



Enterprise ERP
powered by Munis®
Accounts Receivable

Procedural Documentation

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Using Batch Processing

Overview

Accounts Receivable programs use batch processing for completing payment transactions. The process for creating or resuming a batch is the same for all transaction programs.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Procedures

Depending on the transaction program, the options and fields for the Batch screen may vary.

To find an existing batch, click Search to enable all fields as search criteria, use the Content Find option to find a batch using receipt or tender details, or use the View All option to display a list of all available batches.

- To update details for the selected batch, click Update.
- To resume a batch, click Resume Batch.
- To review the contents of the batch, with the option to reverse the batch, click View-Rev.
- To complete the output/release process for the selected batch, click Output-Rel.
- To create a list of all checks included in the batch, click Deposit Rpt.
- To complete the settlement process for the selected batch, click Settlement to display the Settlement Information screen.
- To overwrite the deposit numbers assigned to tenders within the batch with the batch default deposits, click Update Deposits.

To create a batch, click Add to define the batch details. When you click Accept, the program displays the applicable transaction processing screen, for example, Payment Entry or Payment Reversals.

Payment Entry
⚙️ ?

✕ Close
✓ Accept
✖ Cancel

Payment Entry > ✎

Batch Information

Batch Number

Entry Date

Processing Date

Clerk

Effective Date

GL Effective Date

GL Year/Period

Description

Department

Life Cycle Step

Deposits

Default Deposit + Overrides

Batch Totals

Number of Items

Total Amount

Batch Options

Receipt Option

Auto Validate?

Bank Code

Bank Account

0 of 0 |< < > >|

Field	Description	Notes
Batch Information		
Batch Number	Stores the unique batch number for the batch of receivables. The batch number established by the Accounts Receivable Settings program is the default batch number. It cannot be zero.	
Entry Date	Indicates the date the batch is created. The current date is the default date, but it can be changed to a future date.	
Processing Date	Indicates the date the batch is to be processed. This information-only date is user-defined and its purpose can vary according to your organization's	

Field	Description	Notes
	requirements. The default value is the current date.	
Clerk	Provides the user ID of the person who created the batch.	
Effective Date	Indicates the last date that interest calculates. If a payment is overdue, interest calculates from the original due date to the effective date. The current date is the default date.	
GL Effective Date	Specifies the date the transaction is effective in the general ledger.	
GL Year/Period	Indicate the accounting year and month, which may not coincide with the calendar year and month. The year and period established in the General Ledger Settings program is the default year and period, but they can be changed by users with the appropriate permissions.	
Description	Stores a description associated with the batch	
Department	Indicates the department code for the user. The default value is the department assigned to the user identified in the Clerk field.	
Life Cycle Step	Identifies the life cycle step associated with the batch.	
Deposits		
Default Deposit	<p>Stores the deposit information for the payments. Use the field help to select from available default deposits.</p> <ul style="list-style-type: none"> Click the Add (+) button to automatically generate a deposit number according to your defined settings in Accounts Receivable Settings. When clicked, deposit numbers are automatically generated. On the Deposit Overrides screen, the New Deposit Number field includes the default deposit number for the batch that does not contain a deposit-tender prefix or suffix. In the Deposit Tender Type group, each deposit-tender type includes the defined prefix or suffix. If you modify the New Deposit Number value, any matching deposits are updated with the new number. Tender types with the same prefix/suffix are combined and deposit amounts consolidated. 	

Field	Description	Notes
	<ul style="list-style-type: none"> Click the Overrides button to specify a deposit reference according to tender type. 	
Batch Totals		
Number of Items	Displays the total number of receipts contained in the batch. The program completes this value as records are added.	
Amount Total	Displays the total dollar amount for the receipts contained in the batch. The program completes this value as records are added.	
Batch Options		
	Provides the Receipt Option list and the Auto Validate checkbox. When you complete these values, they provide the initial Print Options values on the Tender Payment screen.	
Bank Code Bank Account	Store the default bank and account information that is included on endorsements.	
Workflow		
	For organizations using Workflow, provides the batch approval status and approval options.	

Applying Payments to General Bills

Overview

Payment entry is made within a single batch by each user. Since payments entered in batches generate receipts, a payment is also a receipt and these two terms are used interchangeably in this document. These payments/receipts can be a mixture of payments against bills or payments for other services that do not require a bill (for example, copy fees).

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Confirm the following:

- You have permissions to enter accounts receivable payments.
- Accounts receivable codes and charge codes are created for the active payment year.
- At least one general bill exists.

Procedure

Use the following steps to enter payments against bills:

1. Open the Payment Entry program.
General Revenues > Payment Processing > Payment Entry
2. Click Add to create a new payment batch.
3. Complete the batch details.

✦ **Payment Entry** ⚙️ ?

✕ | ✓ | ✕
Close | Accept | Cancel

Payment Entry > ✎

Batch Information

Batch Number

Entry Date

Processing Date

Clerk

Effective Date

GL Effective Date

GL Year/Period SEP

Description

Department

Life Cycle Step

Deposits

Default Deposit + Overrides

Batch Totals

Number of Items

Total Amount

Batch Options

Receipt Option

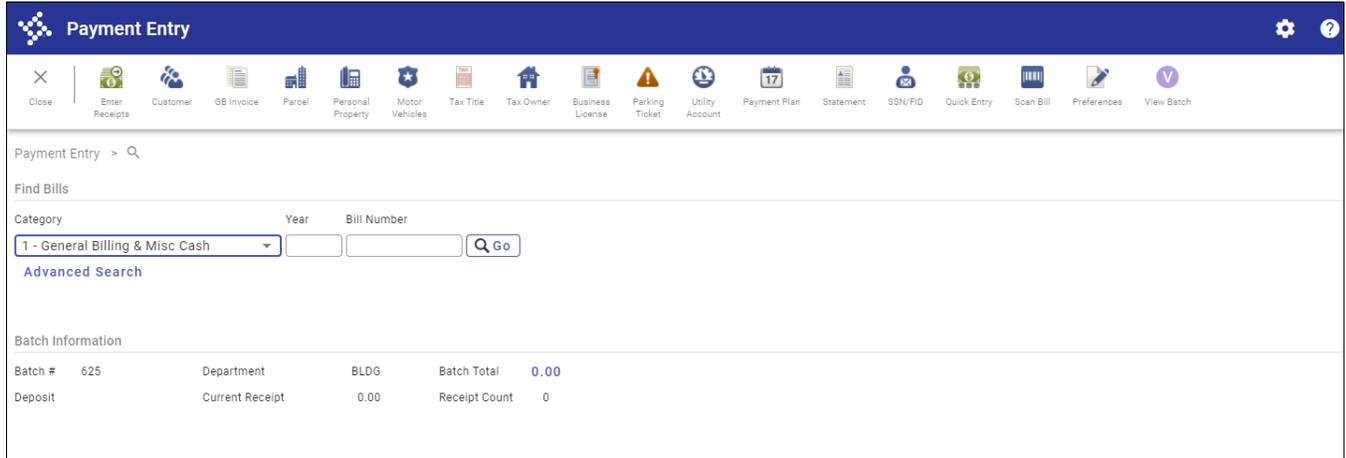
Auto Validate?

Bank Code

Bank Account

0 of 0 | < | >

- Click Accept to save the batch.
The program displays the Payment Entry screen with the Find Bills fields active.



Payment Entry

Close | Enter Receipts | Customer | GB Invoice | Parcel | Personal Property | Motor Vehicles | Tax Title | Tax Owner | Business License | Parking Ticket | Utility Account | Payment Plan | Statement | SSN/FID | Quick Entry | Scan Bill | Preferences | View Batch

Payment Entry > Find Bills

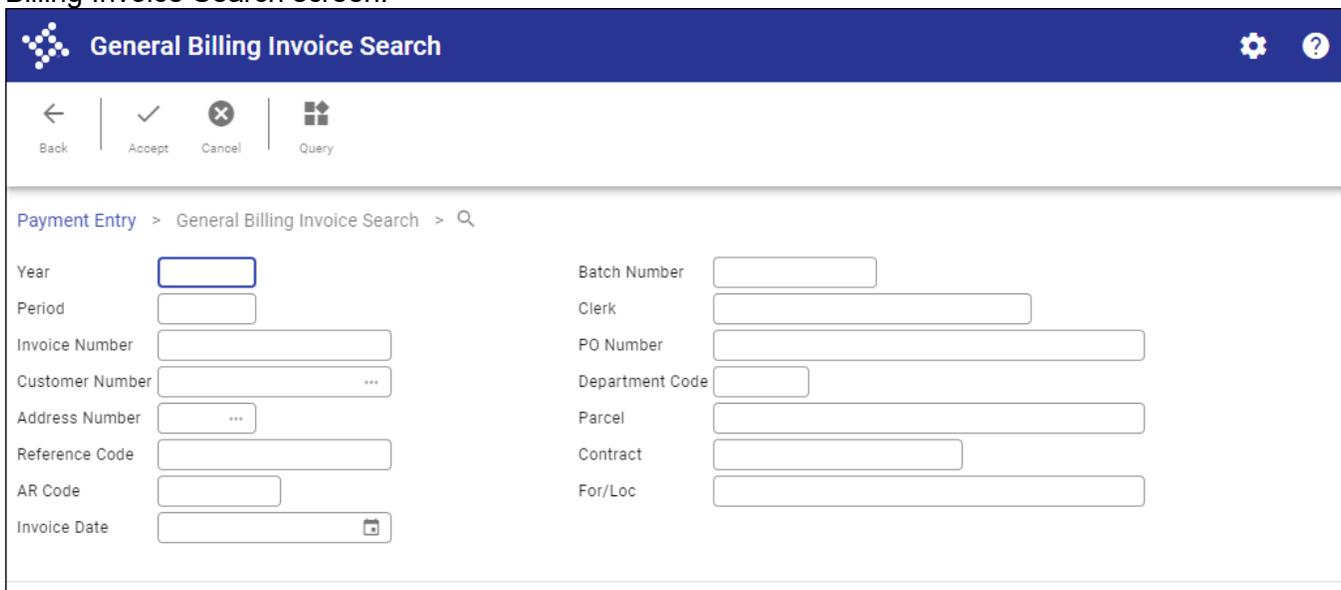
Category: 1 - General Billing & Misc Cash | Year: | Bill Number: |

[Advanced Search](#)

Batch Information

Batch #	625	Department	BLDG	Batch Total	0.00
Deposit		Current Receipt	0.00	Receipt Count	0

- Use the Category list in the Find Bills group to navigate to a specific bill or select a category on the toolbar to search for bills within that category. For example, click GB Invoice to display the General Billing Invoice Search screen.



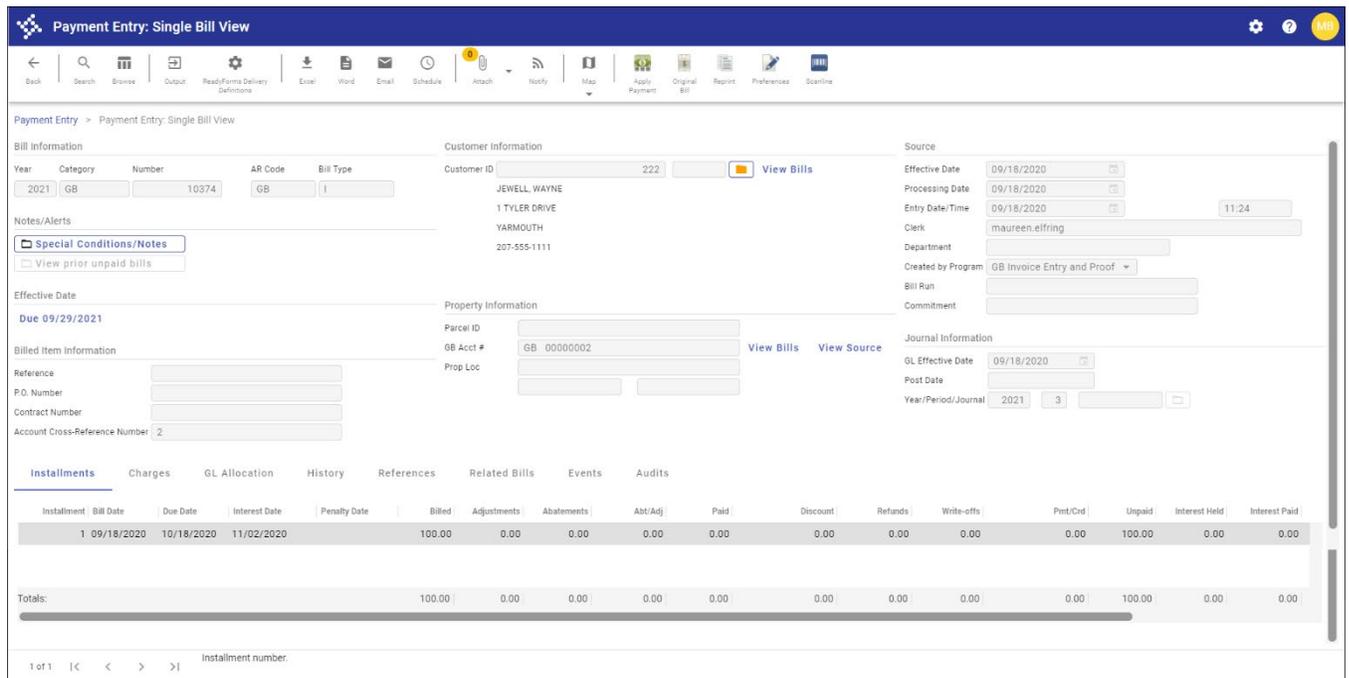
General Billing Invoice Search

Back | Accept | Cancel | Query

Payment Entry > General Billing Invoice Search >

Year	<input type="text"/>	Batch Number	<input type="text"/>
Period	<input type="text"/>	Clerk	<input type="text"/>
Invoice Number	<input type="text"/>	PO Number	<input type="text"/>
Customer Number	<input type="text"/>	Department Code	<input type="text"/>
Address Number	<input type="text"/>	Parcel	<input type="text"/>
Reference Code	<input type="text"/>	Contract	<input type="text"/>
AR Code	<input type="text"/>	For/Loc	<input type="text"/>
Invoice Date	<input type="text"/>		

6. Complete the search details and click Accept. If multiple records matching the search criteria are found, the program displays a list of the bills; otherwise, the program displays the bill on the Payment Entry: Single Bill View screen.



Payment Entry: Single Bill View

Back Search Browse Output ReadForms Delivery Definitions Excel Word Email Scheduling Attach Notify Map Apply Payment Original Bill Report Preferences Scanline

Payment Entry > Payment Entry: Single Bill View

Bill Information
 Year: 2021 Category: GB Number: 10374 AR Code: GB Bill Type: I

Customer Information
 Customer ID: 222
 JEWELL WAYNE
 1 TYLER DRIVE
 YARMOUTH
 207-555-1111

Source
 Effective Date: 09/18/2020
 Processing Date: 09/18/2020
 Entry Date/Time: 09/18/2020 11:24
 Clerk: maureen.effring
 Department:
 Created by Program: GB Invoice Entry and Proof
 Bill Run:
 Commitment:

Notes/Alerts
 Special Conditions/Notes
 View prior unpaid bills

Effective Date
 Due 09/29/2021

Property Information
 Parcel ID:
 GB Acct #: GB 00000002
 Prop Loc:

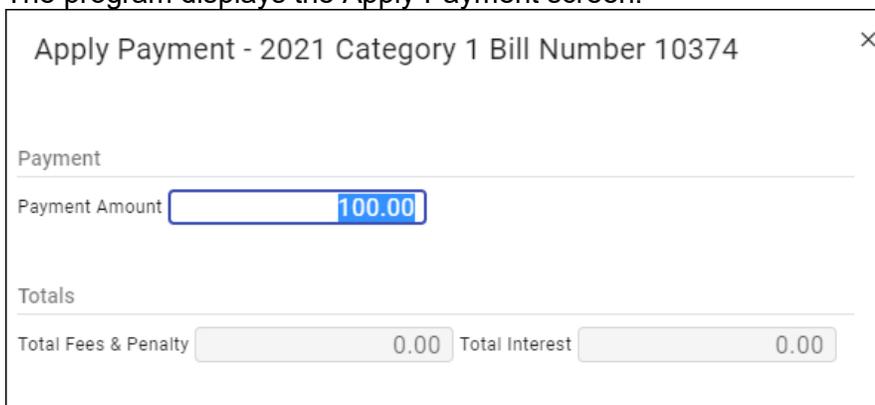
Billed Item Information
 Reference:
 P.O. Number:
 Contract Number:
 Account Cross-Reference Number: 2

Journal Information
 GL Effective Date: 09/18/2020
 Post Date:
 Year/Period/Journal: 2021 3

Installation	Bill Date	Due Date	Interest Date	Penalty Date	Billed	Adjustments	Abatements	Abt/Adj	Paid	Discount	Refunds	Write-offs	Print/Crd	Unpaid	Interest Hold	Interest Paid
1	09/18/2020	10/18/2020	11/02/2020		100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00
Totals:					100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00

1 of 1 |< < > >| Installation number.

7. Click Apply Payment.
 The program displays the Apply Payment screen.



Apply Payment - 2021 Category 1 Bill Number 10374

Payment

Payment Amount: 100.00

Totals

Total Fees & Penalty: 0.00 Total Interest: 0.00

8. Enter the payment amount and press Tab. The program displays the Tender Payment screen. Any special conditions associated with this customer/account display in red text.

Tender Payment
×

View Receipts (1)
Total Amount \$100.00

Add Another Payment

Total Tended
\$100.00
Change Due
\$0.00

Amount

Payment Method	Tender Amount	Deposit
CHECK	\$100.00	

Add Tender
Delete Tender

Output summary receipt
 Output individual receipts
 Validate
 Email receipt
 Email receipt without printing

Printer ...
Copies

Email receipt

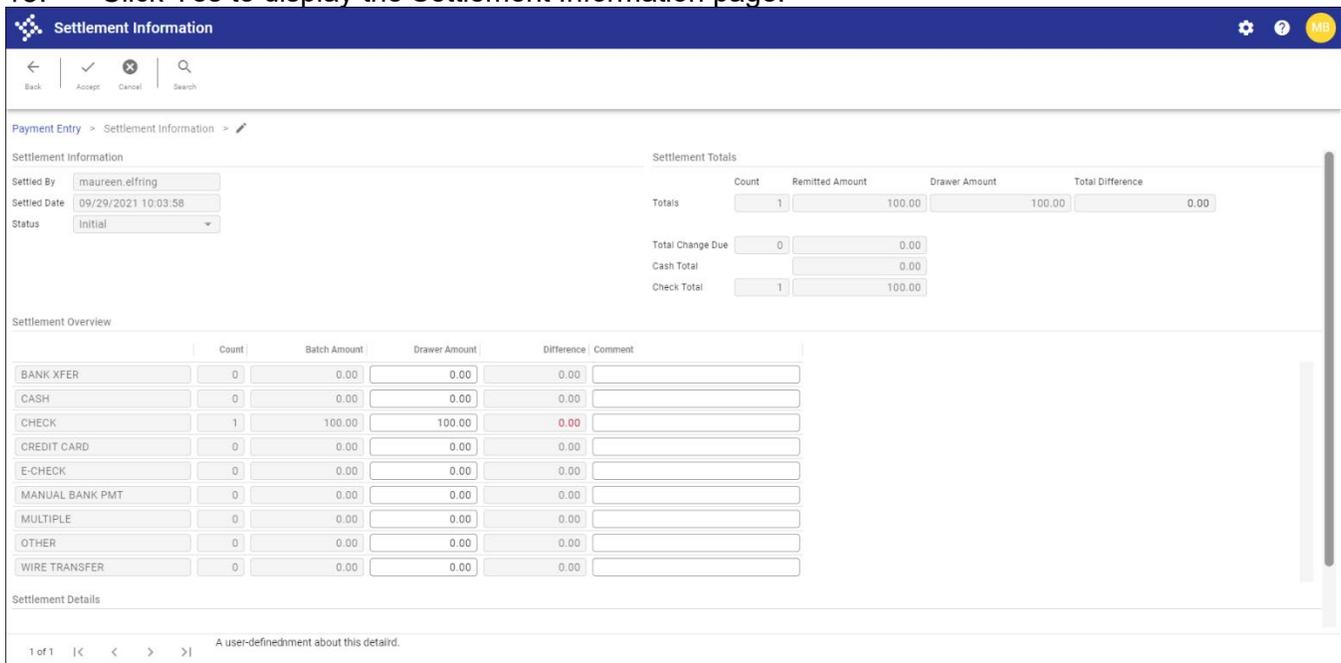
Complete Transaction

9. Select the payment method and complete the Print Options group, as appropriate for your organization.

Field	Description	Notes
Payment Information		
	Displays the total amount for which payment can be taken. It also provides the View Receipts link that provides a list of all associated receipts with this transaction and the Add Another Payment button, which you can use to add additional payments before completing the Tender Payment screen.	
Tender Information		

Field	Description	Notes
Total Tendered Change Due	Display the activity for the current tender transaction.	
Amount	Identifies the amount for the active receipt record.	
Payment Method	Specifies the payment method, such as check, cash, credit card, and so on.	
Deposit	Identifies a deposit associated with this tender payment.	
Check Details		
Check Number	Specifies the check number for the payment.	
Bank Code	Provides the bank code for check processing.	
Additional Information		
Paid by Customer	Identifies the customer making the payment. Click the customer name link to view the customer record.	
Payment Memo	Contains any notes or comments about the payment	
Payment Method Tender Amount Deposit	Provide a summary of the tender transactions. The program updates these values when you use the Add Tender and Delete Tender buttons to add or remove tender details.	
Print Options		
Output Summary Receipt	If selected, the program prints a summary receipt.	
Output Individual Receipts	If selected, the program prints an individual receipt.	
Validate	If selected, the program validates bank codes during the output process.	
Email Receipt	If selected, sends the receipt by email. When you select this checkbox, you must enter the email address. If you do not also select Email Receipt Without Printing, a printed receipt is also created. In this case, you must have a defined printer.	
Email Receipt Without Printing	If selected, sends the receipt by email to the email address entered without printing a receipt copy. This checkbox is only accessible when you select Email Receipt.	
Copies	Identifies the number of copies of the receipt to print. When you select the Output Summary Receipt or Output Individual Receipts checkbox, the program automatically sets the default value to one.	

10. Click Complete Transaction.
The program returns to the Payment Entry: Single Bill View with the payment details included. If you defined print options on the Tender Payment screen, the program first displays the output dialog box where you can complete the printing process.
 11. Click Back to return to the Payment Entry screen.
 12. Process additional payments, as required.
 13. Click Close to return to the Batch Entry screen.
 14. Click Output-Rel on the toolbar.
- If your organization requires settlements, the program displays the Settlement confirmation message.
15. Click Yes to display the Settlement Information page.



Settlement Information

Payment Entry > Settlement Information

Settlement Information

Settled By: maureen.elfring
 Settled Date: 09/29/2021 10:03:58
 Status: Initial

Settlement Totals

	Count	Remitted Amount	Drawer Amount	Total Difference
Totals	1	100.00	100.00	0.00
Total Change Due	0	0.00		
Cash Total		0.00		
Check Total	1	100.00		

Settlement Overview

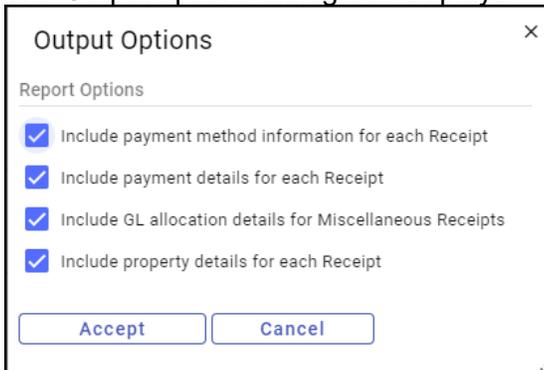
	Count	Batch Amount	Drawer Amount	Difference	Comment
BANK XFER	0	0.00	0.00	0.00	
CASH	0	0.00	0.00	0.00	
CHECK	1	100.00	100.00	0.00	
CREDIT CARD	0	0.00	0.00	0.00	
E-CHECK	0	0.00	0.00	0.00	
MANUAL BANK PMT	0	0.00	0.00	0.00	
MULTIPLE	0	0.00	0.00	0.00	
OTHER	0	0.00	0.00	0.00	
WIRE TRANSFER	0	0.00	0.00	0.00	

Settlement Details

1 of 1 |< >| A user-definedment about this detaild.

16. Complete the values for the tender amounts included in the batch. The cumulative tender amounts should match the settlement total.
17. Click Accept.
18. Click Finalize.
The program displays a Settlement Detail Report print confirmation message.
19. Click Yes to display the Output dialog box.
20. Complete the report output options and click OK.
The program displays a Finalize Settlement confirmation message.
21. After confirming the report is correct, click Yes.
The program displays a Successfully Finalized message.
22. Click OK.
23. Close the Settlement screen to return to the Batch Entry screen.

24. Click Output-Rel.
The Output options dialog box displays.



25. Select or clear the checkboxes for the details to include and then click Accept.
The program displays the Output dialog box.

26. Define the output criteria for the Batch Payments Proof report and click OK.
The program creates the report.

```

09/29/2021 09:59 |Munis |P 1
maureen.elfring |BATCH 625 PAYMENTS PROOF |arbiling

CLERK: maureen.elfring BATCH NUMBER: 625
BATCH PROCESSING DATE: 09/29/2021

RECEIPT YEAR BILL TYPE CATEGORY CUST # NAME PROPERTY ID TOTAL AMOUNT
LINE CHARGE DESCRIPTION PRIN PAID INT PAID INT HELD
-----
2329 2021 10374 GB-I General Billing & Mi 222 JEWELL, WAYNE GB 00000002 100.00
1 RENTF RENT FAC 100.00 0.00 0.00

TOTAL RECEIPTS: 1
TOTAL PAYMENTS: 100.00

TOTAL PRINCIPAL PAID: 100.00
TOTAL INTEREST PAID: 0.00
TOTAL INTEREST HELD: 0.00

09/29/2021 09:59 |Munis |P 2
maureen.elfring |BATCH 625 PAYMENTS PROOF - SUMMARY |arbiling

CLERK: maureen.elfring BATCH NUMBER: 625
BATCH PROCESSING DATE: 09/29/2021

CATEGORY YEAR RECEIPTS PRIN PAID INT PAID
-----
General Billing & Mi 2021 1
RENTF RENT FAC 100.00 0.00
100.00 0.00

GRAND TOTALS 100.00 0.00
TOTAL PAID 100.00

09/29/2021 09:59 |Munis |P 3
maureen.elfring |BATCH 625 PAYMENTS PROOF - SUMMARY |arbiling

CLERK: maureen.elfring BATCH NUMBER: 625
BATCH PROCESSING DATE: 09/29/2021

TENDER TOTAL
TYPE QTY AMOUNT
-----
TOTAL: 0.00

** END OF REPORT **

```

27. Review the proof report and then return to the Payment Entry program.
The program displays the Release Confirmation message.

28. Click Yes to continue.
The value of the Life Cycle Step for the batch resets to Approved.



09/29/21

GL Year/Period 2022 3 SEP

Description

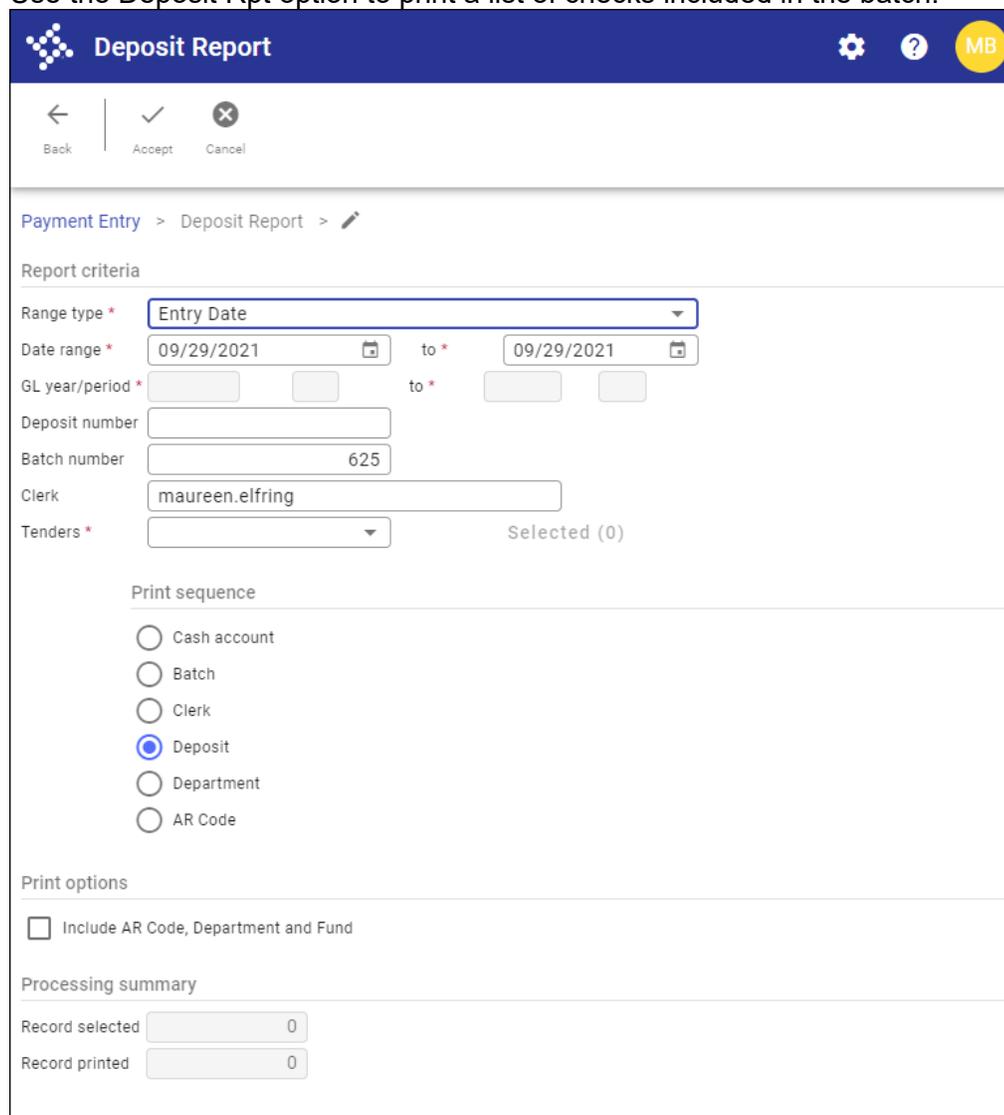
Department BLDG ...

Life Cycle Step 30 - Approved

Deposits

Default Deposit ... + Overrides

Use the Deposit Rpt option to print a list of checks included in the batch.



Deposit Report MB

Back | Accept | Cancel

Payment Entry > Deposit Report > ✎

Report criteria

Range type * Entry Date

Date range * 09/29/2021 to * 09/29/2021

GL year/period * to *

Deposit number

Batch number 625

Clerk maureen.elfring

Tenders * Selected (0)

Print sequence

- Cash account
- Batch
- Clerk
- Deposit
- Department
- AR Code

Print options

Include AR Code, Department and Fund

Processing summary

Record selected 0

Record printed 0

29. If you did not settle the batch as part of the release process, click Settlement to balance the batch transactions now and complete the Settlement process.

If you have verification permissions and you have a user name and password in the System Administration > Passwords program, click Verify to initiate a verification process for pending settlements. During the verification process, the Settlement Information screen includes the Original Amount and Verification Amount fields in the Settlement Details section. The Original Amount is the amount recorded in the original settlement. The Difference field displays the difference between the Original Amount and the amount entered. If you enter an amount that does not match the amount entered in that field of the original settlement, the program displays an error message and you must correct the error before continuing.

When the verification completes, the original settlement record is identified as final, and the Settlement Information group includes the Verification Information section that displays a summary of the verification.

Entering Miscellaneous Cash Receipts

Overview

Miscellaneous receipts are miscellaneous fee payments for items that have not been billed. An example of a miscellaneous fee is copy charges. A charge code for miscellaneous receipts must exist for each item for the current collection year.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

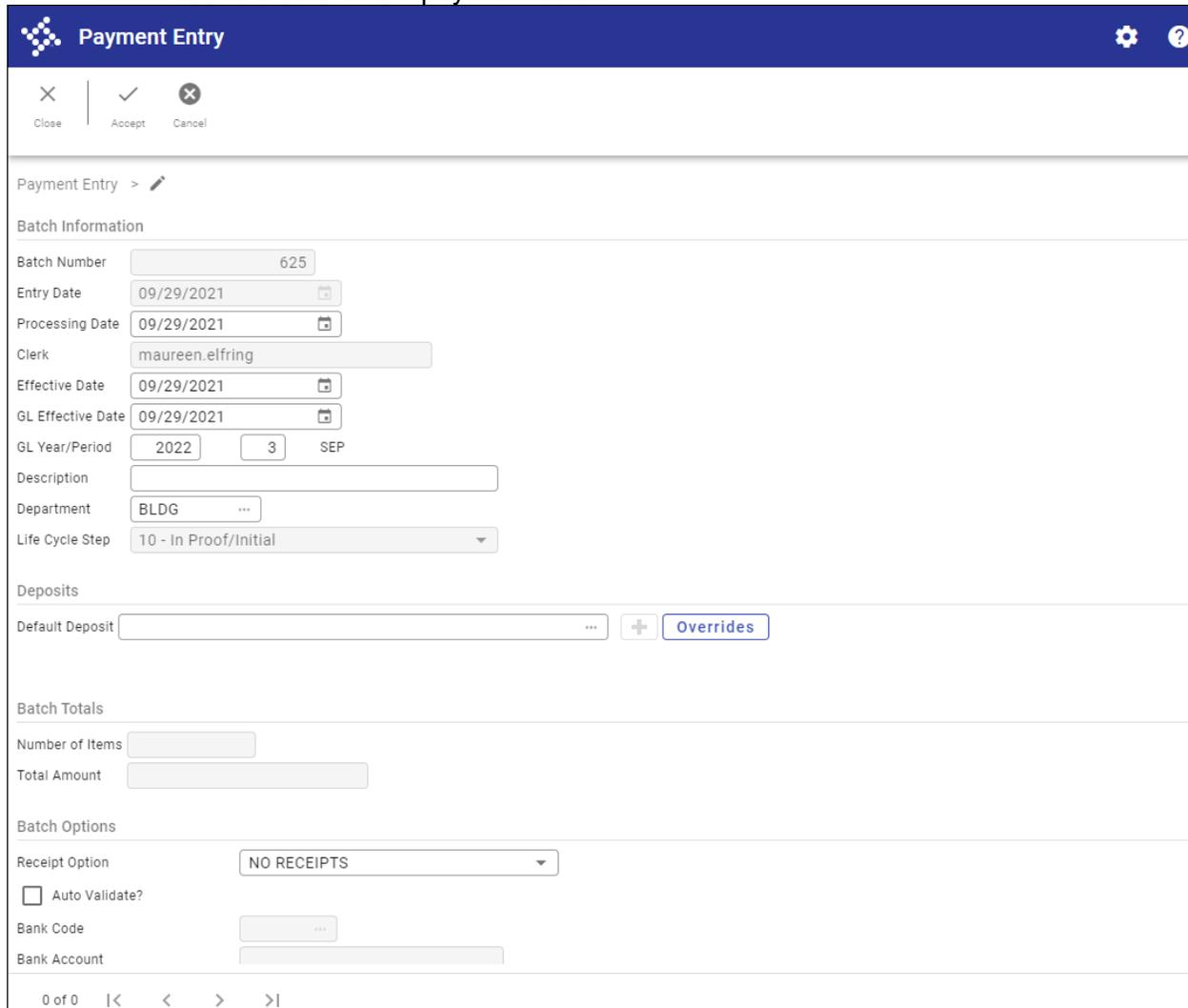
Confirm the following:

- You have permissions to enter accounts receivable payments.
- Accounts receivable codes and charge codes are created for the current payment year.
- At least one miscellaneous charge code must exist.

