

# 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.

Company Setup	Contract Items	Accounting	Marketing Data
Company Information	Taxes	Chart Of Accounts	
Facilities	Fees	Billing Plans	
	🔁 Log In	- 🗆 X	
Notices			
Text Messages		291	
Switch	User ID:		
Setup	Password:	Fingerprint scanner is	
		not connected	
User Options			Misc. Items
User		OK Cancel	
Management			

#### 2. Select Lien Status.

Company Setup Contract Items Accou	nting User Options Marketing Data Misc	ellaneous Languages Help	
Company Setup	Contract Items	Accounting Chart Of Accounts	Marketing Data
Facilities	Fees	Billing Plans	Contact Outcomes
Notices	Discounts	Lien Status	Contact Categories
Text Messages Switch Setup	Insurance	Reports Rate Management	Closure Reasons
User Options	Services		Misc. Items
User Management Group	Deposits		Work Order Warranty Types
Management			

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

Late Groups			_	
Description: Commercial	Late Steps	A	dd Step	New Group Delete Group
Minimum Due: \$0.00	Step 1 - Late	Days Late: 10 Edit	Delete	Delete broop
	Interruption of Service	Days Late: 21 Edit	Delete	
Description: Military	Late Steps	Ac	dd Step	
Minimum Due: \$0.00	Step 1 - Late	Days Late: 17 Edit	Delete	
Description: Storage Customer	Late Steps	Ac	dd Step	
	Step 1 - Late	Days Late: 5 Edit	Delete	
Minimum Due: \$0.00	Step 2 - Preliminary Lien	Days Late: 10 Edit	Delete	
	Step 3 - Lien	Days Late: 18 Edit		
	Step 4 - Notice of Sale	Days Late: 25 Edit	Delete	
		01	K	Cancel

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

🍋 Late Groups	🐮 Late Step Details	-		
Description: C	Group: Commercial			P New Group
	Late Step Name: Step 1 - Late Fees To Charge	ge		Delete Group
Minimum Due:	Days Late: 10 🔶 Commercial L	ate Fee \$50.00		
	Days Between: 0			e
Description: N	Status: (V4 Compatibility)			ep
Minimum Due:	Options Deny Gate Access			e
Description: S	Qualifies For Auction			ep
	Return After Partial Payments			
	Charge Fees On Return Late Fees Apply Each Period			
Minimum Due:	Don't Print If Emailled		Add Delete	e
	Notices ActiveCopies Docur	ment Name	K	e
	Customer 🗹 1 🛨 Commercial Late Notice	2	~	Z
	Alternate 🗌 1 📥		v	
	Customer Recurring 🔲 🛛 🛓		v	
	Alternate Recurring 📃 1 🚔		~	
	Send Text Message		v	
		ОК	Cancel	Cancel

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.

Company Setup	Contract Items	Accounting	Marketing Dat
	Taxes		
	Fees	Billing Plans	
	🔁 Log In	- 🗆 X	
Notices			
Text Messages		0	
Text Messages	User ID:		
Switch Setup	Password:		
Setup		Fingerprint scanner is not connected	
User Options			Misc. Items
User		OK Cancel	Work Order
Management			

- 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**.

8 Fees	-	· 🗆 🗙
Fees		
Name:	Late	
Amount:	\$10.00 Category: Late Fees	
Туре:	O Percent	
Account:	4100 Fees	Ŷ
Options:	Only Available At Move-In Round Amount Variable Amou	unt
	Based On Unit Size Apply After Discounts	✓ Can Be Waived
Frequency:	Recurring Include Prorated Period	1 Months
Range To Apply:	Range Start:       \$0.00       Range End:       \$0.00       (Set to zero for (Only used for fees that are applied to late steps.)	
	ОК	Cancel

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		– 🗆 X
Facility: Storage Commander Software, LLC	Customer Name: HATTIE BRODE	Unit:3
Contracts Merchandise Payment Options Acce	pt Payment	
-		Calculate
		Calculate
3 HATTIE BRODE		
Rate: \$20.00	Number of Pre-Payments: 0	
Paid Through: 1/27/2020		
Billing Plan: 1st Of Month	Projected Paid Through: 2/29/2020	
Alert: Credit card is expiring.		1. A.
	Applied To Contract	V
Fees Discounts Services Deposits		
Invoice Fee	\$2.00 Add	
Auction	52.00 Add	
Auction Sale	\$0.00 Add	
Current Transactions		
$\sim$		
		Total: \$0.00
Past Due		
1/28/2020 Adjustment: Rent	Pay Now	\$100.00 ^
2/1/2020 Late	✓ Waive Item Pay Now	\$10.00
2/6/2020 Preliminary Lien	Waive Item Pay Now	\$25.00 V
Summary - All Contracts		T.I.I. 6360.00
Rent Due:	\$0.00 Merchandise:	\$0.00
Discounts: Fees Due:	\$0.00 Insurance: \$70.00 Taxes Due:	\$0.00 \$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**.

Adjustment		_		×
Contracts Details				
Contract Info:	14 0000			
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				
1st Of Month	\$45.00 Adjustment Amount:			
Lien	\$35.00 Adjustment Amount:			
Preliminary Lien	\$25.00 Adjustment Amount:			
☑ Late	\$10.00 Adjustment Amount: (\$1	10.00)		
Account Adjustment				
Rent				
O Tax				
Other				
Adjustment Amount: \$0.00	New Balance: \$105.00			
,				
Adjusting/ waiving late fee for customer MB				
Explanation:				
Previous Next			Fin	ish

## **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: <a href="mailto:support@storagecommander.com">support@storagecommander.com</a>

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: <a href="mailto:sales@storagecommander.com">sales@storagecommander.com</a>

Website: www.storagecommander.com

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