



ADMINS provides a method for invoicing Homeowners Association (HOA) fees. The ADMINS installer has set up the Program and Forms required to create the Heritage Village Masters Association (HVMA) HOA Invoices.

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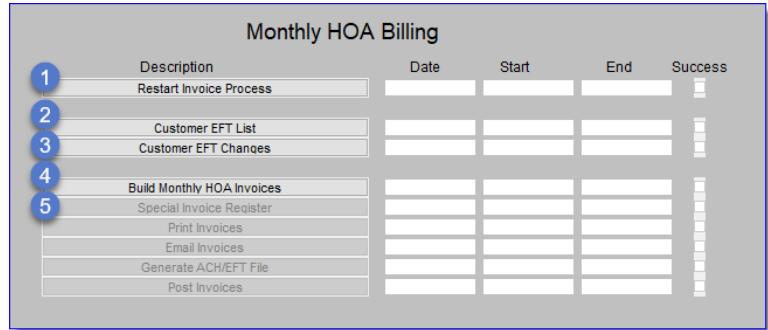
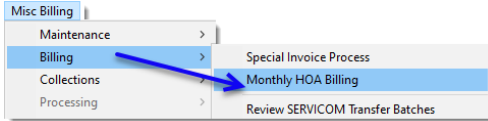
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1 Monthly HOA Billing Process

To create invoices for the HOA fees, run the “Monthly HOA Billing Process” in the Miscellaneous Billing Module. From the menu, select:

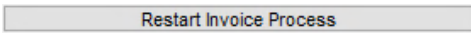
Misc Billing ▶ Billing ▶ Monthly HOA Billing



The process is run via a convenient **Monthly HOA Billing Steps** Menu:

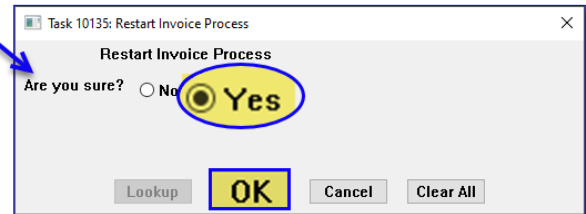
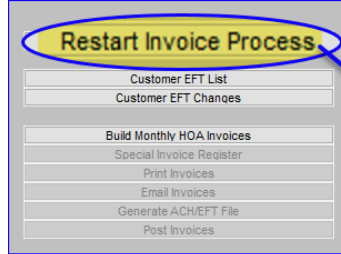
Figure 1 Special Invoice Steps Menu

1.1 Restart the Invoice Process

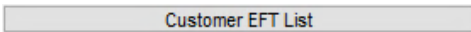


This step is optional and is used only if the process must be restarted.

Use the top step to restart and discard any invoices in progress. The default for the “Are you sure?” radio button is “No”, so make sure to select the “Yes” radio button to restart.



1.2 Customer EFT List



List all customers with EFT set up on their account.



Uses the Class Type from each Customer record to get the current HOA fees from the [Class Type table](#).

Cust#	Owner-Name	Primary-Address	Class	Amount	Message
1702	997B	997B HERITAGE VILLAGE	CTRY-HS	679.00	
1703	998A	998A HERITAGE VILLAGE	BERK-1	765.00	
1704	998B	998B HERITAGE VILLAGE	SHERMAN	683.00	
1705	999A	999A HERITAGE VILLAGE	BERK-1	765.00	
1706	999B	999B HERITAGE VILLAGE	SHERMAN	683.00	
1707	99A	99A HERITAGE VILLAGE	SHERMAN	683.00	
1708	99B	99B HERITAGE VILLAGE	BERK-1	765.00	
1709		Total # records : 1,707		1,112,477.00	
1710				1,112,477.00	

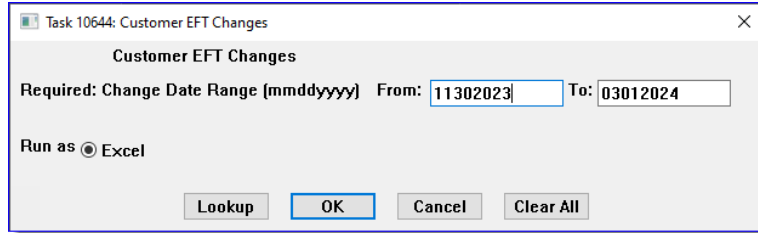
The Grand Total here should match the Total on the special invoices report for EFTs.



