



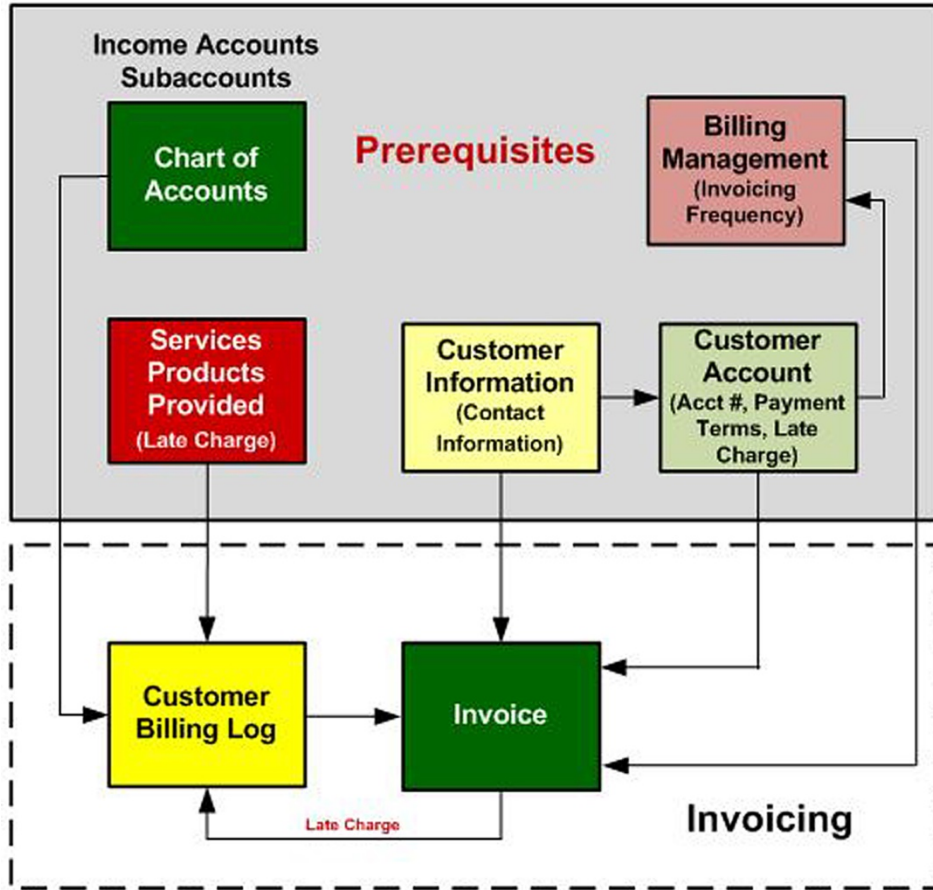
Customer Late Charges

Customer Late Charges

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Customer Late Charge Flow



Prerequisites (onetime setup)

Chart of Accounts – Income Accounts, Subaccounts (Example: 4975 – Miscellaneous Income, 4975.00x Customer late Charges)

Business Owner Information – Name, Address, Logo premier

Customer – Contact Information

Customer Account – Account Number, Payment Terms, Account Balance, Late Charge

Customer Billing Management – Invoicing Frequency

Services and Products Provided – Horse and Customer Business Charges, Sales Tax

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Customer Late Charge

A customer late charge can be easily added to a customer's receivables account, and included in the business's revenue. You add a customer late charge by entering the late charge displayed on a customer's last invoice in the customer's billing log. The date of the late charge entered in the customer's billing log should be at least two days after the invoicing period ending date on the invoice displaying the late charge. equineGenie gives you the flexibility of adding or not adding a customer late charge. If you don't want to charge your customer a late charge, do not identify a late charge on the customer's account information.

When you enter a customer late charge equineGenie does the following:

1. equineGenie tracks, measures, manages and reports a business's customer late charges.
2. equineGenie accounts for a customer's late charges:
 - a. In the customer's receivables account
 - b. In the business's total revenue.

Before you can bill a customer a late charge there are prerequisites that need to be completed. Once the prerequisites are satisfied they do not need to be completed again, but can still be changed if necessary. After the prerequisites are completed you can bill a customer late charge whenever a late charge is indicated on a customer's invoice. Adding a late charge to a customer's account takes less than 30 seconds.

