TABLE OF CONTENTS

This document describes running the billing for Special Invoices. To access the billing process, select:

Misc Billing ▶ Billing ▶ Special Invoice Process

1. SETUP

There are several steps to take before the actual Invoices can be produced.

Set up Programs   Set up Service Types   Assign Program
                                                              Invoices and/or
                                                              Subscription Programs
                                                              to Customer

                Setup Bill Forms   Add Customers
                (defaults)
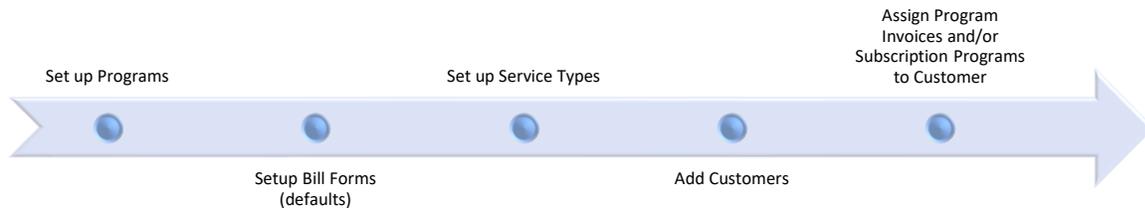
1.1. Program Table

A **"Program"** is a way to group charges related to the same activity for an invoice. To setup a new program in this table, from the menu select:

Misc. Billing ▶ Tables ▶ Program Type

For example: Water/Sewer New Service has several charges that can be applied to a single invoice. By creating a program type to assign these charges, all the different charges can be grouped together and applied to a single Invoice.

Table 1 Program Table

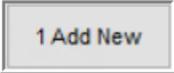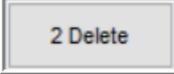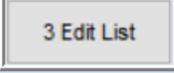| Screen Element	How Used
Type Column	Defines the type of program; Miscellaneous Billing has multiple types; Special Invoices are always type 95. Subscription services such as curbside pickup or toters use type 90/91.
Program Column	The unique name of the program for similar bills or invoices
Description	A description of the program
Bills in Yr	Only used for Subscription types 90/91; the number of bill runs per year
Dept Group	The Department is only used for Special Invoices (type 95) to group invoices by department. For example, if the School department has multiple programs, and the department has multiple programs, by assigning that department to all those programs, reporting can be done on the department,
Status	Active/Inactive – current, in use programs are set as Active. Set a program as inactive if it should no longer be used
1 Add New	Use the **[Add New]** button to create a new Program Type; bill type, program name and a description are all required.
2 Delete	Use the **[Delete]** button to remove a Program Type; types that are currently active and in use should not be deleted.
3 Edit List	Use the **[Edit List]** button to produce a list of Program Types:
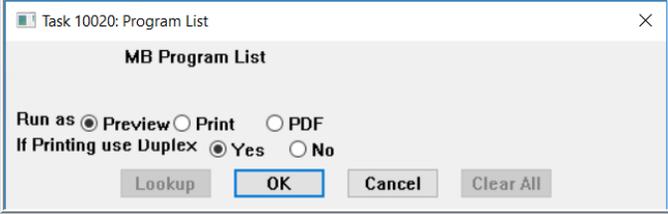
1.1.1. Add New Program

To add new program types, click the [1 Add New] button. The following screen will be displayed.
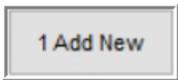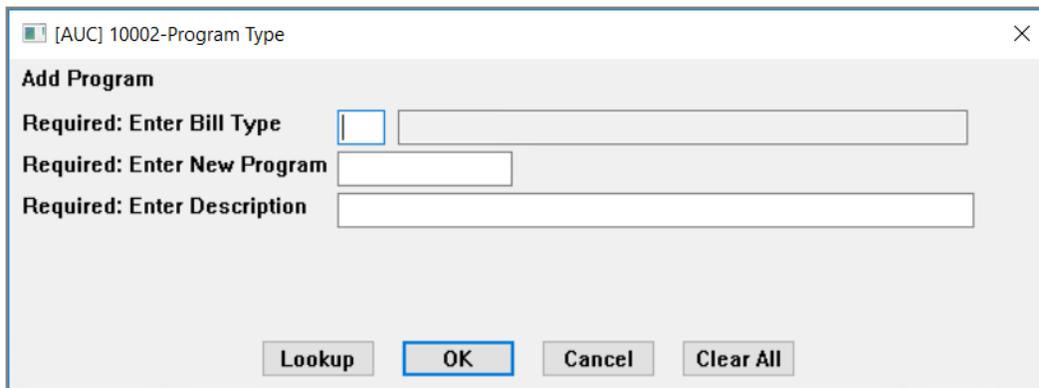
Enter Bill Type	For Special Invoices this will always be **95**
Enter New Program	Unique code for the program. Can be up to ten characters in length: all uppercase
Enter Description	Enter a description for this program

1.1.2. Delete Program

Delete a program code if it was created by mistake. However, if there have been invoices generated for this program do not delete it.
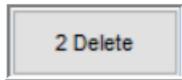
To delete the program, click [2 Delete] and the following question will be displayed:
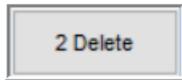
[toc] 10002-Program Type

Do you really want to remove the BUILDING program?

Yes   No
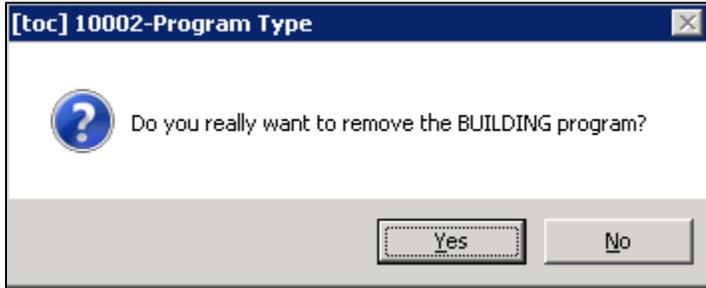
Click **[Yes]**   This will delete the Program
Click **[No]**   The program will not be deleted

A program that has invoices generated under that program code cannot be deleted.

[toc] 10002-Program Type

Program has Invoices assigned. Cannot be deleted

OK
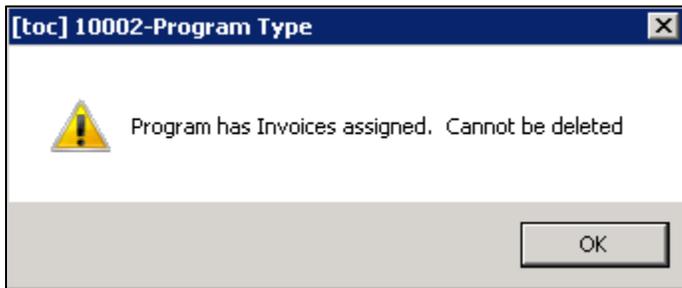
1.2. Bill Form Setup

The **Bill Form Setup table** is used to create text that is printed on the various forms. The illustrations in **Appendix A** show the relationship between the table and the form.

To setup this table, from the menu select

Misc Billing ▶ Tables ▶ Bill Form Setup.

1.2.1. Header Section

Form Code	POLICE	Police
Associated Form	MBSPCINV	Misc Billing Special Invoices
Seal Location	formsrpt:admins.png	
Invoice Title	Fire Range Invoice	

Field	How used
Form Code	This is a unique code identifying a specific form to associate with a program. A single bill form can be assigned to multiple programs, or a bill form can be designed for each program. It depends on the level of customization required for each Invoice that is printed.
Associated Form	For Special Invoice the physical form used to print the invoices is called **MBSPCINV** and should be used for all special invoice Bill Forms
Seal Location	This is the location of the file with the towns seal to be used on the Invoice. For example, FORMSRPT:ADMINS_SEAL.PNG
Invoice Title	Title to be printed on the Invoice

1.2.2.   Invoice Text Tab

Field	Description
Invoice Body (two sections)	There are 15 lines of text entered to be displayed on all Invoices that use this form. This information is displayed in the middle of the invoice. See Appendix A for reference. Lines one through ten will appear on every special invoice using this bill form. The last five lines of the Invoice Body are customizable at the time the Invoice is created. If no custom data is used when the invoice is created, the lines here will print. If custom data is entered, the lines here will be replaced by the lines entered in the special invoice. See Appendix A for an illustration.
Invoice Footer	This text is displayed at the bottom of the invoice. Refer to Appendix A. All these lines are customizable at the time the Invoice is created. If no custom data is used when the invoice is created, the lines here will print. If custom data is entered, the lines here will be replaced by the lines entered in the special invoice.

1.2.1.   Invoice Locations Tab

Field	Description
Collector	This is the Name and Address information for the Collector. This is maintained by the Collectors office.
Make Payable To	This is the Name and Address where payments should be sent. If the department accepts and processes checks then this should be the address. If all checks for the department are processed by the Collectors office, then this should be the Collectors office address.
Department	This should be the information on the department issuing the Invoice. This would provide the payer with contact information for questions best answered by the department issuing the special invoice.

There are four navigation buttons on the Bill Form Setup screen:

1.2.2.   [1 Add Form]

To add forms to the Bill Form Table, click the [1 Add Form] button.

Field	Description
New Form Code	This is a unique identifier for this Bill Form up to 10 characters in length. Should contain no spaces and will be all uppercase. To see what other forms have already been setup, click the **[Lookup]** button.
Description	This is a description of the bill form being setup. Should be descriptive enough to identify how the bill form is used.
Invoice Form	This is the physical form used to print Special invoces: **MBSPCINV**

1.2.3. [2 Edit List]

Produces a report of the details setup on a Bill Form. Select to display just one bill form or see all forms that have been setup in the system.

