Revenue – Miscellaneous Billing

MB–630 HVMA Customer Maintenance & Queries

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# 1 Customer Maintenance

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The **Customer Maintenance** screen serves as the main source for capturing information about a particular condominium unit.



While the **Customer Query** screens look similar, they do not permit data entry.

To open the **Customer Maintenance** screen from the menu, choose:

Miscellaneous Billing Maintenance Customer Maintenance

Misc Billing		
Maintenance	>	Customer Maintenance
Billing	>	Generate ACH/EFT Prenotes
Collections	>	Create a Lease
Processing	>	Create a Resale
Reports	>	
Tables	>	
Queries	>	
Exports	>	
Module Maintenance	>	
Interfaces/Imports	>	
Site Specific	>	
Help Reference Library		

	File Edit Ledg	10000-0 ers Purcha	Customer Maintenance ase Orders Accounts Payable Hur	nan Resources Budget	Collections	s Tax Motor	Excise Misc Billing S	ystem Favorites He	- 0	×
	• • • •	\$ H4 +	→ ⋈  ₩	2 6						
				Custor	ner Main	tenance				
face 5,	Goto Actions X Add Cust Y Delete Cust	Cust No Name 1 Name 2 Street# Street Line 2 City	DAVID JONES DAVID JONES MIKE NESMITH JOOOA HERITAGE VILLAGE SOUTHBURY	St [CT Zip [064	88-0000	Phone 1 Phone 2 Bill Delivery E-mail Addr	(203) 555-1616 (203) 555-1212 Ex O Print	t 0000 Typ C Cell t 0000 Typ H Home O None		
eens		1 Cuet	omar 2.0wnare	3 Decidente	4100000	5 DeSale	e 8 Attachment (2	1) 7 Bill History	8 Tey H	lietony
nere are for al	L Search 9 Reports Ticklers	Name 1 Name 2 Line1 Line2 Line3 Line4 City Country	Mailing Address Same a DAVID JONES MIKE NESMITH 1000A HERITAGE VILLAGE SOUTHBURY SOUTHBURY	s Unit Address	8-0000	Class Type Condo# Occupancy Demand Dat In-House Co	COUNTRY HOUSE 20 Occupied Ovaca e liection	nt O Flipper Attorney Date Foreclosure Date		
	PRG Invoices									
	Field Logs	EFT Bank	Transfer ONo OYes	Update EFT						
	Bank Question	Routing# Account# Type	THE PROFILES NHI LONAL BANK 1111-1111-1 1010101010 ● Checking ○ Savings			CLOSING 9	9/3/14			
		Pre-Note	0 Pre-Note Sent Date	_						
				Activ	re			L	kup	UP

The Customer Maintenance interface includes eight tabs, allowing users to navigate through different entry screens (subscreens).

On the left side, there are buttons available for accessing additional subscreens.

Each subscreen is described in the following sections.



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# 1.1 1 Customer Screen #10000

The customer tab on the customer maintenance entry screen is the default view. The area in **pink is for the owner address**; the area in green is for the Mailing Address. The **mailing address** is editable only if the **Same as Unit Address** checkbox is unchecked. The following list refers to the numbered blue boxes in the image below.

File Edit Ledg	10000-Customer Maintenance   ers Purchase Orders Accounts Payable Human Resources Budget Collectio 5 H4 ← → → W 榮 꽉 Q ■ 앱 記 බ	— 🗇 🗙 ons Tax Motor Excise Misc Billing System Favorites Help
Goto	Customer Ma Cust No 1001B Name 1 JOHN LENNON	13 Phone 1 (203) 777-1717 Ext 0000 Typ
X Add Cust 1	Name 2         YOK0         DND           Street#         1001B	Phone 2 (203) 777-1818 Ext 0000 Typ Bill Delivery O Print O Email O None E-mail Addr
L Search	1 Customer     2 Owners     3 Residents     4 Leases	S ReSales     6 Attachment (21)     7 Bill History     8 Trx History
9 Reports	Name 1 JOHN LENNON 1 Jame 2 YOKON ONO Line1 THE DAKOTA	Class Type BERK-1 ~
Ticklers PRG Invoices	Line3 Line4 City NEW YORK St NY Zip 10292-0000 Country USA	Demand Date Attorney Date In-House Collection Foreclosure Date
4 Custom rields Field Logs Bank Question	EFT Bank Transfer   No OYes Update EFT Bank Name Routing# Account#	Edit Notes 8 closing 6/29/09 se serv for winter addr
9	Type Pre-Note Pre-Note Sent Date	
	, Active	Lkup UP

#### Figure 1 The Customer Maintenance screen explained

1 This message shows the Cust No 1001B Balance amount calculation Name 1 SEAN LENNON (Invoices – Prepay = Total) if Name 2 YOKO ONO a balance is due. Street# 1001B Street HERITAGE VILLAGE Line 2 St CT Zip 06488-0000 City SOUTHBURY Balance Pre-Pay: 0.00 Invoices: 5,052.00 Total: 5,052.00 Balance Pre-Pay: Invoices: 5.052.00 Total: 5.052.00 0.00



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This section has a O No or
 Yes radio button – if O Yes is selected, the [Update EFT] button will be available to enter data for EFT fields.

Read <u>MB–620 HVMA EFT</u> <u>Transfer Information</u> in the Help Reference Library for details.

EFT Bank Trar	sfer  No Yes Update EFT	
Bar Ro <mark>EFT Ba</mark>	nk Transfer   No OYe	S
Account# Type		_
Pre-Note	Pre-Note Sent Date	

Note: Altering the Name 1 or Name 2 field triggers updates (in addition to the EFT-related question if the owner is on EFT). If the

✓ Same as Unit Address box is checked it will update <u>Mailing Name 1 with Name 1</u>. Additionally, the system will synchronize this change with <u>Owner Name 1</u> in the <u>Owners</u> tab.

The same process applies for Name 2. If there are more than two owners, manually update the relevant information in the Owners tab. If the owner is changed, the system will prompt to turn off the EFT for the New Owner.

[HVMA] 10000-Customer Maintenance	×
Change in Owner	
Turn off current EFT for New Owner Oyes  No	
Lumuré	
Lookup <u>OK</u> <u>Cancel</u> Clear <u>A</u> ll	

⊙ No - will leave EFT information as is (default)

 $\odot$  Yes – will set EFT radiobutton to N and clear out all EFT information



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8	For general notes, click	
	the Edit Notes button to	
	launch a notes editor.	Į

Always enter new ones at the top so the most recent entries are visible.

Cosing 6/29/09 se serv for winter addr			
Edit General Notes for Customer 1001B	_		×
File Edit View Insert Format Help			
Times New Roman (Western)     ■			
	5	ъ · · Ъ	
closing 6/29/09 se serv for winter addr			
i For Help, press F1	Ln 1, Col 1	CAP	N //



Bank Question	1000H	LACE		Bill De	slivery O Print O Email @ None			_
9 Add Invoice X Excel 9 Add Invoice	SOUTHBURY Pre-Pay: 0.00	St ( <b>Invoices: 4,648.00</b> T 2 Ticklers 3 PRG in	otal: 4	Zip 06488-0000 1,648.00 4 Custom Fields 5 F	I Addr band@adwins.com le closed on 17-Oct-2024 ield Logs (32) 6 Bank Question	In-Pro In-Pro	gress Resale gress Lease	8
Created	Time	By	Bank	Bank Name	Status	Invoice#	Buttons	1
23-Sep-2	024 16:05:18	THERESA	AMS	AMERISAVE MORTGAGE	No Invoice issued upon request	000000-0	Go to Invoice	
23-Sep-2	024 15:14:33	THERESA	CARM	CARRINGTON MORTGAGE		065026-0		
	00:00:00	CONVERT				000000-0		
		La contraction	<u> </u>		where have been and			

<sup>10</sup> Search button has four options for locating a customer or condominium unit.

Use the **Find** button to locate text at the beginning of a **Primary Address**. To search for text anywhere within the primary address, use the **Search** button.







STEPHEN STILLS

SEAN LÉNNON

Cust# Name

12345 940B 76A 933B 1000A 1000B 1001A 1001B 1007A

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By Street and Number

28 SAIL HARBOUR DR CASTLEWOOD DR GRAND AVE SUITE 492 HERITAGE VILLAGE HERITAGE VILLAGE HERITAGE VILLAGE HERITAGE VILLAGE HERITAGE VILLAGE HERITAGE VILLAGE

By Cultomer Name

316D HERITAGE VILLAGE,LLC

Name

Street

Street#

8 864 1000A 1000B 1001A 1001B 1007A

Unit Address

940B 28 SAIL HARBOUR DR 8 CASTLEWOOD DR 864 GRAND AVE SUITE 492 1000A HERITAGE VILLAGE 1000B HERITAGE VILLAGE 1001B HERITAGE VILLAGE 1001B HERITAGE VILLAGE 1007A HERITAGE VILLAGE

Cust#

316D

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OK Find Search Cancel Help Eof

Status

Active Active Active Active

Active Active

Active Active

Status

Active

× Tof

Use the **Find** button to locate text at the beginning of a Street Address. To search for text anywhere within the street address, use the Search button.

Use the Find button to
locate text at the beginning
of a <b>Customer Name</b> . To
search for text anywhere
within the Customer Name,
use the Search button.

Use the Find button to
locate text at the beginning
of a Mailing Address Name.
To search for text anywhere
within the Mailing Address
Name, use the Search button.

35 VALLEY VIEW, LLC 35 VALLEY VIEW, LLC 397B HERITAGE VILLAGE, LLC 533A HERITAGE VILLAGE, LLC	11E 86E 397B 533A	11E HERITAGE VILLAGE 86E HERITAGE VILLAGE 397B HERITAGE VILLAGE 533A HERITAGE VILLAGE	Active Active Active Active
		OK Find	Search Cancel Help Eof

Unit Address

316D HERITAGE VILLAGE

📧 By Mailing Address Name					×
Name	Cust#	Unit Address		Status	Tof
	12345			Active	~
	<u>4938</u>	4930 HERITAGE VILLAGE		Active	
	111B	111B HERITAGE VILLAGE		Active	
	526H	526H HERITHGE VILLHGE		Hctive	*
					_
		OK	Find Search Cance	l Help	Eot

9 Reports

<sup>11</sup> The reports button displays a drop down list from which a selection can be made to run a report. All the reports are described in detail in section <u>1.9 below</u>.

Customer Profile
Mailing List
Bill History
Trx History
Trx Summary
Program List
Customer Statement
Customer Email List
Customer EFT Report
Customer EFT Changes
Invoice Delivery Type List

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# 1.1.1 Lease Notations on the Customer Maintenance Screen

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

Phone 1 Phone 2	(860)         555-1212         Ext         0000         Typ           (860)         555-1212         Ext         0000         Typ			
Bill Delivery E-mail Addr	⊖Print ⊖Email			
Lease expired on 31-Jul-2024				

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

Phone 1 Phone 2	(203)         555-1212         Ext         0000         Typ         C         Cell           (000)         000-0000         Ext         0000         Typ			
Bill Delivery E-mail Addr	⊖Print ⊖Email			
Current Lease will expire on 30-Sep-2024				

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.

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

Phone 1 Phone 2	(914) 555-1212 Ext 0000 Typ (203) 555-1212 Ext 0000 Typ B Business			
Bill Delivery E-mail Addr	⊖ Print ⊖ Email			
Current Lease ends 01-Nov-2025				

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

Phone 1         (203) 555-1212         Ext         0000         Typ           Phone 2         (203) 555-1212         Ext         0000         Typ					
Bill Delivery () Print () Email () None E-mail Addr					
Last Lease Expired more than 3 months ago					
Phone 1         (860) 555-1212         Ext         0000         Typ           Phone 2         (860) 555-1212         Ext         0000         Typ					
Bill Delivery O Print O Email					
Last Lease Expired more than 3 months ago In-Progress Lease					

# 1.1.2 Resale Notation on the Customer Maintenance Screen

<sup>12</sup> 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 0	оооо Тур
Phone 2	(000) 000-0000 Ext 0	0000 Тур
Bill Delivery	OPrint OEmail @	9 None
E-mail Addr		
Resale clos	ing on 01-Oct-2024	In-Progress Resale



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# 1.1.3 Mailing Address and Contact Information

If the mailing address is the same as the service address, check the
 ✓ Same as Unit
 Address checkbox and the unit address will be brought in.

Checking the Same as Unit Address box disables data entry in the mailing address fields.

At any time, the mailing address of the Customer can be updated. Provide the mailing address and contact details for this customer. The mailing address is where all correspondence will be sent.

