Revenue – Miscellaneous Billing

MB–630 HVMA Customer Maintenance & Queries

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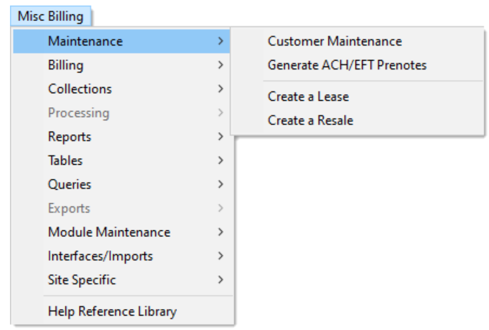
1 Customer Maintenance

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:

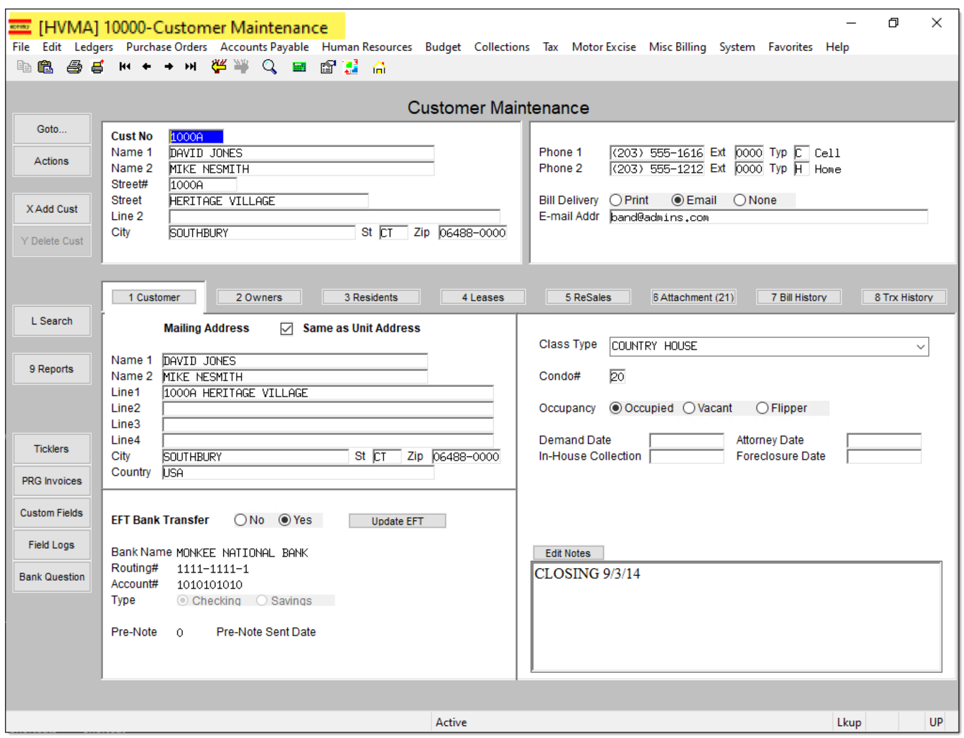
Miscellaneous Billing ▶Maintenance ▶ Customer Maintenance



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.



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.

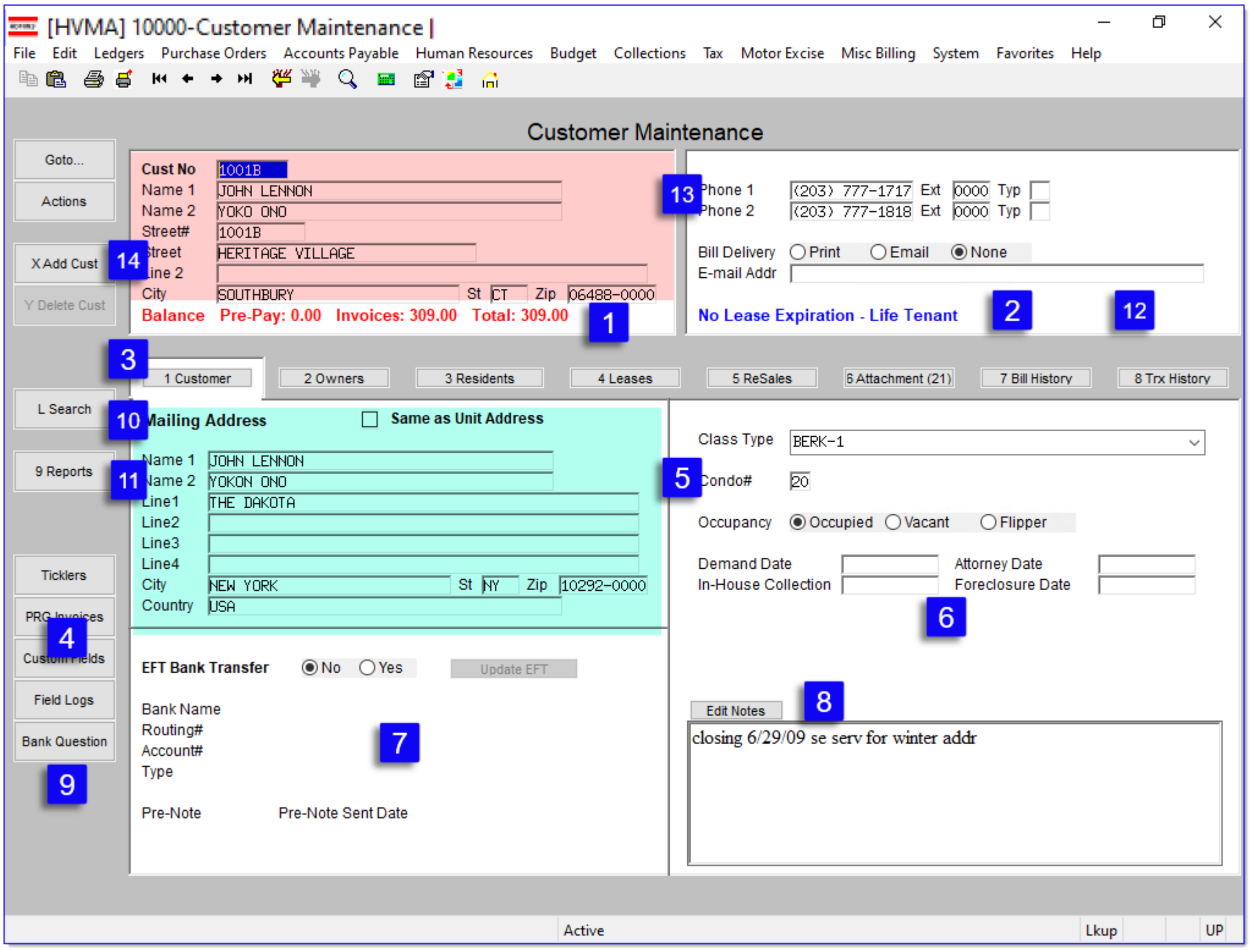
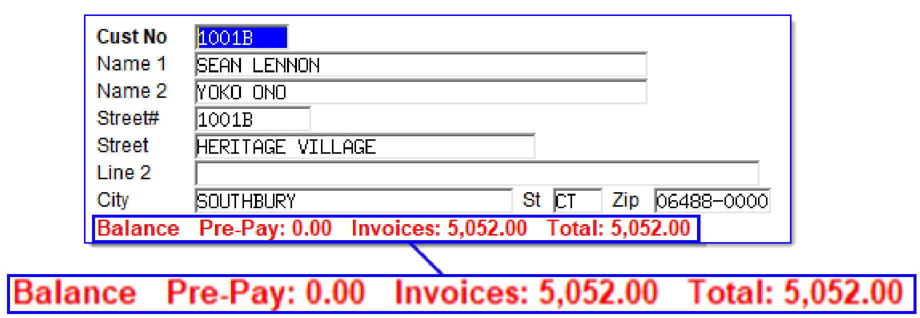


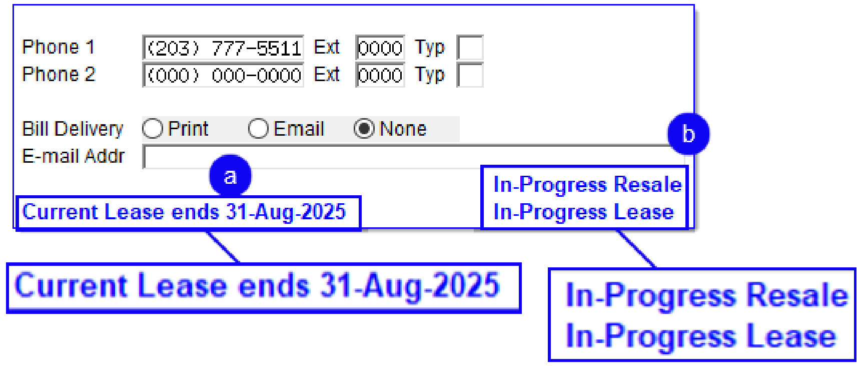
Figure 1 The Customer Maintenance screen explained

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

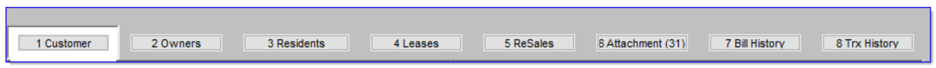


2 a If there is a lease, the expiration date is shown. If there is no lease, there will not be a message for lease expiration. b If there is a Resale in progress, a message will be shown.

See section below for examples of these messages.

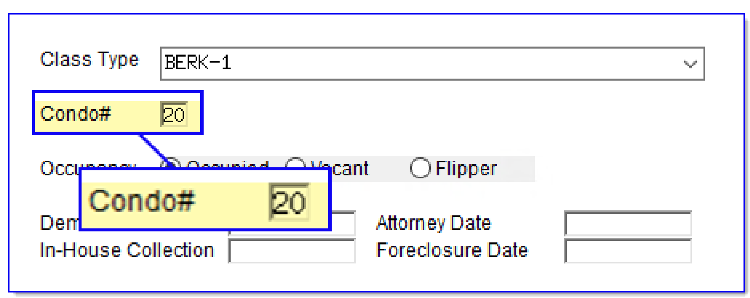


3 This row of buttons allows easy navigation to sub-screens *(each is described in a section below)*.

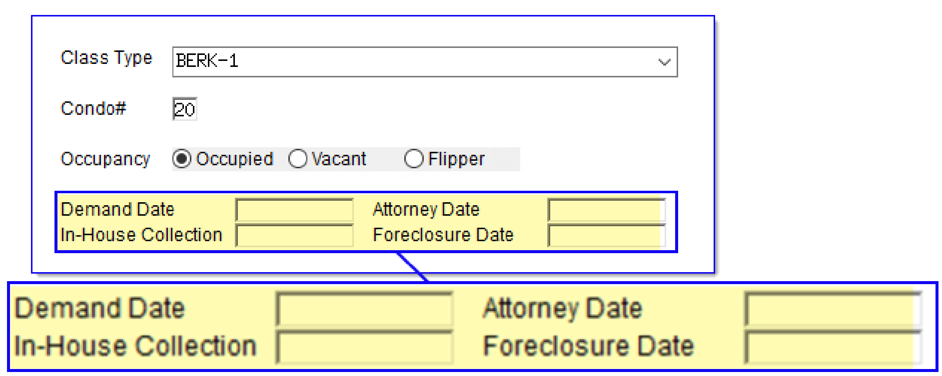


4 Buttons for Ticklers (reminders), Program Invoices, Custom Fields, Field Logs on the left side.

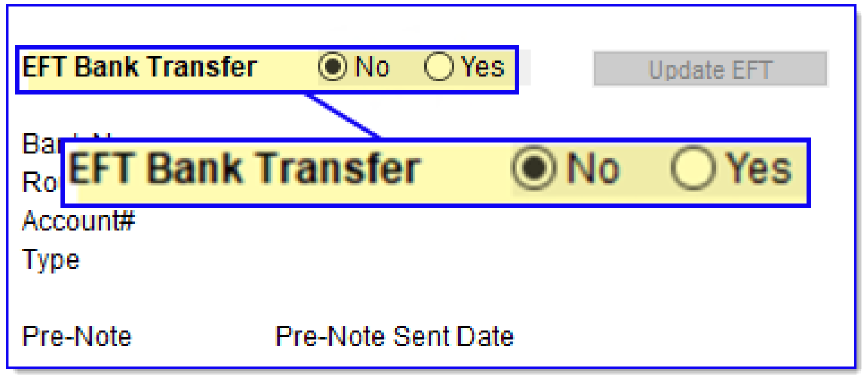
5 Condo number field (1 to 24) is used for resale and condo documentation sent to attorneys and agents.



6 Custom dates enable entry of demand, in-house collection, attorney, and foreclosure dates.



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

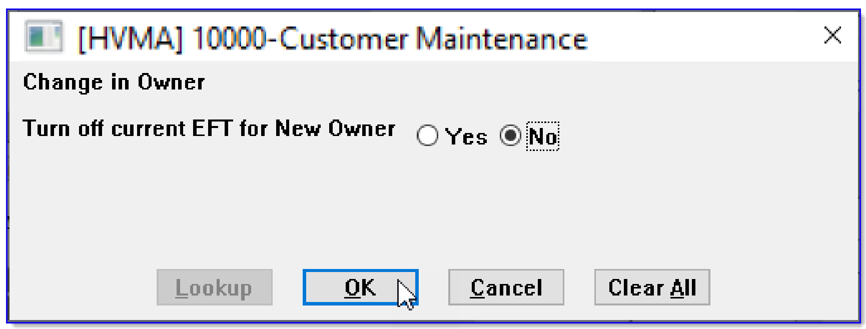


Read **MB–620 HVMA EFT Transfer Information** in the Help Reference Library for details.

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 Mailing Name 1 with Name 1. Additionally, the system will synchronize this change with Owner Name 1 in the Owners 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.

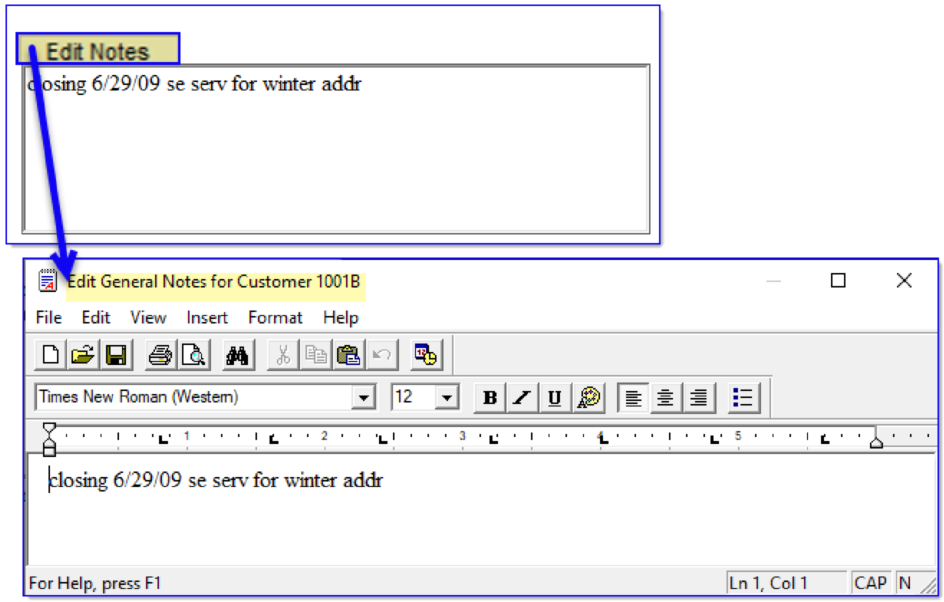


⦿ No – will leave EFT information as is (default)

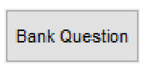
⦿ Yes – will set EFT radiobutton to N and clear out all EFT information

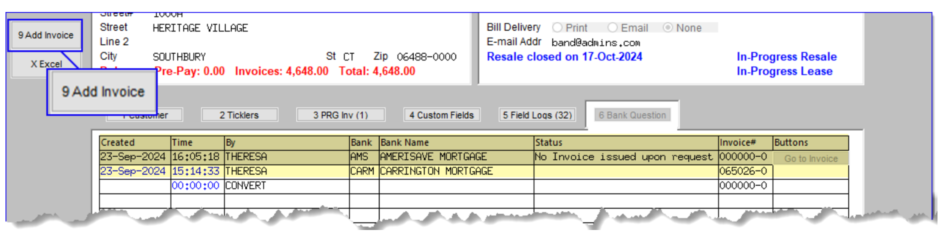
8 For general notes, click the Edit Notes button to launch a notes editor.

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



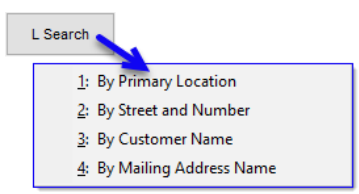
9 This is a button to access the Bank Questionnaire screen. See more information in the “**Bank Questionnaire Document**” in the Help Reference Library.

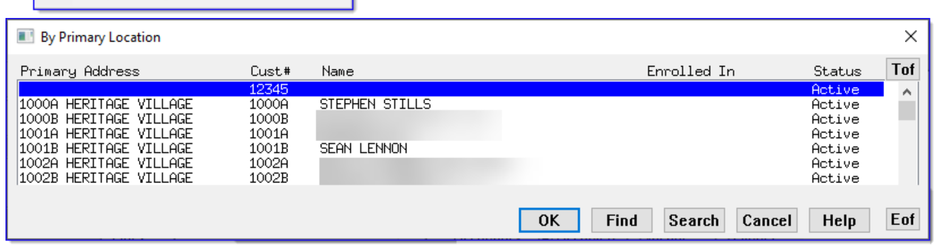




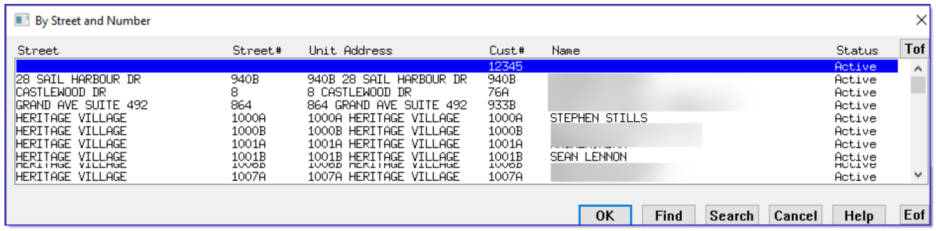
10 Search button has four options for locating a customer or condominium unit.

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.

