



Revenue – Miscellaneous Billing

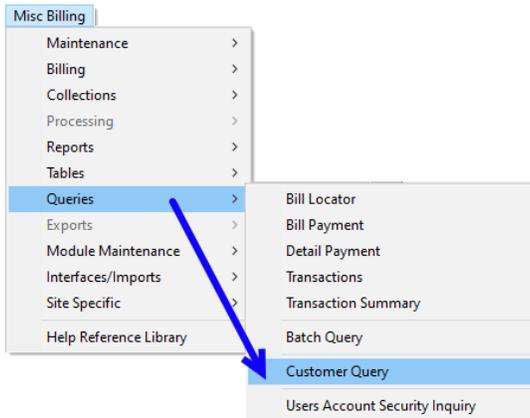
MB–631 HVMA Customer Queries

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1 Customer Queries

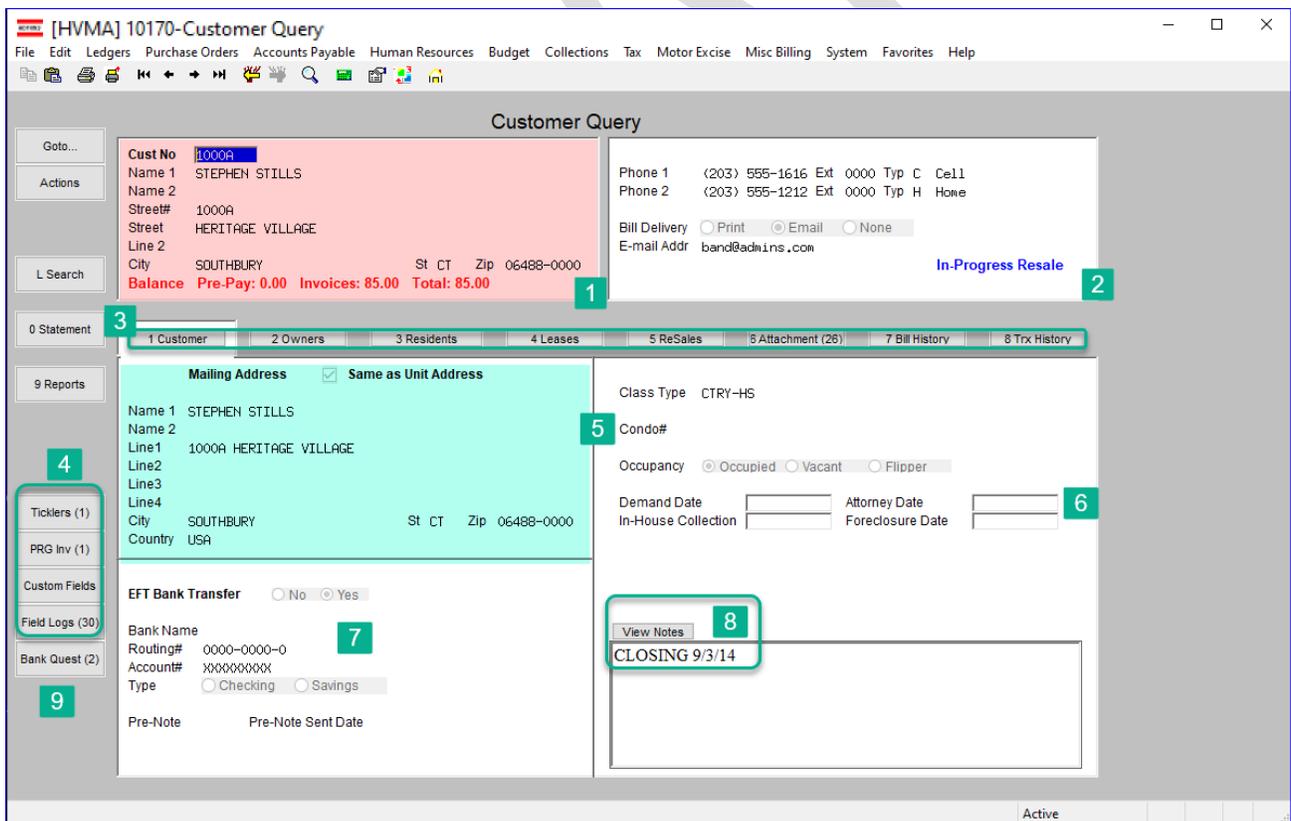


Customer Query screens resemble the Customer Maintenance screens, but they do not allow data entry. To access the query screens, from the menu, select:

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.





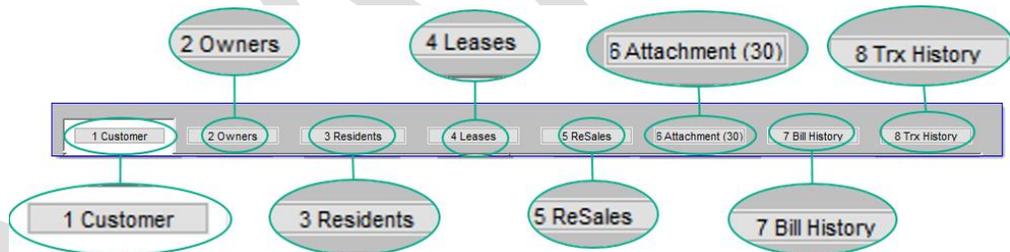
1 This message in red shows the Balance amount calculation (Invoices – Prepay = Total) if a balance is due.

Cust No	1000A
Name 1	STEPHEN STILLS
Name 2	
Street#	1000A
Street	HERITAGE VILLAGE
Line 2	
City	SOUTHBURY
St	CT
Zip	06088-0000
Balance	Pre-Pay: 0.00 Invoices: 85.00 Total: 85.00

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).

Phone 1	(203) 555-1616 Ext 0000 Typ C Cell
Phone 2	(203) 555-1212 Ext 0000 Typ H Home
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input type="radio"/> None
E-mail Addr	band@admins.com
In-Progress Resale	

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).

Ticklers (2)
PRG Inv (1)
Custom Fields
Field Logs (30)



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).

Class Type CTRY-HS

Condo#

Occupancy Occupied Vacant 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:

[HVMA] 10062-Class Type Table

Class	Description	Fee Schedule	Status
BERK-1	BERK-1	809.00	Active
CARRIAGE	CARRIAGE	986.00	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.

Demand Date Attorney Date

In-House Collection Foreclosure Date

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.

EFT Bank Transfer No Yes

Bank Name

Routing# 0000-0000-0

Account# XXXXXXXXX

Type Checking Savings

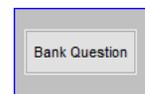
Pre-Note Pre-Note Sent Date

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

View Notes

CLOSING 9/3/14

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**.

Phone 1	(860) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Phone 2	(860) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Lease expired on 31-Jul-2024					

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

Phone 1	(914) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Phone 2	(203) 555-1212	Ext	0000	Typ	<input checked="" type="checkbox"/> Business
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Current Lease ends 01-Nov-2025					

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

Phone 1	(203) 555-1212	Ext	0000	Typ	<input checked="" type="checkbox"/> Cell
Phone 2	(000) 000-0000	Ext	0000	Typ	<input type="checkbox"/>
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Current Lease will expire on 30-Sep-2024					

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

Phone 1	(203) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Phone 2	(203) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Last Lease Expired more than 3 months ago					

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.

Phone 1	(860) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Phone 2	(860) 555-1212	Ext	0000	Typ	<input type="checkbox"/>
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Last Lease Expired more than 3 months ago In-Progress Lease					

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.

Phone 1	(203) 267-4925	Ext	0000	Typ	<input type="checkbox"/>
Phone 2	(000) 000-0000	Ext	0000	Typ	<input type="checkbox"/>
Bill Delivery	<input type="radio"/> Print <input type="radio"/> Email <input checked="" type="radio"/> None				
E-mail Addr	<input type="text"/>				
Resale closing on 01-Oct-2024 In-Progress Resale					



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.

