Revenue – Miscellaneous Billing

MB–631 HVMA Customer Queries

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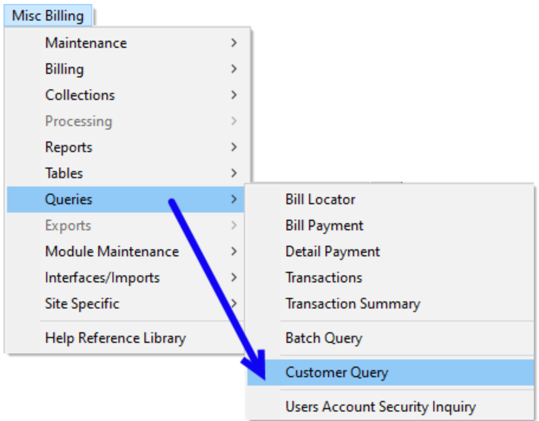
1 Customer Queries

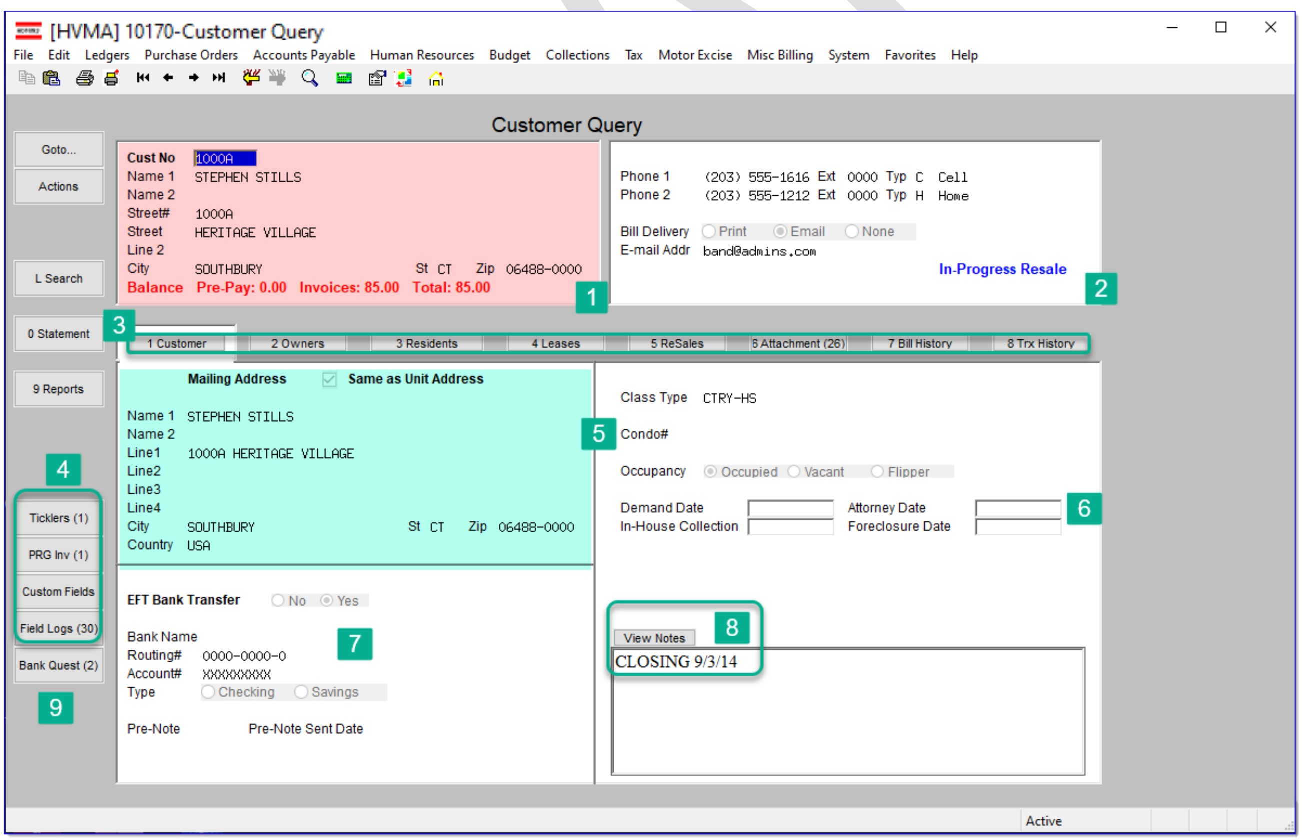


Customer Query screens resemble the Customer Maintenance screens, but they do not allow data entry. To access the query screens, from the menu, select:

Miscellaneous Billing ▶ Queries ▶ Customer Query

1.1 Customer Query Screen #10170

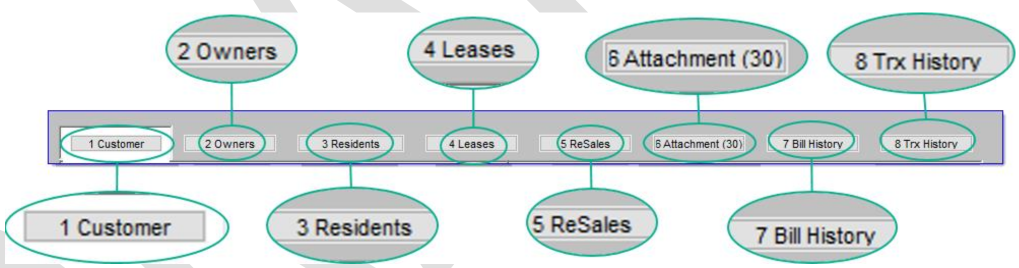
The Customer Query screen allows access to all the other customer information via the tabs or the buttons but is read only and does not allow data entry. The owner & unit data is shown in pink; the mailing address is in green. The numbered sections 1-9 are explained below.

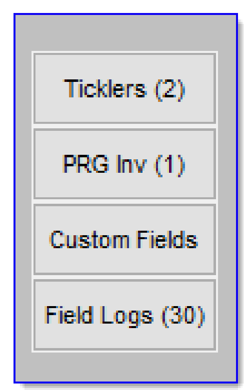


1 This message in red shows the Balance amount calculation (Invoices – Prepay = Total) *if a balance is due.*

2 If there is a lease, the expiration date is shown (*see section 1.1.1 below*). If there is no lease, there will not be a message for lease expiration. If there is a Resale in progress, a message will be shown (*see section 1.1.2 below*).

3 This row of buttons allows easy navigation to query screens *(each is described in a section below).*





4 These buttons will go to the Query screens for Ticklers (reminders), *Program Invoices, Custom Fields, and Field Logs (each is described in a section below).*

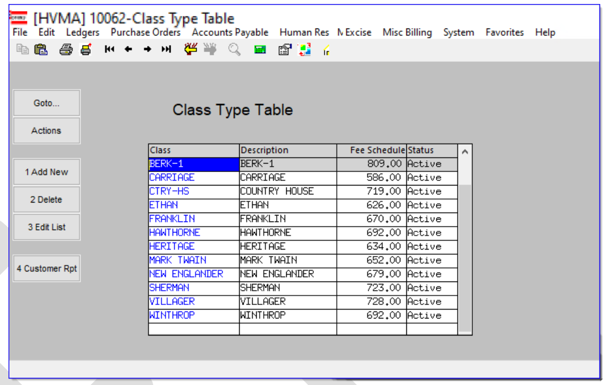
5 The Condo number field (1 to 24) is used for resale and condo documentation sent to attorneys and agents. The Occupancy fields provide the type of unit and how it is being used (Occupied, Vacant, or Flipper).

The valid Class Types are: BERK-1, CARRIAGE, CTRY-HS, ETHAN, FRANKLIN, HAWTHORNE, HERITAGE, MARK TWAIN, NEW ENGLANDER, SHERMAN, VILLAGER, WINTHROP. The types, descriptions, fee schedule, and Status are maintained on the Class Type Table.

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

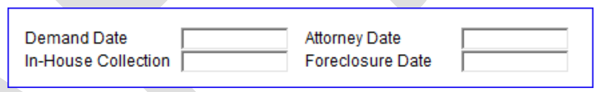
Misc Billing ▶ Tables ▶ Class Type

A snippet is shown here:

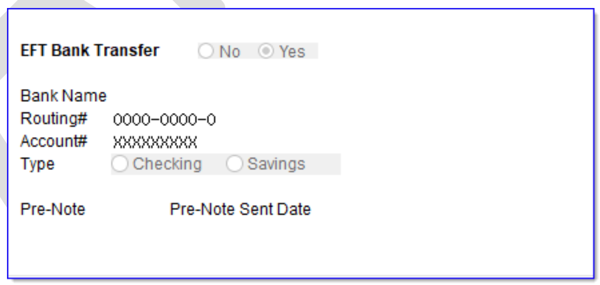


Class	Description	Fee Schedule	Status
BERK-1	BERK-1	809.00	Active
CARRIAGE	CARRIAGE	586.00	Active
CTRY-HS	COUNTRY HOUSE	719.00	Active
ETHAN	ETHAN	626.00	Active
FRANKLIN	FRANKLIN	670.00	Active
HAWTHORNE	HAWTHORNE	692.00	Active
HERITAGE	HERITAGE	634.00	Active
MARK TWAIN	MARK TWAIN	652.00	Active
NEW ENGLANDER	NEW ENGLANDER	679.00	Active
SHERMAN	SHERMAN	723.00	Active
VILLAGER	VILLAGER	728.00	Active
WINTHROP	WINTHROP	692.00	Active

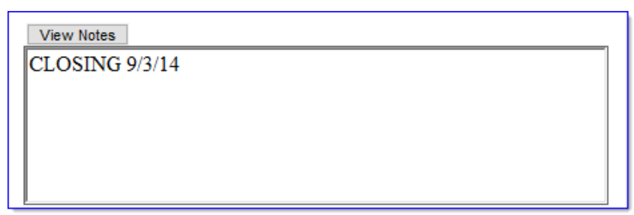
6 Custom dates display demand, in-house collection, attorney, and foreclosure dates.



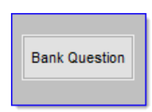
7 Since Bank, Routing number, and Account number is sensitive data, it will be masked. If the unit owner has not set up EFT transfers, no information will be displayed here.



8 For general notes, always enter new ones at the top so the most recent entries are visible.

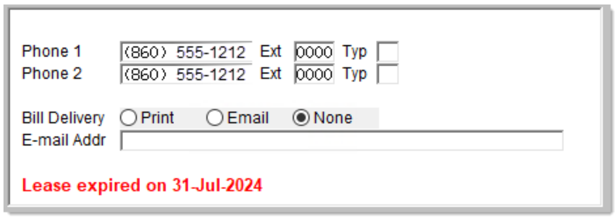


9 This is a button to access the Bank Questionnaire screen. See more information in the "**MB-645 HVMA Bank Questionnaire Document**" in the Help Reference Library.

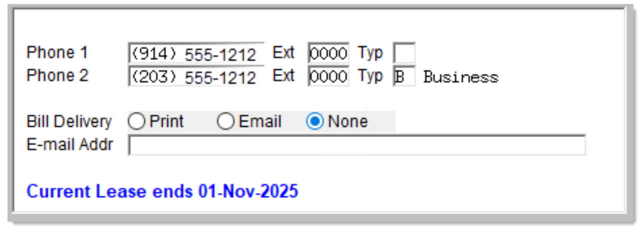


1.1.1 Lease Notations on the Customer Query Screen

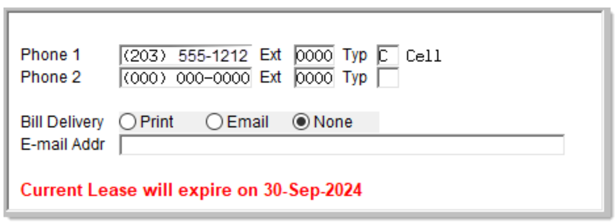
If the lease expired within the last 90 days this message is displayed in *red*.



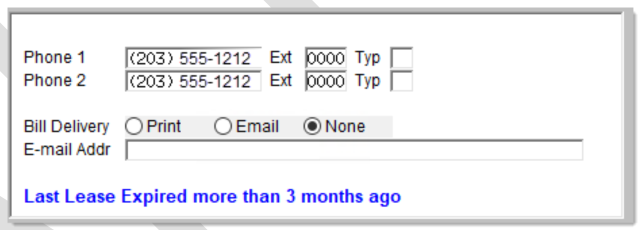
If the current lease ends at least one month after today, this message is displayed in *blue*.



If the lease expires within the next 30 days this message will be displayed in *red.*

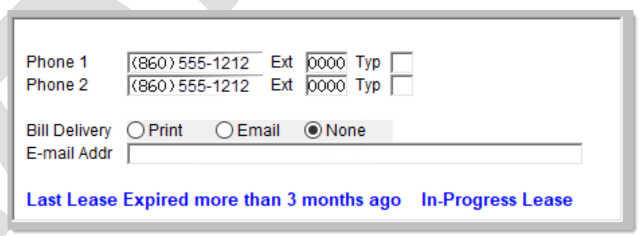


If the lease expired more than three months ago, this message is displayed in *blue*.



The **"In-Progress Lease"** message is displayed in *blue* on any customer that has an in-progress lease *(even if they do not have any previous leases)*.

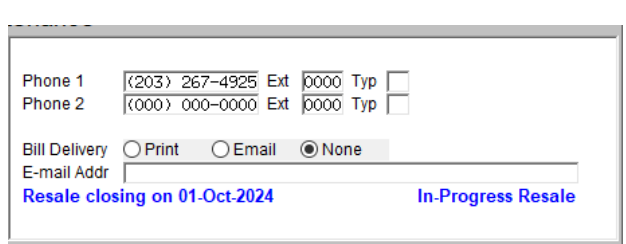
It is independent of any other lease message.



1.1.2 Resale Notation on the Customer Query Screen

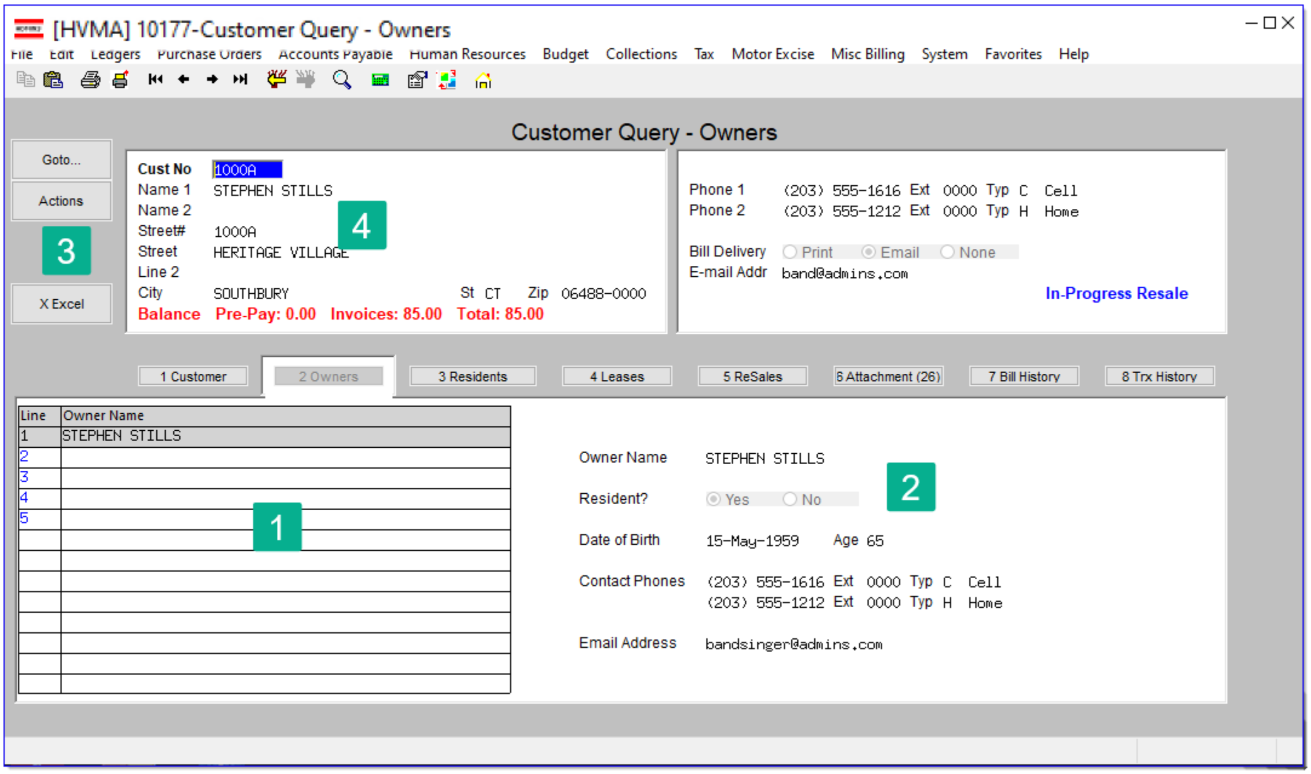
If there is a resale in progress, and the closing date is known, the message will be displayed in *blue*.