1.2.4.   [3 Copy Form]

Copy Form allows copying the details of one bill form setup to another. If the form details are setup for the department, create a new bill form and then copy the details from the bill form setup to the new bill form.

Edit the details to make it specific to the form just created.

```
[toc] 10050-Bill Form Setup [anthea]

Copy Bill Form

Required: Copy FROM Form Code  [            ] [                        ]
Required: Copy TO Form Code    [            ] [                        ]


                    Lookup      OK      Cancel      Clear All
```

Field	Description
From Form Code	This is the code of the form *from* which to copy the details–if the code of the *from* form is not known, click the **[Lookup]** button for a list of available choices.
To Form Code (the code must exist before any values can be copied from another form)	This is the code of the form to copy the details *to*. This will overwrite any values already set on this form, so make sure the correct form is selcted before clicking **[OK]**. If the code of the *to* form is not known, click the **[Lookup]** button for a list of available choices.

1.2.5.   [4 Delete Form]

```
[AUC] 10050-Bill Form Setup                    ✕

   ?    Delete Form TESTING. Continue?


               Yes          No
```

Click **[Yes]**   to confirm deletion of the form.
Click **[No]**   to leave the form in place.

Forms already assigned to a service type cannot be deleted.

```
[AUC] 10050-Bill Form Setup                    ✕

  ⚠   Bill Form has been assigned to a Service Type.  Cannot be deleted


                                    OK
```

1.3.   Service Type Table

The Service Type Table is where all the different fee categories called **service types** for a program are specified. The Bill Form must be setup prior to adding a new Program to the Service Type table. Review the Bill Form setup table and determine if a new Bill form should be created for this program, or if an existing Bill form can be used.

For example: Elementary has been set up under the program LUNCH. To setup this table, from the menu select:

Misc. Billing ▶ Tables ▶ Service Type Table

Field	Description
Service Type	This is a Unique code; up to 12 uppercase characters can be used.
Description	Description of the Service Type. This will be displayed on the Special invoice when created, but may be changed on an invoice by invoice basis.
Short Desc	Short Description of the Service Type. Not required for Special Invoice Service Types.
Day#	The Day# of the Week. Not required for Special Invoice Service
Include in Refunds	Include this Service Type when calculating the balance of an Invoice.

If an overpayment was made on a Service type that has been included in Refunds, when the refund process is run it will allow a refund to be processed for that overpayment.

If an overpayment was made against a Service type that has not been included in Refunds, then this Invoice might not be included in the refund process because the calculated balance of the Invoice might not show an overpayment. |
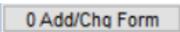
Field	Description
Include in Special Invoice	When creating a Special Invoice should this Service Type be included on the invoice.
	When a Special invoice is created it will bring in all the service types that have been setup to be included on the invoice. Customize what service types are to be used. At least **one service type** must be set to be included in a special invoice.
	Typically NSF fees or Credits will not be included in a Special Invoice as they would be applied to an invoice after being sent to the customer. Another situation could arise where the school wants to issue a credit to a certain group of customers or to a single customer. Create a special invoice, check the box, and then add that credit to be included on the original invoice

Bill Type 90/91 Only	These columns are only used for Curbside and Toters Subscription Services	
	Allow Multiple Services	Allow the customer to enroll in more than 1 service for the same program
	Enroll Required	Customer must enroll in this service for it be included in the billing
	Incl in Daily Balance	Include this service type in the calculated balance for the bill, used in exported daily balance file to 3rd Party
	Recurring Bill	Is this service type a recurring bill

Use Bill Form	Each Service Type must have a Bill Form applied to it.
	For Special Service Invoices, a single Bill Form is applied to all service types under the same program.
	If a new program is added, it will prompt for the form type. Use the ⬜ 0 Add/Chg Form button to change to the bill form associated with that program.
	Curbside/Toters, each service type must have a form set.

1.3.1.   Add a Service Type

To add new service types, click the [6 Add New] button to display the following screen:
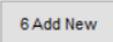
[AUC] 10004-Service Type

Add Service Type

Required: Enter Bill Year `2021`

Required: Enter Program Type `SCHTRANS`

Required: Enter Service Type `PEPSQUAD`

Lookup OK Cancel Clear All
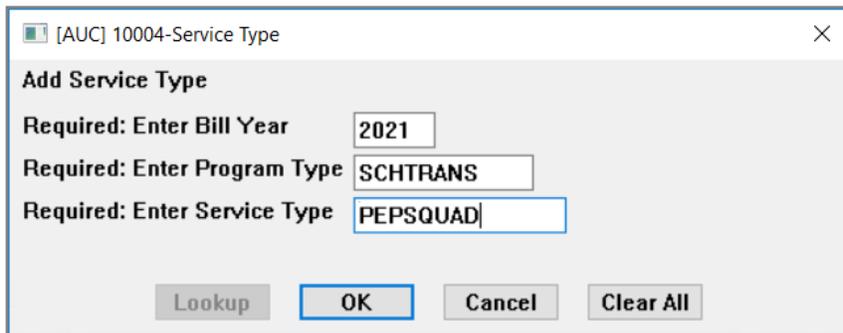
Field	Description
Enter the Bill Year	This is typically the same bill year as Calendar Year; in the example, 2021
Enter the Program Type	Use the **[Lookup]** button to display the list of available programs; in the example, SCHTRANS was entered
Enter the Service Type code	Enter a unique code up to 12 characters in length; in the example, PEPSQUAD was entered as the new Service Type
Click [OK]	Clicking **[OK]** will add the new service type to the table

Service Table ▶ New Service Types

When adding a new service type and the program is a bill type 95 (special invoice). if this is a NEW program with no existing service types, the system will prompt for the associated form. If no form is selected, an error message will prompt for the form.

Tables ▶ Program

A new Program Type is added, RANGE, for Firing Range Fees.

Tables ▶ Service Types

A new Service Type is added, for PUBLICSAFETY. The system presents a prompt for the Bill Form. Select the form from the lookup or type it in. If no form is selected, this message will pop up:

Figure 1 Service Type "PUBLICSAFETY" for Program "RANGE" is added to the table, using the Bill Form "POLICE".
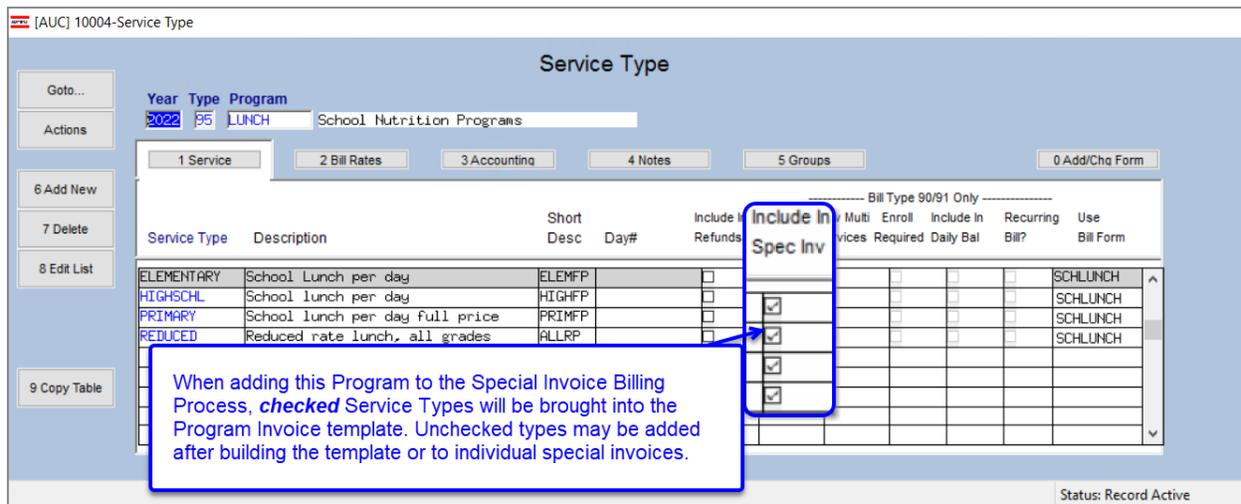
Figure 2 Special Invoice Checkbox on Service Type Table

1.3.2.   Delete a Service Type

Delete a Service Type code if it was created by mistake. If there have been invoices generated for this service type or subscriptions have been applied to this Service Type – it cannot be deleted. To delete the Service Type, click the

7 Delete button; the system will display this prompt:

Click [Yes]   This will delete the Service Type
Click [No]   The service type will not be deleted
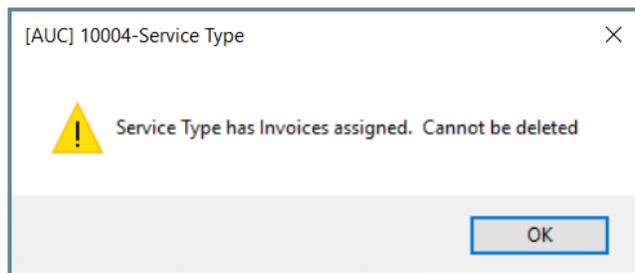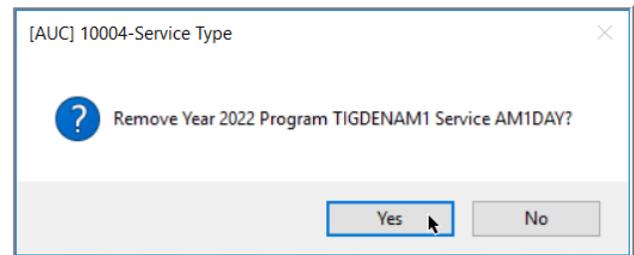
Trying to delete a service type that has invoices generated under that program code or has been assigned to a customer as a subscription type will trigger this error message and the Service Type will not be deleted.

