Skip-a-Payment for Online Credit Cards

INTRODUCTION

Now you can set up a batch skip-a-pay program for your online credit cards any time you wish and run it in an automated fashion at no charge.

Using **Tool #317** *Credit Card Skip-a-Payment Configuration*, you can define multiple programs (such as a "Holiday Visa Platinum Skip-Pay" or "MasterCard Summer Break") according to loan category and statement period. Set up eligibility rules such as delinquency status, how long the account has been opened, presence of a block code, etc. Simulation reports help you to tweak the settings as needed ahead of time.

The program is automatic for all eligible members (no opt-in is necessary), so for the designated statement period the minimum amount due for the account will be set to $0.00 for one month only. The following month the normal payment will resume automatically. You can define a marketing message that includes the required "finance charges will continue to accrue" language, and it will appear in the transaction detail area of the credit card statement.

Members can still make their regular payment if they wish, and automated payment features such as ACH distributions or AFT will continue to work as before. (HINT: If you've set up any AFTs to automatically pay the minimum payment amount, since the minimum will be $0, those members who qualify won't have a transfer that month.)

Member-elected Skip-a-Payment is also available for credit card loans in **Tool #820** *Skip-a-Payment Program Configuration*. Read more about Skip-a-Payment options in the booklet, "Member-Elected Loan Skip-a-Payment"

CONTENTS

TIMELINE OF THE PROCESS

This section of the manual outlines an overview of the steps (configured and automatic) which happen in the course of a CU*BASE Batch Skip-a-Pay Program. Refer to sections within this book for detailed descriptions on each step.

1. The credit union configures a Skip-a-Pay program (for each online credit card loan category offered) which details the month the batch program will be run, indicates which online credit card category is affected, composes the text the members see in their credit card statement, and sets the exclusions (which members will not be included in the batch offering).

    - These programs must be configured during the month prior to month when the offer will be extended. For example, if a credit union wants to offer a holiday Skip-a-Pay on the December statement, this step should be completed early in the month of November. That way members will receive a Minimum Balance due of $0.00 and a message alerting them of the Skip-a-Pay offer on their December credit card statements.

2. The credit union then runs a simulation of the batch program and CU*BASE generates two "Simulation" reports, one listing the members who will receive the Skip-a-Pay offer and another listing the members who will not receive the offer.

3. The credit union has the option of adjusting the Skip-a-Pay program based on the results of these "Simulated" reports. These changes must be completed prior to the last day of the month. It is recommended that this step is completed a few days prior to month end.

4. During Beginning-of-Day on the last day of the month (in our example, this would be BOD on November 30th since November has 30 days) CU*BASE automatically runs the programs scheduled for that current month and adds a payment change record to included accounts. CU*BASE generates "Update" versions of the reports, which are sent to the credit union's OUTQ. These reports list members who are scheduled to receive the Skip-a-Pay offer, as well as those who are not scheduled (and will not receive the offer).

5. During the last day of the month (during November 30th) the credit union can add or remove individual payment change records using **Tool #51** *Miscellaneous Loan Maintenance*.

6. At end-of-day on the last day of the month (still November 30th) CU*BASE processes the batch program. Accounts that are included are updated so that a minimum payment of zero is posted. This information is recorded in the transaction history of the account. Additionally, these accounts are marked appropriately for statement processing.

7. At beginning-of-day on the first of the month the scheduled payment date of accounts with a zero payment amount are current are advanced ahead a month.

8. When CU*BASE runs statement processing, the members included in the batch program will have the following adjustments made to their credit card statements: their minimum payment will be set to $0.00, and they will receive a statement message (which will appear below the transaction record) alerting them to the fact that they can elect not to pay during that current month. This statement message will also alert members that finance changes will still accrue during this period.

CONFIGURING A PROGRAM

Credit Card Batch Skip-a-Payment Configuration (Tool #317)

Use this screen to begin configuring your programs. The screen lists previously scheduled programs, with their scheduled run dates (if any exist). To configure a new program, use F6-Add (or use the Copy option to create a program based on one that is already created).

