

BS&A Courseware: Miscellaneous Receivables

BS&A Software, Inc. | bsasoftware.com | 855 BSASOFT



BS&A Software Courseware

Written and published by BS&A Software, Inc.

©2018 Bellefeuil, Szur & Associates, Inc.

Notice of Rights

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of BS&A Software, Inc.

Trademark Notice

Windows, Word, Excel, and Microsoft are trademarks of Microsoft, Inc. Throughout this courseware, trademark names are used. Rather than just put a trademark symbol in each occurrence of a trademarked name, we state we are using the names only in editorial fashion and to the benefit of the trademark owner with no intention of infringement of the trademark.

Notice of Liability

The information in this courseware is distributed on an "as is" basis, without warranty. While every precaution has been taken in the preparation of this course, BS&A Software, Inc. shall not have any liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the instructions contained in this book or by the computer software and hardware products described in it.

Disclaimer

We make a sincere effort to ensure the accuracy of the material described herein; however, BS&A Software, Inc. makes no warranty, expressed or implied, with respect to quality, correctness, reliability, accuracy, or freedom from error of this document or the products it describes. Data used in examples and sample data files are intended to be fictional. Any resemblance to real companies or data is entirely coincidental.

BS&A Software, Inc. reserves the right to make updates and/or corrections to the courseware material at any time and without notification.

BS&A Software, Inc.

14965 Abbey Lane

Bath MI 48808

About this Courseware

This courseware assumes students understand the basics of using a Windows-based computer, and are comfortable using the keyboard and mouse. Students should also be comfortable navigating the file structure of their computer in order to create and manage files and folders. Understanding of and experience with printing and using a Web browser is also encouraged.

This courseware is not exhaustive in covering every possible scenario or area of the application. Its intent is to showcase key areas and procedures that are covered in more detail in the software manual, and it has been designed as a reasonable outline of the information and order followed during your training on the software.

BS&A's applications are designed to anticipate every need of your department. As not all municipalities have identical procedures, some aspects of this courseware may not be necessary, while some of your training might involve scenarios not covered by this courseware. Training is tailored to the individual municipality.

Customers and potential customers have unlimited access to our Tech Support department; feel free to contact them at any time with questions.

Contents

Section 1: User Setup and Database Groups	1
Lesson 1.1: Security Settings.....	2
Lesson 1.2: Password Security.....	5
Lesson 1.3: Adding Users	7
Lesson 1.4: Set Up Passwords	10
Lesson 1.5: Active Directory Auto Login	12
Lesson 1.6: Set User or User Group Security	14
Lesson 1.7: Printing a User Security Settings Report	17
Lesson 1.8: Program Update Security.....	19
Lesson 1.9: Attaching Your Database to a Group	21
Lesson 1.10: Pervasive System Links	23
Section 2: Program Settings.....	25
Lesson 2.1: General Settings.....	26
Lesson 2.2: Customer ID	29
Lesson 2.3: ACH Settings	32
Lesson 2.4: Return Address	34
Lesson 2.5: Email Settings	36
Lesson 2.6: Cash Receipting Options	38
Lesson 2.7: Accounts Payable Options	40
Lesson 2.8: Property App Options.....	42
Section 3: Database Setup.....	45
Lesson 3.1: Customer Types	46
Lesson 3.2: Services	48
Lesson 3.3: Payment Terms	50
Lesson 3.4: Penalty Charges	52
Lesson 3.5: Billing Items	54
Lesson 3.6: Banks.....	56

Lesson 3.7: Dunning Notices	58
Section 4: Customer Screens	61
Lesson 4.1: Adding Customers	62
Lesson 4.2: Customer/General/Other Information Panes	67
Lesson 4.3: Addresses Tab	70
Lesson 4.4: Contact Info Tab.....	72
Lesson 4.5: Invoice Info Tab	74
Lesson 4.6: Other Info Tab	76
Lesson 4.7: ACH Tab	78
Lesson 4.8: Notes Tab.....	80
Lesson 4.9: Parcel Info Tab	82
Lesson 4.10: Customer Summary Pane	84
Section 5: Invoices.....	87
Lesson 5.1 Adding an Invoice	88
Lesson 5.2: Editing an Invoice	92
Lesson 5.3: Voiding an Invoice	94
Lesson 5.4: Adjusting an Invoice	97
Lesson 5.5: Notifications Pane.....	99
Section 6: Receipts	101
Lesson 6.1: Cash Receipting Payment	102
Lesson 6.2: Paying with Cash/Check/CC	104
Lesson 6.3: Paying with Unapplied Payments.....	107
Lesson 6.4: Editing a Receipt.....	109
Lesson 6.5: Voiding a Receipt	111
Section 7: Tasks and Utilities Menus	115
Lesson 7.1: Journalizing and Posting.....	116
Lesson 7.2: Recurring Invoices	119
Lesson 7.3: Transferring Delinquent Invoices to Tax	123
Lesson 7.4: Writing Off Invoices	126

Lesson 7.5: Applying Penalties.....	128
Lesson 7.6: Updating Information from Assessing or Tax	132
Section 8: Reports	135
Lesson 8.1: Aged Accounts Receivable Report.....	136
Lesson 8.2: Customer Unapplied Credit History Report	138
Lesson 8.3: Customer Statement (Laser).....	140
Lesson 8.4: Billing Register	142
Lesson 8.5: Receivables by General Ledger Number	144
Lesson 8.6: Revenue by General Ledger Number	146
Lesson 8.7: Standard Invoice	148
Lesson 8.8: Payment Register	150

Section 1: User Setup and Database Groups

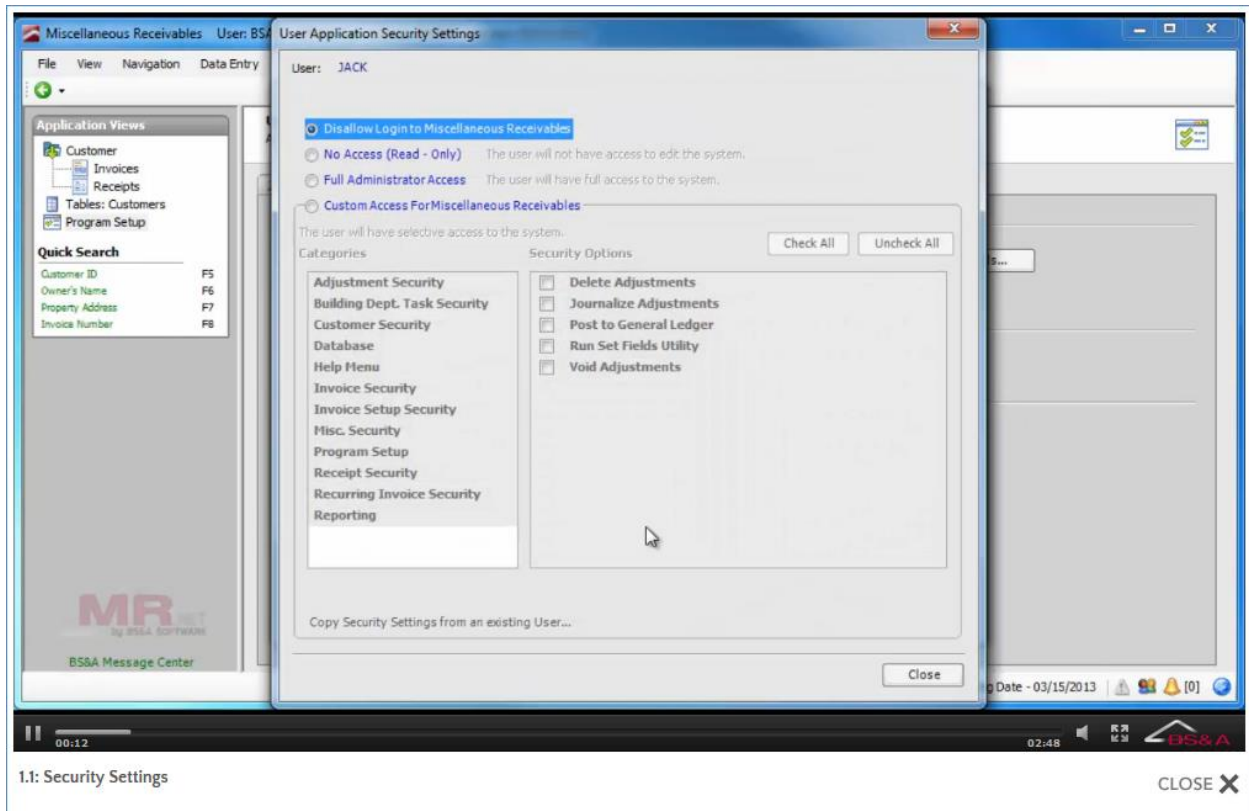


In this section you will learn how to:

- Establish user and password security
- Add users
- Restrict access to departments and funds
- Set up Shared Database Groups
- Set up Pervasive version links

Lesson 1.1: Security Settings

Four basic security settings are available: Disallow Login to Miscellaneous Receivables; No Access (Read-Only); Full Administrator Access; Custom (Limited) Access.



Disallow Login

Users are initially set to this access when first added (or imported, if using Active Directory users) so that, as an example, access to Payroll is not accidentally given while creating a user for Tax.

No Access (Read-Only)

The user can open the program and look around, but cannot edit any data. This is rarely used, as No Access (Read-Only) users cannot even print a report of the data they are viewing on the screen.

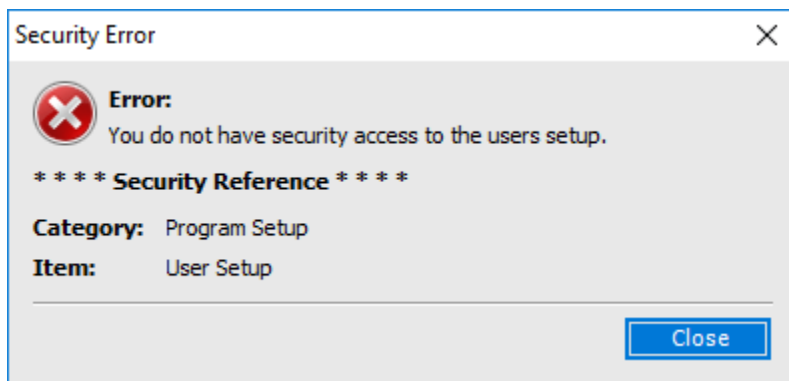
Full Administrator Access

The user will have lookup/edit access to all areas of the current application (a spreadsheet of security settings is available; your trainer will address this, or you may contact Tech Support). These settings are to the BS&A application only. Jack can be set as a Full Administrator Access user in AP, but have custom access set in GL. For full Administrator rights over all BS&A .NET applications, an additional security level exists for Enterprise Administrator.

Enterprise Administrators have the highest security level in the program and have rights to perform tasks that affect both users and user groups in all shared BS&A applications. For example, if Jack should have admin rights in Tax, but restricted rights in GL, do not check this box. If checked, Jack will have admin rights in GL as well. Enterprise Administrators have the rights to add or delete any other user (including an Enterprise user). A user must be marked as "Enterprise" in order to access the Shared Program Folder.

Custom (Limited) Access

Custom access is separated into categories, which are then separated into security options. If a number of users will have the same custom access, you can either copy settings from another user, or set up a User Group (see page 14). If a custom-access user attempts an operation for which he is restricted, the program will pop up a message; for example:



Lesson 1.2: Password Security

This is an entirely optional feature that allows an Enterprise Admin user to set requirements on individual users' passwords.

1. Go to Program Setup>Administration>Password Security.

The Verify Passwords Against Active Directory... setting should only be used under the direction of I.T. Support. If checked, it will change everyone's password (if already set up) in every BS&A program.


2. Check the Use Password Requirements box.
3. Select your options.

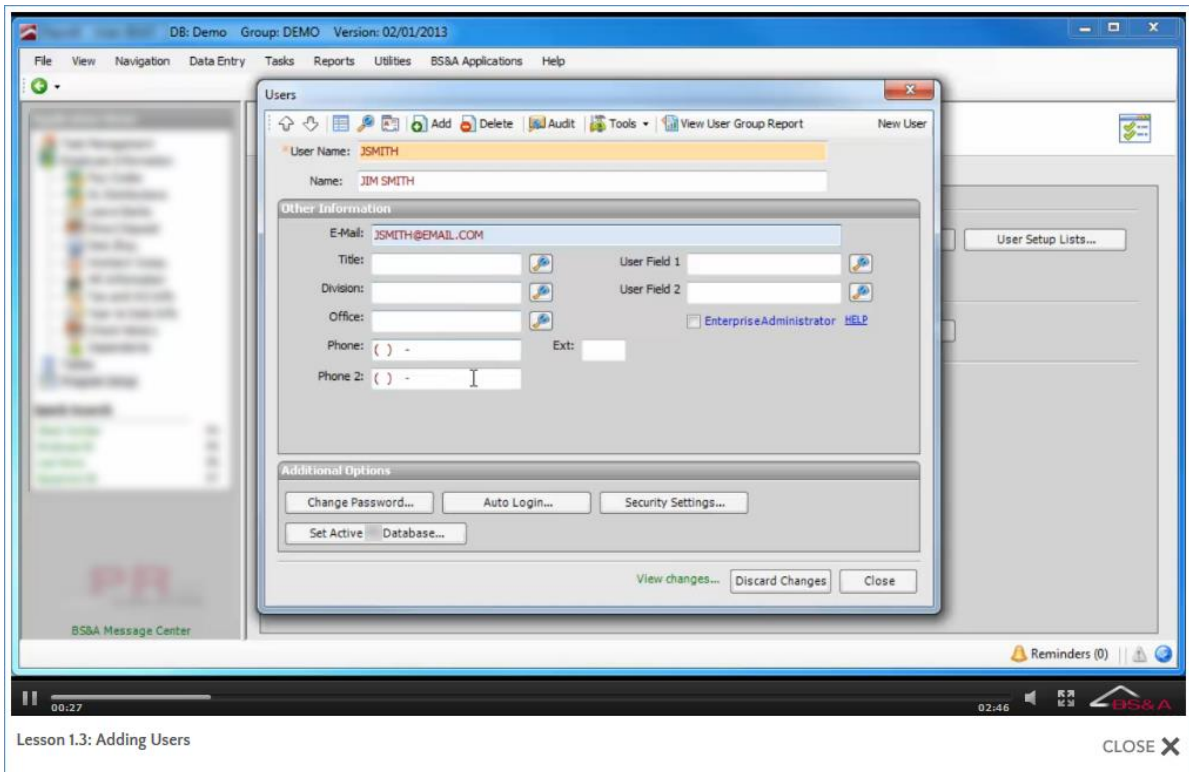
Regarding the other two settings appearing at the top of the screen:

- **BSA Users May Only be Imported from Active Directory.** If checked, the ability to manually add users is eliminated. Users can only be added by importing them from Active Directory.
- **Only Enterprise Admins May Add New Users.** If unchecked, users set up with either Full Administrator Access or with Custom Access to the User setup screen will be able to add users.

Lesson 1.3: Adding Users

Option 1: Manually Add a User

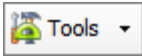
1. Go to Program Setup>Administration>Users.
2. Click  and enter the User Name.
3. (Optional) Enter the full Name, the user's Email, and any fields¹ in the Other Information pane.

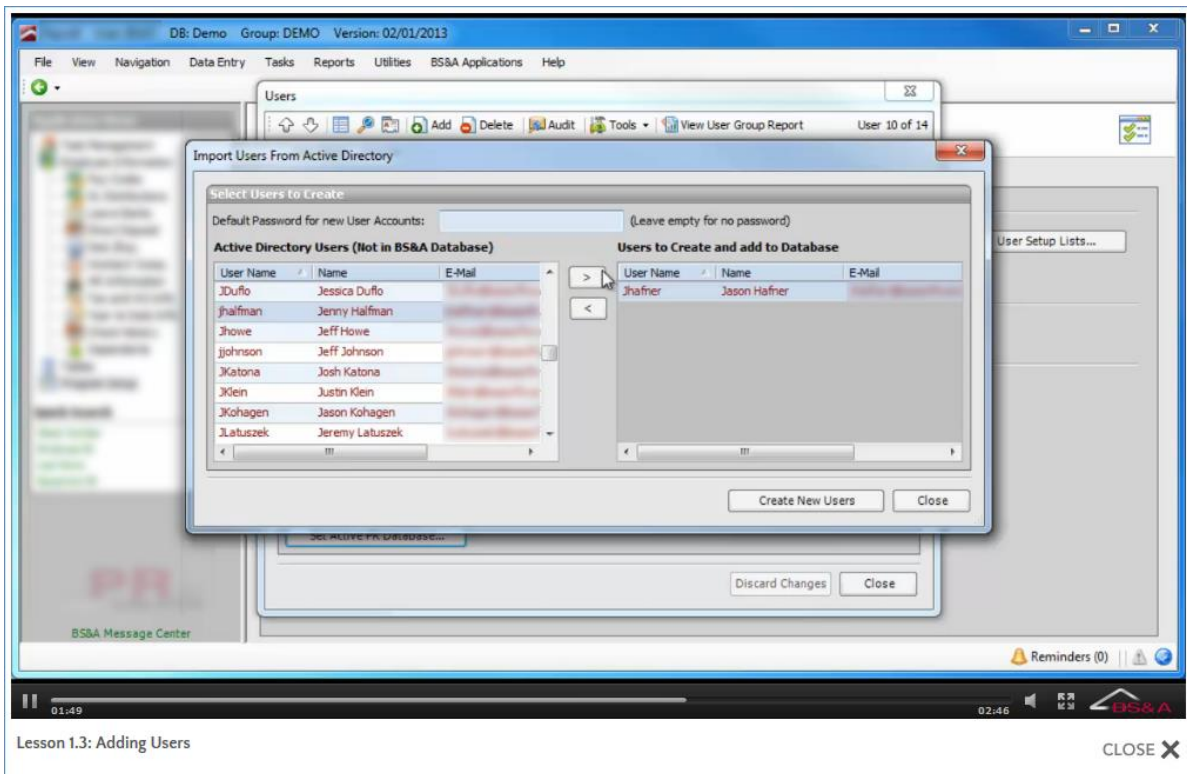


4. If applicable, click Set Active [application name] Database.
5. Once you have all of your users entered, you may (optionally) set passwords (see page 10) and set up either individual security or group security (see page 14).

¹With the exception of Enterprise Administrator; please contact BS&A I.T. Support for assistance.

Option 2: Import Users from Active Directory

1. Go to Program Setup>Administration>Users.
2. Click  >Import Users from Active Directory.
3. (Optional) Set a Default Password.
4. (Optional) Set a Username, Name, and/or Email filter to reduce the amount of names to select from.
5. Move the items from the left column to the right column.
6. Click Create New Users, then Ok.



7. Locate one of the users you just imported.
8. (Optional) Enter or verify the user's Email, and fill out any fields (see footnote) in the Other Information pane.
9. If applicable, click Set Active [application name] Database.
10. Once you have all of your users entered, you may (optionally) set passwords (see page 10) OR activate auto login (see page 12), and set up either individual security or group security (see page 14).

Lesson 1.4: Set Up Passwords

Follow these instructions if you will be setting up passwords in the BS&A programs as opposed to using Active Directory Auto Login (see page 12).

1. Go to Program Setup>Administration>Users and locate the user.
2. Click Change Password.
3. Type the password (may be subject to some type of password security; see page 5) in New Password and Confirm New Password.
4. Click Save Password.
5. Repeat for additional users.

Lesson 1.5: Active Directory Auto Login

This is an entirely optional feature that allows an Enterprise Admin user to tell the programs to bypass the step of users having to enter a user name and password, provided the user name matches the user name set up in Active Directory.

1. Go to Program Setup>Administration>Active Directory Auto Login.
2. Select Use Auto Login Feature.
3. Check the Require Active Directory box and enter your Domain Name. Please contact I.T. Support for assistance with the When Auto Login Fails... setting.

At this point, the use of Auto Login is enabled, but users still have to opt in. This can be done through the Users setup screen, or users may do it themselves on their My Settings screen.

Lesson 1.6: Set User or User Group Security

Setup of User/User Group security is not necessary on Enterprise Admins.

Set Individual User Security

This may not be necessary if the individual user will be part of a User Group. If, however, the user is part of a group but will have additional individual security, setup here is necessary.


1. Go to Program Setup>Administration>Users and locate the user.
2. Click Security Settings and set security for the current user. If "Custom Access," go to each Category to receive its security options and check the appropriate boxes to the right.
3. Click Close to return to the Users screen.
4. Repeat for additional users.

Copy Individual User Security Settings (Optional)

Copying a user's custom security settings is helpful when adding additional users that will have much of the same security. For example, Cash Receipting .NET has well over 50 individual security options per user. Setting these options once and copying to multiple users is a faster way to get users up and running. If individual users will be part of a User Group, this may not be necessary.

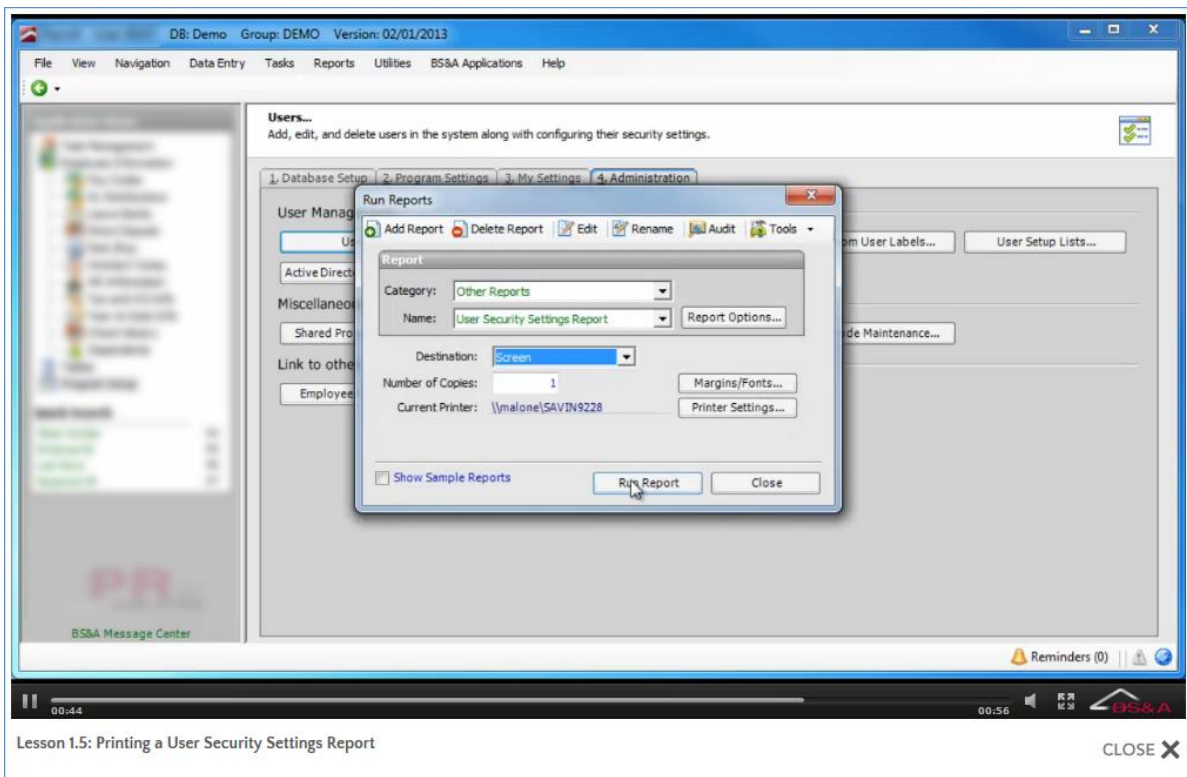
1. Go to Program Setup>Administration>Users and locate the user to copy to.
2. Click Security Settings.
3. Select Custom Access.
4. Click **Copy Security Settings from an existing User**.
5. Select whether to search by Name or User Name, enter the criteria, and click Ok. If an exact match isn't found, a list of results will appear; double-click the appropriate user name to copy from.

