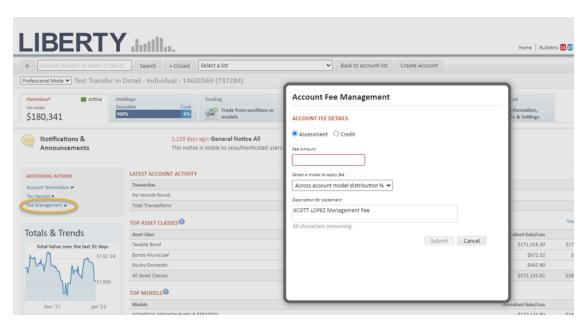
# **Client Management - Fee Management**

Investment advisors with the appropriate permissions may assess or reimburse fees to client accounts, either individually or in bulk, using the Fee Management feature.

#### Fee Management for an individual account

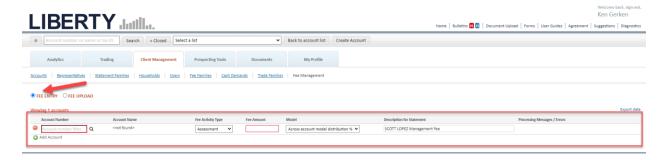
Client Management > Account > Overview > Fee Management



## Fee Management for multiple accounts

• Client Management > Fee Management > Fee Entry (radio button)

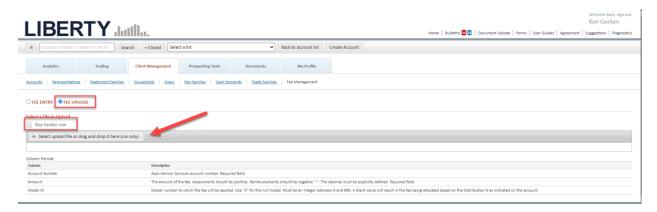
Click the "Add Account" button to add accounts to the row, then populate the account and fee details. Repeat as needed to add additional rows to the display.



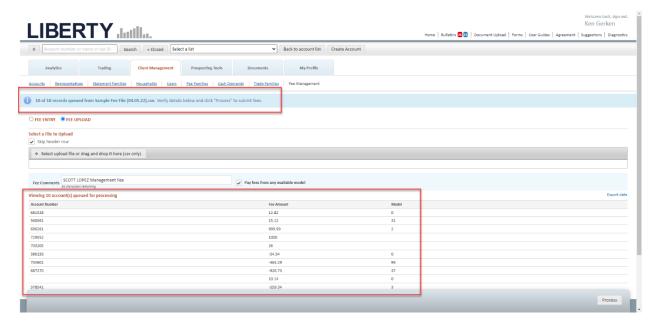
#### **Fee File Upload**

- Client Management > Fee Management > Fee Upload (radio button)
- Indicate whether the file contains a header row (or not) and then press the
  "Select upload file" button to search for and select the file. If your file contains a
  header row then you must click the "Skip header row" checkbox before selecting
  the file for import. Otherwise you will receive an error message.
- The file must be in .csv format

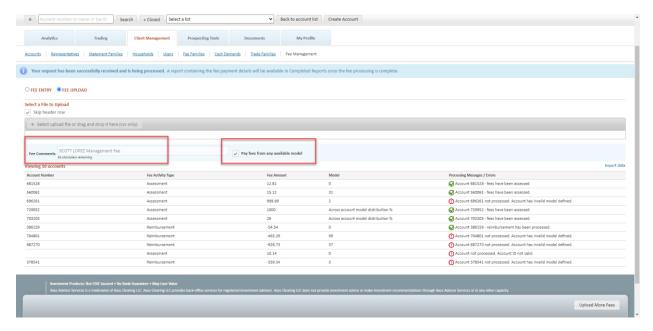
• Formatting instructions are provided on the screen



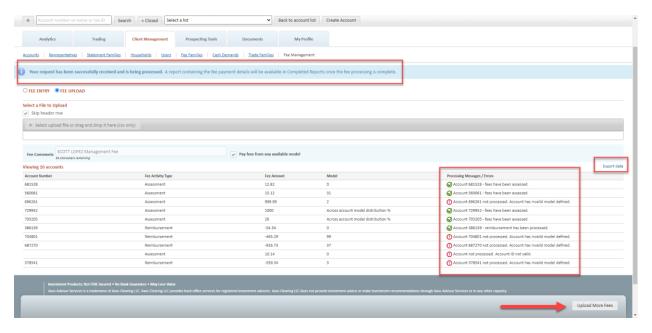
The file details will display in the table on the lower portion of screen. Errors/success message will appear in the banner notification at the top of the screen.



Update the **Fee Comment** and indicate whether fees should "**Pay from any available model**" or if they should only be paid from the model indicated in the fee file upload.



Press the <**Process**> button to continue. This system will do an initial review of the fee entries and return error messages or a confirmation of a successful fee assessment/reimbursement.



### **Important Notes:**

- Fee File Upload processing is a 2-step process
  - Upon first pressing the <Process> button the system will perform an initial review to identify any error situations and build the fee assessments & reimbursements.
  - Upon successfully applying fee assessments to the client accounts the fee payment process will begin. Payment processing may take a while and the results will be posted to the Completed Reports screen in Liberty upon completion.

