



Bank Questionnaires

HVMA frequently receives requests from banks and mortgage companies to complete property questionnaires. They now use a consolidated form 1076 to fulfill such requests, which they send back to the banks.

If a bank insists on using its own form, HVMA charges a fee. HVMA also tracks when these questionnaires are completed, even if no invoice is issued when the bank accepts the standard form 1076.

To begin, click the Bank Question button on the customer maintenance screen. From the menu, select:

Misc Billing ► Maintenance ► Customer Maintenance ► [Bank Question]

1 Bank Questionnaire Screen #10144

The system will present the **Customer Maintenance– Bank Questionnaire** screen #10144.

Click the **[Add Invoice]** button, and a prompt will appear.

The bank for which the questionnaire is being prepared is a required field on the prompt.

Enter the requesting bank's Bank Code.

Select **Yes** to use the bank's specific form or **No** to use the HVMA standard 1076 form.



The prompt asks whether an invoice for the Questionnaire Fee needs to be created. If they are using their own Form 1076, then no invoice is necessary.

However, if HVMA must use the bank's original form, they charge the fee. The invoice is issued to the customer account but is ultimately paid by the requesting bank.

Task 10294: Add Invoice for Bank Questionnaires

Add Invoice for Bank Questionnaires
Create invoice for processing a bank Questionnaire

Required: Enter Bank Code for Questionnaires

Issue Invoice for Bank Questionnaire Fee ☒ Yes ☐ No

Lookup OK Cancel Clear All

Use the lookup to select from the available bank codes. If the bank is not found, add the bank to the bank table (see section [Misc Billing Bank Table #10067](#) below; also [MB-632 HVMA Condo Documents Setup](#) in the Help Reference Library).

Upon clicking OK, the following occurs:

- A record is created in the bank questionnaires screen.
- When an invoice is generated, the **[Go To Invoice]** button will appear. If an invoice is requested, the status field remains empty; it is updated only when no invoice has been created.

1.1 Invoice is Generated

In this case the Invoice was created and the **[Go To Invoice]** button is visible.

1 Customer

6 Ticklers

2 PRG Invoice (1)

3 Custom Fields

4 Field Logs (1)

5 Bank Question

Created	Time	By	Bank	Bank Name	Status	Invoice#	Buttons
03-Sep-2024	18:43:49	ANTHEA	ION	ION BANK		065002-0	Go to Invoice

1.1.1 Customer Record is Updated with the Invoice

An invoice has been added to the customer record for the Questionnaire fee. This is visible on the Detail Payment Inquiry screen.

[HVMA] 10210-Detail Payment Inquiry

Customer# 100020
Owner STEPHEN STILLS
Address 1000A HERITAGE VILLAGE

Balance Pre-Pay: 0.00 Invoices: 85.00
Payment Date 30-Sep-2024
Bill Date 01-Mar-2023
Due Date 15-Mar-2023

Invoice#	Year	Description	Charges	Paid	Refund	Adjustments	Balance	Pending	PA
013506-00	2999	1 Pre-Payment							
065028-00	2024	1 Bank Questionnaire Fee	85.00				85.00		
059804-00	2024	1 JUL Monthly HGR Fees	719.00	719.00					
067200-00	2024	1 JUL Monthly HGR Fees	719.00	719.00					
064490-00	2024	1 JUN Monthly HGR Fees	719.00	719.00					
061756-00	2024	1 MAY Monthly HGR Fees	719.00	719.00					
049038-00	2024	1 APR Monthly HGR Fees	719.00	719.00					
045369-00	2024	1 MAR HGR Fees	719.00	719.00					
043638-00	2024	1 FEB HGR Fees	719.00	719.00					
043638-00	2024	1 HGR Fees							
040884-00	2024	1 JAN Monthly HGR Fees	719.00	719.00					
038204-00	2024	1 DEC HGR Fees	719.00	719.00					
Totals			6556.00	6471.00			85.00	85.00	



The PDF copy of the invoice is available on the Attachments screen #10225.

Attachments

Customer# 1000A
Owner STEPHEN STILLS
Address 1000A HERITAGE VILLAGE
30-Sep-2024 \$ 85.00
In-Progress Lease

Balance Pre-Pay: 0.00
Invoices: 85.00

Year	Invoice#	Seq#	Description	Filename	Buttons
2024	065026-00	1	Original Bank Questionnaire Process	SI_2024BANK0065026.PDF	
2024	059804-00	1	Original AUG 2024 Monthly HRA Fees	SI_2024HRAFEES059804.PDF	
2024	057200-00	1	Original JUL 2024 Monthly HRA Fees	SI_2024HRAFEES057200.PDF	
2024	054490-00	1	Original JUN 2024 Monthly HRA Fees	SI_2024HRAFEES054490.PDF	
2024	051756-00	1	Original MAY 2024 Monthly HRA Fees	SI_2024HRAFEES051756.PDF	
2024	049035-00	1	Original APR 2024 Monthly HRA Fees	SI_2024HRAFEES049035.PDF	
2024	046358-00	1	Original MAR Monthly HRA Fees on 01	SI_2024HRAFEES046358.PDF	

The attachment is visible on the Customer Maintenance Attachment tab as well. To view only Bank Questionnaire documents, set the Attachment Filter.

