



How-To Guide:

How to Unassign and Waive Late Fees

OVERVIEW

This guide provides step-by-step actions for Unassigning and Waiving Late Fees in the Storage Commander including:

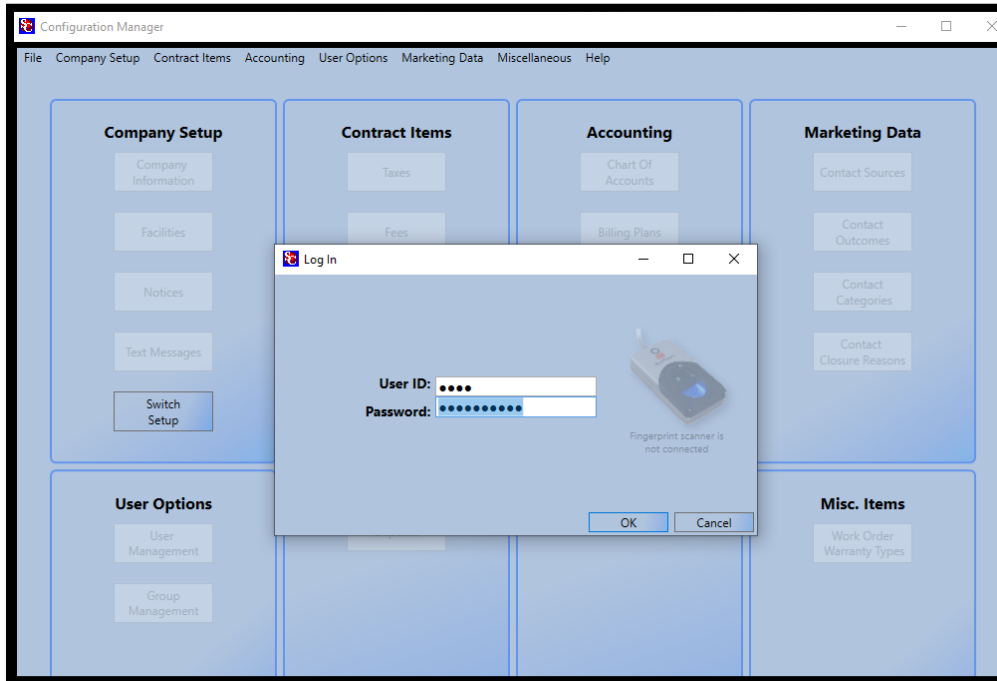
- Unassigning a late fee
- Make a fee waivable
- Waiving a fee during payment
- Adjusting a fee

Note: Not all facility managers have access to the Storage Commander Configuration Manager. Please contact your manager to have them change the fee assigned to a late step.