- Fee reimbursements are processed <u>immediately</u>, with the credit applied to the client account and the offsetting debit applied to the RIA's fee account.
  - It is possible to overdraft the fee account as the result of a reimbursement. Should this occur, an informational message will appear in Liberty and you will need to work with your Service Advocate to clear the debit in a timely manner.
- Make sure to Export the fee upload results before leaving the screen so that
  any erroring fee entries can be researched and resubmitted. The screen is
  refreshed when you navigate away or press the <Upload More Fees> button and
  any information shown will be reset.

## **Liberty Manual Fee Requests Report**

The Liberty Manual Fee Request Report comes in 2 forms, with the goal of providing an easy reference and audit tracking tool for all the self-service fee activities applied to client accounts via Liberty.

- 1) Specific to a fee upload: Showing the fee processing details for each fee file upload
- 2) Monthly summary: A monthly report generated on the 1<sup>st</sup> day of each month showing **all** manual fee processing conducted via Liberty for the prior month. (Note: An off-cycle version of the report can be generated manually. Contact your Client Service Advocate for assistance.)

#### Report location in Liberty

• Documents > Completed Reports > Liberty Manual Fee Requests Report
The report shows the pertinent fee detail information, such as Account #, Account
Name, Processing Date, Status (which is helpful to see if the request was paid or is
pending awaiting cash), Login of the user making the request, and Comments.

Account # 361402	Account Name LEMNY OSTENSON	Fee Req Date Fee 01/10/2022	Amount Fee Type 13.13 Assessment	Status Partially Paid, Pending Cash	1.32 7.22 0.26 0.66 0.26 0.13	Mo Model Desc 1 DOMESTIC GROWTH 25 DOMESTIC MODEL 16 INTERNATIONAL INCOME 45 Auto Cont 51 TEST1 52 TEST2 140 ANOTHER UPDOWN	Login kgerken kgerken kgerken kgerken kgerken kgerken kgerken	Comment Fee Assessment for Dec 2021
361402	LENNY OSTENSON	01/10/2022	20.00 Credit	Processed	2.00 11.00 0.40 1.00 0.40	1 DOMESTIC GROWTH 25 DOMESTIC MODEL 16 INTERNATIONAL INCOME 45 Auto Cont 51 TEST1 52 TEST2 140 ANOTHER UPDOWN	kgerken kgerken kgerken kgerken kgerken kgerken kgerken kgerken	t Fee Credit
361402	LEMNY OSTENSON	01/10/2022	10.00 Assessment	Partially Paid, Pending Cash	5.50 0.20 0.50 0.20 0.10	1 DOMESTIC GROWTH 25 DOMESTIC MODEL 16 INTERNATIONAL INCOME 45 Auto Cont 51 TEST1 52 TEST2 140 ANOTHER UPDOWN	kgerken kgerken kgerken kgerken kgerken kgerken kgerken kgerken	Management Fee ADI
380374	SAMELLA FEURTADO	01/05/2022	10.00 Assessment	Paid	10.00	28 MODERATE INCOME AND	lcrist1-32	SCOTT LOPEZ Management Fee
493805	PAMILA SIMKULET	01/05/2022	120.00 Assessment	Not Paid, Pending Cash	0.00	37 DOMESTIC INCOME INVE	lcrist1-32	SCOTT LOPEZ Management Fee
544672	FREDERIC AUDI	01/05/2022	120.00 Assessment	Partially Paid, Pending Cash	0.01	26 MODERATE INCOME AND	lcrist1-32	SCOTT LOPEZ Management Fee
544672	FREDERIC AUDI	01/05/2022	8.00 Credit	Processed	8.00	26 MODERATE INCOME AND	lcrist1-32	SCOTT LOPEZ Management Fee Credit
547381	LAVERNA FUNAI	01/05/2022	2.00 Assessment	Not Paid, Pending Cash	0.00	26 MODERATE INCOME AND	lcrist1-32	SCOTT LOPEZ Management Fee
568475	WILLA HAMANO	01/05/2022	0.01 Assessment	Paid	0.01	1 DOMESTIC GROWTH	lcrist1-32	SCOTT LOPEZ Management Fee
597031	MUOI THYNE	01/04/2022	16.16 Assessment	Paid	16.16	39 BALANCED GROWTH AND	kgerken JediKGE	SCOTT LOPEZ Management Fee
597031	MUOI THYNE	01/04/2022	16.16 Assessment	Paid	16.16	39 BALANCED GROWTH AND	rwilker1-qa32	ASSESS 16.16
682775	LIZ HAYDEN	01/05/2022	10.00 Credit	Processed	10.00	0 DOMESTIC GROWTH FUND	lcrist1-32	SCOTT LOPEZ Management Fee Credit
682775	LIZ HAYDEN	01/05/2022	200.00 Assessment	Partially Paid, Pending Cash	20.03	0 DOMESTIC GROWTH FUND	lcrist1-32	SCOTT LOPEZ Management Fee
684094	Family8 Agg1	01/04/2022	20.00 Credit	Processed	20.00	137 Free Ride Model	kgerken JediKGE	SCOTT LOPEZ Management Fee Credit
684094	Family8 Agg1	01/04/2022	15.00 Assessment	Paid	15.00	137 Free Ride Model	kgerken JediKGE	SCOTT LOPEZ Management Fee