MISCELLANEOUS BILLING

RELEASE NOTES March 2024

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

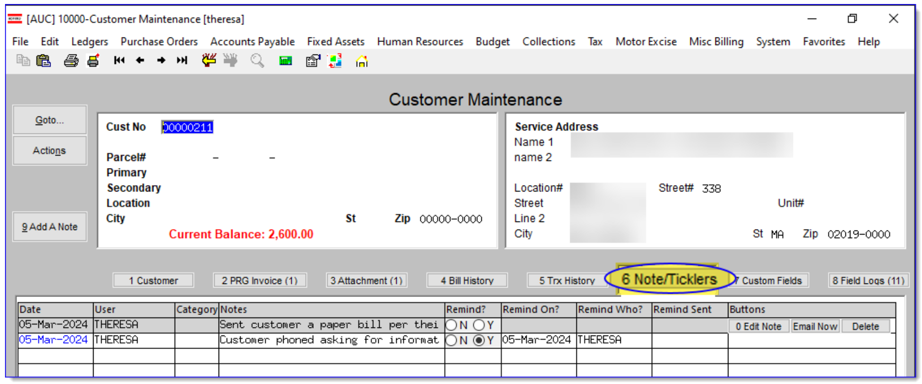
Contents

1 Customer Maintenance & Query Notes [Enhancement]

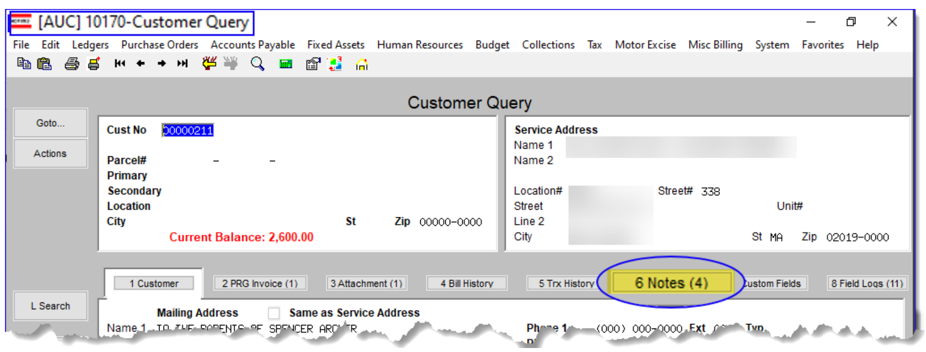
ADMINS enhanced this feature. To access the **Bill Notes/Tickler Screen**, from the menu select:

Miscellaneous Billing ▶ Maintenance ▶ Customer Maintenance *or* **Miscellaneous Billing ▶ Queries ▶ Customer Query**

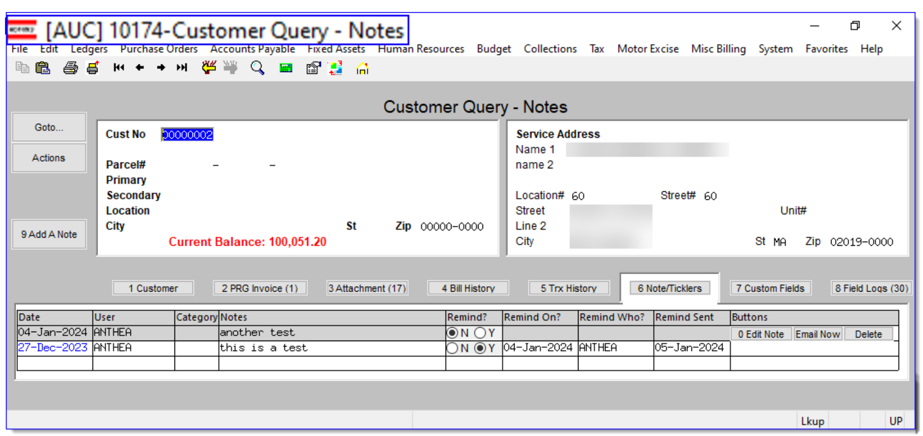
The **Customer Maintenance** screen will look like this. Click on the ▶ **[6 Notes/Tickler]** tab.



The **Customer Query** screen will look like this. Click on the **[6 Notes (#)]** tab.



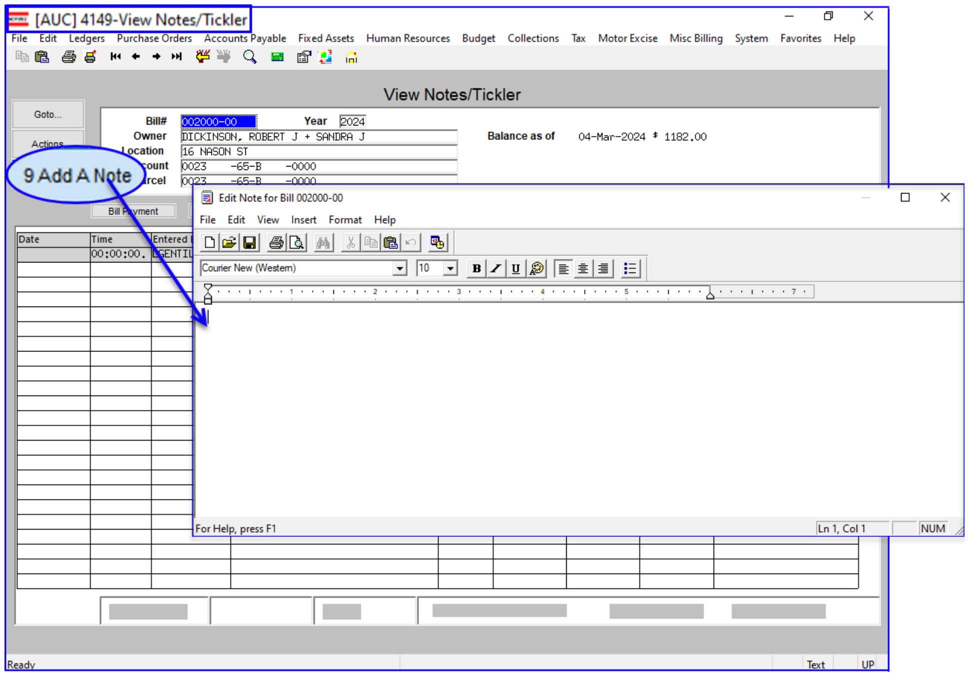
The notes screens for the Query and the Maintenance are the same. The images in this section represent both Maintenance and Query functions.



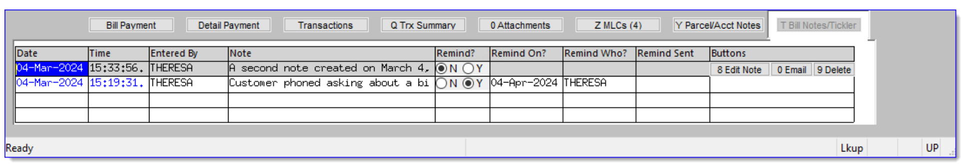
1.1 Add a New Note

Click the 9 Add A Note button located on the left-hand side of the screen.

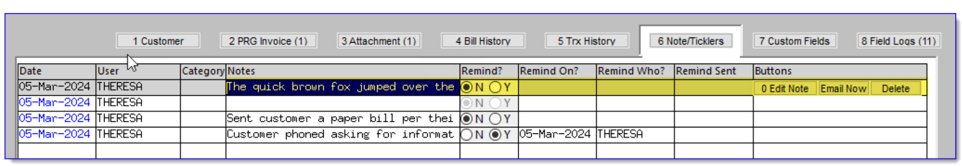
This will add a note for this bill with the current date and time.



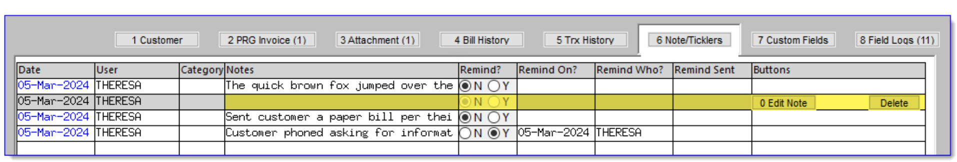
The notes will appear in chronological order, with the most recent note appearing at the top of the screen.



Use the 0 Edit Note button to revise or add to the note for this record. If the note is blank, the Email Now button will not be available.

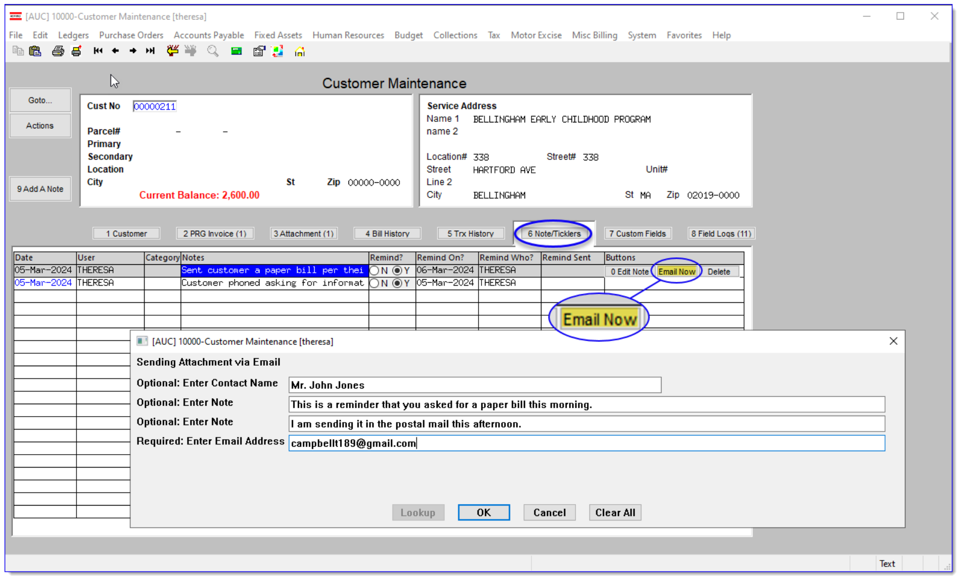


Notes with or without text may be edited or deleted.



1.2 Email Now–Send a Note on Demand

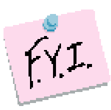
Email any note “on demand” to any email address to alert someone to this action (this may be done instead of or in addition to the **Remind?** Feature.)



Click the Email Now button to access the prompts and indicate to whom the email will be sent.

In addition to the optional contact name, there are two optional lines of notes available.

Enter the **required** email address.



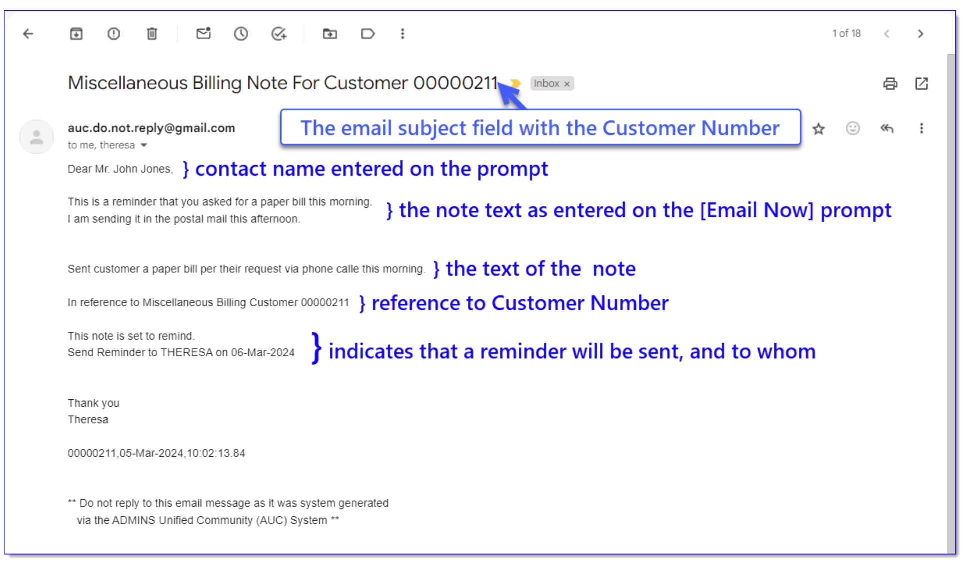
The Email Now button will not appear on the line until a note has been entered.

