G Late Fees

2017 - Summer Edition

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Overview

Late Fees can be created and assigned to members within the Office System as a penalty for not paying their bill in a timely manner. Although it is most efficient to apply Late Fees at the Member Type level, Late Fees can also be applied at the individual member level if desired. In this guide, we will discuss how to setup, apply Late Fees at both the Member Type and individual member level, and how to make a member Late Fee Exempt.

Use Case(s)

- The Club institutes a new Late Fee policy and needs to create new Late Fees within the Office System.
- The Club decides to change the minimum delinquency balance before a Late Fee is charged.

Accessing the Tool

To access Late Fees,

1) Navigate to **System** across the top toolbar and select **Late Fees**.

Mem <u>b</u> ership <u>P</u> OS	5ystem <u>H</u> elp		
🧐 Support Request	System 5		
	address	Vries	
	🗞 Areas		
	🗞 🛛 Area Cab	egories	
S 🗋	🗞 🛛 Area Gro	ups	
Clear Filter Active	🗞 Attachme	ent Categories	
nt 💌 Percentage To	🗞 Change L	og	
\$ 5.00	🗞 Charge S	ettlement Types	
	🗞 Custom F	ields Categories	
	🗞 Merchant	Processin 2 ns	
	🗞 Event Log	as ,	
8	🗞 Late Fees	, J	
	کی Locations		

2) The Late Fees Grid will launch.

🕲 Late	Fees	×							
Home									
New	Edit	Delete	Export	Refresh	Clear Filter	Active	() Help	Search:	 All Words Any Word
Name	-	Descriptio	n 💌 Mi	nimum Amou	int 💌 Perce	entage To	Apply 💌	Rate To Apply 💌	
18% An	nual	18% An	nual		\$5.00		1.50	\$5.00	

 The primary functions associated with managing Late Fees are embedded in the Late Fee setup screen, which can be accessed by double-clicking on an existing Fee, or clicking the New button.



Creating a New Late Fee

To create a new Late Fee,

- 1) Navigate to the **Late Fees Grid** and perform either of the following to launch the Late Fee setup screen:
 - a) Click the **New** icon on the toolbar.



b) Right-click anywhere on the Member Types Grid and select New.



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Home							
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Name		Descriptio	n 💌 Mi	nimum Amo	iunt 💌 Pe	erc 2 To	Apply
18% An	inual	18% Ani	nual		New	Ctrl+N	1
		(1)		6	Edit	Ctrl+E	
		\cup		*	Delete	Delete	
				\$	Undelete		

2) The Late Fee setup screen will launch.

🕲 Late Fees 🛛 🗙	
Home New X	
Name:	I 🥥
Description:	÷
AR Account:	(None)
Billing Item:	(None)
Fee Percent:	0 with an additional flat rate of \$0.00
	Minimum 'Late Fee' amount to charge: \$0.00
Charge 'Late Fee' o	n balances
greater than	\$0.00 and less than \$0.00
Balances become p	ast due
After the	month following the statement day
until the	month following the statement day

Late Fee Setup

🕲 Late Fees 🗙	
Home 18% Annually ×	
🔒 🔛 😽 🤒 🚱	
Name: 18% Annually	
Description: 18% Annually	*
AR Account: 00120 Accounts Receivable	
Billing Item: Finance Charge	
Fee Percent: 1.5 with an additional flat rate of \$5.00	
Minimum 'Late Fee' amount to charge: \$5.00	
Charge 'Late Fee' on balances	
greater than \$35.00 and less than \$999,999.00	
Balances become past due	
After the Ist month following the statement day	
until the 2nd month following the statement day	

- 1) **Name** Give the Late Fee a name.
- 2) **Description** An optional description can be added to the Late Fee for internal purposes.
- 3) **AR Account** Select the applicable AR Account.
- 4) **Billing Item** Select the Item to be charged when Late Fees are billed at Month End.
- 5) **Fee Percent** Enter the percentage to be charged when Late Fees are billed at Month End.
 - With an additional flat rate of Enter a dollar amount if the Late Fee should have an additional flat rate on top of the Fee Percent.
 - **Minimum 'Late Fee' amount to charge** Enter a dollar amount if there is a minimum amount to be charged on Late Fees. If using a flat rate, this amount should be equal to that of the flat rate.

