

Three (3) Ways a Late Fee can be Removed from a Customer Account

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One

A late fee will be removed from a customer's account automatically if it is paid. To pay a late fee, on the payment check screen navigate to the 'Other' tab, check the section for late fees, and enter the amount being paid.

Two

Late fees can be manually removed by pulling up the customer, selecting the late fees in the top right of the customer screen, right-clicking, and selecting to remove the late fee.

Three

Re-calculating late fees while running statements is the most common method for removing late fees. If at the time the statements are run the customer no longer qualifies for a late fee, then their late fee will be re-calculated to 0.00.

Statements can be run in four ways: 1. Accounts Receivable - Statements, 2. On the individual customer record, right-click on collections in the customer tree, 3. On the individual customer record, right-click on a specific bill to address, 4. Select to print an invoice and select the invoice statement invoice form.