

Notify of Future Rate Increase During Billing

Last Modified on 01/14/2026 12:13 pm PST

Pathway: Accounting > Billing

Notifying customers of upcoming rate changes is an important part of transparent billing. This functionality helps users proactively inform customers by flagging invoices affected by a future rate increase and displaying a customizable message directly on those invoices.

Pending and In Process										
History										
<div><div><div></div></div><div>DIVISION</div><div>QAWASTE</div></div>										
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE	PRINT COUNT	NOTIFICATION	AUTO PAY
Anniversary 4WK Arr...	QAWASTE	26042	All Charges	Not Started	06/15/2025					
Catch Up Billing Test	QAWASTE	26436	All Charges	Not Started	04/01/2025	06/30/2025				
Catch Up Billing Test	QAWASTE	26438	Catch Up	Processed	02/01/2026	03/31/2025	3			
Finance Charge Acco...	QAWASTE	26424	All Charges	Not Started	02/07/2026	02/28/2026				
Finance Charge Site ...	QAWASTE	26427	All Charges	Not Started	03/07/2026	03/31/2026				
Monthly Billing 1	QAWASTE	26045	All Charges	Not Started	04/01/2025	04/30/2025				
QA 28-Day Advanced	QAWASTE	26086	All Charges	Not Started	05/02/2025					
QA 28-Day Arrears	QAWASTE	26084	All Charges	Not Started	06/09/2025					
QA Billing Cycle	QAWASTE	26444	All Charges	Posted	01/12/2026	03/31/2026	143	140	2	1 / 0
QA Billing Cycle 10	QAWASTE	25920	All Charges	Not Started	10/21/2024	11/01/2024				
QA Billing Cycle 5	QAWASTE	26199	All Charges	Not Started	09/30/2025	09/30/2025				
QA Billing Notification	QAWASTE	26404	All Charges	Processed	02/01/2026	02/28/2026	7	7		0 / 1
QA Billing Quarterly	QAWASTE	26380	All Charges	Posted	01/01/2026	03/31/2026	1			
RESULTS						AUTO-PAY (AT BILLING)				
Credit Limit Exceeded 0	Inactivity Fees 1 - \$ 180.00	Finance Charges / Late Fees 111 - \$ 730.814.90	Blanket PO Warnings 0	Future Rate Increase 113	Pending 1	Expired 0	Declined 0	Proc		
TREND ANALYSIS						Invoice Count				

Permissions

The following permission is required to include a notification on invoices for accounts that are part of a future rate increase.

Permission ID	Permission Name
109	View Billing and Process a Billing Batch

Requirements

The following requirements must be met to add a notification to an invoice. **Please note** that not all invoice formats support rate increase notifications, including certain custom formats. If this functionality is needed, please submit a request.

- The Future Rate Increase hyperlink displays a count of invoices affected by a recurring rate increase **where the effective date is greater than the billing invoice date**.
- The new rate is greater than the previous rate.
- The billing batch status is open, in progress or posted.

Add a Notification

The process to add a notification is simple and will be printed on invoices until the billing date is greater than the rate increase date.

Pending and In Process

History

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DIVISION

QAWASTE

BILL GROUP	DIVISION	BATCH ID	
Anniversary 4WK Arr...	QAWASTE	26042	All C
Catch Up Billing Test	QAWASTE	26436	All C
Catch Up Billing Test	QAWASTE	26438	Cat
Finance Charge Acco...	QAWASTE	26424	All C
Finance Charge Site ...	QAWASTE	26427	All C
Monthly Billing 1	QAWASTE	26045	All C
QA 28-Day Advanced	QAWASTE	26086	All C
QA 28-Day Arrears	QAWASTE	26084	All C
QA Billing Cycle	QAWASTE	26444	All C
QA Billing Cycle 10	QAWASTE	25920	All C
QA Billing Cycle 5	QAWASTE	26199	All C
QA Billing Notification	QAWASTE	26404	All Charges
QA Billing Quarterly	QAWASTE	26380	All Charges

RESULTS

Credit Limit Exceeded 0	Inactivity Fees 1 - \$ 180.00	Finance Charges / Late Fees 111 - \$ 730.814.90	Blanket PO Warnings 0	Future Rate Increase 113	Pending 1	Expired 0	Declined 0	Proce
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TREND ANALYSIS

Invoice Count

FUTURE RATE INCREASE INVOICES

INVOICE #	ACCOUNT ID	ACCOUNT NAME	SITE ID	SITE NAME	AMOUNT
948624	49208	Subway			\$ 441.38
948625	49209	Pizza Hut			\$ 441.38
948626	49211	Starbucks			\$ 441.38
948627	49212	Starbucks			\$ 441.38
948628	49213	Caribou			\$ 441.38
948629	49240	Watershed			\$ 529.77
948630	49242	Loggers			\$ 1,437.57
948631	49243	Yang's Kitchen			\$ 264.87
948633	49246	Kyoto Gyukatsu			\$ 635.77
948720	49248	Major Dumplings	49248001	Major Dumplings	\$ 556.50
948721	49249	PRC			\$ 441.38

MESSAGE

Important Notice - Service rates will be increasing by 3% effective April 1st, 2026.

SAVE

CANCEL

1. From the **Billing** screen, select the bill group row that includes a rate increase.
2. In the **Results** section, click the **Future Rate Increase** hyperlink. The **Future Rate Increase Invoices** pop-up window will display.
3. Enter the notification text you want displayed on the invoice in the **Message** box, then click **Save**.

Invoice Example

The following is an example of how the notification may appear on an invoice. The placement of the notification may vary depending on the invoice format used.

NavuSoft, Inc
123 Navu Way
St. Paul, MN 55897



INVOICE #	948715
ACCOUNT #	49571
AMOUNT	\$ 877.19
DATE	Jan 12, 2026
DUE DATE	Feb 1, 2026

Pay Online
navuqa-customerportal.navusoft.net login or
use **QUICK PAY CODE** 71D32

Scandia Heating and Air Conditioning
1234 State Street
Scandia, MN 55073

Pay By Check PO Box 123
St. Paul, MN 55897

Enclosed Check # _____

Amount _____

For proper credit return this portion

Site 49571001 - Scandia Heating and Air Conditioning - 1234 State Street, Scandia, MN 55073

DATE	DESCRIPTION	Work Order #	PO #	QTY	RATE	TOTAL
11/03/25 - 11/30/25	10 Yard Trash Service			1	\$ 150.00 per month	140.00
12/01/25 - 12/31/25	10 Yard Trash Service			1	\$ 150.00 per month	150.00
01/01/26 - 01/31/26	10 Yard Trash Service			1	\$ 150.00 per month	150.00
02/01/26 - 02/28/26	10 Yard Trash Service			1	\$ 150.00 per month	150.00
03/01/26 - 03/31/26	10 Yard Trash Service			1	\$ 150.00 per month	150.00
	Fuel Surcharge-Commercial					37.00
	Fuel Surcharge-Residential					0.00
	Pearland Franchise Fee					37.00
					Tax	\$ 63.19
					Site Total	\$ 877.19

INVOICE TOTAL \$ 877.19

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total Due
877.19	0.00	0.00	0.00	0.00	877.19

Total balance due includes current charges, however it may not reflect recent payments in transit.

Thank You for your business!

Important Notice - Service rates will be increasing by 3% effective April 1st, 2026.

Notification messages are not highlighted on invoices. Highlighted here for reference purposes only.

Related Articles

[Rate Update Batch](#)