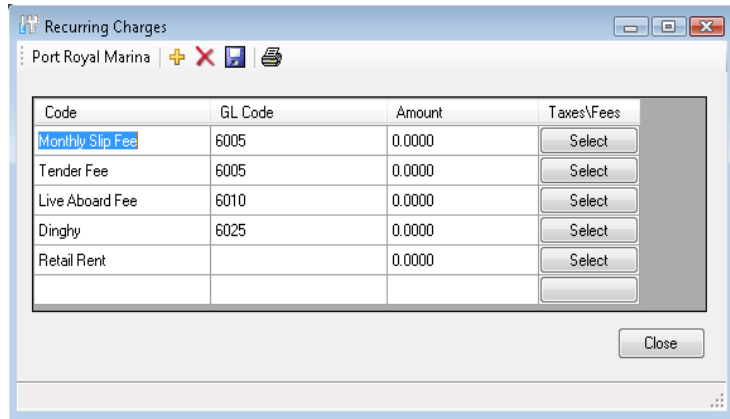


Billing – Recurring Charges

Charges for fixed amounts that occur on a regular (periodic) basis are handled by KIS as Recurring Charges. Once Recurring Charges are setup within KIS those charges can be assigned to a specific customer and lease or reservation also assigned to that customer.

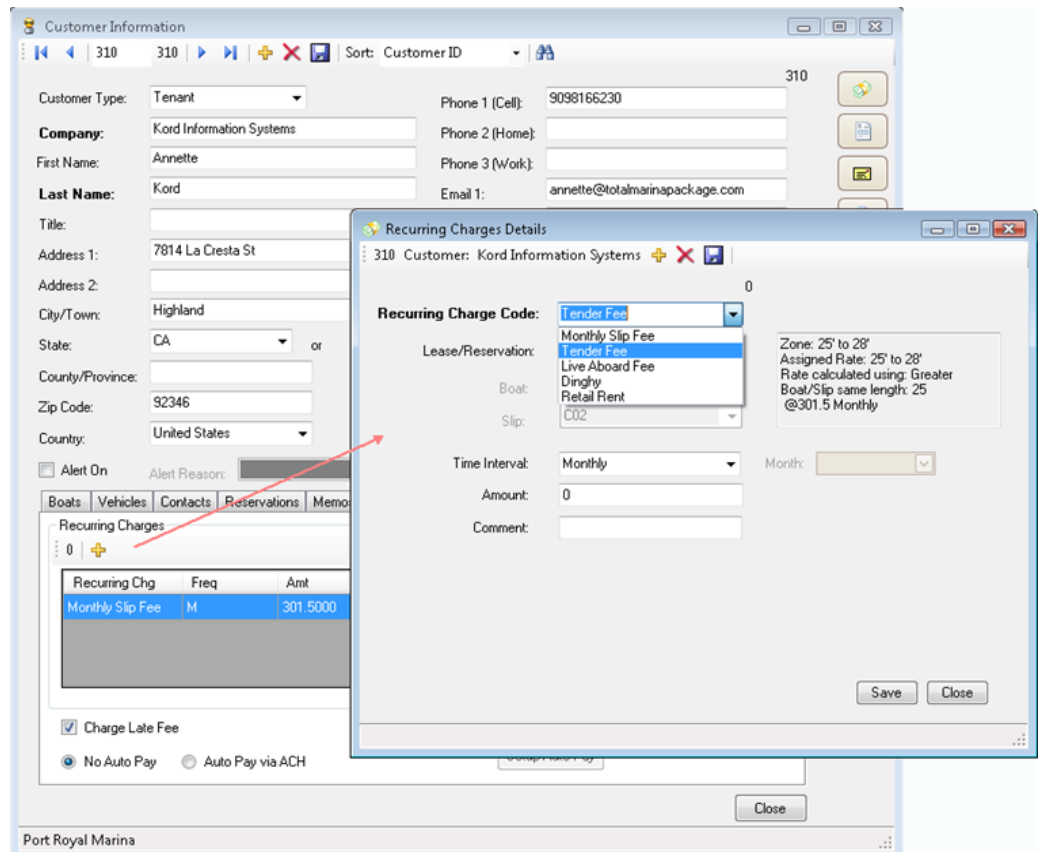
Setup Recurring Charge Codes

From the Recurring Charges Administration window you can setup as many recurring charges as you need,



