



REVENUE – MISCELLANEOUS BILLING

HOW TO FIND A BILL

This document will explore the various ways to find an individual bill in the Miscellaneous Billing module.

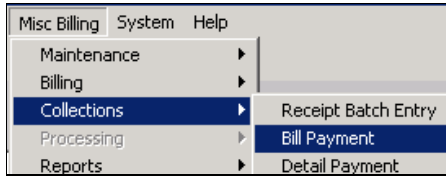
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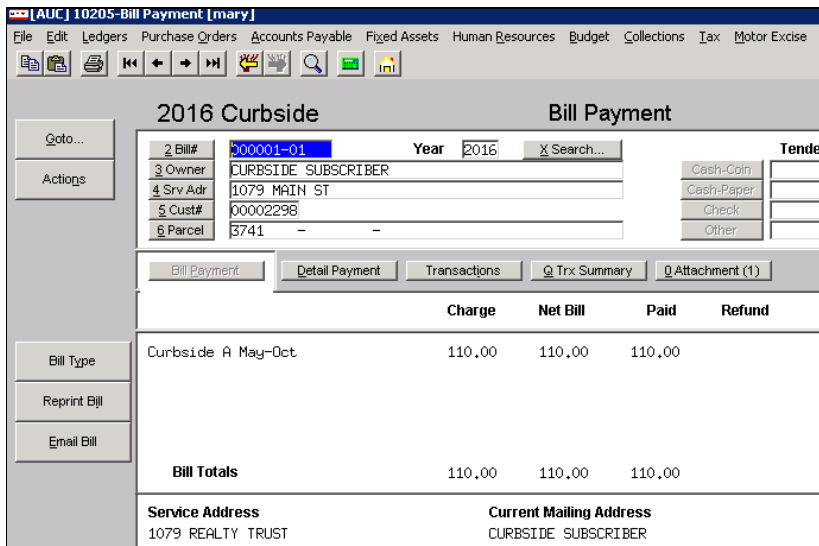
1. BILL PAYMENT SCREEN

To locate the Bill Payment Screen select **Misc Billing** ► **Collections** ► **Bill Payment** from the menu across the top of the screen.



The following screen will display where you may locate a bill by:

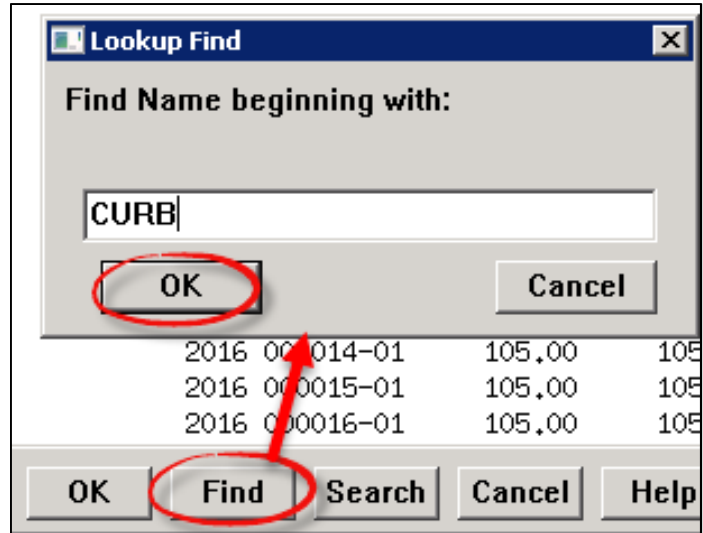
- Bill#,
- Name,
- Service Address,
- Customer#
- and more!





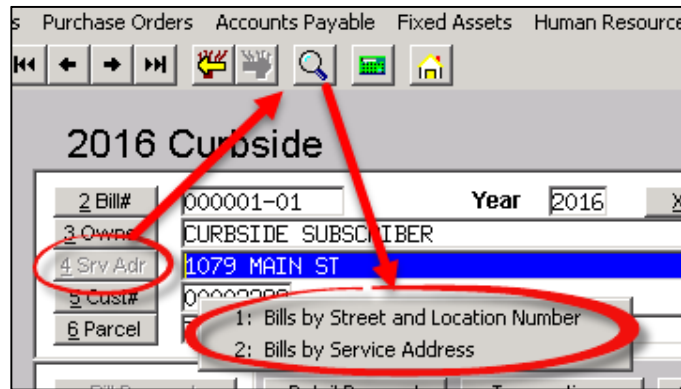
Click **FIND** and enter the beginning characters of the Name (exactly as it is printed on a bill). Highlight the desired record and click **OK**.