HVMA]	10000-Custo	mer Maintena Irs Accounts Payabl	nce Ie Human Resources E 8 📾 🛃 🔒	Budget Collection	ns Tax Motor Excis	e Misc Billing System I	— Favorites Help	o ×
			Cu	istomer Mair	ntenance			
Goto Actions	Cust No 1000 Name 1 DAVI Name 2 MIKE	A D JONES NESMITH		_	Phone 1 (20 Phone 2 (20	3) 555-1616 Ext 0000 3) 555-1212 Ext 0000	Typ C Cell Typ H Hone	
X Add Cust	Street# 1000 Street HERI Line 2	A TAGE VILLAGE	St FT Zin	06488-0000	Bill Delivery OP E-mail Addr ban	rint	e In Progress	Resale
Y Delete Cust						Bill Delivery	OPrint	Emai
L Search	Mailin	2 Owners	3 Residents Same as Unit Address	4 Leases	5 ReSales	E-mail Addr	band@ad	mins.com
9 Reports Mailing Address Same as Unit Address								
Tic .	Line2 Line3 Line4	ala.	-		Occupancy   Compand Date	ccupied OVacant O	Flipper	

If the **Same as Unit Address** ☑ checkbox is checked and the service address and mailing *addresses* are now *different*, uncheck the checkbox □ to permit data entry of the new mailing address.

Any further issued Invoices, Invoice Reprints and the Bill Inquiry screen will display the new Mailing address.

Invoices may be emailed during billing and not printed. Click the **E-mail Bill** ☑ checkbox to indicate that the invoice will be emailed and enter a valid **E-mail address** 

Bill Delivery	○ Print	Email	ONone	
E-mail Addr				

All HVMA customers are set to **O** None by default.

# 1.1.4 X Add Customer

This will be necessary only if units are added to the village. Please notify support@admins.com in case the addition of units is expected.

X Add Cust

<sup>14</sup> To add new customers, click the button located on the left-hand side of the screen, or click on the [Actions] button and choose [Add New] from the drop-down list.

A prompt to continue will be displayed and then a blank customer screen is presented with the next sequential customer number assigned.

IVVMA] 10000-Customer Maintenance [theresa]	×	
Add New Customer		
Required: Enter New Customer Number		
Lookup OK Cancel Clear All		

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# 1.2 2 Owners Tab #10143

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The left side of the screen is a list of the owners. To update owner(s) information, – first click on the line on the left side to make it the active line, then make changes on the right side.

Changes can be made to the Owner Name, Date of Birth, Phone, and Email. Age is calculated from the date of birth.

If no date of birth is entered, the age will not be shown.

프 [HVMA] <mark>10143-Customer Maintenance</mark> - Owner Inform File Edit Ledgers Purchase Orders Accounts Payable Human Resources Bud ⓑ 國 플 플 룸 배 ← → 개 쪽 꼭 Q, 프 쿱 홈 슈	ation – 🗗 🗙 get Collections Tax MotorExcise MiscBilling System Favorites Help
Customer Ma	intenance - Owner Information
Goto Cust No 10018 Name 1 JOHN LENNOH Name 2 YOKO ONO Street# Street HERITAGE VILLAGE Line 2 XExcel XExcel Balance Pre-Pay: 0.00 Invoices: 309.00 Total: 309.00	6488-0000         Phone 1         (203) 777-5511 Ext 0000 Typ           Bill Delivery         Print         Email         None           E-mail Addr         No Lease Expiration - Life Tenant         None
5 1 ustomer 2 Owners 3 Residents	4 Leases 5 ReSales 8 Attachment (21) 7 Bill History 8 Trx History
Line Owner Name V. Buttop 1 JUHN LENNON 2 YOKO ONO Gear 3 4 1 2 5	Owner Name         YCK0 CHO           Resident?         Image: Control of the state of Birth         Image: Control of the state of Bi
	Lkup UP

Changing the Owner Name here will also change the "Name 1" at the top of the screen.

Lists all unit owners.

2 Allows clearing owner data from the record. The clear button will never be available for Owner 1. If Owner 2-5 have been entered and are no longer owners, use the clear button to clear out all information on lines 2-5. Update Owner 1 with the new owners name

<sup>3</sup> Indicates if the owner is a resident or not. Residents appear on the Residents tab; non-residents do not.

Note: If the name on line 1 changes and the <u>EFT flaq</u> is ☑ Yes, a will pop up will ask if the current EFT should be turned off for the new owner. INTERPOSE INT

4 [9 Add Owner] will add a new line. Enter the new owner name in the

Owner Name field on the right side of the screen. This will only be needed if there are more than five individual owners for a unit.

**5 [X Excel]** – generates a report of all owners' information for this customer.



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# 1.3 3 Residents Tab #10140

The left side of the screen denoted with the  $oldsymbol{A}$  is a list of the residents and a Type indicator (O for Owner. **T** for Tenant).

To enter resident(s) information, - first click on the line in the left side to make it the active line, then make

changes on the right side denoted with the  $\boldsymbol{\Theta}$ .

File Edit Ledge	10140-Customer Maintenance - Residents ers Purchase Orders Accounts Payable Human Resources Budget Collectio 5 Kr 수 아제 20 일 및 G 교 얇 값 습	ー ロ × ons Tax MotorExcise MiscBilling System Favorites Help
	Customer Maintena	ance - Residents
Goto Actions 9 Add Resident	Cust No         1001B           Name 1         SEAN LENNON           Name 2         YOKO ONO           Street#         1001B           Street         HERITAGE VILLAGE           Line 2         City         SOUTHBURY           City         SOUTHBURY         St CT         Zip	Phone 1 (203) 777-5511 Typ 0000 Phone 2 (000) 000-0000 Typ 0000 Bill Delivery Print Email ONone E-mail Addr
6	Balance Pre-Pay: 0.00 Invoices: 309.00 Total: 309.00	Sesses         SAttachment (21)         7 Bill History         8 Trx History
Line Resident 1 2 YOKO ON 6 GEORGE 1 	Name Type Buttons D ARRISON T Delete Resident? Date of Birth Contact Pho Email Addre	B         B                • Yes          No             3                 • Yes          No             3                 • Yes          No             3                 • Yes          No                 • (203)             264-3097                 • (203)             264-3097                 • (200)             000-0000                 • (200)             000-0000                 sts
		Lkup UP

Changes can be made to the Name, Date of Birth, Phone, and Email. Age is calculated from the date of birth. If no date of birth is entered, the age will not be shown.

The screen is described and explained below.

- 1 Lists all *residents* of the unit. This includes both Owners and/or Tenants.
- <sup>2</sup> if the tenant is no longer a resident of the property use the <u>Delete</u> button to remove their information.
- <sup>3</sup> Resident or not. Use the Yes/No radio buttons to change an owner from the resident to a non-resident.
- <sup>4</sup> Use the radio button to change the currently selected line resident from an Owner to a Tenant, and vice versa.
- <sup>5</sup> [Add Resident] will add a new line. When adding a resident, the line number will begin at # 6. Both the owner and resident tables share the same file; lines 1-5 are reserved for owners, while residents who are not owners start from line # 6. If there is a Tenant, click Add Resident to add them here.
- <sup>6</sup> [Excel] creates an Excel<sup>®</sup> report of residents for this customer (to report on all residents for all customers use the Reports menu). A sample is shown below.

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# 1.3.1 Excel Report of Residents #10147

1	日 ら~ (	ິ` ▼ Cເ	ustomer_Residents_10147	7_11 - 1	Excel	₽ Sea	arch							8 -	o x
Fil	File Home Insert Page Layout Formulas Data Review View Help									🖻 Share ~					
07	~	$\times \checkmark f_x$													~
	А	В	С	D	E	F	G	Н	1	J	К	L	M	N	0
1	Cust#	Line	Resident_Name	<u>O/T</u>	Res	DOB	Age	Phone_1	Ext	Тур	Phone_2	Ext	Тур	Email	
2	1001B	1	SEAN LENNON	0	R			(203) 777-5511							
3	1001B	2	YOKO ONO	0	Ν	2/18/1933	91								
4															
.5.															
<	>	Mbcusresdx	1 +						E 40	_		-	-	-	<b>•</b> •
Read	dy 💏 Accessib	ility: Unavailabl	e										I 🗉 -		

# 1.4 4 Lease Tab (Summary Screen) #10141

This screen displays information about any prior leases that have been issued for this unit.

1 [9 Add Lease] Add or renew a lease. Refer to the <u>MB-</u> <u>635 Create a Lease</u> process document for details.

2 [X Excel] – Lists information about all leases that have been issued for this unit.

		Cı	ustomer Maintenance	e - Lease li	nformation			
Goto Add Lease X Excel	Cust No         12018           Name 1         SEAN LENNON           Name 2         YCK0 DND           Street#         1001B           City         SUCT Algo 06488-0000           Balance         Pre-Pay: 0.00           Invoices:         309.00           Total:         309.00							
Balance Pre-Pay: 0.00 Invoices: 309.00 Total: 309.00 Current Lease ends 31.Aug-2025           2         1 Customer         2 Owners         3 Residents         5 ReSales         5 Attachment (22)         7 Bill History         8 Trx History								
2	1 Custome	r 2 Owners 3 R	esidents 4 Leases	5 ReSal	ase ends 31-Aug-2020 es 8 Attachment (22) 7 B	Il History 8 Trx	History	
2 art -Sen-2024	End	r 2 Owners 3 R	esidents 4 Leases	5 ReSal	es 6 Attachment (22) 7 B Notes	Buttons	History	
2 art -Sep-2024 -Jan-2000	End 31-Aug-2025 18-Sep-2024	r 2 Owners 3 R Name on Lease Johnny Rotten JOANIE MITCHELL	esidents 4 Leases \$ Rent Move in 5,000,00 04-Sep-2024	5 ReSal	ase ends 31-Aug-2023 es 8 Attachment (22) 7 B Notes Thursday, 19 September, 2024 LIFE TENANT	Il History 8 Trx Buttons Edit Note Cancel	History	
2 irt -Sep-2024 -Jan-2000	1 Custome End 31-Aug-2025 18-Sep-2024	r 2 Owners 3 R Name on Lesse Johnny Rotten JORNIE MITCHELL	S Rent[Move In           5,000,00         04-Sep-2024	S ReSal	Ase ends 31-Aug-2025 es 6 Attachment (22) 7 B Notes Thursday, 19 September, 2024 LIFE TENHNT	Buttons Edit Note Cancel	History Detail	
2 	1 Custome End 31-Aug-2025 18-Sep-2024	r 20wners 3.R Name on Lease Johnny Rotten JORNIE MITCHELL	S Rent/Move in           5,000.00         04-Sep-2024	S ReSal	ase ends 31-Aug-2025 s SAttachment (22) 7 B Notes LIFE TENNHT	Buttons Edit Note Cancel	History Detail	
2 *t -Sep-2024 -Jan-2000	1 Custome End 31-Aug-2025 18-Sep-2024	r 2 Owners 3 R Name on Lease Johnnig Rotten JOPHIE MITCHELL	Stent/Move in           5,000,00         04-Sep-2024	S ReSal	ase ends 31-Aug-2025 es SAttachment (22) 78 Notes Thursday, 19 September, 2024 LIFE TENHIT	Buttons Edt Note Cancel	History	
2 rt -Sep-2024 -Jan-2000	1 Custome End 31-Aug-2025 18-Sep-2024	r 2 Owners 3 R Name on Lease Johnny Rotten JORNIE MITCHELL	Stent Move in           5,000,00         04-Sep-2024	S ReSal	ase ends 31-Aug-2025	Buttons Edt Note Cancel	History Detail	
2 rt -Sep-2024 -Jan-2000	1 Custome End 31-Aug-2025 18-Sep-2024	r 2 Owners 3 R Name on Lease Johnny Rotten JORNIE MITCHELL	esidents 4 Leases 5,000,00 04-Sep-2024 5,000,00 04-Sep-2024	S ReSal	ase ends 31-Aug-2025 es BAttachment (22) 7B Notes Thursday, 19 September, 2024 LTFE TEN4HT	Buttons Edit Note Cancel	History Detai	
2 itt -Sep-2024 -Jan-2000	End 11-Sep-2025	r 20wners 3.R Name on Lease Johnny Rotten JORNIE MITCHELL	esdents	S ReSal	Ase ends 31-Aug-2025 es BAttachment (22) 7 B Notes LIFE TENNHT	Editors Cancel	History Detail	
2 irt -Sep-2024 -Jan-2000	End 31-Aug-2025 18-Sep-2024	r 20wners 3R Name on Lease Johnnig Rotten JOHNIE MITCHELL	Stent/Move in           5,000,00         04-Sep-2024	S ReSal	es 6 Attachment (22) 7 8 Notes Thursday, 19 September, 2022 LIFE TENHIT	Buttons Gottons Gottone Got	History Detail	

- <sup>3</sup> [Edit Note] For any additional information pertaining to this lease use the Edit Note button always enter new notes at the top so the latest entries are the most visible.
- <sup>4</sup> [Cancel] cancel a lease if incorrect information was entered or if it's no longer valid. You can also set the lease end date to yesterday, making it appear the lease ended.
- <sup>5</sup> [Detail] Display more details about the lease on the detail screen as shown in section Lease

# 1.4.1 Lease *Detail*

The information can be updated, except for the lease start date, which cannot be changed. If an incorrect start date was used, <u>cancel</u> the current lease and create a new one with the correct date.