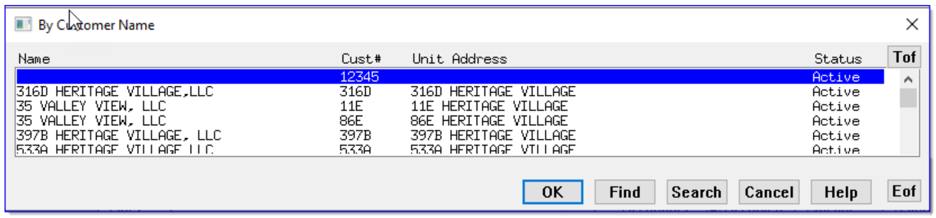




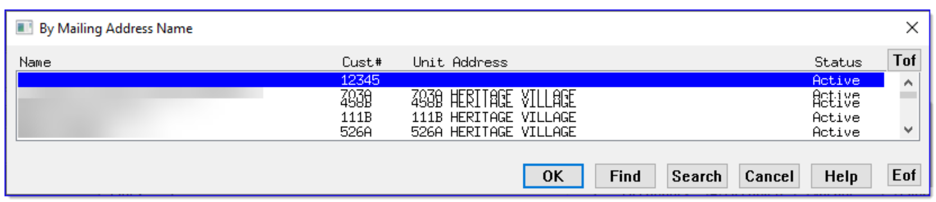
Use the **Find** button to locate text at the beginning of a **Street Address**. To search for text anywhere within the street address, use the **Search** button.

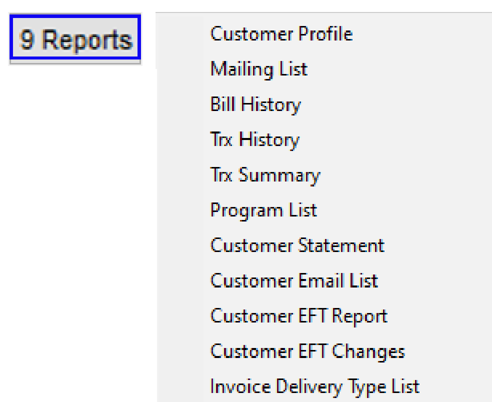


Use the **Find** button to locate text at the beginning of a **Customer Name**. To search for text anywhere within the Customer Name, use the **Search** button.



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.

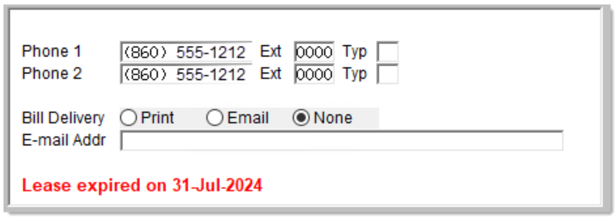




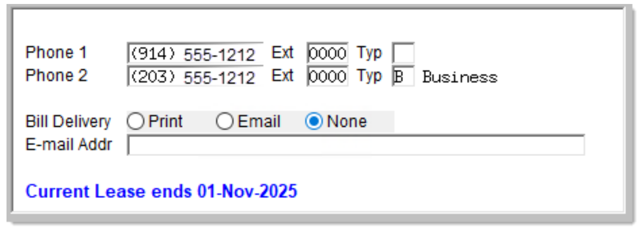
11 The reports button displays a drop down list from which a selection can be made to run a report. All the reports are described in detail in section 1.9 below.

1.1.1 Lease Notations on the Customer Maintenance Screen

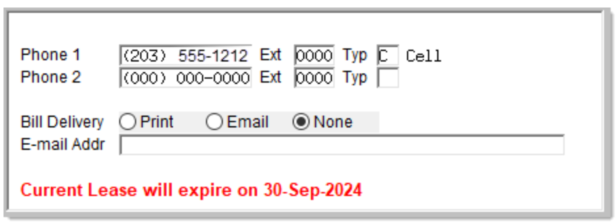
If the lease expired within the last 90 days this message is displayed in *red*.



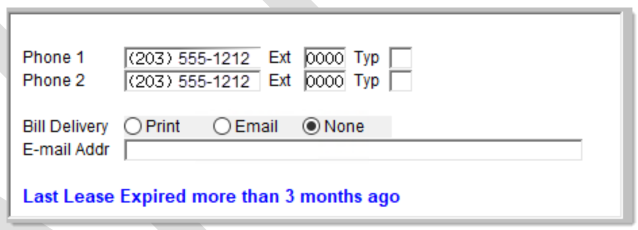
If the current lease ends at least one month after today, this message is displayed in *blue*.



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

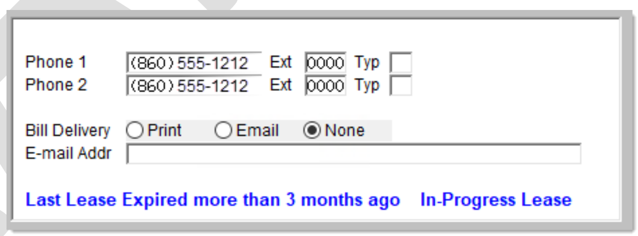


If the lease expired more than three months ago, this message is displayed in *blue*.



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

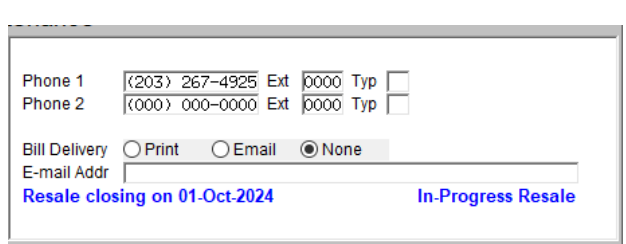
It is independent of any other lease message.



1.1.2 Resale Notation on the Customer Maintenance Screen

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

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



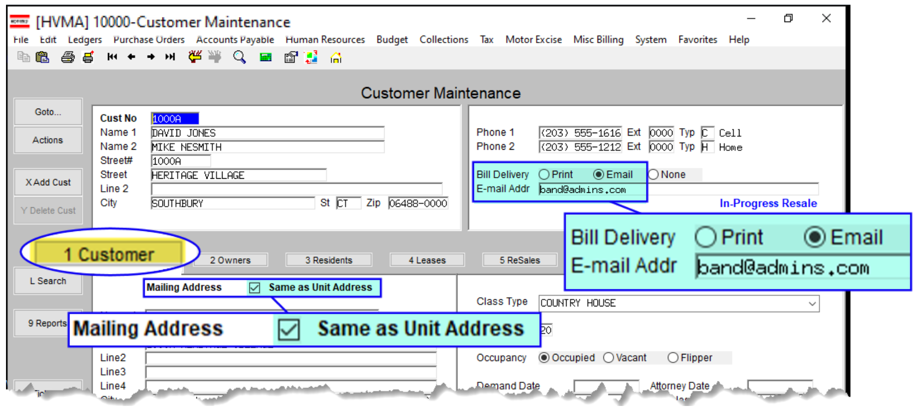
1.1.3 Mailing Address and Contact Information

13 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.

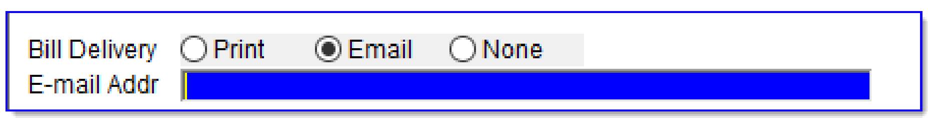
Provide the mailing address and contact details for this customer. The mailing address is where all correspondence will be sent.



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**



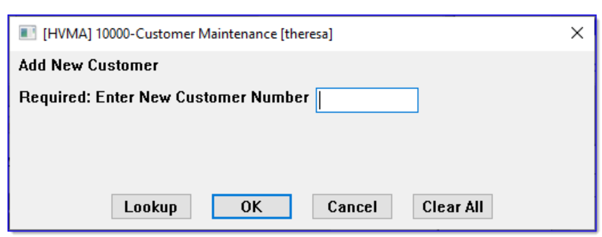
All HVMA customers are set to ⦿ **None** by default.

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.

14 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.



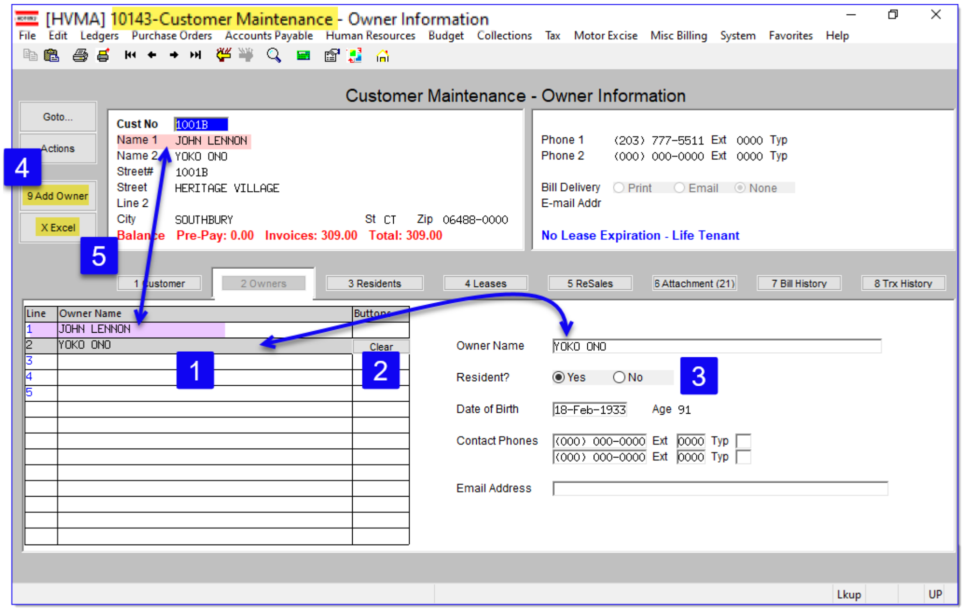
A prompt to continue will be displayed and then a blank customer screen is presented with the next sequential customer number assigned.

1.2 2 Owners Tab #10143

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.



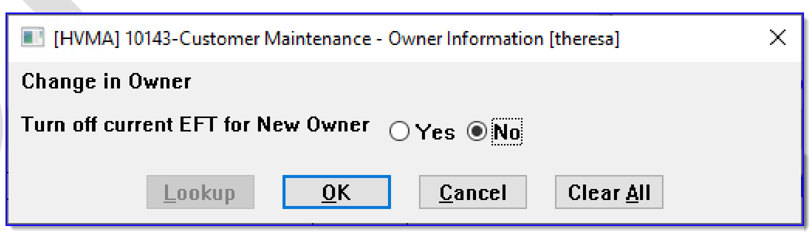
Changing the Owner Name here will also change the "Name 1" at the top of the screen.

1 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

3 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 EFT flag is* ☑ **Yes**, *a will pop up will ask if the current EFT should be turned off for the new owner.*



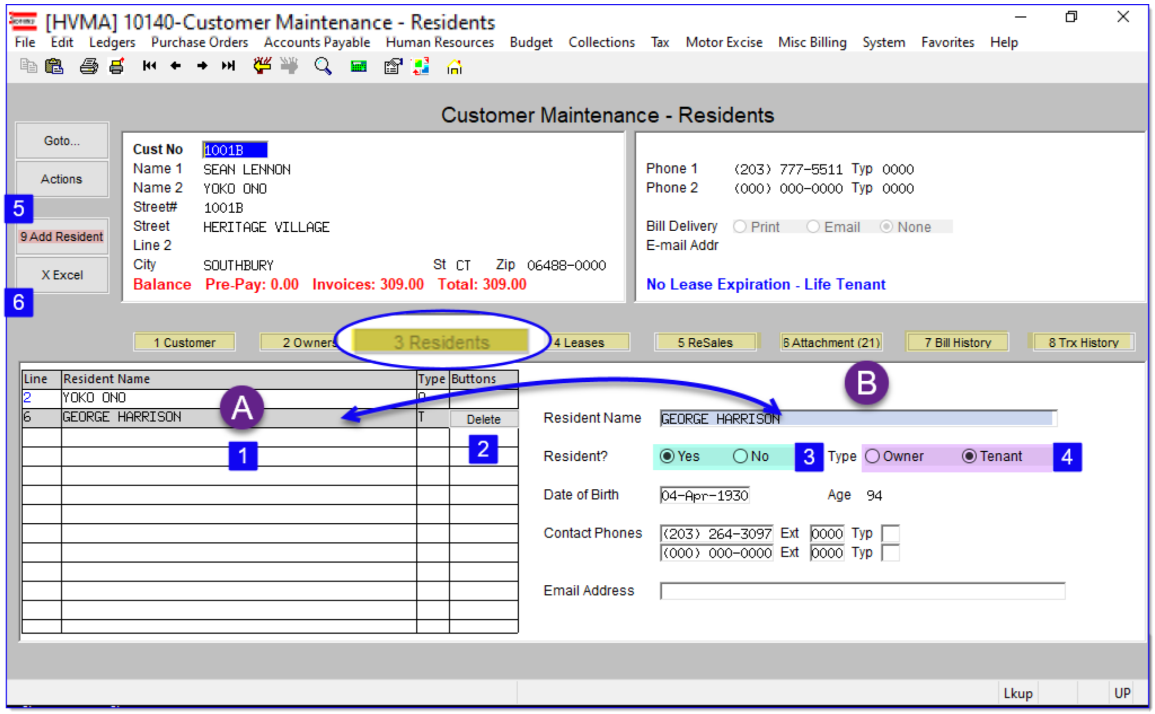
4 **[9 Add Owner]** will add a new line.
Enter the new owner name in the Owner Name field on the right side of the screen. This will only be needed if there are more than five individual owners for a unit.

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

1.3 3 Residents Tab #10140

The left side of the screen denoted with the 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 B.



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.

2 if the tenant is no longer a resident of the property use the Delete button to remove their information.

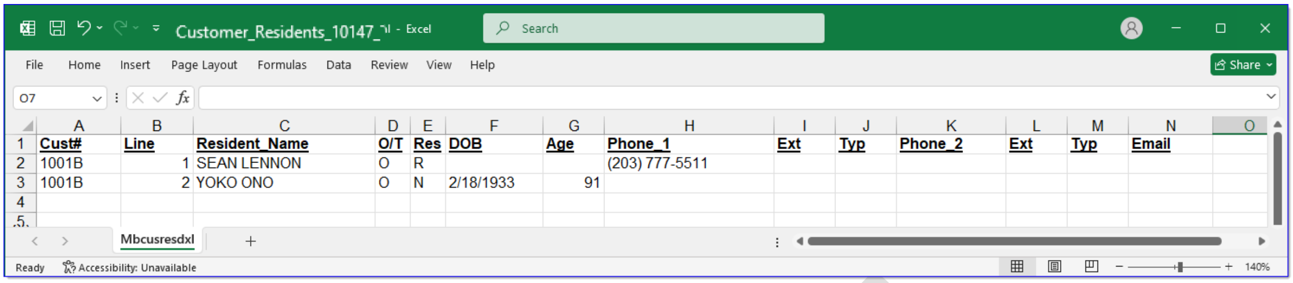
3 Resident or not. Use the Yes/No radio buttons to change an owner from the resident to a non-resident.

4 Use the radio button to change the currently selected line resident from an Owner to a Tenant, and vice versa.

5 **[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.

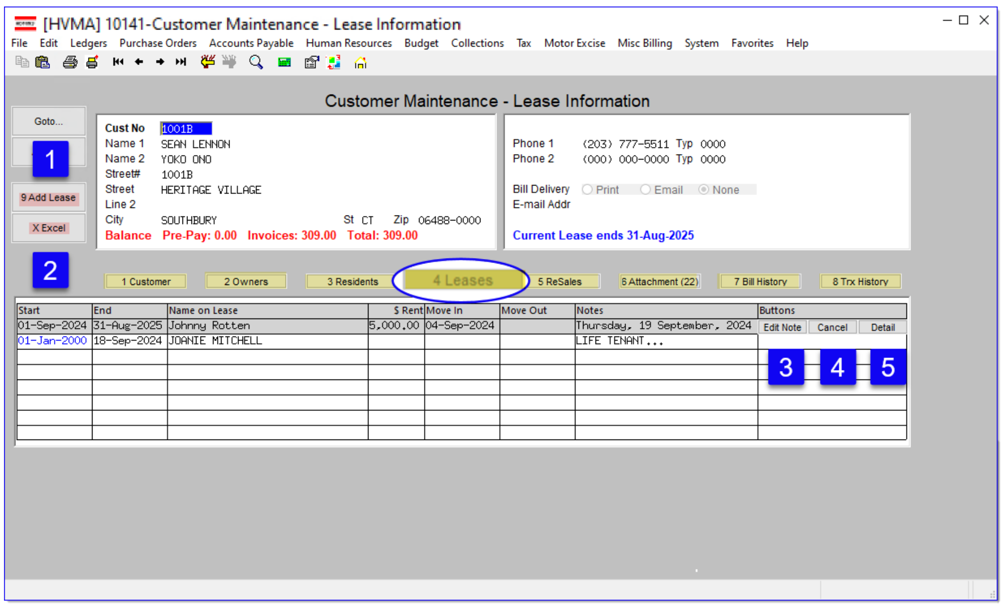
6 **[Excel]** – creates an **Excel**® report of residents for this customer (to report on all residents for all customers use the Reports menu). A sample is shown below.

1.3.1 Excel Report of Residents #10147



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 **MB-635 Create a Lease** process document for details.

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

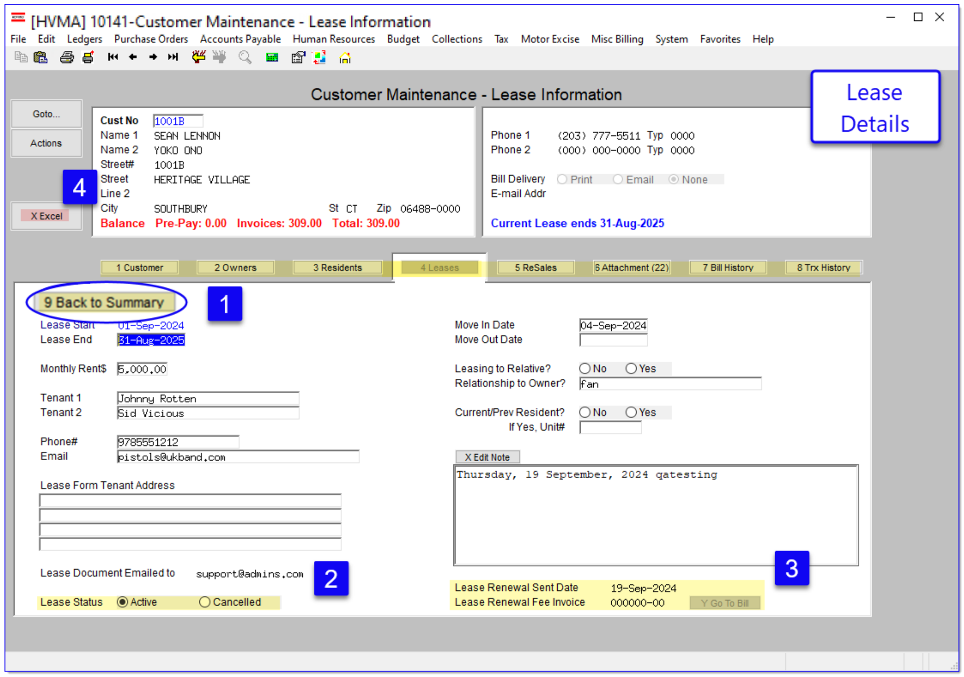
3 **[Edit Note]** For any additional information pertaining to this lease use the Edit Note button – always enter new notes at the top so the latest entries are the most visible.