The **"In-progress Resale"** message will be displayed even if the closing date is not known. It is independent of the resale closing message.

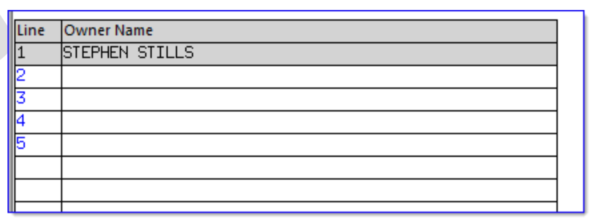


1.2 Owners Query Screen #10177

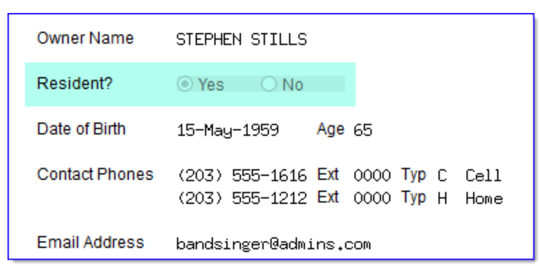
The Owners Query screen is read-only and does not allow data entry. The numbers on the image correspond to the numbers in the list that follows.



1 Lists all unit owners.



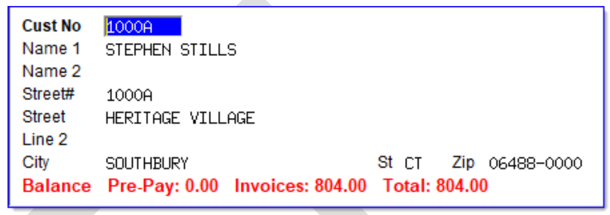
2 Indicates if the owner is a resident or not. Residents appear on the Residents tab; non-residents do not.



3 –Click X Excel to instantly produce a report of all owners' information for this customer. The columns on the Excel Report are: Cust#, Line, Name, O/T, Resident, DOB, Age, Phone_1, Ext, Typ, Phone_2, Ext, Typ, and Email.

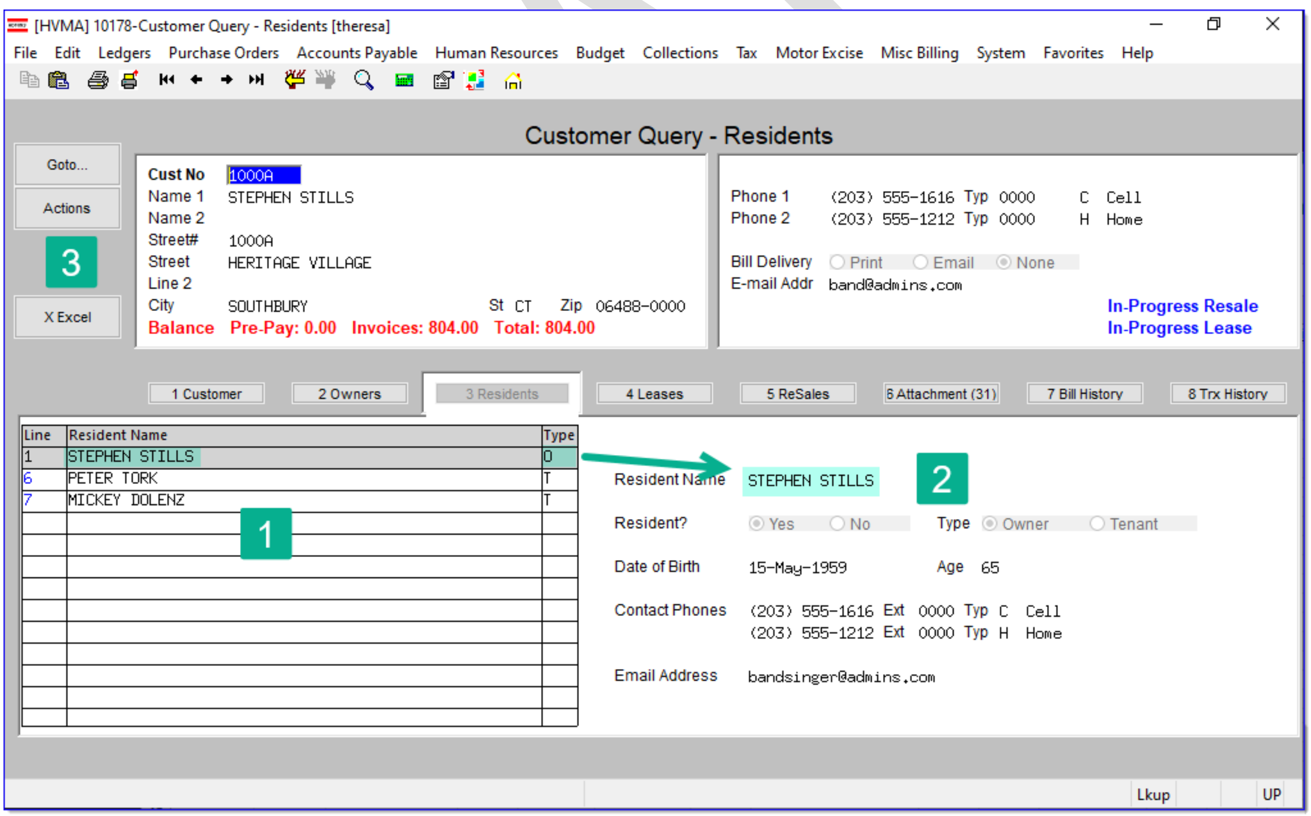
Cust#	Line	Name	O/T	Resident	DOB	Age	Phone 1	Ext	Typ	Phone 2	Ext	Typ	Email
1001B	1	SEAN LENNON	Owner	Yes			(203) 777-5511						
1001B	2	YOKO ONO	Owner	No	2/18/1933	91							

4 The street address of the unit. This block of information is the same on the Customer, Owner, Resident, Leases, ReSales, and Attachment screens.

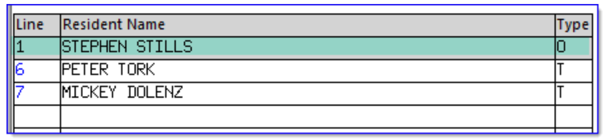


1.3 Residents Query Screen #10178

The Residents Query screen read-only and does not allow data entry.

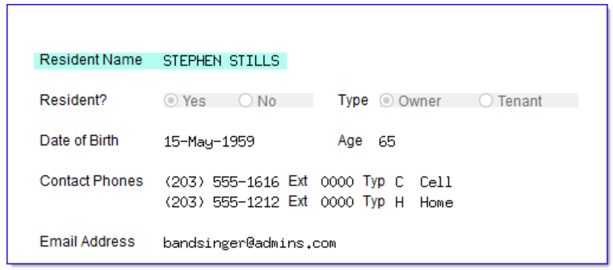


1 Lists all unit residents. The type of resident can be “O” for Owner, and “T” for Tenant.

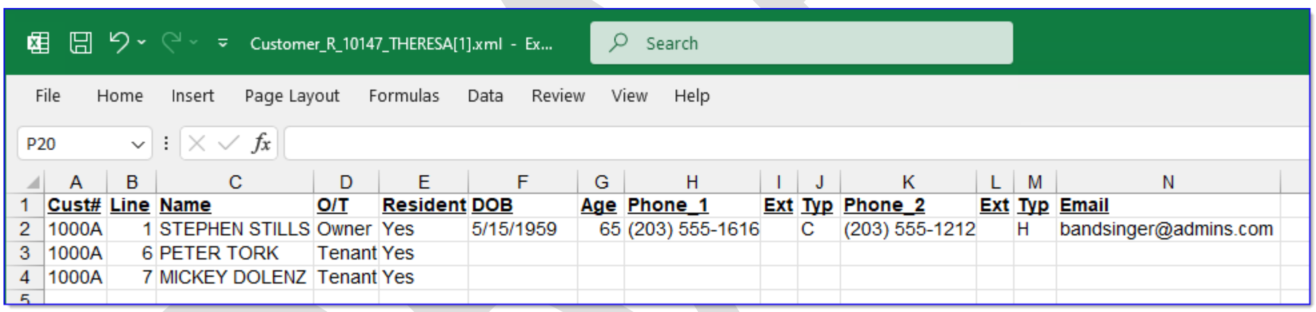


Line	Resident Name	Type
1	STEPHEN STILLS	O
6	PETER TORK	T
7	MICKEY DOLENZ	T

2 This provides detail on the currently selected resident in the list. Residents appear on the Residents tab; non-residents do not. The Type can be either Owner or Tenant. This section shows the date of birth, the age (is computed based on the DoB), and contact information when provided.



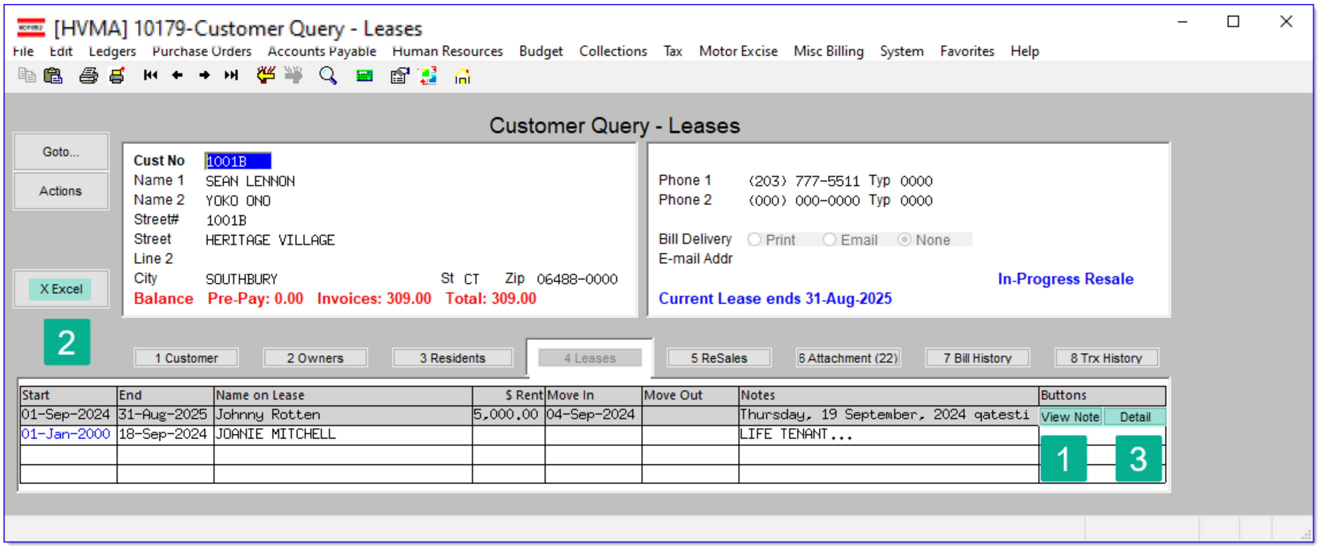
3 –Click X Excel to instantly produce a report of all owners' information for this customer. The columns on the Excel Report are: Cust#, Line, Name, O/T, Resident, DOB, Age, Phone_1, Ext, Typ, Phone_2, Ext, Typ, and Email. This report contains personal information such as Date of Birth, Phone number and Email address; as such, consider not emailing this report.

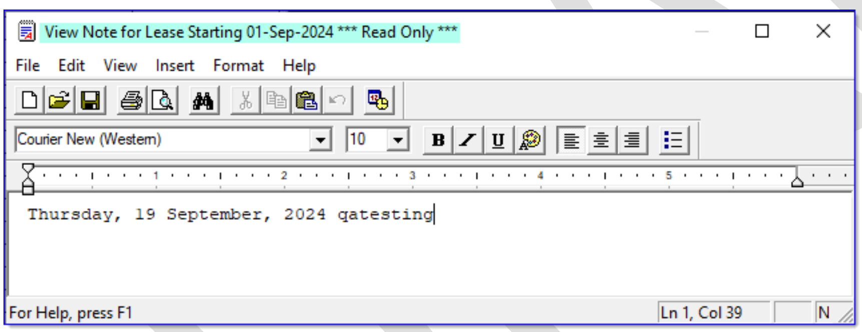


Cust#	Line	Name	O/T	Resident	DOB	Age	Phone_1	Ext	Typ	Phone_2	Ext	Typ	Email
1000A	1	STEPHEN STILLS	Owner	Yes	5/15/1959	65	(203) 555-1616		C	(203) 555-1212		H	bandsinger@admins.com
1000A	6	PETER TORK	Tenant	Yes									
1000A	7	MICKEY DOLENZ	Tenant	Yes									

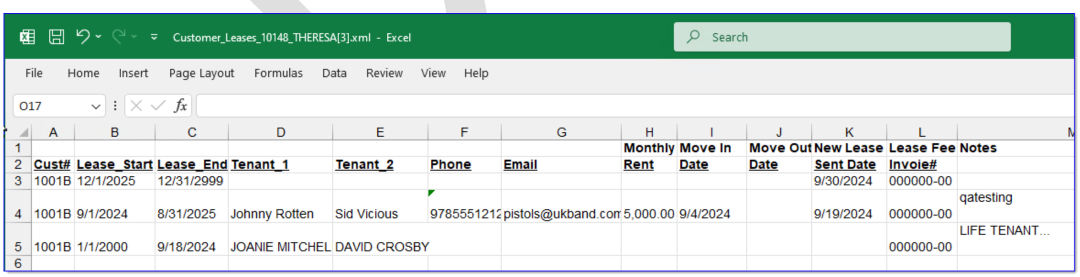
1.4 Leases Query Summary Screen #10179

The Leases Query is read-only and does not allow data entry.





1 The **[View Note]** button will open a text window to allow viewing all notes for a condo unit. The text window is Read Only – no notes can be entered here.