Assign Recurring Charges to a Customer

Recurring charges are easily assigned to a customer via the customer window,

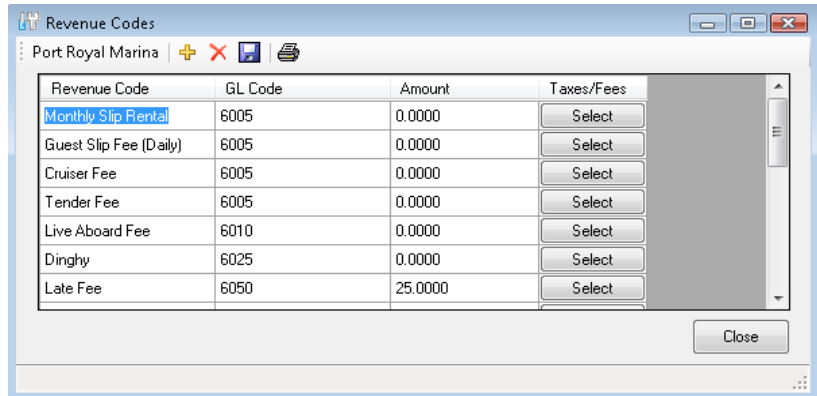


Billing – Entering Customer Transactions

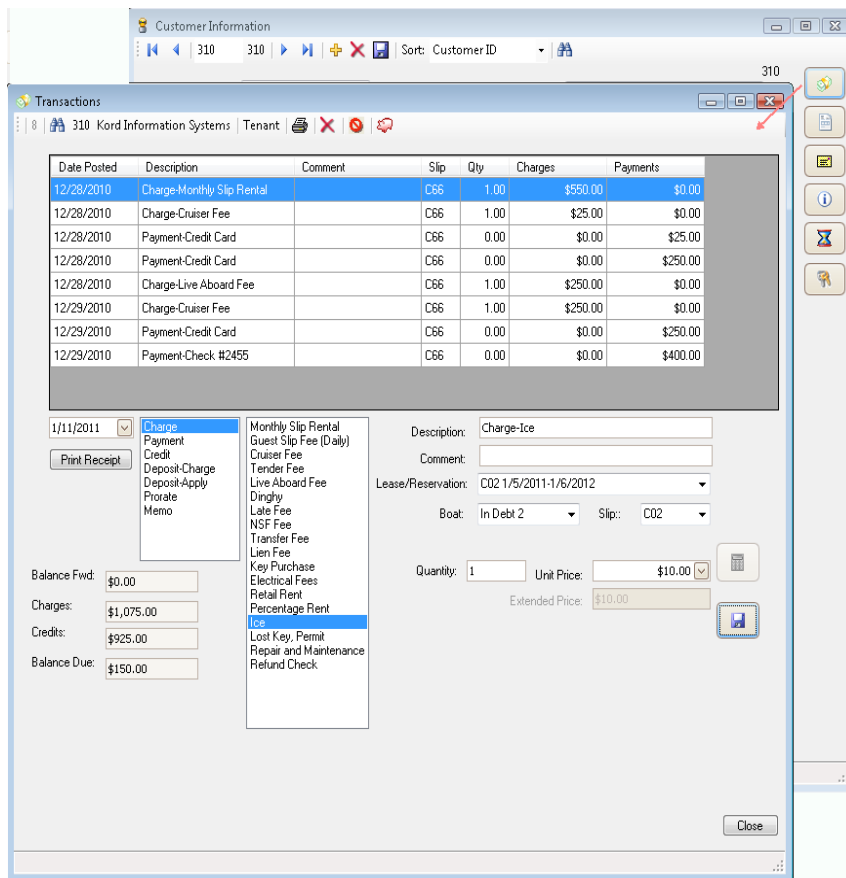
Customers can be manually charged for items at anytime during the period by using the individual transaction window. Charges are stored against revenue codes which can be setup like the recurring codes above.

Setting Up Revenue Codes

From the Revenue Codes Administration window you can setup as many revenue codes as you need,



Charging a Customer



You can enter transactions for a selected customer by clicking on the money button.

