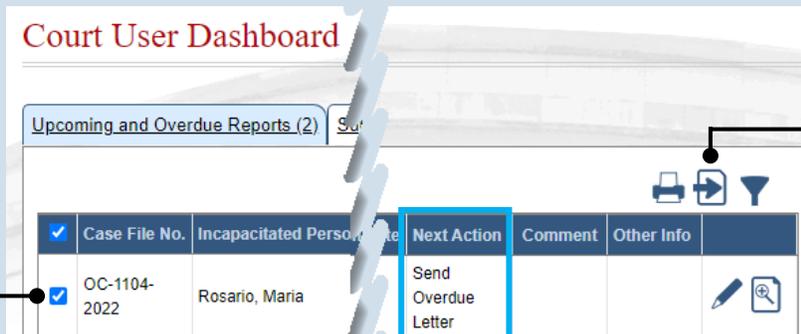




How to Generate an Overdue Notice

1. Select the overdue cases

In the Upcoming and Overdue Reports tab of your Dashboard, select the checkbox for any applicable case with a **Next Action** of 'Send Overdue Letter.'



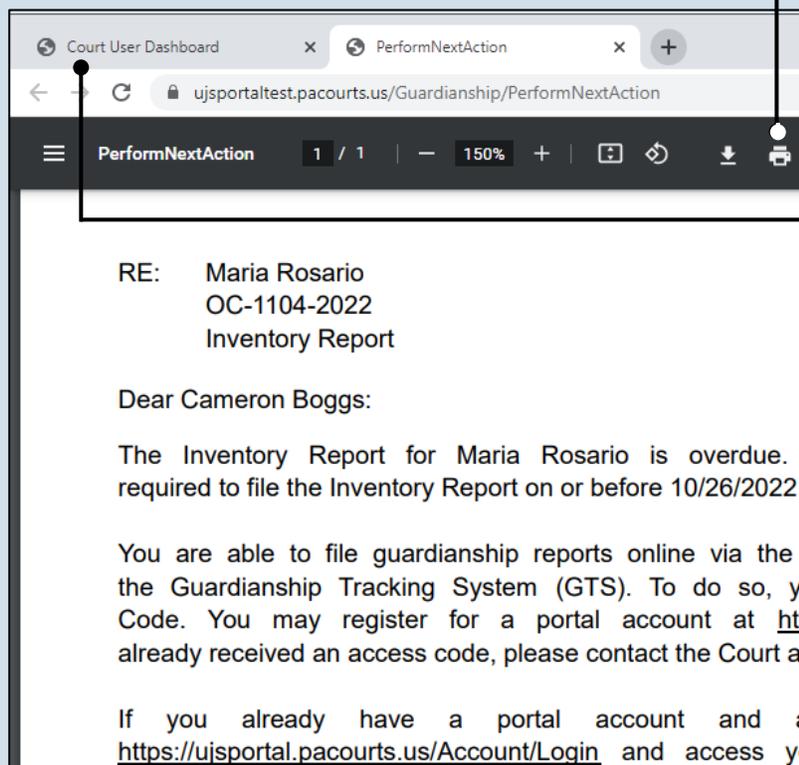
Tip Use the Filter icon  to limit the cases that display by the length of time they are overdue (Report Due Ranges).

2. Click the Perform Next Action icon

Tip After performing this action, the letter(s) likely opens as a PDF in a separate browser tab. If you generated letters for multiple cases, they will be combined into a single PDF.

3. Print the overdue letter

If you are using Adobe Reader, click the PRINT button and use the Print screen to create a hardcopy.



4. Return to the Web Portal

Click on the web browser tab for the GTS so you can continue working.

Tip In the Upcoming and Overdue Reports tab, use the View Report Period Details icon  to view the notices that were previously created for the case. The Reprint icon  opens the PDF version of the letter.