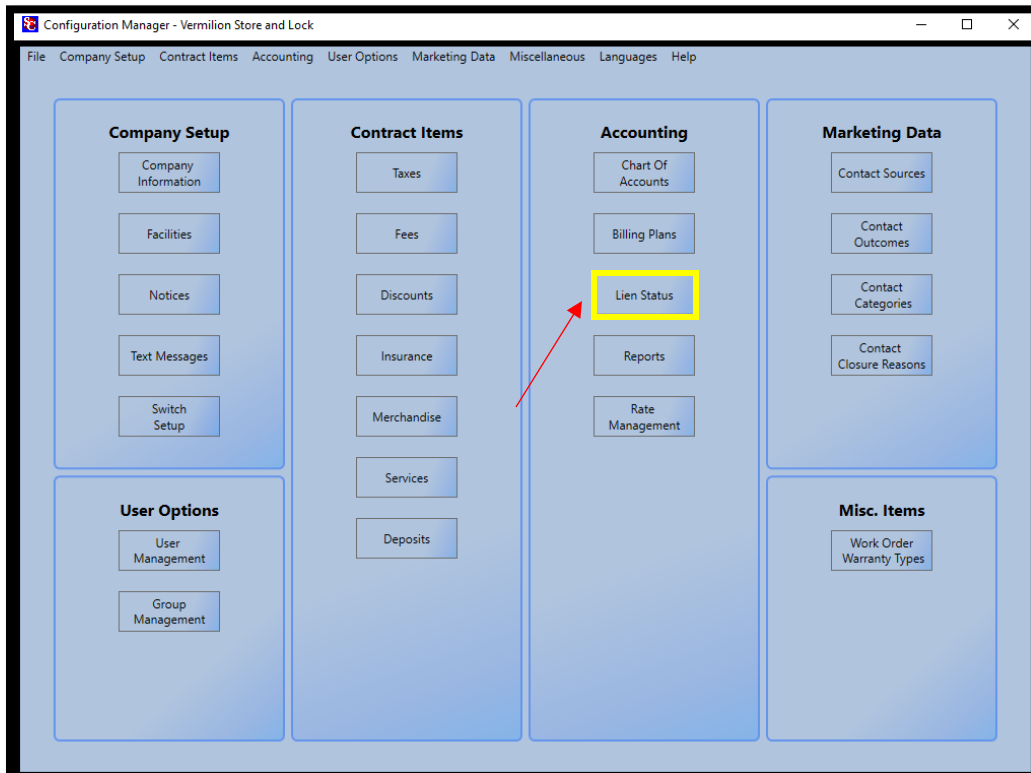
Unassigning a Late Fee

To change the fee assigned to a late step, you must configure this in the configuration manager. This is accomplished by clicking the Lien Status under the Accounting header and selecting the late step you want to unassign the fee from.

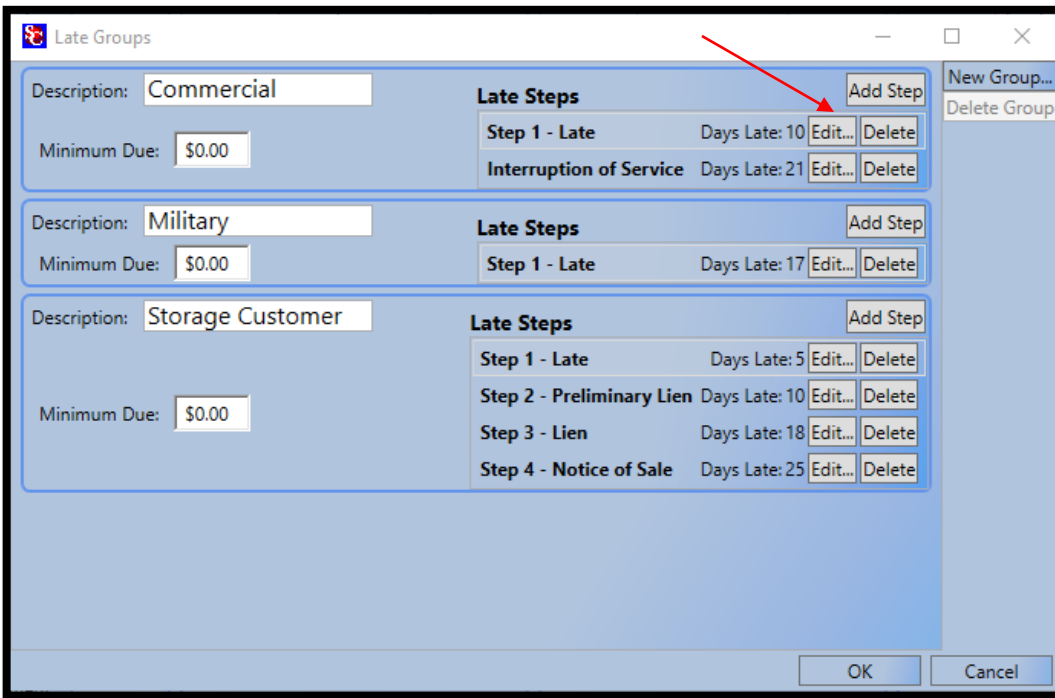
1. Log into the Storage Commander Configuration Manager.



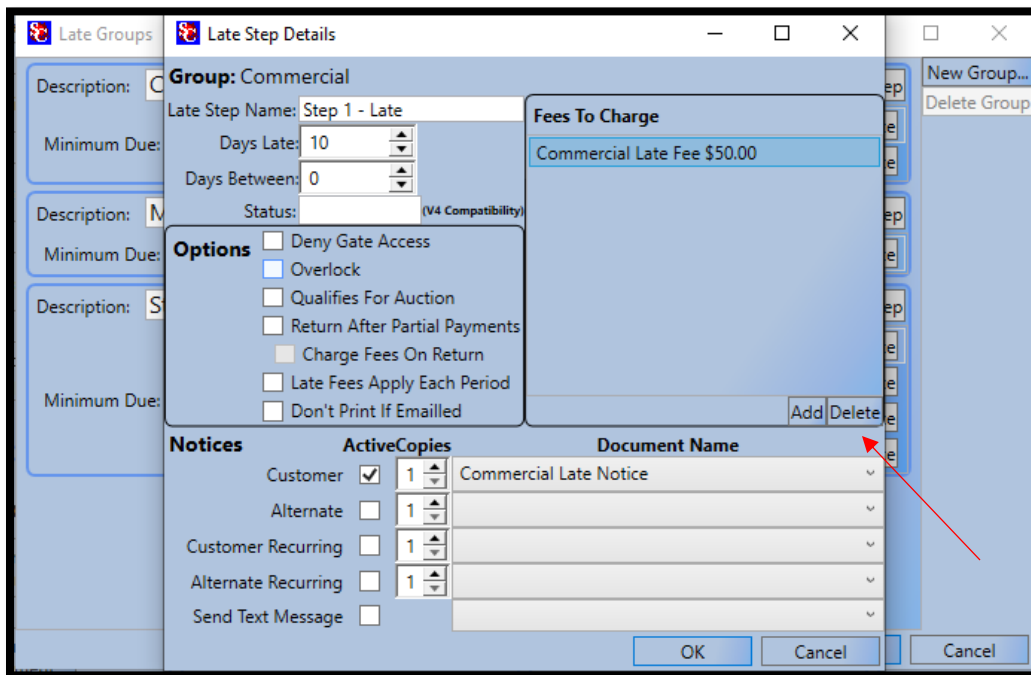
2. Select Lien Status.