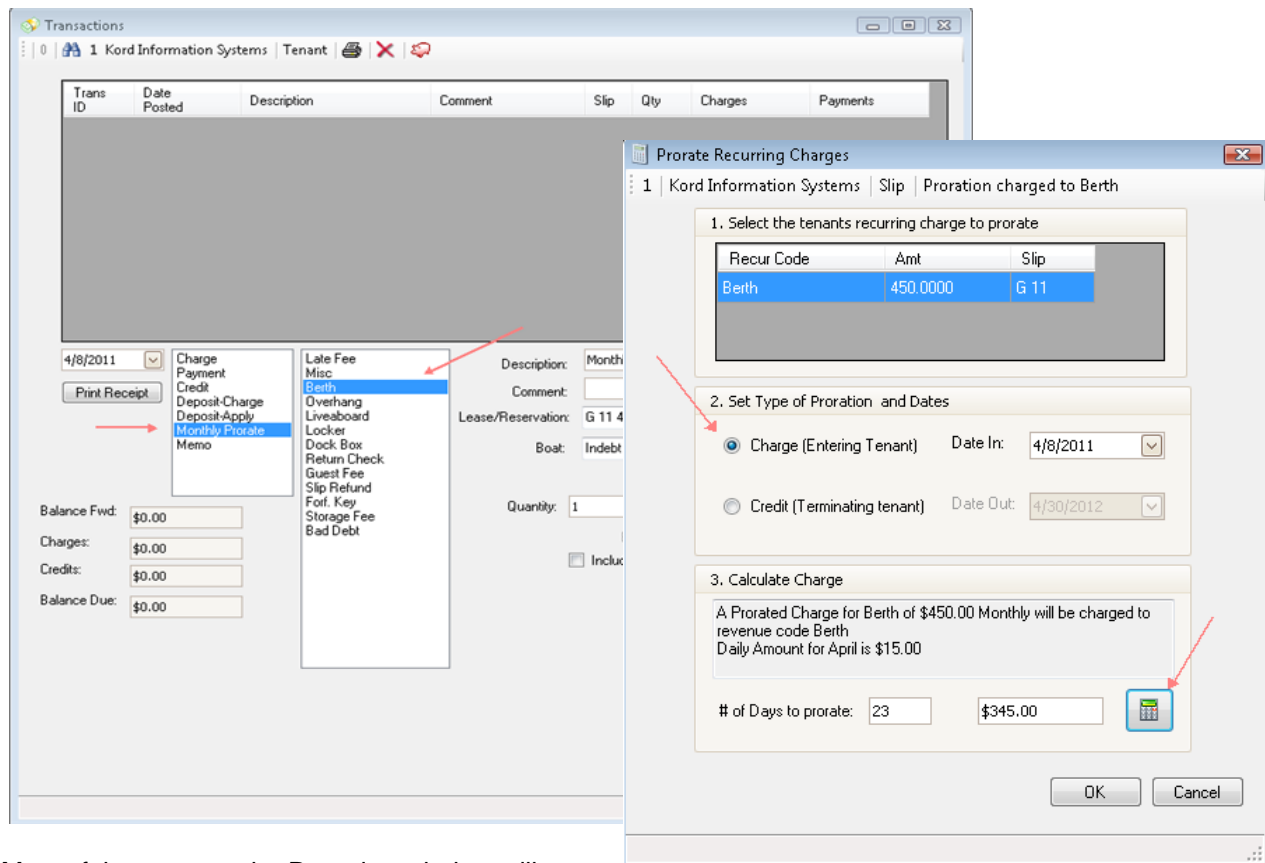
Billing- Proration

Proration is the calculation of a charge for a fraction of the period of time normally charged. For example Rent is charged on the 1st of every month at a rate that encompasses the full month. If someone moves in on the 10th of the month, the prorated charge would be for the number of days between the 10th and the last day of the month (inclusive).

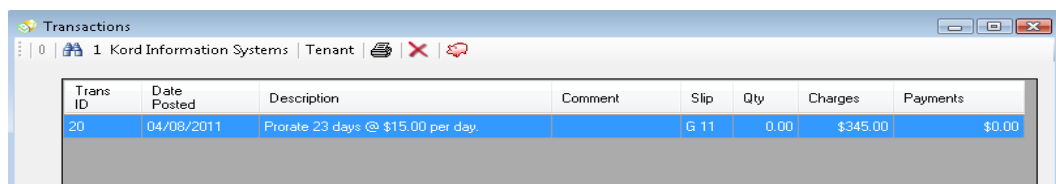
The Proration feature,

- Uses the actual # of days in the month (as opposed to 30 days for every month).
- Only supports monthly recurring charges
- Can only be performed for recurring charges assigned to a customer, therefore the monthly recurring charges must be added to the customer prior to using this feature.

