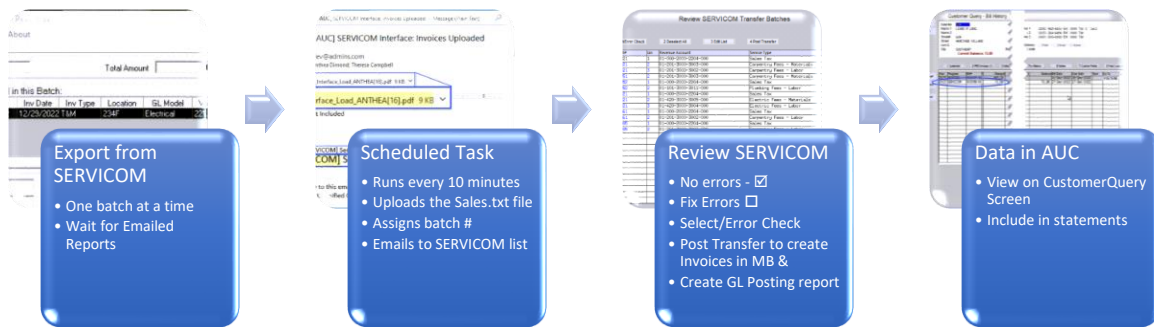




This document describes Heritage Village Masters Association (HVMA) **Servicom to AUC** Transfer Processing. The process will transfer the Servicom data to AUC, and email reports to members of the SERVICOM email distribution list. The transaction records will be accessible on the Miscellaneous Billing Query and Customer Maintenance screens. Once the data transfer is complete and the email is received, the amounts for the Servicom invoices will be available on statements.

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1 Initiate Transfer from Servicom

To initiate the transfer from Servicom to pull the data into the AUC Miscellaneous Billing module, open the Servicom application to the Batch summary screen.

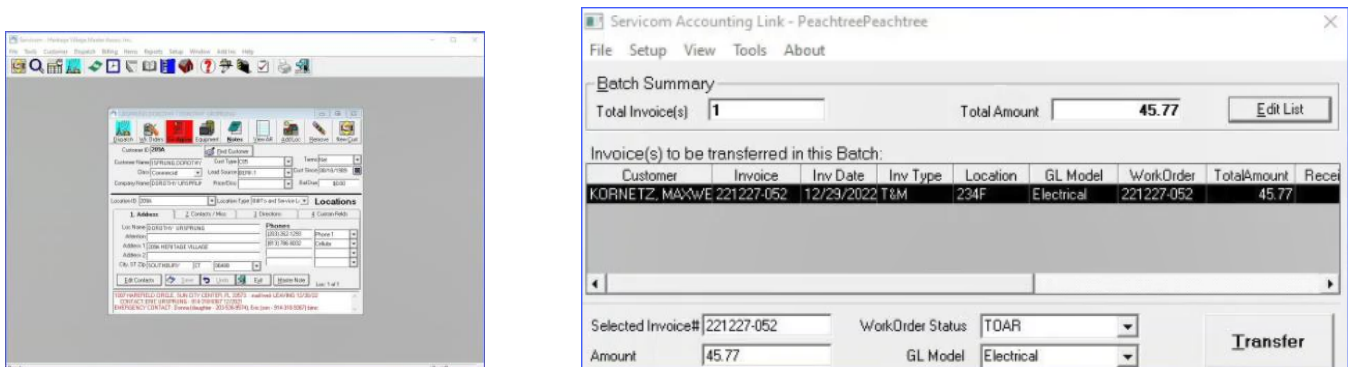


Figure 1 Initiate the invoices transfer from Servicom

Click on the **[Transfer]** Button.

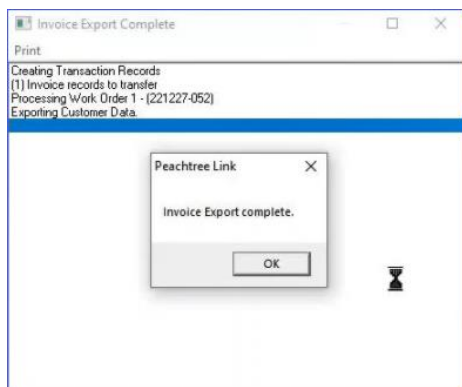


Figure 2 The Servicom / Peachtree Link will display a popup stating that the Invoice Export is complete

ADMINS worked with the local IT staff to set up the directory where the invoices would be sent. The directory is **f:\Servicom**, available from the Servicom software and the AUC server.

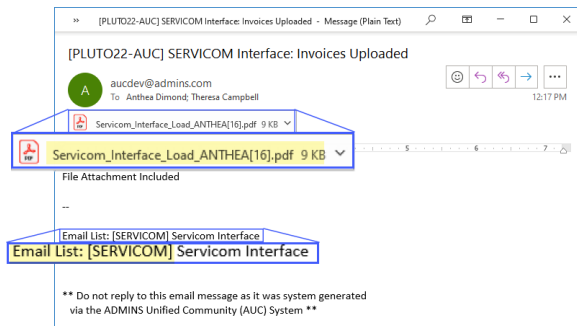


2 Scheduled Task Uploads Available Files

A scheduled task runs every ten minutes from 7:30 am to 6:30 pm Monday through Friday to upload the **sales.txt** file into a Work-in-Progress (WIP) file and assign a batch number. The AUC server will check the transfer directory to see if new transactions are available for import into AUC. If a transfer is initiated over a weekend, it will be processed first thing on Monday morning. Do not initiate another transfer until you receive the email saying the first one has been processed.

2.1 Email Received

A report listing the Servicom Invoices will be attached to the email.



When transactions are found, the process will pull the transactions into AUC and send an email notifying members of the SERVICOM distribution list that the new invoices were uploaded.

Figure 3 Email notice that the Invoices were uploaded – now they are ready for review

3 Error Checking the Upload File

When the file from SERVICOM is loaded it checks if:

1. The Bill Date is in the current month,
2. The DOC # from SERVICOM has already been loaded in AUC (is it a duplicate?)

During the scheduled task that loads the file from SERVICOM it will check both errors above and if there are any duplicate Document #s it will issue a separate report showing the Invoice information from AUC.

The error conditions are described in section 3.1.1 below.

If there are **no** duplicates in the upload this duplicate report will not be generated therefore will not be included in the email.

Report 1 will **always** be included in the email as it is a list of all uploaded transactions. If there are any errors, they will be displayed on this report.

Report 2 will **only** be included in the email if there is a duplicate Document # in the upload file. This example shows both reports are in the attachment.

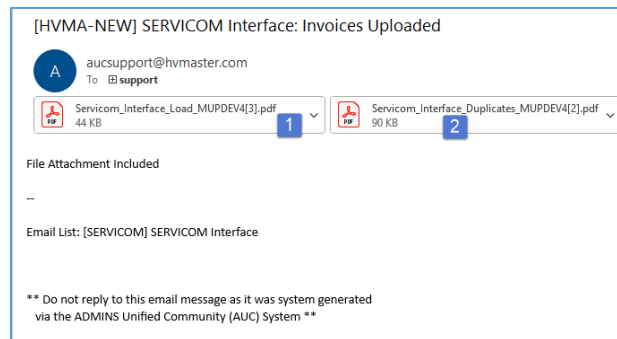
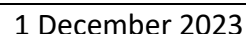


Figure 4 Sample e-mail from Servicom



1. Transfer Doc# - is the document number in the Upload file
2. Everything listed under ***“Duplicate Document# Invoices found”*** will list the actual invoice that already exists in AUC; investigate and determine if the duplicate should be processed or not.