The email sent will look like this based on the settings on the screen.

If the **Remind?** field is set to set to **“N”** it will display “The note is not set to remind.”

If **“Y”** the message will display

“This note is set to remind. The reminder will be sent to THERESA.”

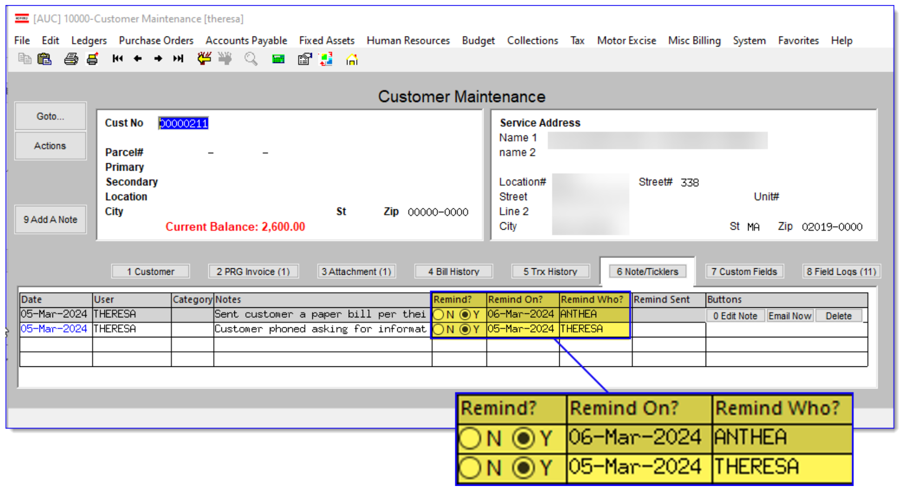


1.3 Setup a Tickler

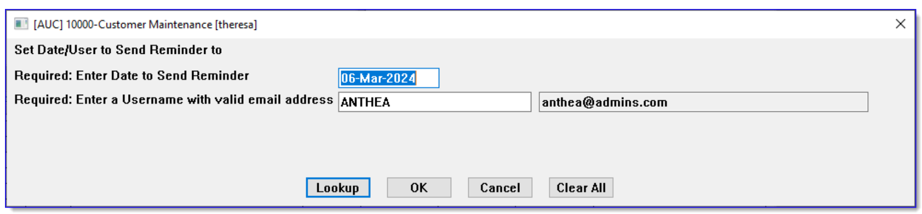
Set the ⦿ **Yes** radio button in the **"Remind?"** column to enable entry in the **"Remind On?"** and **"Remind Who?"** columns.

To mark a note to send a reminder in the future, fill in the **"Remind On?"**, and **"Remind Who?"** fields.

Any username with a valid email address in the AUC system can be entered in the **"Remind Who?"** field.



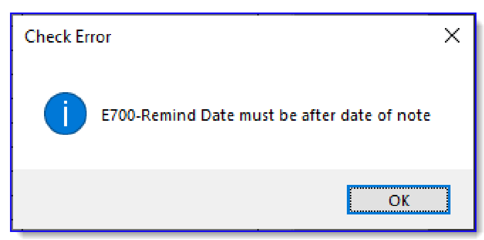
When the **Remind?** radio button is set to **"Y"**, a prompt for the required date and username is presented. Enter the date and username and click OK.



Remind On – The date the reminder is to be sent. Reminders are processed with the overnight jobs and will be sent accordingly. Resetting the date in the future will resend the message on the date entered.

To reset the date, set the **"Remind?"** field to **"N"** to clear out the current fields and then reset it to **"Y"** to fill in the resulting prompt (as above) with the new date and user.

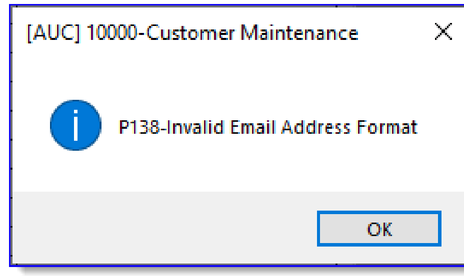
The **"Remind On?"** date cannot be before the date the note is created. If a date that is prior to the note date is created, the following message will pop up:



Remind Who? – Displays the user to whom this reminder is to be sent.

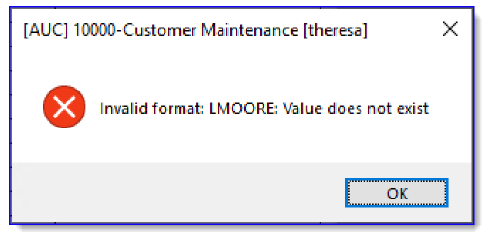
Enter the username or select Lookup to display a list of usernames. The username must be a valid *user (or a valid email user see SY–155 External Email Addresses)* in the Help Reference Library).

The username must have a valid email address and be a valid user in the system. If the username is valid but does not contain an email address, the message will pop up:



Click on OK, then select a user (use the lookup) with a valid email address to whom the reminder will be sent.

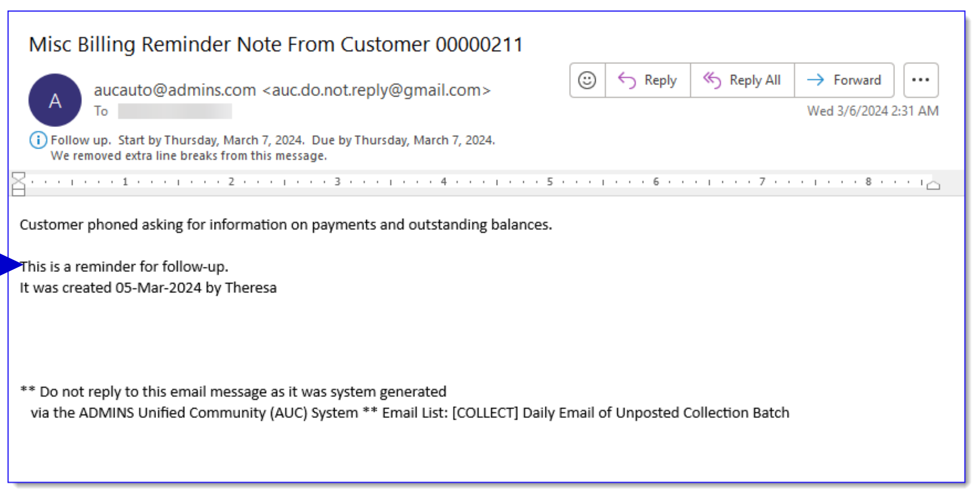
If the username does not exist, this message will pop up:



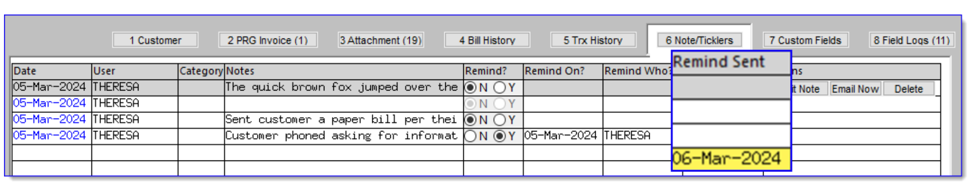
Click on OK, then select a valid user to whom the reminder will be sent.

Remind Sent – This field will be populated by the overnight procedure with the date the reminder was sent.

The reminder email will look like this:

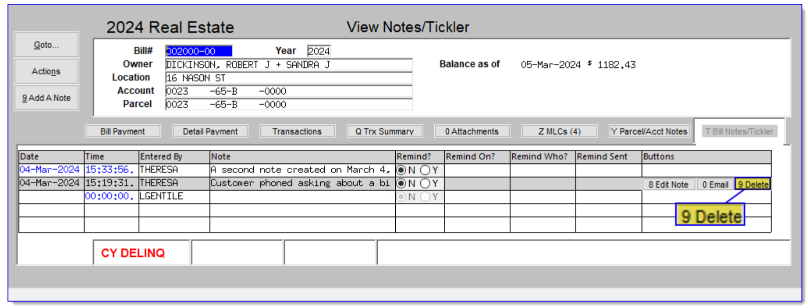


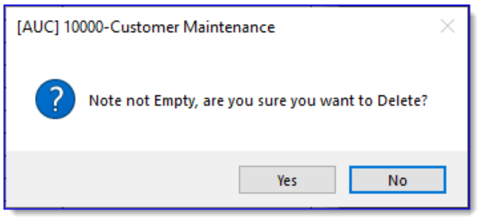
The **Remind Sent** column will show the date the reminder was emailed. If the date is reset for this reminder, the Sent column will be cleared.



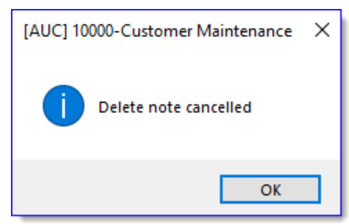
1.4 Delete a Line

If a Note Line was added by mistake, delete the blank note. On each line entered, a [9 Delete] button will be available. If deleting an entry that contains note text, the system will ask for confirmation.





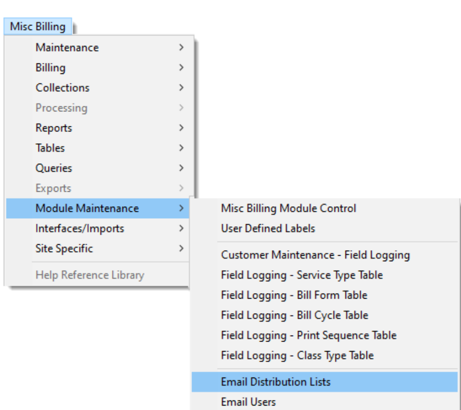
Click on [Yes] to confirm deleting the note; click on [No] to cancel the deletion. The Note will remain and a message will be displayed. Click on [OK].

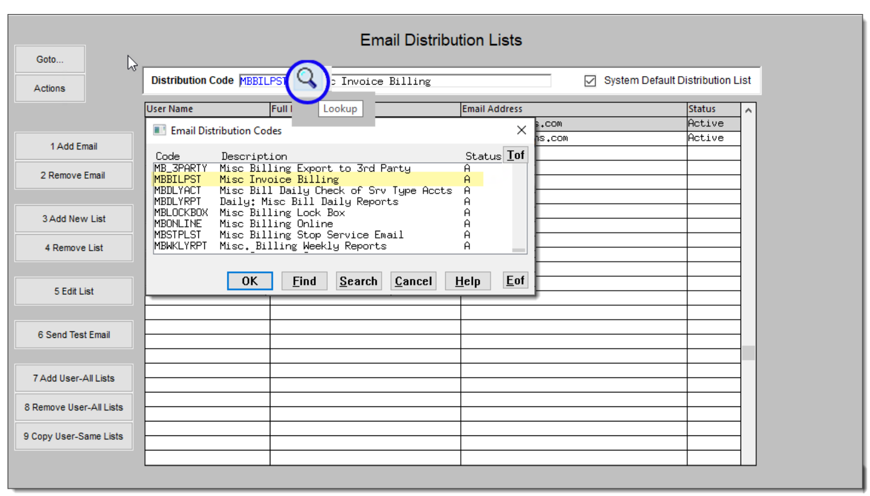


[ADM-AUC-MB-190]

2 Mid-Cycle Curbside Posting Email Signature [Enhancement]

ADMINS added the signature with the distribution name to the email sent when Mid-Cycle Curbside bills are posted. The email distribution list name is MBBILPST; see SY-150 AUC Email Distribution Lists for instructions on how to update (add or delete usernames) this distribution list.