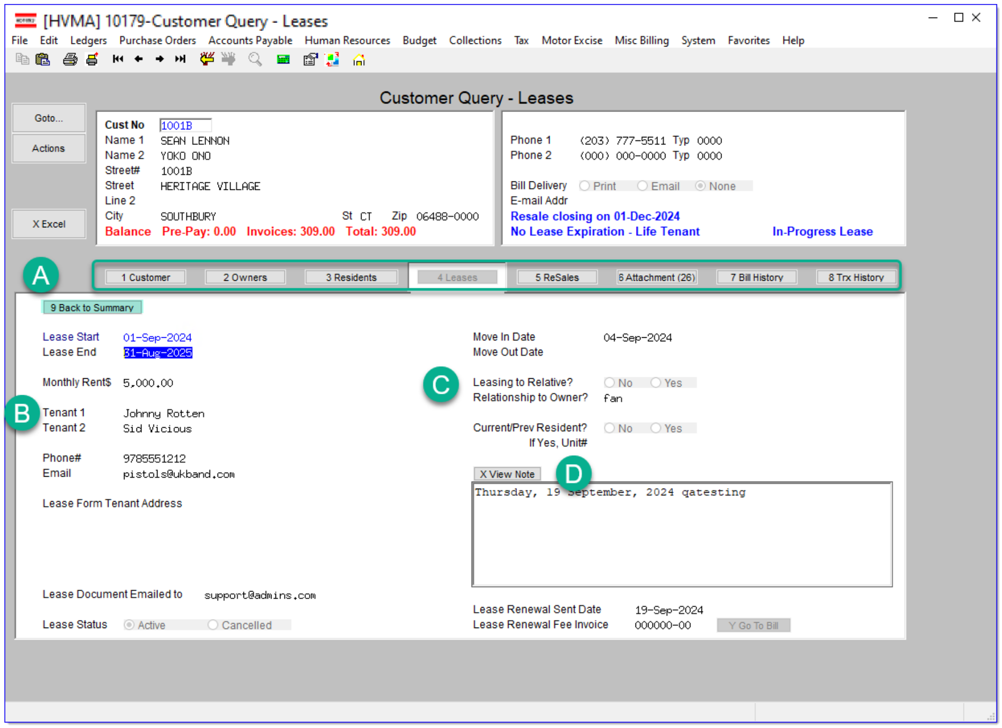


2 The **[X Excel]** report will look like this.

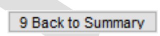
The fields on the Excel report are: Cust#, Lease_Start, Lease_End, Tenant_1, Tenant_2, Phone, Email, Monthly Rent, Move In Date, Move Out Date, New Lease Sent Date, Lease Fee Invoie#, Notes

1.4.1 Lease Detail Query Screen

3 The Detail button will bring you to this query screen for the selected lease.

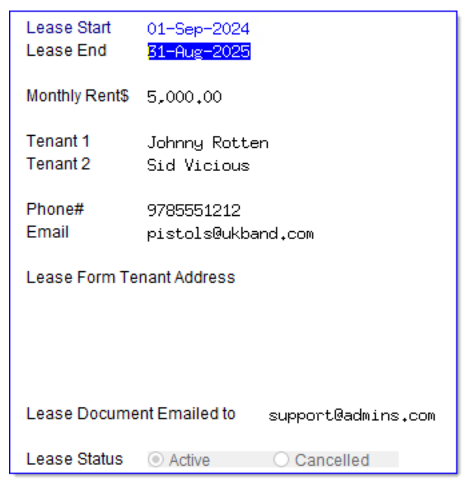


A Use this button to return to the lease summary screen.



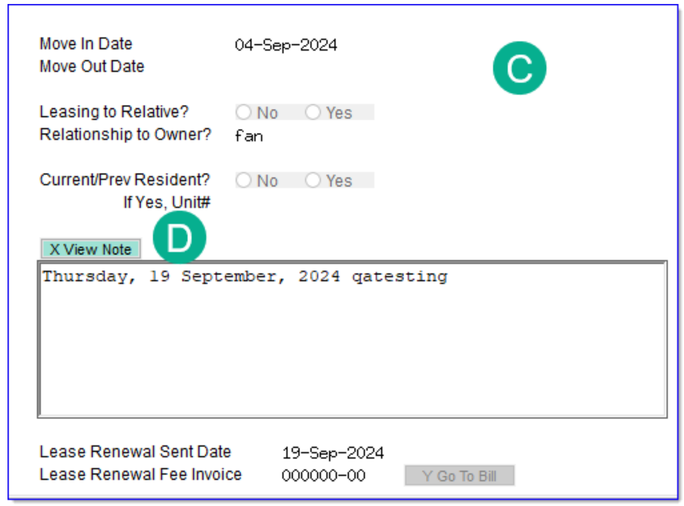
B The left side of the screen provides the Lease Start & End Date, the monthly rental dollar amount, the Tenant names, Phone number, and email address, along with a mailing address for the tenant.

The lease status will show as either ⦿ Active or ⦿ Cancelled. An active lease is considered valid, whereas a canceled lease is merely historical and does not confirm if there is a current lease for the unit.



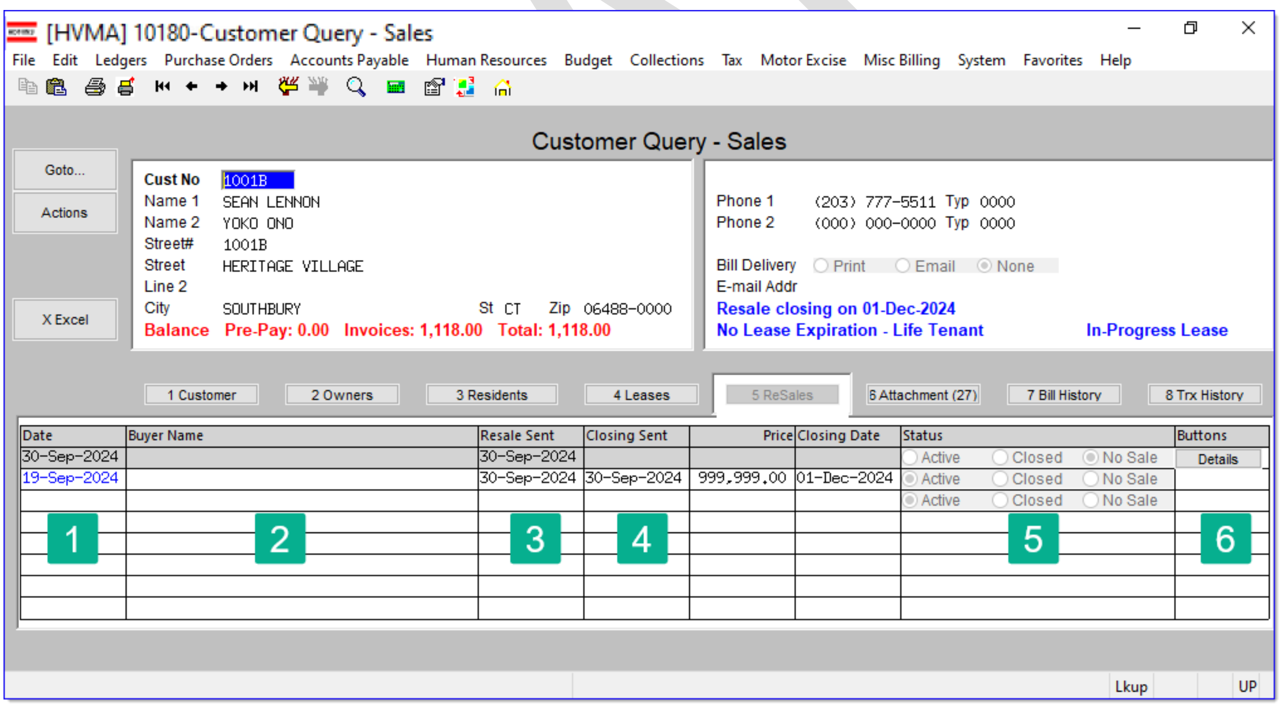
C The right section of the screen shows the Move In & Move Out Dates, the Relationship to the owner if leasing to a relative, and an indication if the leaseholder is a current or previous resident.

D The Notes are available to view from here as well; it works the same way as is detailed above.



1.5 Resales Summary Query Screen # 10180

The Sales Query screen is for viewing only and does not permit data entry. This screen shows past resales that have been documented for this Unit.



1 Date the Resale process began.

2 Name of the buyer entered during the sale creation process.

3 Date when Resale Documents are sent.

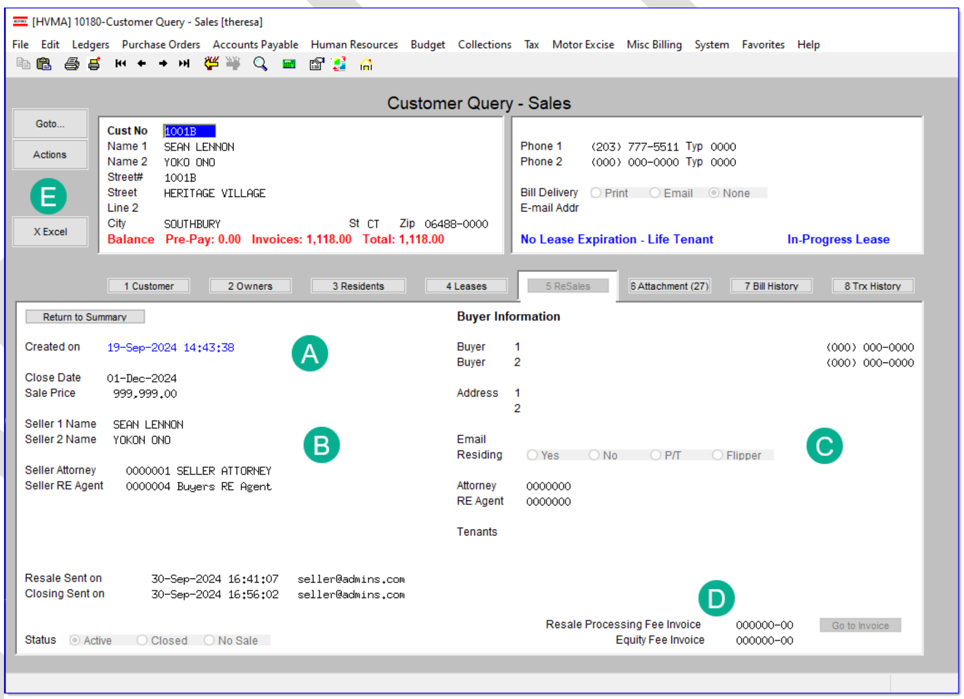
4 Date when the closing documents are sent.

5 Current status:

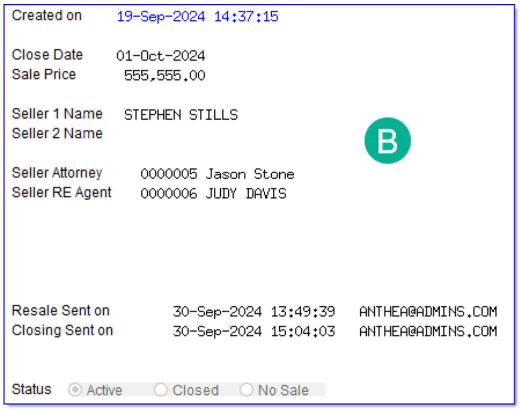
- **Active**: Sale is in progress.
- **Closed**: Sale has reached closing date and the user manually changed status to closed.
- **No Sale**: Sale did not go through.

1.5.1 ReSales Detail Query Screen #10180

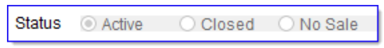
6 The **[Details]** button will bring you to this query screen:



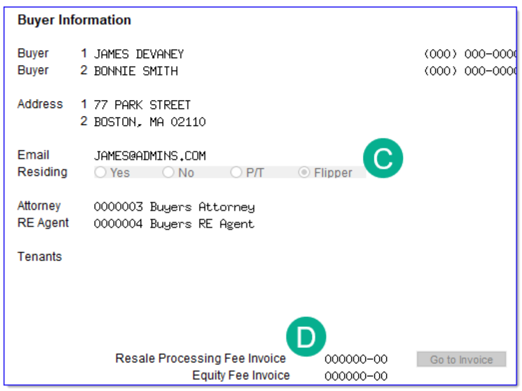
A **9 Back to Summary** Use this button to return to the list of historical and in progress sales transactions.



B Displayed on the left side of the screen are the Dates, Sales Price, Seller Name(s), the Attorney and Real Estate Agent for the Seller, along with the dates and recipients of the packets.



If the status is ⦿ **Active**, the transaction is still in progress. If ⦿ **Closed**, the sale is complete. If ⦿ **No Sale**, the transaction was cancelled and no further action was taken.

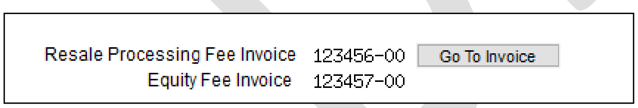


C On the right side of the screen, you'll find the Buyer details, such as their name(s), address at the time of purchase, phone numbers, and email.

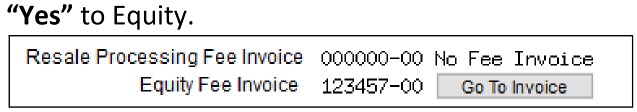
The "Residing" identifies the buyer as a (⦿Yes), full time resident, (⦿No) non resident, (⦿ P/T) part time resident, or (⦿ Flipper), a buyer that will not reside in the unit but will resell it.

D Here, you will find the invoices for the **Resale Processing Fee** and **Equity Fee** displayed and linked. If the user opts out of generating these invoices during the resale packet creation process, the information will be presented on screen as depicted in the images below, instead of providing a button to link to the record.

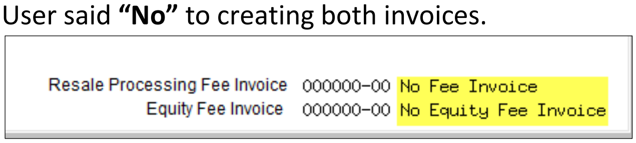
User said **"Yes"** to creating both invoices.



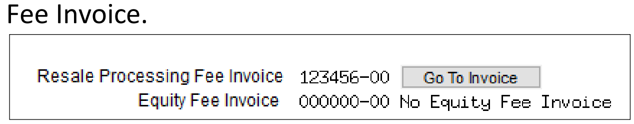
User said **"No"** to creating Processing Fee invoice but **"Yes"** to Equity.



User said **"No"** to creating both invoices.

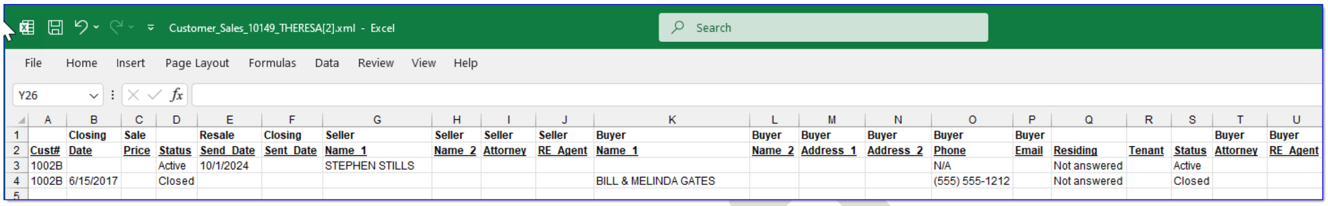


User said **"Yes"** to Processing Fee but **"No"** to Equity Fee Invoice.