Note:

If the user would like a flat rate to be charged rather than a percentage, simply leave the Fee Percent set to zero and enter the flat rate.

6) **Charge 'Late Fee' on Balances** - Enter the delinquency balance that needs to be exceeded before a Late Fee is charged.

Less than - Enter the maximum delinquent balance to be reached before Late Fees stopped being charged. Most clubs leave this set to **\$999,999.00**.

7) **Balance Become Past Due** - Select when a member's balance becomes past due. Options include the 1st, 2nd, and 3rd month following the Statement Date.

Until - If left blank, the system will continue to charge the same Late Fee each month the member is delinquent. However, some clubs have different Late Fees for 30, 60, and 90 days delinquencies. If this is the case, check the **until** field and populate the appropriate month.

Applying Late Fees to Members

As mentioned, it is most efficient to apply Late Fees at the Member Type level; however, Late Fees can also be applied at the individual member level if desired. In this section, we will review how to apply Late Fees at both the Member Type and individual member level.

Note:

By default the system will look at the individual member level first, and if there is nothing selected there, it will look at the Member Type level.

Member Type

To apply a Late Fee at the Member Type level:

Important: Please note that if a Late Fee is applied at the Member Type level, all members within the Member Type will be susceptible to Late Fees.

1) Navigate to **Membership** across the top tool and select **Types**.



 Double click the applicable Member Type, and on the Late Fees tab, select all Late Fees that apply. The Percentage to Apply and Flat Rate will show on the Late Fees Grid within the Member Type.

📆 Types 🗙	
Home Corporate	Golf Junior X
	💾 🤒 🕜
Name:	Corporate Golf Junior
Description:	Corporate Golf Junior
Minimum Age:	0 Reciprocal Club T Is Spouse
Maximum Age:	0 Tax Exempt
Event Cla	mber Revenue Company: McConnell Golf
Golf Class:	_ (3)
Late Fees Ruk	es 2 rides
Selected V	Name V Percentage To A V Rate To Apply V
181	(Annually 1.5 \$5.00

3) The Late Fee will then show on the Late Fees tab within the member's profile. Late Fees applied at the Member Type level will show in the Late Fees at Member Type section.

G AR Activity Bank Accounts Billion				
Instalment Billing	Member Specific La	ate Fees (Applied 1st)		
Credit Book	Selected V	Name	V 📰	
Credit Cards	18%	Annually		
Gift Cards	L			
Vouchers				
Cate Fees				
Minimums				
Statements				
v 🍓 Other				
a Attachments				
Custom Fields				
Notes	Late Fees at Memb	per Type (Applied 2nd)		
	18% Annually			

Member Level

If Late Fees are not applied at the Member Type level and a specific member needs to be charged Late Fees,

1) Navigate to the **Membership** module from the left user menu and select Manage Members.



2) Double click on the applicable member and navigate to the Late Fees tab.

 Financial Information AR Activity Bank Accounts Billing 	Member Spe	cific Late Fees (Applied 1st)	
Credit Book	Selected V	Name 18% Annually	▼
Gift Cards			
Minimums Statements			

3) In the **Member Specific Late Fees** section, select the applicable Late Fees.

 Financial Information AR Activity Bank Accounts Billing Installment Billing Credit Book Credit Cards Gift Cards Vouchers Vouchers Minimums 	Member Specific Late Fees (Applied 1st) Selected Name 18% Annually	
Minimums		

Late Fee Exempt

If for any reason a particular member needs to be Late Fee Exempt,

 Navigate to the applicable member's profile in Manage Members and select the Financial Information tab.