Procedure

Use the following steps to enter miscellaneous cash receipts:

1. Open the Payment Entry program.
General Revenues > Payment Processing > Payment Entry
2. Click Add to create a new payment batch.



Payment Entry

Close | Accept | Cancel

Payment Entry > ✎

Batch Information

Batch Number: 625
 Entry Date: 09/29/2021
 Processing Date: 09/29/2021
 Clerk: maureen.elfring
 Effective Date: 09/29/2021
 GL Effective Date: 09/29/2021
 GL Year/Period: 2022 | 3 | SEP
 Description:
 Department: BLDG
 Life Cycle Step: 10 - In Proof/Initial

Deposits

Default Deposit: + Overrides

Batch Totals

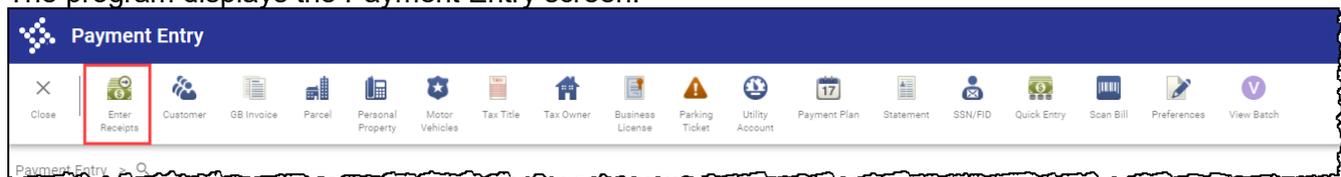
Number of Items:
 Total Amount:

Batch Options

Receipt Option: NO RECEIPTS
 Auto Validate?
 Bank Code:
 Bank Account:

0 of 0 |< < > >|

3. Click Accept to save the information entered.
The program displays the Payment Entry screen.

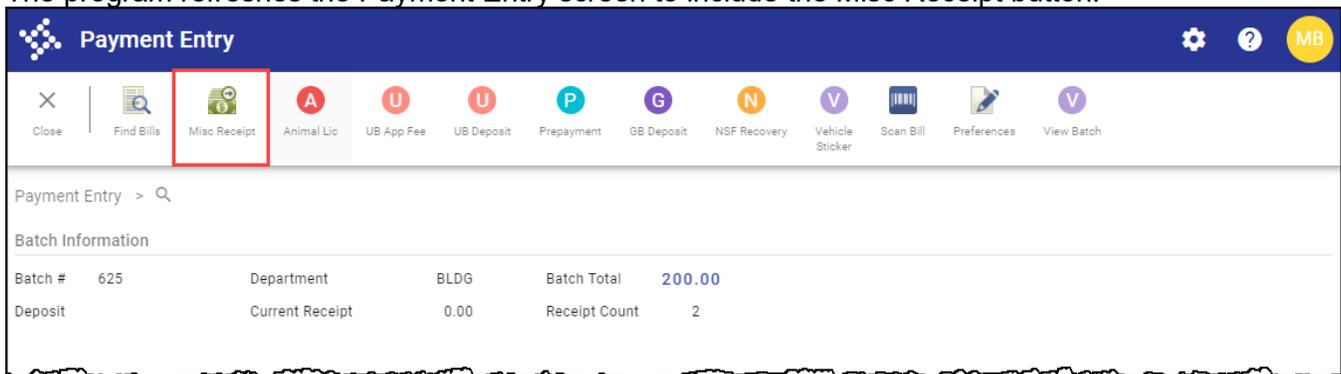


Payment Entry

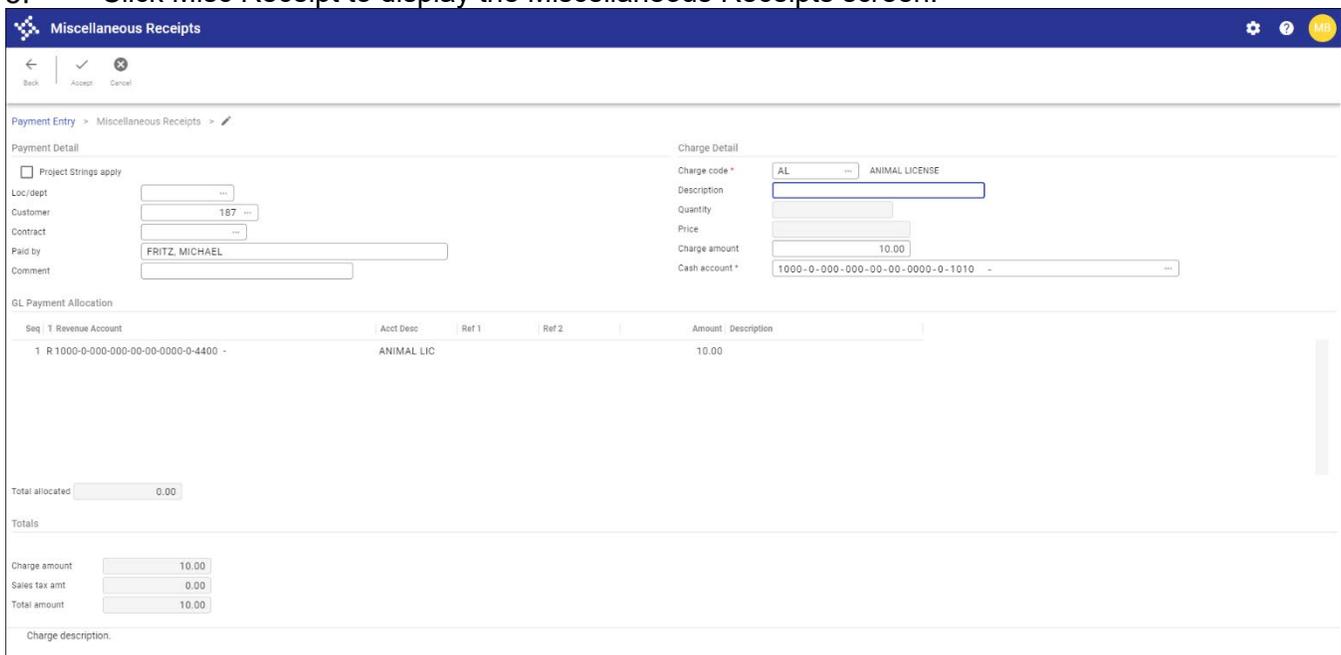
Close | Enter Receipts | Customer | GB Invoice | Parcel | Personal Property | Motor Vehicles | Tax Title | Tax Owner | Business License | Parking Ticket | Utility Account | Payment Plan | Statement | SSN/FID | Quick Entry | Scan Bill | Preferences | View Batch

Payment Entry > 🔍

4. Click Enter Receipts on the toolbar.
The program refreshes the Payment Entry screen to include the Misc Receipt button.



5. Click Misc Receipt to display the Miscellaneous Receipts screen.



6. Click Add and complete the fields, using the following table as a guide.

Field	Description	Notes
Payment Detail		
Project Strings Apply	If selected, indicates that the payment applies to project account strings.	
Loc/Dept	Provides the location or department receiving the payment.	
Customer	Identifies the number of the customer making the payment.	
Contract	Identifies a revenues contract associated with the payment, if applicable. Miscellaneous receipts can apply towards a revenues contract. In this case, the	

Field	Description	Notes
	Revenue Limitless and Revenue NTE are the applicable contract types: <ul style="list-style-type: none"> • Revenue Limitless—Assigns very little verification. This type uses any charge code, amount, general ledger account or general ledger amount for the receipt. • Revenue NTE—Assigns significant verification. For this type, the charge code must be outlined on the contract, the amounts need to add up to and not exceed the contract amount, the general ledger account needs to match the general ledger accounts outlined in the contract, and the general ledger accounts cannot exceed the maximum amount allowed for that specific account on that charge code. 	
Paid By	Indicates who made the payment. The default value is the name associated with the customer number entered in the Customer field.	
Comment	Stores any comments associated with the payment.	
Charge Detail		
Charge Code	Defines the charge code for the payment.	
Description	Provides a user-defined description of the charge.	
Quantity	Indicates the number of charge items.	
Price	Provides the item price as stored on the Charge Code record.	
Charge Amount	Indicates the amount of the miscellaneous charge.	
Cash Account	Specifies the full account number or org/obj/project for the general ledger cash account.	
GL Payment Allocation <i>Provides account allocation, if applicable.</i>		
Account Description Amount	Provides the general ledger accounts and project strings (if applicable) associated with the charge code, along with the charges for each.	
Total Allocated	Displays the total amount allocated to the accounts.	
Totals		
	Displays the totals as payment details are entered.	

- Click Accept to save the information entered. The program displays the Tender Payments screen.

Tender Payment ✕

Payment Information

[View Receipts \(1\)](#) Total Amount **\$14.02**

Add Another Payment

Tender Information

Total Tendered	\$14.02	Change Due	\$0.00
----------------	----------------	------------	---------------

Amount

Payment Method

Deposit

Check Details

Check Number

Bank Code

Additional Information

Paid By Customer (222) JEWELL, WAYNE

Payment Memo

Payment Method	Tender Amount	Deposit
CHECK	\$14.02	

Add Tender
Delete Tender

Print Options

<input type="checkbox"/> Output summary receipt	Printer <input style="width: 50px;" type="text" value="local"/>
<input checked="" type="checkbox"/> Output individual receipts	Copies <input style="width: 50px;" type="text" value="0"/>
<input type="checkbox"/> Validate	
<input checked="" type="checkbox"/> Email receipt	<input style="width: 150px;" type="text" value="tylertyler170@gmail.com"/>
<input checked="" type="checkbox"/> Email receipt without printing	

Complete Transaction

8. Complete the fields to define the miscellaneous receipt details. Refer to the following table as a guide.

Field	Description	Notes
Payment Information		
	Displays the total amount for which payment can be taken. It also provides the View Receipts link that provides a list of all associated receipts with this transaction and the Add Another Payment button, which you can use to add additional payments before completing the Tender Payment screen.	
Tender Information		
Total Tendered Change Due	Display the activity for the current tender transaction.	
Amount	Indicates the amount for the active receipt record.	
Payment Method	Specifies the payment method, such as check, cash, credit card, and so on.	
Deposit	Identifies a deposit associated with this tender payment. Use the field help button to view a list of available deposit references.	
Check Details		
Check Number	Identifies the check number for the payment.	
Bank Code	Provides the bank code for check processing.	
Additional Information		
Paid by Customer	Identifies the customer making the payment. Click the customer name link to view the customer record.	
Payment Memo	Contains any notes or comments about the payment. The default value is the Paid by Customer name.	
Payment Method Tender Amount Deposit	Provide a summary of the tender transactions. The program updates these values when you use the Add Tender and Delete Tender buttons to add or remove tender details.	
Print Options		
Output Summary Receipt	If selected, prints a summary receipt.	
Output Individual Receipts	If selected, prints an individual receipt for each transaction.	
Validate	If selected, the program validates bank codes during the output process.	

Field	Description	Notes
Email Receipt	If selected, sends the receipt by email. When you select this checkbox, you must enter the email address. If you do not also select Email Receipt Without Printing, a printed receipt is also created. In this case, you must have a defined printer.	
Email Receipt Without Printing	If selected, sends the receipt by email to the email address entered without printing a receipt copy. This checkbox is only accessible when you select Email Receipt.	
Printer	Identifies the printer for receipts being printed.	
Copies	Specifies the number of copies of the receipt to print. When you select the Output Summary Receipt or Output Individual Receipts checkbox, the program automatically sets the default value to one.	

9. Click Complete Transaction to apply the payment information to the bill. The program returns to the Miscellaneous Receipts screen.

10. Repeat the process to add additional payments against bills. When all payments have been entered, the batch should be reviewed, released, and a proof report created. To do so, close the Miscellaneous Receipts and Bill Information screens to return to the Batch

Entry screen.

Payment Entry
MB

Close
Search
Browse
Add
Update
V
C
R
V
O
D
S
U

Payment Entry

Batch Information

Batch Number:

Entry Date:

Processing Date:

Clerk:

Effective Date:

GL Effective Date:

GL Year/Period:

Description:

Department:

Life Cycle Step:

Deposits

Default Deposit:

Batch Totals

Number of Items:

Total Amount:

Batch Options

Receipt Option:

Auto Validate?

Bank Code:

Bank Account:

89 of 89 |< < > >| View all Batches available for processing.

11. Click Output-Rel.

If your organization requires settlement processing prior to completing the Output-Post process, the

program displays a Settlement message. Click Yes to display the Settlement Information screen.

Settlement Information

Payment Entry > Settlement Information >

Settlement Information

Settled By: maureen.elfring
 Settled Date: 09/29/2021 10:57:13
 Status: Initial

Settlement Totals

	Count	Remitted Amount	Drawer Amount	Total Difference
Totals	1	14.02	14.02	0.00
Total Change Due	0	0.00		
Cash Total			0.00	
Check Total	1	14.02		

Settlement Overview

	Count	Batch Amount	Drawer Amount	Difference	Comment
BANK XFER	0	0.00	0.00	0.00	
CASH	0	0.00	0.00	0.00	
CHECK	1	14.02	14.02	0.00	
CREDIT CARD	0	0.00	0.00	0.00	
E-CHECK	0	0.00	0.00	0.00	
MANUAL BANK PMT	0	0.00	0.00	0.00	
MULTIPLE	0	0.00	0.00	0.00	
OTHER	0	0.00	0.00	0.00	
WIRE TRANSFER	0	0.00	0.00	0.00	

Settlement Details

1 of 1 | A user-defined comment about this detail record.

12. Complete the Settlement Information screen and click Accept.
13. Click Finalize to complete the process.
14. On the Batch Entry screen, click Output-Rel.
The program presents the Output dialog box for the batch.
15. Complete the details and click OK.
The program provides a confirmation message.
16. Click Yes to create a proof report. After reviewing the report, click Yes again to complete the release process.
The Life Cycle Step refreshes to Approved.

Payment Entry

Close Search Browse Add Update View All Content Find Resume Batch View-Rev Output-Rel Deposit Rpt Settlement Update Deposits

Payment Entry

Batch Information

Batch Number: 626
 Entry Date: 09/29/2021
 Processing Date: 09/29/2021
 Clerk: maureen.elfring
 Effective Date: 09/29/2021
 GL Effective Date: 09/29/2021
 GL Year/Period: 2022 3 SEP
 Description:
 Department: BLDG
 Life Cycle Step: 30 - Approved

Reversing an Unposted Payment

Overview

Enterprise ERP does not allow for a payment to be deleted or modified; this provides strict audit control for transactions. If a mistake is found within a payment entry batch, you must reverse the payment and reenter the payment correctly.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

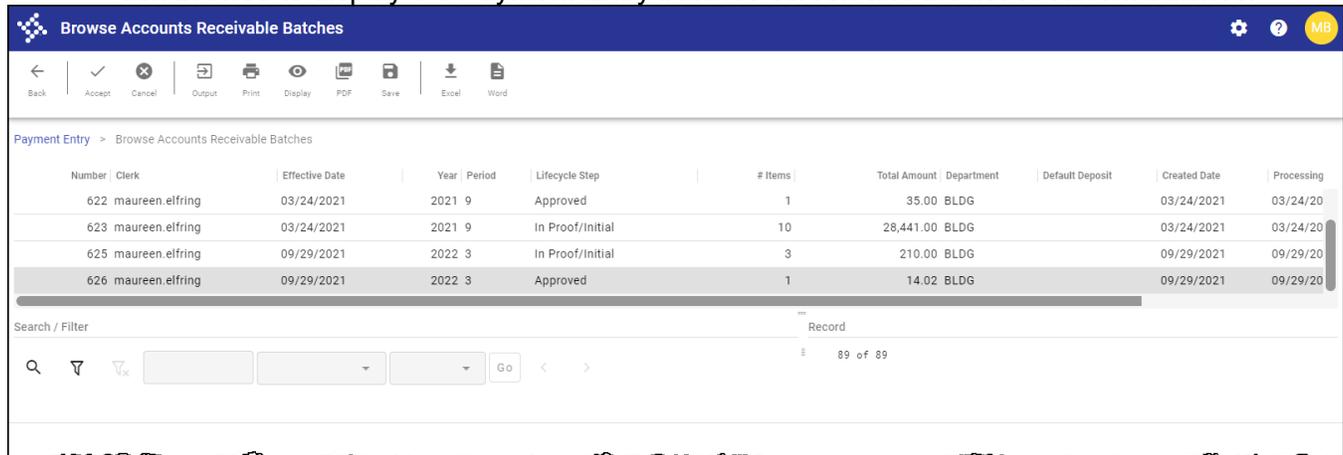
Confirm the following:

- You have permission to enter accounts receivable payments.
- Your organization's payment reversal codes are established.
- You have the receipt number from the batch report of the payment to reverse.

Procedure

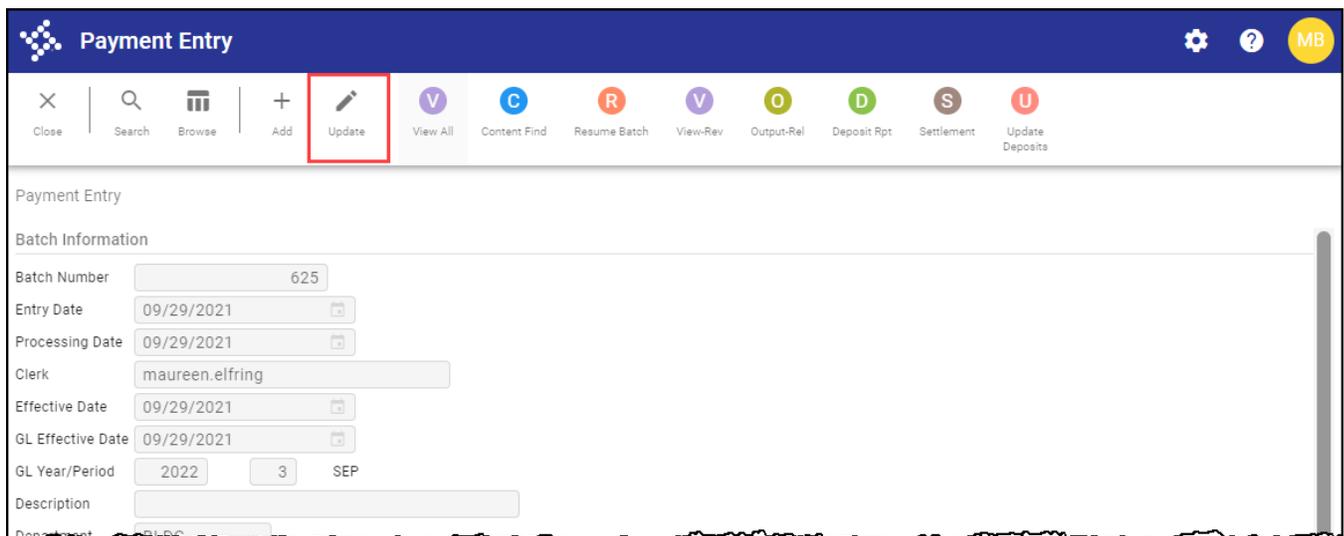
Use the following steps to reverse a payment for a payment batch that has not been posted:

1. Open the Payment Entry program.
General Revenues > Payment Processing > Payment Entry
2. Click Browse to display the Payment Entry batches screen and the list of current batches.



Number	Clerk	Effective Date	Year	Period	Lifecycle Step	# Items	Total Amount	Department	Default Deposit	Created Date	Processing
622	maureen.elfring	03/24/2021	2021	9	Approved	1	35.00	BLDG		03/24/2021	03/24/20
623	maureen.elfring	03/24/2021	2021	9	In Proof/Initial	10	28,441.00	BLDG		03/24/2021	03/24/20
625	maureen.elfring	09/29/2021	2022	3	In Proof/Initial	3	210.00	BLDG		09/29/2021	09/29/20
626	maureen.elfring	09/29/2021	2022	3	Approved	1	14.02	BLDG		09/29/2021	09/29/20

3. Double-click a batch record for which to reverse a payment or highlight the record and then click Accept.
4. On the Payment Entry Batch screen, click Update to reverse the release for the payment batch.



Payment Entry

Close Search Browse Add **Update** View All Content Find Resume Batch View-Rev Output-Rel Deposit Rpt Settlement Update Deposits

Payment Entry

Batch Information

Batch Number: 625

Entry Date: 09/29/2021

Processing Date: 09/29/2021

Clerk: maureen.elfring

Effective Date: 09/29/2021

GL Effective Date: 09/29/2021

GL Year/Period: 2022 3 SEP

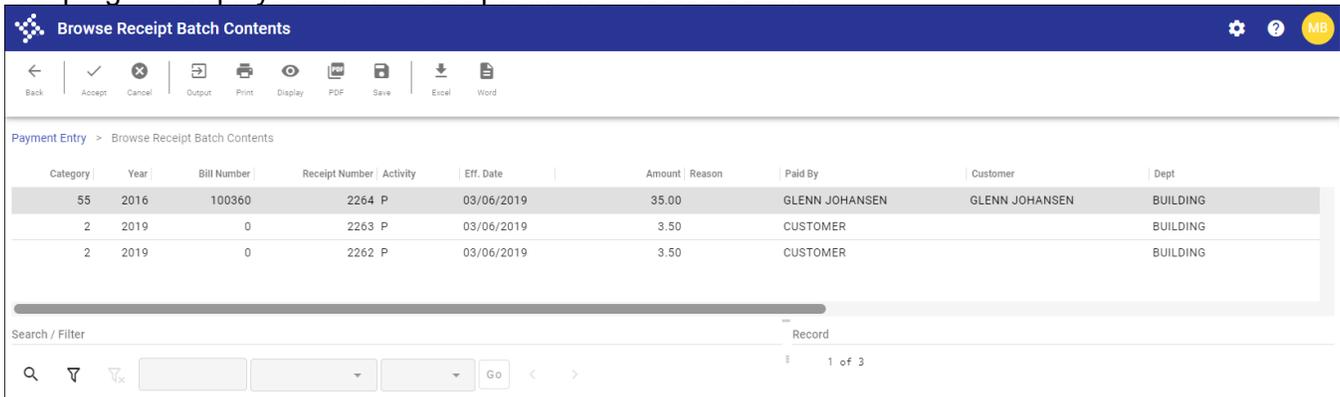
Description:

5. On the Unrelease Batch message screen, click Yes to change the status to unreleased and then click OK to return to the main screen.

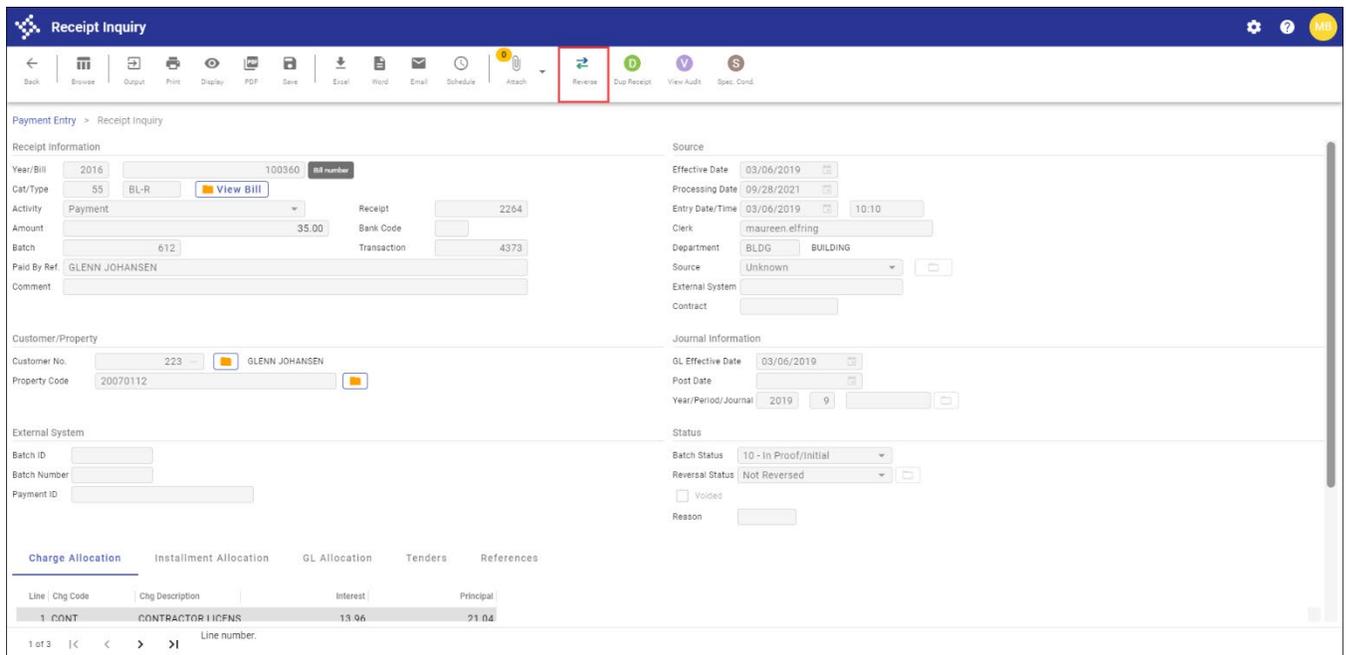
The value of the Life Cycle Step field is reset to In Proof/Initial.

6. Click Accept.

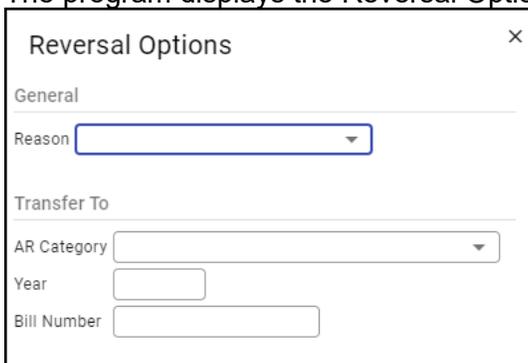
7. Click View-Rev.
The program displays the list of receipts in the selected batch.



8. Double-click the receipt to reverse or highlight the record and click Accept.
The program displays the Receipt Inquiry screen.



9. Click Reverse.
The program displays the Reversal Options dialog box.

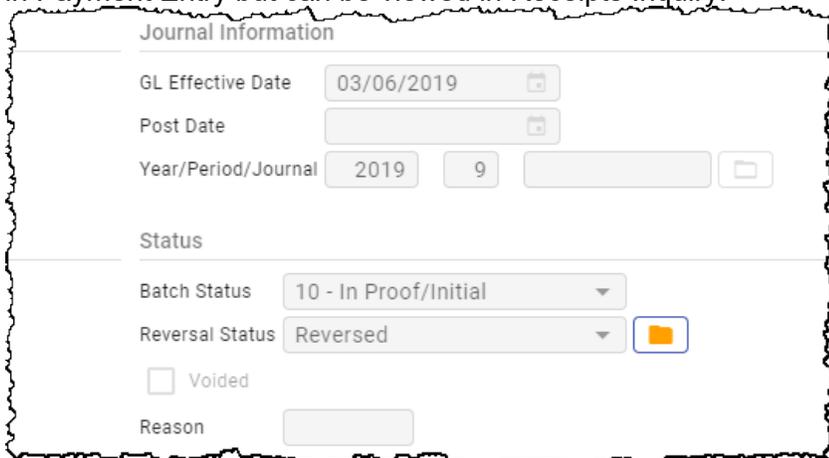


10. Select a reason for the reversal.

11. Press Tab to move through the remaining fields to close the dialog box. The program displays the Receipt Inquiry screen which displays the Reversal Status confirmation message.

12. Click OK.

The program updates the Batch Status and Reversal Status fields. The receipt can no longer be viewed in Payment Entry but can be viewed in Receipts Inquiry.



The screenshot shows a dialog box titled "Journal Information" with the following fields:

- GL Effective Date: 03/06/2019
- Post Date: (empty)
- Year/Period/Journal: 2019, 9, (empty)
- Status section:
 - Batch Status: 10 - In Proof/Initial
 - Reversal Status: Reversed (with an orange square icon)
 - Voided
 - Reason: (empty)

The payment entered in error has been reversed. Both transactions, the original receipt and the reversal receipt, are accounted for within the payment entry batch. The original receipt that was reversed will now have the Reversed checkbox selected, indicating that the receipt was reversed.

After reversing a payment, proof and release the batch by clicking the Output-Rel button in Payment Entry.

Posting Released Payment Batches

Overview

On a regular schedule, payment batches should be released and approved. Once the batches have been reconciled and deposited, the batches must be posted to the general ledger.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

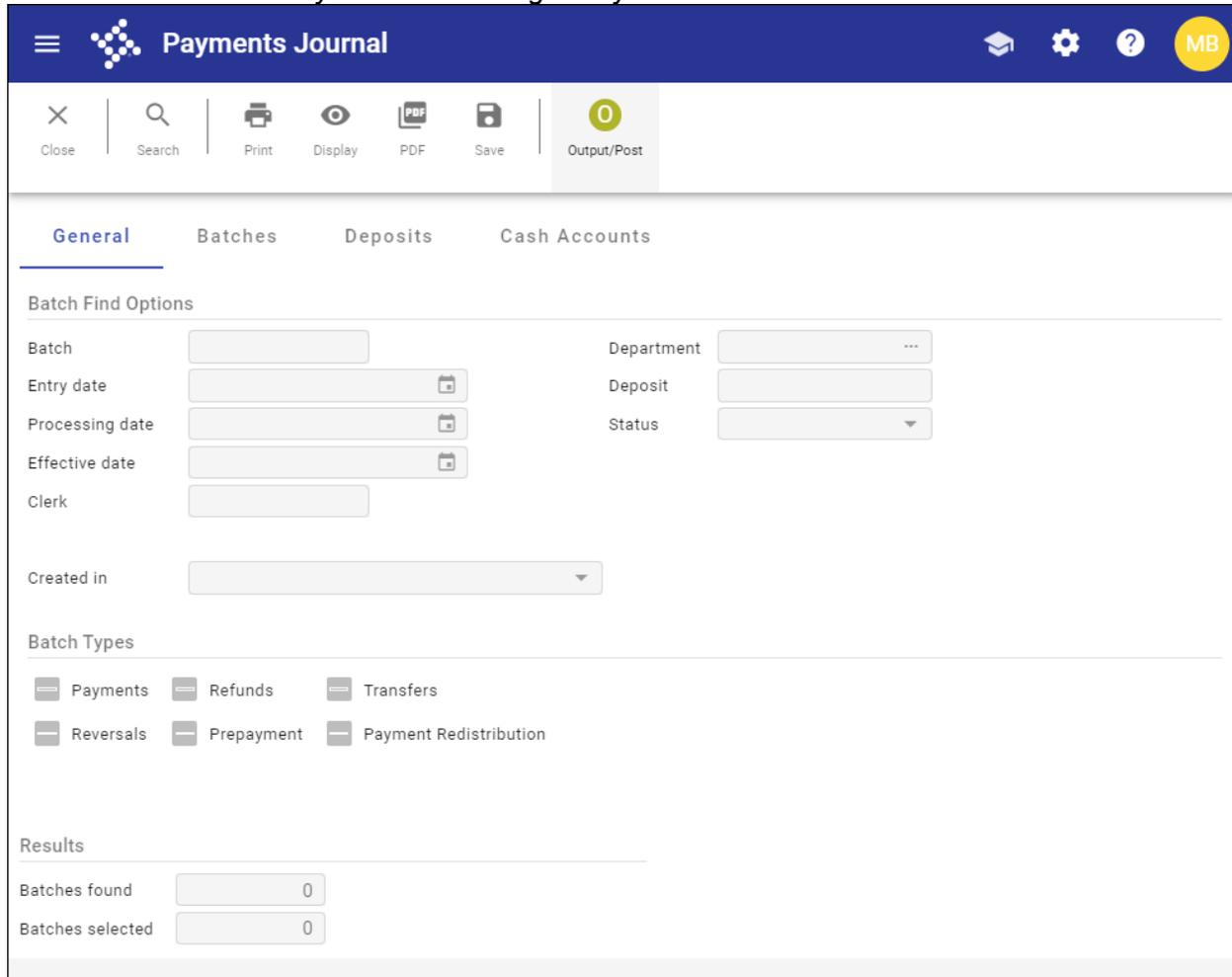
Confirm the following:

- You have menu access to the Payments Journal program.
- You have Accounts Receivable permissions to post to the cash receipts journal.
- There are one or more batches available for posting.

Procedure

Use the following steps to post payment batches:

1. Open the Payments Journal program.
General Revenues > Payment Processing > Payments Journal



2. Click Search and enter the criteria required to select the batch or batches to post to the general ledger. Refer to the following table for details. To include all batches available for posting, leave all fields blank to create an active set of these available batches.