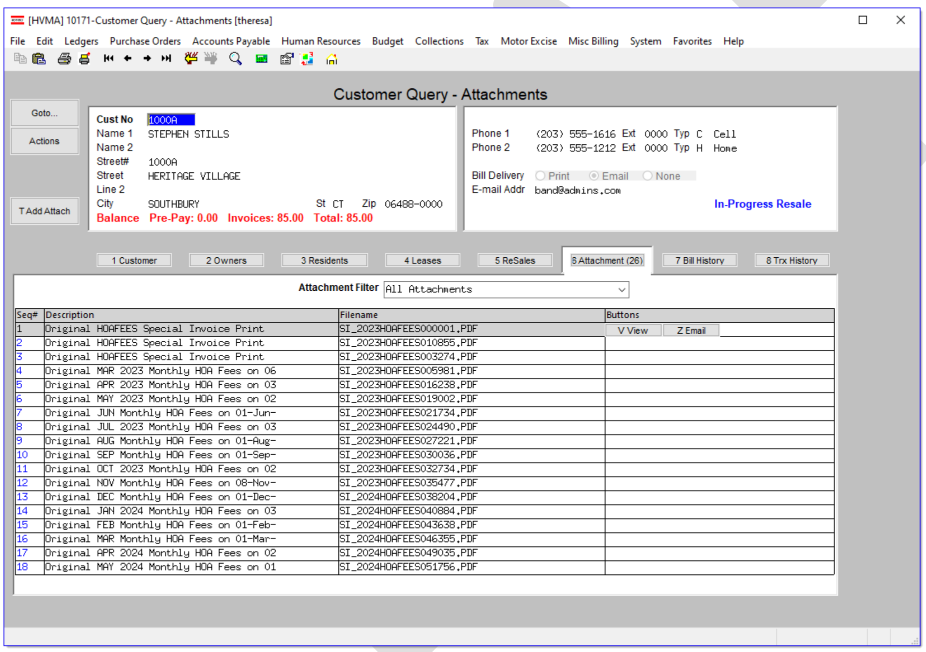
X Excel

E The Excel report will have columns for Cust#, Closing Date, Sale Price, Status, Resale Send_Date, Closing Sent_Date, Seller Name_1, Seller Name_2, Seller Attorney, Seller RE_Agent, Buyer Name_1, Buyer Name_2, Buyer Address_1, Buyer Address_2, Buyer Phone, Buyer Email, Residing, Tenant, Status, Buyer Attorney, and the Buyer RE_Agent. It will look like this:



Cust#	Closing Date	Sale Price	Status	Resale Send_Date	Closing Sent_Date	Seller Name_1	Seller Name_2	Seller Attorney	Seller RE_Agent	Buyer Name_1	Buyer Name_2	Buyer Address_1	Buyer Address_2	Buyer Phone	Buyer Email	Residing	Tenant	Status	Buyer Attorney	Buyer RE_Agent
1002B			Active	10/1/2024		STEPHEN STILLS								N/A		Not answered		Active		
1002B	6/15/2017		Closed							BILL & MELINDA GATES				(555) 555-1212		Not answered		Closed		

1.6 Attachments Query Screen #10171



This query screen allows attaching new documents, using the Add Attach button as described in the section above.

Users can only modify attachments they have added. If they add an attachment on the customer maintenance attachment screen, they can edit it there.

Attachments added by the system cannot be removed, but documents manually attached by users can be deleted.

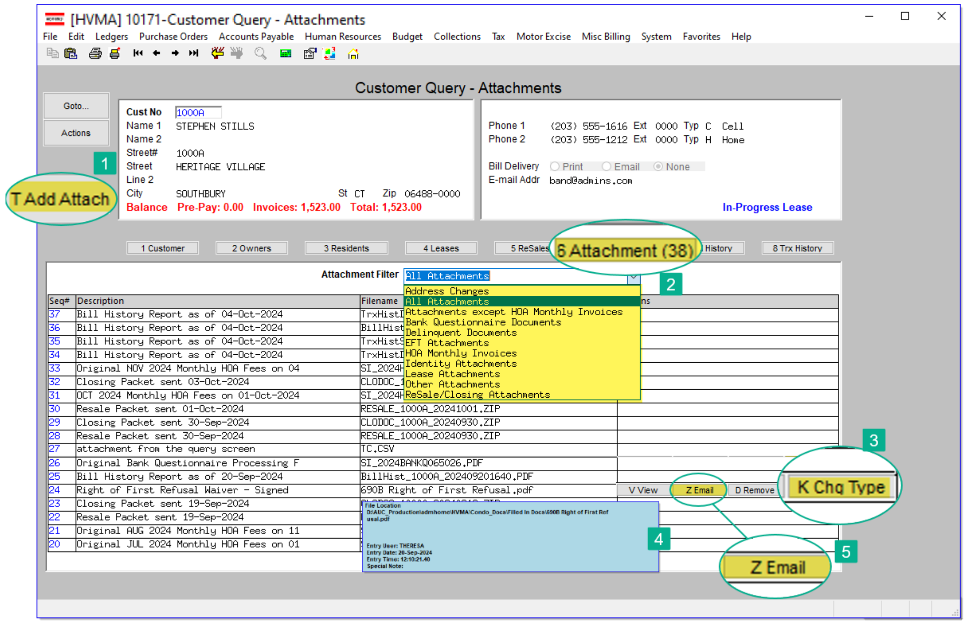
1.6.1 Attachments

If there are any attachments, their count appears in parenthesis (within a "badge" on the Attachment button) 6 Attachment (27). For instance, if you see a (26) on the tab, it means there are 26 attachments associated with this customer record.

1 To add an attachment, use the Add Attachment button as outlined in the section below.

2 Filter by different attachment types using a dropdown menu.

3 Specify the type. If the wrong type is chosen, this button allows changing it.



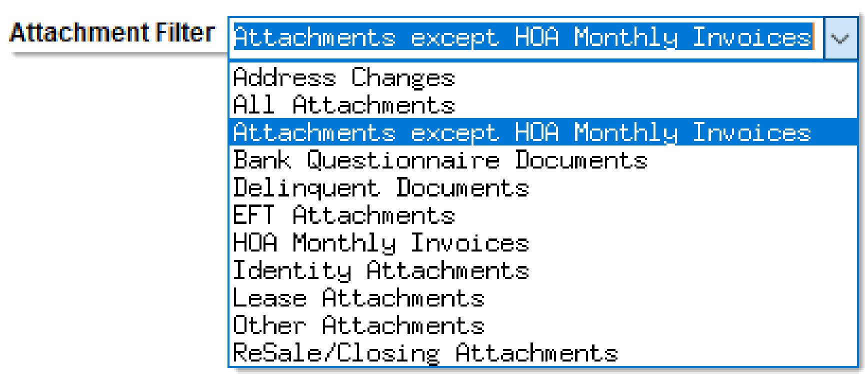
4 The hovertext provides more information when you hover the cursor over the filename field.

5 Email an attachment to any valid email address.

1.6.1.1 Filter by Attachment Type

The attachments are assigned a Type when they are created – the System-created attachment types are:

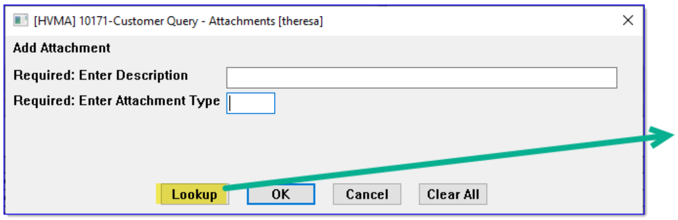
INV
RENT
SALE



1.6.1.2 Add Attachment Prompt

Click the  button to show this prompt.

Provide a ***required* description** of the document being attached and specify the ***required* attachment type**.



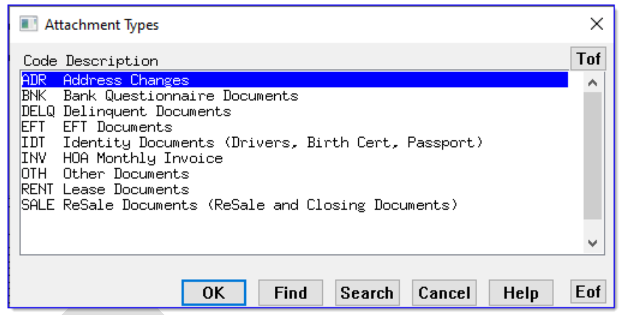


Figure 1 The attachment prompt has a lookup from which the type can be selected

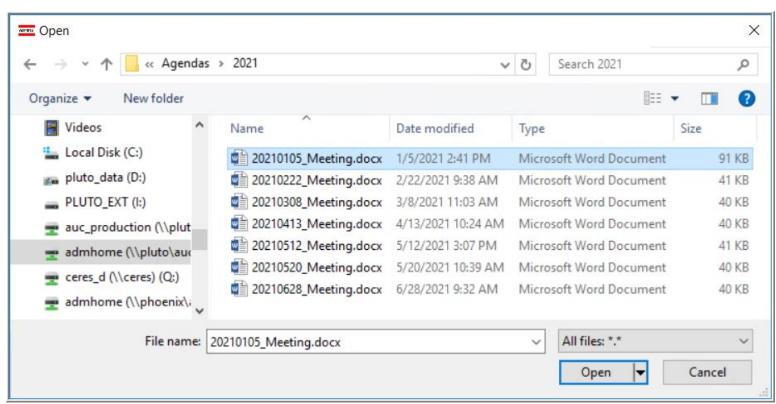
Enter a description for the document, up to forty characters. Choose an attachment type from the lookup or manually enter it. Here are the valid attachment types.

ADR	Address Changes
BNK	Bank Documents and Invoices
DELQ	Delinquent Documents
EFT	Electronic Fund Transfer documents
IDT	Identity Documents (Drivers license etc)
INV	Monthly HOA Invoices *(do not use this type for user attachments)*
OTH	Other Types *(use this type for user-supplied documents that do not fit in to the other types)*
RENT	Lease Documents
SALE	Sale Documents

1 Attach any relevant documents to the customer record, including correspondence.

To do this, place a file *(scanned copy if there is no electronic copy)* in a folder permanently accessible to the server, *(currently the shared, mapped "G" drive – the common area)* then click the **[Add Attach]** button. A windows dialog box will appear; locate the document you wish to attach.

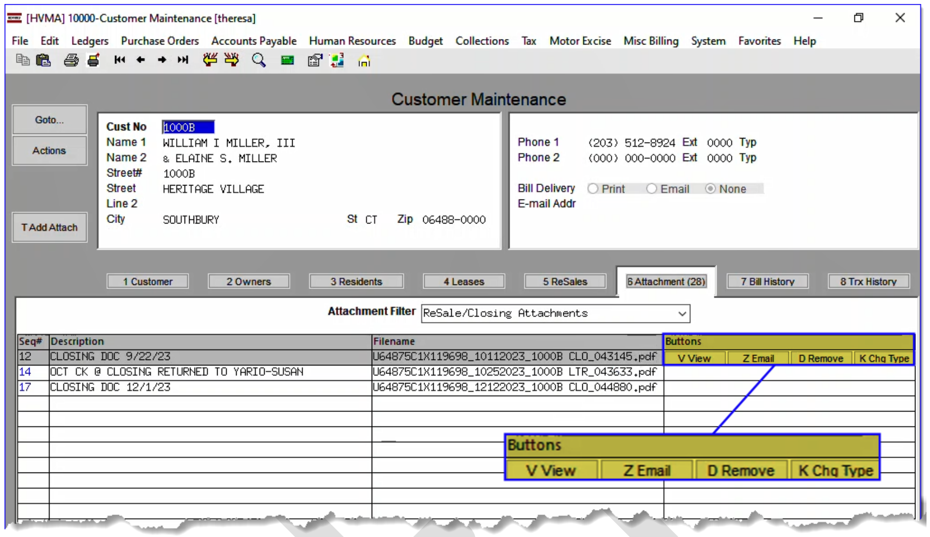
Highlight the document and select **[Open]** to attach.



Avoid attaching files from the local PC, as they may not always be available. To ensure that attachments remain available, use only network drives specified by the local IT department. If in doubt, ask support@admins.com for assistance.

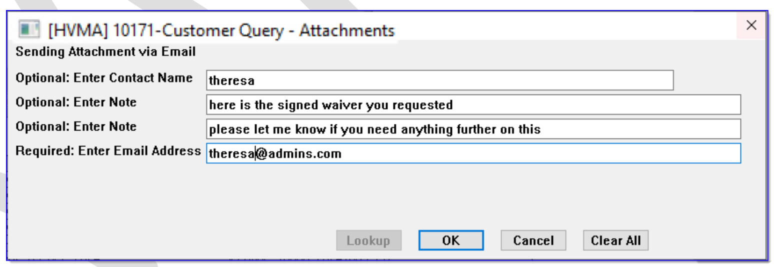
1.6.1.3 View Attachment

You may view the document that is attached. Highlight the desired document and select the V View button on the right side of the screen. The document will be displayed.

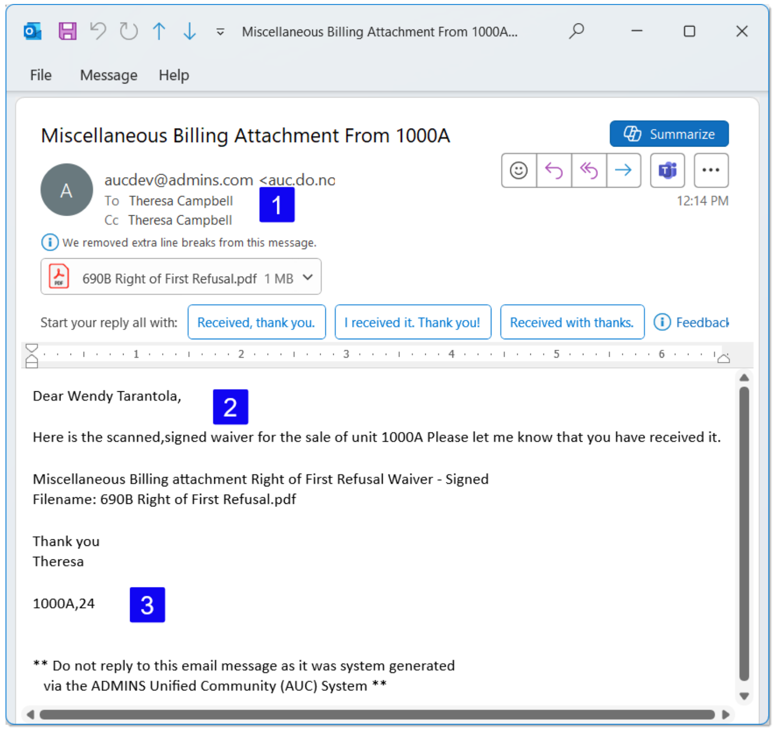


1.6.1.4 Email Attachment

5 Email an attached document to any valid email address. To do so, highlight the desired document and select the Z Email button on the right side of the screen. The following prompt will be displayed.



The email will look like this:



1 The FROM and CC addresses are from the user who initiated the email. The email address used is from their User Profile.

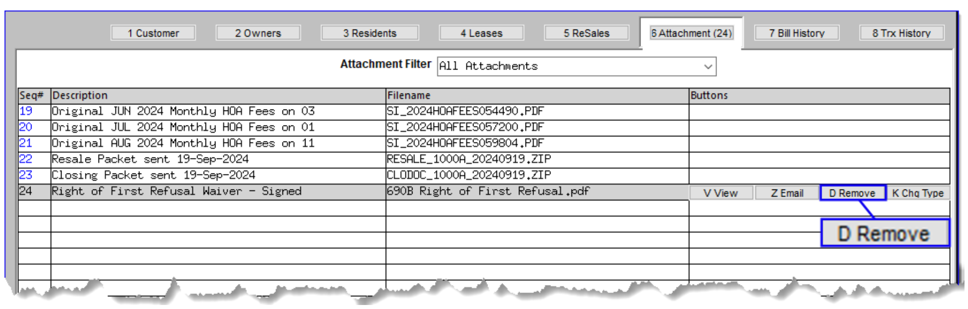
2 This information is from the contact name and note information entered on the prompt.

Just below that is the description and the filename of the attachment.

3 This email closing signature is generated from the AUC system. It contains the customer number and Condo Unit type and the date of the email.

1.6.1.5 Remove Attachment

If the attachment was not added by the system, it can be removed. To remove an attachment, select the attachment and click the D Remove button. This button will only appear on attachments that were ***not added by the system***.



For example, in the screen capture shown in Figure 2, the highlighted attachment does not have a D Remove button.