Set User Group Security

1. Go to Program Setup>Administration.
2. Add or import users but do not go into the Security Settings screen.
3. Click Close to exit the Users screen; you will be on the Administration tab of Program Setup.
4. Click User Groups.
5. Click  and enter the Group Name.
6. Enter the Primary Contact and his/her Email. The Primary Contact is typically the one responsible for determining access rights.
7. Click Security Settings.
8. Set security for the current group. If Custom Access, go to each Category to receive its security options and check the appropriate boxes to the right.
9. Click Close to return to the Groups screen.
10. Move the items from the left column to the right column.
11. If one or more of this user group should have elevated security, return to the Users screen to set it up (see above).

Lesson 1.7: Printing a User Security Settings Report

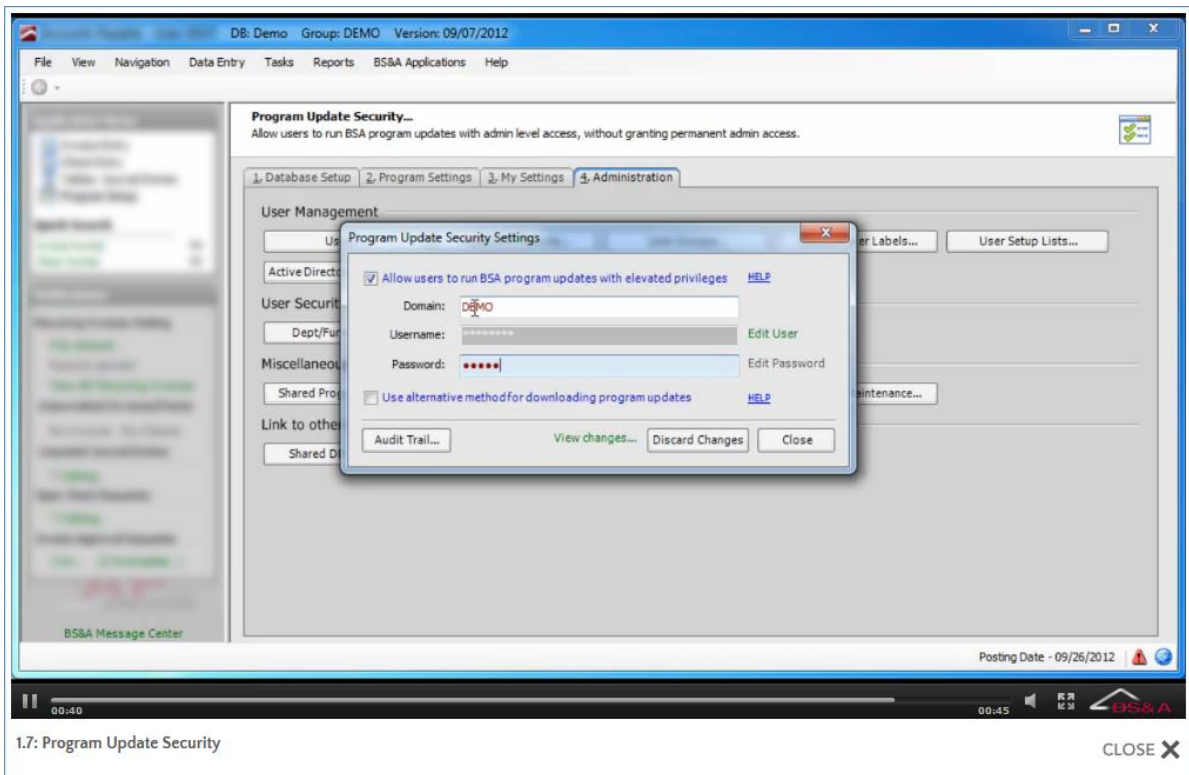
1. Go to Reports>Other Reports and select User Security Settings Report.
2. Click Report Options.
3. Select whether or not to Show User Settings for All Applications.
4. Select whether to Display Settings for All Users (and set its optional filters) or to Display Settings for Specified User (and select the user).
5. Click Ok.
6. Select the (print) Destination and click Run Report.



Lesson 1.8: Program Update Security

Program Update Security is designed for network environments with Windows Restricted Users. This option lets you add a specific Windows user name and password which will be used when a restricted user attempts to execute an update.

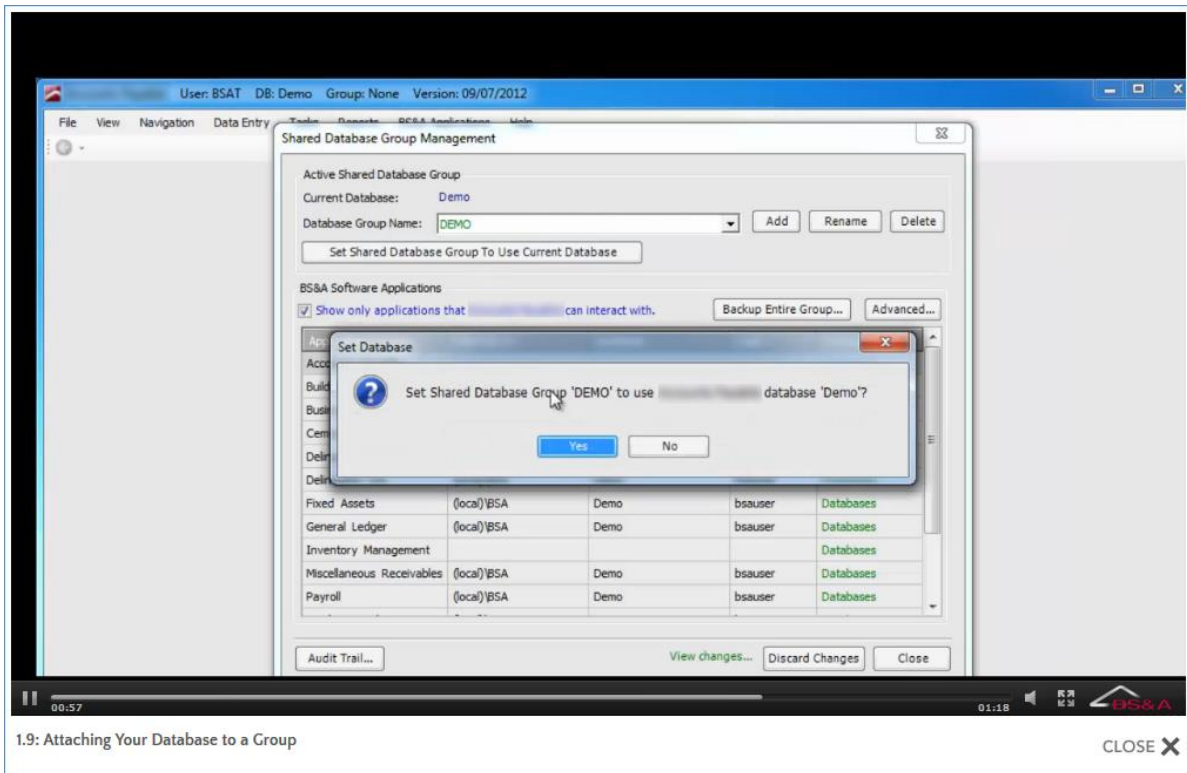
1. Go to Program Setup>Administration>Program Update Security.
2. Check the Allow Users to Run BS&A Program Updates with Elevated Privileges box.
3. Enter the Domain, User Name, and Password. This is the "Windows" user name/password.



Lesson 1.9: Attaching Your Database to a Group

To recap the "Basics" courseware that accompanies this one, Shared Database Groups minimize your database management by linking your BS&A .NET databases. A group only needs to be added in one BS&A application, and is then available in others for you to attach the appropriate databases.

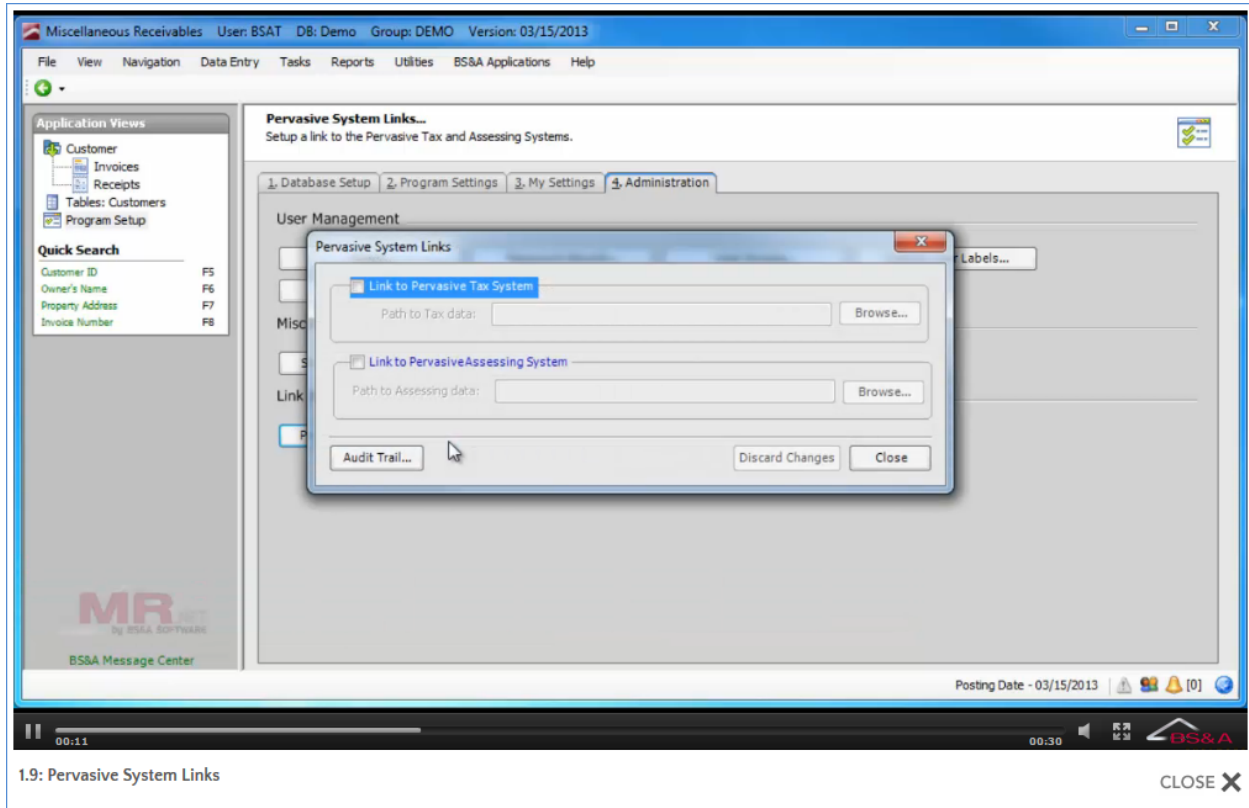
1. Go to Program Setup>Administration>Shared DB Settings.
2. Verify Current Database is displaying your currently active (working) database.
3. Verify Database Group Name is displaying the correct group. Show Only Applications that Miscellaneous Receivables Can Interact With is checked by default, displaying only those (installed) BS&A .NET applications that link with Miscellaneous Receivables. Verify the database names listed there as well.
4. Click Set Shared Database Group to Use Current Database, then Yes.



5. Click Close.
6. You are prompted that any other currently-open BS&A .NET applications will need to be closed and restarted for the change to take effect; click Ok. All users that have affected BS&A .NET applications open will need to exit and restart.

Lesson 1.10: Pervasive System Links

This enables Miscellaneous Receivables to add customers from the Pervasive version of Assessing or Tax. You may link to a Pervasive database or to a .NET database, but not to both; if warned, you will need to remove your database from the group.



Section 2: Program Settings

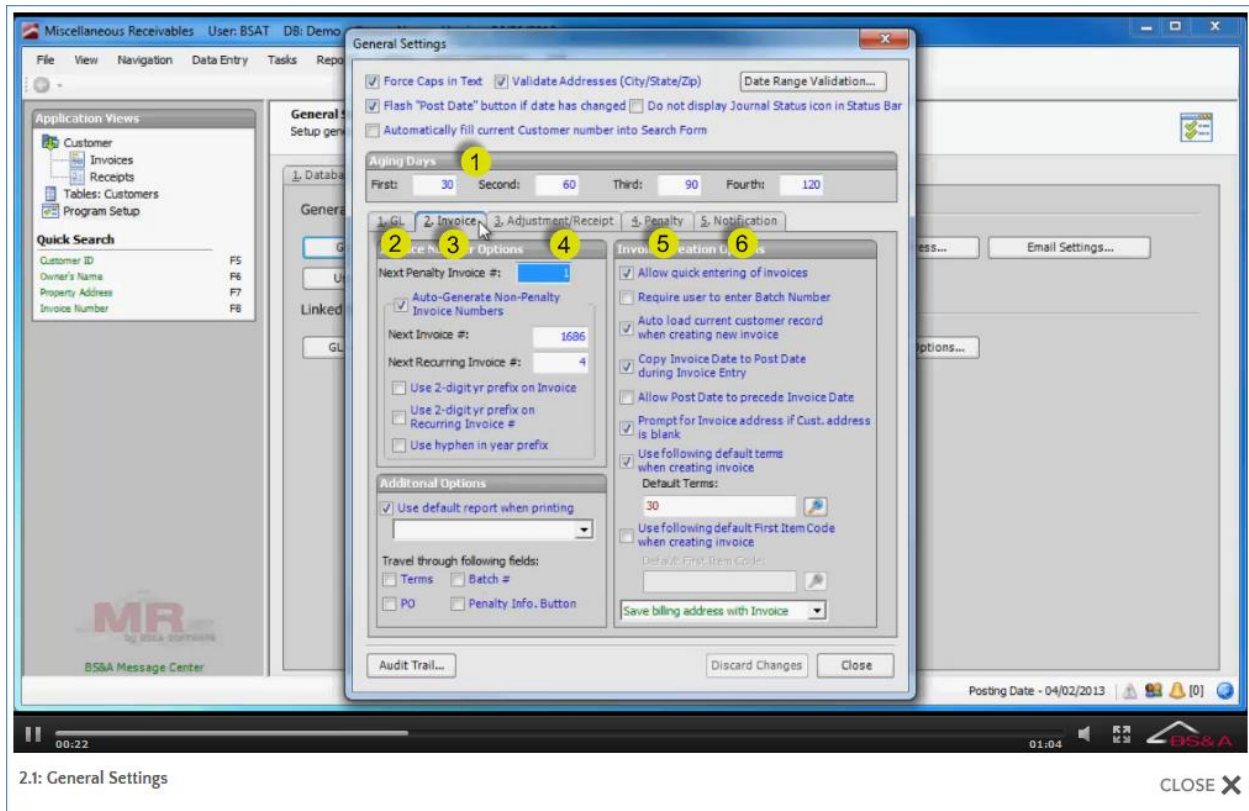


In this section you will learn how to:

- Set general program settings
- Set up your Customer ID generation
- Enter your Return Address
- Set up ACH
- Set up email settings
- Set up Cash Receipting and Accounts Payable options
- Set up Property App options (controlling customer data updates)

Lesson 2.1: General Settings

There will be a discussion of General Settings as they relate to your municipality. Of note are items 1 - 6.



(1) Aging Days. Aging determines the Dunning Notice that will print on customer statements (see page 58).

(2) GL Tab. Settings that affect how MR creates journal entries and posts to General Ledger.

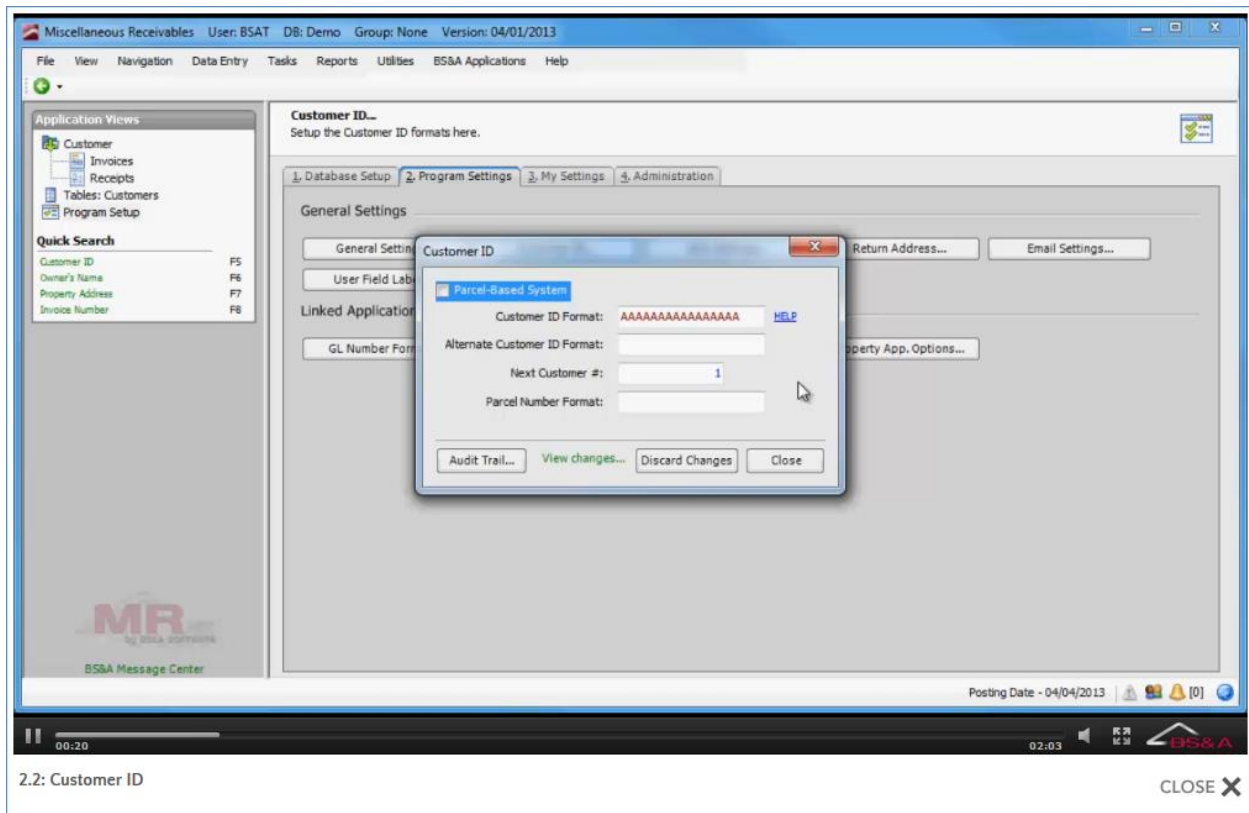
(3) Invoice Tab. Settings that affect numbering, creation options (such as use of default terms, allowing quick entry), and miscellaneous options (such as a default printout and how your cursor travels through invoice fields).

(4) Adjustment/Receipt Tab. Lets you set the next adjustment and receipt numbers, and specify receipt behavior, such as required entry and default printout.

(5) Penalty Tab. Lets you select how penalties are handled in your program: by creating a separate penalty invoice or adding a penalty line item to the existing invoice.


(6) Notification Tab. Lets you define scrolling notifications to appear at the top of the customer information screens.

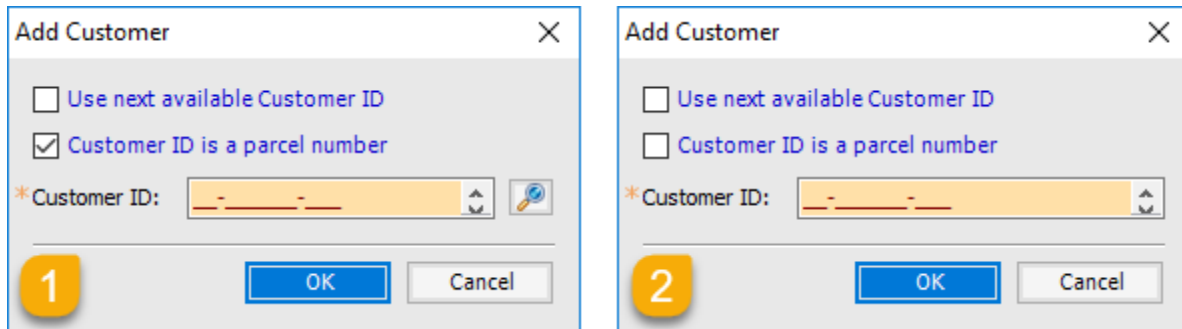
Lesson 2.2: Customer ID




If your customers will be added from Assessing or Tax, your Miscellaneous Receivables database must be linked with one of the databases. Even if you are linked with Assessing or Tax, you are not required to add customers strictly from that program.

- If you are using the Pervasive version of Assessing or Tax, please see page 23 to make sure you are properly linked.
- If you are using the .NET version of Assessing or Tax, please see page 21 to make sure your databases are in the same Shared Database Group.

Parcel-Based System. If checked, the Add Customer dialog has its Customer ID is a Parcel Number setting enabled by default, and provides a  button for lookup in the linked program **(1)**. Additionally, the Customer is Parcel-Based setting on the Customer screen's Parcel Info tab will be checked automatically, enabling the customer to be included in the export to Tax of delinquent invoices. If unchecked, the Add Customer dialog appears similar to **(2)**. After adding the customer, you will need to check the Customer is Parcel-Based box on the Customer screen's Parcel Info tab (if necessary, for inclusion in the export to Tax).



Customer ID Format. If you will generally be adding customers from Assessing or Tax, it is recommended you set this format up to match the parcel number format from that linked program.

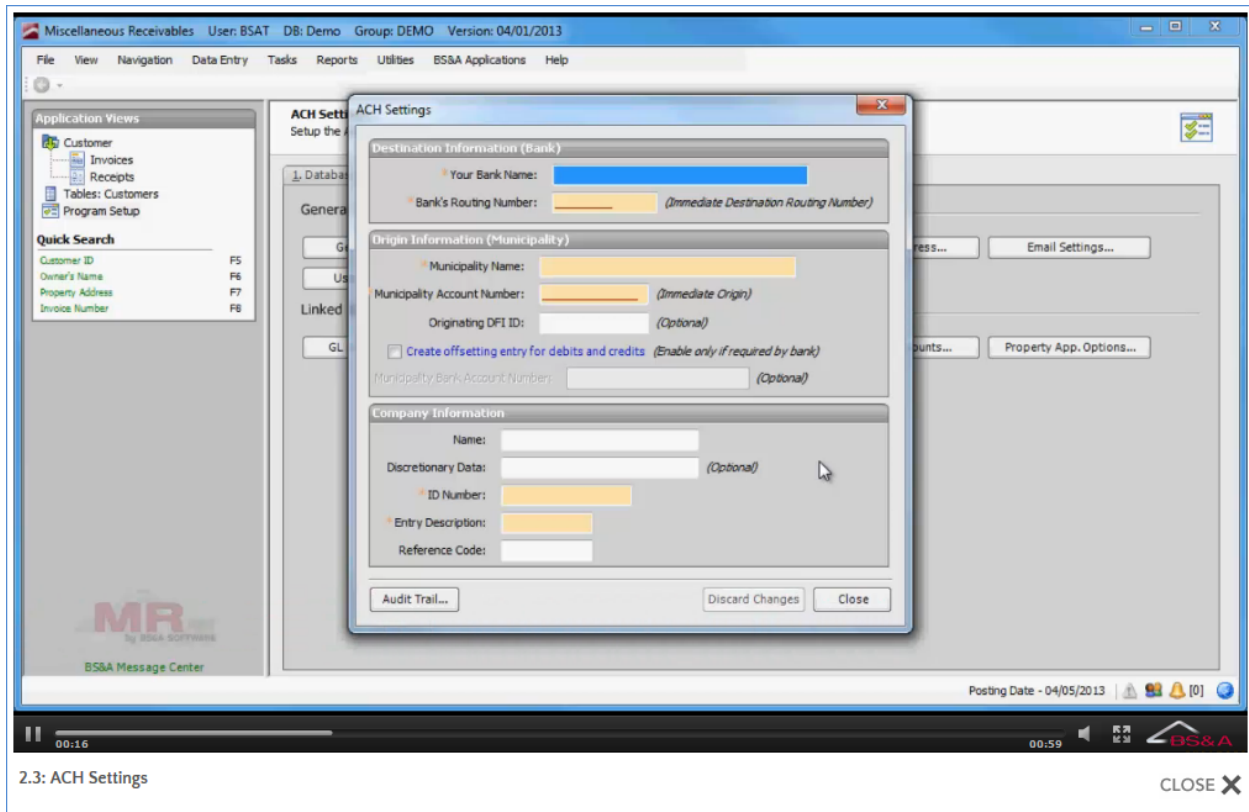
Alternate Customer ID Format. Used to store an alternate format. If parcel-based, this should be your alternate parcel number format. When adding customers, up and down arrows -  - are provided in the Customer ID field of the Add Customer dialog to enable you to switch between formats.