To charge a prorated charge use the Individual Transaction window, select Monthly Prorate, and the Revenue code to charge (note the name of the revenue code should match the recurring charge on the customer's account. The Proration window will display



Most of the entry on the Proration window will default for you, select the Recurring Code that you are prorating, select whether your customer is arriving or departing. The number of days will display, click the calculate button to calculate the charge. Click OK to apply the prorated charge to the customer's account.



Billing –Batch Transactions

Batch transactions are used for assigning transactions of the same type to multiple customers. Currently batch transactions are used for Late Charges, Meter Charges (if using a PDA), and ACH File creation (Auto Bank Debits), and Lockbox Import.

Late Charges

Automatic Late fee calculation is performed based on the parameters entered and the current Late Fee configuration values in effect.

The screenshot shows a software window titled "Batch Transactions" with a toolbar containing icons for print, delete, and delete all. Below the toolbar is a table with the following data:

Name	Date	Desc	Comment	Slip	Qty	Debit	Cre
Horswill, Al	03/11/2011	AUTO LATE FEE		BS13B	0	11.3700	0.00
Adkins, Thomas	03/11/2011	AUTO LATE FEE		BS37C	0	6.7800	0.00
All Tow Boat Mo...	03/11/2011	AUTO LATE FEE			0	3.2200	0.00
Johnston, Susan	03/11/2011	AUTO LATE FEE		BN07B	0	50.5600	0.00
Ayotte, James	03/11/2011	AUTO LATE FEE		B-07	0	2.0000	0.00
Badenhorst, Barry	03/11/2011	AUTO LATE FEE		BS33C	0	32.0400	0.00
Royal City Marina	03/11/2011	AUTO LATE FEE			0	0.3000	0.00

Below the table is a "Charge Late Fees" form with the following fields and options:

- Transaction Date: 3/11/2011
- Minimum: 0
- Balance as of: 4/1/2011
- Print Late Notices Immediately after posting:
- Batch Totals: \$12,881.05 (Debit) and \$0.00 (Credit)
- Buttons: "Charge Late Fees" and "Post"

The transactions for each customer are loaded into the grid, where they can be reviewed, before posting to the customer accounts.



Will print the transactions currently existing in the batch.



Delete - click on the transaction to delete then click the delete toolbar button.



Deletes all the transactions in the batch.



Displays the Late fee setup window. Late fees can be charged based on a flat fee or a percentage of the amount owed.

Checking the checkbox entitled Print Late Notices Immediately after posting will display a late notice statement filter window after the late fees are posted to the customers accounts. These late notices are really interim statements showing the late charge.

The options here are similar to the Period Close Statements you can enter a message to display usually something like

“Late fees have been charged to your account.” Like the statements the notices can be emailed using the same parameters as the emailing of statements, meaning a customer would have to be setup to receive emailed statements to receive emailed late notices.,

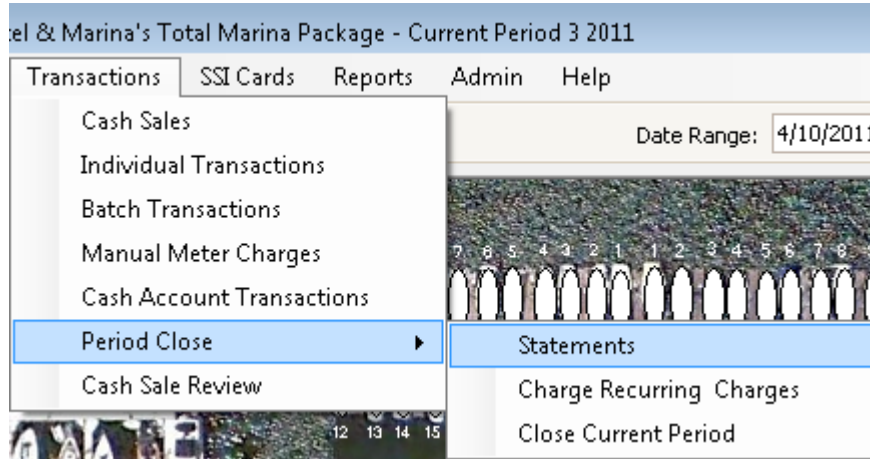
A Late Fee has been charged to your account.