😋 Manage Members 🛛 🗙							
Home [39] Eboni Burroughs ×							
- 🔛 🛃 📀	(2)						
v 📹 Membership							
🎨 Groups	Edit Member						
6 Pictures	Member ID:	39		M	rs. Eboni	L. Bur	roughs
Carl Preferences	Member Tune:	Corporate Golf 3	mlor				
Scheduled Changes	roomper rype.	corporate doir 3	2101				
G Web Settings	Status:	Active		9	Player Type:	(None)	
v 📹 Communication	Title:	Mrs. Q M	Suffix: (None)		Swipe ID:		
Physical Address				0.00			_
Email Address	First	Eboni			Middle:	ι.	Last:
Phone	Email:			0	Phone:		
Messages		1					
V Financial Information							
AR Activity							
C Bank Accounts							
Billing	Financial Sett	ings					1
Tinstalment Billing	Billing Memb	ar: Mone)					1
Credit Book	Den ry Picerio	and a second					
Credit Cards		Tax Exem	pt				
Gift Cards		Late Feel	Evenot				
Vouchers		1 2001001	Local Processing Street				
Cate Fees		Include St	atement Details On St.	atement			

2) Select Late Fee Exempt. The member will not be charged Late Fees at Month End if this flag is checked.

🗸 🥩 Financial Information	
🧐 AR Activity	
🧐 Bank Accounts	
🧐 Billing	Financial Settings
🧐 Installment Billing	
🧐 Credit Book	Billing Member: (None)
🧐 Credit Cards	Tax Exempt
🧐 Gift Cards	
🧐 Vouchers	Late Fee Exempt
🧐 Late Fees	Include Statement Details On Statement
🧐 Minimums	

Best Practices

 Oftentimes, the biggest challenge in late fees, is either not assessing people that should be charged for them, or assessing those whom no longer should be charged. Outside of the system, develop the policy that will define how late charges will be assessed (based on Member Type, etc), and the triggering events that will preclude a member from being responsible for late fees (resigned members).

- Ensure resigned Members are moved to Resigned Member Type and Resigned Member Status to prevent further billings (including late charges).
- If Members are part of a Member Type that is subject to Late Fees, but they are exempt, ensure to flag the Member as late fee exempt in the Member's Profile, Financial Information tab.

Frequently Asked Questions

We have members (resigned) who we don't want to incur any additional late fees - how can we ensure they are no longer charged?

First, ensure the Member has been set to Resigned Member Type and Resigned Member Status. This ensures billings (minimums, late fees, etc) are no longer generated for that Member. Then, ensure any Member specific late fees are removed from the individual's account through the Late Fee tab of the Member's profile. While in the Late Fees tab, confirm the Late Fees at Member type are also blank.

What is the best way to exclude a Member from incurring late fees on a one-time only basis?

If the Member is only exempt from one month's billings, complete the Month End Wizard, so that the late charge is still in the late fee charge batch for the month.

Process Member Late Fees					
ID	Name	Amount			
1000	Smith, Martha	\$425.56 ^			
2356	Smith , Gale	\$291.63			
4	Huerta, Wilbur	\$479.93			
7	West, Doyle	\$266.72			
8	Fontenot, Carter	\$429.60			
9	Velazquez, Shon	\$460.45			
12	Walters, Alex	\$489.84			
15	Burk, Gilberto	\$439.48			
801	Clancy, Duane	\$66.76			
17	Hightower, Issac	\$358.72			
18	Bunch, Mei	\$465.47			
20	David, Erasmo	\$19.91			
21	Payton, Erwin	\$370.72			
24	Dillon, Shad	\$355.13			
613	Brannon, Carl	\$157.62			
27	Hoover, Jospeh	\$423.90			
28	Velazquez, Damon	\$493.05			
30	Barbee, Harland	\$474.43			
31	Earl, Bertram	\$162.56			
33	Farnsworth, Cristopher	\$414.28			
35	Irby, Wilbert	\$414.84			
36	Noble, Dominic	\$139.06			
37	Heath, Gaston	\$423.69			
40	Cloud Kriety	4505.74			

Then, go to **Approve Charge Batches**, and find the created batch. **Click** on the "+" icon next to the batch to expand it and show the different charges in the batch. **Right-click** on the name of the Member's charge you want to remove. Select **Delete** from the shortcut menu to eliminate charge from batch **before** posting the batch.