[ADM-AUC-MB-189]

3 Adjustment & Adjustment Transfer Batches [Enhancement]

Adjustment and Adjustment Transfer Batches can correctly net to zero. **ADMINS** improved the posting report to suppress the message on the report that reads "`** Batch Totals Missing **   Will Not Post`" for any adjustment or transfer batch that nets to zero.

```
10371-MBREP:MBADJCLR.REP          Printed 09-Jan-2024 at 11:34:50 by ANTHEA
                                                                   Town of Admins
                                                         Misc. Billing Submit Adjustment Batches

 ** Batch Totals Missing **    Will Not Post

Batch#      : 24
                                    Pay Trx Date      : 09-Jan-2024                    Bank        : EAST
Entered     : $                     GL Effective Date: 09-Jan-2024                     Entered By  : ANTHEA
Expected    : $                     Deposit Date      : N/A                            Batch Owner: ANTHEA
```

```
 ** Batch In Balance **       Will Post

Batch#      : 24
                                    Pay Trx Date      : 09-Jan-2024                    Bank        : EAST
Entered     : $                     GL Effective Date: 09-Jan-2024                     Entered By  : ANTHEA
Expected    : $                     Deposit Date      : N/A                            Batch Owner: ANTHEA
```

To simplify the process, it will not display the "Submit batch error report" if there are no errors.

```
10391-MBADJCLRERR.REP             Printed 09-Jan-2024 at 11:50:46 by ANTHEA
                                                                   Town of Admins
                                                         Misc. Billing Submit Batch Error Report

                                              Following batches have not been submitted for posting as they contain errors

No Records Selected
```

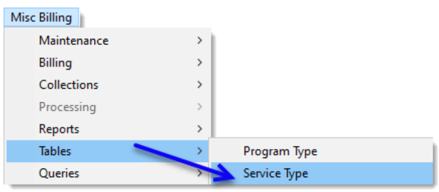
Figure 1 Before – the Error Report was displayed with "No Records Selected"

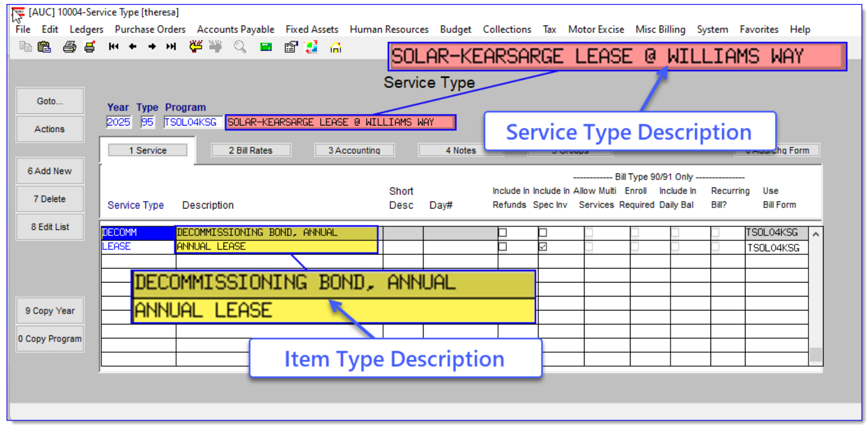
Now, the error report will be suppressed if there are no errors.

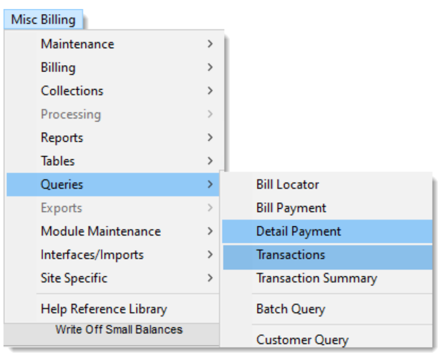
[ADM-AUC-MB-191]

4 Detail Payment & Transaction History Screens [Enhancement]

The description fields on the detail payment and transaction history screens were changed to display the ***item description*** rather than the ***service type description*** from the **Service Type Table**. Find the Service Type Table here:

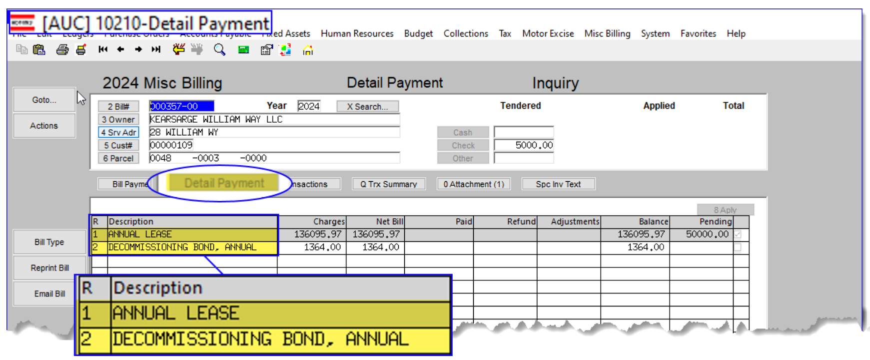






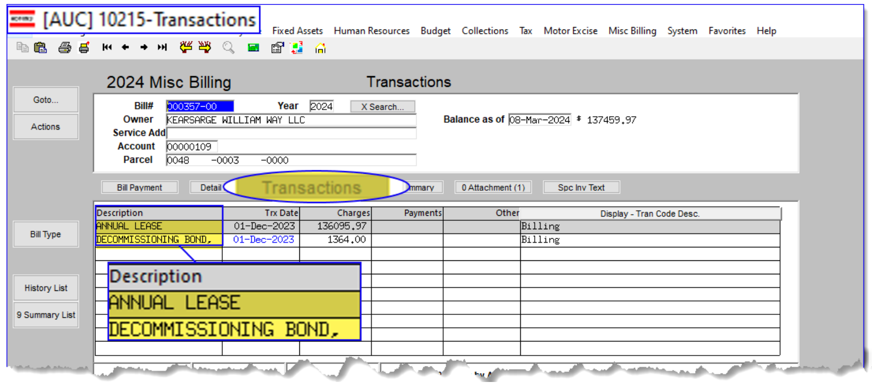
To access these screens, from the menu, select:

Misc Billing ▸Queries▸Detail Payment



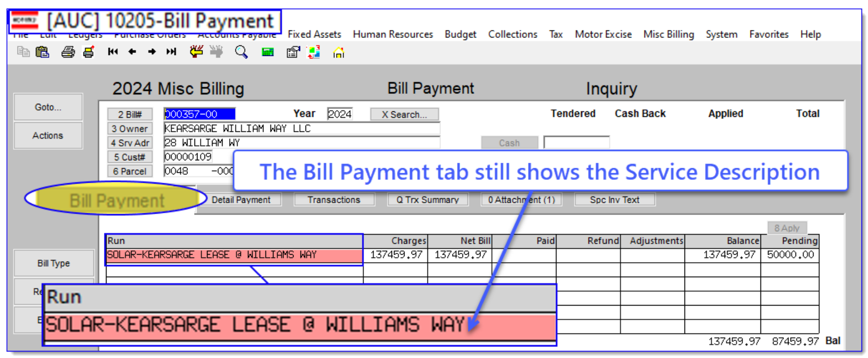
Now – the Detail Payment screen shows the item description.

Misc Billing ▶Queries▶Transactions



Now – the Transactions screen shows the item description.

Misc Billing ▶Queries▶ Bill Payment

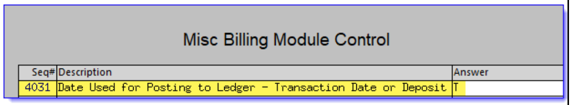


No Change – the Bill Payment Tab screen still shows the item description.

[ADM-AUC-MB-195]

5 Collection Reports [Enhancement]

ADMINS added new reports to the collections report library, including two which aid in balancing to the General Ledger. The value of Module Control 4031 determines which report to use.

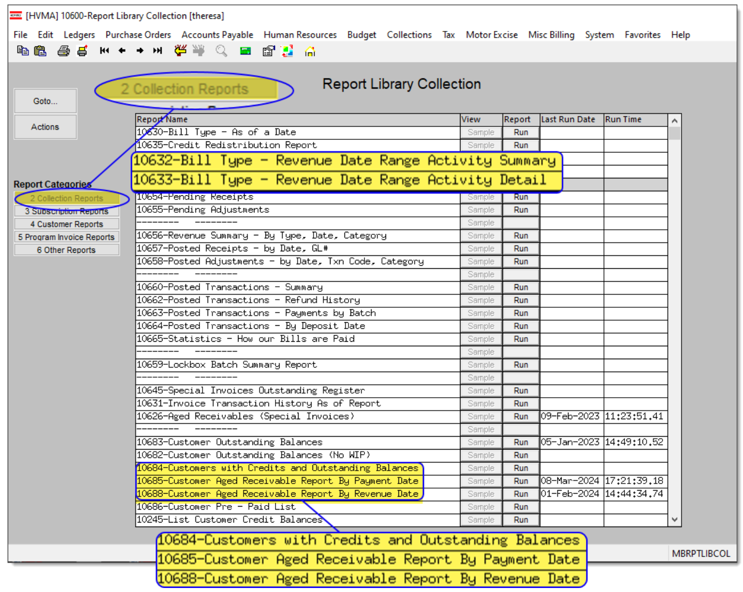


If by Transaction date - run the "by Payment Date" report.

If by Deposit date - run the "by Revenue Date" report.

To run these reports, from the menu, select:

Miscellaneous Billing ▶ Reports ▶ [1 Collection Reports] ▶



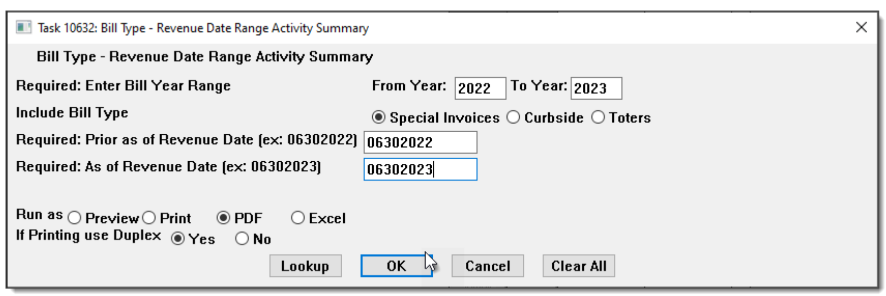
5.1 # 10632 Bill Type –Revenue Date Range Activity Summary

This report requires filling in **all** the prompts.

Enter Bill Year Range:
Enter Bill Type:
Prior as of Revenue Date:
As of Revenue Date:

Include Bill Type:
⦿ Special Invoices *or*
⦿ Curbside *or*
⦿ Toters

(some sites may not use all of these; one bill type at a time can be included on the report):



This report shows a summary of ***revenue*** activity between two dates. Enter a:

- four-digit "From" and
- four-digit "To" year.
- Select the bill type – ⦿ Special Invoices, ⦿ Curbside, or ⦿ Toters
- "Prior as of Revenue Date" is the old date and balance,
- "As of Revenue Date" is the new date and balance.

E.g., for the finance director, they want to know the 06/30/2022 balance, activity, 06/30/2023 balance.

For a given bill type, such as "95" for Special Invoices, all the categories with transactions are listed, by bill year, with subtotals for each bill year.

The columns highlighted in green show the Collections and Receivable balances as of the "Prior as of Revenue Date". The activity (Charges, Deductions, Adjustments, Abatements, Refunds, and Payments is shown.

The two blue columns show the Collections and Receivable balances "As of Revenue Dates".

As shown at the right, the 2022 Bill Year are shown in yellow and the 2023 Bill Year Transactions are shown in pink.

