tyler
technologies

Enterprise ERP
powered by Munis®
General Billing

*Procedural
Documentation*

Table of Contents

General Billing Invoice Processing

The procedures in this section are specific to creating and posting invoices.

Creating and Posting Invoices

Overview

The Invoices program creates general billing invoices in batch mode and subsequently proofs and posts the invoices to bill customers for general revenue receivables through Invoice Entry and Proof.

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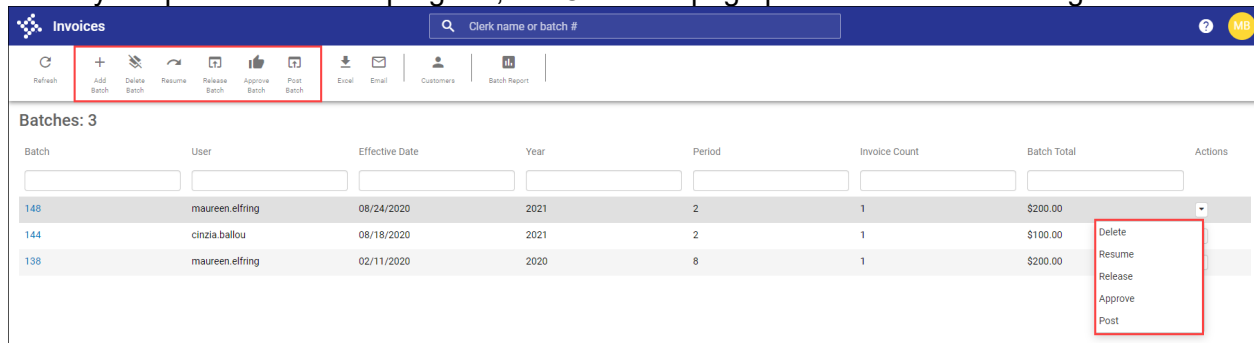
Before you can successfully complete this process, you must ensure that roles granting the necessary permissions have been assigned to your user account. If the roles have not been established, contact the system administrator to have them updated or added into the Enterprise ERP system.

If your organization uses Workflow, business rules for GBA–General Billing Approvals must be established.

Procedures

When you open the Invoices program, the Overview page provides a list of existing batches.

- Use the Batch, User, Effective Date, Year, Period, Invoice Count, and Batch Total fields to filter the display.
- Use the toolbar buttons to add, delete, resume, release, approve, or post a batch.
- Use the on-screen Actions menu to delete, resume, release, approve, or post a batch.

To create invoices:

1. Open the Invoices program.
   Enterprise ERP > General Billing > Invoice Processing Invoices > Invoices

2. Click Add Batch.
   The program provides the Invoice Detail screen with the batch number assigned and the current date entered as the default invoice date. The batch number is the next available number as

defined in the General Billing Settings program.

3. Modify the Default Invoice Date field if required and then enter an effective date.

4. Select an AR Code from the AR Code list, enter a description, modify the Invoice Date and Due Date fields as necessary, and then select a customer from the Customer list.

5. In the Invoice Lines group, click Add Invoice Line.
   The screen refreshes to include line-item detail fields.
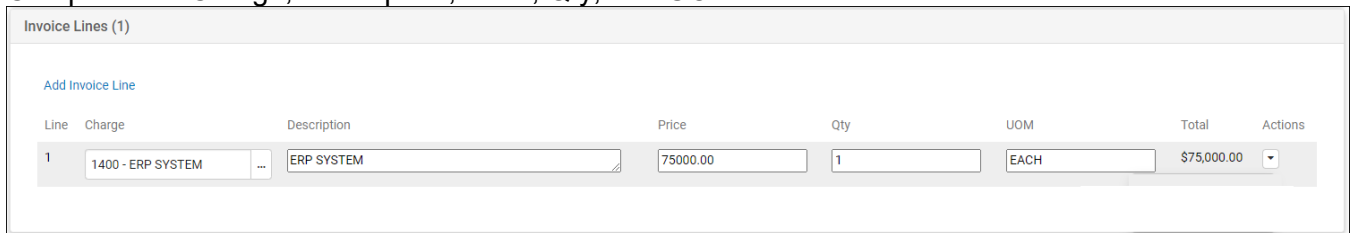
6. Complete the Charge, Description, Price, Qty, and UOM fields.

7. Click Add Invoice Line again to add additional invoices.

8. Use the Actions menu for an individual detail item to remove the item or review the charge code detail.

9. Click Save when you have completed adding line items.

10. Continue adding invoices.

11. Use the Delete Invoice button on the toolbar to remove any invoices prior to releasing the batch.

12. Click Release Batch.
    The program displays a confirmation message.

13. Click Yes to release the batch to workflow.
    The program displays a confirmation message when the batch is successfully released.

14. Once the batch is approved, click Post Batch.
    The program provides the Output dialog box for the Invoice Entry and Proof Report.

