***Business Reason***

It is confusing for sales reps when they select “Admin Fee” but none is displayed on the documents. See comment below.

We got an email from a sales rep that she has the “Admin Fee” box checked but still couldn't see the Admin fee listed on Proposal when she printed the Docs on Generate Doc Screen - A145490 (test - 271444930).

***Task Requirements***

Investigate why the “Admin Fee” does not show up on the printed document even though the “Admin Fee” box is checked.

Then, make the “Admin Fee” print on the document when the “Admin Fee” box is checked, even if the actual fee is 0.

***Build Plan***

Investigation

1. Administrative Fee is printed on the CSA document, page “Proposal Line Items.” The attribute that is printed is adminRate\_quote.
   1. The value is only printed if adminRate\_quote > 0
2. For the quote in question, the account is 800-85488.
3. Since it is an existing customer, we check the Account\_Status data table to see if the admin fee is charged. In our case, it is set to “0” which means the admin fee is NOT charged.
   1. See Column “is\_Admin\_Charge”
4. Thus, even though we had calculated an Admin Fee, it gets set to 0 and that is what is returned.

Build Plan

1. Create new attribute “Administrative Fee Flag”
   1. Boolean
   2. Set default
      1. If feesToCharge\_quote contains “Admin Fee,” set to true
   3. Set to default when you print (if that doesn’t work, always set to default
   4. Do not put on layout, is always hidden
2. Deploy Commerce
3. In CSA document, page “Proposal Line Items” change the row condition on the Administrative Rate
   1. Old condition
      1. If adminRate >0
   2. New condition
      1. If adminRate > 0 OR Administrative Fee Flag = true
4. Save page, save document, deploy document

Unit Test

1. Create a quote for account 800-85488
2. Select Administrative Fee
3. Print document
4. Confirm that Administrative Fee is printed (and the fee is 0)
5. Passed test case. Quote A147539 in dev.

***Admin Guide Changes***

Administrative Fee

The Administrative Fee is displayed on the printed documents if the adminRate > 0 or administrativeFeeFlag\_quote is set to true. The Administrative Fee Flag is set to true if the feesToCharge\_quote contains “Admin Fee.” The code is in the default of the attribute and the attribute is set to default on every action. This field is always hidden.

***User Guide Changes***

If a user selects Administrative Fee, an administrative fee will print on the proposal even if the fee is 0.