4 **[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.

5 **[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, cancel the current lease and create a new one with the correct date.



1 Use this button to return 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.

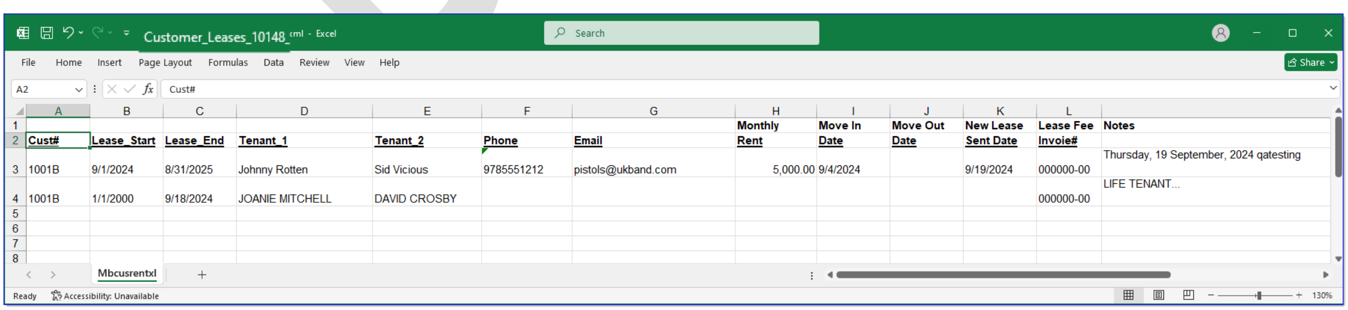
2 Is the lease active or cancelled? An active lease is considered valid, whereas a canceled lease is merely historical and does not confirm if there's a current lease for the unit. If incorrect information was entered, cancel a lease and create a new one with the same start date. However, entering a 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.

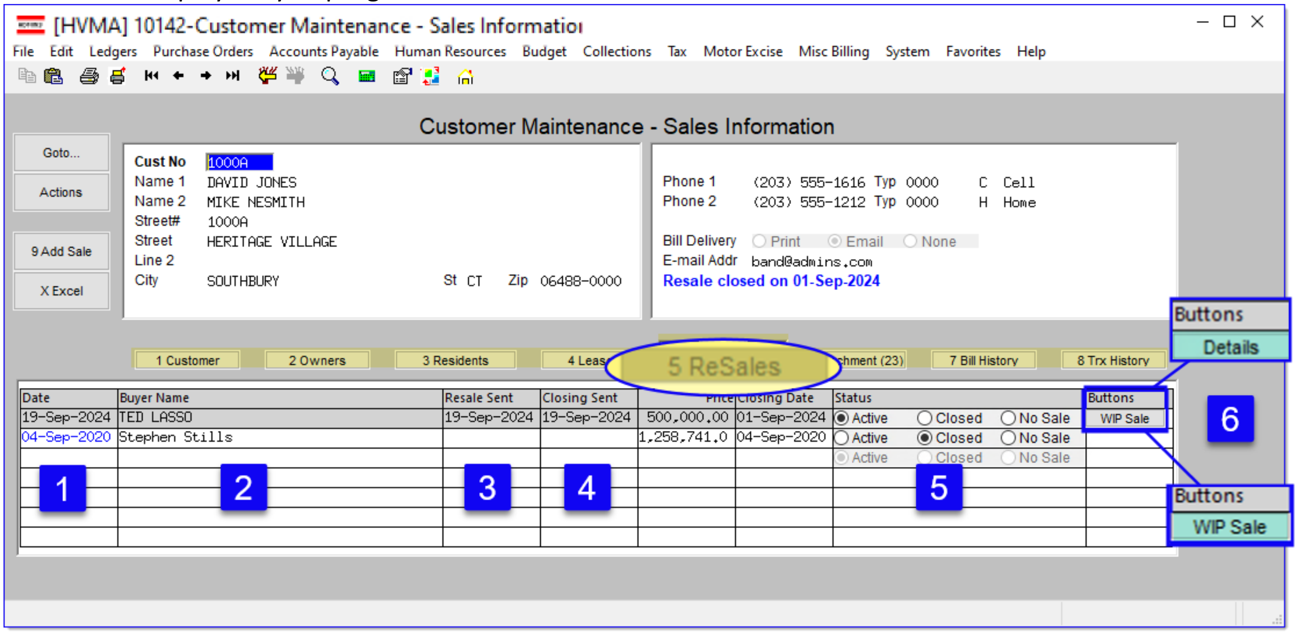
1.4.2 Excel Report of Customer Leases #10148



Cust#	Lease_Start	Lease_End	Tenant_1	Tenant_2	Phone	Email	Monthly Rent	Move In Date	Move Out Date	New Lease Sent Date	Lease Fee Invoie#	Notes
1001B	9/1/2024	8/31/2025	Johnny Rotten	Sid Vicious	9785551212	pistols@ukband.com	5,000.00	9/4/2024		9/19/2024	000000-00	Thursday, 19 September, 2024 qatesting
1001B	1/1/2000	9/18/2024	JOANIE MITCHELL	DAVID CROSBY							000000-00	LIFE TENANT...

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

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



1 Date the Resale process began.

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

3 Date when Resale Documents are sent.

4 Date when the closing documents are sent.

5 Current status:

⦿ **Active**: Sale is in progress.

⦿ **Closed**: Sale has reached closing date (manually change status to closed).

⦿ **No Sale**: Sale did not go through.

6 Button options: This button label will differ depending on the status of the sale. If the button label is:

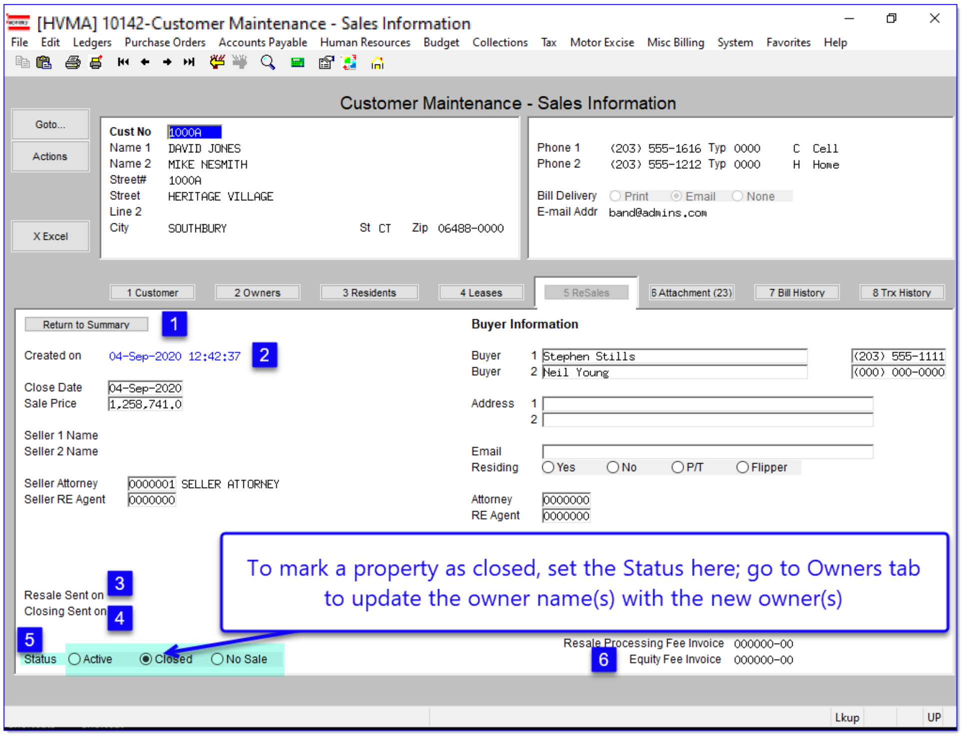
[Detail]: In-progress resale process has been completed, closing documents issued, view details.

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

1.5.1 Re-Sales #10142 (*Detail*)

1 Returns to the main sale screen.

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



3 Date when Resale Documents are sent.

4 Shows the date, time, and email address when closing docs are sent.

5 Current status:

⦿ **Active**: Sale is in progress.

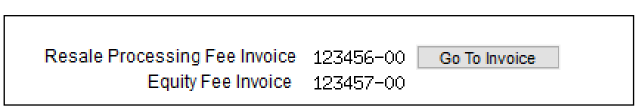
⦿ **Closed**: Sale has reached closing date (manually change status to closed).

⦿ **No Sale**: Sale did not go through.

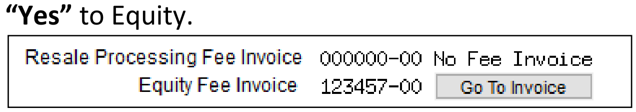
Once the closing is complete, and the ⦿ **Closed** box is checked, return to the Owner screen and update the Owner Names with the new owners. This will impact the Customer record (see the image – the fields in pink will be automatically updated when the owner fields are changed on the Owners Tab.)

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

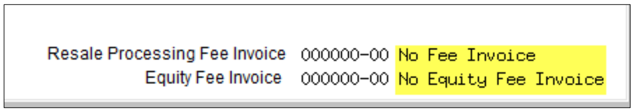
User said **"Yes"** to creating both invoices.



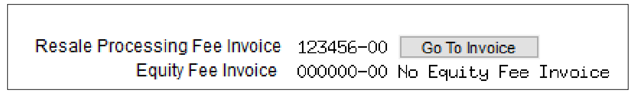
User said **"No"** to creating Processing Fee invoice but **"Yes"** to Equity.



User said **“No”** to creating both invoices.



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



1.6 6 Attachments

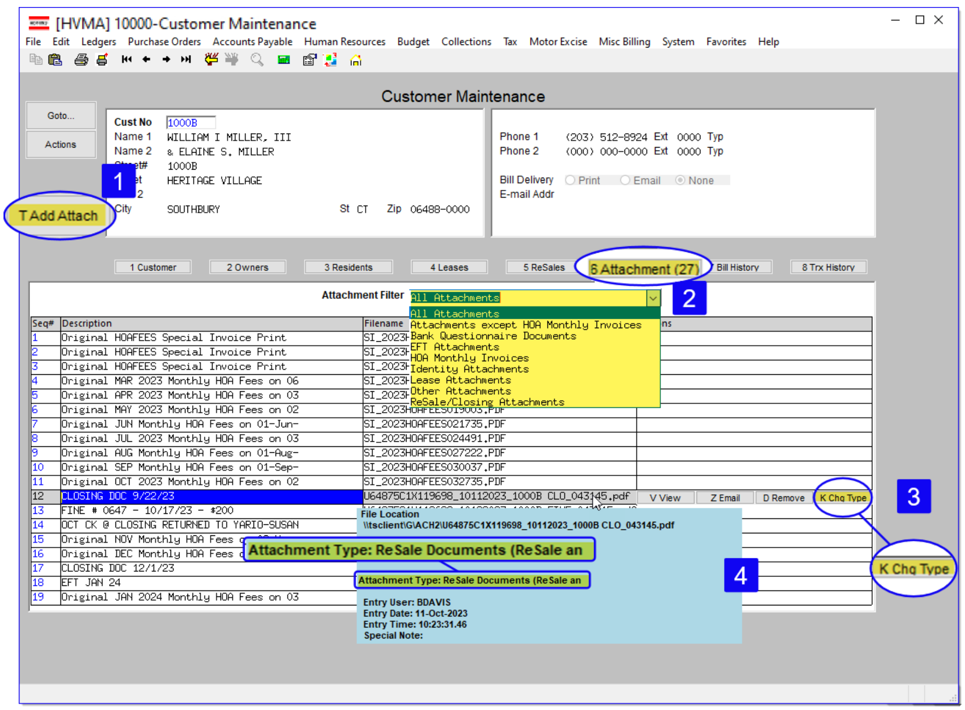
If there are any attachments, their count appears in parenthesis (within a "badge" on the Attachment button) 6 Attachment (27). For instance, if you see a (27) on the tab, it means there are 27 attachments associated with this customer record. Attachments added by the system cannot be removed, but documents manually attached by users can be deleted.

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

2 Filter by different attachment types using a dropdown menu.

3 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.



1.6.1 Add Attachment Prompt

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

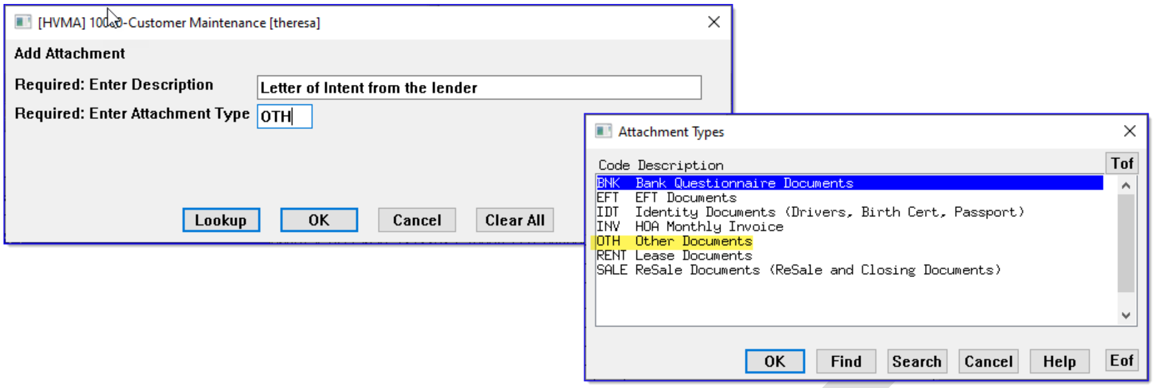


Figure 2 The attachment prompt has a lookup from which the type can be selected

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.

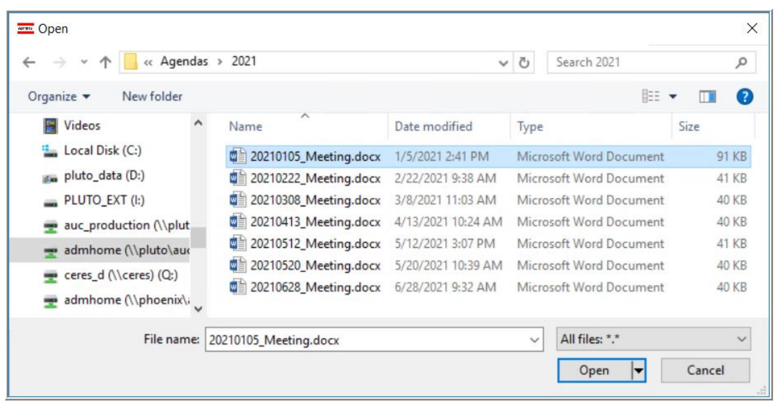
BNK	Bank Documents and Invoices
EFT	Electronic Fund Transfer documents
IDT	Identity Documents (Drivers licence etc)
INV	Monthly HOA Invoices *(do not use this type for user attachments)*
OTH	Other Types *(use this type for user-supplied documents that do not fit in to the other types)*
SALE	Sale Documents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

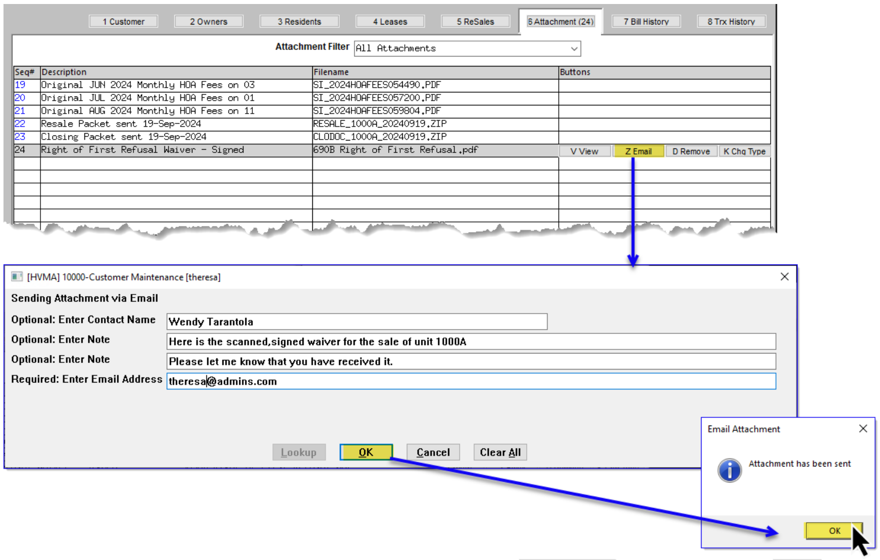
Highlight the document and select **[Open]** to attach.



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

1.6.3 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.