15. Click OK to create the report.
    If no errors are detected, the program provides a Post confirmation message.

16. Click Yes to complete the process.

Quick Entry Invoices

Overview

Quick Entry Invoices is an abbreviated invoice entry solution for General Billing. Using Quick Entry Invoices, you can create a batch and add invoices to that batch or you can add invoices to an existing batch.
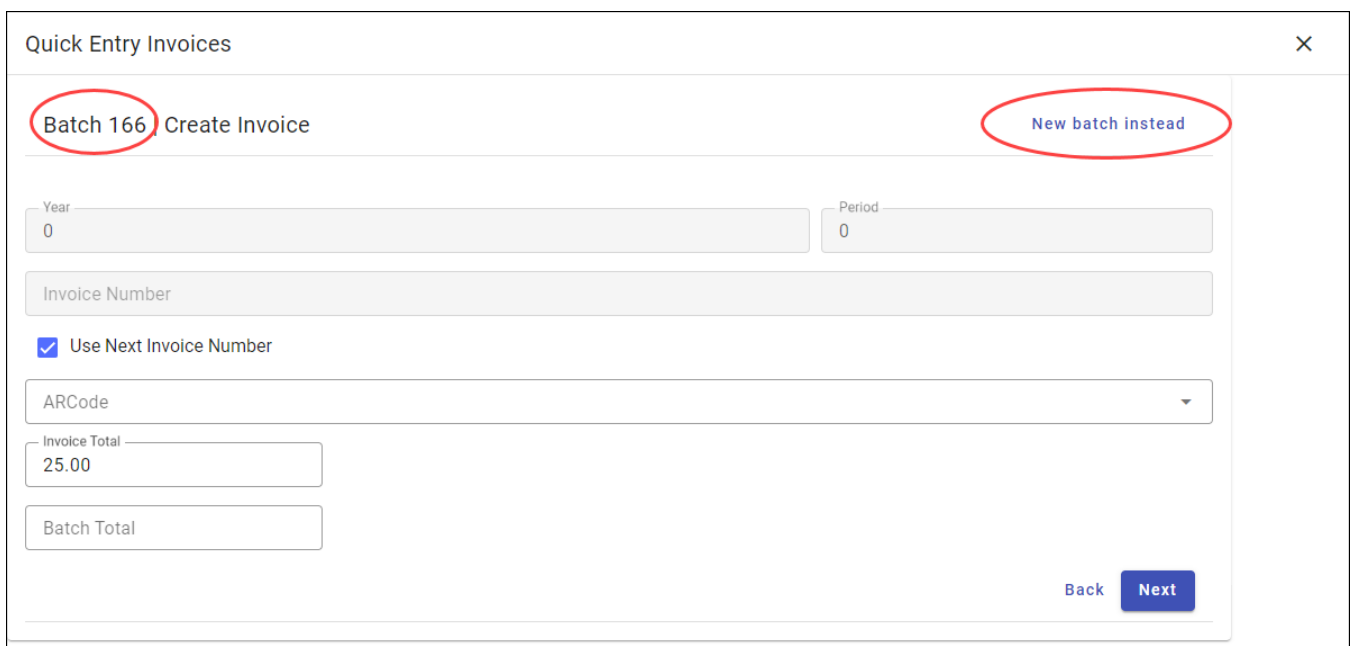
Prerequisites

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 into the Enterprise ERP system.

If your organization uses Workflow, business rules for GBA–General Billing Approvals must be established.
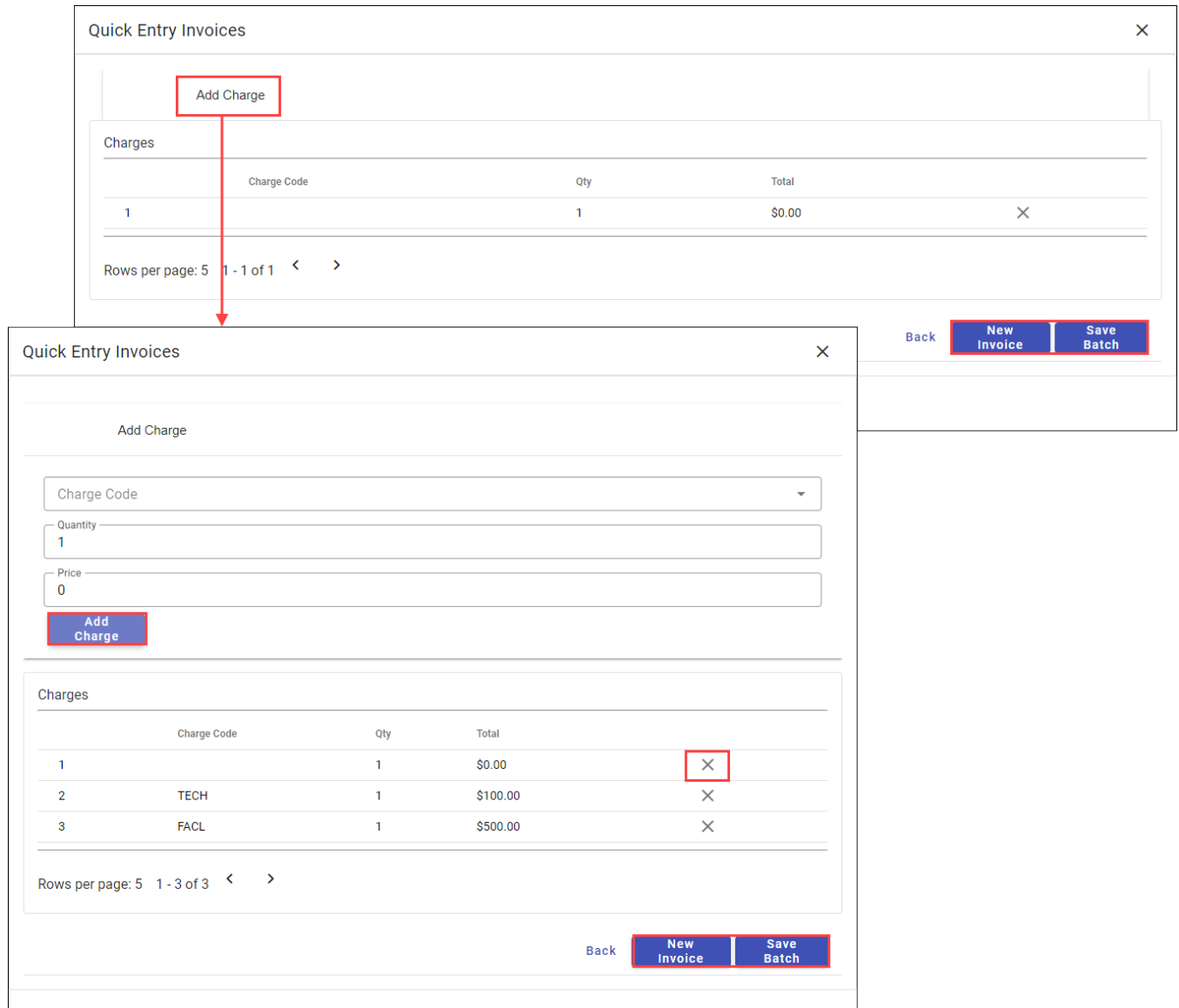
Procedure

