

Account Class (Setup / Account) - New Convenience Fee Feature (20116)

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A new optional **Convenience Fee** feature has been added for Manual Payments, with setup established on the Account Class. To support this, the following changes were made:

Account Class Setup

Three new settings associated to Convenience Fees were added:

- **Manual Pay Convenience Fee Type**
 - This can be set to None, Percentage, or Flat Amount.
- **Manual Pay Convenience Fee Amount**
 - Text entry field to enter the amount associated with the selected fee type.
- **Manual Pay Convenience Fee Charge Code**
 - The specific charge code the convenience fee is billed under.

AR History

If convenience fee settings are enabled, the **Apply Convenience Fee** checkbox is displayed and is selected by default.

The image shows two overlapping application windows. The window in the background is titled 'UPDATE ACCOUNT CLASS' and has a tab bar with 'Details', 'Customer Portal', 'Payment Processing' (which is selected), 'Status Management', and 'Finance Charges and Other Fees'. The 'Payment Processing' tab contains several configuration options, including checkboxes for enabling different payment processing fees and dropdowns for selecting processing fee types and amounts. Three specific fields are highlighted with yellow boxes: 'MANUAL PAY CONVENIENCE FEE TYPE' (set to '%'), 'MANUAL PAY CONVENIENCE FEE AMOUNT' (set to '10'), and 'MANUAL PAY CONVENIENCE FEE CHARGE CODE' (set to 'Convenience Fee'). The window in the foreground is titled 'AR HISTORY' and shows a list of invoices. It has a 'POST A PAYMENT' button at the top. Below it is a table for entering payment details, including columns for 'INVOICE', 'DATE', 'DUE DATE', 'AMOUNT', 'BALANCE', and 'PAY AMOUNT'. The 'AMOUNT' field for the first invoice is set to '\$ 1,836.56'. The 'PAY AMOUNT' field is also set to '\$ 1,836.56'. Below the table, there are sections for 'Invoice Subtotal', 'Prepayment Amount', and 'Total'. The 'Total' amount is '\$ 2,093.68'. There are also fields for 'PAYMENT METHOD' (set to 'New Credit Card'), 'NAME ON CARD', 'CARD NUMBER', 'MONTH', 'YEAR', 'POSTAL CODE', and 'CVV'. A checkbox for 'Save to Wallet' is also present. The 'APPLY CREDIT CARD FEE' and 'APPLY CONVENIENCE FEE' checkboxes are checked, with the convenience fee amount listed as '\$ 183.66'.

Pathway: Setup > Account > Account Class > Payment Processing [tab]

Article: [Apply Convenience Fee](#)