



Revenue – Miscellaneous Billing

MB-637 HVMA Condominium ReSale

The document outlines comprehensive guidelines for preparing resale and closing documents for condominiums. It covers the process of creating resale and closing packets, managing different scenarios, and performing system checks. The procedure is structured in steps: initially, the resale documents are prepared, reviewed, and shared with the involved parties. The next step involves preparing, previewing, reviewing, and submitting the closing documents. Finally, the transaction is marked as closed in the customer's record, and the new owner names are updated.

- **Initiating and Managing Sales:** Navigate to the Sales Tab to initiate a new sale or select the WIP sale button if a sale is in progress.
- **Form Tab Requirements:** Enter sale-specific information in the Form tab, with the current reserve amount being the only required value before running forms.
- **Generating Resale Packets:** Run the Resale document in Crystal for a preview, create the resale packet, and email it. Two invoices may be generated depending on prompt selections.
- **Reissuing Packets:** If the resale or closing packet needs to be reissued, ZIP files from the generate steps can be re-sent via the attachment screen.
- **Previewing and Saving:** Preview the closing form after generating the resale packet, fill in data, and save changes. Ensure all files included in the zip are valid.
- **Generating Closing Packets:** Generate closing document forms, combine them with additional documents, and send them to the listed email address. Update the customer sale record as needed.
- **Packet Components:** Each packet includes specific documents such as insurance coverage, budget documents, bylaws, declarations, audit reports, and others depending on the packet type.

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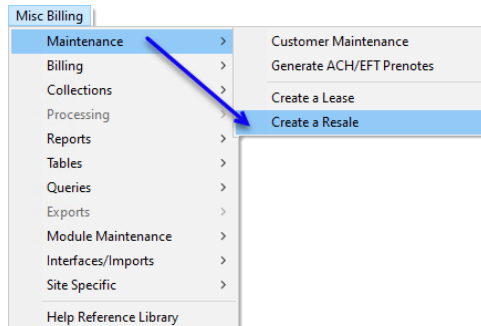
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1 Create a Resale

There are 2 ways to access this process

1. Via the menu:

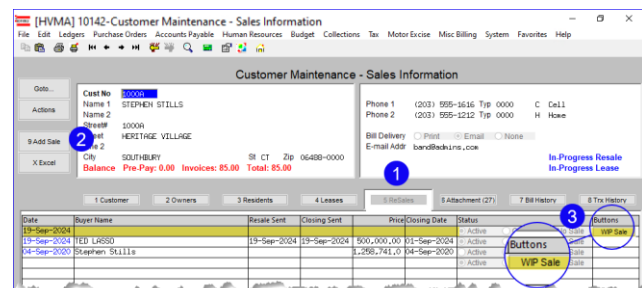


2. Via the Customer Maintenance screen:

1: Navigate to the Sales Tab.

2: Initiate a new sale if there are no active ones.

3: Select the WIP sale button if a sale is currently in progress.



Either of the above will take you to the Create a Resale screen:

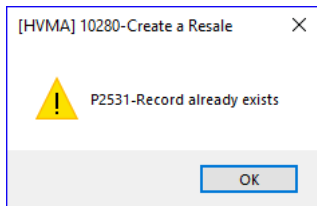
The features of this “Form” tab of the **Create a Resale** screen are described below.

The numbered boxes in the image correspond to the numbered list below with an explanation of each.



1.1 Add a New Sale or Work on an In-Progress Sale

2 Add Sale



- 1 To add a new sale for a different unit#, click add sale and enter the customer#. If it is already in the resale process, a message will display indicating that a *“Record already exists”*, preventing you from adding another until the first is either:

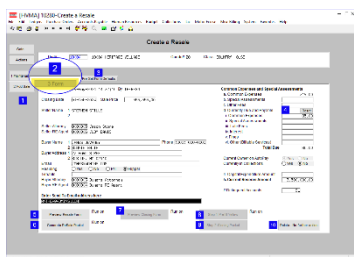
A: Completed

B: Deleted (if no resale packet sent)

C: Closed – no sale (if resale packet sent)

4. Capital Expenditure Amount
5. Current Reserve Amount 10,200,000.00

- 13 The Current Reserve Amount is required. Enter the amount directly for each resale, as the amount can vary over time.



- 2 Form Tab – Enter any information for this specific sale here. The only required value before running forms is the current reserve *amount (as shown in the #5 Current Reserve Amount field)*.

4 Pre-Set Form Defaults

Access this for year-end tasks like attaching new budget docs or audit docs, or updating insurance documents and dates. See section [2.1](#) for more information about this screen.

- 3 These pre-set values from the Bill Form Table specific to the Insurance/ByLaws tab can be updated without returning to the Bill form table.



1.2 Editing the Default Amounts for Balances Due

Common Expenses and Special Assessments

a. Common Expenses 719.00

b. Special Assessments

c. Other Fees

d. Currently Due and Payable 85.00

i. Common Expenses

ii. Special Assessments

iii. Late Fees

iv. Interest

v. Fines

vi. Other (Billable Services)

Total Due 85.00

4 The system will compute the balances for each category when the Resale process for the customer begins. These amounts can be adjusted by entering values into any of the fields listed under **"d. Currently Due and Payable"**. To override the system-calculated amounts, input values directly into the current due and payable section. Amount categories are:

- i. Common Expenses
- ii. Special Assessments
- iii. Late Fees
- iv. Interest
- v. Fines
- vi. Other (Billable Services)

Click the **Reset** button to revert to the system-calculated amounts. The **Reset** button will return all values to the latest due and payable amounts for the customer.

These amounts will reflect what is currently due and payable. However, if you modified the values, they will not be retained on the screen when you click **Reset**. You must either manually readjust all values or use the button and reapply your changes.

Note: The balance due on any bill uses the Sub-category field in the Service Type table.

Here's a snippet of the **Service Type Table** ►
Groups tab with the Sub-Category highlighted for reference:

Service Type

Year

Type

Program

2025

95

HOA FEES

HOA Fees

1 Service

2 Bill Rates

3 Accounting

4 Notes

5 Groups

Service Type	Description	Invoice Sub-Total	Group	Invoice Display Order	Sub-Category
FINCHG	Finance Charge - Late Fees	00	No Group		F Fee
FINES	Fines/Summons	00	No Group		FS Fines/Summons
HOA	HOA Fees	00	No Group		
NSF	NSF Fees	00	No Group		F Fee
UNPAID	Prior Balance due to EFT Rejection	00	No Group		O Other/Misc

Blank category – goes into common expenses – in the above example, the HOA service type will be shown in the Common Expenses line on the resale form.

Other categories match listed items.



1.3 Preview the ReSale Form

This generates a 13-page document clearly marked as a draft.

Preview Resale Form

Note that the count of delinquent accounts includes customers whose HOA fees are overdue by 60 days or more when the resale transaction is initiated. You can override this number by typing a new number into the field.

- 5 Click **[Preview Resale Form]** to preview the document. This draft will be watermarked to prevent its use as an official document.



HERITAGE VILLAGE MASTER ASSOCIATION, INC.

ATTENTION

PLEASE READ AND
FOLLOW INSTRUCTIONS BELOW CAREFULLY

1.4 Generate a ReSale Packet

Generate ReSale Packet

The ReSale packet zip, along with the processing and equity fee invoices, will be attached to the customer record. The system will also update the sale record with details from the resale screen, including date, time, and issuer.

If the resale or closing packet needs to be reissued, both ZIP files from the Generate steps are attached to the customer record. They can be re-sent via the attachment screen.

- 6 Create the resale packet, which includes the necessary documents. All documents and attachments will be zipped into one file and emailed. If no email is entered on the screen, the packet will be sent to the user's email address.

Task 10285: Generate Resale Packet and Fee Invoices

Generate Resale Packet and Fee Invoices

Issue Invoice for Resale Processing Fee? ☒ Yes ☐ No

Issue Invoice for Resale Equity Fee? ☒ Yes ☐ No

Lookup OK Cancel Clear All

Additionally, it will create two invoices: a **Processing Fee invoice** and an **Equity Fee invoice**, depending on the selections made on the prompt. If either response is "**Ⓢ No**", the respective invoice will not be created.

NOTE: Before generating the packet, it will verify that all files to be included in the zip are valid. Refer to the [Missing Files section 1.12 below](#) for more details.

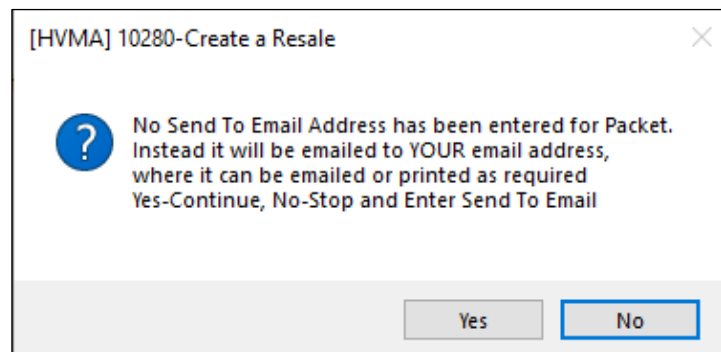


1.4.1 Recipient Email Addresses for Packet Delivery

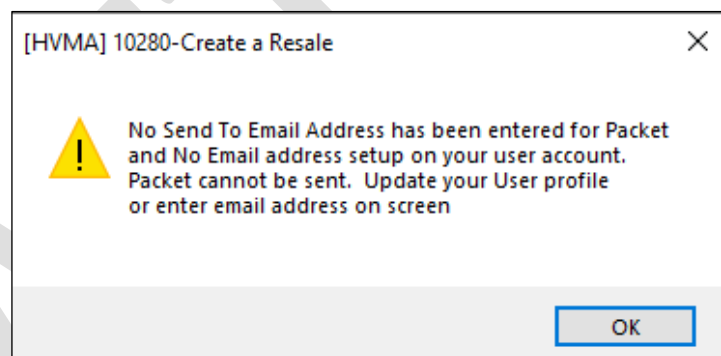
If the screen does not show an email address, it will send an email to the user who clicked the button and display an appropriate message.

The system first checks if the user has an email address associated with their account.

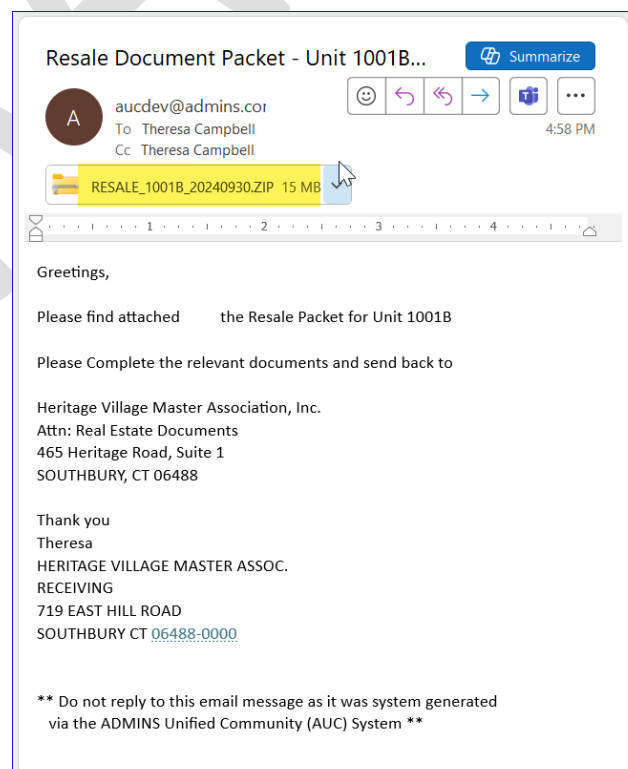
If an email address is on the user profile then it will display this message:



If neither a primary nor an alternate email address is found, it will show this message and halt the process.



Example of the email sent





After the resale packet has been issued and the **“Create A Resale”** screen is shown again, the user will observe that the Other (billable services) amount has increased by the \$125 processing fee and the \$3,000 equity fee, provided they created the invoices.

These charges are not reflected on the resale document since the invoices were generated **after** the resale packet was created.

The screenshot shows a web form with two tabs: '3 Form' and '4 Pre-Set Form Defaults'. The '3 Form' tab is active, displaying various fields for creating a resale document. On the right side, there is a table titled 'Common Expenses and Special Assessments'.

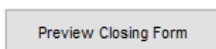
Common Expenses and Special Assessments	
a. Common Expenses	626,00
b. Special Assessments	
c. Other Fees	
d. Currently Due and Payable	
i. Common Expenses	
ii. Special Assessments	
iii. Late Fees	
iv. Interest	
v. Fines	
vi. Other (Billable Services)	3,125,00
Total Due	3,125,00

The form fields include: Created on (02-Sep-2024 14:26:57 By ANTHEA), Closing Date (01-Dec-2024), Sale Price, Seller Name (1 FLIGHT, GRACE L., 2), Seller Attorney (0000000), Seller RE Agent (0000000), Buyer Name (1 Close no Sale, 2), Phone ((000) 000-0000), and Buyer Address (1).

However, if those invoices are not paid before issuing the closing document, they will still appear as due and payable on the closing document.

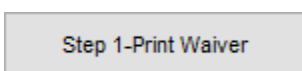
You can manually adjust this amount on this screen if the closing packet needs to be issued and the payment has not been processed. If this is the sole amount in the **"vi. Other (billable services)"** field, simply enter 0; otherwise, if there are other outstanding billable services (e.g., Servicom), calculate the new amount accordingly.

1.5 Preview the Closing Form



- 7** Preview closing form – This option, available only after the resale packet is generated, previews the closing document with a draft watermark. The closing document is an eight page document. It is marked “Closing” in the lower left corner of the form.

1.6 Step 1 – Print Waiver



- 8** Print Waiver – This option, available only after Resale packet has been sent will print the Right of First Refusal Waiver form. Print this form out and get it signed and stamped before scanning the form back to the G drive to be included in the Closing Packet.



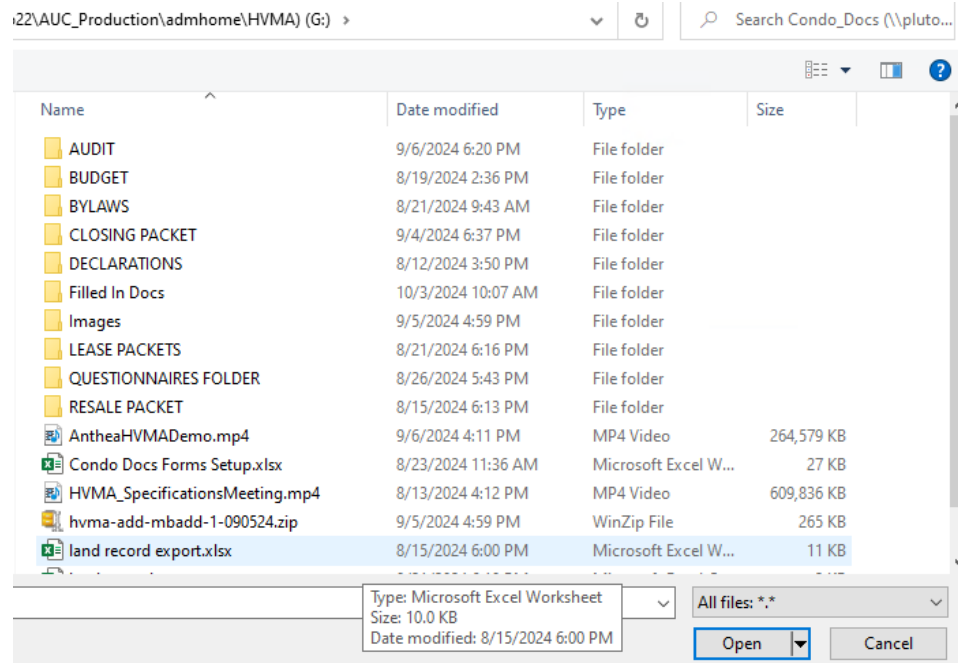
1.7 Step 2 – Upload Waiver

Step 2-Upload Waiver

- 9 Upload Waiver – This option, available only after the Print Waiver has been run will upload the Right of First Refusal Waiver completed form that was scanned in to be included in the Closing Packet.

Navigate to the location where the scanned in image of the completed Right of first refusal waiver was stored and select the file and click **Open**

This will upload the file into a temporary customer folder to be included in the Closing Packet





1.8 Step 3 – Prefill Yellow

Step 1-Prefill Yellow

When entering the data on this yellow form, if a “Save as” prompt appears, please follow the instructions in section [2 below](#).

The **temporary** customer folder is only used for **in process** documents.


Once the resale is complete, the folder will no longer be available.

10

Step 1 - Prefill Yellow. This copies the Yellow Closing document (and the bank auto-pay page) to the **temporary** customer folder and displays it on screen for the user to fill out.

The screenshot shows a yellow form titled 'Closing Attorney:'. It contains several input fields with red arrows pointing to them, indicating where to enter data. The fields are: 'Name:', 'Address:', 'Telephone:', 'UNIT NUMBER:' (with '1003B' pre-filled), 'CONDO NUMBER:' (with '17' pre-filled), 'SELLER:' (with 'Sellers Name Here' pre-filled), 'FORWARDING ADDRESS:', 'Forwarding Telephone:', 'CLOSING DATE:', 'FINAL CLOSING PRICE:', and 'PURCHASER:' (with 'New Buyers Name Here' pre-filled).

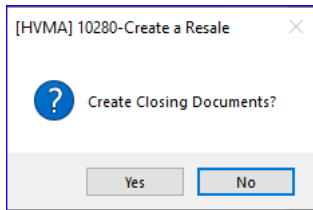
Fill in the data indicated by the red arrows and any other information for this form that is available.

Then click  to save your changes in the **temporary** customer folder.



1.9 Step 4 - Create the Closing Packet

Step 2-Closing Packet



It could take weeks or months between issuing the closing document and the actual sale closing date.

When the closing date finally arrives, update the customer maintenance screen to mark the sale as completed or canceled and enter the new owner information.

- 11** Click on this button; a confirmation popup will ask if you wish to create Closing Documents. This will create the closing document forms, combine them with any additional documents, and send them to the email address listed on the **“Create a Resale”** screen. See section [1.4.1 above](#) regarding email addresses.

After completing this step, return to the customer maintenance record to mark the sale as complete, and update the owner name with the new owner information on the deed.

It will also remove the **“in-progress”** message and update the customer sale record with all the information entered on this form. If further updates are needed, use the **Customer Maintenance – ReSale** tab to make changes, including updating the closing date or processing a closure without a sale.

NOTE: Before generating this packet, it will verify that all files to be included in the zip are valid. Refer to section [1.12 below](#) for details on what this entails.

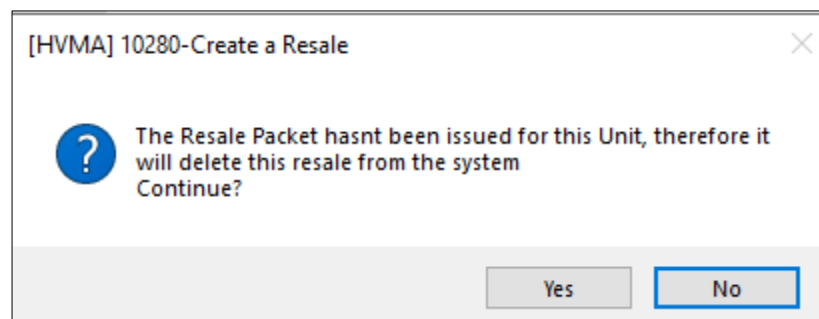
See section [1.4.1](#) for information regarding emailing a packet.

1.10 Delete – No further action

Delete - No further action

If the resale packet has not been issued, it allows you to completely delete this resale record (e.g., if the wrong customer number was selected and a sales record was created by mistake).

- 12** This is a multi-function button.



Yes

Yes - will remove all reference that a resale record was created

No

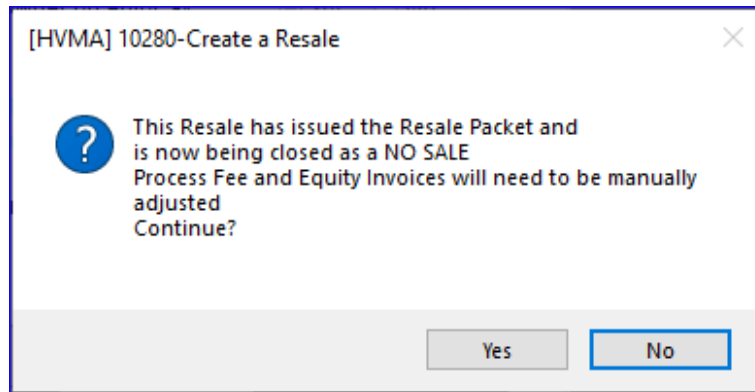
No – will do nothing



1.11 No Sale

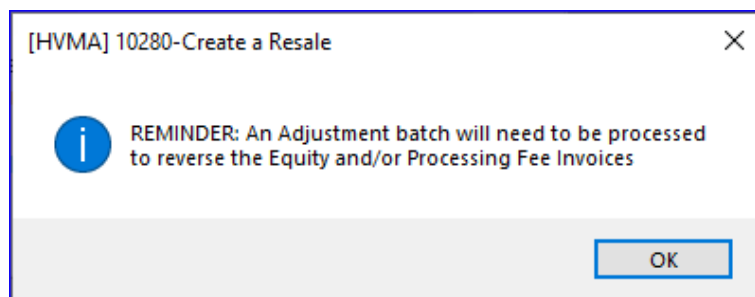
Close - No Sale

12 Use this button if the Resale packet has been issued, but you want to mark the condo as “no sale.” This will retain the data already entered up through the issuing of the resale packet.



Yes

Yes - will pop up this reminder:



No

No – will do nothing

If the processing and/or equity fee invoices were generated, then a manual adjustment will need to be made to reverse these invoices if required.

This action will:

- Remove the resale record from the create a resale screen
- Mark the customer's sale record as a no sale

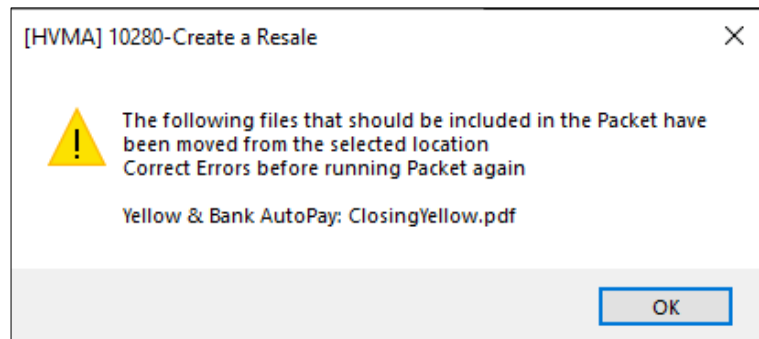


1.12 Missing Files for Inclusion in Packets

This concerns the buttons for [generating resale packets](#), [Pre-Fill Yellow](#), and creating [closing packets](#). When any of these buttons are clicked, the system will check if all required files for the zip packets are correctly placed.

If there are missing files, the process will show a message on the screen that enumerates all the problematic files.

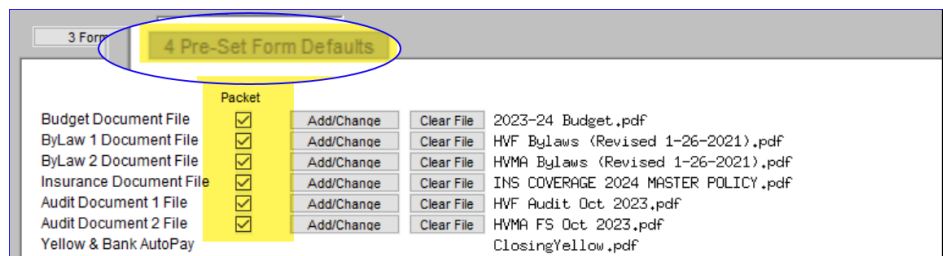
In this instance, there was just one error, so only that single error line was displayed. By clicking OK, you will be taken directly to the Pre-Set form Defaults tab on the screen.



When you are on the Pre-Set form's default tab, it will display an **ERROR -File Moved** message to the right of any files that have an issue.

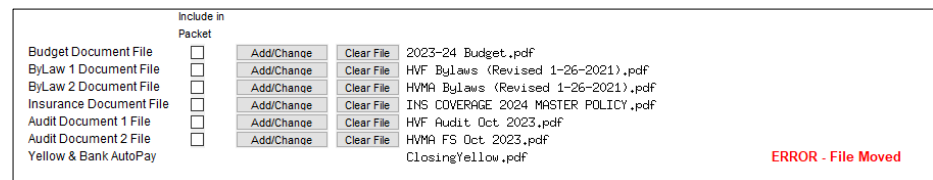
For lines 1 through 6, they can be modified here to point to the correct location.

For [RESALE](#), all checkboxes for lines 1-6 should be selected.



These lines are only error-checked if their respective checkbox is marked.

After the [RESALE](#) packet has been issued, lines 1-6 are automatically unchecked, so they are not included in the [CLOSING](#) packet unless the user intentionally selects them.



For line 7 (Yellow & Bank) page, changes can only be made on the **Bill Form Table**. See [MB-632 HVMA Condominium Documents – Setup](#) in the Help Reference Library for details on the Bill Form Table.

When the closing packet button is clicked, an additional check ensures that the pre-filled yellow document is in the correct location before proceeding with the closing packet.

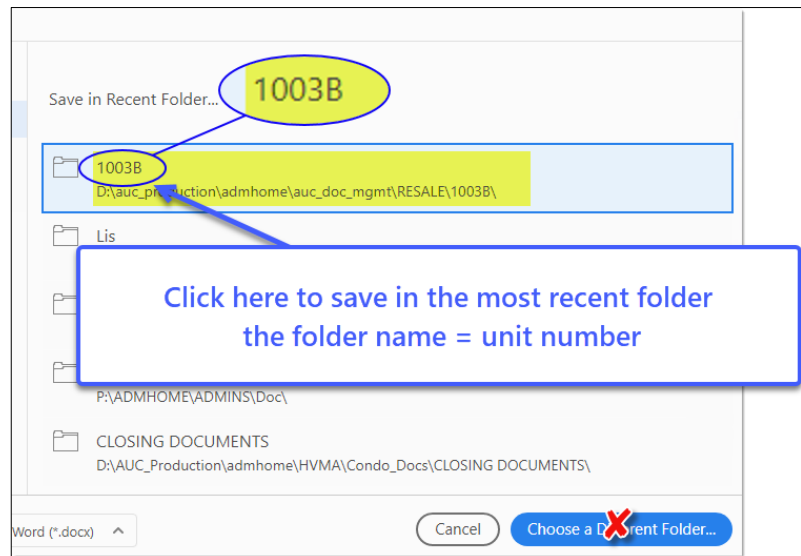


2 Saving the Re Sale Packet

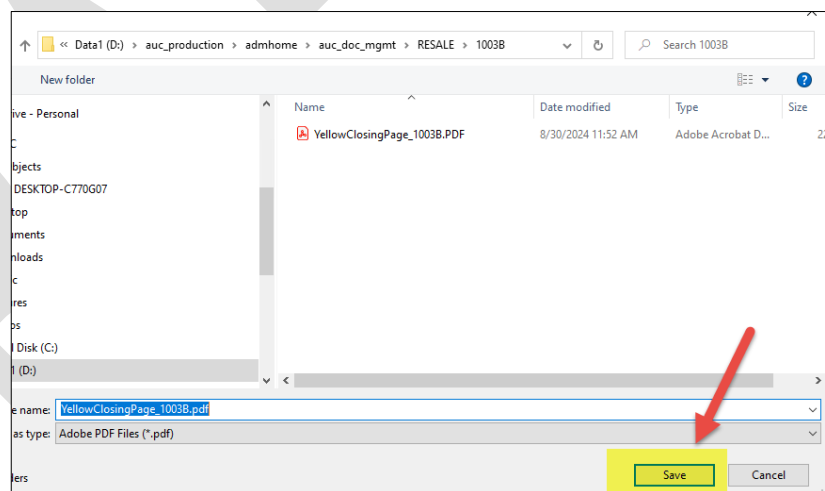
If a prompt appears when saving the yellow form select the same folder (it should appear as recent and with the Customer#).

Do not choose a different folder.

The document must be saved in the same folder with the same name.

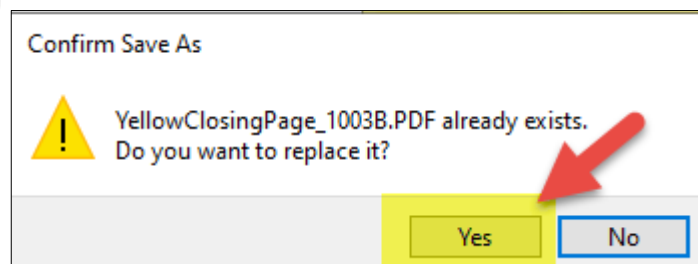


Click save.



Click **Yes** to replace the existing document and close the PDF document.

It is now ready to be included in the Closing Document Packet.





2.1 Pre-set Form Defaults Screen

The Include in Packet option lets you check or uncheck attachments anytime. For instance, include all documents in the resale packet but select specific ones, like audit documents, for the closing packet.

This screen enables you to include any attachments for resale or closing packets.

The only exception is Recorded Declarations from the Condo# and Land Records table, which are included only in the resale packet. To resend them, you must manually create and send an email.

The screenshot shows the 'Create a Resale' window in the HVMA 10280 software. The 'Include in Packet' checkbox is highlighted with a blue circle and a red 'X' mark. The window displays various document lists and financial data.

Document	Include in Packet
Budget Document File	<input checked="" type="checkbox"/>
ByLaw 1 Document File	<input checked="" type="checkbox"/>
ByLaw 2 Document File	<input checked="" type="checkbox"/>
Insurance Document File	<input checked="" type="checkbox"/>
Audit Document 1 File	<input checked="" type="checkbox"/>
Audit Document 2 File	<input checked="" type="checkbox"/>
Yellow & Bank AutoPay	<input checked="" type="checkbox"/>

Field	Value
Insurance Company Name	USI
Insurance Policy Start Date	01-Nov-2023
End Date	01-Nov-2024
Section 13 Audit Financial Date	01-Nov-2023

Field	Value
Capital Expenditure in Excess of	\$ 1,000
Total Coverage Amount	\$ 455,291,837
Earthquake/Flood Sublimit	\$ 10,000,000
Hazard Deductible	\$ 10,000
Body/Property Liability	\$ 1,000,000
Personal/Advert Liability	\$ 1,000,000
Fire Damage Legal Liability	\$ 100,000

Field	Value
Medical Payment per Person	\$ 5,000
Non-Owned Auto single Limit	\$ 1,000,000
Combined Limited Liability	\$ 1,000,000
Fidelity Coverage	\$ 15,000,000
Directors/Officers Liability	\$ 5,000,000
Directors/Officers Deductible	\$ 25,000



Each year, when the new insurance document is updated, these values must be reviewed to ensure they align with the latest insurance document.

3 Included in Each Packet

This lists the components of each packet generated from the lease or resale of a unit.

3.1 Lease

1. Lease document generated by crystal

3.2 Resale

1. Resale docs generated by crystal
2. Insurance coverage document (file name and location found on Bill Form Table Insurance/Budget Tab)
3. Budget Document (file name and location found on Bill Form Table Insurance/Budget Tab)
4. Bylaw documents 1 & 2 (file name and location found on Bill Form Table Insurance/Budget Tab). These are general to all units being sold
5. Declarations/Other Documents – this is dependent on the Condo# assigned to the customer. (file name and locations found on condo# and land record table)
6. Two Audit Reports



3.3 Closing Documents

1. Closing docs generated by crystal
2. Yellow (original Page #2) – needs to be displayed on screen so they can enter data
3. Bank page (original Page #3) – can just be included as no AUC data needed
4. Closing Waiver doc generated by crystal (right of first refusal – now included as part of the closing docs in crystal)
5. They can optionally include the #2/#3/#4/#6 from above via the pre-set forms tab on the create a resale screen. Declarations are only included in the resale packet.

DRAFT