Field	Description	Notes
General Tab		
Batch Find Options		
Batch	Stores the number of the payment batch. If you are searching for a batch, enter the batch number in the box or leave the box blank to select all available batches.	
Entry Date	Identifies the entry date of the payment batch. Enter the date or leave	

Field	Description	Notes
	<p>the box blank to select a batch from any date.</p> <p>To search for a range of dates, type the beginning and ending dates in the boxes and separate them with a colon [:], for example: 01/01/2010:12/31/2010</p> <p>To search for a series of dates, type the specific dates and separate them with a pipe symbol [], for example: 01/01/2010 01/03/2010 01/04/2010</p>	
Processing Date	Provides a user-defined processing date assigned to the batch.	
Effective Date	Specifies the date on which the records within the batch are effective.	
Clerk	<p>Identifies the user name of the person who created the batch.</p> <p>Leave this field blank to include batches entered by all users.</p>	
Department	<p>Indicates the department for the payment batch.</p> <p>Leave this field blank to include batches for any department.</p>	
Deposit	<p>Identifies the deposit number for the payment batch.</p> <p>A deposit number may be required according to your Accounts Receivable permissions. If the number is required, the program displays an error message on the Errors tab and you must enter a deposit number. If validation of the deposit number is also required and you enter an invalid number, the program displays an error message.</p>	
Status	<p>Indicates the release status of the batch: Any, Released, Unreleased, or In Review.</p> <p>Select the blank option to select batches of any status.</p>	
Created In	<p>Identifies the process or program in which the batch was created, for example, Over-short Adjustment, Payment Entry, Payment Redistribution, State Income Tax, and so on. Select the blank option to select batches created by all processes or programs.</p>	
Batch Types		

Field	Description	Notes
	<p>Determines the batch types that are available in Enterprise ERP Accounts Receivable.</p> <p>Select or clear a checkbox depending on its default status from the last batch search:</p> <ul style="list-style-type: none"> • Payments—Includes batches created either in Enterprise ERP Payment Entry or in Cashiering payment entry. • Refunds— Includes batches created in the Enterprise ERP Bill Refund Processing program. • Transfers—Includes batches created in the Enterprise ERP Transfer of Overpayments program. • Reversals—Includes batches created in the Enterprise ERP Payment Reversals program. • Prepayments—Includes payments made through Prepayment Processing. • Payment Redistribution—Includes payments made through the Payment Redistribution process. 	
Batches		
	<p>Displays the batches that match the defined search criteria.</p> <p>Click Update to select or clear the checkbox to choose which batches to process.</p>	
Deposits		
	<p>Displays the deposit information for the associated batches.</p> <p>Click Update to update the associated deposit information for a selected batch.</p>	
Cash Accounts		
	<p>Displays the cash account information for the associated batches.</p> <p>Click Update to update the associated cash account information for a selected batch.</p>	

- Click Accept to submit the search criteria.
The program displays the number of batches found and selected.

Results

Batches found

Batches selected

- Click the Batches tab to view the batches.
The program only includes batches in the Output/Post process for which the X checkbox is selected. To change the batch selection, click Update and clear the checkboxes for those batches to exclude from the post.

☰ Payments Journal

MB

✕ Close
✓ Accept
✖ Cancel
🔍 Search
A Select All
 N Select None

General
Batches
Deposits
Cash Accounts

X	Batch	Entry date	Processing date	Effective date	Clerk	Receipts	Total	Type	Status
<input type="checkbox"/>	582	02/25/2016	02/25/2016	02/25/2016	grant.jewett	2	125.00	Payment	Unreleased
<input type="checkbox"/>	573	01/28/2016	01/28/2016	01/28/2016	grant.jewett	2	- 2,750.00	Reversal	Unreleased
<input checked="" type="checkbox"/>	567	12/02/2015	12/02/2015	12/02/2015	gjewett	1	25.00	Payment	Released
<input type="checkbox"/>	563	11/30/2015	11/30/2015	11/30/2015	gjewett	1	75.00	Payment	Unreleased

Results

Batches found

Batches selected

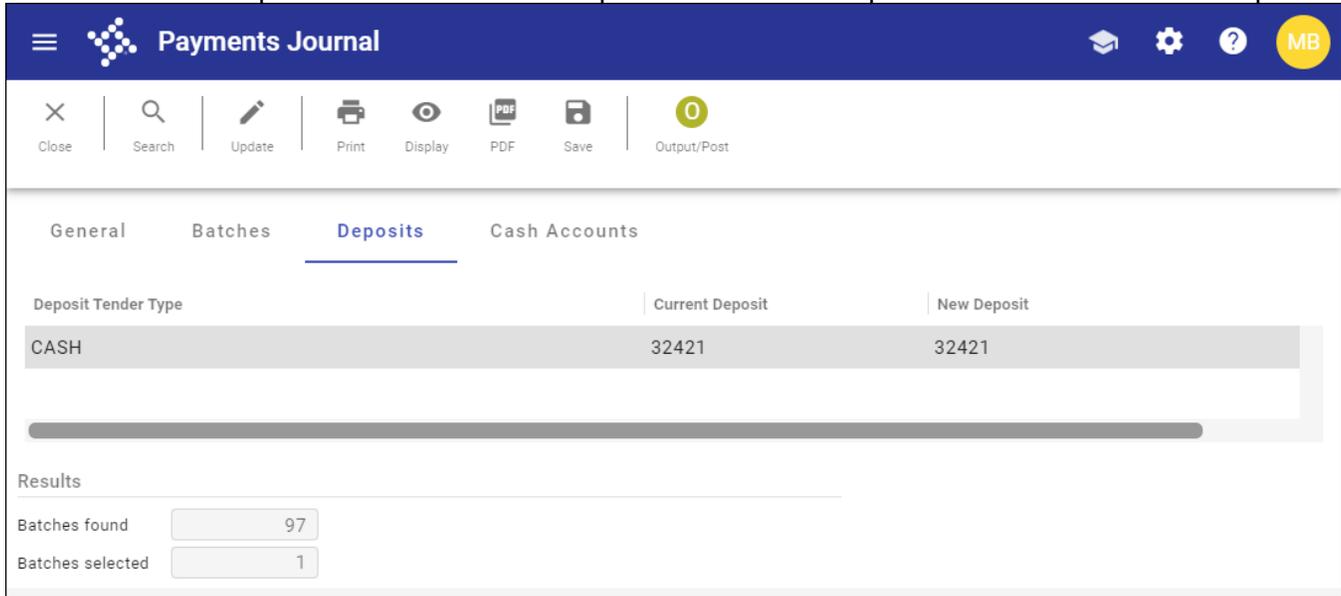
Check to select this batch for processing.

- Click Accept to save your changes.

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Accounts Receivable Procedures 2021.6

Page 37

6. Click the Deposits tab and then click Update to enter the deposit numbers for the bank deposits.



Payments Journal

Close Search Update Print Display PDF Save Output/Post

General Batches **Deposits** Cash Accounts

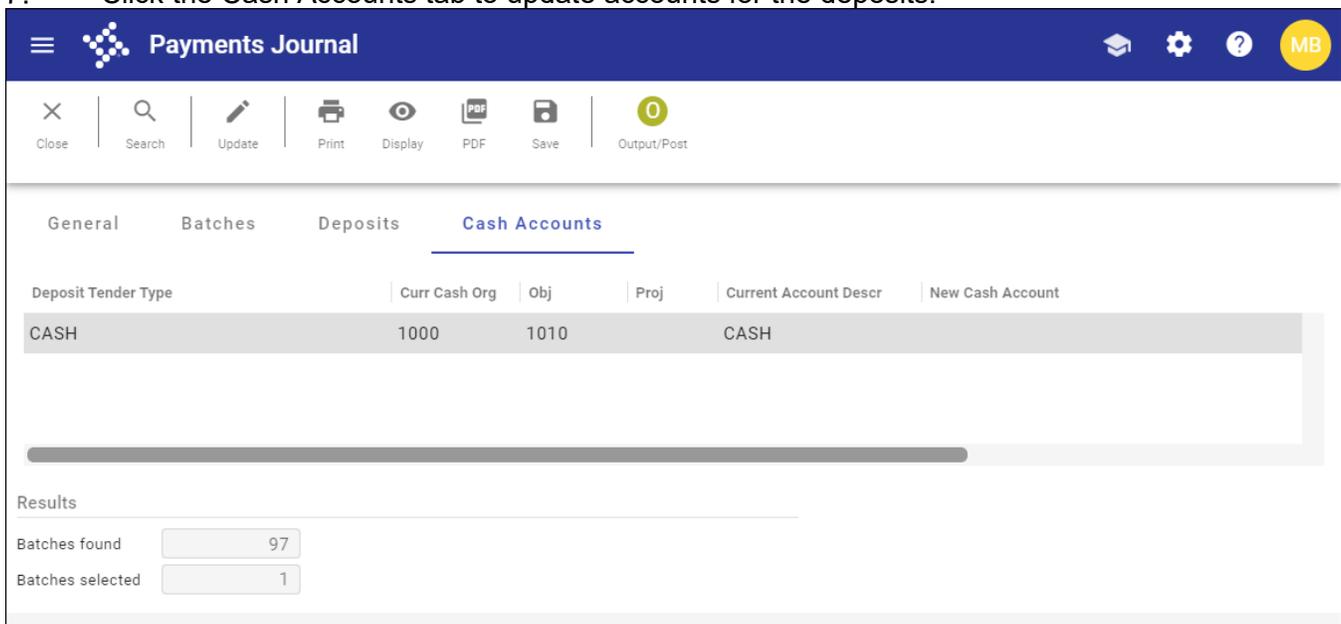
Deposit Tender Type	Current Deposit	New Deposit
CASH	32421	32421

Results

Batches found:

Batches selected:

7. Click the Cash Accounts tab to update accounts for the deposits.



Payments Journal

Close Search Update Print Display PDF Save Output/Post

General Batches Deposits **Cash Accounts**

Deposit Tender Type	Curr Cash Org	Obj	Proj	Current Account Descr	New Cash Account
CASH	1000	1010		CASH	

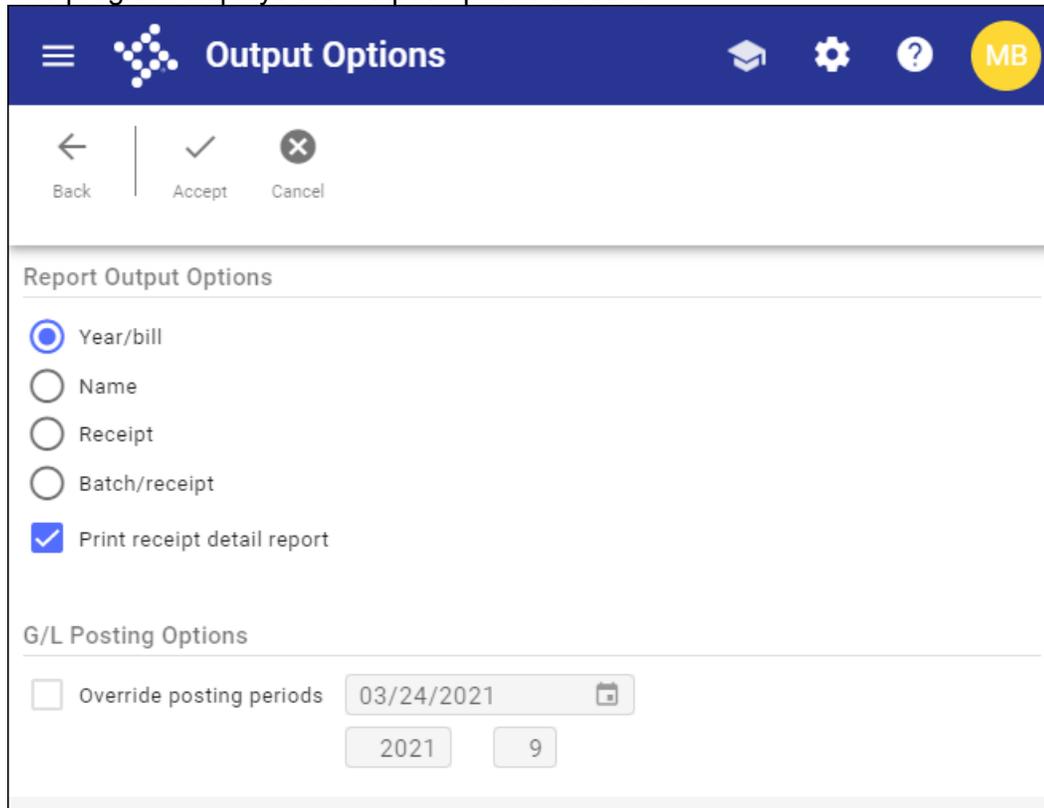
Results

Batches found:

Batches selected:

8. Click Output/Post on the toolbar to create the proof report and post the payment activity to the general ledger.

The program displays the Output Options screen.

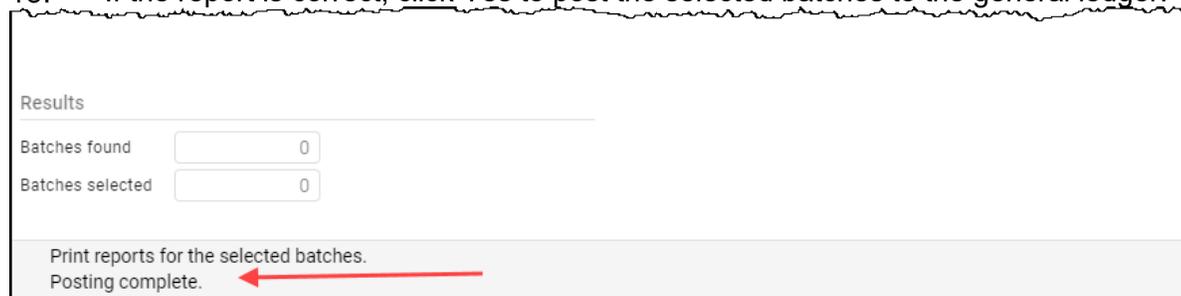


9. Select the appropriate output options as described in the following table.

Field	Description	Notes
Report Output Options		
	Defines the output options for the report: <ul style="list-style-type: none"> • Year Bill—Sorts receipts in the proof report by year and bill number. • Name— Sort receipts in the proof report by customer name. • Receipt— Sort receipts in the proof report by receipt number. • Batch/Receipt— Sorts receipts in the proof report by batch and receipt number within the batch. 	
Print Receipt Detail Report	If selected, causes the program to include the receipt charge detail information in the report. If this checkbox is not selected, the report includes only the summary information.	
GL Posting Options		
Override Posting Periods	If selected, the program allows you to override the general ledger effective	

Field	Description	Notes
	date, year, and period for all selected batches. When you select this checkbox, the GL Effective Date and Year/Period boxes are available. Note: The GL Posting Options group is based on user settings and the Set General Effective Date Equal to Receipt Posting Date checkbox on the Site Options tab of Account Receivable Settings. You must have permission to change the year and period.	
GL Effective Date	Define the effective date for the batches to update the general ledger journal.	
GL Year/Period	Define the year and period for the batch to update the general ledger journal. Note: If you type a posting year in the GL Year box that is prior to the current year, the program places the default value of 13 in the GL Period box and it cannot be changed.	

10. Click Accept to save the output options.
If the program detects errors, it creates an Error tab on the main screen, where you can view the error list. If the program does not detect errors, it displays the Output dialog box.
11. Define the output settings and then click OK.
The program outputs the report and displays a Post Journal confirmation message.
12. Navigate to the proof report and carefully review the items, including the totals by clerk, totals by category, payment detail, and the Account Distribution and Fund Summary sections.
13. If the report is correct, click Yes to post the selected batches to the general ledger.



Results

Batches found

Batches selected

Print reports for the selected batches.
Posting complete. ←

During posting, the program updates the general ledger and removes the payment batch from the Payment Entry program. The program updates receipt history records, marking the receipts as Posted.

Processing Lockbox Payments

Overview

The Process Lockbox Files program applies payments collected by third parties. The third party produces a file containing sufficient information to associate payments with the correct bills. These files are received on a regular schedule and imported into this program. The lockbox file layout includes the customer identification number.

To apply a payment, only the bill year, bill category code, bill number, and payment amount are required. The payments are collected in a batch.

The Lockbox Bill Overpayment Report lists the bill year, bill number, bill type (if included in the file layout), property code, payment date, overpayment amount, and accounts receivable and lockbox batch numbers for each record.

The Process Lockbox File program differs from the Payment Receipts program in that it allows for bulk processing of payments.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Confirm the following:

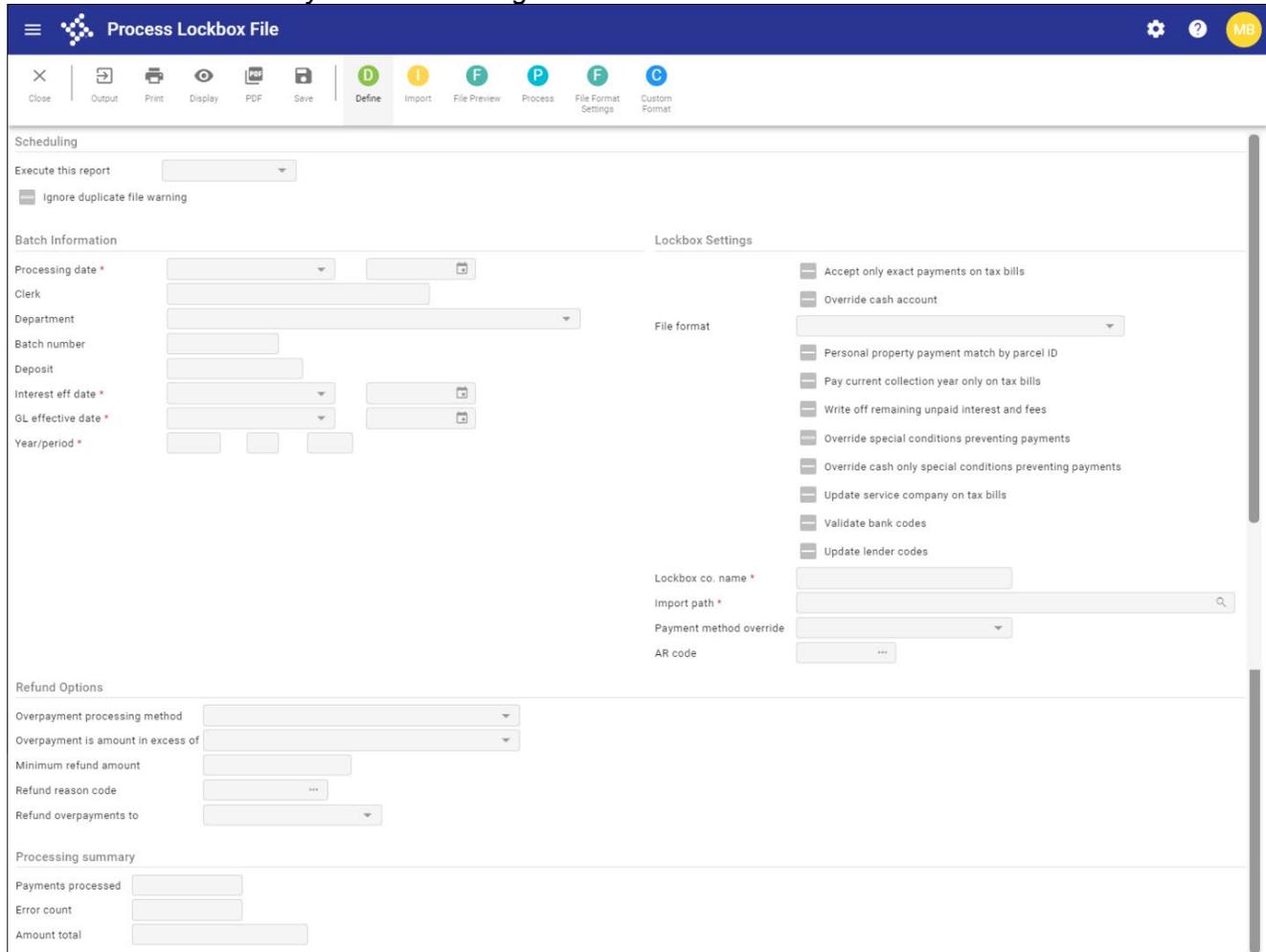
- You have the proper permissions to post Accounts Receivable lockbox payments.
- A blank lockbox file for the designated bank has a valid format.

Procedure

To process payments using the lockbox:

1. Open the Process Lockbox File program.

General Revenues > Payment Processing > Process Lockbox File



2. Click Define.
3. Complete the fields, using the following table as a guide.

Field	Description	Notes
Scheduling		
Execute this Report	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. 	

Field	Description	Notes
	<ul style="list-style-type: none"> In Background (Now)–Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. At a Scheduled Time–Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Ignore Duplicate File Warning	<p>If selected, the program ignores duplicate warning messages if the Enterprise ERP Scheduler process is being used to import the file. The checkbox is not available if the value of the Execute This Report list option is Now.</p>	
Batch information		
Processing Date	<p>Defines the date to use for batch entry:</p> <ul style="list-style-type: none"> Today–Completes the Date field with the current date. Specific Date–Makes the Date field available for a user-defined date; enter the batch entry date or click the calendar button to select the date. 	
Clerk	Identifies the user ID of the person entering the batch.	
Department	<p>Identifies the department associated with the batch. The default value is the department associated with the user entering the batch. Select a department code from the list or leave the blank value to include payments for all departments.</p>	
Batch Number	Identifies the batch number.	
Deposit	<p>Provides the deposit number, which can be a bag number or other reference number that represents a group of checks, cash, and other payment types deposited together. This number may apply to multiple batches.</p>	
Interest Eff Date	<p>Determines the date to use to begin interest calculation:</p> <ul style="list-style-type: none"> Today–Completes the Date field with the current date. Specific Date–Makes the Date field available for a user-defined date. 	

Field	Description	Notes
GL Effective Date	Indicates the date to use as the general ledger effective date: <ul style="list-style-type: none"> • Current Date—Completes the Date field with the current date. • Specific Date—Makes the Date field available for a user-defined date. 	
Year/Period	Specify the general ledger year and period in which the batch posts. The program completes the default values according to the defined general ledger effective date.	
Lockbox Settings		
Accept Only Exact Payments on Tax Bills	If selected, only exact due amounts or full payment amounts for tax bills are accepted.	
Override Cash Account	If selected, the program provides the Cash Account Entry screen where you can override the standard cash account with a cash account specific to the batch.	
File Format	Determines the format of the lockbox import file: <ul style="list-style-type: none"> • Questpoint Payment Record • Standard Payment Record • Property Payment Record • Mass Pay Record • XML Payment Record • Point & Pay Record • NACHA Payment Record <p>The Standard Payment Record and Property Payment Record import file formats allow for optional individual payment effective dates for each detail line. When you define the properties for the lockbox file using either of these two file formats, the program displays a message for which you can choose whether or not to use the individual interest effective dates for each payment entry in place of the interest effective date from the Interest Eff Date box.</p> <p>If a bill type is specified in the property lockbox file layout, the program only applies payments to bills of that bill type.</p>	

Field	Description	Notes
Personal Property Payment Match by Parcel ID	If selected, the program processes the personal property (accounts receivable [AR] category 25) property code as a parcel identification number. This checkbox is available when you select the Property Payment Record option from the File Format list.	
Pay Current Collection Year Only on Tax bills	If selected, the program only processes bills in the current tax collection year for payment. This checkbox is available when you select the Property Payment Record option from the File Format list.	
Write Off Remaining Unpaid Interest and Fees	If selected, all remaining unpaid interest and fees are waived at the time the file is processed.	
Override Special Conditions Preventing Payments	If selected, and if you have the appropriate permissions, you can override special conditions that prevent payments.	
Override Cash Only Special Conditions Preventing Payments	If selected, and you have the appropriate permissions, you can override special conditions that prevent not cash payments.	
Update Service Company on Tax Bills	If selected, and you are paying real estate bills, the parcel's service company will be updated with the lender supplied in the lockbox import file.	
Validate Bank Codes	If selected, the program will validate the bank code supplied in the import file against the existing bank codes within the system.	
Update Lender Codes	If selected, updates bank information from the lockbox file for lender codes.	
Lockbox Company Name	Stores the name of the lockbox company for which you are preparing the file. The default value is "lockbox," but you can change it to a specific company name.	
Import Path	Provides the path and file name for the lockbox file to import. Use the file select button to navigate to the file to import.	
Payment Method Override	Defines the payment method to use to process the lockbox file. If you accept the default blank value, the program	

Field	Description	Notes
	uses the 4-Bank Xfer payment method: 1–Check 6–Manual Bank Pmt 2–Cash (payment) 3–Credit Card 7–E-check (electronic 4–Bank Xfer check) (transfer) 8–Wire Transfer 5–Other 9–Multiple	
AR Code	Specifies the AR category code for which to process bills. During payment processing, if the program encounters bills that are not for the specified AR category, it displays an error message, and then processes applicable bills and displays the number of errors in the Error Count box. AR Code errors display on the Lockbox Error report with the message "Unmatched AR Code."	
Refund Options		
Overpayment Processing Method	Determines how overpayments are managed: <ul style="list-style-type: none"> • Apply Remitted Amount—Applies the full remitted amount to the bill. Overpayments applied with this option are not included in the Amount Difference report. • Refund Overage Amount—Applies the full remitted amount to the bill, but automatically creates a refund record for the overpayment amount. Overpayments applied with this option are included in the Amount Difference report. • Exclude Overage Amount—Reduces the remitted amount to either the due now or unpaid balance. The portion of the remitted amount that is in excess of that value is not applied. The unapplied amount is included in the Amount Difference report. • Reject Payment—Rejects payments that exceed either the due now or unpaid balance. In this case, if you have created a lockbox file for which the Overpayment Processing Method is set to Reject Payment but your lockbox file 	

Field	Description	Notes
	<p>includes one or more payments that are greater than the unpaid amount due (including any penalties or interest) for an account/property, the program rejects the overpayments and creates an error report. When you view the error report, the payments that were rejected are identified. Other payments in the file are not affected by the overpayment rejections.</p>	
<p>Overpayment Is Amount in Excess Of</p>	<p>Determines which amount type is used to calculate whether an overpayment has occurred:</p> <ul style="list-style-type: none"> • Unpaid Balance—Overpayments are payment amounts that exceed the total unpaid balance across all installments regardless of whether they are currently due. • Due Now Balance—Overpayments are payment amounts that exceed the due now balance of the bill. Installments that are not yet due are not included in the calculation. • Either Unpaid or Due Now Balance—If the payment exceeds the due now balance but is less than the unpaid balance, the amount in excess of the due now balance is considered an overpayment. If the payment exceeds the unpaid balance, then the amount in excess of the unpaid balance is considered an overpayment. 	
<p>Minimum Refund Amount</p>	<p>Specifies the minimum amount that a refund record will be created. If the overpayment is below this threshold, the credit balance will remain on the bill, otherwise a refund record will be generated.</p>	
<p>Refund Reason Code</p>	<p>Identifies a reason code for the refund record.</p>	
<p>Refund Overpayments To</p>	<p>Establishes the receiver for overpayment refunds: the customer or the lender for the refund record.</p>	
<p>Processing Summary</p>		

Field	Description	Notes
	Display the number of payments processed, the number of errors encountered, and the amount total. The program completes these values as you complete the process.	

4. Click Accept.
5. Click Import.
The program saves the lockbox file on the Enterprise ERP server and renames it. The program parses the records in the lockbox file and attempts to match the payment details to existing bills. If the file is successfully processed, the program displays an Import Load confirmation message.
6. Click OK.
7. Click File Preview.
The program displays the Output dialog box.
8. Select the appropriate options to output the report.
The program creates a preview of the payments detailed in the lockbox file. If you select Display, the program displays the preview on your screen.
9. Review the report, and then close the report file.
10. On the Process Lockbox File screen, click Process.
If errors are detected during processing, the program displays an error message.
11. Click OK.
12. To create a lockbox report file, click an output option on the toolbar.
The program displays the Options screen.
13. Select the Batch Report option.
14. Click OK.
The program creates the selected output file.
15. Review the Error report.
Errors listed are attached to the Payments Processed report to be entered as payments within the batch created for the lockbox payments.
16. Output and review the Bill Overpayment report (if overpayments were made) to determine if refunds should be processed.

Processing payments using the Process Lockbox File program immediately updates payment information for bills. This can be verified using the Bill Inquiry program (for individual bills) or the Receipt Inquiry program (to look up bills using the batch number).

Completing Payment Reversals

Overview

The Payment Reversals program reverses payments that have posted to the general ledger. Payment reversals are not common but could be required due to user error or insufficient funds available for a customer payment.

When you reverse a prior year payment transaction where general ledger account information is absent, the program uses the bill year charge code's general ledger accounts if the For Prior Year Reversals, Use General Ledger Account Information from the Current Year Charge Code checkbox is not selected on the Reversals tab in Accounts Receivable Settings.

Additionally:

- General Billing and Parking Ticket refunds are processed using this program. Tax billing refunds are processed in the Bill Refund Processing program. Receipts that are not subject to payment, such as those created in the Business License module, are not reversed.
 - When a deposit payment reversal is processed in this program, the deposit record is updated with the reversal amount, receipt number, and date of the reversal.
 - Reversals and refund processing are done in batch mode. When the batch is released, a report sorted by receipt number lists each receipt in the batch followed by a summary list. No invoices are created and the program does not update customer information.
 - If reversing a payment redistribution, the last activity date reflects the last date of bill activity, not the date of the reversal. If reversing a bill refund or write-off, the last activity date reflects the last date of bill activity, not the date of the reversal.
 - The reversal is similar to the reversal function in the Payment Entry program. The NSF reversals require additional processing and add new detail lines to the original bill for a fixed amount fee. The NSF reversals also create an entry in the customer comments table.
 - If you select the General Payment Reversal Options in the Accounts Receivable Settings program, you can reverse payments out of order. If reversing payments from a prior year, review the Refunds and Reversals Options in the Accounts Receivable Settings program.
 - The workflow process uses the RVA and RRV business rules to approve reversal transactions.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Confirm the following:

- You have menu access to the Payments Reversals program.
- You have Accounts Receivable permissions to complete payment reversals.

Procedure

To reverse a payment:

1. Open the Payment Reversals program and create a batch for the transaction.

☰
❖
Payment Reversals
⚙️ ? MB

✕ Close
✓ Accept
✕ Cancel

Batch Information

Batch Number	<input type="text" value="579"/>
Entry Date	<input type="text" value="03/24/2021"/> 📅
Processing Date	<input type="text" value="03/24/2021"/> 📅
Clerk	<input type="text" value="maureen.elfring"/>
Effective Date	<input type="text" value="03/24/2021"/> 📅
GL Effective Date	<input type="text" value="03/24/2021"/> 📅
GL Year/Period	<input type="text" value="2021"/> <input type="text" value="9"/> MAR
Description	<input type="text" value="March 24 2021 C"/>
Department	<input type="text" value="BLDG"/> ...
Life Cycle Step	<input type="text" value="10 - In Proof/Initia"/> ▼

Batch Totals

Number of Items	<input type="text"/>
Total Amount	<input type="text"/>

The program displays the Receipt History screen.

Receipt History

Close Search Browse Output Print Display PDF Save Excel Word Email Schedule Attach Reverse Tender Find Misc. Find View Audit Inventory Trans. Spec. Cond.

Receipt Information

Year/Bill: [] [] [] []
 Cat/Type: [] [] [View Bill]
 Activity: []
 Amount: []
 Batch: []
 Paid By Ref.: []
 Comment: []

Source

Effective Date: []
 Processing Date: []
 Entry Date/Time: [] []
 Clerk: []
 Department: []
 Source: [] []
 External System: []
 Contract: []

Customer/Property

Customer No.: [] [] []
 Property Code: [] []

Journal Information

GL Effective Date: []
 Post Date: []
 Year/Period/Journal: [] [] [] []

External System

Batch ID: []
 Batch Number: []
 Payment ID: []

Status

Batch Status: []
 Reversal Status: [] []
 Voided
 Reason: []

Charge Allocation | Installment Allocation | GL Allocation | Transaction | Tenders | References

Line	Chg Code	Chg Description	Interest	Principal
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2. Navigate to the payment record to reverse.
3. Click Reverse.

Receipt History

Close Search Browse Output Print Display PDF Save Excel Word Email Schedule Attach **Reverse** Tender Find Misc. Find Misc. Info View Audit Spec. Cond.

Receipt Information

Year/Bill: 2021 [] [] [] [] 2313
 Cat/Type: 02 MS [View Bill]
 Activity: Payment
 Amount: [] 15.00
 Batch: [] 623
 Paid By Ref.: FELDMAN, SCOTT
 Comment: []

Source

Effective Date: 03/24/2021
 Processing Date: 03/24/2021
 Entry Date/Time: 03/24/2021 09:32
 Clerk: maureen.elfring
 Department: BLDG BUILDING
 Source: Payment Entry []
 External System: []
 Contract: []

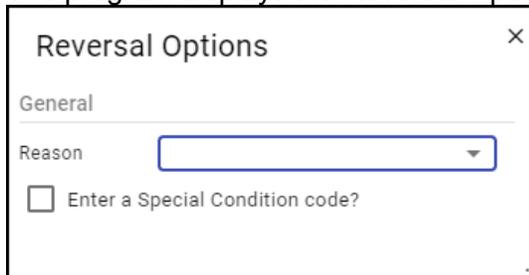
Customer/Property

Customer No.: 110 [] [] [] FELDMAN, SCOTT
 Property Code: [] [] []

Journal Information

GL Effective Date: 03/24/2021
 Post Date: [] []

The program displays the Reversal Options screen.



Reversal Options

General

Reason

Enter a Special Condition code?

4. Select a reversal reason.
 5. If you are reversing an individual receipt, select the Enter a Special Condition Code checkbox to open the Special Conditions/Notes Codes program and add a special condition code for the receipt.
 6. Press **Tab**.
- The payment is reversed and the program displays the Reversal Status message, which indicates reversal receipts have been released to workflow.

Applying an NSF Fee

Overview

When a check does not clear due to insufficient funds, you need to reverse the original payment and assess a penalty (NSF fee) to the original bill. This results in the original bill returning to an Unpaid status, as well as adding an additional penalty to the bill.

