Subject	Managing Overdue Invoices
Purpose	Regular maintenance of customer accounts to be current and ensure customers do not receive incorrect payment due notifications
Frequency	Weekly if you offer weekly payement options and monthly if you offer monthly payment options

Through Stipe:

☐ Login to GrownBy

☐ Navigate to "Farm Info"

☐ Click "Past Due Invoices"

    ☐ If the customer has paid their invoice offline, like by sending a check, mark the invoice as paid

    ☐ If the customer has an overdue invoice, the easiest next step is to email them the URL for the payment and request that they pay. They can easily update their credit card if it was failed.

    ☐ You can use the tree dots in the action column to Charge the customer's card. This will charge the card originally used for the order

    ☐ You can change the payment method. If the customer has another card on file, you can choose that card and charge it. We would recommend only taking action like this after consulting with the customer. You can also switch to offline payment if that is preferable.

☐ If questions remain about the charge or the failed payment, there is more detail in Stripe. In Stripe you can see more details about why the charge failed.