1.3 Customer EFT Changes

Customer EFT Changes

ADMINS recommends that all EFT changes be tracked during the month.



Run this step to get a list of all of the changes to EFT for the specified time period. Verify that all the tracked changes appear on the list.

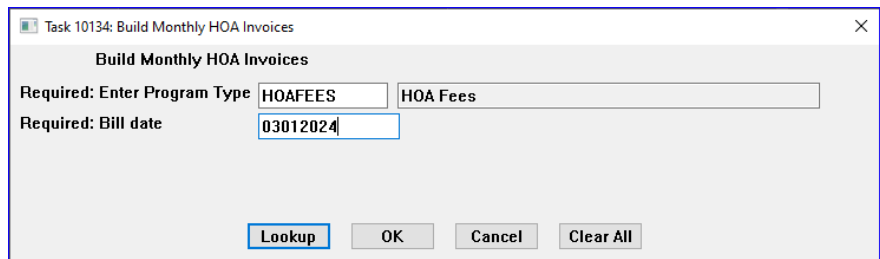
Enter a date range, usually the past month. *(This shows a broader selection range to capture data for the documentation.)*

The list includes New, Stopped, and Bank Information changes to EFT.

This image shows fictitious data to protect Unit Owner privacy.

Cust#	Owner-Name	Primary-Address	ChangeDate	ChangeTime
51 98A	HEDRIN, TIPPI	98A HERITAGE VILLAGE	2/24/2023	11:23:19
52 998A	CONNERY, SEAN	98A HERITAGE VILLAGE	11/30/2023	11:02:19
53 999A	WEAVER, DENNIS	999A HERITAGE VILLAGE	11/30/2023	10:45:37
54 99B	REEVES, CHRISTOPHER	99B HERITAGE VILLAGE	11/28/2023	17:10:01
55 99B	REEVES, CHRISTOPHER	99B HERITAGE VILLAGE	11/28/2023	17:19:23
New EFTs				5
Changed Between 01/01/2023 and 03/01/2024				
59 1000A	ROBERT & MARY DONALDSON	1000A HERITAGE VILLAGE	11/8/2023	11:55:17
60 1001B	CLIFF ROBERTSON	1001B HERITAGE VILLAGE	11/13/2023	12:30:49
61 1002A	THE A B FAMILY IRR. TRUST	1002A HERITAGE VILLAGE	3/6/2023	09:29:32
Stopped EFT				3
342 99B	JOHN AND STANLEY BROWN	99B HERITAGE VILLAGE	11/30/2023	16:34:59
343 99B	JOHN AND STANLEY BROWN	99B HERITAGE VILLAGE	11/30/2023	16:36:21
344 99B	JOHN AND STANLEY BROWN	99B HERITAGE VILLAGE	12/4/2023	09:25:05
Bank Info Changed				3
Changed Between 11/30/2023 and 03/01/2024				

1.4 Build Monthly HOA Invoices



Click **[Build Monthly HOA Invoices]** to display the **Build Monthly HOA Invoices** prompt.

Program Type and **Bill Date** are required.

Enter the program for the HOA monthly invoices "HOAFEEES". Once entered it will be retained so it does not have to be entered each time it is run.

Enter the date these invoices will be issued e.g., 02012024 for 1st February 2024.

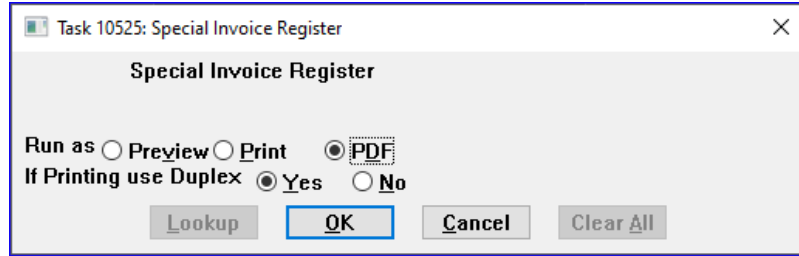
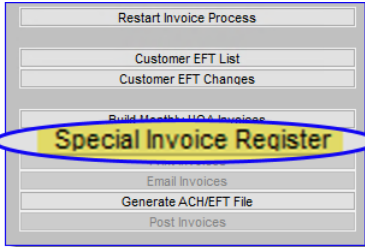
Click **OK** to create all the HOA invoices for this bill date. The invoice title, date, and line description are based on the data supplied in this step.