1. Open the Quick Entry Invoices application.
   Enterprise ERP > General Billing > Invoice Processing Invoices > Quick Entry Invoices (or directly from Hub using a Quick Links card)

2. Begin entering invoice details for the current active batch or click New Batch Instead to begin a new batch. If you select New Batch Instead, the program updates the batch number on the page and you can immediately begin entering invoice details.

3. Enter the AR code and invoice total.

4. Click Next to move to the Charges screen.

5. On the Charges screen, click the Add Charge option to display the charge detail fields. Enter the details and then click the Add Charge button that follows the detail fields. The Charges group

refreshes to display the charges. Once you have added charges, use the Delete (×) button to remove a charge.

The New Invoice button returns you to the Create Invoice screen and the Save Batch completes the batch.

6. Use the Invoice Entry and Proof program to create the proof and post the batch.

Importing Invoices

Overview

The Invoice Import program imports invoices into the Invoice Entry and Proof program. The program creates one record in Invoice Entry/Proof for each record on the import file. Additionally, the program may create or update records in the Customers program.

Standard import files are position-delimited text files in which the Enterprise ERP system expects the data elements to be located specific positions within each line of the file. If you use custom templates, you can load an Excel file into the template viewer and assign the Enterprise ERP data element to each column within the Excel file.

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 into the Enterprise ERP system.
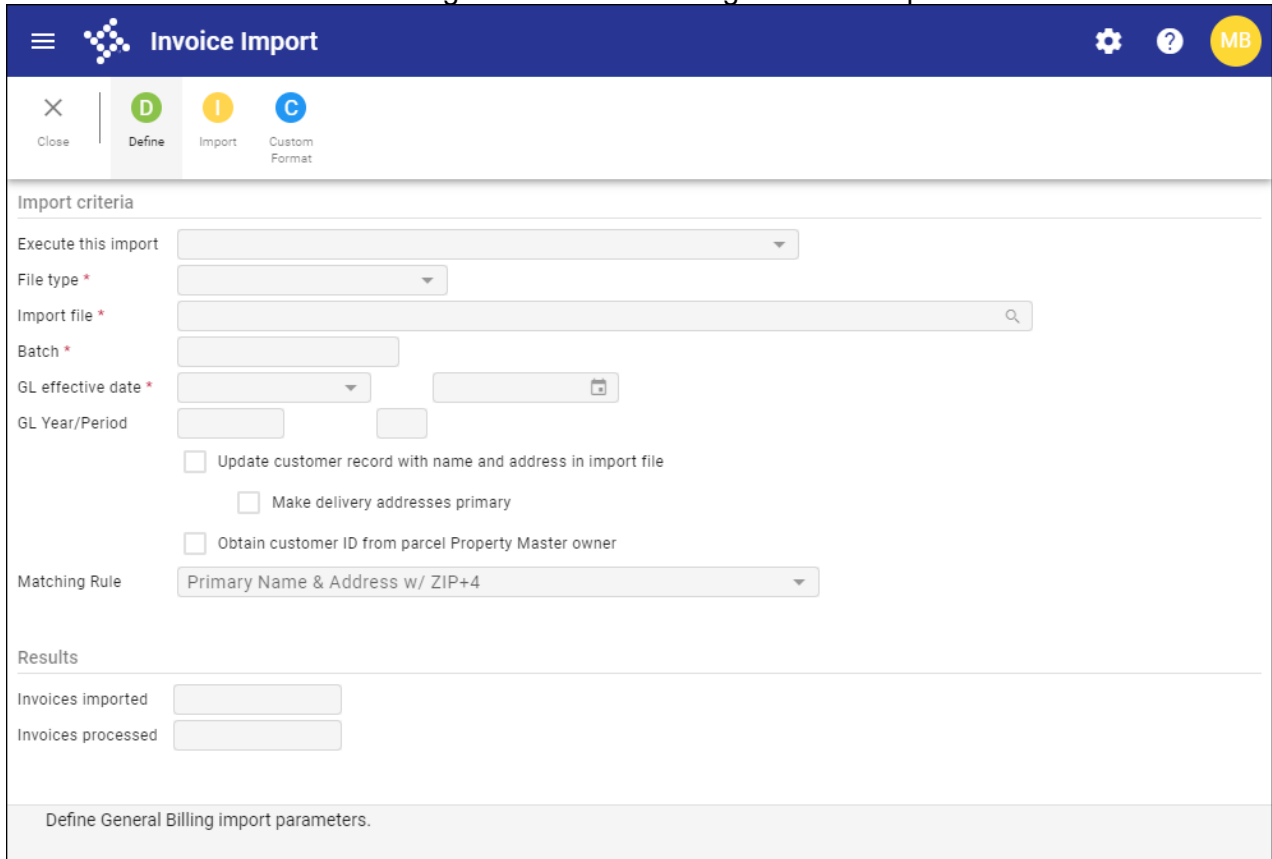
Confirm the following:

- The General Billing Settings program contains the appropriate settings.
- A valid AR code exists for each AR code in the import file.
- A valid charge code exists for each charge code in the import file.
- For each charge code imported, the calculation code is 5 (quantity × price)

Procedure

Use the following steps to import general billing invoices:

1. Open the Invoice Import program
   General Revenue > General Billing > Invoice Processing > Invoice Import

2. Click Define.

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

Field	Description	Notes
Import Criteria		
Execute This Import	Determines when to complete the import when Enterprise ERP Scheduler is enabled: • Now—Completes the import immediately. This option does not use Enterprise ERP Scheduler; use the Import options within the program to complete the import. • In Background (Now)—Opens Enterprise ERP Scheduler to complete the import one time using the event log and email notification features. • At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to complete the import.	

Field	Description	Notes
File Type	Specifies the import file type. The standard import allows for some invoice header and detail information, while the XML format allows: • Full invoice header • Invoice comments • Invoice header user defined fields • Invoice lines • Invoice line user defined fields • Invoice line revenue accounts The program imports invoices with negative invoice lines in the Standard and XML layouts.	
Import File	Provides the full path and file name for the file to import. Enter the path and file name of the file to import or click the file select button to locate and select the file.	
Batch	Provides the batch number for the batch that is created by the import. This number is obtained from New Batch Number field in the General Billing Settings program.	
GL Effective Date	Defines the date that the transaction affects the general ledger: • Today—Uses the current date. • Specific Date—Allows you to specify a date.	
GL Year/Period	Specifies the fiscal year and period of the imported invoices: • Default—Uses the default general ledger year and period from the General Ledger Settings program. • Specific Year/Period—Allows you to identify the year and the period.	
Update Customer Record with Name and Address in the Import File	If selected, directs the program to update customer master names and addresses with the information in the import file. This checkbox is not available if you do not have permission to maintain customer records. This checkbox must be selected in order to add customer information, so if you cannot access this checkbox and the import file contains customer numbers of 000000000, which requires that a customer be added, or contains customer numbers that do not exist in Enterprise ERP, you cannot process the import file.	

Field	Description	Notes
	• If the import file contains customers who already exist in Enterprise ERP, then you can process the import file. • If this checkbox is cleared, the customer name and address values in the import file can be left blank.	
Make Delivery Address Primary	If selected, directs that the customer delivery address used for invoicing should be identified as the primary delivery address.	
Obtain Customer ID from Parcel Property Master Owner	If selected, causes the program to query the Property Master table (piprpuse) for the owner of the parcel associated with the invoice import. The owner's customer ID and information is used to create the invoice record.	
Matching Rule	Determines the matching rule for the data. Matching rules are set up in the Matching Rules program. The Matching Rules program can be accessed through the Accounts Receivable Settings program on the Customers tab by clicking the Customer Matching Rules button.	
Results		
	Display the number of invoices imported and processed. The program completes these values; they are display only.	

4. Click Accept.

5. Click Import.
   If no errors are encountered, the program creates a general billing invoice batch with the batch number assigned during the Define process.
   This batch should be released for approval.
   If errors are encountered, the program creates an error report. Use the error report to correct errors and repeat the process.

If an imported invoice does not include a due date, the program creates the due date by adding the value in the Days from Bill Date to Due Date box in the General Billing Settings program to the invoice date. For example, if the value in the box is 30, the program adds 30 days to the invoice date.

Custom Format

The Custom Format option creates a user-defined import template to be used for importing files. Once you create a custom format, it is available for selection from the File Type list.

The Custom Format option opens the Template Editor program. When you first open the program, you must define and create the templates. The Editor feature allows you to add available fields, defining the beginning and ending locations for each.

