

## Assessing Late Fees

1. In DHL, click Billing, then click Statements
  - a. Click add new
  - b. Select 1<sup>st</sup> Cycle from drop down
  - c. Enter date for first of month
  - d. Click filter
  - e. Write down/ note who's late
2. Go to each delinquent account individually
3. Click new transaction
  - a. Choose CH to charge or CH-N to skip.
  - b. Click Post
4. Follow call procedures