1.5 Special Invoice Register

Special Invoice Register

Use this step to produce a report of all the special invoices.



Select PDF and click to display the **Special Invoice Register Report**.

Under the “Message” column, the report lists the payment method (ACH/EFT Transfer), and if the customer invoice will be Printed, Emailed, or No Invoice will be printed.

The register shows a count of invoices paid by ACH/EFT and the amount expected from the Bank. To get to the last page of the Report use the keyboard shortcut **{Ctrl} + {End}** to go to the last page.

Invoice#	Customer	Program	Mailing Name & Address	Bill Amount	Message
026397-00	996B	HOA Fees		683.00	NO PRINT INVOICE
026404-00	99A	HOA Fees		683.00	NO PRINT INVOICE Payment by ACH
026405-00	99B	HOA Fees		765.00	NO PRINT INVOICE Payment by ACH

	Count	Amount
Invoices with Errors		
Invoices to Print		
Invoices to Email		
No print Invoices	2,580	1,677,174.00
	2,580	1,677,174.00
ACH/EFT Pay Requests	1,707	1,112,477.00

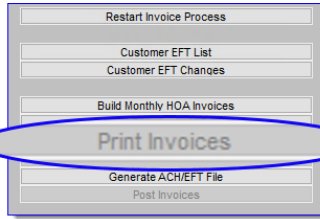
Print the totals page to verify the amounts. Verify that the ACH/EFT Pay Requests Total matches the Customer EFT List from section 1.2 above

If any invoices are listed under “Invoices to Print” or “Invoices to Email” see section 3.2 below on how to correct the customer record.

Figure 2 #10525 Special Invoice Register Report



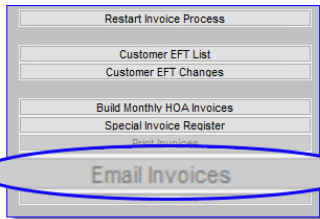
1.6 Print Invoices



This step will only be available if one or more customer(s) is set up to have an invoice printed each month. Currently no unit owners print invoices. If no customer exists that needs a **printed** invoice, this step will still be greyed out. Nothing needs to be done; continue to the next step.

If there **are** customer invoices to print, they will be shown on the screen. Print them and continue to the next step.

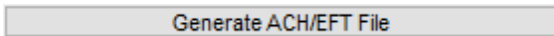
1.7 Email Invoices



This step will be available only if one or more customers are set up to have an invoice emailed each month. Currently no unit owners are set up to receive emailed invoices. If no customer exists that needs an **emailed** invoice, this step will be greyed out. Nothing needs to be done; continue to the next step.

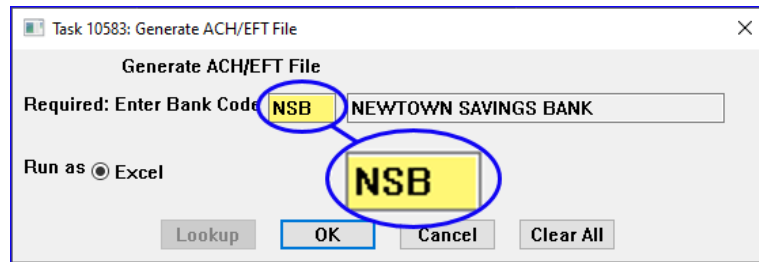
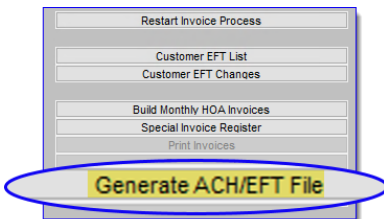
If there **are** customer invoices to Email, they will be emailed. Continue to the next step.

1.8 Generate ACH/EFT File



Click this step to generate the ACH/EFT file to be provided to the bank.

Type the bank code or use **Lookup** to find the bank code if not displayed.



Click **OK**; if there are no errors an **Excel**® report will display all ACH/EFT records that will be in the file to send to the bank.



1.8.1 ACH/EFT File Report

Cust#	Owner-Name	Primary-Address	Invoice#	Amount
1705 999A	WATSON, DIETZ	999A HERITAGE VILLAGE	026402-00	765.00
1706 999B	OPPENHEIMER, J. ROBERT	999B HERITAGE VILLAGE	026403-00	683.00
1707 99A	HEAD, BOARS	99A HERITAGE VILLAGE	026404-00	683.00
1708 99B	BOHRS, NIHL	99B HERITAGE VILLAGE	026405-00	708.00
Total # records : 1,707				1,112,477.00

File Location:
D:\AUC_Development\admhome\Attach\ACH\CollectionsNewTown%d.txt

File Location:
D:\AUC_Development\admhome\Attach\ACH\CollectionsNewTown%d.txt

The report displayed lists all the unit owners included in the EFT File. The total at the bottom of the report should match the Register and Customer EFT List.