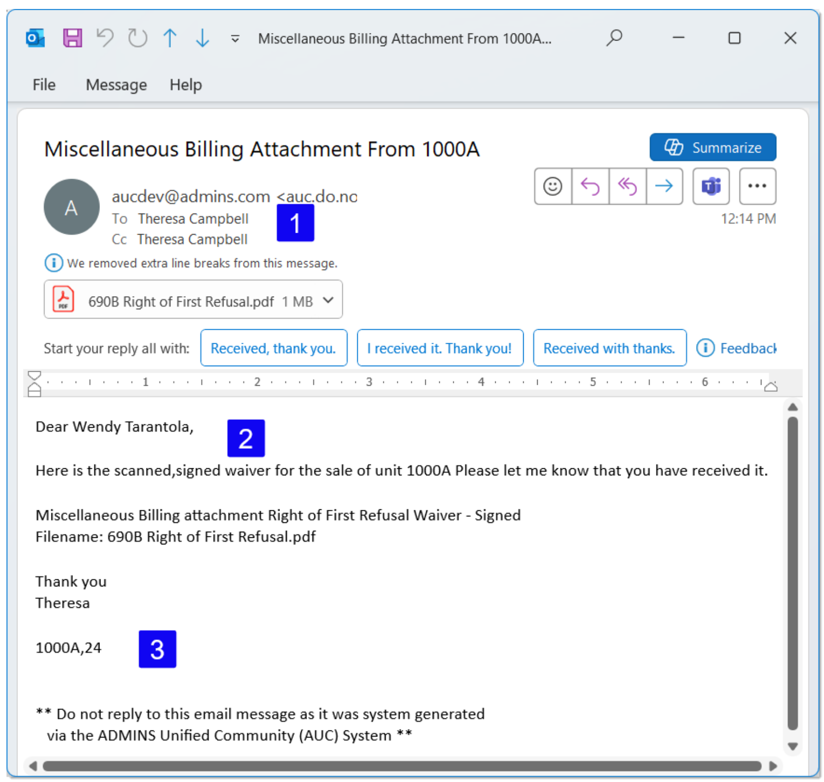
The email will look like this:

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

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

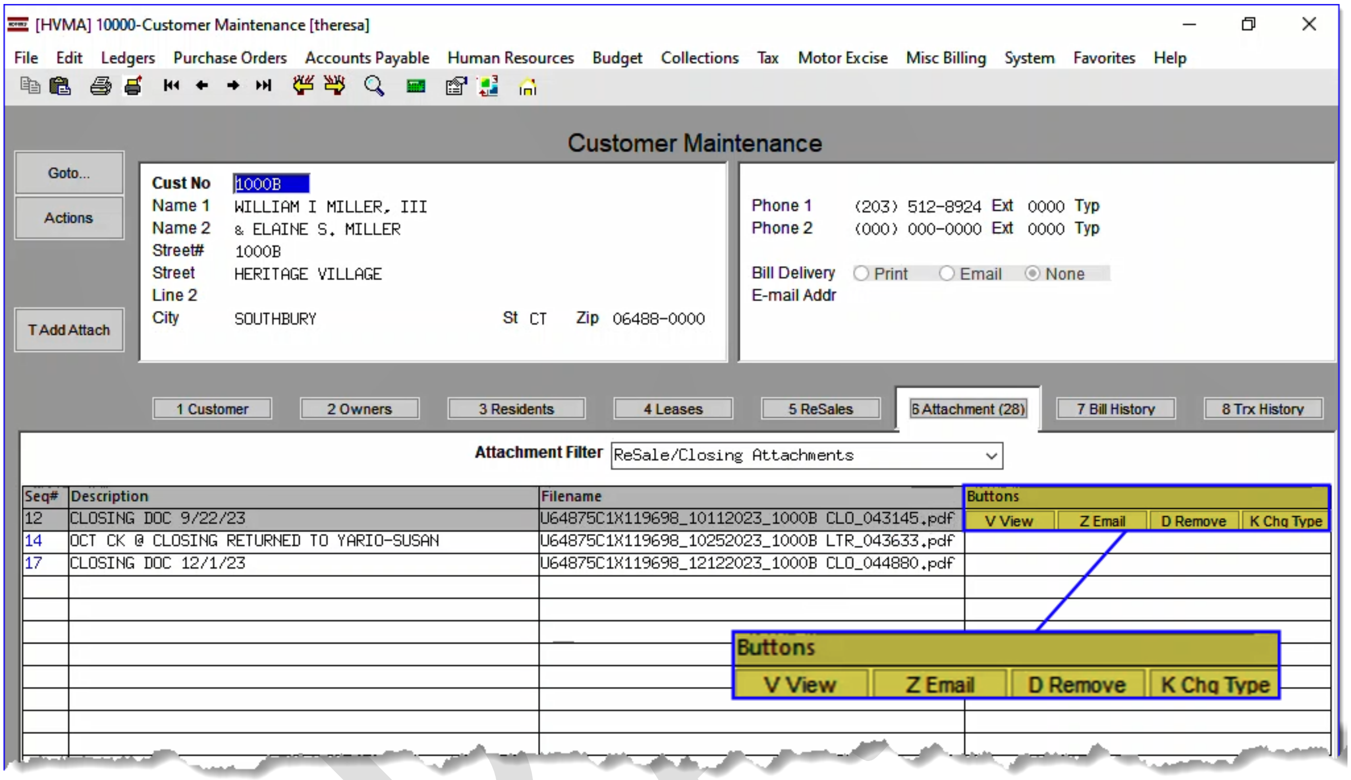
Just below that is the description and the filename of the attachment.

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



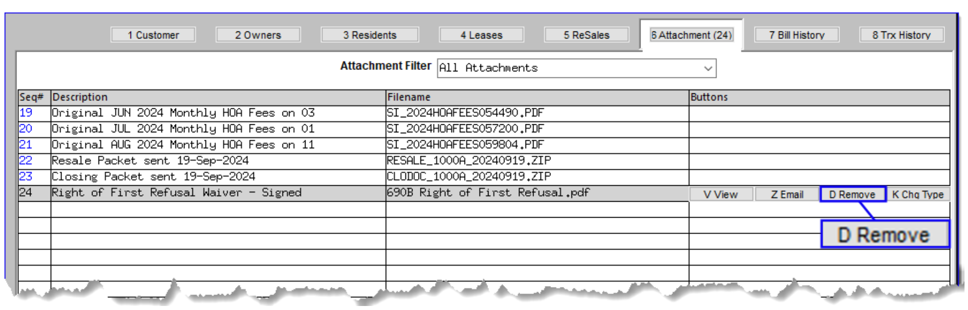
1.6.4 View Attachment

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.



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.



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.

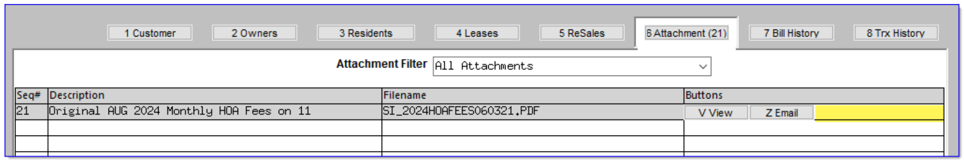


Figure 3 System-supplied attachments cannot be removed by the user

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 black arrow keys or **[Page Up]** and **[Page Down]** to display the list of bills.

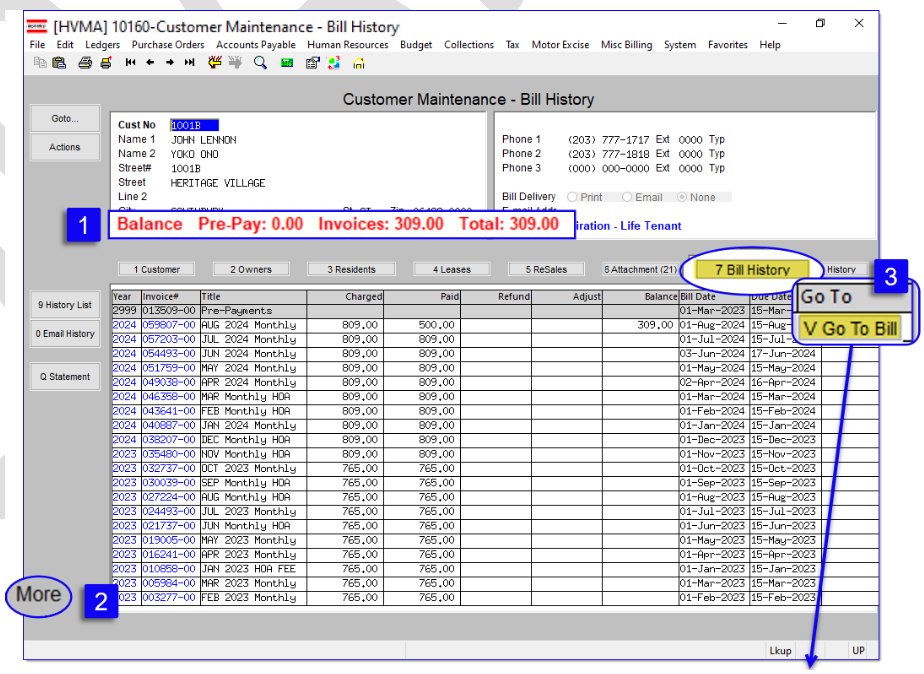
The Bill History columns from left to right are **Year**, **Invoice**, **Title**, $ amount **Charged**, the $ amount **Paid**, **Refund** amounts, **Adjustment** amounts, the **Balance**, **Bill Date**, and **Due Date**.

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

1 Shows the Balance amount calculation (Invoices – Prepay = Total)

2 The **More** notation indicates that there is more data that can be displayed for this customer by pressing **{Page Down}** or from the toolbar to display the additional records.

3 Use the V Go To Bill button to display the **Bill Payment Inquiry** screen for the selected Condo. See below.



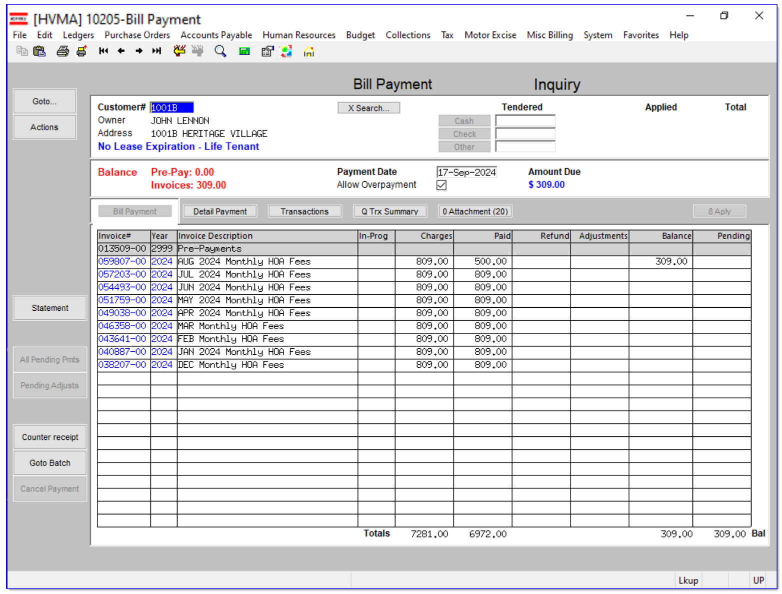
1.7.1 Bill Payment Inquiry Screen #10205

"Drill down" to the Bill Payment screen for a particular bill by selecting the desired bill and clicking the V Go To Bill 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**.

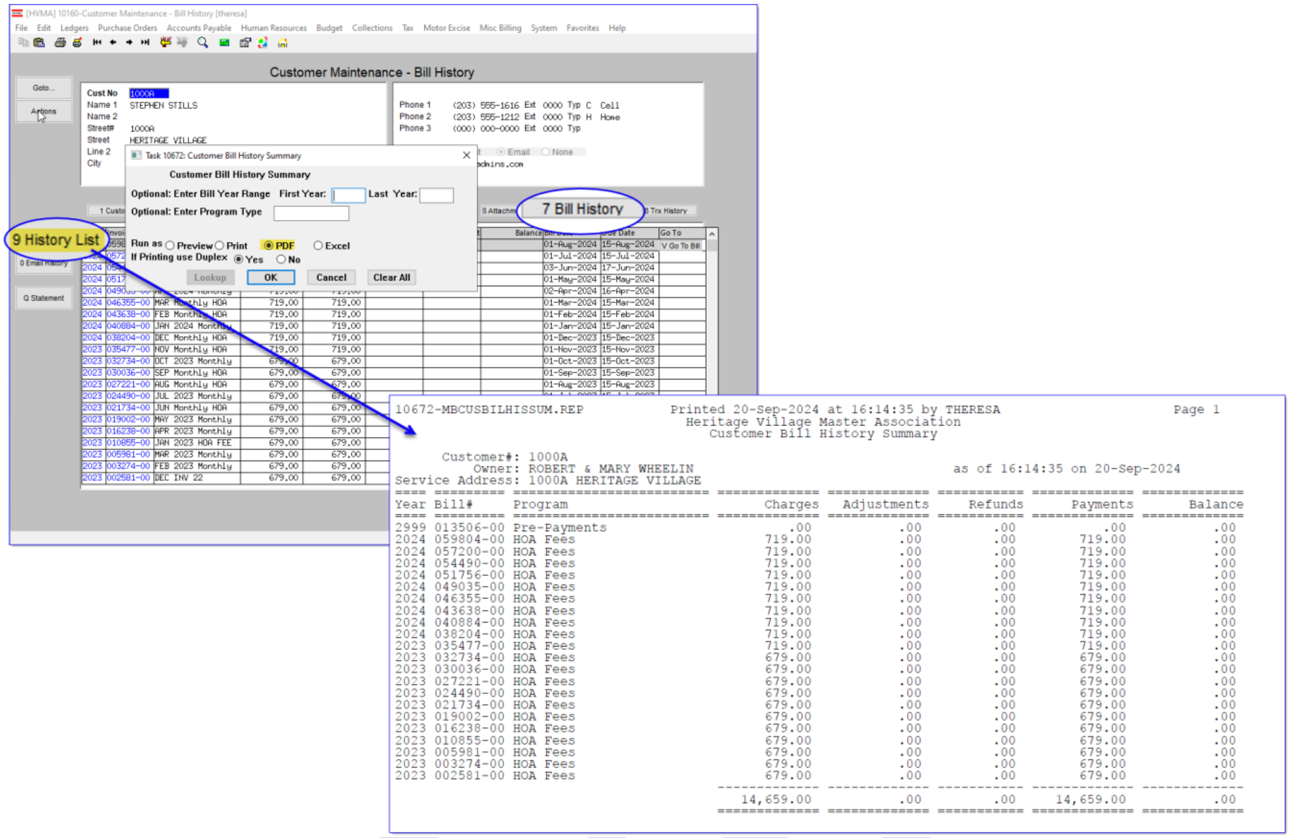
The ***Attachments*** tab here shows ***only bill history attachments***, e.g., system-generated invoices, unlike the Customer Maintenance screen. It does not show files such as closing documents, resale documents, or EFTs.



1.7.2 History List #10672

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:



10672-MBCUSBILHISSUM.REP Printed 20-Sep-2024 at 16:14:35 by THERESA Page 1
Heritage Village Master Association
Customer Bill History Summary

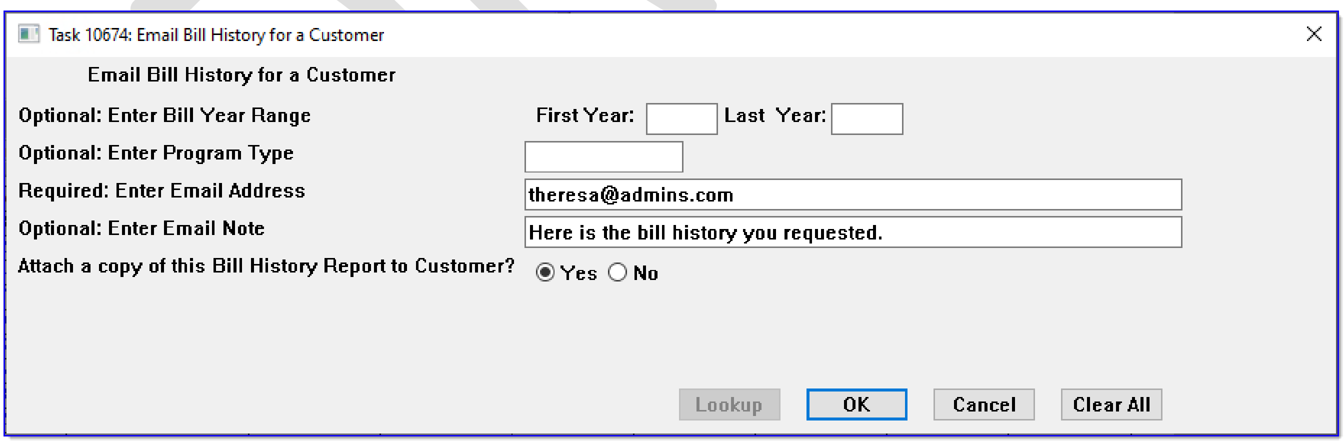
Customer#: 1000A
Owner: ROBERT & MARY WHEELIN as of 16:14:35 on 20-Sep-2024
Service Address: 1000A HERITAGE VILLAGE

Year	Bill#	Program	Charges	Adjustments	Refunds	Payments	Balance
2999	013506-00	Pre-Payments	.00	.00	.00	.00	.00
2024	059804-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	057200-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	054490-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	051756-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	049035-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	046355-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	043638-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	040884-00	HOA Fees	719.00	.00	.00	719.00	.00
2024	038204-00	HOA Fees	719.00	.00	.00	719.00	.00
2023	035477-00	HOA Fees	719.00	.00	.00	719.00	.00
2023	032734-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	030036-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	027221-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	024490-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	021734-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	019002-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	016238-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	010855-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	005981-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	003274-00	HOA Fees	679.00	.00	.00	679.00	.00
2023	002581-00	HOA Fees	679.00	.00	.00	679.00	.00
			14,659.00	.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.

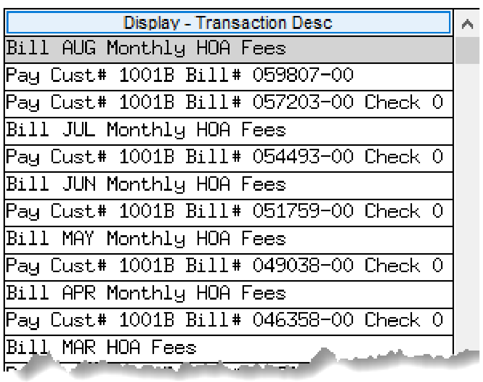


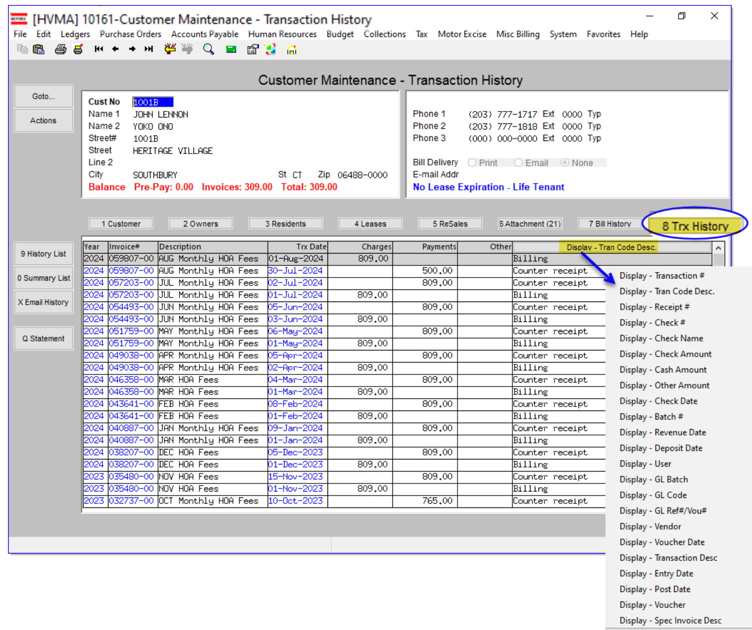
1.8 8 TRX History #10161

The transaction history screen displays all the transactions that have taken place with the customer. This screen is presented in **Year** order, with the most recent transactions at the top.

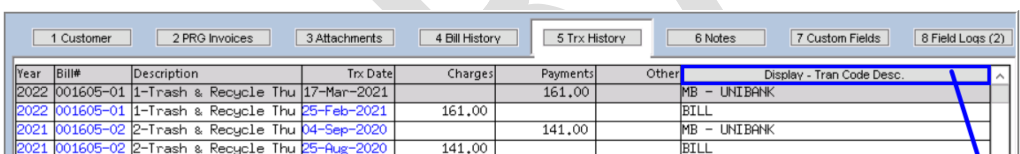
This screen is for inquiry only; no data entry can be done on this screen.

