## - Invoices & Balances -

Looking at the screenshot to the right from the Invoices page, you can see this account shows a past due invoice, and an invoice credit for the same amount. This can happen after prepays get rolled to the main account. In this example nothing is due, and the credit needs to be applied to invoice.

If you come across this on your account, you can select the past due invoice and select make a payment. At the payment screen, choose to pay with credit. This will clear up the account on your end the fastest. If you need assistance with this, please contact us.

Goodhue: Taylor, 651-923-4496 Le Center: Shawn, 507-357-6868 Or use the contact button on the top right.

This second screenshot is of the Balances page from **the same account**. You can see the balance is zero. This page displays the amount owed after applying any credits to invoices to give you a clear overview of your account.

To make payments, simply enter the amount due for the 31-60 day period (or enter a custom payment amount ). Here is a breakdown of the dollar amounts seen on the Balances page:

- 1-30 days: Due at the end of the following month
- 31-60 days: Due on the last day of this month
- 61-90 days: Past Due please pay now
- 91+ days: Past due please pay now to protect your charging privileges

**Deferred:** due at a later date, please see the bottom of your statement, or on individual invoices on the Invoices page of the app.

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