The bill will display.

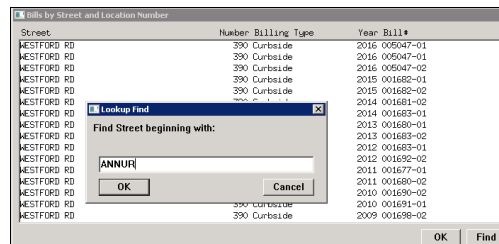


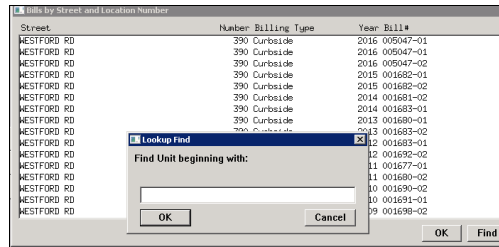
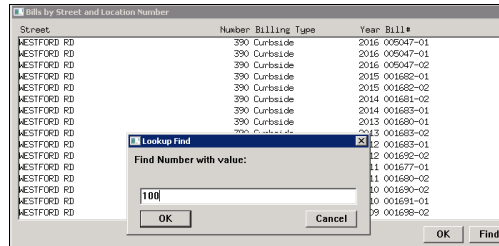
1.3. Search by Service Address

Click the **SRV ADR** button and then click on the magnifying glass to search.



1: Bills by Street and Location Number

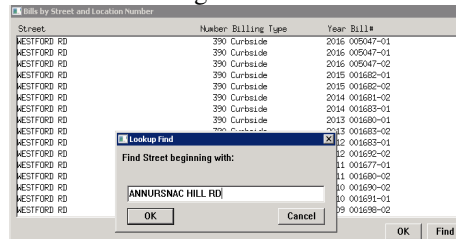




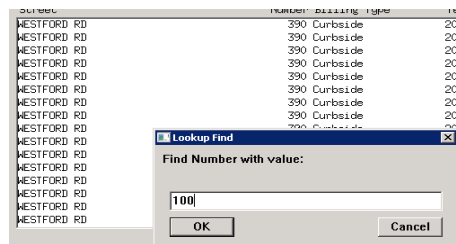
In this case, because only a partial street name was supplied, the system returned the first set of records matching the beginning of the string. In this case, the House# that was supplied was ignored because the street name search was a partial not exact search operation.

Street	Number	Billing Type	Year	Bill#
ALLEN FARM LN	96	Curbside	1994	003199-01
ANNURSNAC HILL RD	15	Curbside	2016	001249-01
ANNURSNAC HILL RD	15	Curbside	2015	001249-01
ANNURSNAC HILL RD	15	Curbside	2015	001249-02
ANNURSNAC HILL RD	15	Curbside	2014	001249-02
ANNURSNAC HILL RD	15	Curbside	2014	001253-01
ANNURSNAC HILL RD	15	Curbside	2013	001248-01
ANNURSNAC HILL RD	15	Curbside	2013	001254-02
ANNURSNAC HILL RD	15	Curbside	2012	001253-01
ANNURSNAC HILL RD	15	Curbside	2012	001256-02
ANNURSNAC HILL RD	15	Curbside	2011	001243-02
ANNURSNAC HILL RD	15	Curbside	2011	001246-01
ANNURSNAC HILL RD	15	Curbside	2010	001260-02

If the search string were entered like this:



Then the system would find an exact match and would proceed to use the House# in its search operation. In this case, "100" was entered for the House# and the Unit# was left null:



Since "100 ANNURSNAC HILL RD" is not a valid address,



the system returned the closet match. In this case, the closest match was 94 ANNURSNAC HILL RD and 110 ANNURSNAC HILL RD