Go to the bottom of the report – verify that the amount here matches the amount in the Invoice Register. The legend in the report will supply the file location and file name.

Figure 3 Totals and File Location at the bottom of the Generate ACH/EFT File report

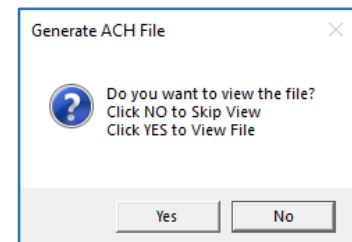
The filename includes “%d” which will be replaced with the date when the Generate ACH/EFT File step is run. For example, the current date is 20-Feb-2024; the file will be called: “CollectionsNewTown02202024.TXT”.

1.8.2 View and Close the Export File

When running the ACH/EFT step this message will pop-up:

is the default and the file will not be displayed, and the process will finish.

will display the ACH/EFT file on the screen but the process will not finish until the file is closed. Usually it is not necessary to view this file.



If the ACH/EFT file is displayed on the screen, it will look like the sample in Figure 4:

(always click “X” to close the export file to allow the process to run to completion.)

```

ach112320221120.txt - AdmTed *** Read Only ***
File Edit View Insert Format Help
[Icons]
101 22117229610608881602211231120A094101NEWTOWN HERITAGE VILLAGE
5200HERITAGE BILLAGEAUC EFT DEPOSIT 1060888160PPDRECEIVABLE221123221201 1221172290000001
627221172296701126730 00000679001000A ROBERT & MARY WHEELIN 0221172290000001
6271012056817710783922030 00000683001000B ELLEN H. MANIAN ISSUE 0221172290000002
62726012881 6927134434 00000683001001A NINA WAGNER 0221172290000003
6272119771973378502 00000551001002A VERONICA D. BOYCE 0221172290000004
62711103093 4261103695 00000765001003A JOSEPH & LOLA SALZANO 0221172290000005
627221172296701127012 00000683001004A SUSAN HOLMS 0221172290000006
  
```

Figure 4 Sample Export File



1.8.3 ACH/EFT Error Check Report

10584-MBACHCHKERR.REP Printed 14-Nov-2022 at 16:54:45 by ANTHEA
Heritage Village Master Association
ACH Error Check Page 1

Review and Correct all errors:
Customer Errors: Go to Customer Maintenance and review EFT

Customer Name	Customer Bank	Pre-Note	Pre-Note Date Sent
Bank NSB	NEWTOWN SAVINGS BANK		
Bank Table Error - No Access to Export Location. Review File location			
1000A	ROBERT & MARY WHEELIN Customer EFT Error - Bank Account Type missing	0	17-Sep-2020
1000B	ELLEN H. MANIAN ISSUE TRUST Customer EFT Error - Bank Account Type missing	0	22-Dec-2017

If there are errors a report like this will be displayed and provide instructions on how to fix each error.

Figure 5 Errors shown on report #10584 ACH Error Check

1.8.4 ACH/EFT File Location

The location of the File to send to the bank is located on the Bank Table and will be noted on the report as shown in Figure 3. Access the ACH/EFT file in this location for upload to the bank. This should be the "G" drive.

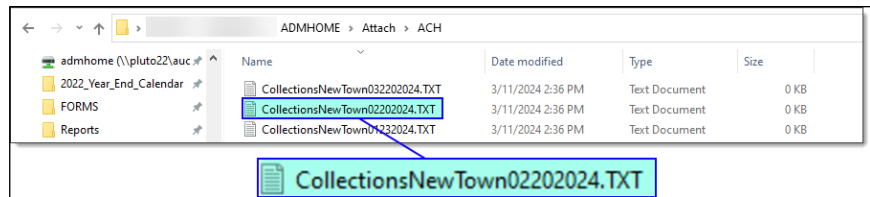


Figure 6 Finding the ACH/EFT File

Transfer this file to the bank using the instructions and credentials provided by the bank.

