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SOP Number **SOP 0000001**

SOP Title **Minimizing unnecessary communication (Emails)**

	NAME	TITLE	SIGNATURE	DATE
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Audience	Full AR Department			

Effective Date:	03/12/24
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**Purpose:** To minimize unnecessary email communication regarding carbon copies

**SOP Statement:**

Only cc your immediate supervisor on any regular follow-ups per account by AR Collector. If additional escalations are needed, the AR Supervisor must provide that information to the AR Director. This is to ensure due diligence of full AR Operations have been reviewed to the extreme intent of collections (PDL involvement, reconciliations, full account review, cash applications completed, etc.).

The escalation to the AR Director will need the following elements included in the email – checklist below...

All Open Invoices	All Open Credits/Payments	Any PPM Credits (Payments)	Date of Full Reconciliation Identified
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