Street	Number	Billing Type	Year	Bill#	Balance Ow
ANNURSNAC HILL RD	94	Curbside	2016	004856-01	110.00
ANNURSNAC HILL RD	110	Curbside	2016	004856-01	CU
ANNURSNAC HILL RD	110	Curbside	2015	004855-01	CU
ANNURSNAC HILL RD	110	Curbside	2015	004855-02	CU
ANNURSNAC HILL RD	110	Curbside	2014	004848-01	CU
ANNURSNAC HILL RD	110	Curbside	2014	004857-02	CU
ANNURSNAC HILL RD	110	Curbside	2013	004848-01	CU
ANNURSNAC HILL RD	110	Curbside	2013	004854-02	CU
ANNURSNAC HILL RD	110	Curbside	2012	004827-01	CU
ANNURSNAC HILL RD	110	Curbside	2012	004855-02	CU
ANNURSNAC HILL RD	110	Curbside	2011	004803-01	CU
ANNURSNAC HILL RD	110	Curbside	2011	004828-02	CU
ANNURSNAC HILL RD	110	Curbside	2010	004826-02	CU
ANNURSNAC HILL RD	110	Curbside	2010	004838-01	CU
ANNURSNAC HILL RD	110	Curbside	2009	004843-02	CU
ANNURSNAC HILL RD	110	Curbside	2009	004844-01	CU

2: Bills by Service Address

3 Owner	CURBSIDE SUBSCRIBER
4 Srv Adr	390 WESTFORD RD
5 Cust#	00000004
6 Parcel	1

1: Bills by Street and Location Number
2: Bills by Service Address

When searching by “2: Bills by Service Address”, you can narrow the search results quicker because this method assumes that you are supplying the HOUSE# + STREET NAME.

Location	Billing Type	Year	Bill#	Balance Ow
390 WESTFORD RD	Curbside	2016	005047-01	73.33
390 WESTFORD RD	Curbside	2016	005047-01	110.00
390 WESTFORD RD	Curbside	2016	005047-02	110.00
390 WESTFORD RD	Curbside	2015	001682-01	CU
390 WESTFORD RD	Curbside	2015	001682-02	CU
390 WESTFORD RD	Curbside	2014	001681-02	CU
390 WESTFORD RD	Curbside	2014	001683-01	CU
390 WESTFORD RD	Curbside	2013	001680-01	CU
390 WESTFORD RD	Curbside	2013	004828-02	CU
390 WESTFORD RD	Curbside	2012	004827-01	CU
390 WESTFORD RD	Curbside	2012	004855-02	CU
390 WESTFORD RD	Curbside	2011	004803-01	CU
390 WESTFORD RD	Curbside	2011	004828-02	CU
390 WESTFORD RD	Curbside	2010	004826-02	CU
390 WESTFORD RD	Curbside	2010	004838-01	CU
390 WESTFORD RD	Curbside	2009	004843-02	CU
390 WESTFORD RD	Curbside	2009	004844-01	CU

Location	Billing Type	Year	Bill#	Balance Ow
390 WESTFORD RD	Curbside	2016	005047-01	73.33
390 WESTFORD RD	Curbside	2016	005047-01	110.00
390 WESTFORD RD	Curbside	2016	005047-02	110.00
390 WESTFORD RD	Curbside	2015	001682-01	CU
390 WESTFORD RD	Curbside	2015	001682-02	CU
390 WESTFORD RD	Curbside	2014	001681-02	CU
390 WESTFORD RD	Curbside	2014	001683-01	CU
390 WESTFORD RD	Curbside	2013	001680-01	CU
390 WESTFORD RD	Curbside	2013	004828-02	CU
390 WESTFORD RD	Curbside	2012	004827-01	CU
390 WESTFORD RD	Curbside	2012	004855-02	CU
390 WESTFORD RD	Curbside	2011	004803-01	CU
390 WESTFORD RD	Curbside	2011	004828-02	CU
390 WESTFORD RD	Curbside	2010	004826-02	CU
390 WESTFORD RD	Curbside	2010	004838-01	CU
390 WESTFORD RD	Curbside	2009	004843-02	CU
390 WESTFORD RD	Curbside	2009	004844-01	CU