1.9 Post Invoices

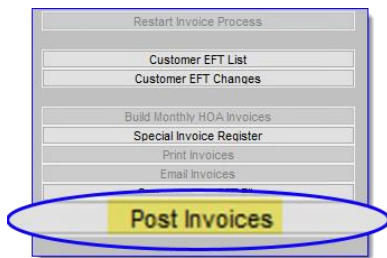
Post Invoices

When all steps have been run, the [Post Invoices] step will be available.

This will create the invoices in the Billing files to allow for payment.

This step must be run to create the invoices. For all Customers that have been set up for EFT payments, it will process those payments against the new invoice.

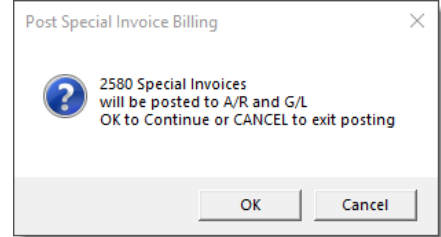
Click on the [Post Invoices] **Post Invoices** step.





Click to have the system create the invoices and post the activity to the customer records. Several reports will be displayed.

There are two reports to print and provide to the Finance Office (Regina).



1.9.1 Report #10540 GL Posting Report

The posting process will create a GL Posting report.

Print out Report 10541 and give it to (Regina in) the Finance Office. This is the Account Receivable report for this month's HOA Invoices.

10540-MBREP:MBSPCINVGLPST.REP

Heritage Village Master Association
Post Invoices

Page 1

GL Posting#: 276
Bill MAR Monthly HOA Fees

FY	Date	Account#	Description	Debit	Credit
2024	01-Mar-2024	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS	1677174.00	
2024	01-Mar-2024	01-000-2500-2901-000	REVENUE CONTROL		1677174.00
			BALANCE SHEET	1677174.00	1677174.00
2024	01-Mar-2024	01-000-3000-3001-000	ASSESSMENTS		1677174.00
			SUBSIDIARY LEDGER		1677174.00
			Total Run 1	1677174.00	3354348.00
			Total Year 2024	1677174.00	3354348.00
*** GRAND TOTAL ***					
			Balance Sheet	1677174.00	1677174.00
			Subsidiary Ledger		1677174.00

1.9.2 Report #10336 Payments Posted to Customer Invoices

The posting process will create a payment batch for all EFT payments and post those payments against the new invoices.

Report #10336 lists the Fiscal Year, Date, Batch #, Account Numbers, Account Description, Debits, and Credits and should be provided to the Finance Office (Regina).

10336-MBRECPSTGL_SUM.REP

Heritage Village Master Association
Misc. Billing Posting Report - Summary by GL#

Page 1

Posting#: 277

FY	Date	Batch#	Account#	Description	Debit	Credit
2024	01-Mar-2024	EFT2272415	01-000-1000-1001-000	CASH - NEWTOWN OPERATING ACCT	1112477.00	
2024	01-Mar-2024	EFT2272415	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS		1112477.00
2024	01-Mar-2024	EFT2272415	01-000-2500-2901-000	REVENUE CONTROL	1112477.00	1112477.00
				BALANCE SHEET	2224954.00	2224954.00
2024	01-Mar-2024	EFT2272415	01-000-3000-3001-000	ASSESSMENTS	1112477.00	1112477.00
				SUBSIDIARY LEDGER	1112477.00	1112477.00
*** GRAND TOTAL ***						
				Balance Sheet	2224954.00	2224954.00
				Subsidiary Ledger	1112477.00	1112477.00

Print out report# 10336 and give it to (Regina in) the Finance Office. This is the report of all EFT Payments processed for this month's Invoices

