# Cancel Repayment Agreement

Step 1: Access the Resident Profile  
Go to the Residents section, select All Residents, and choose the specific resident whose repayment agreement you wish to cancel. You can also use the quick search bar on the top right to search for a resident.

A screenshot of a computer

Description automatically generated

Step 2: Locate the Repayment Agreement  
In the resident’s profile, navigate to the **Financial** section, then select **Ledger**. From there, go to the **Repayments** side tab and click on the ID number of the repayment agreement you want to cancel.

A screenshot of a computer

Description automatically generated

A screenshot of a computer

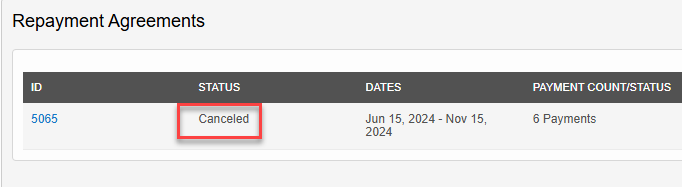
Description automatically generatedStep 3: Initiate the Cancellation  
Once in the repayment agreement details, click on the **Cancel Repayment Agreement** button located in the top-right corner.

A red and black sign with a red x and black text

Description automatically generated

A screenshot of a computer

Description automatically generatedStep 4: Confirm the Cancellation  
Review the information, and when ready, click **Submit** to finalize the cancellation of the Repayment Agreement.



## Step 5: Write-Off Charges to Bad Debt and Send Account to Collections

A screenshot of a computer

Description automatically generatedNote: For more detailed information on the process of sending an account to collections, refer to the **Sending an Account to Collections** document.

A screenshot of a computer

Description automatically generated