistance.

Why did an account go to collections before the required number of days?

Accounts are retrieved by Hunter Warfield daily based on the parameters configured in OneSite. If an account has been placed in collections earlier than normally outlined, it is usually because a user has chosen to override the previously outlined parameters.

4620 Woodland Corporate Blvd. | Tampa, FL 33614 | hunterwarfield.com | 888-486-8927