Customer Query - Owners

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:** 85.00 **Total:** 85.00

Phone 1 (203) 555-1616 Ext 0000 Typ C Cell

Phone 2 (203) 555-1212 Ext 0000 Typ H Home

Bill Delivery Print Email None

E-mail Addr band@admins.com

In-Progress Resale

1 Customer | **2 Owners** | 3 Residents | 4 Leases | 5 ReSales | 6 Attachment (26) | 7 Bill History | 8 Trx History

Line	Owner Name
1	STEPHEN STILLS
2	
3	
4	
5	

Owner Name STEPHEN STILLS

Resident? Yes No

Date of Birth 15-May-1959 **Age** 65

Contact Phones (203) 555-1616 Ext 0000 Typ C Cell
(203) 555-1212 Ext 0000 Typ H Home

Email Address bandsinger@admins.com

1 Lists all unit owners.

Line	Owner Name
1	STEPHEN STILLS
2	
3	
4	
5	

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

Owner Name STEPHEN STILLS

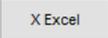
Resident? Yes No

Date of Birth 15-May-1959 **Age** 65

Contact Phones (203) 555-1616 Ext 0000 Typ C Cell
(203) 555-1212 Ext 0000 Typ H Home

Email Address bandsinger@admins.com



3 Click  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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Cust#	Line	Name	O/T	Resident	DOB	Age	Phone_1	Ext	Typ	Phone_2	Ext	Typ	Email
2	1001B	1	SEAN LENNON	Owner	Yes			(203) 777-5511						
3	1001B	2	YOKO ONO	Owner	No	2/18/1933	91							
4														

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

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: 804.00 Total: 804.00

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 STILLTS	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.

Resident Name **STEPHEN STILLTS**

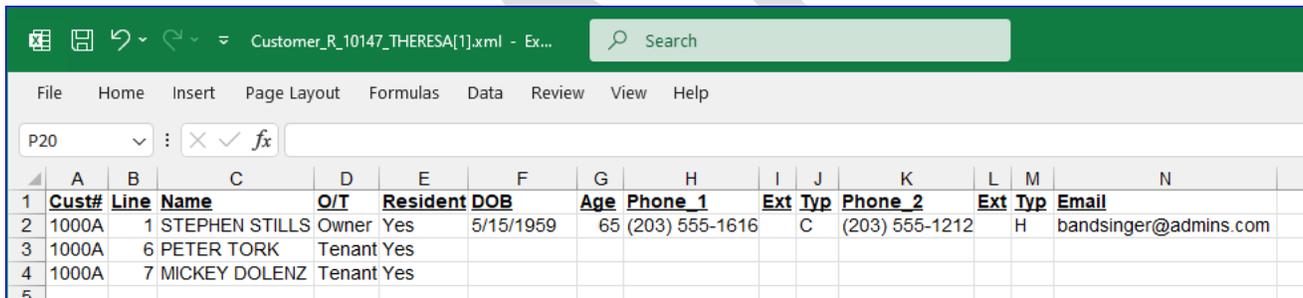
Resident? Yes No Type Owner Tenant

Date of Birth 15-May-1959 Age 65

Contact Phones (203) 555-1616 Ext 0000 Typ C Cell
(203) 555-1212 Ext 0000 Typ H Home

Email Address bandsinger@admins.com

3 Click  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.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Cust#	Line	Name	O/T	Resident	DOB	Age	Phone_1	Ext	Typ	Phone_2	Ext	Typ	Email
2	1000A	1	STEPHEN STILLTS	Owner	Yes	5/15/1959	65	(203) 555-1616		C	(203) 555-1212		H	bandsinger@admins.com
3	1000A	6	PETER TORK	Tenant	Yes									
4	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.

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 Invoice#	Notes
1001B	12/1/2025	12/31/2999								9/30/2024	000000-00	
1001B	9/1/2024	8/31/2025	Johnny Rotten	Sid Vicious	9785551212	pistols@ukband.com	5,000.00	9/4/2024		9/19/2024	000000-00	qatesting
1001B	1/1/2000	9/18/2024	JOANIE MITCHEL	DAVID CROSBY							000000-00	LIFE TENANT...

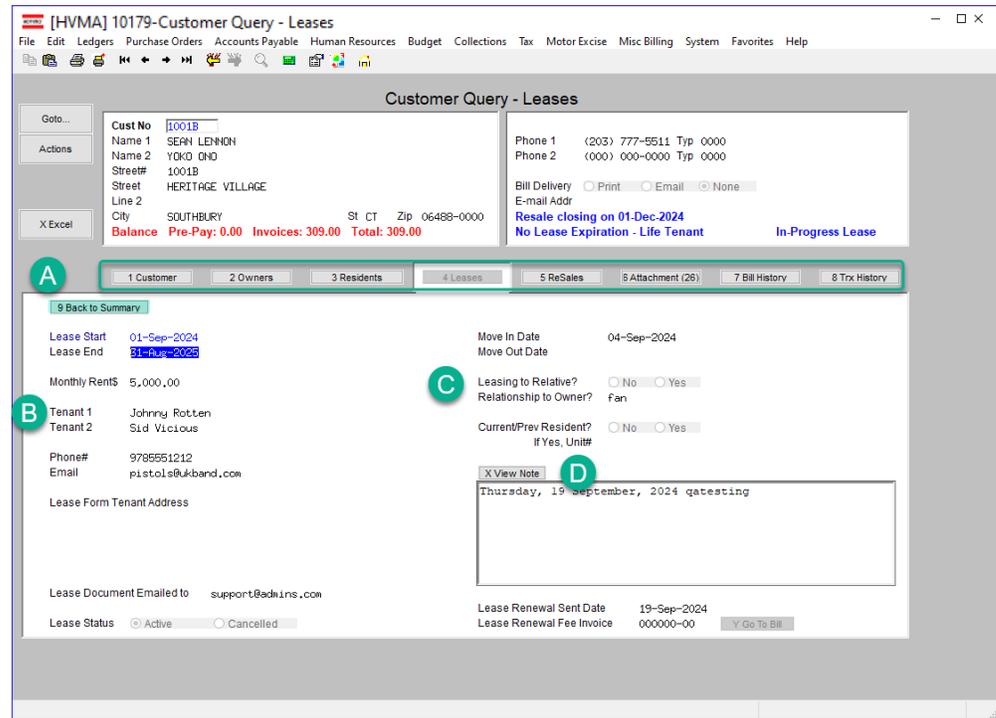
2 The **[X Excel]** report will look like this.

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 Invoice#, Notes

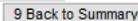


1.4.1 Lease Detail Query Screen

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](#).

Move In Date 04-Sep-2024
Move Out Date

Leasing to Relative? No Yes
Relationship to Owner? fan

Current/Prev Resident? No Yes
If Yes, Unit#

X View Note
Thursday, 19 September, 2024 gatesting

Lease Renewal Sent Date 19-Sep-2024
Lease Renewal Fee Invoice 000000-00 Y Go To Bill

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.