Note: *If you continually have to add late charges for any of your customer's you have more than a customer problem. You have a business management problem. Sometimes increasing the late charge amount will get a continually delinquent customer's attention. If that doesn't work and their late payments are hurting your business's cash flow or increasing your expense beyond their late charge amount, you can always fire them. It is okay to fire a bad customer if retaining them is costing you time and money with no tangible return!*

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Customer Late Charge Prerequisites

A customer late charge is easily added to a customer's account once the required prerequisites are satisfied. The required prerequisites are usually done when equineGenie is initially setup and do not need to be setup when a customer late charge occurs. Changes to a prerequisite can be made at any time and will be effective going forward.

Chart of Accounts

Late Charges are not only associated with a customer, they also need to be associated with an income account. Late charges are income to a business – hopefully more income than their cost. Identifying your income accounts and defining any subaccounts is covered in the Financial: Financial Setup – GL Chart of Accounts Setup training document.

<http://www.equinegenie.com/training>. Included here is the Financial Setup – General Ledger / Chart of Accounts screen for reference and the required information entries.

Note: It is suggested that, 4975 – Miscellaneous Income, is the income account for late charges and, 4975.xxx Customer Late Charges is the subaccount. Up to 999 late charge subaccounts can be added. Therefore we recommend 4975.001, 4975.002, 4975.003, etc.

equineGenie Financial Setup - General Ledger / Chart of Accounts

GL / Chart Of Account Setup

Select An Account Category ①

Select An Account ②

Another Category

General Ledger Subaccount Setup

Select A Primary Account Category

Select A Primary Account

Subaccount Number ③

Enter A Subaccount

Another Subaccount Same Primary Account

Another Primary Account, Same Category

Another Primary Account Category

Remove Selected Subaccount (Caution!)

Chart Of Accounts

General Ledger Setup Comments

Enter

View Subaccount Assignments

Popup And Red Flag
equineGenie
Notes

- ① Select, 4000 - 4999 – Income from the Select An Account Category dropdown to initiate the selection of the required income accounts.

- ② Check the income account you want to use for your business's late charges from the 'Select An Account' check box dropdown.

Note: *We suggest, 4975 – Miscellaneous Income to report all business late charges.*

- ③ Enter a late charge subaccounts you want associated with your business's late charges.

Note: *The subaccount will enable you to track your customer late charges and include them in your business's revenue. We suggest subaccount, 4975.xxx, Customer late Charges*

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The Customers

equineGenie helps manage the income a customer contributes to your business. A customer's income includes the horse income from a customer's horse or horses and the income specific to a customer like riding lessons, tack sales, tack room rental, horse lease, trailer parking, late charges, etc. Entering a customer in equineGenie is covered in the Customer: Customer Setup training document. <http://www.equinegenie.com/training>. Included here is the Customer Information screen for reference and identification of prerequisite entries.

equineGenie Customer / Client - Information

Customer/Client Information

Enter / Select A Customer/Client

Enter Last Name Enter First Name

Alternate Correspondence Recipient

Ranch or Business Name

Address

City, State, Zip Code

Primary Phone Emergency Phone

Cell Phone Fax Number

email Address

Website URL

Gender Birth Date

Add To Address Book

Customer Picture Upload View Clear

Customer/Client Information All Customer/Client Information

Customer/Client Comments

Enter

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Notes

- ① equineGenie needs the customer's name and address information to invoice a customer.
- ② A customer needs an account number, payment terms and their initial account balance before they can be invoiced, and invoiced with the correct amount due.

Note: Once a customer is entered it is available in all customer billing, management and invoice dropdowns.

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Customer Account Setup

To invoice a customer the customer must have their financial account information entered or selected. If you enter the Customer / Client Account Setup screen from the Customer / Client Information screen the customer's contact information will be displayed. Entering a customer in equineGenie is covered in the Financial: Vendor and Customer Financial Setup training document. <http://www.equinegenie.com/training>. Included here is the Customer / Client Account Setup screen for reference and identification of prerequisite entries.