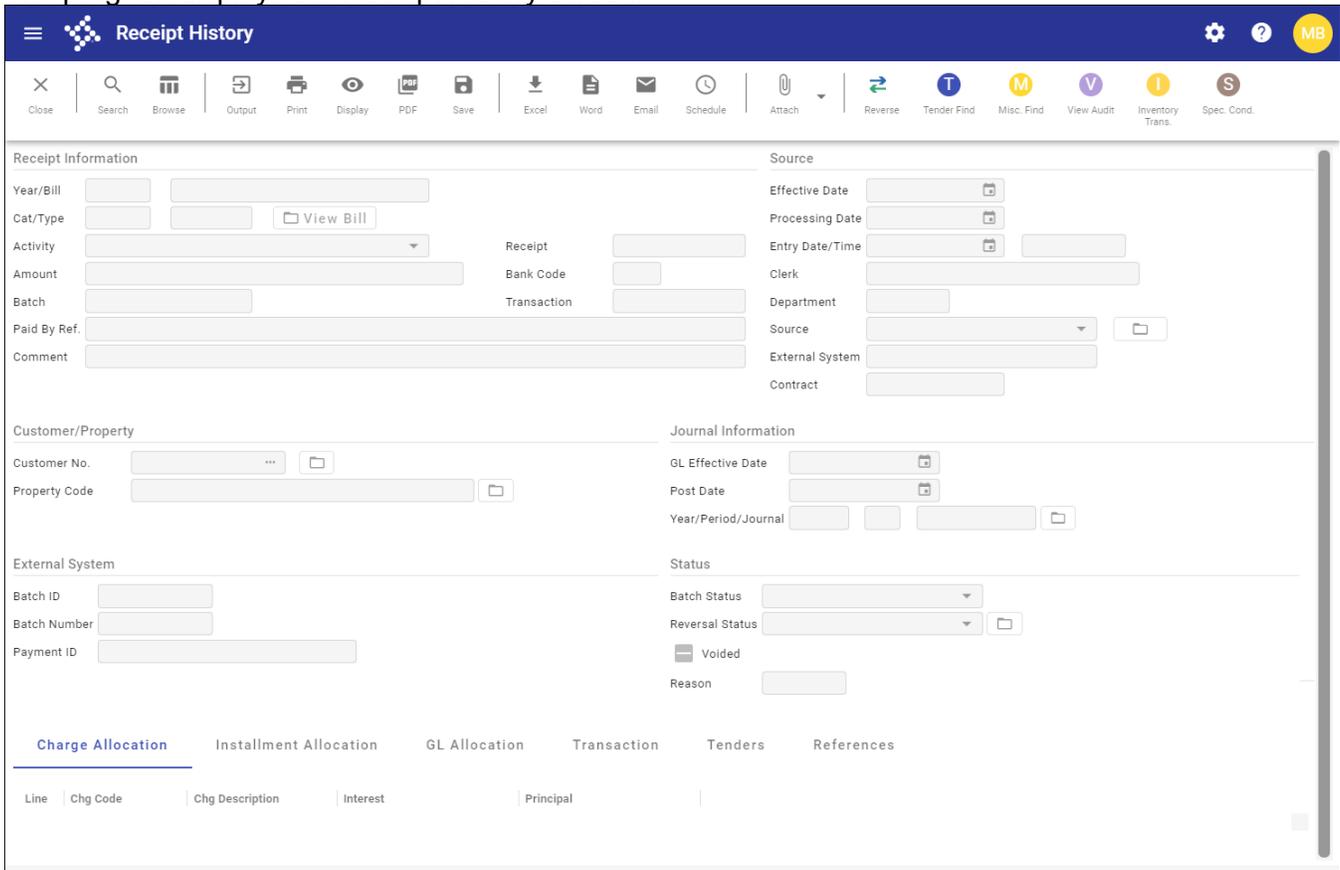
Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

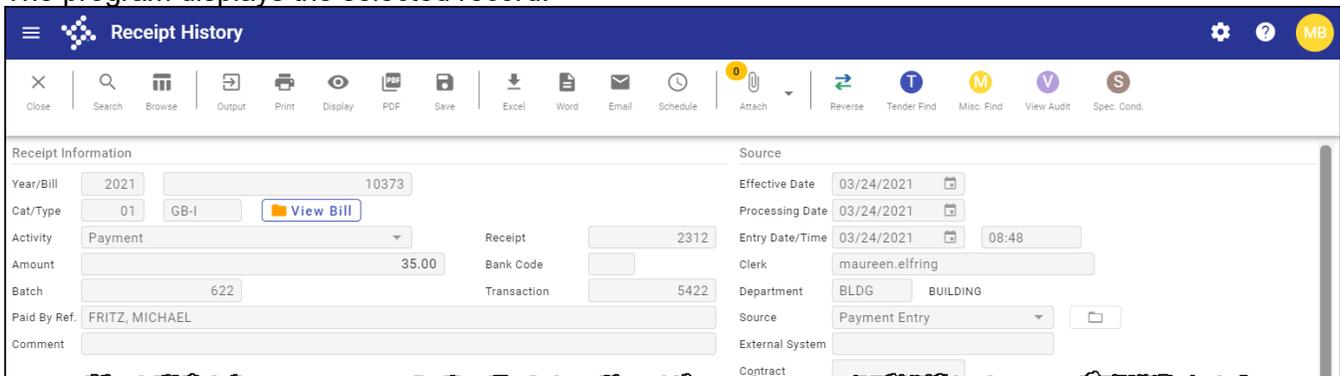
Confirm the following:

- You have permissions to access the Payment Reversal program and process reversals.
- NSF charge codes are established.
- Reversal reason codes are established.
- Special condition codes are established.

2. Create a batch for reversal processing and click Accept. The program displays the Receipt History screen.



3. Click Search and navigate to the payment record to reverse.
4. Click Accept. The program displays the selected record.



5. Click the Tenders tab.

Seq.	Payment Method	Check/Card #	Paid By CID	Payment Memo	Pay Date	Total Tender Amt.	Applied Amt.	Deposit
1	CHECK		197	FRITZ, MICHAEL	03/24/2021	35.00	35.00	

[View Paid By CID](#)
[NSF](#)
[Details](#)

Account	Cash Account	Transaction Amt.	Applied Amt.
CASH		35.00	35.00

6. Click NSF.
The program displays the NSF Options screen.

Enter NSF Options

NSF Information

Reason Code: NSF - BAD CHECK

Customer Number: 197 FRITZ, MICHAEL

Prior NSF Reversals: 0

Returned Check Amount: 35.00

NSF Charge Code: NSF ...

NSF Surcharge Amount: 0.00

Add NSF Special Condition/Notes

NSF Special Condition:

Expiration Date: 03/24/2024

Notes: 03/24/2021 Check Returned

7. Specify the reason code and verify the remaining details.

8. Press **Tab** to close the screen.
The program displays the NSF Status message indicating the receipt has been submitted for approval.

- Click OK.
The program returns to the Payment Reversals screen with the Batch Totals fields displaying the number of items and amounts.

☰
•••
Payment Reversals
⚙️ ? MB

✕ Close
🔍 Search
🏠 Browse
+ Add
✎ Update
R Resume Batch
V View
O Output-Rel

Batch Information

Batch Number

Entry Date

Processing Date

Clerk

Effective Date

GL Effective Date

GL Year/Period MAR

Description

Department

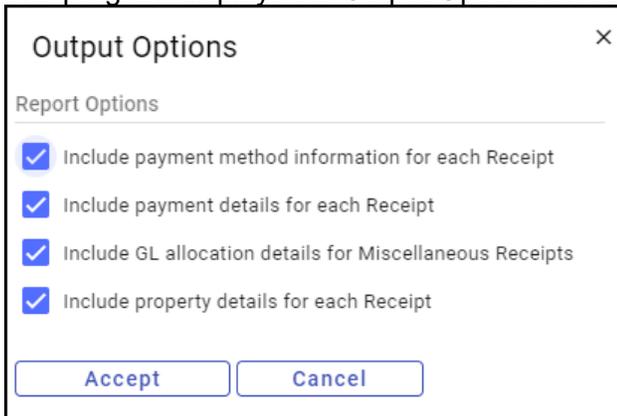
Life Cycle Step

Batch Totals

Number of Items

Total Amount

10. Click Output-Rel to create the AR Reversals Proof report. The program displays the Output Options screen.



The screenshot shows a dialog box titled "Output Options" with a close button (X) in the top right corner. Below the title is a section labeled "Report Options" with a horizontal line underneath. There are four checked checkboxes with the following labels: "Include payment method information for each Receipt", "Include payment details for each Receipt", "Include GL allocation details for Miscellaneous Receipts", and "Include property details for each Receipt". At the bottom of the dialog box are two buttons: "Accept" and "Cancel".

11. Click Accept to display the Output screen for completion.

12. Click OK to create and review the report.

03/24/2021 10:53 maureen.elfring		Munis BATCH 579 AR REVERSALS PROOF		P 1 arrefrev		
CLERK: maureen.elfring		BATCH NUMBER: 579				
BATCH PROCESSING DATE: 03/24/2021						
RECEIPT LINE	YEAR BILL CHARGE DESCRIPTION	TYPE CATEGORY PRIN PAID	CUST # INT PAID	NAME	PROPERTY ID INT HELD	TOTAL AMOUNT
2315 1	2021 10373 MISC MISC CHARG	GB-I General Billing & Mi -35.00	197	FRITZ, MICHAEL 0.00	0.00	-35.00
1	CHECK	-35.00			MEMO: FRITZ, MICHAEL	
TOTAL RECEIPTS:		1				
TOTAL PAYMENTS:		-35.00				
TOTAL PRINCIPAL PAID:		-35.00				
TOTAL INTEREST PAID:		0.00				
TOTAL INTEREST HELD:		0.00				
03/24/2021 10:53 maureen.elfring		Munis BATCH 579 AR REVERSALS PROOF - SUMMARY		P 2 arrefrev		
CLERK: maureen.elfring		BATCH NUMBER: 579				
BATCH PROCESSING DATE: 03/24/2021						
CATEGORY	YEAR RECEIPTS	PRIN PAID	INT PAID			
General Billing & Mi 2021 1						
MISC MISC CHARG		-35.00	0.00			
		-35.00	0.00			
	GRAND TOTALS	-35.00	0.00			
	TOTAL PAID	-35.00				
03/24/2021 10:53 maureen.elfring		Munis BATCH 579 AR REVERSALS PROOF - SUMMARY		P 3 arrefrev		
CLERK: maureen.elfring		BATCH NUMBER: 579				
BATCH PROCESSING DATE: 03/24/2021						
TENDER TYPE	QTY	TOTAL AMOUNT				
CHECK	1	-35.00				
TOTAL:		-35.00				
** END OF REPORT **						

The program displays the Change Batch Status confirmation message.

13. Once the reversal is approved, verify that the Receipts record has the Reversal Status set to Reversal.

Receipts
MB

Receipt Information

Year/Bill: 2021 10373

Cat/Type: 01 GB-I View Bill

Activity: Payment

Amount: -35.00

Batch: 579

Paid By Ref: FRITZ, MICHAEL

Comment:

Source

Effective Date: 03/24/2021

Processing Date: 03/24/2021

Entry Date/Time: 03/24/2021 10:51

Clerk: maureen.elfring

Department: BLDG BUILDING

Source: Payment Reversal

External System:

Contract:

Customer/Property

Customer No.: 197 FRITZ, MICHAEL

Property Code: MS/GB00000001

Journal Information

GL Effective Date: 03/24/2021

Post Date:

Year/Period/Journal: 2021 9

External System

Batch ID:

Batch Number:

Payment ID:

Status

Batch Status: 10 - In Proof/Initial

Reversal Status: Reversal View

Voided

Reason: NSF Insufficient Funds

Charge Allocation
Installment Allocation
Tenders
References

Line	Chg Code	Chg Description	Interest	Principal
1	MISC	MISCELLANEOUS CHA	0.00	-35.00

The payment is reversed and the original bill is restored with the amount due, as well as an additional penalty added to the bill. The bill history is updated with the reversal information.

Creating Non-sufficient Funds Notices

Overview

The Non-sufficient Fund Notices program creates non-sufficient fund (NSF) notices on the same form used for invoices and statements. This notice alerts a customer that he or she has NSF activity. The notice includes the year, bill number, receipt number, bill amount, and NSF charge amount.

When a check does not clear due to insufficient funds, you will need to reverse the original payment, and assess a penalty (NSF fee) to that original bill. This will return the status of the original bill to Unpaid and assign a penalty to the bill. After the processing of NSF fees, notices will be generated and sent to these customers.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Confirm the following:

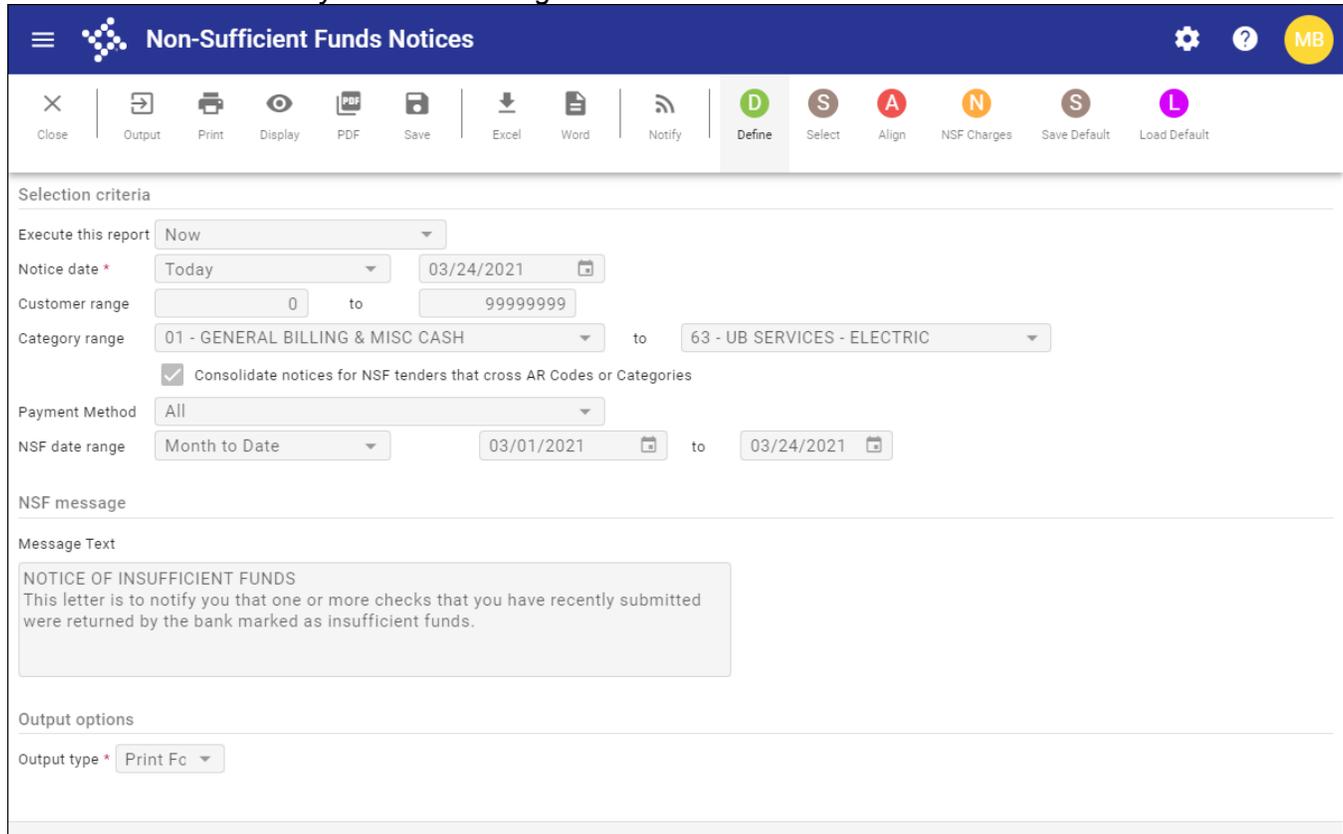
- You have the appropriate permissions to complete the Non-Sufficient Funds Notices process.
- NSF charge codes have been applied to bills.
- A forms notice has been defined and installed by TylerForms.

Procedure

Use the following steps to produce non-sufficient funds (NSF) notices to mail to customers:

1. Open the Non-Sufficient Funds Notices program.

General Revenues > *Payment Processing* > *Non-Sufficient Funds Notices*



2. Click Define and complete the fields, as required, to define the notices.

Field	Description	Notes
Selection Criteria		
	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. • In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	

Field	Description	Notes
Notice Date	Establishes the statement date the program displays in notices: <ul style="list-style-type: none"> • If you select Today, the program displays the current date. • If you select Specific Date, you must enter the date. 	
[Date]	Specifies the statement date the program displays in notices. <ul style="list-style-type: none"> • If you select Today from the Notice Date list, the program displays the current date. • If you select Specific Date from the list, you must enter the date. 	
Customer Range	Define the range of customers for whom to create notices. Enter the beginning and ending customer account numbers in the boxes or leave the default values of a zero to all 9s to include all customers with NSF activity on bills.	
Category Range	Define the range of accounts receivable (AR) categories of bills for which to create notices. Select the beginning and ending AR categories from the lists or leave the default values to include bills with NSF activity for all AR categories.	
NSF Date Range	Determines the date range type for which to include bills with NSF activity in notice creation: month to date, week to date, or for a specific date. <ul style="list-style-type: none"> • If you select Month to Date or Week to Date from the list, the program displays the corresponding date ranges in the Date fields. • If you select Specific Date, the program opens the Date fields for entry of the specific date range. 	
[Dates]	Define the range of dates for which to include bills with NSF activity in notices. <ul style="list-style-type: none"> • If you select Month to Date or Week to Date from the NSF Date Range list, the program displays the corresponding date range. • If you select Specific Date from the list, you must specify the date. 	
NSF Message		
	Contains the notification message the program displays in notices.	

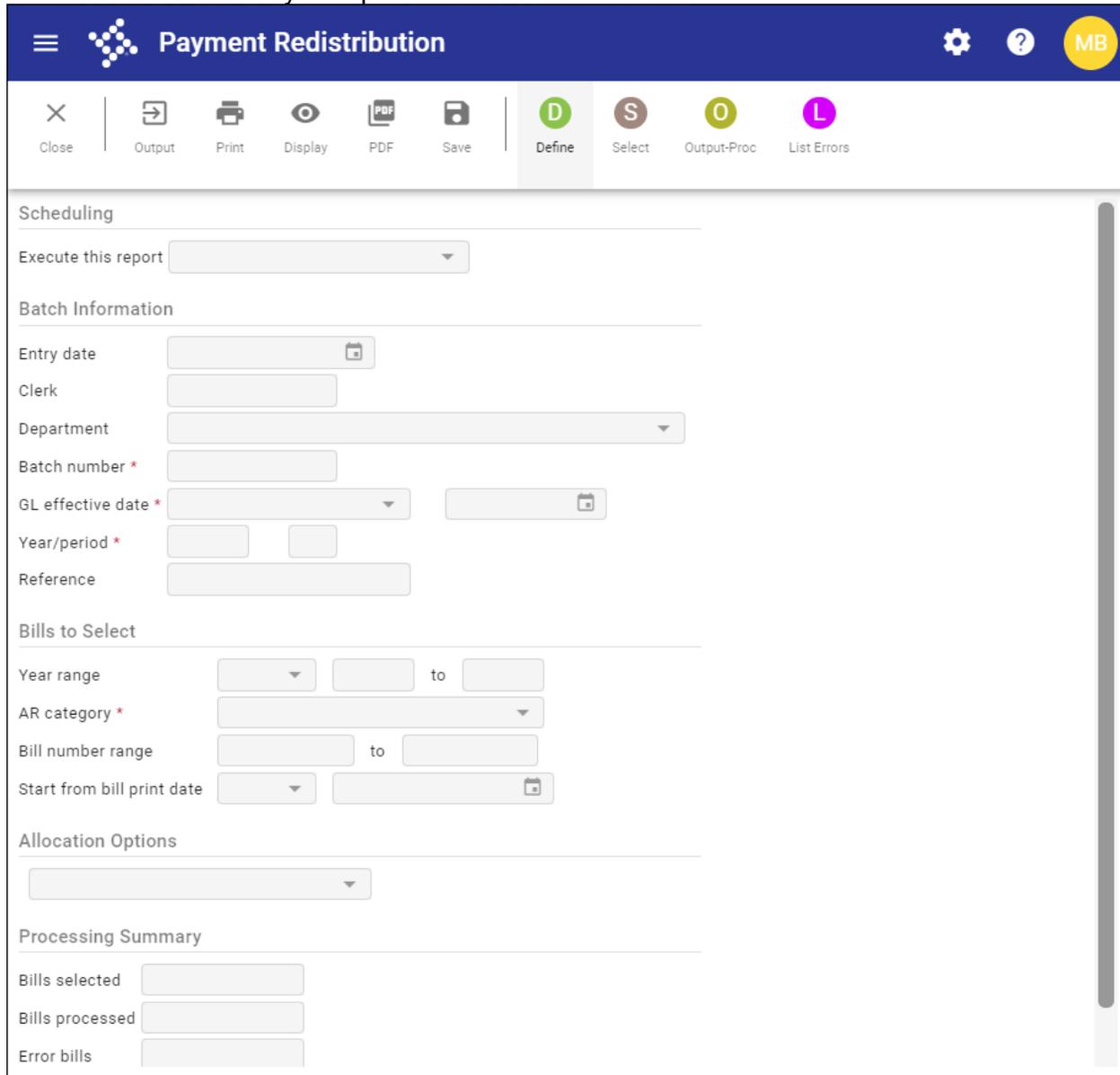
Field	Description	Notes
	<ul style="list-style-type: none"> If you update the notification text, click Save Default to save the edited text as the default NSF notification text to use in all NSF notices. If you update the notification text but have not saved the edited notification as the new default notification, click Load Default to restore the default text if necessary. 	
Output Options		
	Determines the output type for notices: a printed form or an XML export file that can be processed by third-party printers to create more personalized notices.	

3. Click Accept to save the information.
4. Click Select to select customers to send notices.
The program displays the total number of customers found.
5. On the toolbar, select the appropriate output option.
The program displays the Output dialog box.
6. Choose the output type option or printer, and then click OK.
It is very important that the correct printer name be chosen. The printer name is associated with the form's software and creates the notice form as well as prints it to the designated printer.

Completing Payment Redistribution

The Payment Redistribution program reviews the payment activity for a specific bill or range of bills by accounts receivable category and identifies bills with both over and short payment amounts. The program moves or redistributes the overpayment amount to pay the short amount. To complete redistribution, a refunds and reversals batch must be posted with the Payments Journal program.

Important: Tyler personnel recommend that you run the Payment Redistribution program after normal business hours due to system performance considerations.



To redistribute payment:

1. Click Define.
2. Complete the fields, as required. Refer to the Field Descriptions table for details.
3. Click Accept.

4. If you selected In Background (Now) or At a Scheduled Time from the Execute This Report list, the program displays the Enterprise ERP Scheduler screen, where you can complete the processing details; if you selected Now from the Execute this Report list, click Select.
5. Click Output-Proc.
The program displays the Output dialog box.
6. Complete the Output dialog box, as necessary.
7. Click OK.
The program displays a Process Redistribution Batch confirmation message.
8. Click Yes to process the batch.
9. Click List Errors to view a list of payments that could not be processed due to errors.
The program displays the Output dialog box.
10. Complete the Output dialog box.
The program creates a report of all payments that met the redistribution criteria, but it could not be processed due to errors.

Field	Description	Notes
Scheduling		
Execute this Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. • In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Batch Information		
Entry Date	Indicates the date that the payment redistribution is being entered.	
Clerk	Provides the user ID of the person who is processing the payment redistribution.	
Department	Identifies the department code of the user who is processing the payment redistribution. Department codes are established in System Department Codes and assigned to users in the Accounts Receivable User Attributes program.	
Batch Number	Provides a batch number for the payment redistribution.	

Field	Description	Notes
	Type the batch number in the box or leave the default value, which is the number from the Next Cash Receipt Batch box in the Accounts Receivable Settings program.	
GL Effective Date	Specifies the current or specific date to be entered in the date box. This date box specifies the date the transaction is effective in the General Ledger programs.	
Year/Period	Defines the general ledger year and period for which to post the payment redistribution: <ul style="list-style-type: none"> • If you select Default Year/Period from the GL Effective Date list, the program displays the default year and period. • If you select Specific Year/Period from the GL Effective Date list, you must enter the year and the period in the fields. 	
Reference	Identifies the reference information for the transaction. This information is contained in the Reference3 box in the Journal Inquiry program.	
Bills to Select		
Year Range	Determines the bill year type of the bills to include in payment redistribution: <ul style="list-style-type: none"> • Current—Assigns the current bill year. • Specific—Allows you to enter the beginning and ending bill years. • Default blank value—Automatically includes bills for all years for the defined AR category and/or bill number range, bill print start date, and so on. 	
AR Category	Determines the AR category of the bills to include in payment redistribution.	
Bill Number Range	Define the range of bill numbers for the bills to include in payment redistribution. Enter a specific range or accept the default values of a zero to all 9s to include bills for the defined AR category and/or bill year, bill print start date, and so on. These boxes are not available if the selected value in the Year list is a blank.	
Start from Bill Print Date	Establishes the bill print date after which to include bills for payment redistribution: today or for a specific date. <ul style="list-style-type: none"> • Today—Assigns the current date. 	

Field	Description	Notes
	<ul style="list-style-type: none"> • Specific Date—Allows you to specify dates. • Default blank value—Includes bills with start dates from 01/01/1900 to the current date for the defined AR category, and/or bill year, bill number range, and so on. 	
Allocation Options		
Redistribute By	Determines the method by which to allocate payments: <ul style="list-style-type: none"> • Charge Code— Allocates overpayments to the same charge code on other installments before applying them to balances due on other charge codes. • Installment—Allocates overpayments to other charge codes on the same installment before applying them to balances due on other installments. • Priority— Allocates the overpayment amount by priority starting from lowest installment (penalties, interest, and then charges) in order of payment priority set on the charge code. 	
Processing Summary		
	Display the number of bills selected, number of bills processed, and the number of bills with errors.	

Writing-off Bills Using the Over-Short Adjustment Process

Overview

The Over-Short Adjustment Process program writes off all bills with a minimum amount and creates a batch in the Payment Entry program to update bill amounts and the general ledger.

When the process is complete, the following occurs:

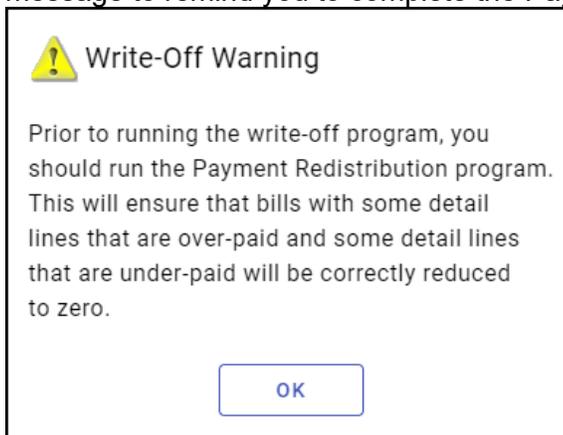
- A proof header and detail record are created for each of the bills written off.
- The next available receipt number is assigned to each header.
- The bill header record is updated by setting the unpaid balance to 0.
- A detail line displays the adjustment/write-off and the effective date.
- A payment proof general ledger record is created for each of the bills written off.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Procedure

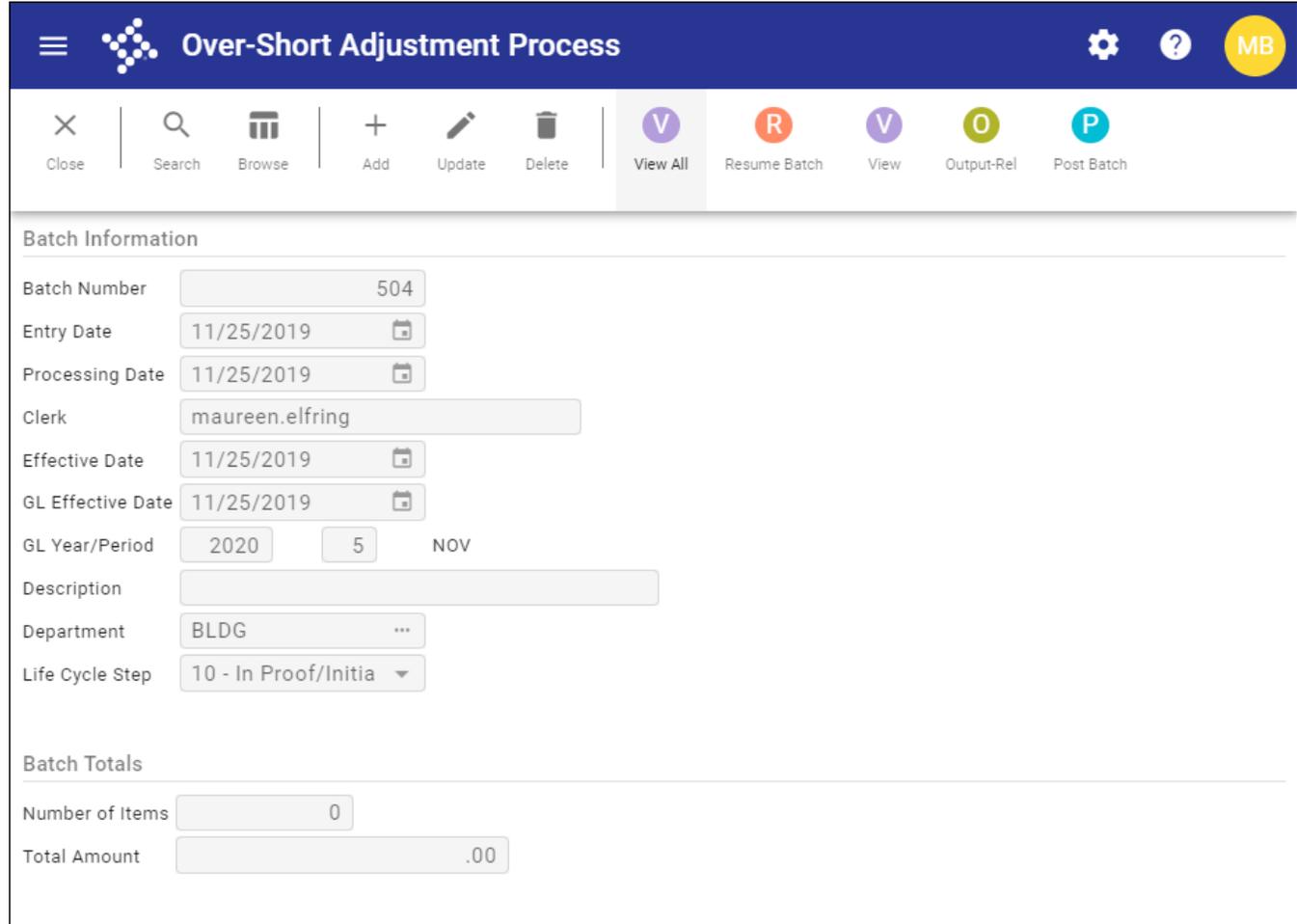
Important! When you open the Over-short Adjustment Process program, it displays a cautionary message to remind you to complete the Payment Redistribution program.



Run the Payment Redistribution program before continuing with the Over-Short Adjustment Process program if you suspect you have bills with overpaid or underpaid lines.

To process over-short adjustments:

1. Click Add to create a batch.



The screenshot shows the 'Over-Short Adjustment Process' interface. At the top, there is a navigation bar with a hamburger menu, the Tyler Technologies logo, the title 'Over-Short Adjustment Process', and icons for settings, help, and a user profile 'MB'. Below the navigation bar is a toolbar with icons for Close, Search, Browse, Add, Update, Delete, View All, Resume Batch, View, Output-Rel, and Post Batch. The main content area is divided into two sections: 'Batch Information' and 'Batch Totals'.