ADMINS Unified CommunityMB-630 HVMA Customer Maintenance & QueriesHeritage Village Master Association – Miscellaneous Billing18 October 2024

1 Use this button to the lease summary screen. You cannot page up page down, or leave the customer from this screen. Either select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the summary screen. Ither select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the summary screen. Ither select one of the summary screen. Ither select one of the tabs (customer, owners, etc.) or click back to the summary screen. Ither select one of the summary screen. Ither select one of the summary screen. Ither select one of the summary screen. Ithe select one of the summary screen. Ither select one of the summary screen. Ither select one of the summary screen. Ithe select one of the summary screen. Ither sel	_	E(HVMA) 10141-Customer Maintenance - Lease Information     File Edit Ledgers Purchase Orders Accounts Payable Human Resources Budget Collection     Be    Be    Set H + + → → ● ● ● □ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	ns Tax MotorExcise MiscBilling System Favorites Help	- 🗆 X
You cannot page up, page down, or leave the customer from this screen.Customer from this screen.Customer from this screen.Move in Date the select one of the tabs (customer, owners, etc.) or click back to the summary screen.Move from the state of the tabs (back to the summary screen.Move from the tabs (back to the summary tabs (back to the summary screen.Move from the tabs (back to the summary tabs (back to the summary) tabs (back to the summary screen.Move from the tabs (back to the summary) tabs (back to the summary tabs (back to the summary) tabs (back to the summary)Move from the tabs (back to the summary) tabs (back to the summary)Move from the tabs (back to the summary)Move from the tabs (back to the summary) tabs (back to the summary)Move from the tabs (back to the summary)More the summary tabs (back to the summary)Move from the tabs (back to the summary)Move from the from the from the summary tabs (back to the summary)Move from the tabs (back to the summary)Move from the tabs (back to the summary)Move from the from the from the summary tabs (back to the summary)Move from the tabs (back to the su	1 Use this button to return to the lease summary screen.	Customer Maintenance           Geto         Cust No         ji001B           Actions         Name 1         SERN LENKON           Name 2         VOKO DNO           Street#         JOIDB           Street#         HORITAGE VILLAGE           Line 2         Chty         SUTHBLRY           XExcel         Strett#	e - Lease Information Phone 1 (203) 777-5511 Typ 0000 Phone 2 (000) 000-0000 Typ 0000 Bill Delivery Oprint O Email O None E-mail Addr	Lease Details
	You cannot page up, page down, or leave the customer from this screen. Either select one of the tabs (customer, owners, etc.) or click back to the summary screen.	1 Customer     2 Owners     3 Residents     4 Lesses       9 Back to Summary     1     1       Lesse Statu     Ut-Sep-2024     Mow       Monthly Rents     5.000.00     Lease       Tenant1     Johnny Rotten     Curr       Phone#     2056551212     Curr       Email     justol Skubard.com     X       Lease Form Tenant Address	Content Ceuse ends 3140042003	<u>8 Trx History</u>

- 2 Is the lease active or cancelled? An active lease is considered valid, whereas a canceled lease is merely historical and does not confirm if there's a current lease for the unit. If incorrect information was entered, cancel a lease and create a new one with the same start date. However, entering a new lease with the same start date will be prevented if an *active* lease already exists with that date.
- 3 Lease Renewal Information:

The AUC version of the lease renewal form was sent to the owner on this date. The lease renewal fee invoice number is shown here.

**4 [X Excel]** – Lists information about the current and any past lease.

# 1.4.2 Excel Report of Customer Leases #10148

Ę	目日 り~	ଙ୍କୁ Cu	stomer_Lea	ses_10148_ <sup>cml - Excel</sup>		٩	) Search						8 - 0	
	File Home Insert PageLayout Formulas Data Review View Help								යි ව	Share ~				
A	2 ~	$: \times \checkmark f_x$	Cust#											~
1	A	В	С	D	E	F	G	н	1	J	к	L		
1								Monthly	Move In	Move Out	New Lease	Lease Fee	Notes	
2	Cust#	Lease_Start	Lease_End	Tenant_1	Tenant_2	Phone	Email	Rent	Date	Date	Sent Date	Invoie#		
3	1001B	9/1/2024	8/31/2025	Johnny Rotten	Sid Vicious	9785551212	pistols@ukband.com	5,000.0	0 9/4/2024		9/19/2024	000000-00	Thursday, 19 September, 2024 qatesting	
4	1001B	1/1/2000	9/18/2024	JOANIE MITCHELL	DAVID CROSBY							000000-00	LIFE TENANT	
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Re	eady 🛱 Access	ibility: Unavailable											▦ ▣ 匹+₩+	130%



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# 1.5 5 Re-Sales #10142 (*Summary* screen)

#### This screen displays any in-progress or historical resales that have been recorded for this Unit.

ETT [HVMA]	] 10142-	Customer Maintenance -	Sales Inform	natior							- 🗆 ×
File Edit Ledge	ers Purcha	se Orders Accounts Payable Hum	nan Resources Bu	udget Collectio	ns Tax Mot	or Excise Misc	Billing Sy	stem Favorit	es Help		
h 🛍 🎒 🖥	5 H4 🕈	+ м 🚝 🎬 🔍 🖬 😭	🛃 🔒								
		(	Customer N	laintenance	e - Sales I	nformatior	ו				
Goto	Cust No	1000A									_
Actions	Actions Name 1 DAVID JONES Phone 1 (203) 555-1616 Typ 0000 C Cell										
	Name 2         MIKE NESMITH         Phone 2         (203) 555-1212         Typ         0000         H         Home										
	Street	HERTTAGE VILLAGE			Bill Deliver		Email	None			
9 Add Sale	Line 2				E-mail Add	r band@admir	ns.com				
X Excel	City	SOUTHBURY	St CT Zip	06488-0000	Resale cl	osed on 01-Se	ep-2024				
·											Buttons
											Details
	1 Custo	omer 2 Owners	3 Residents	4 Leas	5 ReS	ales	chment (23)	) 7 Bill Hi	story 8	3 Trx History	
Date	Buyer Name		Resale Sent	Closing Sent	Price	Closing Date	Status			Buttons	
19-Sep-2024 1	FED LASSO		19-Sep-2024	19-Sep-2024	500,000,00	01-Sep-2024	<ul> <li>Active</li> </ul>	Closed	○ No Sale	WIP Sale	6
04-Sep-2020 S	Stephen St	tills			1,258,741,0	04-Sep-2020	Active	Closed	○ No Sale		
		_					Active	Closed	No Sale		
		- 2	3	4				- 5 -			Buttons
								<b>—</b>			buttons
											WIP Sale
					1						

<sup>1</sup> Date the Resale process began.

- 2 Name of the buyer entered during the sale creation process.
- <sup>3</sup> Date when Resale Documents are sent.
- <sup>4</sup> Date when the closing documents are sent.
- 5 Current status:
  - Active: Sale is in progress.
  - Closed: Sale has reached closing date (manually change status to closed).
  - No Sale: Sale did not go through.
- <sup>6</sup> Button options: This button label will differ depending on the status of the sale. If the button label is:

[Detail]: In-progress resale process has been completed, closing documents issued, view details.

[WIP Sale]: Resale or closing documents incomplete, click the button to return to the work in process screen.

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# 1.5.1 Re-Sales #10142 (Detail)

# 2 Shows the date and time this sale record was created.

☲ [HVMA] 10142-Customer M File Edit Ledgers Purchase Orders Acco ोे பி அ ச் III + + + н ¥ थ्य	Aaintenance - Sales Information ounts Payable Human Resources Budget Collections Tax Motor Excise Misc Billing System 業 🔾 📾 🗃 🛃 🎧	− D × Favorites Help
	Customer Maintenance - Sales Information	
Goto Actions Actions Cust No 10000 Name 1 DAVID JONES Name 2 NIKE NESMITH Streett HERITAGE VIL Line 2 City SOUTHBURY	S H H CLLAGE St CT Zip 06488-0000 Phone 1 (203) 555-1616 Typ 0000 Phone 2 (203) 555-1212 Typ 0000 Bill Delivery Print © Email No E-mail Addr bandBadwins.com	C Cell H Home ne
1 Customer 2	2 Owners 3 Residents 4 Leases 5 ReSales 5 Attachment (23)	7 Bill History 8 Trx History
Return to Summary	Buyer Information	
Created on         04-Sep-2020         12:42:37           Close Date         04-Sep-2020         12:42:37           Sale Price         1,258,741,0         12:42:37	2         Buyer         1 [Stephen Stills           Buyer         2 [Neil Young           Address         1 [           2         2	(203) 555-1111 (000) 000-0000
Seller 1 Name Seller 2 Name Seller Attorney 0000001 Seller RE Agent 0000000	Email Residing OYes ONo OP/T OFI Attorney poococo RE Agent poococo	ipper
Resale Sent on 3 Closing Sent on 4	To mark a property as closed, set the Status here; g to update the owner name(s) with the new o	o to Owners tab owner(s)
5 Status Active  Closed  No	Sale Resale Processing Fee Invoice 0000 Cale Cale Cale Cale Cale Cale Cale Cale	00-00
		Lkup UP

- <sup>3</sup> Date when Resale Documents are sent.
  - Shows the date, time, and email address when closing docs are sent.
- 5 Current status:
  - Active: Sale is in progress.
  - Closed: Sale has reached closing date (manually change status to closed).
  - No Sale: Sale did not go through.

Once the closing is complete, and the O Closed box is checked, return to the Owner screen and update the Owner Names with the new owners. This will impact the Customer record (see the image – the fields in pink will be automatically updated when the owner fields are changed on the Owners Tab.)

<sup>6</sup> 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



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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

# 1.6 6 Attachments

If there are any attachments, their count appears in parenthesis (within a "badge" on the Attachment button) EAttachment (27). For instance, if you see a (27) on the tab, it means there are 27 attachments associated with this customer record. Attachments added by the system cannot be removed, but documents manually attached by users can be deleted.



- 2 Filter by different attachment types using a dropdown menu.
- 3 When adding an attachment, specify the type. If the wrong type is chosen, this button allows changing it.
- 4 The attachment type description will be displayed when you hover over the filename field.

		Customer Maintenance	
Go Act	Cust No FLOODE Name 1 WILLER, III Name 2 & ELAINE 5, MILLER Name 2 & ELAINE 5, MILLER Name 2 & ELAINE 5, MILLER Name 1 NOUR 1000B 1 HERITAGE VILLAGE 1 2 1 Attach	Phone 1 (203) 512-8924 Ext 0000 Typ Phone 2 (000) 0000-0000 Ext 0000 Typ Bill Delwery Print Email None E-mail Addr	-
	1 Customer 2 Owners 3 Re Atta	esdents 4 Lesses 5 ReSales 6 Attachment (27) Bill History 8 Trx History chment Filler <u>911 ettacheents</u> 2	
:q#	Description     Original HOAFEES Special Invoice Print	Filename Attachments except HOA Monthly Invoices NS SI 2023;Bank Questionnaire Documents	-
	Original HOAFEES Special Invoice Print	SI_2023FEFT Attachments	1
	Original HOAFEES Special Invoice Print	SI_2023 Tdentity Attachments	1
	Driginal MAR 2023 Monthly HDA Fees on 06	SI_2023 Lease Attachments	1
	Original APR 2023 Monthly HDA Fees on 03	SI_2023 Other Attachments	1
	Original MAY 2023 Monthly HDA Fees on 02	SI_2023HOFFEESU19003.PDF	
	Original JUN Monthly HOA Fees on 01-Jun-	SI_2023H0AFEES021735.PDF	
	Original JUL 2023 Monthly HDA Fees on 03	SI 2023HDAFEES024491.PDF	
	Original AUG Monthly HOA Fees on 01-Aug-	SI 2023HDAFEES027222.PDF	
5	Ociginal SEP Monthly HOA Fees on 01-Sep-	ST_2023HD9EEES030037_PDE	
1	Driginal OCT 2023 Monthly HDA Fees on 02	SI 2023HDAFEES032735.PDF	
2	CLOSING DOC 9/22/23	U64875C1X119698_10112023_1000B_CL0_043145.pdfV_View7_EmailD_PerroveK_Cho_Tune	2
3	ETNE # 0647 - 10/17/23 - #200	the toppolytic second and the second se	<b>J</b>
4	OCT CK & CLOSING RETURNED TO YARTO-SUSAN	The Location VitaclientiG\ACH2\U64875C1X119698_10112023_1000B CLO_043145.pdf	
-	Ociginal NOV Monthly HOA Fees of the		
	Ociginal DEC Monthly HOA Fees Attachment T	ype: ReSale Documents (ReSale an	
-	CLOSING DOC 12/1/23		K Cho J
	FET ION 24	Attachment Type: ReSale Documents (ReSale an	IN CITY I
3	Driginal JAN 2024 Monthly HDA Fees on 03	Entry User: BDAVIS Entry Date: 11-Oct-2023 Entry Time: 00:3231.46	