- ① To complete a customer's account setup the customer must be displayed. The customer can be entered, selected or will be displayed when you enter the Customer / Client Account Setup from the Customer / Client – Information screen.
- ② To be invoiced a customer **must have** an account number. If you already have an account number from another system you can use it. If you don't, or don't want to use a previous number, you can make one up, **but a customer must have an account number**. The account number can be a numeric, alphanumeric or all alpha characters.
- ③ To be invoiced a customer **must have** their payment terms identified. Do not use 'due on receipt' if you are entering customer late charges. If you set the payment terms to 'due on receipt', equineGenie will start calculating late charges on the date of the

invoice. A better choice would be payment terms of 'net 5'. Terms of 'net 5' will give your customer time to receive the invoice and pay it as if it was 'due on receipt'.

- ④ If you bill your customer a late charge, the late charge information needs to be entered.

Note: *If a percentage and/or absolute late charge is identified, when calculating a late charge equineGenie uses the larger late charge amount.*

- ⑤ If your customer has an account balance at initial setup, enter the balance in the Account Balance (\$) box. If the customer does not have an existing balance, enter '0'.

Note: *Remember, you cannot invoice a customer until their financial account setup is complete and the associated income accounts have been identified on your Chart of Accounts.*

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Customer Billing Management Setup

To invoice a customer the customer / clients must have their billing management set up. The billing management enables equineGenie to determine customer invoice balances and delinquencies. Setting up a customer's billing management is a onetime perquisite and is covered in the Customer Billing training document. <http://www.equinegenie.com/training>. Included here is the Customer / Client Billing Management Setup screen for reference and identification of prerequisite entries.

The screenshot shows the 'equineGenie Customer / Client - Billing Management' window. It features a dark blue background with white text and controls. The left pane is titled 'Billing Management' and includes a 'Select Customer/Client' dropdown (1), an 'Invoicing Setup' section with 'Invoicing Frequency' (2) and 'Customer Message Printed On Invoice' (3) dropdowns, and an 'Invoice Management' section with several checkboxes. The right pane is titled 'Billing Management Setup Comments' and contains a large text area, an 'Enter' button, and a yellow box with the text 'Popup And Red Flag equineGenie Notes'.

① A customer is selected on the billing management screen.

② The invoicing frequency is selected from the Invoicing Frequency dropdown.

Note: The invoicing frequency is how often you invoice a customer. For example; if you invoice monthly, select Monthly.

③ A message on the bottom of a customer's invoice can be selected from the Customer Message Printed On Invoice dropdown.

Note: If you do not choose to use one of the messages in equineGenie, you can enter your own and equineGenie will be remembered it. Each customer can have its own message.

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Services and Products Provided

Setting up the services and products your business provides should be given as much attention and thought as setting up your Chart of Accounts. The services and products are what your business bills your customers and how your business generates its revenue. Remember; if you can't measure it, you can't manage it. Services and products are selected from the Service / Product dropdowns on the horse and customer billing logs and don't need to be reentered when billing a horse or a customer. Setting up the services and products is covered in the Customer Billing training document. <http://www.equinegenie.com/training>. It is strongly recommended that you review the Services and Products Setup training document.

Note: *If you do not want to use the service and product categories and service or products provided in equineGenie, you can enter your own and they will be remembered by equineGenie. How to add your own categories and services or products is covered in the Customer Billing training document.*

Included here is the Customer / Client Services / Product Setup screen for reference and identification of prerequisite entries.

equineGenie Customer / Client - Services / Product Setup

Business Services / Product Setup

Services / Product Provided

Service / Product Category ①

Service / Product Provided ②

Charge ③ Billing Units ④

Taxable Item? No ⑤

Local (%) Regional (%)

State/Provincial (%) Country (%)

Additional Services

Another Service Category

Remove Service or Product Offered

View Service / Product Provided

Services / Products Setup Comments

Popup And Red Flag
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Notes

- ① Services and Product are categorized into general horse business categories. You would select a category to be billed from the Select / Product Category dropdown. If

you need a category for your business that is not display in the dropdown you can add a category by selecting [New Category] from the dropdown and enter your own category.

② Services and Products are provided in each category. You would select a service or product to be billed from the Select / Product Provided dropdown. If a service or product you need is not displayed in the dropdown you can add it by selecting [New Service/Product] from the dropdown and enter your own service or product.

