FSC Manager

» Simple Receipts

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Introduction

This feature is used to track daily cash receipts and agency fees. Primarily, the Simple Receipt is used for direct bill in/out payments. When a customer needs to make a down payment on a new policy or drops off a payment at the agency instead of mailing it directly to the carrier, print a receipt of payment in FSC Manager. At the end of the day, print a list of all payments submitted to the agency by location and payment type. This information does not integrate with General Ledger accounting.

Additionally, the Simple Receipts allows agencies to track agency fees assessed to the customer and pay a portion of the fees to a producer. At month end, run a report of all agency fees that are commissionable for the producer.

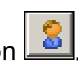
This chapter will include instructions on the setup and use of the Simple Receipts feature.

Simple Receipts

Setup Requirements

Agency Fee Setup

Create a list of default agency fees that may be charged to the customer. If the agency does not charge fees, disregard this setup.

1. In the client record, access the Simple Receipts from this button .
2. Click the menu *Tools->Setup Fee Descriptions* or use this button .
3. Click the plus button to add a fee. Enter in a description for the fee, indicate whether or not it is commissionable (meaning a producer could earn a portion of the fee), and enter a default amount. The default amount can be changed on each individual transaction.
4. Click the minus button to delete a fee.
5. Click *OK* to save changes.

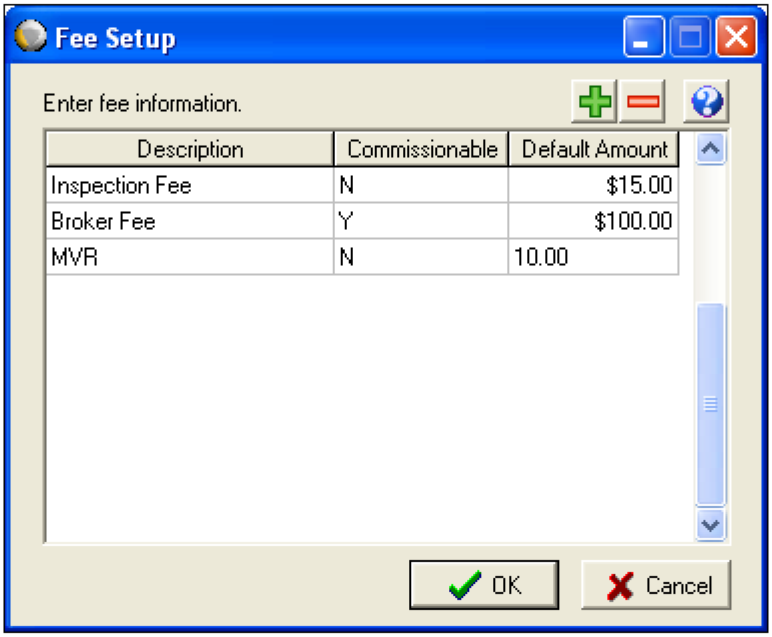


Figure 1: Fee Setup

Producer Commission Setup

If the agency pays producers a commission amount on agency fees, complete the setup for producer commissions. If the agency does not pay producers commission on fees, disregard this setup.

1. In the client record, access the Simple Receipts from this button .
2. Click the menu *Tools->Setup Producer Percentages* or use this button .
3. Only active producers will display in the setup box. A producer can be given a percentage or a flat fee, but not both.
4. Click *OK* to save changes.

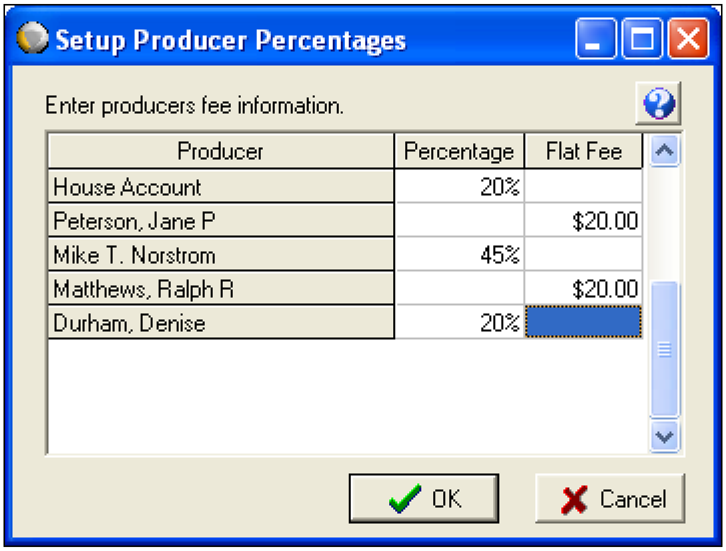


Figure 2: Producer Percentages Setup

Default Description

Select the most common type of transaction that takes place in your agency by going to the menu for *Tools->Options*. Select either *Premium Installment* or *Premium Down Payment*. This can be changed on each receipt as necessary.