1.3.3.   Default Rates

Set default rates for service types if the service type has a set fee that does not change per invoice or if there is a base rate for a charge. Set the dollar value here and the process will bring that value into the **Special Invoice** as the default rate.

Field	Description
Bill Rate	Default Rate for this Service Type
Special Invoices	Optional, when a new special invoice is created, it will bring in this amount as a default, but can be changed during the special invoice process.
Charge Type	How is this amount charged? Monthly, Flat Rate, or Per Unit? Monthly or Per Unit amounts will be brought into the rate column on the Special Invoice.
For Special Invoices	The calculation of the amount due is done in the special invoice entry screen.

1.3.4. Accounting Rules

Minimal accounting rules must be established for each service type, even if the site does not post the Invoices to Accounts Receivable. These Accounting Rules **must** be setup prior to producing a special invoice.

Once the setup of the Service Types is complete, contact the Finance Department to setup the accounting rules.

Field	Description…	How it is used in processing…
Post to A/R [UNCHECKED] ☐	This indicates to the system that there is no charge posted to the GL associated with this category. It is available to collect as a "receipt only" transaction.	The system will only post to GL using these Lines from the **[3 Accounting]** tab of this category when a *payment* is received. Debit Line 1 Cash Credit Line 2 Revenue

Post to A/R [CHECKED] ☑	This indicates to the system that there is a charge posted to the GL associated with this category.
	
	If checked, then the ACCOUNTING tab must contain valid account numbers for lines 1 through 4.
		For **Bills/Charges**, the system will:
		Debit Line 4 Accounts Receivable
		    Credit Line 3 Deferred Revenue
		
		For **Payments**, the system will:
		Debit Line 3 Deferred Revenue
		    Credit Line 4 Accounts Receivable
		Debit Line 1 Cash
		    Credit Line 2 Revenue

1.3.5.   Creating Sub-Totals and Display Order of Charges on Invoices

ADMINS can group together like charges within a program and issue a subtotal for that group of charges on a special invoice. There is also the ability to change the order in which the charges appear on the Invoice form.

Field	Description
Invoice Sub-Total Group	Assign a Group between 1 and 5 to create sub-totals for that group of charges. For example, to group all the Water charges together and create a sub-total.
Invoice Display Order	The display order on the Invoice of the charges is alphabetic by Service Type code. To change the order of these service types, enter a value in this column. If a subtotal group is assigned – this will be the order within the sub-total group that the fees will be displayed. For example, the Water Tapping Fee-Labor will be displayed on the invoice before the Water Tapping Fee-Equipment. If no sub-total group is assigned – this will determine the order that all the charges will appear on the form.

Field	Description
Sub Category	Only used for Curbside/Toters to indicate what category type the service is. For example, Fees.

Water Tapping Fee-Labor will be displayed on the invoice before the **Water Tapping Fee-Equipment**

1.3.6. Edit List

Once the Customer and Invoice line information is entered, run the Edit list to check the invoice for errors.

The report produced will describe any error that needs to be corrected before the invoice can be printed.

If there are errors that need to be corrected a message **INVOICE WILL NOT PRINT** will be displayed on the report

for that invoice and detailed error messages about the errors will be displayed. If there are no errors for an invoice the message **INVOICE WILL PRINT** will displayed.

Any line that shows **"No Amount"** will not print on the Invoice.

Once all invoice data entry is complete and verified the invoices are ready to print, click the [1 Steps] button to return to the Special Invoice Steps process and run the required **Special Invoice Register** step.

1.4.   Add Customers

See **MB–410 Customer Maintenance** for detailed instructions on adding a customer.

Before creating a customer, search the customer database first to see if the **base customer address** already exists so that a comprehensive bill history can be maintained for a single address. This can be different from the mailing address to which the invoice will be sent.

1: By Service Location
2: By Street and Number
3: By Customer Name
4: By Mailing Address Name
5: By Parcel Location
6: By Parcel Number
7: By Parcel Primary Owner
8: By Enrolled Service

When finding a customer always use the **base customer address,** *not* the mailing address. To clarify, for a school lunch program, the **"service"** address should be the *customer* address, not the school address. The mailing address is where the invoice will be sent.

If the customer number is known, type in the number and press **{Enter}**. If the customer number is unknown but the name or address is known, search for the customer number.

To find a customer, click the [magnifying glass] (magnifying glass) button or press **[F3]**. This will present a list of eight search options:

Option	Description
1. By Service Location	To search by the House# AND Street Name of the service address, #, use the option called "**1: By Service Location**". Click **FIND** to initiate a search. For example, 108 BARRE yields this: The data is organized by House number and then Street. This means that all the "100" house numbers across all streets are listed before the "101" house numbers across all streets.
2. By Customer Number	To search by the CUSTOMER number, use the option called "**2: By Customer#**". Click **FIND** to initiate a search, For example, 100 yields this: And the data will be sorted by Customer#.
3. By Customer Name	To search by the NAME of the customer located at the Service Address, use the option called "**3: By Customer Name**". Click **FIND** to initiate a search; for example, HOWE yields this:

Option	Description
4. By Mailing Address Name	To search by the NAME of the customer based on the Mailing Address, use the option called "**4: By Mailing Name**". Click **FIND** to initiate a search; for example, HOWE yields this:
5. By Parcel Location	To search by the House# AND Street Name of the Parcel address, #, use the option called "**5: By Parcel Location**". Click **FIND** to initiate a search; for example, 108 BARRE yields this: The data is organized by House# and then Street. This means all the "100" house numbers across all streets are listed before the "101" house numbers across all streets.
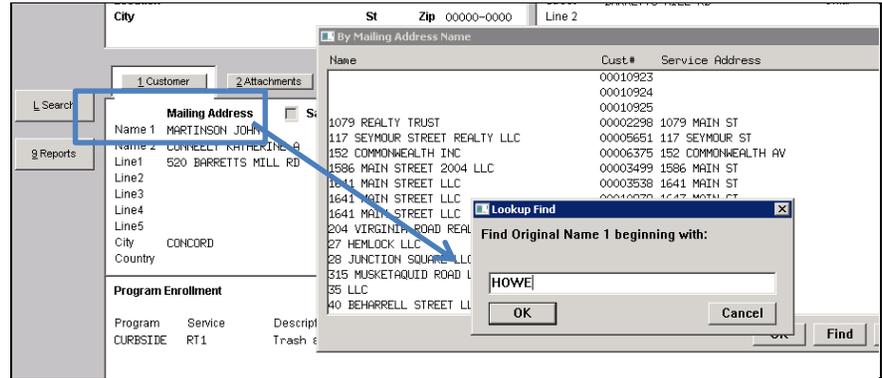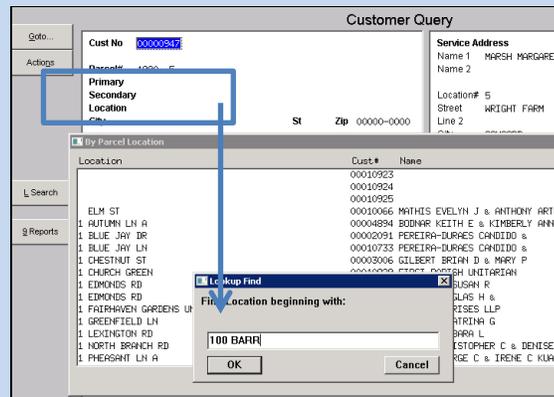
Option	Description
6. By Parcel Number	
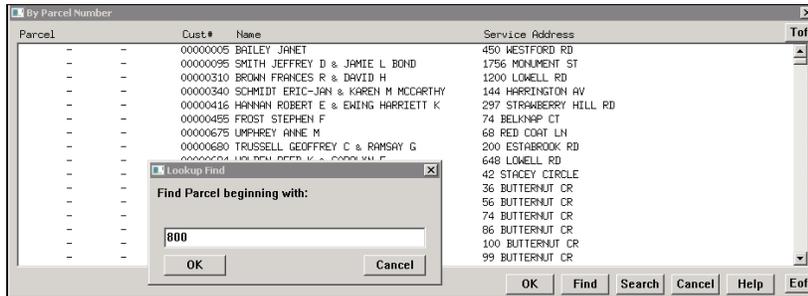
The data is sorted by Parcel Number (if the customer has no parcel number the customers will appear in numerical order by customer # at the top of the list). Enter a Parcel #, to yield:

Select the desired parcel and click on OK.

