



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

The screenshot shows the 'Customer Maintenance' window for customer '10000'. The 'Mailing Address' section is highlighted in yellow. The checkbox 'Same as Service Address' is checked. The mailing address fields are populated with data from the service address: Name 1 'KEOUGH MEMORIAL ACADEMY', Name 2, Line 1 '60 HARPIN STREET', Line 2, Line 3, Line 4, Line 5, City 'BELLINGHAM', State 'MA', and Zip '02019-0000'. A callout box points to the checkbox with the text: 'If the "☒ Same as Service Address" box is checked, no data entry allowed in the Mailing Address'.

This is a close-up of the 'Mailing Address' section. The checkbox 'Same as Service Address' is checked. The fields are populated with data from the service address: Name 1 'KEOUGH MEMORIAL ACADEMY', Name 2, Line 1 '60 HARPIN STREET', Line 2, Line 3, Line 4, Line 5, City 'BELLINGHAM', State 'MA', and Zip '02019-0000'.

The screenshot shows the 'Customer Maintenance' window for customer '10000'. The 'Mailing Address' section is highlighted in cyan. The checkbox 'Same as Service Address' is unchecked. The mailing address fields are empty, allowing for data entry. A callout box points to the checkbox with the text: 'Clear the "☒ Same as Service Address" box to allow data entry in the Mailing Address'.

This is a close-up of the 'Mailing Address' section. The checkbox 'Same as Service Address' is unchecked. The fields are empty, allowing for data entry: Name 1, Name 2, Line 1, Line 2, Line 3, Line 4, Line 5, City 'WARWICK', State 'RI', and Zip '02886-0000'.

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.

10352 HEADREST.RPT Printed 03-Dec-2024 Page 1

Town of Adams
Misc. Billing Adjustment Edit List

*** Batch In Balance ***

Batch# : 47
GL Posting# : 1
Entered : 2
Deposited : 2

Pay Date : 03-Dec-2024 Bank : EAST BANK OF AMERICA Batch Notes :
GL Effective Date : 03-Dec-2024 Entered By : ADYMEA
Deposit Date : N/A Batch Owner : ADYMEA

Batch#	Tran#	Year	Date	Bill#	Customer Account#	Note	Rpt#	Chq Amt	Adj Amt	Ref Amt	Paid
47	2705	2022	03-Dec-2024	00000008	00000008	From Type 95 Year 2022 Bill# 000079-00	From				\$0.00
					2290-000-0000-000-00-10400						
					2290-000-0000-000-00-42410						
					2290-000-0000-000-00-16900						
					2290-000-0000-000-00-11800						
47	2703	2022	03-Dec-2024	00000047	00000047	To Type 95 Year 2022 Bill# 000005-00	To T				-10.00
					2290-000-0000-000-00-10400						
					2290-000-0000-000-00-42410						
					2290-000-0000-000-00-16900						
					2290-000-0000-000-00-11800						
*** Total for Misc Billing ***											
*** Total for Batch 47 ***											

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"

10352 HEADREST.RPT Printed 09-Dec-2024 Page 1

Town of Adams
Misc. Billing Adjustment Edit List

*** Batch In Balance ***

Batch# : 40
GL Posting# : 1
Entered : 2
Deposited : 2

Pay Date : 09-Dec-2024 Bank : EAST BANK OF AMERICA Batch Notes :
GL Effective Date : 09-Dec-2024 Entered By : TWEDERA
Deposit Date : N/A Batch Owner : TWEDERA

Batch#	Tran#	Year	Date	Bill#	Customer Account#	Note	Rpt#	Chq Amt	Adj Amt	Ref Amt	Paid
40	2706	2024	09-Dec-2024	00000008	00000008	zero sum transfer test mb-235	zero	(548.00)			
					2290-000-0000-000-00-10400						
					2290-000-0000-000-00-42410						
					2290-000-0000-000-00-16900						
					2290-000-0000-000-00-11800						
40	2706	2024	09-Dec-2024	00000047	00000047	zero sum transfer test mb-235	zero	(548.00)			
					2290-000-0000-000-00-10400						
					2290-000-0000-000-00-42410						
					2290-000-0000-000-00-16900						
					2290-000-0000-000-00-11800						
*** Total for Misc Billing ***											
*** Total for Batch 40 ***											
*** Grand Total ***											

