

## Quick Reference Guide: Charges Pools

**Note:** If you purchased the Facilities Management Module, fixed and one-time charges cannot be assigned to a warehouse.

### THE FIXED CHARGES POOL

The Fixed Charges Pool is a database of equipment or features (such as modems and call forwarding) and their charges. While adding or editing a person, you can add to their record the monthly, weekly, or daily charge for the use of the special equipment or features.

**Note:** Only those with Administrative level access can create a Fixed Charges Pool.

### Setting Up a Fixed Charges Pool

To set up a Fixed Charges Pool, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **Fixed Charges Pool...** menu item.
3. The **Fixed Charges** screen will appear.

Assigning fixed charges to a user is done at the **Fixed Charges** tab on the **Add/Edit Person** screen, and assigning fixed charges to an entire department is carried out at the **Edit Department** screen.

### Adding to the Fixed Charges Pool

Adding a Fixed Charge is done at the **Create Fixed Charges** screen. You can also add a charge as a credit by making the amount a negative number. After clicking the **Add** button at the **Fixed Charges** screen, the **Create Fixed Charge** screen appears.

Here, add the fixed charge to the fixed charges pool.

**Code:** In this text box, enter an optional code for the fixed charge. There is a limit of 20 alphanumeric characters.

**Description:** In this text box, enter a description for the fixed charge. There is a limit of 20 alphanumeric characters. This is required.

**Amount:** In this text box, specify how much the fixed charge costs. To make the charge a credit, make the cost a negative number (e.g., -5.25).

**Monthly:** Select this option if the fixed charge is to be accrued on a monthly basis.

**Weekly:** Select this option if you want the default method of accruing a fixed charge to be on a weekly basis.

**Daily:** Select this option if you want the default method of accruing a fixed charge to be a daily charge.

**OK:** Click this button to add the charge to the Fixed Charges Pool.

**Cancel:** Click this button to close the **Add Fixed Charges** screen with saving any information.

**Note:** If you want to have two types of schedules for an identical fixed charge, then you need to have each fixed charge entered separately with a unique name and schedule for each. That is, voicemail1 with a weekly accrual schedule, and voicemail2 with a monthly accrual schedule.

## SCHEDULING MONTHLY

There are two methods for scheduling monthly. One method lets you specify the exact date of the month the charge is to begin accruing:

The screenshot shows a dialog box titled "Default Accrual Schedule". It has three radio buttons: "Monthly" (selected), "Weekly", and "Daily". To the right of the "Monthly" button, there is a "Date" radio button (selected) and a text box containing "31". Below the "Date" radio button, there are two empty dropdown menus followed by the text "of the month".

**Date Option Button:** Select this option if you want fixed charges to begin accruing on a specific date of the month.

**Tip:** If you choose this method, the date entered should be the last day of your billing cycle.

**Date Text Box:** In this text box, enter the day of the month the fixed charge is to begin accruing. The other method lets you specify a first, second, third, or fourth day of the week each month the charge is to begin accruing:

The screenshot shows the same "Default Accrual Schedule" dialog box. The "Monthly" radio button is still selected. The "Date" radio button is now unselected. The "1st" radio button (selected) is in a dropdown menu. To its right, another dropdown menu shows "Sunday". Below these, the text "of the month" is visible.

**Select Day Option Button:** Select this option if you want fixed charges to begin accruing on a specific first, second, third, or fourth day of the week each month.

**Week of the Month:** Lists the choices of which week of the month you want fixed charges to begin accruing. You must also choose on which day of the week you want fixed charges to begin accruing.

**Day of the Month:** Lists the choices of the day of the week that you want fixed charges to begin accruing. You must also choose on which week of the month you want fixed charges to begin accruing.

## SCHEDULING WEEKLY

When you select weekly, the amount entered for a fixed charge is a weekly charge. With this option, you pick the day of the week on which to accrue charges. After clicking the **Weekly** option button, follow these steps:

1. Click the **Weekly** option button.
2. Select the day of the week you would like charges to accrue from the list box.
3. After selecting the day of the week, click the **Add** button.

## SCHEDULING DAILY

When you select daily, the amount entered for a fixed charge is a daily charge. With this option, you pick the day or days of the week on which to accrue charges. After clicking the **Daily** option button, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **Fixed Charges Pool...** menu item, and the **Fixed Charges** screen will appear.
3. Add the optional code for the fixed charge, a description of the charge, and its cost.
4. Select an allocation schedule. The allocation schedule indicates how the fixed charge is accrued.
5. Click **Add**. (A credit should be entered as a negative amount, e.g., -5.25.). The charge type and its amount will then be added to the Fixed Charges Pool.

## Editing the Fixed Charges Pool

You are able to edit the Fixed Charges Pool at any time. For example, if the cost of a 10-button desk set goes up, you can update the charge, and all extensions that use that charge type will reflect the change.

To edit a charge in the Fixed Charges Pool, follow these steps:

1. From the main **Directory Database** screen, select the **Options** menu.
2. Next, select the **Fixed Charges Pool** menu item.
3. The **Fixed Charges** screen will appear.
4. In the grid, select the fixed charge you want to edit, and click the **Edit** button.
5. The **Edit Fixed Charge** screen will appear, and at this screen, make the desired changes and click **OK**.

## Deleting from the Fixed Charges Pool

By clicking the **Delete** button in the **Fixed Charges Pool** screen, you can remove any equipment type and its charge from the Fixed Charges Pool. However, this is a two-step process involving the following procedures:

- Inactivating the fixed charge for each user that uses that charge.
- Deleting the fixed charge from the Fixed Charges Pool.



