MISCELLANEOUS BILLING

RELEASE NOTES – JUNE 2018

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

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1. DISPLAY CURRENT BALANCE ON CUSTOMER SCREENS [New]

To assist the user in determining if a balance exists for a subscription when preparing a mid-cycle or manual bill, the current balance note was added in red on the Customer Maintenance and Customer Query screens.
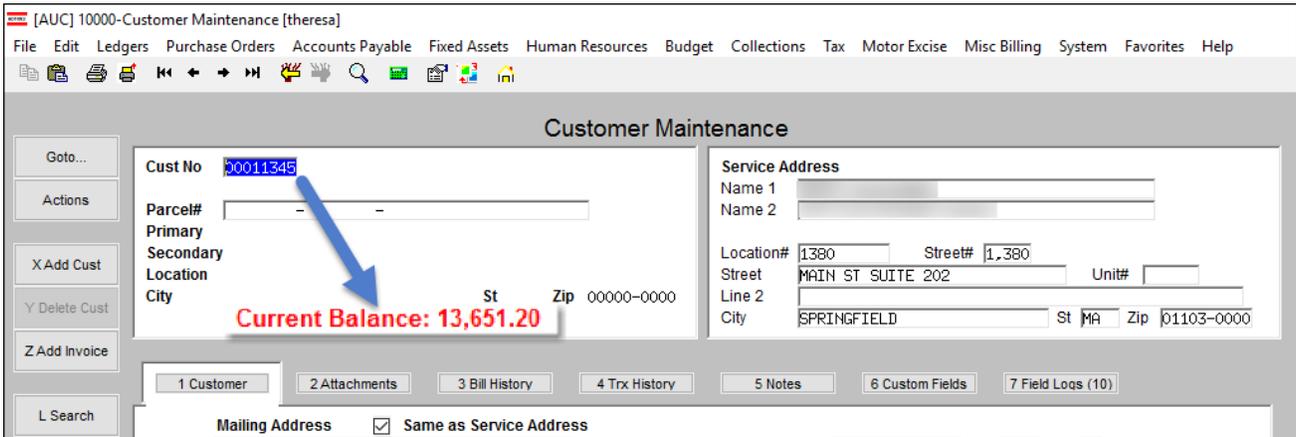
Figure 1 Customer Maintenance screen now prominently displays any balance (enlarged to show detail)
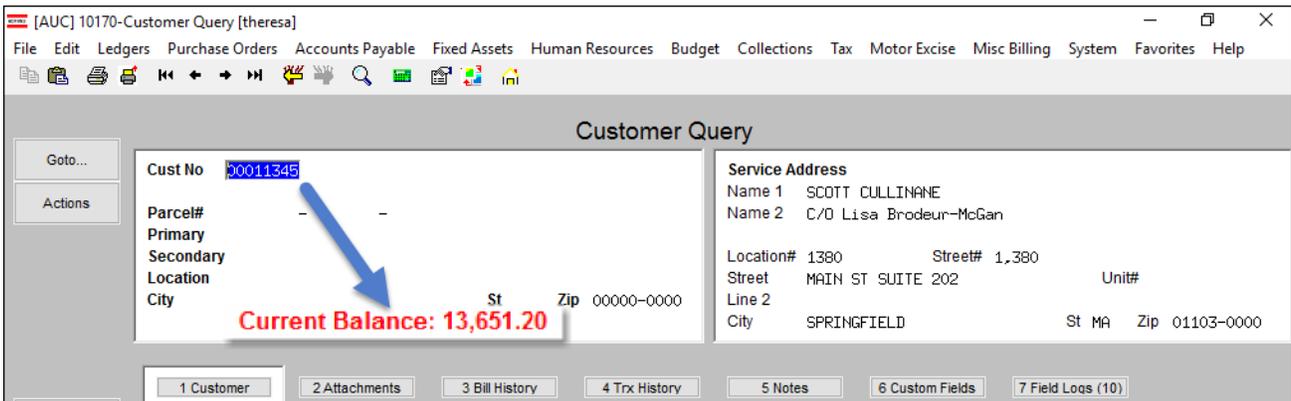
Figure 2 Customer Query screen now prominently displays any balance (enlarged to show detail)

When creating Manual or Mid-Cycle Bills first verify that there are no outstanding balances on subscription bills. If there is an outstanding balance, process an adjustment to take the balance of the old bills to zero if:

- outstanding balances are showing on the bills
- the end date of the old bill subscription has not been reached
- the subscription is stopped

Once the adjustment has been posted, create the new bill.

If the end of the old bill subscription period has already past then the system would create an automatic adjustment to take the bill balance to zero.

[ADM-AUC-MB-54]

2. TRANSACTION SCREEN DISPLAY BUTTON [Fix]

In the image shown in Figure 3, the column header is showing Tran Code Desc, but the data being displayed is the entry date.

Figure 3 Before - the column header did not change when different data was selected for display

Several transaction history screens were corrected to use the appropriate column label for the Display field. The Display column is a dynamic column that allows the selection of a variety of data. Prior to the software update, making a selection to change what was displayed would display the correct data, but the column header was not changing. This was corrected. The screens affected are the **Customer Query ▶ [4 Transaction History]** screen, the **Customer Maintenance ▶ [4 Transaction History]** screen and the **Bill Payment Entry and Query ▶ [4 Transaction History]** screens.

Figure 4 After–the column header matches the data being displayed.

[ADM-AUC-MB-55]

3. TABLES ▶ SERVICE TYPE ▶ [GROUPS] [NEW]

The overnight bill balance check process performs two functions:

1. It identifies Subscription Bills that have an outstanding balance (past due date) and sets the stop date on those subscriptions. (The bills with the stop date set are "stopped subscriptions".)

2. Once the end of the subscription period has been reached and the stopped subscription remains with an outstanding balance, this overnight process will reverse any open balances, setting the balance of the bill to zero. Part of that reversal should include any open fee balances.

For Subscription based bills (i.e. CURBSIDE), the overnight process that checks for Bill Balances must recognize if a service type is an **NSF** fee or any other added fee.

F.Y.I. **This is only done for service types that *do not post to accounts receivable*. As there are accounting implications, reversals of charges that post to Accounts Receivable must be done via the adjustment process, not via the overnight check for bill balances.**

Since **NSF** fees (or any other added fee) were not part of the original subscription ADMINS needs a way to identify these added fees, thus the sub–category has been added to the service type table. Once identified, ADMINS can load the entire bill to get the correct Start/End Subscription dates and the stop date of the subscription.

Figure 5 Before–the service type table had no sub-category column

All **NSF** fees will be set to sub-category **"F"** as part of the software update. Sub-category fields for other (non-fee) service types can be left blank.

Figure 6 After–The Sub-Category column is added to the screen and NSF Fees are marked as Sub-Category "F"

[ADM-AUC-MB-56]

4. HELP REFERENCE LIBRARY

4.1.   New or Updated Documents

- OTHER   MB–550-How to Exit from AUC   [New]
                               MB–560-The Best Way to Contact Support   [New]