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]

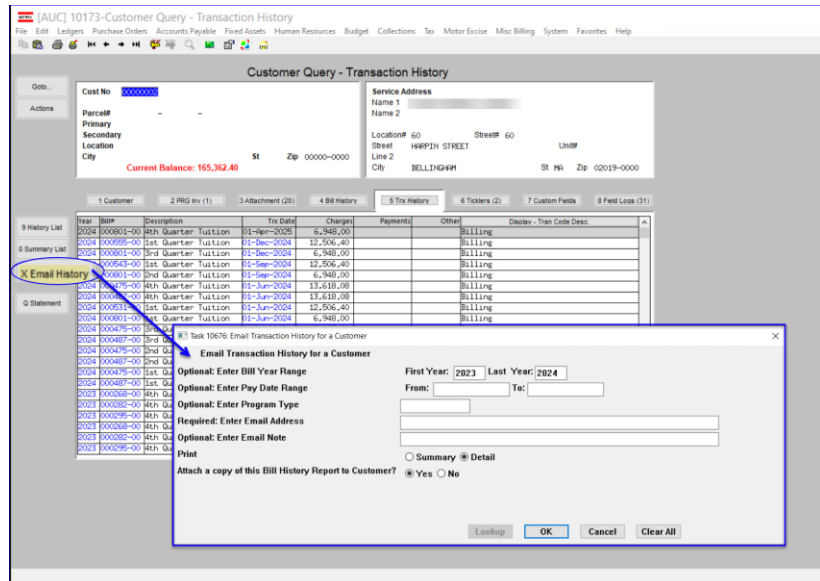


3 Queries – Attachments w/ Long File Names (Fix)

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



10670-MBCUSTRNHISDET.REP Printed 25-Oct-2024 at 11:51:31 by THERESA Town of Admins Page 2

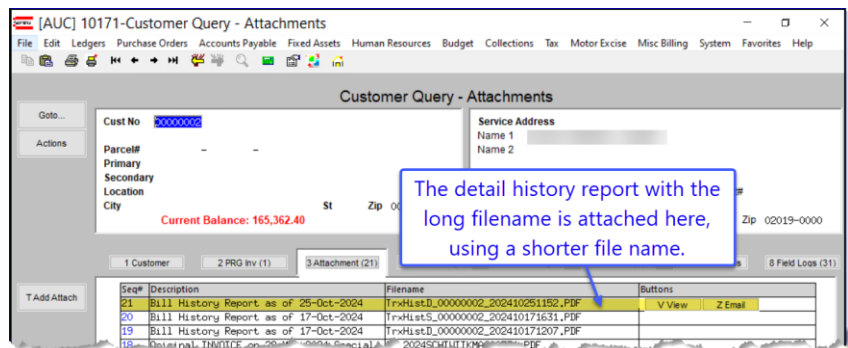
10670-MBCUSTRNHISDET.REP Customer Transaction History Listing

Year: 2023
Customer#: 00000002
Owner: MILFORD PUBLIC SCHOOLS
Service Address: 60 HARPIN STREET