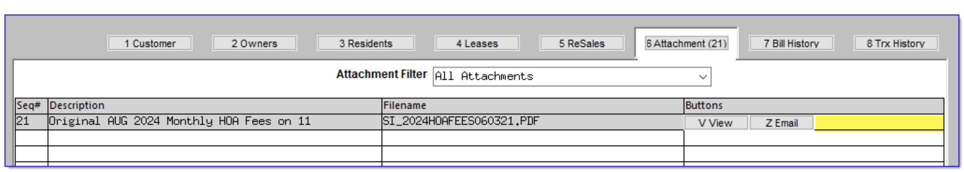
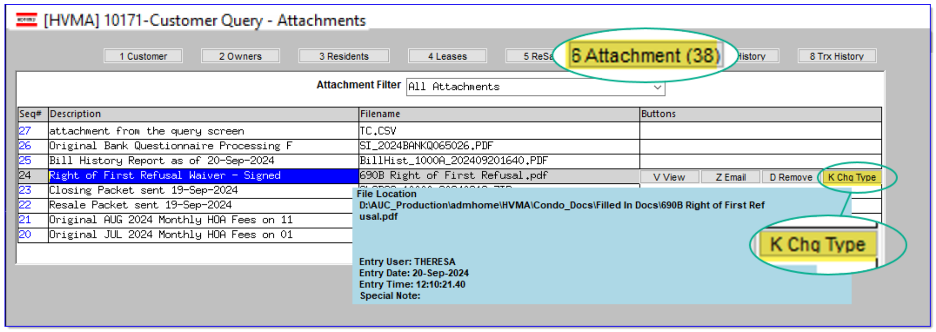


Figure 2 System-supplied attachments cannot be removed by the user

1.6.1.6 Change the Type of Attachment

Attachment type is selected when adding an attachment. If the selection made is not correct, change it here using the K Chg Type button. This button will not be available for system-created attachments.



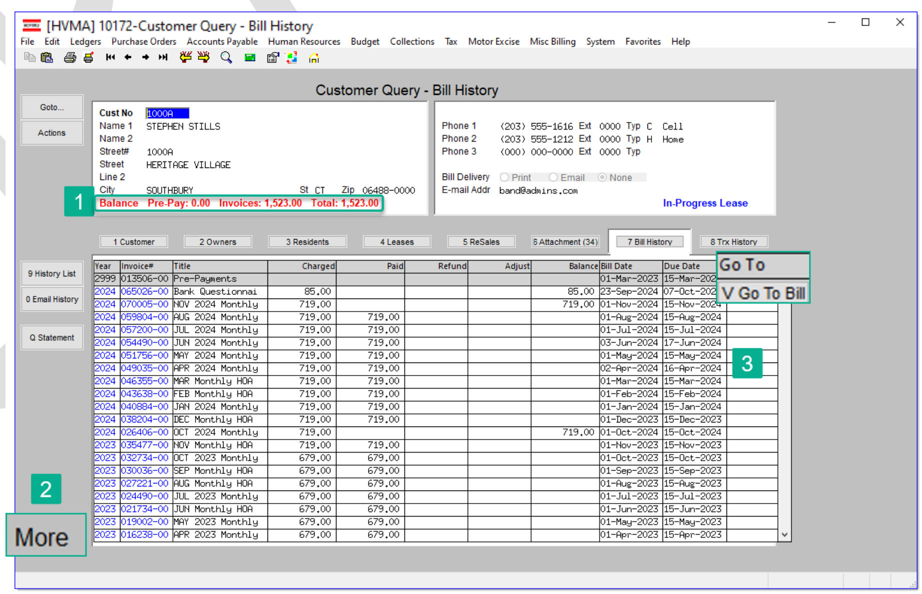
1.7 Bill History Query Screen #10172

This screen is read only; no data entry is allowed on this screen. This screen will display all the bills that have been generated for this customer. To access this screen, click on the 7 Bill History button. Use the black arrow keys or Page Up and Page Down on the keyboard to display the list of bills.

The Bill History columns from left to right are **Year**, **Invoice**, **Title**, **$** amount **Charged**, the **$** amount **Paid**, **Refund** amounts, **Adjustment** amounts, the **Balance**, **Bill Date**, and **Due Date**.

The screen image is shown below, with additional information about the controls on the screen.

1. Shows the Balance amount calculation (Invoices – Prepay = Total)
2. The **More** notation indicates that there is more data that can be displayed for this customer by pressing Page Down or ➔ from the toolbar to display the additional records.
3. Use the V Go To Bill button to display the **Bill Payment Inquiry** screen for the selected Condo. See below.

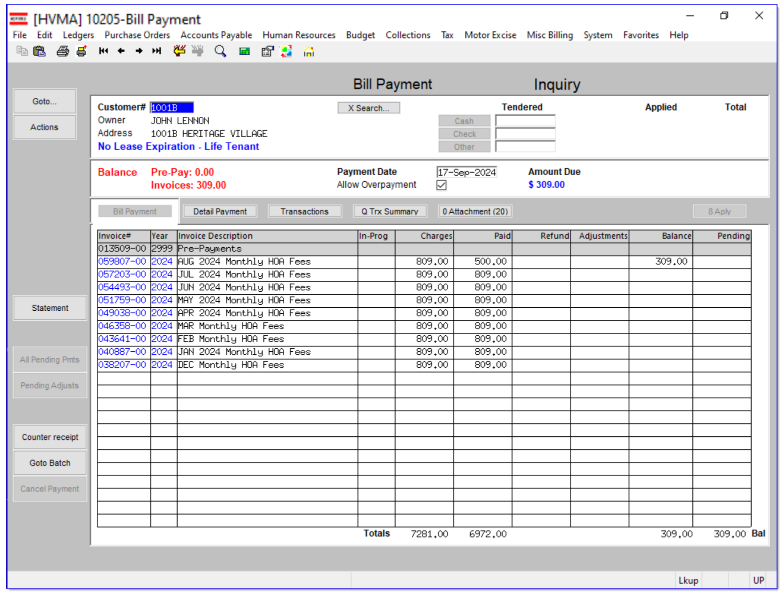


1.7.1 Bill Payment Inquiry Screen #10205

3 The V Go To Bill button will display the Bill Payment Inquiry screen as shown in the image

This screen is for inquiry only; no data entry can be done on this screen.

There are tabs at the top of the screen to view **[Detail Payment]**, **[Transactions]**, **[Q Trx Summary]**, and **[0 Attachments]**.



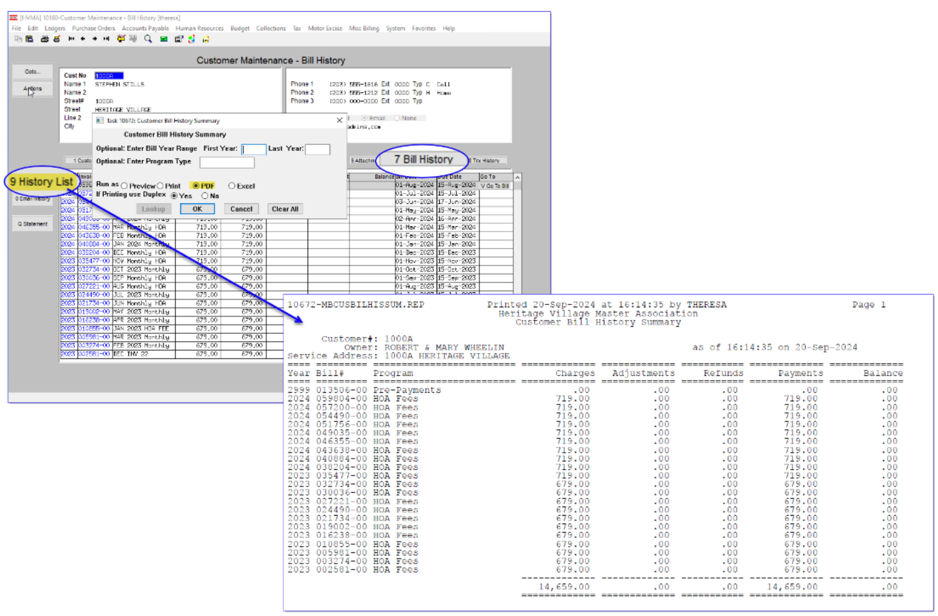
The ***Attachments*** tab available on the Bill History Inquiry screen shows ***only bill history attachments***, e.g., system-generated invoices, unlike the Customer Maintenance screen. It does not show files such as closing documents, resale documents, or EFTs.

1.7.2 History List #10672

To generate a Customer Bill History Summary, click the 9 History List button on the left side of the screen.

A prompt will appear; if you wish, you can enter a Bill Year Range and/or a Program type to narrow down the list.

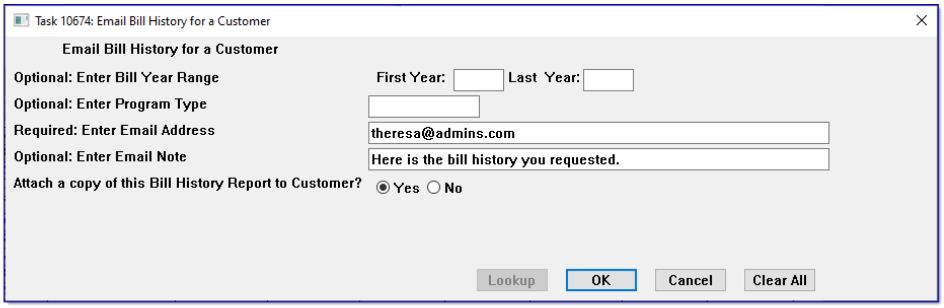
This report shows the bills that meet your specified criteria.



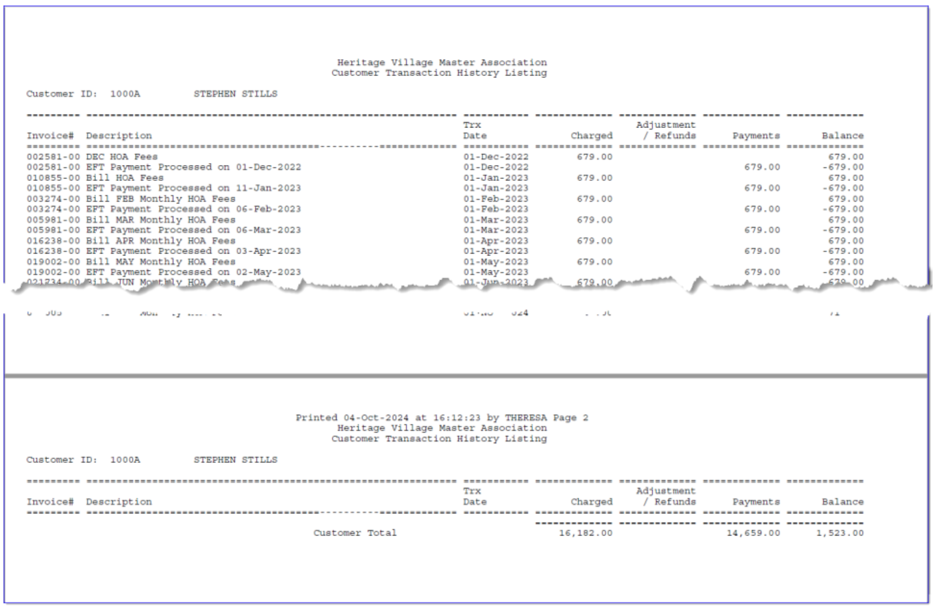
1.7.3 Email History #10674

To email the Bill History for a Customer, click on the X Email History button.

Fill in the required email address, and any other prompts as needed.



The email attachment will look like this—note that the report can span multiple pages; the Customer Total will be shown on the last page:



Heritage Village Master Association
Customer Transaction History Listing

Customer ID: 1000A STEPHEN STILLS

Invoice#	Description	Trx Date	Charged	Adjustment / Refunds	Payments	Balance
002581-00	DEC HOA Fees	01-Dec-2022	679.00			679.00
002581-00	EFT Payment Processed on 01-Dec-2022	01-Dec-2022			679.00	-679.00
010855-00	Bill HOA Fees	01-Jan-2023	679.00			679.00
010855-00	EFT Payment Processed on 11-Jan-2023	01-Jan-2023			679.00	-679.00
003274-00	Bill FEB Monthly HOA Fees	01-Feb-2023	679.00			679.00
003274-00	EFT Payment Processed on 06-Feb-2023	01-Feb-2023			679.00	-679.00
005981-00	Bill MAR Monthly HOA Fees	01-Mar-2023	679.00			679.00
005981-00	EFT Payment Processed on 06-Mar-2023	01-Mar-2023			679.00	-679.00
016238-00	Bill APR Monthly HOA Fees	01-Apr-2023	679.00			679.00
016238-00	EFT Payment Processed on 03-Apr-2023	01-Apr-2023			679.00	-679.00
019002-00	Bill MAY Monthly HOA Fees	01-May-2023	679.00			679.00
019002-00	EFT Payment Processed on 02-May-2023	01-May-2023			679.00	-679.00
021734-00	Bill JUN Monthly HOA Fees	01-Jun-2023	679.00			679.00

Printed 04-Oct-2024 at 16:12:23 by THERESA Page 2
Heritage Village Master Association
Customer Transaction History Listing

Customer ID: 1000A STEPHEN STILLS

Invoice#	Description	Trx Date	Charged	Adjustment / Refunds	Payments	Balance
	Customer Total		16,182.00		14,659.00	1,523.00

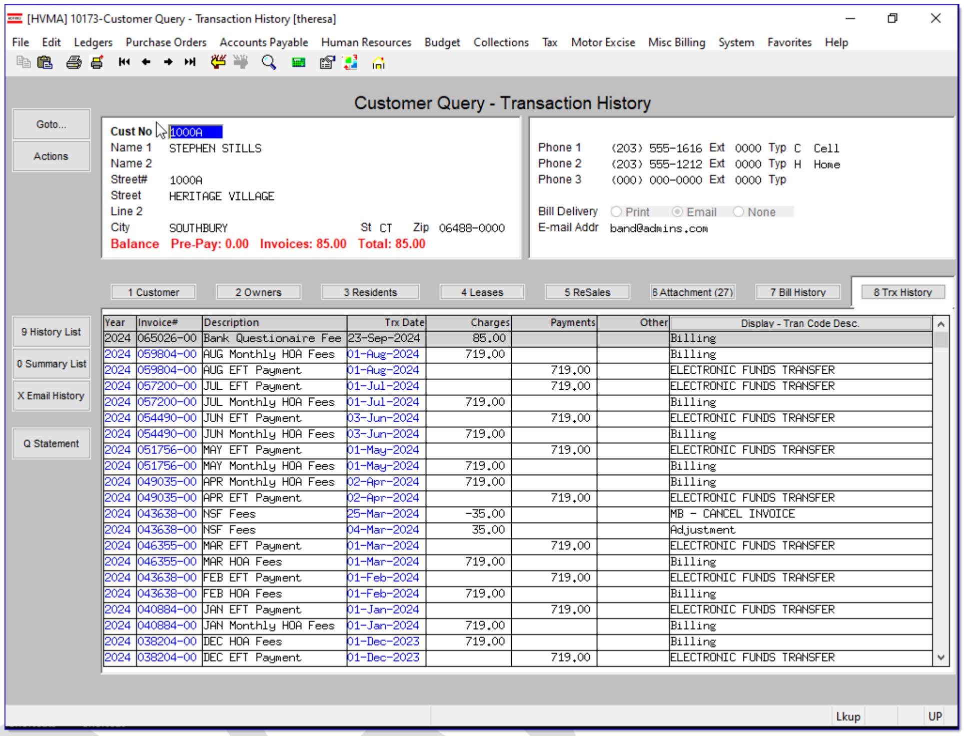
1.8 Transaction History Query Screen #10173

The Customer Query – Transaction History screen is read-only and does not allow data entry.