3. Identify which Step needs to be changed and click **Edit**.



4. Highlight the fee and click **Delete**.

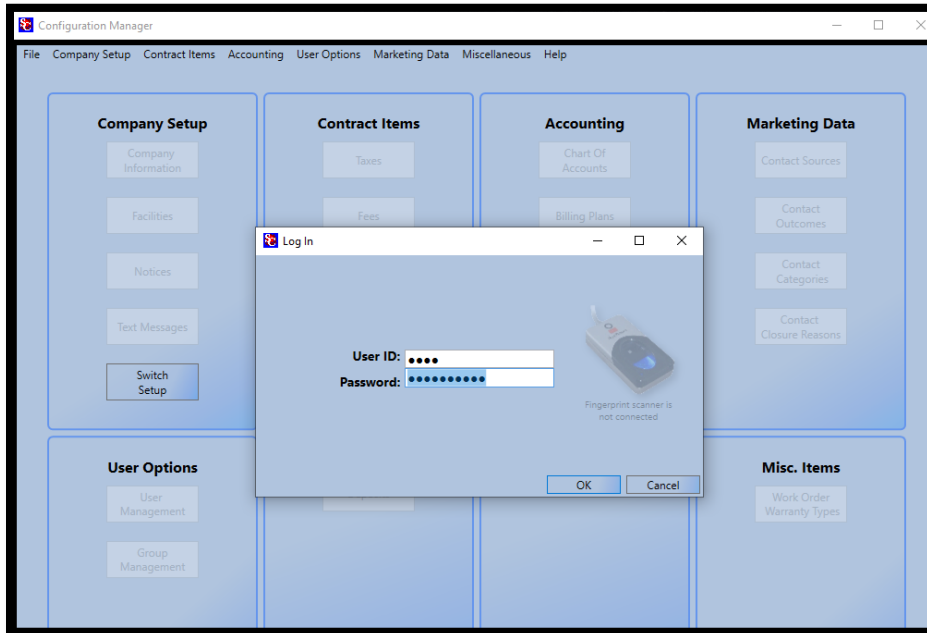


5. Click **OK**.

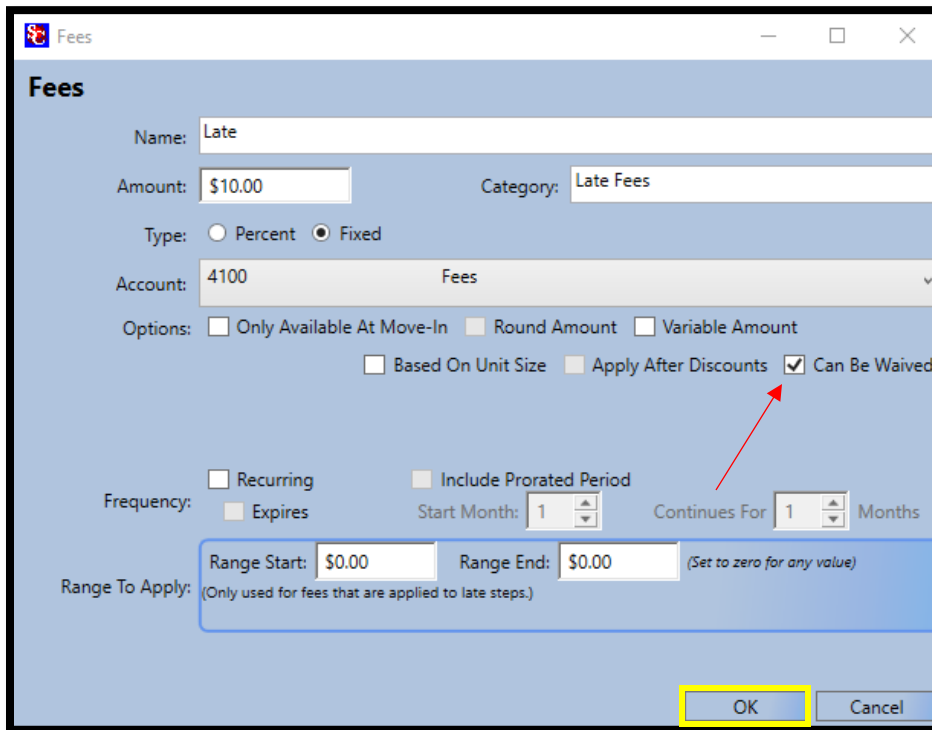
Make a Fee Waivable

To make a current fee waivable, you must configure this in the **Configuration Manager**. This is accomplished by clicking **Fees** under the **Contract Items** header and double clicking the fee that you want to make waivable.

1. Log into the Storage Commander Configuration Manager.



2. Select **Fees** under the **Contract Items** and double click the fee that you want to make waivable.
3. Check the box next to **Can Be Waived**.



4. Click **OK**.

Waiving a Fee

Waiving a fee is done through the Storage Commander application and is accomplished by clicking the check box next to waive item while accepting payment or by doing an adjustment on the customer's account.

Option #1

1. From the **Payment window**, there will be a box to **Waive Item** under the past due header. To waive the fee simply click that box and press Calculate than accept payment.

Payment: HATTIE BRODE - 3

Facility: Storage Commander Software, LLC Customer Name: HATTIE BRODE Unit: 3

Contracts Merchandise Payment Options **Accept Payment**

Calculate

3
HATTIE BRODE

Rate: \$20.00 Number of Pre-Payments: 0

Paid Through: 1/27/2020 Projected Paid Through: 2/29/2020

Billing Plan: 1st Of Month

Alert: Credit card is expiring.

Fees Discounts Services Deposits

Item	Amount	Action
Invoice Fee	\$2.00	Add
Auction		
Auction Sale	\$0.00	Add

Applied To Contract

Current Transactions

Total: \$0.00

Past Due

Date	Description	Waive Item	Pay Now	Amount
1/28/2020	Adjustment: Rent	<input type="checkbox"/>	<input type="checkbox"/>	\$100.00
2/1/2020	Late	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$10.00
2/6/2020	Preliminary Lien	<input type="checkbox"/>	<input type="checkbox"/>	\$25.00

Summary - All Contracts

Category	Amount	Category	Amount