Transactions posted on this account as of 11:51:31 on 25-Oct-2024

Date Billed	Date Due	Invoice#	Run#	Service	Description	Trx Date	Charges	Adjustments	Refunds	Payments	Transaction Balance
*** Invoice Total ***											
							43,500.60			43,500.60	
26-Sep-2022	30-Sep-2022	000295-00	3	1st Quarter Tuition	Billing	26-Sep-2022	5,075.07			5,075.07	5,075.07
			4	2nd Quarter Tuition	Counter receipt	25-Oct-2022				5,075.07	-5,075.07
					Billing	01-Dec-2022	13,291.85				13,291.85
			5	3rd Quarter Tuition	Counter receipt	04-Jan-2023				13,291.85	-13,291.85
					Billing	01-Mar-2023	13,775.19				13,775.19
			6	4th Quarter Tuition	Counter receipt	03-Apr-2023				13,775.19	-13,775.19
					Billing	01-Jun-2023	11,358.49				11,358.49
					Counter receipt	20-Jun-2023				11,358.49	-11,358.49
*** Invoice Total ***							43,500.60			43,500.60	
*** Customer Total ***							295,864.20			130,501.80	165,362.40

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)

Task 10682: Customer Outstanding Balances (No WIP)

Customer Outstanding Balances (No WIP)

Optional: Enter up to 9 Customer Numbers 0 values:

Optional: Enter up to 9 Service Types 0 values:

Exclude Fully Paid Invoices: ☒ Yes ☐ No

Exclude Credit Balance Invoices: ☒ Yes ☐ No

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

Report on Invoice in ☐ Summary ☒ Detail

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

3.1.2 #10683 Outstanding Balances

Task 10683: Customer Outstanding Balances

Customer Outstanding Balances

Optional: Enter up to 9 Customer Numbers 0 values:

Optional: Enter up to 9 Service Types 0 values:

Exclude Fully Paid Invoices: ☒ Yes ☐ No

Exclude Credit Balance Invoices: ☒ Yes ☐ No

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

Report on Invoice in ☐ Summary ☒ Detail

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

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.



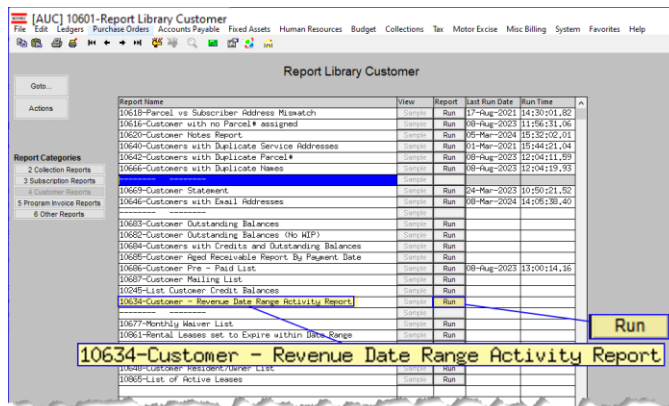
This report will satisfy an auditor's request for a detailed breakdown of customers for A/R reconciliation as of a certain date.



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:

Task 10634: Customer - Revenue Date Range Activity Report

Customer - Revenue Date Range Activity Report

Required: Prior as of Revenue Date (ex: 06302022) **1**

Required: As of Revenue Date (ex: 06302023) **2**

Optional: Enter up to 9 Customer Numbers **3**

Run as ☐ Preview ☐ Print ☐ PDF ☒ Excel

If Printing use Duplex ☒ Yes ☐ No

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](#).

BalanceAsOf_06302023_10634: Admin Activity Report (B4 40)

Home Tools ReportsCP_10634...

10634-MISCELLANEOUS BILLING

Town of Admin

Customer - Revenue Date Range Activity Report

as of Revenue Date 06302023

Bill Year/Bill Type	Collection	Receivable	30-Jan-2023	30-Jan-2023	Charges	Adjustments	Refunds	Payments	Collection	Receivable	30-Jan-2023	30-Jan-2023
Bill Year: 2023					15666.00			2066.72	11600.16	11600.16		
Customer#: 00000169					12446.88			2866.72	11600.16	11600.16		
Report Total	78602.58	78602.58	3897680.42				3895357.51	80925.49	80925.49			

Selection Tags:

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

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”.