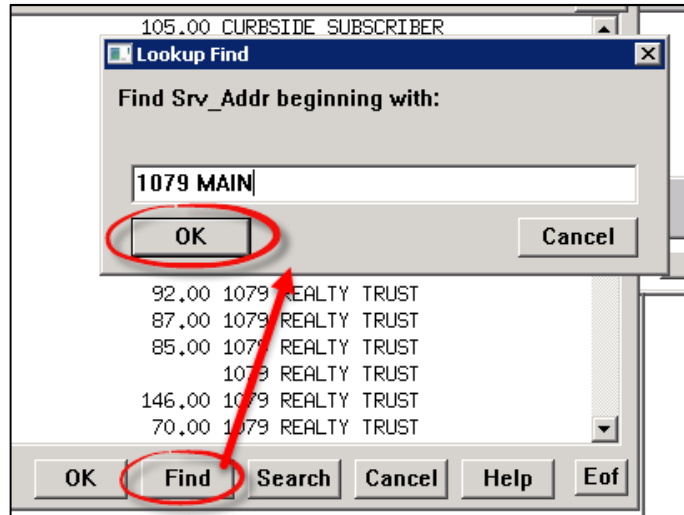
Location	Billing Type	Year	Bill#	Balance Ow
11 WRIGHT FARM	Curbside	2012	990012-01	CU
110 ANNURSNAC HILL RD	Curbside	2016	004856-01	110.00
110 ANNURSNAC HILL RD	Curbside	2015	004855-01	CU
110 ANNURSNAC HILL RD	Curbside	2015	004855-02	CU
110 ANNURSNAC HILL RD	Curbside	2014	004848-01	CU
110 ANNURSNAC HILL RD	Curbside	2014	004857-02	CU
110 ANNURSNAC HILL RD	Curbside	2013	004848-01	CU
110 ANNURSNAC HILL RD	Curbside	2013	004854-02	CU
110 ANNURSNAC HILL RD	Curbside	2012	004827-01	CU




Click **FIND** and enter the beginning characters of the Service Address (exactly as it is printed on a bill). You will need to include the House# first before the Street Name.

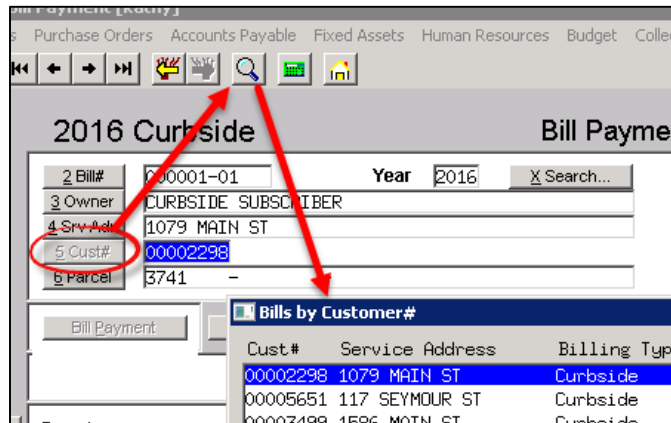
Highlight the desired record and click **OK**.

The bill will display.



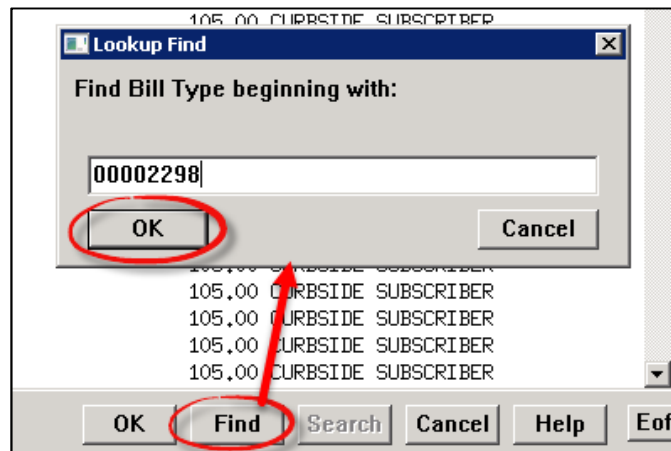
1.4. Search by Customer Number

The Customer Number option allows for the search of bill by a customer number. Click the **CUST#** button and then click on the magnifying glass  to search.



Click **FIND** and enter the customer number (with leading zeroes). Highlight the desired record and click **OK**.

The bill will display.





1.5. Search by Parcel#

Assigning a parcel id# to a customer account in the Miscellaneous Billing module is optional. You may assign it to some, all or none of your customer accounts. If you do assign it, the data will link in from the parcel master records but it is done in a read-only fashion. The parcel data may not be updated in any way from the Miscellaneous Billing module. The name that appears from the parcel file is the “current” owner; not the owner of record. It is also a dynamic link so as the current owner is updated via a sales deed, that data is linked here automatically.

Customer Maintenance

Cust No: 0000007

Parcel#: 0003 -0001 -0004

Primary: BIGELOW, GERALDINE A

Secondary: [Empty]

Location: 236 FARM ST
City: BELLINGHAM St MA Zip: 02019-0000

Service Ac:
Name 1:
Name 2:
Location#:
Street:
Line 2:
City:

Figure 1 Parcel data linked into a Customer record

To locate a bill by a parcel #, click the **PARCEL** button and then click on the magnifying glass to search.