③ The charge for the selected service or product is entered in the Charge box.

Note: *If a service or product charge is variable, '0' should be entered in the Charge box. The charge for the service or product can be entered on the horse or customer billing log. Entering a charge on the horse or customer billing log does not change the services or product setup charge.*

④ The billing units for the service or product charge is selected from the Billing Units dropdown.

Note: *If a service or product charge of '0' is entered in the Charge box **the billing units still need to be selected.***

Note: *You can enter your own billing units, but it is not recommended. If you do enter your own billing units make sure they are less than seven characters.*

⑤ If a service or product is taxed, the appropriate tax percentage needs to be entered in the respective tax percentage box.

Note: *Before entering a tax percentage you should check with your tax authority to make sure you are entering the correct rate.*

Customer Late Charge Prerequisites Video

Note: *Click on the video link to view the customer late charge prerequisites being setup:*

****Coming Soon****

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Customer Late Charge

When the required prerequisites have been completed you can charge a customer's late charge. The prerequisites do not need to be satisfied each time you enter a customer's late charge. A customer's late charge, if there is one, is calculated and displayed on a customer's invoice.

Invoice

Invoicing a customer in equineGenie is covered in the Customer: Customer Billing training document. <http://www.equinegenie.com/training>. Included here is the Customer Invoice screen for reference and identification of its entries.

The screenshot shows the 'equineGenie Customer / Client - Invoice' window. The interface is divided into two main sections: 'Customer/Client Invoicing' on the left and 'Invoice Comments' on the right. The 'Customer/Client Invoicing' section contains several input fields and checkboxes, each with a numbered callout: 1. 'Select Customer/Client' dropdown menu. 2. 'Account #' text field. 3. 'Invoice Date' dropdown menu with a calendar icon. 4. 'Due Date' text field. 5. 'Invoice #' text field. 6. 'Invoice Period' section containing 'Invoice Start Date' and 'Invoice End Date' text fields. 7. 'Select Service / Product Line Item' dropdown menu. 8. 'Accept Line Item' checkbox (set to 'No'). 9. 'Adjust Line Item' checkbox. 10. 'Generate PDF?' section with 'No' and 'With Balance?' options. The 'Invoice Comments' section has a large text area and an 'Enter' button. At the bottom, there are checkboxes for 'Receivables Ledger', 'Invoice History', 'Invoice Number Used', and 'Email'. The 'Invoice Total' is displayed as '\$0.00'.

- ① The customer is selected from the Select Customer/Client dropdown.
- ② The customer's account number is displayed. The account number is the account number entered in the Customer Account Setup.
- ③ The date of the invoice is entered by selecting [New Date] from the Invoice Date dropdown and entering the date or selecting the date by clicking on the calendar icon and selecting the calendar date.
- ④ The customer's invoice Due Date will automatically calculated and displayed based on the customer's payment terms.

Note: The payment term is calculated from the Payment Terms identified for the selected customer. A customer's payment term is identified on the Customer Financial Setup screen.

- ⑤ The Invoice number will automatically increment after an initial Invoice number has been established. The initial invoice number must be a numeric (no alpha or special characters).
- ⑥ Select the Invoice Start Date and Invoice End Date to include all the horse and customer billing log line item charges to be included on a customer/client's invoice.
- ⑦ All horse and customer billing log line items within the selected Invoice Period will be displayed in the Select Service / Product Line Item dropdown.
- ⑧ Each line item can be accepted individually or all line items can be accepted at the same time.
- ⑨ A PDF of the invoice without the customer's account balance can be generated and saved in your system's document folder in an equineGenie folder when you select Enter, or a PDF of the invoice with the customer's account balance can be generated and saved.
- ⑩ The invoice can be emailed to the customer directly from equineGenie.