DATE	ID	DESCRIPTION	CHARGES	PAYMENTS	BALANCE
3/1/2011		Balance Forward			\$2,169.77
03/01/2011	18954	YARD March	\$870.00	\$0.00	\$3,039.77
03/01/2011	18955	HST @0.12	\$104.40	\$0.00	\$3,144.17
03/01/2011	18956	YARD FEE March	\$65.00	\$0.00	\$3,209.17
03/01/2011	18957	HST @0.12	\$7.80	\$0.00	\$3,216.97
03/10/2011	20081	AUTO LATE FEE	\$64.34	\$0.00	\$3,281.31

Billing - Period Close - Statements

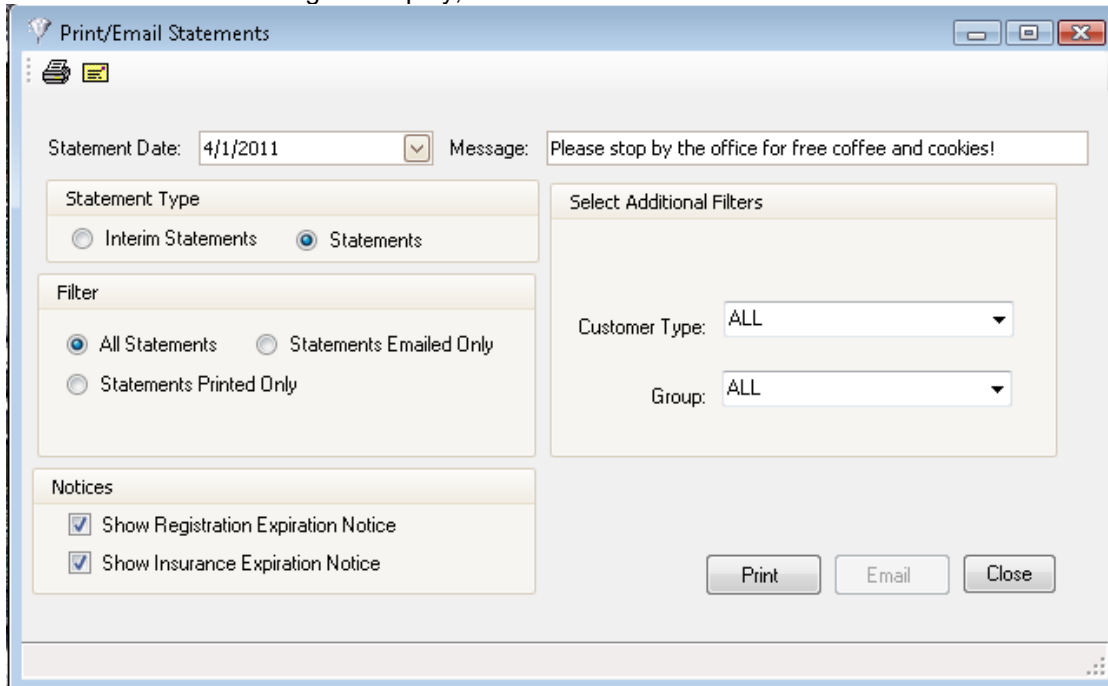
Statements can be printed at any time showing a customer's current transactions and balance. Producing statements to send to your long term customers is normally part of the period close process. This way all charges and payments that have been posted throughout the current period will appear on the statement.

To access the **Statements** option, from the menu select *Transactions – Period Close- Statements*



Statements Filter

The Print/Email filter dialog will display,



Statements Filter Defined

Statement Date:

The **Statement Date** will appear on the statement as the date of the statement. See Figure 1 below

The **Message** entered will display in bold text at the top of the statement. See Figure 1 below.

Message:

Statement Type
 Interim Statements Statements

The **Statement Type** allows you to print current statements with no next period recurring charges as **Interim Statements** or you can print your month-end statements which will show the currently posted items plus any recurring charges for the next period as **Statements**.

The Filter allows you to print all statements by selecting the **All Statements** radio button. Just those statements you have setup to be emailed by selecting the **Statements Emailed Only** radio button. Or just the statements that are setup to be printed only (not emailed), by selecting the **Statements Printed Only** radio button.

Filter
 All Statements Statements Emailed Only
 Statements Printed Only

Note when you select the Statements Emailed Only radio button the Email button will become enabled.

You also have the standard filters used on all reports so you can filter by the customers group or type you have defined on their customer record.

Select Additional Filters
Customer Type:
Group:

Notices
 Show Registration Expiration Notice
 Show Insurance Expiration Notice

In addition you can include registration and insurance expiration reminders on the statement. These display at the bottom of the statement. See figure 2 below.



