

EXPLANATION OF CHARMS STATEMENTS

At the top of every CHARMS statement is an *account summary* which shows the totals for all charges and payments as of the date of the last deposit we made. (Please be certain to read the *****NOTE ON FIXED PAYMENTS DUE** for important information.) The box below shows you what the CHARMS account summary looks like. Your statement will not have numbers 1-5 on the left. For this illustration only, those numbers correspond to the numbered paragraphs below.

| | | | |
|-------|-----------------------------------|-----------------|--|
| 1. | Trip Ledger Balance Credit | \$ 0.00 | |
| 2. | Fixed Payments Due | \$ 0.00 | |
| 3. | Fundraising Balance Credit | \$ 0.00 | negative amount indicates a credit. |
| 4. | Misc Balance Due | \$ 0.00 | negative amount indicates a balance due. |
| 5. | Store Balance Due | \$ 0.00 | |
| <hr/> | | | |
| | Total Balance Due | \$ 00.00 | |

The CHARMS account summary does not itemize your charges or your payments. For itemized payment information, see the corresponding lower portions of the CHARMS statement, divided into categories described below.

1. The **Trip Ledger** line will be \$ 0.00 except for high school students going on overnight trips with such expenses as meals, hotels, and park entry fees. Shorter field trips will be itemized in **Fixed Payments**.
2. The **Fixed Payments** line is the balance due on everything you've not paid for **IN FULL** (fees, trips, instrument rental, supplies, etc.). Until you have paid "in full", this line will say you still owe the full amount. All the payment plan payments you make are credited in **Misc. Balance** (see #4 below), not **Fixed Payments**.
3. The **Fundraising** line shows the total amount due for orchestra fundraisers. All partial fundraising payments you make are credited in **Misc. Balance** (see #4 below).
4. The **Miscellaneous Balance** line is where you will find all your partial payments toward orchestra fees, instrument usage, and fundraisers as well as any payments you send in but neglect to specify what those funds pay for on the deposit envelope. Once your account is paid in full, the funds transfer out of **Misc. Balance Due** into **Fundraiser Balance Due** or **Fixed Payment Balance Due**.
5. We do not have a store, so **Store Balance Due** will remain \$ 0.00.

*****NOTE ON FIXED PAYMENTS DUE:** Are you making payments toward orchestra fees? If so, your CHARMS statement summary will say you owe the total amount on the **Fixed Payments Due** line (line #1 in the illustration at the top of this page) until those fees are paid in full. EXAMPLE: You have paid \$50 toward a total of \$100 due. The **Fixed Payments Due** line will still say you owe \$100, but the **Misc. Balance Due** line will show a negative \$50, indicating you have paid \$50 and still owe \$50. If you are making payments, please check the **Total Balance Due** line just below the summary to verify the total amount you actually owe.

Whenever you open a CHARMS statement, you will want to first find the summary that looks like the one on the top of this page to see if it seems correct, and then check each itemized sub-section on the lower portion of the statement to determine if we have made any accounting errors. If you have been charged for something that you do not owe, please tell us so that we can correct your account. Also, if you have made a payment that is not posted or is incorrectly posted in the **Miscellaneous Ledger Detail** sub-section, please let us know so that we can research your deposit and be certain we received what you remitted. Once all information is verified, we will make the necessary corrections.