GETTING STARTED WITH RUNDOO · TRANSACTIONS

Waive the Late Fee

Void a finance charge and the interest comes right off the customer's balance, as if it never happened.

THE QUICK VERSION

1

Where

The history of every interest charge, all customers.

POS → Receivables → Finance charges

2

Do

Search the customer, open the charge.

Select it, then Void

3

Result

Balance and next statement both drop.

Interest is reversed

Waive it in 4 steps

1. In **POS**, open **Receivables** and click the **Finance charges** tab.
2. Search the customer's name to find the charge. Its ID ends in **FC**.
3. Open the charge, then click **Void**.
4. Confirm in the **Void Finance Charge?** box. Done.

Void, not write off

Void cleanly reverses the interest, your courtesy break.

Write off books bad debt in the payment flow and cannot be undone.

Heads up: voiding lifts this one charge. If the account stays past due, a new finance charge is added automatically on the next statement day.

Practice freely: it is all practice data in your practice store, so void a charge or two without a second thought and get comfortable with it.