[HVMA] 10180-Customer Query - Sales

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

Customer Query - Sales

Goto... Actions X Excel

Cust No 1001B
Name 1 SEAN LENNON
Name 2 YOKO ONO
Street# 1001B
Street HERITAGE VILLAGE
Line 2
City SOUTHBURY St CT Zip 06488-0000
Balance Pre-Pay: 0.00 Invoices: 1,118.00 Total: 1,118.00

Phone 1 (203) 777-5511 Typ 0000
Phone 2 (000) 000-0000 Typ 0000

Bill Delivery Print Email None
E-mail Addr
Resale closing on 01-Dec-2024
No Lease Expiration - Life Tenant In-Progress Lease

1 Customer 2 Owners 3 Residents 4 Leases 5 Resales 6 Attachment (27) 7 Bill History 8 Trx History

Date	Buyer Name	Resale Sent	Closing Sent	Price	Closing Date	Status	Buttons
30-Sep-2024		30-Sep-2024				<input type="radio"/> Active <input type="radio"/> Closed <input checked="" type="radio"/> No Sale	Details
19-Sep-2024		30-Sep-2024	30-Sep-2024	999,999.00	01-Dec-2024	<input checked="" type="radio"/> Active <input type="radio"/> Closed <input type="radio"/> No Sale	
						<input type="radio"/> Active <input type="radio"/> Closed <input type="radio"/> No Sale	

Lkup UP

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:

The screenshot displays the 'Customer Query - Sales' interface. At the top, there's a navigation menu with options like 'File', 'Edit', 'Ledgers', etc. The main content area is divided into several sections:

- Customer Information:** Cust No 1001B, Name 1 SEAN LENNON, Name 2 YOKO QND, Street# 1001B, Street HERITAGE VILLAGE, City SOUTH BURY, St CT, Zip 06488-0000. Financials: Balance, Pre-Pay: 0.00, Invoices: 1,118.00, Total: 1,118.00.
- Phone Numbers:** Phone 1 (203) 777-5511 TYP 0000, Phone 2 (000) 000-0000 TYP 0000.
- Bill Delivery:** Radio buttons for Print, Email, and None.
- Lease Status:** No Lease Expiration - Life Tenant, In-Progress Lease.
- Navigation Tabs:** 1 Customer, 2 Owners, 3 Residents, 4 Leases, 5 ReSales (selected), 6 Attachment (27), 7 Bill History, 8 Trx History.
- Buyer Information:** Buyer 1 (000) 000-0000, Buyer 2 (000) 000-0000, Address 1, 2.
- Seller Information:** Seller 1 Name SEAN LENNON, Seller 2 Name YOKO QND, Seller Attorney 0000001 SELLER ATTORNEY, Seller RE Agent 0000004 Buyers RE Agent.
- Transaction Dates:** Resale Sent on 30-Sep-2024 16:41:07, Closing Sent on 30-Sep-2024 16:56:02.
- Status:** Radio buttons for Active (selected), Closed, No Sale.
- Callouts:** A green circle 'A' points to the 'Return to Summary' button. A green circle 'E' points to the 'Actions' menu. A green circle 'B' points to the Seller information. A green circle 'C' points to the 'Email Residing' options. A green circle 'D' points to the 'Resale Processing Fee Invoice'.

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



Created on 19-Sep-2024 14:37:15

Close Date 01-Oct-2024
Sale Price 555,555.00

Seller 1 Name STEPHEN STILLS
Seller 2 Name

Seller Attorney 0000005 Jason Stone
Seller RE Agent 0000006 JUDY DAVIS

Resale Sent on 30-Sep-2024 13:49:39 ANTHEA@ADMINS.COM
Closing Sent on 30-Sep-2024 15:04:03 ANTHEA@ADMINS.COM

Status Active Closed No Sale

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.

Status Active Closed No Sale

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.

Buyer Information

Buyer 1 JAMES DEVANEY (000) 000-0000
Buyer 2 BONNIE SMITH (000) 000-0000

Address 1 77 PARK STREET
2 BOSTON, MA 02110

Email JAMES@ADMINS.COM
Residing Yes No P/T Flipper

Attorney 0000003 Buyers Attorney
RE Agent 0000004 Buyers RE Agent

Tenants

Resale Processing Fee Invoice 000000-00 [Go to Invoice](#)
Equity Fee Invoice 000000-00

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.

Resale Processing Fee Invoice 123456-00 [Go To Invoice](#)
Equity Fee Invoice 123457-00

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

Resale Processing Fee Invoice 000000-00 No Fee Invoice
Equity Fee Invoice 123457-00 [Go To Invoice](#)

User said "No" to creating both invoices.

Resale Processing Fee Invoice 000000-00 No Fee Invoice
Equity Fee Invoice 000000-00 No Equity Fee Invoice

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

Resale Processing Fee Invoice 123456-00 [Go To Invoice](#)
Equity Fee Invoice 000000-00 No 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:

1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
2	Cust#	Date	Price	Status	Send_Date	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	
3	1002B			Active	10/1/2024		STEPHEN STILLS															
4	1002B	6/15/2017		Closed							BILL & MELINDA GATES				(555) 555-1212		Not answered		Active			
5																	Not answered		Closed			

1.6 Attachments Query Screen #10171

The screenshot shows the 'Customer Query - Attachments' window. At the top, it displays the customer information for Cust No 1000A, Name 1 STEPHEN STILLS, and contact details. Below this, there are tabs for 'Attachment (26)', 'Bill History', and 'Trx History'. The main area contains a table of attachments with columns for Seq#, Description, Filename, and Buttons. The table lists 18 attachments, including special invoices and monthly HDR fees for various months from 2023 to 2024.

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.

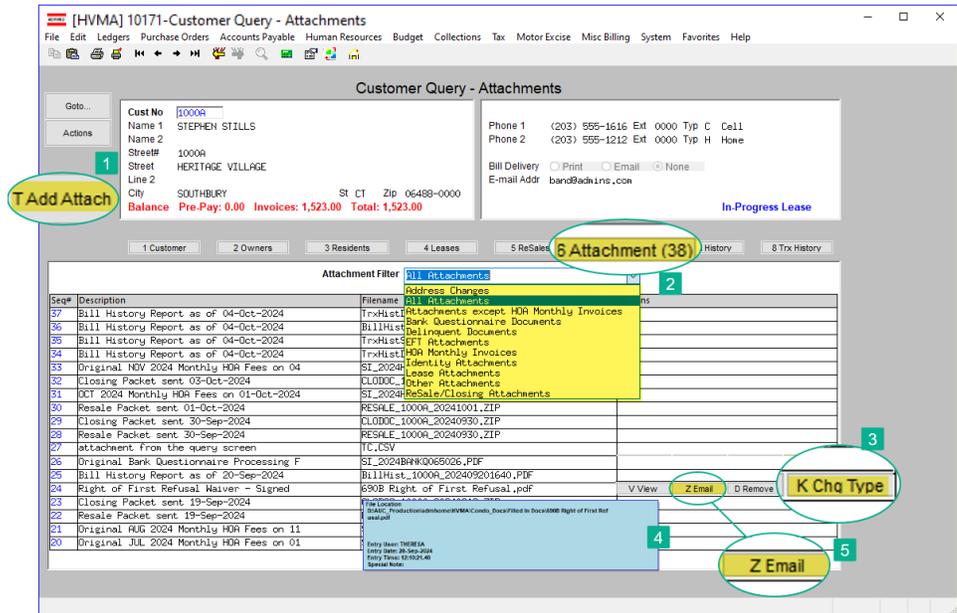
Attachments added by the system cannot be removed, but documents manually attached by users can be deleted.

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.

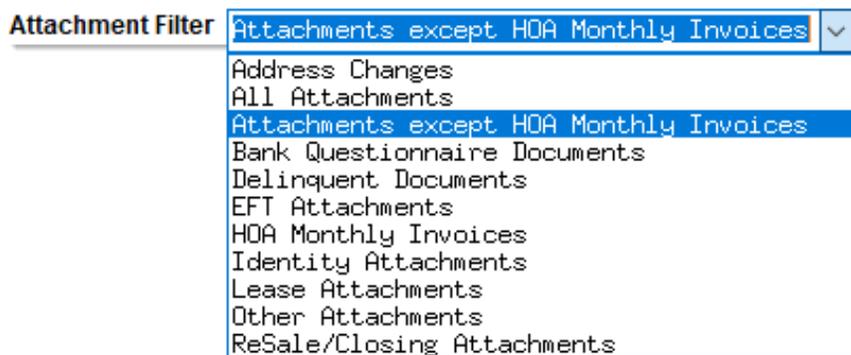


- 4 The hovertext provides more information when you hover the cursor over the filename field.
- 5 Email an attachment to any valid email address.

