SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

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:

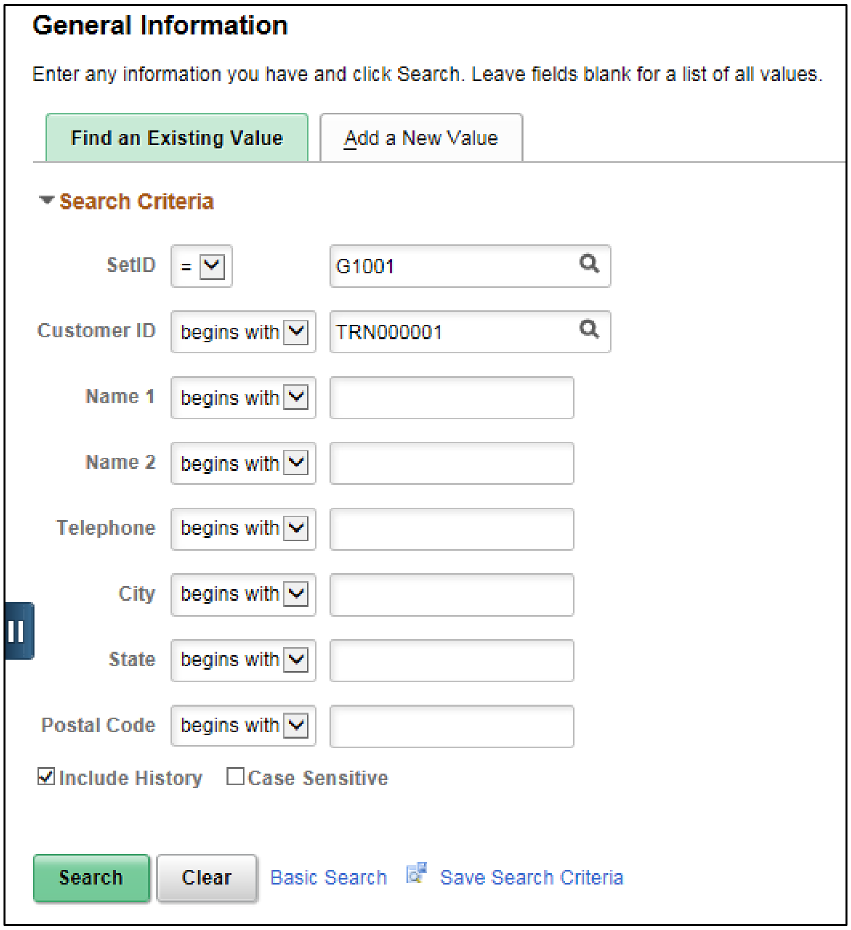
- Step 1: Navigate to the Customer Record
- Step 2: Update the Correspondence Options

Step 1: Navigate to the Customer Record

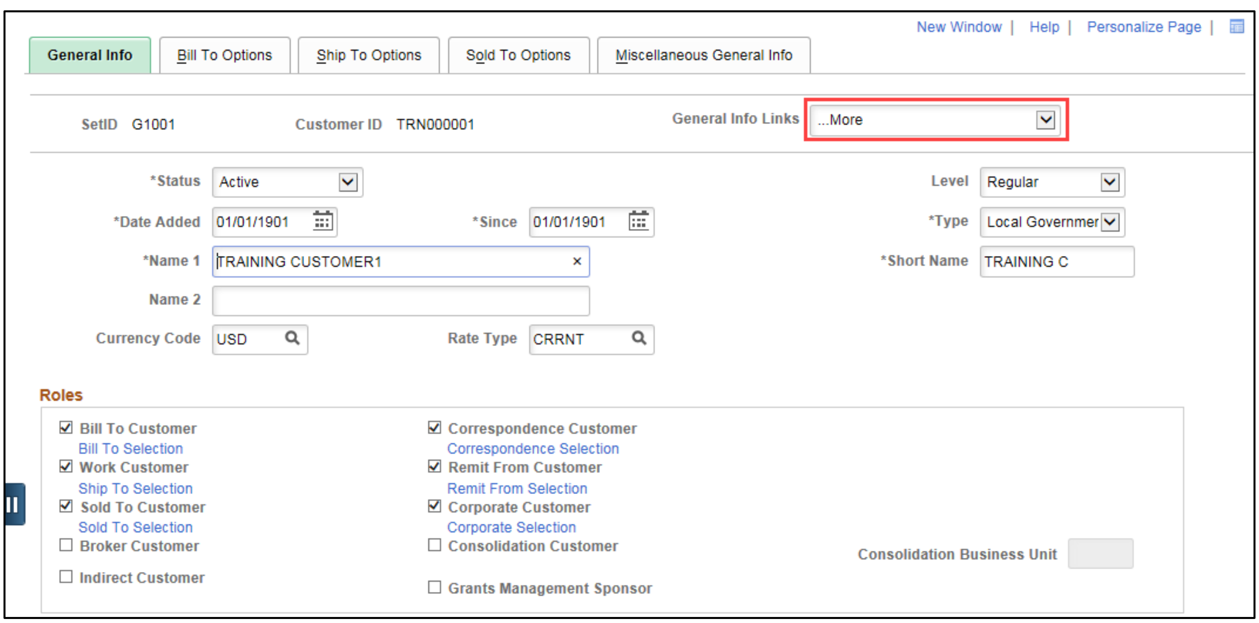
1. Navigate to the *Customers General Information* page by using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Customer Interactions. The Customer General Information page will display by default.
WorkCenter	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.



