



MISCELLANEOUS BILLING

RELEASE NOTES – DECEMBER 2018

This document explains new product enhancements added to the ADMINS Unified Community for Windows MISCELLANEOUS BILLING system.

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1. DAILY CHECK FOR OVERDUE BALANCES

The **Daily Check for Overdue Balances** runs as a scheduled service overnight. The process is set up to stop a service if the bill is unpaid. **ADMINS** has revised the process to identify “old bills” that have been replaced with “new bills”. The process will no longer stop a service if the parcel has a new bill that has been fully paid.

[ADM-AUC-MB-59]

2. REPORTS [Enhanced]

For miscellaneous billing, no **customer names** are used, just service location addresses, with system-assigned customer numbers, as specified by the customer at installation of the module. An issue surfaced where there was both a current, paid, subscription and a dropped subscription for the same service location. Because the “old” customer appeared on the drop list – the “new” customer was not receiving service because the service address was dropped from the routing list. This happened, for example, when properties were sold or new tenants took occupancy.

To ensure that paid subscribers receive service, **ADMINS** added checking to identify parcels with both a current subscription and a drop subscription.

With the software update, the drop list report process will check if the customer has a parcel number—the process will load all customers with the same parcel number and check if any other customer associated with this parcel has an active subscription. If any active subscription exists, the process will exclude the parcel from the drop list.

ADMINS recommends that town staff enter parcel numbers on all subscriptions in the customer maintenance screen. Relying on address only can introduce errors due to inconsistencies in data entry, for example, 351 Pope Rd is not identical to 351 POPE ROAD.

[ADM-AUC-MB-60]

3. PREVIEW OF COMING ATTRACTIONS

ADMINS conducts annual customer site visits. These visits provide the opportunity to solicit customer recommendations on new features. As a result, the **ADMINS** team is enthusiastically working on a “**User Favorites**” feature to be implemented in the coming months.

3.1. Favorites Screen [New]

AUC has hundreds of processes and screens and thousands of reports. To provide ease of use for infrequent users and to allow regular users to customize working with **AUC**, a “**Favorites**” screen is in development. This screen may be set as the user’s home screen that is displayed when accessing **AUC**.



Figure 1 Select Favorites ► User Favorites to access the screen and make selections.



The screen will allow the selection of up to 45 items to be available on the **Favorites** screen. The available screens will be limited to those to which each user is allowed access. All menu, department and account security will remain in effect. Users will make selections from menus.

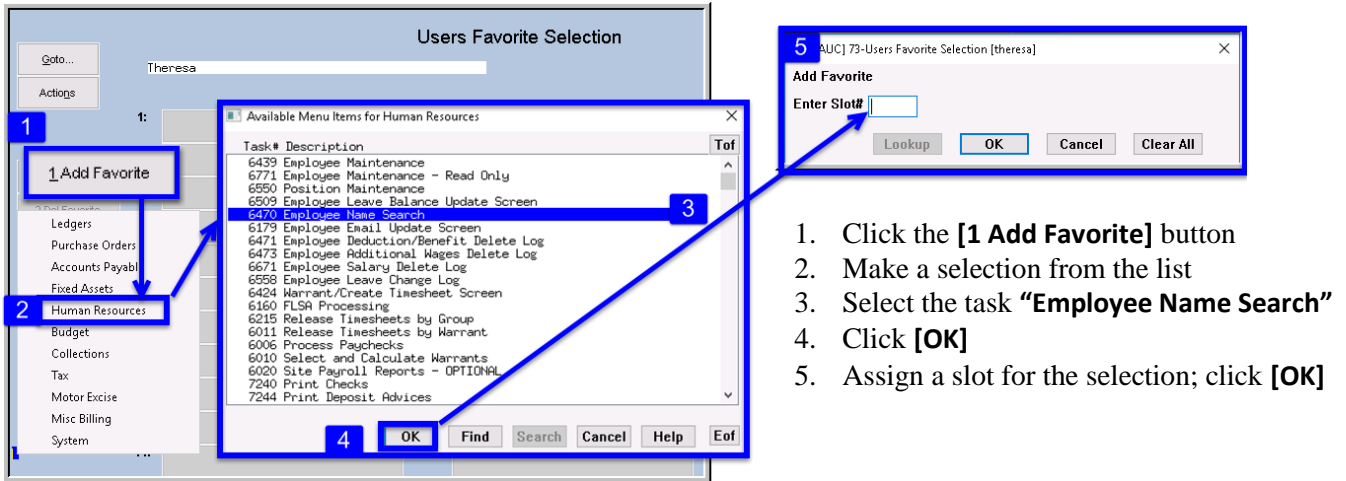


Figure 2 Steps to create a favorites screen

1. Click the [1 Add Favorite] button
2. Make a selection from the list
3. Select the task “Employee Name Search”
4. Click [OK]
5. Assign a slot for the selection; click [OK]

In the example shown a user has chosen the AP/PO Dashboard and also the PO Query screen.

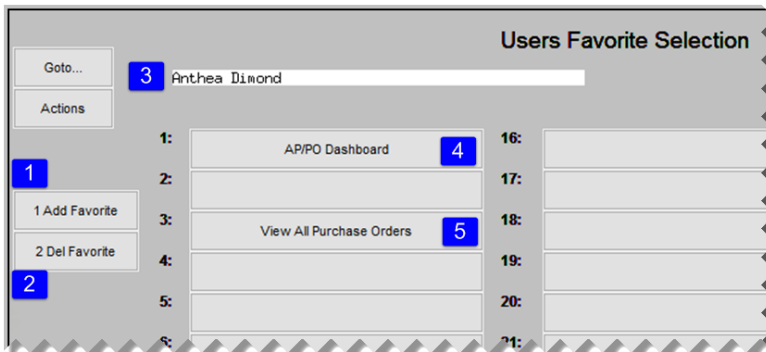


Figure 3 A user's selections

1. The [1 Add Favorite] button displays a menu of available tasks
2. The [2 Del Favorite] button allows the removal of a favorite from a slot
3. The user's name as entered in the user profile screen
4. A favorite task in slot #1
5. A second favorite task in slot #3

[ADM-AUC-SY-8067]

4. HELP REFERENCE LIBRARY

4.1. New or Updated Documents

- SYSTEM MB-610 System Administration Kit [Updated]