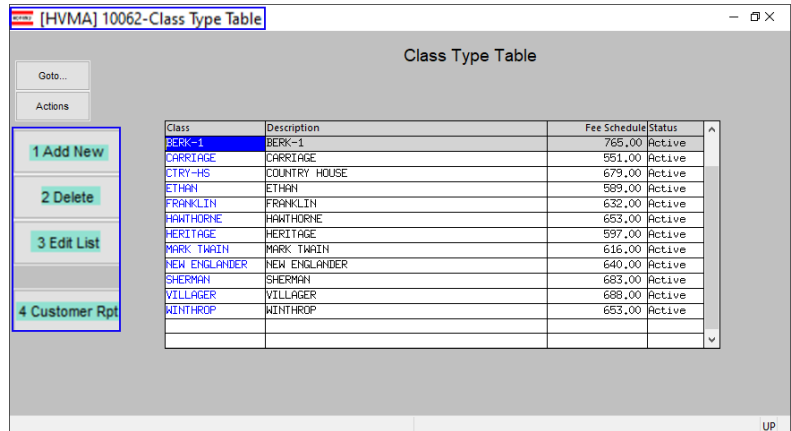
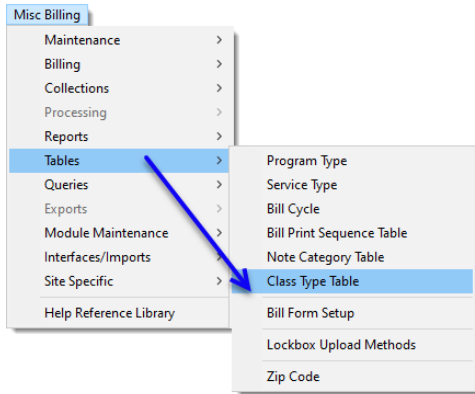
Once this posting is complete, the Monthly HOA Billing has finished, and payments can now be processed against this month's invoices.



2 How to Update the Fee Schedule on the Class Type Table

To access the Class Type table, from the menu, select:

Misc Billing ▶ Tables ▶ Class Type Table



The classes available are shown in the Class Type Table.

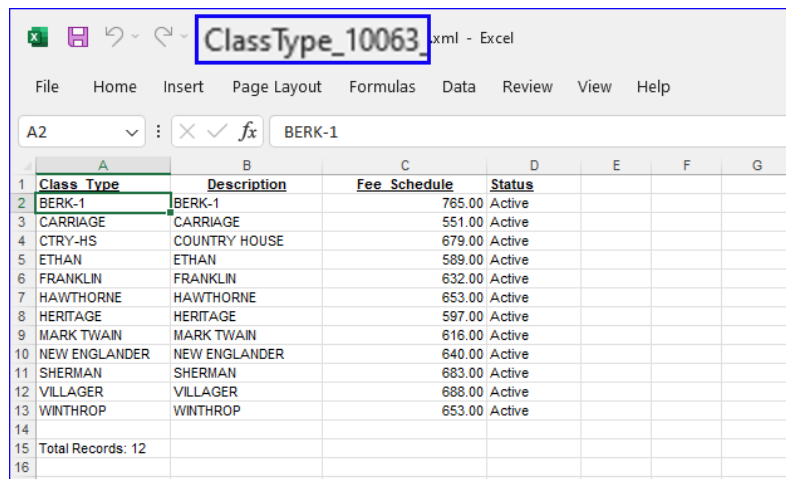
To change the fee amount, click on the Fee Schedule field. Clear out the amount using **{Spacebar}{Enter}**. Type the new amount. A Description can be changed the same way.

Use the pushbuttons on the left side of the screen to:

- **Add New**,
- **Delete**,
- run an **Edit List**, and generate a
- **Report of Customers** for each class.

The **Edit List** may be Run as **PDF** or **Excel**, and is a simple listing of the values on the screen.

It shows the **Class Type**, **Description**, **Fee Schedule**, and the **Status** (*Inactive or Active*.)





The customer report is available in either Summary or Detail, and can include (Yes) Stopped Programs. Click (No) to not include stopped programs.

This is the Excel output of the Customer report, in summary. This report shows the HOAFEEES program, with a list of the Class, Count of each Class, the Total payment amount for each class, and the ACH-EFT Amount for each class.

Program	Class	Count	Pay Amount	ACH-EFT Amt
HOA Fees	BERK-1	342	79,580.00	182,070.00
HOA Fees	CARRIAGE	322	67,222.00	110,200.00
HOA Fees	COUNTRY HOUSE	388	81,480.00	181,972.00
HOA Fees	ETHAN	260	44,175.00	108,965.00
HOA Fees	FRANKLIN	150	46,136.00	48,664.00
HOA Fees	HAWTHORNE	92	22,855.00	37,221.00
HOA Fees	HERITAGE	260	53,133.00	102,087.00
HOA Fees	MARK TWAIN	104	20,328.00	43,736.00
HOA Fees	NEW ENGLANDER	52	16,640.00	16,640.00
HOA Fees	SHERMAN	509	114,744.00	232,903.00
HOA Fees	VILLAGER	14	2,752.00	6,880.00
HOA Fees	WINTHROP	87	15,672.00	41,139.00
Total for Program HOAFEEES		Count	Amount	
Non ACH/EFT Pays		873	564,697.00	
ACH Pays		1,707	1,112,477.00	
Total		2,580	1,677,174.00	

Selection Legend:

Select Stopped Programs: N

Detail or Summary: S

The selection Legend at the bottom of the report shows if Stopped Programs are included, and if the report was run in Detail (D) or Summary (S).