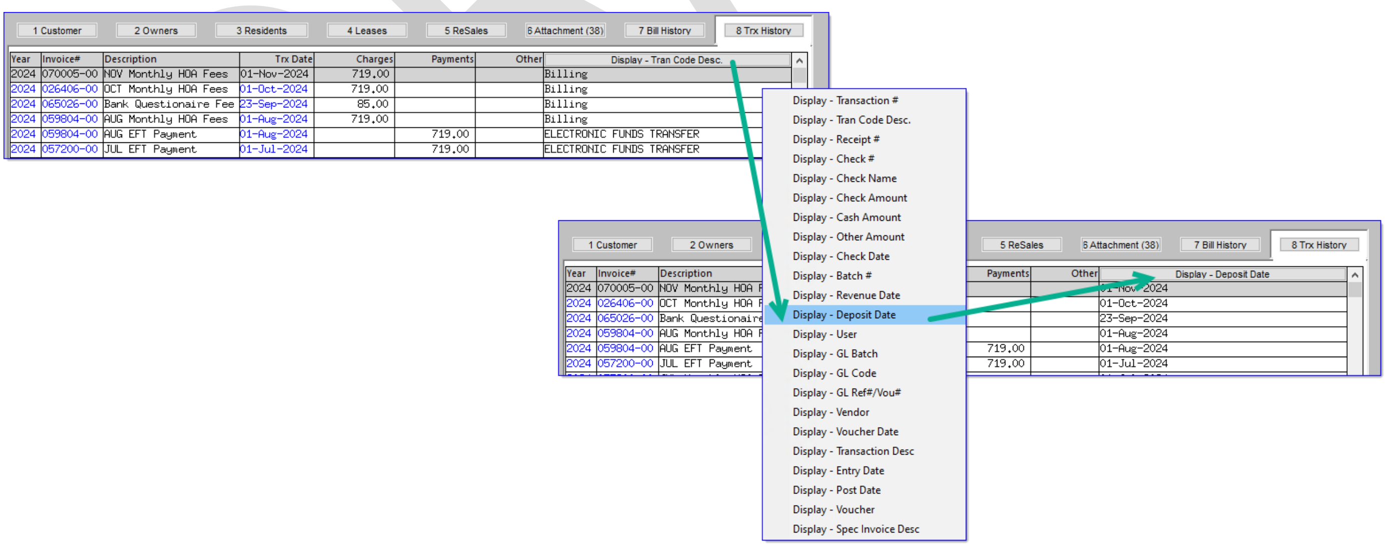
The transaction history screen displays all the transactions that have taken place with the customer.

This screen is presented in **Year** order, with the most recent transactions at the top.

This screen is for inquiry only; no data entry can be done on this screen.



This screen has a dynamic display column on the right. Click on the Display button to choose the desired information from the lookup.

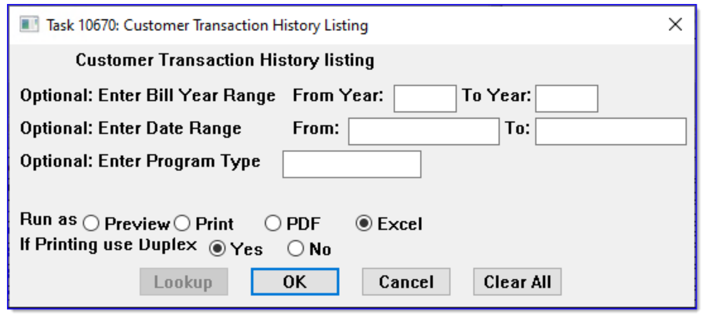


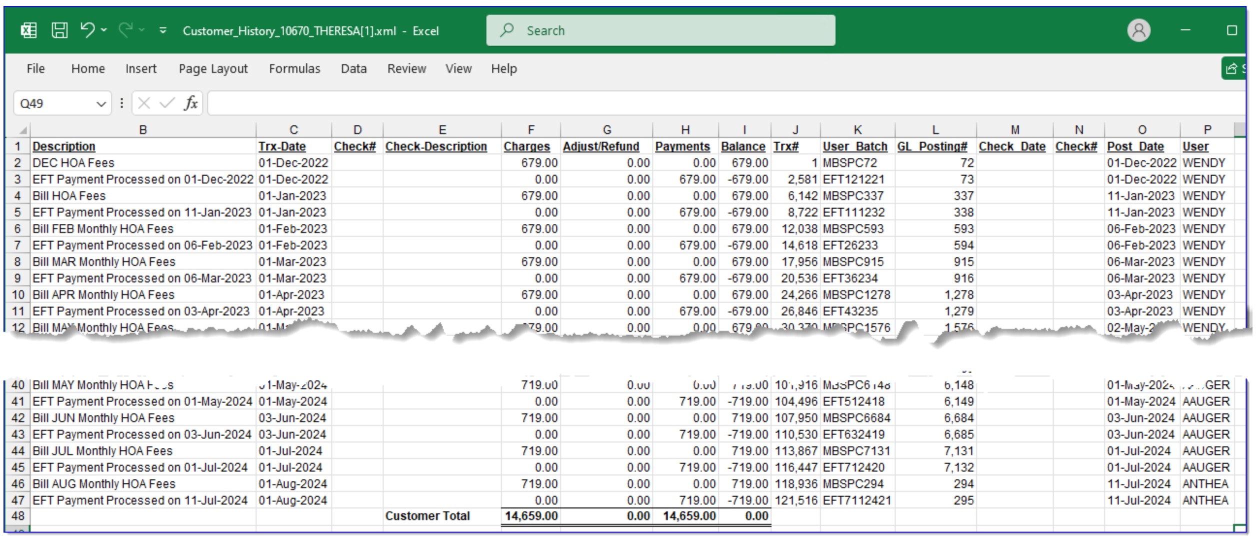
1.8.1 History List #10670

The History List prints the history of bills for a customer based on the criteria entered.

Optionally select a **Bill Year Range, Date Range,** and/or a **Program Type** to filter the content or leave the prompts blank and display all.

This example was Run as ⦿ **Excel**.

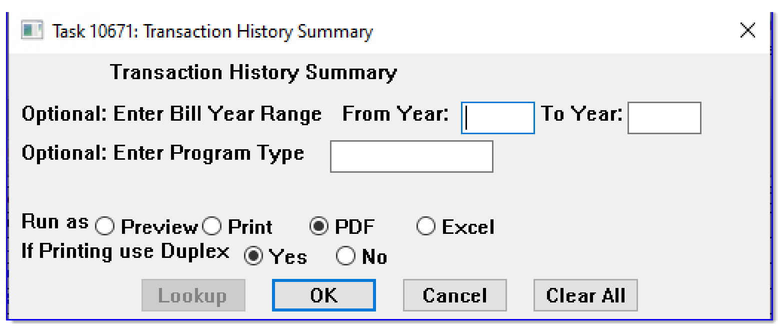




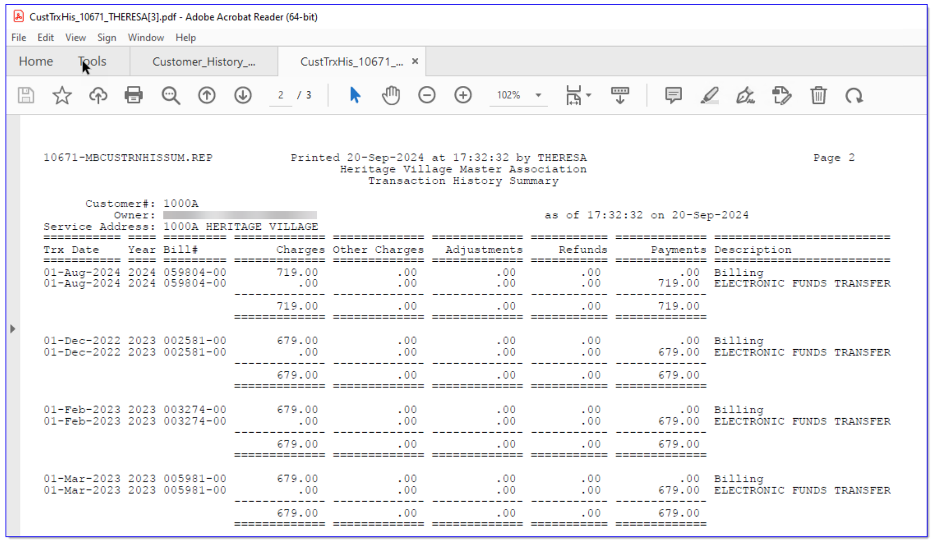
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Description	Trx-Date	Check#	Check-Description	Charges	Adjust/Refund	Payments	Balance	Trx#	User_Batch	GL_Posting#	Check_Date	Check#	Post_Date	User
2	DEC HOA Fees	01-Dec-2022			679.00	0.00	0.00	679.00	1	MBSPC72	72			01-Dec-2022	WENDY
3	EFT Payment Processed on 01-Dec-2022	01-Dec-2022			0.00	0.00	679.00	-679.00	2,581	EFT121221	73			01-Dec-2022	WENDY
4	Bill HOA Fees	01-Jan-2023			679.00	0.00	0.00	679.00	6,142	MBSPC337	337			11-Jan-2023	WENDY
5	EFT Payment Processed on 11-Jan-2023	01-Jan-2023			0.00	0.00	679.00	-679.00	8,722	EFT111232	338			11-Jan-2023	WENDY
6	Bill FEB Monthly HOA Fees	01-Feb-2023			679.00	0.00	0.00	679.00	12,038	MBSPC593	593			06-Feb-2023	WENDY
7	EFT Payment Processed on 06-Feb-2023	01-Feb-2023			0.00	0.00	679.00	-679.00	14,618	EFT26233	594			06-Feb-2023	WENDY
8	Bill MAR Monthly HOA Fees	01-Mar-2023			679.00	0.00	0.00	679.00	17,956	MBSPC915	915			06-Mar-2023	WENDY
9	EFT Payment Processed on 06-Mar-2023	01-Mar-2023			0.00	0.00	679.00	-679.00	20,536	EFT36234	916			06-Mar-2023	WENDY
10	Bill APR Monthly HOA Fees	01-Apr-2023			679.00	0.00	0.00	679.00	24,266	MBSPC1278	1,278			03-Apr-2023	WENDY
11	EFT Payment Processed on 03-Apr-2023	01-Apr-2023			0.00	0.00	679.00	-679.00	26,846	EFT43235	1,279			03-Apr-2023	WENDY
12	Bill MAY Monthly HOA Fees	01-M[illegible]			[illegible]79.00	0.00	0.00	679.[illegible]	30,37[illegible]	M[illegible]SPC1576	1,576			02-May-2[illegible]	WENDY
40	Bill MAY Monthly HOA F[illegible]s	[illegible]1-May-2024			719.00	0.00	0.00	[illegible]19.00	10[illegible],916	MBSPC6[illegible]48	6,148			01-May-2024	[illegible]GER
41	EFT Payment Processed on 01-May-2024	01-May-2024			0.00	0.00	719.00	-719.00	104,496	EFT512418	6,149			01-May-2024	AAUGER
42	Bill JUN Monthly HOA Fees	03-Jun-2024			719.00	0.00	0.00	719.00	107,950	MBSPC6684	6,684			03-Jun-2024	AAUGER
43	EFT Payment Processed on 03-Jun-2024	03-Jun-2024			0.00	0.00	719.00	-719.00	110,530	EFT632419	6,685			03-Jun-2024	AAUGER
44	Bill JUL Monthly HOA Fees	01-Jul-2024			719.00	0.00	0.00	719.00	113,867	MBSPC7131	7,131			01-Jul-2024	AAUGER
45	EFT Payment Processed on 01-Jul-2024	01-Jul-2024			0.00	0.00	719.00	-719.00	116,447	EFT712420	7,132			01-Jul-2024	AAUGER
46	Bill AUG Monthly HOA Fees	01-Aug-2024			719.00	0.00	0.00	719.00	118,936	MBSPC294	294			11-Jul-2024	ANTHEA
47	EFT Payment Processed on 11-Jul-2024	01-Aug-2024			0.00	0.00	719.00	-719.00	121,516	EFT7112421	295			11-Jul-2024	ANTHEA
48				**Customer Total**	**14,659.00**	**0.00**	**14,659.00**	**0.00**							

1.8.2 Summary List #10671

Optionally select a Bill Year Range and/or a Program Type to drill down on the content or leave the prompts blank and display all.



The Summary List displays the bill history transactions for the customer in summary format based on the criteria entered.



10671-MBCUSTRNHISSUM.REP   Printed 20-Sep-2024 at 17:32:32 by THERESA   Page 2

Heritage Village Master Association

Transaction History Summary

Customer#: 1000A

Owner: [redacted]   as of 17:32:32 on 20-Sep-2024

Service Address: 1000A HERITAGE VILLAGE

Trx Date	Year	Bill#	Charges	Other Charges	Adjustments	Refunds	Payments	Description
01-Aug-2024	2024	059804-00	719.00	.00	.00	.00	.00	Billing
01-Aug-2024	2024	059804-00	.00	.00	.00	.00	719.00	ELECTRONIC FUNDS TRANSFER
			719.00	.00	.00	.00	719.00	
01-Dec-2022	2023	002581-00	679.00	.00	.00	.00	.00	Billing
01-Dec-2022	2023	002581-00	.00	.00	.00	.00	679.00	ELECTRONIC FUNDS TRANSFER
			679.00	.00	.00	.00	679.00	
01-Feb-2023	2023	003274-00	679.00	.00	.00	.00	.00	Billing
01-Feb-2023	2023	003274-00	.00	.00	.00	.00	679.00	ELECTRONIC FUNDS TRANSFER
			679.00	.00	.00	.00	679.00	
01-Mar-2023	2023	005981-00	679.00	.00	.00	.00	.00	Billing
01-Mar-2023	2023	005981-00	.00	.00	.00	.00	679.00	ELECTRONIC FUNDS TRANSFER
			679.00	.00	.00	.00	679.00	

1.8.3 Email Transaction History for a Customer

This button functions identically to the one described in section 1.7.3 above.

1.9 Tickler Query Screen #10174

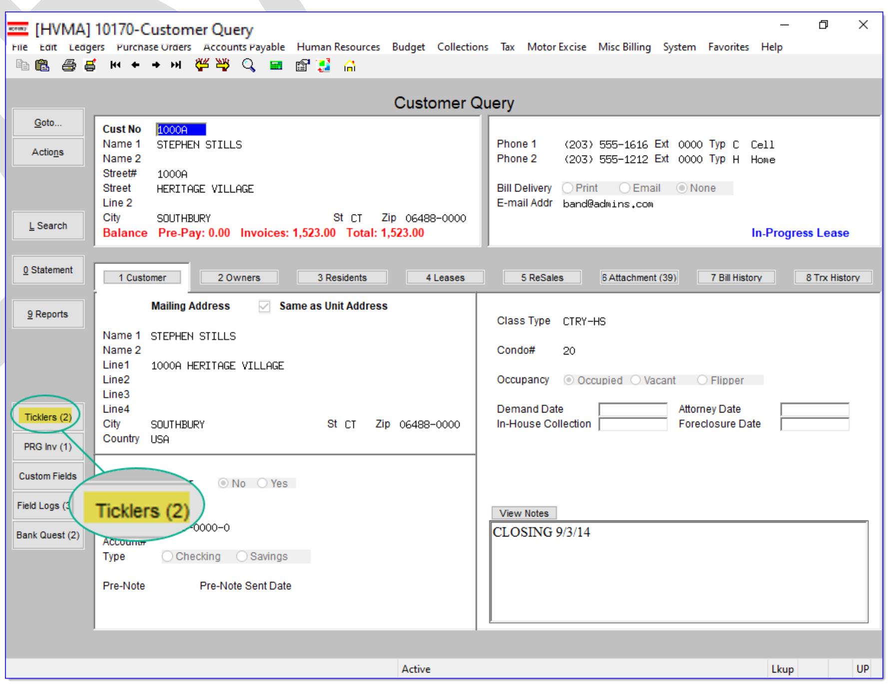
To access the **Bill Notes/Tickler Screen**, from the menu select:

Miscellaneous Billing ▶ Queries ▶ Customer Query ▶ Ticklers (2)

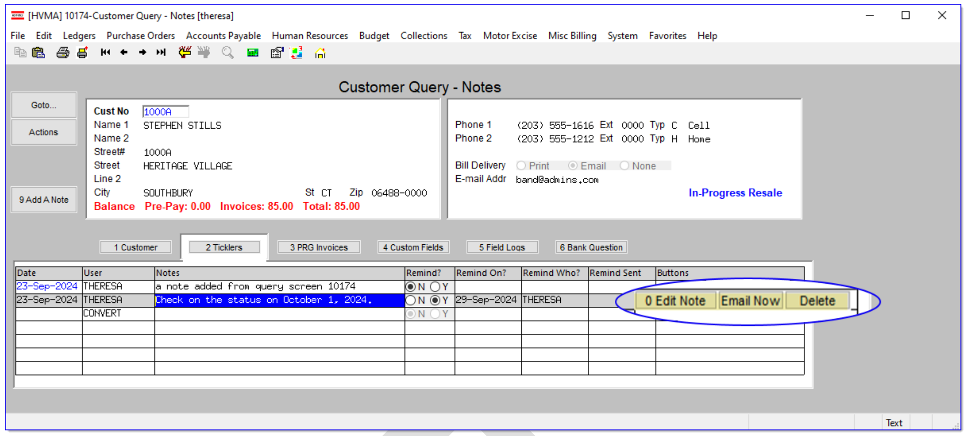
The Customer Query screen will look like this.