3.1.1 Sample of Attached SERVICOM Transfer Interface Report

The assigned Batch number is in the upper left corner, and the error and associated error message are highlighted.

Once this email is received – review the SERVICOM Transfer Interface Report to:

- Check that the **total matches** the transfer report issued by SERVICOM, and,
- Check for and fix errors which must be corrected before the batch can be selected for processing.

4 Review SERVICOM Transfer Batches Screen to Correct Errors

If there are errors found, they will be marked with one of the Error numbers shown below. Each is described in the following sections. The screen displays the error number ([1-5, described below](#)) in the error column to make it easy to find any transactions that need to be adjusted. Records without an error number have a valid bill date. To review the errors, from the menu, select:



Misc Billing ► Billing ► Review SERVICOM Transfer Batches

Review SERVICOM Transfer Batches									
Goto...									
Actions									
1 Select/Error Check 2 Deselect All 3 Edit List 4 Post Transfer									
Sel	Batch#	Cust#	Document#	Lin	Bill Date	Revenue Account	Service Type	Amount	Error
<input checked="" type="checkbox"/>	69	1019B	230725012	1	27-Jul-2023	01-201-3000-3002-000	Carpentry Fees - Labor	39,50	4
<input checked="" type="checkbox"/>	69	1019B	230725012	2	27-Jul-2023	01-000-2000-2204-000	Sales Tax	2,51	4
<input checked="" type="checkbox"/>	69	1022A	230731102	2	31-Jul-2023	01-000-3000-3005-000	Variance	50,00	4
<input checked="" type="checkbox"/>	69	119A	230720016	1	25-Jul-2023	01-201-3000-3002-000	Carpentry Fees - Labor	39,50	4
<input checked="" type="checkbox"/>	69	119A	230720016	2	25-Jul-2023	01-201-3000-3003-000	Carpentry Fees - Materials	,84	4
<input checked="" type="checkbox"/>	69	119A	230720016	3	25-Jul-2023	01-201-3000-3003-000	Carpentry Fees - Materials	2,37	4

Error Description	Solution
1 Export from SERVICOM missing Revenue Account	Check SERVICOM for missing Revenue Account
2 Revenue Account is not valid in GL Chart for Current FY	Create Account in GL Chart of Account
3 No Service Type Found using the Revenue Account	Create new Service Type for this Account#
4 Bill Date outside current month	Update Bill Date in Review Screen to current month
5 Duplicate Document #	Uncheck Document in Review Screen to not create invoice

See section 5 for Upload File error detail.

4.1 Correcting Errors in the Review Screen

The screenshot shows the 'Review SERVICOM Transfer Batches' interface. A table lists various batches with columns for selection, batch number, customer, document, line, bill date, revenue account, service type, amount, and error status. One record (Batch 12, Document 1011106021, Line 3) is highlighted with a yellow background and an error message: '*** No Service Type Match Revenue ***'. A 'Check Error' dialog box is open, displaying the message: 'E10070-Cannot Select as Error in Batch. Run Select/Check Batch'. A text box at the bottom states: 'A single error in a batch will prevent posting the batch; no records in the batch can be marked for posting'.

Figure 6 Cannot select records within a batch if there are any errors on any records in the batch

To correct errors, there are some options:

1. The Bill Date can be changed on this screen if outside current month.
2. The Revenue account can be updated on this screen if the wrong account was in SERVICOM.
3. [Create a new service type](#) and assign it this account number.



As soon as the Revenue Account is correct on the screen, the

1 Select/Error Check process will automatically run. The screen will look like this:

Click on **OK** to run the error check and view the report.

If the batch is **not** selected (and errors have been fixed other than changing the account number on this screen, e.g., adding a new service type) click on the **[1 Select/error check]** button to select and error check the batch and click on **OK**.

If errors remain, the transactions in the batch will remain unselected. Correct the remaining errors.

4.2 Select/Error Check

The **1 Select/Error Check** process will recheck the batch for any errors including if the Bill Date is in the current month and for duplicate Document #s. If there are any errors, it will display the error report and if there are duplicate Document #s it will display the duplicate Document # report as shown in the sample in Figure 5.

5 Upload File Errors Detail

There are errors that can be shown on the reports and review screen. Directions to remedy each are provided below.

5.1 Export from SERVICOM Missing Revenue Account (Error #1)

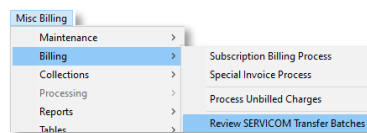
The Revenue Account that should be set up in the GL Model table in SERVICOM is missing. Review the GL model table in SERVICOM to ensure that the Revenue Account is entered and run the export again.

5.1.1 Review SERVICOM Transfer Batches

After the “Transfer files from SERVICOM” process runs through the scheduled task, the batches and documents therein are available for review on this screen. To access the screen, from the menu, select:



Misc Billing ► Billing ► Review SERVICOM Transfer Batches



[HVMA] 10853-Review SERVICOM Transfer Batches						
Review SERVICOM Transfer Batches						
<input type="button" value="Get"/> <input type="button" value="Action"/> <input type="button" value="1 Select/Err Check"/> <input type="button" value="2 Deleted All"/> <input type="button" value="3 Edit List"/> <input type="button" value="4 Post Transfer"/>						
Get Batch#	Cust#	Document#	Ln	Revenue Account	Service Type	Amount/Err
1	1118	221106021	1	01-000-3000-3004-000	Sales Tax	5.02
1	1118	221106021	2	01-000-3000-3003-000	Carpeting Fees - Materials	4.36
1	1118	221106021	3	01-000-3000-3002-000	Carpeting Fees - Labor	79.00
1	1118	221201061	2	01-000-3000-3001-000	*** No Service Type Match Revenue ***	50.00 3
1	1198	221201061	2	01-000-3000-3001-000	*** No Service Type Match Revenue ***	50.00 3
1	1276	221114001	1	01-000-2000-2204-000	Sales Tax	2.81
1	1276	221114001	2	01-400-3000-3006-000	Electric Fees - Materials	20.46
1	1276	221114001	3	01-400-3000-3004-000	Electric Fees - Labor	44.50
1	4418	221101001	1	01-000-2000-2204-000	Sales Tax	5.02
1	4418	221101001	2	01-200-3000-3002-000	Carpeting Fees - Labor	79.00
1	7788	221115006	1	01-000-2000-2204-000	Sales Tax	2.51
1	7788	221115006	2	01-200-3000-3002-000	Carpeting Fees - Labor	39.50

Review any errors and fix them (change incorrect account numbers directly on this screen). These are some error conditions that will be reported:

- Missing revenue account
- [Invalid Revenue account](#)
- No Service Type was found that uses the revenue account

Figure 7 The Review SERVICOM Transfer Batches screen

In the example above, a batch is shown with many transactions, and there is a single error identified in the error column. No transactions within this batch can be selected for posting until **all the transactions in the batch are error-free**.