Customer Maintenance

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
In-Progress Lease

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

1 Customer 2 Owners 3 Residents 4 Leases 5 ReSales 6 Attachment (29) 7 Bill History 8 Trx History

Attachment Filter Bank Questionnaire Documents

Seq#	Description	Filename	Buttons
26	Original Bank Questionnaire Processing F	SI_2024BANK0065026.PDF	V View Z Email

1.2 No Invoice is Generated

In this instance, an invoice was not generated and the "go to invoice" button is not accessible. The status indicates that the invoice was not issued.

1 Customer 6 Ticklers 2 PRG Invoice (1) 3 Custom Fields 4 Field Logs (2) 5 Bank Question

Created	Time	By	Bank	Bank Name	Status	Invoice#	Buttons
03-Sep-2024	18:57:19	ANTHEA	ION	ION BANK	No Invoice issued upon request	000000-0	Go to Invoice



2 Misc Billing Bank Table #10067

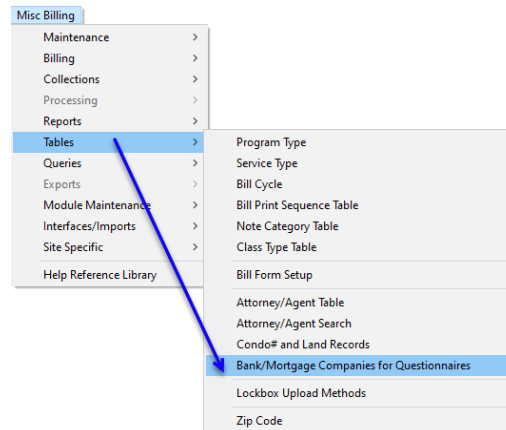
There is a separate table in Miscellaneous Billing (MB) for banks and mortgage companies specific to these questionnaires (this is distinct from the general bank table used for AP/HR).

All banks requesting a Form 1076 should be added to this table.

If a bank makes additional requests, and they are already in the table, do not add them again. Use the existing entry.

To access the table, from the menu, select:

Misc Billing ► Tables ► Bank/Mortgage Companies for Questionnaires



The screenshot shows the 'Bank/Mortgage Companies for Questionnaires' screen. It has a title bar '[HVMA] 10067-Bank/Mortgage Companies for Questionnaires' and a menu bar with File, Edit, View, Print, Database, Tools, Window, and Help. The main area contains a form with the following fields: Bank Code (WFG), Name (WELLS FARGO BANK), Address 1 (229 MAIN STREET SOUTH), Address 2, Address 3, Zip Code (06488-0000), City (SOUTHURY), and State (CT Connecticut). On the left side, there are buttons for 'Goto...', 'Actions', '1 Add Bank', and '2 Edit List'. At the bottom, there is a status bar with the text '-- Added 30-Sep-2024 By THERESA Changed 30-Sep-2024 by THERESA Status: Bank Active Lkup UP'.

The Bank Mortgage Companies for Questionnaires screen is displayed.

If the bank requesting the form 1076 is not already in the list, add the bank by clicking on the **[1 Add Bank]** button.

This table will list only the banks for which they prepare these questionnaires.



[HVMA] 10067-Bank/Mortgage Companies for Questionnaires

Add Bank

Required: Enter Bank Code for Questionnaires WFRG

Required: Enter Bank Name WELLS FARGO BANK

Lookup OK Cancel Clear All

Enter a unique code for the new bank (up to four alphanumeric characters).

Enter the Bank Name.

Both of these are required to set up a new bank.

Once the new code is added, fill in other information such as the address, city, state, and zip code.

2.1 Get a Listing of Available Banks (Edit List #10068)

Click the Edit List button to display this prompt:

Task 10068: Bank/Mortgage Companies Edit List

Bank Table for Questionnaires

Run as ☐ Preview ☐ Print ☒ PDF ☐ Excel

If Printing use Duplex ☒ Yes ☐ No

Lookup OK Cancel Clear All

Choose to run the report as ☒ PDF or ☒ Excel.

10068-MBENKTABEDT.REP

Heritage Village Master Association
Bank/Mortgage Companies Edit List

Code	Description	Address	Status
1	BANK ONE		Active
1234	BANK 12 34		Active
AMER	AMERIPRISE MORTGAGE		Active
AMS	AMERISAVE MORTGAGE		Active
BOA	BANK OF AMERICA		Active
CARM	CARRINGTON MORTGAGE		Active
FDM	FREEDOM MORTGAGE		Active
FFM	FREDDIE MAE/FREDDI MAC		Active
ION	ION BANK		Active
TDB	TD BANK		Active
USB	US BANK		Active
WFRG	WELLS FARGO BANK	229 MAIN STREET SOUTH SOUTHURY, CT 06488-0000	Active

12 Addresses
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These examples are for demonstration purposes; HVMA will update this table with the actual requesting banks as necessary.