Invoice Screen Example


The screenshot shows the 'equineGenie Customer / Client - Invoice' window. The left pane is titled 'Customer/Client Invoicing' and contains several input fields and buttons. The 'Customer/Client' dropdown is set to 'Billy Jones'. There are two invoice numbers, '126' and '148', each with a date picker set to '7/1/2018' and '7/11/2018' respectively. The 'Invoice Period' section has date pickers for '6/2/2018' and '7/1/2018'. A dropdown menu is open for 'Select Service / Product Line Item'. There are checkboxes for 'Accept Line Item' (set to 'No'), 'Adjust Line Item', and 'Accept All Line Items'. At the bottom left, there are buttons for 'Generate PDF?' (set to 'Yes With Balance?'), 'Remove Selected Invoice (Read Genie Note)', and 'Invoice w/Balance' and 'wo/Balance'. The right pane is titled 'Invoice Comments' and contains a large empty text area. Below it is a yellow 'Enter' button. At the bottom right, there are buttons for 'Receivables Ledger', 'Invoice History', 'Invoice Number Used', and 'Email'. A yellow popup window is overlaid on the right side with the text 'Popup And Red Flag equineGenie Notes'.

Note: A PDF with the customer's account balance will be created and save, and the invoice will be emailed to the customer.

Selecting the, 'View Invoice w/Account Balance' or 'wo Balance', will display the associated invoice.

Invoice Example with a Late Charge

Invoice



Remit Payment to:

Valentine Arabians LLC
 12345 Someplace Road
 Someplace, ST 99999
 Phone: 999.999.9999
 info@valentinearabs.com

Billy Jones	% Billy Jones Trust
3456 Some Lane	Jones Ranch
Someplace, ST 99999	
Phone: 99.999.9999	Mobile: 999.888.7777
bob@genieatwork.com	Emergency: 999.777.8888
	Fax: none

Services / Products provided June 2, 2018 to July 1, 2018

Account Balance	Past Due	Invoice #	Invoice Date	Terms	Due Date	Late Charge
\$ 2,437.78	① \$ 1,687.78	148	Jul 1, 2018	10	7/11/2018	② 5.00% / \$ 25.00

Date	Horse	Qty	Units	Description	Tax	Unit Cost	Line Total
Jul 1, 2018	Kally Thyme SA	1.00	Month	Board - full care	\$ -	\$ 750.00	\$ 750.00

Comments	
-----------------	--

Balance Forward	\$ 1,687.78
Sales Tax	\$ -
Invoice Line Item Total	\$ 750.00
Late Charge	③ \$ 84.39
Total Due	\$ 2,522.17

- ① The customer's past due is displayed on the customer's invoice.
- ② The customer's late charge identified from the customer's financial account information is displayed.
- ③ The customer's late charge is calculated and displayed based of the late charge identified in the Customer Account Setup for the invoiced customer.

Note: equineGenie selects the larger late charge of the two late charges. 5% of \$1,687.78 is \$84.39, which is larger than \$25.00.

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Customer Billing Log Late Charge Entry

The customer late charge displayed on the customer's invoice ③ is entered in the invoiced customer's billing log. Make sure the billing date is at least two days after the invoicing period ending date. In this example the billing log date will be November 3, 2015 which is two days after the invoicing period's, November 1, 2015, ending date.

Customer Billing Log Late Charge Entry Example

The screenshot shows the 'Customer Billing Log' window in equineGenie. The interface is dark blue with white text. On the left, there are several dropdown menus and input fields. On the right, there is a 'Customer Billing Log Comments' section and a 'Popup And Red Flag' section. The 'Late Charges' section is highlighted with a yellow box. The 'Enter' button is also highlighted with a yellow box. The 'Customer Billing Log Comments' section contains the text 'Late Charge from Invoice #148 - Aug 1, 2018'. The 'Popup And Red Flag' section contains the text 'Popup And Red Flag' and 'equineGenie Notes'. The 'Customer Billing Logs Current Year' and 'Customer Billing Logs Previous Year' checkboxes are at the bottom right.

equineGenie Customer / Client - Customer Billing Log

Customer Billing Log

Billy Jones ①

Horse ②

7/3/2018 ③

Late Charges ④

Customer Late Charges

Late Charge from Invoice #148 - Aug 1, 2018

4000 - 4999 Income

4975 - Miscellaneous Income

Customer Late Charge

\$84.39 ⑤

Each

1

\$84.39 ⑥

Additional Services

Another Service Category

Customer Billing Log Comments

Late Charge from Invoice #148 - Aug 1, 2018

Enter ⑦

Popup And Red Flag

equineGenie Notes

Customer Billing Logs Current Year

Customer Billing Logs Previous Year

Remove Selected Customer Billing

- ① The customer is selected to whom the late charge applies.
- ② The late charge applies to the customer so no horse needs to be selected.
- ③ The date the late charge is being billed is entered.