Batch Information

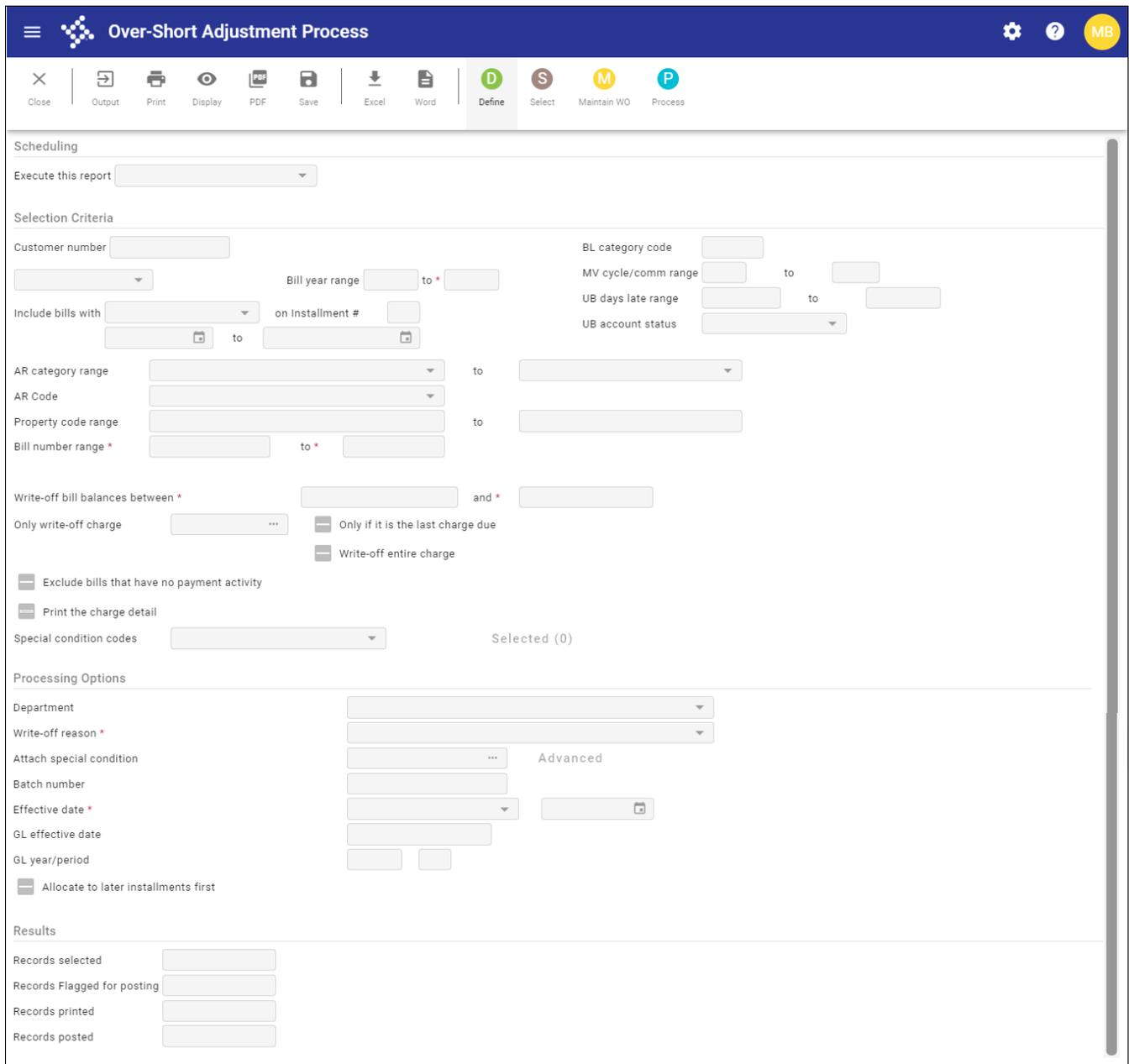
Batch Number	<input type="text" value="504"/>
Entry Date	<input type="text" value="11/25/2019"/>
Processing Date	<input type="text" value="11/25/2019"/>
Clerk	<input type="text" value="maureen.elfring"/>
Effective Date	<input type="text" value="11/25/2019"/>
GL Effective Date	<input type="text" value="11/25/2019"/>
GL Year/Period	<input type="text" value="2020"/> <input type="text" value="5"/> NOV
Description	<input type="text"/>
Department	<input type="text" value="BLDG"/>
Life Cycle Step	<input type="text" value="10 - In Proof/Initia"/>

Batch Totals

Number of Items	<input type="text" value="0"/>
Total Amount	<input type="text" value=".00"/>

2. Complete the Batch Information fields to identify the batch containing the bills to adjust.

- Click Resume Batch to display the Over-short Adjustment Process screen.



- Click Define.
- Complete the fields, as required. Refer to the Field Descriptions table for details.
- Click Accept.
- If you selected In Background (Now) or At a Scheduled Time on the Execute This Report list, the program displays the Enterprise ERP Scheduler screen, where you can complete the processing details; if you selected Now on the Execute this Report list, click Select.
- Click Maintain WO to maintain line write-off amounts for the selected records. The program displays the Maintain Write-Offs screen.
- Click Update on the toolbar to enter the write-off amount for each charge.

10. Click Flag Bills to more specifically define the records to include in the write-off process. When you click Flag Bills, the program displays the Mass Select Write Offs screen, where you can select or clear the Flagged checkbox for individual records.
11. Close the Maintain Write-Offs screen.
12. Click Output-Post.
The program displays the Output dialog box.
13. Complete the Output screen, as necessary.
The program displays a confirmation message.
14. Click Yes to write off the selected bills; click No to cancel.
The program displays a confirmation message when the write-off is complete.
15. Click OK.

Click the Word or Excel button on the toolbar to export the data directly into Microsoft Word Mail Merge or to Excel.

Field	Description	Notes
Scheduling		
Execute this Report	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. • In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Selection Criteria		
Customer Number	<p>Identifies the customer identification number for the bill records to write off. For organizations that use taxpayer identification group numbers, when the customer ID is entered, the following message displays: "This Customer Number is also a Taxpayer ID Group Number. Do you wish to include all bills associated with this Group Number?" Click Yes to include bills with the customer and taxpayer ID; click No to include bills with the customer ID only.</p>	
[Unnamed List]	<p>Determines how to define bill years for processing adjustments: Bill Year Range</p>	

Field	Description	Notes
	or Specific Year. When you choose the Select Specific Year option, the Select Specific Year list is available. Use this list to select one or more years for which to process adjustments.	
Bill Year Range	Define the range of bill years for the records to include in the adjustment process.	
Include Bills With	Establishes the type of date range for which to include bills in the adjustment process, such as bill date by installment, due date by installment, and interest effective date by installment.	
AR Category Range	Define the range of accounts receivable categories for the records to include in the adjustment process.	
AR Code	Identifies the accounts receivable code to use for searching records.	
Property Code Range	Define a range of property codes to include in the write-off process.	
Bill Number Range	Define the range of bill numbers for the records to include in the write-off process. If the bill number is cleared, it is automatically set to all 9s.	
BL Category Code	Indicates the specific business license category code for which to write off bills. This box is available if the AR Category Range includes 55–Business Licenses.	
MV Cycle/Comm Range	Define the range of motor vehicle cycle or commitment numbers for the records to include in the adjustment process.	
UB Days Late Range	Define the range of utility billing days late for the records to include in the adjustment process.	
UB Account Status	Indicates the utility billing account status for the records to include in the adjustment process. The status is based on the status in the Utility Billing Accounts program and Process By setting on the Site Options tab of the UB Settings program.	
Write-Off Bill Balances Between	Defines the minimum and maximum bill amount that you want to write off.	
Only Write-Off Charge	Identifies the specific charge to write off on all bills. This box is available if you select a single AR category for write-off. Accept the default blank value to include all charge codes in the write-off process.	

Field	Description	Notes
Only If It is the Last Charge Due	If selected, the charge code indicated in the Only Write-Off Charge box is written off only if it is the last charge due on the bill. This checkbox is available if you select a single accounts receivable category for write-off.	
Write-off Entire Charge	If selected, sets charges for single charge code to zero (0) using the write-off process. When you select this option, the process ignores any paid or other amounts on the charge code. As a result, there may be a credit balance on the bill if the charge had been completely or partially paid. If necessary, refunds can then be issued for that balance.	
Exclude Bills That Have No Payment Activity	If selected, bills that have no payment activity are not selected for write-off.	
Print the Charge Detail	If selected, charge code detail is printed.	
Special Condition Codes	<p>Determines whether to restrict the selection of bills for the report by special condition. Accept the default blank value to not restrict bill selection by special condition code or choose to include bills or exclude bills by a specified set of special condition codes.</p> <p>If you select Include if in Selected Set, you must click the Selected link to display the Special Condition Chooser screen to create the set of special condition codes for which to include bills. The number on the link indicates the number of special condition codes in the current set.</p> <p>If you choose to include bills by special condition code, the program only includes those bills that also fall within the defined AR category range, bill year range, bill number range, and so on.</p>	
Processing Options		
Department	<p>Indicates the department responsible for the write-offs.</p> <p>The department code defaults as the department associated with your user ID. Department codes are established in System Department Codes</p>	
Write-Off Reason	Provides the reason for the adjustment or write-off.	

Field	Description	Notes
	Write-off reason codes are established as Adjustment Codes in the Accounts Receivable Miscellaneous Codes program and are required to process write-off adjustments.	
Attach Special Condition	Provides the special condition code to attach to the bills that are being written off. When you enter a code, the program automatically applies that special condition to bills that are written off during processing. When you click Advanced, the program displays the Assign Special Conditions screen. Using this screen, you can select types of bills and then specific bill attributes to which to attach the selected special condition.	
Batch Number	Specifies the batch number for the process.	
Effective Date	Determines the interest effective date for which to select records for the report: <ul style="list-style-type: none"> • Today—Includes records that have the current date. This is the default value. • Specific Date—Includes records for the date you specify. The program uses the dates relative to your selection at the time you Execute this Report. For example, if you select Today, the program uses the current date at the time the report is created. The program resets the date in the Effective Date box to the current date each time you click Define.	
GL Effective Date	Determines the general ledger effective date for which to select records for the report: <ul style="list-style-type: none"> • Current Date—Includes records that have the current date. This is the default value. • Specific Date—Includes records for the date you specify. The program uses the dates relative to your selection at the time you Execute this Report. For example, if you select Current Date, the program uses the current date at the time the report is created. The program resets the date in the GL Effective Date box to the current date each time you click Define.	

Field	Description	Notes
GL Year/Period	<p>Determines the general ledger year and period range for which to select records for the report:</p> <ul style="list-style-type: none"> • Current Year/Period—Includes records that are in the current general ledger year and period. This is the default value. • Specify Year/Period—Includes records for the general ledger year and period you type in the boxes beside the list. <p>The program uses the current year and period established in the General Ledger program on the General Ledger > Set Up/Chart of Accounts menu at the time you Execute this Report. For example, if you select Current Year/Period, the program uses the current year and period at the time the report is created.</p> <p>The program resets the value on the GL Year/Period list to the current GL year and period each time you click Define.</p>	
Allocate to Later Installments First	If selected, the process allocates to later installments first.	
Results		
	Display the number of records selected, printed, and posted as you complete the process.	

Transferring Overpayments

The Transfer of Overpayments program transfers an overpayment amount or a credit amount that is the result of an adjustment. You can transfer amounts for any accounts receivable category to any other AR category from any bill year to any other bill year, or from a single bill to multiple bills with unpaid balances due.

The program does not allow you to create a transfer record for a bill that has an unpaid balance and one or more bill lines with a credit balance.

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Transfer from

AR Category:

Year/Bill:

Property Code:

Parcel:

Reason:

Effective Date:

Amount:

Hold

Customer account information

GLENN JOHANSEN

1 TYLER DRIVE

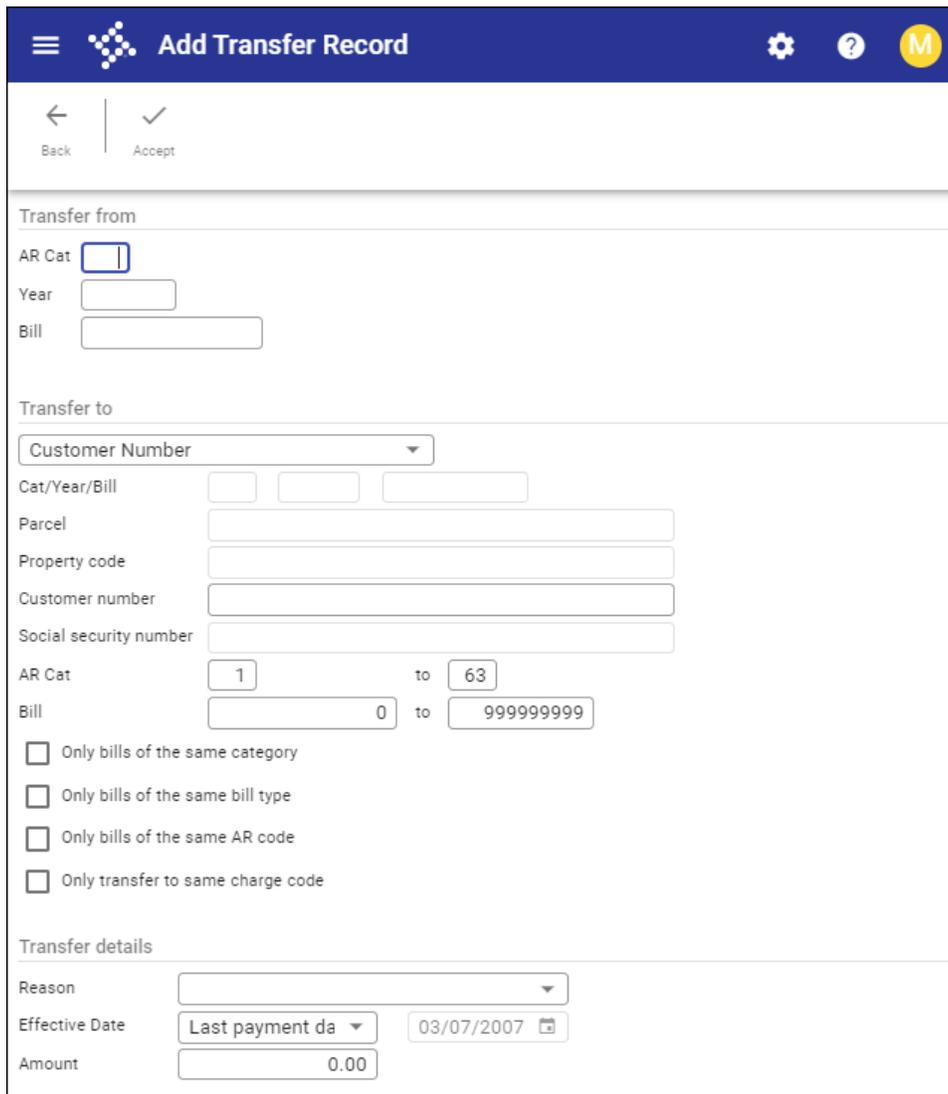
YARMOUTH, ME 04096

800-772-2260

Type	Category	Year	Bill	Amount
FROM	1	2015	10261	100.00
TO	1	2016	10265	75.00
TO	1	2017	10281	25.00

When you click Add, the program displays the Add Transfer Record screen, where you can add a single transfer record (by bill) and transfer the record to a specific bill by bill parcel, property code, or customer number.

The Add Transfer Record screen adds a single transfer record (by bill) and transfers the record to a specific bill by bill, parcel, property code, or customer number.



To add a single transfer record, complete the fields, as required, and then click Accept.

Field	Description	Notes
Transfer From		
AR Cat Year Bill	Identify the bill for which you are transferring the overpayment.	
Transfer To		
	Specifies the billing item to which to transfer the overpayment: Bill, Parcel, Property Code, Customer Number, Social Security Number, or Property Code/Customer Number. The fields that	

Field	Description	Notes
	follow are accessible according to the option selected from this list.	
Cat/Year/Bill	Contain the AR category, bill year, and the number of the bill associated with the overpayment transfer.	
Parcel	Specifies the parcel ID associated with the overpayment transfer.	
Property Code	Identifies the property code associated with the overpayment transfer.	
Customer Number	Specifies the ID number of the customer to whom you are transferring the overpayment.	
Social Security Number	Identifies the Social Security number of the person to whom you are transferring the overpayment. This box is available if you selected Social Security Number from the Transfer To list and indicates the Social Security number to which to transfer the overpayment.	
AR Cat	Define the range of accounts receivable (AR) categories on the bills to which to transfer the overpayment. Enter the beginning and ending category numbers in the boxes or leave default values of 1 through 63 to include bills of all AR categories in the transfer process.	
Bill	Define the range of bill numbers on the bills to which to transfer the overpayment. Enter the beginning and ending bill numbers in the boxes or leave the default values of zero to all 9s to include all bills with overpayments in the transfer process.	
Only Bills of the Same Category	If selected, the program only transfers overpayments to bills that are in the same Accounts Receivable category as the bills from which the transfer is being initiated.	
Only Bills of the Same Bill Type	If selected, the program only transfers overpayments to bills that are the same bill type as the bills from which the transfer is being initiated.	
Only Bills of the Same AR Code	If selected, the program only transfers overpayments to bills that have the same Accounts Receivable code as the bills from which the transfer is being initiated.	
Only Transfer to Same Charge Code	If selected, the program only transfers overpayments to bills that have the same	

Field	Description	Notes
	charge code as the bills from which the transfer is being initiated.	

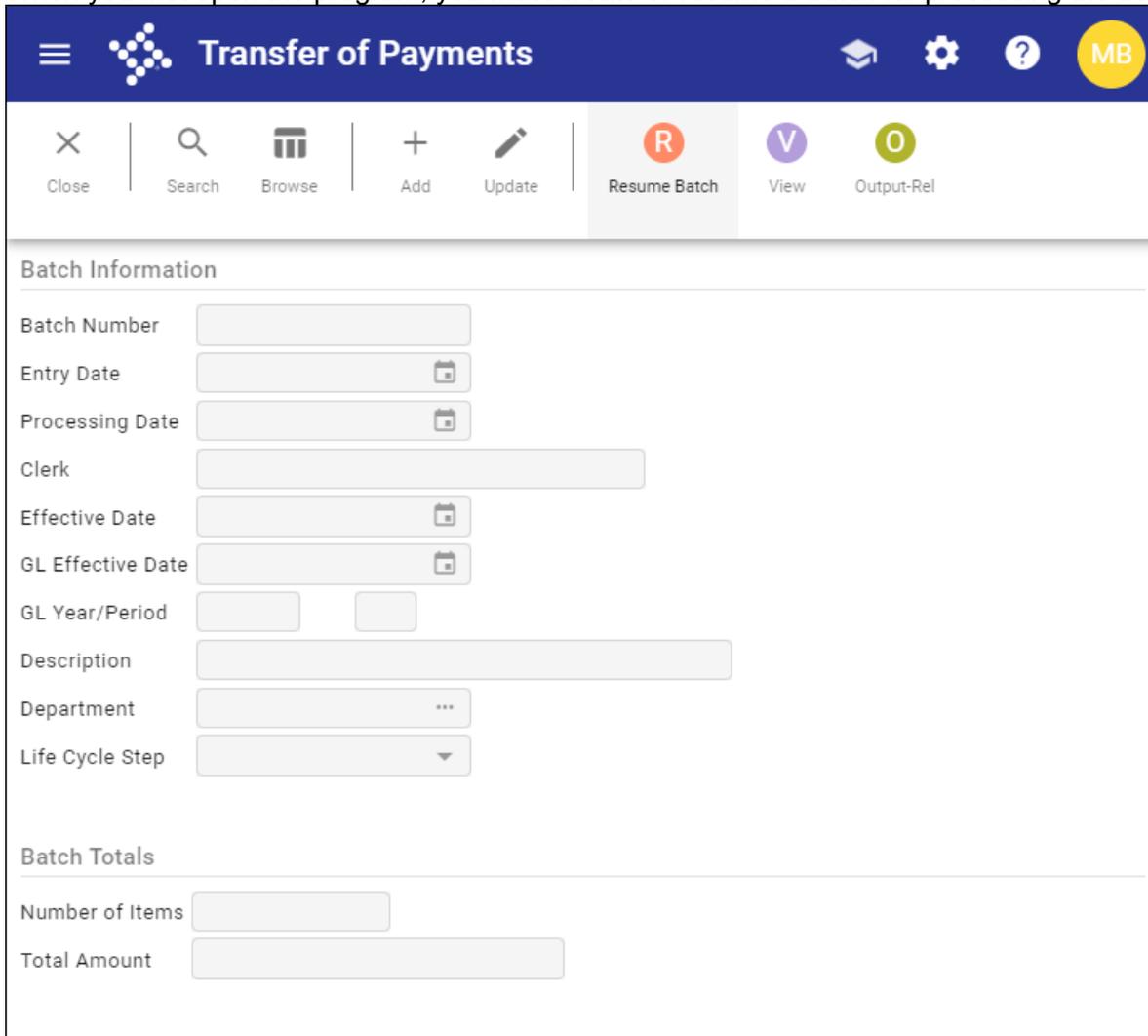
The program closes the screen and displays the overpayment transfer information on the Transfer of Overpayment screen.

If you add a single transfer record and attempt to transfer payment to a bill with a special condition that prohibits the transfer of payment, the program displays the following message: "A special condition prevents payments from being applied to the bill."

Transferring Payments

The Transfer of Payments program allows you to transfer receipts to one or more bills. For example, if a payment was applied to the incorrect bill, you can use the Transfer of Payments program to reapply the payment to the correct bill.

When you first open the program, you must create or resume a batch for processing the transfers.



Transfer of Payments

Close | Search | Browse | Add | Update | **Resume Batch** | View | Output-Rel

Batch Information

Batch Number

Entry Date

Processing Date

Clerk

Effective Date

GL Effective Date

GL Year/Period

Description

Department

Life Cycle Step

Batch Totals

Number of Items

Total Amount

Once you have created the batch, the program displays the Transfer of Payments processing screen. For bills to be eligible for transfer, they must reside in a completed batch and not have been reversed or refunded.

Use the Tender Find and Misc Find options to locate bills.

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Transfer of Payments

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Receipt Information

Year/Bill:

Cat/Type: View Bill

Activity:

Amount:

Batch:

Paid By Ref.:

Comment:

Source

Effective Date:

Processing Date:

Entry Date/Time:

Clerk:

Department:

Source:

External System:

Contract:

Customer/Property

Customer No.: ... 📄

Property Code: 📄

Journal Information

GL Effective Date:

Post Date:

Year/Period/Journal: 📄

External System

Batch ID:

Batch Number:

Payment ID:

Status

Batch Status:

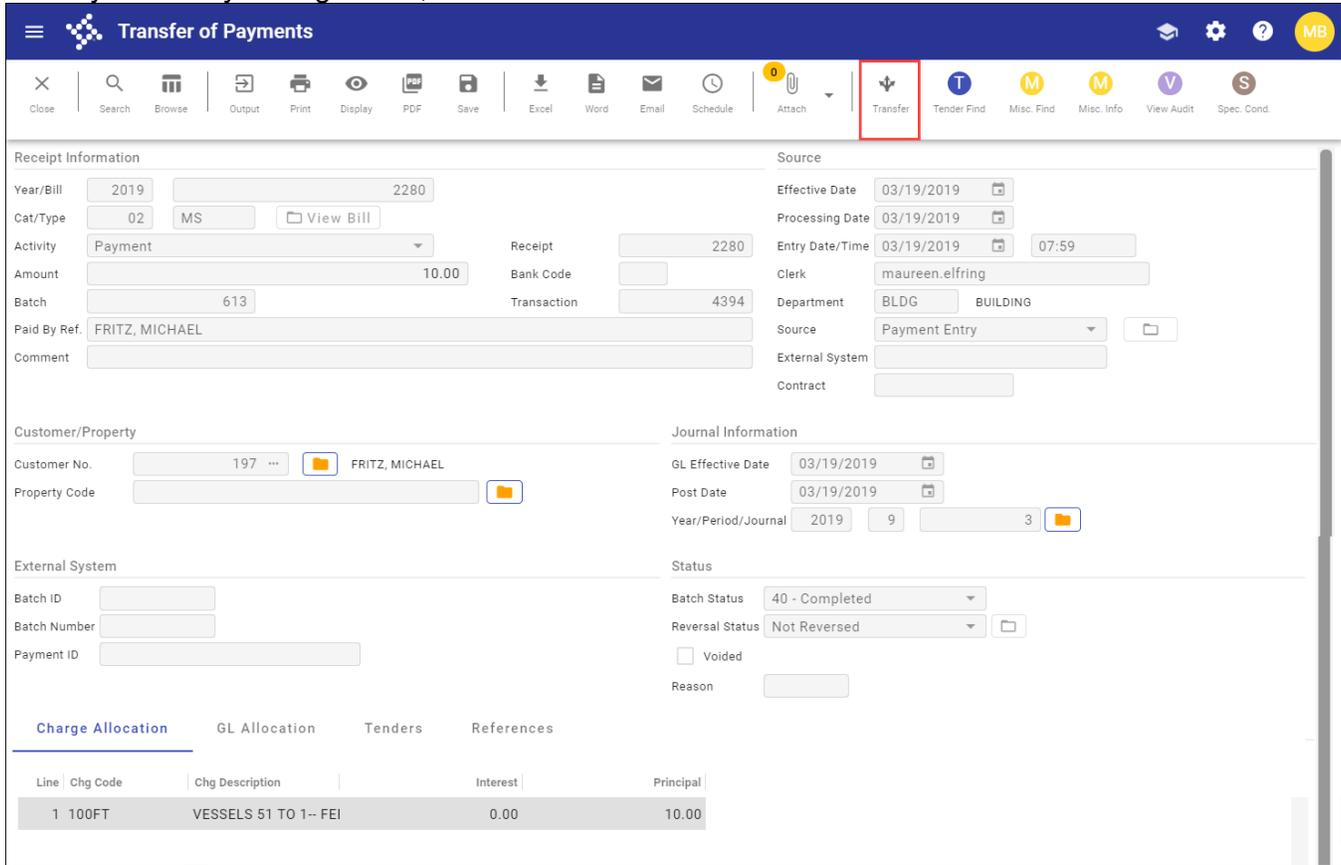
Reversal Status: 📄

Voided

Charge Allocation
Installment Allocation
GL Allocation
Transaction
Tenders
References

Line	Chg Code	Chg Description	Interest	Principal

When you identify an eligible bill, the Transfer button is available on the toolbar.



Transfer of Payments

Close Search Browse Output Print Display PDF Save Excel Word Email Schedule Attach **Transfer** Tender Find Misc. Find Misc. Info View Audit Spec. Cond.

Receipt Information

Year/Bill: 2019 2280
 Cat/Type: 02 MS View Bill
 Activity: Payment Receipt: 2280
 Amount: 10.00 Bank Code:
 Batch: 613 Transaction: 4394
 Paid By Ref: FRITZ, MICHAEL
 Comment:

Source

Effective Date: 03/19/2019
 Processing Date: 03/19/2019
 Entry Date/Time: 03/19/2019 07:59
 Clerk: maureen.elfring
 Department: BLDG BUILDING
 Source: Payment Entry
 External System:
 Contract:

Customer/Property

Customer No.: 197 FRITZ, MICHAEL
 Property Code:

Journal Information

GL Effective Date: 03/19/2019
 Post Date: 03/19/2019
 Year/Period/Journal: 2019 9 3

External System

Batch ID:
 Batch Number:
 Payment ID:

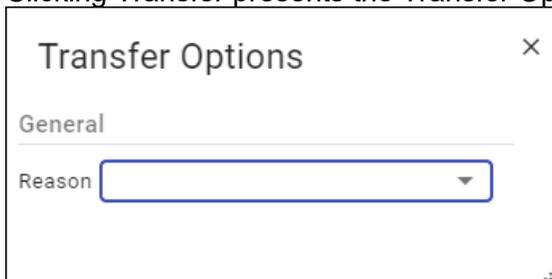
Status

Batch Status: 40 - Completed
 Reversal Status: Not Reversed
 Voided
 Reason:

Charge Allocation | GL Allocation | Tenders | References

Line	Chg Code	Chg Description	Interest	Principal
1	100FT	VESELS 51 TO 1-- FEI	0.00	10.00

Clicking Transfer presents the Transfer Options dialog box.



Transfer Options X

General

Reason: [Dropdown Menu]

Select a reason and press Tab to move to the Allocate to Bills screen.

On the Allocate Bills screen, enter the details for the bill that you are transferring the receipt to. When you click Accept, the program presents a Process Payment confirmation message. Click OK to complete the process.

When processing completes, the Transfer of Payments screen updates the Status group for the original bill record to include the notation "Balance Transferred by Receipt" and provides the receipt number as a link. Click the receipt number link to display the Transfer Receipts screen that displays the transferred receipt with the Activity list indicating "Transfer from Bill."

Processing a Bill Refund

Overview

The Bill Refund Processing program refunds individual bills and batches of tax bills. You can maintain the refund amount for both principal and interest and automatically or manually enter an interest expense amount. The program also lets you prepare a refund for a single bill. The bill must have at least one paid line; you can refund only paid lines.

Important! You should run the Payment Redistribution program prior to processing the Bill Refund Processing program. The Refund Warning message allows you to run Payment Redistribution prior to running the refund.

Prerequisites

Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added.

Confirm the following:

- You have the following information: the year, accounts receivable (AR) category, and bill number of a credit balance bill to refund.
- You have the appropriate permissions for adding refund records.
- The Include Bill and Property Info in the Accounts Payable Invoice Description checkbox on the Refunds tab in the Accounts Receivable Settings program is selected or cleared according to the refund requirements:
 - If this checkbox is cleared, the process does not include property information in the Accounts Payable (AP) invoice description in the description field on the header record in the AP Invoice Entry program.
 - If this checkbox is selected, then the process uses the information in the first field description table in this procedure to create the AP invoice description.
- Workflow business rules have been established.

Adding Refunds

There are two methods for selecting and adding a refund record to bills:

- Manually select one specific bill record for which to create a refund. A bill selected using this method does not need to have a credit balance. As long as there has been a payment applied to the bill, the money can be refunded back to the customer.
- Use the Mass Select process to select multiple credit balance bills.

1. For either method, open the Bill Refund Processing program.
General Revenues > Payment Processing > Bill Refund Processing

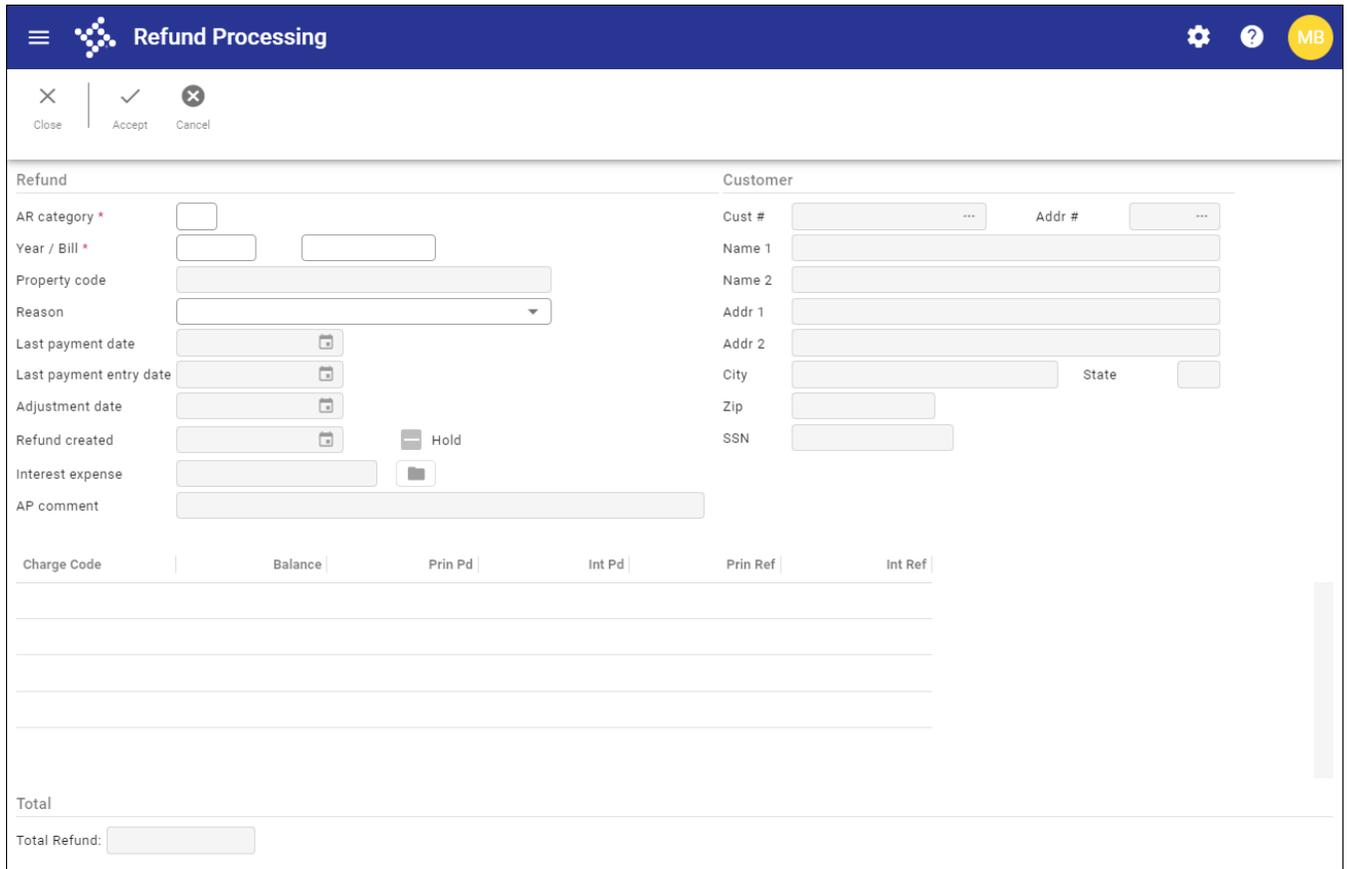
 Refund Warning

Munis recommends running payment redistribution prior to processing refunds. This will ensure that bills with some detail lines that are over-paid and some detail lines that are under-paid will be correctly reduced to zero.

Would you like to run payment redistribution now?

2. Click Yes to complete the Payment Redistribution program; click No to close the Refund Warning message.

- To manually add a refund record to a specific bill, click Add on the Refund Processing screen.



- Complete the AR Category and Year/Bill boxes to add the refund record for the bill.

Field	Description	Notes
AR Category	Defines the accounts receivable (AR) category. Enter the category for the bill to receive the refund.	
Year/Bill	Specify the year and bill number for the bill to receive the refund. The year format is YYYY.	

- Click Save.
The program displays the defined record.
- Click Update.
- From the Reason list, specify the reason for the refund.
- Enter the principal amount to refund.

9. Click Accept.

The program refreshes the screen to include all the bill information and to include the refund details.