The detail version run as PDF shows the **Customer**, (unit number), **Primary Address**, **Owner Name** (obscured here for privacy), **Payment Amount**, and **ACH/EFT Amount**.

CUSTOMER	Primary Address	Owner	Pay Amount	ACH/EFT Amt
76D	76D HERITAGE VILLAGE			616.00
76E	76E HERITAGE VILLAGE			616.00
89A	89A HERITAGE VILLAGE		616.00	616.00
89B	89B HERITAGE VILLAGE			616.00
89D	89D HERITAGE VILLAGE			616.00
89E	89E HERITAGE VILLAGE			616.00
8A	8A HERITAGE VILLAGE		616.00	616.00
8B	8B HERITAGE VILLAGE		616.00	616.00
8D	8D HERITAGE VILLAGE			616.00
8E	8E HERITAGE VILLAGE			616.00
# Invoices for Class MARK TWAIN : 104			20,328.00	43,736.00



The detail version run as Excel lists the units by **Class**, and shows the **Program, Class, Customer, Primary Address, Owner Name** (*obscured here for privacy*), **Payment Amount**, and **ACH/EFT Amount**.

1	A	B	C	D	E	F	G
	Program	Class	Customer	Primary Address	Owner	Pay Amount	ACH/EFT Amt
2501	HOA Fees	VLLAGER	108A	108A HERITAGE VILLAGE			688.00
2502	HOA Fees	VLLAGER	154A	154A HERITAGE VILLAGE		688.00	
2503	HOA Fees	VLLAGER	204A	204A HERITAGE VILLAGE			688.00
2504	HOA Fees	VLLAGER	224B	224B HERITAGE VILLAGE			688.00
2505	HOA Fees	VLLAGER	254E	254E HERITAGE VILLAGE			688.00
2506	HOA Fees	VLLAGER	28	28 HERITAGE VILLAGE		688.00	
2507	HOA Fees	VLLAGER	32A	32A HERITAGE VILLAGE			688.00
2508	HOA Fees	VLLAGER	361A	361A HERITAGE VILLAGE			688.00
2509	HOA Fees	VLLAGER	365B	365B HERITAGE VILLAGE			688.00
2510	HOA Fees	VLLAGER	39E	39E HERITAGE VILLAGE			688.00
2511	HOA Fees	VLLAGER	403B	403B HERITAGE VILLAGE			688.00
2512	HOA Fees	VLLAGER	411A	411A HERITAGE VILLAGE		688.00	
2513	HOA Fees	VLLAGER	417A	417A HERITAGE VILLAGE		688.00	
2514	HOA Fees	VLLAGER	43B	43B HERITAGE VILLAGE			688.00
2515							
2516						2,752.00	6,880.00

A total for each class is shown and a grand total is supplied at the bottom of the report.



3 FAQs

Here are some things to look for if results are not expected.

3.1 Customer EFT, Special Invoice Register, and EFT File Discrepancies

What if the EFT Totals do not match between the Customer EFT List and the Special Invoice Register and Generate EFT File?

The most likely cause is that a change was made to a customer’s EFT after the Customer EFT List was run.

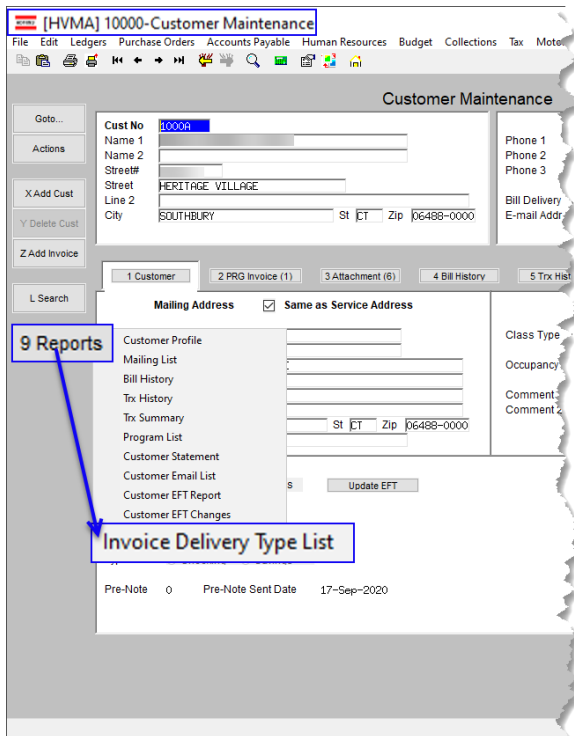
1. Run the Customer EFT Changes report and look for Adds, Stops, or changes dated in the last few days
2. Run the Customer EFT List again and check against the Special Revenue Report
3. If there is still an issue, please contact support@admins.com so we can help.

