GrowthZone
Managing Unpaid Billing

GrowthZone
smarter association software

Agenda

Automating NRDS, LockBox and MLS Status Updates

Adding Late Fees

Adding Reactivation Fees

Suspending Members

Mass Drop

Overview

Sooner or later, your association is going to have a member who can't or won't pay their dues ☹

While your processes may vary, your GrowthZone software provides several functions to assist you in managing unpaid invoices

Workflow

1. View/Resend Invoices
2. View Unpaid Invoices
3. Add Late Fees
4. View Unpaid Invoices
5. Add Reactivation Fee/Suspend Member
6. View Unpaid Invoices
7. Drop Members

Do you wish to automatically update NRDS, MLS, Lockbox status when a member is suspended/dropped?

Newly introduced **Real Estate Settings** allow you to automate the process of updating the NRDS, MLS, Lockbox status when members are suspended

Do you wish to automatically update NRDS, MLS, Lockbox status when a member is suspended/dropped?

WIKI: Link NRDS, MLS, LockBox status to Membership Status

Automatically update NRDS, MLS, Lockbox status when a member is suspended/dropped?

Days Overdue to Allow Reactivation

✓ If you do not wish to automate the processes to update NRDS, MLS, Lockbox status, you may still want to configure "Days Overdue to Allow Reactivation"

✓ This setting allows you to automate the process of reactivating suspended members

✓ This setting is especially important if you are billing monthly

Days Overdue to Allow Reactivation

How it works:

- You suspend a member for an unpaid invoice
- When they pay the invoice, the system will look for any other open invoices
- If there are no additional open invoices, the member will be reactivated
- If there are additional open invoices, the system will look at the aging of those invoices
    - If aging is less than Days Overdue to Allow Reactivation, the system will reactivate the member
    - If aging is greater than Days Overdue to Allow Reactivate, the system will NOT reactivate the member

Resend Overdue Invoices

Dependent on your processes, you may wish to resend invoices with a gentle reminder

Your GrowthZone software allows you to easily identify over-due invoices, and the ability to resend them

WIKI: View/Resend Overdue Invoices
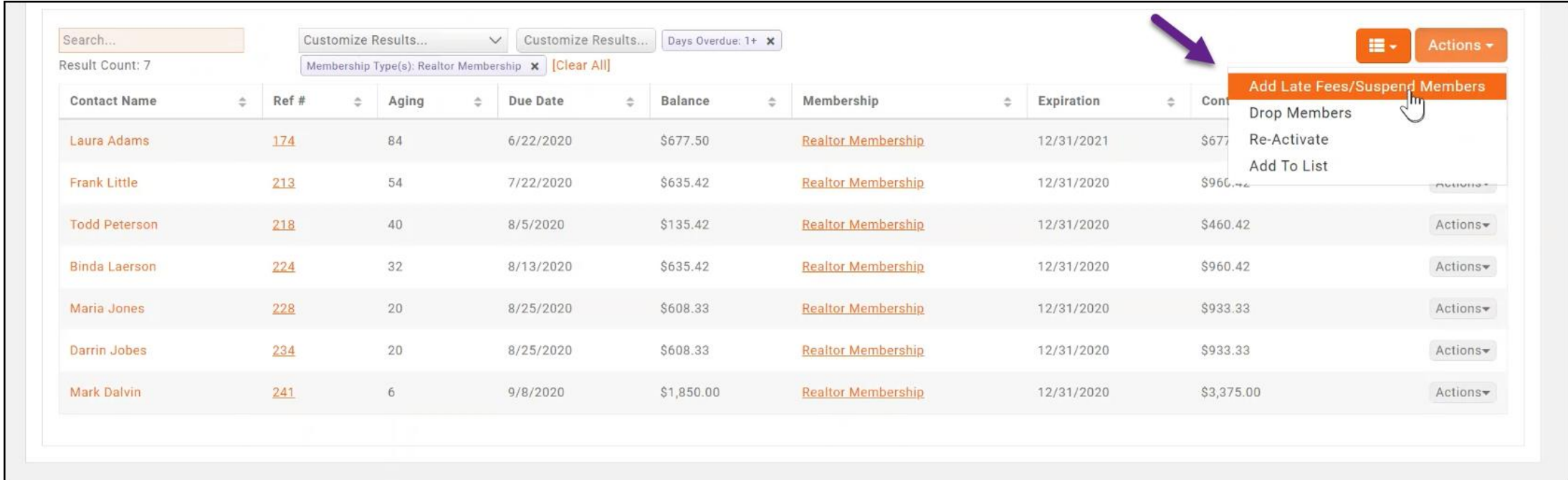
Add Late Fees to Unpaid Invoices

If you choose to add late fees:

- ✓ A goods/service of type "Late Fee" must be setup
- ✓ Only the following recognition types are allowed:
  - Cash basis
  - Fully on Paid Date
  - Fully on Invoice Date
- ✓ When added to an invoice, late fee saleable items have a transaction date of the current date, so as to not impact previously closed accounting periods

Add Late Fees to Unpaid Invoices

✓ When added to an invoice, the late fee will have a transaction date of the current date, so as to not impact previously closed accounting periods

Add Late Fees to Unpaid Invoices

WIKI: Add Late Fees to Overdue Invoices

Add Reactivation Fees to Unpaid Invoices

If plan to suspend a member, and a reactivation fee must be paid prior to reactivated the member:

- ✓ A goods/service of type must be setup (or type: Late Fee)
- ✓ Only the following recognition types are allowed:
  - Cash basis
  - Fully on Paid Date
  - Fully on Invoice Date
- ✓ When added to an invoice, the saleable item will have a transaction date of the current date, so as to not impact previously closed accounting periods

Add Reactivation Fees to Unpaid Invoices

WIKI: Add Reactivation Fee to Unpaid Invoice

Suspend/Drop Members with Unpaid Invoices

You may wish to suspend members when their membership invoice is unpaid

Considerations…

✓ Do you wish to automatically update NRDS, MLS, Lockbox status when a member is suspended/dropped?