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Refund Processing

Close Search Browse Add Update Delete Output Print Display PDF Save Excel Word Email Schedule Attach Notify Menu

Refund AR category * <input type="text" value="01"/> Year / Bill * <input type="text" value="2019"/> <input type="text" value="10365"/> Property code <input type="text" value="GB 00000001"/> Reason <input type="text" value="OP - OVERPAYMEN"/> Last payment date <input type="text" value="10/08/2019"/> Last payment entry date <input type="text"/> Adjustment date <input type="text"/> Refund created <input type="text" value="03/24/2021"/> <input type="checkbox"/> Hold Interest expense <input type="text" value=".00"/> AP comment <input type="text" value="GB Customer ID 187 Bill #10365"/>	Customer Cust # <input type="text" value="187"/> Addr # <input type="text" value="0"/> Name 1 <input type="text" value="FRITZ, MICHAEL"/> Name 2 <input type="text"/> Addr 1 <input type="text" value="1 COLE HAAN DRIVE"/> Addr 2 <input type="text"/> City <input type="text" value="YARMOUTH"/> State <input type="text" value="ME"/> Zip <input type="text" value="04096"/> SSN <input type="text"/>
---	---

Charge Code	Balance	Prin Pd	Int Pd	Prin Ref	Int Ref
SERVICES	3725.00	1275.00	.00	.00	.00
NSF	.00	25.00	.00	.00	.00

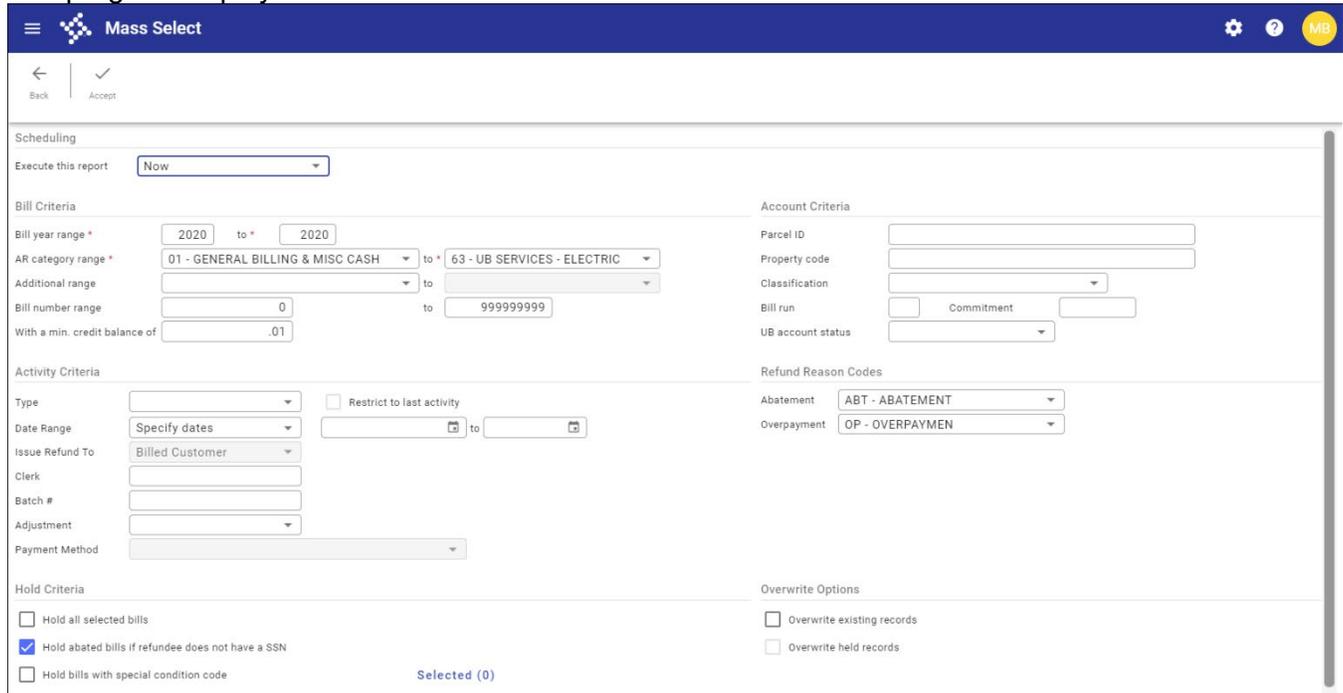
Total Refund:

When the refund is released, refund transaction history is written to the bill, and the bill displays a zero balance as the entire credit balance is refunded. After the refund is released in the Bill Refund Processing program, it will be posted to the general ledger through the Payments Journals program.

The program displays a warning if you add a bill that requires a refund and it is associated with a payment plan that allocates payments to individual bills. If the payment plan bill is included in the refund process, the program displays the following message: "The overpayment has also been applied to a bill included in the payment plan." You can only refund overpayments of the entire payment plan.

To add a refund using the Mass Select processing:

1. Click Mass Select on the Refund Processing screen. The program displays the Mass Select screen.



2. Complete the fields, as required, to define the refund records. Refer to the Field Description table for details.

Field	Description	Notes
Scheduling		
Execute This Report	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. • In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Bill Criteria		
Bill Year Range	Define the range of tax bill years for the records to include in refund processing.	

Field	Description	Notes
	Enter a beginning and ending year in each box or leave the default values, which are the current collection year.	
AR Category Range	Define the range of accounts receivable (AR) categories for the records to include in refund processing. Select a beginning and ending category from each list, select the same category in each list to select bills for one AR category, or leave the default blank values to include bills for all AR categories.	
Additional Range	Provide an additional range of accounts receivable (AR) categories for the records to include in refund processing. Select a beginning and ending category from each list, select the same category in each list to select bills for one AR category, or leave the default blank values to include bills for all AR categories.	
Bill Number Range	Define the range of bill numbers for the bills to include in refund processing. Type a beginning and ending bill number or leave the default values of zero to all 9s to in each box to include all bills numbers.	
With a Minimum a Credit Balance Of	Establishes the minimum credit balance that a bill must have in order to be selected for processing. Enter a decimal value or leave the default value of 0.01.	
Account Criteria		
Parcel ID	Specifies the parcel identification number for the parcels to include in bill refund processing. Enter a parcel ID or leave the box blank to include bills for all parcels.	
Property Code	Define the range of property codes for the bills to include in refund processing.	
Classification	Narrows the bill selection criteria to Business License or Business Tax. This option is only available when the ranges defined in the AR Category Range or Additional Range include 55-Business Licenses.	
UB Run <i>Utility Billing-specific</i>	Indicates the specific utility billing (UB) run to include in record selection or leave the box blank to include all.	
UB Commitment <i>Utility Billing-specific</i>	Indicates the UB commitment to include in record selection. This field is available when you enter a value in the UB Run field.	

Field	Description	Notes
UB Account Status <i>Utility Billing-specific</i>	Indicates the specific UB account status for the bills to include in record selection. The account status is established in the Utility Billing Accounts program.	
Activity Criteria		
Type	Determines the type of activity to include in refund processing: abatements, adjustments, or payments/reversals. Select an option or leave the default blank value to include all billing activities in refund processing. If you select an option from the list, the program opens the Date Range list and boxes for entry.	
Restrict to Last Activity	If selected, the Mass Select process only returns bills whose most recent activity (within the range defined in the Date Range) is of the type specified in the Type field.	
Date Range	Defines the predefined effective date range for which to include bills in the refund processing: Today, Yesterday, Week to Date, Prior Week, Month to Date, Prior Month, Year to Date, Prior Year, or Specify Dates. If you select Specify Dates, you must add a specific range of dates for which to include bills in processing. This list is available if you select an option from the Type list.	
Issue Refund To	Identifies the person receiving the refund: Applicant/Paid By Customer or Billed Customer. <ul style="list-style-type: none"> Applicant/Paid By Customer—The refund will be generated using the customer who applied for the Abatement/Adjustment or the customer associated with the receipt which caused the overpayment. Billed Customer—The refund will be generated using the customer that is the owner of the bill record. This list is available if you select an option from the Type list.	
Clerk	Displays the ID of the user associated with the activities for which to include bills in refund processing.	
Batch Number (#)	Specifies a batch number. This batch number correlates to the Type field, searching based on Abatement, Adjustments, or Payments/Reversals.	

Field	Description	Notes
Adjustment	Identifies the reason code for an adjustment.	
Payment Method	Identifies the tender type for the overpayments to select for refund.	
Refund Reason Codes		
Abatement	Provides the reason code to use for abatement refunds. Reason codes are defined in the Accounts Receivable Miscellaneous Codes program.	
Overpayment	Provides the reason code to use for overpayment refunds. Reason codes are defined in the Accounts Receivable Miscellaneous Codes program.	
Hold Criteria		
Hold All Selected Bills	If selected, the program holds refunds for selected bills. If you decide to hold, the Hold box on the refund record is automatically selected and the record is not included in an Output Rel. You must manually clear the Hold box on the individual record to process the refund.	
Hold Abated Bills if Refundee Does Not Have an SSN	If selected, the program holds bills belonging to customers without a Social Security number (SSN).	
Hold Bills with Special Condition Code	If selected, bills with special condition codes are placed on hold. Click the Selected link to identify the special conditions to hold.	
Overwrite Options		
Overwrite Existing Records	If selected, the Mass Select option overwrites existing records that have not been processed.	
Overwrite Held Records	If selected, the Mass Select option overwrites existing records where the Hold checkbox is selected on the main screen.	
Overwrite Records Pending Approval	If selected, the Mass Select option overwrites existing records that have a pending workflow status.	
Overwrite Existing Approved Records	If selected, the Mass Select option overwrites existing records that are approved but have not been processed.	

3. Click Accept.

The program selects all credit balance bills that meet the defined criteria.

Note: To remove a refund record prior to posting, find the specific record and click Delete.

If your organization uses Enterprise ERP Workflow, the refund item is distributed to approvers and using their preferred approval program, they can approve, hold, or reject the item.

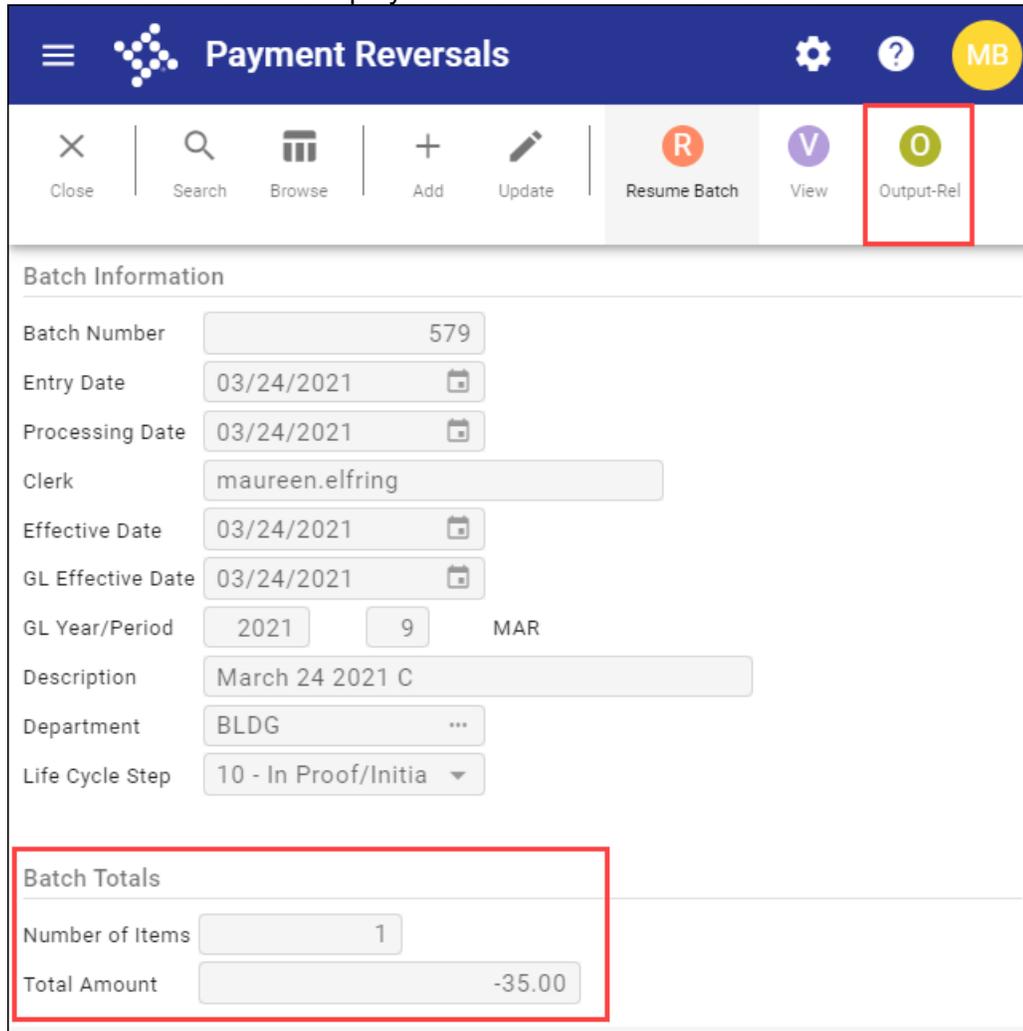
Posting Released Reversals and Refunds Batches

Posting Released Reversals

Once you have entered all payment reversals, use the Output-Rel option on the batch screen to post the records:

1. Open Payment Reversals.

The Batch Totals fields display the reversal items and amount.



The screenshot shows the 'Payment Reversals' interface. At the top, there is a navigation bar with a menu icon, the title 'Payment Reversals', a settings gear, a help question mark, and a yellow 'MB' button. Below the navigation bar is a toolbar with icons for Close, Search, Browse, Add, Update, Resume Batch (R), View (V), and Output-Rel (O). The 'Output-Rel' button is highlighted with a red box. Below the toolbar is the 'Batch Information' section, which contains various input fields for batch details. At the bottom of the form, the 'Batch Totals' section is highlighted with a red box, showing 'Number of Items' as 1 and 'Total Amount' as -35.00.

Batch Information	
Batch Number	579
Entry Date	03/24/2021
Processing Date	03/24/2021
Clerk	maureen.elfring
Effective Date	03/24/2021
GL Effective Date	03/24/2021
GL Year/Period	2021 9 MAR
Description	March 24 2021 C
Department	BLDG
Life Cycle Step	10 - In Proof/Initia
Batch Totals	
Number of Items	1
Total Amount	-35.00

2. Click Output-Rel.

The program displays the Output dialog box for the Payments Proof report.

X

Output Options

Report Options

- Include payment method information for each Receipt
- Include payment details for each Receipt
- Include GL allocation details for Miscellaneous Receipts
- Include property details for each Receipt

Accept
Cancel

3. Complete the output parameters, click OK, and then review the report.

03/24/2021 10:53 maureen.e1fring	Munis BATCH 579 AR REVERSALS PROOF			P 1 arrefrev		
CLERK: maureen.e1fring BATCH NUMBER: 579 BATCH PROCESSING DATE: 03/24/2021						
RECEIPT	YEAR BILL	TYPE CATEGORY	CUST #	NAME	PROPERTY ID	TOTAL AMOUNT
LINE CHARGE DESCRIPTION	PRIN PAID	INT PAID	INT HELD			
2315	2021 10373	GB-1 General Billing & Mi	197	FRITZ, MICHAEL	0.00	-35.00
1	MISC MISC CHARG					
1	CHECK				MEMO: FRITZ, MICHAEL	
TOTAL RECEIPTS:		1				
TOTAL PAYMENTS:		-35.00				
TOTAL PRINCIPAL PAID:		-35.00				
TOTAL INTEREST PAID:		0.00				
TOTAL INTEREST HELD:		0.00				

03/24/2021 10:53 maureen.e1fring	Munis BATCH 579 AR REVERSALS PROOF - SUMMARY			P 2 arrefrev	
CLERK: maureen.e1fring BATCH NUMBER: 579 BATCH PROCESSING DATE: 03/24/2021					
CATEGORY	YEAR RECEIPTS	PRIN PAID	INT PAID		
General Billing & Mi 2021 1					
MISC MISC CHARG		-35.00	0.00		
		-35.00	0.00		
	GRAND TOTALS	-35.00	0.00		
	TOTAL PAID	-35.00			

03/24/2021 10:53 maureen.e1fring	Munis BATCH 579 AR REVERSALS PROOF - SUMMARY			P 3 arrefrev
CLERK: maureen.e1fring BATCH NUMBER: 579 BATCH PROCESSING DATE: 03/24/2021				
TENDER	QTY	TOTAL AMOUNT		
CHECK	1	-35.00		
	TOTAL:	-35.00		
** END OF REPORT **				

- When you return to the Payment Reversals screen, the Release Batch confirmation message displays.
 - Click Yes.
- In Receipt History, the Reversal Status for the record is set to Reversal.

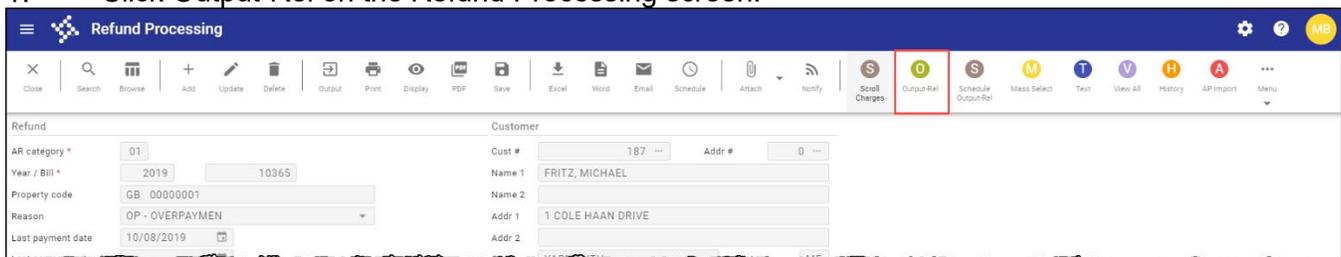


The screenshot shows a 'Status' section with a 'Batch Status' dropdown set to '10 - In Proof/Initial'. Below it, the 'Reversal Status' dropdown is highlighted with a red box and set to 'Reversal'. There is also a 'Voided' checkbox which is unchecked.

Posting a Refund Batch

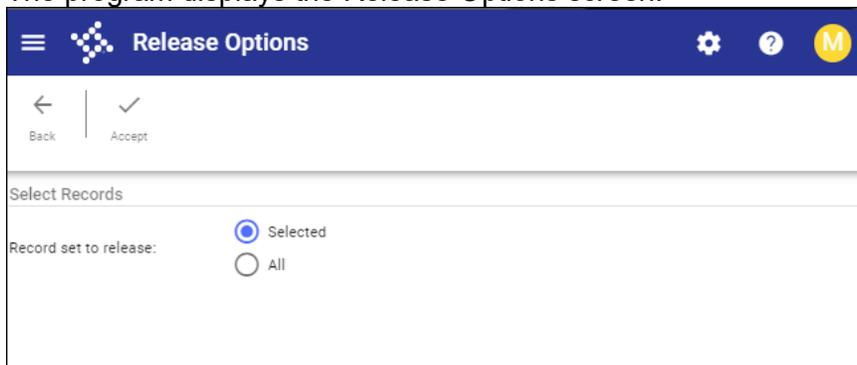
To post the refund:

- Click Output-Rel on the Refund Processing screen.



The screenshot shows the 'Refund Processing' screen. The 'Output-Rel' button in the top toolbar is highlighted with a red box. The main area displays refund details for AR category '01', year '2019', and property code 'GB 00000001'. Customer information for 'FRITZ, MICHAEL' at '1 COLE HAAN DRIVE' is also visible.

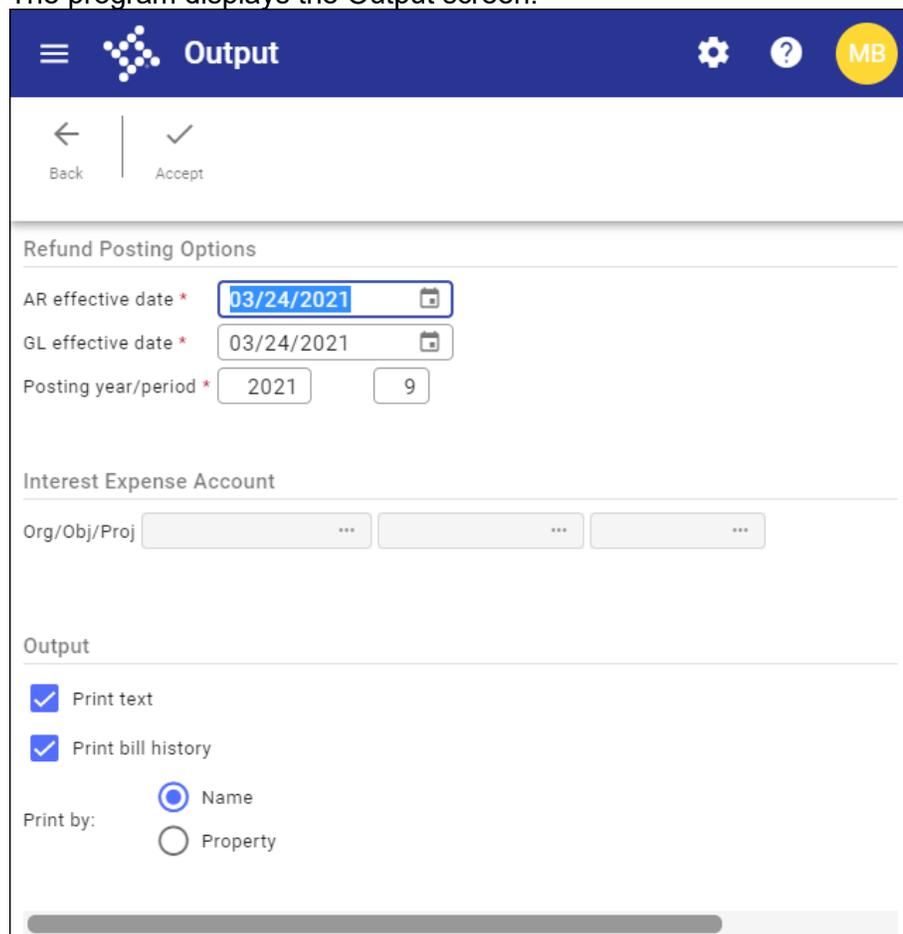
The program displays the Release Options screen.



The screenshot shows the 'Release Options' screen. It features a 'Select Records' section with two radio button options: 'Selected' (which is selected) and 'All'.

- Choose Selected to process only the selected records or click All to process all records prepared for refund processing.

- Click Accept.
The program displays the Output screen.



- Complete the output options.

Field	Description	Notes
Print Text	If selected, the program includes the content entered in the Text option on the initial refund screen in the refund report. The text field in the report allows up to 25 lines to print with up to 76 characters per line.	
Print Bill History	If selected, the program includes the bill history in the refund report.	
Print By	Determines whether to sort refund records in the report by customer name or property ID.	

- Click Accept.
The program displays the Output dialog box for the Report of Refunds report.

6. Review the report.

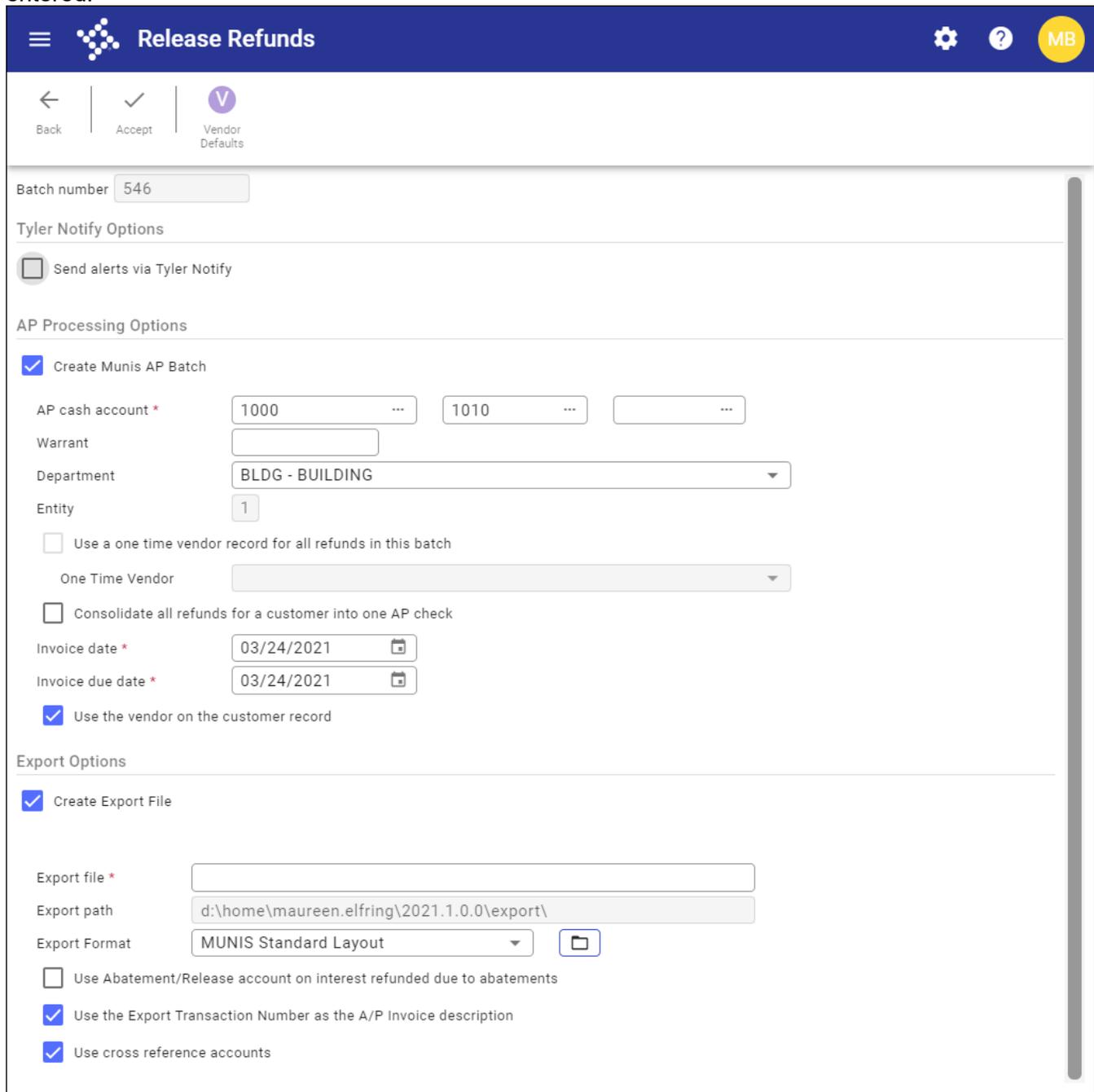
03/24/2021 13:02 maureen.elfring		Munis BATCH 0000000546: REPORT OF REFUNDS		P 1 arrefund	
OWNERS NAMES	YEAR/CAT/BILL PROPERTY	REFUND AMOUNT	SIGNATURE OF PAYEES OR CHECK NUMBER	SEQ #	
FRITZ, MICHAEL 1 COLE HAAN DRIVE YARMOUTH, ME 04096	2019 1 10365 GB 00000001 PAYMENT DATE 10/08/2019			1	
HISTORY: RECEIPT #	PAID BY CID	PAID BY REF	AMOUNT	GL POST DATE	
2297	187	FRITZ, MICHAEL	3,333.32	03/19/2019	
2298	187	Reversal / 2297	-3,333.32	03/19/2019	
2306	187	MAIL PAYMENT PROCESS	1,000.00		
2307	187	FRITZ, MICHAEL	300.00		
LOC:		REASON: OP OVERPAYMEN	CUSTOMER TOTAL	.00	
AP COMMENT:	GB Customer ID 187 Bill #10365				
JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	2018 2 2243	PRINCIPAL TOTAL	50.00 50.00	2	
HISTORY: RECEIPT #	PAID BY CID	PAID BY REF	AMOUNT	GL POST DATE	
2297	187	FRITZ, MICHAEL	3,333.32	03/19/2019	
2298	187	Reversal / 2297	-3,333.32	03/19/2019	
2306	187	MAIL PAYMENT PROCESS	1,000.00		
2307	187	FRITZ, MICHAEL	300.00		
LOC:		REASON: OP OVERPAYMEN	CUSTOMER TOTAL	.00	
AP COMMENT:	MS				
JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	2018 1 10354	PRINCIPAL TOTAL	36.00 36.00	3	
HISTORY: RECEIPT #	PAID BY CID	PAID BY REF	AMOUNT	GL POST DATE	
2260	222	JEWELL, WAYNE	336.00		
LOC:		REASON: OP OVERPAYMEN	CUSTOMER TOTAL	86.00	
AP COMMENT:	MS				
JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	2018 1 10359	PRINCIPAL TOTAL	25.00 25.00	4	
HISTORY: RECEIPT #	PAID BY CID	PAID BY REF	AMOUNT	GL POST DATE	
2275	222	JEWELL, WAYNE	25.00		
LOC:		REASON: OP OVERPAYMEN	CUSTOMER TOTAL	86.00	
AP COMMENT:	GB Customer ID 222 Bill #10359				
TOTAL REFUNDS		PRINCIPAL	86.00		
		INTEREST	.00		
		INT EXP	.00		
		TOTAL	86.00		
Signature Line					

03/24/2021 13:02 maureen.elfring		Munis BATCH 0000000546: REPORT OF REFUNDS - DEBIT ACCOU		P 2 arrefund		
CAT YEAR	BILL	CUSTOMER	VENDOR PARCEL	CHARGE DESC.	ACCOUNT	AMOUNT 1099
GB	2019 10365	FRITZ, MICHAEL 1 COLE HAAN DRIVE YARMOUTH, ME 04096	----- GB 0000000			----
GB	2018 2243	JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	-----	DEP DEPOSIT ACCOUNT:		-50.00 ----
GB	2018 10354	JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	-----	PENS 36 PENS ACCOUNT:		-36.00 ----
GB	2018 10359	JEWELL, WAYNE 1 TYLER DRIVE YARMOUTH, ME 04096	-----			----

03/24/2021 13:02 maureen.elfring		Munis BATCH 0000000546: REPORT OF REFUNDS - DEBIT ACCOU		P 3 arrefund	
ACCOUNT	DESCRIPTION	REFUND AMOUNT			
	DEPOSIT	-50.			
	GENERAL BILLING REVENUE	-36.			

** END OF REPORT - Generated by Maureen Bishop-Elfiring **

The Bill Refund Processing program displays the Release Refund screen with the batch number entered.



Release Refunds

Batch number

Tyler Notify Options

Send alerts via Tyler Notify

AP Processing Options

Create Munis AP Batch

AP cash account *

Warrant

Department

Entity

Use a one time vendor record for all refunds in this batch

One Time Vendor

Consolidate all refunds for a customer into one AP check

Invoice date *

Invoice due date *

Use the vendor on the customer record

Export Options

Create Export File

Export file *

Export path

Export Format

Use Abatement/Release account on interest refunded due to abatements

Use the Export Transaction Number as the A/P Invoice description

Use cross reference accounts

7. Select the Create Munis AP Batch checkbox.
8. Click Accept.
The program displays the Post Refunds screen.
9. Complete the information for the refund record. Refer to the Field Description table for details.

10. Click Accept.

The program displays a Posting confirmation message based on your selection of creating an AP batch.

11. Click OK.

The program updates the bill record with the refund and creates AP invoices to be posted. The refund batch should be posted through the Payments Journal program.

The credit balance amount on the bill is removed. The bill now reflects a zero-balance due. An accounts payable batch entry was created to refund the amount to the customer

The refund does not impact the general ledger until posted through the Payments Journal program. The accounts payable batch will create a debit memo amount to the revenue account for the amount of the refund.

Field	Description	Notes
Refund Posting Options		
AR Effective Date	Provides the accounts receivable effective date for these transactions.	
GL Effective Date	Provides the date the invoice affects the general ledger. This date is used for creating the general ledger journal during the posting of the AP invoices.	
Posting Year/Period	Contains the general ledger year and period to which these transactions post.	
Interest Expense Options		
Org/Obj/Proj	Identifies the account number (org/object/project) for interest expense. These boxes are only accessible if there is a value in the Interest Expense box on the main Bill Refund Processing screen. The boxes indicate the organization, object, and project account codes for interest expense, which identifies the general ledger account used to draw the money that is used to pay interest back to a customer.	
AP Processing Options <i>These fields are available when you select the Create Munis AP Batch checkbox on the Post Refunds and Update Bills screen.</i>		
AP Cash Account	Provide the general ledger account number for the cash account for accounts payable (AP) invoices. The program displays the default cash account from the Accounts Payable Settings program.	
Warrant	Provides the warrant number for the batch and is used as a reference for identifying the AP batch. This is similar to batch number in Accounts Receivable. The warrant can contain up to eight alphanumeric characters.	

Field	Description	Notes
Department	Identifies the department responsible for these invoices.	
Entity	Identifies the entity code for these invoices. Entity codes are established in the System Settings program and restrict access to only those users, vendors, and so on, that are in the same entity specified for each. <ul style="list-style-type: none"> • If the user's entity is 1 or 3, then the field contains a 1 with no access allowed. • If the user's entity is a 2 or 4, the field contains a 2 with no access allowed. • If the user's entity is a 0, then the default value is 1 but it can be changed to allow for 2. 	
Use a One Time Vendor Record for All Refunds in This Batch	When selected, the program uses the generic vendor code to process refund check. This checkbox is only available when a generic vendor code is indicated in the Accounts Receivable Settings program. When you first use this feature, you must create a generic vendor in the Vendors program. Select One Time Pay from the Status list. Then, in the Accounts Receivable Settings program, on the Refunds tab, type the generic vendor code in the One Time Vendor Code box. After you establish the vendor code, you have the option to reference the generic vendor each time you process refunds in the Bill Refund Processing program.	
One Time Vendor	Provides a list of available vendors to use as a one-time vendor. This list is only available when the Use a One Time Vendor Record for All Refunds in This Batch checkbox is selected.	
Consolidate All Refunds for a Customer into One AP Check	If selected, consolidates all refunds for a customer into one refund check. This checkbox is not available when you select the Use a One Time Vendor checkbox.	
Invoice Date	Indicates the date the invoice was created on the AP side.	

