Miscellaneous Billing
Release Notes   December 2024

The document details various enhancements and fixes made to the ADMINS Unified Community for Windows **Miscellaneous Billing** system.

Outstanding Balances Report Update & Aged Receivables Reports Enhancement: Reports can now include service types that do not post to Accounts Receivable.

New Customer Revenue Date Range Activity Report: A new report shows balances for selected customers as of a specific date, aiding in A/R reconciliation.

Mailing Address Update Enhancement: The mailing address on bills will now be updated from the Customer record for all billing processes, including reprints and past due notices.

Special Invoice Process Update: The Generate ACH Step has been removed from the special invoices process.

Override Refunds Update: The Add Override Refund step now only selects invoices with eligible service.

Email Notice for Account Suspension: Users are notified 14 days before account suspension if they have not logged in, with up to two reminder emails sent.

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1   Customer Maintenance Screen Addresses [Enhancement]

ADMINS modified the screen so that checking the **"☑ Same as Service Address"** box disables data entry in the mailing address fields.

When the box is checked, the system will fill in the fields from the Service Address.

This makes it more apparent that no data entry is allowed in the Mailing Address field when the **"☑ Same as Service Address"** box is checked.

To access the screen, from the menu, select:

Misc Billing ▶ Maintenance ▶ Customer Maintenance

To modify a customer's mailing address, clear the "Same as Service Address" checkbox. This will enable the fields for data entry.

[ADM-AUC-MB-226]

2 Collections – Adjustment Edit List [Fix]

The adjustment edit list has been corrected for those entries where the 'from' and 'to' amounts net to zero. Previously, the edit list incorrectly displayed "Will Not Post" when all amounts were zero.

Although this issue did not prevent the submission of batches (as the submit report was accurate), the edit list displayed an incorrect message.

Figure 1 Before - Zero Balance Batch Edit List showed "Will Not Post"

Now the Adjustment Batch Edit List will correctly reflect that the batch "Will Post".

Figure 2 After - Zero Balance Batch Edit List "Will Post"

[ADM-AUC-MB-235]

3 Queries – Attachments w/ Long File Names (Fix)

The Email History button on the TRX History screen previously failed to attach a "Transaction History Detail" report to the customer record because the report name was too long.

This issue has been resolved.

To see this, from the menu select: Misc Billing ▶ Queries ▶ Transaction History

The system assigns a shorter filename to the attached report so that it can be easily viewed and emailed.
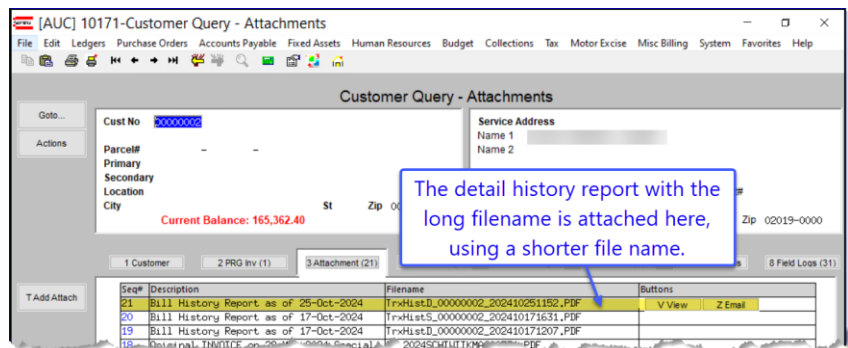
[ADM-AUC-MB-227]

3.1 #10682 Outstanding Balances (No WIP)

These reports can now include service types that do not post to Accounts Receivable (A/R). Including all categories provides an accurate outstanding balance of invoiced amounts.

To reconcile A/R accounts, set Include Categories to No, as non-posting categories will skew the reconciliation.

3.1.1 #10682 Outstanding Balances (No WIP)

3.1.2 #10683 Outstanding Balances

For details on running these reports, read MB-440 Customer Reports in the Help Reference Library.

