

Cleanup of Older Accounts

QUESTION: Our Library has many accounts that are much older than 60 days past due. Is there a way for Unique Management Services (UMS) to recover materials/fines and fees on these older accounts?

THE FACTS:

- Many Libraries find that they have a significant number of long overdue accounts in their system between one and three years past due.
- UMS offers a cleanup that allows the Library to send long overdue accounts up to three years past due.
- The cleanup file is extremely easy to generate. The Library simply sets the date limit back to the time frame they chose and a file is created the next time a new patron file is run. This file will contain all the accounts qualifying for the one time clean up.
- If the number of accounts to be processed is substantial, they may be submitted on a staggered schedule.
- UMS agrees to process these older accounts for the same price/fees utilized during the 90-day trial if the cleanup is sent within 120 days of the end of the 90-day trial.
- Our current guarantee to the Library will remain in effect (budget neutral or 2 times) for the cleanup accounts, even though they will be more than 60 days past due, as long as all other parameters remain the same.
- The cleanup is a cost effective means to pursue severely long overdue accounts. Additionally, the Library will be generating a positive revenue flow since a majority of these accounts settle in cash.

SUMMARY:

UMS provides the Library with the option to do a cleanup of accounts up to three years past due. It is easy for the Library to create this file. The date limit is moved back and the file is created the next time a new patron file is run. The processing of these accounts may be staggered over time. The same pricing/fees will apply if the cleanup file is sent within 120 days of the end of the 90-day trial. The current guarantee will apply to the cleanup. The Library can expect to generate a positive revenue flow since a majority of these accounts settle in cash.