The review screen allows corrections to the account number. When making corrections using a new account number, the system will check for the following:

- User has account security for the account
- Must be a posting account
- The account must be active

If a new account is entered and accepted on the screen, the system will automatically run a **1 Select/Error Check**.

5.2 Revenue Account is not valid in GL Chart for Current FY (Error #2)

The **Revenue Account** exported in the SERVICOM file is not a valid account in the AUC GL Chart of Accounts for the fiscal year. Make sure the **Revenue Account** exists in the Current Fiscal Year Chart of account, and the account is Active. Contact (*Tina or Regina in*) the Finance Office and ask them to check the account. To access the chart of accounts, from the menu, select:

Ledgers ► Account Maintenance ► Chart of Accounts

Maintain Chart of Accounts		Last Changed	TGOMES
		Last Trx in FY	15-Sep-2023
FY	2023	Account	01-201-3000-3002-000
		Description	CHARGE TO UNIT OWNERS - CARPENTRY LABOR
Account Type	R Revenue	Sub Type	P Posting
Entity	1	HERITAGE VILLAGE MASTER ASSOCIATION	



5.3 No Service Type Found Using the Revenue Account (Error #3)

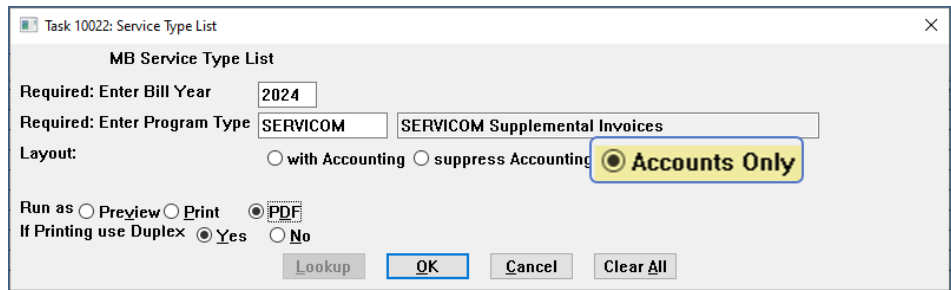
This may be the most common type of error. This error means that the GL Model has been updated in SERVICOM with a **Revenue Account**, but the **Service Type** associated with that revenue account in **AUC Misc Billing** is not set up in the Service Type table, or the account number used in SERVICOM GL Model Table is the wrong account.



Verify with *(Tina or Regina in)* the Finance office that the account number exported from SERVICOM was the correct account number. If it is incorrect, check first if the account that should be used has already been assigned to a code in the **Service Type Table**. Check what accounts have been assigned a code by going to the:

Misc Billing ► Tables ► Service Type

Click  to display this prompt. Run the edit list as shown for the current bill year. Select the **Accounts Only** radio button and **PDF**; click on .



Task 10022: Service Type List

MB Service Type List

Required: Enter Bill Year

Required: Enter Program Type

Layout: ☐ with Accounting ☐ suppress Accounting ☒ **Accounts Only**

Run as ☐ Preview ☐ Print ☒ **PDF**

If Printing use Duplex: ☒ Yes ☐ No

Review the report and check if the *(line 2)* Revenue Account has the account number that should be used.

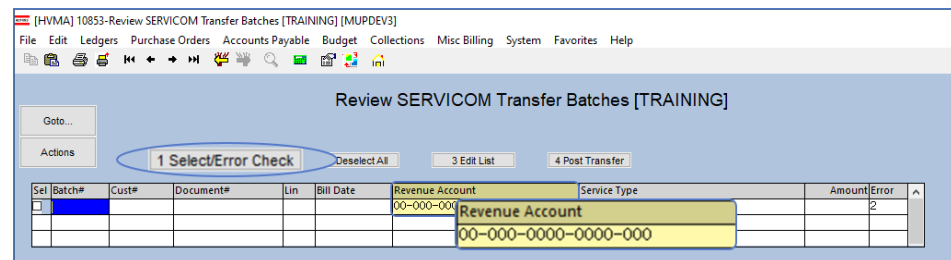
Account Number	Description
1. Cash 01-000-1000-1001-000	CASH - NEWTOWN OPERATING ACCT
2. Revenue or Liability 01-201-3000-3002-000	CHARGE TO UNIT OWNERS - CARPENTRY LABOR
3. Deferred Revenue 01-202-3000-3002-000	CHARGE TO UNIT OWNERS - CARPENTRY LABOR
4. A/R 01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS
5. Abatements 00-000-0000-0000-000	
6. Refund 00-000-0000-0000-000	
7. Revenue Write-off 01-000-1000-1140-000	ALLOWANCE FOR DOUBTFUL ACCTS.
8. Fees 00-000-0000-0000-000	

5.3.1 Account Number Already Assigned to a Code in AUC Service Type Table

After verifying that the Revenue account that should be assigned to the Invoice has already been assigned a code in AUC, update the incorrect Account number in the export with the correct account number. To update the account number in the export, from the menu, select:

Misc Billing ► Billing ► Review SERVICOM Transfer Batches

Go to the Invoice with the incorrect account number and enter the correct account number in the Revenue Account Column.



[HVMA] 10853-Review SERVICOM Transfer Batches [TRAINING] [MUPDEV3]

File Edit Ledgers Purchase Orders Accounts Payable Budget Collections Misc Billing System Favorites Help

Review SERVICOM Transfer Batches [TRAINING]

Goto...

Actions: **1 Select/Error Check** Deselect All 3 Edit List 4 Post Transfer

Set	Batch#	Cust#	Document#	Lin	Bill Date	Revenue Account	Service Type	Amount	Error
<input type="checkbox"/>						00-000-0000	Revenue Account		2
						00-000-0000-0000-000			

Then click the **1 Select/Error Check** button to verify all errors have been corrected before Posting the Transfer. Make sure that the GL Model Table in SERVICOM has been updated to the use the correct Revenue Account.

5.3.2 Account Number not Assigned; New Service Type Needed

To [set up a new Service Type](#), see the instructions in Section 8 below.



5.4 Bill Date Outside Current Month (Error #4)

The Bill Date imported from SERVICOM is outside the current month. If today's date is 2-September-2023 and the Bill date is 31-August-2023, the Bill Date is outside the current month. All invoices from SERVICOM must be posted to the current month. To update the bill date on the SERVICOM Transfer Batches review screen, from the menu, select:

Misc Billing ► Billing ► Review SERVICOM Transfer Batches

To update the Bill Date, click in the Bill Date column and update the Bill Date to a date within the current month.

5.5 Duplicate Document # (Error #5)

The SERVICOM export does not distinguish between a new invoice and a modified invoice. *Users should not modify an existing invoice once it has been "posted" or exported to AUC.* If it does happen, and this is really a duplicate invoice, uncheck this invoice from the transfer process so that it does not create a duplicate invoice in AUC.

Misc. Billing ► Billing ► Review SERVICOM Transfer Batches

The duplicate report provides information to investigate if this duplicate should be processed or not.