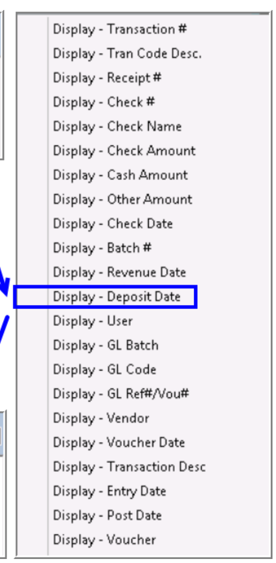
This screen has a dynamic display column on the right. Click on the Display button to choose the desired information from the lookup.



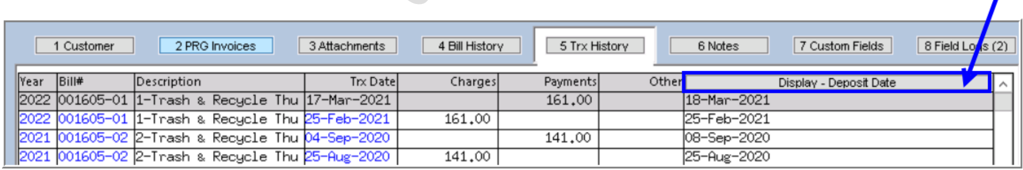


1.8.1 Dynamic Display Options



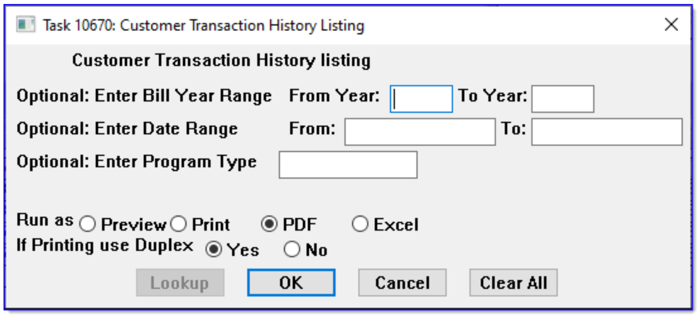


The Display button over the last column on the screen is used to display additional options on the screen. Click the button to select from the available options for display on the screen.

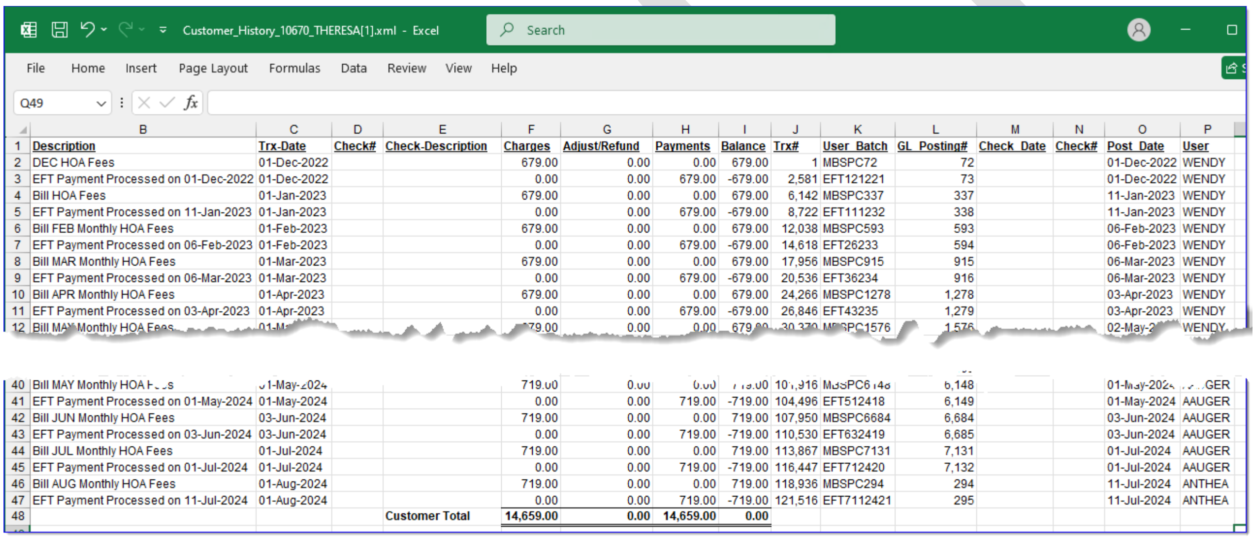


1.8.2 History List #10670

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



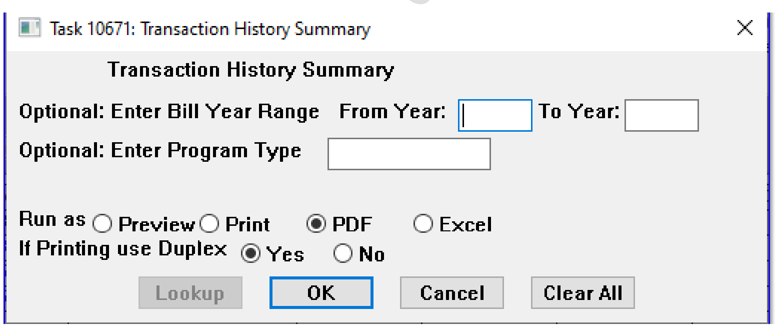
Optionally select a Bill Year Range and/or a Program Type to drill down on the content or leave the prompts blank and display all.



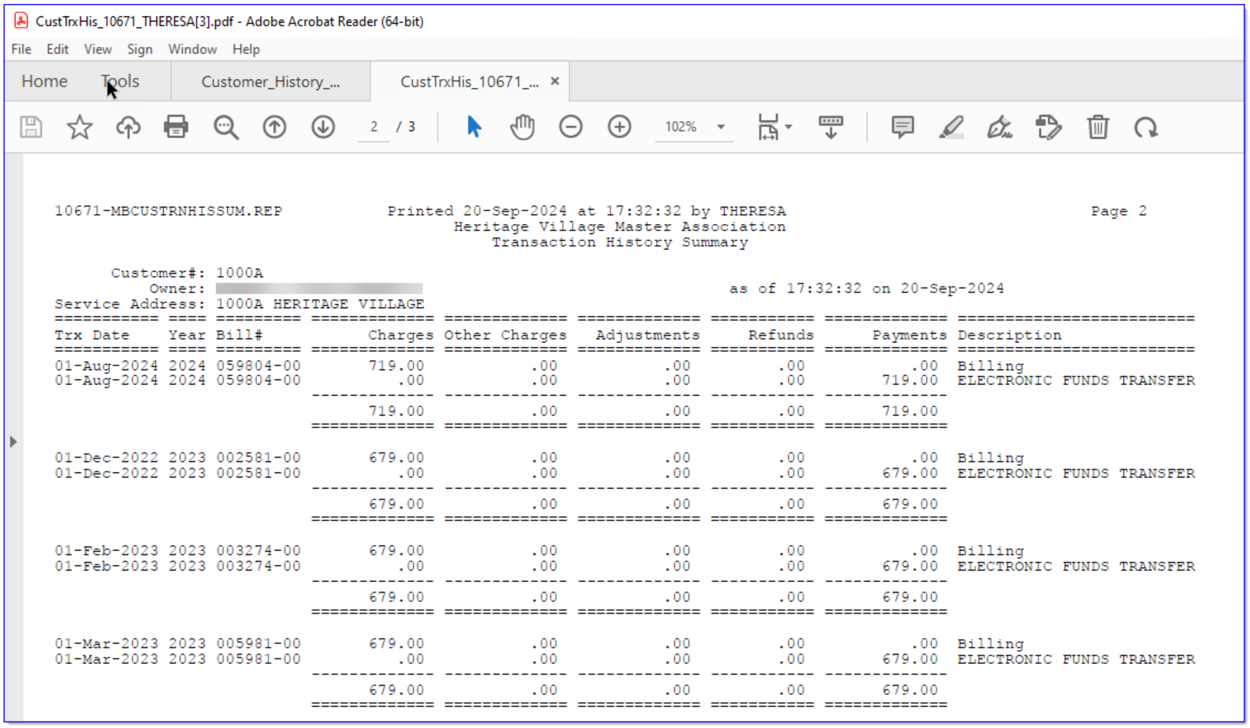
	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Description	Trx-Date	Check#	Check-Description	Charges	Adjust/Refund	Payments	Balance	Trx#	User_Batch	GL_Posting#	Check_Date	Check#	Post_Date	User
2	DEC HOA Fees	01-Dec-2022			679.00	0.00	0.00	679.00	1	MBSPC72	72			01-Dec-2022	WENDY
3	EFT Payment Processed on 01-Dec-2022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

1.8.3 Summary List #10671

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



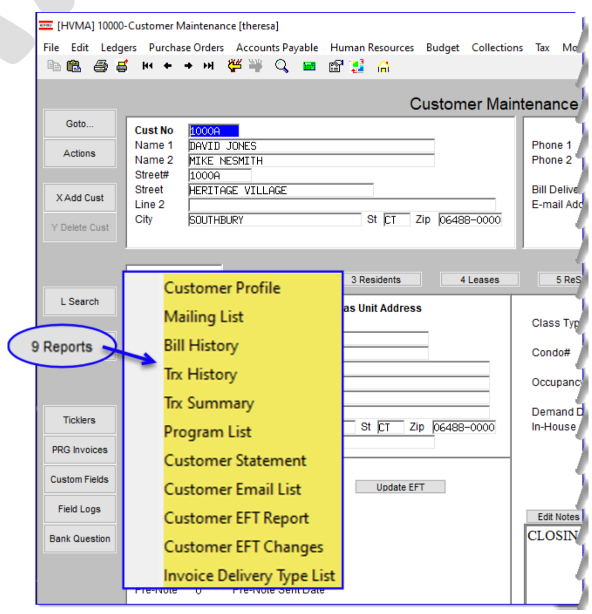
Optionally select a Bill Year Range and/or a Program Type to drill down on the content or leave the prompts blank and display all.




```
10671-MBCUSTRNHISSUM.REP          Printed 20-Sep-2024 at 17:32:32 by THERESA                    Page 2
                                     Heritage Village Master Association
                                         Transaction History Summary

        Customer#: 1000A
            Owner: [redacted]                                         as of 17:32:32 on 20-Sep-2024
Service Address: 1000A HERITAGE VILLAGE
=========== ==== ========= ============= ============= ============= =========== ============= =========================
Trx Date    Year Bill#           Charges Other Charges   Adjustments     Refunds      Payments Description
=========== ==== ========= ============= ============= ============= =========== ============= =========================
01-Aug-2024 2024 059804-00        719.00           .00           .00         .00           .00 Billing
01-Aug-2024 2024 059804-00           .00           .00           .00         .00        719.00 ELECTRONIC FUNDS TRANSFER
                           ------------- ------------- ------------- ----------- -------------
                                  719.00           .00           .00         .00        719.00
                           ============= ============= ============= =========== =============

01-Dec-2022 2023 002581-00        679.00           .00           .00         .00           .00 Billing
01-Dec-2022 2023 002581-00           .00           .00           .00         .00        679.00 ELECTRONIC FUNDS TRANSFER
                           ------------- ------------- ------------- ----------- -------------
                                  679.00           .00           .00         .00        679.00
                           ============= ============= ============= =========== =============

01-Feb-2023 2023 003274-00        679.00           .00           .00         .00           .00 Billing
01-Feb-2023 2023 003274-00           .00           .00           .00         .00        679.00 ELECTRONIC FUNDS TRANSFER
                           ------------- ------------- ------------- ----------- -------------
                                  679.00           .00           .00         .00        679.00
                           ============= ============= ============= =========== =============

01-Mar-2023 2023 005981-00        679.00           .00           .00         .00           .00 Billing
01-Mar-2023 2023 005981-00           .00           .00           .00         .00        679.00 ELECTRONIC FUNDS TRANSFER
                           ------------- ------------- ------------- ----------- -------------
                                  679.00           .00           .00         .00        679.00
                           ============= ============= ============= =========== =============
```

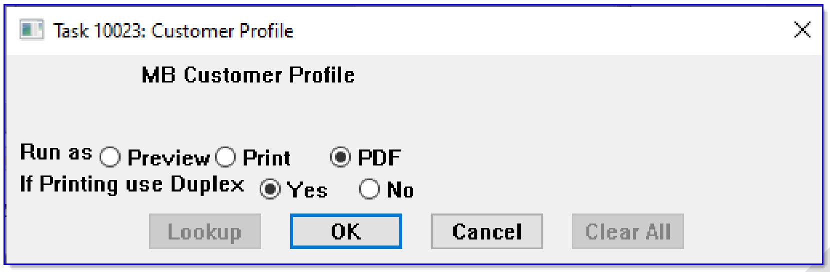
1.9 Reports

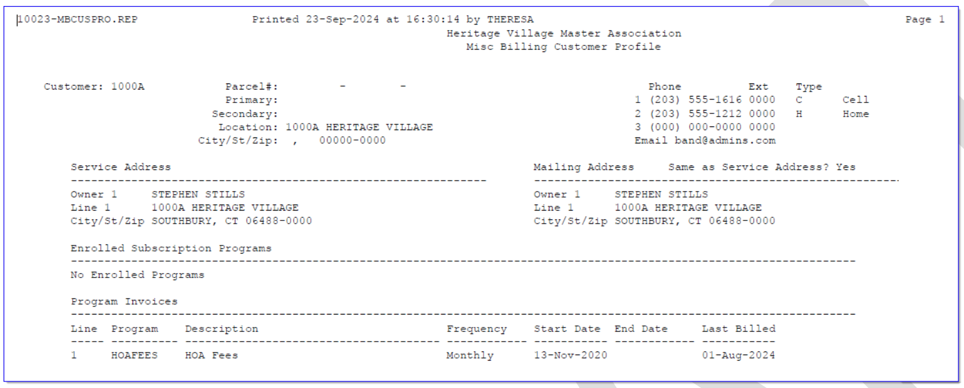
Click the **[9 Reports]** button to select from a drop-down list of reports. Some of the reports are specific to the currently displayed unit; others are more general. If the report is available elsewhere and described in this document, a link is provided.