Rent Due:	\$0.00	Merchandise:	\$0.00
Discounts:	\$0.00	Insurance:	\$0.00
Fees Due:	\$70.00	Taxes Due:	\$0.00
Deposit Due:	\$0.00	Total Due:	\$260.00

Previous Next Finish

Option #2

1. From the **Adjustment window**, locate the late fee that needs to be waived. Click the box next to the fee and the total value will automatically adjust. Write an explanation as it is a mandatory field and then select **Finish**.

The screenshot shows the 'Adjustment' window with the following details:

Contract Info:
Customer Name: Missy Storage Commander Next Charge: 4/1/2020
Unit: 2 Rate: \$45.00
Paid Through: 10/13/2019 Current Balance: \$115.00

Past Due and Pre-Paid Items

Item	Amount	Adjustment Amount
<input type="checkbox"/> 1st Of Month	\$45.00	Adjustment Amount:
<input type="checkbox"/> Lien	\$35.00	Adjustment Amount:
<input type="checkbox"/> Preliminary Lien	\$25.00	Adjustment Amount:
<input checked="" type="checkbox"/> Late	\$10.00	Adjustment Amount: (\$10.00)

Account Adjustment
Account: Rent (selected)
Tax (unselected)
Other (unselected)

Adjustment Amount: \$0.00 New Balance: \$105.00

Explanation: Adjusting/ waiving late fee for customer. - MB

Buttons: Previous, Next, Finish

General Support Information

We're available to help you with any questions that you might have with using Storage Commander. Our software comes with technical support that is available from 7:00am to 5:00pm Monday through Friday **PST**, and Saturdays from 7:00am to 3:30pm **PST**.

Technical Support for Storage Commander:

Technical Support: 951-301-1187

Fax: 877-600-8412

Digital Fax: 951-813-2548

Email: support@storagecommander.com

Website: www.storagecommander.com/support

Sales for Storage Commander:

Front Office: 951-672-6257

Toll Free: 877-672-6257

Fax: 951-600-8412

Digital Fax: 951-813-2548

Email: sales@storagecommander.com

Website: www.storagecommander.com

For additional information and resources please visit our website at: www.storagecommander.com/support