Bill Year/Bill Type	Collections	Receivable	Charges	Adjustments	Refunds	Payments	Balance
2022 000320-00 EMPLOYEE OVERPAYMENTS Overpayment from P		195.74					195.74
Total Bill Year: 2022		195.74					195.74
Total Customer: 00000166		195.74					195.74
2022 000321-00 BECP PRESCHOOL TUITION BECP FY23 Tuition		1,300.00					1,300.00
Total Bill Year: 2022		1,300.00					1,300.00
Total Customer: 00000167		1,300.00					1,300.00
2022 000326-00 BECP PRESCHOOL TUITION BECP FY23 Tuition		2,080.00					2,080.00
Total Bill Year: 2022		2,080.00					2,080.00
Total Customer: 00000168		2,080.00					2,080.00
2022 000000		15,466.88					15,466.88
Total Bill Year: 2022		15,466.88					15,466.88
Total Customer: 00000169		15,466.88					15,466.88
Report Total	78,602.58	78,602.58					

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**.

Task 10685: Customer Aged Receivable Report By Payment Date

Customer Aged Receivable Report

Required: Enter As of date: 19-NOV-2024

Optional: Enter up to 9 Program Types: Edit 0 values:

Optional: Enter up to 9 Customer Numbers: Edit 0 values:

Required: Enter Number of days between Aging Breaks: 45

Exclude Credit Balance Invoices: ☐ Yes ☒ No

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

Print: ☐ Detail ☐ Summary by Invoice ☒ Summary by Customer

Run as: ☒ PDF ☐ Excel

Include Categories that do not post to A/R? (e.g. Fees) ☐ Yes ☒ No

Buttons: Lookup, OK, Cancel, Clear All



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:



Customer Maintenance

Cust No: 00000101

Service Address

Name 1: KEARSARGE ENERGY LP

Name 2: SOLAR LEASE & PILOT

Location#: 119 Street#: 119

Street: SOUTH MAPLE ST Unit#:

Line 2:

City: BELLINGHAM St: MA Zip: 02019-0000

Current Balance: 129,820.50

Mailing Address ☐ Same as Service Address

Name 1: KEARSARGE ENERGY LP

Name 2: C/O MASSACHUSETTS ELECTRIC

Line 1: 1231 COMMONWEALTH AVENUE

Line 2:

Line 3:

Line 4:

Line 5:

City: BOSTON St: MA Zip: 02134-0000

Country:

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:

Invoice #: 000138

Customer #: 00000101

Customer Name: KEARSARGE ENERGY LP

Description: ANNUAL LEASE AND PILOT on 19-Nov-2024

Amount Due: \$18,820.50

For Payment Questions Contact:

Treasurer/Collector

MON - TH 8:30-4:30 PM

FRI 8:30AM - 1:00PM

617.494.5100

support@admins.com

REMIT COPY

Mail Payments & Make Payable to:

INVOICE #: 000138

DUE & PAYABLE: 14-Oct-2021

AMOUNT DUE: \$18,820.50

DETACH AND RETURN WITH YOUR PAYMENT

After making the change on the customer record, the reprint showed the new address for Invoice #000138, Customer #00000101:

KEARSARGE ENERGY LP

C/O MASSACHUSETTS ELECTRIC

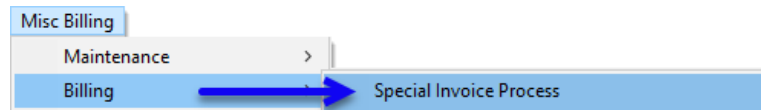
1231 COMMONWEALTH AVENUE

BOSTON, MA 02134-0000

[ADM-AUC-MB-229]

