

## Quick Reference Guide: Charges Pools for the Web

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

### 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.
4. Click the **Add** button and an **Add Fixed Charge** screen will appear.
5. Add the code for the fixed charge, the type of charge, and its cost. Click **OK**. The equipment type and its amount will then be added to the Fixed Charges Pool.

**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.

Assigning fixed charges to a user is done at the **Charges** tab, 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 **Add Fixed Charge** screen. You can also add a charge as a credit by making the amount a negative number.

To add a charge to the 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, and the **Fixed Charges** screen will appear.
3. Add the optional code for the fixed charge, a required description of the charge, and its cost.
4. Select an allocation schedule. The allocation schedule indicates how the fixed charge is accrued. See the sections below for information on setting the schedule.
5. Click **Update Record**. (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.

**SCHEDULING MONTHLY**

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

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

**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:

**Of The Month 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.

To accrue charges every week, 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 **Update Record** 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.

To accrue charges daily, follow these steps:

1. Click the **Daily** option button.
2. Select the day or days you want to accrue charges.
3. After selecting the day or days, click the **Update Record** button.

## Editing the Fixed Charges Pool

You are able to edit the Fixed Charges Pool at any time. 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. Click the **Edit** button next to the Charge Type you want to edit, and an **Edit Fixed Charges** screen will appear.
5. At the screen, make the desired changes and click **Update Record**.

## 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.

### 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. Click the **Edit** button next to the user whose record you want to edit.
4. An **Edit** screen containing that user's information will appear. Click the **Charges** tab at the top of the screen. This screen is similar to the one used for adding a user.
5. For the fixed charge you want to inactivate, in the Expires On? column, enter a date to specify when this fixed charge will become inactive. Enter the date in one of these formats:
  - mmddyyyy
  - mm/dd/yyyy
  - mm-dd-yyyy
6. 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, and the **Fixed Charges** screen will appear.
3. Click the **Delete** button next to the Charge Type you want to delete, and the charge will be removed from the pool.

### Adding Fixed Charges to an Entire Department

Once a fixed charge has been added to the Fixed Charges Pool, it can be added to an entire department.

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

To add a charge to an entire department, follow these steps:

1. At the **Directory database screen**, select the department you want to add equipment to by clicking on the  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 **Select Fixed Charges** screen displaying all the charges and associated codes will appear. There, perform the following:
  - In the **Quantity** cell, specify how many units of the charge to apply to the department.
  - Next, you may accept the default Active on? date, or enter a new one. Enter the date in one of these formats: mmddyyyy, mm/dd/yyyy, or mm-dd-yyyy.

- Click the **Apply** button to apply the charge, and you will return to the **Edit Department** screen. Assign an expiration date to each charge in the Expires on? cell.
5. 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.
  6. 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.

### Adding to the One Time Charges Pool

Adding a one time charge is done at the **Add 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 controls that let you add the new charge to the One Time Charges Pool will appear.
5. Add the code for the one time charge, the type of charge, and its cost.
6. Click the **Update Record** button.
7. 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 on 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. Click the **Edit** button next to the charge you want to edit, and the controls for editing the charge will appear (in addition, the row containing the charge you are editing will turn blue).
5. Make the changes, and click the **Update Record** button to save the edits, or click **Cancel** to close the 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. Click the **Delete** button next to the One Time Charge you want to remove.





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