Select the online loan category and indicate the month the offer will be extended here.

"Add" (F6)

See the following note on this statement message as well as an example of what it looks like on a member's credit card statement.

- For more information on the fields on the previous screen, refer to the CU*BASE online help by clicking on [i] in the lower right hand corner of the screen.

- **WARNING:** Caution should be taken making edits to a skip pay program, especially if the change is made on the last day of the

month. Contact SettleMINT EFT if you wish to make changes to the configuration of your skip pay program.

EXCLUDING A MEMBER FROM QUALIFYING FOR SKIP PAYMENT PROGRAMS

You can elect to block members from being included in skip-pay program (even though they otherwise might qualify). Access **Tool #15** *Update Membership Information (Shortcut: umbr)* and check *Block from skip-pay program* on the final membership screen. Once this box is checked the member is excluded from all skip-pay programs.

EXAMPLE OF STATEMENT TEXT

Below is an example of the marketing text that a member will see on his or her credit card statement. This message will appear below the transaction records, as a zero dollar transaction message. It will not appear at the top of the statement, since not all members will receive this Skip-a-Pay message.

▯ Note: Regulations require that you alert members that finance charges will continue to accrue during the month the Skip-a-Pay is offered.

Example of Statement

```
Summary of Account                                  Account Information
Previous Balance                      7,451.29      Member Number
Payments, Credits, Benefits     (-)     150.00      VISA CLASSIC           ******
Purchases, Cash Adv, Bal Transfers  (+)  60.94      Statement Date         12/31/2008
Finance Charges and Other fees  (+)      99.23      Payoff Amount          $7,461.46
Misc Adjustments                          .00       Minimum Payment        $.00
New Balance                           7,461.46      Payment Due Date       1/25/2009

Available Credit
Credit Limit                          7,500.00
New Balance                           7,461.46
Credit Available                         38.54


Transactions
  POST   TRANS     TRANSACTION DESCRIPTION      LOCATION OF ACTIVITY                     AMOUNT
 Dec 08  Dec 08    PC CU TRANSFER               Transfer Acct:        -000           150.00 CR
 Dec 08  Dec 07    RUDYS MARKET                 CLARKSTON    , MI                        13.78
 Dec 09  Dec 07    RITE AID STORE 4592          CLARKSTON    , MI                        18.96
 Dec 09  Dec 08    GEB CLARKSTON                CLARKSTON    , MI                         6.25
 Dec 10  Dec 08    SUNOCO SVC STATION           CLARKSTON    , MI                        16.00
 Dec 30  Dec 29    CR *CONSUMERREPORTS.         800-333-0663 , NY                         5.95
 Dec 31  Dec 31    FIN CHG PURCHASE                                                      99.23
 Dec 31  Dec 31    WE VALUE YOUR MEMBERSHIP..    AND WOULD LIKE TO REWARD YOU.            .00
                   AS A REWARD FOR YOUR CONTINUED BUSINESS, YOU DON'T HAVE TO MAKE A
 Dec 31  Dec 31    CREDIT CARD PAYMENT THIS MONTH  THAT'S RIGHT; NO PAYMENT.             .00
                   ***REMINDER: FINANCE CHARGES WILL CONTINUE TO ACCRUE***
```

RUNNING A SIMULATION

Once the program is configured, you will move to another screen that will allow you to run simulation of the project run to identify how many members are affected. This will generate two reports, one of members who qualify and one of members who do not. These reports are printed on demand as well as being archived in CU*SPY under the Miscellaneous category.

Skip-a-Pay Batch Confirmation

Session 0 CU*BASE GOLD - Skip A Pay Credit Card Batch Simulation

Report Options	Response	
Program description	CREDIT CARD SKIP	☑ Job queue
Simulation (S)	S	Copies 1
		Printer P1 🔍

FR (7093)

Run the simulation by pressing Enter. The following two reports will print.