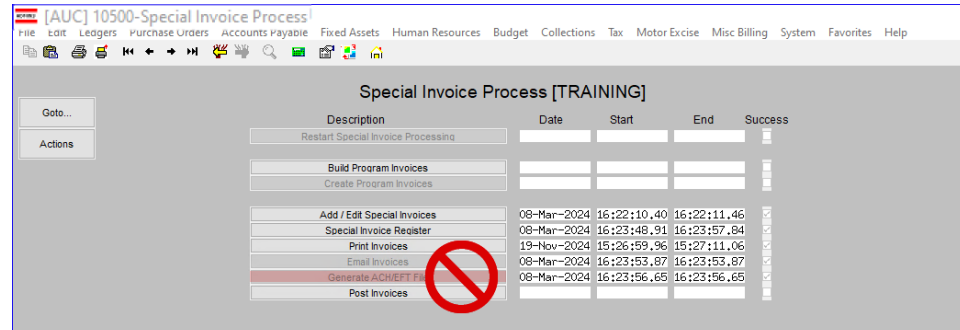
5 Special Invoice Process

The Generate ACH Step has been removed from the special invoices process because it is now entirely separate from this process.

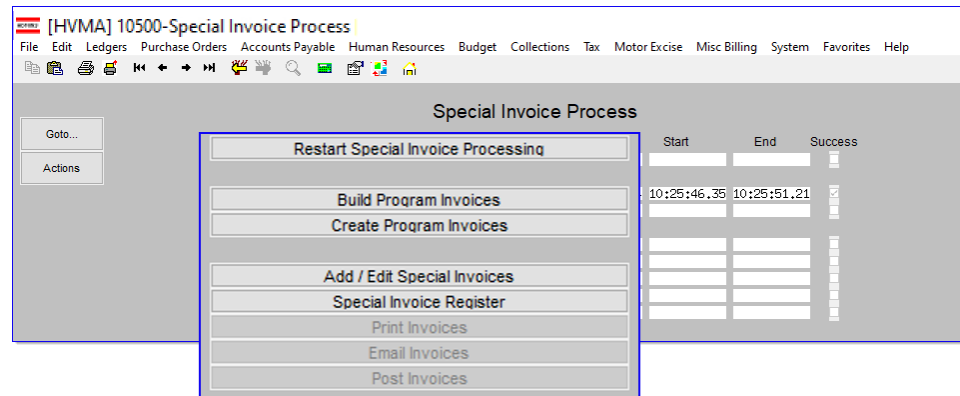




Before, the Special Invoice Process had a Generate ACH/EFT Ste.p



Now, the steps menu does not include 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.

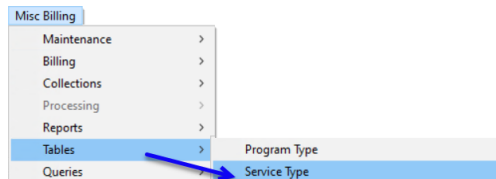
Previously, the Add Override Refund step selected any invoice with a credit balance, regardless of service type.

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

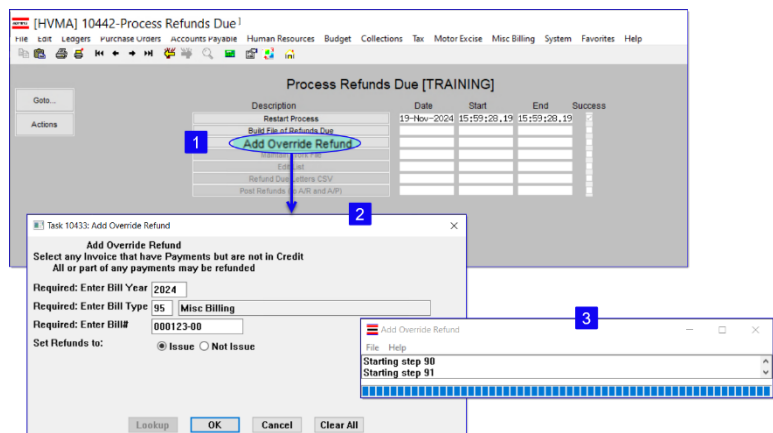


In this example, the Service Type “HOA” in the “HOAFEEs” program is not set for inclusion in refunds.