# 1.6.1 Add Attachment Prompt

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



equired: Enter Description	Letter of Intent from the lender				
equired: Enter Attachment Type	ОТН	Attachment Types			×
Lookup	OK Cancel Clear All	Code Description BHK Bark Question EFT EFT Documents IDT Identity Docu INV HOA Monthly J OTH Other Document RENT Lease Documents SALE ReSale Documents	naire Bocuments <sup>3</sup> Juments (Drivers, Bir Invoice nts ts ents (ReSale and Clo	rth Cert, Passport) osing Documents)	Tof ^ v
			OK Find	Search Cancel	Help Eof

#### Figure 2 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.

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

## 1.6.2 Add Attachment

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

To do this, ensure a copy of the document (scanned if there is no electronic copy) is placed 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.

ightarrow 🔺 📙 « Agenda	s > 2021	~	ර් Search 2021	
rganize 🔻 New folder				- 🔳
Videos ^	Name	Date modified	Туре	Size
🏪 Local Disk (C:)	20210105_Meeting.docx	1/5/2021 2:41 PM	Microsoft Word Document	91 K
🚛 pluto_data (D:)	20210222_Meeting.docx	2/22/2021 9:38 AM	Microsoft Word Document	41 K
PLUTO_EXT (I:)	20210308_Meeting.docx	3/8/2021 11:03 AM	Microsoft Word Document	40 K
nuc_production (\\plut	20210413_Meeting.docx	4/13/2021 10:24 AM	Microsoft Word Document	40 K
- admhome (\\pluto\au	20210512_Meeting.docx	5/12/2021 3:07 PM Microsoft Word Docume		41 K
a cerer d (\\cerer) (O:)	20210520_Meeting.docx	5/20/2021 10:39 AM	Microsoft Word Document	40 K
admhome (\\phoenix\;	20210628_Meeting.docx	6/28/2021 9:32 AM	Microsoft Word Document	40 K
File name:	20210105 Meeting.docx		✓ All files: *.*	

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.

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# 1.6.3 Email Attachment

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

1 Customer	2 Owners 3 Resi	dents 4 Leases 5 ReSales	SAttachment (24) 7 Bill History 8 Trx History
	Attach	ment Filter All Attachments	×
Seq# Description		Filename	Buttons
19 Original JUN 2024 Month 20 Original JUL 2024 Month	hly HDA Fees on 03 hly HDA Fees on 01	SI_2024H0AFEES054490,PDF SI_2024H0AFEES057200,PDF	
21 Original AUG 2024 Month	hly HDA Fees on 11	SI_2024H0AFEES059804,PJF	
22 Resale Packet sent 19- 23 Closing Packet sent 19-	-Sep-2024	CLODOC_1000A_20240919.ZIP	
24 Right of First Refusal	Waiver - Signed	690B Right of First Refusal.pdf	V View Z Emai D Remove K Cha Type
had a same of	A Street	the second second	and the second
[HVMA] 10000-Customer Mainter	nance [theresa]		×
Sending Attachment via Email			
Optional: Enter Contact Name	Wendy Tarantola		
Optional: Enter Note	Here is the scanned, signed	I waiver for the sale of unit 1000A	
Required: Enter Email Address	Please let me know that yo	u have received it.	
	uncrease aumation		
			Email Attachment X
	Look	kup <u>QK</u> <u>C</u> ancel Clear <u>A</u>	
			Attachment has been sent
			OK
The email w	ill look like t	his:	
The FRO	M and CC a	ddresses are	File Morrage Holp
f			rile Message Help
from the	e user who li	nitiated the	
email. T	he email ad	dress used is	Miscellaneous Billing Attachment From 1000A
c	· · · · · · · · · · · · · · · · · · ·		
from the	eir User Prof	ile.	aucdev@admins.com <auc <math="" do="" no="">\bigcirc \bigcirc \bigcirc</auc>
			A To Theresa Campbell 1
			Cc Theresa Campbell
2 This info	ormation is f	rom the contact	We removed extra line breaks from this message.
name ar	nd note infoi	rmation	690B Right of First Refusal.pdf 1 MB ✓
ontorod	on the prop	ant	
entereu	on the pron	npt.	Start your reply all with: Received, thank you. I received it. Thank you! Received with thanks. (i) Feedback
			∑
lust held	ow that is th	e description	
1.1			Dear Wendy Tarantola,
and the	filename of	the	
attachm	ent		Here is the scanned, signed waiver for the sale of unit 1000A Please let me know that you have received it.
attacilli	ciit.		
			Miscellaneous Billing attachment Right of First Refusal Waiver - Signed
3			Filename: 690B Right of First Refusal.pdf
I his email	all closing sig	gnature is	
generate	ed from the	ALIC system It	Thank you
generati		AUC System. It	Theresa
contains	s the custom	er number and	
Condel	Init type and	the date of	1000A,24 <b>3</b>
Condo L	mit type and	i the date of	_
the ema	il.		
			** Do not reply to this email message as it was system generated
			via the ADMINS Unified Community (AUC) System **



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# 1.6.4 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.

E [HVMA] 10000-Customer Maintenance [theresa]	– 0 X
File Edit Ledgers Purchase Orders Accounts Payable Human Res	sources Budget Collections Tax Motor Excise Misc Billing System Favorites Help
ва 🖀 🎒 👗 н + → н 🖑 🦉 🔍 🖬 😭 🛃 🥻	a la
	Customer Maintenance
Goto Cust No 1000B	
Actions Name 1 WILLIAM I MILLER, III	Phone 1 (203) 512-8924 Ext 0000 Typ
Name 2 & ELAINE S, MILLER	Phone 2 (000) 000-0000 Ext 0000 Typ
Street# 1000B	Bill Delivery O Brint O Empil O None
Line 2	E-mail Addr
City SOUTHBURY St	CT Zip 06488-0000
TAdd Attach	
1 Customer 2 Owners 3 Resid	dents 4 Leases 5 ReSales 6 Attachment (28) 7 Bill History 8 Trx History
Attachi	mentFilter ReSale/Closing Attachments 🗸
Seq# Description	Filename Buttons
12 CLOSING DOC 9/22/23	U64875C1X119698_10112023_1000B CL0_043145.pdf V View Z Email D Remove K Chq Type
14 OCT CK @ CLOSING RETURNED TO YARIO-SUSAN	U64875C1X119698_10252023_1000B_LTR_043633.pdf
	0848/3CIAI19898_12122023_1000B CL0_044660.put
	buttons
	V View Z Email D Remove K Chq Type

# 1.6.5 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 **Remove** button.

	1 Customer 2 Owners 3 Resider	nts 4 Leases 5 ReSales S Attact	hment (24) 7 Bill History 8 Trx History
	Attachm	ent Filter All Attachments	$\checkmark$
Seq#	Description	Filename	Buttons
19	Original JUN 2024 Monthly HOA Fees on 03	SI_2024HDAFEES054490.PDF	
20	Original JUL 2024 Monthly HOA Fees on 01	SI_2024HDAFEES057200,PDF	
21	Original AUG 2024 Monthly HOA Fees on 11	SI_2024HDAFEES059804.PDF	
22	Resale Packet sent 19-Sep-2024	RESALE_1000A_20240919,ZIP	
23	Closing Packet sent 19-Sep-2024	CLODOC_1000A_20240919.ZIP	
24	Right of First Refusal Waiver - Signed	690B Right of First Refusal.pdf	V View Z Email D Remove K Chq Type
			D Domovio
			DRemove
	and a second	and the second	and the second second



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This button will only appear on attachments that were not added by the system. For example, in the screen capture shown in Figure 3, the highlighted attachment does not have a Remove button.

	1 Customer 2 Owners 3 Reside	nts 4 Leases 5 ReSales 8 Atta	chment (21) 7 Bill History 8 Trx History
	Attachn	ent Filter All Attachments	~
Seq#	Description	Filename	Buttons
21	Driginal AUG 2024 Monthly HDA Fees on 11	SI_2024HDAFEES060321.PDF	V View Z Email
_			-1

Figure 3 System-supplied attachments cannot be removed by the user

# 1.7 7 Bill History #10160

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 Horace black arrow keys or [Page Up] and [Page Down] 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.

Shows the Balance amount	File Edit Ledy	jers Purchase Orders Accounts Payable I s k• ← → → ₩ 🌾 🎬 🔍 🖬 g	Human Resources	Budget Collecti	ons Tax Motor Ex	cise Misc Billin	g System Favorite	es Help		
			Custon	ner Maintena	ance - Bill Hist	ory				
calculation	Goto	Cust No 1001B				-				
(Invoices Bronay - Total)	Actions	Name 1 JOHN LENNON			Phone 1	203) 777-1717	Ext 0000 Typ			
(involces – Prepay – Total)		Street# 1001B			Phone 2 (	203) 777-1818 000) 000-0000	Ext 0000 Typ			
		Street HERITAGE VILLAGE								
	_	Line 2	OL OT	in 00400 0000	Bill Delivery	) Print () En	nail 💿 None			
The <b>More</b> notation indicates	1	Balance Pre-Pay: 0.00	Invoices:	309.00 To	tal: 309.00	iration - Life 1	lenant 🛛			
that there is more data that		1 Customer 2 Owners	3 Residents	4 Leases	5 ReSales	6 Attachme	ent (21) 7 Bil	I History	Hist	ory
can be displayed for this	9 History List	Year Invoice# Title	Charged	Paid	Refund	Adjust E	Balance Bill Date	Due Date	Go T	D
can be displayed for this	o matory cat	2999 013509-00 Pre-Payments 2024 059807-00 BUS 2024 Monthlu	809.00	500.00		30	01-Mar-202	3 15-Mar-	VO	Te
customer by pressing <b>{Page</b>	0 Email History	2024 057203-00 JUL 2024 Monthly	809,00	809.00			01-Jul-202	4 15-Jul-	V GO	10
		2024 054493-00 JUN 2024 Monthly 2024 051759-00 May 2024 Monthly	809.00	809.00			03-Jun-202	4 17-Jun-20	)24	-
	Q Statement	2024 049038-00 APR 2024 Monthly	809.00	809.00			02-Apr-202	4 16-Apr-2	024	⊢
<b>Down</b> or by trom the		2024 046358-00 MAR Monthly HDA	809.00	809.00			01-Mar-202	4 15-Mar-20	324	
to albar to display the		2024 043641-00 FLB Monthly HUH 2024 040887-00 JAN 2024 Monthly	809.00	809.00			01-Feb-2024	4 15-Feb-20 4 15-Jan-20	024	-
toolbar to display the		2024 038207-00 DEC Monthly HDA	809.00	809.00			01-Dec-202	3 15-Dec-20	023	
additional records	1	2023 035480-00 NDV Monthly HDA	809.00	809.00			01-Nov-202	3 15-Nov-20	223	
additional records.		2023 030039-00 SEP Monthly HDA	765,00	765.00			01-Sep-202	3 15-Sep-2	023	
		2023 027224-00 AUG Monthly HDA	765,00	765.00			01-Aug-202	3 15-Aug-2	323	
		2023 024493-00 JUL 2023 Monthly 2023 021737-00 JUN Monthly HD9	765.00	765.00			01-Jul-202	3 15-Jul-20 3 15-Jup-20	23	
Lico the VGO TO Bill button to		2023 019005-00 MAY 2023 Monthly	765.00	765.00			01-May-202	3 15-May-2	023	
		2023 016241-00 APR 2023 Monthly	765.00	765.00			01-Apr-202	3 15-Apr-2	323	
display the <b>Bill Payment</b>		2023 010858-00 JAN 2023 HDA FEE 2023 005984-00 MAR 2023 Monthlu	765,00	765.00			01-Jan-202. 01-Mar-202.	5 15-Jan-20 3 15-Mar-20	J23 023	
aisplay the birl ayment	(More)	023 003277-00 FEB 2023 Monthly	765.00	765.00			01-Feb-202	3 15-Feb-2	023	
Inquiry screen for the										
colocted Condo, See below								Lkun	1	LIP



#### ADMINS Unified Community

Heritage Village Master Association – Miscellaneous Billing

18 October 2024

# 1.7.1 Bill Payment Inquiry Screen #10205

"Drill down" to the Bill Payment screen for a particular bill by selecting the desired bill and clicking the VGO TO BIL button located on the right as shown in the image in section 1.7 above.

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], (Transaction) Trx Summary, and Attachments.



The *Attachments* tab here shows *only bill history attachments*, e.g., systemgenerated invoices, unlike the Customer Maintenance

screen. It does not show files such as closing documents, resale documents, or EFTs.