Report of Qualifying Members

```
12/29/08  16:40:00                               COMMUNITY CU                         PLNSKP1      PAGE     1
    RUN ON  12/29/08                    MEMBERS ELIGIBLE FOR SKIP-A-PAY                             USER NADINET
 Program     JAN 08 SKIP CB1                     **SIMULATION**
 Program Date  01/2009 Loan Category  20  VISA CLASSIC
    Member No.                         Card BLK FRZ    Current      Credit      Open DLQ.  DLQ. Over        Amount
       /Suffix Name                    No.CD  CD       Balance      Limit       Date Time  MO-DA   %           Due
          -800                           0           .00        3,000.00  08/01/87    -      0%             .00
       1  -800                           0        238.07        5,000.00  07/20/05    -      5%             .00
       4  -801                           0           .00        3,000.00  12/01/87    -      0%             .00
       4  -800                           0           .00        2,000.00  10/01/96    -      0%             .00
      10  -800                           0           .00        7,500.00  10/01/94    -      0%             .00
      14  -800                           0        178.39        7,500.00  04/11/90    -      2%             .00
      18  -800                           0           .00        7,500.00  11/01/86    -      0%             .00
      20  -800                           0        167.32       10,000.00  12/01/86    -      2%             .00
      23  -800                           0        145.14        7,500.00  08/01/87    -      2%             .00
      25  -800                           0        421.73        7,500.00  03/01/87    -      6%             .00
      25  -800                           0        988.85        2,000.00  04/01/87    -     49%             .00
      26  -800                           0          .40-        3,000.00  03/01/96    -      0%             .00
      28  -800                           0           .00        5,000.00  09/01/88    -      0%             .00

 READ       819     Error     202     Wrote          Warnings
 Accounts to be excluded (Y/N):                               RSN
 Y  Delinquent   1 days or more as of statement generation     D
 Y  Delinquent   2 times or more over life of loan             T
 Y  Accounts open 12 months or less                            S
 Y  Accounts currently over limit                              O
 N  Balance currently     % of available credit limit or more  P
 Y  Negative block code present                                B
 Y  Freeze code present                                        F
 N  Organizational accounts (MASTYP=MO)                        M
    WE VALUE YOUR MEMBERSHIP...    AND WOULD LIKE TO REWARD YOU.
    AS A REWARD FOR YOUR CONTINUED BUSINESS, YOU DON'T HAVE TO MAKE A
    CREDIT CARD PAYMENT THIS MONTH    THAT'S RIGHT; NO PAYMENT.
 Last maintained 12/29/2008 16:39.56 by -5 NADINET
                                      ***END OF REPORT***
```