Note: Remember the late charge billing date must be at least two days after the invoicing period end date.

- ④ The late charge service provided and the income financial accounting is selected.

Note: The late charge service provided and the financial accounting for a late charge should have been previously setup as part to the perquisites requirements.

- ⑤ Enter the late charge in the Charge box.

Note: *The initial charge displayed is \$0.00, so the actual late charge can be entered.*

- ⑥ Click in the Total Charge box to total the late charge.
- ⑦ Selecting enter will create a late charge item that will appear on the customer's next invoice. The billing log late charge is also automatically entered in the customer's receivables ledger as a customer charge.

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Customer Late Charge Receivables Ledger Entry

The customer late charge is displayed on the customer's receivables ledger as a customer charge. Late charges that are paid during the next invoicing cycle will be netted against the late charge line item. Late charges that are not paid or partially paid are included in any past due total and will have a late charge applied.

Customer Receivable ledger Late Charge Entry Example

Jul 3, 2018	Charge	4975 - Miscellaneous Income: Customer Late Charge	\$ ① 84.39	\$ 2,522.17	
Jul 6, 2018	Payment	4975 - Miscellaneous Income: Customer Late Charge	\$ ② (84.39)	\$ 2,437.78	
Jul 6, 2018	Payment	4000 - Boarding Income: Boarding - full care	\$ (2,437.78)	\$ ③ -	
Current Balance				\$	-

- ① The customer late charge is automatically added to the customer's receivables ledger when it is entered in the customer's billing log.
- ② When the customer late charge is paid the late charge payment is subtracted from the customer's receivables balance.
- ③ When a customer's current charges, any late charges and past due balance is paid the customer's receivables balance is, \$0.00.

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Invoice with a Billed Late Charge

The customer's late charge enter in the customer's billing log is a line item displayed on the customer's next invoice as a Customer Late Charge. If the late charge has been paid before the Invoice's invoicing period end date the late charge payment will display as a credit forward. If the late charge has not been paid, or only partially paid, the unpaid amount will be part of any past due amount and will be in the calculation of a new late charge.

A late charge paid before the Invoice's invoicing period end date will net out the line item late charge. The total due will only reflect new horse and customers billing log line item charges during the invoice period.

Invoice Example with a Paid Late Charge

Invoice



Remit Payment to:

Valentine Arabians LLC
 12345 Someplace Road
 Someplace, ST 99999
 Phone: 999.999.9999
 info@valentinearabs.com

Billy Jones % Billy Jones Trust
 3456 Some Lane Jones Ranch
 Someplace, ST 99999

Phone: 99.999.9999 Mobile: 999.888.7777 Emergency: 999.777.8888 Fax: none
 bob@genieatwork.com

Services / Products provided July 2, 2018 to August 1, 2018

Account Balance	Past Due	Invoice #	Invoice Date	Terms	Due Date	Late Charge
\$ 750.00	① S -	149	Aug 1, 2018	10	8/11/2018	5.00% / \$ 25.00

Date	Horse	Qty	Units	Description	Tax	Unit Cost	Line Total
Jul 3, 2018		1.00	Each	Customer Late Charges	\$ -	\$ 84.39	② \$ 84.39
Aug 1, 2018	Kally Thyme SA	1.00	Month	Board - full care	\$ -	\$ 750.00	\$ 750.00

Comments	
Credit Forward	③ \$(84.39)
Sales Tax	\$ -
Invoice Line Item Total	\$ 834.39
Late Charge	\$ -
Total Due	④ \$ 750.00

① The customer's past due is \$0.00, because and past due amount and the late charge was paid within the invoicing period.

- ② The customer's late charge enter in the customer's billing log is displayed as an invoice line item.
- ③ The customer's late charge paid within the invoice period is a credit forward and nets out the late charge line item ②.
- ④ The invoice total due is the new horse or customer line item charges net of any prepayments or other charges paid within the invoice period.

Customer Paid Late Charge Video

Note: *Click on the video link to view the customer late charge prerequisites being setup:*

****Coming Soon****

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