3.2 Invoice Register shows Invoices to Email or Print—we don’t do that.

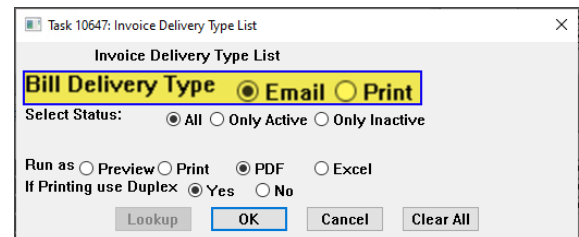
What if the Invoice Register shows Invoices to Email or Print and we do not email or print invoices?

Do not continue the Monthly HOA Billing until these have been corrected. To correct the issue, from the menu, go to:

Misc Billing ▶ Maintenance ▶ Customer Maintenance



Select the **Bill Delivery Type** of **Email** or **Print** depending on what was showing on the Special Invoice Register.



Any customer who is set to receive an invoice via email will be listed in the report.



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Heritage Village Master Association
Invoice Delivery Type List

Page 1

Following Customers are set to receive Invoices delivered via Email

Customer#	Owner-Name	Service-Address	Email Address
99B		HERITAGE VILLAGE	someemail@email.com
34E		HERITAGE VILLAGE	email@aadfma.com
99B		HERITAGE VILLAGE	ryder@admins.com

Selection Legend:
Grand Total: # records: 3
Select Status: All

To set the customer so that they will not receive an invoice via email, go to:

Misc Billing ▶ Maintenance ▶ Customer Maintenance

Enter the Customer# into the Customer maintenance screen.

[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 Y Delete Cust Z Add Invoice

Cust No: 99B
Name 1: _____
Name 2: _____
Street#: 99B
Street: HERITAGE VILLAGE
Line 2: _____
City: SOUTHURBY St CT Zip 06488-0000

Phone 1: _____ Ext: 0000 Typ: _____
Phone 2: _____ Ext: 0000 Typ: _____ Cell: _____
Phone 3: (000) 000-0000 Ext: 0000 Typ: _____

Bill Delivery: Print Email None

E-mail Addr: ryder@admins.com

Set the Bill Delivery radio button to None.

Do so for all Customers listed on the Invoice Delivery Type Report.

[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 Y Delete Cust Z Add Invoice

Cust No: 99B
Name 1: _____
Name 2: _____
Street#: 99B
Street: HERITAGE VILLAGE
Line 2: _____
City: SOUTHURBY St CT Zip 06488-0000

Phone 1: _____ Ext: 0000 Typ: _____
Phone 2: _____ Ext: 0000 Typ: _____ Cell: _____
Phone 3: (000) 000-0000 Ext: 0000 Typ: _____

Bill Delivery: Print Email None

E-mail Addr: ryder@admins.com

1 Customer 2 PRG Invoice (1) 3 Attachment (6) 4 Bill History 5 Trx History 6 Notes 7 Custom Fields 8 Field Loas (47)

Run the Invoice Delivery Type Report again to confirm that there no customers have the Invoice Delivery Type set to Email. Continue with the Monthly HOA Billing.

Go back to the Monthly HOA Billing steps menu and Re-Run the Special Invoice Register.

The “Invoices to Print” and “Invoices to Email” should be blank as shown below.

Special Invoice Register

This will reset the delivery options for customers that were previously set to “Email” or “Print” back to “None”.

This can be checked by using the keyboard shortcut { Ctrl } + { End } to go to the last page of the report.

	Count	Amount
Invoices with Errors	=====	=====
Invoices to Print	-----	-----
Invoices to Email	-----	-----
No print Invoices	2,580	1,677,174.00
	=====	=====
	2,580	1,677,174.00
ACH/EFT Pay Requests	1,707	1,112,477.00

If not, return to the [start of this correction process](#) until the special invoice register shows blank for both.