					Bill Pay	/ment		Inquir	У		
Goto	Customer#	10011	3	)	Search	1	Ten	dered		Applied	Total
Actions	Owner	JOHN	LENNON				Cash				
	No Lease	1001E Expira	tion - Life Tenant				Other 0				
	Balance	Pre-F	Pav: 0.00	Pay	ment Date	17-	Sep-2024	Amount D	ue		
		Invoi	ces: 309.00	Allo	w Overpayr	ment 🗹		\$ 309.00			
	Bil Paym	ent	Detail Payment Transaction	15	Q Trx Sur	nmary 0.4	Attachment (20)				8 Aply
	Invoice#	Year	Invoice Description		In-Prog	Charges	Paid	Refund	Adjustments	Balance	Pending
	013509-00	2999	Pre-Payments								
	059807-00	2024	AUG 2024 Monthly HDA Fees			809,00	500.00			309,00	
	057203-00	2024	JUL 2024 Monthly HDA Fees			809,00	809.00				
	054493-00	2024	JUN 2024 Monthly HDA Fees			809,00	809.00				
Statement	051/59-00	2024	MHY 2024 Monthly HUH Fees			809.00	809.00				
	049038-00	2024	HPR 2024 Monthly HUH Fees			809.00	809.00				
	046356-00	2024	NHK NONTHLY HUH Fees			809.00	809.00				
	043841-00	2024	TON 2024 Manthalus HOO France			809.00	809.00				
Pending Pmts	038207-00	2024	DEC Monthly HDA Fees			809.00	809.00				
		2024	ble nonenag non rices			000,00	005.00				
nding Adjusts											
ounter receipt											
Goto Batch											
Oolo Dulch											
incel Payment											
		-									

## 1.7.2 History List #10672

Run a Customer Bill History Summary by clicking the History List button located on the left side of the screen. This report displays the bills within the specified criteria.

The following prompt will appear:



### ADMINS Unified Community

18 October 2024

Heritage Village Master Association – Miscellaneous Billing

Collections Tax Motor Excise Misc Billing System Favorites Hel Call Constant of the second of the secon Customer Maintenance - Bill History 1000A STEPHEN STILLS Phone 1 Phone 2 Phone 3 (203) 555-1616 Ext 0000 Typ C Cell (203) 555-1212 Ext 0000 Typ H Howe (000) 000-0000 Ext 0000 Typ Name Name Street# Street Line 2 City Artions 1000A HERITAGE VILLAGE Took 10672: Customer Bill History Summar Customer Bill History Summary Optional: Enter Bill Year Range First Year: Last Year: 7 Bill History Optional: Enter Program Type Go To V Go To Bill History List as ○ Preview ○ Print ● PDF nting use Duplex ● Yes ○ No OExcel 3-Jun-2024 17-Jun-2024 17-Jun-2024 17-Jun-2024 15-May-2024 15-May-Lookup OK Cancel Clear All HOA 719,00 719,00 -Mar-Feb-4 15-Mar-4 15-Feb-15-Jan-2 15-Dec-2 15-Nov-2 679.0 679.0 679.0 679.0 679.00 679.00 679.00 679.00 679.00 679.00 01-Aug-2023 15-Aug-2023 Printed 20-Sep-2024 at 16:14:35 by THERESA Heritage Village Master Association Customer Bill History Summary 10672-MBCUSBILHISSUM.REP Page 1 23 HOA FEE Customer#: 1000A Owner: ROBERT & MARY WHEELIN Service Address: 1000A HERITAGE VILLAG FEB 2023 Monthly DEC INV 22 as of 16:14:35 on 20-Sep-2024 --- ----- ----Year Bill# Program Charges Adjustments Refunds Payments Balance Program Pro-Payments Pro-Payments Hon Pees 999 024 013506-00 059804-00 719 719 057200-00 054490-00 051756-00 049035-00 046355-00 14,659.00 .00 14,659.00 .00

See section 1.9.3 below for the example run as Excel.

## 1.7.3 Email History

To email the same report as that shown above, click on the Email History button.

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	theresa@admins.com	
Optional: Enter Email Note	Here is the bill history you requested.	
Attach a copy of this Bill History Report to Customer?	● Yes ○ No	
	Lookup OK Cancel Clear All	

18 October 2024

# 1.8 8 TRX History #10161

**ADMINS Unified Community** 

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.

Display - Transaction Desc	1
Bill AUG Monthly HOA Fees	
Pay Cust# 1001B Bill# 059807-00	
Pay Cust# 1001B Bill# 057203-00 Check 0	
Bill JUL Monthly HOA Fees	
Pay Cust# 1001B Bill# 054493-00 Check 0	
Bill JUN Monthly HOA Fees	
Pay Cust# 1001B Bill# 051759-00 Check 0	
Bill MAY Monthly HOA Fees	
Pay Cust# 1001B Bill# 049038-00 Check 0	
Bill APR Monthly HOA Fees	
Pay Cust# 1001B Bill# 046358-00 Check 0	
Bill MAR HOA Fees	



# 1.8.1 Dynamic Display Options

1 Customer         2 PRG Invoices           Year         Bill#         Description           2022         001605-01         1-Trash & Recycle Thu           2022         001605-01         1-Trash & Recycle Thu           2021         001605-02         2-Trash & Recycle Thu           2021         001605-02         2-Trash & Recycle Thu	3 Attachments         4 Bill History           Trx Date         Charges           17-Mar-2021         1           25-Feb-2021         161,00           34-Sep-2020         1           25-Aug-2020         141,00	S Trx History           Payments         Ot           161.00         141.00	6 Notes 7 Custom Fields her Display - Tran Code Desc MB - UNIBRINK BILL MB - UNIBRINK BILL	8 Field Loas (2)	Display - Transaction # Display - Tran Code Desc. Display - Receipt # Display - Check # Display - Check Name Display - Check Amount Display - Cash Amount
The Display button ove additional options on t available options for di		Display - Other Amount Display - Check Date Display - Batch # Display - Revenue Date Display - Deposit Date Display - User Display - GL Batch Display - GL Code			
1 Customer         2 PRG Invoices           Year         Bill#         Description           2022         001605-01         1-Trash & Recycle Thu           2022         001605-01         1-Trash & Recycle Thu           2021         001605-02         2-Trash & Recycle Thu           2021         001605-02         2-Trash & Recycle Thu           2021         001605-02         2-Trash & Recycle Thu	3Attachments 4 Bill Histor Trx Date Charges 17-Mar-2021 25-Feb-2021 161.00 04-Sep-2020 26-Aug-2020 141.00	S Trx History           Payments         Or           161,00         141,00	6 Notes         7 Custom Fields           ther         Display - Deposit Date           18-Mar-2021         25-Feb-2021           08-Sep-2020         25-Aug-2020	8 Field Logs (2)	Display - GL Ref#/Vou# Display - Vendor Display - Voucher Date Display - Transaction Desc Display - Transaction Desc Display - Entry Date Display - Post Date Display - Voucher



18 October 2024

# 1.8.2 History List #10670

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

📧 Task 10670: Customer Transaction History Listing X											
Customer Transaction History listing											
Optional: Enter Bill Year Range From Year: To Year:											
Optional: Enter Date Range From: To:											
Optional: Enter Program Type											
Run as O Preview O Print  PDF Excel If Printing use Duplex  Yes No Lookup OK Cancel Clear All											

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.

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1	Description	Trx-Date	Check#	Check-Description	Charges	Adjust/Refund	Payments	Balance	Trx#	User Batch	GL Postina#	Check Date	Check#	Post Date	User	1
2	DEC HOA Fees	01-Dec-2022			679.00	0.00	0.00	679.00	1	MBSPC72	72			01-Dec-2022	WENDY	1
3	EFT Payment Processed on 01-Dec-2022	01-Dec-2022			0.00	0.00	679.00	-679.00	2,581	EFT121221	73			01-Dec-2022	WENDY	
4	Bill HOA Fees	01-Jan-2023			679.00	0.00	0.00	679.00	6,142	MBSPC337	337			11-Jan-2023	WENDY	
5	EFT Payment Processed on 11-Jan-2023	01-Jan-2023			0.00	0.00	679.00	-679.00	8,722	EFT111232	338			11-Jan-2023	WENDY	
6	Bill FEB Monthly HOA Fees	01-Feb-2023			679.00	0.00	0.00	679.00	12,038	MBSPC593	593			06-Feb-2023	WENDY	
7	EFT Payment Processed on 06-Feb-2023	01-Feb-2023			0.00	0.00	679.00	-679.00	14,618	EFT26233	594			06-Feb-2023	WENDY	
8	Bill MAR Monthly HOA Fees	01-Mar-2023			679.00	0.00	0.00	679.00	17,956	MBSPC915	915			06-Mar-2023	WENDY	
9	EFT Payment Processed on 06-Mar-2023	01-Mar-2023			0.00	0.00	679.00	-679.00	20,536	EFT36234	916			06-Mar-2023	WENDY	Т
10	Bill APR Monthly HOA Fees	01-Apr-2023			679.00	0.00	0.00	679.00	24,266	MBSPC1278	1,278			03-Apr-2023	WENDY	
11	EFT Payment Processed on 03-Apr-2023	01-Apr-2023			0.00	0.00	679.00	-679.00	26,846	EFT43235	1,279			03-Apr-2023	WENDY	
12	Bill MAX Monthly HOA Eeos	01_Mr			79.00	0.00	0.00	679.00		MT SPC1576	1576	ور و و و و و و و و و و و و و و و و و و	بمحسن	02-May-2	WENDY	J
					-	And a second								and the second second	1000	
40	Bill MAX Monthly LIGA L	1 May 02.			7100		6.5		10: 140	N	5 140			01.0	OFR	۰,
40	EET Reymont Broospood on 01 May 2024	01 May 2024			/ 19.00	0.00	710.00	710.00	101,910	MD3FC0140	6,140			01-May 2024	ALLCER	-
41	Dill II IN Monthly LIGA Face	01-May-2024			710.00	0.00	7 19.00	-7 19.00	104,490	EF1012410	0,149			01-May-2024	AAUGER	1
42	EET Boumont Broospood on 02, Jun 2024	03-Jun-2024			7 19.00	0.00	710.00	719.00	1107,950	MBSPC0084	0,004			03-Jun-2024	AAUCED	-
45	Pill III Meethy UOA Fees	03-Juli-2024			740.00	0.00	7 19.00	-7 19.00	110,030	EF1032419	0,000			03-Juli-2024	AAUGER	-
44	EET Boumont Broospood on 01 Jul 2024	01-Jul-2024			719.00	0.00	710.00	7 19.00	115,807	MBSPG/131	7,131			01-Jul-2024	ANUGER	
45	CFT Fayment Frocessed on 01-Jul-2024	01-Jui-2024			740.00	0.00	/ 19.00	-/ 19.00	110,447	EF1/12420	7,132			01-Jui-2024	ANTUCA	-
40	Bill AUG Monthly HUA Fees	01-Aug-2024			/19.00	0.00	740.00	7 19.00	118,935	MBSPG294	294			11-Jui-2024	ANTHEA	-
4/	EFT Payment Processed on 11-Jul-2024	01-Aug-2024		Customer Total	0.00	0.00	/19.00	-/ 19.00	121,516	EF1/112421	295			11-Jui-2024	ANTHEA	-
48				Customer Total	14,059.00	0.00	14,059.00	0.00								4

# 1.8.3 Summary List #10671

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

Task 10671: Transaction History Summary	×			
Transaction History Summary				
Optional: Enter Bill Year Range From Year: To Year:				
Optional: Enter Program Type				
Task 10671: Transaction History Summary          Transaction History Summary       X         Optional: Enter Bill Year Range       From Year:       To Year:         Optional: Enter Program Type				
Lookup OK Cancel Clear All				



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.

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	10671-MBCUSTRNHISSUM.REP Printed 20-Sep-2024 at 17:32:32 by THERESA Heritage Village Master Association Transaction History Summary													Page	2								
	Customer#: 1000A Owner: Service Address: 1000A H					TAGE	AGE VILLAGE as of 17:32:32 on 20-Sep-2024																
	Trx	Date	Year	Bill#			Cha	rges	Other	Charg	ges	Adjus	tments		Refund	s ====	Payme	nts I	Descripti	on			
	01-A 01-A	lug-2024 lug-2024	2024 2024	059804 059804	4-00 4-00		719	.00 .00		. ( . (	00 00		.00 .00		.00		719:	00 H 00 H	Billing ELECTRONI	C FUN	DS T	RANSFER	
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							679	.00		. (	00		.00		.00		679.	00					

# 1.9 Reports

Click the **[9 Reports]** button to select from a dropdown list of reports. Some of the reports are specific to the currently displayed unit; others are more general. If the report is available elsewhere and described in this document, a link is provided.

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18 October 2024

# 1.9.1 Customer Profile #10023

Choose Customer Profile to generate a brief report on the customer details for the current unit.