Field	Description	Notes
Invoice Due Date	<p>Indicates the date the invoice amount is due on the AP side.</p> <p>This date is used when selecting invoices in the AP Payment Manager program. If the invoice has a due date later than the date specified during the define process, it will be omitted from the warrant list.</p>	
Use the Vendor on the Customer Record	<p>When selected, the program uses the vendor number associated with the refundee customer number to process the refund check. The default value for this checkbox is retained from your previously defined refund process.</p>	
<p>Exporting Options <i>The Exporting Options group is available when you select the Create Export File checkbox on the Post Refunds and Update Bills screen.</i></p>		
Export File	<p>Defines the name of the export file.</p>	
Export Path	<p>Specifies the file path of the export file. Click the find file button to locate the file location. This field allows for more than a 40-character path.</p>	
Export Format	<p>Determines the format for the export file:</p> <ul style="list-style-type: none"> • ADMINS Export Layout—Does not include general ledger information. Each line in the file corresponds to a single category, year, and bill and includes the total amount refunded. • Standard Layout—Includes multiple lines for a category, year, and bill when the refund amounts are associated with multiple general ledger accounts. When you select this layout, click the folder button to open the User-Defined Data for Export screen. On this screen, you can enter up to five values for the export. • IFMS Export Layout—Includes multiple lines for a category, year, and bill when the refund amounts are associated with multiple general ledger accounts. • LOGICS Export Layout—Supports the Logics accounting system's import process. Each Enterprise ERP bill being refunded is represented as a single line in the export file for GL distributions of 20 accounts or less. In the event more than 20 GL accounts are needed, additional export lines for the same refund are included. Data contained in the export 	

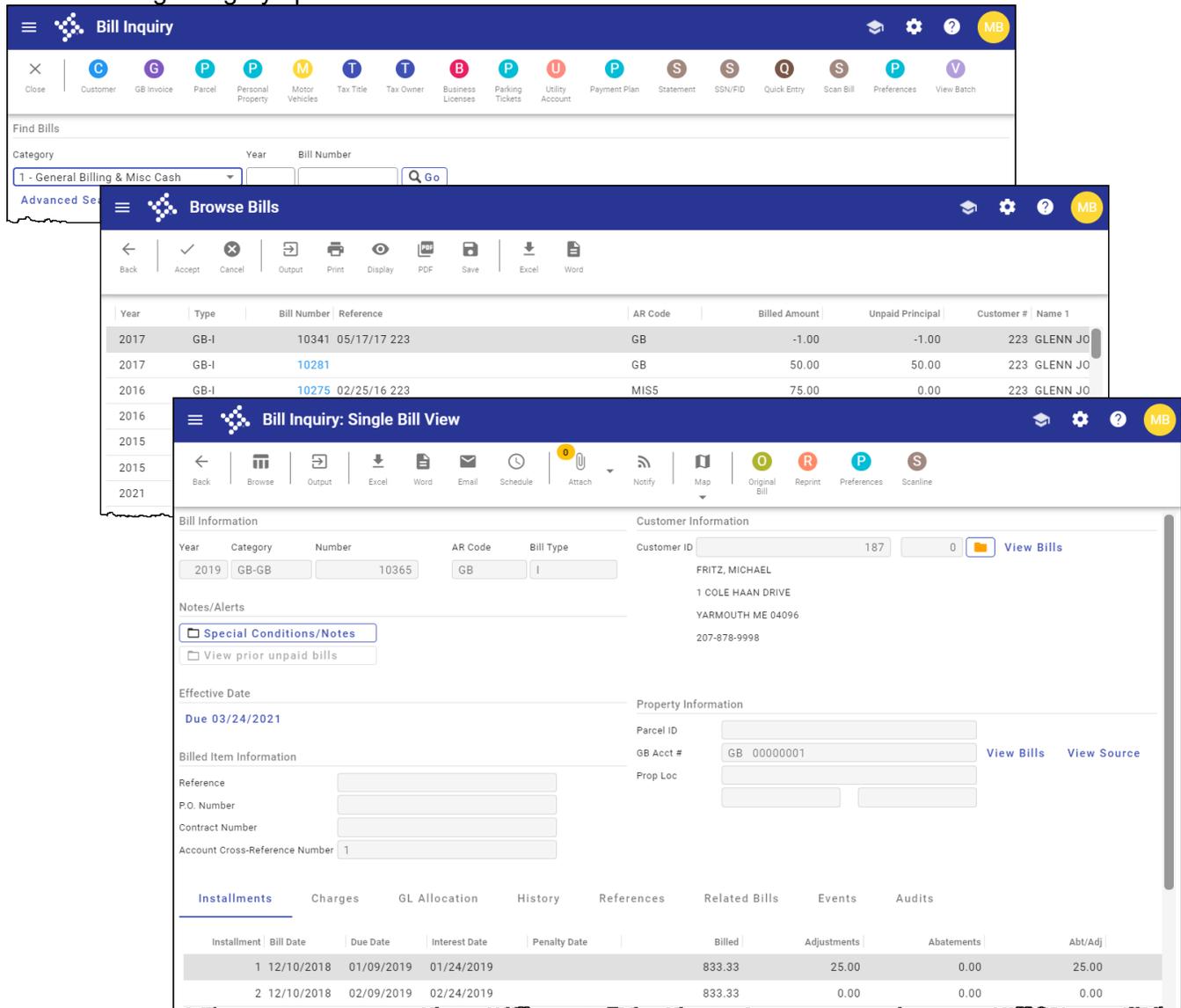
Field	Description	Notes
	<p>file consists of existing bill refund attributes in the Enterprise ERP system.</p> <ul style="list-style-type: none"> • Dynamics AP Voucher Layout—Provides information that Microsoft Dynamics needs to create AP check information to import into Enterprise ERP in order to update refund receipts with AP check information. • PeopleSoft Export Layout—Exports a Microsoft Excel .csv (comma delimited) file that can import into the PeopleSoft Financial system for AP invoice creation. 	
Use Abatement/Release Account on Interest Refunded Due to Abatements	If selected, the abated interest is debited in the abatement/release account. When you do not select this checkbox, the program debits the interest revenue account.	
Use The Export Transaction Number As The AP Invoice Description	If selected, the program uses the export transaction number as the accounts payable invoice description. This checkbox is available when you select Create Export File and Create Munis AP Batch on the Post Refunds and Update Bills screen.	
Use Cross Reference Accounts	If selected, the program uses the cross-reference account format in the export.	
Consolidate Results by Customer (Ignore Property Code)	If selected, the program will consolidate all refunds by customer in the export file. This option is only available when selecting the IFMS Export Layout. When this box is checked the export file will no longer contain the Property code.	
Use the Vendor on the Customer Record	If selected, the vendor associated with the customer record will be used on the AP invoice.	

Inquiries and Reports

The following sections provide an overview for commonly used inquiry and report programs.

Bill Inquiry

When you first open the program, the Category, Year, and Bill Number fields are available as general search criteria. Use these fields to define bill search criteria. Otherwise, use the options in the toolbar to find bills using category-specific criteria.



The screenshot displays the 'Bill Inquiry' application interface. It includes a top navigation bar with a menu icon, the title 'Bill Inquiry', and user initials 'MB'. Below the navigation bar is a toolbar with various icons for different bill categories: Customer, GB Invoice, Parcel, Personal Property, Motor Vehicles, Tax Title, Tax Owner, Business Licenses, Parking Tickets, Utility Account, Payment Plan, Statement, SSN/FID, Quick Entry, Scan Bill, Preferences, and View Batch. A search section labeled 'Find Bills' contains fields for 'Category' (set to '1 - General Billing & Misc Cash'), 'Year', and 'Bill Number', with a 'Go' button. Below this is an 'Advanced Search' section.

The main area shows a 'Browse Bills' view with a toolbar containing icons for Back, Accept, Cancel, Output, Print, Display, PDF, Save, Excel, and Word. A table lists bills with columns for Year, Type, Bill Number, Reference, AR Code, Billed Amount, Unpaid Principal, Customer #, and Name 1.

Year	Type	Bill Number	Reference	AR Code	Billed Amount	Unpaid Principal	Customer #	Name 1
2017	GB-I	10341	05/17/17 223	GB	-1.00	-1.00	223	GLENN JO
2017	GB-I	10281		GB	50.00	50.00	223	GLENN JO
2016	GB-I	10275	02/25/16 223	MIS5	75.00	0.00	223	GLENN JO

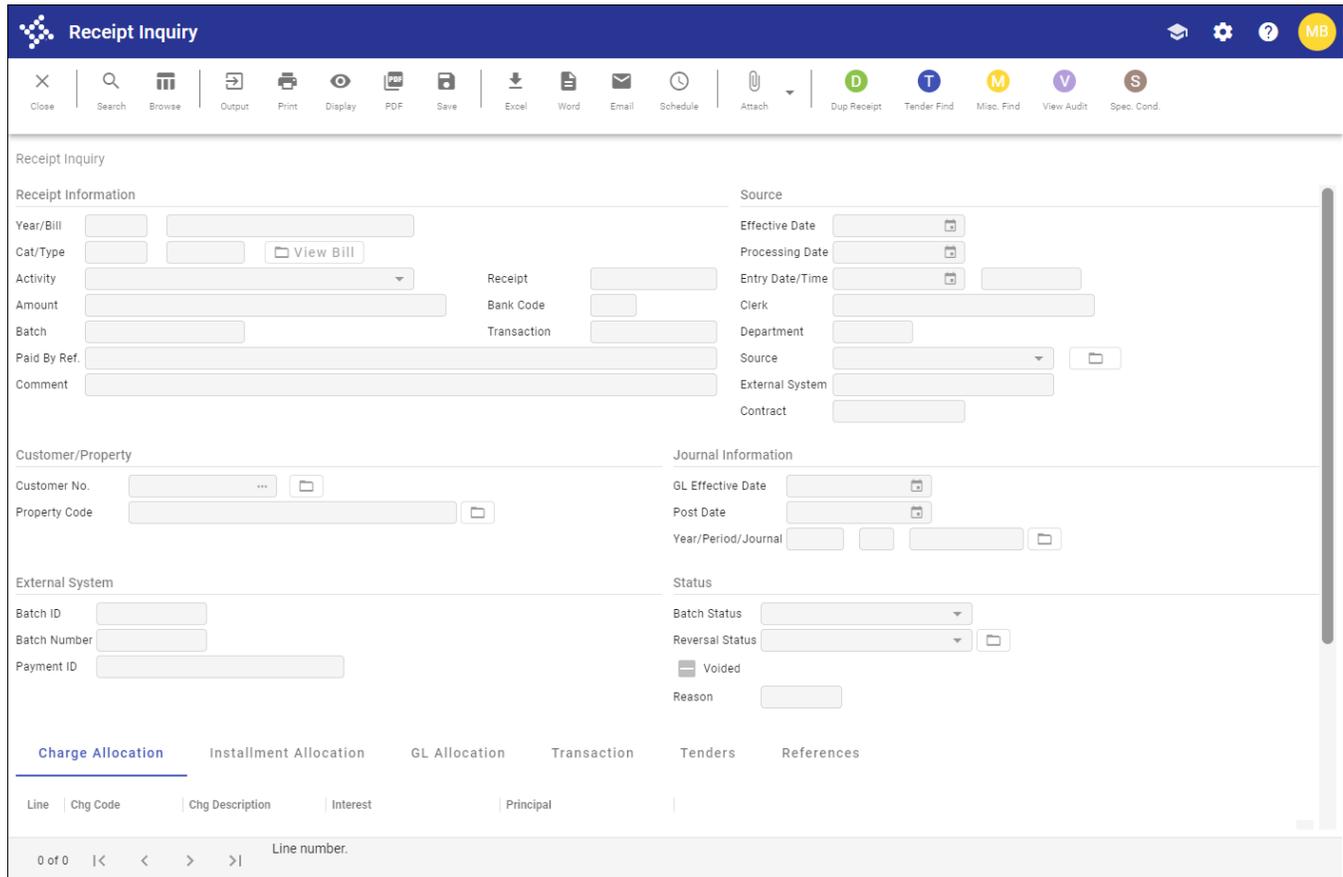
The 'Bill Inquiry: Single Bill View' section provides detailed information for a selected bill (Year: 2019, Category: GB-GB, Number: 10365, AR Code: GB, Bill Type: I). It includes sections for Bill Information, Customer Information (FRITZ, MICHAEL, 1 COLE HAAN DRIVE, YARMOUTH ME 04096, 207-878-9998), Notes/Alerts (Special Conditions/Notes), Effective Date (Due 03/24/2021), Property Information (Parcel ID, GB Acct #, Prop Loc), and Billed Item Information (Reference, P.O. Number, Contract Number, Account Cross-Reference Number). A table at the bottom shows installments with columns for Installment, Bill Date, Due Date, Interest Date, Penalty Date, Billed, Adjustments, Abatements, and Abt/Adj.

Installment	Bill Date	Due Date	Interest Date	Penalty Date	Billed	Adjustments	Abatements	Abt/Adj
1	12/10/2018	01/09/2019	01/24/2019		833.33	25.00	0.00	25.00
2	12/10/2018	02/09/2019	02/24/2019		833.33	0.00	0.00	0.00

Receipt Inquiry

The Receipt Inquiry program performs inquiries or maintenance on receipts stored in accounts receivable (AR) history records. Cash accounts that are not stored on a history record do not display on the report.

- To find a receipt by miscellaneous codes, click Misc Find.
- To find a receipt by payments, cash account, or deposit details, click Tender Find.



The screenshot displays the 'Receipt Inquiry' application interface. At the top, there is a navigation bar with the title 'Receipt Inquiry' and several utility icons (Close, Search, Browse, Output, Print, Display, PDF, Save, Excel, Word, Email, Schedule, Attach). Below this is a secondary toolbar with function buttons: Dup Receipt (D), Tender Find (T), Misc. Find (M), View Audit (V), and Spec. Cond. (S). The main content area is divided into several sections:

- Receipt Information:** Includes fields for Year/Bill, Cat/Type, Activity, Amount, Batch, Paid By Ref., and Comment. It also has a 'View Bill' button.
- Source:** Includes fields for Effective Date, Processing Date, Entry Date/Time, Clerk, Department, Source, External System, and Contract.
- Customer/Property:** Includes fields for Customer No. and Property Code.
- Journal Information:** Includes fields for GL Effective Date, Post Date, and Year/Period/Journal.
- External System:** Includes fields for Batch ID, Batch Number, and Payment ID.
- Status:** Includes dropdowns for Batch Status and Reversal Status, a 'Voided' checkbox, and a Reason field.

At the bottom, there are tabs for 'Charge Allocation', 'Installment Allocation', 'GL Allocation', 'Transaction', 'Tenders', and 'References'. The 'Charge Allocation' tab is currently selected, showing a table with columns: Line, Chg Code, Chg Description, Interest, and Principal. The table is currently empty, showing '0 of 0' records. A 'Line number.' label is visible at the bottom of the table area.

Note: The Installment Allocation tab is available if the AR category is a billed category. The program does not display the tab if the AR category is 2–Miscellaneous Cash Receipts. The Installment Allocation tab shows the interest, principal, and adjusted amounts allocated for each installment.

Adjustment Inquiry

Adjustment Inquiry is a display-only screen that provides adjustment details, including charge and installment amounts. Access this program directly from the menu to search for adjustment information. To view adjustments for a specific bill, click an adjustment on the History tab of the Bill Inquiry program to display the Adjustment Inquiry screen for that bill only.

☰ Adjustment Inquiry
⚙️ ? MB

✕ 🔍 📁 📄 📄 🔍
Close Search Browse Excel Word View Audit

Adjustment Information		Source	
Year/Bill	<input type="text"/>	Effective Date	<input type="text"/>
Cat/Type	<input type="text"/> View Bill	Entry Date/Time	<input type="text"/>
Adjustment Type	<input type="text"/> <input type="text"/>	Clerk	<input type="text"/>
Amount	<input type="text"/>	Department	<input type="text"/>
Batch	<input type="text"/>	Created By Program	<input type="text"/> View Receipt
	Adjustment <input type="text"/>		
	Transaction <input type="text"/>		

Customer / Property		Journal Information	
Customer No.	<input type="text"/> ...	GL Effective Date	<input type="text"/>
Property Code	<input type="text"/>	Post Date	<input type="text"/>
Owner As Of 04/02	<input type="text"/>	Year/Period/Journal	<input type="text"/>

External System		Status	
Batch ID	<input type="text"/>	Adjustment Step	<input type="text"/>
Batch Number	<input type="text"/>	Batch Status	<input type="text"/> Post Batch
		Reversal Status	<input type="text"/>
		Reason	<input type="text"/>

Charge Amounts
Installment Amounts
Installment Dates
Transactions
References
GL Accounts
Computed Charge Information

Line	Chg Code	Chg Description	Interest Adj.	Principal Adj.	Type
------	----------	-----------------	---------------	----------------	------

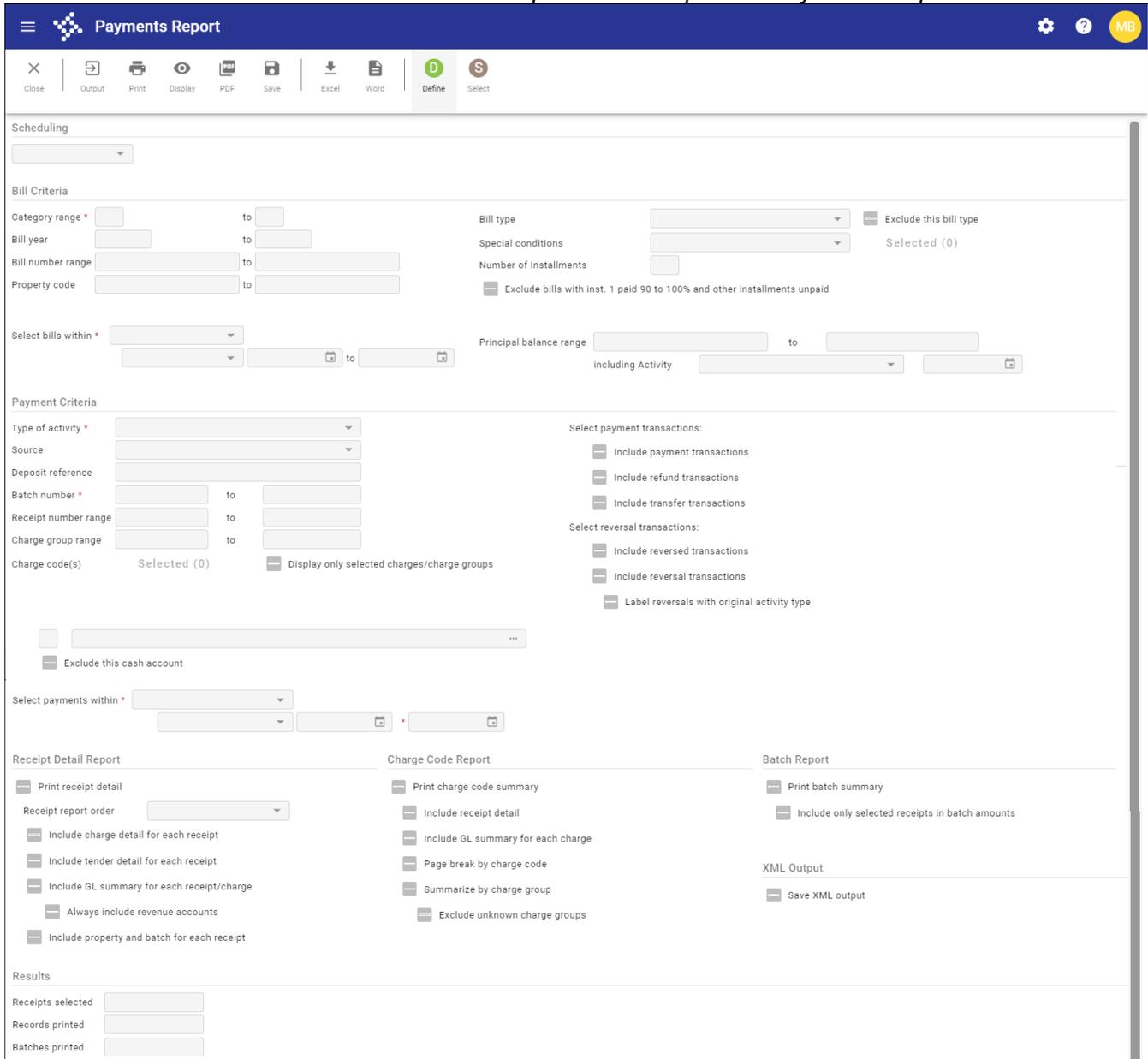
Payments Report

The Payments Report program creates reports of receipts posted receipts, unposted receipts, or both. The receipt detail, charge detail, and charge group detail reports include receipts for all types of payments: business licenses, miscellaneous payments, general billing, and so on. You can focus on specific transactions by including only payments, refunds, reversals, or other types of transactions.

Use the following steps to the report:

1. Open the Payments Report program.

General Revenues > Accounts Receivable > Inquiries and Reports > Payments Report



The screenshot shows the 'Payments Report' application window. At the top, there is a menu bar with options like Close, Output, Print, Display, PDF, Save, Excel, Word, Define, and Select. Below the menu bar, the interface is divided into several sections:

- Scheduling:** A dropdown menu for selecting a report type.
- Bill Criteria:** Fields for Category range, Bill year, Bill number range, Property code, Bill type, Special conditions, Number of Installments, and Principal balance range. There are also checkboxes for 'Exclude this bill type' and 'Exclude bills with inst. 1 paid 90 to 100% and other installments unpaid'.
- Payment Criteria:** Fields for Type of activity, Source, Deposit reference, Batch number, Receipt number range, Charge group range, and Charge code(s). There are checkboxes for 'Display only selected charges/charge groups', 'Include payment transactions', 'Include refund transactions', 'Include transfer transactions', 'Include reversed transactions', 'Include reversal transactions', and 'Label reversals with original activity type'.
- Receipt Detail Report:** A 'Print receipt detail' checkbox and a 'Receipt report order' dropdown. Options include 'Include charge detail for each receipt', 'Include tender detail for each receipt', 'Include GL summary for each receipt/charge', 'Always include revenue accounts', and 'Include property and batch for each receipt'.
- Charge Code Report:** A 'Print charge code summary' checkbox. Options include 'Include receipt detail', 'Include GL summary for each charge', 'Page break by charge code', 'Summarize by charge group', and 'Exclude unknown charge groups'.
- Batch Report:** A 'Print batch summary' checkbox and an option to 'Include only selected receipts in batch amounts'.
- XML Output:** A 'Save XML output' checkbox.
- Results:** Fields for 'Receipts selected', 'Records printed', and 'Batches printed'.

2. Click Define.

3. Complete the appropriate fields to find the posted payments for your report. Refer to the following table for details.

Field	Description	Notes
Scheduling		
	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. • In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Bill Criteria		
Category Range	Define the range of accounts receivable (AR) categories for the receipts to include in the report.	
Bill Year	Define the range of bill years to include in the report.	
Bill Number Range	Define the range of bill numbers to include in the report.	
Property Code	Determines the range of property codes for the receipts to include in the report.	
Select Bills Within	<p>Determine date range criteria for which to select bills:</p> <ul style="list-style-type: none"> • From the first list, specify the type of date: bill, entry, or general ledger effective date. • From the second list, select a relative date, if appropriate. For example, Prior Week or Month to Date. If you select Specify Dates from this list, enter the dates in the fields that follow. 	
Bill Type	Indicates the specific type of bill to include in the report, such as annual, omitted, supplemental, rollback, and so on for the current general ledger year.	
Exclude This Bill Type	If selected, the program excludes the bill type selected on the Bill Type list from reports and includes all other bill types in the report. Miscellaneous receipts cannot be excluded from reports if category 02 (miscellaneous cash receipts) is one of the values entered in a Category Range box.	

Field	Description	Notes
Special Conditions	Determines if special conditions are included or excluded in the report when they exist for the defined criteria. Click the Selected link to display the Special Condition Chooser screen and identify special condition codes. Once identified, the Selected link indicates the number of special condition codes included.	
Number of Installments	Specifies the number of installments of the payment plans for the bills to include. Leave this field blank to include payment plans with any number of installments.	
Exclude Bills with Inst 1 Paid 90 to 100% and Other Installments Unpaid	If selected, causes the selection process to omit receipts for customers who are up-to-date on installment payments. This field applies to organizations in Wisconsin.	
Principal Balance Range	Define the range of principal balance amounts to include.	
Including Activity	Defines the activity to include when calculating the bill balance. If you select an activity, specify the effective date in the field that follows.	
Payment Criteria		
Type of Activity	Indicates the type of activity for which to include receipts in the report: posted, unposted, or both.	
Source	Identifies the payment processing source of the receipts to include in the report, such as General Billing– Invoice Entry and Proof, lockbox processing, Payment Entry, web services, state income tax, and so on. Select All to include receipts from all payment sources in the report.	
Deposit Reference	Specifies a deposit reference identifier assigned to the payment receipts.	
Batch Number	Define the range of batch numbers for the receipts to include in the report.	
Receipt Number Range	Define a range of receipt numbers for the receipts to include in the report.	
Charge Group Range	Define the range of charge groups to include in the report.	
Charge Codes	Identifies specific charge codes to include. Click the Selected link to identify the charge codes to include. Once identified, the Selected link indicates the number of charge codes included.	
Display Only Selected	If selected, the report provides detail and total information for only the charge codes selected.	

Field	Description	Notes
Charges/Charge Groups		
[Cash Account]	Identify the cash account for processing. If your organization uses the full account entry method, you must enter the account type (B-balance sheet, E-expense, or R-revenue) and the full general ledger account number; if your organization uses the org/object account entry method, enter the org code, object code, and project code (if applicable).	
Exclude This Cash Account	If selected, the cash account entered in the Cash Account boxes is excluded from reports, but all other cash accounts are included in the report.	
Select Payments Within	Determines the type of range for which to select payments for the report: <ul style="list-style-type: none"> • Entry Date Range—Includes records using a range of entry dates. • AR Effective Date Range—Includes records using a range of AR effective dates. • GL Effective Date Range—Includes records using a range of general ledger effective dates. • GL Year/Period Range—Includes records using a range of general ledger years and periods. 	
[Dates]	Assigns a relative date for which to select payments. For example, Prior Week or Month to Date. If you select Specify Dates from this list, enter the dates in the fields that follow.	
Select Payment Transactions		
	Determine the type of payment transactions to include in the report. If you select Include Reversals within Activity, the report includes reversals with the activity specified in the Type of Activity list. When this checkbox is selected, the Include Payment Reversal Transactions checkbox cannot be selected.	
Receipt Detail Report		
Print Receipt Detail	If selected, the report includes receipt detail. This checkbox must be selected for the remaining options in this group to be available.	
Receipt Report Order	Establishes the order by which posted payments display in the report:	

Field	Description	Notes
	<ul style="list-style-type: none"> • Entry Date/Receipt—Posted payments are sorted by payment entry date and receipt number. • AR Effective Date/Receipt—Posted payments are sorted by AR effective date and receipt number. • Year/Category/Name— Posted payments are sorted by the year, accounts receivable category, and the customer name on the receipt. 	
Include Charge Detail for Each Receipt	<p>If selected, the program includes charge detail for each receipt in the report, as well as include totals for both principal and interest in the report.</p> <p>If this checkbox is cleared, the program includes the total paid for each receipt and the total payment amount for all receipts.</p>	
Include Tender Detail for Each Receipt	If selected, the report includes tender detail for each receipt.	
Include GL Summary for Each Receipt/Charge	If selected, the program includes a general ledger summary for each receipt in the report. General ledger impacts are summarized for the charge line if the Include Charge Detail for Each Receipt is selected or the entire receipt if the Include Charge Detail for Each Receipt is not selected.	
Always Include Revenue Accounts	If selected, the program determines if the actual general ledger impact included revenue accounts. If not, the program calculates an imaginary revenue impact based on the paid principal amount and the bill line's revenue accounts. This checkbox is only accessible if the Include GL Summary for Each Receipt/Charge checkbox is selected.	
Include Property and Batch for Each Receipt	If selected, the report includes the property identification number and street location for each receipt.	
Charge Code Report		
Print Charge Code Summary	If selected, the report includes a charge code summary. This checkbox must be selected for the remaining options in this group to be available.	
Include Receipt Detail	If selected, the program includes charge detail in the report, as well as to include the details for each charge within a group, and the subtotal for each year for the charge group.	

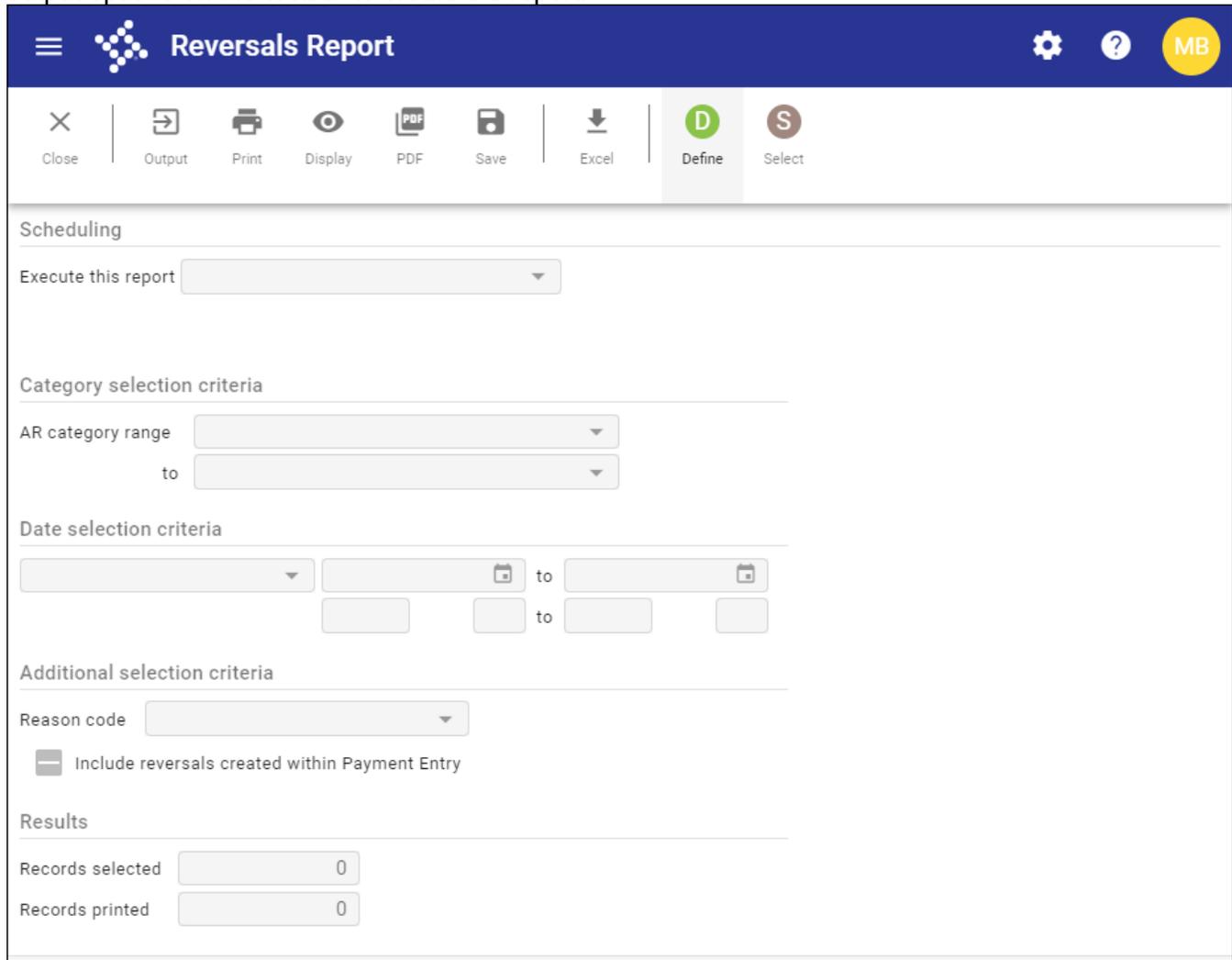
Field	Description	Notes
	If this checkbox is cleared, the program only includes a subtotal for each group and a grand total for all charge groups.	
Include GL Summary for Each Charge	If selected, the report includes a general ledger impact summary for each charge code, summed over all selected receipts.	
Page Break by Charge Code	If selected, the program includes a page break after each charge group in the report.	
Summarize by Charge Group	If selected, the report includes an additional summary for the charge group as a whole.	
Exclude Unknown Charge Groups	If selected, the program excludes unknown charge groups from the report. This checkbox is only accessible if the Summarize by Charge Group checkbox is selected.	
Batch Report		
Print Batch Summary	If selected, the report includes a batch summary. This checkbox must be selected for the remaining options in this group to be available.	
Include Only Selected Receipts in Batch Amounts	If selected, all batches represented by those receipts matching the defined criteria are identified, but the batch deposit amount only reflects totals for the selected receipts. If this checkbox is not selected, all batches represented by those receipts matching the define criteria are identified and the batch/deposit amounts reflect totals for the entire batch.	
XML Output		
Save XML Output	If selected, when you select an output option for the report, an Output dialog box displays, allowing you to save the XML output as a text (.txt) file.	

4. Click Accept.
5. Click Select to find all the posted payments that match your search criteria. The program displays the number of records found in the Records Selected box.
6. Click Batch Report to print a batch summary for the selected general ledger period. The program displays the Output dialog box.
7. Select the output type and complete any additionally required information, and then click OK.

Reversals Report

The Reversals Report program creates a report of all reversals by category range, date range, and reason code.

Click Define to set the report criteria and then click Select to specify the records to include. Use the output options on the toolbar to create the report.