SEND REMITTANCE TO: The Bay Club Hotel & Marina
 2131 Shelter Island Drive
 San Diego, CA 92106
 619-224-8888

Kord Information Systems
 7814 La Cresta ST
 Highland, CA

1

92346

annette@kordinformationssystem.com

Message

Statement Date

Please stop by the office for free coffee and cookies!

DATE

4/1/2011

DATE	ID	DESCRIPTION	CHARGES	PAYMENTS	BALANCE
3/1/2011		Balance Forward			\$0.00
04/01/2011		Berth April	\$450.00	\$0.00	\$450.00
04/08/2011		Prorate 23 days @ \$15.00 per day.	\$345.00	\$0.00	\$795.00

Figure 1

Insurance from # expiring 4/8/2011. Please update the office with new policy information.

Registration # for Blue Skies is expiring 4/8/2011. Please update the office with new registration information.

CURRENT	30 TO 60 DAYS	60 TO 90 DAYS	OVER 90 DAYS	BALANCE DUE
\$0.00	\$0.00	\$0.00	\$0.00	\$795.00

Figure 2

Emailing Statements

To select Email Statements select the radio button "Statements Emailed Only" and the Email button will enable.

Clicking the email button here will send the statement as a pdf attachment to the recipient's first email address setup in the Customer window.

The PDF attachment sent is saved to a temporary folder on the workstation in case it is needed for later review. It is up to the TMP operator to move, delete or maintain the emailed pdf statements.

After the emails are processed a Log Viewer will be displayed showing you what was done, where the pdf file emailed exists on your workstation (defaults to your windows temporary folder).

User	DateCreated	Title	FileSpec	Comment	ID
	5/18/2010	Statement Emailed	C:\Users\Annette\AppData\Local\Temp\tmp9F3C.PDF	Statement dated ...	0

At this point depending on what policy you have for handling the emailed statements you could use Windows Explorer and locate to the file location specified above in the FileSpec column. Once there you will see the PDFs listed, you can move them to an archive folder somewhere on your network or if policy permits delete them. It is recommended that these PDFs get saved onto a CD or other storage device labeling the folder with the period Year and Month.

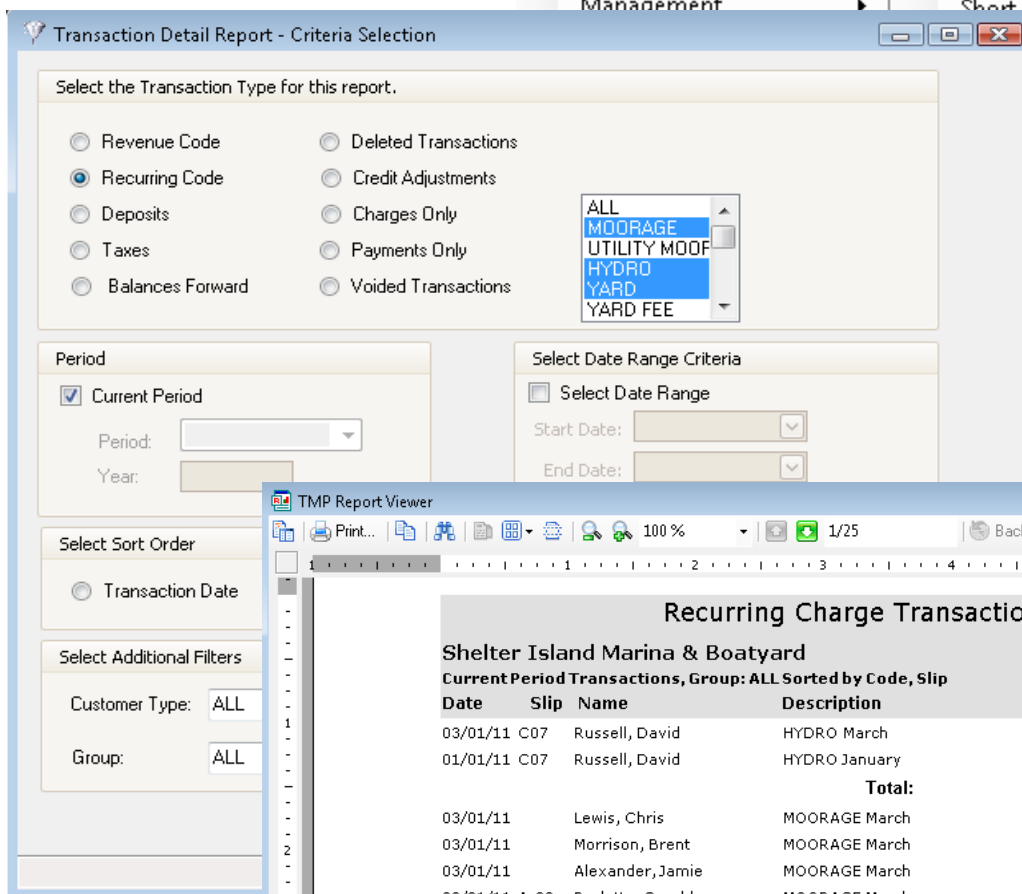
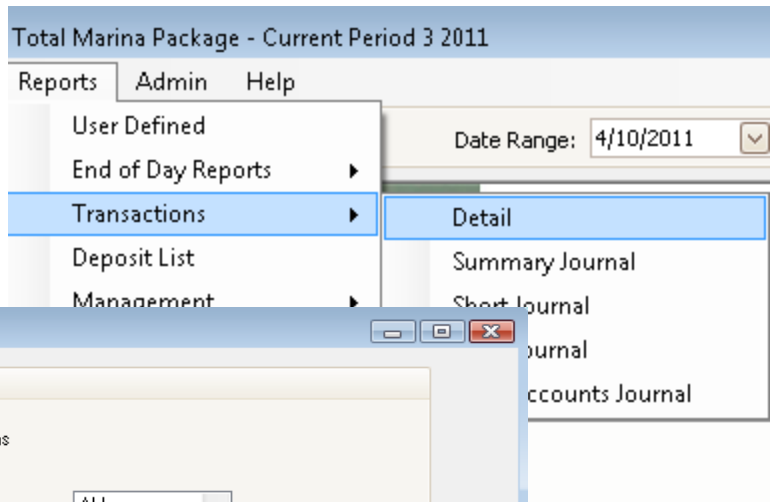
Setting up a Customer to receive Statements via Email