**Note:** A fixed charge cannot be deleted from the pool while it is still assigned to a user.

## Inactivating a Fixed Charge

A fixed charge is inactivated by setting an expiration date for the charge for each user the fixed charge is assigned to. If you try and delete a fixed charge while it is still assigned to a user, an error message will appear informing you of this and instruct you to run a Fixed Charges listing to see who is still using the fixed charge. See the Database listings section for more information on generating a listing.

The reason for inactivating a fixed charge is, for example, after assigning a fixed charge to a user, you want to make sure that that user is not charged a second time. To illustrate, a user is assigned a fixed charge of \$5.00 for the use of Caller ID that was set up on April 15. A monthly report for this user is run on May 2 with the fixed charge incurred. To make sure this user is not charged twice, an expiration date before the next time the report is run is placed on the fixed charge.

To inactivate an equipment charge for a user, follow these steps:

1. At the main **Directory Database** screen, expand the organization tree until the  symbol containing the user you want to edit is displayed.
2. Select the  symbol, and the user's record will appear in the right pane of the main **Directory Database** screen.
3. Double-click on the user you want to edit.
4. An **Edit Person** screen containing that user's information will appear. This screen is similar to the one used for adding a user.
5. Click the **Fixed Charges** tab.
6. Select the fixed charge you want to inactivate, and click the **Edit/Inactivate** button.
7. A **Fixed Charge Dates** dialog box will appear, and in the **Expires On?** text box, enter a date to specify when this fixed charge will become inactive, or click the calendar button and select a date. Enter the date in one of these formats:
  - mmddyyyy
  - mm/dd/yyyy
  - mm-dd-yyyy
8. Repeat these steps for every user that uses the fixed charge.

## Deleting a Fixed Charge

After you have inactivated the charge for every user that uses it, you can delete it from the Fixed Charges Pool.



To delete a fixed charge, follow these steps:

1. From the main **Directory Database** screen, select the **Options** menu.
2. Next, select the **Fixed Charges Pool** menu item.
3. The **Fixed Charges** screen will appear.
4. In the grid, select the fixed charge you want to delete, and click the **Delete** button.

## Adding Fixed Charges to an Entire Department

Once a fixed charge has been added to the Fixed Charges Pool, it can be added to all the users in a department. This is done at the **Edit Department** screen.

To add a charge to all the users in a department, follow these steps:

1. At the main **Directory Database** screen, select the department you want to add equipment to by clicking on the department symbol  in the right hand pane.
2. Click the  button, or from the **Edit** menu select the **Edit** menu item, and the **Edit Department** screen will appear.
3. At the bottom of the screen, is a table displaying Fixed Charges information for the selected department.
4. Below the table, click the **Allocate a fixed charge to all Department members** button, and a **Fixed Charges** screen displaying all the charges and associated codes will appear.
5. Select a charge, and click the **Apply** button.
6. A **Fixed Charge Dates** dialog box will appear, and perform the following:
  - The **Active On Date** text box will display the default date specified during the installation of the call accounting software. If you need to specify another date, enter it or click the **Calendar** button to select another. Enter the date in one of these formats: mmddyyyy, mm/dd/yyyy, or mm-dd-yyyy.
  - The **Expires on Date** text box will be blank. If you leave it blank, the charge will never expire. If you need to specify an expiration date, enter it or click the **Calendar** button to select one. Enter the date in one of these formats: mmddyyyy, mm/dd/yyyy, or mm-dd-yyyy.
7. Click the **OK** button to apply the charge, and you will return to the **Fixed Charges** screen.
8. Click the **Apply** button to apply the charge, and you will return to the **Edit Department** screen.
9. If you need to add an additional charge, click the **Allocate a fixed charge to all Department members** button, and a new row will appear in the Fixed Charges table.
10. Click the **Save** button to save the change.

## THE ONE TIME CHARGES POOL

The One Time Charges Pool is a database of common non-recurring events (such as moving a phone) and their one-time charges or credits. While adding or editing a user, you can add to their record the charge for the use of the special equipment or features.

**Note:** Only those with Administrative level access can maintain the One Time Charges Pool.

### Setting Up a One Time Charges Pool

To set up a One Time Charges pool, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **One Time Charges Pool...** menu item.
3. The **One Time Charges** screen will appear.

Assigning one time charges to a user is done at the **One Time Charges** tab on the **Add/Edit Person** screen.

### Adding to the One Time Charges Pool

Adding a one time charge is done at the **Create One Time Charge** screen. You can also add a charge as a credit by making the amount a negative number.

To add a charge to the One Time Charges Pool, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **One Time Charges Pool...** menu item.
3. The **One Time Charges** screen will appear.
4. Click the **Add** button and a **Create One Time Charge** screen will appear.
5. Add the code for the one time charge (there is a limit of 20 alphanumeric characters), a description of the charge, and its cost.
6. Click **Add**. (A credit should be entered as a negative amount, e.g., -5.25.). The charge type and its amount will then be added to the One Time Charges Pool.

### Editing the One Time Charges Pool

Editing a One Time Charge is done at the **Edit One Time Charges** screen.

**Note:** Making a change affects only future one time charges. The change will not effect one time charges already added to a user.

To edit a charge in the One Time Charges Pool, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **One Time Charges Pool...** menu item.
3. The **One Time Charges** screen will appear.
4. From the list, select the one time charge you want to edit, and click the **Edit** button, and an **Edit One Time Charge** screen will appear.
5. Make the changes, and click the **OK** button to save the edits, or click **Cancel** to close the **Edit One Time Charge** screen without saving the changes.

### Deleting from the One Time Charges Pool

To delete a charge from the One Time Charges Pool, follow these steps:

1. At the main **Directory Database** screen, select the **Options** menu.
2. Select the **One Time Charges Pool...** menu item.
3. The **One Time Charges** screen will appear.
4. From the list, select the one time charge you want to delete, and click the **Delete** button.



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