[ADM-AUC-MB-237]

3.2 #10634 Customer Revenue Date Range Activity Report [New Report]

A customer requested a report showing balances for selected customers as of a specific date. Customer statements only reflect today's date, and the "Bill Type as of" reports do not total by customer.

This report will satisfy an auditor's request for a detailed breakdown of customers for A/R reconciliation as of a certain date.

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This report covers all billing years for *special invoices only*, excluding curbside and toters.

To run this report, from the menu, select:

Misc Billing ▶ Reports ▶ Report Library ▶ Customer Reports
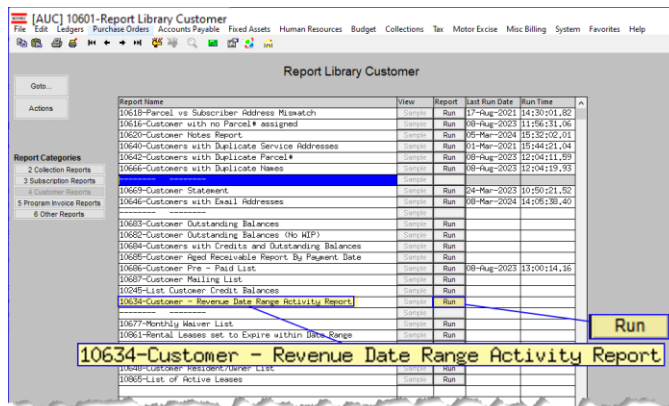
Click **Run** and then enter values:

Fill in the required **1** "Prior as of Revenue Date" and the **2** "As of Revenue Date".

The "Prior" and "As Of" Revenue dates work the same as report 10633 Bill Type – Revenue Date Range Activity Detail as described in the March 2024 release notes.

3 To limit the report to a specific set of customers, enter the customer numbers in the selection screen.

The report encompasses all billing years and is generated exclusively for "Special Invoice s".

Prior As of Date: 06302022
Revenue As of Date: 06302023

It provides sub-totals categorized by billing year and customer number.

The legend on the report shows the dates used when the report was run.

The report can be run as either **Excel** or **PDF**.

[ADM-AUC-MB-236]

3.3 Aged Receivables Reports [Enhancement]

ADMINS added a new message on the prompt for these reports asking whether to include transactions that do not post to A/R.

3.3.1 #10685 - Aged Receivable by Payment Date Report

Now the report may be run excluding transactions that do not post to A/R.

The radio button for "Include Categories that do not post to A/R? (e.g., Fees) should be set to ⊙ **No**.

3.3.2 #10688 - Aged Receivable by Revenue Date Report

Now the report may be run excluding transactions that do not post to A/R.

The radio button for "Include Categories that do not post to A/R? (e.g., Fees) should be set to ◉ **No**.

4 Update Mailing Address [Enhancement]

For all billing processes the mailing address on the bill will come from the Customer record. The updated mailing address will be retrieved for:

- Bill Reprints
- Print Unbilled Charges
- Past Due Notices

This means that if a mailing address is changed after the original billing, the new address will be used on any subsequent reprints, unbilled charge notices, or past due notices.

Let's look at a bill reprint to see how this works. Here is a bill reprint before changing the mailing address:

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Go to the Customer Maintenance screen to change the Mailing Address:

Reprint the bill to see that the bill is sent to the new mailing address:

[ADM-AUC-MB-229]