Task 10023: Customer Profile					х			
MB Customer Profile								
Run as O Preview O Print  PDF If Printing use Duplex  Yes  No Lookup OK	Cancel	Cl	ear All					
[L0023-MBCUSFRO.REP Printed 23-Sep-2024 at 16:30	):14 by THERE Heritage Vi Misc Bil	SA llage Master . ling Customer	Association Profile				Page 1	
Customer: 1000A Parcel‡: Primary: Secondary: Location: 1000A HERITAGE VILLAGE City/SYCAp: , 00000-0000			Phone 1 (203) 2 (203) 3 (000) Email ba	Ext 555-1616 0000 555-1212 0000 000-0000 0000 nd@admins.com	Туре С Н	Cell Home		
Service Address 		Mailing Add  Owner 1 Line 1 City/St/Zip	ress Sam STEPHEN STI 1000A HERIT SOUTHBURY,	e as Service A LLS AGE VILLAGE CT 06488-0000	ddress?	Yes		
Enrolled Subscription Programs 								
Line Program Description	Frequency	Start Date	End Date	Last Billed				
1 HOAFEES HOA Fees	Monthly	13-Nov-2020		01-Aug-2024				

# 1.9.2 Mailing List #10687

This report is described in MB-440, Customer Reports in the Help Reference Library.

Task 10687: Customer Mailing List X								
Customer Mailing List								
Select Status:          • All          • Only Active          • Only Inactive         • All          • Yes          • No         • All          • Yes          • No         • Only Inactive         • Only         • Only								
Run as  CSV O Excel								
Lookup OK Cancel Clear All								

If the report is run as .CSV for use in a mail merge, for example, the default location will be as shown below.



### ADMINS Unified Community

Heritage Village Master Association – Miscellaneous Billing

18 October 2024

CSV Save File Name				×
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Save as type: CSV files (*.csv)		Sav	e Cano	~
A Hide Folders				

Save the file where you can access it for further processing.

#### If run as Exel, it will look like this:

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1 Statement Name	Statement Name 2	Address 1	Address 2	Address 3		Address 4		City	State	Zip	Customer#	Customer Cl	EFT	Comment
2 STEPHEN STILLS		1000A HERITAGE VILLAGE						SOUTHBURY	CT	06488-0000	1000A	CTRY-HS	Y	CLOSING 9/3/14
5 SEAN LENNON	YOKON ONO	THE DAKOTA						NEW YORK	NY	10292-0000	1001B	BERK-1	Y	closing 6/29/09
2 STEPHEN STILLS 5 SEAN LENNON	YOKON ONO	1000A HERITAGE VILLAGE THE DAKOTA						NEW YORK	CT NY	06488-0000 10292-0000	1000A 1001B	CTRY-HS BERK-1	Y Y	CLOSING 9/3/14 closing 6/29/09

# 1.9.3 Bill History #10672

This is the same report as shown in section <u>History List #10672</u> above. The Excel version is shown below.



18 October 2024

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6	5000	013506-00	Pre-Payments	0.00		0.00					
7	2024	065026-00	Bank Questionaires	85.00	0.00	0.00	0.00	85.00			
8	2024	059804-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
g	2024	057200-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
10	2024	054490-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
11	2024	051756-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
12	2024	049035-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
13	2024	046355-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
14	2024	043638-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
15	2024	040884-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
16	2024	038204-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
17	2023	035477-00	HOA Fees	719.00	0.00	0.00	719.00	0.00			
18	2023	032734-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
19	2023	030036-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
20	2023	027221-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
21	2023	024490-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
22	2023	021734-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
23	2023	019002-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
24	2023	016238-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
25	2023	010855-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
26	2023	005981-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
27	2023	003274-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
28	2023	002581-00	HOA Fees	679.00	0.00	0.00	679.00	0.00			
29				14,744.00	0.00	0.00	14,659.00	85.00			
30											
31											
32											
33											
	< >	Mbcu	sbilhissum +								

# 1.9.4 Trx History #10670

Please see section <u>1.8.2 above</u> for examples of the Transaction History Report.

# 1.9.5 Transaction Summary #10671

Please see section <u>1.8.3 above</u> for examples of the Transaction Summary Report.

## 1.9.6 Program List #10113

Please refer to section <u>1.11.3 below</u> for a description of this report.



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# 1.9.7 Customer Statement #10669

Fill in the prompt; enter email address and note(s if emailing the statement

In general, this is run with the following selection of

Open Only Exclude Credit Invoices- O Yes Print 
<sup>O</sup> Summary

Generating this report in detail produces numerou pages as it enumerates every transaction associated with that unit.

The statement will look like this:

election: ×clude Credit Balance Invoices rint	● All ○ Open C ∵ ○ Yes ● No ○ Summary ●	nly ○ Current Month · Detail	+ Open 🔿 Curr	ent Month Only	¥		
ptional: Enter Email Address ptional: Enter Email Note 1 ptional: Enter Email Note 2 ptional: Enter Email Note 3 ptional: Enter Email Note 4							
		Lookup 0	K Can	el Clear	All		
		CUSTOME	R STATE	MENT			Page 2 of :
HERITAGE 1 ASSOCIATIC 465 HERITA SOUTHBUR	VILLAGE MASTER DN, INC GE RD. SUITE 1 Y, CT 06488						
STEPHEN STILLS 1000 A HERITAGE VILLAC SOUTHBURY, CT 06488	ЭE		State Amo Cust Prima	ment Date: Int Due: omer Number: ary Address:	23-Sep-2024 \$85.00 1000A 1000AHERITAG	EVILLAGE	
Invoice# Description		Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Du
038204-00 DEC EFT Paymen	t	01-Dec-2023			\$719.00	-\$719.00	
040884-00 JAN Monthly HOA	Fees	01-Jan-2024	\$719.00			\$719.00	
040884-00 JAN EFT Payment		01-Jan-2024			\$719.00	-\$719.00	
043638-00 FEB HOA Fees		01-Feb-2024	\$719.00			\$719.00	
043638-00 FEB EFT Paymen	t	01-Feb-2024			\$719.00	-\$719.00	
043638-00 Adjustment by AA		04-Mar-2024	\$35.00			\$35.00	
045355-00 MAR HOA Fees	OICE BY AAUGER	25-Mar-2024	-\$35.00			-\$30.00	
046355-00 MAR EFT Paymer	it	01-Mar-2024	\$113.00		\$719.00	-\$719.00	
049035-00 APR Monthly HOA	Fees	02-Apr-2024	\$719.00			\$719.00	
049035-00 APR EFT Paymen	t	02-Apr-2024	-		\$719.00	-\$719.00	
051756-00 MAY Monthly HOA	Fees	01-May-2024	\$719.00			\$719.00	
051756-00 MAY EFT Paymen	t	01-May-2024			\$719.00	-\$719.00	
054490-00 JUN Monthly HOA	Fees	03-Jun-2024	\$719.00			\$719.00	
054490-00 JUN EFT Paymen	t	03-Jun-2024			\$719.00	-\$719.00	
057200-00 JUL Monthly HOA	Fees	01-Jul-2024	\$719.00			\$719.00	
057200-00 JUL EFT Payment		01-Jul-2024			\$719.00	-\$719.00	
059804-00 AUG Monthly HOA	\ Fees	01-Aug-2024	\$719.00			\$719.00	
059804-00 AUG EFT Paymer	t	01-Aug-2024			\$719.00	-\$719.00	
065026-00 Bill		23-Sep-2024	\$85.00			\$85.00	
	Balances	as of: 23-Sep-2024	\$14,744.00	\$0.00	\$14,659.00	\$85.00	\$0.0
					PAY	<u>' THIS AMO</u> U	NT: <u>\$85.</u> 0



# 1.9.8 Customer Email List #10646

Task 10646: Customers with Email Addresses X							
Customer with Email Addresses							
Select Status:							
Run as O Preview O Print O PDF  Excel							
Lookup OK Cancel Clear All							

This report includes all Condo Units where the owners have provided an email address.

2月日 5~		.xml - Excel	₽ Search
File Home	Insert Page Layout Formulas Data R	eview View Help	
M33 ~	$X \sim f_x$		
		C	D
1 Cust#	Owner-Name	Service-Address	Email Address
2 1000A	STEPHEN STILLS		band@admins.com
3 110B	GRAHAM NASH	110B HERITAGE VILLAGE	band@damms.com
4 123B	DAVID CROSBY	123B HERITAGE VILLAGE	
5 138A	DON HENLEY	138A HERITAGE VILLAGE	
6 14D	RINGO STALL	14D HERITAGE VILLAGE	
7 189B	FRIC CLAPTON	189B HERITAGE VILLAGE	
8 244A	TAYLOR SWIFT	244A HERITAGE VILLAGE	com
9 281A	TRAVIS KELCE	281A HERITAGE VILLAGE	
10 28C	JOE STRUMMER	28C HERITAGE VILLAGE	
11 34E	SID VICIOUS	34E HERITAGE VILLAGE	ail.com
12 389B	PAUL MCCARTNEY	389B HERITAGE VILLAGE	
13 395B	JAMES CORDEN	395B HERITAGE VILLAGE	
14 404B	JOHN LENNON	404B HERITAGE VILLAGE	
15 449A	GEORGE HARRISON	449A HERITAGE VILLAGE	
16 470B	NEIL YOUNG	470B HERITAGE VILLAGE	L.NET
17 496D	CASS ELLIOT	496D HERITAGE VILLAGE	
18 537B	DEVAL PATRICK	537B HERITAGE VILLAGE	
19 557B	TAYLOR SWIFT	557B HERITAGE VILLAGE	
20 581C	TRAVIS KELCE	581C HERITAGE VILLAGE	
21 587A	JOE STRUMMER	587A HERITAGE VILLAGE	
22 647B	SID VICIOUS	647B HERITAGE VILLAGE	
23 6A	PAUL MCCARTNEY	6A HERITAGE VILLAGE	
24 76C	JAMES CORDEN	76C HERITAGE VILLAGE	
25 844B	JOHN LENNON	844B HERITAGE VILLAGE	
26 850A	GEORGE HARRISON	850A HERITAGE VILLAGE	
27 891A	NEIL YOUNG	891A HERITAGE VILLAGE	
28 922B	CASS ELLIOT	922B HERITAGE VILLAGE	
29			
30	Grand Total # records : 27		
31			
32	All		

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# 1.9.9 Customer EFT Report #10643

See <u>MB-615 HVMA EFT Reports</u> in the Miscellaneous Billing Help Reference Library for details.

Task 10643: Customer EFT List	×
Customer EFT List	
Run as  Excel	
Lookup OK Cancel Clear All	

Ŕ	目日 り~	C ~ ≂ EFT_Listing_10643_THERESA[1].xml - Excel		✓ Search		
	File Home	Insert Page Layout Formulas Data Review	w View Help			
	19	$: \times \checkmark f_r$				
				D	<b>F</b>	
4	A	B Ourner Name	Drimony Address	Class	Amount Moses	
1	<u>Cust#</u>			CTDV UC	Amount Wessa	<u>je</u>
2	1000A	STEPHEN STILLS			719.00 ***Preix	Jte
3	10008	SONNY STILLS		SHERMAN	723.00	
4	1001A	GRAHAM NASH		SHERMAN	723.00	
5	10018	DAVID CROSBY		BERK-1	809.00	
6	1002A	DON HENLEY	1002A HERITAGE VILLAGE	CARRIAGE	586.00	
1	1003A	RINGO STALL	1003A HERITAGE VILLAGE	BERK-1	809.00	
8	1004A	ERIC CLAPTON	1004A HERITAGE VILLAGE	SHERMAN	723.00	
9	1005B	TAYLOR SWIFT	1005B HERITAGE VILLAGE	SHERMAN	723.00	
10	1007A	TRAVIS KELCE	1007A HERITAGE VILLAGE	CTRY-HS	719.00	
11	1007B	JOE STRUMMER	1007B HERITAGE VILLAGE	SHERMAN	723.00	
12	1008A	SID VICIOUS	1008A HERITAGE VILLAGE	BERK-1	809.00	
13	1008B	PAUL MCCARTNEY	1008B HERITAGE VILLAGE	SHERMAN	723.00	
14	1009A	JAMES CORDEN	1009A HERITAGE VILLAGE	CTRY-HS	719.00	
15	1009B	JOHN LENNON	1009B HERITAGE VILLAGE	BERK-1	809.00	
16	1010A	GEORGE HARRISON	1010A HERITAGE VILLAGE	SHERMAN	723.00	
17	1011A	NEIL YOUNG	1011A HERITAGE VILLAGE	SHERMAN	723.00	
18	1012A	CASS ELLIOT	1012A HERITAGE VILLAGE	BERK-1	809.00	
19	1012B	DEVAL PATRICK	1012B HERITAGE VILLAGE	SHERMAN	723.00	
20	1013A	TAYLOR SWIFT	1013A HERITAGE VILLAGE	CTRY-HS	719.00	
21	1014B	TRAVIS KELCE	1014B HERITAGE VILLAGE	CTRY-HS	719.00	

# 1.9.10 Customer EFT Changes #10644

See <u>MB-615 HVMA EFT Reports</u> in the Miscellaneous Billing Help Reference Library for details.



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# 1.9.11 Invoice Delivery Type List #10647

This report lists all customers who have chosen either Email or Print as their delivery type. Since HVMA does not use these options, this report can verify they are not set accidentally.