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 **Add Attach** button to show this prompt. Provide a **required description** of the document being attached and specify the **required attachment type**.

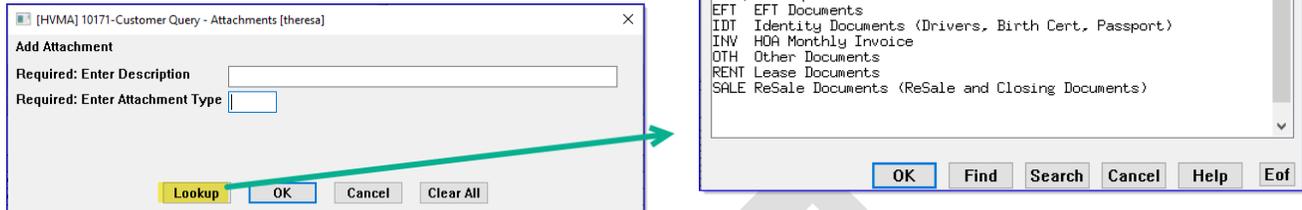


Figure 1 The attachment prompt has a lookup from which the type can be selected

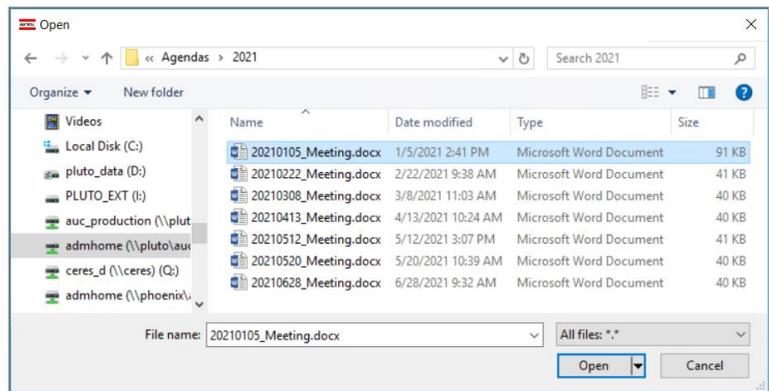
Enter a description for the document, up to forty characters. Choose an attachment type from the lookup or manually enter it. Here are the valid attachment types.

- 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.



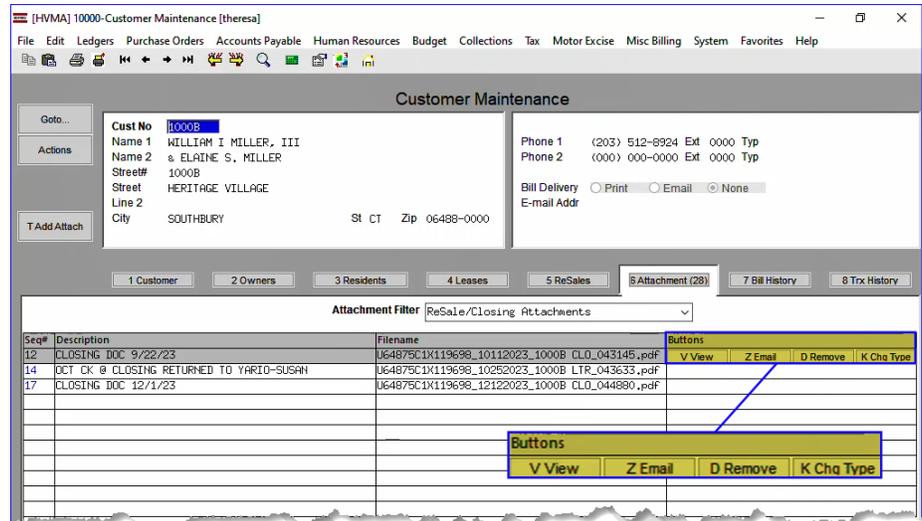
Avoid attaching files from the local PC, as they may not always be available. To ensure that attachments remain available, use only network drives specified by the local IT department. If in doubt, ask

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.



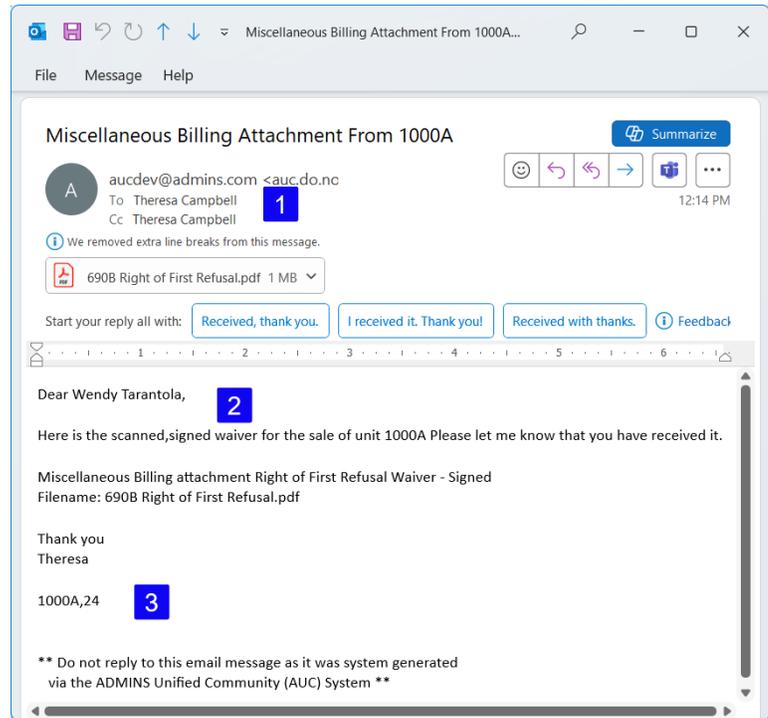


The email will look like this:

- 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.

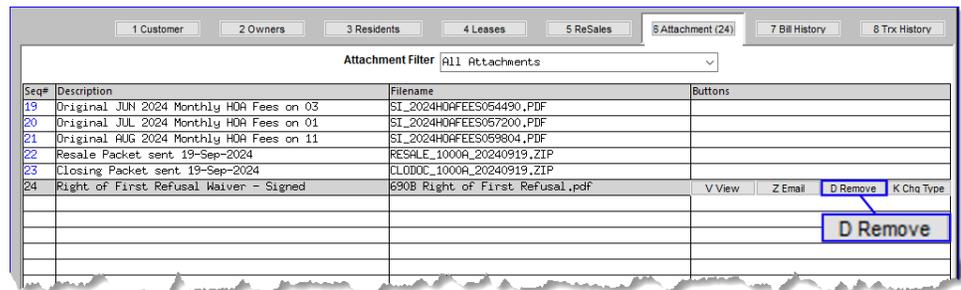
Just below that is the description and the filename of the attachment.

- 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.