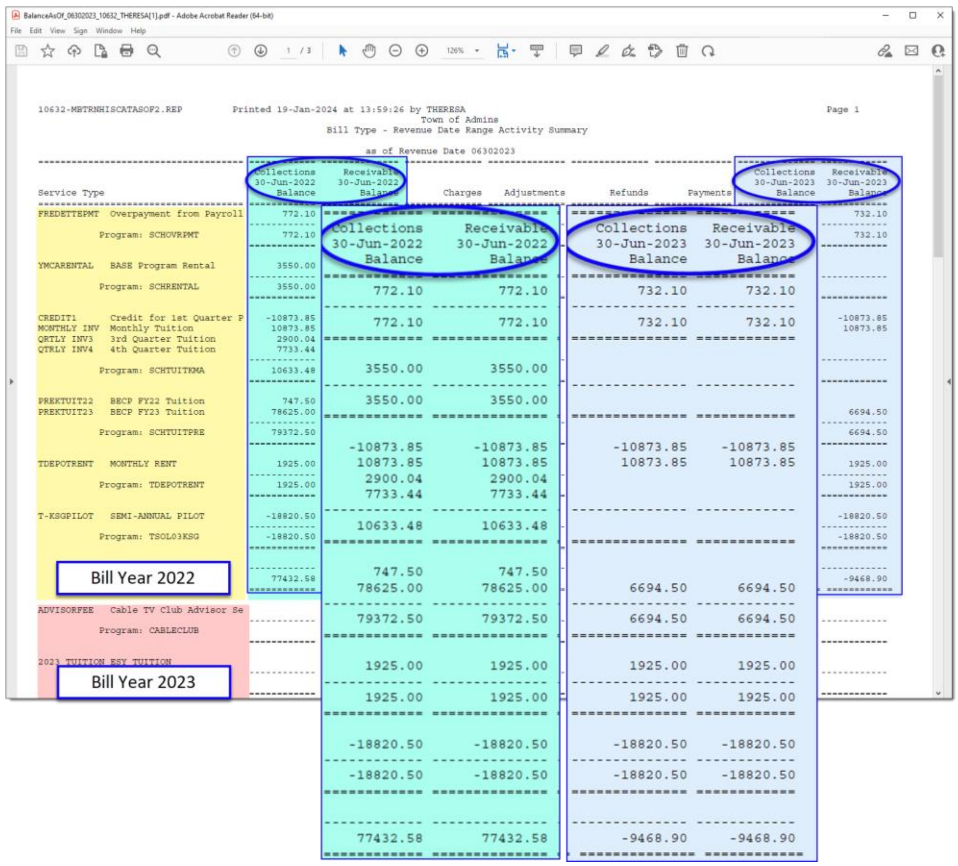


Figure 2 #4165 Bill Type Revenue Date Range Activity Summary

[ADM-AUC-MB-187]

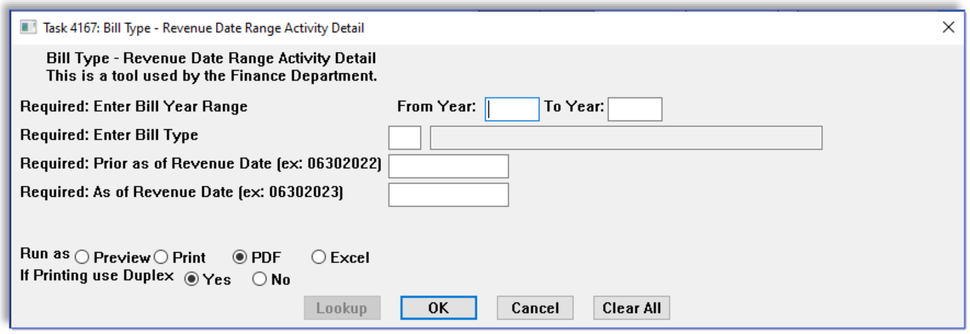
5.2 # 10633 Bill Type –Revenue Date Range Activity Detail

The Revenue Date Range Activity Detail report will take longer to run, as it will list all bills for the specified date range.

This report requires filling in ***all*** the prompts.

Enter Bill Year Range:
Enter Bill Type:
Enter Bill Type:
- ⦿ Special Invoices
- ⦿ Curbside
- ⦿ Toters

Prior as of Revenue Date:
As of Revenue Date:



Task 4167: Bill Type - Revenue Date Range Activity Detail

Bill Type - Revenue Date Range Activity Detail
This is a tool used by the Finance Department.

Required: Enter Bill Year Range From Year: To Year:
Required: Enter Bill Type
Required: Prior as of Revenue Date (ex: 06302022)
Required: As of Revenue Date (ex: 06302023)

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

Lookup OK Cancel Clear All

This report shows ***revenue*** activity between two dates.

- Enter a four-digit **"From"** and four-digit **"To"** year.
- Select the bill type – ⦿ Special Invoices, ⦿ Curbside, or ⦿ Toters
- The "Prior as of Revenue Date" is the old date and balance,
- The "As of Revenue Date" is the new date and balance.

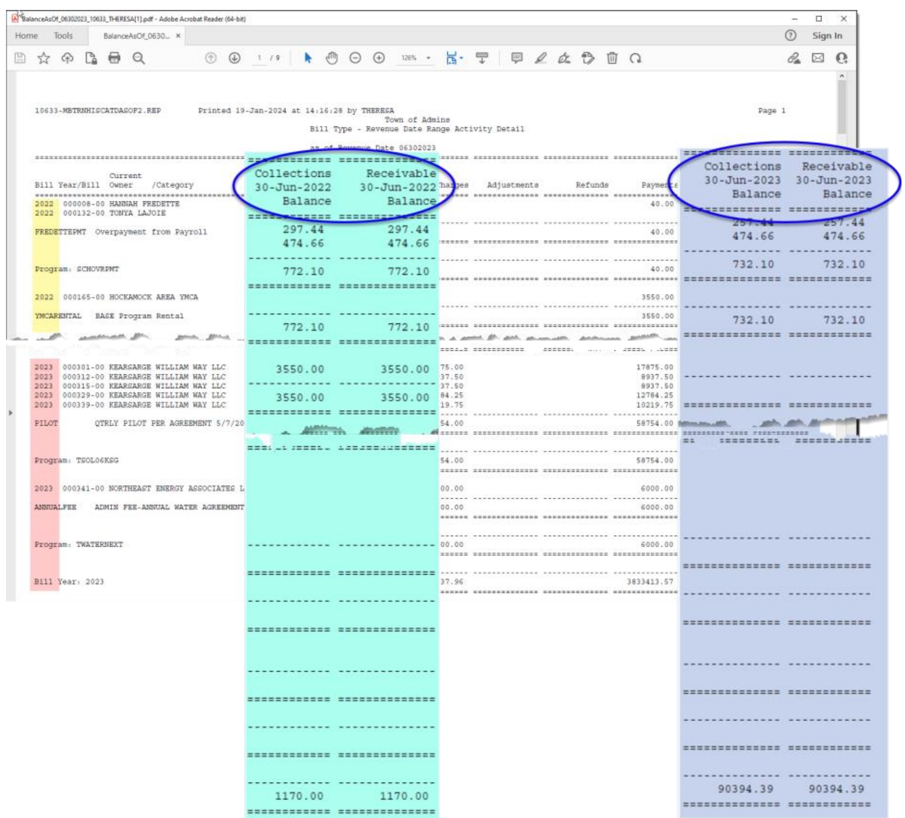
For the finance director, they want to know e.g., the 06/30/2022 balance, activity 06/30/2023 balance as an example.

The columns highlighted in green show the Collections and Receivable balances as of the "Prior as of Revenue Date".

The two blue columns show the Collections and Receivable balances "As of Revenue Dates".

As shown at the right, the 2022 Bill Year are shown in yellow and the 2023 Bill Year Transactions are shown in pink.

Notice that the first two records comprise the total of $772.10; that total matches the total from the same service type in the summary report above.



[ADM-AUC-MB-187]

6 Customer Aged Receivable Reports

The Aged Receivable Reports are available by Payment Date and by Revenue Date. The aging break column headers were enhanced to clarify how the columns are used.

6.1 Columns on Aged Receivable Reports #10685 & # 10688

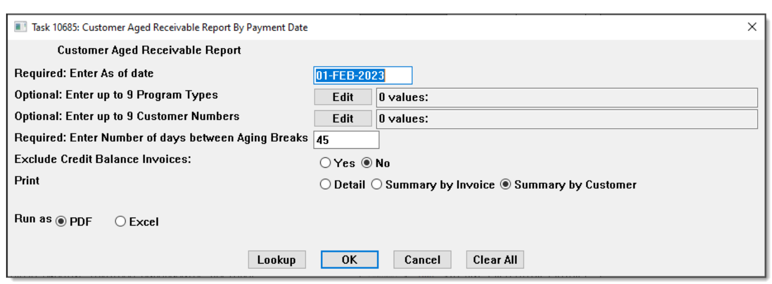
This table describes the report columns.

Column Header	Description
Customer #	The customer number for this invoice
Year	The bill year
Invoice #	The invoice number: invoices can have a single line or multiple lines
Program	The Program for which the invoice was billed
Description	Description for the line of the invoice (only shown on the detail report)
Aging Under 31 Days, etc.,	Amounts that are less than 31 days past the due date; subsequent columns show amounts based on the specified aging break (these vary depending on the selection made when the report is run.)
Aging 31 to 60 Days	The column header used to be
Aging 61 to 90 Days	
Aging Over 90 Days	
Total	The total for the selected row; and a total for each customer. The Grand total is at the bottom.
Selection Legend	The selection legend shows the "As of" dates, Aging Breaks, Credit Balance Yes/No, and the Print selection

[ADM-AUC-MB-187]

6.2 # 10685 Customer Aged Receivable Report by Payment Date

Customers will see this prompt:

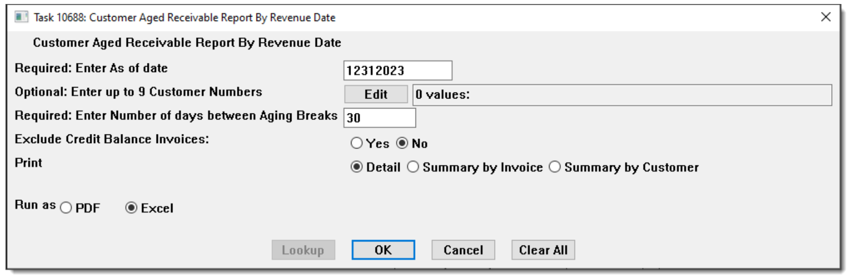


6.3 # 10688 Customer Aged Receivables by Revenue Date [Enhancement]

Fill in the **"As of"** date; optionally enter up to nine customer numbers and enter the required number of days between aging breaks.

Print:

- ⦿ **Detail,**
- ⦿ **Summary by Invoice**, *or*
- ⦿ **Summary by Customer**



Choose ⦿ **Yes** to exclude Credit Balance invoices; choose ⦿ **No** to include Credit Balance Invoices. Select the format for the report – either **PDF®** or **Excel®**.

A sample run as **Excel®** is shown.

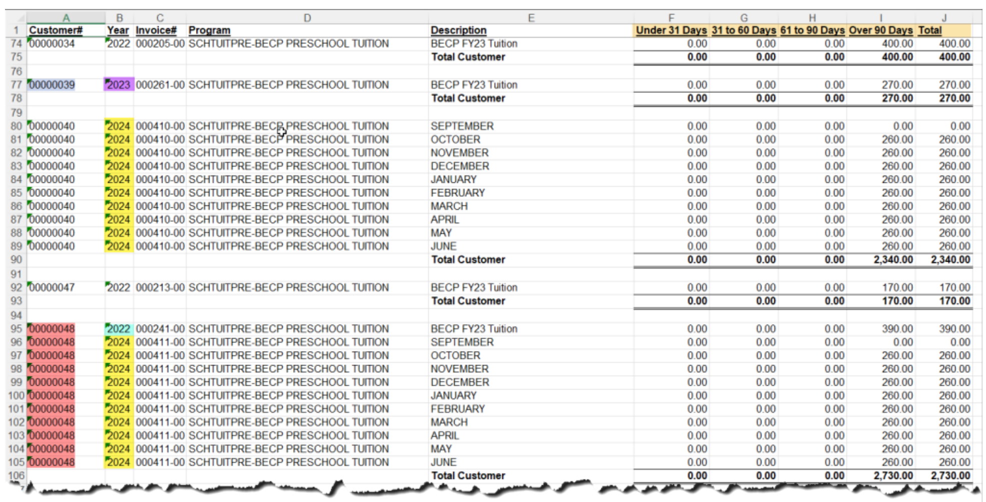
Notice the headings that show the aging breaks, and that each customer is shown because the ⦿ **Detail** radio button was selected.

A list of open invoices for all customers is provided by year, and by invoice, with a total for each customer.

In the report, the Years are each highlighted in a different color. For Customer #0000039, there is a single invoice for 2023.

For Customer #0000048, there are invoices for bill years 2022 and 2024.