Task 10647: Invoice Delivery Type List		×	
Invoice Delivery Type List	:		
Bill Delivery Type 💿 Email 🔿 Prin	t		
Select Status: 🛛 🔿 All 💿 Only Ad	tive 🔿 Only Inactive		
	·		
Run as O Preview O Print	Excel		
ir Printing use Duplex • Yes • O	No		
Lookup UK	Cancel Clear Al		
µ0647-MBCUSBILDELV.REP Printed 23-Sep-202	4 at 13:46:22 by THERESA Heritage Village Master Invoice Delivery Tj	Association The List	Page 1
Following Customers are set to receive Invoices deliv Cust# Owner-Name	ered via Email 	Email Address	
1000A STEPHEN STILLS	1000A HERITAGE VILLAGE	band@admins.com	
Selection Legend:			
Grand Total # records: 1 Select Status: Active Only			

×	1日 り~	ଙ ୍ Customers_BillDelivery_1064	7 Ex 🔎 Search	
F	ile Home	Insert Page Layout Formulas Data Re	eview View Help	
A	2 ~	$(\times \checkmark f_x)$		
	А	В	С	D
1	Following	Customers are set to receive Invoices	delivered via Email	
2		]		
3	Cust#	Owner-Name	Service-Address	Email Address
4	1000A	STEPHEN STILLS	1000A HERITAGE VILLAGE	band@admins.com
5				
6		Grand Total # records : 1		
7				
8		All		
9				



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# 1.10 Tickler Screen

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

#### Miscellaneous Billing ▶ Maintenance ▶ Customer Maintenance



## 1.10.1 Add a New Note

like this. Click on the [Ticklers] button.

If there are existing Tickler Notes, the

parenthesis; this examples shows two

number of notes will be shown in



existing tickler notes.

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

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

AUC] 4149-View Notes/Tickler – 🗸 🗙		
File Edit Ledgers Purchase Orders Accounts Payable Fixed Assets Human Resources Budget Collections Tax Motor Excise Misc Billing System Favorites Help		
View Notes/Tickler		
G00 Bill# 000000-00 Year 2024 Owner DTC/CNSCN EDEPET 1 + SONDED 1 Balance as of 04-Max-2024 \$ 1182.00		
Actions Location 16 MISON ST		
9 Add A Note reel 02265-8 -0000		
Bil Pyrment		×
Date Time Ventered Discrimination and Ventered All Ventered All		
For Help, press F1	NU	M
Ready Text UP		



[AUC] 10000-Customer N

Optional: Enter Note

**Optional: Enter Note** 

Sending Attachment via Email

Optional: Enter Contact Name Mr. John Jones

Required: Enter Email Address campbellt189@gmail.com

Cust No 0000211

Parcel# Primary Second Location

City

Action

9 Add A Note

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

	Bill Payme	int Detail I	Payment Transactions Q Trx Sun	nmary	0 Attachments	Z MLCs (	4) Y Parc	eVAcct Notes	T Bill Not	tes/Tickler		
Date	Time	Entered By	Note	Remind?	Remind On?	Remind Who?	Remind Sent	Buttons				
04-Mar-2024	15:33:56.	THERESA	A second note created on March 4,	ON OY				8 Edit Note	0 Email	9 Delete		
04-Mar-2024	15:19:31.	THERESA	Customer phoned asking about a bi	ON OY	04-Apr-2024	THERESA		]				
leady										Lku	U	IP

Service Address Name 1 BELLINGHAM EARLY CHILDHOOD PROGRAM name 2

Street# 338

Email Nov

Unit

338 HARTFORD AVE

BELLINGHAM

Lookup OK Cancel Clear All

Customer Maintenance

Zip 00000-0000

Locatio Street

Line 2 City

This is a reminder that you asked for a paper bill this morning

I am sending it in the postal mail this aftern

# 1.10.2 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.

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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 of 18	<	>			
	Miscellaneous Billing Note	For Customer 00000211 💦 🔤		8	Ø			
	auc.do.not.reply@gmail.com	The email subject field with the Customer Number	<b>a</b> 🙂	«	:			
	Dear Mr. John Jones. } contact name entered on the prompt							
	This is a reminder that you asked for a pape I am sending it in the postal mail this aftern	r bill this morning. } the note text as entered on the [Email Now]	pron	npt				
	Sent customer a paper bill per their request via phone calle this morning. } the text of the note In reference to Miscelianeous Billing Customer 00000211 } reference to Customer Number This note is set to remind. Send Reminder to THERESA on 06-Mar-2024 } indicates that a reminder will be sent, and to whom							
	Thank you Theresa							
	00000211,05-Mar-2024,10:02:13.84							
	** Do not reply to this email message as it v via the ADMINS Unified Community (AUC	as system generated System **						

## 1.10.3 Setup a Tickler

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

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

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

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

					·					
EEE [AUC] 10000-	Customer Maintenan	e [theresa]								
File Edit Ledg	ers Purchase Orders	Accounts Payable	Fixed Assets	Human Resource	es Budget	t Collections	Tax Moto	or Excise Misc Bill	ing System Favori	tes Help
h 🛍 🖨 d	ын + + н 🗧	🚝 💥 🔍 📼	🗊 🛃 🔺							
				Custome	er Maint	enance				
Goto	Cust No 00000	11				Service Addr	ress			
Actions						Name 1				
Actions	Parcel#					name 2				
	Secondary					Location#		Street# 339		
	Location					Street		00000, 330	Unit#	
9 Add A Note	City		St	Zip 00000	-0000	Line 2				
	Curre	ent Balance: 2,600.	00			City			St MA Zip C	2019-0000
	1 Customer	2 PRG Invoice (1)	3 Attachr	nent (1) 4 E	Bill History	5 Trx His	tory	6 Note/Ticklers	7 Custom Fields	8 Field Logs (11)
Date	User Cate	aon/Notes			emind?	emind On?	Pemind Who	2 Remind Sent	Buttons	
05-Mar-2024	THERESA	Sent customer	a paper bi	ll per thei 🤇		6-Mar-2024	ANTHEA	. Kenning Sent	0 Edit Note Email Nov	v Delete
05-Mar-2024	THERESA	Customer phon	ed asking f	or informat 🤇	) N 🔍 Y 🛛	5-Mar-2024	THERESA			
1										
					Ren	nind?	Remir	nd On?	Remind W	ho?
						V OY	06-M	ar-2024	ANTHEA	_
					$\sim$		OF M		TUEDECO	
					$\odot$ r	V OY	105-M	ar-2024	THERESH	

[AUC] 10000-Customer Maintenance [theresa]	
Set Date/User to Send Reminder to	
Required: Enter Date to Send Reminder 06-Mar-2024	
Required: Enter a Username with valid email address ANTHEA anthea@admins.com	
Lookup OK Cancel Clear All	



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

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

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

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

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

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

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

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

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



[AUC] 10000-Customer Maintenance	×
P138-Invalid Email Address Form	nat
ОК	





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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:

Ren	ninder Real Estate Note From 2013 001002-00
auco	dev@admins.com
Sent:	Tue 8/27/2013 2:04 AM
To:	support

The taxpayer called today about applying for an exemption. She was not sure if they were eligible or not. Follow-up with taxpayer next week to see if she is all set now.

This is a reminder for follow-up. It was created 22-Aug-2013 by Kathy Coughlin (alternate)

Refer to Real Estate Bill 001002-00 Year 2013

\*\* Do not reply to this email message as it was system generated via the ADMINS Unified Community (AUC) System \*\*

## 1.10.4 Delete a Line

If a Tickler Note was added by 2024 Real Estate View Notes/Tickle Goto mistake, delete the blank note. On Year 2024 DBERT J + SANDRA J 05-Mar-2024 \$ 1182.43 Actions each line entered, a 9 Delete button 9 Add A Not Parcel will be available. If deleting an entry Q Trx Su 0 Attac Z MLCs (4 that contains note text, the system Date Entered By Note nind? Remind On? F 15:19:31. T ed asking about a bi Edit Note 0 Email 9 E will ask for confirmation. 9 Delete CY DELINQ [AUC] 10000-Customer Maintenance Note not Empty, are you sure you want to Delete? Yes No [AUC] 10000-Customer Maintenance Nº to Click on ves to confirm deleting the note; click on Delete note cancelled cancel the deletion. The Note will remain and a message will be displayed. Click on 0K

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

# 1.11 Recurring Program Invoices [PRG Invoices] #10001

Sometimes special invoices recur on a regular basis. This screen gives the ability to assign a Program Type to a customer and specify the frequency of the recurring invoice. A customer can have multiple Programs assigned.

×

OK



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IHVMA]	10001-0	Customer N	Maintenan	ce - Prog	ram Invoice	s [theresa											-	ð	×
File Edit	Ledge	s Purcha	se Orders	Accour	nts Payable	Human	Resources	s Bu	idget	Collections	Tax	Motor I	Excise	Misc Billing	System	Favorites	Help		
Þa 🛍 🤅	a	H4 +	<b>→</b> ₩	<b>44 🐃</b>	Q 🖬	🖻 🚼	a												
						С	ustom	er N	<i>M</i> aint	enance	- Pro	ogran	n Inv	oices					
Goto Actions		Cust No Name 1 Name 2	1000A STEPHE	N STILL	.S						Phone Phone	e 1 e 2	(203) (203)	555-1616 E 555-1212 E	Ext 0000 Ext 0000	Тур С Тур Н	Cell Home		
T Add Prog	ram	Street# Street Line 2 City	1000A HERITA SOUTHB	GE VILL URY	AGE		St CT	Zip	06488	-0000	Bill De E-mai	elivery il Addr	O Prir band@	nt ⊙Emai admins.com	I O No	ine	In-Progress	Resale	e
Q Program	List	1 Cus	tomer	21	Ticklers	3 P	RG Inv (1)		4 Cu	stom Fields	5 F	Field Logs	s (30)	6 Bank Que	stion				
Line Pr	ogram	Descr	iption				1 Paramet	er		2 Parame	ter		FRQ	Start Date	Stop D	ate L	ast Invoiced	]	
1 HC	DAFEES	HOA I	ees										М	13-Nov-202	20	0	1-Aug-2024	D CI	ear
										_					_				
				-					· · · · · ·										

Column Label	How Used
Line	Sequential number for added Programs
Program	Program Type
Description	Description of Program Type
1 Parameter	Enter up to 40 characters
	To customize these programs to a specific student/Grade or Location or any other values that are specific to this program occurance without having to manually update each individual invoice at time of billing. Use the Paramters 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

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## 1.11.1 Add Program



To add a program to a customer, click the [<u>T</u> Add Program] button:

Field Name	How Used
Program Type	Enter the <b>Program Type</b> to add to Customer. Use the Lookup button to see a list of all
	program types
Frequency Code	Enter the frequency of ocurrence
Start Date	Start Date of this Program for the Customer

## 1.11.2 Remove Program

If a Program was added to a customer by mistake or the Customer should not receive this invoice anymore, then click the [D Remove] button. However, once a customer has been issued an invoice, the remove button will no longer be available. Set the Stop Date instead to prevent any further invoices from being issued to the customer

[AUC] 10001-Customer Maintenance - Program Invoices ×	Yes       Remove Program from Customer         No       Cancel Remove and leave program as is for the customer
Yes No	



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# 1.11.3 Program List

Task 10113: Customer Assigned Programs for Invoicing	$\times$
Customers Assigned Programs for Invoicing	
Optional: Enter Customer Number Optional: Enter Department Group Optional: Enter Program Type	
Run as  Preview  Print  PDF  Excel If Printing use Duplex  Yes  No Lookup  OK  Cancel  Clear All	
10113-MBCUSPRGLST.REP Heritage Village Master Association Customer Assigned Programs for Invoicing	
Customer≢ : 1000A Name 1 : STEPHEN STILLS Address : 1000A HERITAGE VILLAGE	

Address : 100	OA REKITAGE VILLAGE					
Line Program 1 HOAFEES	Description HOA Fees	1-Parameter	2-Parameter	Frequency Monthly	Start Date End Date 13-Nov-2020	Last-Invoiced Next-Invoice 01-Aug-2024 01-Sep-2024 OVR
Customer# : 100 Name 1 : SEZ Address : THE	1B N LENNON : DAKOTA					
Line Program 1 HOAFEES	Description HOA Fees	1-Parameter	2-Parameter	Frequency Monthly	Start Date End Date 10-Feb-2016	Last-Invoiced Next-Invoice 01-Aug-2024 01-Sep-2024 OVR
A and A a	a setter	A second a		de antre d	Manager and the second	a marka a marka a



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

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# 1.12 Custom Fields Tab (from Screen #10000)

**ADMINS Unified Community** 

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 Maintenance screen, click on the 1 Customer tab.