2016 Curbside Bill Payment

2 Bill#: 000001-01 Year: 2016 X Search...

3 Owner: CURBSIDE SUBSCRIBER

4 Srv Adr: 1079 MAIN ST

5 Cust#: 00002298

6 Parcel: 3741 - -

Bill Payment Detail Pay Bills by Parcel

Parcel	Billing Type
3741 - -	Curbside
3741 - -	Curbside
3741 - -	Curbside
3741 - -	Curbside
3741 - -	Curbside
3741 - -	Curbside
3741 - -	Curbside

Click **FIND** and enter the parcel number.
Highlight the desired record and click **OK**.

The bill will display.

Lookup Find

Find Parcel beginning with:

3741

OK Cancel

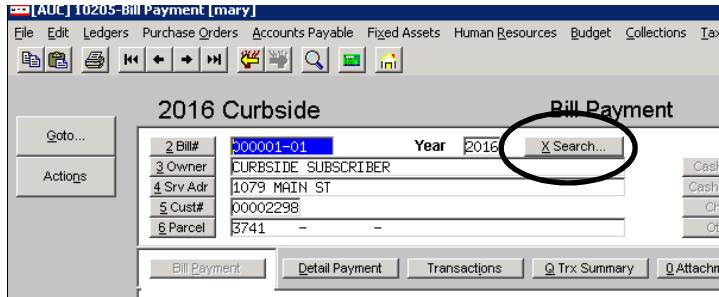
146,00 1079 REALTY TRUST
70,00 1079 REALTY TRUST

OK Find Search Cancel Help Eof



1.1. Search by Using the Bill Locator Screen

The system also offers a Bill Locator” screen whereby you may quickly search by a variety of options, see a list of bills and drill-down to your desired selection. To activate this screen, you may click the “SEARCH” button displayed on the screen:

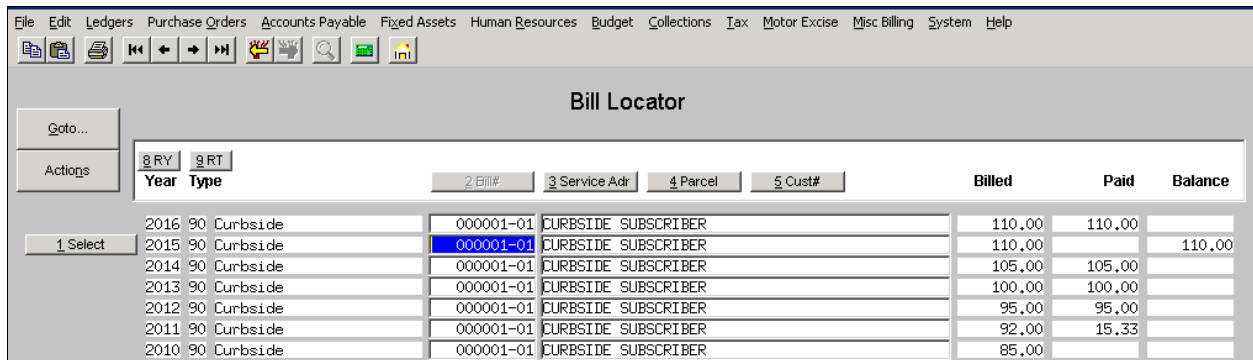


Or you may use the menu and click **Misc Billing ▶ Queries ▶ Bill Locator**

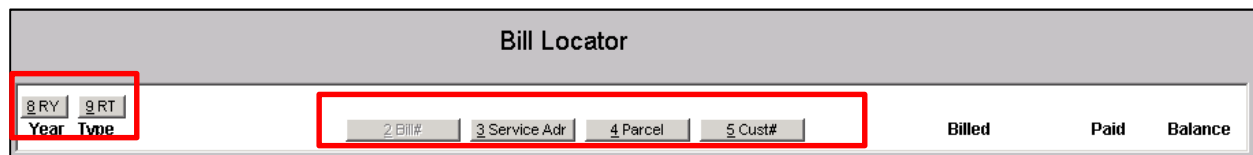
For instructions on using this screen, please refer to the next section shown below.

2. BILL LOCATOR SCREEN

The Bill Locator screen contains a series of columns that allow for easy search filtering. You may type partial strings of text and the system will display the closest match that it can find.



Be sure to use capital letters when searching Service Adr.