If there are existing Tickler Notes, the number of notes will be shown in parenthesis; this example shows two (2) existing tickler notes.

Click on the Ticklers (2) button.



Reminder notes may be added from this **Tickler Query Screen**. Existing notes can be edited, emailed, or deleted from this screen.

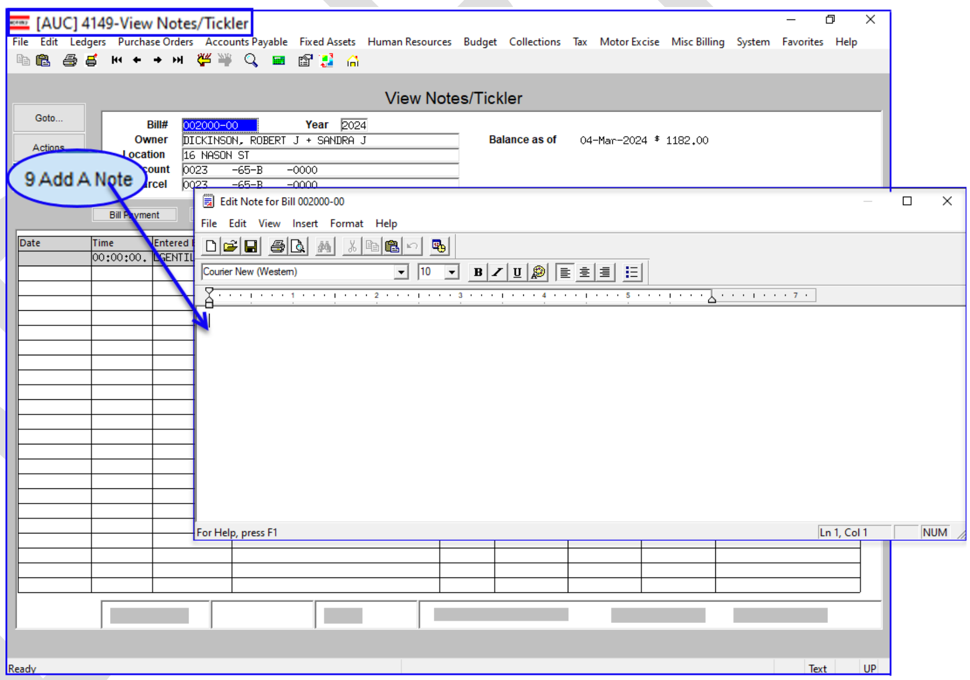


1.9.1 Add a New Note

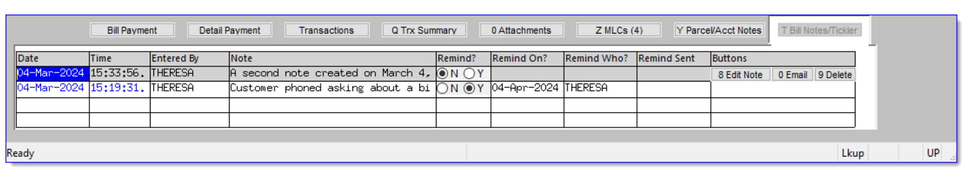
Click the 9 Add A Note button located on the left-hand side of the screen.

This will add a note for this bill with the current date and time.

Use the 0 Edit Note button to revise or add to the note for this record.



The notes will appear in chronological order, with the most recent note appearing at the top of the screen.

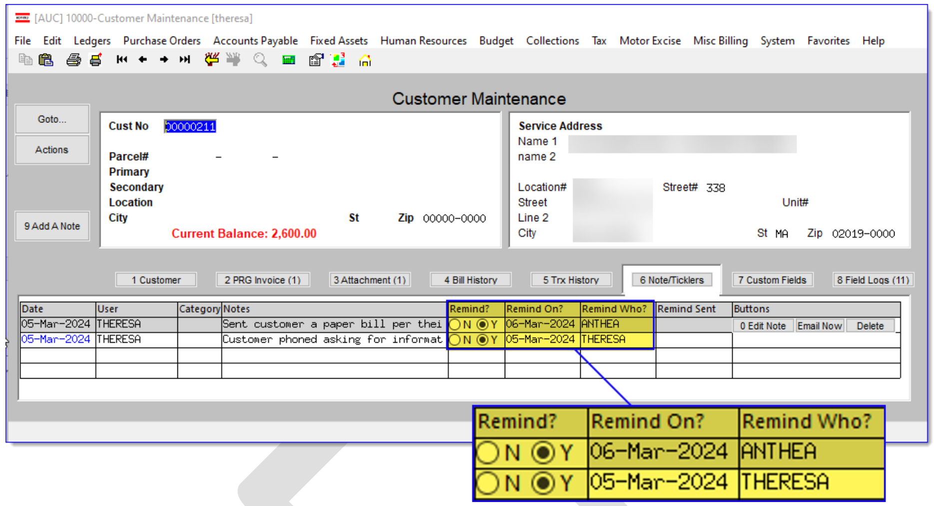


1.9.1.1 Set Up a Tickler (an emailed reminder)

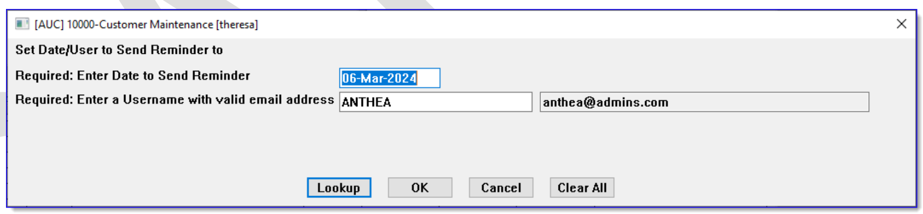
Set the "⦿ **Y**" radio button in the "**Remind?**" column to enable entry in the "**Remind On?**" and "**Remind Who?**" columns.

To mark a note to send a reminder in the future, fill in the **"Remind On?",** and **"Remind Who?"** fields.

Any username with a valid email address in the AUC system can be entered in the **"Remind Who?"** field.



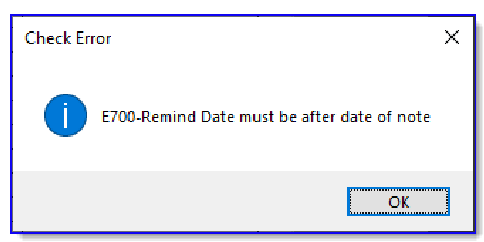
When the **Remind?** radio button is set to **"⦿ Y",** a prompt for the required date and username is presented. Enter the date and username and click OK.



Remind On? – The date the reminder is to be sent. It will be sent the evening of this date. Resetting the date in the future will resend the message on the date entered.

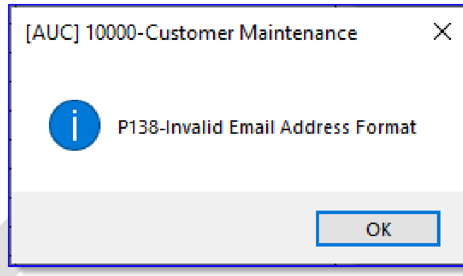
To reset the date, set the "**Remind?**" field to "**N**" to clear out the current fields and then reset it to "**Y**" to fill in the resulting prompt (as above) with the new date and user.

The "**Remind On?**" date cannot be before the date the note is created. If a date that is prior to the note date is created, the following message will pop up:



Remind Who? – Displays the user to whom this reminder is to be sent.

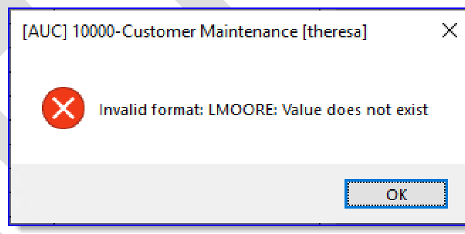
Enter the username or select Lookup to display a list of usernames. The list will only display usernames associated with an email address on the User Profile.



The username must have a valid email address and be a valid user in the system. If the username is valid but does not contain an email address, the message will pop up:

Click on OK, then select a user (use the lookup) with a valid email address to whom the reminder will be sent.

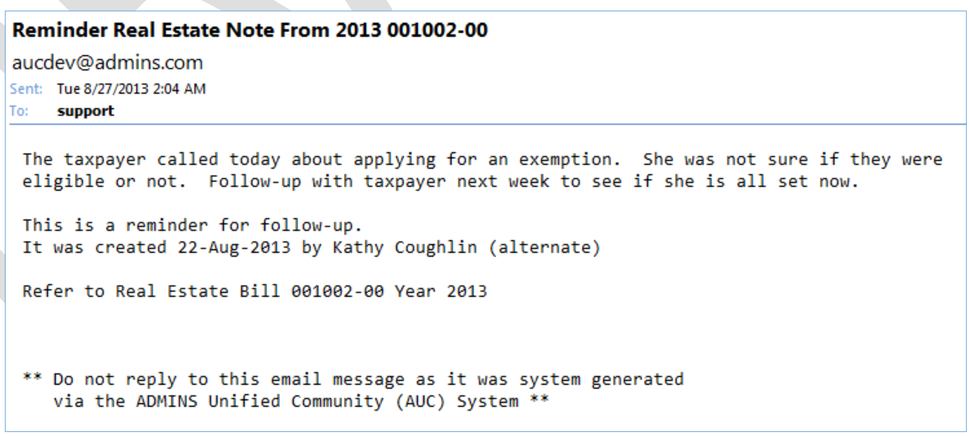
If the username does not exist, this message will pop up:



Click on OK, then select a valid user to whom the reminder will be sent.

Remind Sent – This field will be populated by the overnight procedure with the ***date*** the reminder was sent.

The reminder email will look like this; the body of the email will include the note text:



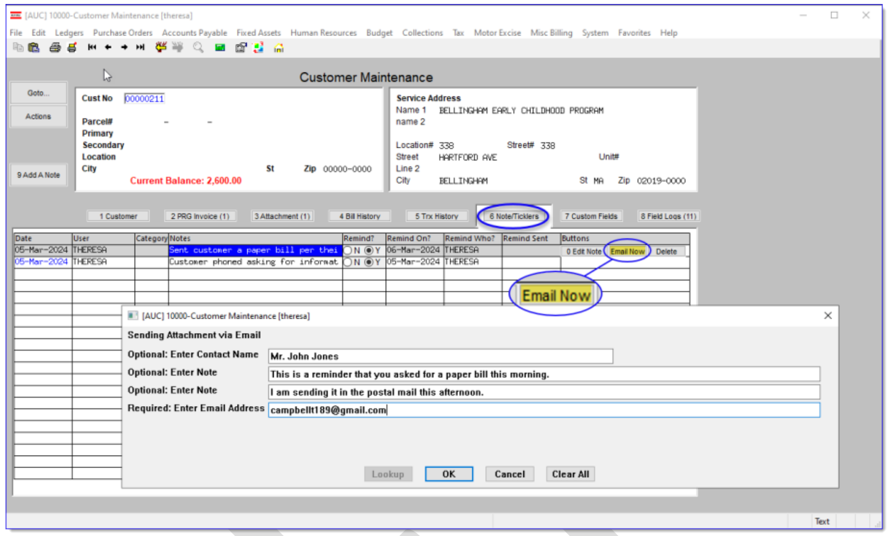
1.9.2 Email Note

Email any note "on demand" to any email address to alert someone to this action (*this may be done instead of or in addition to the **Remind?** Feature*.)

Click the Email Now button to access the prompts and indicate to whom the email will be sent.

In addition to the optional Contact Name, there are two optional lines of notes available.

Enter the **required** email address.



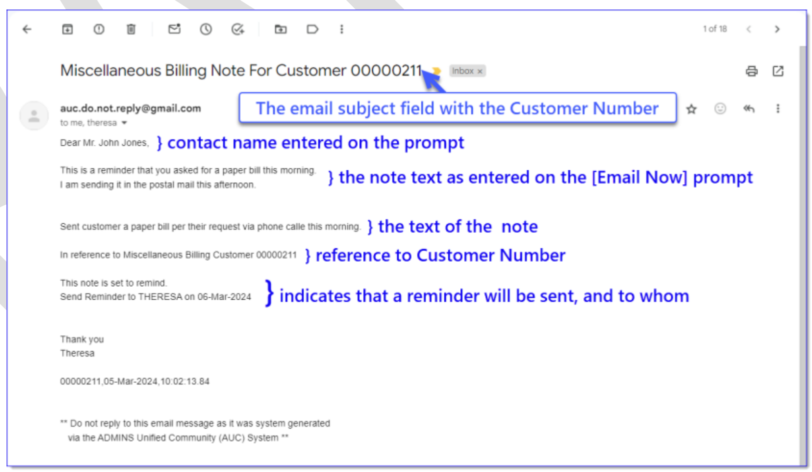
The Email Now button will not appear on the line until a note has been entered.

The email sent will look like this based on the settings on the screen.

If the **Remind?** field is set to set to **"N"** it will display "The note is not set to remind."

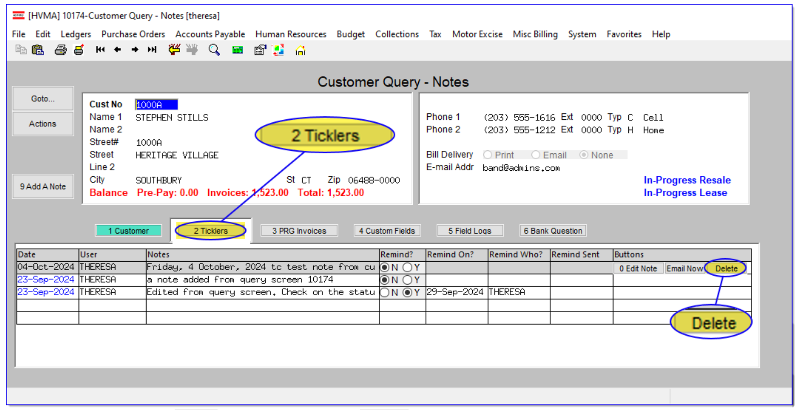
If **"Y"** the message will display:

This note is set to remind
The reminder will be sent to THERESA.

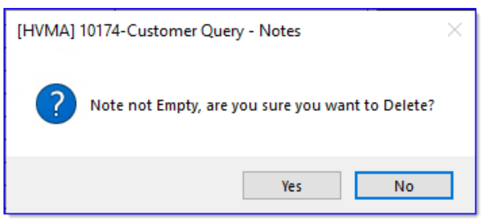


1.9.3 Delete a Line

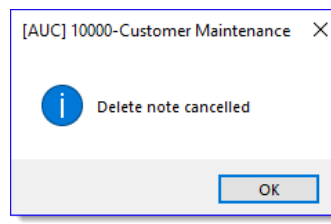
If a Tickler Note was added by mistake, delete the blank note. On each line entered, a 9 Delete button will be available.