5 Special Invoice Process

The Generate ACH Step has been removed from the special invoices process because it is now entirely separate from this process.
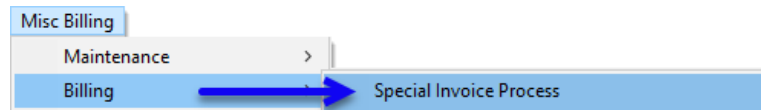
Before, the Special Invoice
Process had a Generate
ACH/EFT Ste.p
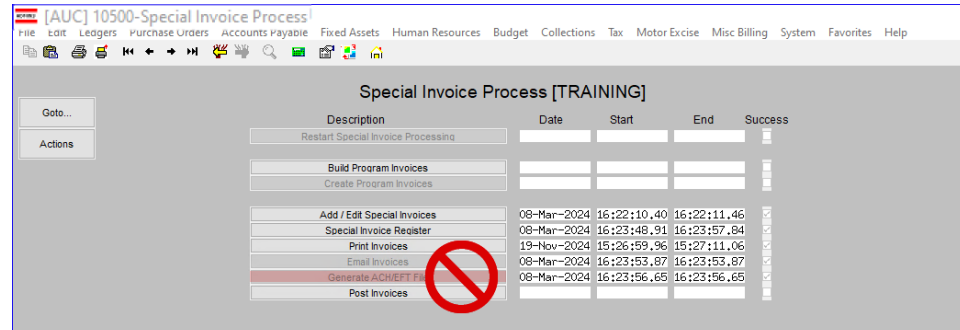
Now, the steps menu does
not inclued the step.
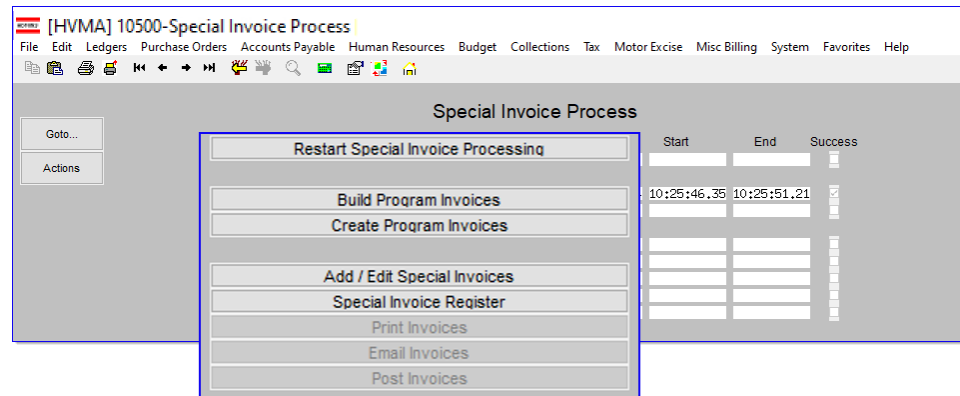
Additionally, a change was made to the Special Invoice Register report to ensure that the invoice types are counted correctly.

[ADM-AUC-MB-231]

6   Override Refunds

The Build File for Refunds Due step in the Refunds Process selects invoices with credit balances for specified service types.

Previously, the Add Override Refund step selected any invoice with a credit balance, regardless of service type.

Now, the Add Override Refund step only selects invoices where refund-eligible service types have payments against them.

Now, it verifies that the "Include in Refunds" checkbox is checked on the Service Type table for the Program and Service Type. To access the table from the menu, select:

Misc Billing ▶ Tables ▶ Service Type
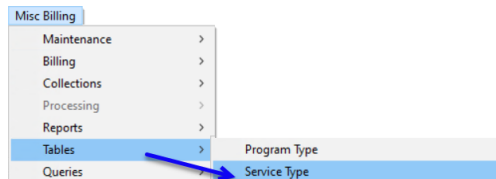
In this example, the Service Type "HOA" in the "HOAFEES" program is not set for inclusion in refunds.

To issue an override refund, click on the **Add Override Refund** step in the **Process Refunds Due** procedure.