File Edit Ledg	] 10000-Customer Maintenance gers Purchase Orders Accounts Payable Human Resources Budget Collection 를 K+ ← → → W 20 및 및 G 및 G 20 G	– 19 X Is Tax MotorExcise MiscBilling System Favorites Help
J	Customer Mair	itenance
Goto Actions	Cust No         1000H           Name 1         STEPHEN STILLS           Name 2         Street#           Street#         1000A           Street         HERITAGE VILLAGE           Line 2         City         SUTHBURY           Stalance         Pre-Pay: 0.00         Invoices: 85.00	Phone 1 (203) 555-1616 Ert 0000 Typ C Cell Phone 2 (203) 555-1212 Ert 0000 Typ H Home Bill Delivery Print © Email None E-mail Addr band@admins.com In-Progress Resale
	1 Customer 8 Ticklers (2) 3 PRG invoices 4 Custom Field	ds Field Logs Bank Quest (2)
L Search	User Defined 30 Characters           User Defined #1           User Defined #2           User Defined #3           User Defined #4           User Defined #4           User Defined #5           User Defined #6           User Defined #7           User Defined #8           User Defined #8           User Defined #8           User Defined #1           User Defined #1           User Defined #2           User Defined #3           User Defined #4           User Defined #5	User Defined Pates           User Defined #1           User Defined #2           User Defined #3           User Defined #4           User Defined #2           User Defined #3           User Defined #4           User Defined #5           User Defined #4           User Defined #4           User Defined #5           User Defined #4           User Defined #4           User Defined #4           User Defined #2           User Defined #2           User Defined #3
	Active	User Defined #5

# 1.12.1 User Defined Labels Screen #10102

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

Misc. Billing ► Module Maintenance ► User Defined Labels.

Goto			User Defined La	ibels		
Actions						
	Customer Custon	n Field Labels			_	
	User Defined 30 (	`haractore	Lieer Defined Date			
	User Defined #1	User Defined #1	User Defined #1	User Defined #1		
	User Defined #2	User Defined #2	User Defined #2	User Defined #2		
	User Defined #3	User Defined #3	User Defined #3	User Defined #3		
	User Defined #4	User Defined #4	User Defined #4	User Defined #4		
	User Defined #5	User Defined #5	User Defined #5	User Defined #5		
	User Defined #6	User Defined #6				
	User Defined #7	User Defined #7	User Defined Dec	imal 2 places		
	User Defined #8	User Defined #8	User Defined #1	User Defined #1		
	User Defined #9	User Defined #9	User Defined #2	User Defined #2		
			User Defined #3	User Defined #3		
	User Defined 80 C	Characters	User Defined #4	User Defined #4		
	User Defined #1	User Defined #1	User Defined #5	User Defined #5		
	User Defined #2	User Defined #2	User Defined Dec			
	User Defined #4	User Defined #3	User Defined Dec	Han Backs		
	User Defined #5	User Defined #4	User Defined #2	User Defined #1		
	Oser Denned #5	pser berined #5	User Defined #3	User Defined #2		
			User Defined #4	User Defined #4		
			User Defined #5	User Defined #5		

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# 1.13 Field Logs #10900

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This screen displays changes that have been made to the customer record in change date order.

1 These columns show the time and date of the change.

- <sup>2</sup> The username of the person making the change.
- <sup>3</sup> The field that was changed.
- The first row shows the original text it was "changed from"; the second row shows what it was "changed to".

[HVMA] 10900-Customer Maintenance - Field Logging System Favorites Help 🖻 🛍 🍯 🗧 ні 🕈 🔸 ні 🌾 🎬 🔍 🔳 😭 🛃 🎧 Customer Maintenance - Field Logging Goto. Cust No Name 1 Name 2 Street# STEPHEN STILLS Phone 1 (203) 555-1616 Ext 0000 Typ C Cell (203) 555-1212 Ext 0000 Typ H Home 1000A Bill Delivery O Print 

Email O None HERITAGE VILLAGE Street Line 2 E-mail Addr band@admins.com In-Progress Resale City SOUTHBURY St CT Zip 06488-0000 6 5 Field Logs 1 Customer 8 Ticklers 3 PRG Inv (1) 4 Custom Fields 6 Bank Ques Change Date Time User 19-Sep-2024 16:02 THERESP From/To Where Changed CUSOWN Field Name 1 9 Edit List DAVID JONES STEPHEN STILLS 19-Se 2 THEF 3 5 1 2 4 2024 16:02 THERESA .......... CUSOWN Bank Account 111111111 19-Sep-2024 16:02 THERESA ABA≢ CUSOWN 19-Sep-2024 16:02 THERESA Bank Na MONKEE NATIONAL BANK CUSOWN

<sup>5</sup> This identifies where the change originated. In this example, **CUSOWN** indicates that the change was made on the customer maintenance screen.

<sup>6</sup> 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.

📧 Task 10901: Field Logging Report - Cu	stomer Maintenance	×							
Field Logging - Customer Maintenance Edit List									
Optional: Enter Customer Number									
Optional: Enter Date Range	From: To:								
Optional: Restrict to this User									
Sort:	● Customer# ○ Change User ○ Change Date								
Run as O Preview O Print @ PDF O Excel If Printing use Duplex @ Yes No Lookup OK Cancel Clear All									

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

#### Run the report as $\odot$ PDF or $\odot$ Excel format.

10901-MBCUSMSTFLG.REP			Heritage Vi	llage Master Associat	ion	1	Page 1
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:	2	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account Type	Old: C New:	3	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account	Old: 1010101010 New:	3	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	ABA#	Old: 11111111 New:	2	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Name	Old: MONKEE NATIONAL BANK New:	ł.	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	17-Sep-2024	09:57	THERESA	Email	Old: New: band@admins.com	t. T	CUSTUPD

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

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

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# 1.14 Bank Questionnaires (Uniform Condominium Questionnaire)

Form 1076 or a Uniform Condominium Questionnaire is essential in real estate for financing condos or townhouses within a homeowner's association. It proves the project's compliance with lender requirements. The Uniform Condominium Questionnaire gives a general snapshot of a condo association's financial, legal, and property status.

The HVMA provides the Uniform Condominium Questionnaire (Form 1076) to banks and mortgage companies. They track details such as the unit number, date/time/user, and the involved bank, along with noting whether a fee was charged.

No fee is applied if the HVMA uses their own Form 1076. However, if a bank requires their specific questionnaire form 1076 to be completed, the HVMA issues an invoice for processing costs.

Bank Quest (2) To record that a bank has requested Form 1076, start by clicking on the button at the bottom left of the Customer Maintenance screen for the Condo Unit referenced in the bank request. (If there is a number in parentheses on the Bank Quest button, it indicates the number of questionnaires that have been issued for this unit.)

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				Custom	er M	aintenance -	Bank Q	uestionnai	res			
Goto	Cust No 10 Name 1 S1	000A EPHEN STI	LLS				Phone 1	(203) 555	-1616 Typ 0000	C Cell		
1	eet# 10	000A RITAGE VI	LLAGE				Phone 2 Bill Deliver	(203) 555	Email      None	H Hone		
9 Add Invoice X Excel	Line 2 City SC	OUTHBURY		St CT	Zip	06488-0000	E-mail Add	dr band@admi	ns.com	In-Pro	gress Resale	
2							]	6				
Π	Created	Time	2 Ticklers By	3 PRG Inv (	1) ank Ba	4 Custom Fields	5 Field L	Logs (30)	Bank Question	Invoice#	Buttons	
	23-Sep-2024 23-Sep-2024	4 16:05:18 4 15:14:33 00:00:00	THERESA THERESA CONVERT	AI Cf	15 AN ARM CA	MERISAVE MORTGA	GE AGE	No Invoice i	ssued upon request	000000-0 065026-0 000000-0	Go to Invoice	4
	Actions 1 9 Add Invoice 2	Actons Name 1 51 me 2 1 reet# 10 create # 10 create	Actons 9 Add Invoto X Excel 2 1 ret# 10004 viet# HERITAGE VI Une 2 City SOUTHBURY 1 Custome 1 Custome	Name 1         STEPHEN STILLS me 2 ret#           9Add twoe         ret#           Yead         HERTRAGE VILLAGE           Line 2 City         SOUTHBURY           1 Customer         2 Tickers           23-Sep-2024 16:105:10 THERESA 23-Sep-2024 16:105:10 THERESA 00:000 CONVERT	Name 1         STEPREN STILLS           Made voice         1           Padd worke         HERITAGE VILLAGE           Une 2         Off South BURY           State         2           1         Customer           2         Telders           1         Customer           2         Telders           2         State           2	Name 1         STEPHEN STILLS bme 2           Preel #         10004           Vecel HERITAGE VILLAGE         Lin 2           Chr SouthBURY         St CT Zip           1         Customer         2 Tockers           2         1         Customer           2         3         Sept-2024           1         15:14:33         1HERESA           00:00:00         Colvert         Develored	Actors bree 2 Prefer 2000 PAdd move Receil 2 1 Customer 2 Ticklers 3 PRG hv (1) 4 Custom Fields Created Time 19/ Bank Bank Mane 23-Sep-2024 16:105:130 IHERESA PRS Metro MortGA 23-Sep-2024 16:105:130 IHERESA CREAT CREAT CREATE INFO	Name 1     STEPHEN STILLS bme 2 prese veel + ERTRAGE VILLAGE Line 2 City SOUTHBURY     Phone 1 Phone 1 Phon	Name 1         STEPREN STILLS me 2 rest + 10000         Phone 1         (203) 955 (203) 955 Bill Delivery           9 Add twold West + HERTIAGE VILLAGE Line 2 Off SUUTHBURY         SI CT Zip 06488-0000         Phone 1         (203) 955 Bill Delivery           1 Customer         2 Tockers         3 PR0 hvr (1)         4 Custom Fields         S Fiel Loos 30           1 Customer         2 Tockers         3 PR0 hvr (1)         4 Custom Fields         S Fiel Loos 30           2 S-Sepr-2024         15:147:13         THERESA         ARM: Bank Name         Status Delivery         D Involce 1           2 S-Sepr-2024         15:147:13         THERESA         CHM CHARTINGTON MORTGAGE         D Involce 1	Name 1         STEPHEN STILLS preget reset         Phone 1         (203) 555-1516 Tp 0000 Phone 2         (203) 555-1512 Tp 0000 Phone 2         (203) 555	Name 1         STEPHEN STILLS pme 2 revel         Phone 1         (2023) 555-1615 Tp 00000         C Call Hane           9 Add twold the set         revel         100004         Image 2         (2023) 555-1212 Tjp 00000         Image 2           9 Add twold the set         revel         100004         Image 2         (2023) 555-1212 Tjp 00000         Image 2           1 Customer         2 Tickers         S II CT         Zip 06488-0000         Image 2         Image 2           1 Customer         2 Tickers         3 PR0 inv (1)         4 Custom Fields         5 Field Loos 00         6 Bank Question           25-Sep-2024         15:161:18 THERESA         IPRO SHATENER         Image 2         2000000-0           22-Sep-2024         15:161:18 THERESA         IPRO SHATENER         Image 2         2000000-0           22-Sep-2024         15:161:18 THERESA         IPRO SHATENER         Image 2         2000000-0           23-Sep-2024         15:161:18 THERESA         IPRO SHATENER         Image 2         2000000-0           23-Sep-2024         15:161:18 THERESA         IPRO SHATENER         Image 2         2000000-0           23-000000-0         Image 2         Image 2         Image 2         200000-0           1 Interest         Image 2         Image 2         Image	Name 1         STEPHEN STILLS prese rest rest         Phone 1         (203) 555-1516 Typ 0000 C         C Call Phone 2           9 Add mode trest         HERITAGE VILLAGE Line 2         Phone 1         (203) 555-1512 Typ 0000 H         H Hale Bill Deletey Phint © Email           0 Keorel         City         SUITABLEY         St CT         Zip 06488-0000         In Progress Resale           1 Customer         2 Tokers         3 PRG wr (1)         4 Custom Fields         5 Fiel Loos (30)         6 Bank Question           23-Sepr-2024         15:16:138         THERESA         MeN Sank Name         Status         6 Bank Question           23-Sepr-2024         15:14:133         THERESA         CRM OPREINSTUCH NORTGAGE         No Invoice 1 staued upon request N00000-0         Gets twoice           23-Sepr-2024         15:14:133         THERESA         CRM OPREINSTUCH NORTGAGE         3         0000000-0         Gets twoice           30000000-0         ORIVERT         0         000000-0         Gets twoice         3         0000000-0         Gets twoice

<sup>4</sup> If an invoice was issued, clicking this button will take you to the bill detail screen for that Unit#.

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	А	В	С	D	E	F	G		н		
1	Unit#	Created	Time	By	Bank	Bank_Name	Status		nvoice#		1
2	1000A	9/23/2024	16:05:18	THERESA	AMS	AMERISAVE MORTGAGE	No Invoice issued upon request	(	00-00000		11
3	1000A	9/23/2024	15:14:33	THERESA	CARM	CARRINGTON MORTGAGE		(	065026-00		
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# 1.14.1 Issuing Invoices and Adding Banks

For issuing invoices and updating the customer bank history screen, refer to the help document in the Help Reference Library titled "MB-645 HVMA Bank Questionnaire."