Report of Non-Eligible Members


```
12/29/08  16:42.31                              COMMUNITY CU                    PLNSKP2            PAGE     1
  RUN ON  12/29/08                      MEMBERS NOT ELIGIBLE FOR SKIP-A-PAY                      USER NADINET
Program      JAN 09 SKIP CB3                       **SIMULATION**
Program Date  01/2009 Loan Category  22  VISA GOLD
  Member No.                              Card BLK FRZ    Current      Credit      Open DLQ.  DLQ. Over   Amount
   /Suffix Name                           No.  CD CD      Balance      Limit       Date Time  MO-DA  %    Due     RSN
    -820                                            0       711.16   20,000.00   11/28/07      - 4   4%    20.00   D
    -820                                            0     5,101.63   10,000.00   09/05/08      -    51%     .00   S
    -821                                            0       164.27    3,000.00   02/29/08      -     5%     .00   S
    -821 II                                         0       877.32    3,000.00   10/02/08      -    29%     .00   S
    -821 SA                                         0     9,410.90   15,000.00   09/03/08      -    63%     .00   S
    -820 IN                                         0       415.74    3,000.00   01/16/08      -    14%     .00   S
    -820 MA                                         0     9,619.28   20,000.00   12/20/07      -    48%     .00   S
    -820 CI                                         0       923.32   10,000.00   01/18/08      -     9%     .00   S
    -820 ROB                                        0     7,318.65    7,500.00   09/09/08      -    98%     .00   S
    -820 A                                          0    10,403.58   20,000.00   02/01/08      -    52%     .00   S
    -820 M                                        L 0         .00     5,000.00   01/24/08      -     0%     .00   B
    -821 M                                          0     4,851.82    5,000.00   08/01/08      -    97%     .00   S
    -820 J                                          0       123.56    4,000.00   12/02/08      -     3%     .00   S
    -820 JC                                         0    14,519.61   20,000.00   02/05/08      -    73%     .00   S
    -821 C                                          0     8,639.95   10,000.00   04/10/08      -    86%     .00   S
    -820 KI                                         0     6,530.34    7,000.00   02/08/08      -    93%     .00   S
    -821 D                                          0     3,012.92    7,500.00   03/14/08      -    40%     .00   S
    -820 M                                          0     9,846.37   10,000.00   08/01/92      - 4  98%   188.00   D
    -820 D                                          0     1,320.05    5,000.00   02/20/08      - 4  26%    24.00   S

READ       819      Error      202     Wrote              Warnings
Accounts to be excluded (Y/N):                                       RSN
Y  Delinquent    1 days or more as of statement generation            D
Y  Delinquent   2 times or more over life of loan                     T
Y  Accounts open 12 months or less                                    S
Y  Accounts currently over limit                                      O
N  Balance currently       % of available credit limit or more        P
Y  Negative block code present                                        B
Y  Freeze code present                                                F
N  Organizational accounts (MASTYP=MO)                                M
   WE VALUE YOUR MEMBERSHIP...    AND WOULD LIKE TO REWARD YOU.
   AS A REWARD FOR YOUR CONTINUED BUSINESS, YOU DON'T HAVE TO MAKE A
   CREDIT CARD PAYMENT THIS MONTH   THAT'S RIGHT; NO PAYMENT.
Last maintained 12/29/2008 16:39.56 by -S NADINET
                                    ***END OF REPORT***
```

After reviewing these reports, credit unions can choose to adjust their programs to include more members or to exclude more members. Once the changes have been made, the credit union can run additional simulations to create reports on the changes.

Skip-a-Pay Projects List

Select the program and select the Run Simulation option here to estimate the impact of your revised program.

To do this, simply return to the program list screen, select the project you wish to adjust by using the Change option. Once the changes have been made, return to this screen, select the program and the Run Simulation option. This will advance you to the report generation screen again.

We recommend you complete your adjustments at least a few days prior to month end so that everything is in place for the automated processing of the program during beginning of day on the last day of the month.

AUTOMATIC PROCESSING

During Beginning-of-Day on the last day of the month, CU*BASE processes the programs scheduled for that particular month and prepares CU*BASE for the final posting that takes place during End-of-Month (EOD that same day). At this time, CU*BASE creates a payment change record of $0.00 for every account included in the program. Final reports are also posted to the credit union's OUTQ, listing the members who received this treatment, as well as those that did not. These are similar to the Simulation reports; however the title of the report is Update instead of Simulation. On both reports, the "Error" figure indicates the number of members who did not receive a payment record, while the "Wrote" figure indicates the number of members who did receive a payment change record.