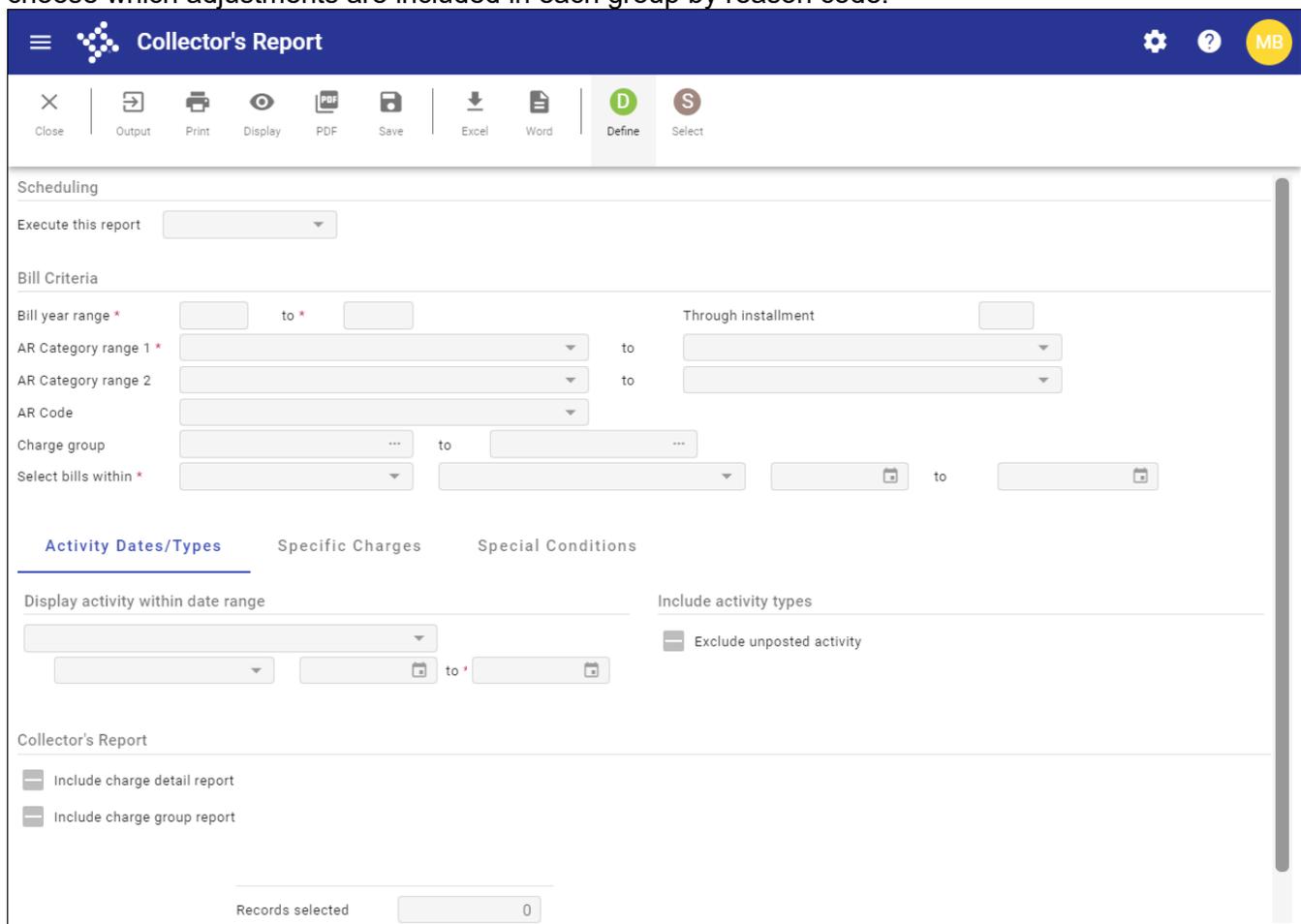
Field	Description	Notes
Scheduling		
Execute This Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: <ul style="list-style-type: none"> Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. In Background (Now)—Opens Enterprise ERP Scheduler to process the report one 	

Field	Description	Notes
	time using the event log and email notification features. <ul style="list-style-type: none"> At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Category Selection Criteria		
AR Category Range	Defines the range of accounts receivable categories for the records to include in the report.	
Date Selection Criteria		
	Determines the type of range used to select records: <ul style="list-style-type: none"> Entry Date Range— The report is based on the date the reversal was entered into Enterprise ERP. When you select this option, you must enter a date range in the boxes. Interest Effective Date Range—The report is based on the date the reversal affected the Enterprise ERP General Ledger. When you select this option, you must enter a date range in the boxes. GL Year/Period Range—The report is based on the year and period reversal affected the general ledger. When you select this option, you must enter a range of years and periods in the boxes. 	
Additional Selection Criteria		
Reason Code	Specifies the reason for the reversal.	
Include Reversals Created within Payment Entry	If selected, the report includes transactions reversed in the Payment Entry program.	

Collector's Report

The Collector's Report program creates a summary collector's report, which includes the beginning and ending uncollected principal amount for a given year range, date range, or general ledger year/period range, and accounts receivable (AR) category range. This report is typically processed once a year for the state tax collector; however, your organization can choose to monitor collections more frequently. The report's output includes the uncollected receivable balance as of the report start date (which does not include credit balances), total additions and deletions that have occurred during the reporting period, as well as the resulting adjusted receivable, payments to principal, interest and fees/penalties, overpayments, discounts/write-offs, total collected, and the uncollected receivable balance as of the report end date (which also does not include credit balances). You can also choose to create a charge detail report or a charge group report in addition to the summary collector's report.

Use the Report Groups option to define a number of adjustment groups for additions and deletions and choose which adjustments are included in each group by reason code.



The screenshot displays the 'Collector's Report' configuration screen. At the top, there is a navigation bar with a menu icon, the title 'Collector's Report', and utility icons for settings, help, and a user profile labeled 'MB'. Below this is a toolbar with icons for Close, Output, Print, Display, PDF, Save, Excel, Word, Define, and Select.

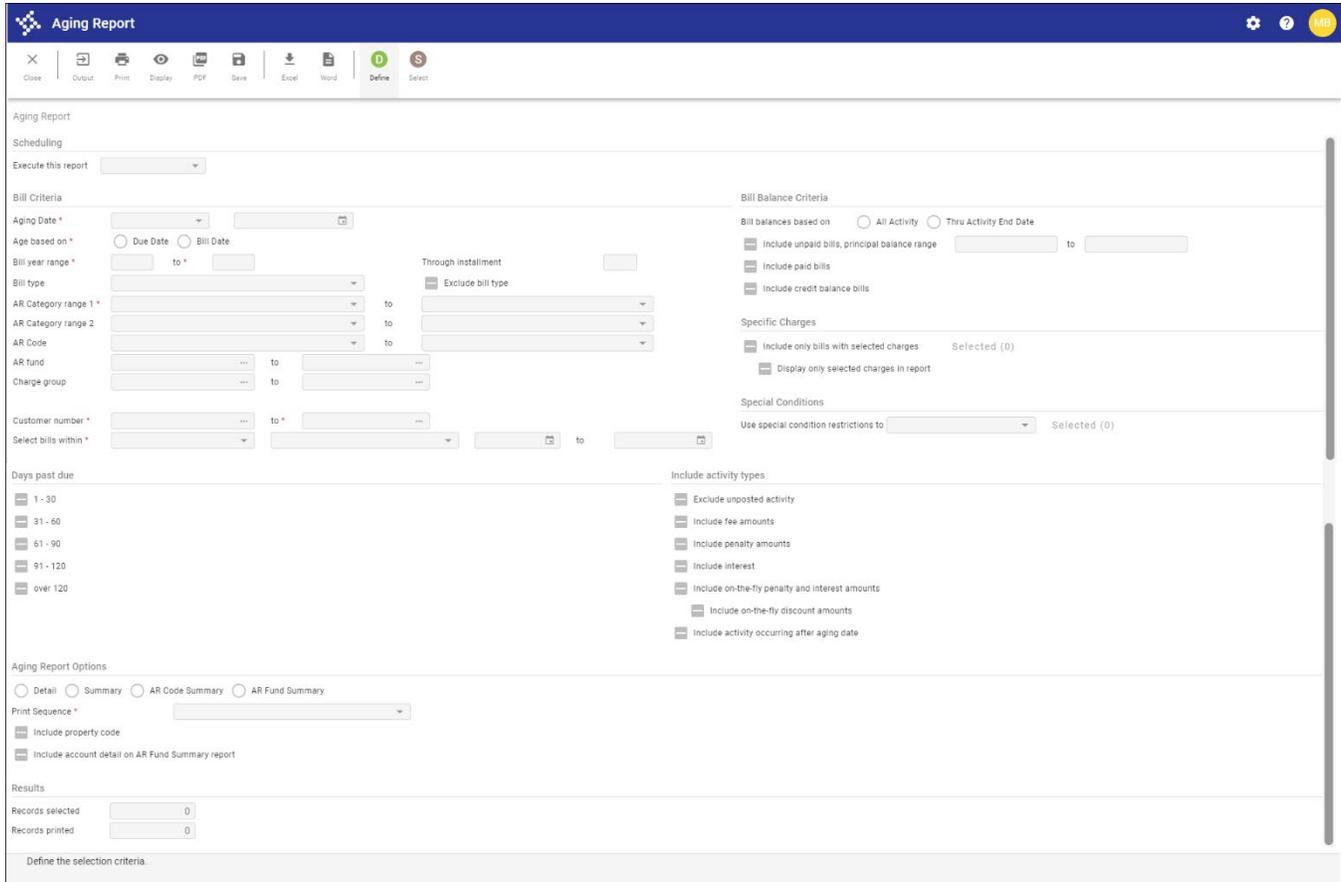
The main configuration area is divided into several sections:

- Scheduling:** Includes a dropdown for 'Execute this report'.
- Bill Criteria:** Contains fields for 'Bill year range *', 'AR Category range 1 *', 'AR Category range 2', 'AR Code', 'Charge group', and 'Select bills within *'. It also includes a 'Through installment' field and date pickers for ranges.
- Activity Dates/Types:** Features a 'Display activity within date range' section with date pickers and an 'Include activity types' section with a checkbox for 'Exclude unposted activity'.
- Collector's Report:** Includes checkboxes for 'Include charge detail report' and 'Include charge group report'.

At the bottom, a 'Records selected' indicator shows a count of 0.

Aging Report

The Aging Report is a report of overdue bills for a range of customers, bill years, accounts receivable codes, special conditions, bill types, and AR category codes (with the exception of category 45-Payment Plans).



The screenshot shows the 'Aging Report' interface with the following sections:

- Scheduling:** 'Execute this report' dropdown.
- Bill Criteria:**
 - Aging Date: Due Date or Bill Date.
 - Age based on: Due Date or Bill Date.
 - Bill year range: [] to []
 - Bill type: []
 - AR Category range 1: [] to []
 - AR Category range 2: [] to []
 - AR Code: [] to []
 - AR fund: [] to []
 - Charge group: [] to []
 - Customer number: [] to []
 - Select bills within: [] to []
- Bill Balance Criteria:**
 - Bill balances based on: All Activity or Thru Activity End Date.
 - Include unpaid bills, principal balance range [] to []
 - Include paid bills
 - Include credit balance bills
- Specific Charges:**
 - Include only bills with selected charges: Selected (0)
 - Display only selected charges in report
- Special Conditions:**
 - Use special condition restrictions to: [] Selected (0)
- Days past due:**
 - 1 - 30
 - 31 - 60
 - 61 - 90
 - 91 - 120
 - over 120
- Include activity types:**
 - Exclude unposted activity
 - Include fee amounts
 - Include penalty amounts
 - Include interest
 - Include on-the-fly penalty and interest amounts
 - Include on-the-fly discount amounts
 - Include activity occurring after aging date
- Aging Report Options:**
 - Detail | Summary | AR Code Summary | AR Fund Summary
 - Print Sequence: []
 - Include property code
 - Include account detail on AR Fund Summary report
- Results:**
 - Records selected: 0
 - Records printed: 0

Field	Description	Notes
Scheduling		
Execute this Report	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. 	

Field	Description	Notes
	<ul style="list-style-type: none"> At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Bill Criteria		
Aging Date	Determines the effective date for the report. Bills with an installment past due as of this date are included in the report: <ul style="list-style-type: none"> Today—Includes bills that have an installment past due as of the current date. Mth End—includes bills that have an installment past due as of the last day of the current month. Specific Date—Includes bills that have an installment past due as of the date you type in the Date box. If you select this option, you must specify the date. 	
Age Based On	Determines if overdue bills are included in the report based on their due date or bill date.	
Bill Year Range	Define the range of bill years for the bills to include in the report. Enter the beginning and ending years in the boxes or leave the default values of 0 to all 9s to include bills for all bill years in the report.	
Through Installment	Specifies the installment number for which to select receivables. You can select a number from the list or select All to include all installments in the selection.	
Bill Type	Indicates the specific type of bill to include in the report, such as annual, omitted, supplemental, rollback, and so on.	
Exclude Bill Type	If selected, the program excludes the bill type selected from the Bill Type list from the report. The program includes receivables for all other bill types in the report except for the one selected from the list.	
AR Category Range 1 and 2	Determine the range of AR categories to include in the report. Select beginning and ending categories from the lists or leave the default values to	

Field	Description	Notes
	include bills for all AR categories in the report. You can include up to two accounts receivable category ranges.	
AR Code	Specifies an accounts receivable code to be included in the report.	
AR Fund	Define the range of AR funds for the bills to include in the report. Enter the beginning and ending codes in the boxes or leave the default blank values to include bills for all AR codes in the report.	
Charge Group	Define the range of charge groups for which to include bills.	
Customer Number	Indicate the range of customer identification numbers for the records to include in the report. Enter beginning and ending customer numbers in the boxes leave the default values of 0 to all 9s to include records for all customers in the report.	
Select Bills Within	Determine the type of date range for which to select bills, the generic date for those bill types, and if you select Specify Dates, the custom date range for which to select the bills. The bill type ranges are Bill Date, Entry Date, or GL Effective Date.	
Bill Balance Criteria		
Bill Balances Based On	Determines if bill balances are based on all activity or only on balances through the activity end date defined in the Activity Date Range group. Note: For the Aging Report, this option is disabled as the criteria is defined by selecting the Include Activity After the Aging Date checkbox.	
Include Unpaid Bills, Principal Balance Range	If selected, the program includes unpaid bills in the report. If you select this checkbox, you can enter a specific balance range in the Unpaid Bill Balance boxes.	
Include Paid Bills	If selected, the program includes paid bills in the report.	
Include Credit Balance Bills	If selected, the program includes credit balances in the report.	

Field	Description	Notes
Specific Charges		
Include Only bills with Selected Charges	<p>If selected, the program only includes those bills in the report with the charges indicated under Selected Charges.</p> <p>If you select the Include Only Bills with Selected Charges, click the Selected link to display the Charge Code screen to create the set of charge codes. Use the Add, Update, and Delete options to maintain the list of charge codes. The Selected link indicates the number of charge codes in the active set of records.</p>	
Display Only Selected Charges in Report	<p>When you select the Include Only Bills with Selected Charges checkbox, selecting the Display Only Selected Charges in Report checkbox causes the program to only include report details and totals in the report for the charges indicated under Selected Charges.</p>	
Special Conditions		
Use Special Condition Restrictions To	<p>Defines the special condition restrictions to use for selecting the bills to include in the report.</p> <p>You can leave the default blank value to not restrict bill selection by special condition code or choose to exclude or include bills by a specified set of special condition codes.</p> <p>If you select Exclude if in Selected Set or Include if in Selected Set, you must click the Selected option to display the Special Condition Chooser screen to create the set of special condition codes for which to exclude or include bills. The number on the option label indicates the number of special condition codes in the current set.</p> <p>If you choose to include or exclude bills by special condition code, the program only includes or excludes those bills that also fall within the defined AR category range, bill year range, bill number range, and so on.</p>	
Days Past Due		
	<p>Defines the days past due for the bills to include in the report.</p>	

Field	Description	Notes
Include Activity Types		
Exclude Unposted Activity	If selected, the report does not include transactions that have not posted to the general ledger.	
Include Fee Amounts	If selected, the program includes charge codes with an activity of FEE in the report.	
Include Penalty Amounts	If selected, the program includes charge codes with an activity of PEN in the report.	
Include Interest (Excel Export Only)	If selected, the Excel export file includes interest amounts. This option only applies when the value of the Display Activity Within Date Range is AR Effective Date Range.	
Include On-the-Fly Discount Amounts	If selected, includes on-the-fly amounts for discounts rather than the discount realized. This option is only available when the Include On-the-Fly Penalty and Interest Amounts checkbox is selected and the Activity Date Range is set to AR Effective Date	
Include Activity Occurring After Aging Date	If selected, the report includes activity that occurs after the aging date.	
Aging Report Options		
	Indicates the type of report to create: <ul style="list-style-type: none"> • Detail • Summary • AR Code Summary • AR Fund Summary 	
Print Sequence	Determines how to sort bills in the report: by customer ID number, by customer name, by AR Code, or by property code.	
Include Property Code	If selected, the Aging Report includes property codes.	
Include Account Detail on AR Fund Summary Report	If selected, the AR Fund Summary Report includes account details.	
Results		
	Displays the number of records selected and printed. The program completes these values during processing.	

Detail Receivables by Date

The Detail Receivables by Date/Aging Report program creates the Register of Paid/Unpaid Bills report of accounts receivable balances through a certain date. Tyler personnel recommend using this program to create a comprehensive report of receivables. For efficiency in creating the report, narrow search results by AR category, property, and/or customer number; do not print customer addresses; and schedule the report to process during evening hours.

Field	Description	Notes
Scheduling		
Execute this Report	<p>Determines when to generate the report when Enterprise ERP Scheduler is enabled:</p> <ul style="list-style-type: none"> Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the report. In Background (Now)—Opens Enterprise ERP Scheduler to process the report one time using the event log and email notification features. 	

Field	Description	Notes
	<ul style="list-style-type: none"> At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report. 	
Bill Criteria		
Bill Year Range	Define the range of bill years for the receivables to include in the report. You can type beginning and ending years in the boxes or leave the default values of zero to all 9s to include bills for all years in the report.	
Through Installment	Specifies the installment number for which to select receivables. You can select a number from the list or select All to include all installments in the selection.	
Bill Type	Indicates the specific type of bill to include in the report, such as annual, omitted, supplemental, rollback, and so on.	
Exclude Bill Type	If selected, the program excludes the bill type selected from the Bill Type list from the report. The program includes receivables for all other bill types in the report except for the one selected from the list.	
Town/Prec	Indicates the town or precinct for which you are selecting records. Town or precinct codes are established in Miscellaneous Codes, City/Town/Precinct code type.	
Bill Run/Cycle	Specifies a bill run for Utility Billing or a tax cycle. Leave this field blank to include all records.	
Commitment	Specifies a commitment value for Utility Billing. Leave this field blank to include all records.	
AR Category Range 1 and 2	Determine the range of AR categories to include in the report. Select beginning and ending categories from the lists or leave the default values to include bills for all AR categories in the report. You can include up to two accounts receivable category ranges.	
AR Code	Specifies an accounts receivable code to be included in the report.	
Charge Group	Define the range of charge groups for which to include bills.	
Property Code	Indicate the range of property identification numbers for the records to include in the report. Enter beginning and ending property codes in the boxes or leave the default values of a blank value to all Z's to include bills for all properties in the report.	

Field	Description	Notes
Customer Number	Indicate the range of customer identification numbers for the records to include in the report. Enter beginning and ending customer numbers in the boxes leave the default values of 0 to all 9s to include records for all customers in the report.	
Billed Name	Indicate the range of customer names for the records to include in the report. Enter beginning and ending names in the boxes or leave the default values of a blank value to all Z's to include bills for all owners in the report.	
Select Bills Within	Determine the type of date range for which to select bills, the generic date for those bill types, and if you select Specify Dates, the custom date range for which to select the bills. The bill type ranges are Bill Date, Entry Date, or GL Effective Date.	
Include Bills in Tax Lien	If selected, the program includes a section at the end of the report that shows real estate (AR category 20) bills that have a tax lien status. You cannot locate these bills in the Bill Inquiry or Payment Entry programs using a general search for bills; you must search for the specific AR category 23 bill and click Orig Bill to view the original AR category 20 bill that was transferred to lien. If you clear this checkbox, the program does not include the section in the report.	
[Unnamed List]	Directs the program to include or exclude bills that have been previously printed or not printed in the report: Include Printed and Unprinted Bills, Include Printed Bills, or Exclude Printed Bills.	
Bill Balance Criteria		
Bill Balances Based On	Determines if bill balances are based on all activity or only on balances through the activity end date defined in the Activity Date Range group.	
Include Unpaid Bills, Principal Balance Range	If selected, the program includes unpaid bills in the report. If you select this checkbox, you can enter a specific balance range in the Unpaid Bill Balance boxes.	
Include Paid Bills	If selected, the program includes paid bills in the report.	
Include Credit Balance Bills	If selected, the program includes credit balances in the report.	
Specific Charges		

Field	Description	Notes
Include Only Bills with Selected Charges	<p>If selected, the program only includes those bills in the report with the charges indicated under Selected Charges.</p> <p>Click the Selected option to display the Charge Code Chooser screen to add, update, or delete charge codes.</p>	
Display Only Selected Charges in Report	<p>If you select the Include Only Bills with Selected Charges checkbox, when you select this checkbox, it causes the program to only include report details and totals in the report for the charges indicated under Selected Charges.</p>	
Special Conditions		
Use Special Condition Restrictions To	<p>Determines the special condition restrictions to use for selecting the bills to include in the report.</p> <p>Leave the default blank value to not restrict bill selection by special condition code or choose to exclude or include bills by a specified set of special condition codes.</p> <p>If you select Exclude if in Selected Set or Include if in Selected Set, you must click the Selected option to display the Special Condition Chooser screen to create the set of special condition codes for which to exclude or include bills. The number on the option label indicates the number of special condition codes in the current set.</p> <p>If you choose to include or exclude bills by special condition code, the program only includes or excludes those bills that also fall within the defined AR category range, bill year range, bill number range, and so on.</p>	
Activity Date Range		
Range	<p>Specifies the range by which to search for receivables records for the report:</p> <ul style="list-style-type: none"> • Entry Date Range—The program creates a report based on the date receivables were entered into Enterprise ERP. • AR Effective Date—The program creates a report based on the accounts receivable effective date. • GL Effective Date Range—The program creates a report based on the general ledger effective date. 	

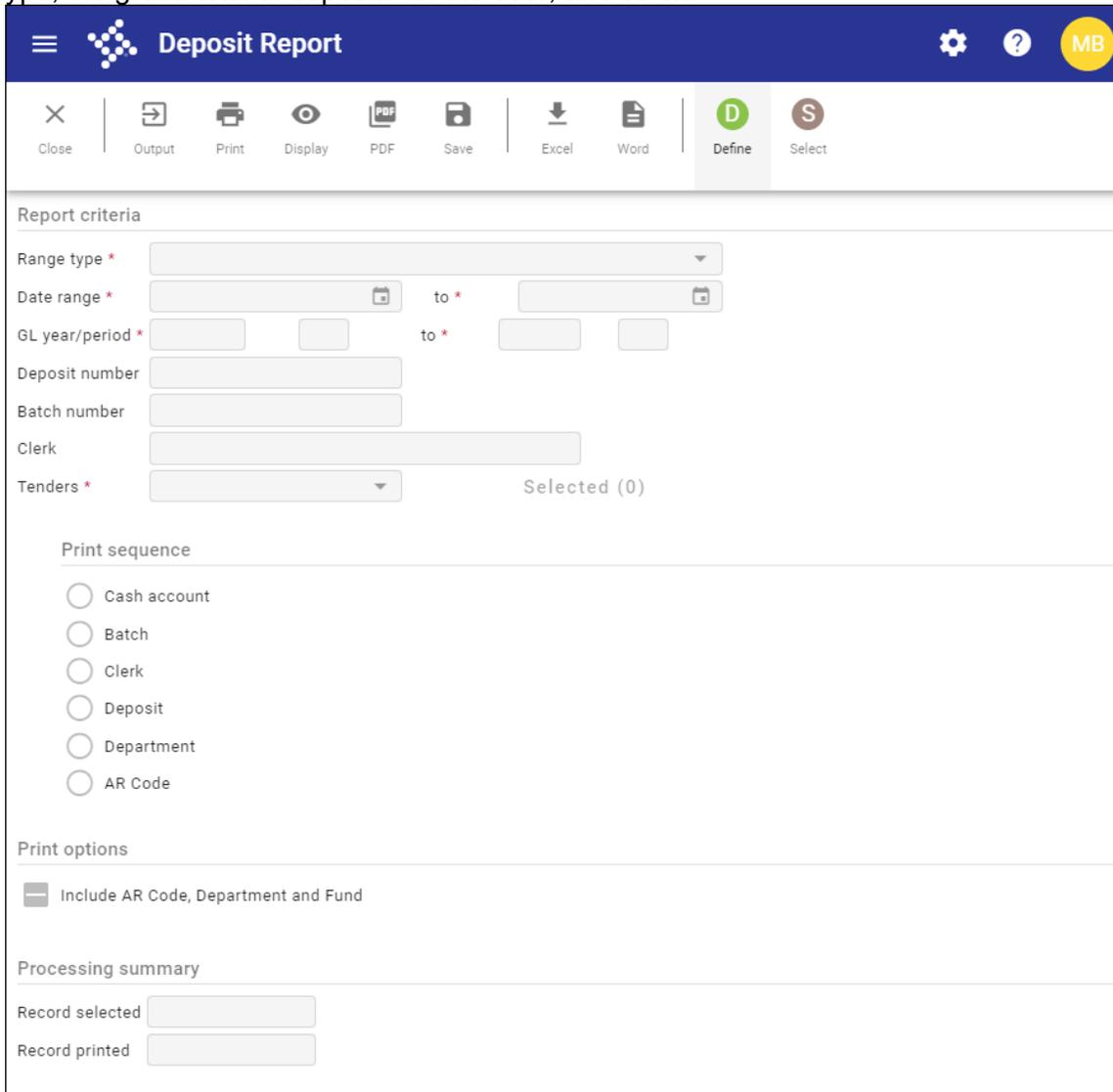
Field	Description	Notes
	<p>GL Year/Period Range—The program creates a report based on the year and period receivables affected the general ledger. Collection activity (payment, reversal, refund, and so on) and abatements are included or excluded from the report based on the year and period they post to the general ledger. If you select GL Year/Period Range, the report includes all adjustments.</p>	
	<p>Determines the entry or interest effective date through which the program can include bill activity or transactions on the register:</p> <ul style="list-style-type: none"> • Specify Date— If you select this option, the program selects receivables records for which bill activity or transactions on the register occurred for the date range you specify. • Today—If you select this option, the program selects receivables records for which bill activity or transactions on the register occurred through the current date. • Yesterday—When you select this option, the program selects receivables records for which bill activity or transactions on the register occurred through the previous day's date. <p>The program uses the dates relative to your selection from the Execute this Report list. For example, if you select Today, the program uses the current date at the time the report is created.</p>	
Exclude Records with No Activity During Period	If selected, any bills for which there was no activity during the defined period are excluded from the report.	
Include Activity Types		
Exclude Unposted Activity	If selected, this checkbox directs that the report exclude activity that has not yet been posted to the general ledger.	
Include Fee Amounts	If selected, the program includes charge codes with an activity of FEE in the report.	
Include Penalty Amounts	If selected, the program includes charge codes with an activity of PEN in the report.	
Include Interest	If selected, the report includes interest amounts. This option only applies when the value of the Display Activity Within Date Range is AR Effective Date Range.	

Field	Description	Notes
Include On-the-Fly Penalty and Interest Amounts	If selected, includes on-the-fly amounts for penalty, interest, or both. This option is only available when the Activity Date Range is set to AR Effective Date.	
Include On-the-Fly Discount Amounts	If selected, includes on-the-fly amounts for discounts rather than the discount realized. This option is only available when the Include On-the-Fly Penalty and Interest Amounts checkbox is selected and the Activity Date Range is set to AR Effective Date.	
Bill Detail Report		
Print Bill Total As	Determines if the bill total is defined as the Total Unpaid or Due Now total.	
Print Bill Summary	If selected, the report provides details for each bill selected.	
Include Customer Address	If selected, define the bill detail included in the report.	
Include Property Location		
Include Charge Code Detail		
Include GL Summary for Each Bill/Charge		
Sorts Results By		
Property Code	Determines if the program sorts the results in the report by property code or by customer name.	
Customer Name		
Include Payment/Adjustment Detail	If selected, includes details for each payment or adjustment record.	
Single-spaced	If selected, the program inserts a single space between lines in the report. If this checkbox is not selected, the program inserts double spaces between report lines.	
Charge Code Report		
Print Charge Summary	If selected, the report includes a summary by charge group.	
Include GL Summary for Each Charge	If selected, the report provides a general ledger summary for each charge.	

Field	Description	Notes
Single-spaced	If selected, the program inserts a single space between lines in the report. If this checkbox is not selected, the program inserts double spaces between report lines.	
Results		
	Displays the numbers of records selected and printed. The program completes these fields during processing.	

Deposit Report

The Deposit Report program creates a report of payment information for deposits included in released payment batches for a specific entry date or effective date range, or a general ledger (GL) year and period range. Report information includes the calendar range for which deposits were made, the payment method used, the user ID of the person who entered the deposit, the totals for each payment type, the grand total of deposits for the user, and so on.



The screenshot shows the 'Deposit Report' application interface. At the top, there is a navigation bar with a menu icon, the title 'Deposit Report', and user initials 'MB'. Below this is a toolbar with icons for Close, Output, Print, Display, PDF, Save, Excel, Word, Define, and Select. The main area is divided into three sections: 'Report criteria', 'Print sequence', and 'Print options'. The 'Report criteria' section includes fields for Range type (dropdown), Date range (two date pickers), GL year/period (two dropdowns), Deposit number, Batch number, Clerk, and Tenders (dropdown with 'Selected (0)' count). The 'Print sequence' section has radio buttons for Cash account, Batch, Clerk, Deposit, Department, and AR Code. The 'Print options' section has a checkbox for 'Include AR Code, Department and Fund'. The 'Processing summary' section has input fields for 'Record selected' and 'Record printed'.

Field	Description	Notes
Report Criteria		
Range Type	Define the range type for which to include deposits in the report: entry date, effective date, or GL year and period.	
Date Range	Define the range of entry or effective dates for the records to include in the report. These boxes are available if you select Entry Date or Effective Date from the Range Type list.	

Field	Description	Notes
GL Year/Period	Define the range of GL years and periods for the records to include in the report. These boxes are available if you select GL Year/Period from the Range Type list.	
Deposit Number	Specifies the deposit number for which to include payment information in the report. Type a number in the box or leave the box blank to include information for all deposits for the selected date or GL year and period range.	
Batch Number	Defines the batch number for which to include payment information in the report. Type a number in the box or leave the box blank to include information for all batches for the selected date or GL year and period range.	
Clerk	Indicates the user name of the clerk for which to include payment information in the report. Type a user name in the box or leave the box blank to include information for all clerks for the selected date or GL year and period range.	
Tenders	Specifies tenders that are included in or excluded from the report. The Selected option determines the tenders that are selected.	
Print Sequence		
	Determines the order by which to sort records in the report.	
Print Options		
Include AR Code, Department and Fund	Determines if the AR code, department, and fund items are included in the report output.	

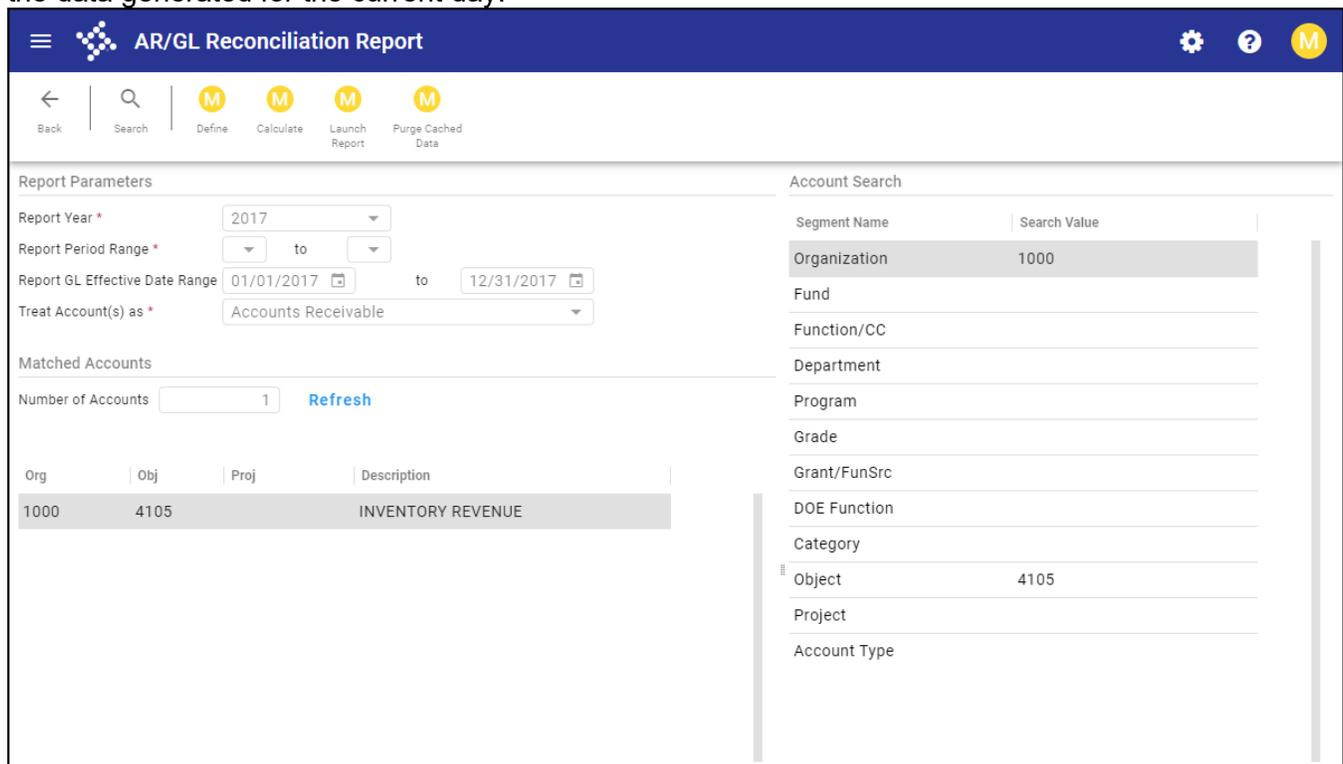
Reconciliation Report

The AR/GL Reconciliation Report program creates an SSRS report to assist in the reconciliation of accounts receivable and general ledger amounts.

To create the report:

1. Click Define.
2. Complete the fields, as required.
3. Click Accept.
4. Click Calculate to gather the report data.
5. Click Launch Report to create and display the SSRS report.

The Purge Cached Data toolbar option removes your cached reconciliation report data. When you click the Purge Cached Data button, the program displays a confirmation message that allows you to keep the data generated for the current day.



The screenshot shows the AR/GL Reconciliation Report application interface. At the top, there is a navigation bar with a hamburger menu, the application title "AR/GL Reconciliation Report", and utility icons for settings, help, and a user profile. Below the navigation bar is a toolbar with buttons for Back, Search, Define, Calculate, Launch Report, and Purge Cached Data. The main content area is divided into two sections: Report Parameters and Account Search.

Report Parameters:

- Report Year: 2017
- Report Period Range: [Dropdown] to [Dropdown]
- Report GL Effective Date Range: 01/01/2017 to 12/31/2017
- Treat Account(s) as: Accounts Receivable

Matched Accounts:

Number of Accounts: 1 [Refresh](#)

Org	Obj	Proj	Description
1000	4105		INVENTORY REVENUE

Account Search:

- Segment Name: [Dropdown]
- Search Value: 1000
- Fund: [Dropdown]
- Function/CC: [Dropdown]
- Department: [Dropdown]
- Program: [Dropdown]
- Grade: [Dropdown]
- Grant/FunSrc: [Dropdown]
- DOE Function: [Dropdown]
- Category: [Dropdown]
- Object: 4105
- Project: [Dropdown]
- Account Type: [Dropdown]