1.9.1 Customer Profile #10023

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

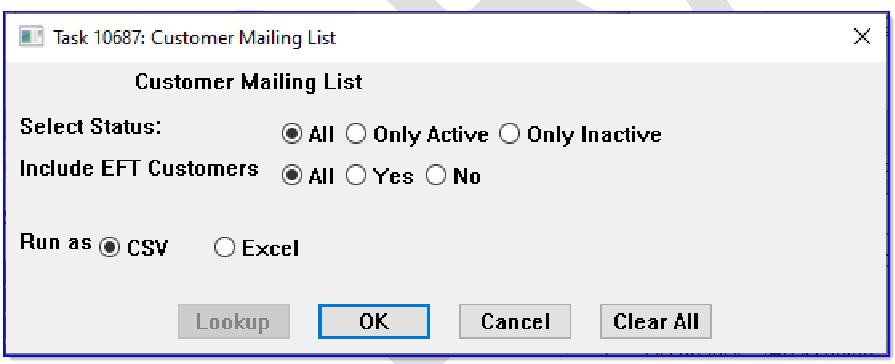




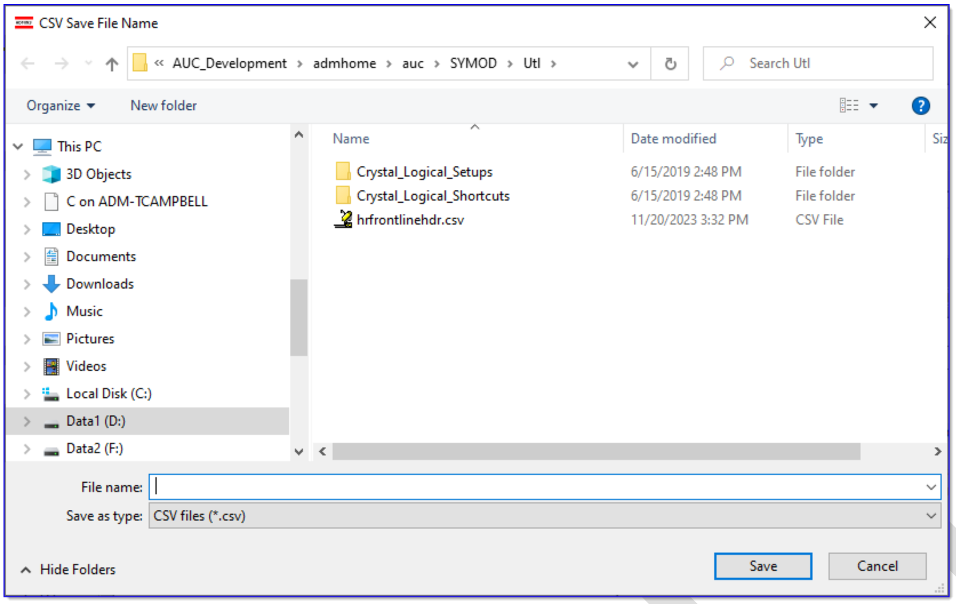
```
10023-MBCUSPRO.REP              Printed 23-Sep-2024 at 16:30:14 by THERESA                                    Page 1
                                                  Heritage Village Master Association
                                                    Misc Billing Customer Profile

    Customer: 1000A            Parcel#:          -        -                               Phone          Ext    Type
                               Primary:                                                 1 (203) 555-1616 0000   C      Cell
                             Secondary:                                                 2 (203) 555-1212 0000   H      Home
                              Location: 1000A HERITAGE VILLAGE                          3 (000) 000-0000 0000
                           City/St/Zip:  ,    00000-0000                                Email band@admins.com

        Service Address                                                   Mailing Address     Same as Service Address? Yes
        --------------------------------------------------------------   -------------------------------------------------------
        Owner 1      STEPHEN STILLS                                       Owner 1      STEPHEN STILLS
        Line 1       1000A HERITAGE VILLAGE                               Line 1       1000A HERITAGE VILLAGE
        City/St/Zip SOUTHBURY, CT 06488-0000                              City/St/Zip SOUTHBURY, CT 06488-0000

        Enrolled Subscription Programs
        ----------------------------------------------------------------------------------------------------------------------
        No Enrolled Programs

        Program Invoices
        ----------------------------------------------------------------------------------------------------------------------
        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.

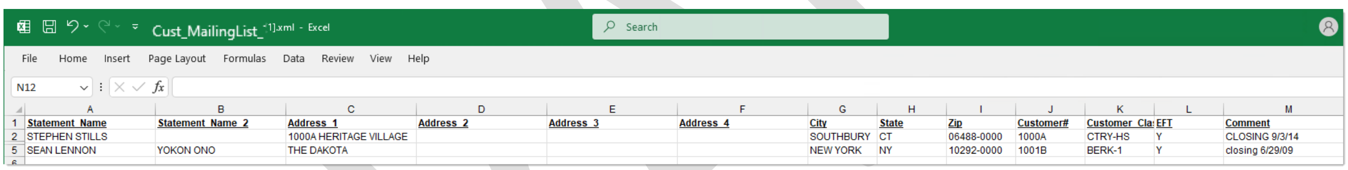


If the report is run as .CSV for use in a mail merge, for example, the default location will be as shown below.



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

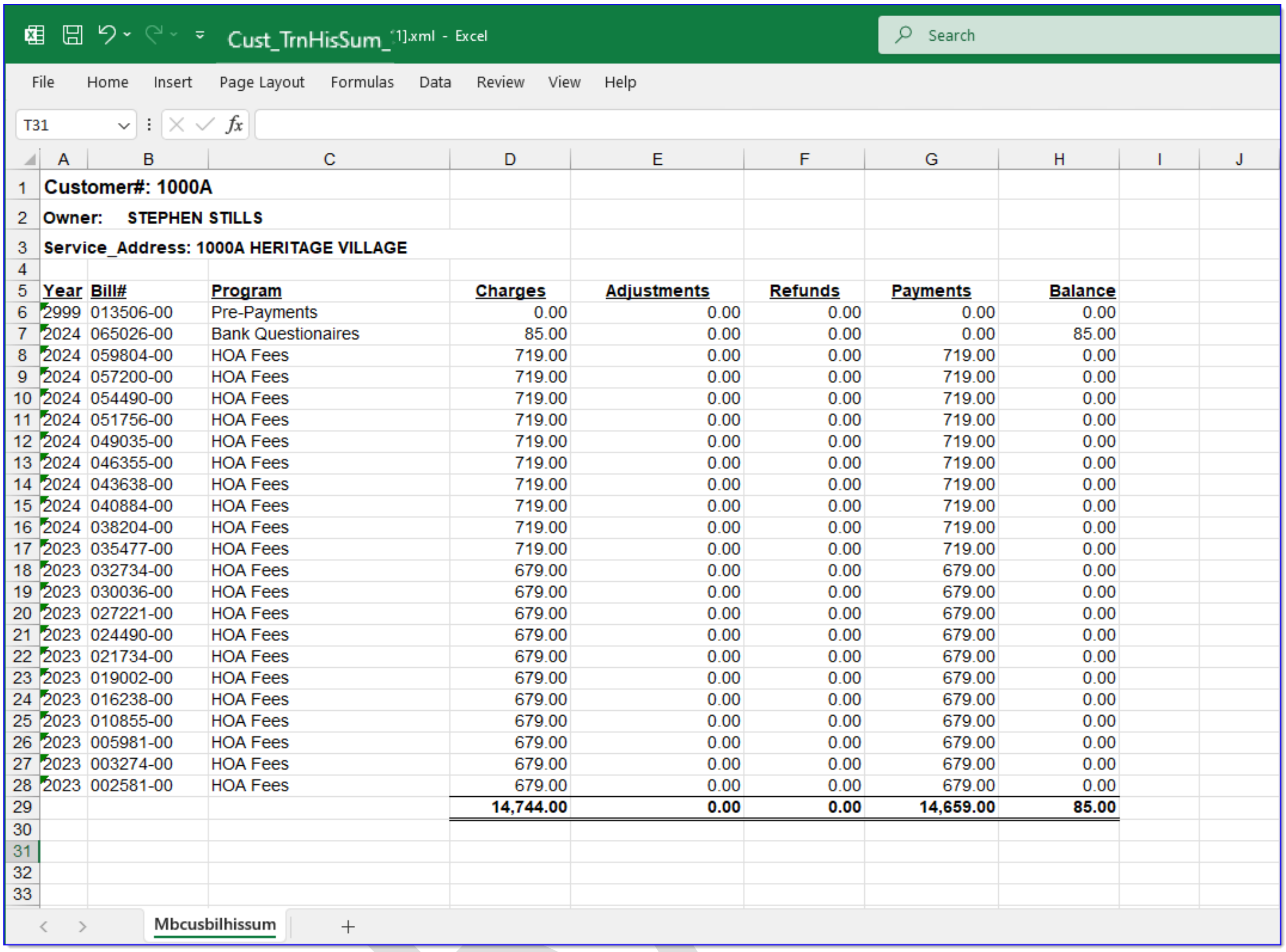
If run as Exel, it will look like this:



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Statement_Name	Statement_Name_2	Address_1	Address_2	Address_3	Address_4	City	State	Zip	Customer#	Customer_Cla	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

1.9.3 Bill History #10672

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



Customer#: 1000A							
Owner: STEPHEN STILLS							
Service_Address: 1000A HERITAGE VILLAGE							
Year	**Bill#**	**Program**	**Charges**	**Adjustments**	**Refunds**	**Payments**	**Balance**
2999	013506-00	Pre-Payments	0.00	0.00	0.00	0.00	0.00
2024	065026-00	Bank Questionaires	85.00	0.00	0.00	0.00	85.00
2024	059804-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	057200-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	054490-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	051756-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	049035-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	046355-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	043638-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	040884-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2024	038204-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2023	035477-00	HOA Fees	719.00	0.00	0.00	719.00	0.00
2023	032734-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	030036-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	027221-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	024490-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	021734-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	019002-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	016238-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	010855-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	005981-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	003274-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
2023	002581-00	HOA Fees	679.00	0.00	0.00	679.00	0.00
			14,744.00	**0.00**	**0.00**	**14,659.00**	**85.00**

1.9.4 Trx History #10670

Please see section 1.8.2 above for examples of the Transaction History Report.

1.9.5 Transaction Summary #10671

Please see section 1.8.3 above for examples of the Transaction Summary Report.

1.9.6 Program List #10113

Please refer to section 1.11.3 below for a description of this report.

1.9.7 Customer Statement #10669

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

In general, this is run with the following selection of:

⦿ Open Only
Exclude Credit Invoices- ⦿ Yes
Print ⦿ Summary

Task 10668: Customer Statement (From Customer Screen)

Customer Statement

Selection:	⦿ All ○ Open Only ○ Current Month + Open ○ Current Month Only
Exclude Credit Balance Invoices:	○ Yes ⦿ No
Print	○ Summary ⦿ Detail
Optional: Enter Email Address	
Optional: Enter Email Note 1	
Optional: Enter Email Note 2	
Optional: Enter Email Note 3	
Optional: Enter Email Note 4	

Lookup | OK | Cancel | Clear All

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

The statement will look like this:

CUSTOMER STATEMENT

Page 2 of 2

HERITAGE VILLAGE MASTER
ASSOCIATION, INC
465 HERITAGE RD. SUITE 1
SOUTHBURY, CT 06488

STEPHEN STILLS
1000A HERITAGE VILLAGE
SOUTHBURY, CT 06488

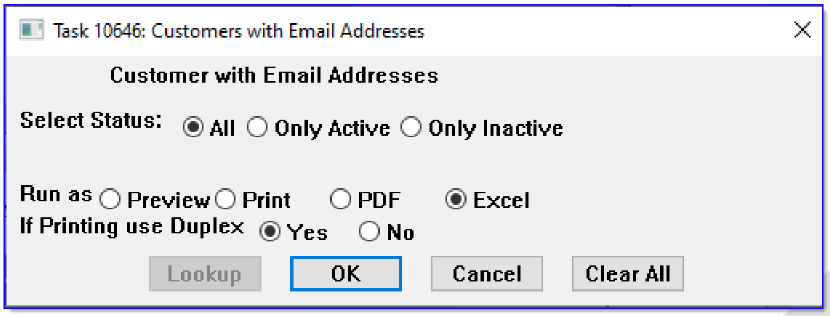
Statement Date: 23-Sep-2024
Amount Due: $85.00
Customer Number: 1000A
Primary Address: 1000AHERITAGE VILLAGE

Invoice #	Description	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
038204-00	DEC EFT Payment	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 Payment	01-Feb-2024			$719.00	-$719.00	
043638-00	Adjustment by AAUGER	04-Mar-2024	$35.00			$35.00	
043638-00	MB - CANCEL INVOICE by AAUGER	25-Mar-2024	-$35.00			-$35.00	
046355-00	MAR HOA Fees	01-Mar-2024	$719.00			$719.00	
046355-00	MAR EFT Payment	01-Mar-2024			$719.00	-$719.00	
049035-00	APR Monthly HOA Fees	02-Apr-2024	$719.00			$719.00	
049035-00	APR EFT Payment	02-Apr-2024			$719.00	-$719.00	
051756-00	MAY Monthly HOA Fees	01-May-2024	$719.00			$719.00	
051756-00	MAY EFT Payment	01-May-2024			$719.00	-$719.00	
054490-00	JUN Monthly HOA Fees	03-Jun-2024	$719.00			$719.00	
054490-00	JUN EFT Payment	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 Payment	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**	**$0.00**

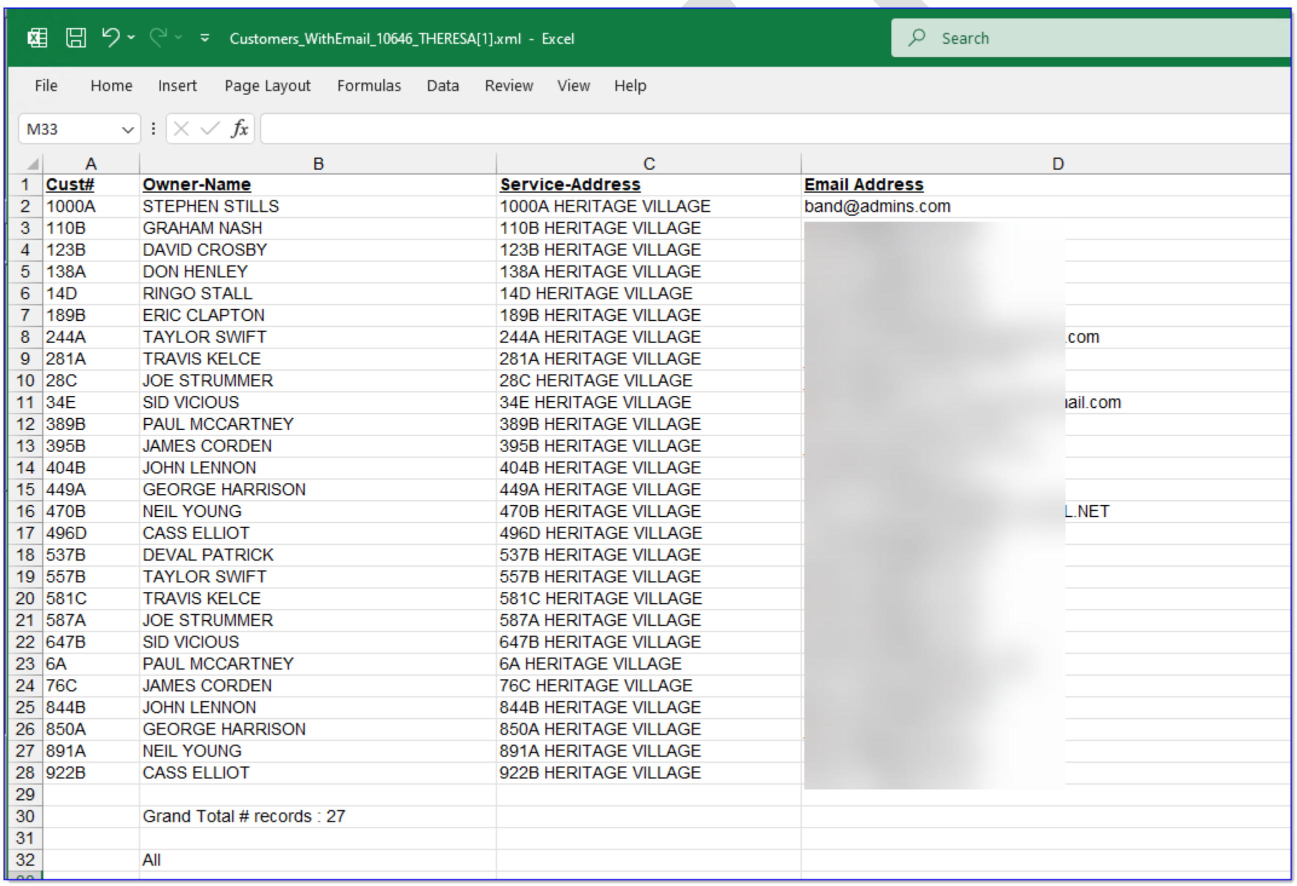
PAY THIS AMOUNT : $85.00

HVMA_MBCS_GROUP

1.9.8 Customer Email List #10646



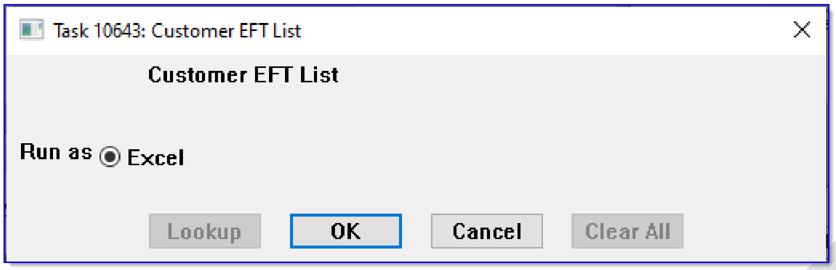
This report includes all Condo Units where the owners have provided an email address.

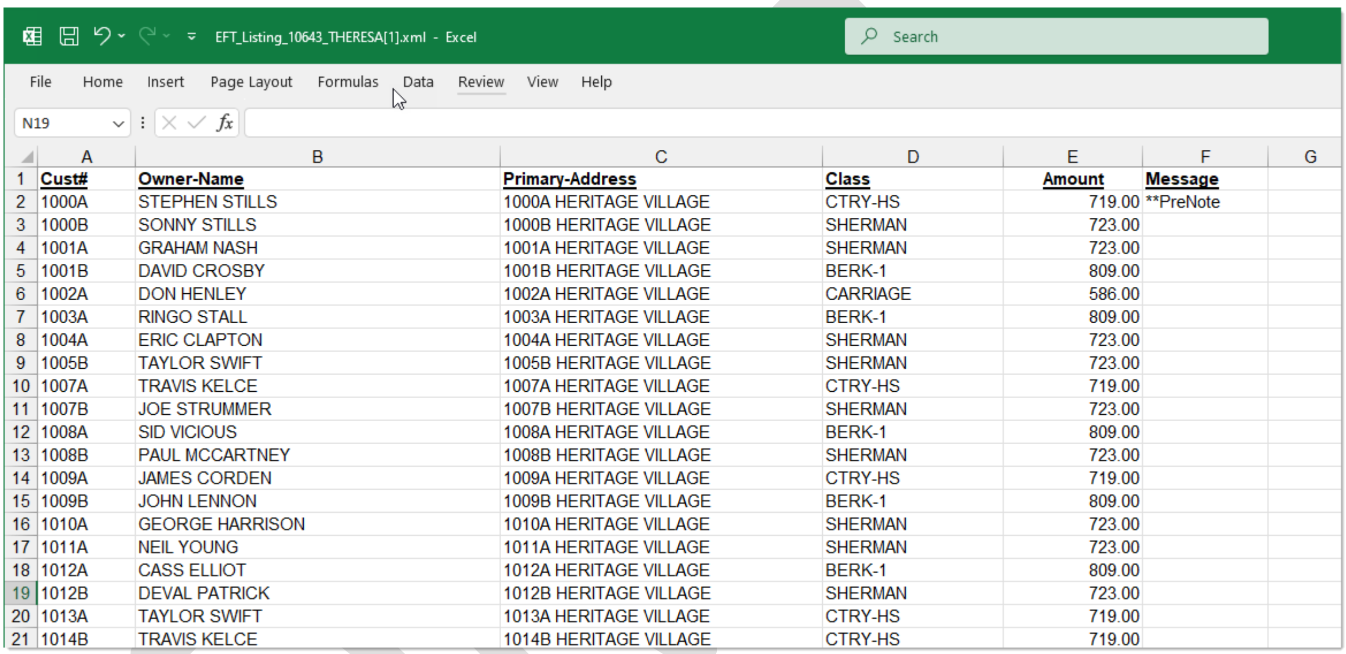


	A	B	C	D
1	Cust#	Owner-Name	Service-Address	Email Address
2	1000A	STEPHEN STILLS	1000A HERITAGE VILLAGE	band@admins.com
3	110B	GRAHAM NASH	110B HERITAGE VILLAGE	
4	123B	DAVID CROSBY	123B HERITAGE VILLAGE	
5	138A	DON HENLEY	138A HERITAGE VILLAGE	
6	14D	RINGO STALL	14D HERITAGE VILLAGE	
7	189B	ERIC CLAPTON	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		

1.9.9 Customer EFT Report #10643

See **MB-615 HVMA EFT Reports** in the Miscellaneous Billing Help Reference Library for details.





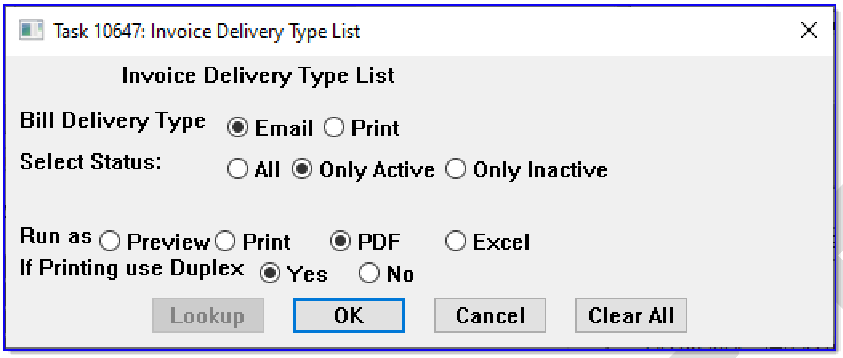
	A	B	C	D	E	F
1	Cust#	Owner-Name	Primary-Address	Class	Amount	Message
2	1000A	STEPHEN STILLS	1000A HERITAGE VILLAGE	CTRY-HS	719.00	**PreNote
3	1000B	SONNY STILLS	1000B HERITAGE VILLAGE	SHERMAN	723.00	
4	1001A	GRAHAM NASH	1001A HERITAGE VILLAGE	SHERMAN	723.00	
5	1001B	DAVID CROSBY	1001B HERITAGE VILLAGE	BERK-1	809.00	
6	1002A	DON HENLEY	1002A HERITAGE VILLAGE	CARRIAGE	586.00	
7	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	

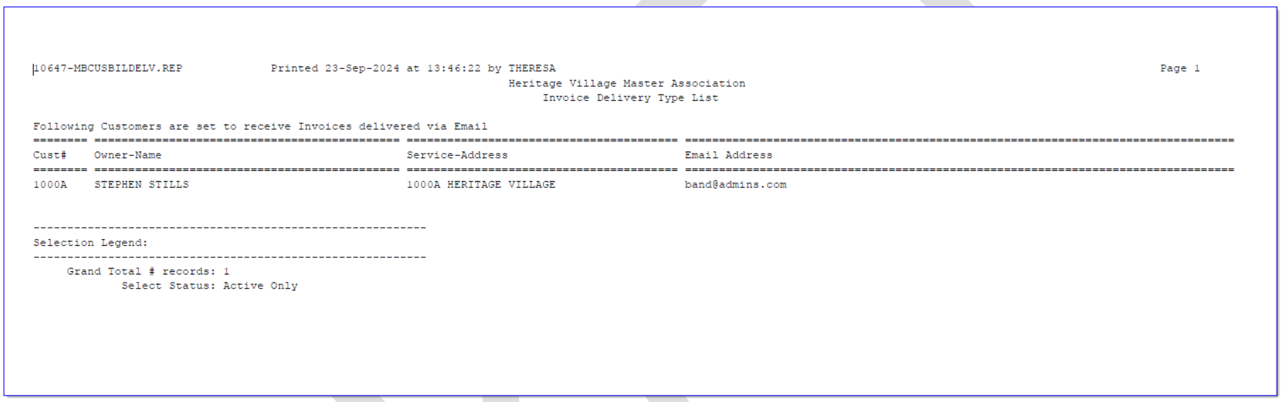
1.9.10 Customer EFT Changes #10644

See **MB-615 HVMA EFT Reports** in the Miscellaneous Billing Help Reference Library for details.

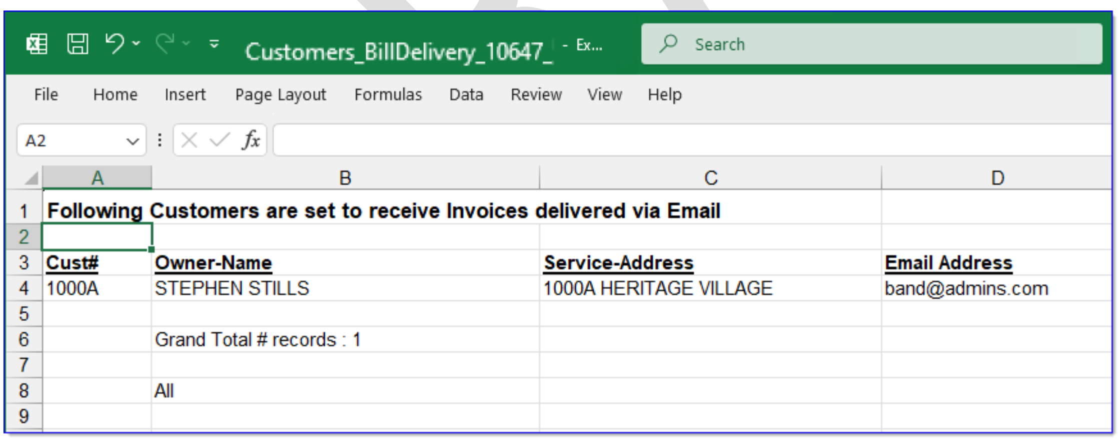
1.9.11 Invoice Delivery Type List #10647

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.