Read further instructions in **MB-260 Miscellaneous Billing Refunds** in the Help Reference Library.
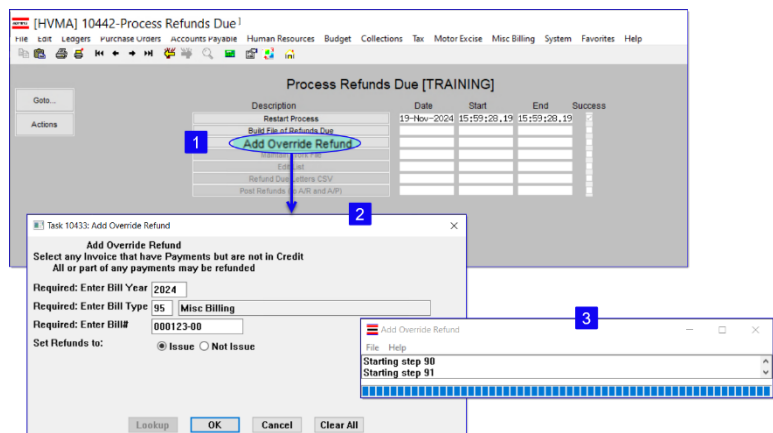
This message appears if the selected bill has no payments for eligible service types or is already in the Refund process:
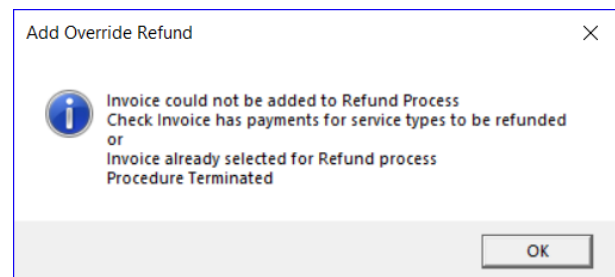
[ADM-AUC-MB-230]

7 Email Notice to Users of Intent to Suspend an Account

Users are inactivated if they have not logged in before their expiration date.

For instance, on sites with a six month expiration window, users who haven't logged in since 20-May-2024 would be "suspended" or "marked inactive" on 20-November-2024.

The notification period is 14 days from the suspension date, in this example, from 05-November-2024 through 20-November-2024.

Up to two reminder emails are sent: the first ~14 days before account expiration, and the second ~5 days before.

If users do not log in when reminded, their accounts will be suspended.

The notification is sent if there is an email address present on the User Profile screen:

Two emails are sent to allow for users on vacation, etc., to have time to respond. Log in before the expiration date to prevent the suspension.

The emails include expiration dates, steps to prevent suspension, and instructions for requesting reactivation after suspension.
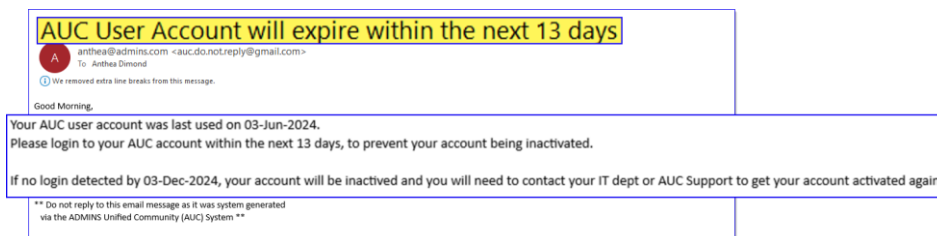

Figure 2 Email example sent two weeks before the username expiration date
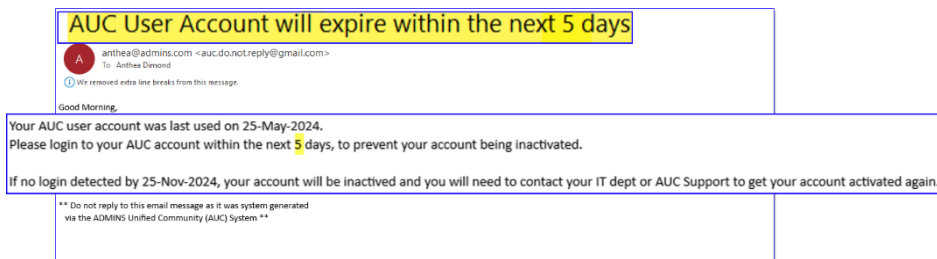
Figure 3 Email example sent the following week

[ADM-AUC-SY-8356]

8   Site Specific–Heritage Village Master Association

The following section applies to the Heritage Village Master Association site. All other sites can safely ignore this.

