

Configure Late Payment Fee Overdue Invoice

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Overview

This article explains how to configure the system to apply a late fee to customers.

Unlike the [early payment discount](#), this late paymentfee does not rely on the invoice being fully paid, rather will apply a late fee to an invoice that remains fully unpaid.



Emersion's system supports the application of a late payment fee under multiple scenarios. See [this page for others](#) if this version is not the one you are looking for.

To see the main page about the feature, [click here](#).

Configure a Default Late Payment Fee

To configure the default late payment fee, go to:

Admin > Settings > Service Provider Defaults > Discounts and Fees

Scroll down to **Late Payment Fee - On Overdue Invoice** section.

When viewing the settings page, the system will display how many accounts have the late payment fee applied, and how many customers have custom settings.

Late Payment Fee - On Overdue Invoice

This late payment fee is based on the age of an overdue invoice. It does not take into account any payments. The late fee is applied when these rules are met:

- the invoice due date is in the past.
- the invoice has no disputed amount.
- the invoice is not subject to a payment plan (v2 only).
- the customer does not have the TIO flag enabled (under "Customer > Details"), or the customer has an open TIO Service Desk ticket unless the Ignore flag is used.

In the case of multiple invoices remaining unpaid, it will apply the late fee for each invoice, but only one fee per invoice can apply. Any other invoices not subject to a payment plan or dispute will (if paid late) attract the late payment fee.

Applies to 309 customers, 3 customers have custom settings

Status: Disable

FeeAmount: \$ 100 Australian GST Inc Tax

* Minimum Invoice Overdue balance required before charge 5 applies (inc tax)

* Days after due to get fee: 8

Fee Label: Late Payment - Invoice Overdue charge for Invoice XXXXXX due DD MON YYYY

☐ Ignore TIO Cases

Edit

Click the **Edit** button to change the settings.

Field	Description
Status	Enable or disable the late payment fee. Select from: Enable to enable the fee. Disable to turn the fee off. Inherit to enable for all newly created customers. If selected, it will apply to all accounts who do not have a custom override setting. No custom settings are replaced.
Fee amount	The discount can be offered as a flat \$ fee, or a percentage of the total value of the invoice. Credits will be created as a pending card line to be picked up by the next invoice run.
Days after due to get fee	The number of days after the invoice due date when the fee is applied.
Fee label	Text for the card line.
Ignore TIO cases	Enabling this flag will apply the late payment fee even if the customer has the TIO flag set, or has an open TIO Service Desk ticket. This overrides the default business rule

Press the **Save** button to change the settings.

Account-Level Override

To override these settings for a single account:

Customer > Details > Late Fee Invoice Ages

Profile

Delivery Address

Trading Terms

Early Discount

Late Fee

Late Fee Invoice Ages

Network Account Attributes

Auto Top-up Settings

Cost Centre Default

Xero Sync

Access Fee Bulk Pricing Override

Late Payment Fee - On Overdue Invoice

This late payment fee is based on the age of an overdue invoice. It does not take into account any payments. The late fee is applied when these rules are met:

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In the case of multiple invoices remaining unpaid, it will apply the late fee for each invoice, but only one fee per invoice can apply. Any other invoices not subject to a payment plan or dispute will (if paid late) attract the late payment fee.

* If you select status "inherit" your existing data will be discarded

Status: Enable

FeeAmount: \$ 10 Australian GST Inc Tax (includes \$0.9090909 GST)

* Minimum Invoice Overdue balance required before charge applies (inc tax): 1

* Days after due to get fee: 2

Fee Label: Late Payment - Invoice Overdue charge for invoice XXXXXX due DD MON YYYY

☐ Ignore TIO Cases

Edit

Adjust each of the above settings as needed. These settings will apply only to this account.

Press **Save** when complete.

Related Pages

- [Configure Late Payment Fee Overdue Invoice](#)
- [Late Payment Fee On Overdue Invoice](#)
- [Late Payment Fee on Paid Invoice](#)
- [Configure Late Payment Fee Invoice Paid](#)
- [Late Payment Fees](#)
- [Provider Level Global Default Settings](#)
- [Account Cloning](#)
- [Account Default Settings](#)
- [Accounts and Contacts](#)
- [Invoice Period Processing Delay](#)
- [Training Session Guide: Invoice Templates and Global Invoicing Settings](#)
- [Invoice Default Settings](#)
- [Payment Default Settings](#)
- [Set Default Logo](#)
- [Early Payment Discount](#)