```
10647-MBCUSBILDELV.REP          Printed 23-Sep-2024 at 13:46:22 by THERESA                                    Page 1
                                        Heritage Village Master Association
                                             Invoice Delivery Type List

Following Customers are set to receive Invoices delivered via Email
======== ============================================= ======================================== =================
Cust#    Owner-Name                                    Service-Address                          Email Address
======== ============================================= ======================================== =================
1000A    STEPHEN STILLS                                1000A HERITAGE VILLAGE                   band@admins.com


----------------------------------------------------------
Selection Legend:
----------------------------------------------------------
     Grand Total # records: 1
             Select Status: Active Only
```



	A	B	C	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				

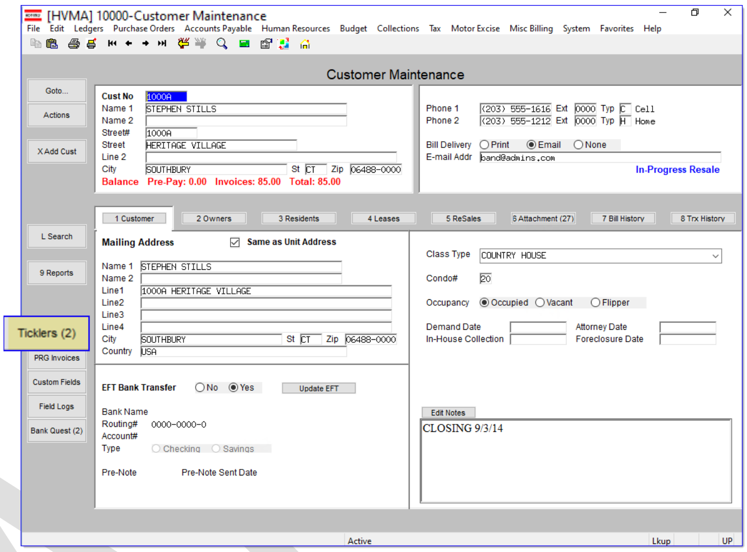
1.10 Tickler Screen

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

Miscellaneous Billing ▶ Maintenance ▶ Customer Maintenance

The Customer Maintenance screen will look like this. Click on the **[Ticklers]** button.

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

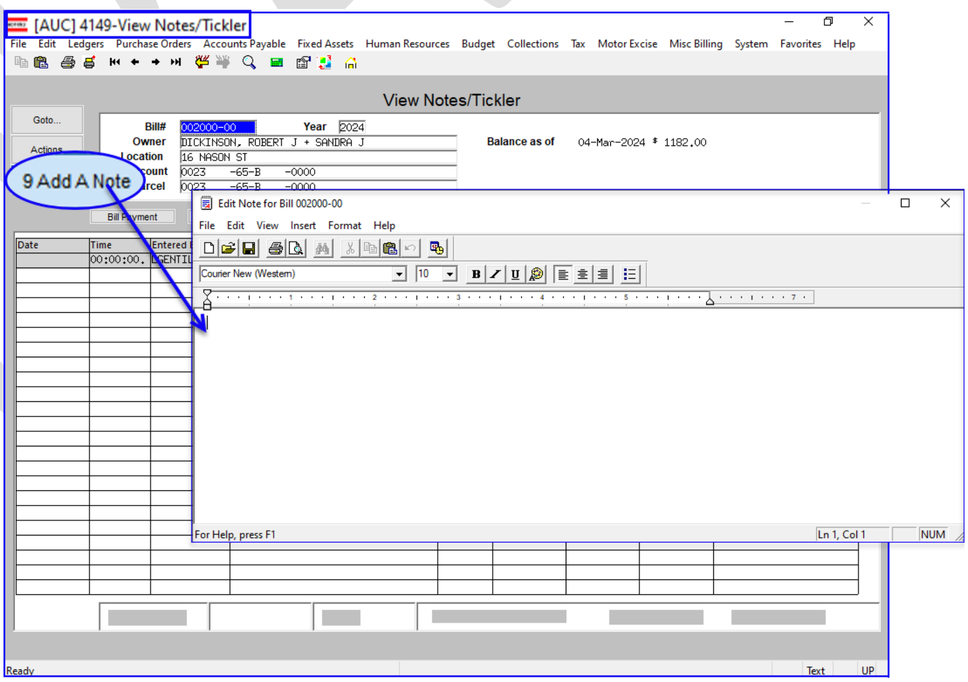


1.10.1 Add a New Note

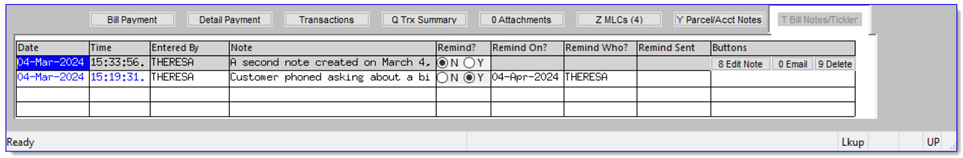
Click the 9 Add A Note button located on the left-hand side of the screen.

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

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



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



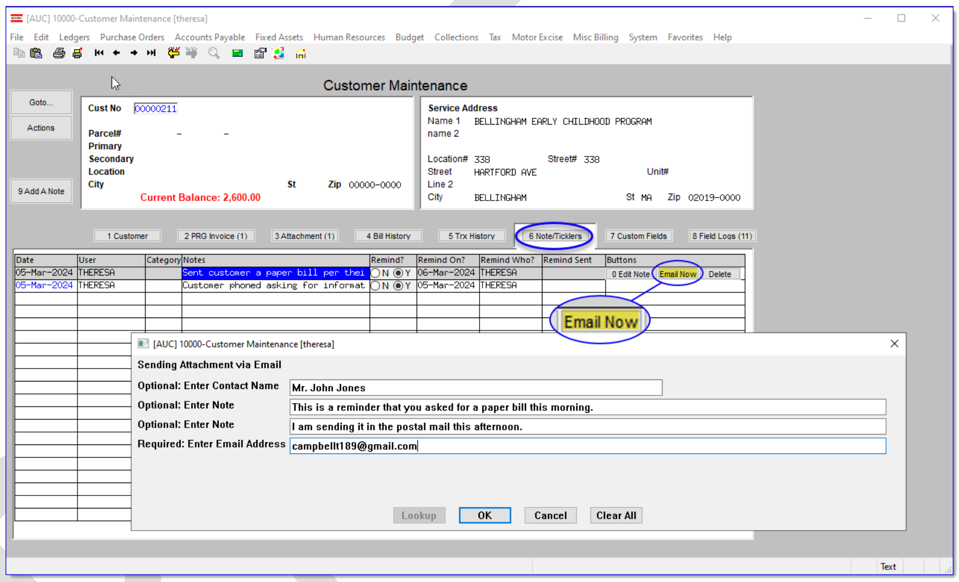
1.10.2 Email Note

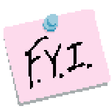
Email any note "on demand" to any email address to alert someone to this action (this may be done instead of or in addition to the **Remind?** Feature.)

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.



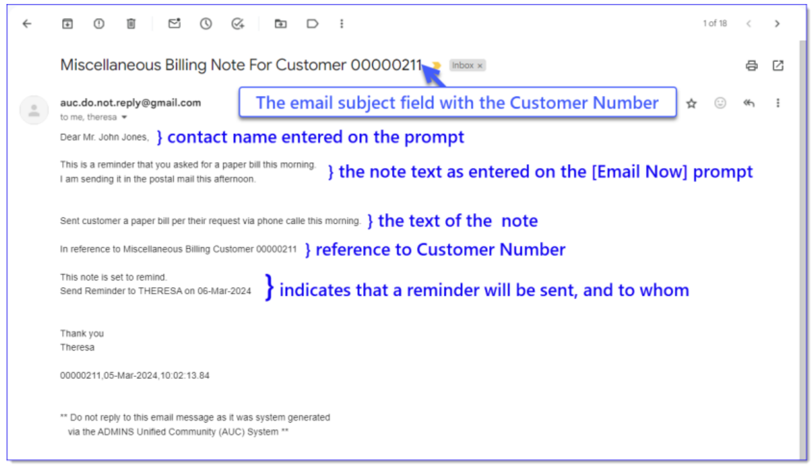


The Email Now button will not appear on the line until a note has been entered.

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.

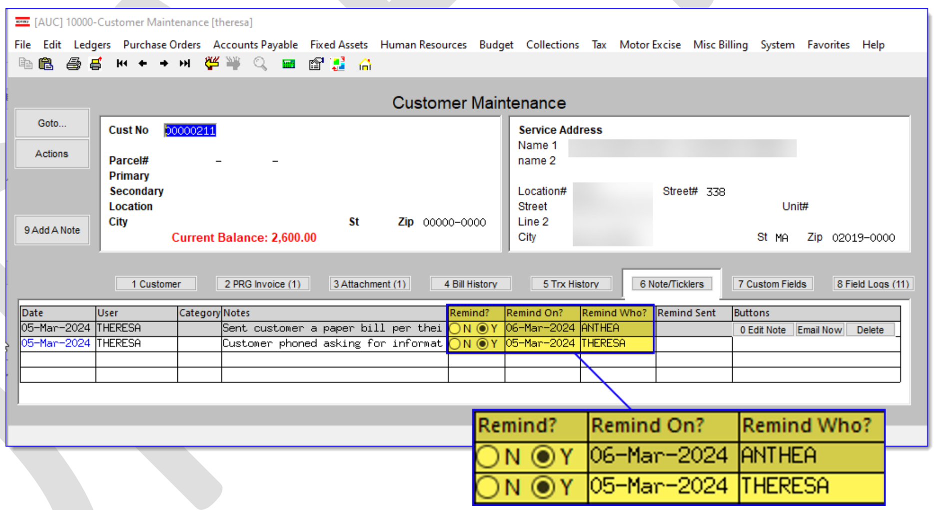


1.10.3 Setup a Tickler

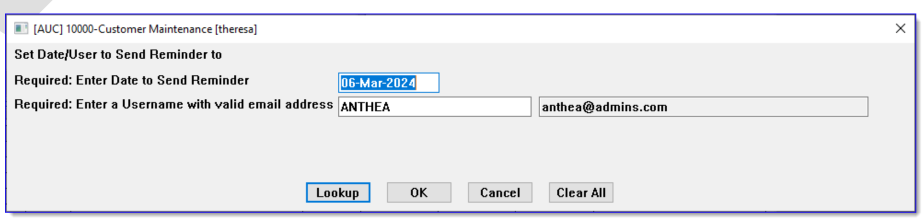
Set the "⦿ **Y"** radio button in the "Remind?" column to enable entry in the "Remind On?" and "Remind Who?" columns.

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

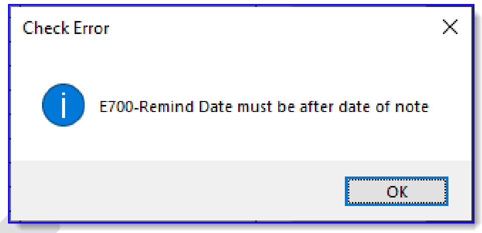
Any username with a valid email address in the AUC system can be entered in the **"Remind Who?"** field.



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



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

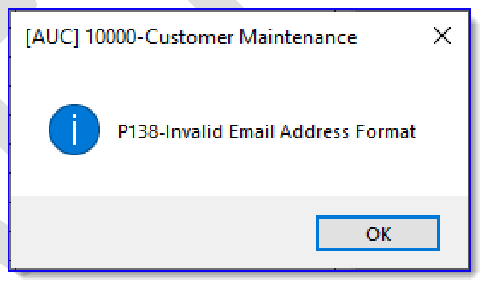


To reset the date, set the "Remind?" field to "N" to clear out the current fields and then reset it to "Y" to fill in the resulting prompt (as above) with the new date and user.

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

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

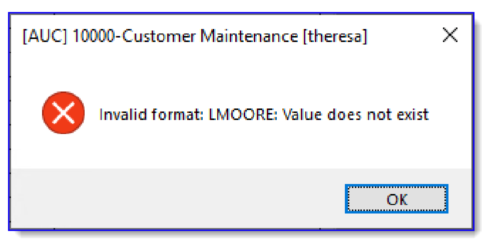
Enter the username or select Lookup to display a list of usernames. The list will only display usernames associated with an email address on the User Profile.



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

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

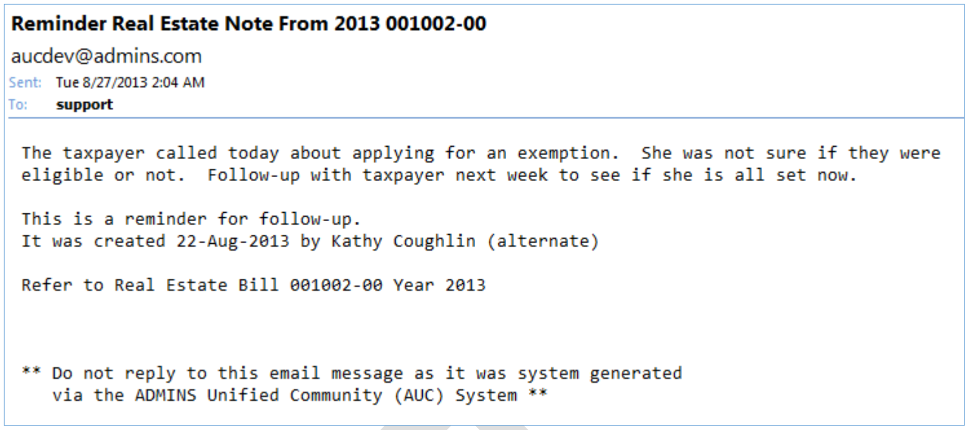
If the username does not exist, this message will pop up:



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

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

The reminder email will look like this:



Reminder Real Estate Note From 2013 001002-00
aucdev@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.

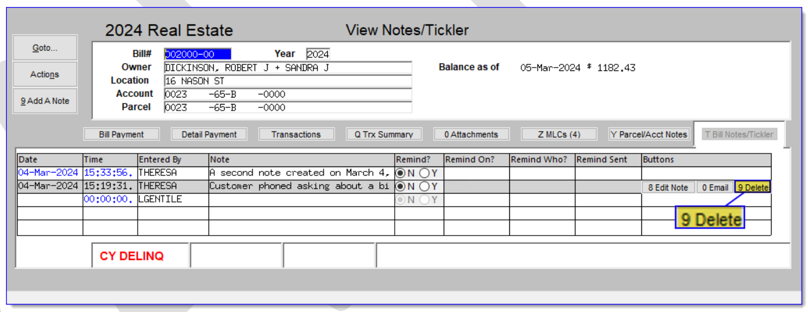
This is a reminder for follow-up.
It was created 22-Aug-2013 by Kathy Coughlin (alternate)

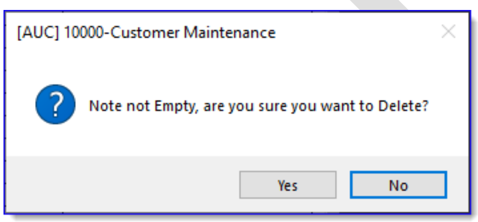
Refer to Real Estate Bill 001002-00 Year 2013

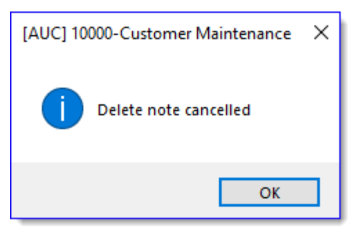
** Do not reply to this email message as it was system generated via the ADMINS Unified Community (AUC) System **

1.10.4 Delete a Line

If a Tickler Note was added by mistake, delete the blank note. On each line entered, a 9 Delete button will be available. If deleting an entry that contains note text, the system will ask for confirmation.





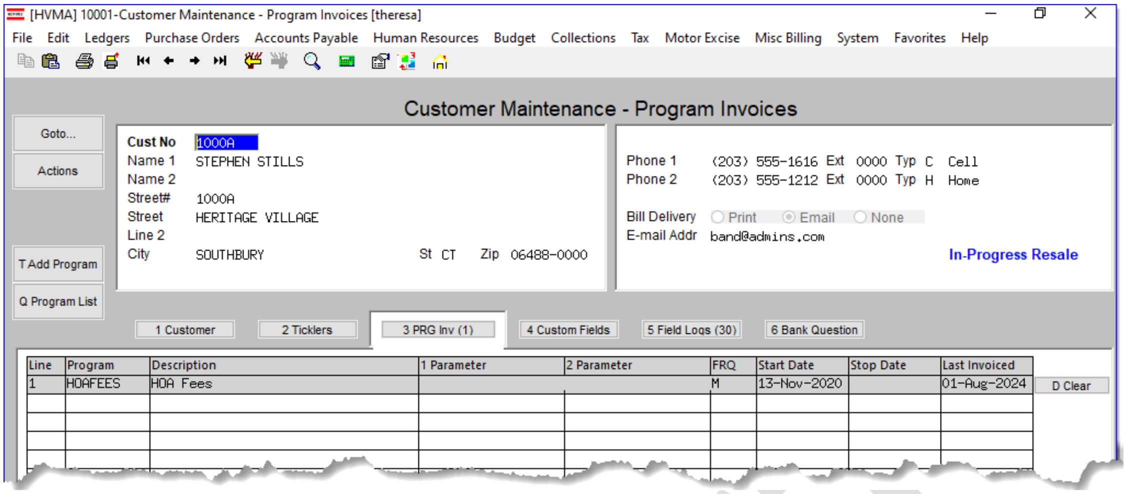