The Input File field identifies an existing file to import and then use to create a template.
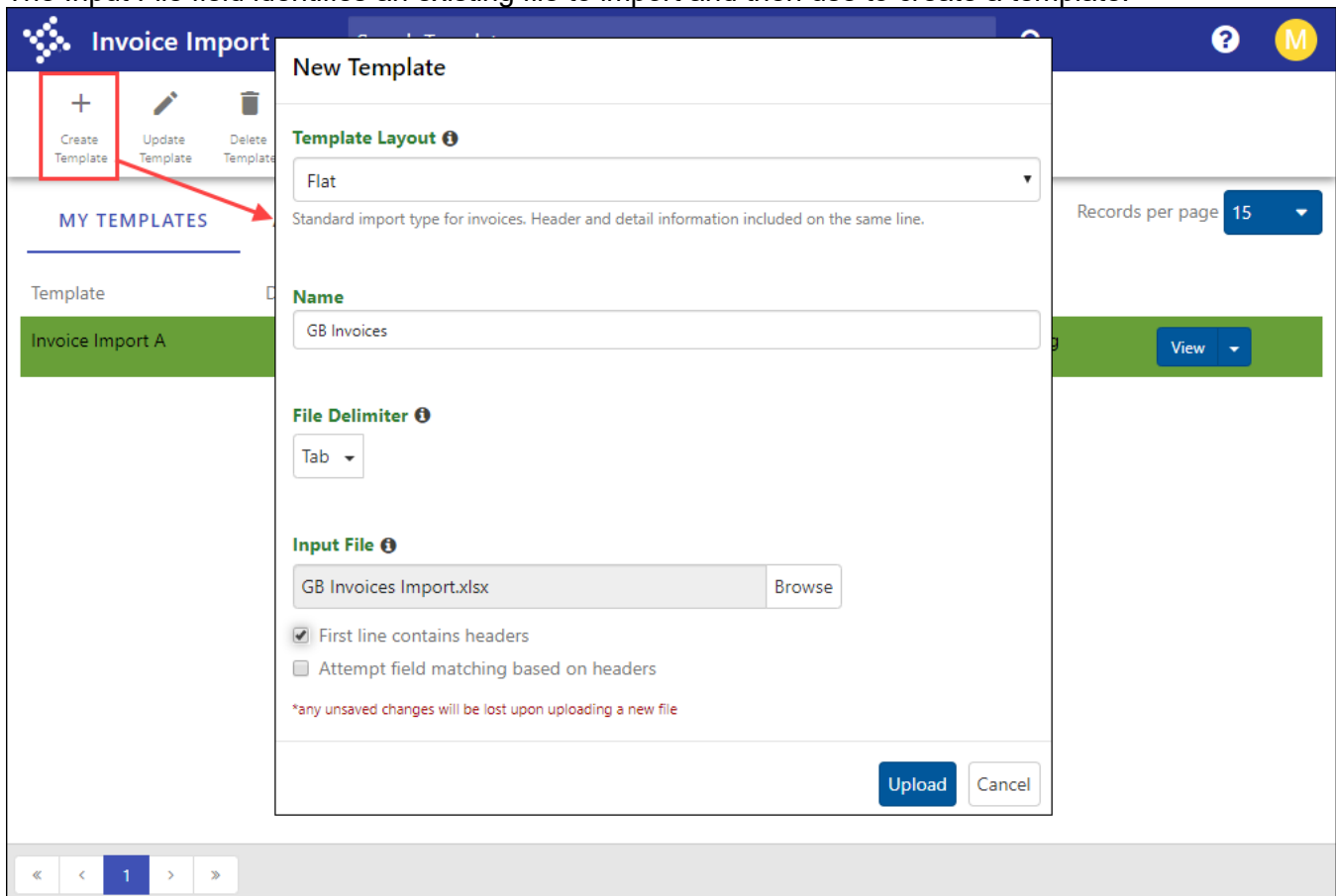
Import Results

If no errors are encountered, the program creates a general billing invoice batch with the batch number assigned. The next step is to release the batch for approval.

If errors are encountered, the program creates an error report that includes error descriptions:

- Invalid detail-line number
- Invalid format for customer number
- Invalid format for invoice number
- AR code not found in table AR code table (AR Codes)
- AR Code Category must be 1
- Charge code not found in table archgdef (AR Charge Codes)
- Charge code calc code must be 5 (quantity × price)
- Invalid detail-line quantity
- Invalid detail-line price

Recurring Invoices

Overview

Recurring Invoices creates general billing recurring invoices. Invoices created in this program are generated into Invoice Entry and Proof, where they can be reviewed, updated, and 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 into the Enterprise ERP system.

