



!!FIX YOUR COMPLIANCE ALERT RIGHT NOW!!

Repeated Compliance Alerts are not a good thing. There are only three possible excuses:

"I don't know how to do it - please train me more."

PAYMENT PLAN/PROMISE TO PAY DELINQUENT

What is the Compliance Alert?

An account that had a Payment Plan or Promise to Pay agreement has a payment that wasn't made as agreed.

Why did I receive this Alert?

An account with a **Payment Plan** or **Promise to Pay agreement** should have a memo with dates that coordinate with their agreed payment dates. Payments should be received by the date specified. If a payment has not been received as expected, the account needs to be turned over for eviction. If a scheduled payment for Payment Plan has been received, a new memo should be created using the next scheduled payment date.

How do I resolve the Alert today?

From the Resident Screen:

- Data > Memos

To Create New Memo for Payment Plan or Promise to Pay

- Select: New
- Date: Date of next scheduled payment
- Type: Payment Plan Originated or Promise to Pay
- Check Show on Calendar
- Enter notes with remaining payments
- Save

Function	Data	Reports
Resid	Attachments (7)	
Prope	Credit Card Setup	
Unit	EFT Setup	
Prosp	Email	
Statu	Memo (4)	
	New WO	

Date	04/10/2020	Show on Calendar	<input checked="" type="checkbox"/>
Time	2:42 PM		
Type	Payment Plan Origin	Property	brook
Status	Memo	Unit	
Result		Unit Type	
Agents		Employee	maddoxj
Notes			

If a **Promise to Pay** date has been missed: and it's after the 15th:

Prior to the 15th – a new memo is required with an updated expected payment date

After the 15th - The account should be filed for eviction with the account placed on Eviction Status and charged legal fees using normal protocol.

How do I make sure I never get this Alert again?

Ensure all payments accepted meet minimum requirements per the COVID-19 Payment Plan policy.

Ensure that you are only using Promise to Pay **OR** Payment Plan Originated on the same account, not both.

For all accounts with a Promise to Pay, ensure that payments are received as scheduled. If payment was scheduled prior to the 15th and is missed, a new memo is required with updated expected payment date. If scheduled for after the 15th and missed, turn the account over for eviction using normal protocol.

For all accounts with a Payment Plan, ensure that “memos” have been updated to reflect correct dates for payment expectations.