10857- Printed 10-Aug-2023 at 18:38:42 by MUPDEV4 Page 1
Heritage Village Master Association

Batch# : 70

Document#	Cust#	Year	Invoice#	Line	Bill Date	Service	Amount
Transfer Doc# 230725012 1 Customer# 1019B							
Duplicate Document# Invoices Found							
230725012	1019B	2023	027128-00 1	2	27-Jul-2023	Carpentry Fees - Labor	39.50
230725012	1019B	2023	027128-00 2	2	27-Jul-2023	Sales Tax	2.51
230725012	1019B	2023	027128-00 1	2	27-Jul-2023	Carpentry Fees - Labor	39.50
230725012	1019B	2023	027128-00 2	2	27-Jul-2023	Sales Tax	2.51

The error code (5) indicates which transactions are duplicates. If the transactions must be processed –do not do anything, if the SEL column is checked it will generate an invoice in AUC.



If the transactions **should NOT be processed** – Uncheck the Sel ☒ on the duplicate Document # invoice before clicking Post Transfer; the transactions will not be transferred into AUC.

6 Post the SERVICOM Transfers to AUC

Once the batch(es) have been selected, click **[Post Transfer]** to create invoices in MB and create GL Transactions. (The transactions will be “closed out” of the **Misc Billing** module and moved to the **General Ledger** unposted file.)

6.1.1 If No Transactions are Ready for Posting

1. If there are no transactions checked (because a single error will prevent selecting any transaction in the batch), and the 2. [Post Transfer] is attempted, 3. the system will display this error message

If this happens, click on

OK

, correct errors, run the error check (if the system does not automatically run it) and then try again.

Figure 8 Trying to Post Transfers when no transactions are selected



6.1.2 If At Least One Transaction is Ready for Posting

Review SERVICOM Transfer Batches

1 Select/Error Check 2 Deselect All 3 Edit List 4 Post Transfer

Task 10856: Post SERVICOM Transfers to AUC

Post SERVICOM Transfers to AUC

Run as PDF

Lookup OK Cancel Clear All

Sel	Batch#	Cust#	Document#	Lin	Revenue Account	Service Type	Amount	Error
<input checked="" type="checkbox"/>	9	1011B					5.02	
<input checked="" type="checkbox"/>	9	1011B					4.16	
<input checked="" type="checkbox"/>	9	1011B					79.00	
<input checked="" type="checkbox"/>	9	119B					50.00	
<input checked="" type="checkbox"/>	9	120A					2.79	
<input checked="" type="checkbox"/>	9	120A					44.00	
<input checked="" type="checkbox"/>	9	167E					2.83	
<input checked="" type="checkbox"/>	9	167E					28.45	
<input checked="" type="checkbox"/>	9	167E					44.50	
<input checked="" type="checkbox"/>	9	643B					5.02	
<input checked="" type="checkbox"/>	9	643B	221101061	2	01-201-3000-3002-000	Carpenetry Fees - Labor	79.00	
<input checked="" type="checkbox"/>	9	778B	221115005	1	01-000-2000-2204-000	Sales Tax	2.51	
<input checked="" type="checkbox"/>	9	778B	221115005	2	01-201-3000-3002-000	Carpenetry Fees - Labor	39.50	
<input checked="" type="checkbox"/>	12	1011B	221106021	1	01-000-2000-2204-000	Sales Tax	5.02	
<input checked="" type="checkbox"/>	12	1011B	221106021	2	01-201-3000-3003-000	Carpenetry Fees - Materials	4.16	
<input checked="" type="checkbox"/>	12	1011B	221106021	3	01-201-3000-3002-000	Carpenetry Fees - Labor	79.00	
<input checked="" type="checkbox"/>	12	119B	221201051	2	01-000-3000-3001-000	*** No Service Type Match Revenue ***	50.00	3
<input checked="" type="checkbox"/>	12	120A	221115052	1	01-000-2000-2204-000	Sales Tax	2.79	
<input checked="" type="checkbox"/>	12	120A	221115052	2	01-101-3000-3011-000	Plumbing Fees - Labor	44.00	
<input checked="" type="checkbox"/>	12	167E	221114021	1	01-000-2000-2204-000	Sales Tax	2.83	
<input checked="" type="checkbox"/>	12	167E	221114021	2	01-420-3000-3005-000	Electric Fees - Materials	28.45	
<input checked="" type="checkbox"/>	12	167E	221114021	3	01-420-3000-3004-000	Electric Fees - Labor	44.50	
<input checked="" type="checkbox"/>	12	643B	221101061	1	01-000-2000-2204-000	Sales Tax	5.02	
<input checked="" type="checkbox"/>	12	643B	221101061	2	01-201-3000-3002-000	Carpenetry Fees - Labor	79.00	
<input checked="" type="checkbox"/>	12	778B	221115005	1	01-000-2000-2204-000	Sales Tax	2.51	

Click on **OK** ; the transactions will be posted to their respective customer accounts and GL transactions will be created for Finance to review and post.

Figure 9 Posting the Transfer Batch when there are transactions selected

6.1.2.1 Servicom GL Posting Report

10852-MBSRVBILGLPST.REP Printed 24-Feb-2023 at 14:04:09 Page 1
Heritage Village Master Association
SERVICOM GL Posting Report

GL Posting#: 225

FY	Date	Account#	Description	Debit	Credit
2023	18-Nov-2022	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS	386.78	
2023	18-Nov-2022	01-000-2000-2204-000	ACCRUED STATE SALES TAX - LIABILITY		18.17
2023	18-Nov-2022	01-000-2500-2901-000	REVENUE CONTROL		318.61
2023	08-Dec-2022	01-000-2500-2902-000	EXPENDITURE CONTROL		50.00
BALANCE SHEET				386.78	386.78
2023	18-Nov-2022	01-101-3000-3011-000	PLUMBING FEES-CHARGE TO UNIT OWNERS - PLUMBIN		44.00
2023	16-Nov-2022	01-201-3000-3002-000	CARPENTRY FEES-CHARGE TO UNIT OWNERS - CARPEN		197.50
2023	07-Nov-2022	01-201-3000-3003-000	CARPENTRY FEES-CHARGE TO UNIT OWNERS - CARPEN		4.16
2023	08-Dec-2022	01-206-7000-7117-206	GENERAL CONTRACTUAL SERVICES-UNIT DAMAGE		50.00
2023	18-Nov-2022	01-420-3000-3004-000	ELECTRICAL FEES-CHARGE TO UNIT OWNERS - ELECT		44.50
2023	18-Nov-2022	01-420-3000-3005-000	ELECTRICAL FEES-CHARGE TO UNIT OWNERS - ELECT		28.45
SUBSIDIARY LEDGER					368.61
Total Year 2023				386.78	755.39
*** GRAND TOTAL ***					
Balance Sheet				386.78	386.78
Subsidiary Ledger					368.61

Figure 10 Servicom Transfer GL Posting Report



6.1.2.2 Servicom Transfer Interface List of Invoices & Work Orders

10856-MBREP:MBRSVBILPST.REP Printed 24-Feb-2023 at 14:04:09 Page 1
Heritage Village Master Association
Post SERVICOM Transfers to AUC

Work Order# 221106021	Customer# 1011B	CAROL M SCOLPINO	Billed 07-Nov-2022
Invoice# 008138-00	Transfer Batch# 9		
Account	Type	Amount	
01-000-2000-2204-000	Sales Tax	5.02	
01-201-3000-3003-000	Carpentry Fees - Materials	4.16	
01-201-3000-3002-000	Carpentry Fees - Labor	79.00	
Invoice Total		88.18	

Work Order# 221201051	Customer# 119B	JOYCE A HAMMOND	Billed 08-Dec-2022
Invoice# 008139-00	Transfer Batch# 9		
Account	Type	Amount	
01-206-7000-7117-206	Claims	50.00	
Invoice Total		50.00	

Work Order# 221115005	Customer# 778B	PETER SVIHRA	Billed 16-Nov-2022
Invoice# 008143-00	Transfer Batch# 9		
Account	Type	Amount	
01-000-2000-2204-000	Sales Tax	2.51	
01-201-3000-3002-000	Carpentry Fees - Labor	39.50	
Invoice Total		42.01	

Invoices 6 386.78

Figure 11 Servicom Transfer Interface report of Invoices and work orders

The Transfer Interface report provides a list of the invoices and work orders that will now appear on the customer records using the Customer Query or Customer Maintenance screen.

