

## QUICK REFERENCE GUIDE

November 1, 2019

### Prevent Overdue Charges from being Assessed to a Customer

**Warning!** These instructions should only be used in cases where it has been determined that an Accounts Receivable customer should **NEVER** be assessed overdue charges. To stop overdue charges from being assessed to a customer, you will need to uncheck the **Assess Overdue Charges** checkbox on the **Correspondence Options** tab for the customer record.

**Note:** When you place an Item in dispute or collection, overdue charges will no longer be calculated for the item. Refer to the "[Update Item Details to Place Items in Dispute or Collection](#)" guide.

Steps to Complete:

- Step 1: Navigate to the Customer Record
- Step 2: Update the Correspondence Options

#### Step 1: Navigate to the Customer Record

1. Navigate to the *Customers General Information* page by using one of the options below.

Navigation Options	Navigation Path
<b>Navigation Collection</b>	Accounting, Accounts Receivable, Customer Interactions. The Customer General Information page will display by default.
<b>WorkCenter</b>	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Customer and Contacts, General Information.

2. Select the **Find an Existing Value** tab, if necessary.
3. You **must** enter your *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. **Note: Do not use the default ("SHARE").**
4. Enter the *Customer ID*. **Note:** if you do not have the *Customer ID*, you can use any of the other search variables to locate the existing customer information.
5. Check the **Include History** checkbox to view all of the information for the Customer.

### General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ **Search Criteria**

SetID =

Customer ID begins with

Name 1 begins with

Name 2 begins with

Telephone begins with

City begins with

State begins with

Postal Code begins with

Include History
  Case Sensitive

[Basic Search](#)

6. Click the **Search** button. The **General Info** tab displays.

[New Window](#) | [Help](#) | [Personalize Page](#) |

SetID G1001      Customer ID TRN000001      General Info Links

\*Status        Level

\*Date Added        \*Since        \*Type

\*Name 1        \*Short Name

Name 2

Currency Code        Rate Type

**Roles**

<input checked="" type="checkbox"/> Bill To Customer <a href="#">Bill To Selection</a>	<input checked="" type="checkbox"/> Correspondence Customer <a href="#">Correspondence Selection</a>
<input checked="" type="checkbox"/> Work Customer <a href="#">Ship To Selection</a>	<input checked="" type="checkbox"/> Remit From Customer <a href="#">Remit From Selection</a>
<input checked="" type="checkbox"/> Sold To Customer <a href="#">Sold To Selection</a>	<input checked="" type="checkbox"/> Corporate Customer <a href="#">Corporate Selection</a>
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	<input type="checkbox"/> Grants Management Sponsor

Consolidation Business Unit

## Step 2: Navigate to the Customer

Next, you'll update the Correspondence options.

1. Click on the *General Info Links* drop-down and select the "0040-Correspondence Options" available. The **Correspondence Options** tab displays.

The screenshot shows the 'General Info' tab for a customer. At the top right, there are links for 'New Window', 'Help', and 'Personalize Page'. Below the tabs, the customer information is displayed: SetID G1001, Customer ID TRN000001, and General Info Links with a dropdown menu showing 'More'. The main form contains several fields: \*Status (Active), \*Date Added (01/01/1901), \*Since (01/01/1901), \*Name 1 (TRAINING CUSTOMER1), \*Short Name (TRAINING C), Currency Code (USD), and Rate Type (CRRNT). A 'Roles' section is visible with checkboxes for various customer roles, including 'Bill To Customer', 'Work Customer', 'Sold To Customer', 'Broker Customer', 'Indirect Customer', 'Correspondence Customer', 'Remit From Customer', 'Corporate Customer', 'Consolidation Customer', and 'Grants Management Sponsor'. A 'Consolidation Business Unit' field is also present.

2. Click on the **Add New Row** icon (plus sign) to create a new Correspondence Options record.

The screenshot shows the 'Correspondence Options' tab for the same customer. The tabs at the top are 'General Info', 'Bill To Options', 'Ship To Options', 'Sold To Options', and 'Correspondence Options'. The customer information is repeated: SetID G1001, Customer ID TRN000001, and TRAINING CUSTOMER1. Below this, there are sections for 'Customer Defaults' (Primary Contact, Primary Address 1) and 'Correspondence Options'. The 'Correspondence Options' section has a search bar, navigation arrows, and a '1 of 1' dropdown. Below this, there are fields for \*Effective Date (01/01/1901), \*Status (Active), and Language Code (ENG). A red box highlights the '+ -' icon. At the bottom, there are sections for 'Contact' (Suppress Contact, Primary Contact, Override) and 'Address' (Contact Address, Primary Address, Item Address, Override).

3. In the **Overdue Charging** section, uncheck the **Assess Overdue Charges** checkbox.

The screenshot shows the 'Correspondence Options' form. At the top right, there is a pagination control showing '1 of 2' with a dropdown arrow, highlighted by a red box. Below this, the form is organized into several sections: 'Effective Date' (09/13/2018), 'Status' (Active), and 'Language Code' (ENG). The 'Contact' section has radio buttons for 'Suppress Contact' (selected), 'Primary Contact', and 'Override'. The 'Address' section has radio buttons for 'Contact Address', 'Primary Address' (selected), 'Item Address', and 'Override'. The 'Dunning' section includes a 'Dunning Group' dropdown (All Groups), 'Dunning ID' search, 'Hold' checkbox, and 'Date' field. The 'Statements' section includes a 'Statement Group' dropdown (All Statement Groups), 'Statement ID' search, 'Generate Statement Image' dropdown, 'Hold' checkbox, and 'Date' field. The 'Overdue Charging' section at the bottom has a checkbox for 'Assess Overdue Charges' which is unchecked and highlighted by a red box. Below it are fields for 'Overdue Charge Group' (All Overdue Charge Groups), 'Administration ID', 'Finance ID', and 'Penalty ID', each with a search field, 'Hold' checkbox, and 'Date' field.

4. Press the **Save** button.

### To make this change when you are creating a new customer:

If you are creating a new customer record and you know that there should never be overdue charges assessed for the customer, create the customer record as you would normally, making sure to do the following:

1. Select the *General Info Links* link (top-right of page) and choose the "0040-Correspondence Options". The **Correspondence Options** tab displays.
2. In the **Overdue Charging** section, uncheck the Assess Overdue Charges checkbox.