

How to Remove a Late Fee from a Customer's Account

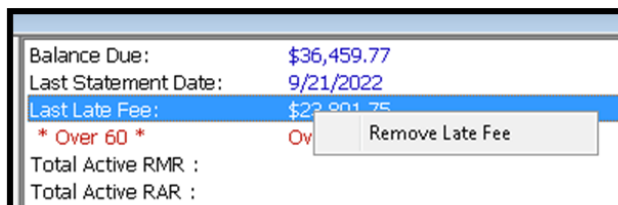
09/13/2024 5:01 pm EDT

There may be instances where you find yourself looking to remove a late fee from a customer's account. Below are the steps to remove a late fee from showing on the customer record.

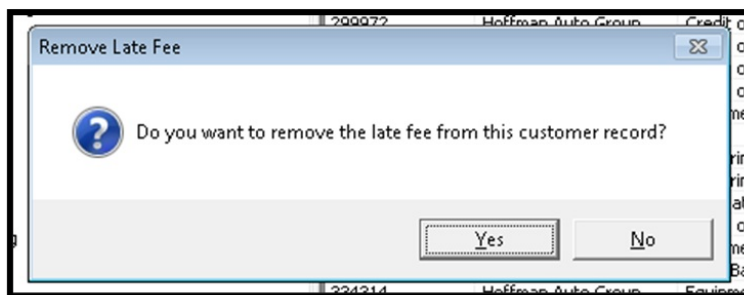
Locate the Late Fee in the Customer, located where you will see the Balance Due.



Once the Late Fee has been located, click on the Late Fee and right click. You will see an action option appear saying Remove Late Fee.



When you click on Remove Late Fee, you will be presented with a popup message that asks if you want to remove the late fee from the customer record. Click Yes to confirm.



When you click Yes, the late fee will no longer be on the Customer Account.

Balance Due:	\$36,459.77
Last Statement Date:	9/21/2022
* Over 60 *	Over 60 Days
Total Active RMR :	
Total Active RAR :	
Customer Type:	Commercial
Customer Since:	2/26/2004
Salesperson:	Matt Miller
Last Payment Rec'd:	\$452.31 (12/8/2021)
# of Disp Last 30 Days	0

Note that this does not adjust the late fee amount that calculates on future statements you print for the customer.