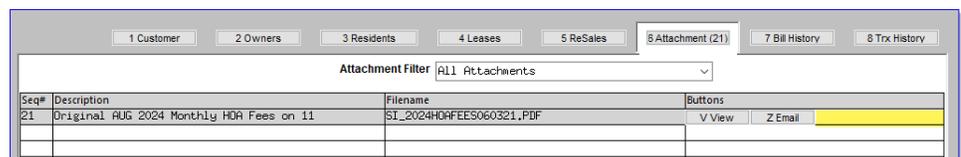
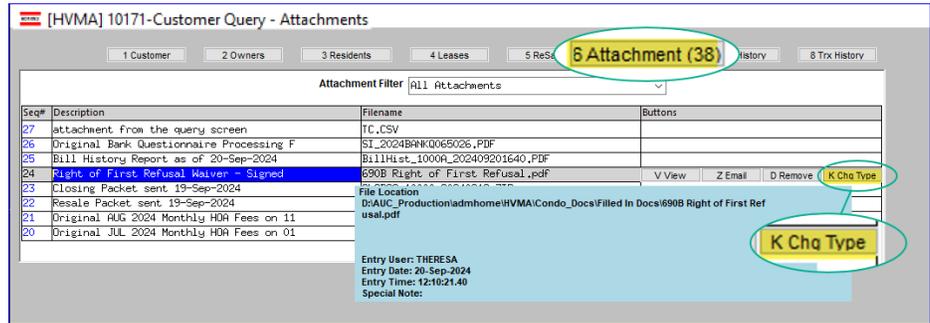


Figure 2 System-supplied attachments cannot be removed by the user



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 Chq 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.

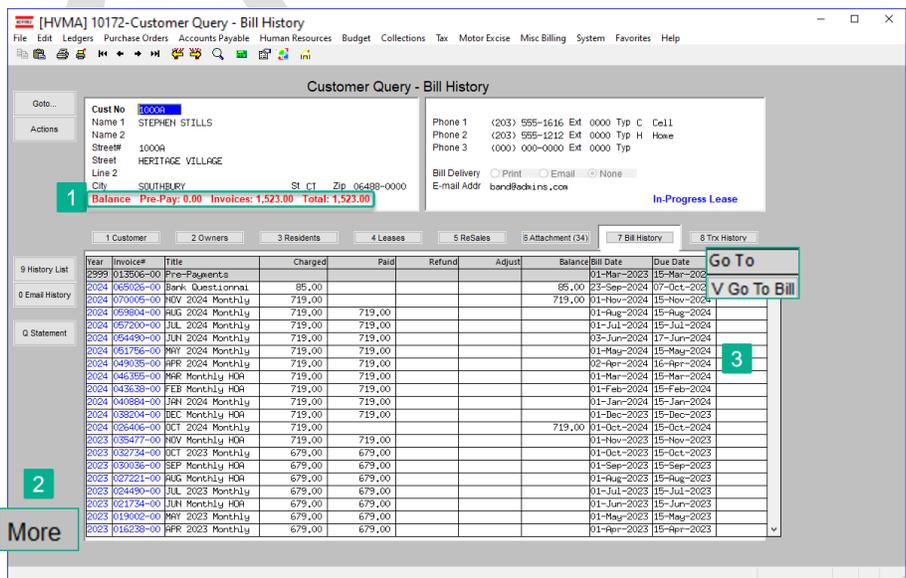
The Bill History columns from left to right are **Year**, **Invoice**, **Title**, **\$ amount Charged**, the **\$ amount Paid**, **Refund** amounts, **Adjustment** amounts, the **Balance**, **Bill Date**, and **Due Date**.

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](#).



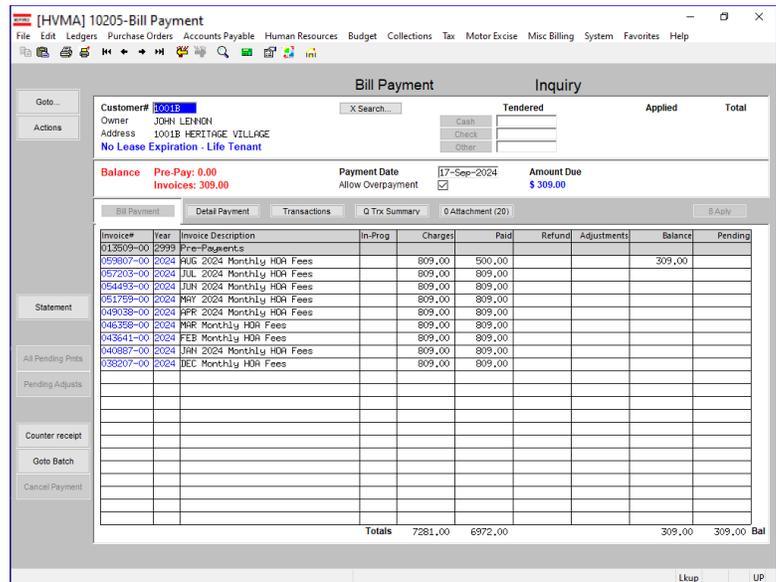


1.7.1 Bill Payment Inquiry Screen #10205

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]**.



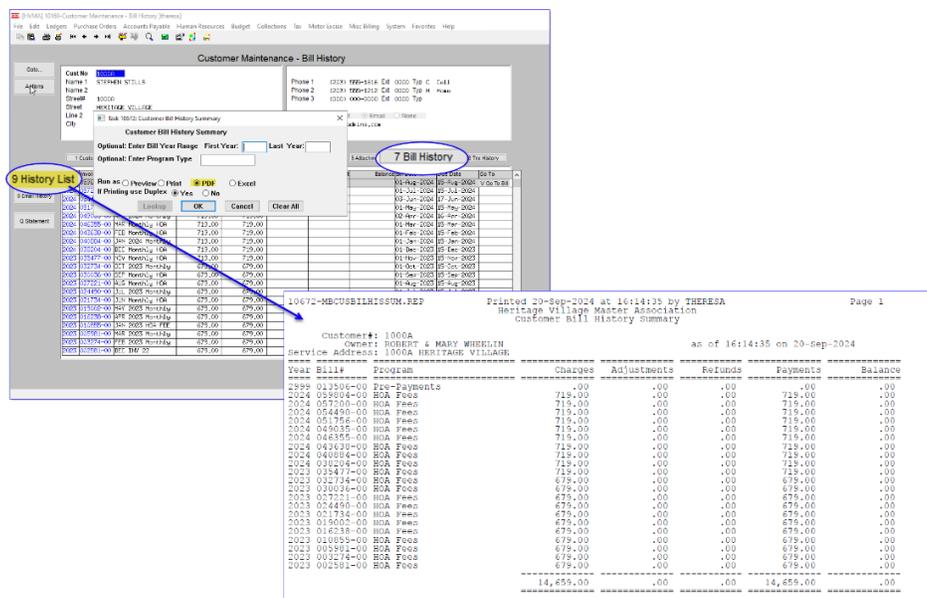
The **Attachments** tab available on the Bill History Inquiry screen shows **only bill history attachments**, e.g., system-generated invoices, unlike the Customer Maintenance screen. It does not show files such as closing documents, resale documents, or EFTs.

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  button.

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

Task 10674: Email Bill History for a Customer

Email Bill History for a Customer

Optional: Enter Bill Year Range First Year: Last Year:

Optional: Enter Program Type

Required: Enter Email Address

Optional: Enter Email Note

Attach a copy of this Bill History Report to Customer? Yes No

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	TX	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
010895-00	Bill HOA Fees		01-Jan-2023	679.00			679.00
010895-00	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
003274-00	Bill JUN Monthly HOA Fees		01-Jun-2023	679.00			679.00
Customer Total							
				16,182.00		14,659.00	1,523.00

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	TX	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.