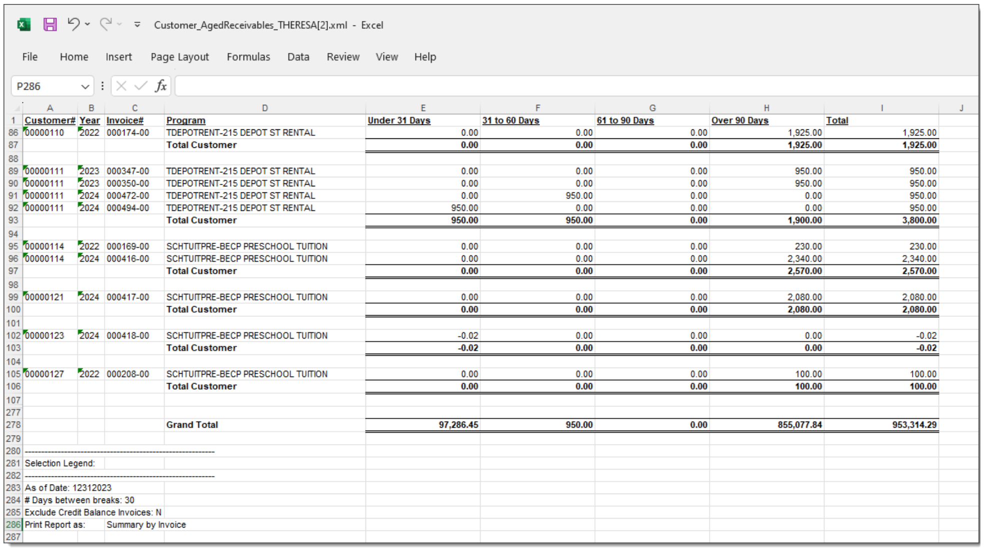
The Selection Legend on the last page at the bottom of the report shows the selections when the report was run.



	A	B	C	D	E	F	G	H	I	J
1	Customer#	Year	Invoice#	Program	Description	Under 31 Days	31 to 60 Days	61 to 90 Days	Over 90 Days	Total
74	00000034	2022	000205-00	SCHTUITPRE-BECP PRESCHOOL TUITION	BECP FY23 Tuition	0.00	0.00	0.00	400.00	400.00
75					**Total Customer**	**0.00**	**0.00**	**0.00**	**400.00**	**400.00**
76										
77	00000039	2023	000261-00	SCHTUITPRE-BECP PRESCHOOL TUITION	BECP FY23 Tuition	0.00	0.00	0.00	270.00	270.00
78					**Total Customer**	**0.00**	**0.00**	**0.00**	**270.00**	**270.00**
79										
80	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	SEPTEMBER	0.00	0.00	0.00	0.00	0.00
81	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	OCTOBER	0.00	0.00	0.00	260.00	260.00
82	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	NOVEMBER	0.00	0.00	0.00	260.00	260.00
83	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	DECEMBER	0.00	0.00	0.00	260.00	260.00
84	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	JANUARY	0.00	0.00	0.00	260.00	260.00
85	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	FEBRUARY	0.00	0.00	0.00	260.00	260.00
86	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	MARCH	0.00	0.00	0.00	260.00	260.00
87	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	APRIL	0.00	0.00	0.00	260.00	260.00
88	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	MAY	0.00	0.00	0.00	260.00	260.00
89	00000040	2024	000410-00	SCHTUITPRE-BECP PRESCHOOL TUITION	JUNE	0.00	0.00	0.00	260.00	260.00
90					**Total Customer**	**0.00**	**0.00**	**0.00**	**2,340.00**	**2,340.00**
91										
92	00000047	2022	000213-00	SCHTUITPRE-BECP PRESCHOOL TUITION	BECP FY23 Tuition	0.00	0.00	0.00	170.00	170.00
93					**Total Customer**	**0.00**	**0.00**	**0.00**	**170.00**	**170.00**
94										
95	00000048	2022	000241-00	SCHTUITPRE-BECP PRESCHOOL TUITION	BECP FY23 Tuition	0.00	0.00	0.00	390.00	390.00
96	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	SEPTEMBER	0.00	0.00	0.00	0.00	0.00
97	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	OCTOBER	0.00	0.00	0.00	260.00	260.00
98	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	NOVEMBER	0.00	0.00	0.00	260.00	260.00
99	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	DECEMBER	0.00	0.00	0.00	260.00	260.00
100	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	JANUARY	0.00	0.00	0.00	260.00	260.00
101	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	FEBRUARY	0.00	0.00	0.00	260.00	260.00
102	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	MARCH	0.00	0.00	0.00	260.00	260.00
103	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	APRIL	0.00	0.00	0.00	260.00	260.00
104	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	MAY	0.00	0.00	0.00	260.00	260.00
105	00000048	2024	000411-00	SCHTUITPRE-BECP PRESCHOOL TUITION	JUNE	0.00	0.00	0.00	260.00	260.00
106					**Total Customer**	**0.00**	**0.00**	**0.00**	**2,730.00**	**2,730.00**

This is the same report using the ⦿ **Summary by Invoice** selection.

The **Description** column is not on this ⦿ **Summary by Invoice** report, as that column is the line description, and all invoice lines are summarized.



Customer_AgedReceivables_THERESA[2].xml - Excel

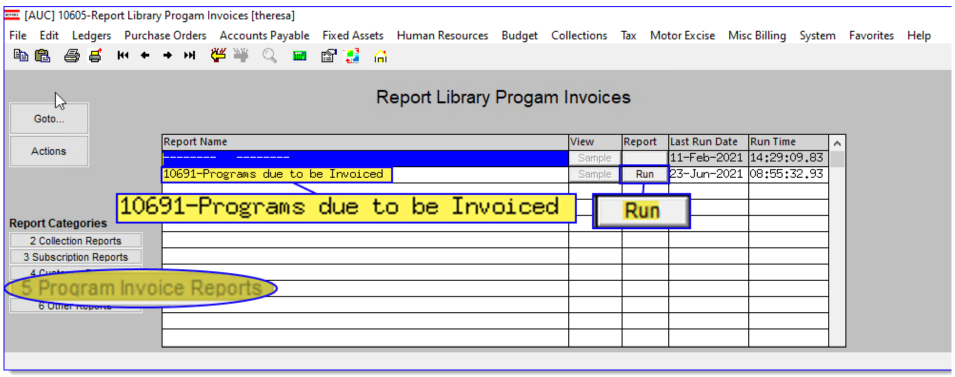
	Customer#	Year	Invoice#	Program	Under 31 Days	31 to 60 Days	61 to 90 Days	Over 90 Days	Total
86	00000110	2022	000174-00	TDEPOTRENT-215 DEPOT ST RENTAL	0.00	0.00	0.00	1,925.00	1,925.00
87				**Total Customer**	**0.00**	**0.00**	**0.00**	**1,925.00**	**1,925.00**
88									
89	00000111	2023	000347-00	TDEPOTRENT-215 DEPOT ST RENTAL	0.00	0.00	0.00	950.00	950.00
90	00000111	2023	000350-00	TDEPOTRENT-215 DEPOT ST RENTAL	0.00	0.00	0.00	950.00	950.00
91	00000111	2024	000472-00	TDEPOTRENT-215 DEPOT ST RENTAL	0.00	950.00	0.00	0.00	950.00
92	00000111	2024	000494-00	TDEPOTRENT-215 DEPOT ST RENTAL	950.00	0.00	0.00	0.00	950.00
93				**Total Customer**	**950.00**	**950.00**	**0.00**	**1,900.00**	**3,800.00**
94									
95	00000114	2022	000169-00	SCHTUITPRE-BECP PRESCHOOL TUITION	0.00	0.00	0.00	230.00	230.00
96	00000114	2024	000416-00	SCHTUITPRE-BECP PRESCHOOL TUITION	0.00	0.00	0.00	2,340.00	2,340.00
97				**Total Customer**	**0.00**	**0.00**	**0.00**	**2,570.00**	**2,570.00**
98									
99	00000121	2024	000417-00	SCHTUITPRE-BECP PRESCHOOL TUITION	0.00	0.00	0.00	2,080.00	2,080.00
100				**Total Customer**	**0.00**	**0.00**	**0.00**	**2,080.00**	**2,080.00**
101									
102	00000123	2024	000418-00	SCHTUITPRE-BECP PRESCHOOL TUITION	-0.02	0.00	0.00	0.00	-0.02
103				**Total Customer**	**-0.02**	**0.00**	**0.00**	**0.00**	**-0.02**
104									
105	00000127	2022	000208-00	SCHTUITPRE-BECP PRESCHOOL TUITION	0.00	0.00	0.00	100.00	100.00
106				**Total Customer**	**0.00**	**0.00**	**0.00**	**100.00**	**100.00**
107									
277									
278				**Grand Total**	**97,286.45**	**950.00**	**0.00**	**855,077.84**	**953,314.29**

Selection Legend:
As of Date: 12312023
Days between breaks: 30
Exclude Credit Balance Invoices: N
Print Report as: Summary by Invoice

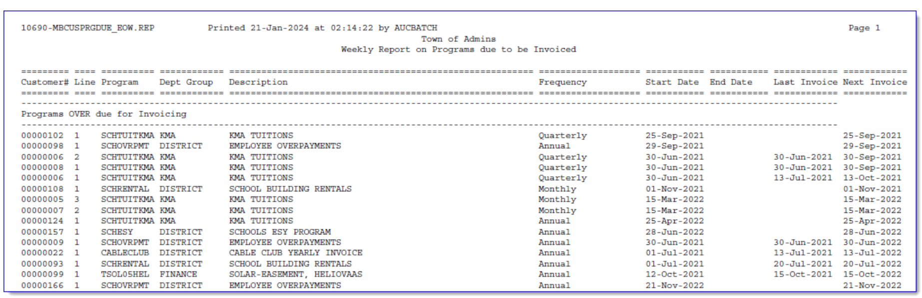
6.4 # 10691 Programs Due to Be Invoiced [Enhancement]

ADMINS enhanced this report of Programs Due to be Invoiced. Sites have many users responsible for invoicing their assorted Programs.

Now the report is sorted by Program & Frequency to make it easier to review and see the Programs for which the user is responsible.



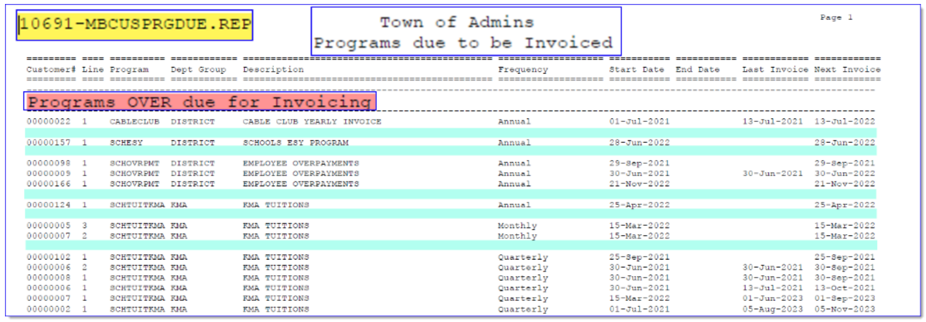
Before – The list did not have the sorting and breaks on Program and Frequency; instead, it was sorted by Customer #.



```
10690-MBCUSPRGDUE_EOW.REP         Printed 21-Jan-2024 at 02:14:22 by AUCBATCH                              Page 1
                                                          Town of Admins
                                                 Weekly Report on Programs due to be Invoiced

Customer# Line Program    Dept Group  Description                        Frequency   Start Date  End Date  Last Invoice Next Invoice

Programs OVER due for Invoicing

00000102  1    SCHTUITKMA KMA         KMA TUITIONS                       Quarterly   25-Sep-2021                        25-Sep-2021
00000098  1    SCHOVRPMT  DISTRICT    EMPLOYEE OVERPAYMENTS              Annual      29-Sep-2021                        29-Sep-2021
00000006  2    SCHTUITKMA KMA         KMA TUITIONS                       Quarterly   30-Jun-2021           30-Jun-2021  30-Sep-2021
00000008  1    SCHTUITKMA KMA         KMA TUITIONS                       Quarterly   30-Jun-2021           30-Jun-2021  30-Sep-2021
00000006  1    SCHTUITKMA KMA         KMA TUITIONS                       Quarterly   30-Jun-2021           13-Jul-2021  13-Oct-2021
00000108  1    SCHRENTAL  DISTRICT    SCHOOL BUILDING RENTALS            Monthly     01-Nov-2021                        01-Nov-2021
00000005  3    SCHTUITKMA KMA         KMA TUITIONS                       Monthly     15-Mar-2022                        15-Mar-2022
00000007  2    SCHTUITKMA KMA         KMA TUITIONS                       Monthly     15-Mar-2022                        15-Mar-2022
00000124  1    SCHTUITKMA KMA         KMA TUITIONS                       Annual      25-Apr-2022                        25-Apr-2022
00000157  1    SCHESY     DISTRICT    SCHOOLS ESY PROGRAM                Annual      28-Jun-2022                        28-Jun-2022
00000009  1    SCHOVRPMT  DISTRICT    EMPLOYEE OVERPAYMENTS              Annual      30-Jun-2021           30-Jun-2021  30-Jun-2022
00000022  1    CABLECLUB  DISTRICT    CABLE CLUB YEARLY INVOICE          Annual      01-Jul-2021           13-Jul-2021  13-Jul-2022
00000093  1    SCHRENTAL  DISTRICT    SCHOOL BUILDING RENTALS            Annual      01-Jul-2021           20-Jul-2021  20-Jul-2022
00000099  1    TSOL05HEL  FINANCE     SOLAR-EASEMENT, HELIOVAAS          Annual      12-Oct-2021           15-Oct-2021  15-Oct-2022
00000166  1    SCHOVRPMT  DISTRICT    EMPLOYEE OVERPAYMENTS              Annual      21-Nov-2022                        21-Nov-2022
```

Within the groupings of *Overdue*, *Due in next 7 days*, and *Due in next 14 days* it sorts by **Program**, **Frequency**, and then **Next Invoice (Date)**.