Next Customer Number. Ignored when adding customers from Assessing or Tax. The number entered here increases automatically each time you add a customer and elect to use the next number.

Parcel Number Format. The format you enter here populates the Parcel Number field on the Customer Screen's Parcel Info tab. When adding a customer from Assessing or Tax, the Customer ID field will use the parcel number from that program, and the Parcel Number field on the Parcel Info tab will automatically fill out.

Lesson 2.3: ACH Settings

This area must be set up properly in order to successfully send prenotes and regular transactions. A prenote is a non-dollar transaction sent through the ACH network for the purpose of verifying the accuracy of the account data, and is required before processing ACH payments.



Most fields are self-explanatory and/or assigned by your bank.

Bank's Routing Number. A valid routing number is required.

Originating DFI ID. If required (rarely), fill out this field. This will be used instead of the ID Number (entered below) as the ACH origin.

Create Offsetting Entry for Debits and Credits. If required by the bank, check this box. This offsets the ACH credits posted to your customers' accounts.

Municipality Bank Account Number. If the Create offsetting... box is checked, enter the bank account number here.

Lesson 2.4: Return Address

The Unit Name appears on several reports and printouts. Depending on the report, the address may appear as well.

Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013

File View Navigation Data Entry Tasks Reports Utilities BSA Applications Help

Application Views
Customer
Invoices
Receipts
Tables: Customers
Program Setup

Quick Search
Customer ID F5
Owner's Name F6
Property Address F7
Invoice Number F8

Return Address...
Setup your unit's return address and contact information.

Database Setup

General Settings
General Settings
User Field List

Linked Applications
GL Number For

Return Address
Unit Name: BSA SOFTWARE
Address 1: 14965 ABBEY LANE
Address 2: BATH, MI 48808
Address 3:
Address 4:
Phone: (517) 641-8900
Fax: (517) 641-8960
E-Mail:
Web Site:
Fed ID: 381111111

Audit Trail... Discard Changes Close

Return Address... Email Settings...
Chart of Accounts... Property App. Options...

BS&A SOFTWARE
BS&A Message Center

Lesson 2.4: Return Address
MR Courseware - Section 2: Program Settings

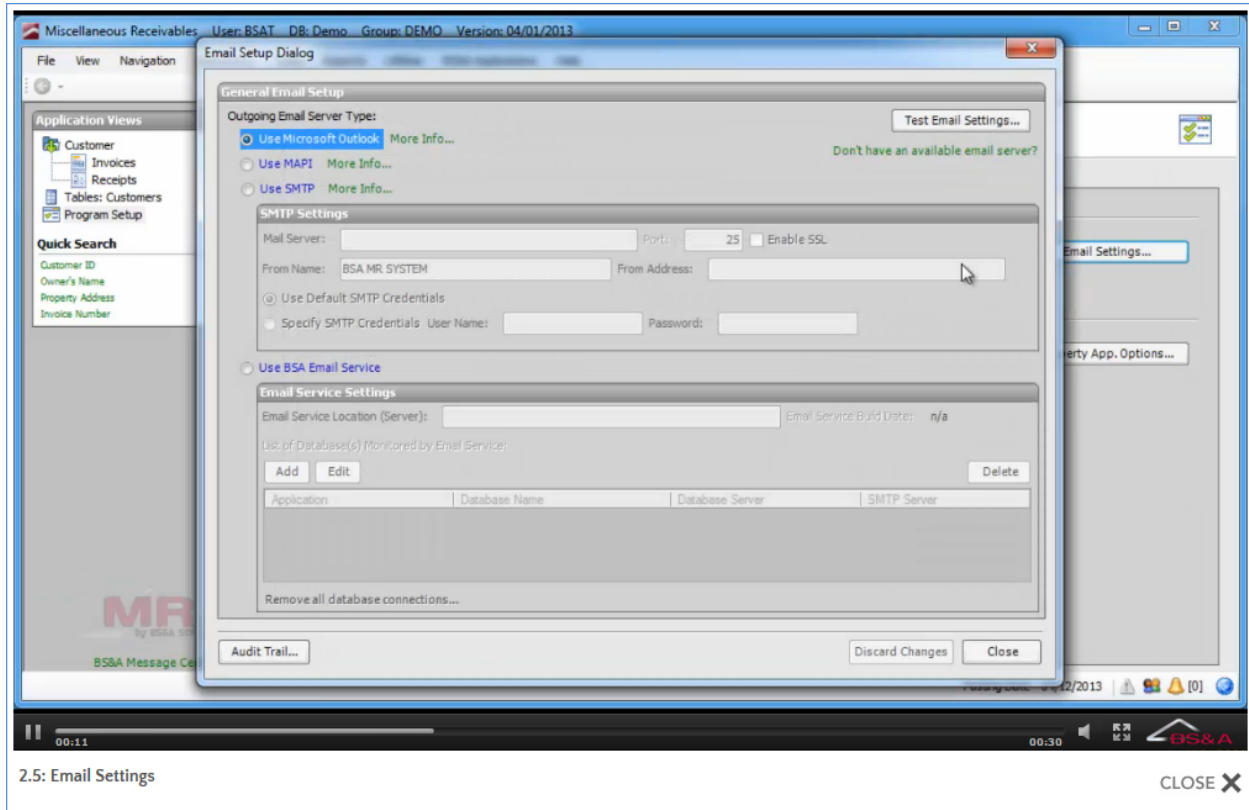
Posting Date - 04/05/2013

00:05 00:16

2.4: Return Address CLOSE X

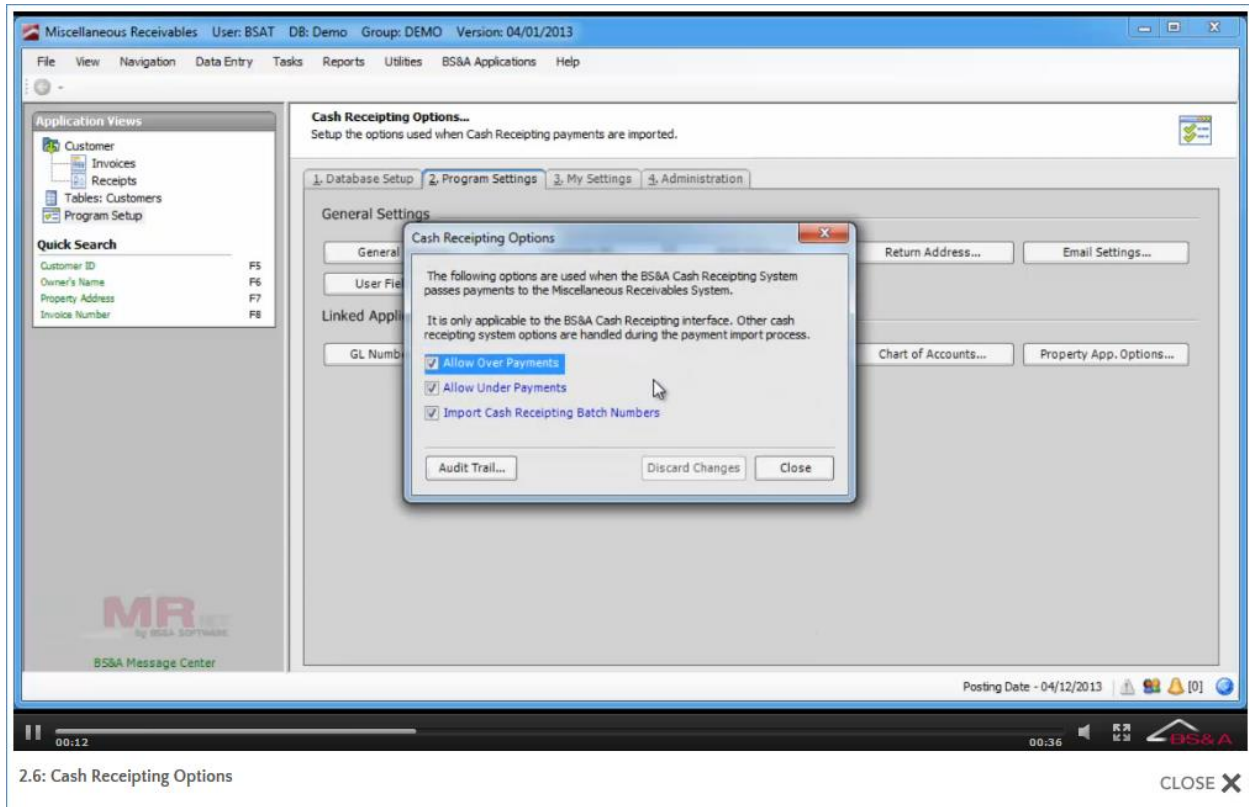
Lesson 2.5: Email Settings

Email Settings manages how emails are sent from your BS&A application, and should be set up by your network administrator. Email Service, an optional feature located at the bottom of this dialog, can assist in the emailing of various items. Email Service manages a queue of emails, allowing users to batch-send.



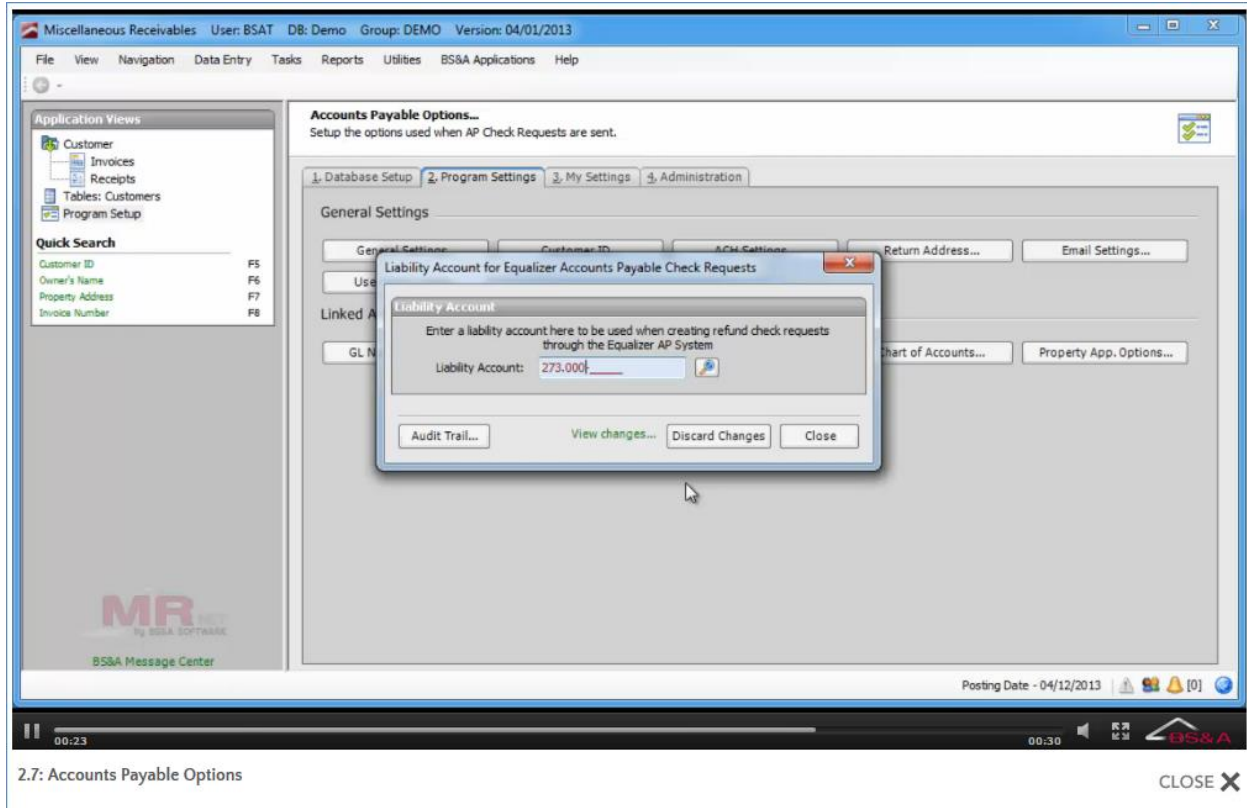
Lesson 2.6: Cash Receipting Options

If you are using Cash Receipting to process Miscellaneous Receivables payments, be sure to set these options correctly. Receipt information will be automatically transferred from Cash Receipting to Miscellaneous Receivables (requires your databases to be linked). Cash receipting applications other than BS&A's are not affected by these options.



Lesson 2.7: Accounts Payable Options

If you are using Accounts Payable to process check requests from Miscellaneous Receivables, be sure to select the correct Liability Account (requires your databases to be linked). Accounts payable applications other than BS&A's are not affected by this account.



The screenshot displays the 'Miscellaneous Receivables' application window. The main area is titled 'Accounts Payable Options...' and contains a 'General Settings' section. A modal dialog box is open, titled 'Liability Account for Equalizer Accounts Payable Check Requests'. The dialog box prompts the user to 'Enter a liability account here to be used when creating refund check requests through the Equalizer AP System'. The 'Liability Account' field is populated with '273.000'. The dialog box includes buttons for 'Audit Trail...', 'View changes...', 'Discard Changes', and 'Close'. The background application window shows a navigation menu on the left with options like 'Customer', 'Invoices', 'Receipts', 'Tables: Customers', and 'Program Setup'. The top of the window displays the user 'BSAT', database 'Demo', and group 'DEMO'. The bottom of the window shows a 'Posting Date - 04/12/2013' and a 'CLOSE X' button.

Lesson 2.8: Property App Options

You may add customers directly from Assessing or Tax, using either the Pervasive version or the .NET version:

- If you are using the Pervasive version of Assessing or Tax, please see page 23 to make sure you are properly linked.
- If you are using the .NET version of Assessing or Tax, please see page 21 to make sure your databases are in the same Shared Database Group.

Items that are checked will be automatically updated with changes made in the linked property application, unless individual customers have been marked to be excluded from those updates (see page 67).

Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013

File View Navigation Data Entry Tasks Reports Utilities BSA Applications Help

Application Views
Customer
Invoices
Receipts
Tables: Customers
Program Setup

Quick Search
Customer ID F5
Owner's Name F6
Property Address F7
Invoice Number F6

Property App. Options...
Setup the options used when linked to the Assessing/Tax system.

1. Database Setup 2. Program Settings 3. My Settings 4. Administration

General Settings

General Settings
General Settings
User Fields
Linked Applications
GL Numbers

Linked Property Application Options

Link options (Both Pervasive and .NET)

Update owner address
Address to read: Read Owner Address

Update property address
 Update legal description

You are currently linked to both the Assessing .NET and Tax .NET systems. Due to this, the Assessing .NET link will be given priority when reading names, addresses, and legal information.

Audit Trail... View changes... Discard Changes Close

Posting Date - 04/05/2013

00:26 00:39

MR
BS&A Message Center

2.8: Property App Options

CLOSE X

Section 3: Database Setup

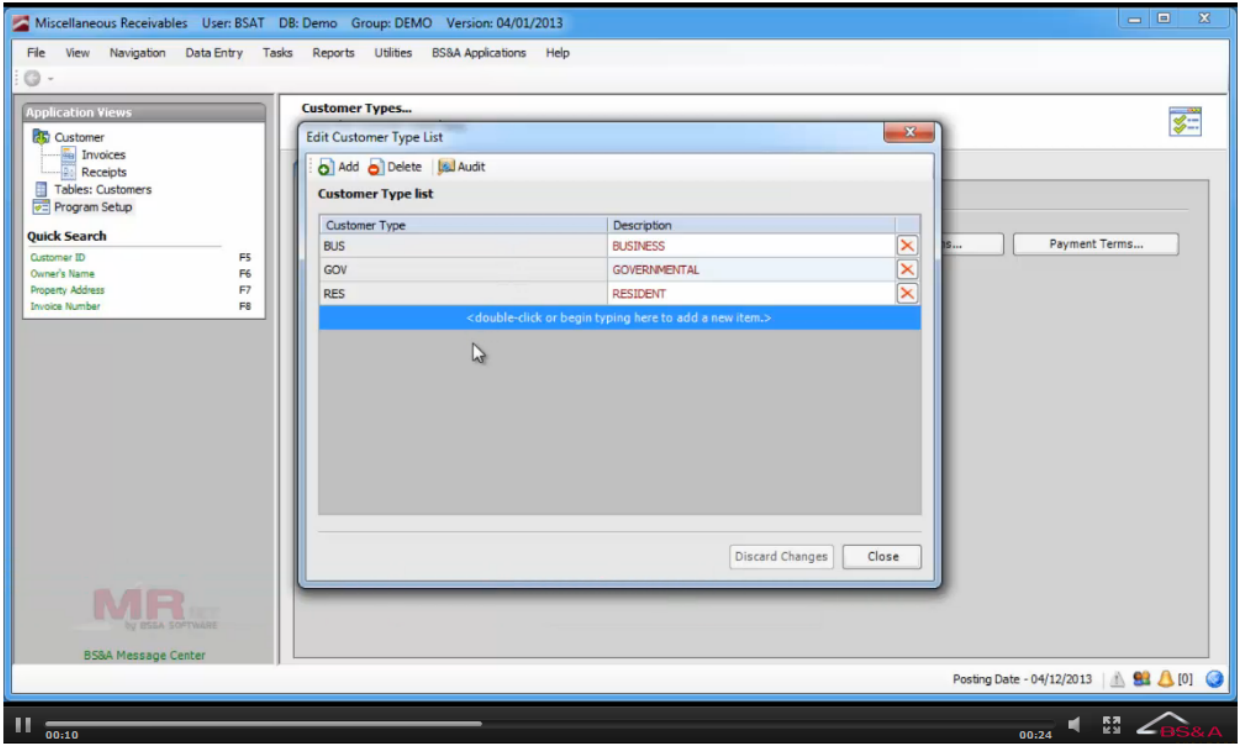


In this section you will learn how to:

- Set up customer types
- Set up services, payment terms, penalty charges, and billing items and see how they work together
- Set up banks
- Set up dunning notices

Lesson 3.1: Customer Types

Customer Types group different customers together to assist in reporting. Reports can be sorted or printed by customer type, rather than for all customers.



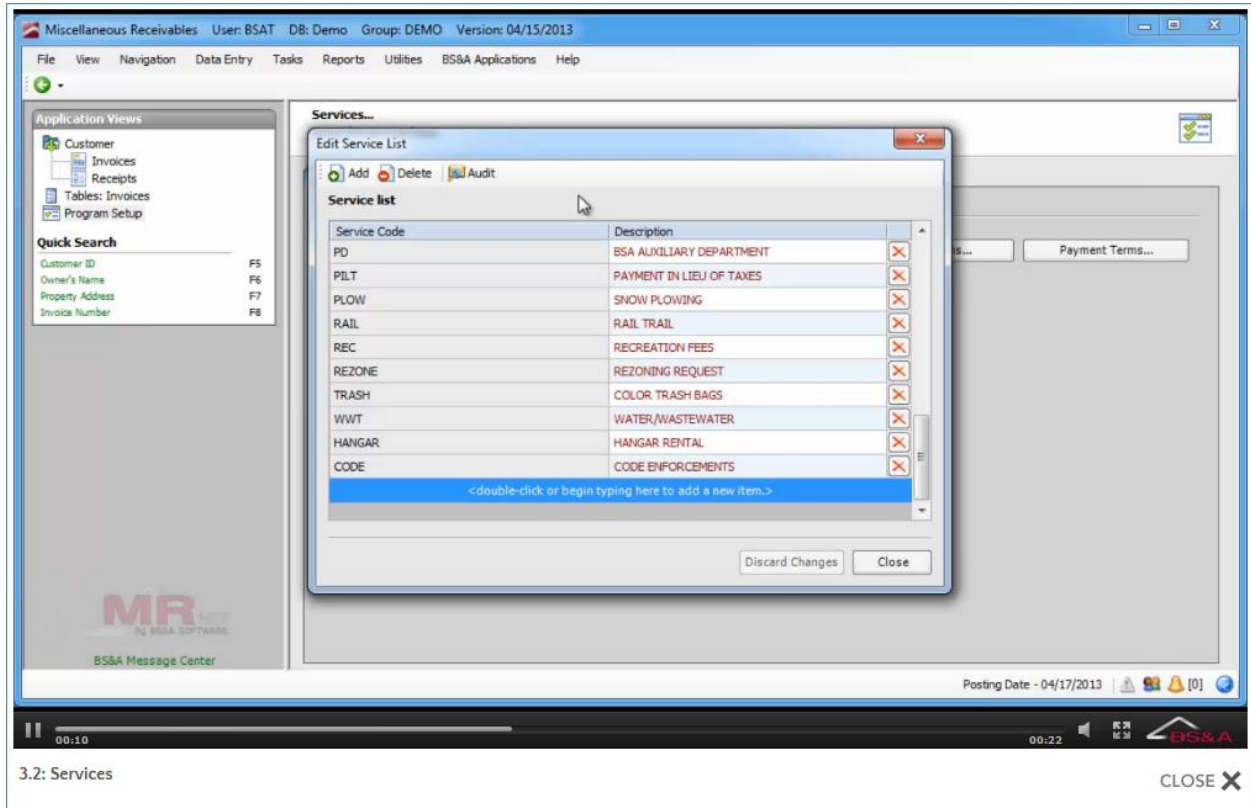
The screenshot displays the 'Miscellaneous Receivables' software interface. The main window title is 'Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013'. The menu bar includes 'File', 'View', 'Navigation', 'Data Entry', 'Tasks', 'Reports', 'Utilities', 'BS&A Applications', and 'Help'. On the left, there is an 'Application Views' pane with a tree structure showing 'Customer', 'Invoices', 'Receipts', 'Tables: Customers', and 'Program Setup'. Below this is a 'Quick Search' section with fields for 'Customer ID' (F5), 'Owner's Name' (F6), 'Property Address' (F7), and 'Invoice Number' (F8). The main area shows a 'Customer Types...' dialog box titled 'Edit Customer Type List'. This dialog has 'Add', 'Delete', and 'Audit' buttons. It contains a table with the following data:

Customer Type	Description
BUS	BUSINESS
GOV	GOVERNMENTAL
RES	RESIDENT

Below the table, there is a text prompt: '<double-click or begin typing here to add a new item.>'. At the bottom of the dialog are 'Discard Changes' and 'Close' buttons. The background window shows a 'Payment Terms...' field. The bottom status bar includes 'Posting Date - 04/12/2013', a clock showing '00:10', and a system tray with '00:24' and 'E3&A' logo. A 'CLOSE X' button is located at the bottom right of the slide.

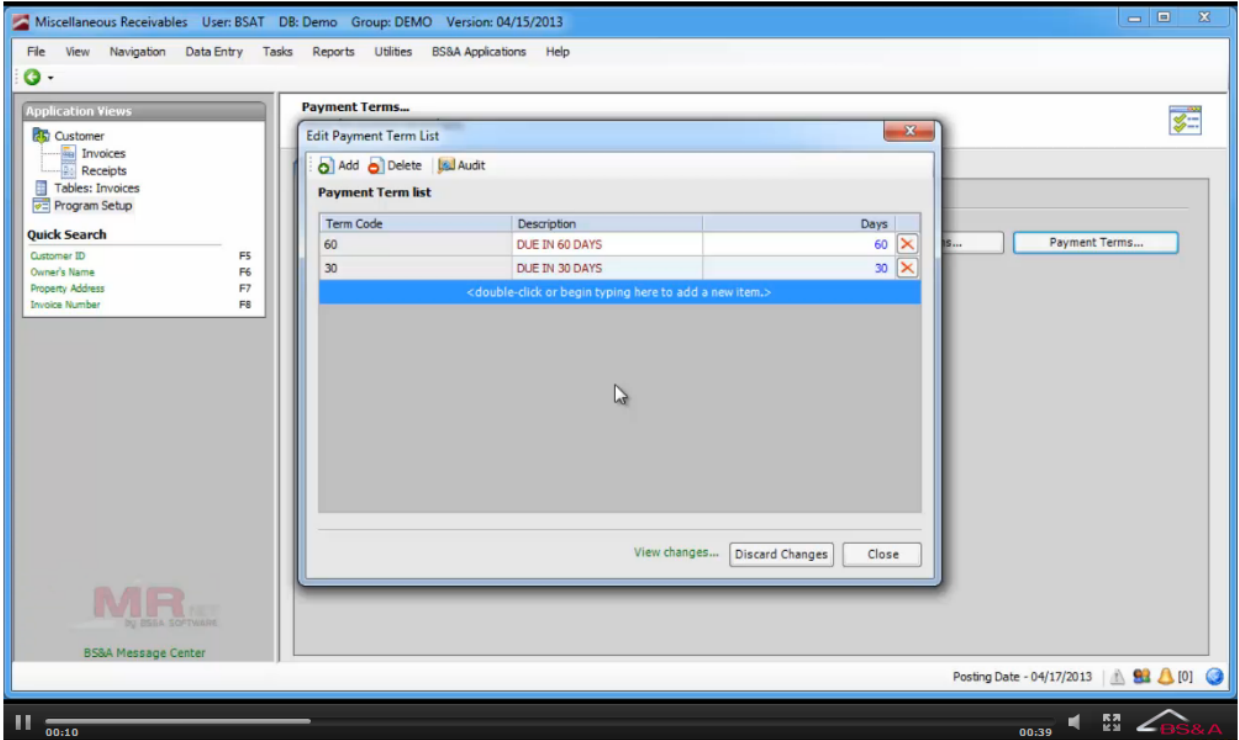
Lesson 3.2: Services

Service codes are selected when setting up Billing Items (see page 54). Invoice-based reports can be sorted or printed by Service Code, rather than by selecting individual billing items.



Lesson 3.3: Payment Terms

Payment terms are selected when setting up customer invoice options (see page 74). If you select a default payment term for a customer, all invoices created for that customer apply that default payment term, saving you a data entry step.



Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/15/2013

File View Navigation Data Entry Tasks Reports Utilities BS&A Applications Help

Application Views

- Customer
 - Invoices
 - Receipts
- Tables: Invoices
- Program Setup

Quick Search

- Customer ID F5
- Owner's Name F6
- Property Address F7
- Invoice Number F8

MR by BS&A SOFTWARE
BS&A Message Center

Posting Date - 04/17/2013

00:10 00:39 BS&A

3.3: Payment Terms CLOSE X

Payment Terms...

Edit Payment Term List

Add Delete Audit

Payment Term list

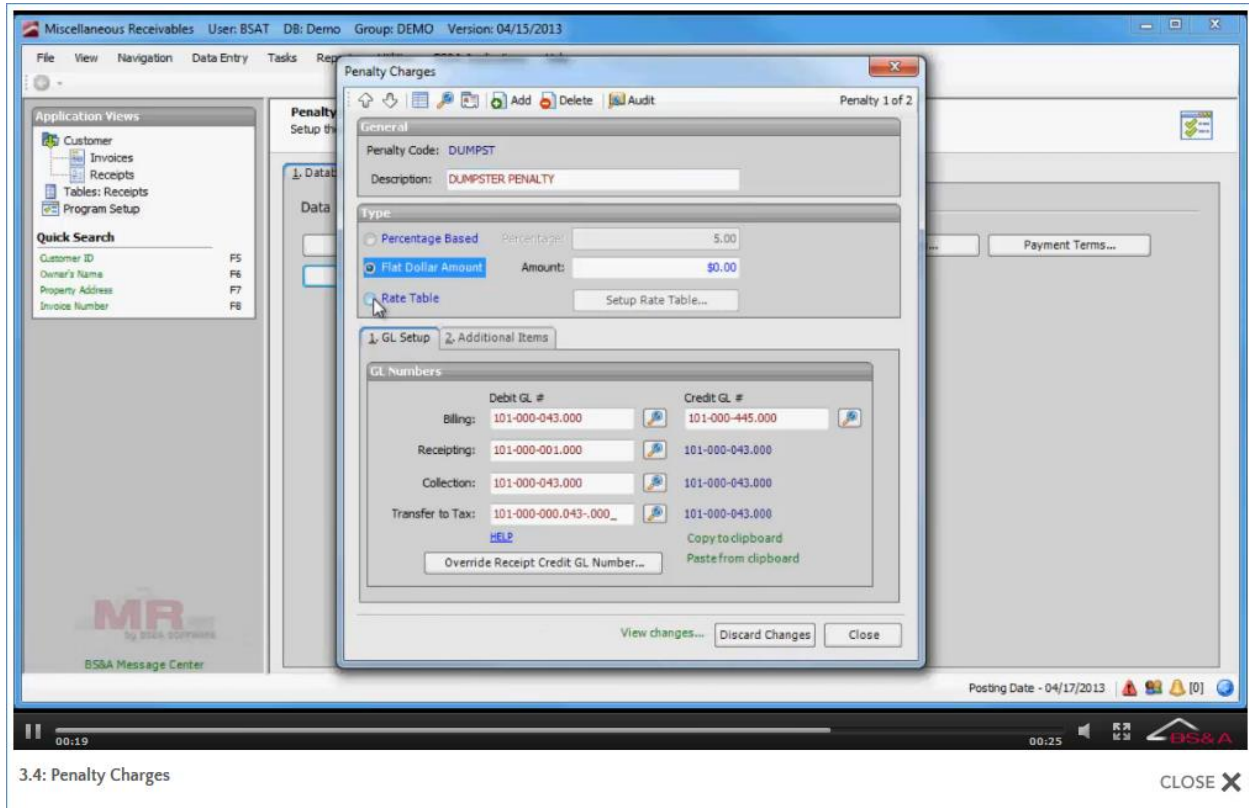
Term Code	Description	Days
60	DUE IN 60 DAYS	60
30	DUE IN 30 DAYS	30

<double-click or begin typing here to add a new item.>

View changes... Discard Changes Close

Lesson 3.4: Penalty Charges

Penalty charges are selected when setting up Billing Items (see page 54). Penalty charges can be set up as a percentage of the amount due, as a flat amount, or as a table, based on the number of days the payment is delinquent.

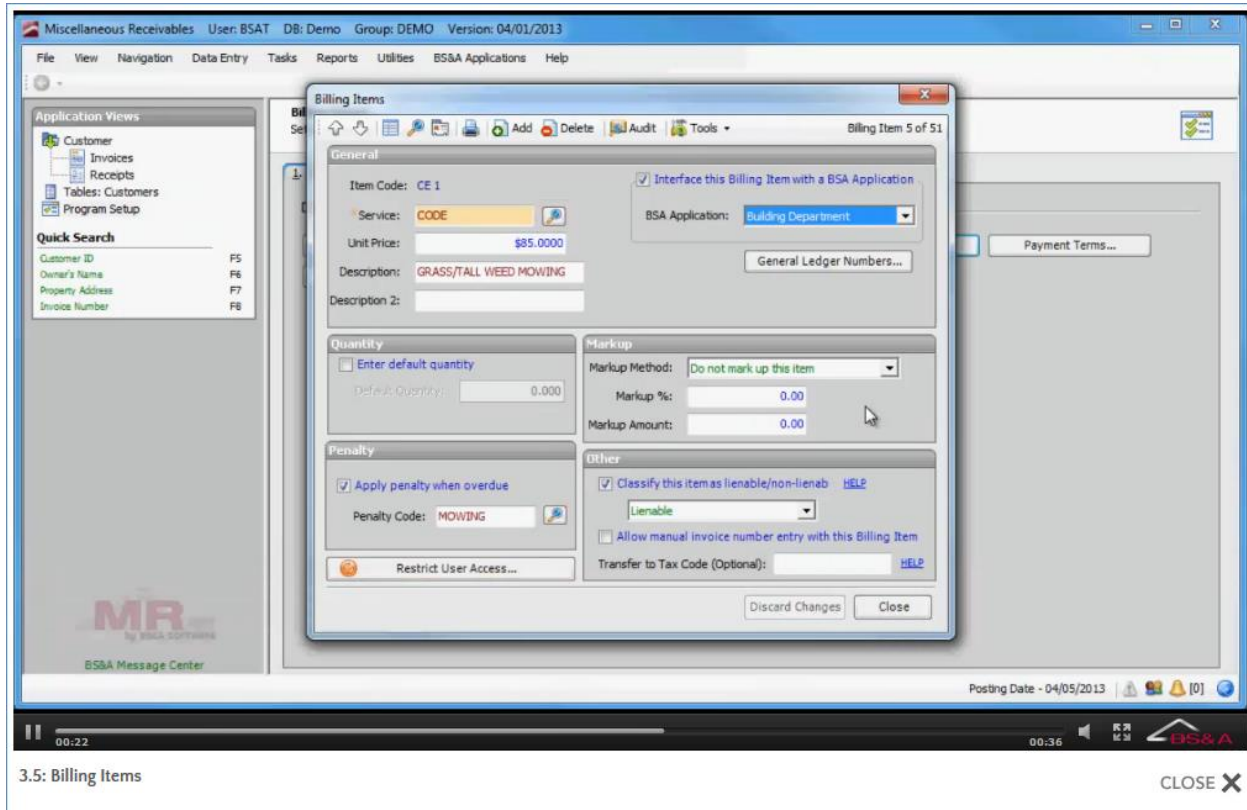


3.4: Penalty Charges

CLOSE X

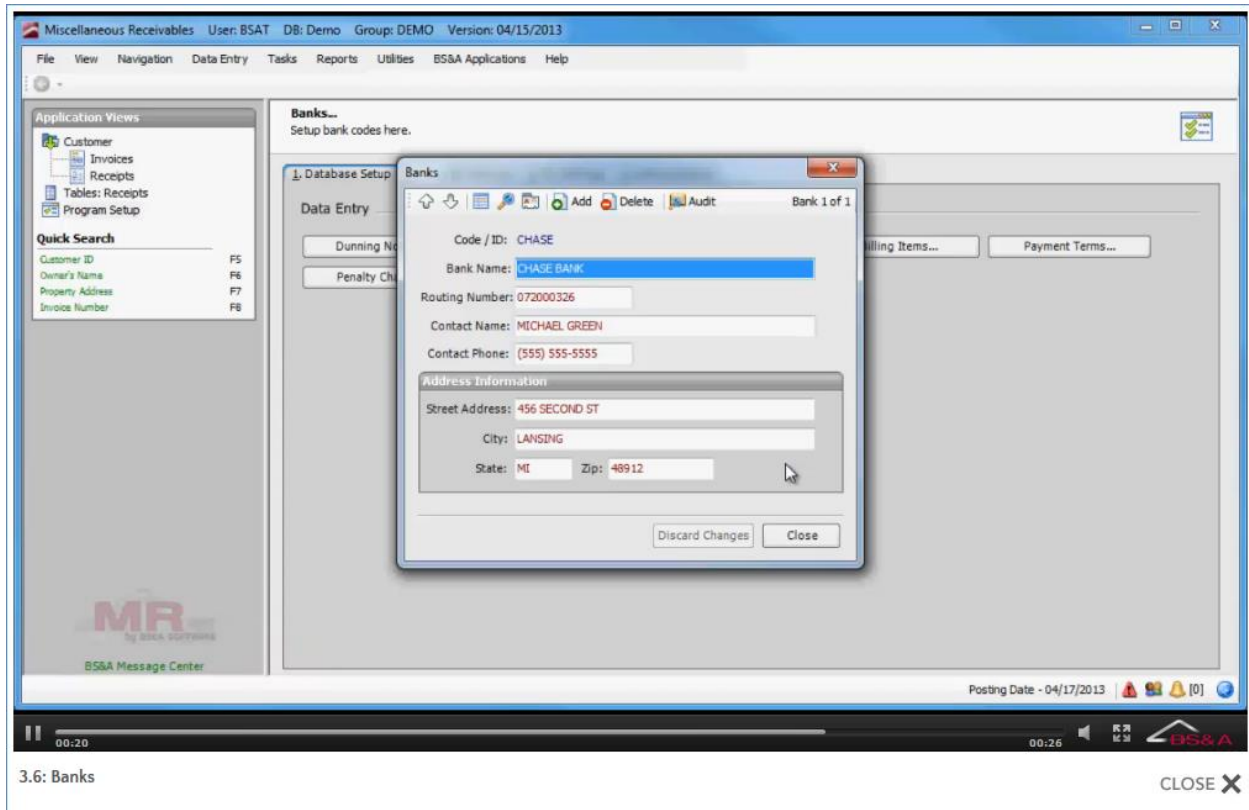
Lesson 3.5: Billing Items

Billing Items should be set up after Services (see page 48) and Penalties (see page 52) so that you may select from the pick lists. If you will be transferring delinquent invoices to BS&A Tax for inclusion on the tax bill, you must click the General Ledger Numbers button and set up the Transfer to Tax GL number.



Lesson 3.6: Banks

Banks are selected on customers when setting up ACH information (see page 78). In order to utilize the ACH features of Miscellaneous Receivables, each bank used by a customer must be set up with a minimum of the Code/ID and the Routing Number.



3.6: Banks

CLOSE X

Lesson 3.7: Dunning Notices

The Dunning Notice that will print on customer statements is determined by the Aging (see page 26).

Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/15/2013

File View Navigation Data Entry Tasks Reports Utilities BS&A Applications Help

Application Views
Customer
Invoices
Receipts
Tables: Receipts
Program Setup

Quick Search
Customer ID F5
Primary Name F6
Property Address F7
Service Number F8

Dunning Notices
Setup the dunning notices for a customer.
Dunning Code 1 of 1

Dunning Code: 30 DAY Description: 30 DAY NOTICE

Message Line 1: THIS AMOUNT IS DUE 30 DAYS FROM THIS INVOICE DATE.
Message Line 2:

Current Line 1: THIS AMOUNT IS DUE 30 DAYS FROM THIS INVOICE DATE.
Current Line 2:

1st Aging Line 1: THIS AMOUNT IS NOW 30 DAYS PAST DUE.
1st Aging Line 2: PLEASE PAY IMMEDIATELY.

2nd Aging Line 1: THIS INVOICE IS NOW BEING TURNED OVER FOR COLLECTION.
2nd Aging Line 2:

3rd Aging Line 1:
3rd Aging Line 2:

4th Aging Line 1:
4th Aging Line 2:

Payment Terms...

BS&A SOFTWARE
Lesson 3.7: Dunning Notices
MR Courseware - Section 3: Database Setup

Posting Date - 04/17/2013

00:06 00:21

3.7: Dunning Notices CLOSE X

Section 4: Customer Screens




In this section you will learn how to:

- Add customers
- Manage customer data through the various customer screens

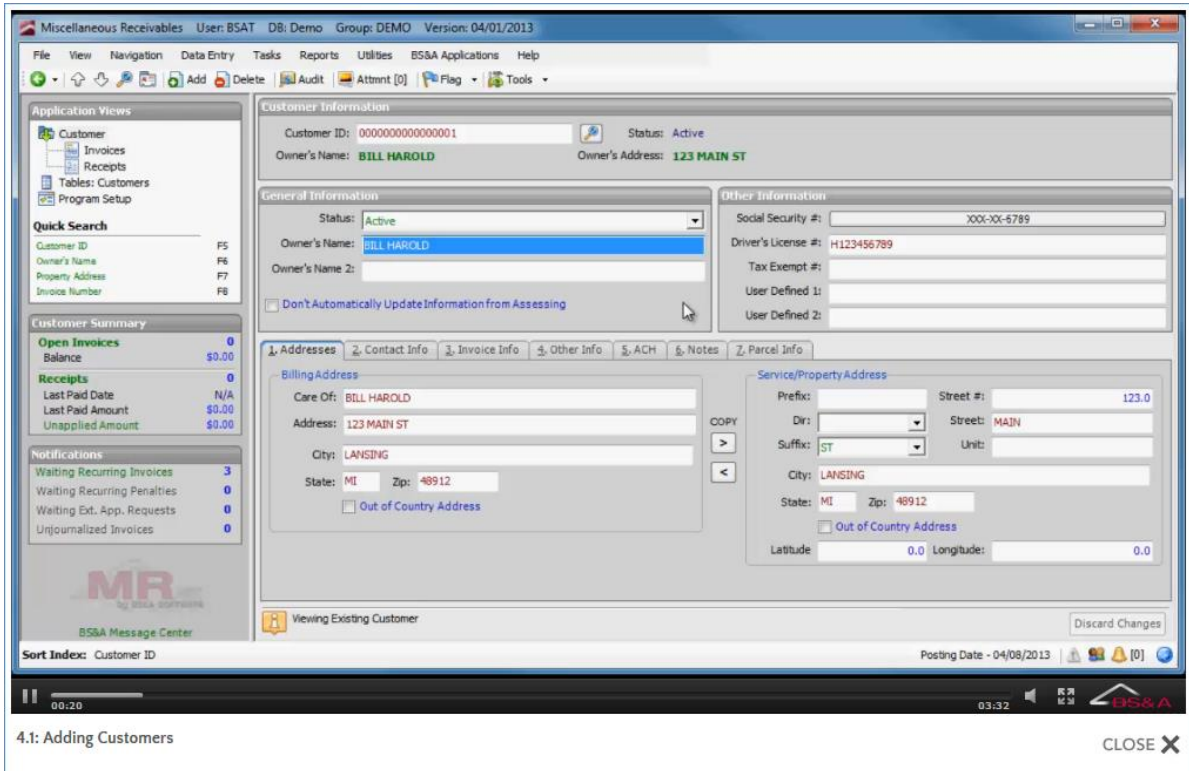
Lesson 4.1: Adding Customers



Adding a Customer

If you do not consistently add customers from Assessing or Tax, presumably your Customer ID screen in Program Setup (see page 29) has the Parcel-Based System box unchecked, and the Customer ID Format, Alternate Customer ID Format, and Next Customer Number fields set appropriately for your municipality. These instructions are written based on that assumption.

1. Go to Customer and click .
2. Determine your method of generating the Customer ID:
 - a. If you wish to use the Next Number set up in Program Setup, check the Use Next Available Customer ID box. The remaining fields are disabled.
OR
 - b. If you wish to enter the Customer ID, leave the box unchecked and enter the ID in the Customer ID field.
3. Click Ok. If you've chosen to have the customer number generated, and an alternate ID format was entered in Program Setup, you're prompted to select the format to use; double-click the format and click Yes.
4. Verify or select the Status in the General Information pane.

5. Enter the Owner's Name (and Owners Name 2, if applicable).





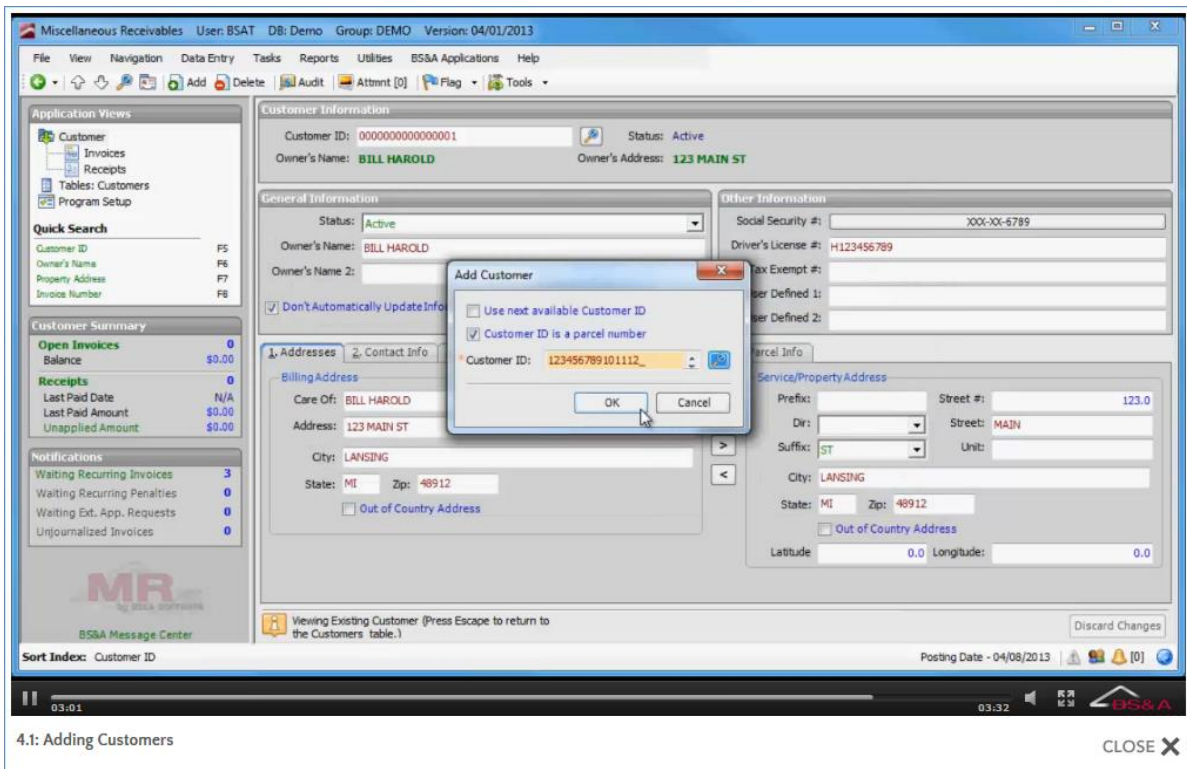
6. If applicable, fill out the Social Security Number, Driver's License Number, and/or Tax Exempt Number in the Other Information pane.
7. Click the Addresses tab.
8. If the Billing Address and Service/Property Address are to be the same, fill out one and use the  or  button to copy to the other.
9. Click the Contact Info tab and fill out the fields (see page 72). If you will be emailing invoices, be sure to enter a valid email address in the field provided.
10. Click the Invoice Info tab (see page 74), and if applicable, the ACH tab (see page 78), to set up the appropriate information.

Adding a Customer from Assessing or Tax

If you add customers from Assessing or Tax...

- Your Miscellaneous Receivables database must be linked with one of the databases:
 - If you are using the Pervasive version of Assessing or Tax, please see page 23 to make sure you are properly linked.
 - If you are using the .NET version of Assessing or Tax, please see page 21 to make sure your databases are in the same Shared Database Group.
- Presumably your Customer ID screen in Program Setup (see page 29) has the Parcel-Based System box checked and the Customer ID Format field set to match your parcel number format. These instructions are written based on that assumption.

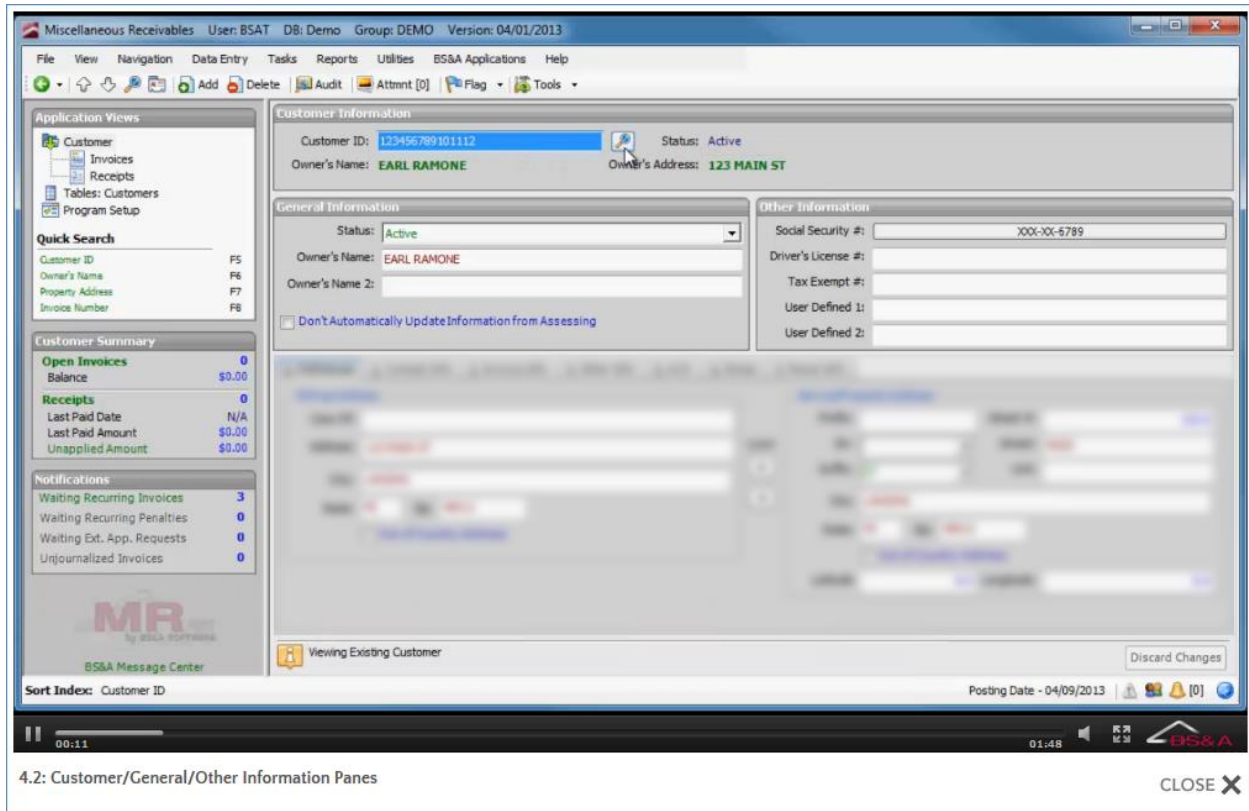
1. Go to Customer and click .
2. Customer ID is a Parcel Number should be checked, and the Customer ID field should be displaying your parcel number format and a  button. Either type the parcel number or click the button to select it from your linked Assessing or Tax database.




3. Click Ok.
4. Verify or select the Status in the General Information pane.

5. If applicable, fill out the Social Security Number, Driver's License Number, and/or Tax Exempt Number in the Other Information pane.
6. The Addresses tab and Parcel Info tab contain the data from Assessing or Tax. Click each to verify the data.
7. Click the Contact Info tab and fill out the fields (see page 72). If you will be emailing invoices, be sure to enter a valid email address in the field provided.
8. Click the Invoice Info tab (see page 74), and if applicable, the ACH tab (see page 78), to set up the appropriate information.

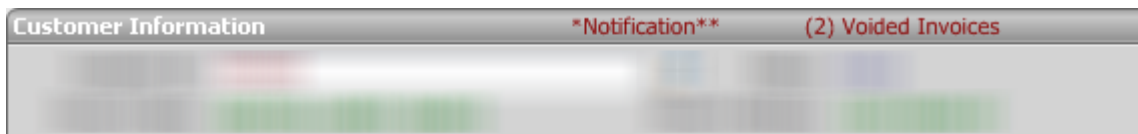
Lesson 4.2: Customer/General/Other Information Panes



Customer Information Pane

Contains the Customer ID, Owner's Name, and Owner's (billing) Address. Click the  button to search for another owner by Customer ID. Click the name or address to search for another customer by either of those fields. The Status in this pane reflects the status selected in the General Information pane.

A scrolling notification may appear in the title bar of this pane, due a setting in Program Setup (see page 26). Pictured is an example of showing the number of voided invoices. Other options are to display the number of invoices sent to collection, and to display a notification of notes entered on the customer.



General Information Pane


The Status in this pane is reflected in the Customer Information pane above. Two Owner Name fields are provided to track multiple owners (e.g., DBAs, Care Of's, etc.). The Don't Automatically Update Information From [Assessing/Tax] checkbox lets you prevent this record from being updated when a change occurs in the linked program. Records so marked in MR can be updated separately (see page 132).

Other Information Pane

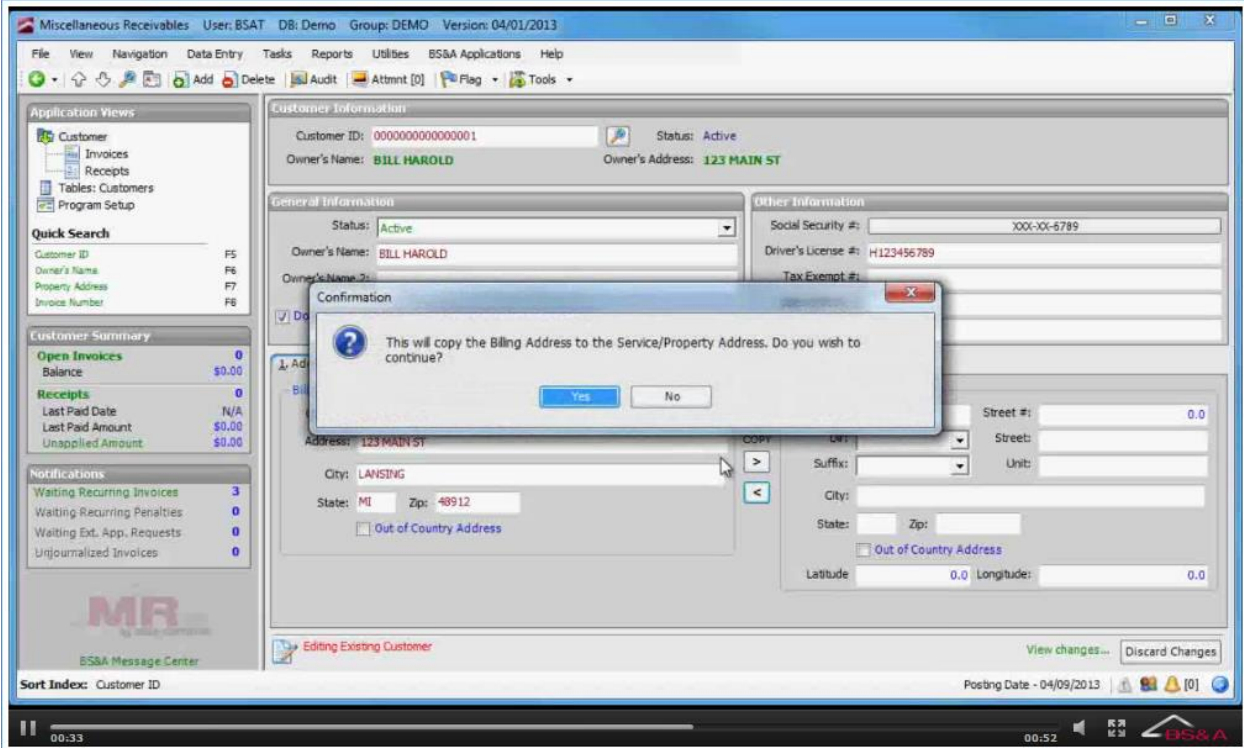
Used to store the SSN, Driver's License, Tax Exempt ID, and two user-defined fields. The SSN button does not display the entire SSN, and only a user with appropriate security rights can click the button to view/enter the numbers.

Lesson 4.3: Addresses Tab

Make sure the Billing Address and Service/Property Address are entered properly. The Billing Address should be the same as the Owner's Address shown in the Customer Information pane. The addresses may or may not be automatically updated with changes from that application, depending on the "update" settings in Program Setup (see page 42). The addresses may be copied by clicking the appropriate button:

 copies Billing to Service/Property

 copies Service/Property to Billing



4.3: Addresses Tab CLOSE X

If a change is made to the Billing Address, re-printing invoices is affected by a setting in Program Setup (see page 26); options are Save Billing Address With Invoice or Always Use Most Recent Billing Address.


Lesson 4.4: Contact Info Tab

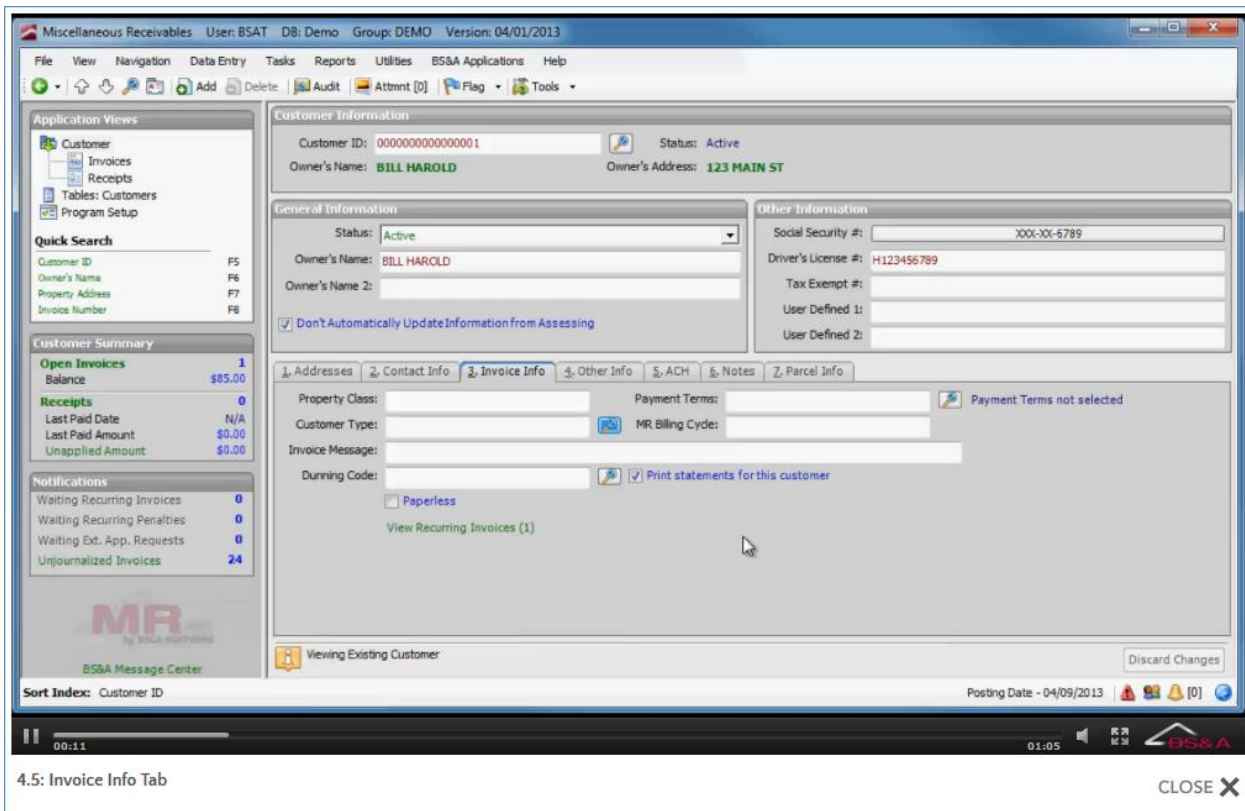
The Contact Info tab stores Phone/Fax/Email, and provides fields for Other Contacts. If an email is entered, the customer can be flagged on the Invoice Info tab (see page 74) as a paperless customer, to receive invoices by email.

The screenshot displays the 'Miscellaneous Receivables' application window. The main area is titled 'Customer Information' and shows details for customer 'EARL RAMONE' (Customer ID: 123456789101112, Status: Active, Owner's Address: 123 MAIN ST). The 'Contact Info' tab is selected, showing fields for Phone 1: (555) 555-5555, Phone 2: (555) 555-5551, Email: RAMONE.EARL@EMAIL.COM, and Fax: (555) 555-5552. There are also fields for 'Other Contact 1' and 'Other Contact 2'. The left sidebar contains 'Application Views' (Customer, Invoices, Receipts, Tables: Receipts, Program Setup), 'Quick Search' (Customer ID, Owner's Name, Property Address, Invoice Number), 'Customer Summary' (Open Invoices: 4, Balance: \$340.00, Receipts: 4, Last Paid Date: 4/16/2013, Last Paid Amount: \$85.00, Unapplied Amount: \$20.00), and 'Notifications' (Waiting Recurring Invoices: 0, Waiting Recurring Penalties: 0, Waiting Ext. App. Requests: 0, Unjournalized Invoices: 24). The bottom status bar shows 'Sort Index: Customer ID', 'Posting Date - 04/17/2013', and a 'CLOSE X' button.

Lesson 4.5: Invoice Info Tab

The Invoice Info tab stores customer-specific information for invoices. If any Recurring Invoices are attached to the customer, click the [View Recurring Invoices \(n\)](#) command link to view/edit them (any changes made to a Recurring Invoice will affect all customers to which it is attached).

Payment Terms, Customer Type, and Dunning Code all have  buttons, letting you select from the lists set up in Program Setup. These items will be used as defaults for this customer when new invoices are generated. The Paperless option allows invoices to be emailed to the customer, provided the email is entered appropriately on the Contact Info tab (see page 72). The user running the Email Invoices task must also have an email set up correctly in User Setup (see page 7).



4.5: Invoice Info Tab CLOSE X

Lesson 4.6: Other Info Tab

The Other Info tab shows Last Invoice and Last Payment information, and lets you track NSF Checks and Delinquent Follow-Up Calls. You may also select whether or not to Allow Transfer to Tax (invoices to be included on the tax bill), to Allow a Penalty Charge, and whether or not to Disable Internet Services Lookup (show/hide the customer on BS&A's Internet Services).

The screenshot displays the 'Miscellaneous Receivables' application window. The title bar indicates the user is 'BSAT', the database is 'Demo', and the version is '04/01/2013'. The interface is divided into several sections:

- Application Views:** A tree view on the left showing 'Customer', 'Invoices', 'Receipts', 'Tables: Customers', and 'Program Setup'. Below it is a 'Quick Search' section with fields for Customer ID, Owner's Name, Property Address, and Invoice Number.
- Customer Information:** A central area showing 'Customer ID: 000000000000001', 'Status: Active', 'Owner's Name: BILL HAROLD', and 'Owner's Address: 123 MAIN ST'.
- General Information:** Includes 'Status: Active', 'Owner's Name: BILL HAROLD', and a checkbox for 'Don't Automatically Update Information from Assessing'.
- Other Information:** Fields for 'Social Security #', 'Driver's License #', 'Tax Exempt #', 'User Defined 1', and 'User Defined 2'.
- Customer Summary:** A table showing 'Open Invoices: 2', 'Balance: \$185.00', 'Receipts: 0', 'Last Paid Date: N/A', 'Last Paid Amount: \$0.00', and 'Unapplied Amount: \$0.00'.
- Notifications:** A table showing 'Waiting Recurring Invoices: 0', 'Waiting Recurring Penalties: 0', 'Waiting Ext. App. Requests: 0', and 'Unjournalized Invoices: 24'.
- Other Info Tab:** The active tab, showing 'Last Invoice' (Number: 000001699, Date: 4/9/2013, Amount: \$100.00), 'Last Payment' (Number: N/A, Date: N/A, Amount: N/A), 'NSF Check Details' (Number of NSF checks: 0, Date last NSF check received: //), and 'Delinquent Follow-Up Calls' (Number of calls made: 0, Date last call made: //). It also includes checkboxes for 'Allow Transfer to Tax', 'Allow a penalty charge on this customer', and 'Disable Internet Services lookup'.

At the bottom of the window, there is a 'Sort Index: Customer ID' and a 'Posting Date - 04/10/2013'. The status bar shows the time as 00:13 and 00:33, and a 'CLOSE X' button.

4.6: Other Info Tab

CLOSE X

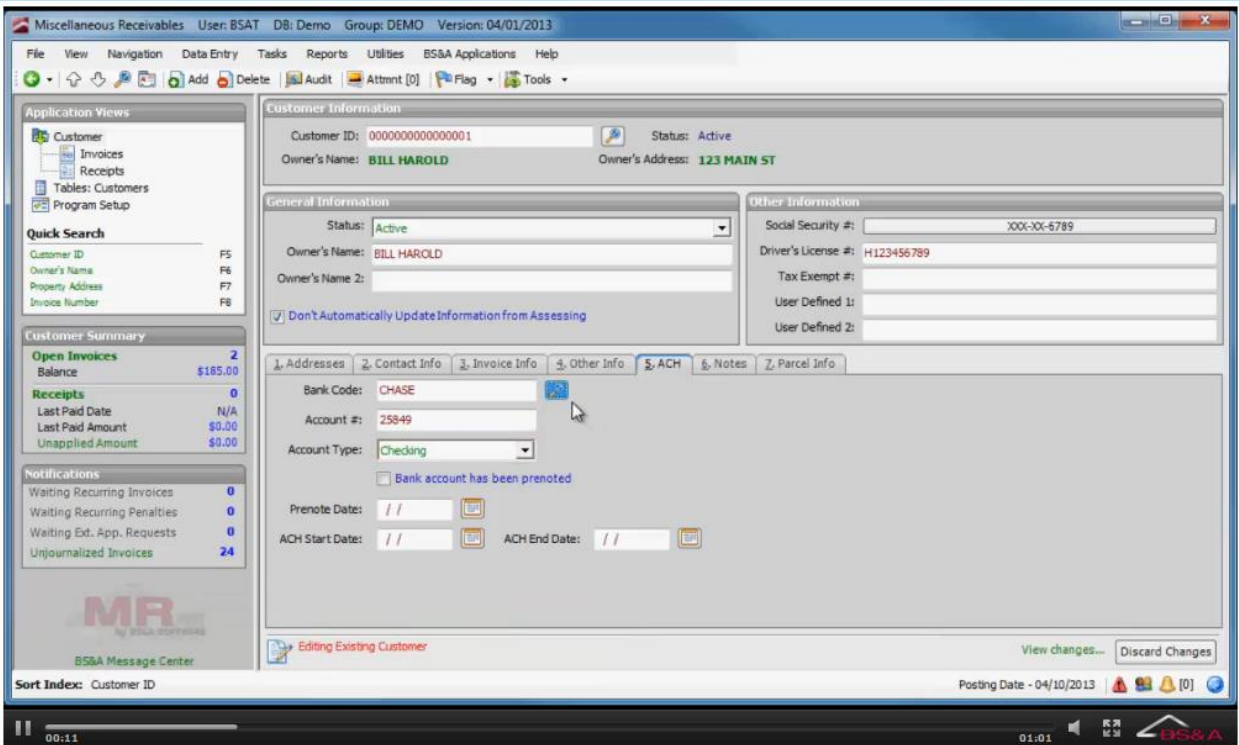
Lesson 4.7: ACH Tab

Use the ACH tab to enter the Bank Code (from Program Setup; see page 56), Account Number, and Account Type.

Bank Account Has Been Prenoted and Prenote Date are filled out by the program after a prenote has been sent. These fields can be manually entered to bypass the prenote step, but this is not recommended.

ACH Start Date lets you define the date on which the customer will begin using ACH. If a customer signs up for ACH, but you wish to allow their current bills to be paid as normal, a start date can be entered to prevent any ACH from being created before that date.

ACH End Date should not be filled out unless the customer elects to discontinue ACH payments. If a date is in this field, the customer will not be included in the ACH export.



The screenshot displays the 'Miscellaneous Receivables' software interface. The window title is 'Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013'. The interface includes a menu bar (File, View, Navigation, Data Entry, Tasks, Reports, Utilities, BSA Applications, Help) and a toolbar with icons for Add, Delete, Audit, Attnmt, Flag, and Tools. On the left, there is a navigation pane with 'Application Views' (Customer, Invoices, Receipts, Tables: Customers, Program Setup) and a 'Quick Search' section. Below that is a 'Customer Summary' table showing 'Open Invoices' (2, Balance \$185.00) and 'Receipts' (0). A 'Notifications' section shows 'Unjournalized Invoices' (24). The main area is titled 'Customer Information' and shows 'Customer ID: 000000000000001', 'Status: Active', and 'Owner's Name: BILL HAROLD'. Below this is a 'General Information' section with 'Status: Active', 'Owner's Name: BILL HAROLD', and a checkbox for 'Don't Automatically Update Information from Assessing'. To the right is an 'Other Information' section with fields for Social Security #, Driver's License #, Tax Exempt #, and User Defined fields. The 'ACH' tab is selected, showing 'Bank Code: CHASE', 'Account #: 25849', and 'Account Type: Checking'. There is a checkbox for 'Bank account has been prenoted' and fields for 'Prenote Dates', 'ACH Start Date', and 'ACH End Date'. At the bottom, there are buttons for 'View changes...' and 'Discard Changes', and a 'Posting Date - 04/10/2013' indicator. The system tray shows the time as 00:11 and the date as 04-10-2013.

4.7: ACH Tab

CLOSE X

Lesson 4.8: Notes Tab

The Notes tab lets you enter a Note for the current customer and select whether or not to Display Comment in Cash Receipting (requires a link to Cash Receipting; see page 21).

The screenshot displays the 'Miscellaneous Receivables' software interface. The window title is 'Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/15/2013'. The menu bar includes File, View, Navigation, Data Entry, Tasks, Reports, Utilities, BSA Applications, and Help. The toolbar contains icons for Add, Delete, Audit, Attach [0], Flag, and Tools.

The interface is divided into several sections:

- Application Views:** A tree view on the left showing 'Customer', 'Invoices', 'Receipts', 'Tables: Receipts', and 'Program Setup'. Below it is a 'Quick Search' table with columns for Customer ID (F5), Owner's Name (F6), Property Address (F7), and Invoice Number (F8).
- Customer Information:** A central panel showing 'Customer ID: 123456789101112', 'Status: Active', and 'Owner's Name: EARL RAMONE'. Below this are 'General Information' and 'Other Information' tabs. The 'General Information' tab shows 'Status: Active', 'Owner's Name: EARL RAMONE', and a checkbox for 'Don't Automatically Update Information from Assessing'. The 'Other Information' tab has fields for Social Security #, Driver's License #, Tax Exempt #, and two User Defined fields.
- Customer Summary:** A table on the left showing 'Open Invoices' (4, Balance \$340.00) and 'Receipts' (4, Last Paid Date 4/16/2013, Last Paid Amount \$85.00, Unapplied Amount \$20.00).
- Notifications:** A table on the left showing 'Waiting Recurring Invoices' (0), 'Waiting Recurring Penalties' (0), 'Waiting Ext. App. Requests' (0), and 'Unjournalized Invoices' (24).
- Notes Tab:** The main area is titled 'Notes: CUSTOMER NOTES'. It contains a large text input field. A checkbox labeled 'Display Comment in Cash Receipting' is checked and highlighted with a blue box. Below the text field is a red text label 'Editing Existing Customer'.
- Bottom Bar:** Includes 'Sort Index: Customer ID', 'Posting Date - 04/17/2013', and a 'View changes...' button.

The bottom of the window shows a taskbar with the time 00:10 and system tray icons. A 'CLOSE X' button is located in the bottom right corner of the screenshot.

4.8: Notes Tab

CLOSE X

Lesson 4.9: Parcel Info Tab

If you added a customer from Assessing or Tax, Customer is Parcel Based is automatically checked, and the Parcel Number field is filled out. Customers who are not added from Assessing or Tax will need these fields set by you (if applicable). For example, customers with delinquent invoices can be exported to Tax for inclusion on the tax bill (see page 123). If a Legal Description is available on the parcel in Assessing or Tax, it appears in the field provided, and the Parcel Info tab contains an asterisk.

The screenshot displays the 'Miscellaneous Receivables' application window. The main area is titled 'Customer Information' and shows details for customer ID 123456789101112, owner EARL RAMONE, and address 123 MAIN ST. The 'Parcel Info' tab is active, showing a checked 'Customer is parcel based' checkbox, a filled 'Parcel Number' field (123456789101112), and a 'Legal Description' field containing 'N1/2 SW 1/4, Sec 24, T22N, R2E'. The interface includes a sidebar with navigation options like 'Customer', 'Invoices', and 'Receipts', and a bottom status bar with a 'Sort Index: Customer ID' and a 'Posting Date - 04/10/2013'.

4.9: Parcel Info Tab CLOSE X

Lesson 4.10: Customer Summary Pane

The Customer Summary pane is located on the left side of the screen² when the active view in Application Views is Customer, Invoices, or Receipts. Click a **green** command link to be taken to that area. For example, click **Open Invoices** to go to the list of open (unpaid) invoices for the customer.

The screenshot displays the Miscellaneous Receivables software interface. The window title is "Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013". The menu bar includes File, View, Navigation, Data Entry, Tasks, Reports, Utilities, BS&A Applications, and Help. The toolbar contains icons for Add Receipt..., Audit, and other functions.

The interface is divided into several panes:

- Application Views:** A tree view showing Customer, Invoices, Receipts, Tables: Customers, and Program Setup.
- Quick Search:** A search area with fields for Customer ID (F5), Owner's Name (F6), Property Address (F7), and Invoice Number (F8).
- Customer Summary:** A summary table for customer EARL RAMONE (Customer ID: 123456789101112, Status: Active, Owner's Address: 123 MAIN ST).

Category	Count	Amount
Open Invoices	1	
Balance		\$85.00
Receipts	0	
Last Paid Date		N/A
Last Paid Amount		\$0.00
Unapplied Amount		\$0.00
- Notifications:** A list of notification counts: Waiting Recurring Invoices (0), Waiting Recurring Penalties (0), Waiting Ext. App. Requests (0), and Unjournalized Invoices (25).
- Receipts Table:** A table with columns: Receipt Number, Posting Date, Batch Number, Amount From Unapplied, and Amount From Customer. The table is currently empty.
- Total Receipts:** 0
- Total Amount (from Customer):** \$0.00

The interface also includes a logo for MR (Miscellaneous Receivables) by BS&A SOFTWARE, a BS&A Message Center, and a Sort Index set to Customer ID. The bottom status bar shows the time as 00:31 and 00:38, and a CLOSE button.

²If Customer Summary and Application Views are not visible, Full Screen has been selected in the View menu; press Alt+Shift+Enter to restore the view.

Section 5: Invoices



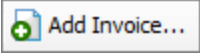

In this section you will learn how to:

- Add invoices
- Edit, void, and adjust invoices
- Use the Notifications pane

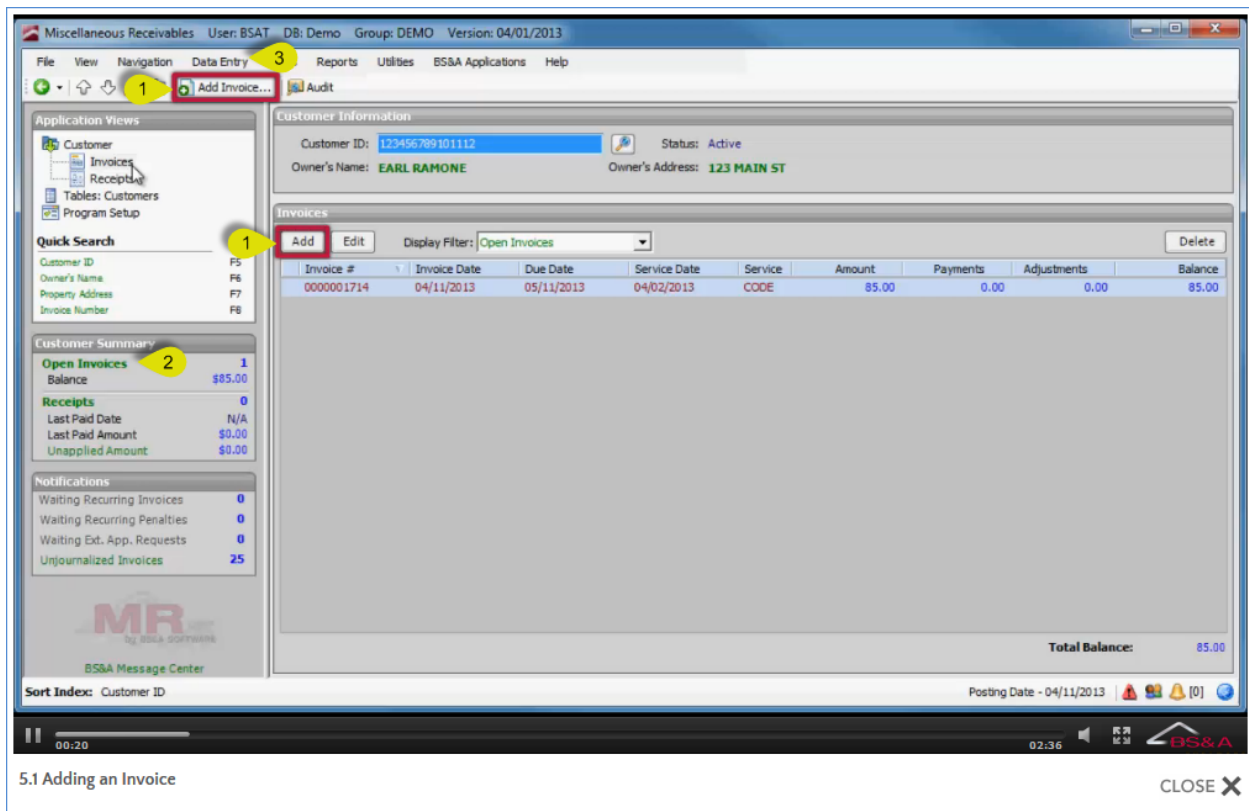
Lesson 5.1 Adding an Invoice

Adding the Invoice (non-Recurring)

Use one of the Add buttons available by clicking either Invoices in the Application Views pane (1), or by clicking Open Invoices in the Customer Summary pane (2).

- The  button may require you to search for the correct customer due to the Auto-Load setting in Program Setup (see page 26).
- The  button always uses the customer record currently loaded.

Another option is to use the Data Entry menu (3).



5.1 Adding an Invoice

CLOSE X

General Invoice Information

If you are set up to auto-generate invoice numbers (recommended), Invoice Number displays [Next Available] and will assign the next number from Program Setup when the invoice is saved (see page 26). Otherwise, you will need to enter an invoice number manually.

Post Date, Service Date, and Due Date are required fields. Invoice Line Items is where you select the items to invoice.

Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/01/2013

Invoices for Customer 123456789101112 EARL RAMONE

Invoice Information

Invoice Number: [Next Available] Customer: 123456789101112_ Added By: BSAT

General Information

Invoice Date: 04/11/2013 Post Date: 04/11/2013 Journalized: No View Journal Entry...

Service Date: 04/02/2013 Payment Terms: 30 Voided: No

Due Date: 05/11/2013 Batch Number: Sent to Collection: No

P.O. Number: Attachments [0] Printed: No E-mailed: No

Invoice Line Items

Item Code	Description	Quantity	Unit Price	Amount	GL Numbers...
CE 1	GRASS/TALL WEED MOWING	0.000	85.0000	0.00	

<double-click or begin typing here to add a new row.>

Pay This Invoice...

Invoice Total: 0.00
Payments: 0.00 View...
Adjustments: 0.00 View...
Amount Due: 0.00

View changes... Save Cancel

Sort Index: Customer ID Posting Date - 04/11/2013

5.1 Adding an Invoice

CLOSE X

Other Information Tab

Click this tab to Classify This Invoice as Non-Lienable (will not be included in the transfer to Tax) and to select the Dunning Code to apply to this invoice. A Dunning Code selected here overrides the default Dunning Code selected on the Customer's Invoice Info tab.

The screenshot displays the 'Invoices for Customer 123456789101112 EARL RAMONE' window. The 'Other Information' tab is active, showing the 'Classify this invoice as non-liable' checkbox checked and the 'Dunning Code' field empty. The 'Invoice Line Items' table contains one row: 'GRASS/TALL WEED MOWING' with a quantity of 1.000, unit price of 85.0000, and amount of 85.00. The 'Invoice Total' is 85.00, 'Payments' is 0.00, 'Adjustments' is 0.00, and 'Amount Due' is 85.00. The window also shows a 'Pay This Invoice...' button and a 'View changes...' button.

Item Code	Description	Quantity	Unit Price	Amount	GL Numbers...
CE 1	GRASS/TALL WEED MOWING	1.000	85.0000	85.00	

Invoice Total: 85.00
Payments: 0.00 View...
Adjustments: 0.00 View...
Amount Due: 85.00


5.1 Adding an Invoice

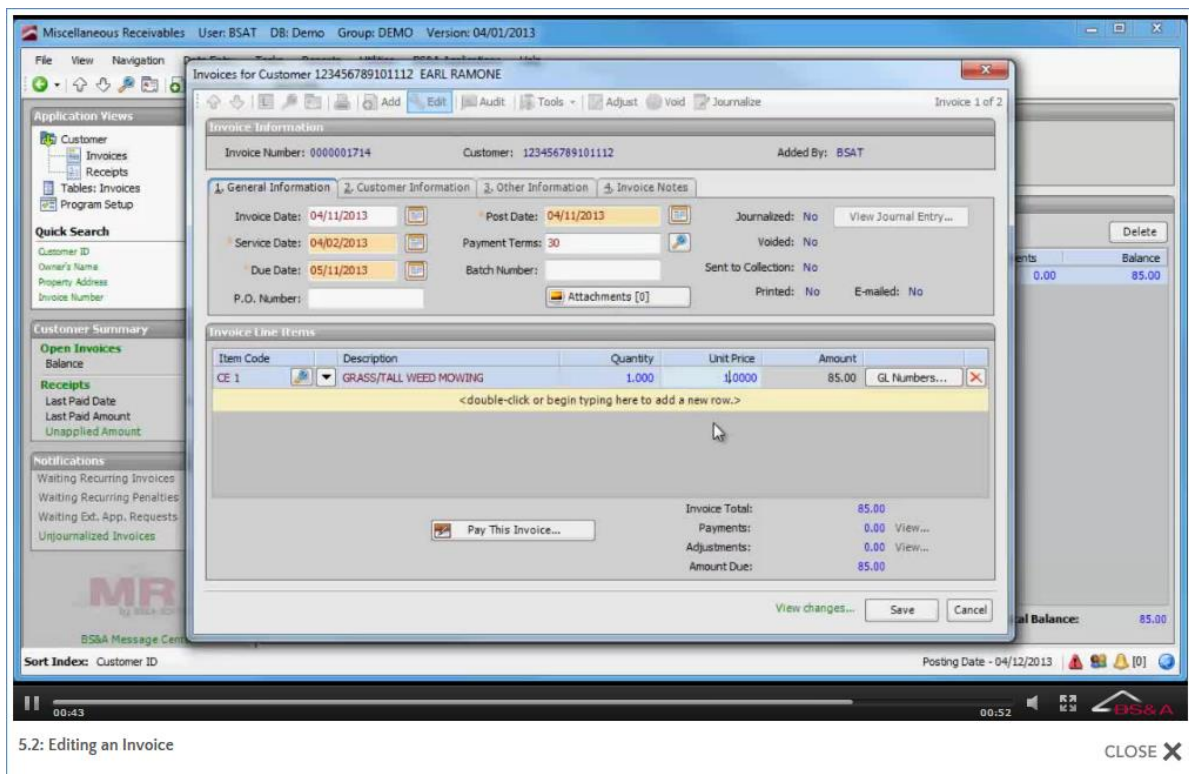
CLOSE X

Lesson 5.2: Editing an Invoice

If the invoice is unjournalized, all original items can be edited. If the invoice has been journalized, selected items (no amounts) can be edited:

Invoice Date Service Date Payment Terms	Due Date PO Number Batch Number	Customer Information Other (user fields) Information Invoice Notes
---	---------------------------------------	--

1. Locate the invoice.
2. Double-click the record you want to go to.
3. Click  Edit.
4. Edit the data.




5. Click Save.

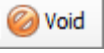
Lesson 5.3: Voiding an Invoice

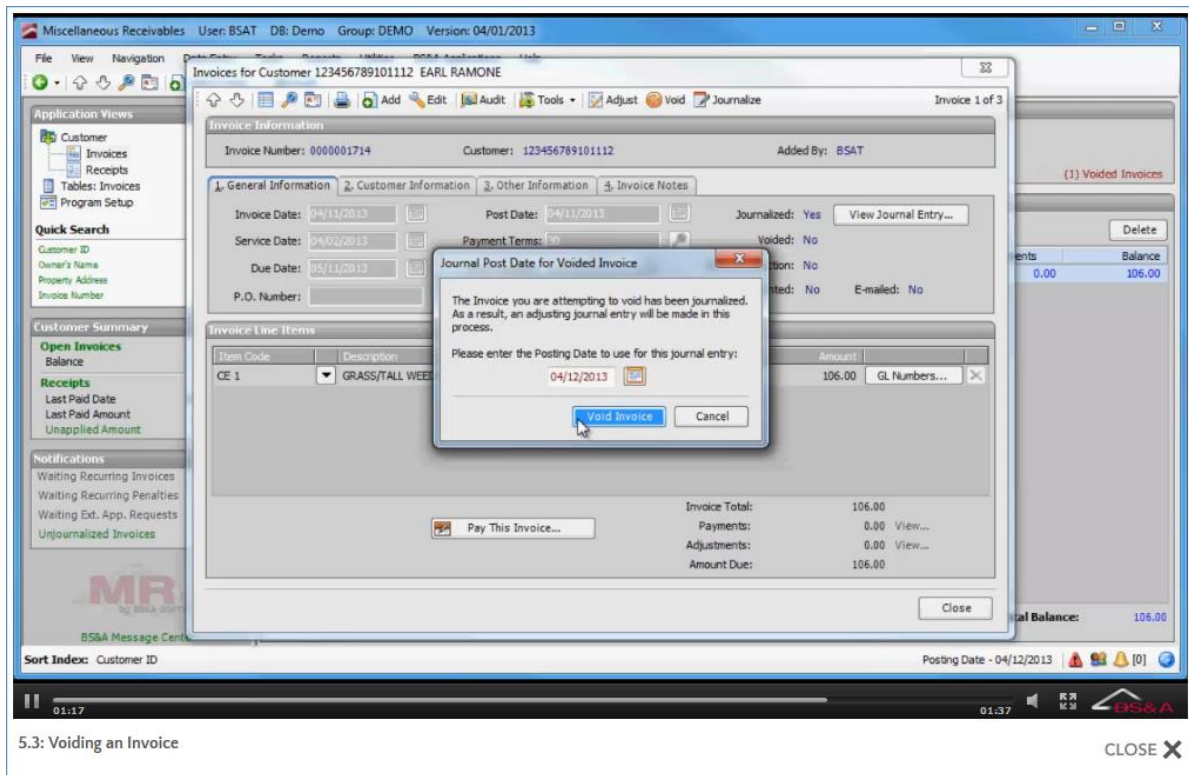
Voiding a journalized invoice creates an adjustment journal entry. If you need to void a paid invoice, you will need to void the receipt first (see page 111).

Voiding an Unjournalized Invoice

1. Open the invoice.
2. Click  Void, then Yes.
3. You are prompted the invoice was voided; click Ok. When you return to the invoice, a flag is scrolling across the top of the screen: *THIS INVOICE VOIDED ON [DATE]*

Voiding a Journalized Invoice

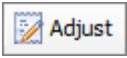
1. Open the invoice.
2. Click , then Yes.
3. Enter the Posting Date to use for the journal entry being created to account for this voided invoice.

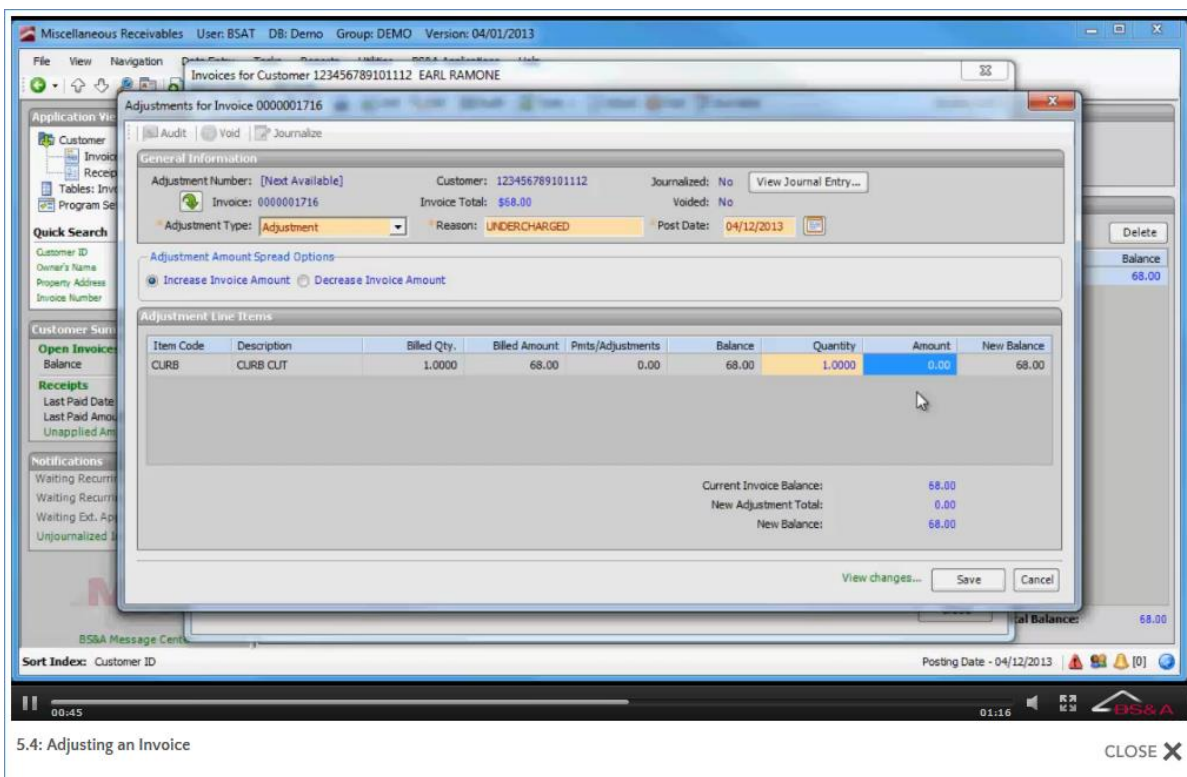


4. Click Void Invoice, then Ok. When you return to the invoice, a flag is scrolling across the top of the screen: ***THIS INVOICE VOIDED ON [DATE]***

Lesson 5.4: Adjusting an Invoice

Only journalized invoices can be adjusted/written off; if the invoice has not been journalized, it can be edited (see page 92). Adjustments are automatically journalized and posted.

1. Open the invoice.
2. Click .
3. Select the Adjustment Type.
4. Enter the Reason (required).
5. Verify or enter the Post Date.
6. Select the Adjustment/Amount Spread Option (increase or decrease).
7. Enter the new amount by which to increase/decrease. For example, to increase an invoice amount from \$68 to \$78, enter 10 in the field provided.



8. Click Save.
9. Review the report that appears and close it. The journal entry is posted.
10. Click Close. When you return to the invoice, a flag is scrolling across the top of the screen: *THIS INVOICE ADJUSTED*.

Lesson 5.5: Notifications Pane

The Notifications pane is located on the left side of the screen³ when the active view in Application Views is Customer, Invoices, Receipts, or History. Click a **green** command link to be taken to that area. For example, click **Waiting Recurring Invoices** to start the recurring invoice task.

The screenshot displays the Miscellaneous Receivables application window. The interface is divided into several sections:

- Application Views:** A tree view on the left showing 'Customer', 'Invoices', 'Receipts', 'Tables: Customers', and 'Program Setup'.
- Quick Search:** A search area with fields for Customer ID (F5), Owner's Name (F6), Property Address (F7), and Invoice Number (F8).
- Customer Summary:** A summary box showing 'Open Invoices' (2) with a balance of \$452.60, and 'Receipts' (0) with a last paid amount of \$0.00.
- Notifications:** A list on the left with a green arrow pointing to 'Waiting Recurring Invoices' (3), and other items like 'Waiting Recurring Penalties' (0), 'Waiting Ext. App. Requests' (0), and 'Unjournalized Invoices' (0).
- Customer Information:** Fields for Customer ID (051-034-206-17), Status (Active), Owner's Name (YOUNG WILLIAM B), and Owner's Address (659 PRAIRIE ST).
- Invoices Table:** A table with columns: Invoice #, Invoice Date, Due Date, Service Date, Service, Amount, Payments, Adjustments, and Balance. It lists three invoices: 0000001670, 0000001657, and 0000001505.
- Total Balance:** 452.60
- Posting Date:** - 04/17/2013

At the bottom of the window, there is a status bar with the text '5.5: Notifications Pane' and a 'CLOSE X' button.

³If Notifications and Application Views are not visible, Full Screen has been selected in the View menu; press Alt+Shift+Enter to restore the view.

Section 6: Receipts



In this section you will learn how to:

- Enter payments from various sources
- Edit and void receipts

Lesson 6.1: Cash Receipting Payment

If you take payments in Cash Receipting, and your CR and MR databases are linked, the receipt record is created in MR. The Ext. Receipt Number field **(1)** tells you at a glance that this payment was receipted in CR. Receipts taken through CR must be journalized in CR. Journal entries can be viewed in MR by clicking the View Journal Entry button **(2)**.

The screenshot displays the 'Receipts for Customer 123456789101112' window in the MR software. The window is divided into several sections:

- General Information:** Receipt Number: 00000347, Customer: 123456789101112, Voided: No, Actual Date: 04/15/2013, Post Date: 04/15/2013, Ext. Receipt Number: 80958 (highlighted with a yellow circle labeled '1'). Payment Type: Cash, Check Number: [empty], Journalized: Yes, View Journal Entry... (highlighted with a yellow circle labeled '2'), Batch Number: [empty], Paid By: EARL RAMONE, Notes... [empty].
- Payment Information:** Amount (from customer): 78.00, Amount Unapplied: 0.00, Use Unapplied Payments for this payment: [unchecked], Available: 0.00.
- Receipt Line Items:** A table with columns: Invoice Number, First Billing Item, Invoice Date, Due Date, Invoice Amount, Amount Applied. One row is visible: Invoice Number 0000001716, First Billing Item CURB, Invoice Date 04/12/2013, Due Date 05/12/2013, Invoice Amount 78.00, Amount Applied 78.00. Totals: 78.00, 78.00.

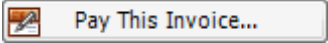
The background shows the MR software interface with a sidebar on the left containing 'Application Views' (Customer, Invoices, Receipts, Tables: Invoices, Program Setup), 'Quick Search' (Customer ID, Owner's Name, Property Address, Invoice Number), 'Customer Summary' (Open Invoices, Balance, Receipts, Last Paid Date, Last Paid Amount, Unapplied Amount), and 'Notifications' (Waiting Recurring Invoices, Waiting Recurring Penalties, Waiting Ext. App. Requests, Unjournalized Invoices). The bottom status bar shows 'Total Receipts: 3' and 'Total Amount (from Customer) \$248.00'. The window title is 'Miscellaneous Receivables User: BSAT DB: Demo Group: DEMO Version: 04/15/2013'.

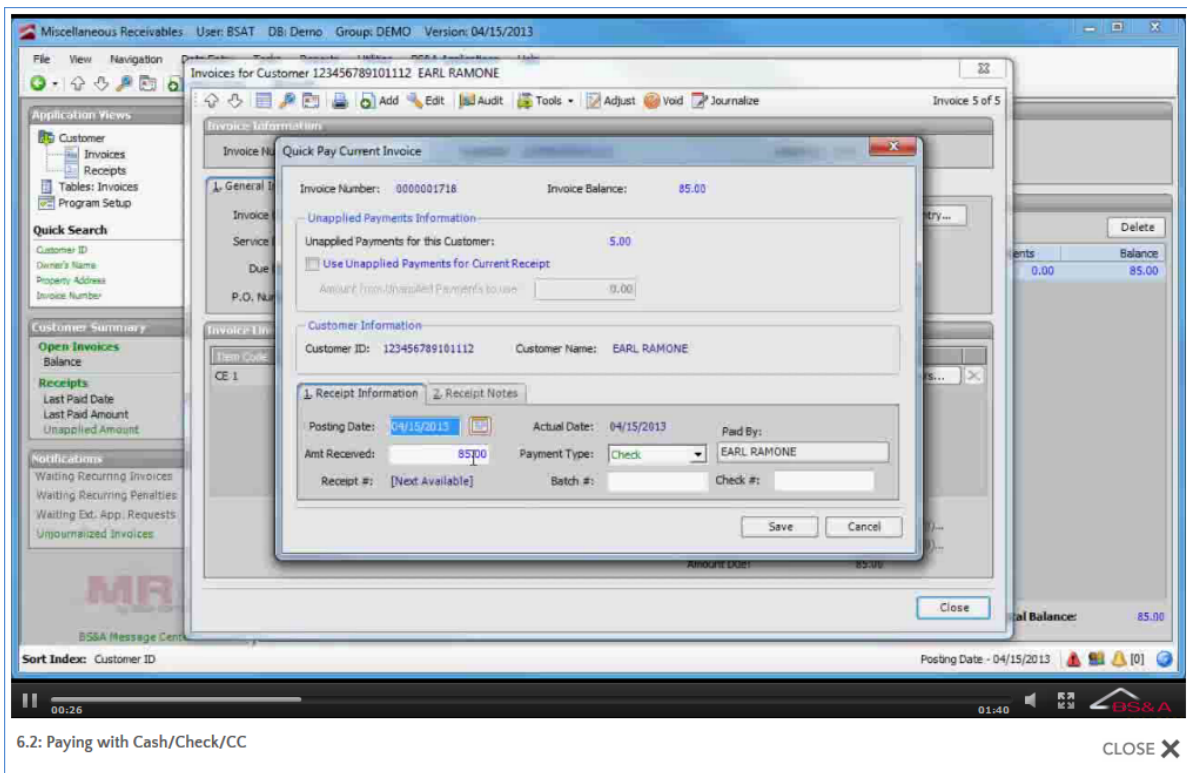
6.1: Cash Receipting Payment

CLOSE X


Lesson 6.2: Paying with Cash/Check/CC

This lesson relates to payments taken directly in Miscellaneous Receivables. If you are linked with Cash Receipting, payments are typically taken in that program, rather than in MR.

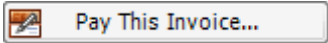
1. Go to Invoices and locate the customer.
2. Double-click the invoice.
3. Click .
4. Verify or enter the Post Date.
5. Verify or enter the Amount Received.
6. Verify or select the Payment Type. If Check, enter the Check Number.
7. If applicable, enter a Batch Number.
8. Verify or enter the Paid By.

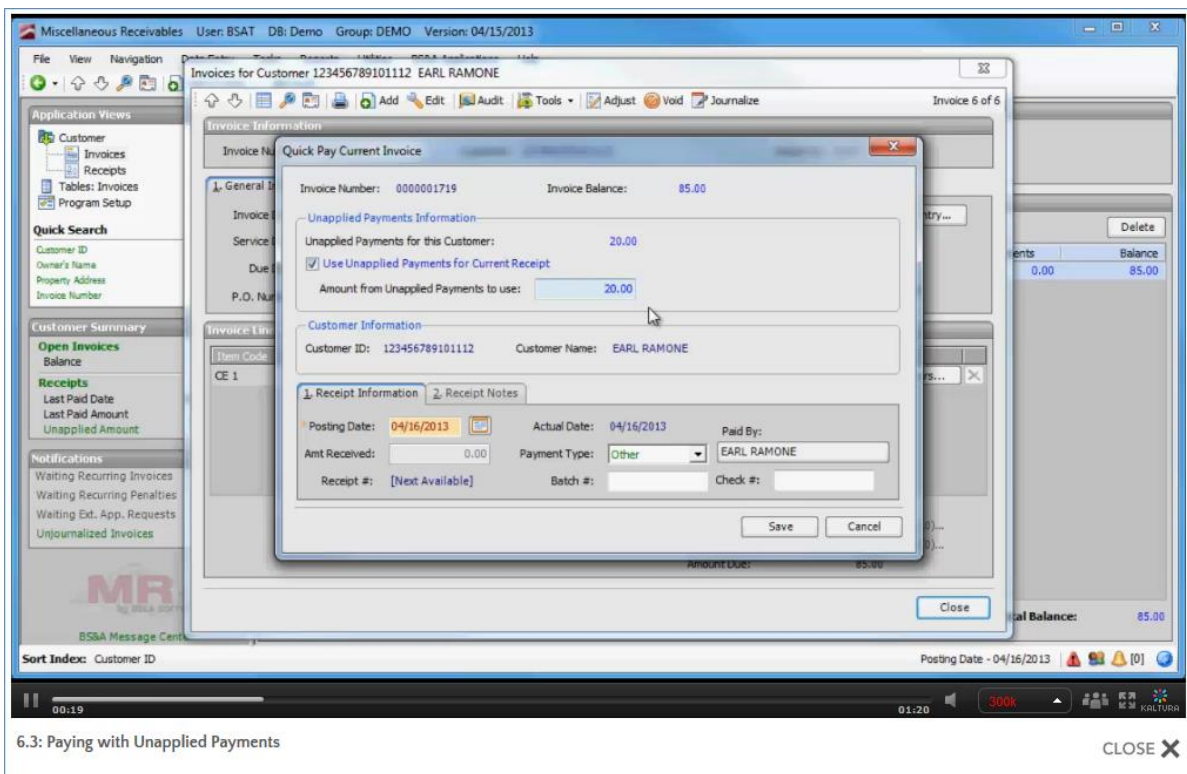


9. Click Save.
10. If you entered an overpayment, you are prompted as such and given the unapplied amount. Click Yes to proceed.
11. Click Close.

12. If you will be journalizing the receipt immediately, proceed with the instructions immediately following:
 - i. Click Receipts.
 - ii. Double-click the receipt to open it.
 - iii. Click  Journalize.
 - iv. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct; click Run.
 - v. Select the (print) Destination and click Ok.
 - vi. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Lesson 6.3: Paying with Unapplied Payments


1. Go to Invoices and locate the customer.
2. Double-click the invoice to pay.
3. Click .
4. Check the Use Unapplied Payments for Current Receipt box.
5. Enter the Amount From Unapplied Payments to Use. If a balance is still owed (for example, the unapplied payment was not enough to pay the entire invoice) you will need to enter another receipt for the remaining amount. For example, a \$100 invoice is being paid with \$20 in unapplied payments and \$80 by check. If the check bounces, only that receipt will need to be voided.
6. Verify or enter the Post Date.
7. Verify or select the Payment Type (for example, if you set up a payment type called Unapplied or something similar).
8. If applicable, enter a Batch Number.

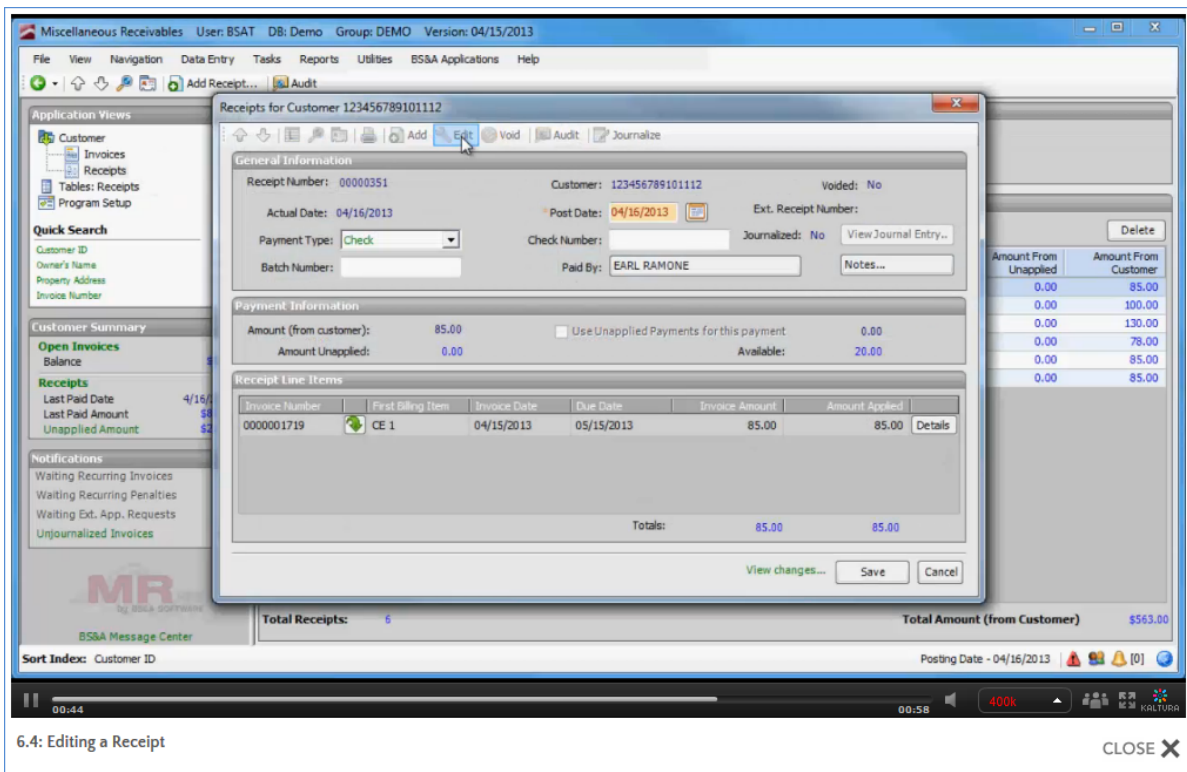


9. Click Save.
10. You are prompted to verify you are using unapplied payment amount; click Yes.

Lesson 6.4: Editing a Receipt

If the receipt is unjournalized, selected items can be edited: Post Date; Payment Type; Check Number; Batch Number; Notes. If the receipt has been journalized, only Notes may be edited; if another change is required, the receipt must be voided first (see page 111).

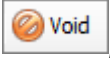
1. Locate the receipt.
2. Double-click the record you want to go to.
3. Click .
4. Edit the data.



5. Click Save.


Lesson 6.5: Voiding a Receipt

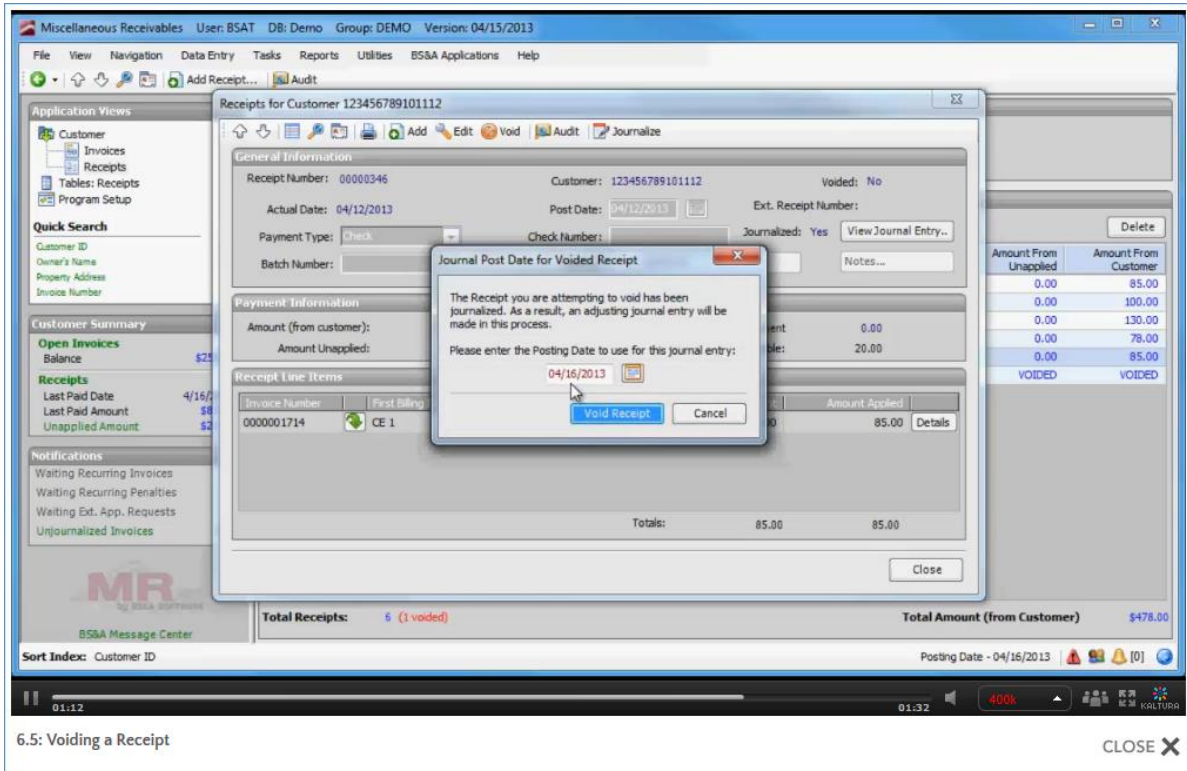
Unjournalized Receipt

1. Open the receipt.
2. Click  Void, then Yes.
3. Select the Reason for Voiding This Receipt.
4. (Optional) Enter More Information.
5. Click Continue Voiding, then Ok.
6. If you selected NSF as the Reason, you are prompted to add a fee; if you will be adding a fee, continue with the steps immediately following:
 - i. Click Yes.
 - ii. Select the NSF Fee.
 - iii. Verify or enter the Quantity and Unit Price.
 - iv. Click Ok.

Journalized Receipt

Voiding a journalized receipt creates an adjustment journal entry.

1. Open the receipt.
2. Click , then Yes.
3. Enter the Posting Date to use for the journal entry being created to account for this voided receipt.



4. Click Void Receipt.
5. Select the Reason for Voiding This Receipt.
6. (Optional) Enter More Information.
7. Click Continue Voiding, then Ok.
8. If you selected NSF as the Reason, you are prompted to add a fee; if you will be adding a fee, continue with the steps immediately following:
 - i. Click Yes.
 - ii. Select the NSF Fee.
 - iii. Verify or enter the Quantity and Unit Price.
 - iv. Click Ok.

Section 7: Tasks and Utilities Menus



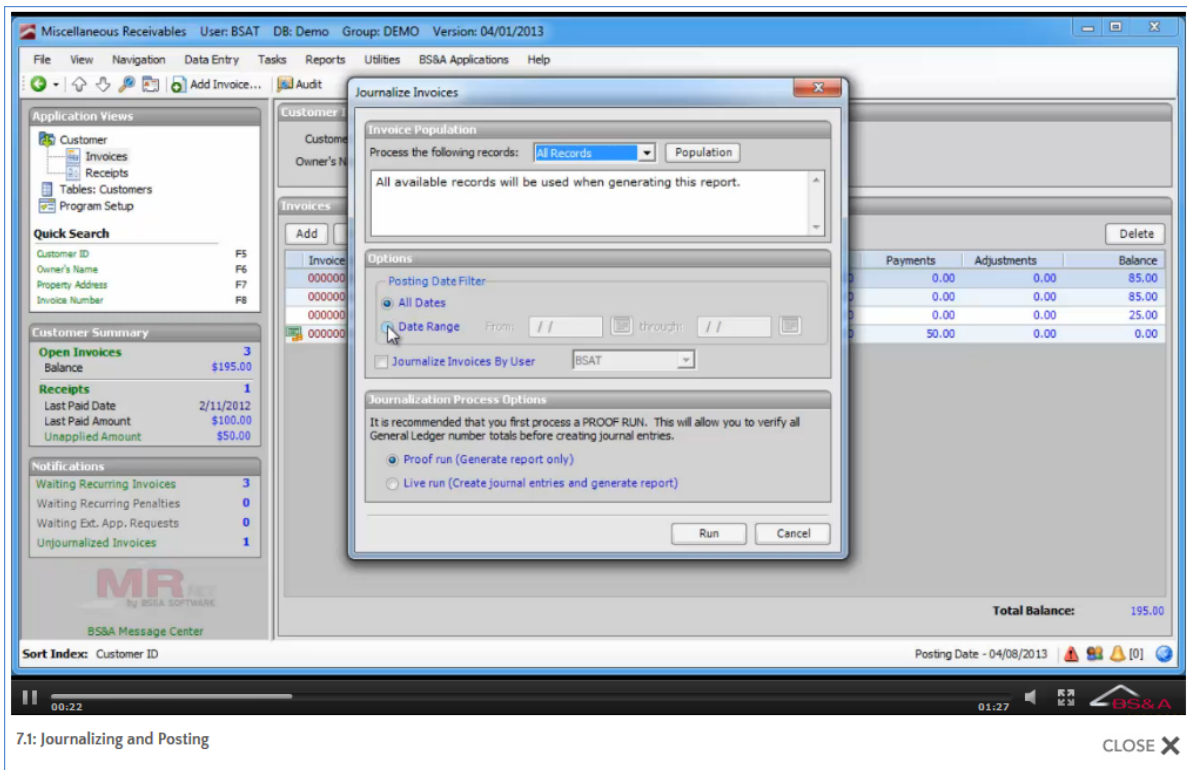
In this section you will learn how to:

- Journalize and post
- Set up recurring invoices
- Transfer delinquent invoices to Tax
- Write off invoices
- Apply penalties
- Update customer data from Assessing or Tax

Lesson 7.1: Journalizing and Posting

Journalizing

1. Go to Tasks>Journalize/Post.
2. Select the item to journalize (Invoices; Receipts; Adjustments).
3. Select the Population.
4. Select the Date Filter (all or a date range).
5. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



6. Click Run.
7. Select the (print) Destination and click Ok.
8. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Posting

These instructions are only necessary if you are not set up to post at the time your journal entries are created (see page 26), or if the user who performed the journalization does not have security rights to post to General Ledger (see page 2).

1. Go to Tasks>Journalize/Post>Post Journal Entries to BSA General Ledger.
2. Select the Post Date option ("post all" or "post by date") and click Ok, then Yes to view a report.
3. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

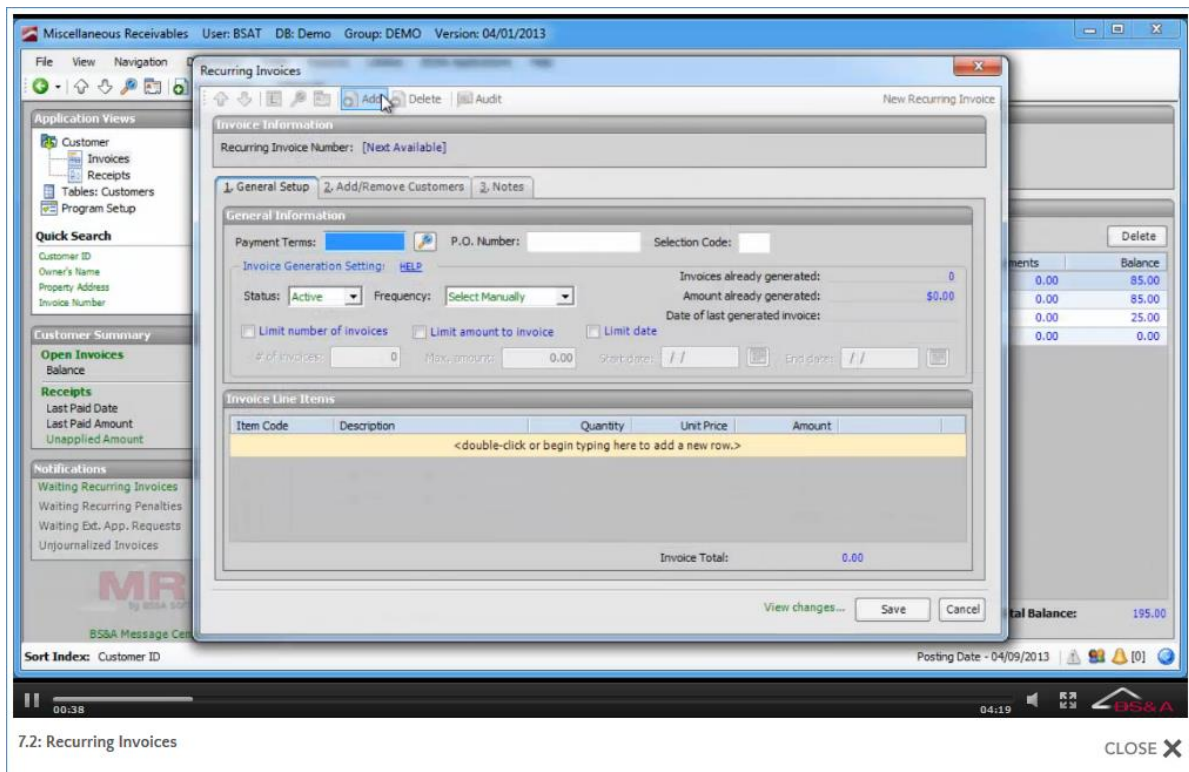
Lesson 7.2: Recurring Invoices

A Recurring Invoice is not an invoice, but a template; the billing items set up here appear on invoices generated from this Recurring Invoice. Recurring invoices are useful for services that are billed on a recurring basis for specific customers. Once the Recurring Invoice template is set up, invoices can be quickly created from that template. You do not need to visit each customer and add the invoice.

Setting Up

1. Go to Tasks>Set Up Recurring Invoice.

2. Click .



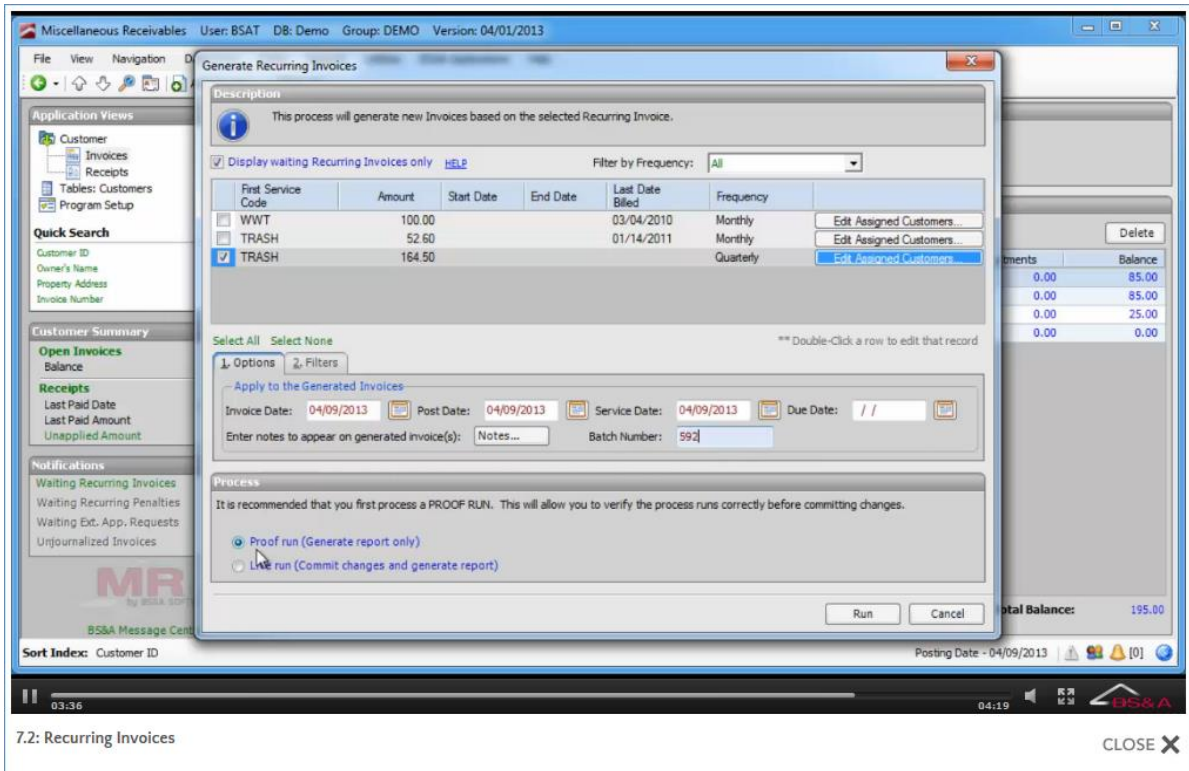
3. Verify or enter the Recurring Invoice Number.
4. Verify or select the Payment Term.
5. If applicable, enter a P.O. Number.
6. Status is automatically set to Active, meaning invoices can be created from this Recurring Invoice. You may change the status to Hold if no invoices are to be created yet.

7. Select the Frequency (this can be a filter when creating invoices).
8. Select whether or not to Limit Number of Invoices. If checked, the number of invoices that can be created for the selected customer(s) is limited to the number you enter in the following step (this is per-customer).
9. If you elected to limit the number of invoices, enter the # of Invoices.
10. Select whether or not to Limit Amount to Invoice.
11. If you elected to limit the amount to invoice, enter the Max Amount.
12. Select whether or not to Limit Date. If checked, attempting to create invoices before the start date or after the end date will result in an error.
13. If you elected to limit the date, enter the Start and End Dates. If your computer's system date is on or before the end date, the Recurring Invoice is considered "waiting," and can be filtered on when generating invoices.
14. Add the billing items, verifying or entering the Quantity and/or Unit Price.
15. Verify or enter the Amount.
16. (Optional) Click GL Numbers to view or make a change to the distribution of the current line item.
17. (Optional) Click the Add/Remove Customers tab to specify the customers for which invoices will be created; click the Add button and select the customer(s).
18. Click Save.

Generating Invoices from a Recurring Invoice

1. Go to Tasks>Generate Recurring Invoices.
2. Select whether or not to Display Waiting Recurring Invoices Only. If you want to generate "waiting" recurring invoices only, you can click [Waiting Recurring Invoices](#) in the Notifications pane, instead of going through the Tasks menu.
3. The Recurring Invoices are marked for selection by default. Uncheck any that aren't to be included in the current run.
4. (Optional) Click Edit Assigned Customers to add or remove customers to/from the current run.
5. Verify or enter the Invoice Date.
6. Verify or enter the Post Date.
7. Enter the Service Date.
8. If applicable, enter a Batch Number.

9. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



10. Click Run, then Yes.
11. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
12. The invoices are created and you're prompted to view another status report; answer accordingly. If any of the customers have unapplied payment (typically as a result of an overpayment), you may be prompted to apply that to the generated invoice.
13. (Recommended) Click Yes to print all invoices.

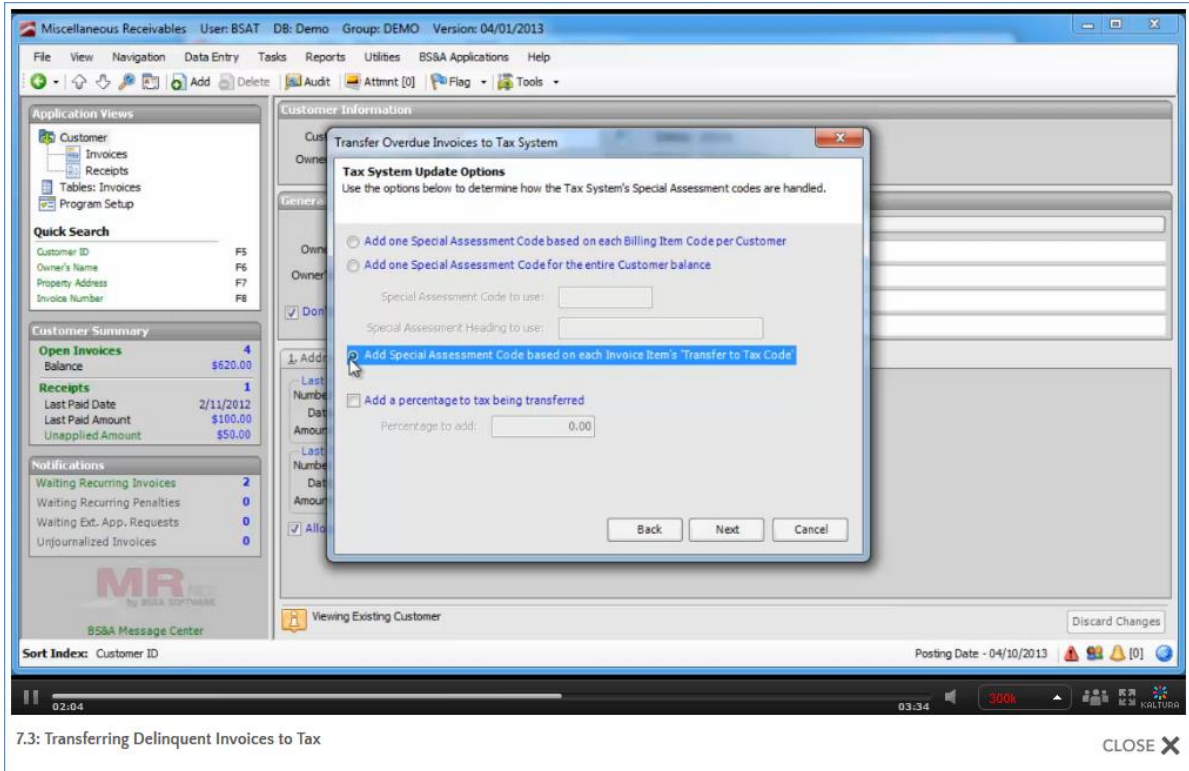
Lesson 7.3: Transferring Delinquent Invoices to Tax

About Transfers...

- This task requires your MR database to be linked with the Pervasive version or the .NET version (depending on which you use) of Tax (see page 21 or page 23).
- A customer may be excluded from this utility by unchecking the Allow Transfer to Tax box (see page 76).
- A billing item may be excluded by classifying it as non-lienable in Billing Item Setup (see page 54).
- An invoice may be excluded by checking the Classify This Invoice as Non-Lienable box on the invoice's Other Information tab (see page 88).
- A valid Transfer to Tax debit account number must be set up on the billing item(s) appearing on the invoice(s) (see page 54).

1. Go to Tasks>Transfer Invoices to Tax System.
2. (Optional) Select one or both Only Transfer... options and click Next.
3. (Optional) Select one or more Only Transfer... options and click Next.
4. Select whether to (only one option may be selected):
 - Add One Special Assessment Code for Each Item Code Per Customer. Each billing item is added as a line item in the Special Assessments screen of Tax.
 - Add One Special Assessment Code to the Entire Customer Balance. Specify the code and description. All delinquent billing items are totaled and one line item is added in the Special Assessments screen of Tax.
 - Add Special Assessment Code Based on Each Billing Item's Transfer to Tax Code

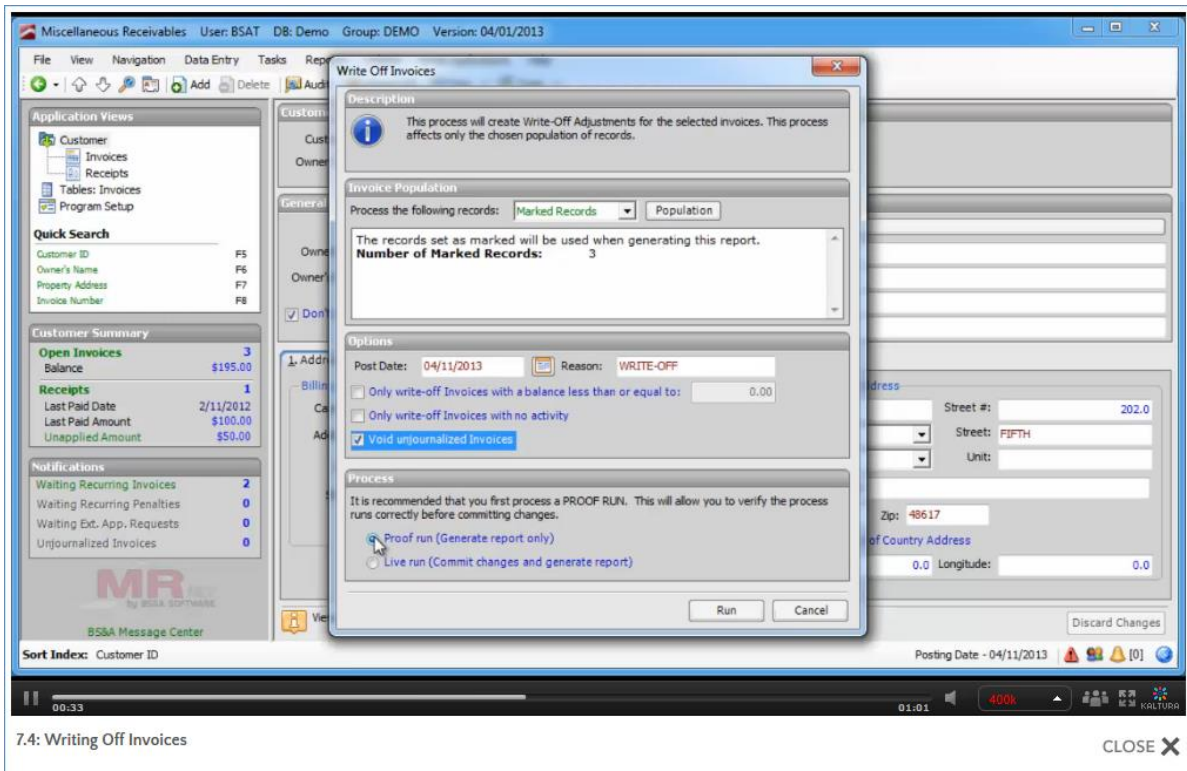
5. Select whether or not to Add a Percentage to Tax Being Transferred.



6. Click Next.
7. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct; click Next, then Finish.
8. Select the (print) Destination and click Run Report.
9. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
10. Select Live Run.
11. Select the Tax Season to update.
12. Verify or enter the Posting Date and click Next.
13. Carefully review the settings and click Finish.
14. Select the (print) Destination and click Run Report.

Lesson 7.4: Writing Off Invoices

1. Go to Tasks>Write-Off Invoices.
2. Select the Population.
3. Verify or enter the Post Date.
4. Select whether or not to Void Unjournalized Invoices.
5. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



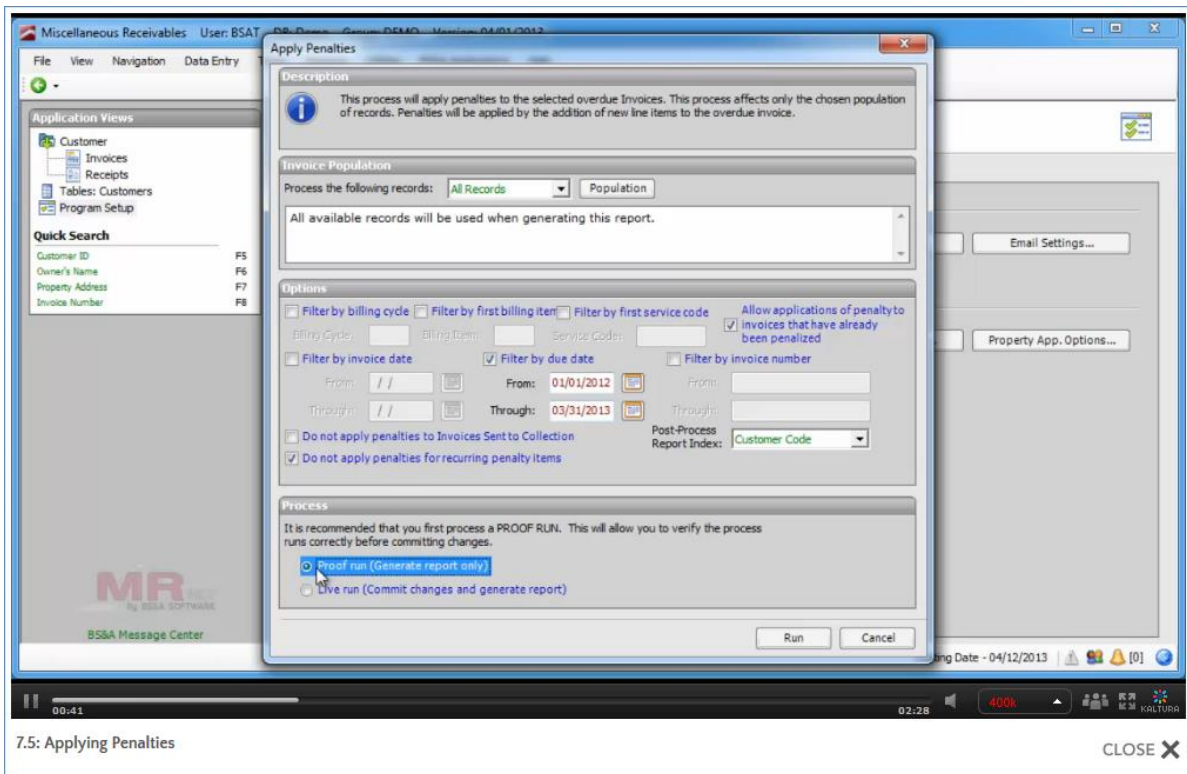
6. Click Run, then Yes.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
8. The records are updated and you're prompted to print another report; answer accordingly.

Lesson 7.5: Applying Penalties

The method used is determined by a setting on the Penalty tab of General Settings (see page 26).

Adding Penalties to Original Invoices

1. Go to Tasks>Apply Penalties.
2. Select the Population.
3. (Optional) Set one or more filters (the more filters set, the fewer records affected).
4. Select whether or not to Allow Applications of Penalty to Invoices That Have Already Been Penalized.
5. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.

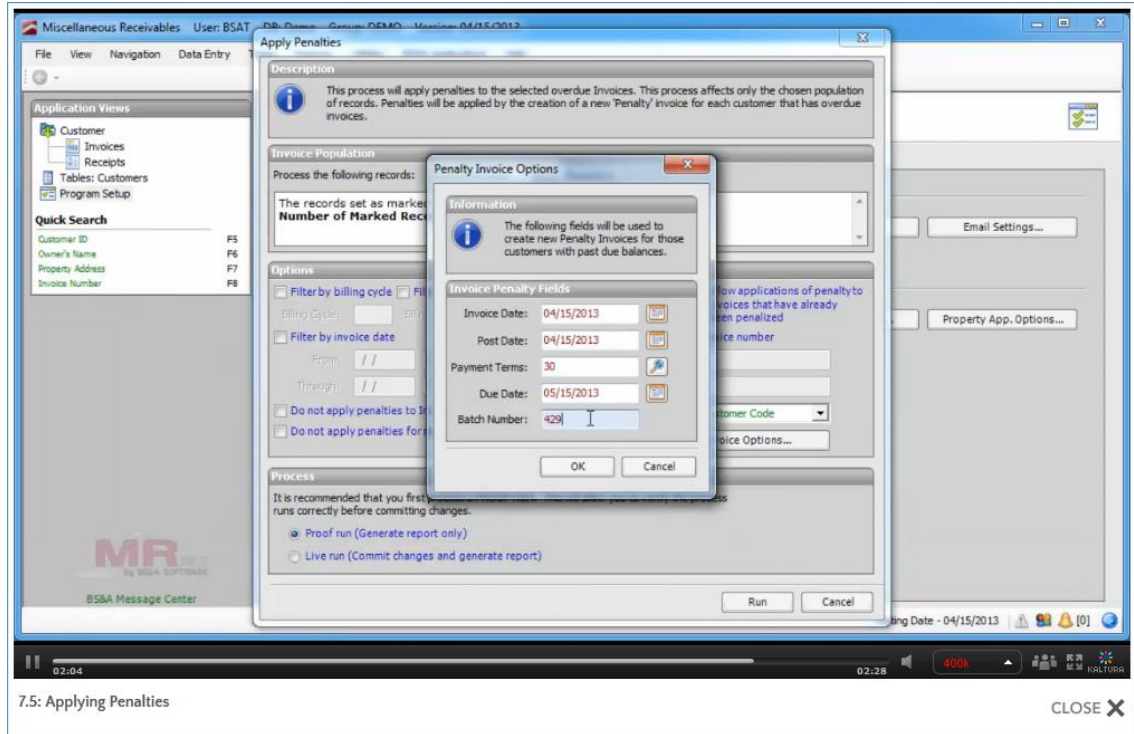


6. Click Run, then Yes.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click, Yes.
8. The penalty line item is added to the invoices and you're prompted to print another report; answer accordingly.

Creating Penalty Invoices

1. Go to Tasks>Apply Penalties.
2. Select the Population.
3. (Optional) Set one or more filters (the more filters set, the fewer records affected).
4. Select whether or not to Allow Applications of Penalty to Invoices That Have Already Been Penalized.
5. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct; click Run, then Yes.
6. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
7. Fill out:
 - Invoice Date
 - Post Date
 - (Optional) Payment Terms
 - Due Date

- (Optional, unless required) Batch Number

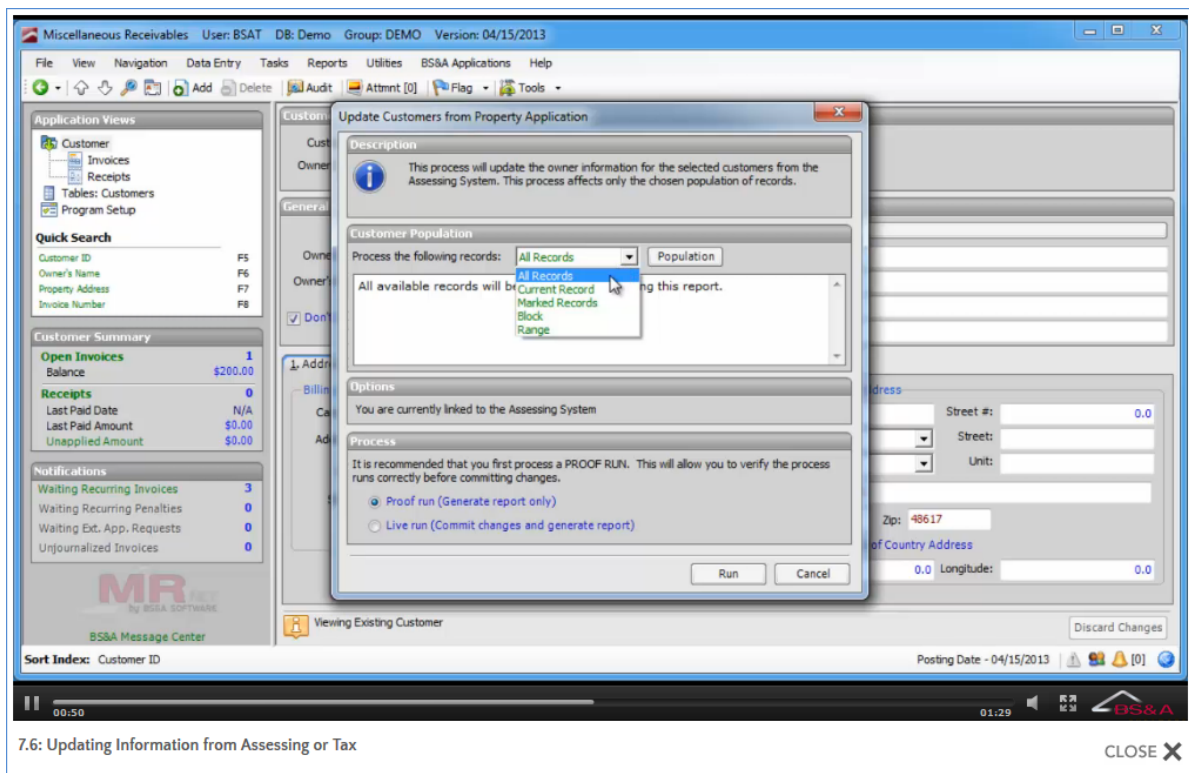


8. Click Ok.
9. The penalty invoices are created and you're prompted to print another report; answer accordingly. Penalty invoice numbers are prefaced with PEN (for example PEN080000678).

Lesson 7.6: Updating Information from Assessing or Tax

Changes made in Assessing or Tax to a parcel's property and/or owner address, and/or legal description, will automatically update the corresponding customer record in Miscellaneous Receivables (provided those update settings are checked; see page 42). If a customer record should be prevented from being automatically updated, check the Don't Automatically Update Information From [Assessing or Tax] box located on the Customer screen. The Update information utility is designed to identify customer records with that box checked and update them.

1. Go to Utilities>Update Customer Information From Linked Property Application.
2. Select the Population.
3. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



4. Click Run, then Yes.
5. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
6. The records are updated and you're prompted to print another report; answer accordingly.

Section 8: Reports



In this section you will learn about commonly-run reports. Screen shots show the main Report Options screen for each report.

Lesson 8.1: Aged Accounts Receivable Report

Category: **Customer Reports**

Aged Accounts Receivable Report - Options

Population Options

Population:

Apply Advanced Query to Population

Sort Index:

Additional Population Options

Display Options | Filtering Options

Run Aged Report as of: Date To Print:

Display Parcel # for each Customer

Display Sent to Collections Amounts

Display credit amount for each Customer

Only show the aging of penalties

Display Customer Address

Show Customer Totals Only

Lesson 8.2: Customer Unapplied Credit History Report

Category: **Customer Reports**

The screenshot shows a dialog box titled "Customer Unapplied Credit History - Options" with a close button (X) in the top right corner. The dialog is divided into two main sections: "Population Options" and "Additional Population Options".

Population Options:

- Population:** A dropdown menu is set to "All Records" (text is green). To its right is a button labeled "Population Options...".
- Apply Advanced Query to Population**
- Below the checkbox is a button labeled "Advanced Query...".
- Sort Index:** A text box contains "Customer ID...".

Additional Population Options:

- Include Un-Journalized Unapplied Credits**
- Run Unapplied Credit History Report as of:** A date field contains "07/03/2017" (text is red) and a calendar icon to its right.

At the bottom of the dialog are two buttons: "OK" (blue) and "Cancel" (grey).

Lesson 8.3: Customer Statement (Laser)

Category: **Customer Statements**

Customer Statement Laser - Options

Population Options

Population:

Apply Advanced Query to Population

Sort Index:

Additional Population Options

Invoice Date to Print:

Rept./Adj. Date to Print:

Include Customers:

Include Invoices:

Include first billing item code on statement

Exclude Invoices Sent to Collections Exclude Loan Invoices

1. Filtering Options **2. Past Due Options**

Include Invoices with the following Billing Items

- <1 ADM
- >1 ADM
- 002-12
- ADS
- ADS2
- ADS3

Include Invoices with the following Service Codes

- CD
- Clerks
- DPW
- ENG
- FIN
- FIRE

Lesson 8.4: Billing Register

Category: **Invoice Reports**

Billing Register - Options

Population Options

Population: **All Records** Population Options...

Apply Advanced Query to Population

Advanced Query...

Sort Index: **Journalized...**

Additional Population Options

1. Basic Options **2. Additional Filtering Options**

Include Invoice with the following Invoice Date Range

From: // To: //

Include Invoices with the following Due Date Range

From: // To: //

Include Invoices with the following Invoice Number Range

From: To:

Include Invoices entered by the following users

Setup 'Entered By' Users...

Include Only Open Invoices

Exclude Voided Invoices

Calculate Invoice Balance as of a different date

//

Include Invoices with the following Batch Number Range

From: To:

Exclude Loan Invoices

Print Totals Only

Print Markup Column

Clear Values OK Cancel

Lesson 8.5: Receivables by General Ledger Number

Category: **Invoice Reports**

Receivables by General Ledger Number - Options

Population Options

Population: Population Options...

Apply Advanced Query to Population

Sort Index:

Additional Population Options

Include Invoices/Receipts as of below Posting Date:

As of Date:

Totals By GL Number Only Subtotal By Fund

Subtotal by: Subtotal Choice:

Limit Results to following GL Number:

Include Invoices having the following Billing Item(s) Include Invoices having the following Service Code(s)

<input type="checkbox"/> <1 ADM	<input type="checkbox"/> CD
<input type="checkbox"/> >1 ADM	<input type="checkbox"/> Clerks
<input type="checkbox"/> 002-12	<input type="checkbox"/> DPW
<input type="checkbox"/> ADS	<input type="checkbox"/> ENG
<input type="checkbox"/> ADS2	<input type="checkbox"/> FIN
<input type="checkbox"/> ADS3	<input type="checkbox"/> FIRE

Lesson 8.6: Revenue by General Ledger Number

Category: Invoice Reports

Revenue By General Ledger Number - Options

Population Options

Population: Population Options...

Apply Advanced Query to Population

Sort Index:

Additional Population Options

Include Invoices/Receipts as of below Posting Date:

As of Date:

Totals By GL Number Only Subtotal By Fund

Subtotal by: Subtotal Choice:

Limit Results to following GL Number:

Include Invoices having the following Billing Item(s) Include Invoices having the following Service Code(s)

<input type="checkbox"/> <1 ADM	<input type="checkbox"/> CD
<input type="checkbox"/> >1 ADM	<input type="checkbox"/> Clerks
<input type="checkbox"/> 002-12	<input type="checkbox"/> DPW
<input type="checkbox"/> ADS	<input type="checkbox"/> ENG
<input type="checkbox"/> ADS2	<input type="checkbox"/> FIN
<input type="checkbox"/> ADS3	<input type="checkbox"/> FIRE

Lesson 8.7: Standard Invoice

Category: Invoice Reports

Standard Invoice 1 - Options

Population Options

Population: Population Options...

Apply Advanced Query to Population

Sort Index:

Additional Population Options

1. Basic Options **2. Additional Filtering Options**

Include Invoice with the following Invoice Date Range

From: To:

Include Invoices with the following Due Date Range

From: To:

Include Invoices with the following Invoice Number Range

From: To:

Include Invoices entered by the following users

Print Invoice # Bar Code on Invoice

Include Only Open Invoices

Don't print Invoice(s) for Customers that are 'paperless'

Include Only Unjournalized Invoices

Include Invoices with the following Batch Number Range

From: To:

Print Invoice Attachments with Invoice

Clear Values

Lesson 8.8: Payment Register

Category: **Payment Distribution Reports**

Payment Register - Options

Population Options

Population:

Apply Advanced Query to Population

Sort Index:

Additional Population Options

Include On Report:

Include Customer Name on Report

Totals Only

Show amounts for voided Receipts

Filter by Post Date Range:

From: To:

Show First Billing Item rather than First Service Code

Exclude Loan Invoice Payments