Confirm the following:
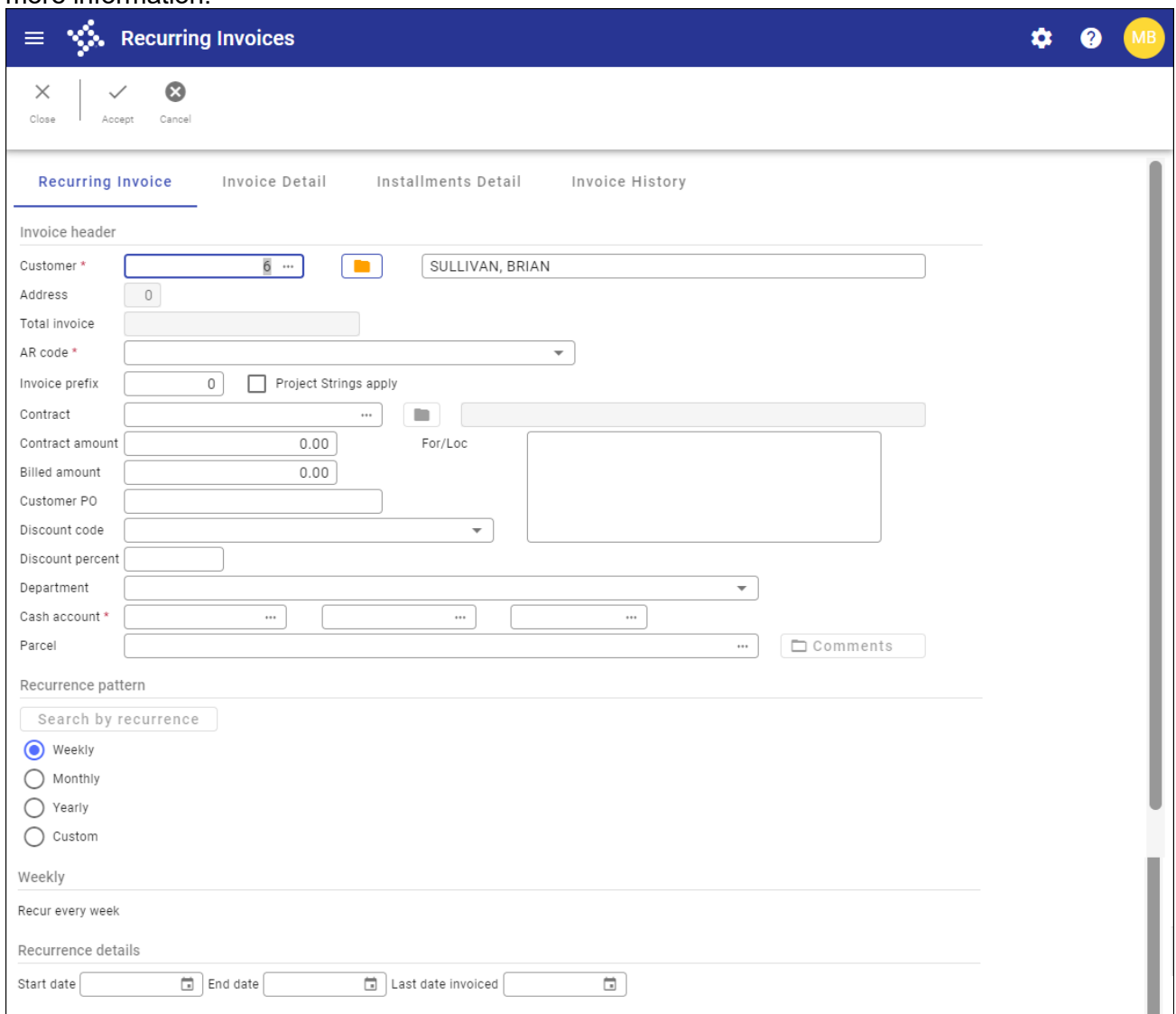
- You are familiar with all the standard components of a general billing invoice (AR codes, charge codes, customer ID numbers, and so on).
- Invoice processing preferences and other settings are established in the General Billing Settings program.
- AR codes and general billing charge codes have been created.
- Customer records are set up in the Customers program.

Procedure

The Recurring Invoices program includes the Recurring Invoice, Invoice Detail, Installments Detail, and Invoice history tabs.

Use the following steps to create recurring invoices:

1. Open the Recurring Invoices program.
   General Revenues > General Billing > Invoice Processing > Recurring Invoices

2. Click Add.
   The program refreshes to include the Recurring Invoice, Invoice Detail Installments Detail, and Invoice History tab.

3. Complete the necessary fields in the Invoice Header group. See the Field Descriptions table for more information.
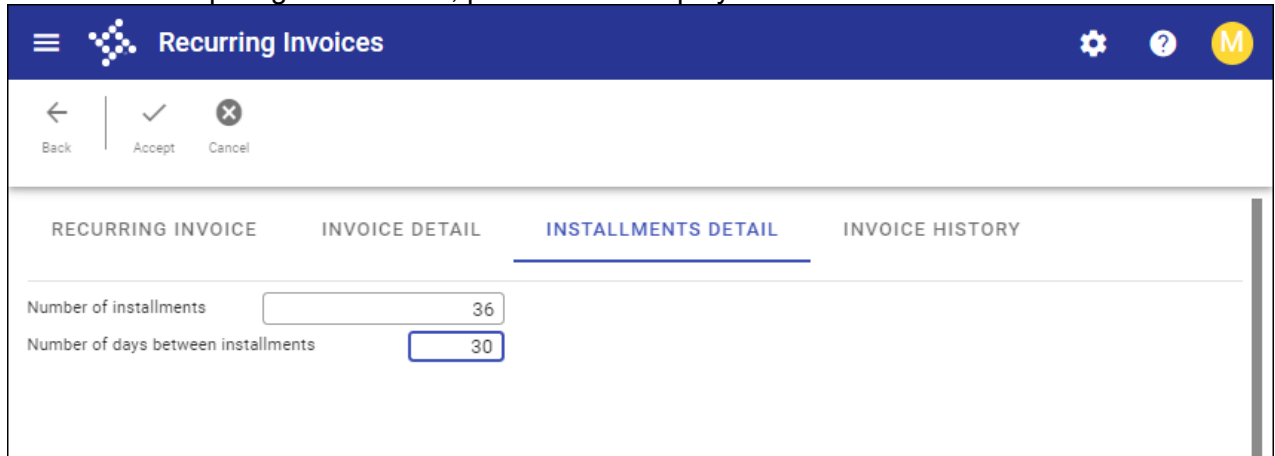
4. Use the Recurrence Pattern group to establish a recurrence schedule. The default value is Weekly. If you select Monthly, Yearly, or Custom, the screen refreshes to include defining fields applicable to the selected pattern.

