



The Miscellaneous Billing module has Customer Statements, either for a single customer or for multiple customers at one time. Statements for a single customer can be printed or emailed. Customer statements produced from the report library for multiple customers are printed. Several filtering options are offered for customer statements.

Statements can be generated from the **Bill History** or **Transaction History** tabs of the **Customer Maintenance Screen** and **Customer Query Screen**, or the Report Library. The statements generated from **Customer Maintenance** or **Query Screens** will show information for the current customer record. The report library offers printing multiple statements at one time, or a single customer statement can be produced for printing or emailing.

## Customer Maintenance & Query Screens

The statements from the Customer Maintenance and Customer Query screens work identically. Select either the **[4 Bill History]** or **[5 Trx History]** tab from either customer screen. From the menu, select:

Misc Billing ▶ Customer Maintenance

or

Misc Billing ▶ Queries ▶ Customer Query

## [4 Bill History] or [5 Transaction History] Tab

From the Bill History tab, select the Customer Number, then click on **[Q Statement]** to create a customer statement.

The screenshot shows the 'Customer Maintenance - Bill History' interface. The 'Q Statement' dialog box is open, showing the following options:

- Selection:**  All  Open Only  Current Month + Open  Current Month Only (1)
- Exclude Credit Balance Invoices:**  Yes  No (2)
- Print:**  Summary  Detail (3)
- Optional: Enter Email Address:** support@admins.com (4)
- Optional: Enter Email Note 1:** Please find attached a PDF copy of the statement for your account. (5)
- Optional: Enter Email Note 2:** The statement will show open (unpaid) bills from prior and the current month. (6)
- Optional: Enter Email Note 3:** No invoices will be listed if they have a credit balance. (7)
- Optional: Enter Email Note 4:** The statement shows the detail of all bills, payments, and any adjustments. (8)

1. What information do you want to include in the statement?
  - a.  All – Invoices for that Customer, full history (this could be multiple pages if the history goes back years, will also include zero balance invoices.)



- b.  **Open Only** – Only invoices that have a balance; this will exclude invoices for that customer that have a zero balance.
  - c.  **Current Month + Open** – will include any invoice billed in the current month (using today’s date to determine the month), even if they have a zero balance, and also any invoice (issued before the current month) that has a balance.
  - d.  **Current Month Only** – Only invoices created in the current month (using today’s date for the month.)
2. Exclude Credit Balance Invoices from the statement.
- a.  **Yes** will exclude all credit balance invoices from the statement, even if the “All” selection is made above
  - b.  **No** will include credit balance invoices on the statement.
3. What level of detail should print on the statement?

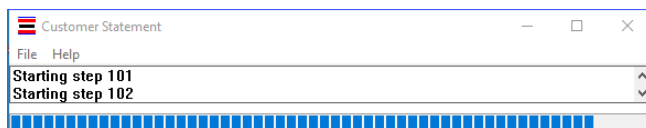
- a.  **Summary** – provides summary information for each charge on the invoice, including payments, adjustments, and charges pertaining to the transaction all on a single line.

Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000022-00	1st Quarter Tuition	13-Jul-2021	13-Jul-2021	\$4,833.34		\$4,833.34		
000022-00	2nd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35		\$13,533.35		
000022-00	3rd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35		\$13,533.35		
000022-00	4th Quarter Tuition	13-Jul-2021	13-Jul-2021	\$11,599.97		\$11,599.97		
<b>Invoice 00002200 Total:</b>				<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$0.00</b>

- b.  **Detail** – displays each transaction on a new line on the invoice such that payments and adjustments that pertain to a charge are shown as a separate transaction.