6.1.3 Verify the Data on the Customer Record

To verify the data is visible on the customer record, from the menu, select:

Misc Billing ► Queries ► Transactions

The transactions from the SERVICOM Upload are visible on the Bill Query Transactions tab

Transactions

Customer# 1011B X Search... 24-Feb-2023 # 352,72

Owner CAROL M SCOLPINO
Address 1011B HERITAGE VILLAGE

Bill Payment Detail Payment Transactions Q Trx Summary 0 Attachment (1)

Description	Trx Date	Charges	Payments	Other	Display - Spec Invoice Desc
HOR Fees	10-Jan-2023		679.00		JAN HOR Fees
HOR Fees	01-Jan-2023	679.00			
Sales Tax	28-Dec-2022		5.02		
Carpentry Fees - Mater	28-Dec-2022		4.16		
Carpentry Fees - Labor	28-Dec-2022		79.00		
Sales Tax	21-Dec-2022	5.02			Sales Tax Doc#: 221106021 Billed: 07-Nov-2022
Carpentry Fees - Mater	21-Dec-2022	4.16			Carpentry Fees - Materials Doc#: 221106021 Billed: 07-Nov-2022
Carpentry Fees - Labor	21-Dec-2022	79.00			Carpentry Fees - Labor Doc#: 221106021 Billed: 07-Nov-2022
HOR Fees	07-Dec-2022		679.00		
HOR Fees	24-Dec-2022	679.00			DEC HOR Fees
Sales Tax	07-Nov-2022	5.02			Sales Tax Doc#: 221106021 Billed: 07-Nov-2022
Carpentry Fees - Mater	07-Nov-2022	4.16			Carpentry Fees - Materials Doc#: 221106021 Billed: 07-Nov-2022
Carpentry Fees - Labor	07-Nov-2022	79.00			Carpentry Fees - Labor Doc#: 221106021 Billed: 07-Nov-2022
Sales Tax	03-Nov-2022	5.02			Sales Tax Doc#: 221106021 Billed: 07-Nov-2022
Work Order# 221106021 Customer# 1011B CAROL M SCOLPINO Billed 07-Nov-2022					
Invoice# 008138-00 Transfer Batch# 9					
Account	Type	Amount			
01-000-2000-2204-000	Sales Tax	5.02			
01-201-3000-3003-000	Carpentry Fees - Materials	4.16			
01-201-3000-3002-000	Carpentry Fees - Labor	79.00			
Invoice Total		88.18			

Figure 12 The Bill History tab showing the SERVICOM transaction



6.1.3.1 The SERVICOM Charges on the Statement

Once the posting is complete, the charges are available on the Customer Statement:

CUSTOMER STATEMENT

Page 2 of 2

HERITAGE VILLAGE MASTERS
ASSOCIATION, INC
719 EAST HILL ROAD
SOUTHBURY, CT 06488

Phone: (203) 264-9644 EXT. 127

CAROL M SCOLPINO
1011B HERITAGE VILLAGE
SOUTHBURY, CT 06488-6616

Statement Date : 24-Feb-2023
Amount Due: \$352.72
Customer Number: 1011B
Primary Address: 1011B HERITAGE VILLAGE

Invoice #	Description	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
008138-00	Sales Tax Doc#: 221106021 Billed: 07-Nov-2022	07-Nov-2022	\$5.02			\$5.02	\$5.02
008138-00	Carpentry Fees - Materials Doc#: 221106021 Billed: 07-Nov-2022	07-Nov-2022	\$4.16			\$4.16	\$4.16
008138-00	Carpentry Fees - Labor Doc#: 221106021 Billed: 07-Nov-2022	07-Nov-2022	\$79.00			\$79.00	\$79.00
Invoice 00813800 Total:			\$88.18	\$0.00	\$0.00	\$88.18	\$88.18

Figure 13 SERVICOM Charges on the Customer Statement

7 Finance Posts to the GL

The GL Posting Report provides an audit trail of the overall amounts posted to the various GL revenue accounts in the unposted file. Finance will review the report and post the transactions to the general ledger.

[HVMA] 1110-Transaction History [MUPDEV3]

All Trx Co
Transaction History

Goto...

Actions

6 Drill Down

7 Acct Bal Inquiry

8 Excel

9 Excel by Date

Posting #
FY
Reference#
User Bat#

228
2023
2945
SERV228

1 Account
2 Posting#
3 User Batch
4 Reference#
5 Trx Date

Trx Date	Account Number	Line	GL#	TrxCode	Amount	Type	Display - Post Date
08-Dec-2022	01-000-1000-1100-000	1	13	MB01	50.00	DR	27-Dec-2022
08-Dec-2022	01-000-2500-2901-000	2701	13	MB01	50.00	CR	27-Dec-2022
08-Dec-2022	01-000-3000-3001-000	1	13	MB01	50.00	CR	27-Dec-2022
18-Nov-2022	01-000-1000-1100-000	1	1	MB01	5.02	DR	27-Dec-2022
18-Nov-2022	01-000-1000-1100-000	2	2	MB01	79.00	DR	27-Dec-2022
18-Nov-2022	01-000-1000-1100-000	1	6	MB01	2.83	DR	27-Dec-2022
18-Nov-2022	01-000-1000-1100-000	2	7	MB01	28.45	DR	27-Dec-2022
18-Nov-2022	01-000-1000-1100-000	3	8	MB01	44.50	DR	27-Dec-2022

Figure 14 The Servicom transactions on the GL Transaction History screen

After posting to the GL, they are available in the transaction history query screen as shown in Figure 14.