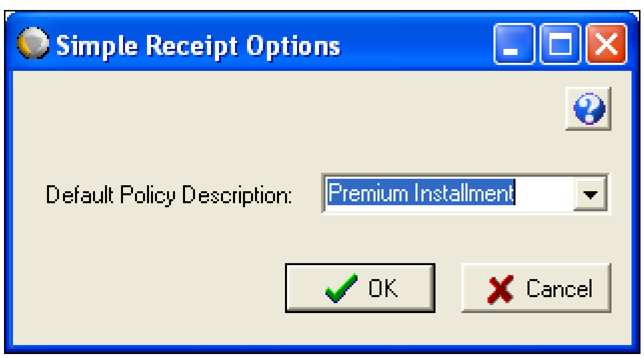


Figure 3: Default Description

How to Create a Simple Receipt

1. In the client record, click the Simple Receipts button .
2. Click the *Add Policy* button, select a policy and click *OK*.
3. Type in the amount of premium down payment or installment payment.

4. If needed, click the *Add Fee* button, select a fee, and click *OK*. Change the amount if necessary. More than one fee can be added to a policy.
5. If customer is making a payment on more than one policy, repeat steps 3-5.
6. In *Payment Information*, enter the amount of payment for each payment type.

   NOTE: If a check needs to be held, enter a hold date and click the hold check Follow Up button . This creates a Follow Up directed to the user making the receipt.
7. Type in any notes for the receipt.
8. If the producer is incorrect, change the producer using the drop down selection box.
9. To view a breakdown of the producer's commission, click the *Detail* hyperlink.
10. Once the receipt is created the user will be able to print or email the receipt using the print or email icons.

