Miscellaneous Billing

Release Notes   June 2023

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

CONTENTS

1   Reports [Enhancement]

ADMINS updated several reports to improve usability.

1.1   #10644 Posted Transactions by Deposit Date [Enhancement]

Before the software update, the Transaction Code in column C of the report was the Code description from the table, which was of limited use.

When run as **Excel®**, new columns for Customer #, User Batch, Post Date, and Revenue Account are now shown.

Figure 1 Before – Choosing the report and filters – The transaction code description was used in column "C"

To run this report, from the menu, select:

Misc Billing ▶ Reports ▶ Reports Library ▶ #10664 Posted Transactions by Deposit Date

	A	B	C	D	E	F	G	H
1	Year	Bill#	Transaction Code	Service Type	Charged	Adjustment	Refunds	Payments
2	2023	094-00	Billing		57.49			
3	2023	000095-00	Billing		48.89			
4	2023	000237-00	Billing		93.59			
5	2023	000321-00	Billing		25.00			
6	2023	000347-00	Billing		45.00			
7	2023	000005-00	Billing		765.00			
8	2023	000011-00	Billing		679.00			
9	2023	000012-00	Billing		683.00			
10	2023	000014-00	Billing		653.00			

Figure 2 Before – the Transaction Code was limited to the Description from the Transaction Code Table

After the software update, the more detailed description from the Transaction history file appears in the Transaction Code column. Column "C" and the additional data in Columns "I" through "L" is highlighted in the image in Figure 3.

**Figure 3 After – More descriptive information in the transaction code column and the four new columns in Excel®**

While the enhanced description is included, the additional columns are not shown on the **PDF®** version of the report due to page size.

Figure 4 The PDF® version of the report shows the enhanced description

[ADM-AUC-MB-162]

1.2 #10670 Transaction History [Enhancement]
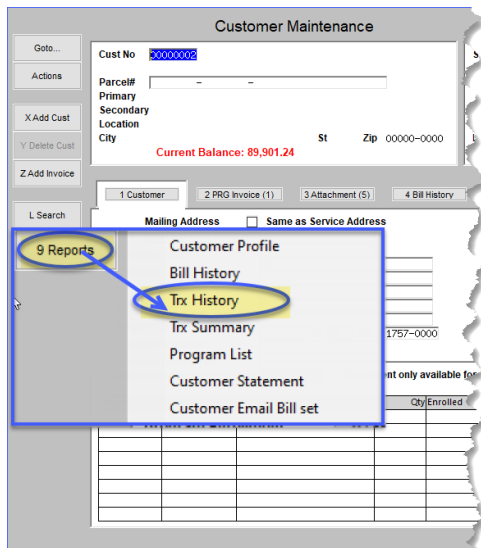
ADMINS added a date range field to the prompt for the Transaction History report. To run the report, from the menu, select:

> **Misc Billing ▶ Customer Maintenance ▶ Customer Tab ▶ [9 Reports] ▶ Trx History**

By using the new fields, the report can be restricted to a single calendar year, for use at year end, or for any date range.

Figure 5 Before and After – the prompt now has an optional "Enter Date Range"

Figure 6 Report #10670 can be filtered by transaction date

[ADM-AUC-MB-164]

1.3 # 10682 Customer Outstanding Balance with No WIP

Added a new faster report on Customer Outstanding Balances that excludes work in process. To run the report, from the menu, select:

Misc Billing ▸ Reports ▸ Report Library ▸ #10682 Customer Outstanding Balances (No WIP)

The column formats are slightly different when run to PDF® vs Excel®, so an example of each is shown below.

Figure 7 #10682 Run as Excel®

Figure 8 #10682 Run as PDF®

2 More Information on Transactions Tab [Enhancement]

Before the software update, the Transactions tab used to show only the bill number for payments, as shown in Figure 9. To see this change, from the menu, select:

Misc Billing ▶ Queries ▶ Bill Payment ▶ [Transactions] ▶ [Display Transaction Desc]

Figure 9 Before – the Transaction Description was limited to the Bill #

Figure 10 After – The Transaction Description shows Customer Number & Bill #, and Check # & Name (where applicable)

Figure 11 On selected sites, if the Check# or Check name exists – the description will include it on the reports & screen

[ADM-AUC-MB-168]

3 Write-Off Small Balances to Doubtful Accounts Via Adjustment

There are two ways to write off small balances in Misc Billing. There is a process that will automatically select under/over balances up to a certain dollar amount and process them, detailed in **MB–240 Write-Off Small Balances** in the Misc Billing Help Reference Library. To write off individual accounts, use the Adjustment Process described below and in the Help Reference Library document **MB–250 Write-Off Small Balances to Doubtful Accounts Via Adjustment**.