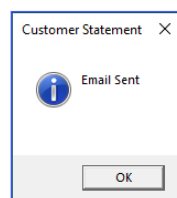
Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000022-00	1st Quarter Tuition	13-Jul-2021	13-Jul-2021	\$4,833.34			\$4,833.34	
000022-00	Counter receipt		27-Dec-2021			\$4,833.34	-\$4,833.34	
000022-00	2nd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35			\$13,533.35	
000022-00	Counter receipt		27-Dec-2021			\$13,533.35	-\$13,533.35	
000022-00	3rd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35			\$13,533.35	
000022-00	Counter receipt		27-Dec-2021			\$13,533.35	-\$13,533.35	
000022-00	4th Quarter Tuition	13-Jul-2021	13-Jul-2021	\$11,599.97			\$11,599.97	
000022-00	Counter receipt		27-Dec-2021			\$11,599.97	-\$11,599.97	
<b>Invoice 00002200 Total:</b>				<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$0.00</b>

4. To email this statement to a customer, enter the Email address.
5. (6,7,8) To include a note to the customer in the body of the email, enter that information here.



When a statement is emailed, the statement is not displayed on the screen.

Click on **[OK]**





Customer Invoice Statement From Town of Admins - Message (Plain Text)

theresa@admins.com  
To: Theresa Campbell  
4:47 PM

CS\_00000002\_202302061646.pdf 77 KB

Dear Customer,

Please find attached a PDF copy of the statement for your account. The statement will show open (unpaid) bills from prior and the current month. No invoices will be listed if they have a credit balance. The statement shows the detail of all bills, payments, and any adjustments.

Please find attached your Customer Invoice Statement

Thank you  
Theresa

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

**CUSTOMER STATEMENT** Page 1 of 1

Statement Date: 06-Feb-2023  
Amount Due: \$39,633.88  
Customer Number: 00000002  
Primary Address: 60 HARPIN STREET

Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000175-00	3rd Quarter Tuition	11-Mar-2022	11-Mar-2022	\$2,900.04			\$2,900.04	\$2,900.04
Invoice 00017500 Total:				\$2,900.04	\$0.00	\$0.00	\$2,900.04	\$2,900.04
000288-00	1st Quarter Tuition	12-Aug-2022	12-Aug-2022	\$5,075.07			\$5,075.07	\$5,075.07
000288-00	2nd Quarter Tuition	01-Dec-2022	01-Dec-2022	\$13,291.85			\$13,291.85	\$13,291.85
000288-00	3rd Quarter Tuition	01-Mar-2023	01-Mar-2023	\$13,775.19			\$13,775.19	\$13,775.19
000288-00	4th Quarter Tuition	01-Jun-2023	01-Jun-2023	\$11,358.49			\$11,358.49	\$11,358.49
Invoice 00028800 Total:				\$43,500.60	\$0.00	\$0.00	\$43,500.60	\$18,366.92
000282-00	1st Quarter Tuition	12-Aug-2022	12-Aug-2022	\$5,075.07			\$5,075.07	\$5,075.07
000282-00	2nd Quarter Tuition	01-Dec-2022	01-Dec-2022	\$13,291.85			\$13,291.85	\$13,291.85
000282-00	3rd Quarter Tuition	01-Mar-2023	01-Mar-2023	\$13,775.19			\$13,775.19	\$13,775.19
000282-00	4th Quarter Tuition	01-Jun-2023	01-Jun-2023	\$11,358.49			\$11,358.49	\$11,358.49
Invoice 00028200 Total:				\$43,500.60	\$0.00	\$0.00	\$43,500.60	\$18,366.92
Balances as of: 06-Feb-2023				\$89,901.24	\$0.00	\$0.00	\$89,901.24	\$39,633.88

**PAY THIS AMOUNT: \$39,633.88**

Figure 1 Sample Customer Statement sent as an email attachment

## Report Library

Run customer statements from the Report Library. From the menu, select:

Misc Billing ▶ Reports ▶ Report Library ▶ [3 Customer Reports] ▶ #10669 Customer Statements

[AUC] 10601-Report Library Customer

Report Library Customer

Report Name	View	Report
10618-Parcel vs Subscriber Address Mismatch	Sample	Run
10616-Customer with no Parcel# assigned	Sample	Run
10620-Customer Notes Report	Sample	Run
10640-Customers with Duplicate Service Addresses	Sample	Run
10642-Customers with Duplicate Parcel#	Sample	Run
10666-Customers with Duplicate Names	Sample	Run
10669-Customer Statement	Sample	Run
Avono Customers with Duplicate Parcel# to be Emailed	Sample	Run
10683-Customer Outstanding Balances	Sample	Run
10684-Customers with Credits and Outstanding Balances	Sample	Run
10685-Customer Aged Receivable Report	Sample	Run