After – The breaks between Programs and Frequency are highlighted in green in the image for illustration only – there is no highlighting on the report.



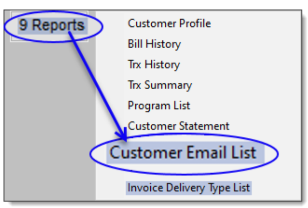
[ADM-AUC-MB-196]

7 Customer Reports [Enhancement]

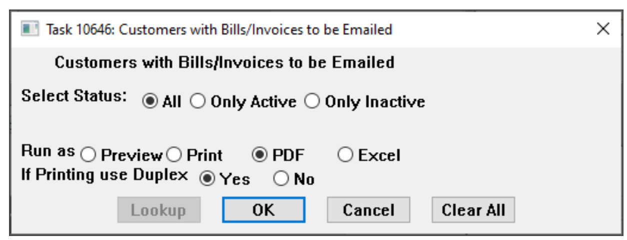
ADMINS enhanced the Customer Email List to only show customers with an email address set and added a new Customer Bill Delivery report. To run these reports from the Customer Maintenance Screen, from the menu select:

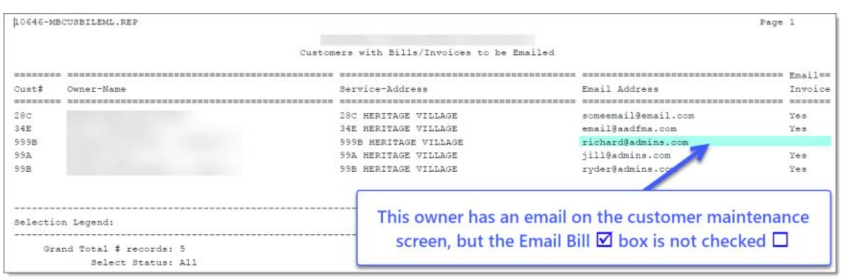
Misc Billing ▸ Maintenance ▸ Customer Maintenance

7.1 # 10646 Customers Email List



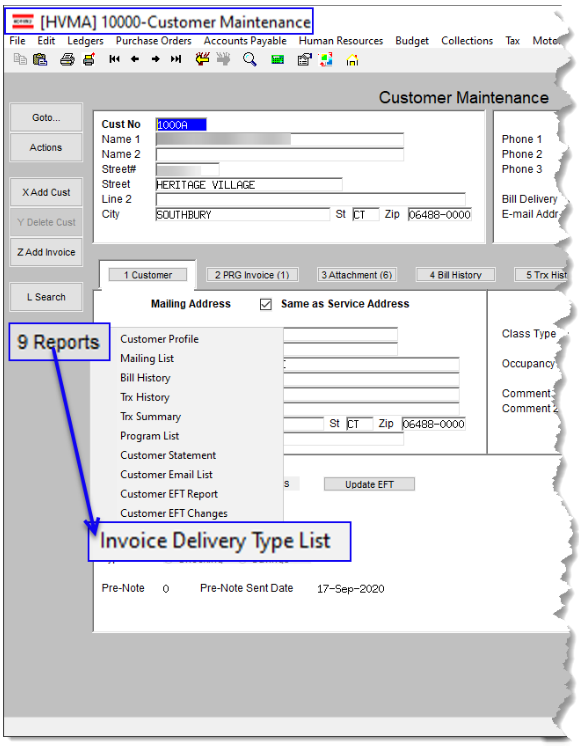
Run this report by selecting **[9 Reports ▸ Customer Email List]**.



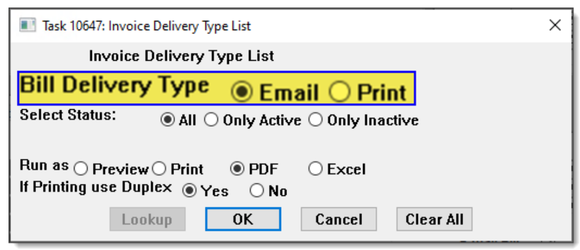


This report lists all customers with an email address on their maintenance screen. The ones with the Email Invoice box checked will have a "Yes" in the Email Invoice column.

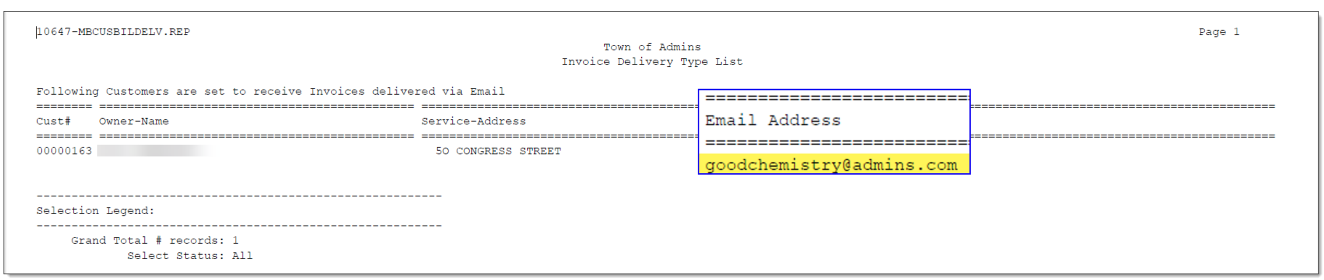
7.2 # 10647 Invoice Delivery Type List



Select the **Bill Delivery Type** of ⦿ **Email** or ⦿ **Print** depending on what was showing on the Special Invoice Register.



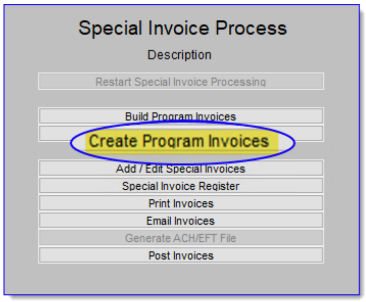
Any customer who is set to receive an invoice via email will be listed in the report.

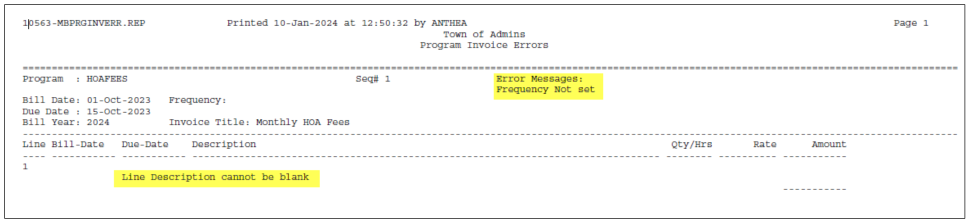


8 Special Invoice Process [Enhancements]

The Special Invoice process generates several reports, some of which were enhanced. In addition, there are new fields on the Form Setup Table to help with directing questions to the appropriate party when an invoice is received, and a payer has questions.

8.1 Program Invoice Errors [Enhancement]



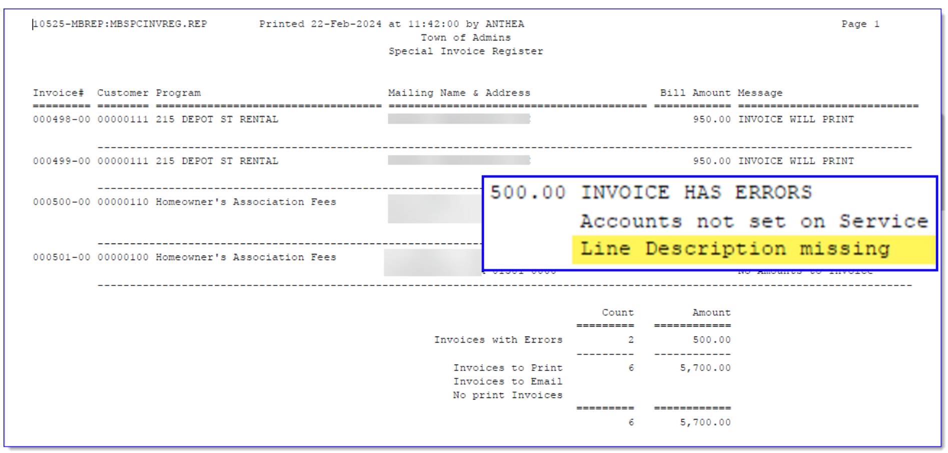


The Create Program Invoices process checks that the bill date, frequency, invoice title, bill form, and line description fields have values and displays an error report if any are missing. In the image above, the Line Description is blank, and the report lists it as an error when the Program Invoices are created. Return to the **Build Program Invoices** screen, and fill in the required fields.

[ADM-AUC-MB-192]

8.2 Special Invoice Register [Enhancement]

The process now includes checking created invoices to ensure all required fields have been set.



Invoices with missing values will be identified on the report.

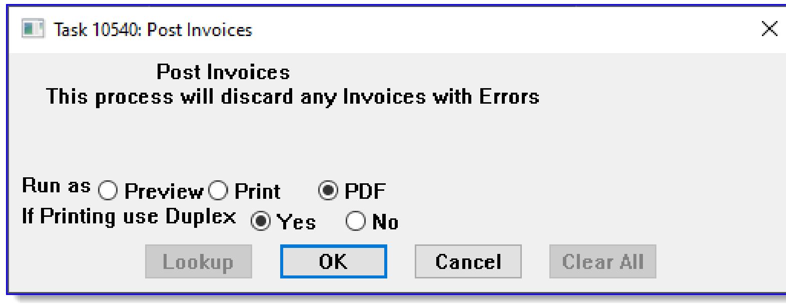
This happens if the description on the service type table is blank, and no values are entered for the description on the special invoice entry screen.

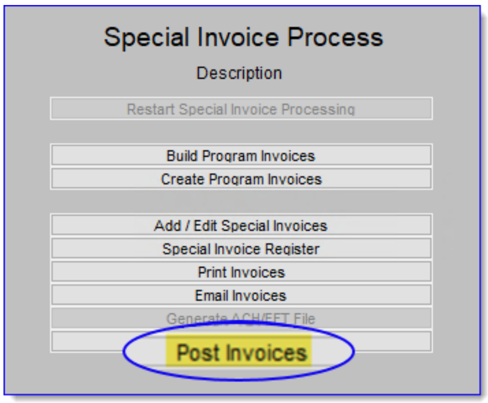
The highlighted text above for invoice #000500-00 shows the message indicating that the Line Description is missing.

