ARREARS ENHANCEMENTS PHASE 2

Frequently asked questions

Is there any ability to see a Bank Statement Status when using a third party accountancy system such as Xero?	The Bank Statement Status button is only available for Re-Leased Client Accounting users.
Is it possible to change the layout of the 'invoice summary' information on the demand? By appearing in a box instead of a line across the page it creates multiple pages that wouldn't otherwise be necessary when you have multiple demands owing.	Our Development Team are currently working on providing the Invoice and Credit Note summary merge fields in a table format. This should be released in a few weeks.
If you dismiss the arrears action and it only reappears at the next stage, it won't have followed the letter sequence. When we chose to chase it needs to start at the beginning of the letter sequence. Can you override the process to begin again at the next stage?	The arrears hub always follows the arrears rule, therefore when a dismissed arrear reappears at the next stage in your arrears rule, it will default to the letter that belongs to the next stage. It is however possible to manually override and change the letter to be sent out on the second page of the arrears chasing process. You could make use of the note function to keep track of which letter you wanted to use going forward.
Are the arrears as at the date of the transaction or the reconciled date?	The arrears as at date is based on the transaction date for invoice payments and the allocation date for credit note allocations
Can the arrears percentage shown on the reports be by percentage amount rather than percentage of tenants in arrears?	This is not part of the scope for the current Arrears Refinements however we will take your comments into consideration for the future.
The arrears total as our accounts system and this report does not match. We were using the credit report which also is a lot higher than Released.	Re-Leased arrears reports are based on related tenancies being selected on each and every invoice you wish to be included. If you have invoices that do not have a related tenancy, we ask that you edit these invoices to set a related tenancy selected.
When you have processed an arrears letter/email, can you then switch off receiving emails every time?	It is not possible to switch off the facility to be notified by email once arrears letter or emails have been processed, however we will take your comments into consideration for the future.

Can it go back to being able to print arrears that are letter contact only on the arrears hub as it is created?	If you remain on the final screen (with the notification about getting an email) you can refresh, and once correspondence is available it can be downloaded from there. The reason an email is sent to the user advising when correspondence is available is due to the enhanced functionality of being able to include copies of all invoices and credit notes, the preparation of these can take some time.
Where can we obtain details of any historic webinars that may help in our understanding of Re-Leased.	All previous Webinars can be viewed from the Re-Leased Knowledge Base. **WATCH HISTORIC WEBINARS HERE >>**
If an invoice is dated after the date that the arrears report is being ran until, but the payment has been made before that date and allocated to the invoice, where will this payment show in the arrears report?	The Re-Leased Arrears Reports only contain invoices that are overdue, therefore classed as an arrear. An invoice that has been paid before it is due will never appear on an arrears report.
My dashboard is showing all arrears notices are up to date, I know I have lots of tenants in arrears?	The dashboard highlights any actionable arrears, it could be that all arrears have been actioned, alternatively it could mean that you don't have an arrears rule set. **SETTING UP ARREARS RULES >>** **SENDING ARREARS NOTIFICATIONS >>**
It appears that if it is just an unallocated credit note at the date chosen for the arrears report then it doesn't show the tenant on the report	Although the Arrears Reports do show unallocated credit notes and Tenant Ledger Balances, they will only show for Tenants who have at least one overdue invoice.

Please note that the Knowledge Base articles relating to arrears have been updated with the lasted enhancements.

Additional Resources: **ARREARS REPORT >>**

AGED ARREARS REPORT >>

CORRESPONDENCE TEMPLATES FOR EMAILS AND LETTERS >>