8.1   HVMA Override Refunds

Refunds for HOA fees must only be processed from the Pre-Pay account, not the regular monthly invoice. If funds are not available in the Pre-Pay account, transfer money from the regular invoice to Pre-Pay before issuing an HOA fee refund. See **MB–660 HVMA Pre-Payment Refunds** for how to handle HOA refunds.

Other service types on the monthly HOA invoice such as NSF or FINCHG (late fees) can be refunded. The system is set up so that all service types can be refunded except for the HOA Fee itself.

See also section .

[ADM-AUC-MB-230]

8.2 Customer Maintenance Screen Addresses

ADMINS modified the screen so that checking the **"☑ Same as Unit Address"** box disables data entry in the mailing address fields.

When the box is checked, the system will fill in the fields from the Customer Address.

This makes it more apparent that no data entry should be done on a mailing address with the box checked.

See also section 1 above.

[ADM-AUC-MB-226]

8.3 Current Balance Messages on Customer & Bill Screens

ADMINS updated the customer maintenance and query screen to include balance information on pre-pay credit, invoice, and the total. The pre-pay amount appears as a negative because it is a credit balance, while other invoice amounts are positive. The balance is calculated by subtracting the pre-pay amount from the total invoice amount. This message shows the Balance amount calculation (Invoices – Prepay = Total) *if a balance is due*.

8.3.1 Customers Maintenance Without any Pre-Pay Balance

Figure 4 Before only the Current Balance, if any, was shown

Figure 5 After – The Pre-Pay, Invoices, and Total are all shown. The Pre-Pay can be negative or 0.00

Figure 6 The Customer Query screen shows the same

8.3.2 Customers with a Pre-Pay Credit Balance & Outstanding Invoices

This one shows they have Pre-Pay balance to distribute and outstanding invoices to pay:

[HVMA-SUP-SAPLAUC-180]

8.4 Current Balance Message on Bill Query Screens

ADMINS updated the Bill Query screen to include balance information on pre-pay credit, invoice, and the total. The pre-pay amount appears as a negative because it is a credit balance, while other invoice amounts are positive. The balance is calculated by subtracting the pre-pay amount from the total invoice amount ((Invoices – Prepay = Total)). This update is like the change to the customer query screens, although the format varies slightly for the Bill Query screens.

8.4.1 Bill Payments Entry & Query screens *(applies to all tabs on these screens)*

Figure 7 Before – there was no information in Red below the Owner Address

Figure 8 Now the Credit Balance of the Pre-Pay Invoice, as well as the total of other invoices is shown

Customers enrolled in EFT will have the **EFT** notation as above.

[HVMA-SUP-SAPLAUC-180]

8.5 Monthly EFT Bank / Payment Processing

ADMINS added a new steps menu for Monthly EFT Bank/Payment Processing. Read **MB-655-HVMA Generate EFT File Instructions** in the Help Reference Library for details.
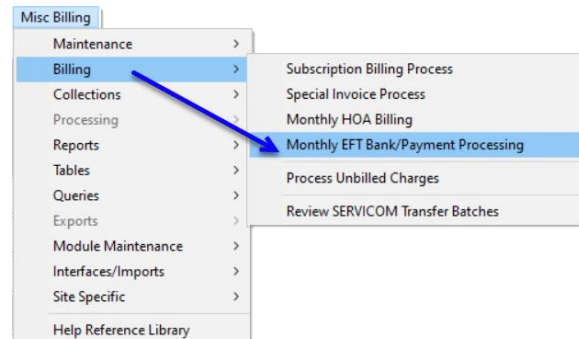
[HVMA-SUP-SAPLAUC-191]

## 8.6 Option to Exclude Lease & Equity Fees [Enhancement]

There was an issue with Accounts Receivable (A/R) reconciliation due to new Lease and Equity Fees being booked to Misc. Billing. The **RESALE** and **LEASE** service charges are set to *not post* to A/R, resulting in no General Ledger (GL) transactions when charges are created.

HVMA relies on Customer Aged Reports for A/R Reconciliation, which included these transactions, causing a variance between the GL postings and Misc. Billing.