5. Press **Tab**.
   The program displays the Invoice Detail tab.
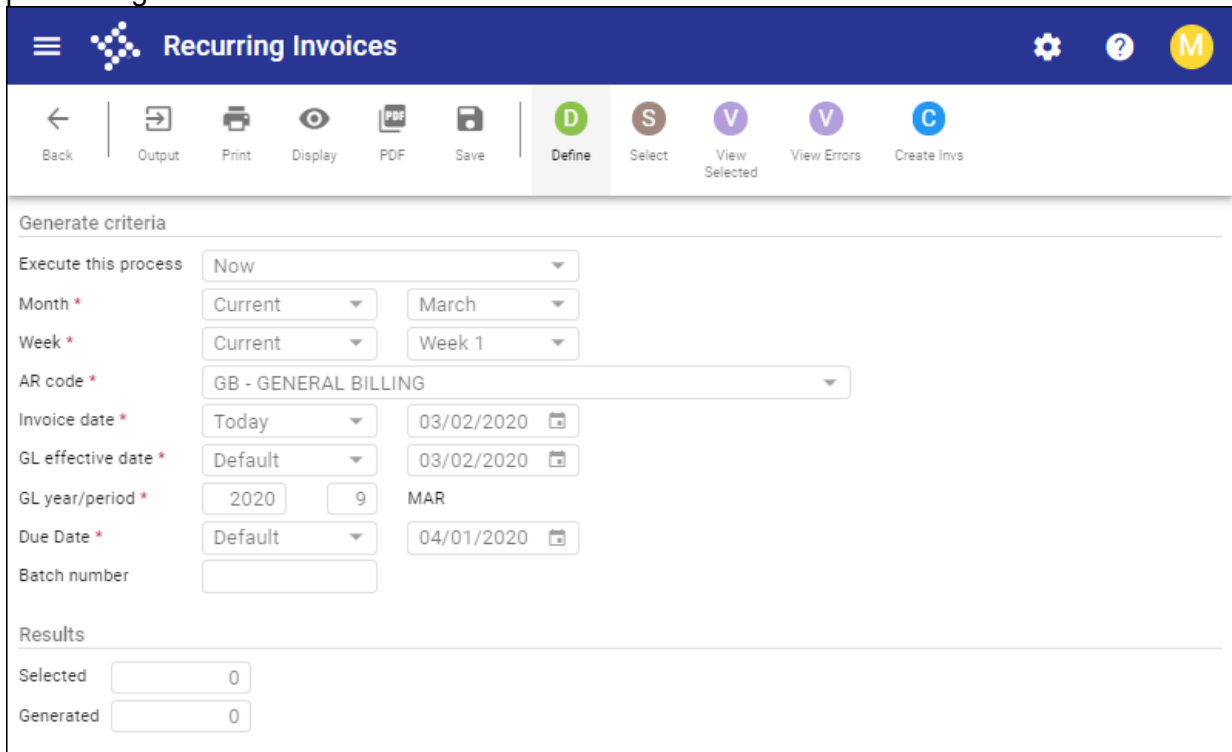
6. Complete the necessary fields to add the charge detail lines for the invoice. To add additional lines, click Accept and then Add to complete the details for each.

7. For invoices requiring installments, press **Tab** to display the Installments Detail tab.

8. Define the number of installments and the number of days between each.

9. Click Accept.

10. To generate the invoice, click Generate.

11. On the Generate screen, click Define and complete the fields to create a group of invoices for processing.

12. Click Select.
If the program finds errors, click View Errors to identify the incorrect invoices.

13. Once all invoices are correct and selected, click Create Invs.
   The program displays the Output dialog box.

Output ✕

Output type

○ Munis printer   Save in   [Munis spool directory ▾]

● Save   File name   [gbrecurr0007]

○ PDF   Save as type   [Plain text (.txt) ▾]

○ Display

Comment: Saves to a file retrievable from the Saved Reports program.

You may accept the default or enter your own file name.

Report title

[RECURRING INVOICES]

[ ]

Output style   Output options

○ Presentation   ☐ Landscape   Copies [⇕]

● Plain Text   ☐ Enable hyperlinks if present

[OK] [Cancel]

14. Complete the output parameters to create a proof report.

```
03/02/2020 13:41    |Munis                                                          |P      1
maureen.elfring     |RECURRING INVOICES                                             |gbrecurr

  CLERK: maureen.elfring      BATCH:      327 INVOICE DATE: 03/02/2020

YEAR    BILL AR CODE            ACCT NAME                      INVOICE AMOUNT LAST INVOICE

2020    10383 GB    GEN BILL       13 NICHOLAS C SARRIS CONSTRUCTION        50.00


                    ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

The program creates the report and if no errors are found, displays an Invoice Generation/Post Invoices confirmation message.

15. Review the report and if no errors are found, click Yes to post invoices.
The program displays the Output dialog box.

Output	×

Output type

○ Munis printer
● Save
○ PDF
○ Display

Save in   Munis spool directory ▾

File name   gbinvent0133

Save as type   Plain text (.txt) ▾

Comment: Saves to a file retrievable from the Saved Reports program.
You may accept the default or enter your own file name.

Report title

INVOICE ENTRY PROOF LIST

Output style

○ Presentation
● Plain Text

Output options

☐ Enable hyperlinks if present   Copies

OK   Cancel

16. Complete the fields to create the Invoice Entry Proof List report.
The program creates the report and displays the Post confirmation message.