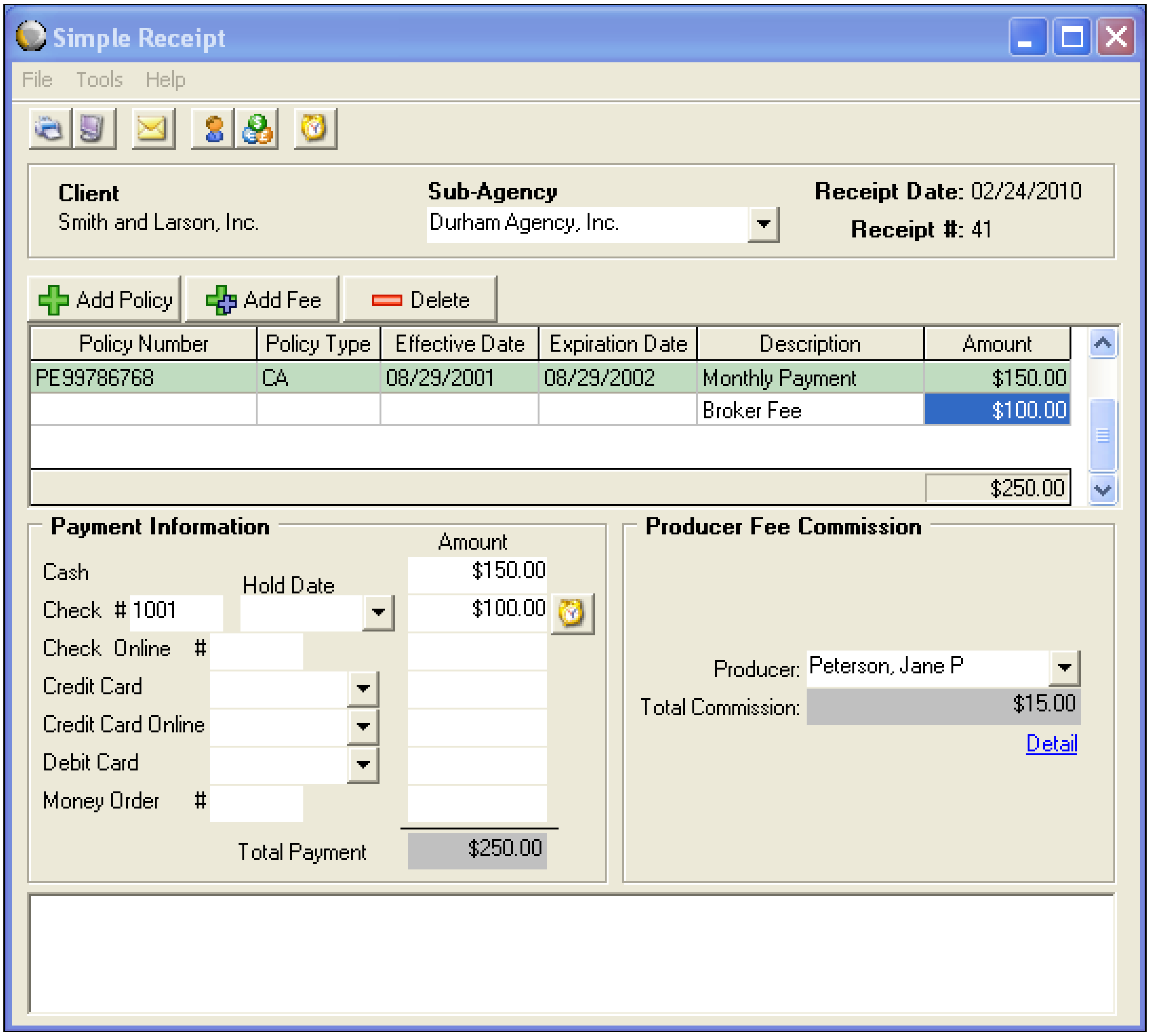


Figure 4: Simple Receipt

Deleting a Simple Receipt

An agency can delete a simple receipt created in error. **Note: Only Level 1 users may edit or delete receipts.**

1. On the *Simple Receipts* tab highlight the receipt to be deleted.

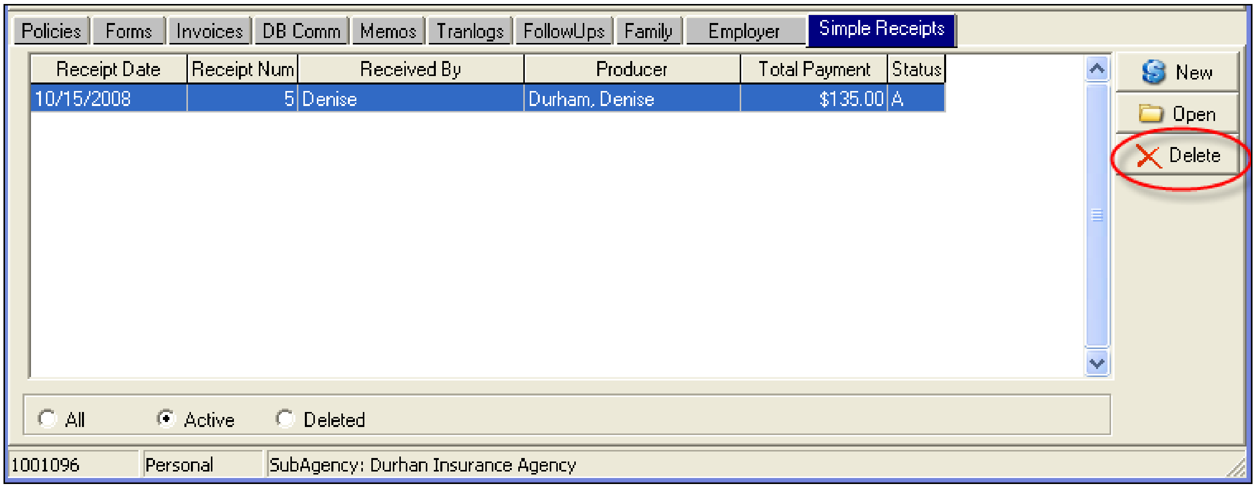


Figure 5: Simple Receipts Tab

2. Click the *Delete* button.
3. Enter a *Reason for delete* and click *OK.*

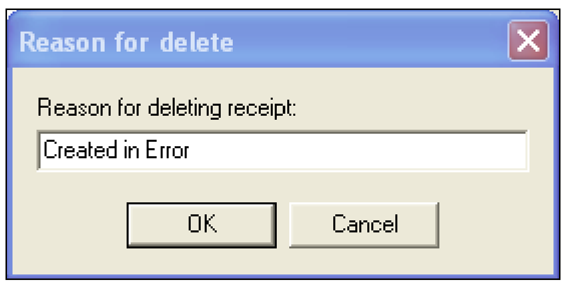


Figure 6: Reason for delete

To view deleted receipts change the radio button at the bottom of the tab to *Deleted*.

Additional Information

- *Payment Types* include: *Cash, Check, Check Online* (check information entered on carrier website so carrier can electronically transfer the funds), *Credit Card, Credit Card Online* (credit card information entered on carrier website so carrier can charge the credit card), *Debit Card*, and *Money Order*.
- If the money is being received in a different Sub-Agency than the client is assigned to, change the *Sub-Agency* location in the drop down.
- The *Delete* button allows the user to delete a fee individually or delete a policy and all of its fees from the receipt.