Button	Description
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RY	Restricts the year to a particular year, This option can not be used in conjunction with RT
RT	Restricts to a particular bill type, this option can not be used in conjunction with RY
Bill#	Type in part or all of the bill number
Service Adr	Type in the full House # and the beginning string of the street name.
Parcel	Type in part or all of the parcel id number (as assigned by the Assessors office)
Cust#	Type in all or the beginning part of the customer number

2.1. Search by Service Address

Click on the **BUTTON** to indicate your search method. In the example shown below, the search method is “by Service Address” thus the button labeled **3 Service Adr** must be clicked first.

Next, type in the **HOUSE#** and the beginning characters of the street name. And then press <enter>.

Bill Locator								
<u>8</u> RY	<u>9</u> RT			<u>2</u> Bill#	<u>3</u> Service Adr	<u>4</u> Parcel	<u>5</u> Cust#	Billed
Year	Type							
2015	90	Curbside	000001-01	110 ANNUR				110.
2015	90	Curbside	000001-02	1079 MAIN ST				161.
2014	90	Curbside	000001-01	1079 MAIN ST				105.

The following search results will be displayed:

Bill Locator										
<u>8</u> RY	<u>9</u> RT			<u>2</u> Bill#	<u>3</u> Service Adr	<u>4</u> Parcel	<u>5</u> Cust#	Billed	Paid	Balance
Year	Type									
2016	90	Curbside	004856-01	110 ANNURSNAC HILL RD				110,00		110,00
2015	90	Curbside	004855-01	110 ANNURSNAC HILL RD				110,00	110,00	
2015	90	Curbside	004856-02	110 ANNURSNAC HILL RD				110,00	110,00	
2014	90	Curbside	004848-01	110 ANNURSNAC HILL RD				105,00	105,00	
2014	90	Curbside	004857-02	110 ANNURSNAC HILL RD				105,00	105,00	
2013	90	Curbside	004848-01	110 ANNURSNAC HILL RD				100,00	100,00	
2013	90	Curbside	004854-02	110 ANNURSNAC HILL RD				100,00	100,00	
2012	90	Curbside	004827-01	110 ANNURSNAC HILL RD				95,00	95,00	

Highlight the desired record and click the **SELECT** button:



Bill Locator					
Goto...					
Actions					
Year	Type	Bill#	Service Adr	Parcel	Billed
2016	90	Curbside	004856-01	110 ANNURSNAC HILL RD	110,00
2015	90	Curbside	004855-01	110 ANNURSNAC HILL RD	110,00
2015	90	Curbside	004856-02	110 ANNURSNAC HILL RD	110,00
2014	90	Curbside	004848-01	110 ANNURSNAC HILL RD	105,00

And the system will drill-down to the desired bill:

2015 Curbside		Bill Payment	Inquiry
2 Bill#	004856-02	Year	2015
3 Owner	CURBSIDE SUBSCRIBER	X Search...	
4 Srv Adr	110 ANNURSNAC HILL RD	Cash-Coin	
5 Cust#	00000570	Cash-Paper	
6 Parcel	-	Check	
		Other	
Bill Payment		Detail Payment	
Transactions		Trx Summary	
Attachments			
	Charge	Net Bill	Paid
Curbside B Nov-Apr	110,00	110,00	110,00
Bill Totals	110,00	110,00	110,00
Service Address		Current Mailing Address	
WIELAND PETER A & SARAH E 110 ANNURSNAC HILL RD CONCORD, MA 01742-5429		CURBSIDE SUBSCRIBER 110 ANNURSNAC HILL RD CONCORD, MA 01742-5429	

2.1. Search by Parcel

Click on the **BUTTON** to indicate your search method. In the example shown below, the search method used is by Parcel Id#.

2 Bill#	3 Service Adr	4 Parcel	5 Cust#
---------	---------------	----------	---------

In the space provided, enter the beginning of the string you wish to locate and press <enter>:

Bill Locator					
Bill#	Service Adr	Parcel	Cust#	Billed	
000001-01	3780 /	/			110
000001-02	3741 /	/			161
000001-01	3741 /	/			105

And the closest match of records will display.



2.1. Search by Customer#

Click on the BUTTON to indicate your search method. In the example shown below, the search method used is by Customer Id#.

2 Bill# 3 Service Adr 4 Parcel 5 Cust#

In the space provided, enter the beginning of the string you wish to locate and press <enter>:

Bill Locator			
2 Bill#	3 Service Adr	4 Parcel	5 Cust#
004881-02	00000010		
004880-01	00000001		

And the closest match of records will display.