3.1 Setup Revenue Write-Off Accounts for Relevant Service Types

Set up a revenue write-off account in line 7 on all Service Types in the Service Type table that allow write-offs to be processed against them.

3.1.1 Service Type Table
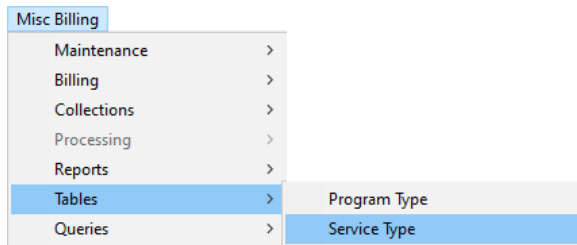
Misc Billing ▶ Tables ▶ Service Types ▶ [3 Accounting]

Every service type in the system should have line 7 on the service type table set up with an account.

Exception: if a site has a service type for Pre-Payments, no charges should be booked to this service type.

3.1.2 Collections Module Transaction Code Table

Create an **"MBWO"** transaction code for this specific individual write-off via Adjustments. From the menu, select:

Collections ▶ Tables ▶ Transaction Code

This **"MBWO"** Code must be selected when making the adjustment to use the Revenue Write-Off account setup on the Service Type Table.
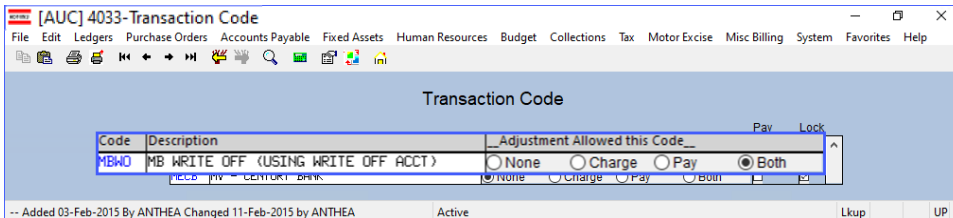
3.2 Write-Off Adjustments

The intent when writing off a small balance is to bring the balance of the invoice or certain lines on the Invoice to zero. Therefore, any adjustments made using the new **MBWO** transaction code must bring the adjusted line balance to zero.

If the MBWO transaction code is not listed in the lookup, please contact support@admins.com.

1. Create a new Adjustment Batch following the instructions in **MB-210 Adjustments and Transfers**

2. Click **Enter Adjust ▶ Adjustment Entry**

3. Select Customer/Invoice to Adjust
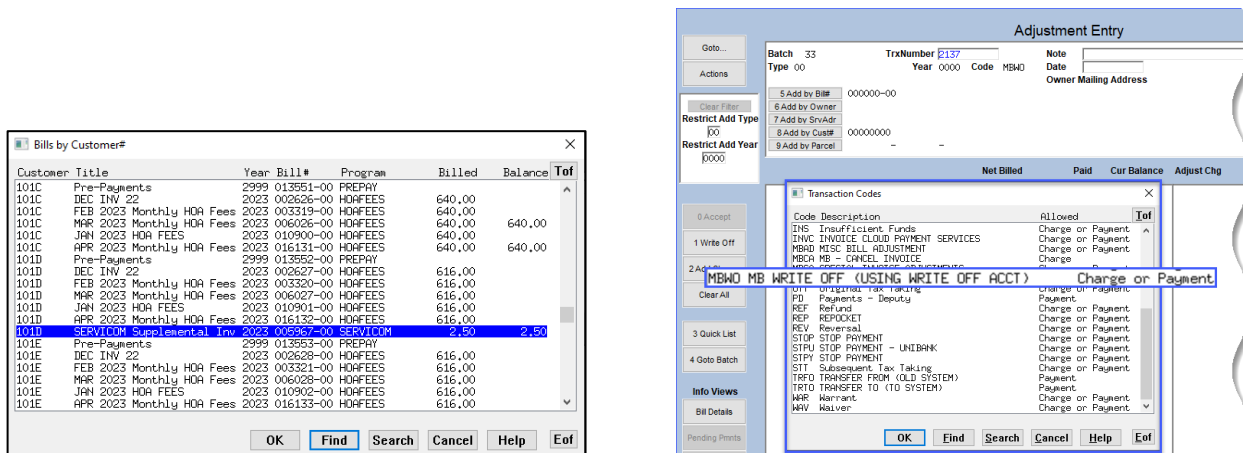
Figure 12 Select customer 101D, SERVICOM invoice from the lookup, then choose the MBWO transaction code