To resolve this, **ADMINS** added a new message on the prompt for these reports asking whether to include transactions that do not post to A/R.

To run the reports, from the menu, select:

Misc Billing ▶ Reports ▶ Report Library ▶ Collection Reports
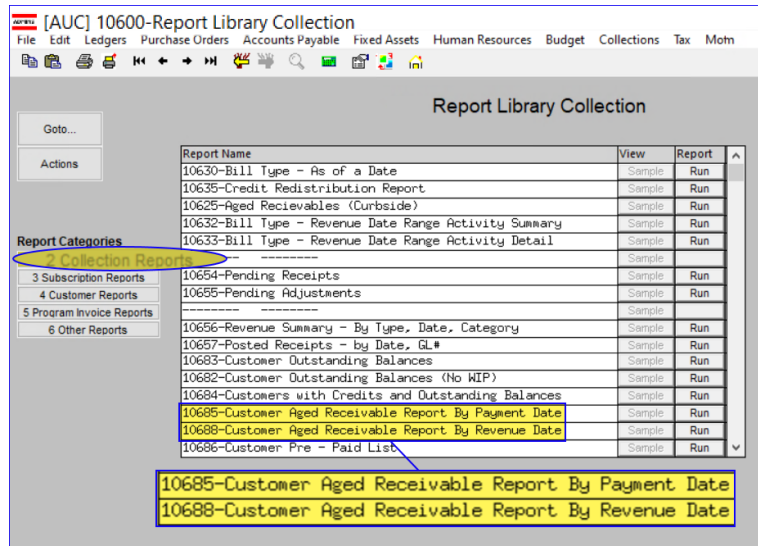
The **MB 610 HVMA Monthly Miscellaneous Billing Reconciliation** document in the Help Reference Library was updated to reflect that the prompts now ask about A/R.

8.7 New & Updated HVMA Documentation in the Help Reference Library

Site Specific
MB-610 HVMA Monthly Miscellaneous Billing Reconciliation	[Updated]
MB-630 HVMA Customer Maintenance	[New]
MB-632 HVMA Set Up Tables for Condominium Transactions	[New]
MB-635 HVMA Condominium Leases	[New]
MB-637 HVMA Condominium ReSales	[New]
MB-639 HVMA Condominium Reports	[New]
MB-645 HVMA Condominium Bank Questionnaires	[New]
MB-650 HVMA HOA Billing	[Updated]
MB-655-HVMA Generate EFT File Instructions	[New]
MB-670 HVMA Apply Pre-Payments to Outstanding Invoices	[Updated]
MB-690 HVMA Set Up Tables & Forms *(for billing)*	[Updated]

8.8 New Documents Available on the ADMINS.com website for HVMA:

MB-601 HVMA Accounting Explained
MB-605 HVMA Month End Checklist
MB-610 HVMA Monthly Misc Billing Accounts Receivable Reconciliation
MB-615 HVMA EFT Reports
MB-620 HVMA EFT Transfer Information on the Customer Maintenance Screen

MB-625 HVMA Servicom Transfer to AUC
MB-630 HVMA Customer Maintenance
MB-631 HVMA Customer Queries
MB-632 HVMA Set Up Tables for Condo ReSales & Leases
MB-635 HVMA Lease
MB-637 HVMA ReSales
MB-639 HVMA Condominium Reports
MB-645 HVMA Bank Questionnaires (for ReSales)
MB-650 HVMA HOA Billing
MB-655 HVMA Generate EFT Bank File
MB-660 HVMA Pre-Payment Refunds
MB-665 HVMA Transfer Credits to PrePayment Invoice
MB-670 HVMA Apply PrePayments
MB-675 HVMA HOA Late Fee Processing
MB-690 HVMA Set Up Tables & Forms

9   Help Reference Library & ADMINS Website

This section lists the new and updated documents that are available in the Help Reference Library and the ADMINS website.

9.1   New Content on ADMINS.com

New Video:
Check GL Account Security (What Accounts Can I Access?) [2:38]   [New]