



# ALPHA GAMMA RHO

November 25, 2024

Hello Chapter Leaders and Alumni,

As we begin your transition to Greekbill it is imperative that you work to collect outstanding debt owed to the chapter from collegiate and alumni members. We wanted to offer you specific steps to follow as you begin your outreach.

Immediately communicate with your current collegiate members to ensure full payment of outstanding balances by the end of your academic semester. Remember the last day to process member payments on Vault Billing/LegFi is **January 3, 2025**. It is better for you to collect money from collegiate members prior to the end of the semester so there is no question on how much is owed as you transition to Greekbill going into January 2025.

Please remember that chapters are no longer able to send members to collections. Chapters will be able to do that once they transition to Greekbill. For chapters that have members who have been sent to collections through Vault Billing, you will need to export that information from Vault by **November 29, 2024**. Click [HERE](#) for step-by-step directions on how to export the Collection Status Report. The chapter can decide to pursue those that have not satisfied (actively working account or all efforts exhausted) their debt through the collections process on Greekbill. Any alumni that have been sent to collections prior to July 21, 2022, should NOT be pursued. This was our initial transition date to OmegaFi, therefore we have no way of knowing whether or not a member satisfied his debt through a collections process.

We **STRONGLY** suggest chapters to set a specific threshold amount to pursue as communication with members who have outstanding balances begins. For example, a chapter may decide to pursue the collection of outstanding balances for members who owe \$500 or more. The threshold amount can vary by chapter and should be in discussion with the Chapter Adviser. The local area alumni should assist the chapter in their communication effort to members who have an outstanding balance. A chapter should export the Aging Detail Report to review the list of members who have an outstanding balance. Click [HERE](#) for step-by-step directions on how to export the Aging Detail Report. Any collegiate members who have an outstanding balance should be contacted regarding their balance and given a deadline to pay the balance in full. The chapter should contact all alumni that have an outstanding balance. Alpha Gamma Rho's steps to collect alumni debt and example letters are attached to this email.

We are aware this is a cumbersome process. In order to help guide and support our chapters we are offering several Greekbill Transition Office Hours via Zoom. Chapter officers or alumni will be able to join these sessions at any time that works for them to review chapter specific details. Please click on

the date and time of the links below to join the Zoom call. Greekbill Transition Office Hours will take place on the following dates and times:

- [Tuesday, 11/26 @ 10am-12pm CST](#)
- [Wednesday, 11/27 @ 11am-2pm CST](#)
- [Wednesday, 11/27 @ 3:30-6pm CST](#)
- [Friday, 11/29 @ 2-5:30pm CST](#)
- [Monday, 12/2 @ 10am-1pm CST](#)
- [Thursday, 12/5 @ 9:30-11:30am CST](#)
- [Friday, 12/6 @ 9-11:30am CST](#)

In addition, we are in the process of coordinating a specific Greekbill training opportunity for the second week of December. Further details will be sent out within the next few days.

Please remember to **respond to the [email](#) you received from Brad Wright from Greekbill and submit your chapter's bank account information.** The sooner you submit these documents, the sooner the chapter's Greekbill account will be established for you to begin billing for the spring 2025 semester.

We continue to reiterate this transition will enhance the membership experience exponentially. We are fully committed to your success within the AGRconnect (ChapterSpot) experience. Please feel free to contact us at [chapterspot@alphagammarho.org](mailto:chapterspot@alphagammarho.org) with any further questions!

Best,  
Your AGR ChapterSpot Transition Team