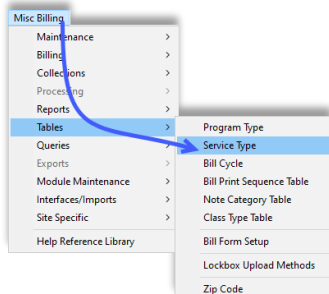


8 Set Up a New Service Type

Misc. Billing ► Tables ► Service Type

At the top of the service type screen are three editable fields. To access the Servicom Service Type for 2023, type:

- current Bill Year, e.g., **“2023”**
- Bill Type **“95”**
- Program **“SERVICOM”**



Service Type

Year Type Program
2023 95 SERVICOM SERVICOM Supplemental Invoices

1 Service 2 Bill Rates 3 Accounting 4 Notes 5 Groups 0 Add/Chg Form

----- Bill Type 90/91 Only -----

Service Type	Description	Short Desc	Day#	Include In Refunds	Include In Spec Inv	Include In Allow Multi	Enroll	Include In Services Required	Daily Bal	Recurring Bill?	Use Bill Form
CARP-LABOR	Carpentry Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CARP-PARTS	Carpentry Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CHARGE-BACK	Charge Back			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CLAIMS	Claims			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
DUMPSTER	Dumpster			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
ELEC-LABOR	Electric Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
ELEC-PARTS	Electric Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
GRANDS-LABOR	Trees & Pest Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
GRANDS-PARTS	Trees & Pest Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
LOCKOUTS	Security Assisted Lockouts			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
NSF	Returned Check Fee			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
OTH-FINE	Other Income Fines			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PATIO	Patio Reset Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-LABOR	Plumbing Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-PARTS	Plumbing Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
SALESTAX	Sales Tax			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
VARIANCE	Variance			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV

To Add a new Service Type,

click the  button:

Service Type [TRAINING]

Year Type Program
2023 95 SERVICOM SERVICOM Supplemental Invoices

1 Service 2 Bill Rates 3 Accounting 4 Notes 5 Groups 0 Add/Chg Form

----- Bill Type 90/91 Only -----

Service Type	Description	Short Desc	Day#	Include In Refunds	Include In Spec Inv	Include In Allow Multi	Enroll	Include In Services Required	Daily Bal	Recurring Bill?	Use Bill Form
CARP-LABOR	Carpentry Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CARP-PARTS	Carpentry Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CHARGE-BACK	Charge Back			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
CLAIMS	Claims			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
DUMPSTER	Dumpster			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
ELEC-LABOR	Electric Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
ELEC-PARTS	Electric Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
GRANDS-LABOR	Trees & Pest Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
GRANDS-PARTS	Trees & Pest Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
LOCKOUTS	Security Assisted Lockouts			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
NSF	Returned Check Fee			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
OTH-FINE	Other Income Fines			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PATIO	Patio Reset Fees			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-LABOR	Plumbing Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-PARTS	Plumbing Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
SALESTAX	Sales Tax			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
VARIANCE	Variance			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV



This system will display this pop-up:

[HVMA] 10004-Service Type [TRAINING] [MUPDEV3]

Add Service Type

Required: Enter Bill Year

Required: Enter Program Type

Required: Enter Service Type

Enter the current bill year and enter the Program Type **"SERVICOM"** (or select it from the lookup).

In the Enter Service Type, enter up to 12 characters as a code to identify the new SERVICOM bill type you are setting up. E.g., ELEC-LABOR for Electric Labor costs. **"PEST-LABOR"** is used in the example.

Click ; the new Service Type **"PEST-LABOR"** will be displayed at the top of the screen.

Service Type

Year Type Program
2023 95 SERVICOM SERVICOM Supplemental Invoices

1 Service 2 Bill Rates 3 Accounting 4 Notes 5 Groups 0 Add/Chq Form

Service Type	Description	Short Desc	Day#	Include In Refunds	Include In Spec Inv	Include In Allow Multi	Enroll	Include In Services Required	Include In Daily Bal	Recurring Bill?	Use Bill Form
PEST-LABOR	Pest Control - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-LABOR	Plumbing Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-PARTS	Plumbing Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
SALESTAX	Sales Tax			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
VARIANCE	Variance			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV

Status: Record Active

Enter a **full description** of the new Service type and check the **Include in Refunds** ☒ checkbox (to allow refunding from this type if it is overpaid.)

8.1 Set up the Accounting

To set up the Accounting for this new Service Type, click on the **[Accounting]** Tab:

Service Type

Year Type Program
2023 95 SERVICOM SERVICOM Supplemental Invoices

1 Service 2 Bill Rates **3 Accounting** 4 Notes 5 Groups 0 Add/Chq Form

Service Type	Description	Short Desc	Day#	Include In Refunds	Include In Spec Inv	Include In Allow Multi	Enroll	Include In Services Required	Include In Daily Bal	Recurring Bill?	Use Bill Form
PEST-LABOR	Pest Control - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-LABOR	Plumbing Fees - Labor			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV
PLUM-PARTS	Plumbing Fees - Materials			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SUPINV



This is an example; the actual revenue account must match the GL Model on Servicom

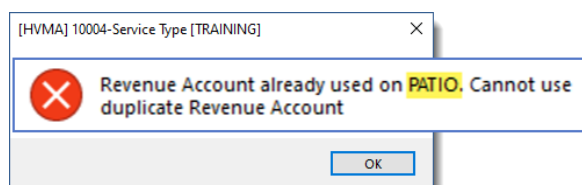
Service	Description	Post to A/R	Adjustment Allowed this Category
PEST-LABOR	Pest Control - Labor	<input checked="" type="checkbox"/>	<input type="radio"/> None <input type="radio"/> Charge <input type="radio"/> Payment <input checked="" type="radio"/> Both

Account Number	G/L Account Description
01-000-1000-1001-000	CASH - NEWTOWN OPERATING ACCT
01-405-3000-3013-000	PEST CONTROL LABOR REVENUE
01-405-3000-3013-000	PEST CONTROL LABOR REVENUE
01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS

These are the 4 accounts that need to be set up for each service type.

Account Type	Description	Value
Cash	Cash Account	01-000-1000-1001-000
Revenue	This is the account into which the revenue should be received. This must match the revenue account set up in SERVICOM	01-405-3000-3013-000 <i>While the image uses 01-405-3000-3013-000, this is only an example.</i>
Deferred Revenue	Enter the same account here as was used for the Revenue account	01-405-3000-3013-000
Accounts Receivable	Account Receivable account	01-000-1000-1100-000

When entering the Revenue Account, if the account is already in use on another code, the system pops up an error:



It means that the revenue account has already been used on another SERVICOM code and cannot be used again. The highlighted text shows the name of the code using the specified revenue account. Enter a different revenue account. If no errors are displayed, then the service type has been set up correctly.

9 Making Corrections to Customers or Invoices

Occasionally an error will be made resulting in a Servicom invoice being issued to the wrong customer.

9.1 Incorrect Invoice Not Yet Transferred to AUC

If the invoice with the error has not yet been transferred to AUC, cancel the original invoice in **Servicom** and issue a new one in **Servicom**. Only the new invoice will be transferred to AUC.



9.2 Incorrect Invoice has been Transferred to AUC

If the incorrect invoice was transferred to AUC, cancel the original invoice in **Servicom** and issue a correct invoice in **Servicom** to the correct customer.

A supervisor will issue a credit slip to Betsy. Betsy will process an adjustment to reverse the charges from the incorrect invoice/bill. The new bill will come into AUC when transferred.