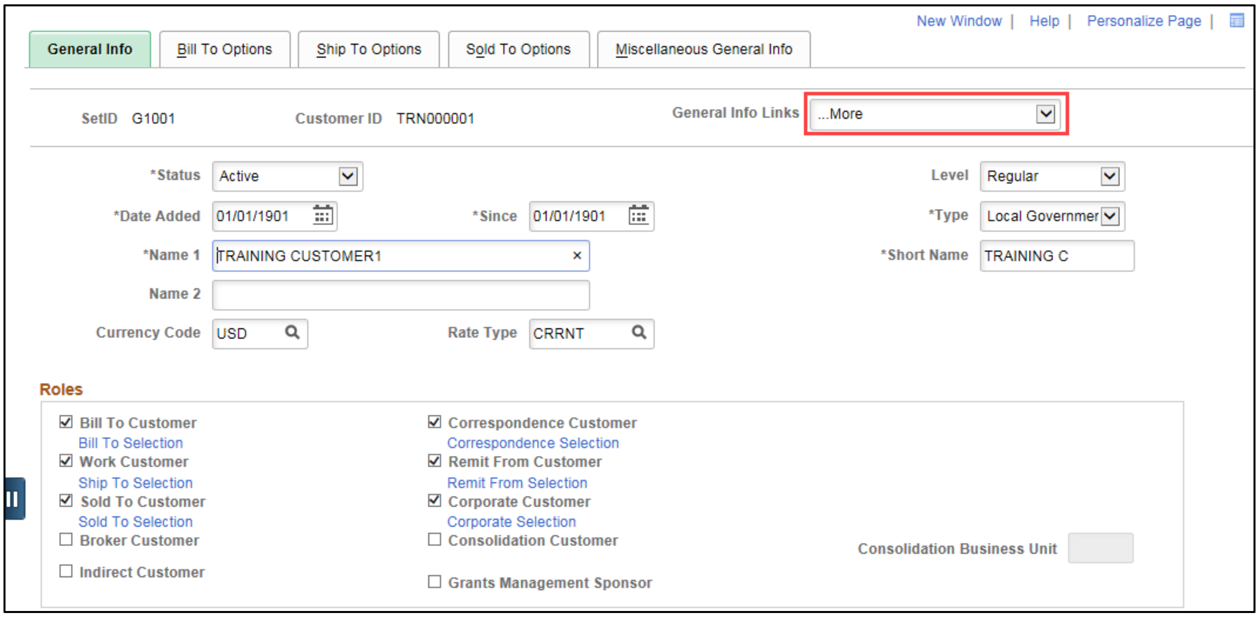
6. Click the **Search** button. The **General Info** tab displays.