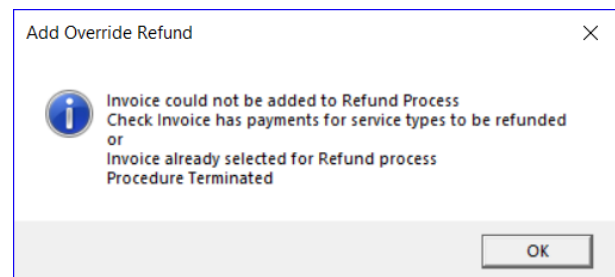
Service Type	Description	Short Desc	Day#	Include in Refunds	Include in Spec Inv	Use for Pre-Pays EFT Pay	Use Bill Form
FINCHG	Finance Charge - Late Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOAFEE
FINES	Fines/Summons			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOAFEE
HOA	HOA Fees			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOAFEE
NSF	NSF Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOAFEE
UNPAID	Prior Balance due to EFT Rejection			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOAFEE

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:

The screenshot shows the 'User Profile Screen' for a user named Theresa. Key fields include: User Name (Theresa), Last Login (09-Dec-2024 08:40:22,80 Live), and Email Address (theresa@admins.com). A blue box highlights the 'Receive Approval Email' field, which is set to 'Yes'. A blue arrow points from the text 'This user account is currently active.' to the 'Last Login' field.

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.

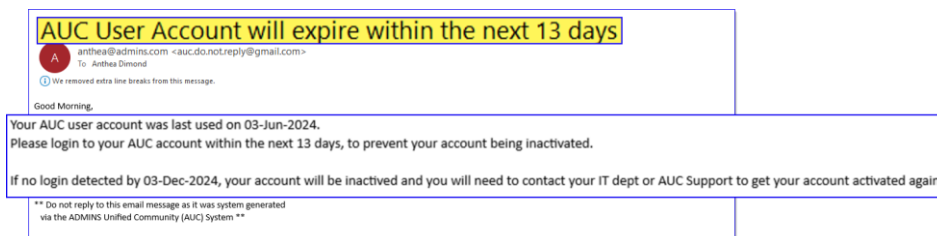


Figure 2 Email example sent two weeks before the username expiration date

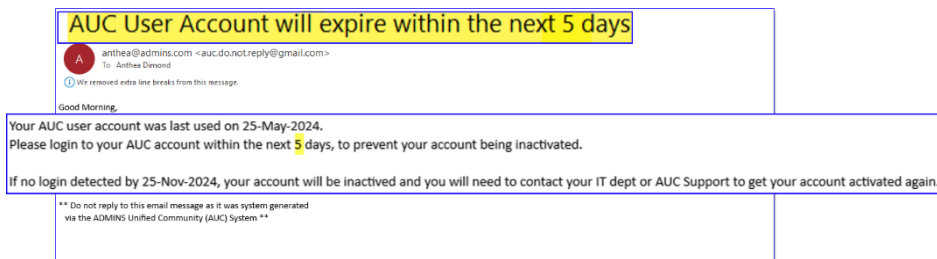


Figure 3 Email example sent the following week

[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.

The screenshot shows the 'Service Type' window for 'HVMA 10004-Service Type'. The window has a menu bar (File, Edit, Ledgers, Purchase Orders, Accounts Payable, Human Resources, Budget, Collections, Tax, Motor Excise, Misc Billing, System, Favorites, Help) and a toolbar. Below the menu bar, there are tabs for 'Year', 'Type', and 'Program'. The 'Year' tab is selected, showing '2025', '95', and 'HOA FEES'. Below the tabs, there are buttons for '1 Service', '2 Bill Rates', '3 Accounting', '4 Notes', '5 Groups', and '0 Add/Chg Form'. The main area contains a table with columns: 'Service Type', 'Description', 'Short Desc', 'Day#', 'Include In Refunds', 'Include In Spec Inv', 'Use for Pre-Pay', 'Apply EFT Pay', and 'Use Bill Form'. The table lists the following service types:

Service Type	Description	Short Desc	Day#	Include In Refunds	Include In Spec Inv	Use for Pre-Pay	Apply EFT Pay	Use Bill Form
FINCHG	Finance Charge - Late Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOA FEE
FINES	Fines/Summons			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOA FEE
HOA	HOA Fees			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOA FEE
NSF	NSF Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOA FEE
UNPAID	Prior Balance due to EFT Rejection			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HOA FEE

See also section [5 above](#).

[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](#).

The screenshot shows the 'Customer Maintenance' window for customer 1000A. The 'Mailing Address' section is highlighted with a yellow box, and the 'Same as Unit Address' checkbox is checked. The 'Unit Address' section is also visible, showing the same address details. The 'Balance' section shows a balance of 4,648.00, with a pre-pay of 0.00 and a total of 4,648.00.

Field	Value
Cust No	1000A
Name 1	STEPHEN STILLS
Name 2	
Street#	1000A
Street	HERITAGE VILLAGE
Line 2	
City	SOUTHBURY
St	CT
Zip	06488-0000
Balance	Pre-Pay: 0.00 Invoices: 4,648.00 Total: 4,648.00

[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

The screenshot shows the 'Customer Maintenance' window for customer 99B. The 'Current Balance' section is highlighted with a yellow box, showing a balance of 0.00. The 'Unit Address' section is also visible, showing the same address details. The 'Balance' section shows a balance of 0.00, with a pre-pay of 0.00 and a total of 0.00.

Field	Value
Cust No	99B
Name 1	VINCENT & ROSEMARIE BRANCATO (JT, SV)
Name 2	
Street#	99B
Street	HERITAGE VILLAGE
Line 2	
City	SOUTHBURY
St	CT
Zip	06488-0000
Balance	Pre-Pay: 0.00 Invoices: 0.00 Total: 0.00

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



[HVMA] 10000-Customer Maintenance

File Edit Ledgers Purchase Orders Accounts Payable Human Resources Budget Collections Tax Motor Excise Misc Billing System Favorites Help

Customer Maintenance

Goto... Actions X Add Cust

Cust No 99B

Name 1 VINCENT & ROSEMARIE BRANCATO (JT, SV)

Name 2

Street# 99B

Street HERITAGE VILLAGE

Line 2

City SOUTHURY St CT Zip 06488-0000

Phone 1 Ext 1234 Typ H Home

Phone 2 Ext 5678 Typ C Cell

Bill Delivery ☐ Print ☐ Email ☒ None

E-mail Addr

Balance Pre-Pay: 0.00 Invoices: 894.00 Total: 894.00 EFT

Balance Pre-Pay: 0.00 Invoices: 894.00 Total: 894.00 EFT

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

[HVMA] 10170-Customer Query

File Edit Ledgers Purchase Orders Accounts Payable Human Resources Budget Collections Tax Motor Excise Misc Billing System Favorites Help

Customer Query

Goto... Actions L Search

Cust No 99B

Name 1 VINCENT & ROSEMARIE BRANCATO (JT, SV)

Name 2

Street# 99B

Street HERITAGE VILLAGE

Line 2

City SOUTHURY St CT Zip 06488-0000

Phone 1 (203) 586-8171 Ext 1234 Typ H Home

Phone 2 (203) 555-1212 Ext 5678 Typ C Cell

Bill Delivery ☐ Print ☐ Email ☒ None

E-mail Addr

Balance Pre-Pay: 0.00 Invoices: 894.00 Total: 894.00 EFT

Balance Pre-Pay: 0.00 Invoices: 894.00 Total: 894.00 EFT

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] 10000-Customer Maintenance

File Edit Ledgers Purchase Orders Accounts Payable Human Resources Budget Collections Tax Motor Excise Misc Billing System Favorites Help

