Service Charges

Setup/Workflow/Reports

Setup Service Charges

Menu 12.2.9 Service Charge Maintenance

Add, delete, or edit the default service charge for a specific state.
- Enter the State Code of XX (XX is the only code the system will accept)
- Enter the Description (i.e. Finance Charges)
- Enter the service charge percentage (*See Note Below)
- Enter the dollars for each percentage. In the example below finance charges will only be charged 1.5% on the first $100,000.00 that the customer owes. (i.e. if the customer owes $150,000.00, finance charges will only be applied on $100,000.00).

```
                          SC.STATE MAINTENANCE
STATE :            XX
1. DESCRIPTION     Finance Charges          6. DOLLARS    99999.99
2. SERV CHG%       1.50                      7. DOLLARS
3. SERV CHG%                                 8. DOLLARS
4. SERV CHG%                                 9. DOLLARS
5. SERV CHG%
```

*Note – State and Federal agencies regulate the service charge percentage and also if the charges need to be identified on applications or invoices. Contact your local state agency for regulation details.

Setup Customer to receive service charge in Menu 12.2.2.2, Screen 2 Field 13
- SERVICE CHARGE FLAG
- 'Y' = CALCULATE SERVICE CHARGE
- 'N' = DO NOT CALC SERVICE CHARGE
- 'P' = PRINT

Calculate and Print Service Charges

> *Important: If you are __NOT__ using laser statements use Menu 4.3.7 to Calculate and print the statements.*
>
> *Menu 4.3.6.11 REQUIRES SIGNATURE CAPTURE*
> ****MUST BE RUN FROM A SIGNATURE CAPTURE ENABLED PORT****

Menu 4.3.6.11 Laser Service Charge Calculation & Print

Note: Run Menu 4.3.6.11 before you begin the month-end process.

Service Charge will calculate during this process for any customer that has a 'Y' or 'P' listed in Menu 12.2.2.2, Screen 2, Field 13.

Menu 4.3.6.11 scans all accounts receivable items and flags past-due records for service charges.

- Enter to begin the process
- Select an output option.
- ENTER THE NUMBER OF OVER DUE DAYS A RECEIVABLES RECORD MUST HAVE IN ORDER FOR IT TO CALCULATE INTO SERVICE CHARGES
- REVIEW SERVICE CHARGE LISTING - NO FILES HAVE BEEN UPDATED YET!!!! ACCEPT LIST AND UPDATE FILES (Y***/N)?

Type 'Y***' to accept the calculations and update the files, or type 'N' to reject the update and make corrections.

Note: Run the report as often as necessary, but run the update only once. It's important that you review the list before updating.

```
SERVICE CHARGE INVOICE PRINT OPTIONS
 1) ALL INVOICES
 2) INVOICES WITH 'P' FLAG
 3) DO NOT PRINT

ENTER 1 2 OR 3?
```

At this point only the report has printed. Now print the service charge invoices since some customers do not pay service chares unless there is a corresponding invoice. Choose one of the service charge invoice print options.

1. All Invoices – Prints all invoices generated from the service charge calculation.
2. Invoices with a 'P' Flag – Prints all invoices with the 'P' flat for customers that require an invoice before they will pay the service charge.
3. Do Not Print – Does not print invoices, but the service charges appear on the account and on the customer statement as a line item.

To print service charge invoices for only a few specific customers, set their service charge flag to 'P', then select Option #2 above.

Service Charge Features

Menu 4.3.8 – Open Service Charge Listing
- Prints all open service charge invoices not yet paid.

Menu 4.3.6.12 – Reprint Laser Service Charge Invoices
- Enter Date of Service Charges, <ENTER> for ALL:
- Enter Customer Number, <ENTER> for ALL

Menu 4.3.10 – Reprint Service Charge Invoices (Does NOT reprint laser invoices)
- Reprints service charge invoices for a specific date.

```
SERVICE CHARGE INVOICE PRINT OPTIONS
1) ALL INVOICES
2) INVOICES WITH 'P' FLAG
3) DO NOT PRINT

ENTER 1 2 OR 3:
```

ENTER DATE OF SERVICE CHARGES (2N/2N/2N):

ENTER BEGINNING CUSTOMER NUMBER OR <CR> FOR ALL:

ENTER ENDING CUSTOMER NUMBER: