



Heritage Village Masters Association (HVMA) Home Owners Association (HOA) Late Fee Processing. The HVMA HOA late fee process will select bills for **any** bill year for a Program and apply the late fee to the bills.

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1 Run Report of Customer Outstanding Balances

To get current balances to verify amounts before applying late fees, run the “#10683 Customer Outstanding Balances”.

Misc Billing ▶ Reports ▶ Report Library ▶ Collection Reports

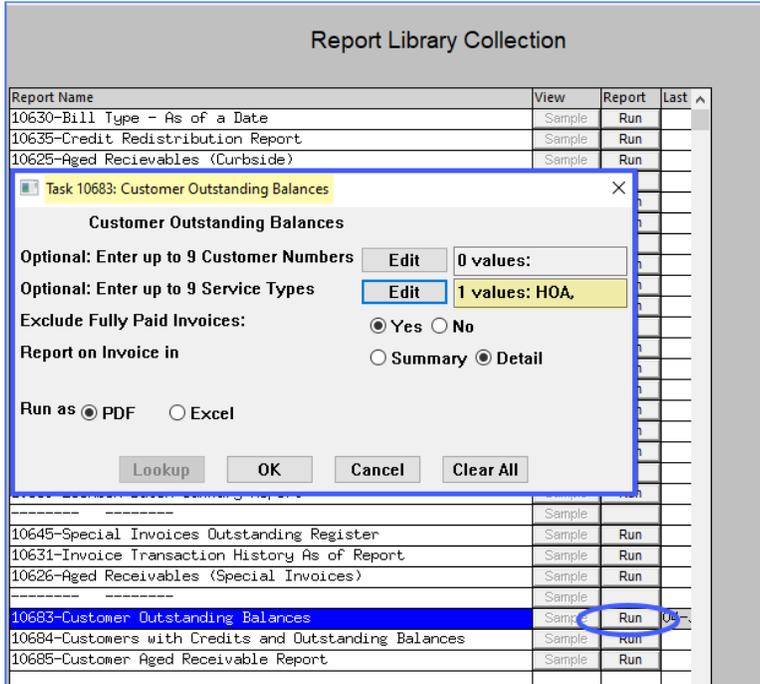


Figure 1 Running the #10683 Customer Outstanding Balances report for HOA fees

Click the Edit button adjacent to service types and type in HOA or select it from the [Lookup]. Select either PDF® or Excel® and then click .

Invoice#	Description	Charges	Payments	Adjustments	Refunds	Balance	WIP-Charges	WIP-Payments	WIP-Adjust	WIP-Refund	WIP-Balance
Customer#: 1004B 1004B Primary Address: 1004B HERITAGE VILLAGE											
002590-00	DEC HOA Fees	765.00				765.00					765.00
Total Customer 1004B		765.00				765.00					765.00
Customer#: 1015A 1015A Primary Address: 1015A HERITAGE VILLAGE											
002613-00	DEC HOA Fees	683.00				683.00					683.00
Total Customer 1015A		683.00				683.00					683.00
Customer#: 1015B 1015B Primary Address: 1015B HERITAGE VILLAGE											
000005-00	INV00256890	Bch# :DEC INV 21 Src:SLSTEO	665.00	665.00							
000005-00	INV00267210	Bch# :APR INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00272370	Bch# :MAY INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00274950	Bch# :JUN INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00277530	Bch# :JUL INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00280110	Bch# :AUG INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00282690	Bch# :SEP INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00285270	Bch# :OCT INV 22 Src:SLSTEO	665.00	665.00							
000005-00	INV00287850	Bch# :NOV 22 Src:SLSTEO	765.00	765.00							
002614-00	DEC HOA Fees	765.00				765.00					765.00
Total Customer 1015B		6,850.00	6,085.00			765.00					765.00

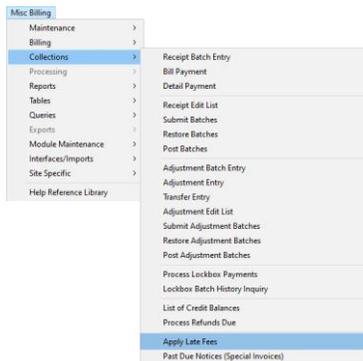
Figure 2 Customer Outstanding Balances run as PDF®



Table 1 The Customer Outstanding Balances Report Explained

Column	Explanation
A Customer#	There is one customer number per unit; there can be multiple Invoices for that customer.
B Customer-Name	Customer unit and name
C Primary-Address	Address for the customer including the unit #
1 Invoice#	Each outstanding invoice is shown by invoice number
2 Description	The type of invoice – if there are outstanding monthly fees, the description will include the month i.e., 002614-00 DEC HOA Fees
3 Charges	The dollar amount billed for each invoice
4 Payments	Any payments made for the invoice
5 Adjustments	Adjustments to the invoice if any
6 Refunds	Refunds for each invoice if any
7 Balance	The current balance
8 WIP-Charges	Any work in process charges
9 WIP-Payments	Any work in process payments
10 WIP-Adjust	Any work in process adjustments
11 WIP-Refund	Any work in process refunds
12 WIP-Balance	The balance, considering any work in process

2 Apply Late Fees to Bills



From the pull-down menu, select:

Misc Billing > Collections > Apply Late Fees

The system displays the convenient steps menu to guide the process.

Apply Late Fees					
	Description	Date	Start	End	Success
1	Select Bills with Outstanding Balances	14-Mar-2024	13:11:19.97	13:11:24.99	<input checked="" type="checkbox"/>
2	Maintain Work File	14-Mar-2024	13:11:55.18	13:11:55.99	<input checked="" type="checkbox"/>
3	Edit List	14-Mar-2024	13:12:08.88	13:12:11.80	<input checked="" type="checkbox"/>
4	Print Statements of Account				<input type="checkbox"/>
5	Apply Late Fees to Bills				<input type="checkbox"/>

Figure 3 Accessing the Apply Late Fees steps menu



2.1 Select Bills with Outstanding Balances

Click [**Select Bills with Outstanding Balances**] to identify all bills with outstanding balances for the selected Program:



- Run this for Program HOAFEES (new Bills).
- Supply the Late Fee code, shown is FINCHG.
- Enter the due date for the late fees.
- Enter a minimum balance to be included

The process will select invoices that have HOA outstanding balance only for the CURRENT MONTH and apply the late fee.

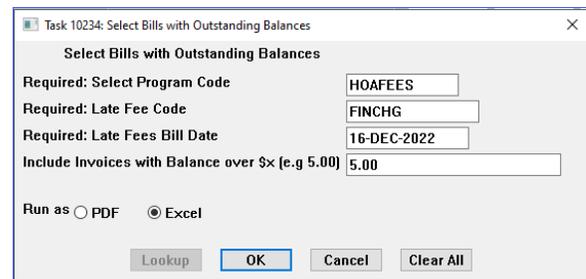


Table 2 How to fill in the prompts when selecting bills with outstanding balances

Prompt	How Used	Values
Program Code	Select the Program for which late fees will be issued	HOAFEES
Late Fee Code	Service Type Code for Late Fees:	FINCHG
Late Fee Bill Date	The process looks at all the outstanding HOA invoices. If the bill date is in the same month as the Late Fee Bill Date entered here and has a balance, then it will apply the late fee. Only the "current" month gets a late fee. Run the late fee process on or just after the 15 th of each month. E.g., on Jan 15 th run this process to find all the Jan HOA fees (bill date in January) and apply a late fee to bills that have an outstanding balance.	MMDDYYYY or select from the lookup
Minimum Balance	Minimum Balance on due on the HOA Fees to apply late fee. E.g., you could opt to not add late fees for balances less than \$5.00.	Specify a dollar amount from .01 up

If any bills meet the criteria, a report will be displayed on the screen of the selected bills:



Program	Description	Year	Bill#	Cust#	Service Address	Mailing Address	Bill Date	Due Date	Balance	Fee	New Balance
HOAFEEES	HOA Monthly Fees	2023	000358-00	180E	180E HERITAGE VILLAGE	ROBERT S. WEBER	12/1/2022	12/15/2022	683.00	35.00	718.00
HOAFEEES	HOA Monthly Fees	2023	000376-00	189B	189B HERITAGE VILLAGE	MAUREEN K. O'BRIEN	12/1/2022	12/15/2022	597.00	35.00	632.00
HOAFEEES	HOA Monthly Fees	2023	000404-00	196D	196D HERITAGE VILLAGE	MICHAEL & RITA POPLARDO	12/1/2022	12/15/2022	589.00	35.00	624.00
HOAFEEES	HOA Monthly Fees	2023	000415-00	19A	19A HERITAGE VILLAGE	RITA A POPLARDO	12/1/2022	12/15/2022	91.00	35.00	126.00
HOAFEEES	HOA Monthly Fees	2023	000423-00	1D	1D HERITAGE VILLAGE	GAIL NIEZELSKI	12/1/2022	12/15/2022	589.00	35.00	624.00
HOAFEEES	HOA Monthly Fees	2023	000428-00	202A	202A HERITAGE VILLAGE	BARBARA SCHUTTS	12/1/2022	12/15/2022	683.00	35.00	718.00
HOAFEEES	HOA Monthly Fees	2023	000437-00	205A	205A HERITAGE VILLAGE	HOWARD ZIK	12/1/2022	12/15/2022	572.00	35.00	607.00
HOAFEEES	HOA Monthly Fees	2023	000473-00	214F	214F HERITAGE VILLAGE	HELEN DRAKE	12/1/2022	12/15/2022	640.00	35.00	675.00
HOAFEEES	HOA Monthly Fees	2023	000517-00	22E	22E HERITAGE VILLAGE	JUDITH WILCOX	12/1/2022	12/15/2022	683.00	35.00	718.00
HOAFEEES	HOA Monthly Fees	2023	000522-00	231C	231C HERITAGE VILLAGE	SCOTT HAMILTON	12/1/2022	12/15/2022	589.00	35.00	624.00
HOAFEEES	HOA Monthly Fees	2023	000532-00	234D	234D HERITAGE VILLAGE	DEBRA MINASI	12/1/2022	12/15/2022	616.00	35.00	651.00
HOAFEEES	HOA Monthly Fees	2023	000535-00	235A	235A HERITAGE VILLAGE	DEBORAH ALTBERG	12/1/2022	12/15/2022	551.00	35.00	586.00
HOAFEEES	HOA Monthly Fees	2023	000538-00	236B	236B HERITAGE VILLAGE	JANICE CONKLIN	12/1/2022	12/15/2022	551.00	35.00	586.00

Figure 4 #10239 Selected Bills to Apply Late Fee Edit List

Table 3 Explanation of the columns on the Late Fee Edit List report

Column Label	Description
Year	The bill year
Bill #	The bill number from the original invoice
Cust #	The Customer number (the unit number of the property being billed)
Service Address	The address of the customer
Mailing Address	The mailing address for the invoice
Balance	Current Balance on the Bill
Fee	Late Fee amount
New Balance	Current balance plus late fee

2.2 Maintain Work File



Click the **[Maintain Work File]** step to review the bills that have been selected and remove any that should not have late fees applied by clicking the checkbox.



Selected Bills to Apply Late Fees

Go to...	1	2	3	4	5						
Actions	1	2	3	4	5	Year	Bill Date	Due Date	Balance	Fee	New Balance
<input checked="" type="checkbox"/>	000358-00	ROBERT S. WEBER	2023	01-Dec-2022	15-Dec-2022	683,00			35,00	718,00	
<input checked="" type="checkbox"/>	000376-00	MAUREEN K. O'BRIEN	2023	01-Dec-2022	15-Dec-2022	597,00			35,00	632,00	
<input checked="" type="checkbox"/>	000404-00	MICHAEL & RITA POPLARDO	2023	01-Dec-2022	15-Dec-2022	589,00			35,00	624,00	
<input type="checkbox"/>	000415-00	RITA A POPLARDO	2023	01-Dec-2022	15-Dec-2022	91,00			35,00	126,00	
<input checked="" type="checkbox"/>	000423-00	GAIL NIEZELSKI	2023	01-Dec-2022	15-Dec-2022	589,00			35,00	624,00	
<input checked="" type="checkbox"/>	000428-00	BARBARA SCHUTTS	2023	01-Dec-2022	15-Dec-2022	683,00			35,00	718,00	
<input checked="" type="checkbox"/>	000437-00	HOWARD ZIK	2023	01-Dec-2022	15-Dec-2022	572,00			35,00	607,00	
<input checked="" type="checkbox"/>	000473-00	HELEN DRAKE	2023	01-Dec-2022	15-Dec-2022	640,00			35,00	675,00	
<input checked="" type="checkbox"/>	000517-00	JUDITH WILCOX	2023	01-Dec-2022	15-Dec-2022	683,00			35,00	718,00	
<input checked="" type="checkbox"/>	000522-00	SCOTT HAMILTON	2023	01-Dec-2022	15-Dec-2022	589,00			35,00	624,00	
<input checked="" type="checkbox"/>	000532-00	DEBRA MINASI	2023	01-Dec-2022	15-Dec-2022	616,00			35,00	651,00	
<input checked="" type="checkbox"/>	000535-00	DEBORAH ALTBURG	2023	01-Dec-2022	15-Dec-2022	551,00			35,00	586,00	
<input checked="" type="checkbox"/>	000538-00	JANICE CONKLIN	2023	01-Dec-2022	15-Dec-2022	551,00			35,00	586,00	
<input checked="" type="checkbox"/>	000540-00	THOMAS H TRUELOVE JR., TRUSTEE	2023	01-Dec-2022	15-Dec-2022	765,00			35,00	800,00	
<input checked="" type="checkbox"/>	000566-00	...	2023	01-Dec-2022	15-Dec-2022	683,00			35,00	718,00	

- 1 "Sel" Check Box– if checked, the Bill will be included to receive a late fee, if unchecked, no late fee will be applied
- 2 Return to the steps menu
- 3 Select ALL Bills to receive late fees
- 4 Deselect ALL bills
- 5 Run a report or "edit list" of selected bills

2.3 Edit List

Apply Late Fees

Description	Date	Start	End	Success
Select Bills with Outstanding Balances	14-Mar-2024	13:11:19,97	13:11:24,99	<input checked="" type="checkbox"/>
Maintain Work File	14-Mar-2024	13:11:55,18	13:11:55,99	<input checked="" type="checkbox"/>
Edit List	14-Mar-2024	13:12:08,88	13:12:11,80	<input checked="" type="checkbox"/>
Print Statements of Account				<input type="checkbox"/>
Apply Late Fees to Bills				<input type="checkbox"/>

Click on the **[Edit List]** step to list all selected bills that will incur the late fee.

Task 10238: Edit List

Edit List

Run as PDF Excel

This step must be completed for the last step to be available.



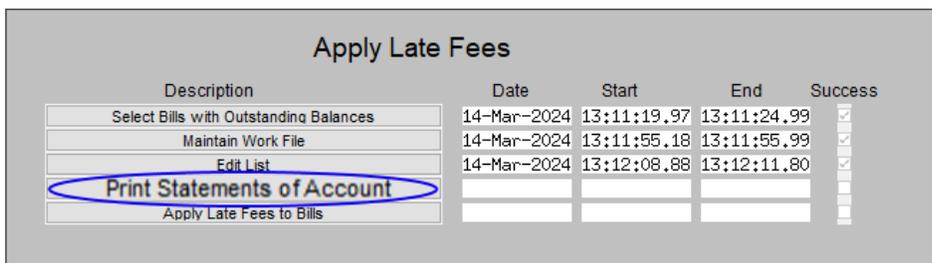
Program	Description	Year	Bill#	Cust#	Service Address	Mailing Address	Bill Date	Due Date	Balance	Fee	New Balance
HOAFEEES	HOA Monthly Fees	2023	000358-00	180E	ERITAGE VILLAGE		12/1/2022	12/15/2022	683.00	35.00	718.00
HOAFEEES	HOA Monthly Fees	2023	000376-00	189B	ERITAGE VILLAGE		12/1/2022	12/15/2022	597.00	35.00	632.00
HOAFEEES	HOA Monthly Fees	2023	000404-00	196D	ERITAGE VILLAGE		12/1/2022	12/15/2022	589.00	35.00	624.00
HOAFEEES	HOA Monthly Fees	2023	000428-00	202A	ERITAGE VILLAGE		12/1/2022	12/15/2022	683.00	35.00	718.00
HOAFEEES	HOA Monthly Fees	2023	000473-00	214F	ERITAGE VILLAGE		12/1/2022	12/15/2022	640.00	35.00	675.00
HOAFEEES	HOA Monthly Fees	2023	000517-00	22E	ERITAGE VILLAGE		12/1/2022	12/15/2022	683.00	35.00	718.00
*** Bill Year									3,875.00	210.00	4,085.00
*** Grand Total *** # Bills								6	3,875.00	210.00	4,085.00
Minimum Balance: 5.00											

Figure 5 Edit List of Bills that will incur a late fee

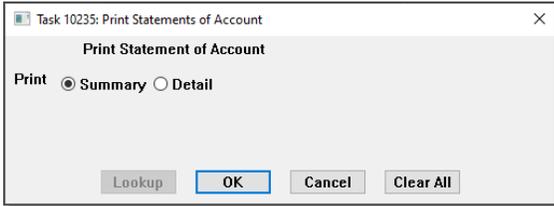
Table 4 Description of the columns on the edit list

Column Label	Description
Program	The program code for the delinquent bill
Description	The description from the program code
Year	The bill year
Bill #	The bill number from the original invoice
Cust #	The Customer number (the unit number of the property being billed)
Service Address	The address of the customer
Mailing Address	The mailing address name for the invoice
Bill Date	The date of the original bill date
Due Date	The date the original bill was due
Balance	Current Balance on the Bill
Fee	Late Fee amount
New Balance	Current balance plus late fee

2.4 Print Statements of Account (Optional)



After the edit list has been run this step and the last step will become available. This is an optional step where they can print statements of account for just those customers that are being issued with a late fee.



Run this step as many times as needed. Once the Apply Late Fees to Bills step is run, this step will no longer be available.

A Statement for each customer for whom late fees were applied will be produced.

See MB-230 Customer Statements in the Help Reference Library for information about Customer Statements.

Page 1 of 1

CUSTOMER STATEMENT

ADMINS INC
219 Lewis Wharf
BOSTON, MA 02110

TONYA LAJOIE
1 RAYMOND STREET
NORTH SMITHFIELD, RI 02896

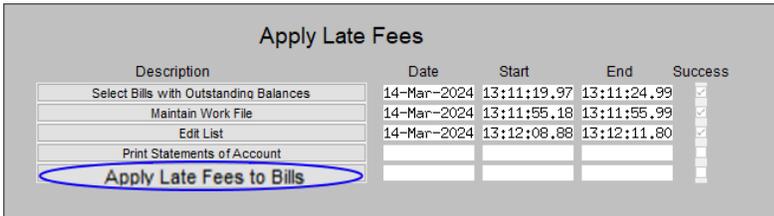
Statement Date: 14-Mar-2024
Amount Due: \$2,882.00
Customer Number: 0000098
Primary Address: 2 MECHANIC STREET

Invoice #	Description	Transaction Date	Charged	Adjustments/ Refunds	Payments	Balance	Past Due
000506-00	Bill APR HOA Fees	01-Apr-2024	\$698.00			\$698.00	
000527-00	Bill NOV Fees	01-Nov-2023	\$698.00			\$698.00	\$698.00
000527-00	Apply Late Fee Nov 2023 Late Fees	17-Nov-2023	\$45.00			\$45.00	\$45.00
000536-00	Bill DEC HOA	01-Dec-2023	\$698.00			\$698.00	\$698.00
000545-00	Bill JAN HOA	01-Jan-2024	\$698.00			\$698.00	\$698.00
000554-00	Bill FEB HOA	01-Feb-2024	\$698.00			\$698.00	\$698.00
000563-00	Bill MAR HOA	01-Mar-2024	\$698.00			\$698.00	\$698.00
000563-00	Apply Late Fee Mar 2024 Late Fees	01-Mar-2024	\$45.00			\$45.00	\$45.00
Balances as of: 14-Mar-2024			\$4,278.00	\$0.00	\$0.00	\$4,278.00	\$2,882.00

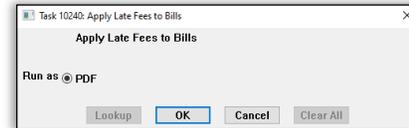
PAY THIS AMOUNT: \$2,882.00

HVMA_MBECS_GROUP

2.5 Apply Late Fees to Bills



Click on the **[Apply Late Fees to Bills]** step.



This step:

General Ledger Report for the Finance Office (Tina/Regina):

10241-MBLATEFEEPOSTGLPST.REP Printed 05-Jan-2023 Page 1
Heritage Village Master Association
Apply Late Fees Posting

GL Posting#: 211
Apply Late Fees

FY	Date	Account#	Description	Debit	Credit
2023	16-Dec-2022	01-000-1000-1100-000	ACCOUNTS RECEIVABLE - RESIDENTS	210.00	
			BALANCE SHEET	210.00	
2023	16-Dec-2022	01-000-3000-3700-000	OTHER INCOME - A/R LATE FEES		210.00
			SUBSIDIARY LEDGER		210.00
			Total Run 2	210.00	210.00
			Total Year 2023	210.00	210.00
			*** GRAND TOTAL ***		
			Balance Sheet	210.00	
			Subsidiary Ledger		210.00

- Applies the late fee to the selected bills
- Creates General Ledger transactions of the applied late fees
- Issues a General Ledger report for Finance (Tina/Regina) for posting (sample shown at left)
- Issues a Bill list of those bills that had a late fee applied to verify against the edit list

Figure 6 #10241 Applied Late Fees General Ledger Posting Report



10240-MBREP:MBLATEFEEPST.REP Printed 05-Jan-2023 Page 1
 Heritage Village Master Association
 Apply Late Fees to Bills

Invoice#	Customer#	Name	Program	Bill Date	Due Date	Amount
000358-00	180E	ROBE	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
000376-00	189B	MAUR	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
000404-00	196D	MICH	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
000428-00	202A	BARB	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
000473-00	214F	HELE	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
000517-00	22E	JUDI	HOA Monthly Fees	16-Dec-2022	16-Dec-2022	35.00
Add Late Fees 6						210.00

Figure 7 Report #10240 Apply Late Fees to Bills shows the fee amounts applied to each bill

2.5.1 Remove Late Fees Applied in Error

If any late fees were applied to an Invoice and need to be removed, adjust the bill to remove the late fee charge. See Help Reference Library [MB-210 Adjustments and Transfers](#) for instructions.

3 Making Corrections

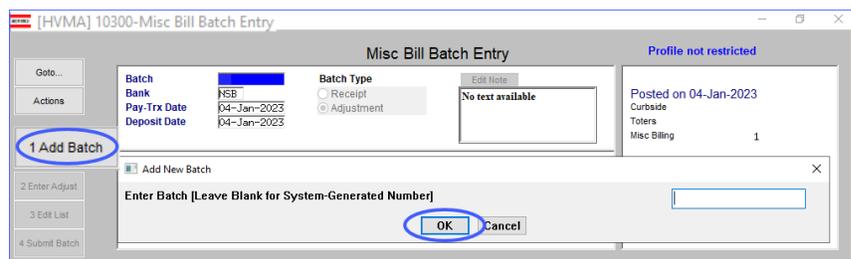
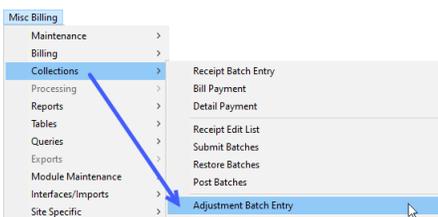
Occasionally an error will be made when applying a late fee to a customer. A supervisor will issue a credit slip to Betsy. Betsy will process an adjustment to reverse the charges from the incorrect invoice/bill.

Misc Billing ▶ Queries ▶ Customer Query ▶ [4 Bill History]

3.1 Create Adjustment Batch

Adjustments must be entered in batches. From the menu, select:

Misc. Billing ▶ Collections ▶ Adjustment Batch Entry.



To create a new batch, click on **Add Batch**.

Since HVMA allows **B** (Both), enter either an alphanumeric batch designator or leave the field blank for a system-assigned number. **ADMINS** recommends allowing the system to assign the number.

The Adjustment Batch screen will look like this:



3.2 Misc Bill Adjustment Batch Screen Entry

Misc Bill Batch Entry

Batch: 5
Bank: NSB
Pay-Trx Date: 05-Jan-2023
Deposit Date: 05-Jan-2023

Batch Type: Receipt Adjustment

Expected: Enter

To or Payment From or Charge Refund: -75.78

Transfer Entry: Adjustment Entry

Trx# Type Year Bill#
No Transactions

1. Enter a Deposit Date
2. Enter the amount of the charge to be reversed as a negative number
3. Click on [3 Enter Adjust] button and select **Adjustment Entry** from the drop-down list

3.3 Adjustment Entry Screen – Select the Customer # & Transaction Code

1. Click on [8 Add by Cust #] button; use the **Find** or **Search** button to filter the selection
2. The system presents the Bills by Customer # number lookup; select and click on **OK**
3. The system immediately displays the list of Transaction Codes. Select **ADJ** for Adjustment and click on **OK**

Adjustment Entry

Batch: 7
Type: 00
TrxNumber: [redacted]
Year: 0000
Code: [redacted]

5 Add by Bill# 000000-00
6 Add by Cust# [redacted]
7 Add by [redacted]
8 Add by Cust# [redacted]

Net Billed Paid Cur

Bills by Customer#

Customer	Billing Type	Year	Bill#	Program	Balance	Owner	Tof
1000A	Misc Billing	2023	002581-00	HOFEEES		ROBERT & MARY WHEELIN	
1000B	Misc Billing	2023	002582-00	HOFEEES		ELLEN H. MANIAN ISSUE TRUST	
1001A	Misc Billing	2023	002583-00	HOFEEES		NINA WAGNER	
1001B	Misc Billing	2023	002584-00	HOFEEES		LYNN S HOLLEY &	
1002A	Misc Billing	2023	002585-00	HOFEEES		VERONICA D. BOYCE	
1002B	Misc Billing	2023	002586-00	HOFEEES		VERONICA D. BOYCE	
1002B	Misc Billing	2023	002586-00	HOFEEES		DENISE A DONOFRIO	
1003A	Misc Billing	2023	002587-00	HOFEEES		JOSEPH & LOLA SALZANO	
1003B	Misc Billing	2023	002588-00	HOFEEES		RAYMOND W. & JEAN J. BRANCA	
1004A	Misc Billing	2023	002589-00	HOFEEES		SUSAN HOLMS	
1004B	Misc Billing	2023	002590-00	HOFEEES	765.00	ANNA-KAY MONACO	
1005A	Misc Billing	2023	000001-00	BALANCE	-18.00	GREGORY A. & DIANE T. FALK	
1005A	Misc Billing	2023	002591-00	HOFEEES		GREGORY A. & DIANE T. FALK	
1005B	Misc Billing	2023	002592-00	HOFEEES		DONALD A BICKFORD	
1006A	Misc Billing	2023	000002-00	BALANCE	105.00	MARCIA BLANK SMITH	
1006A	Misc Billing	2023	002593-00	HOFEEES		MARCIA BLANK SMITH	
1006B	Misc Billing	2023	002594-00	HOFEEES		LINDA SANTASIERO	
1007A	Misc Billing	2023	000003-00	BALANCE	391.65	JULIA HOLLINS	
1007A	Misc Billing	2023	002595-00	HOFEEES		JULIA HOLLINS	

Transaction Codes

Code	Description	Allowed	Tof
AD	ADDED INTEREST	Charge or Payment	
ADJ	ADJUSTMENT	Charge or Payment	
ADJD	ADJUSTMENT (DEPT RECT ADJUSTMENT)	Payment	
ADV	Advanced Payment	Payment	
AF	Added Fees	Charge or Payment	
AI	Added Interest	Charge or Payment	
AT	Added Tax	Charge or Payment	
AUNC	WRITE-OFF ABATEMENT	Charge or Payment	
CCOR	CONV CORRECTION	Charge or Payment	
DEM	Demand	Charge or Payment	
ED	EARLY PAYMENT DISCOUNT	Charge	
EFTF	ELECTRONIC FUNDS TRANSFER	Charge or Payment	
EFTR	ELECTRONIC FUNDS TRANSFER REJECTED	Charge or Payment	
ICAX	ICLOUD AMEX	Charge or Payment	
ICCA	ICLOUD CC/ACH	Charge or Payment	
ICOC	ICLOUD O/L CHECKS	Charge or Payment	
INS	Insufficient Funds	Charge or Payment	
INVC	INVOICE CLOUD PAYMENT SERVICES	Charge or Payment	
MBAD	MISC BILL ADJUSTMENT	Charge or Payment	
MBCA	MB - CANCEL INVOICE	Charge	



3.4 Make & Accept the Adjustments & Return to the Batch Screen

Adjustment Entry

Batch 4 TrxNumber 5360 Note Wrong customer billed in Servicom
 Type 95 Misc Billing Year 2023 Code ADJ Date 04-Jan-2023
 Owner Mailing Address
 ARMEND BRAD
 C/O FCP PROPERTIES
 P. O. BOX 1233
 SOUTHURY, CT 064881337
 Program SERVICOM
 SERVICOM Supplemental Invoices

5 Add by Bill# 002942-00
 6 Add by S... ARMEND BRAD
 7 Add by S... 167E HERITAGE VILLAGE
 8 Add by Cust# 167E

	Net Billed	Paid	Cur Balance	Adjust Chg	Adjust Pay	Adjusted Balance
Sales Tax	2,83		2,83	-2,83		
Electric Fees - Materials	28,45		28,45	-28,45		
Electric Fees - Labor	44,50		44,50	-44,50		

4 Accept
 5 Add by Bill#
 4 Goto Batch

1. In this example, we are adjusting bill #2942 for Customer #167E
 2. The Charges will be displayed on the screen;
 3. Enter the corresponding negative amounts in the Adjust chg column
 4. Click on the [0 Accept] button
 5. Click on the [4 Goto Batch] button to return to the Batch screen

This example shows an adjustment for Servicom bills, but the late fees are adjusted in exactly the same way.

3.5 Adjustment Batch Screen after Data Entry is Complete

Misc Bill Batch Entry

Batch 4
 Bank NSB
 Pay-Trx Date 04-Jan-2023
 Deposit Date 04-Jan-2023
 Batch Type Receipt
 Adjustment
 Edit Note No text available

	Expected	Entered	Balance
To or Payment			
From or Charge	-75,78	-75,78	
Refund			
Totals	-75,78	-75,78	

Trx#	Type	Year	Bill#	Description	Cash	Check	Other
5360	Misc Billing	2023	002942-00	Wrong customer bille		-75,78	

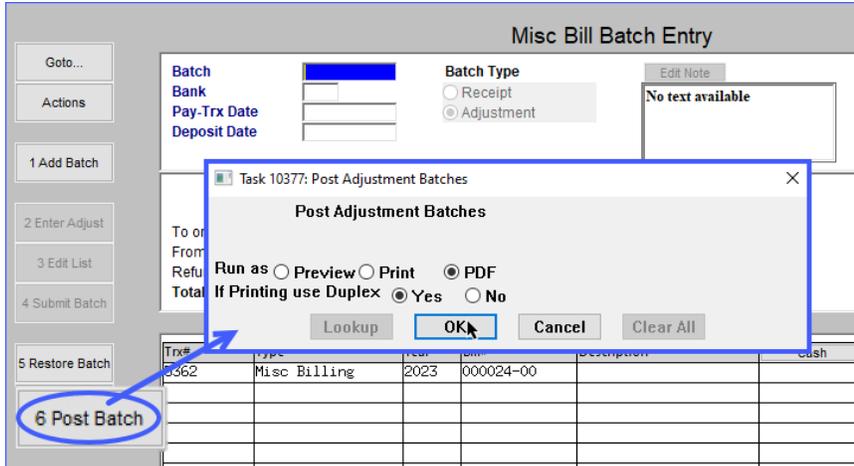
4 Submit Batch

Click on the Submit Batch button to move the batch into a status to be posted.

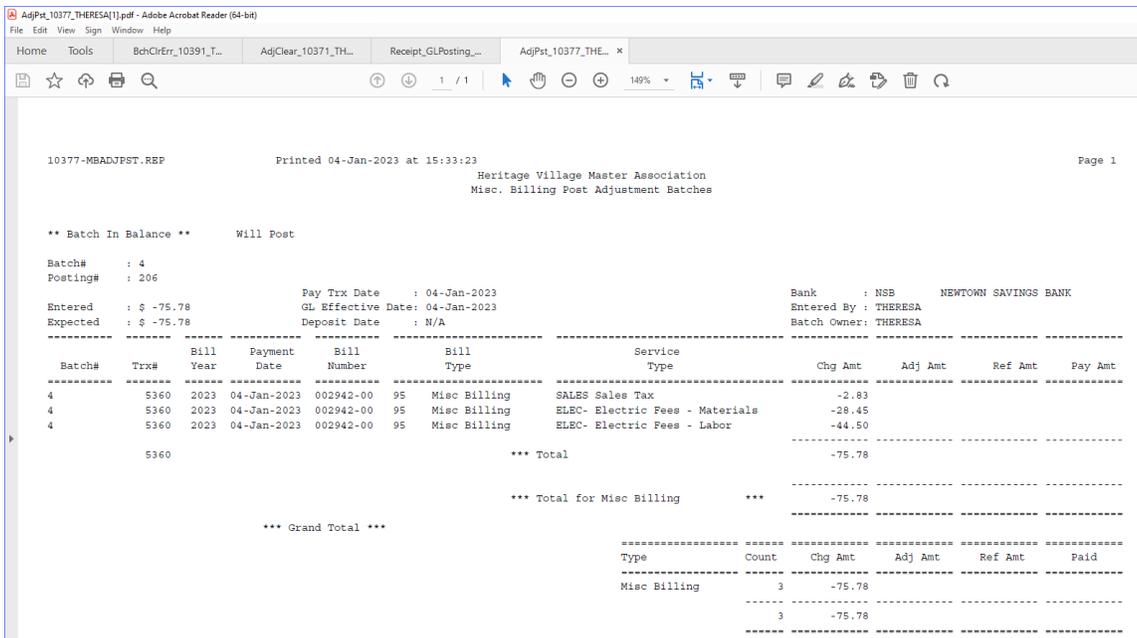
The system will produce a submission report, and the [6 Post Batch] button will be available (prior to this it was grayed out and could not be used.)



3.6 Post the Batch



The posting report will be displayed on the screen.



Click on the **OK** button.



The adjustment is complete and will show up on the Customer Query screen.



3.7 Bill Query Screen after Adjustment

To verify the data is visible on the customer screen, from the menu, select:

Misc Billing ▶ Queries ▶ Customer Query ▶ [4 Bill History]

The screenshot shows the '2023 Misc Billing Transactions' screen. At the top, it displays '2023 Misc Billing' and 'Transactions'. Below this, there are search fields for Bill# (002942-00), Year (2023), and a search button. The Owner is listed as ARMEND BRAD, and the Balance as of 05-Jan-2023 is shown. A table of transactions is displayed with columns for Description, Trx Date, Charges, Payments, Other, and Display - Tran Code Desc. The table shows several entries for Electric Fees - Materi and Sales Tax, with adjustments on 04-Jan-2023.

Description	Trx Date	Charges	Payments	Other	Display - Tran Code Desc.
Sales Tax		2,83			Billing
Electric Fees - Materi		28,45			Billing
Electric Fees - Labor		44,50			Billing
Sales Tax	04-Jan-2023	-2,83			Adjustment
Electric Fees - Materi	04-Jan-2023	-28,45			Adjustment
Electric Fees - Labor	04-Jan-2023	-44,50			Adjustment

Figure 8 The bill shows the adjustments

3.8 Finance Posts the Adjustment Batch

The screenshot shows the 'Post GL Transactions' screen. It features a table with columns for Sel, Year, GL Batch, Original Bal, Debits, Credits, Adjustments, Encumbrance, Entered By, Type, Details, and Locked By. The table lists several transactions, including adjustments and receipts, with the year 2023 and GL batches 206, 203, 202, 201, 200, and 199.

Sel	Year	GL Batch	Original Bal	Debits	Credits	Adjustments	Encumbrance	Entered By	Type	Details	Locked By
<input checked="" type="checkbox"/>	2023	206		148,73	75,78			THERESA	Misc Bill Adjustm	Lines	
<input checked="" type="checkbox"/>	2023	203		1050,00	1050,00			THERESA	Misc Bill Receipt	Lines	
<input checked="" type="checkbox"/>	2023	202		350,00	700,00			THERESA	Misc Invoice Bill	Lines	
<input type="checkbox"/>	2023	201		386,78	755,39			ANTHEA	Misc Invoice Bill	Lines	
<input type="checkbox"/>	2023	200		386,78	755,39			ANTHEA	Misc Invoice Bill	Lines	
<input type="checkbox"/>	2023	199		386,78	755,39			ANTHEA	Misc Invoice Bill	Lines	