Report of Qualifying Members

```
12/31/08  1:36:25                                COMMUNITY CU                        PLNSKP1      PAGE     1
   RUN ON  12/31/08                        MEMBERS ELIGIBLE FOR SKIP-A-PAY                        USER OPERATOR
Program       JAN 09 SKIP CB2                      ** UPDATE **
Program Date  01/2009 Loan Category  21  VISA CLASSIC
   Member No.                            Card BLK FRZ    Current      Credit    Open DLQ. DLQ. Over   Amount
       /Suffix Name                      No.CD  CD       Balance      Limit     Date Time MO-DA  %    Due
         -800 JOEL                               0      9,929.83   10,000.00  10/03/05      -    99%    .00
    1    -800 MATTHEW                            0      7,362.23    7,500.00  02/01/05      -    98%    .00
    2    -800 RICHARD                            0      4,570.25    5,000.00  07/06/06      -    91%    .00
    2    -800 NADINE                             0      2,487.71    2,500.00  12/07/06      -   100%    .00
    4    -800 MEGAN                              0          .00      500.00  11/23/07      -     0%    .00
    4    0-800 DAVID                             0      1,897.18    2,000.00  08/20/07      -    95%    .00
    5    -800 MELISSA                            0        600.00    2,000.00  08/31/05      -    30%    .00
    6    -800 ALEXANDER                          0          1.49-    500.00  05/17/06      -     0%    .00
    6    -800 DANIEL                             0          .00      200.00  06/09/05      -     0%    .00
    6    -800 DANIELLE                           0        205.87      300.00  06/29/06      -    69%    .00
    7    -800 STEPHANIE                          0        492.96      500.00  05/02/05      -    99%    .00
    8    -800 CHELSEA                            0         19.34      250.00  04/17/07      -     8%    .00
    9    -800 STEPHEN                            0         80.10-   2,500.00  01/03/07      -     0%    .00
    1    -800 GARRETT                            0        150.40      200.00  07/23/07      -    75%    .00
    1    -800 JEREMY                             0          .00      500.00  04/16/07      -     0%    .00
    1    -800 AMY                                0          .00      500.00  04/01/05      -     0%    .00
    1    -800 MICHAEL                            0         37.10-     300.00  09/07/07      -     0%    .00
    1    -800 SARAH                              0          .00      500.00  06/26/07      -     0%    .00
    1    -800 CHRISTINE                          0      1,495.99    1,500.00  10/19/07      -   100%    .00
    1    -800 ANDREW                             0      2,444.28    2,500.00  10/05/05      -    98%    .00
    1    -800 TIMOTHY                            0         17.99      200.00  02/21/07      -     9%    .00
    1    -800 CATHERINE                          0        239.95      250.00  10/10/06      -    96%    .00
    1    -800 CHRISTOPHER                        0        497.65      500.00  09/15/06      -   100%    .00
    1    -800 DIANE                              0      3,397.46    3,500.00  11/14/06      -    97%    .00
    1    -800 JULIE                              0      3,729.78    5,000.00  12/15/04   2  -    75%    .00
    1    -800 JEAN                               0      6,751.41    7,000.00  11/07/07      -    96%    .00
    1    -800 ALEX                               0        105.85-   1,000.00  09/10/07      -     0%    .00
    1    -800 ROBERT                             0          .00    2,500.00  02/17/06      -     0%    .00
    1    -800 NATHAN                             0         39.85-     250.00  08/06/07      -     0%    .00
    1    -800 BETHANY                            0      1,441.84    1,500.00  06/04/07      -    96%    .00
    1    -800 TIMOTHY                            0          .00      250.00  07/25/07      -     0%    .00
    1    -800 FRANKLIN                           0        252.86      500.00  07/25/07      -    51%    .00
    1    -800 WILLIAM                            0        132.88      400.00  07/30/07      -    33%    .00
READ      87     Error      54    Wrote      33   Warnings
Accounts to be excluded (Y/N):                             RSN
 Y  Delinquent    1 days or more as of statement generation    D
 Y  Delinquent    2 times or more over life of loan            T
 Y  Accounts open 12 months or less                            S
 Y  Accounts currently over limit                              O
 N  Balance currently      % of available credit limit or more P
 Y  Negative block code present                                B
 Y  Freeze code present                                        F
    Organizational accounts (MASTYP=MO)                        M
   WE VALUE YOUR MEMBERSHIP..    AND WOULD LIKE TO REWARD YOU.
   AS A REWARD FOR YOUR CONTINUED BUSINESS, YOU DON'T HAVE TO MAKE A

12/31/08  1:36:25                        CLARKSTON BRANDON COMMUNITY CU               PLNSKP1      PAGE     2
   RUN ON  12/31/08                        MEMBERS ELIGIBLE FOR SKIP-A-PAY                        USER OPERATOR
Program       JAN 09 SKIP CB2                      ** UPDATE **
Program Date  01/2009 Loan Category  21  VISA CLASSIC
   Member No.                            Card BLK FRZ    Current      Credit    Open DLQ. DLQ. Over   Amount
       /Suffix Name                      No.CD  CD       Balance      Limit     Date Time MO-DA  %    Due
   CREDIT CARD PAYMENT THIS MONTH   THAT'S RIGHT; NO PAYMENT.
```