Misc Billing ► Queries ► Customer Query ► [4 Bill History]

[HVMA] 10215-Transactions

2023 Misc Billing

Bill# 002942-00 Year 2023 X Search... Balance as of 04-Jan-2023 \$ 75.78

Owner HEMEND BRAD
Service Add
Account 167E
Parcel

Bill Payment Detail Payment Transactions Q Trx Summary 0 Attachments Spc Inv Text

Description	Trx Date	Charges	Payments	Other	Display - Transaction Desc
Sales Tax		2.83			Bill# 002942-00 Doc#:221114021
Electric Fees - Materi		28.45			Bill# 002942-00 Doc#:221114021
Electric Fees - Labor		44.50			Bill# 002942-00 Doc#:221114021

These transactions were transferred but they were billing the wrong customer in Servicom

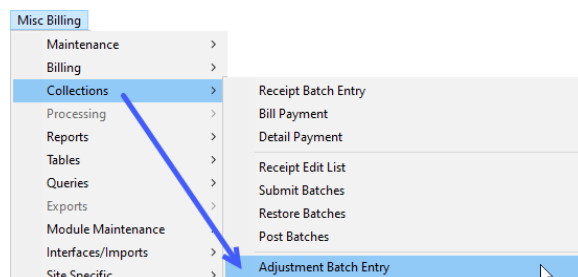
9.2.1 Processing Adjustments to Invoices

See **MB-210 Adjustments and Transfers** for the full details in the Misc Billing Help Reference Library. Below is a quick guide for making simple adjustments.

9.2.2 Create Adjustment Batch

Adjustments must be entered in batches. From the menu, select:

Misc. Billing ► Collections ► Adjustment Batch Entry.



To create a new batch, click on **Add Batch**.





Since HVMA allows **B** (Both), enter either an alphanumeric batch designator or leave the field blank for a system-assigned number. **ADMINS** recommends allowing the system to assign the number. The Adjustment Batch screen will look like this:

9.2.3 Misc Bill Adjustment Batch Screen Entry

1. Enter a Deposit Date.
2. Enter the amount of the payment or the charge (*to be reversed as a negative number*).
3. Click on the **[3 Enter Adjust]** button and select **Adjustment Entry** from the drop-down list.

9.2.4 Adjustment Entry Screen – Select the Customer # & Transaction Code

1. Click on the **[8 Add by Cust #]** button; use the **[Find]** or **[Search]** button to filter the selection.
2. The system presents the Bills by Customer # number lookup; select and click on .
3. The system immediately displays the list of Transaction Codes. Select **ADJ** for Adjustment and click on .



Adjustment Entry

Batch 7 TrxNumber [redacted] Note [redacted]
Type 00 Year 0000 Code [redacted]
5 Add by Bill# 000000-00
6 Add by Cust# [redacted]
7 Add by [redacted]
8 Add by Cust# [redacted]
Restrict Add Type [redacted]
Restrict Add Year [redacted]

Net Billed Paid Cur

Bills by Customer#

Customer	Billing Type	Year	Bill#	Program	Balance	Owner
10000	Misc Billing	2023	002981-00	HOFEEES		ROBERT & MARY WHEELIN
1000B	Misc Billing	2023	002982-00	HOFEEES		ELLEN H. MANTAN ISSUE TRUST
1001A	Misc Billing	2023	002983-00	HOFEEES		NINA WAGNER
1001B	Misc Billing	2023	002984-00	HOFEEES		LYNN S HOLLEY &
1002A	Misc Billing	2023	002985-00	HOFEEES		VERONICA D. BOYCE
1002B	Misc Billing	2023	002986-00	HOFEEES		VERONICA D. BOYCE
1002C	Misc Billing	2023	002987-00	HOFEEES		DENISE A DONOFIO
1003A	Misc Billing	2023	002988-00	HOFEEES		JOSEPH & LOLA SALZANO
1003B	Misc Billing	2023	002989-00	HOFEEES		RAYMOND W. & JERN J. BRANDA
1004A	Misc Billing	2023	002990-00	HOFEEES		SUSAN HOLMS
1004B	Misc Billing	2023	002991-00	HOFEEES	765.00	ANNA-KAY MONICO
1005A	Misc Billing	2023	000001-00	BLANCE	-18.00	GREGORY A. & DIANE T. FALK
1005B	Misc Billing	2023	002991-00	HOFEEES		GREGORY A. & DIANE T. FALK
1006A	Misc Billing	2023	002992-00	HOFEEES		DONALD A BICKFORD
1006B	Misc Billing	2023	000002-00	BLANCE	105.00	MARCIA BLANK SMITH
1006C	Misc Billing	2023	002993-00	HOFEEES		MARCIA BLANK SMITH
1006D	Misc Billing	2023	002994-00	HOFEEES		LINDA SANTASIERO
1007A	Misc Billing	2023	000003-00	BLANCE	391.65	JULIA HOLLINS
1007B	Misc Billing	2023	002995-00	HOFEEES		JULIA HOLLINS

OK Find Search Cancel Help Eof

Transaction Codes

Code	Description	Allowed
ADJ	Adjustment	Change on Payment
ADV	Advanced Payment	Payment
ADU	ADU DISBURSE (DEPT RECT ADJUSTMENT)	Change on Payment
AF	Added Fees	Change on Payment
AI	Added Interest	Change on Payment
AT	Added Tax	Change on Payment
AUC	WRITE-OFF ABATEMENT	Change on Payment
CCOR	CCOR CORRECTION	Change on Payment
DEM	Demand	Change on Payment
ED	EARLY PAYMENT DISCOUNT	Change on Payment
EFTR	ELECTRONIC FUNDS TRANSFER	Change on Payment
EFTR	ELECTRONIC FUNDS TRANSFER REJECTED	Change on Payment
ICAK	ICLOUD AMEX	Change on Payment
ICOA	ICLOUD CC/ACH	Change on Payment
ICOC	ICLOUD O/L CHECKS	Change on Payment
INS	Insufficient Funds	Change on Payment
INVC	INVOICE CLOUD PAYMENT SERVICES	Change on Payment
MBAD	MISC BILL ADJUSTMENT	Change on Payment
MBCA	MB - CANCEL INVOICE	Change

OK Find Search Cancel Help Eof

9.2.5 Make & Accept the Adjustments & Return to the Batch Screen

Adjustment Entry

Batch 4 TrxNumber 6360 Note Wrong customer billed in Servicom
Type 95 Misc Billing Year 2023 Code ADJ Date 04-Jan-2023
Owner Mailing Address
ARMEND BRAD
C/O FCP PROPERTIES
P. O. BOX 1233
SOUTHBURY, CT 064881337
Program SERVICOM
SERVICOM Supplemental Invoices

5 Add by Bill# 002942-00
6 Add by [redacted]
7 Add by [redacted]
8 Add by Cust# 167E

Net Billed Paid Cur Balance Adjust Chg Adjust Pay Adjusted Balance

Sales Tax	2.83		2.83	-2.83		
Electric Fees - Materials	28.45		28.45	-28.45		
Electric Fees - Labor	44.50		44.50	-44.50		

