



Overview

This document explains how to create and run late notice letters.

All letters are created in the <<Mailings, Edit Letters>> function. See the last 2 pages for information on creating the Notice letter. The Notice letters are run from <<Mailings, Notices>>.

Late notice letters are compiled using information in the *Notice profile* which sets up a notice letter to use based on the number of days late. Each tenant must be assigned a Notice Profile in their *Tenant Profile*. They also use the grace period information in the Late Fee profile.

- [Late Fee profile](#)
- [Create Late Notice letter](#)

Notice Profile

Each profile can have up to four different late notice letters, each with its own number of days late. The letter bodies are defined in Mailings, Edit Letters. When notice letters are run from the Mailings, Notices function, the system will choose the notice letter to use based on the number of days late for each notice candidate. The letter type can be changed prior to printing.

ID	Name	Days Late
DL	DL: Delinquent Letter	1
	3 DAY: Three Day Notice	3
	LAST CHANCE: Last Chance Notice	5
	LAST CHANCE: Last Chance Notice	10

The system ignores the scheduling rules set up in the *Late Fee profile* when determining candidates for late notice letters so that notices can be sent to tenants who have already been charged a late fee. It will also consider all charges even if the Balance Late field contains a different selection. See the [Help PDF document #213](#) for information on the Late Fee Profile and charging late fees.

Only charges with the "Subject to Late Fees" checkbox marked are considered when the notice candidates are determined. A Late Fee profile must be assigned to the tenant.

The first consideration in determining notice candidates is the grace period set up in the *Late Fee profile* and in the *Tenant Profile*. If the grace period has passed, the system uses the Days Late fields in the Notice profile. If the number of days late (beyond the grace period) is less than or equal to the Days Late in the Notice profile, that tenant will be a notice candidate and will be assigned the appropriate notice letter per the Notice profile.

Late Fee Profile

Fixed \$25 [Late Fee]

ID: 25 Fixed \$25 Charge Current and Future Tenants Only

Late Fees

Grace Period in Days: 5

Fixed Dollar Amount: \$25.00

Percent of Balance Late: []

Charge Per Day Late: []

Late Fee Calculation Methods

Base Fee: Flat Fee Plus Percentage

Balance Late: All Charges

Schedule: Monthly

Day of Month: []

Minimum: \$10.00

Late Charge

LATE FEE: Late Fee

Discount for Early Payment of Rent

Maximum Days after Due Date: []

Fixed Dollar Amount: []

Percent of Rent: []

Skip if Late Before

Potential notice letter candidates will be skipped if they became late prior to the date entered here.

Notice Letters

Notice Date: 5/13/2020

Restrict to: []

Skip if Late Before: [] Include Evicted Tenants

Include Evicted Tenants - marking this checkbox will include the status of Evicted in the list of notices.

Once you compile a screen will display with the notice candidates and the letter they will receive.

Send Notices

Word Document: [Redacted]

Mail Merge Action: Edit Document [Execute Mail Merge] [Select Document]

Merge Fields Source: DL: Delinquent Letter

Date	Tenant	Unit	
6/7/2018	SCHRADER: Phyllis Schrader	WB203: Willow Brooke Unit 203	<input type="checkbox"/> Skip
Notice Letter: DL: Delinquent Letter Balance Due: \$1,150.00 Balance Late: \$1,150.00 Times Late: [] Rent Due: \$1,150.00 Rent Late: \$1,150.00 Days Late: 1			
6/7/2018	SEILSKI: Edward R. Seilski	WB206: Willow Brooke Unit 206	<input type="checkbox"/> Skip
6/7/2018	SELL: Allen Sell	ROCK9317: 9317 Rockport	<input type="checkbox"/> Skip

Buttons: [Run Notices] [Report] [Cancel]

Footer: \All Notices / Selected Notices / All First Time Late / Selected First Time Late / Skipped Notices /

From this screen you can:

- Review the candidates and skip any you don't want to create a late notice for.
- Click on a line to see more information about the tenant.
- Click on <Report> to get a report of the candidates.

Notices
August 28, 2018

Post Date	Tenant	Unit	Skipped
6/7/2018	ROD: Jerry and Karyl Rodriguez	OAK2118: 2118 Oak Street	
6/7/2018	ROSEMAN: Rita Roseman	CEDAR327: 327 Cedar Lane	
6/7/2018	SCHRADER: Phyllis Schrader	WB203: Willow Brooke Unit 203	
6/7/2018	SEILSKI: Edward R. Seilski	WB206: Willow Brooke Unit 206	
6/7/2018	SELL: Allen Sell	ROCK9317: 9317 Rockport	
6/7/2018	SPOTZ: Robert Spetz	WB202: Willow Brooke Unit 202	

- You can follow the Mail Merge procedure to export the information to Word (see [Help PDF document #291](#)).
- Click on <Run Notices> to preview the Notice Letters.