Option	Description
7. By Parcel Primary Owner	If the owner of the parcel where the service is performed is known, search by owner name. Select the desired parcel and click on OK.
8. By Enrolled Service	Searching by Enrolled Service is only valid for Subscription Bill Types 90/91
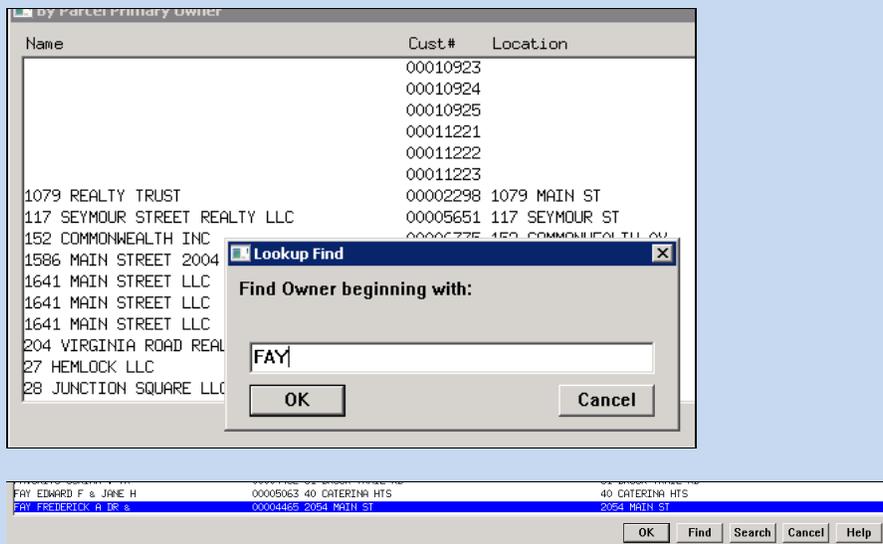
2. SPECIAL INVOICE PROCESS STEPS Menu

The **Special Invoices Process** guides the creating and printing of invoices. To access this process, select:

Misc. Billing ▶ Billing ▶ Special Invoice Process

The following **Steps Menu** will be displayed. This is a *per user* steps menu. A process cannot be started by user SMITH and handed off to user JONES. it will also not stop two users from invoicing the same program at the same time, so exercise caution and communicate with colleagues when running a special invoice process.

2.1. Restart Special Invoice Processing   [Restart Special Invoice Processing]

The Restart Billing process will reset the steps menu and clear all steps run up to that point. The system presents a prompt, as shown. There are two questions on the prompt:

"Are you sure?"   Select ⊙ **Yes** radio button

"Remove Program Invoices"
Select:
⊙ **No** to keep any program invoices already created in this special billing run, or
⊙ **Yes** to remove all previously created Invoices

2.2. Build Program Invoice Templates   [Build Program Invoices]

This step adds a program that has been assigned to one or more customers. If the program has not been assigned to any customers, the system will display an information message indicating so.

Program Invoicing is a way to create invoices for multiple customers without having to manually create each invoice. By assigning the program to a customer and setting a frequency, this process allows for mass generation of customer invoices for an entire program.

Click on the step to display the **Add Program Invoice (Template)** screen; the screen has three sections.

1 Program Setup,

2 Form Boilerplate,

3 Service Type Grid for Billing Details.
See **MB–401 Maintain Customers** in the Help Reference Library for details.

Field	Description
1	
Program	Program to be used to create special invoices
Seq#	Sequential number assigned so that multiples instances of the same program can be added to the program invoice screen
Year	Current Bill Year for Misc Billing. See **Misc Billing ▶ Module Maintenance ▶ Module Control 11001** for this setting
Bill Date	Required. This is the Billing Date of the Invoice
Due Date	Optional: If this date is entered this will become the due date of the invoice and displayed on the printed invoice. If this is left blank, **Due upon Receipt** is displayed on the invoice
Select Frequency	Since different customers can have different billing frequencies for the same program, this is where to select the customers with the same frequences to invoice. **Example:** Select all customers who are assigned "**SCHTRANS**" and are being invoiced monthly. This will exclude any customer assigned the same program that are not being invoiced monthly.

Field	Description
ALL FREQUENCY option	This would be used to do a general invoice to **ALL customers** in the same program, regardless of the customer frequency setting. For example there is a one time fee being charged to all customers who have the program "BARRELTAGS" assigned. If a program has already been added to this special invoice run that has the same frequency set the following message will be displayed, and the system will offer the option to continue.
Invoice Title	Ability to customize the title displayed on the invoice to this particular invoice run of this program. When the Bill form is setup, the Invoice Title is assigned. But this gives the ability to change it for this particular instance of an invoice. See #2 in Appendix A for where this is displayed on the Invoice
2 **Bill Form**	Displayed in top right corner to show what Bill Form will be applied when the Invoices are printed
Invoice Message	Optional: This allows for 5 lines of text to be displayed in the body of the invoice that is customizable for each program. This text will be used in place of the default text established in the bill form setup table.
Remit Message	Optional: This allows for 5 lines of text to be displayed at the bottom of the invoice that is customizable for each program. This text will be used in place of the default text established in the bill form setup table.
3 **Line**	A unique number to identify each line on the invoice
Invoice Date	Optional: Date the Service was rendered
Service Types	Will automatically bring in any service type assigned to this program that had the include in special invoices checkbox set.
Description	Will display the Default description assigned in the Service type table. This description can be changed for each program invoice.
Hours/Qty	Used in the calculation of the Amount due. If left blank it will default to "1".
Rate	This is the Rate to be charged. If a Rate was set on the Service Type table, it will display it here, if the rate if different for this Invoice, it can be changed.
Amount	This is the total amount due for this Service Type. Hours/Qty * Rate = Amount. This is where the Monthly/Per Unit and Flat amount come into play. Monthly/Per Unit will set the Rate. Flat will set Amount and leave the rate without an amount.
Total Amount to Invoice	This is the Total that will be charged for each invoice generated for this Program.

There are seven numbered buttons on the left side of the **Build Program Invoices** screen.

2.2.1.   [1 Steps] Button

Use the **[1 Steps]** button to return to the steps menu.

2.2.2.   [2 Add Program]

Use the **[2 Add Program]** button to bring in a new program template from which invoices will be built in the Build Program Invoices step.

2.2.3. [3 Delete Program]

Use the **[3 Delete Program]** button to remove a program from the current special invoice process. Only delete a
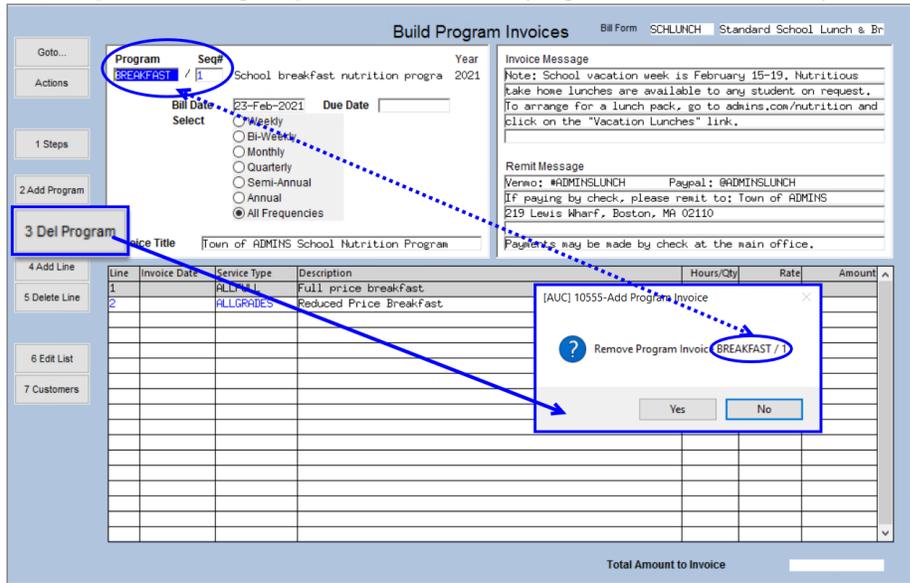
program for a form change if the form will be changed on the Service Type Table to use a ***different*** form.

If changing the default rate, start again. If changing the Body Text or who the payable people are - do so without removing the program.

The boilerplate is taken from the Bill Form Setup when printing.

Figure 3 Deleting a Program Invoice Template

2.2.4. [4 Add Line]

Use the **[4 Add Line]** button to bring in any service type that has been defined for the program as described in section 1.3.1 above. If the Create Program Invoices step has not been run to collect this program for invoicing, add additional lines to the program.

The same Service type can be added to a program more than once and service types that were not automatically added to the invoice when it was created can be added.
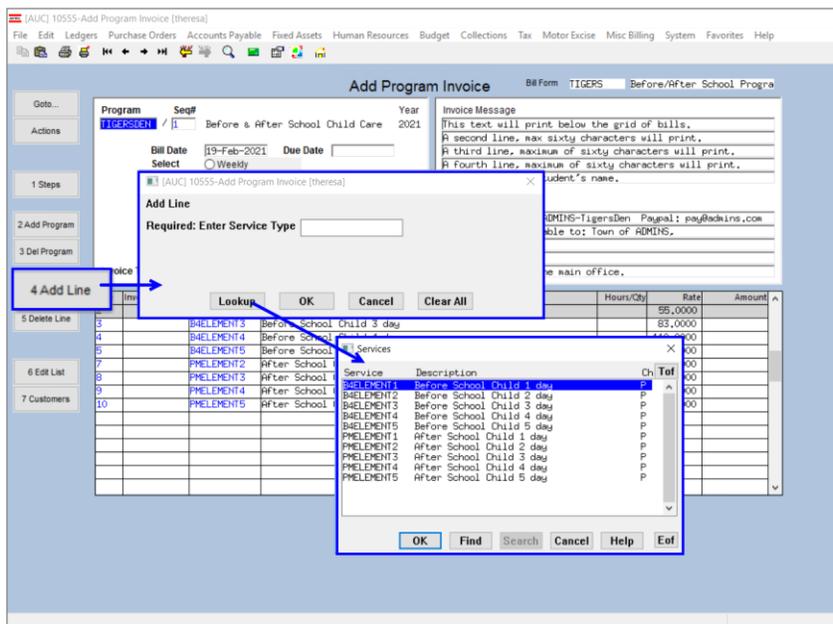
Lines may be added to a program invoice that has not had any invoices already created in the current Special Billing process.