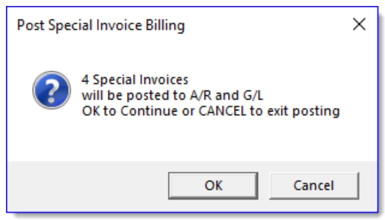
[ADM-AUC-MB-192]

8.3 Special Invoice Posting Report [Enhancement]

ADMINS changed the special invoice posting report to summarize by date and then by account. This was installed on affected sites in December of 2023 and is mentioned here to document the change.





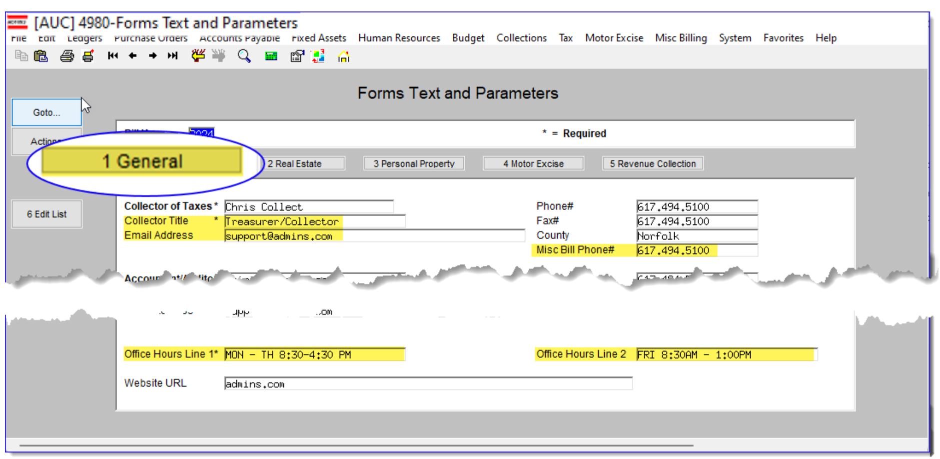


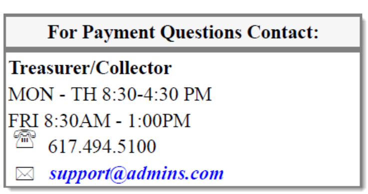
[ADM-AUC-MB-188]

8.4 Special Invoice Appearance [Enhancement]

ADMINS now gives sites more flexibility with the information printed on the form.

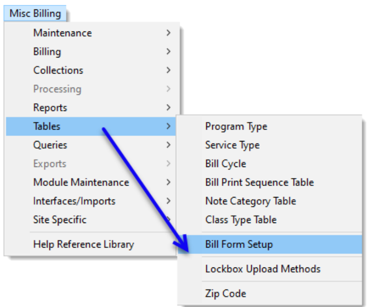
Before – the information came from the General tab of the Forms Text and Parameters Table in the Collections module and looked like the image below:

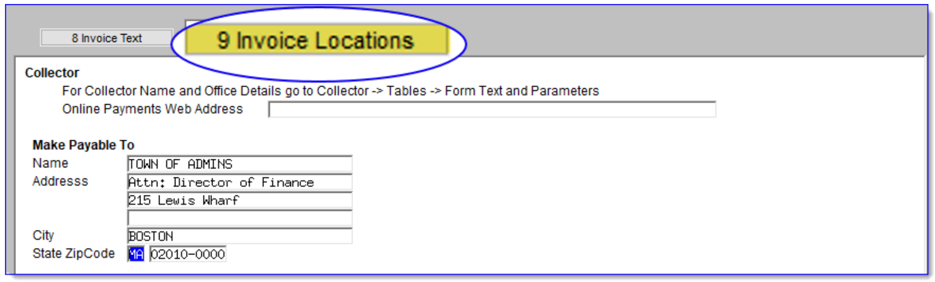




Sites can have multiple staff responsible for invoicing their assorted Programs. Now Job Title, Telephone#, Email address, and Office Hours can be customized for each Bill Form using the new fields on the Miscellaneous Billing ▸ Bill Form Setup table. To access the new fields, from the menu, select:

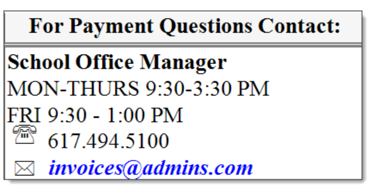
Misc Billing ▸ Tables▸ Bill Form Setup ▸ [9 Invoice Locations]



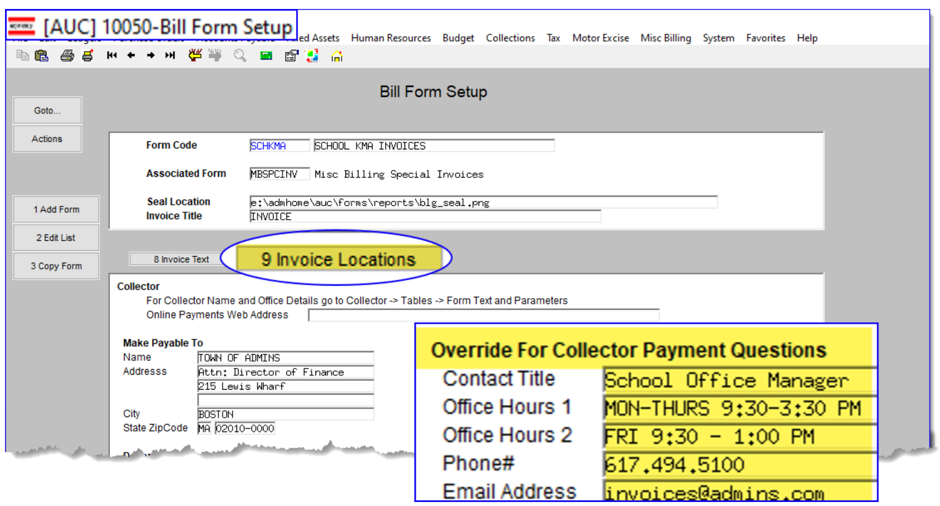


Before – there were no fields to override the information entered on the collections table.

The new fields will be used instead of the fields from the Collections ▸ Forms Text and Parameters Table.


For Payment Questions Contact:
School Office Manager
MON-THURS 9:30-3:30 PM
FRI 9:30 - 1:00 PM
617.494.5100
invoices@admins.com

If these fields are not filled in for a Bill Form, the information from the Collections ▸ Forms Text & Parameters Table will be used.



After – these new fields (if populated) will be used on the forms.

[ADM-AUC-MB-197]

9 Refunds Process [Fix]

ADMINS fixed the Override refund process to allow partial refunds of payments. For instructions, see the MB–260 Refunds Document, section **4.3.1 Add Override Refund**, in the Help Reference Library.

[ADM-AUC-MB-193]

10 Site Specific Heritage Village Master Association (HVMA)

The following are changes made to the MB module to Exclude Pre-Pay Invoices for the HVMA site; all other sites can safely disregard this section.

10.1 What is Pre-Pay?

What is Pre-Pay? HVMA uses Pre-Pay for the convenience of their customers. If a customer has fees coming due each month, but will be away for a while, they sometimes pre-pay in anticipation of the fees that will be charged while they are away.

10.1.1 # 10684 Customers with Credits and Outstanding Balances

Customers can have multiple invoices, and some invoices for a customer may have a ***credit*** balance, while others have an ***outstanding*** balance. To identify these situations, run this report.

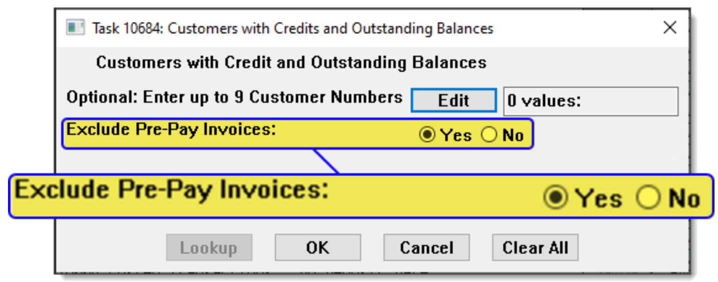
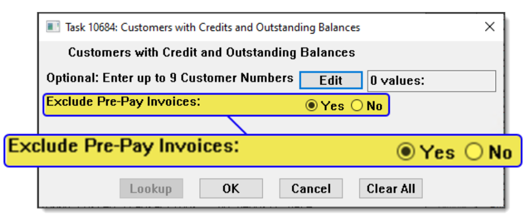
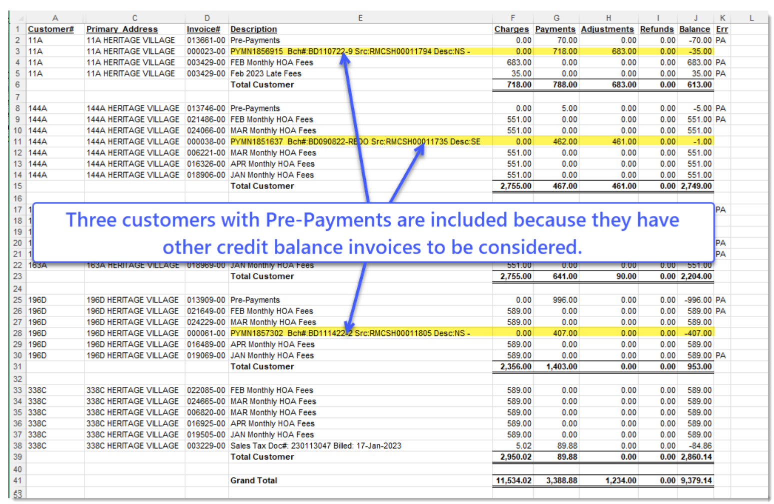


Figure 3 Prompt for Report # 10684

Why ***exclude*** Pre-Pay? To identify customers with outstanding invoices that have credits from other invoices. Pre-Pay is "special" because there is only one Pre-Pay "invoice" per customer.