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					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					01-Dec-2022 WENDY
4	Bill HOA Fees	01-Jan-2023			679.00	0.00	0.00	679.00	6,142	MBSPC337					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					11-Jan-2023 WENDY
6	Bill FEB Monthly HOA Fees	01-Feb-2023			679.00	0.00	0.00	679.00	12,038	MBSPC593					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					06-Feb-2023 WENDY
8	Bill MAR Monthly HOA Fees	01-Mar-2023			679.00	0.00	0.00	679.00	17,956	MBSPC915					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					06-Mar-2023 WENDY
10	Bill APR Monthly HOA Fees	01-Apr-2023			679.00	0.00	0.00	679.00	24,266	MBSPC1278					03-Apr-2023 WENDY
11	EFT Payment Processed on 03-Apr-2023	01-Apr-2023			0.00	0.00	679.00	-679.00	25,846	EFT43235					03-Apr-2023 WENDY
12	Bill MAY Monthly HOA Fees	01-May-2023			719.00	0.00	0.00	679.00	30,329	MBSPC1576					02-May-2023 WENDY
40	Bill MAY Monthly HOA Fees	01-May-2024			719.00	0.00	0.00	719.00	104,496	MBSPC6148					01-May-2024 AAUGER
41	EFT Payment Processed on 01-May-2024	01-May-2024			0.00	0.00	719.00	-719.00	104,496	EFT512418					01-May-2024 AAUGER
42	Bill JUN Monthly HOA Fees	03-Jun-2024			719.00	0.00	0.00	719.00	107,950	MBSPC6684					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					03-Jun-2024 AAUGER
44	Bill JUL Monthly HOA Fees	01-Jul-2024			719.00	0.00	0.00	719.00	113,867	MBSPC7131					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					01-Jul-2024 AAUGER
46	Bill AUG Monthly HOA Fees	01-Aug-2024			719.00	0.00	0.00	719.00	118,936	MBSPC294					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					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-MBCUSTRHHISSUM.REP Printed 20-Sep-2024 at 17:32:32 by THERESA Heritage Village Master Association Transaction History Summary Page 2

Customer#: 1000A
Owner: 1000A HERITAGE VILLAGE 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.

[HVMA] 10170-Customer Query

Customer Query

Cust No: 1000A
Name 1: STEPHEN STILLS
Name 2: STEPHEN STILLS
Street#: 1000A
Line 1: HERITAGE VILLAGE
Line 2: HERITAGE VILLAGE
City: SOUTHBURY St CT Zip 06488-0000
Country: USA
Balance: Pre-Pay: 0.00 Invoices: 1,523.00 Total: 1,523.00
E-mail Addr: band@admins.com
In-Progress Lease

1 Customer 2 Owners 3 Residents 4 Leases 5 ReSales 6 Attachment (39) 7 Bill History 8 Trx History

Mailing Address Same as Unit Address
Name 1: STEPHEN STILLS
Name 2: STEPHEN STILLS
Line 1: 1000A HERITAGE VILLAGE
Line 2: HERITAGE VILLAGE
Line 3: HERITAGE VILLAGE
Line 4: HERITAGE VILLAGE
City: SOUTHBURY St CT Zip 06488-0000
Country: USA

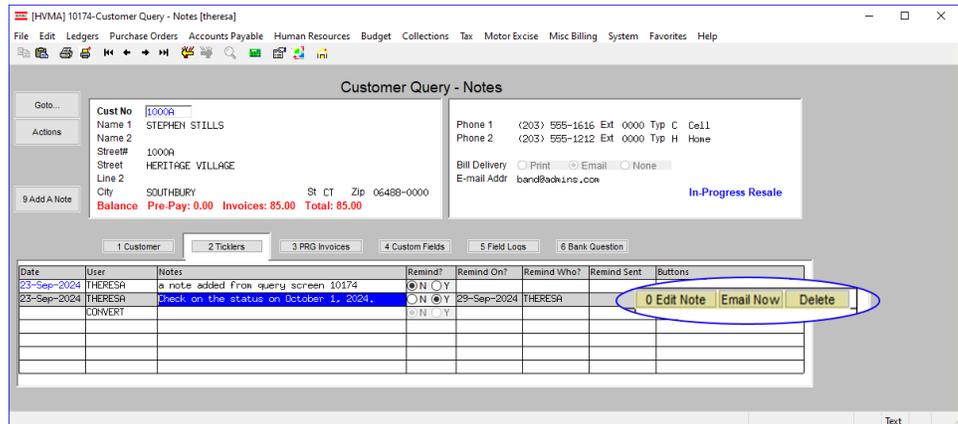
Class Type: CTRY-HS
Condo#: 20
Occupancy: Occupied Vacant Flipper
Demand Date: Attorney Date: Foreclosure Date: In-House Collection: Pre-Note Sent Date: Pre-Note

View Notes
CLOSING 9/3/14

Ticklers (2) Ticklers (2)



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

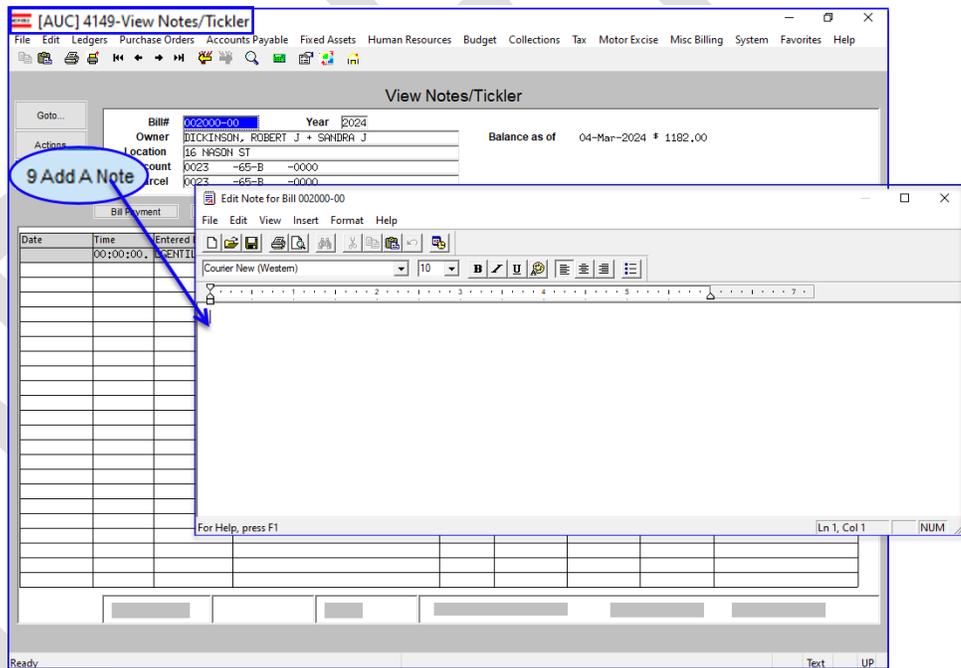


1.9.1 Add a New Note

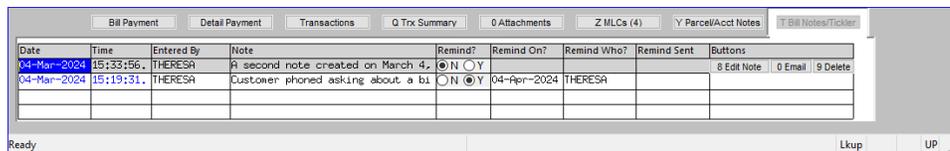
Click the **9 Add A Note** button located on the left-hand side of the screen.

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.

The screenshot shows the 'Customer Maintenance' window for customer 10000. It displays a table of notes with columns for Date, User, Category, Notes, Remind?, Remind On?, Remind Who?, and Remind Sent. Two notes are visible, both with the 'Remind?' field set to 'Y' (checked).

Date	User	Category	Notes	Remind?	Remind On?	Remind Who?	Remind Sent	Buttons
05-Mar-2024	THERESA		Sent customer a paper bill per their	<input checked="" type="radio"/> Y	06-Mar-2024	ANTHEA		0 Edit Note Email Now Delete
05-Mar-2024	THERESA		Customer phoned asking for informat	<input checked="" type="radio"/> Y	05-Mar-2024	THERESA		

Below the table, a detailed view of the reminder fields is shown:

Remind?	Remind On?	Remind Who?
<input type="radio"/> N <input checked="" type="radio"/> Y	06-Mar-2024	ANTHEA
<input type="radio"/> N <input checked="" type="radio"/> Y	05-Mar-2024	THERESA

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**.