- » The hold check follow up button creates a follow up directed to the user receiving the money and automatically sets the follow up date, to the hold date of the check.
- » If a producer's commission amount is incorrect, it must be changed in the Producer Commission Setup.
- » A Simple Receipt is recorded in the Tranlog when it is created and printed/saved, re-opened and changed, or deleted.
- » Simple Receipts are stored on the client screen on the *Simple Receipt* tab. Double click the receipt or highlight and click *Open* to view the receipt.

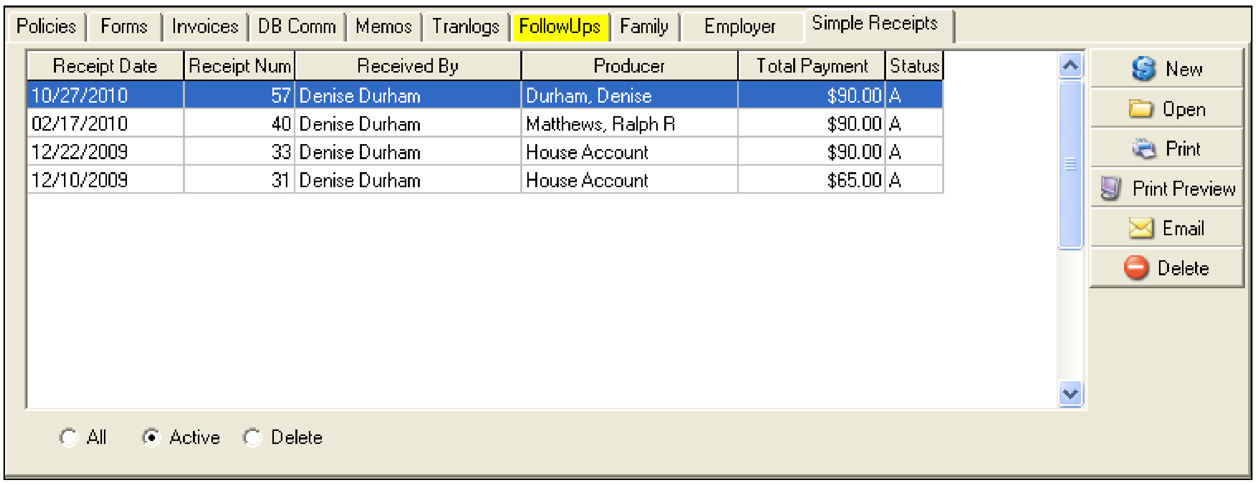


Figure 7: Simple Receipt Tab

- » Simple Receipts can be deleted in the event that they are entered on the wrong client or just entered incorrectly. Highlight the receipt on the *Simple Receipts* tab and click the *Delete* button. The user will be prompted to enter a reason for deleting the receipt, which will automatically record to the tranlog. Deleting a receipt does not physically remove it from the client screen, but rather changes the status to *Delete* and it excludes the deleted receipts from the client. To see a deleted receipt, change the status filter at the bottom to *Delete*.

Reports

There are four reports for the Simple Receipts that can be accessed from the *Reports* button on the banner.

Agency Fees - This report is usually run at the end of each month and shows all fees collected by the agency through Simple Receipts with a breakdown by fee type. In addition, this report has an option for a page break between *Sub-Agency Locations*, or allows the user to select an individual *Sub-Agency*, or *Fee Type* to report on.

Checks to Issue – Simple Receipts - This report is usually run at the end of each day and shows all down payments and installments collected through simple receipts that need to be sent to the carrier. The items will be grouped by carrier with options to page break between *Sub-Agency* locations or select one *Sub-Agency* or *Carrier*.

Daily Simple Receipts - This report is usually run at the end of each day and shows all payments made in an agency by *Payment Type – Cash, Check, Credit or Debit*. In addition, this report has an option for a page break between *Sub-Agency* locations, or allows the user to select an individual *Sub-Agency* to report on. This report will use the *Sub-Agency* that the customer made the payment at. All other reports use the *Sub-Agency* to which that the customer is normally assigned.

Producer Broker Fee - This report is usually run at the end of each month and shows all commissionable fees that the agency collects from customers and the amount owed to the producers. This report will automatically page break by *Producer* or allows the user to select an individual producer or *Sub-Agency*.

Obtaining Support

If you have any questions about this training, please contact FSC Customer Support. Thank you and enjoy using FSC Manager!

West Coast Customer Support: 800-433-2550
Midwest Customer Support: 800-401-2895
Email: fscmanagersupport@fscsolutions.com

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