Report of Non-Eligible Members

```
12/31/08  1:36.25                              COMMUNITY CU                    PLNSKP2           PAGE      1
   RUN ON  12/31/08                    MEMBERS NOT ELIGIBLE FOR SKIP-A-PAY                    USER OPERATOR
Program      JAN 09 SKIP CB2                     ** UPDATE **
Program Date 01/2009 Loan Category  21  VISA CLASSIC
     Member No.                      Card BLK FRZ    Current      Credit    Open DLQ. DLQ. Over   Amount
       /Suffix Name                  No.  CD  CD     Balance       Limit    Date Time MO-DA  %       Due    RSN
          -800 ANDREW                          0      367.14      500.00  01/07/08    -      73%      .00    S
          -800 LORI                            0      932.71    1,000.00  03/04/08    -      93%      .00    S
          -800 SCOTT                       B   1      413.01         .00  06/22/06   1   2- 6  0%   80.00    F
          -800 ZI                        H   1    2,499.23    2,500.00  08/09/07    -     100%      .00    F
          -800 MAI                           0      119.54    3,000.00  05/05/08    -       4%      .00    S
          -800 HE                        J   0       56.56      500.00  07/03/07   4   -      11%      .00    B
          -800 BRI                           0      207.87      500.00  04/10/08    -      42%      .00    S
          -800 MICHA                         0    4,477.23    5,000.00  01/25/08    -      90%      .00    S
          -800 MAF                           0      479.74      500.00  12/14/07    -      96%      .00    S
          -800 RU                            0    7,315.62   10,000.00  01/31/08    -  6  73%  142.00    S
          -800 BRA                       H   1    1,096.50         .00  07/23/07   2   6- 6  0%  211.00    F
          -801 MAI                           0         .00      500.00  07/21/08    -       0%      .00    S
          -800 JA                        L   0         .00      200.00  02/05/08    -       0%      .00    B
          -800 JU                            0         .00      300.00  06/10/08    -       0%      .00    S

     Read       87    Error      54    Wrote      33   Warnings
     Accounts to be excluded (Y/N):                               RSN
     Y  Delinquent   1 days or more as of statement generation     D
     Y  Delinquent   2 times or more over life of loan             T
     Y  Accounts open 12 months or less                            S
     Y  Accounts currently over limit                              O
     N  Balance currently       % of available credit limit or more  P
     Y  Negative block code present                                B
     Y  Freeze code present                                        F
        Organizational accounts (MASTYP=MO)                        M
        WE VALUE YOUR MEMBERSHIP..    AND WOULD LIKE TO REWARD YOU.
        AS A REWARD FOR YOUR CONTINUED BUSINESS, YOU DON'T HAVE TO MAKE A
        CREDIT CARD PAYMENT THIS MONTH   THAT'S RIGHT; NO PAYMENT.
     Last maintained 12/29/2008 16:41.30 by -5 NADINET
                                ***END OF REPORT***
```

It is important to leave time to review these reports during the day. Last minute changes in accounts, for example newly delinquent loans (or for that matter delinquent loans that have been paid!) may make small changes in the accounts that appear on these reports versus those on the Simulated ones.