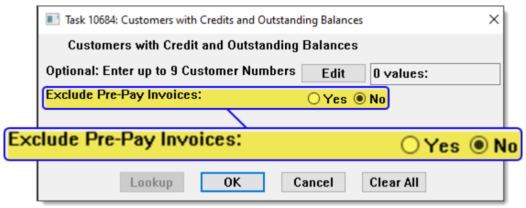


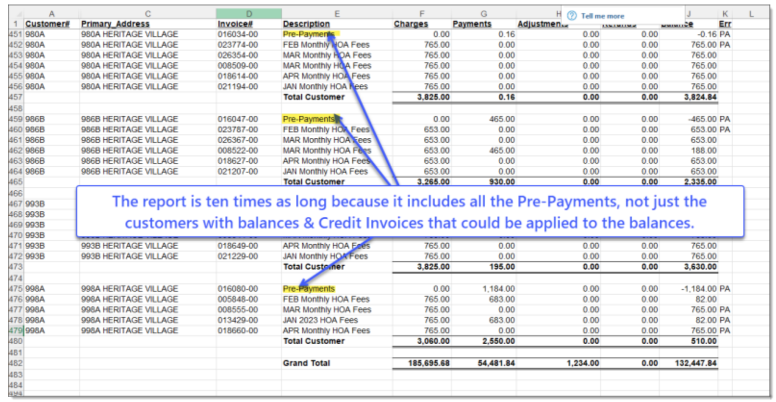


	A	C	D	E	F	G	H	I	J	K
1	Customer#	Primary Address	Invoice#	Description	Charges	Payments	Adjustments	Refunds	Balance	Err
2	11A	11A HERITAGE VILLAGE	013661-00	Pre-Payments	0.00	70.00	0.00	0.00	-70.00	PA
3	11A	11A HERITAGE VILLAGE	000023-00	PYMN1856915 Bch#:BD110722-9 Src:RMCSH00011794 Desc:NS -	0.00	718.00	683.00	0.00	-35.00	
4	11A	11A HERITAGE VILLAGE	003429-00	FEB Monthly HOA Fees	683.00	0.00	0.00	0.00	683.00	PA
5	11A	11A HERITAGE VILLAGE	003429-00	Feb 2023 Late Fees	35.00	0.00	0.00	0.00	35.00	PA
6				Total Customer	718.00	788.00	683.00	0.00	613.00	
7										
8	144A	144A HERITAGE VILLAGE	013746-00	Pre-Payments	0.00	5.00	0.00	0.00	-5.00	PA
9	144A	144A HERITAGE VILLAGE	021486-00	FEB Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	PA
10	144A	144A HERITAGE VILLAGE	024066-00	MAR Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	
11	144A	144A HERITAGE VILLAGE	000038-00	PYMN1851637 Bch#:BD090822-REDO Src:RMCSH00011735 Desc:SE	0.00	462.00	461.00	0.00	-1.00	
12	144A	144A HERITAGE VILLAGE	006221-00	MAR Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	
13	144A	144A HERITAGE VILLAGE	016326-00	APR Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	
14	144A	144A HERITAGE VILLAGE	018906-00	JAN Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	
15				Total Customer	2,755.00	467.00	461.00	0.00	2,749.00	
16										
17	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	PA
18	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
19	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
20	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	PA
21	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	PA
22	163A	163A HERITAGE VILLAGE	018969-00	JAN Monthly HOA Fees	551.00	0.00	0.00	0.00	551.00	
23				Total Customer	2,755.00	641.00	90.00	0.00	2,204.00	
24										
25	196D	196D HERITAGE VILLAGE	013909-00	Pre-Payments	0.00	996.00	0.00	0.00	-996.00	PA
26	196D	196D HERITAGE VILLAGE	021649-00	FEB Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	PA
27	196D	196D HERITAGE VILLAGE	024229-00	MAR Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
28	196D	196D HERITAGE VILLAGE	000061-00	PYMN1857302 Bch#:BD111422-2 Src:RMCSH00011805 Desc:NS -	0.00	407.00	0.00	0.00	-407.00	
29	196D	196D HERITAGE VILLAGE	016489-00	APR Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
30	196D	196D HERITAGE VILLAGE	019069-00	JAN Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	PA
31				Total Customer	2,356.00	1,403.00	0.00	0.00	953.00	
32										
33	338C	338C HERITAGE VILLAGE	022085-00	FEB Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
34	338C	338C HERITAGE VILLAGE	024665-00	MAR Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
35	338C	338C HERITAGE VILLAGE	006820-00	MAR Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
36	338C	338C HERITAGE VILLAGE	016925-00	APR Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
37	338C	338C HERITAGE VILLAGE	019505-00	JAN Monthly HOA Fees	589.00	0.00	0.00	0.00	589.00	
38	338C	338C HERITAGE VILLAGE	003229-00	Sales Tax Doc#: 230113047 Billed: 17-Jan-2023	5.02	89.88	0.00	0.00	-84.86	
39				Total Customer	2,950.02	89.88	0.00	0.00	2,860.14	
40										
41				Grand Total	11,534.02	3,388.88	1,234.00	0.00	9,379.14	

This report uses only 41 lines on the Excel spreadsheet.

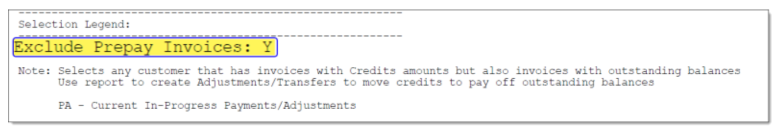
If Pre-Pay invoices are included, the report will be much longer, and it may be difficult to focus on customers with the credit balances available to move to Pre-Pay or pay off outstanding balances.





This report uses 480 lines on the Excel spreadsheet!

The legend at the bottom of the report will show if the Prepay Invoices were excluded (Y).


Selection Legend:
Exclude Prepay Invoices: Y
Note: Selects any customer that has invoices with Credits amounts but also invoices with outstanding balances
Use report to create Adjustments/Transfers to move credits to pay off outstanding balances
PA - Current In-Progress Payments/Adjustments

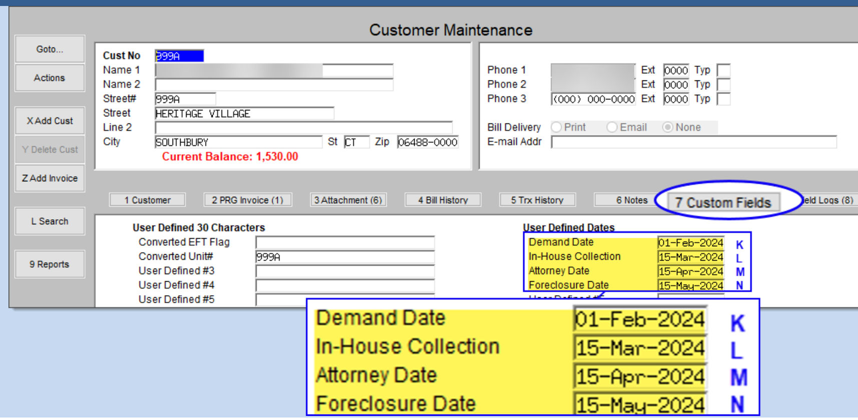
[ADM-AUC-MB-202]

10.2 Columns on Aged Receivable Reports #10685 & # 10688

This table describes the report columns. The Column Headers shown in *italics* only appear on the Excel version of the reports.

Column Header	Description
Customer #	The customer number for this invoice
Year	The bill year
Invoice #	The invoice number: invoices can have a single line or multiple lines
Program	The Program for which the invoice was billed
Description	Description for the line of the invoice (only shown on the detail report)
Under 31 Days, etc.,	Amounts that are less than 31 days past the due date; subsequent columns show amounts based on the specified aging break (these vary depending on the selection made when the report is run.)
Total	The total for the selected row; and a total for each customer. The Grand total is at the bottom.
Selection Legend	The selection legend shows the “As of” dates, Aging Breaks, Credit Balance Yes/No, and the Print selection

<table>
<tr><th>Column Header</th><th>Description</th></tr>
<tr><td>There are four site specific dates in the rightmost columns.

These columns come from the Custom Date Fields on the Customer Maintenance screen and are maintained by the customer.</td><td>
</td></tr>
<tr><td>Demand Date</td><td>This is the date the demand was sent</td></tr>
<tr><td>In-House Collection Date</td><td>The date the property was moved to In-House Collection</td></tr>
<tr><td>Attorney Date</td><td>The date the property was moved to an Attorney</td></tr>
<tr><td>Foreclosure Date</td><td>The date the property was foreclosed</td></tr>
</table>

[ADM-AUC-MB-187]

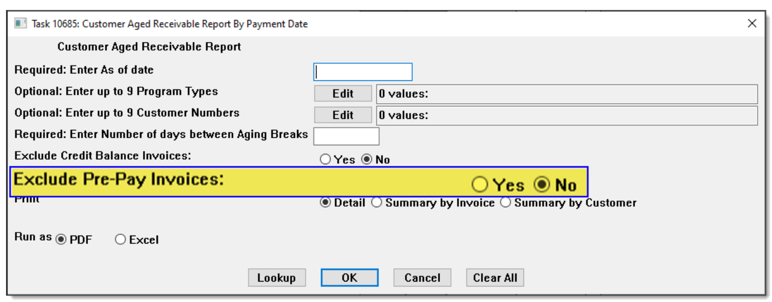
10.2.1 # 10685 Customer Aged Receivable Report by Payment Date

There is a new option on the prompt to Exclude Pre-Pay Invoices.

Added an **Exclude Pre-Pay Invoices** ⦿ Yes/No radio button to the prompt.

If ⦿ **Yes** is selected, it will not report on any invoice that is part of the **PREPAY** program.

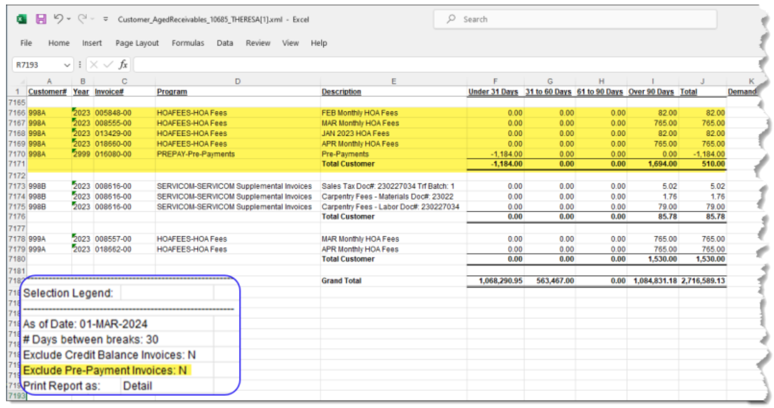
If ⦿ **No** is selected, it will ***include invoices*** that are part of the **PREPAY** program.



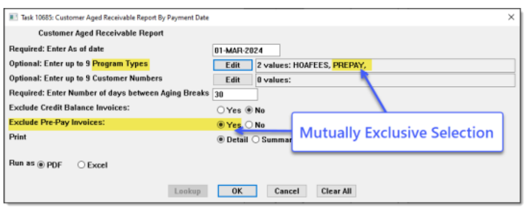
[ADM-AUC-MB-200]

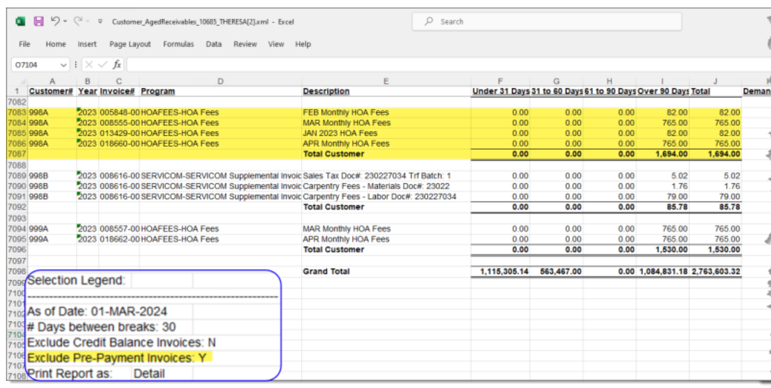
Always set the **Exclude Pre-Pay** radio button to ⦿ **No** *(this will include prepay)* if just reporting on HOAFEES.

This report could be run at any time and if the pre-payments have not yet been applied to a new monthly billing the balances may be misleading.



If the prepay program is selected as a Program Type, and the exclude prepay is set to ⦿ **Yes**, the report will not include the Pre-Pay invoices, and the balances will be distorted.





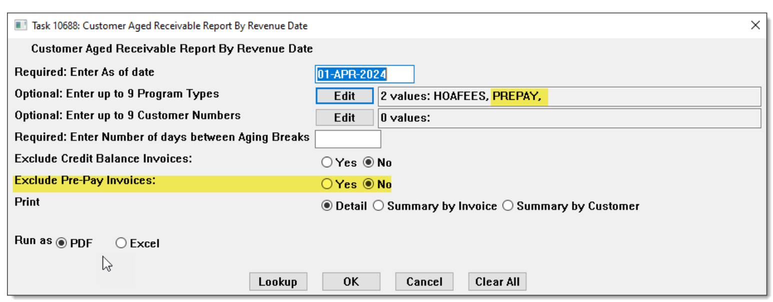
[ADM-AUC-MB-205]

10.2.2# 10685 Customer Aged Receivable Report by Revenue Date

ADMINS added an **"Exclude Pre-Pay Invoices"** ⦿ Yes / ⦿No radio button to the prompt for selected sites.

If ⦿ **Yes** is selected, it will not report on any invoice that is part of the Pre-Pay program.

See section **Error! Reference source not found.** for more instructions on using this prompt.



Use either report when Fannie Mae requests a list of Unit owners that are behind on their HOA fees. Including HOAFEES and PREPAY programs provides a realistic view of unit owners that have outstanding balances.

[ADM-AUC-MB-200]

11 Help Reference Library & ADMINS Website

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

11.1 New & Updated Documentation in the Help Reference Library

Queries	MB–120 Customer Inquiry	[Updated]
Maintenance	MB–410 Customer Maintenance	[Updated]
Site Specific	MB–610 HVMA Monthly Miscellaneous Billing Reconciliation	[New]
	MB–650 HVMA HOA Billing	[New]
	MB–670 HVMA Apply Pre-Payments to Outstanding Invoices	[New]

11.2 New Content on ADMINS.com

Adjust Payments & Charges in Revenue Collections (youtube.com) [New]