Report Categories

- 2 Collection Reports
- 2 Subscription Reports
- 3 Customer Reports
- 4 Program Invoice Reports
- 5 Other Reports

The system will display this prompt, which has two more optional selections than the prompt called from the customer screens:



**Figure 2** The prompt from the Report Library has two additional fields

1. Optional – enter the customer number if a single statement is to be printed or emailed; leave blank to select all customers.
2. Optional – which program type will be included on the statement? Leave blank to select all program types.
3. What information do you want to include in the statement?
  - a.  **All** – Invoices for that Customer, full history (this could be multiple pages if the history goes back years, will also include zero balance invoices.)
  - b.  **Open Only** – Only invoices that have a balance; this will exclude invoices for that customer that have a zero balance.
  - c.  **Current Month + Open** – will include any invoice billed in the current month (using today’s date to determine the month), even if they have a zero balance, and will include invoices (issued before the current month) that have a balance.
  - d.  **Current Month Only** – Only invoices created in the current month (using today’s date for the month.)
4. Exclude Credit Balance Invoices from the statement.
  - a.  **Yes** will exclude all credit balance invoices from the statement, even if the “All” selection is made above
  - b.  **No** will include credit balance invoices on the statement.
5. What level of detail should print on the statement?
  - a.  **Summary** – provides summary information for each charge on the invoice, including payments, adjustments, and charges pertaining to the transaction all on a single line.

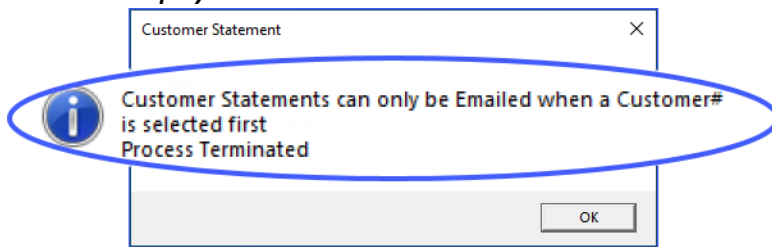
Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000022-00	1st Quarter Tuition	13-Jul-2021	13-Jul-2021	\$4,833.34		\$4,833.34		
000022-00	2nd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35		\$13,533.35		
000022-00	3rd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35		\$13,533.35		
000022-00	4th Quarter Tuition	13-Jul-2021	13-Jul-2021	\$11,599.97		\$11,599.97		
<b>Invoice 00002200 Total:</b>				<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$43,500.01</b>	<b>\$0.00</b>	<b>\$0.00</b>



- b. **Detail** – displays each transaction on a new line on the invoice such that payments and adjustments that pertain to a charge are shown as a separate transaction.

Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000022-00	1st Quarter Tuition	13-Jul-2021	13-Jul-2021	\$4,833.34			\$4,833.34	
000022-00	Counter receipt		27-Dec-2021			\$4,833.34	-\$4,833.34	
000022-00	2nd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35			\$13,533.35	
000022-00	Counter receipt		27-Dec-2021			\$13,533.35	-\$13,533.35	
000022-00	3rd Quarter Tuition	13-Jul-2021	13-Jul-2021	\$13,533.35			\$13,533.35	
000022-00	Counter receipt		27-Dec-2021			\$13,533.35	-\$13,533.35	
000022-00	4th Quarter Tuition	13-Jul-2021	13-Jul-2021	\$11,599.97			\$11,599.97	
000022-00	Counter receipt		27-Dec-2021			\$11,599.97	-\$11,599.97	
Invoice 00002200 Total:				\$43,500.01	\$0.00	\$43,500.01	\$0.00	\$0.00

- 6. To email this statement to a customer, enter the Email address; if an email address is entered without supplying a customer number, this message will pop up. Click on **[OK]** to try again. **An emailed statement will not be displayed on the screen.**



- 7. (8, 9, 10) To include a note to the customer in the body of the email, enter that information here.