The button will not be available if there are existing invoices, and a message in red will be displayed at the top of the screen (see Figure 5):

Figure 4 Adding a line to a Program Invoice Template
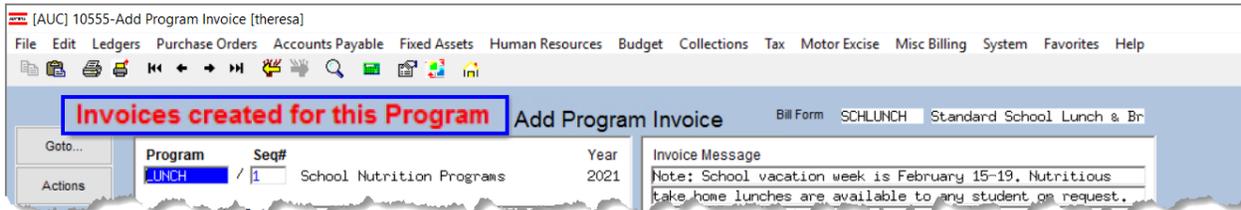
Figure 5 Lines cannot be added if the Create Program Invoices step has been run for the program

2.2.5. [5 Delete Line]

Use the **[5 Delete Line]** button to remove a line from an existing Program Invoice template.
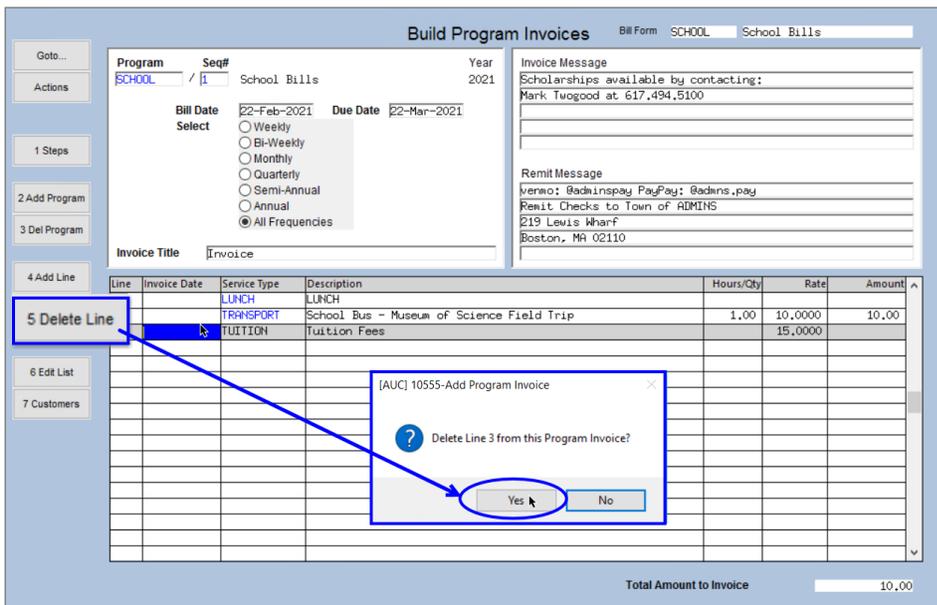
For example, the program usually includes a billing for **"TUITION"**, but no **"TUITION"** charges for the week are needed on this billing.

Delete the **"TUITION"** line from the Program Invoice Template to suppress the line from being added to all invoices during the Build step.

2.2.6. [6 Edit List]

Always run the Edit List before Building Program invoices, to check for errors.

In the example shown in **3**, the accounting is not set up on program, so the invoices will not be created.

The error message column **4** will indicate if no amounts are present. The invoices will be created –the quantity, hours, and amounts can be corrected at the invoice level or return to the program invoice screen to make corrections.

2.2.7. [7 Customers]

List of all customers assigned to that program and frequency. To see all customers assigned to a program, regardless of the frequency on the customer, select all frequencies.

```
10552-MBPRGINVCUS.REP          Printed 27-Jan-2021 at 10:23:41 by ANTHEA                              Page 1
                                            City of ADMINS
                                       Customers assigned Programs

====================================================================================================
Program  : SCHOOL          Bill Date: 27-Jan-2021              Program Frequency: Monthly
Seq#     : 3               Due Date :          Due upon receipt
----------------------------------------------------------------------------------------------------
Customer#                                Line Frequency      Start Date  End Date    Last-Invoiced Message
----------------------------------------------------------------------------------------------------
Invoices will be issued for these Customers
--------------------------------------------------
00000004  JOE SMOE                       1    Monthly         01-Jan-2021             19-Jan-2021

No Invoice will be Issued for these Customers
--------------------------------------------------
00000007  Mary Tarkin                    1    Monthly         01-Jan-2020 31-Dec-2020             End Date reached
```

Return to the [1 Steps] Steps Menu to continue.

2.3. Create Program Invoices [Create Program Invoices]

Task 10560: Create Program Invoices

Create Program Invoices
Will create Invoices for Customers assigned to Programs
that have been added to the Build Program Invoices Step

Run as ⦿ Preview ○ Print   ○ PDF
If Printing use Duplex ⦿ Yes ○ No

[Lookup] [OK] [Cancel] [Clear All]

This step in the process will create an invoice using the [Program Invoice] templates built in the previous step. An invoice for each customer meeting the criteria set on the template will be produced. The system will find customers signed up for the service and billed at the frequency on the template.

TedRE - ProgInv_NewInvoices_____[6].lis
File Edit Format Options

Courier New   9   B I U ■▼ ≡ ⧉⧉ ≣≣≣ 🖶

```
10561-MBBLDPRGINV.REP          Printed 23-Feb-2021 at 09:26:38 by                            Page 1
                                            City of ADMINS
                                    New Invoices Added from Programs


========= ========= ================================ ============================ =========== =========== ============
Invoice#  Customer# Name                             Program                      Bill Date   Due Date        Amount
========= ========= ================================ ============================ =========== =========== ============
000199-00 00000143  DI CRISTINA J & SON              School breakfast nutrition program 23-Feb-2021                 9.00
000200-00 00000158  DEREK SANDERSON                  School breakfast nutrition program 23-Feb-2021                 9.00
000201-00 00000168  GERALDINE FORD                   School breakfast nutrition program 23-Feb-2021                 9.00
000202-00 00000008  Jude Jones Jr                    School Nutrition Programs    23-Feb-2021                47.00
000203-00 00000014  BENTON, JOHN B JR                School Nutrition Programs    23-Feb-2021                47.00
000204-00 00000041  MOSKOWITZ, BARRY S               School Nutrition Programs    23-Feb-2021                47.00
000205-00 00000139  BECK HORIZON BUILDERS            School Nutrition Programs    23-Feb-2021                47.00
000206-00 00000143  DI CRISTINA J & SON              School Nutrition Programs    23-Feb-2021                47.00
000207-00 00000158  DEREK SANDERSON                  School Nutrition Programs    23-Feb-2021                47.00
000208-00 00000166  CHARLES JUNO                     School Nutrition Programs    23-Feb-2021                47.00
000209-00 00000167  THOMAS JEFFERSON                 School Nutrition Programs    23-Feb-2021                47.00
000210-00 00000168  GERALDINE FORD                   School Nutrition Programs    23-Feb-2021                47.00
                                                                                              ============
                                              New Invoices 12              450.00
```

Create Program Invoices

ⓘ All Programs added have been processed to Create Invoices or
No Active Customers found for Entered Programs
Click Build Program Invoices step or Add/Edit Special Invoices

[OK]

If all programs already have been processed for invoices, this system will display this message. Return to the [Build Program Invoice] step to add programs if needed; if not, continue to the [Add/Edit Special Invoices] step.

2.4. Add / Edit Special Invoices   `Add / Edit Special Invoices`

The system presents a screen for data entry, and each invoice can stand alone and have a specific Invoice Message, Remit Message, and programs. Add as many special invoices as required; for each, click on the **[2 Add Invoice]** button.

Field	Description
Invoice#	This is a number automatically assigned by the system when a new invoice is added
Bill Date	Required: Date of the invoice
Due Date	Optional: Due date of the Invoice. If left blank the invoice will display **Due upon receipt** instead of a date
Invoice to Customer	Required: This is the Customer Name and Mailing Address of the Invoice.
Invoice Message	Optional: This allows for 5 lines of text to be displayed in the body of the invoice that is customizable for each individual invoice. This text will be used in place of the default text established in the bill form setup table.
Remit Message	Optional: This allows for 5 lines of text to be displayed at the bottom of the invoice that is customizable for each individual invoice. This text will be used in place of the default text established in the bill form setup table.
Line	A unique number to identify each line on the invoice

Field	Description
Invoice Date	Optional: Date the Service was rendered
Service Type	Will display the Service Type codes associated with this service
Description	Will display the Default description assigned in the Service type table. This description can be changed for each individual invoice.
Hours/Qty	Used in the calculation of the Amount due. If left blank it will default to 1.
Rate	This is the Rate to be charged. If a Rate was set on the Service Type table, it will display it here, if the rate if different for this Invoice, it can be changed.
Amount	This is the total amount due for this Service Type. Hours/Qty * Rate = Amount. Monthly/Per Unit will set the Rate. Flat will set Amount and leave the rate without an amount.