	Edit Dela	C I		Defrech	Clear Fil	har (Rost Batch	Edit Batch Dat	Refrect Cl	Lipport Batch	Deport	Sea	rch: SJO	8522	 All Words Any Word 	
nsactio	n Date 🔻 💌	Batch	Control N	umber	Amoun	t l	Pc	isted Ral	tch Location	POS Batch	Posted Date	Note	Invoice	Batch Tvo	ie 🔽 Last N	Aodified By Employee	By ID
	07/31/2017	53085	22		\$18	9.240.	58				0	0	0		4		
ID	Member Nar	ne		▲ POS	Ticket ID	ODE	n	Billed Date	Description	Member Number	Created By	Total	Amount Paid	Billed	Balance Due	Has Private Note	
46544	5 Hennina, Je	55				0		07/31/2017	Finance Charge	61	ADMINISTRATOR	\$426.87	\$0.00		\$426.87		
46640	15 Henning, Ka	ila				0		07/31/2017	Finance Charge	3376	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46622	8 Her, Malisa					0		07/31/2017	Finance Charge	3306	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46598	5 Herman, Ezr	a				0		07/31/2017	Finance Charge	695	ADMINISTRATOR	\$313.59	\$0.00		\$313.59		
46588	4 Hightower,	Iora				0		07/31/2017	Finance Charge	3836	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46603	7 Hightower, I	Dani				0		07/31/2017	Finance Charge	X10166	ADMINISTRATOR	\$65.00	\$0.00		\$65.00		
46634	5 Hightower, I	Demeti	rice			0		07/31/2017	Finance Charge	3122	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46554	4 Hightower, I	Deway	ne			0		07/31/2017	Finance Charge	715	ADMINISTRATOR	\$153.31	\$0.00		\$153.31		
46583	2 Hightower, I	rance				0		07/31/2017	Finance Charge	3245	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
4654	Hightower	Issa	r			0		07/31/2017	Finance Cha	. 17	ADMINISTRA	\$358.72	\$0.00		\$358.72		
46543	0 Hightower, I		New	Ctrl+	N	0		07/31/2017	Finance Charge	43	ADMINISTRATOR	\$462.36	\$0.00		\$462.36		
46623	4 Hightower, I		Edit	Ctrl+	Æ	0		07/31/2017	Finance Charge	3056	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46597	5 Hightower,	~	Delete	Delet	·e	0		07/31/2017	Finance Charge	X10057	ADMINISTRATOR	\$35.00	\$0.00		\$35.00		
46572	:0 Hinson, Kala	~		0000		0		07/31/2017	Finance Charge	708	ADMINISTRATOR	\$120.02	\$0.00		\$120.02		
46649	1 Hoendorf, R	~	Undelete	9		0		07/31/2017	Finance Charge	533	ADMINISTRATOR	\$40.63	\$0.00		\$40.63		
465440	0 Hogan, Dwa	÷ CD	Refresh	Ctrl+	R	Π		07/31/2017	Finance Charge	55	ADMINISTRATOR	\$423.98	\$0.00		\$423.98		
		۲	Print Grid	ł													

This process will ensure they are subject to late fees on a go-forward basis.

How can I see the details of when a Member was moved out of a status (so I can verify why they were hit for a late fee)?

Within the Member's profile, click on the Audit Log (gear icon), to view changes regarding the Member's status.