PROMAS Demonstration Package
311D Maple Avenue West
Vienna, VA 22180

This is the additional letterhead information
from the management group profile.
Good for contact information phone numbers, email
address

up to ten lines

Phyllis Schrader
206 Center Street North
Unit 203
Vienna, VA 22181

LATE NOTICE

Thursday June 7, 2018

Dear Phyllis Schrader:

Our records show that you owe \$1,150.00 of which \$1,150.00 is past due. Full payment of \$1,150.00 must be received, together with the late charges, within 5 days from the date of this notice.

In the event payment is not received your account will be turned over to the attorney for legal action, which will incur additional costs including, but not limited to, interest, legal fees, and late charges. Once the account is turned over to the attorney, we will no longer be involved. Questions and payment should then be directed to the attorney's office.

In closing, be reminded that your next rent payment is expected in a timely manner. We trust that all payments, as herein specified, will be promptly received to avoid legal action.

Sincerely,

Emma Bull
Property Manager

Examples of Notice Letter dates:

Based on the information in Tenant A's profile

- grace period is 5 days (from Late Fee and Tenant profiles)
- letter 1 - 1 day late (Notice profile)
- letter 2 - 10 days late (Notice profile)

Based on the information in Tenant B's profile

- grace period is 10 days (from Late Fee and Tenant profiles)
- letter 1 - 1 day late (Notice profile)
- letter 3 - 5 days late (Notice profile)

Rent is charged on 3/1. The first day rent is late for Tenant A is 3/7. The first day rent is late for Tenant B is 3/12.

In Mailings, Notices

Notice date is set to 3/7.

- Tenant A will get letter 1.
- Tenant B will not be a notice candidate.

Notice date is set to 3/12.

- Tenant A will get letter 1.
- Tenant B will get letter 1.

Notice date is set to 3/17.

- Tenant A will get letter 2.
- Tenant B will get letter 3.

Create Late Notice Letter

The late notice letter is created in <<Mailings, Edit Letters>> and run from <<Mailings, Notices>>.

Click <New> to create a new letter.

The mailing address is taken from the appropriate profile.

Return Address

Select from the Find List the return address format you want on the letter. It can be from the company profile, the management group profile, or not printed if using letterhead stock. You can also choose to use the Additional Letterhead Information entered in the company profile or management group profile. This note prints to the right of the return and mailing address information.

Do Not Print Return or Mailing Address - An X in this check box will prevent both the return address and the mailing address of the recipient from printing on the letter.

Letter Title

Whatever you enter in this field will print on the letter, centered, before the information entered in the letter body.

Substitutions

This box contains the text substitutions you can incorporate into the letter. Double click the substitution in this box and it will fill in the letter body at the position of the cursor.

- Text substitutions that begin with the word "letter" will use the field from the appropriate profile. For example, if you choose the text substitution letter.formal salutation, when you run letters from the Owner Letters function it will use the formal salutation from the Owner Profile, when you run letters from the Tenant Letters function it will use the formal salutation from the Tenant Profile.
- ***Text substitutions that begin with the word "notice" will only be filled in when the letter is run through Mailings, Notice Letters.***
- Text substitutions that begin with the word "categories" refer to all the categories assigned to that particular Category tab in the profile. Those that begin with the word "category" refer to the specific category created under Setup, Categories.

The screenshot shows a software interface for creating a "Delinquent Letter [Letter]". At the top, there is a title bar with the text "Delinquent Letter [Letter]". Below this, there are two input fields: "ID" containing "DL" and "Delinquent Letter".

The main form area is divided into several sections:

- Return Address:** A dropdown menu currently showing "Management Group".
- Letter Title:** A text box containing "LATE NOTICE".
- Substitutions:** A list box containing the following items: Majority.Mailing Address, Majority.Phone Numbers, Notice.Balance Due, Notice.Balance Late, Notice.Rent Due, Notice.Rent Late, Tenant.Advance Payments, Tenant.Balance, and Tenant.Deposits.
- Do Not Print Return or Mailing Address:** An unchecked checkbox.
- Letter Body:** A large text area containing the following text:
{Letter.Date}

Dear {Tenant.Formal Salutation};

Our records show that you owe {Notice.Balance Due} of which {Notice.Balance Late} is past due. Full payment of {Notice.Balance Late} must be received, together with the late charges, within 5 days from the date of this notice.

Letter Body

Type the letter body in this section, including date and salutation if desired. Multiple page letters can be entered.

Spell check is active in the letter body. Right click on the underlined word to view the list of optional spellings.

When you are finished typing the letter, click <Save>. The letter will then be available to choose in the Notice Profile and be used in <<Mailings, Notices>>.