Table 2 Navigation Buttons

Navigation Button	Purpose
1 Steps	This returns to the Special Invoice Process Steps Menu
2 Add Invoice	Add an Invoice to the batch
3 Del Invoice	Delete an invoice from the batch
4 Add Line	Add additional Service Types to the invoice
5 Delete Line	Delete the currently selected line from the invoice
6 Add Customer	Add a new Customer – see also section 1.4 before adding a customer
5 Delete Line	Delete a line from the invoice
9 Edit List	Edit and Error check of all entered Invoices

2.4.1.   [1 Steps]
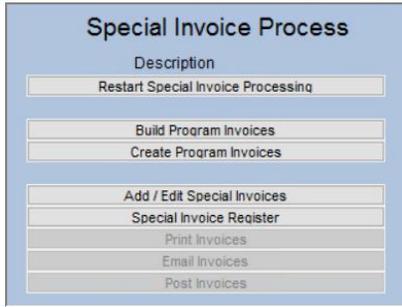
Click on the **[1 Steps]** button to return to the Special Invoice Process steps menu. Any data entered up until this time will be preserved.

To clear all data entered, use the **[Restart Special Invoice Processing]** button.

2.4.2.   [2 Add Invoice]

This will add a customer to be invoiced to the batch.
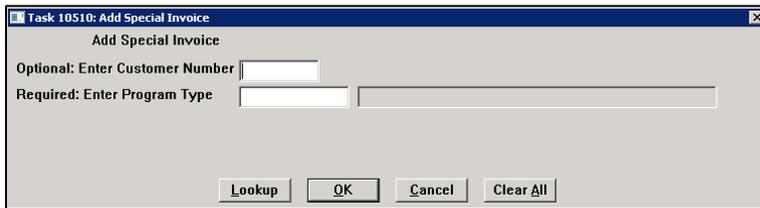
Prompt	How Used
Customer Number	**Optional**: Enter the customer# or use the **[Lookup]** button to search for a customer by the Service Address. If the Customer# is not entered here –enter the Customer# on the entry screen.
Program Type	**Required**: Enter the **Program Name** to be invoiced. Use the **[Lookup]** button to see all available **Program Types**.

Click **[OK]**

An invoice showing all the different service type charges that were setup under that program will be displayed.

Only the service types that have an Amount entered will be printed on the Invoice. No need not delete the unused service types; just leave the Hours/Qty, Rate and Amount fields blank.

If the customer# was not entered on the Add Invoice screen, it must be entered here. An invoice will not print without a valid Customer Name and address.

2.4.3.   [3 Del Invoice]

If an invoice was created but no longer needed, or the wrong program was selected when adding an invoice, delete the invoice from the batch.

Click the ⬚ 3 Del Invoice ⬚ button
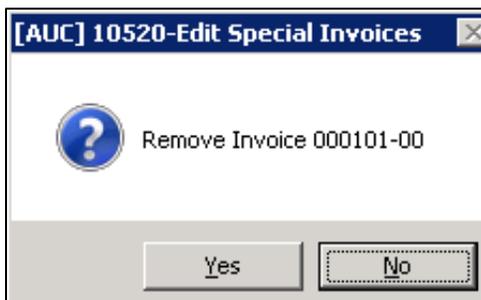
The system will display this message:

Click **[No]**   to cancel the delete invoice function
Click **[Yes]**   to delete the invoice from the batch

2.4.4.   [4 Add Line]

Add additional lines to the invoice if:
- a fee is charged more than once
- an activity is performed more than once
- it is not a service type that is automatically assigned to an invoice–for example, an NSF or CREDIT needs to be added to this invoice.

Each may be listed separately on the invoice.

Click the [4 Add Line] button.

Enter the Service type to be added. Use the **[Lookup]** button to see a list of available service types for the program being used on this invoice.

[AUC] 10520-Edit Special Invoices [dimond]

Add Line

Required: Enter Service Type [ ]

[Lookup]   [OK]   [Cancel]   [Clear All]

2.4.5.   [5 Delete Line]

Delete any line on the Invoice that is no longer needed, but an invoice must have at least one line to be a valid invoice. There is no need to delete unwanted lines on an invoice if the Hours, Rate and Amount fields are left blank, the line will not appear on the printed invoice.

Click the [5 Delete Line] button.

The system will display following message:

[AUC] 10520-Edit Special Invoices

Delete Line 8 from this Invoice?

[Yes]   [No]
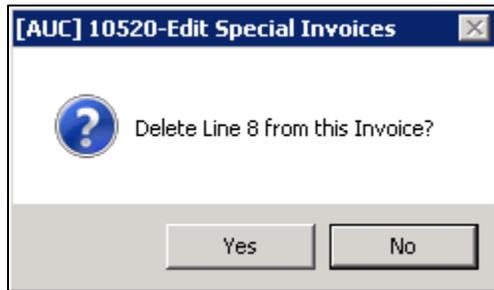
Click **[No]**   to cancel the delete line function
Click **[Yes]**   to remove that line from the invoice

2.4.1.   [6 Add Customer]

Add a new Customer by clicking the [6 Add Customer] button, if after searching for the Service Address none is found (see section 1.4 above).

If a customer number has already been set in the **"Invoice to Customer"** field, the system will display this message:

[AUC] 10520-Edit Special Invoices

This will replace the customer already assigned to this invoice. Continue?

Yes   No
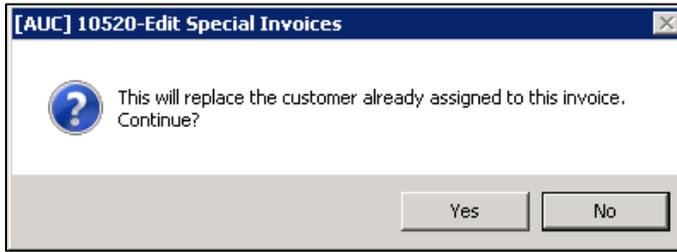
Click **[No]**   to keep the current customer information
Click **[Yes]**   to replace the current customer information

Enter the new customer information in the resulting screen:

[AUC] 10520-Add / Edit Special Invoices [theresa]

Add Customer - Service Address Information

Required: Enter Name 1	
Optional: Enter Name 2	
Required: Enter Street#	
Required: Enter Street Name	
Optional: Enter Unit#	
Required: Enter City	
Required: Enter State	
Required: Enter Zip Code	
Mailing Address same as Service Address	⦿ Yes ○ No

Lookup   OK   Cancel   Clear All
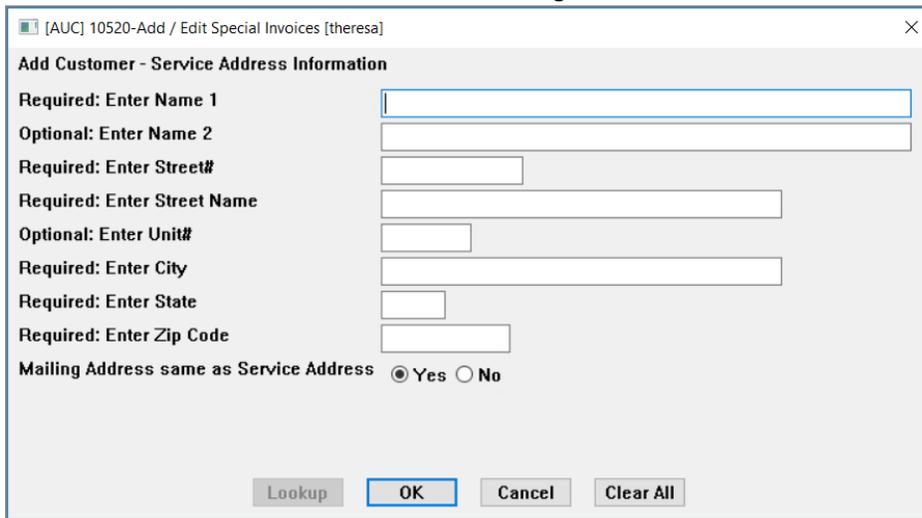
Field Name	How Used
Name 1	This will be the Customer Name set in the Customer database
Name 2	Optional: if there is additional customer name information enter it here
Street#	**Required: Enter the House number of the property**
Street Name	**Required: Enter the Street Name.**
Unit#	Optional: Enter the Unit#
City	**Required: Enter the City Name**
State	**Required: Enter the State**
Zip Code	**Required: Enter the Zip Code**

Field Name	How Used
Mailing Address same as Service Address ⊙ **Yes** / ⊙**No**	Is the Mailing address the same as the Service address of the property entered above ⊙ **Yes** – the mailing address and service address are the same ⊙ **No** – the mailing address is different to the service address

[AUC] 10520-Add / Edit Special Invoices [theresa]   ×

Add Customer - Service Address Information

Required: Enter Name 1

Optional: Enter Name 2

Required: Enter Street#

Required: Enter Street Name

Optional: Enter Unit#

Required: Enter City

Required: Enter State

Required: Enter Zip Code

Mailing Address same as Service Address   ⊙ Yes ○ No

Lookup   OK   Cancel   Clear All

If the addresses are different and ⊙ **No** is selected, the system will display this screen fill in the data as described above; note that additional addres fields are availabl for data entry: Enter the Mailing

address information and click [OK].

[AUC] 10520-Add / Edit Special Invoices   ×

?   Service Address already assigned to Customer 00000022. Continue to add?