If deleting an entry that contains note ***text***, the system will ask for confirmation.



Click on Yes to confirm deleting the note; click on No to cancel the deletion. The Note will remain, and a message will be displayed. Click on OK.



To return to the Customer Query screen, click on the 1 Customer tab.

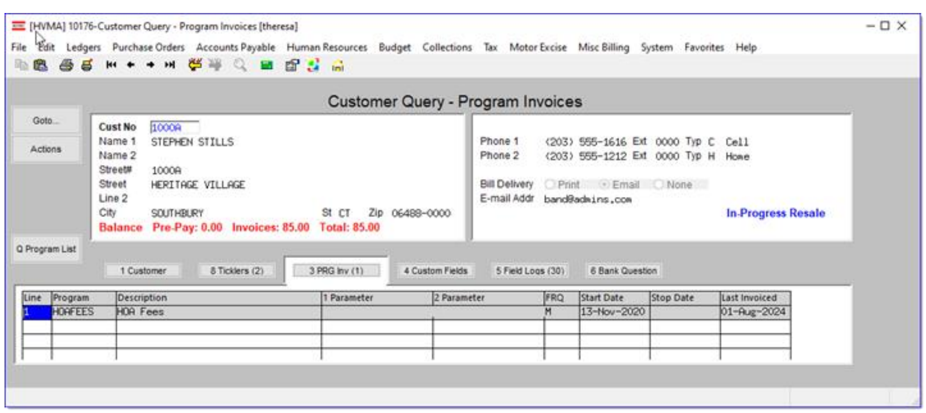
1.10 Recurring Program Invoices [PRG Inv] #10176

No data may be entered or changed on this screen. For more information about Special Invoices see the **<u>MB-320 Special Invoice Billing</u>** document in the Help Reference Library.

Some special invoices are regularly recurring.

This screen shows a Program Type assigned to a customer and the frequency of the invoices.

Each customer can have multiple Programs assigned.

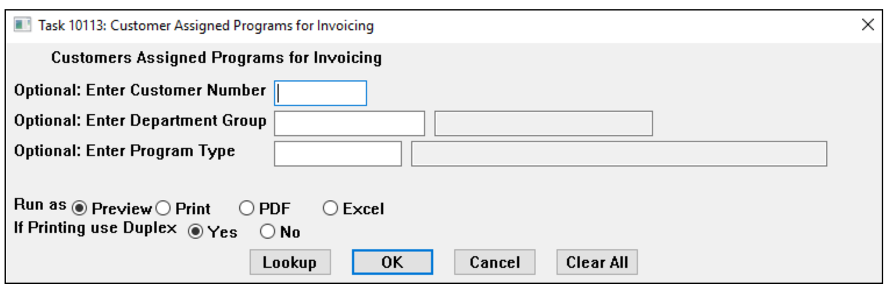


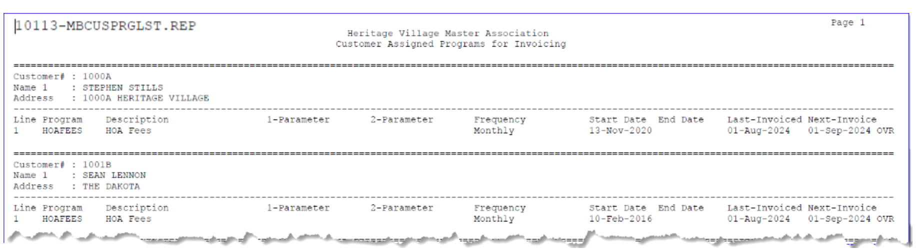
This table lists the columns and a description of how they are used.

Column Label	How Used
Line	Sequential number for added Programs
Program	Program Type
Description	Description of Program Type
1 Parameter	Enter up to 40 characters. To customize these programs to a specific student/Grade or Location or any other values that are specific to this program occurance without having to manually update each individual invoice at time of billing. Use the Parameters on this screen in combination with the parameter feature on Forms table. See MB-320 Section 1.2 in the help reference library.
2 Parameter	Enter up to 40 characters
FRQ	Frequency of recurring Invoice. This can be changed anytime. Use Lookup to see available frequencies.
Start Date	Start Date of recurring invoice. No invoice will be issued for this customer prior to this date
Stop Date	Stop Date. No Invoices will be issued to the Customer after this date.
Last Invoiced	Date the invoice was last issued

1.10.1 Program List

Produce a list of the programs assigned to customers. To produce a list for a single customer, enter their customer number. To produce a list for a single program, enter the program.





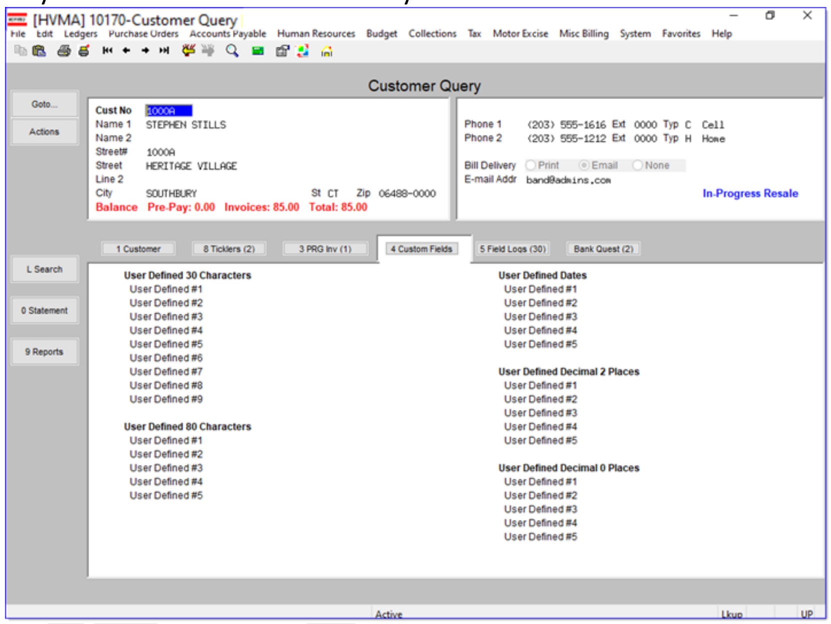
```
10113-MBCUSPRGLST.REP                                                                                    Page 1
                                  Heritage Village Master Association
                                 Customer Assigned Programs for Invoicing

==============================================================================================================
Customer# : 1000A
Name 1    : STEPHEN STILLS
Address   : 1000A HERITAGE VILLAGE
--------------------------------------------------------------------------------------------------------------
Line Program    Description              1-Parameter       2-Parameter       Frequency         Start Date  End Date    Last-Invoiced Next-Invoice
1    HOAFEES    HOA Fees                                                     Monthly           13-Nov-2020             01-Aug-2024   01-Sep-2024 OVR

==============================================================================================================
Customer# : 1001B
Name 1    : SEAN LENNON
Address   : THE DAKOTA
--------------------------------------------------------------------------------------------------------------
Line Program    Description              1-Parameter       2-Parameter       Frequency         Start Date  End Date    Last-Invoiced Next-Invoice
1    HOAFEES    HOA Fees                                                     Monthly           10-Feb-2016             01-Aug-2024   01-Sep-2024 OVR
```

Figure 3 This list shows the customers and programs

NOTE – the next invoice date is an approximate date calculated using the last invoice date and the frequency of the program assigned to the cusomer; if the last invoice date has not been set it will use the start date and calculate forward from there

1.11 Custom Fields Query Screen #10170

The Custom Fields Query screen is read-only and does not allow data entry.



These fields are used for any type of information.

There are sections on this screen that allow for different types of information to be stored.

To return to the Customer Query screen, click on the 1 Customer tab.

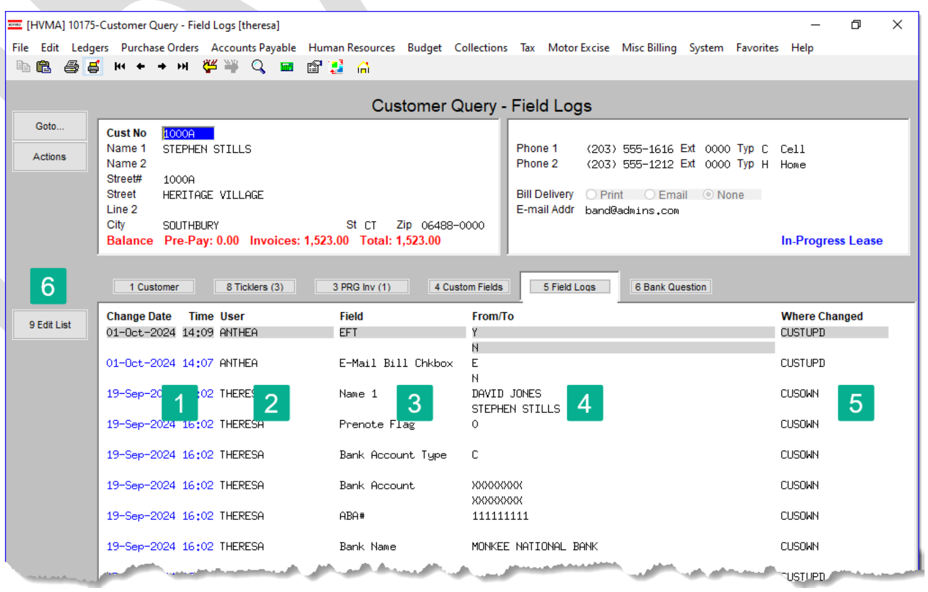
The description of these fields can be changed by the super-user on the User Defined Labels screen. To update the field labels, from the menu, select:

Misc. Billing ▶ Module Maintenance ▶ User Defined Labels

1.12 Field Logging Query Screen #10175

This screen displays changes that have been made to the customer record in change date order. The Field Logging Query screen is read-only and does not allow data entry.

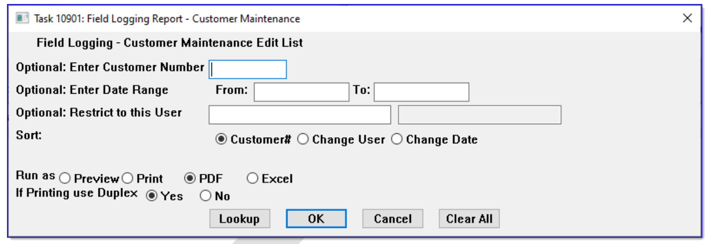
1. These columns show the time and date of the change.
2. The username of the person making the change.
3. The field that was changed.
4. The first row shows the original text it was “changed from”; the second row shows what it was “changed to”.



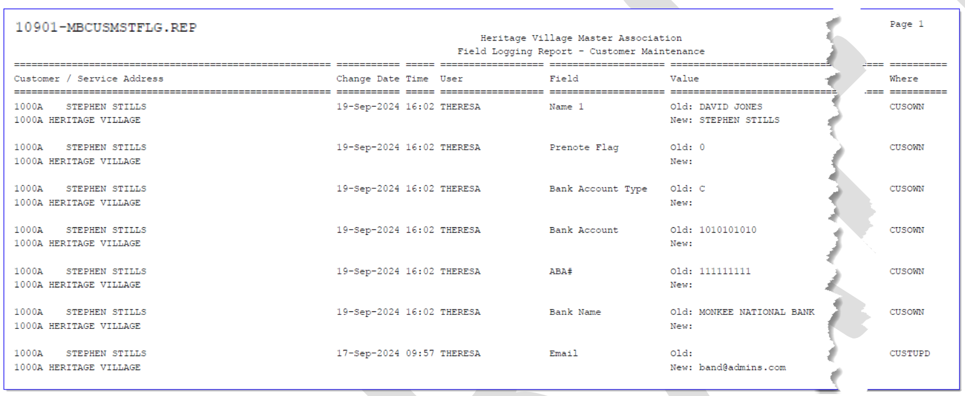
5 This identifies where the change originated. In this example, **CUSOWN** indicates that the change was made on the **Customer Maintenance Owners** tab.

6 Click the Edit List button to display this prompt. Optionally restrict the list to a customer number, date range, or the user who made the change.

Select the desired sort order:
⦿ Customer #, ⦿ Change Users, or
⦿ Change Date.



Run the report as ⦿ **PDF** or ⦿**Excel** format.



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Heritage Village Master Association
Field Logging Report - Customer Maintenance

Customer / Service Address	Change Date	Time	User	Field	Value	Where
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Name 1	Old: DAVID JONES New: STEPHEN STILLS	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Prenote Flag	Old: 0 New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account Type	Old: C New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account	Old: 1010101010 New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	ABA#	Old: 111111111 New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Name	Old: MONKEE NATIONAL BANK New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	17-Sep-2024	09:57	THERESA	Email	Old: New: band@admins.com	CUSTUPD

To return to the Customer Query screen, click on the 1 Customer tab.

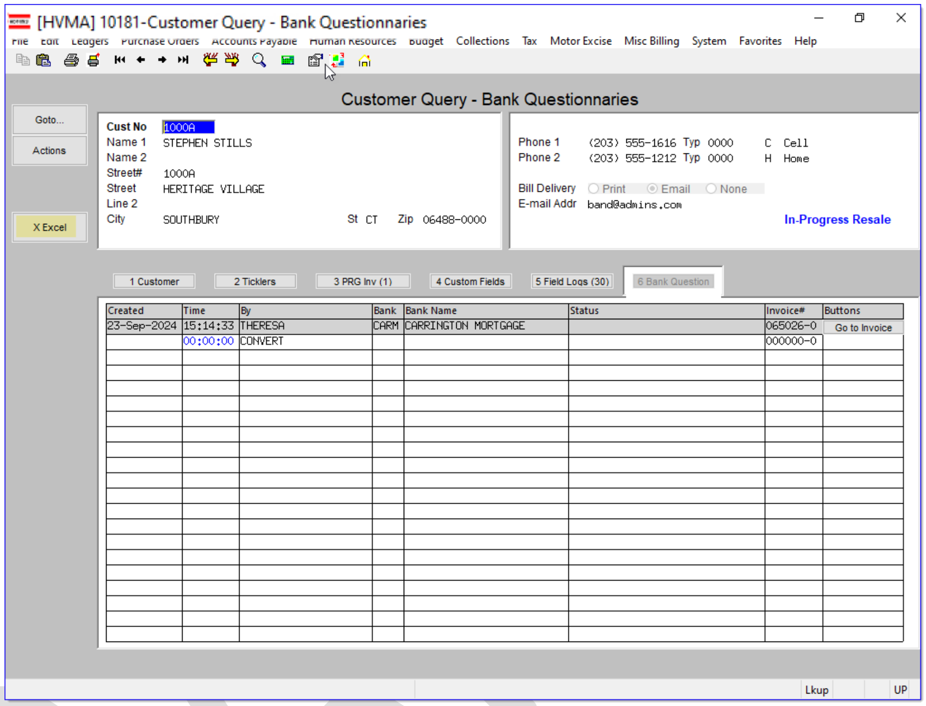
Figure 4 The Field Logging edit list run as PDF is shown

1.13 Bank Questionnaire (Form 1076) Query Screen #10181

The Bank Questionnaire Query Screen is for viewing purposes only and does not permit data entry.

Form 1076, also known as the "Uniform Condominium Questionnaire", is used in real estate to secure financing for condos or townhouses within a homeowner's association.

It demonstrates that the project meets the lender's criteria.



1.13.1 Bank Questionnaire Excel Report

Click the X Excel button to produce a report detailing all bank questionnaires provided for the selected customer. If the customer was not issued an invoice because the bank utilized the standard HVMA form 1076, this will be indicated in the **Status** column. Otherwise, if an invoice exists, the invoice number will be displayed in the **Invoice#** column.