Customer Maintenance

Goto... Actions X Add Cust

Cust No 1005B

Name 1

Name 2

Street# 1005B

Street HERITAGE VILLAGE

Line 2

City SOUTHURY St CT Zip 06488-0000

Phone 1 Ext 0000 Typ

Phone 2 Ext 0000 Typ

Bill Delivery ☐ Print ☐ Email ☒ None

E-mail Addr

Balance Pre-Pay: -39.52 Invoices: 723.00 Total: 683.48 EFT

Balance Pre-Pay: -39.52 Invoices: 723.00 Total: 683.48 EFT

[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*)

Bill Payment		Inquiry	
Customer#	1007B	X Search...	
Owner		Tendered	
Address	1007B HERITAGE VILLAGE	Cash	
		Check	
		Other	
Payment Date		17-Oct-2024	Amount Due
Allow Overpayment		<input checked="" type="checkbox"/>	\$

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

Bill Payment		Inquiry	
Customer#	1007B	X Search...	
Owner		Tendered	
Address	1007B HERITAGE VILLAGE	Cash	
Last Lease Expired more than 3 months ago In-Progress Lease		Check	
		Other	
Balance	Pre-Pay: 0.00	Payment Date	17-Oct-2024
EFT	Invoices: 723.00	Allow Overpayment	<input checked="" type="checkbox"/>
			Amount Due
			\$

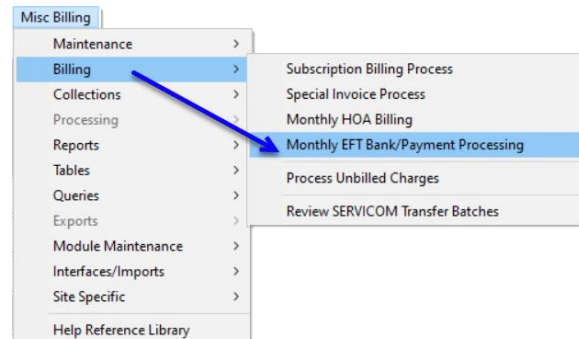
Figure 8 Now the Credit Balance of the Pre-Pay Invoice, as well as the total of other invoices is shown

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]

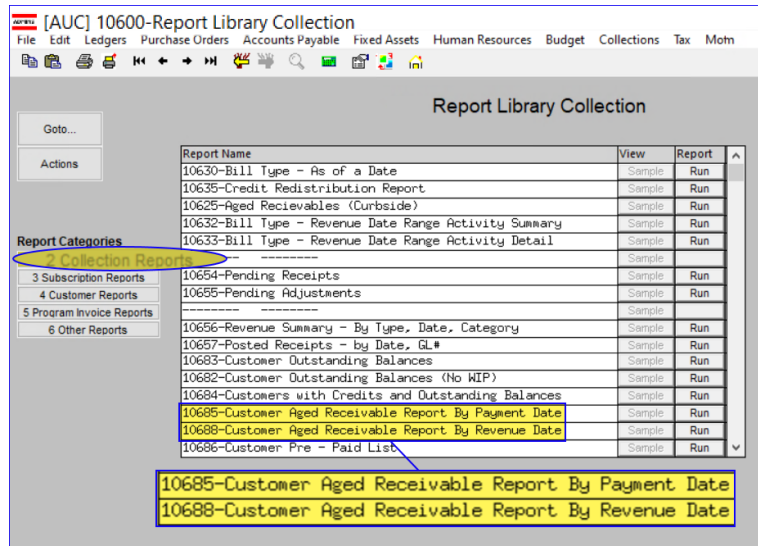
There was an issue with Accounts Receivable (A/R) reconciliation due to new Lease and Equity Fees being booked to Misc. Billing. The **RESALE** and **LEASE** service charges are set to **not post** to A/R, resulting in no General Ledger (GL) transactions when charges are created.

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 <i>(for billing)</i>	[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]