During the day, the credit union has the option of removing the payment change record from individual accounts so that these accounts are not included in the final Skip-a-Pay offer. Or the credit union can choose to add payment change records to accounts that were not included, thereby including these members in the Skip-a-Pay offer. Step-by-Step instruction on how do this are included in the next section of this book.

Then during End-of-Month (EOD of that day), the CU*BASE posts a zero dollar payment as configured. The minimum payment for these accounts is then set to $0.00 and the payment date is advanced ahead a month.

Then when statement processing is run, the accounts included in the batch receive the following treatments: The accounts' credit card statements list a minimum balance of $0.00 and the statement message, configured in the original program, is added to the statement below the transaction descriptions. Because some members will not receive a Skip-a-Pay offer, the statement message does not appear at the top of the statement. (To view an example of the statement message see page 6.)

EDITING THE BATCH PRIOR TO POST

During the last day of the month, a credit union can choose to add or remove payment records to individual credit card accounts. The presence of these records determines if the account is included in the Skip-a-Pay program. The credit union might choose not to extend the offer to a particular member who was included or choose to include a member who was not included in the Skip-a-Pay batch. To edit payment records prior to posting, use **Tool #51** *Miscellaneous Loan Maintenance*, then Payment Changes. This same screen is used to add or remove a member.

REMOVING A MEMBER FROM THE BATCH

If a member is included in the batch, he or she will have a next scheduled payment of $0.00 as shown below.

To remove this zero dollar payment, enter the date of the payment and press Enter. Then delete this $0.00 payment by selecting the payment and then *Delete*. The member will be removed from the batch.

ADDING A MEMBER TO THE BATCH

This same screen is used to include a member in the batch. In this case a next payment amount of $0.00 will need to be added by entering the last day of the month and adding a $0.00 to the payment amount field. Press Enter to add the payment record to the credit card account.

VIEWING THE SKIP-A-PAY RECORD IN CU*BASE

Once a Skip-a-Pay program is posted, CU*BASE records the action in the Inquiry view of the loan account:

The amount due on this loan is set to $0.00 and the next payment has advanced to the next month.

The payment history also records a zero dollar payment. Select *Credit Card Inq.* (F10), then *History* (F5) from the previous screen to view the record of this payment:

Notice how the Current Minimum Due is set to $0.00.

Statement History

Account #   811

Grace amount	0.00		
1st delinquent		Delinquency #	
Next payment date	Dec 31, 2013	Delinquent months	
Next payment amount	25.00	Delinquent days	

Amt delq	0.00
+ Fine amt	0.00
= Amt due	0.00

Billing Date	Due Date	Min ID	Balance	Prev Unpaid Min Due	Current Min Due	Overline	Minimum Payment
Dec 31, 2012	Jan 28, 2013		187.55	0.00	0.00	0.00	25.00
Nov 30, 2012	Dec 28, 2012		0.95	0.00	0.00	0.00	0.00
Oct 31, 2012	Nov 28, 2012		0.95	0.00	0.00	0.00	0.00
Sep 30, 2012	Oct 28, 2012		0.95	0.00	0.00	0.00	0.00
Aug 31, 2012	Sep 28, 2012		0.95	0.00	0.00	0.00	0.00
Jul 31, 2012	Aug 28, 2012		0.05	0.00	0.05	0.00	0.05
Jun 30, 2012	Jul 28, 2012		12.25	0.00	12.25	0.00	12.25
May 31, 2012	Jun 28, 2012		2,576.46	0.00	78.00	0.00	78.00
Apr 30, 2012	May 28, 2012		2,562.89	0.00	77.00	0.00	77.00
Mar 31, 2012	Apr 28, 2012		2,626.53	0.00	79.00	0.00	79.00
Feb 29, 2012	Mar 28, 2012		2,794.64	84.00	84.00	0.00	168.00
Jan 31, 2012	Feb 28, 2012		2,778.88	0.00	84.00	0.00	84.00

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