✓ Do you wish the member to automatically be reactivate a suspended member when the invoice is paid?

Suspend Members

Suspending members is a manual process. You will be able to suspend individually or in bulk

WIKI: Suspend Overdue Members

Reactivate Members

Reactivating members can be done automatically, based on your Real Estate Settings, or you can manually reactivate the members

WIKI: Reactivate Suspended Members

Mass Drop Members

Unfortunately, there will be times that you simply need to drop a member for non-payment. This can be done manually or in bulk

WIKI: Mass Drop Members
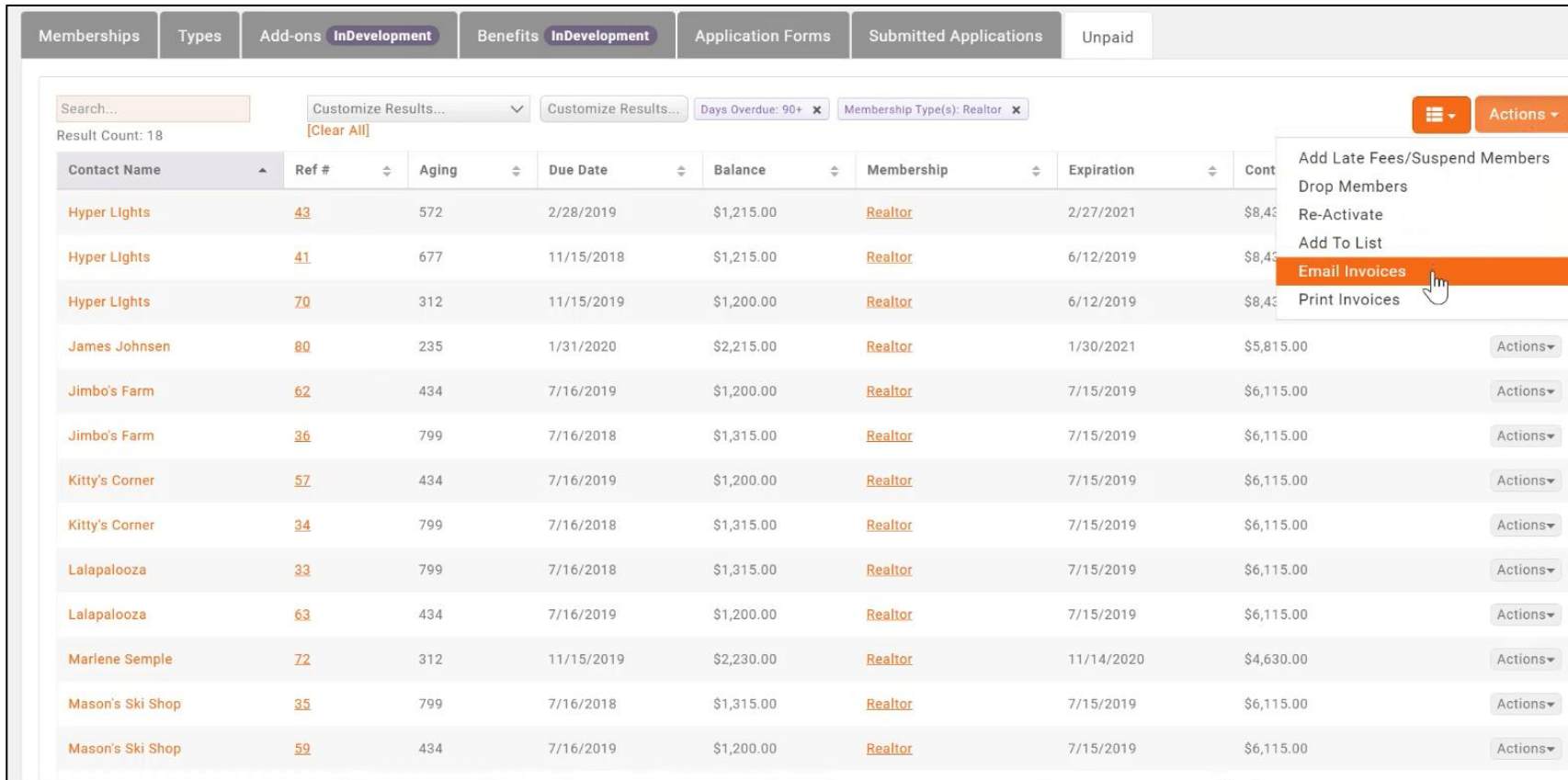
Coming Soon!

Coming soon, to add efficiencies, you will be able to email and print invoices from the unpaid invoices tab…

Questions?