Display the customer information window, selecting a customer that wants their statement emailed. Enter a valid email address in the *Email 1* field (this will be the email address used when emailing their statement). Then check the *Email Statements* checkbox

Customer Information		62
Customer Type:	Tenant	
Company:		
First Name:	MIKIKO	
Last Name:	ANDO	
Title:		
Address 1:	JARRETT NICHOLSON	
Address 2:	1288 COLUMBUS AVE. #113	
City/Town:	SAN FRANCISCO	
Phone 1:	533 0669 JARETT	
Phone 2:	310 8196 cell	
Phone 3:	707 441 1569 jaret	
Email 1:	jarrettnicholson@earthlink.net	
Email 2:		
	<input checked="" type="checkbox"/> Email Statements	
DL:		
SSN:		

Transaction Reports

Now you've seen how you enter dollars into the Total Marina Package to view what you entered there a variety of canned reports. Transaction Reports are available on the menu select Reports – Transactions.



Transaction Detail Report - Criteria Selection

Select the Transaction Type for this report.

Revenue Code Deleted Transactions
 Recurring Code Credit Adjustments
 Deposits Charges Only
 Taxes Payments Only
 Balances Forward Voiced Transactions

Period

Current Period

Period:

Year:

Select Date Range Criteria

Select Date Range

Start Date:

End Date:

Select Sort Order

Transaction Date

Select Additional Filters

Customer Type: ALL

Group: ALL

ALL
MOORAGE
UTILITY MOOR
HYDRO
YARD
YARD FEE

TMP Report Viewer

Recurring Charge Transactions

Shelter Island Marina & Boatyard

Current Period Transactions, Group: ALL Sorted by Code, Slip

Date	Slip	Name	Description	Qty	Charges	Payments
03/01/11	C07	Russell, David	HYDRO March	1	\$50.00	\$0.00
01/01/11	C07	Russell, David	HYDRO January	1	\$50.00	\$0.00
Total:					\$100.00	\$0.00
03/01/11		Lewis, Chris	MOORAGE March	1	\$259.00	\$0.00
03/01/11		Morrison, Brent	MOORAGE March	1	\$213.00	\$0.00
03/01/11		Alexander, Jamie	MOORAGE March	1	\$362.00	\$0.00
03/01/11	A-03	Brulotte, Gerald	MOORAGE March	1	\$215.00	\$0.00
03/01/11	A-04	Blundell, David	MOORAGE March	1	\$320.00	\$0.00
03/01/11	A-05	Atalan, Tyros	MOORAGE March	1	\$215.00	\$0.00
03/01/11	A-06	Abraham, Colin	MOORAGE March	1	\$336.00	\$0.00
03/01/11	A-08	Palmer, Robert	MOORAGE March	1	\$362.00	\$0.00
03/01/11	A-09	Pegasus Group	MOORAGE March	1	\$320.00	\$0.00
03/01/11	A-10	Harrison, Mike	MOORAGE March	1	\$222.00	\$0.00
03/01/11	A-11	Nerado, Ken	MOORAGE March	1	\$241.00	\$0.00
03/01/11	A-12	Goldbeck, Hauke	MOORAGE March	1	\$283.00	\$0.00
03/01/11	A-13	Lightship Mobile Marine	MOORAGE March	1	\$270.00	\$0.00

Billing – Reports

Billing Summary Report

TMP Report Viewer

Print... 100% 1/18 Backward Forward

Billing Summary

Shelter Island Marina & Boatyard

Current Period

Cust ID	Full Name	Balance Forward	Recurring Charges	Other Charges	Credit & Payments	Balance Due
2888	331335 Alberta Ltd.	\$2,169.77	\$1,047.20	\$195.59	\$0.00	\$3,412.56
1797	A Cut Above A Coat Below Detailing Ltd.	\$121.64	\$0.00	\$7.39	\$0.00	\$129.03
17	Ablitt, Tony	\$0.00	\$453.60	-\$453.40	\$0.00	\$0.20
3495	Abraham, Colin	-\$45.32	\$527.52	-\$527.52	\$0.00	-\$45.32
3406	Adams, Al	\$32.53	\$348.32	-\$346.34	\$0.00	\$34.51
36	Adkins, Thomas	\$0.00	\$325.92	\$19.82	\$0.00	\$345.74
3646	Alexander, Jamie	\$64.34	\$405.44	\$0.00	\$0.00	\$469.78
94	All Tow Boat Moving	\$154.87	\$0.00	\$9.42	\$0.00	\$164.29
3644	Allison, Robert	\$433.44	\$0.00	\$0.00	\$0.00	\$433.44
3091	Ally, Ken	\$64.62	\$0.00	\$3.92	\$0.00	\$68.54
138	Andrews, Greg	\$0.00	\$546.56	-\$546.56	\$0.00	\$0.00
2972	Andruschak, Kevin	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2618	Anglo Marine	\$47.10	\$489.72	-\$486.86	\$0.00	\$49.96
3447	Annacis Marine	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
3638	Archer, John	\$0.00	\$212.80	-\$212.80	\$0.00	\$0.00

Aged Receivables Report

TMP Report Viewer

Print... 100% 2/11 Backward Forward

Aged Accounts Receivable

Shelter Island Marina & Boatyard

Due	Name	Current	>30 Days	>60 Days	>90 Days	>120 Days
\$0.00	Bonny, Jeff	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$76.69	Bonny, Jeff	\$76.69	\$0.00	\$0.00	\$0.00	\$0.00
\$129.64	Bouchard, Renald	\$62.03	\$67.61	\$0.00	\$0.00	\$0.00
\$2,415.89	Bouwman, Peter & Jenn	\$508.71	\$579.14	\$305.04	\$448.29	\$574.71
\$1,097.96	Bowden, R.M.	\$83.22	\$19.90	\$19.51	\$0.00	\$975.33
\$327.91	Boyce-Sargent, Richard	\$327.91	\$0.00	\$0.00	\$0.00	\$0.00
\$9,576.44	Bracewell Boatworks Ltd.	\$5,688.87	\$3,887.57	\$0.00	\$0.00	\$0.00
\$0.00	Braund, Thomas	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	Brenner, Dawson	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$184.15	Bristow, Roy	\$184.15	\$0.00	\$0.00	\$0.00	\$0.00
\$38.06	Brooks, Stephen	\$38.06	\$0.00	\$0.00	\$0.00	\$0.00
\$1,730.76	Brown, Dave	\$653.86	\$543.78	\$533.12	\$0.00	\$0.00
\$3,250.64	Brown, Zac	\$3,250.64	\$0.00	\$0.00	\$0.00	\$0.00