3.2.1 Write off Small Balance

If the Invoice had multiple lines *(categories)* listed with balances, individually adjust each line. Only lines with an adjustment charge or payment entered will be processed.

3.2.2 Example of Writing Off the Total Balance on an Invoice

1. Enter a note as to why this amount is being written off.

2. Date the write-off is to be processed in the GL.

3. Reduce the Charge to make the Adjusted Balance calculate to zero. In this case, we are reducing the charges by the current balance (the current balance is a positive $2.50; the adjustment must be a negative $2.50.)

4. The Adjusted Balance column must be zero [0] for an **MBWO** transaction to be processed.

This is not limited to underpayments. If no refund should be issued for a small credit balance and an overpayment will not be moved to a future bill, process a write-off of the overpayment to the doubtful accounts. In this case, the current balance on the line will be a negative number; to zero out the line, enter the corresponding positive number on the Adjust Pay column.

3.2.3 Example of Writing Off Some of the Balance on the Invoice

Here we are just writing off the Finance Charge – Late Fee. There is still a balance on this invoice, but the late fee charge will be written off to the doubtful account.

If the Adjusted balance column does not calculate to zero for that line the system will pop up this message:
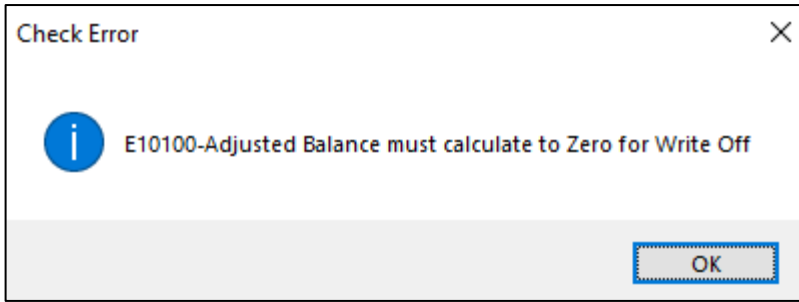
Once you have accepted the adjustment and entered any other adjustments, process the batch.

Using the Example above where we are adjusting the late fees, the posting to the GL will move the money from the Other Income – Late Fees to the Allowance for Doubtful Accts.

*Note: the **[Write-Off]** button on the Adjustment screen only sets the Adjust Charge or Adjust Payment to the amount of the Current Balance on the line. It does not process write-offs using the Write-off account.*

[ADM-AUC-MB-166]

4 Customer Address Updates During Bill Posting

There was an issue for sites that start the billing and days go by before posting. In the meantime, customers' mailing information may have been updated. To prevent bills from being sent to an old address, **ADMINS** added a routine to the posting process *(not visible to the user on the menu)* to use the latest Customer mailing address from the customer record.