Yes   No

If the customer Service Address already exists in the Customer Database, the following messag will appear:

Click **[No]**   Cancel

the add new customer and bring the mailing address information from the existing customer into the invoice

Click **[Yes]** Create a new Customer# and bring the mailing address information entered for the new Customer # into the invoice

2.4.2. [9 Edit List]

Click on **[9 Edit List]** to produce the Special Invoice Edit List. Review the edit list for errors prior to continuing.

```
10522-MBSPCINVLST.REP        Printed 22-Jun-2021 at 17:20:35 by THERESA                    Page 1
                                          City of ADMINS
                                     Special Invoice Edit List

===================================================================================================
Invoice# : 000199-00      Invoice to Customer: 00000143         Invoice Message:
Bill Date: 23-Feb-2021    DI CRISTINA J & SON                     Note: School vacation week is February 15-19. Nutritious
Due Date :                                                        take home lunches are available to any student on request.
Bill Year: 2021           170 WYOMING AVE                         To arrange for a lunch pack, go to admins.com/nutrition and
                                                                  click on the "Vacation Lunches" link.
                                                                Remit Message:
                                                                  Venmo: #ADMINSLUNCH      Paypal: @ADMINSLUNCH
                          BOSTON            MA    55337-0000      If paying by check, please remit to: Town of ADMINS
                                                                  219 Lewis Wharf, Boston, MA 02110
                                                                  Payments may be made by check at the main office.
 INVOICE WILL NOT PRINT
 No Bill Form Setup in Service Type Table
---------------------------------------------------------------------------------------------------
Line InvoiceDate Description                                          Qty/Hrs    Rate    Amount Error Message
1              Full price breakfast                                      5.00              7.50 No Bill Form Setup
               Cash Account not Setup on Service Type Table
               Revenue Account not Setup on Service Type Table
                                                                                        -----------
                                                                                             7.50
===================================================================================================
Invoice# : 000200-00      Invoice to Customer: 00000158         Invoice Message:
Bill Date: 23-Feb-2021    DEREK SANDERSON                         Note: School vacation week is February 15-19. Nutritious
Due Date :                                                        take home lunches are available to any student on request.
Bill Year: 2021           170 WYOMING AVE                         To arrange for a lunch pack, go to admins.com/nutrition and
                                                                  click on the "Vacation Lunches" link.
                                                                Remit Message:
                                                                  Venmo: #ADMINSLUNCH      Paypal: @ADMINSLUNCH
                          BOSTON            MA    02110-0000      If paying by check, please remit to: Town of ADMINS
                                                                  219 Lewis Wharf, Boston, MA 02110
                                                                  Payments may be made by check at the main office.
 INVOICE WILL NOT PRINT
 No Bill Form Setup in Service Type Table
---------------------------------------------------------------------------------------------------
```

2.5. Special Invoice Register   Special Invoice Register

Click on this step to generate the Special Invoice Register. The **"Run as"** options include Print/Preview/**PDF®.** Run the special invoice register before printing or email invoices. This is a required step. This report will verify all the invoices added and lists invoices that will print and those that will not print due to errors.

The Special Invoice Register 1 "Message" column will indicate if the invoice will be PRINTED or EMAILED.

The register provides a 2 total number of invoices to print, to email, and a grand total count and dollar amount.

If there are errors on invoices, review the error message and go back into the **[Add/Edit Special Invoice]** step and correct the error. Run the register again. Repeat this step until all the invoices are error-free.

Figure 6 Special Invoice Register showing no errors – all invoices will be sent either via email or printed.

```
10525-MBREP:MBSPCINVREG.REP        Printed 30-Apr-2015 at 09:26:32 by DIMOND                    Page 1
                                              Town of Concord
                                          Special Invoice Register


Invoice#  Customer Program                    Mailing Name & Address              Bill Amount Message
========  ======== =======                    =====================               =========== ==================================
000002-00 00000000 Water/Sewer New Service                                                     INVOICE WILL NOT PRINT
                                              ,   00000-0000                                    No Amounts to Invoice
                                                                                               Mailing Address Missing
                                                                                               Invoice To Name missing
          ---------------------------------------------------------------------------------------------------------------

                                                                              =============
                                                  Invoices to Print
                                                  Invoices with Errors           1
```

If there are errors on any invoices, go back to the **Add/Edit Special Invoice** step to correct the errors or delete the unwanted invoices.

This step also checks if there are any invoices to print or to email. If there are no invoices to print or email, none of the subsequent steps will be available. If there are invoices to print but not email, the process will turn off the ⬚ Email Invoices step and set the step start date/success flag for the unused email step; once the invoices are printed, the ⬚ Print Invoices step will have a step start date/success flag

2.6. Print Invoices ⬚ Print Invoices

Click the **[Print Invoices]** step in the Special Invoice process to print the invoices. Select just a single program type or up to nine invoices to print. These optional selections may be ignored, and all invoices will print.

The bills will display on the screen using the **AdmCrv** Viewer.

Click on the 🖨 printer icon located in the toolbar to launch the standard Windows® printer dialog box.

Click on the **[Print]** button.

Once all the invoices are printed, close the **AdmCrv** Viewer window by clicking **File ▶ Exit**.

2.7.   Email Invoices   Email Invoices

Click the **[Email Invoices]** step in the Special Invoice process to email the invoices. Select just a single program type or up to nine invoices to print. These optional selections may be ignored, and all invoices will be emailed.

2.8.   Post Invoices   Post Invoices

Posting is the last step and cannot be reversed.

**Do not post until the Invoices have printed properly.**

Posting does the following:

- creates the Collection Invoices so they are ready to receive payments
- creates general ledger transactions (if the Service Types are set to post to Accounts Receivable),
- attaches electronic copies of the invoices to the bills if setup to do so (if **Collections Module Control Sequence #11006** is set to **"Y"**).

When ready to proceed select the output format for the posting reports.

If there are any invoices in the batch that contain errors and therefore did not print, **they are discarded** from the batch during the posting process. The system will display the following message:

Click **[OK]**   to continue with the posting and discard any invoices that were not printed
Click **[Cancel]**   to exit the posting process and correct any invoices with errors

If **[OK]** was selected, a message is displayed showing the number of special invoices that will post.
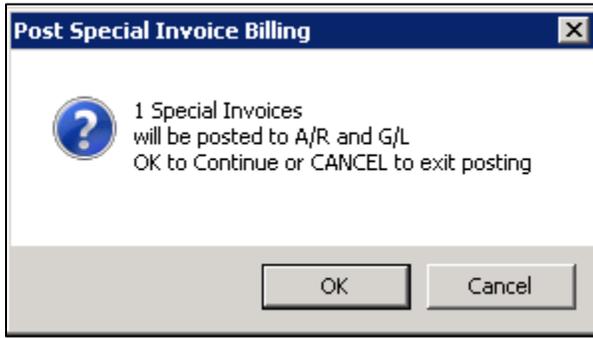
The system will produce a General Ledger posting report. The report should be reviewed for accuracy and supplied to the Accounting office for processing if posting to Accounts Receivable. If not posting to Accounts Receivable then this report will be displayed:

```
5567-REBILLGLPST.REP              Printed 15-Apr-2015 at 13:40:51 by DIMOND                 Page 1
                                          Town of ADMINS
                                         Billing GL Posting

GL Posting#:                              Billing Batch# : 0000000012
==== =========== ========================================= ========================================= ============ ============
FY   Date        Account#                                  Description                                     Debit       Credit
==== =========== ========================================= ========================================= ============ ============

No Records Selected
```

Payments may now be processed against these bills.

3. REPRINT MULTIPLE BILLS

This feature allows sending a subsequent invoice to customers who have not paid, or a notice of a credit for customers who have overpaid.
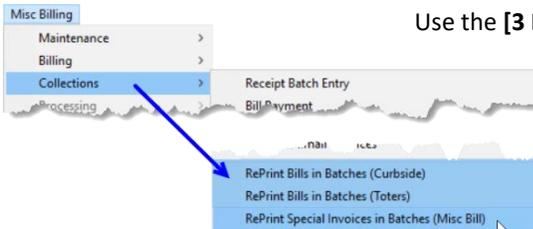
 Use the **[3 Load Bills]** button on the **Reprint Special Invoices in Batches (Misc Bill)** screen to load all invoices with outstanding balances (or credit balances) into the reprint multiple bills screen.