The dialog box prompts for the date and user to send the reminder. The 'Required: Enter Date to Send Reminder' field contains '06-Mar-2024'. The 'Required: Enter a Username with valid email address' field contains 'ANTHEA' and 'anthea@admins.com'.

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:

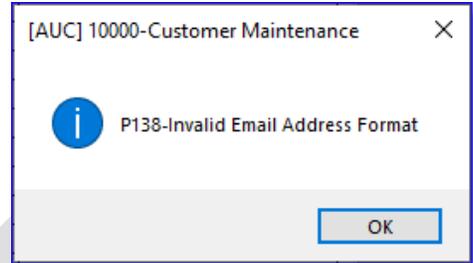
The error message dialog box displays the message: 'E700-Remind Date must be after date of note'. An 'OK' button is at the bottom right.



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

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

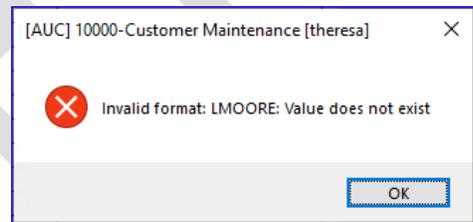
The username must have a valid email address and be a valid user in the system. If the username is valid but does not contain an email address, the message will pop up:



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

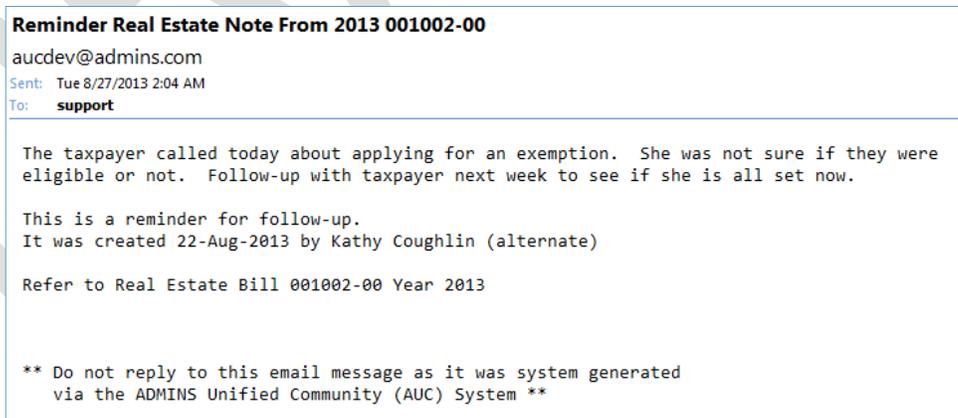
If the username does not exist, this message will pop up:

Click on , 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:





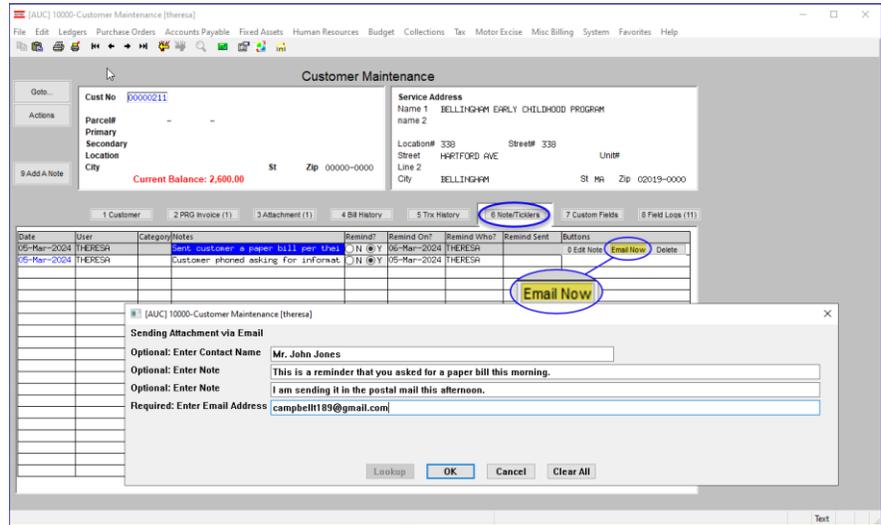
1.9.2 Email Note

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.



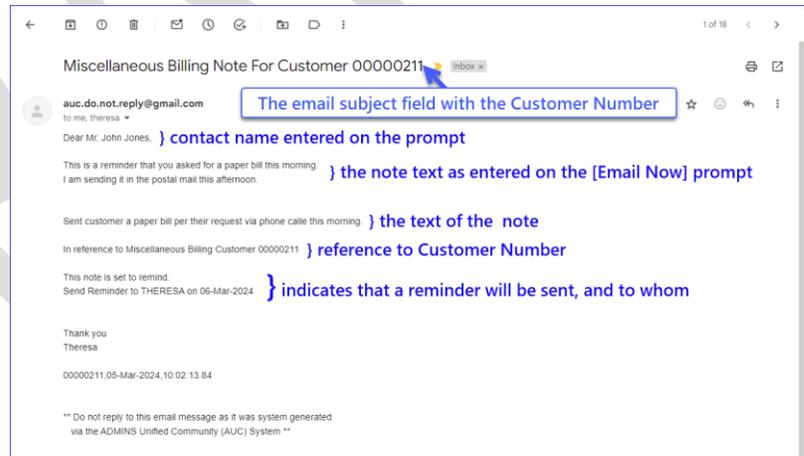
The **Email Now** button will not appear on the line until a note has been entered.

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:

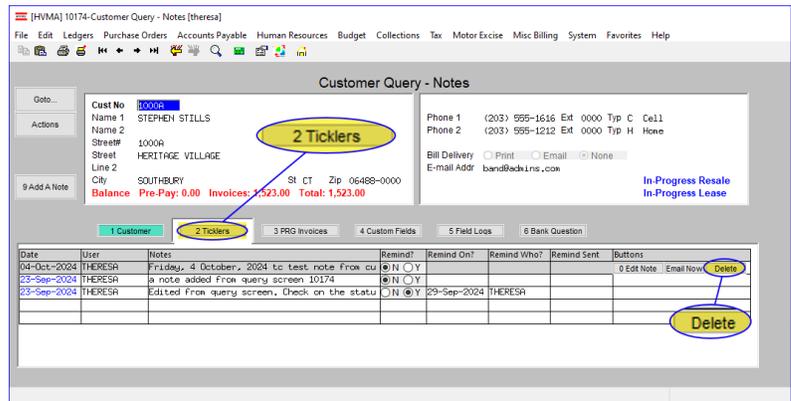
**This note is set to remind
The reminder will be sent to THERESA.**



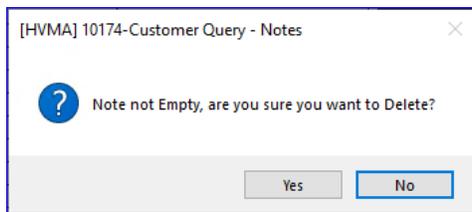


1.9.3 Delete a Line

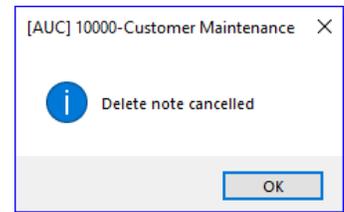
If a Tickler Note was added by mistake, delete the blank note. On each line entered, a **Delete** button will be available.



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.