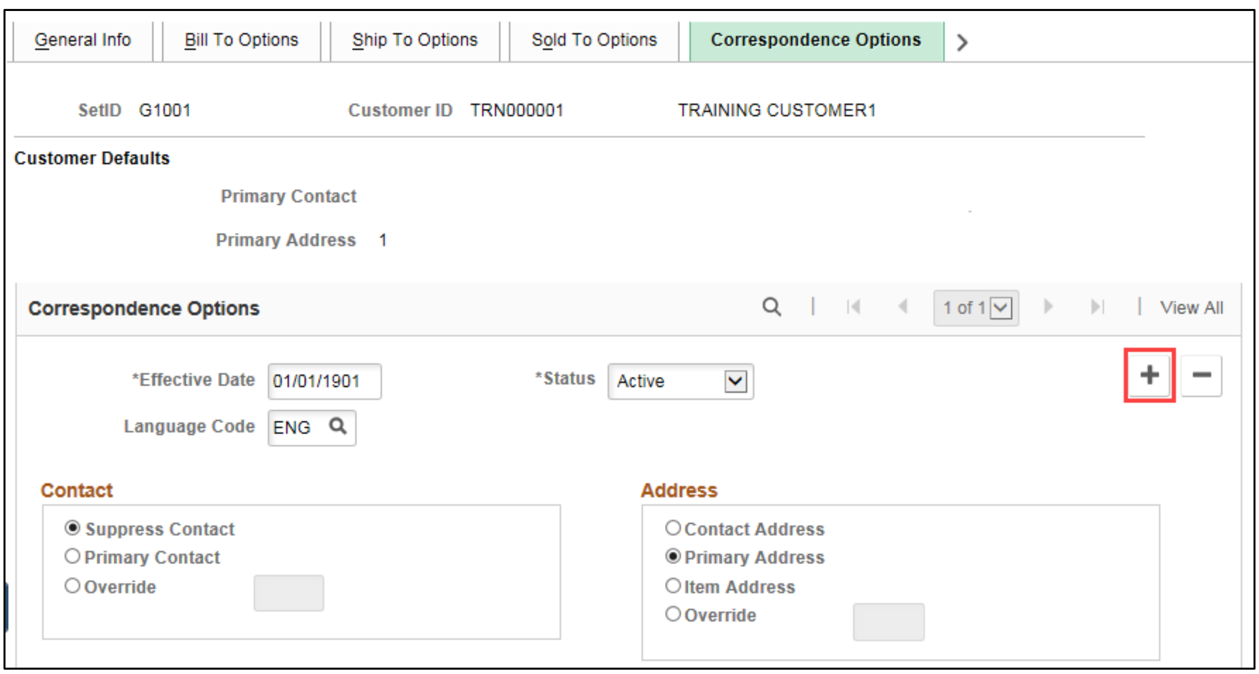
Step 2: Navigate to the Customer

Next, you'll update the Correspondence options.

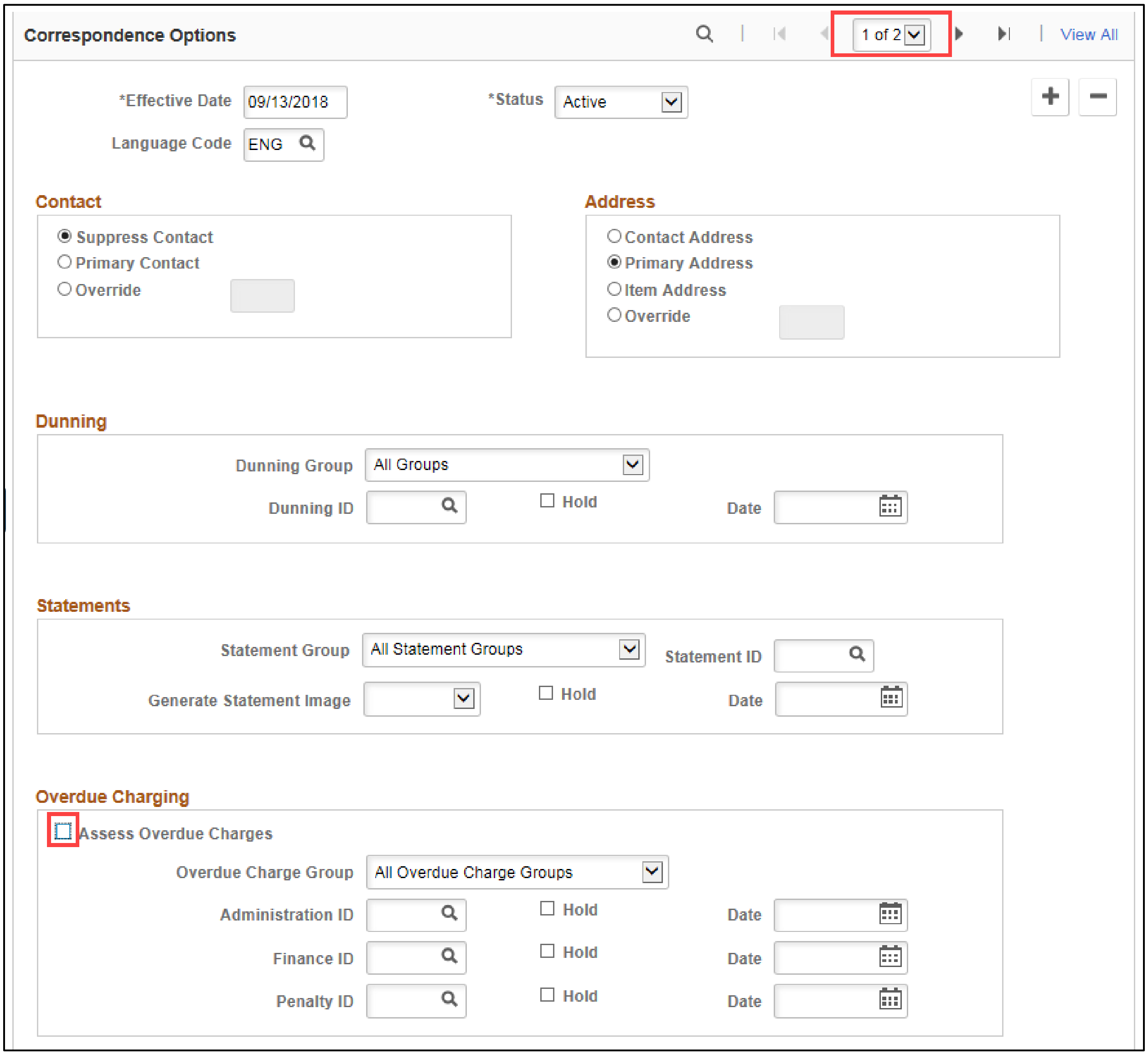
1. Click on the *General Info Links* drop-down and select the "0040-Correspondence Options" available. The **Correspondence Options** tab displays.



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



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



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.