1 Write Off
2 Add Charge
Clear All
0 Accept
4 Goto Batch


Info Views
Bill Details
Pending Pmnts
Pending Adjusts

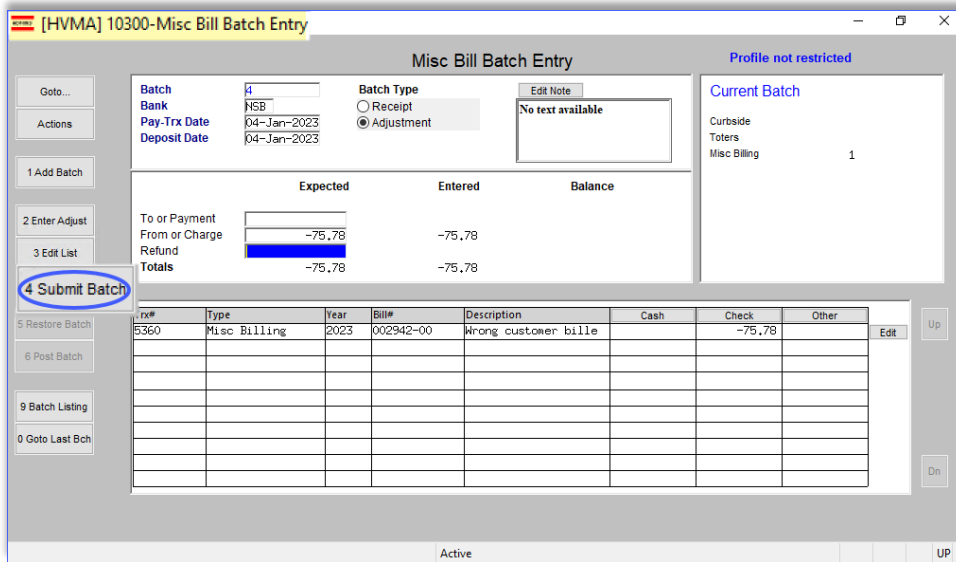
-- Added 04-Jan-2023 By [redacted]

UP



9.2.6 Adjustment Batch Screen after data entry is complete

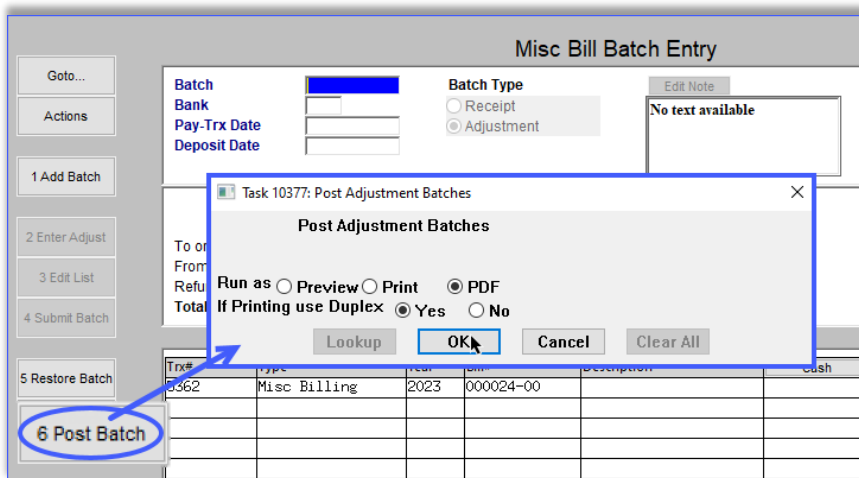
Click on the  button to move the batch into a status to be posted.



Trx#	Type	Year	Bill#	Description	Cash	Check	Other
5360	Misc Billing	2023	002942-00	Wrong customer bill		-75.78	

The system will produce a submission report, and the  [6 Post Batch] button will be available (before this it was grayed out and could not be used.)

9.2.7 Post the Batch



Task 10377: Post Adjustment Batches

Run as ☐ Preview ☐ Print ☒ PDF

If Printing use Duplex ☒ Yes ☐ No

Buttons: Lookup, OK, Cancel, Clear All

The posting report will be displayed on the screen.



10377-MBADDPOST.REP Printed 04-Jan-2023 at 18:33:23 Page 1

Heritage Village Master Association
Misc. Billing Post Adjustment Batches

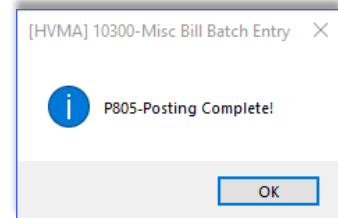
**** Batch In Balance ** Will Post**

Batch# : 4
Posting# : 206

Pay Trx Date : 04-Jan-2023
GL Effective Date: 04-Jan-2023
Bank : NSB NEWTOWN SAVINGS BANK
Entered By : THERESA
Batch Owner: THERESA

Entered : \$ -75.78
Expected : \$ -75.78
Deposit Date : N/A

Batch#	Trx#	Bill Year	Payment Date	Bill Number	Bill Type	Service Type	Chg Amt	Adj Amt	Ref Amt	Pay Amt
4	5360	2023	04-Jan-2023	002942-00	95 Misc Billing	SALES Sales Tax	-2.83			
4	5360	2023	04-Jan-2023	002942-00	95 Misc Billing	ELEC- Electric Fees - Materials	-28.45			
4	5360	2023	04-Jan-2023	002942-00	95 Misc Billing	ELEC- Electric Fees - Labor	-44.50			
*** Total							-75.78			
*** Total for Misc Billing							-75.78			
*** Grand Total ***										
							Count	Chg Amt	Adj Amt	Ref Amt
							3	-75.78		
							Misc Billing			Paid
							3	-75.78		



Click on the **OK** button.

The adjustment is complete and will show up on the Customer Query screen.

9.2.8 Bill Query Screen after Adjustment

To verify the data is visible on the customer screen, from the menu, select:

Misc Billing ► Queries ► Customer Query ► [4 Bill History]

2023 Misc Billing Transactions

Goto... Actions

Bill# 002942-00 Year 2023 X Search... Balance as of 05-Jan-2023 \$

Owner ARMAND BRAD
Service Add
Account 167E
Parcel - -

Bill Payment Detail Payment Transactions Q Trx Summary 0 Attachments Spc Inv Text

Description	Trx Date	Charges	Payments	Other	Display - Tran Code Desc.
Sales Tax		2.83			Billing
Electric Fees - Materi		28.45			Billing
Electric Fees - Labor		44.50			Billing
Sales Tax	04-Jan-2023	-2.83			Adjustment
Electric Fees - Materi	04-Jan-2023	-28.45			Adjustment
Electric Fees - Labor	04-Jan-2023	-44.50			Adjustment

Bill Type History List 9 Summary List

Figure 15 The bill shows the adjustments

9.2.9 Finance Posts the Adjustment Batch

Post GL Transactions

Goto... Actions

1 Select All 2 Deselect All 3 Edit List 4 Post to GL

Sel	Year	GL Batch	Original Bal	Debits	Credits	Adjustments	Encumbrance	Entered By	Type	Details	Locked By
<input checked="" type="checkbox"/>	2023	206		148.73	75.78			THERESA	Misc Bill Adjustm	Lines	
<input checked="" type="checkbox"/>	2023	203		1050.00	1050.00			THERESA	Misc Bill Receipt	Lines	
<input checked="" type="checkbox"/>	2023	202		350.00	700.00			THERESA	Misc Invoice Bill	Lines	
<input checked="" type="checkbox"/>	2023	201		396.78	755.39			ANTHER	Misc Invoice Bill	Lines	
<input checked="" type="checkbox"/>	2023	200		396.78	755.39			ANTHER	Misc Invoice Bill	Lines	
<input checked="" type="checkbox"/>	2023	199		396.78	755.39			ANTHER	Misc Invoice Bill	Lines	