If there are already bills selected for printing in the screen, the first prompt will remind the user that this step will replace all bills already entered in the screen to reprint. Click **[Yes]** to continue with loading bills; click **[No]** to resume with manual data entry.
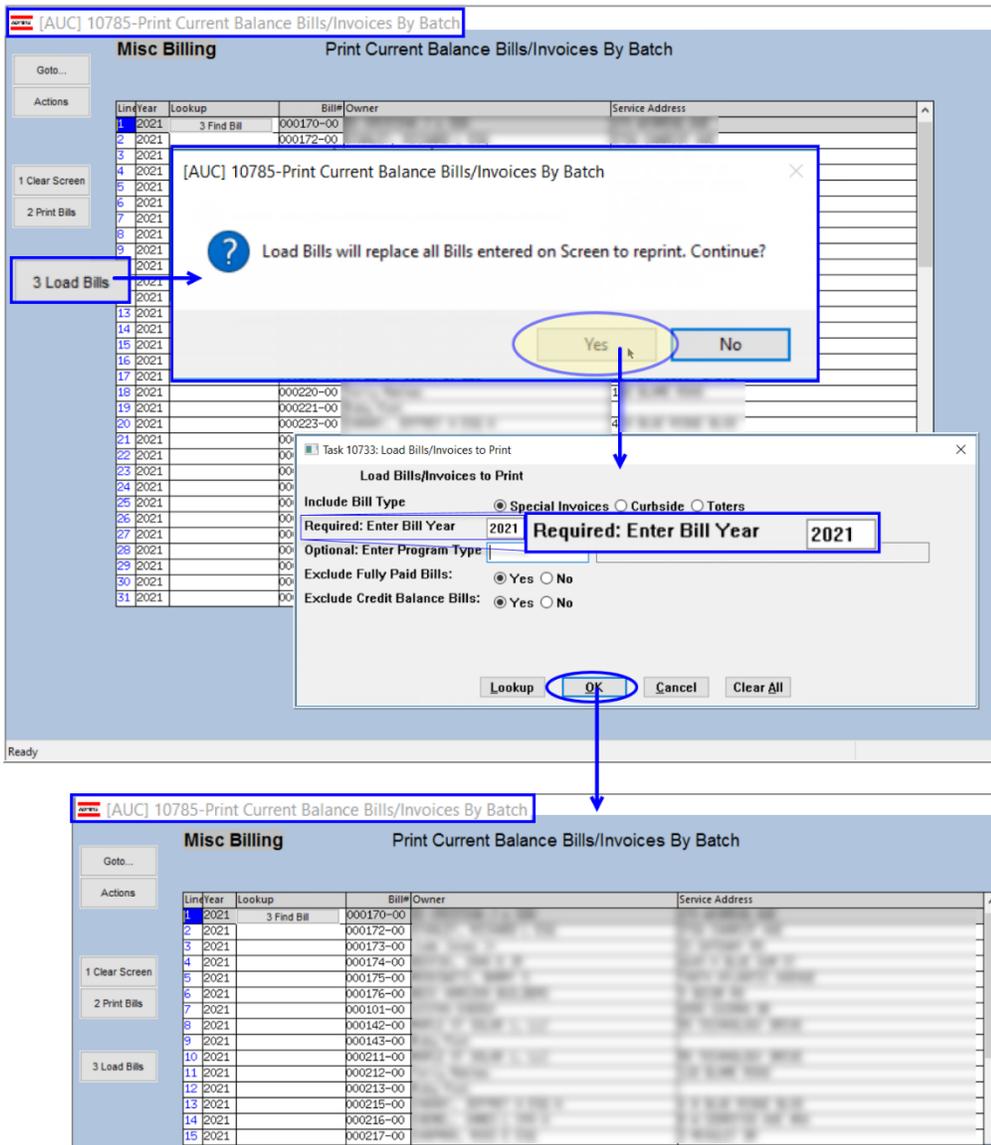
Next, the system will prompt to **Load Bills/Invoices to Print**.

Select ⊙ Special Invoices.

Enter the Required Bill Year Field.

Select ⊙ **Yes** or ⊙ No to Exclude Fully Paid Bills.

Select ⊙ **Yes** or ⊙ No Exclude Credit Balance Bills.

Click on **[OK]**.

The screen will be populated with all the bills that meet the selection criteria. Additional bills may be added to the screen.

Figure 7 Printing Bills with Outstanding Balances

4. REPORTS

The Miscellaneous Billing module provides a report of customers who have elected to receive bills via email rather than a paper bill sent by postal mail. Set up the email address on the **Customer Maintenance Screen**:

Misc Billing ▶ Customer Maintenance ▶ [1 Customer]

Check the **E-mail Bill** ☑ box and enter the email address.

Run the report here:

4.1. Customers with Bills/Invoices to be Emailed

Reports ▶ Report Library ▶ [3 Customer Reports] ▶ #10646 Customers with Bills/Invoices to be Emailed

Select from
⊙ **All**, ⊙ Only Active, or ⊙ Only Inactive customers to be reported on.

The report is available to be **Run as Preview/Print/PDF®** format or **Excel®**.

	A	B	C	D	E
1	**Cust#**	**Owner-Name**	**Service-Address**	**Email Address**	
2	00000002	VISTRA ENERGY	6555 SIERRA DR	theresa@admins.com	
3	00000014	BENTON, JOHN B JR	6649 N BLUE GUM ST	anthea@admins.com	
4	00000015	CHANAY, JEFFREY A ESQ	4 B BLUE RIDGE BLVD		
5	00000016	CHEMEL, JAMES L CPA	8 W CERRITOS AVE #54	anthea@admins.com	
6	00000017	FELTZ PRINTING SERVICE	639 MAIN ST	anthea@admins.com	
7	00000018	PRINTING DIMENSIONS	34 CENTER ST		
8	00000027	JOHN ADAMS	6649 N BLUE GUM ST		
9	00000028	GEOFFREY CHANDLER	4 B BLUE RIDGE BLVD		
10	00000029	JAMES CHEMEL	88 W CERRITOS AVE #54		
11	00000030	MARTIN VAN BUREN	639 MAIN ST		
12	00000031	HARRY S. TRUMAN	33 CENTER ST		
13	00000040	CLARK, RICHARD CPA	386 NINTH AVENUE	support@admins.com	

4.2.   Program Invoice Reports

Reports ▸ Report Library ▸ Program Invoice Reports ▸ #10691 Programs Due to be Invoiced

This produces a report of overdue programs and programs to be invoiced in the next 14 days. If no programs fit the criteria, a message that "No programs selected" will be displayed. There are two optional filters on this report:

Field	How Used
Enter Program Type	Optionally select a single Program type to be included on the report. If no Program Type is specified, all Program Types that meet the "overdue" or "within 14 days" date criteria will be included on the report.
Enter Department Group	Optionally select a single Department group to be included on the report. If no Department group is specified, Department groups that meet the "overdue" or "within 14 days" date criteria will be included on the report.

5. Frequently Asked Questions

Can I leave the screen without losing my data?

Yes–Exit the Special Invoice process without losing any data from the [Add/Edit Special Invoice] screen. It will remain available until either the [Restart step] or the [Posting] step has been run.

Once I print my invoices can I go back and make a change?

Yes–Return to the [Add/Edit Special Invoice] step and make changes, however, run the [Edit List] before continuing to make sure there are no other errors.

Can I reprint an invoice?
Yes–

1:   If the [Post Invoices] step has not been run, return to the [Print Invoices] step.
2:   If the [Post Invoices] step has been run, it depends on when the invoice was generated.
    a.   If the invoice is recent, go to the Customer screen, and print the invoice from the attachments tab.
    b.   If it was a while ago - go to Collections Bill Payment screen and do a bill reprint (just in case any payments have been received, or adjustments).
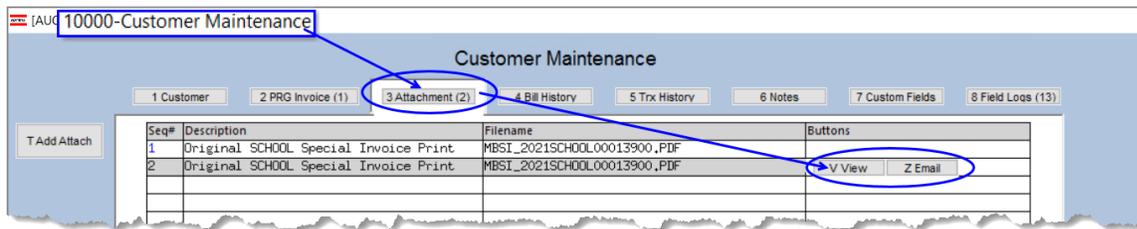
To reprint multiple invoices, see section 3.

Can I email an invoice again?
Yes–

1: If the [Post Invoices] step has not been run, return to the [Email Invoices] step.
2: If the [Post Invoices] step has been run, it depends on when the invoice was generated.
  a. For a recent invoice, go to the Customer screen, and email the invoice from the attachments tab.
  b. If it was a while ago - go to Collections Bill Payment screen and do a bill reprint (just in case any payments have been received, or adjustments).
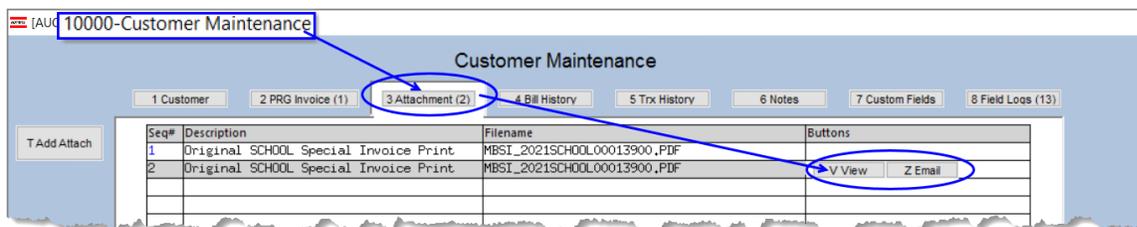
How do I change an invoice from Printed to Emailed?

1. Go to **Maintenance ▶ Customer Maintenance**, click the Email Bill ☑, and add an email address.
2. If the Register has already been run, run it again
3. When the [Email Step] becomes available, select that single invoice to email

6. Appendix – Form Sample

Figure 8 Special Invoices – Where does the data come from?

See the corresponding numbers on the following page; the colors below map to the colors above and on the following pages.

Hardcoded on form	Forms Text and Parameters Table	Bill Form Setup Invoice Text Tab	Bill Form Setup Invoice Location tab	Add/Edit Special Invoices

Figure 9 Two tabs on the Misc Billing ▶ Tables ▶ Bill Form Setup Table

Figure 10 Add/Edit Special Invoices Screen

Figure 11 General Tab of the Collections ▶ Forms Text and Parameters Table

Figure 12 Service Type Table for Default Descriptions