**Managing Automatic Payment Declines (Daily)**

Automatic payment collection is one of the key features in ACTIVE Net that allows our customers to stream line payment collection. As ACTIVE Net attempts to charge credit card or electronic check payment (ECP) certain percentage of attempts will come back as declined. This process explains the process of managing the declines.

1. Review Daily Declines
   1. Front Desk > Financial > Manage Failed Scheduled Payments
      1. Search for the day
      2. Review declined message
   2. Click on customer name (opens new window) to find contact information
   3. Update payment information

* **Tip:** Once the information is updated, the system will attempt to charge the customer that night

**Note:** As an organization you will need to create internal process on managing the declined payments. Such process should include contacting customer by phone or email, having secure process of collecting credit card or bank information, etc.

**Printing/Emailing Monthly Statements (Monthly)**

This report is designed to print and mail/email invoice to customers as a reminder for payments. As best practice automated payment plan transactions should be excluded from this statement as those customers will be managed by using the first process.

* Reports > Financial Reports > A/R Statement
  + This report can be printed or emailed as an Invoice
  + Option to filter based on aging of AR
  + Option to exclude auto payment plan transactions
  + Includes transition detail (what was purchased)
  + Option to include payment plan detail
  + Includes payers address and phone number

**Review AR Based on Age (Weekly or Monthly)**

This report is designed to get a summary of how much of the receivables is outstanding and by how many days.

1. Reports > Financial Reports > AR Aging
   1. This report will show all customers that have payment plan
   2. Current column shows balance that is due today or in future
   3. Number of days column (1-30, 30-60, 60-90, 90+) shows how overdue those amounts are
   4. Option to include transaction details
   5. Shows if any customer has Credit on Account

**Contacting Customers to Collect Payment (Weekly or Monthly)**

AR Statement report can also be used to contact customers about the late payments. This report provides all the important information about the payment plan and transaction in one report for quick overview.

* Reports > Financial Reports > A/R Statement
  + Option to filter based on aging of AR
  + Option to exclude auto payment plan transactions
  + Includes transition detail (what was purchased)
  + Option to include payment plan detail
  + Includes payers address and phone number