**CUSTOMER STATEMENT** Page 1 of 2

Statement Date: 07-Feb-2023  
Amount Due: \$45,116.76  
Customer Number: 0000023  
Primary Address: 00 HARPIN STREET

Invoice #	Description	Invoice Date	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000021-00	1st Quarter Tuition	13-Jul-2021	27-Dec-2021	\$4,833.34			\$4,833.34	
000021-00	2nd Quarter Tuition	13-Jul-2021	27-Dec-2021	\$13,533.35			\$13,533.35	
000021-00	3rd Quarter Tuition	13-Jul-2021	27-Dec-2021	\$13,533.35			\$13,533.35	
000021-00	4th Quarter Tuition	13-Jul-2021	27-Dec-2021	\$11,599.97			\$11,599.97	
Invoice 00002100 Total:				\$43,500.01	\$0.00	\$43,500.01	\$0.00	\$0.00
000275-00	1st Quarter Tuition	12-Aug-2022	12-Aug-2022	\$5,075.07			\$5,075.07	\$5,075.07
000275-00	2nd Quarter Tuition	01-Sep-2022	01-Dec-2022	\$13,291.85			\$13,291.85	\$13,291.85
000275-00	3rd Quarter Tuition	01-Mar-2023	01-Mar-2023	\$13,775.19			\$13,775.19	
000275-00	4th Quarter Tuition	01-Jun-2023	01-Jun-2023	\$11,358.49			\$11,358.49	
Invoice 00027500 Total:				\$43,500.60	\$0.00	\$0.00	\$43,500.60	\$18,366.92
000293-00	1st Quarter Tuition	01-Sep-2022	23-Sep-2022	\$5,075.07		\$5,075.07	\$6,366.92	\$6,366.92
000293-00	2nd Quarter Tuition	01-Sep-2022	23-Sep-2022	\$13,291.85		\$6,366.92	\$13,291.85	\$13,291.85
000293-00	3rd Quarter Tuition	01-Mar-2023	01-Mar-2023	\$13,775.19			\$13,775.19	
000293-00	4th Quarter Tuition	01-Jun-2023	01-Jun-2023	\$11,358.49			\$11,358.49	
Invoice 00029300 Total:				\$43,500.60	\$0.00	\$12,000.00	\$31,000.60	\$18,366.92
000294-00	1st Quarter Tuition	01-Sep-2022	01-Sep-2022	\$5,075.07			\$5,075.07	\$5,075.07
000294-00	2nd Quarter Tuition	01-Sep-2022	01-Sep-2022	\$13,291.85			\$13,291.85	\$13,291.85
000294-00	3rd Quarter Tuition	01-Mar-2023	01-Mar-2023	\$13,775.19			\$13,775.19	
000294-00	4th Quarter Tuition	01-Jun-2023	01-Jun-2023	\$11,358.49			\$11,358.49	
Invoice 00029400 Total:				\$43,500.60	\$0.00	\$0.00	\$43,500.60	\$18,366.92
000779-00	HOA Fees	01-Nov-2022	01-Nov-2022	\$637.00			\$637.00	\$637.00
000779-00	Nov 2022 Life Fees	17-Nov-2022	17-Nov-2022	\$35.00			\$35.00	\$35.00
Invoice 00077900 Total:				\$672.00	\$0.00	\$0.00	\$672.00	\$672.00
001372-00	HOA Fees	01-Nov-2022	01-Nov-2022	\$637.00			\$637.00	\$637.00
001372-00	Nov 2022 Life Fees	17-Nov-2022	17-Nov-2022	\$35.00			\$35.00	\$35.00
Invoice 00137200 Total:				\$672.00	\$0.00	\$0.00	\$672.00	\$672.00
001520-00	HOA Fees	01-Nov-2022	01-Nov-2022	\$638.00			\$638.00	\$638.00
001520-00	Nov 2022 Life Fees	17-Nov-2022	17-Nov-2022	\$35.00			\$35.00	\$35.00
Invoice 00152000 Total:				\$673.00	\$0.00	\$0.00	\$673.00	\$673.00

Balances as of: 07-Feb-2023

\$176,017.81	\$0.00	\$55,500.01	\$120,517.80	\$45,116.76
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**PAY THIS AMOUNT: \$45,116.76**

Figure 3 Sample of a statement that requires more than one page