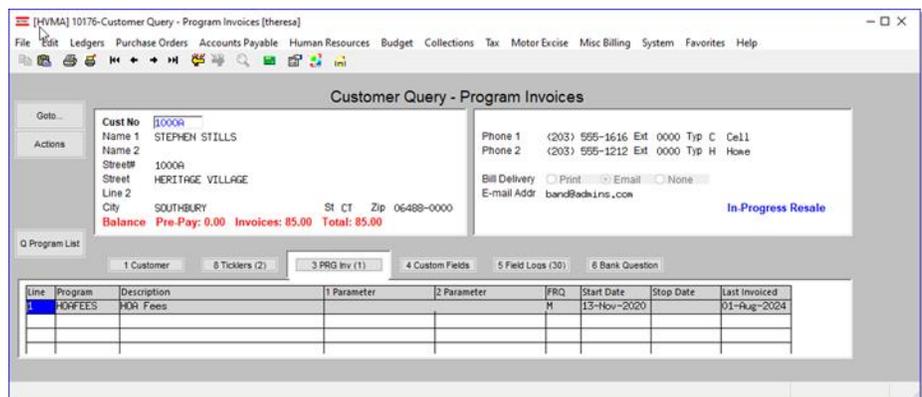
1.10 Recurring Program Invoices [PRG Inv] #10176

No data may be entered or changed on this screen. For more information about Special Invoices see the **MB-320 Special Invoice Billing** 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 occurrence 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-MBCUSPRLST.REP
Heritage Village Master Association
Customer Assigned Programs for Invoicing
Page 1
-----
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 HOAFEE HOA Fees 1-Parameter 2-Parameter Monthly 13-Nov-2020 01-Aug-2024 01-Sep-2024 CVR
-----
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 HOAFEE HOA Fees 1-Parameter 2-Parameter Monthly 10-Feb-2016 01-Aug-2024 01-Sep-2024 CVR
-----

```

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 customer; 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

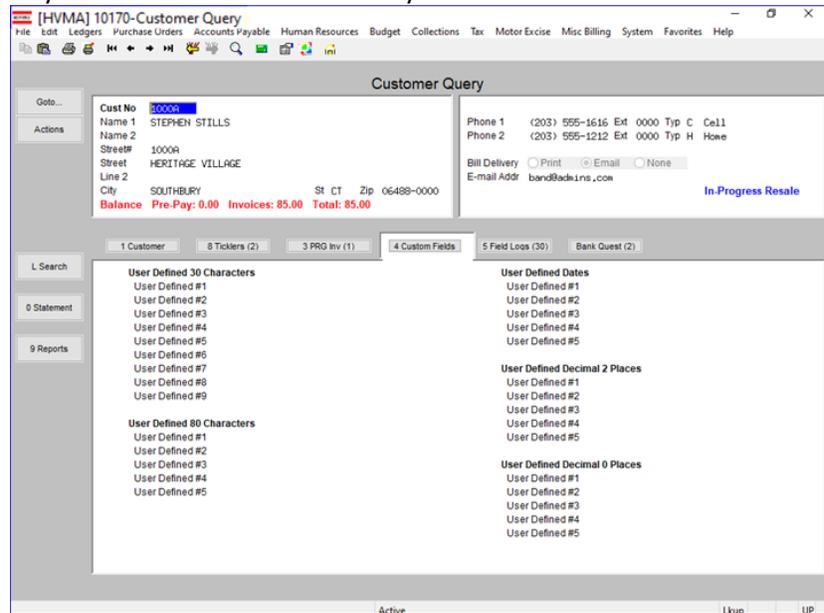
The Custom Fields Query screen is read-only and does not allow data entry.

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:

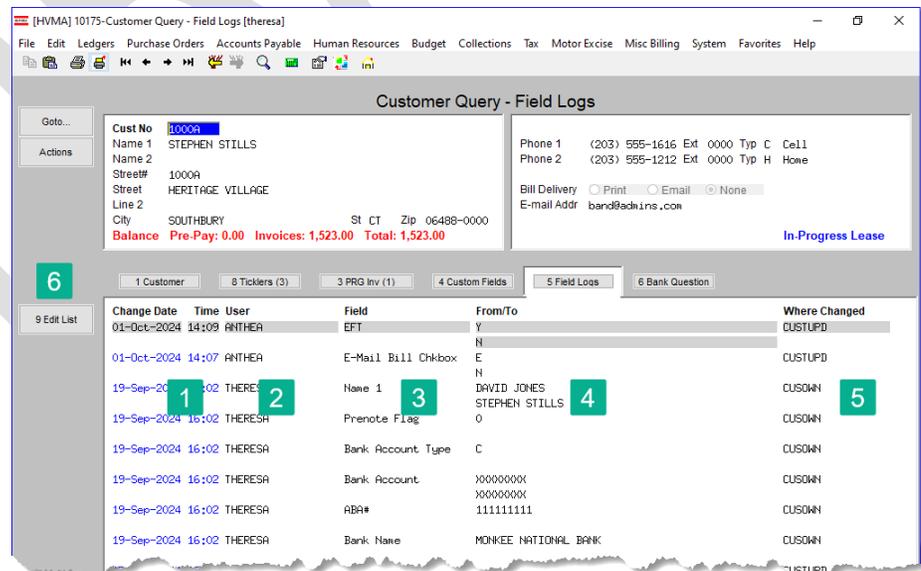


Misc. Billing ▶ Module Maintenance ▶ User Defined Labels

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.

Run the report as PDF or Excel format.

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

10901-MBCUSMSTFLG.REP						Page 1
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: 1111111111 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

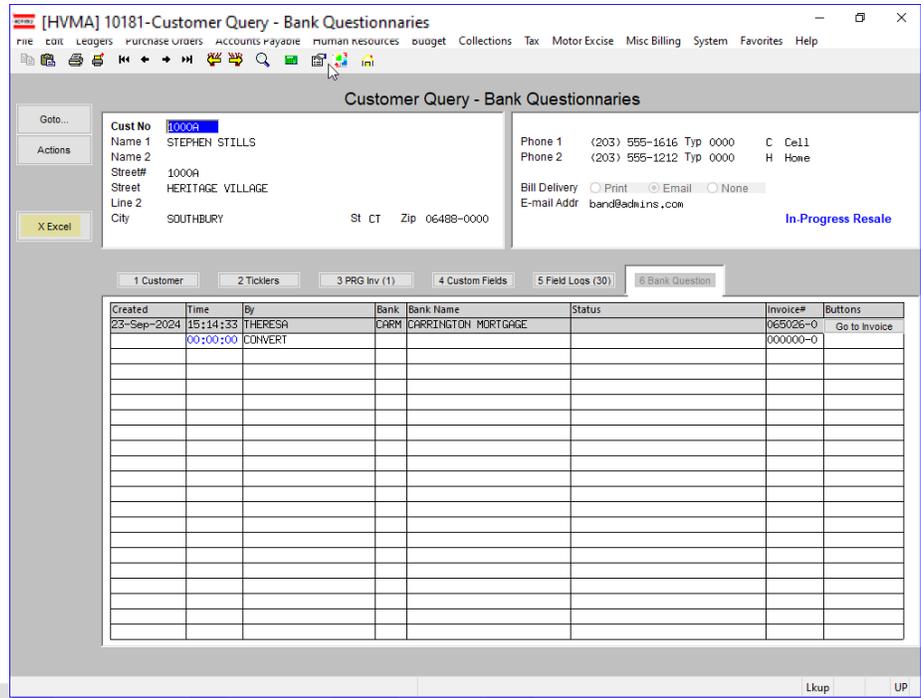


1.13 Bank Questionnaire (Form 1076) Query Screen #10181

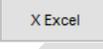
The Bank Questionnaire Query Screen is for viewing purposes only and does not permit data entry.

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  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.

Unit#	Created	Time	By	Bank	Bank Name	Status	Invoice#
1000A	9/23/2024	16:05:18	THERESA	AMS	AMERISAVE MORTGAGE	No Invoice issued upon request	000000-00
1000A	9/23/2024	15:14:33	THERESA	CARM	CARRINGTON MORTGAGE		065026-00