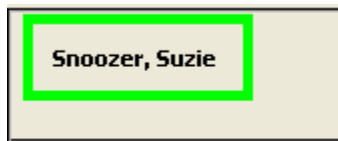


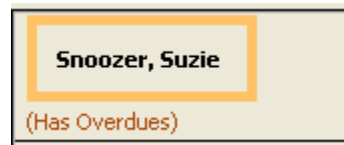
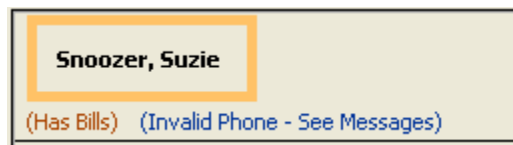
## Colors and What They Mean in an EI Customer Account:

You may have noticed the box of color that surrounds a customer name within their account. This is a quick list of the meanings behind these colors. One is new, turquoise blue, so watch for this one in the list below.

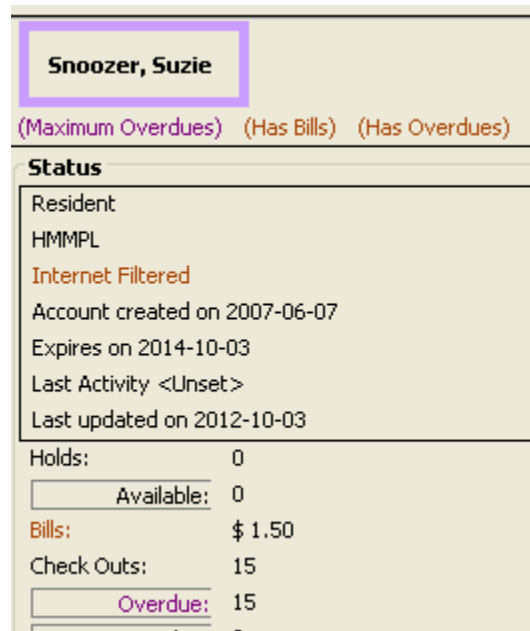
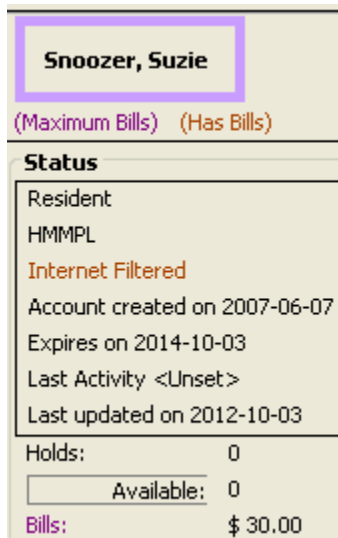
**Green** – All is well; there are no issues on this account.



**Orange** – Fines and/or Overdue Items on account. Please note the (Has Bills) notation under the name in the first photo and (Has Overdues) in the second.



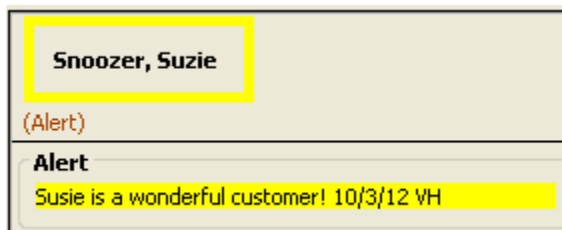
**Purple** – Fines over \$10 and a Pre-collection Warning, plus Maximum Overdues. Please note the (Maximum Fines) and (Has Bills) notations under the name, as well as the Purple color of the word “Bills:” below it in the graphic on the left. The (Maximum Overdues) notation and the purple “Overdue:” word is shown in the graphic on the right.



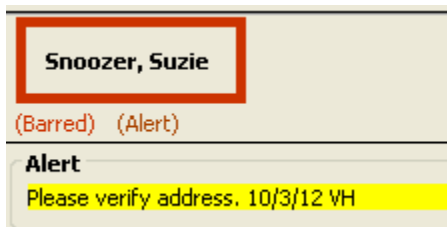
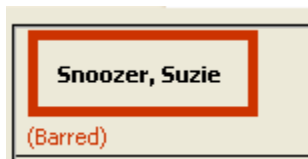
**Turquoise** – A **Message** has been placed on the account. Please note the (Invalid Phone – See Messages) notation under the name. You can see a full description about the Message by clicking on the “Messages” tab within the customer account. This topic will be discussed further when we tackle the full Messages tutorial.



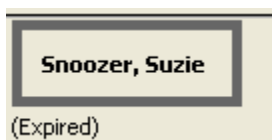
**Yellow** – There is an **Alert** on the account. Please note the (Alert) notation under the name and the yellow highlighted alert message in the box below that. The alert color is displayed primarily, even if there are fines on the account!



**Red** – The account is **Barred**. Please note the (Barred) notation under the name. There should always be an alert message placed on a barred account to describe the problem and the solution. The Barred Red color will supersede any other colors on the account, as shown in the second graphic below.



**Gray** – The account is **Expired**. Please see the (Expired) notation under the customer name. If an account is both Expired and In-Active, the Gray color will be seen.



**Black** – The account is **In-Active**. Please see the (In-Active) notation under the customer name.

---

<b>Snoozer, Suzie</b>
-----------------------

(In-Active)

---