Click on Yes to confirm deleting the note; click on No to cancel the deletion. The Note will remain and a message will be displayed. Click on OK.

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

1.11 Recurring Program Invoices [PRG Invoices] #10001

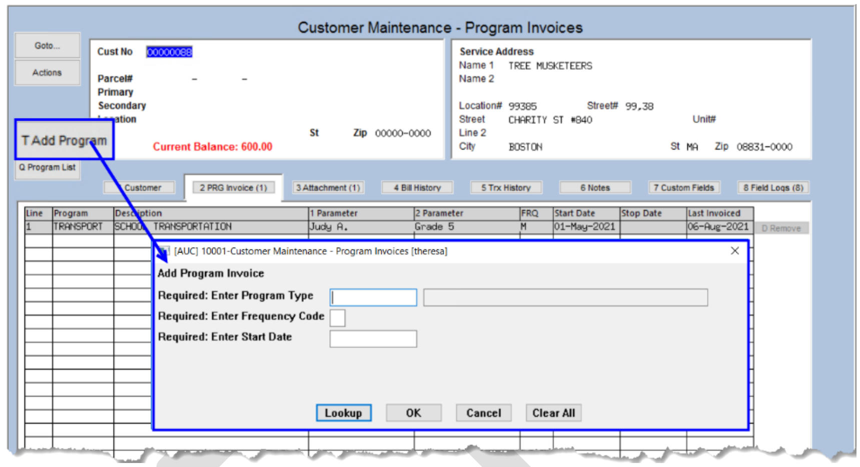
Sometimes special invoices recur on a regular basis. This screen gives the ability to assign a **Program Type** to a customer and specify the frequency of the recurring invoice. A customer can have multiple Programs assigned.



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

1.11.1 Add Program

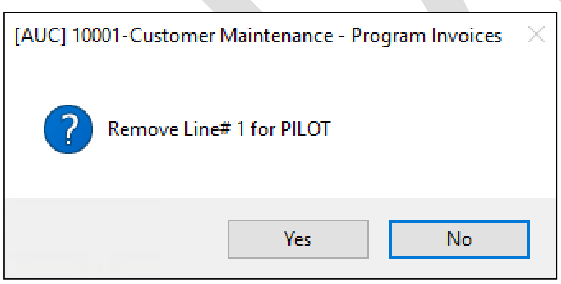
To add a program to a customer, click the **[T Add Program]** button:

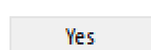


Field Name	How Used
Program Type	Enter the **Program Type** to add to Customer. Use the Lookup button to see a list of all program types
Frequency Code	Enter the frequency of ocurrence
Start Date	Start Date of this Program for the Customer

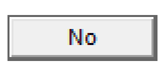
1.11.2 Remove Program

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**



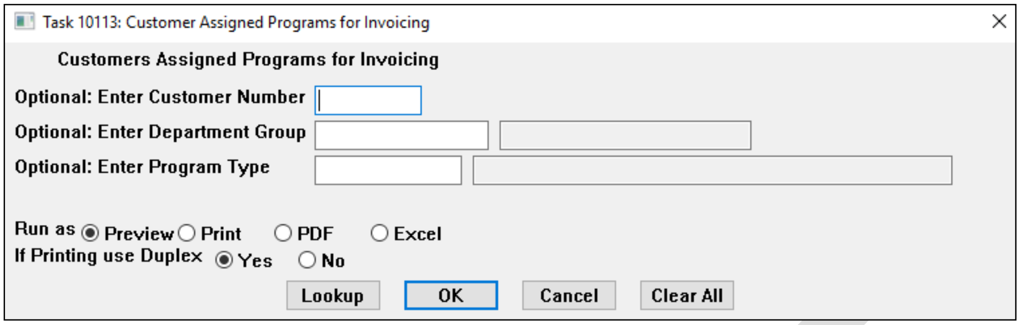


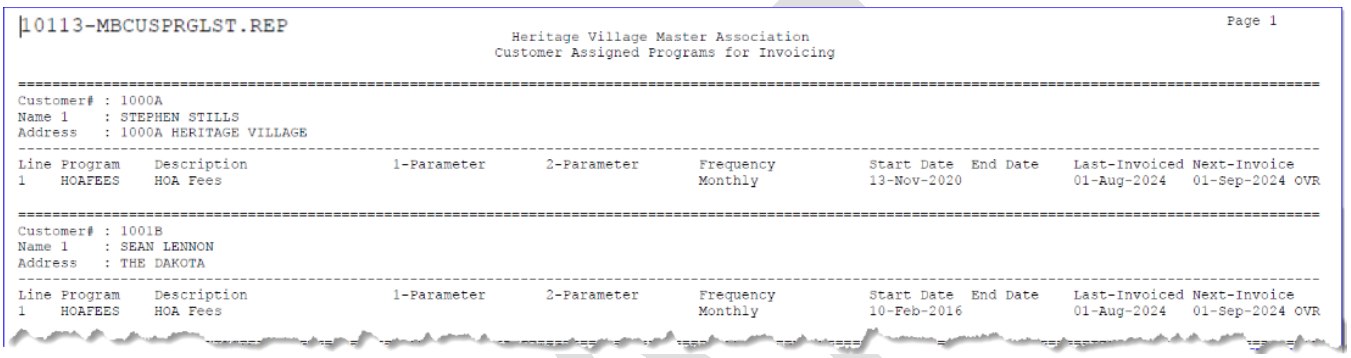
Remove Program from Customer



Cancel Remove and leave program as is for the customer

1.11.3 Program List





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

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

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

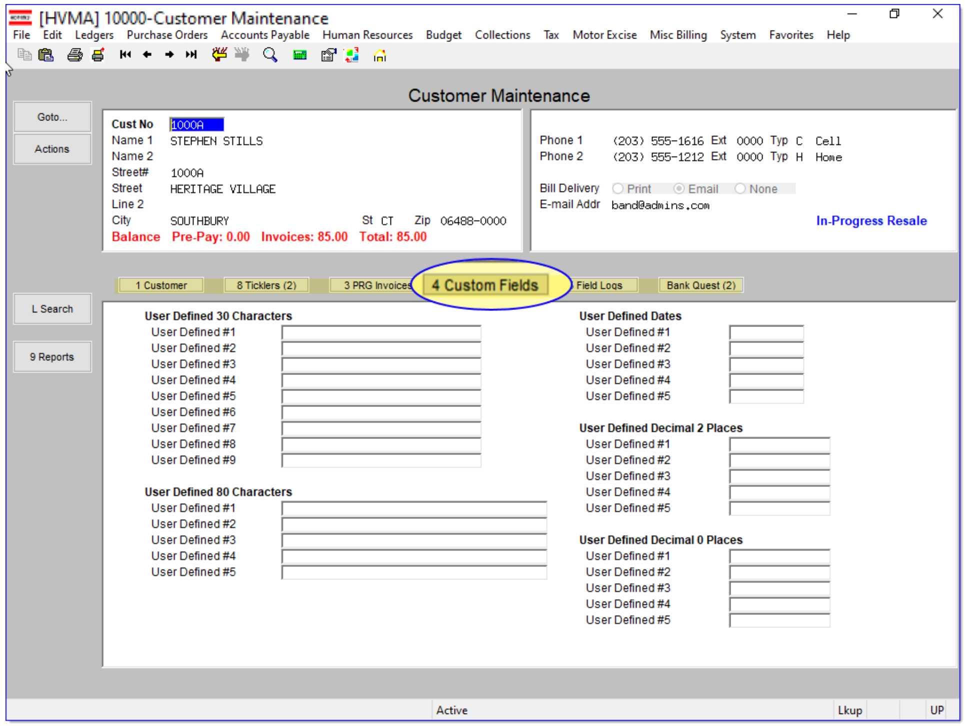
NOTE – the next invoice date is an approximate date calculated using the last invoice date and the frequency of the program assigned to the cusomer; if the last invoice date has not been set it will use the start date and calculate forward from there

1.12 Custom Fields Tab (from Screen #10000)

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.

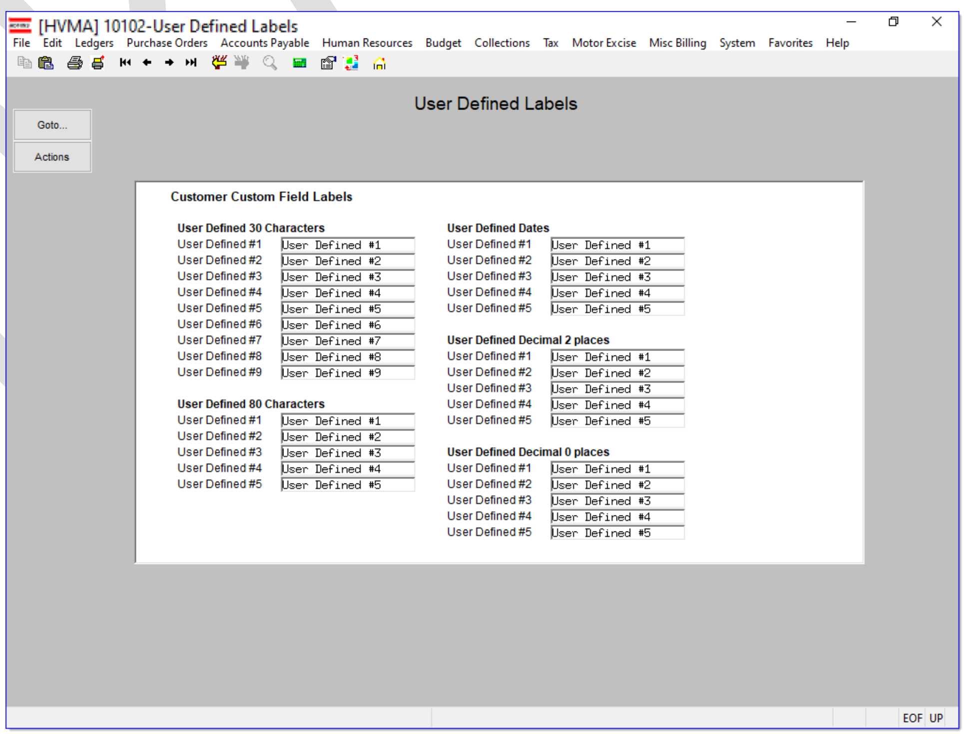
To return to the Customer Maintenance screen, click on the 1 Customer tab.



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.



1.13 Field Logs #10900

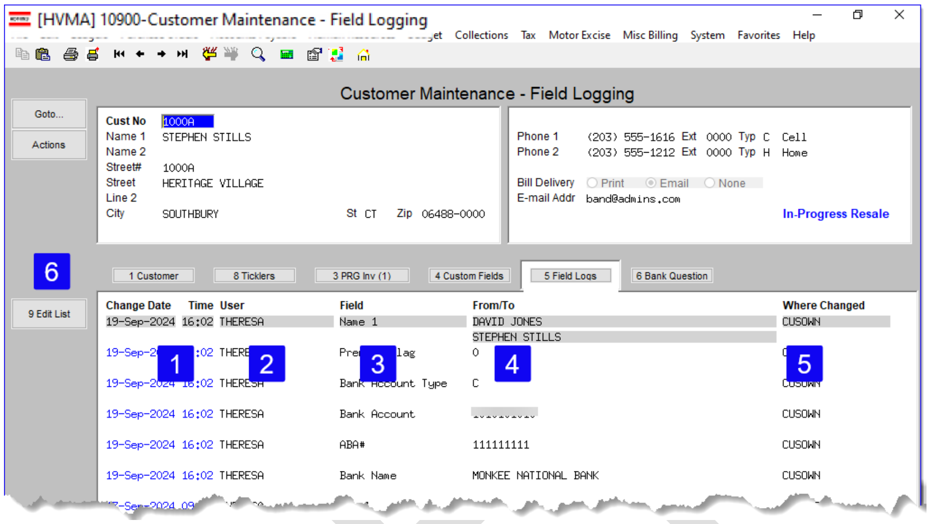
This screen displays changes that have been made to the customer record in change date order.

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

2 The username of the person making the change.

3 The field that was changed.

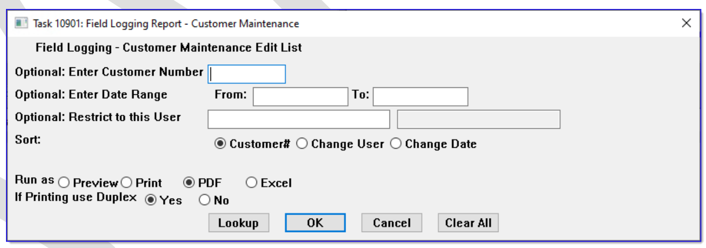
4 The first row shows the original text it was "changed from"; the second row shows what it was "changed to".



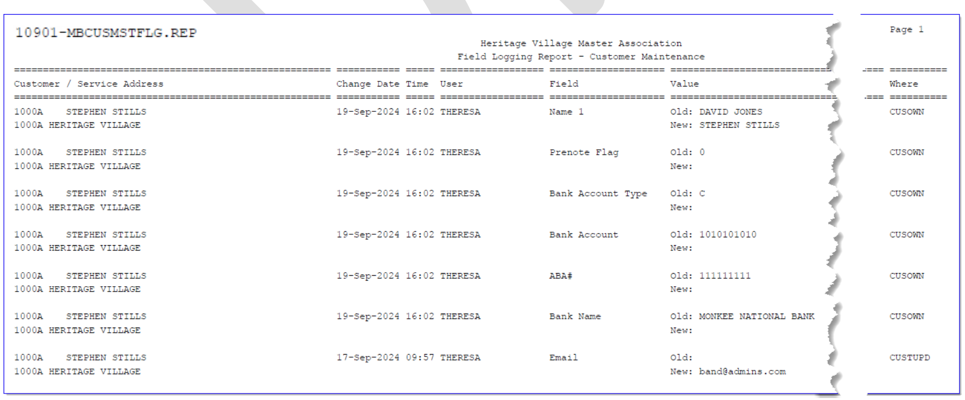
5 This identifies where the change originated. In this example, **CUSOWN** indicates that the change was made on the customer maintenance screen.

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

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



Run the report as ⦿ PDF or ⦿Excel format.



10901-MBCUSMSTFLG.REP

Heritage Village Master Association
Field Logging Report - Customer Maintenance

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:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account Type	Old: C New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Account	Old: 1010101010 New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	ABA#	Old: 111111111 New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	19-Sep-2024	16:02	THERESA	Bank Name	Old: MONKEE NATIONAL BANK New:	CUSOWN
1000A STEPHEN STILLS 1000A HERITAGE VILLAGE	17-Sep-2024	09:57	THERESA	Email	Old: New: band@admins.com	CUSTUPD

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

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

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.

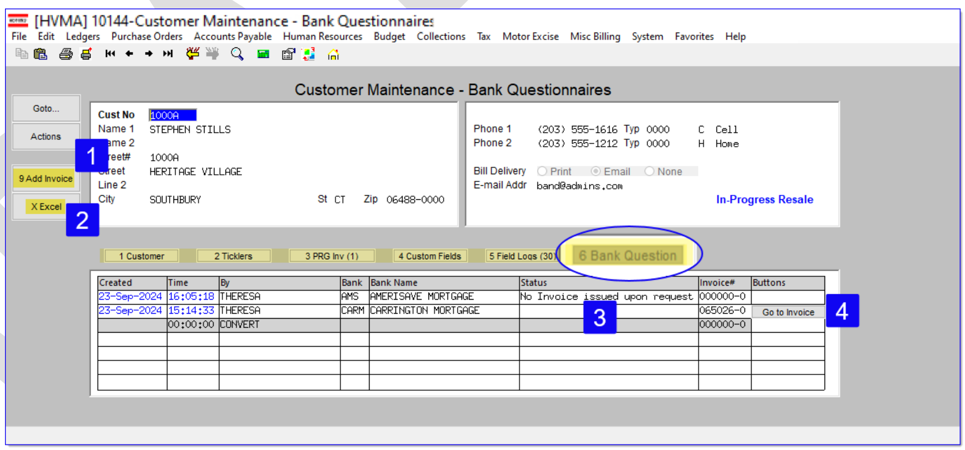
No fee is applied if the HVMA uses their own Form 1076. However, if a bank requires their specific questionnaire form 1076 to be completed, the HVMA issues an invoice for processing costs.

To record that a bank has requested Form 1076, start by clicking on the [Bank Quest (2)] 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.)

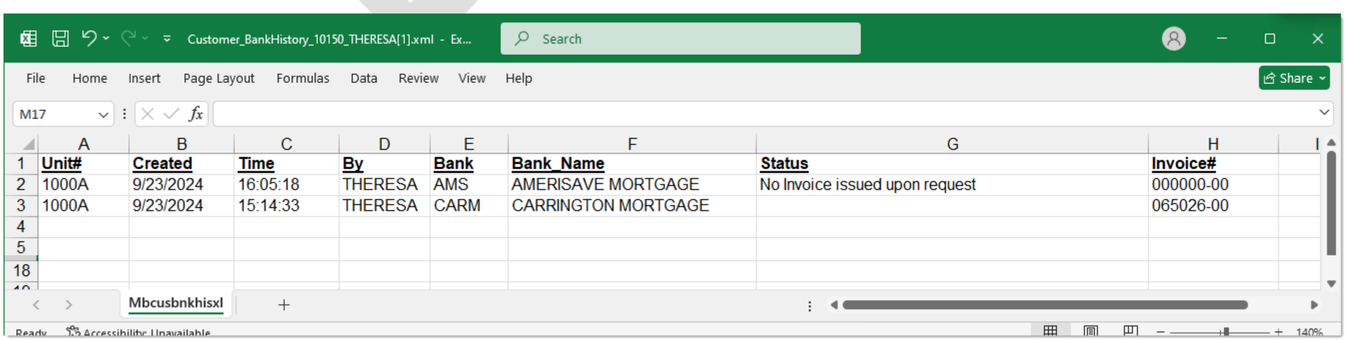
1 Click here to record that the bank has requested and received a completed questionnaire.

2 Click here to generate an Excel list of all bank history for this Unit#.

3 If the user selects NO when adding an invoice, this message will appear; otherwise, it will remain blank.



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



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**."