There is still an option to update the mailing address on the Add/Edit Special Invoice Entry screen. A change to the name and/or address on the invoice entry screen will override any current data in the customer mailing address.

```
                          ┌─────────────────────┐
                          │   Start the Billing  │
                          └──────────┬──────────┘
                                     │
                          ┌──────────┴──────────┐
                          │   Initiate Posting   │
                          └──────────┬──────────┘
                                     │
                          ┌──────────┴──────────┐
                          │   Get Address from   │
                          │   Customer Record    │
                          └──────────┬──────────┘
                                     │
                               ◇ Override on Invoice Screen? ◇
   ┌──────────────────┐  Yes                               No  ┌──────────────────┐
   │ Use address from │◄───                                 ───►│  Use Address on  │
   │  Invoice Screen  │                                         │ Customer Record  │
   └────────┬─────────┘                                         └────────┬─────────┘
            │                  ┌─────────────────┐                       │
            └─────────────────►│   Post Billing  │◄──────────────────────┘
                               └─────────────────┘
```
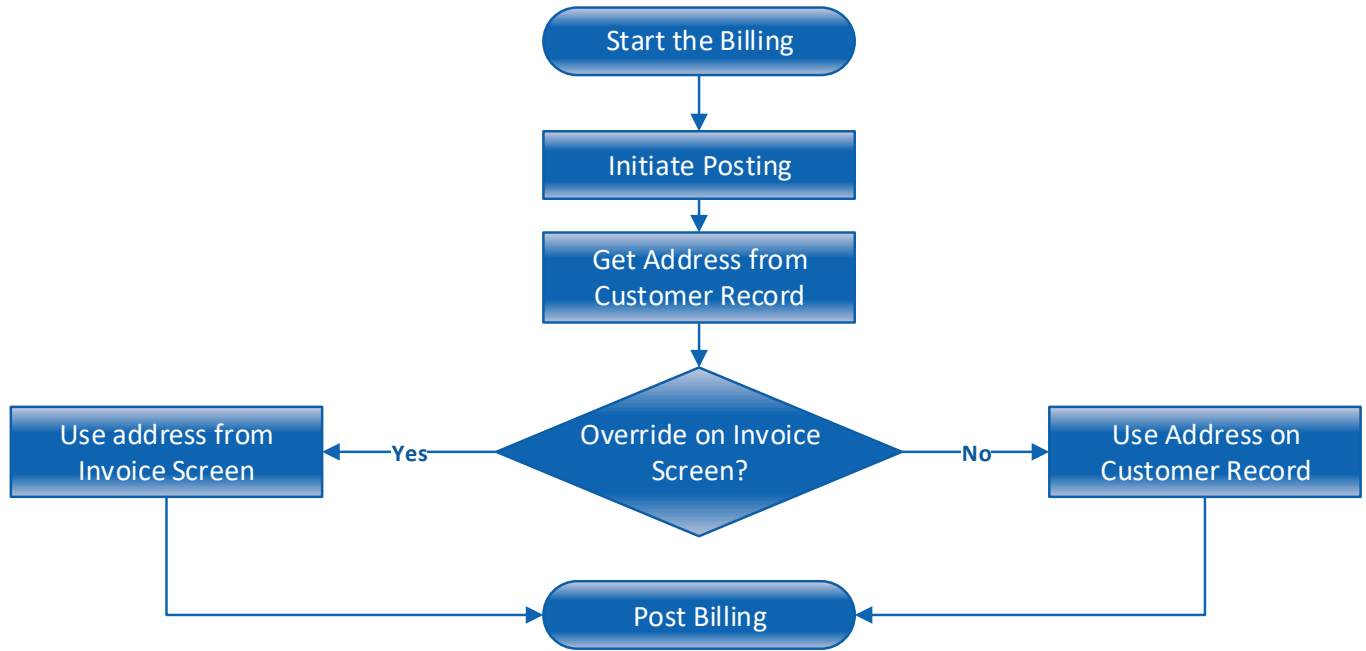
[ADM-AUC-MB-173]

5 Help Reference Library & ADMINS Website

Added the following new or updated documents to the Help Reference Library and content to **ADMINS**.com:

5.1 New & Updated Documentation in the Help Reference Library

Collections	MB–240 Write-Off Small Balances	[New]
	MB–250 Write-Off to Doubtful Accounts via Adjustments	[New]
	MB–260 Refunds	[New]
Reports	MB–470 Reports on the Customer Maintenance Screen	[Updated]

5.2 New Content on ADMINS.com

Attachments in AUC	[New]
Maintaining Email Distribution Lists	[New]
Printing to the Local Printer	[New]