```
03/02/2020 13:46    |Munis                                                                          |P      1
maureen.elfring     |INVOICE ENTRY PROOF LIST                                                       |gbinvent

     CLERK: maureen.elfring      BATCH:      327           NEW INVOICES

YEAR/PER  INVOICE   ACCOUNT NAME                      DEPT  CASH ACCOUNT      INV DATE                    ERROR
2020/ 9    10383         13 NICHOLAS C SARRIS CONSTRUCTIO   1000    1010      03/02/2020
                    DISCOUNT:                      .00

          CHG CODE DESC                   UOM    QUANTITY          PRICE      DISC AMT      ORIG AMT
          PARK    PARKING DECK FEE         EACH      1.00     50.000000          .00         50.00
            A/R: 1000    1200      ACCOUNTS RECEIVABLE                  50.00
            REV: 1000    4200      GENERAL BILLING REVENUE             -50.00
                                                          INVOICE    10383        50.00


          1 INVOICES                                            BATCH TOTAL        50.00




03/02/2020 13:46    |Munis                                                                          |P      2
maureen.elfring     |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                             |gbinvent

CLERK: maureen.elfring

YEAR PER    JNL
SRC ACCOUNT                                      ACCOUNT DESC            T OB        DEBIT            CREDIT
     EFF DATE    JNL DESC   REF 1  REF 2     REF 3       LINE DESC
-----------------------------------------------------------------------------------------------------------
2020  9      3
GBI 1000-1200                                    ACCOUNTS RECEIVABLE                 50.00
     03/02/2020 327           13        10383      GB INVOICE ENTRY
GBI 1000-4200                                    GENERAL BILLING REVENUE                             50.00
     03/02/2020 327           13        10383      detail comments
                                                                          ----------------  ----------------
          GBI - GB Invoice Posting 2020 Period 09 03/02/2020 JOURNAL 2020/09/3    TOTAL      50.00              50.00

2020  9      3
GBI 1000-3910                                    REVENUE CONTROL                                     50.00
     03/02/2020


03/02/2020 13:46    |Munis                                                                          |P      3
maureen.elfring     |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                             |gbinvent


FUND                         YEAR PER    JNL  EFF DATE                              DEBIT            CREDIT
   ACCOUNT                                        ACCOUNT DESCRIPTION
-----------------------------------------------------------------------------------------------------------
1000 GENERAL FUND            2020  9      3  03/02/2020
   1000-1200                                      ACCOUNTS RECEIVABLE                50.00
   1000-3910                                      REVENUE CONTROL                                    50.00
                                                                          ----------------  ----------------
                                                          FUND TOTAL               50.00              50.00

          ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

17. Review the report and if no errors are found, click Yes for the Posting confirmation to post the invoices to the Invoice Entry and Proof program.

> ⓘ **Munis**
>
> No errors have been detected. The invoice(s) are ready for posting. Do you want to update the files?
>
> [Yes]   [No]

Field	Description	Notes
Recurring Invoice Tab		
Invoice Header		
Customer	Identifies the customer number of the customer to be billed for the invoice. Click the folder button to create a customer record using the Customers program. When you identify a customer number, the program displays the customer name.	
Address	Provides the address number for the customer as established in the Customers program. If the customer record has only one address, the default value in the box is 0. The program allows updates to the Address field once the recurring invoice is created.	
Total Invoice	Provides the total amount of the invoice.	
AR Code	Specifies the accounts receivable (AR) code for the invoice.	
Account	Indicates the account number associated with the invoice if applicable. Account numbers are established in the Account Numbers program and when enabled in General Billing Settings, allow you to enter an account number in place of the customer ID. In this case, when you enter the account number and then press **Tab**, the program automatically completes the Customer ID field.	
Invoice Prefix	Identifies a numeric value to assign to each recurring invoice. Enter up to six digits for the prefix or press **Tab** to have the program add the next available prefix number to the box. The program adds a two-digit counter to the prefix number to create unique invoice numbers when it generates recurring invoices. For example, if the prefix is 123, the program generates recurring invoices with the invoice numbers 123*01*, 123*02*, 123*03*, and so on. **Important!** If the Use Next Invoice Number for Recurring Invoices checkbox is selected in General Billing Settings, when you create a new recurring invoice, this field is relabeled Recurring ID field and the program assigns the next available invoice number to the recurring invoice in place of the record's prefix+00.	

Field	Description	Notes
Project Strings Apply	When selected, the program creates a Project Accounting invoice. When the invoices are generated through Generate Invoice, the project string from the recurring invoice is transferred to the invoice account record in Invoice Entry and Proof.	
Contract	Identifies a contract number if one is associated with the invoice. When you enter a contract number, the program validates it against contract numbers in the Contract Entry program in Enterprise ERP Contract Management. If no matches are found, the program displays a warning message. Click the folder button to open Contract Inquiry to review the associated contract details.	
Contract Amount	For an associated contact, displays the total dollar amount of the contract. If a contract is not associated with the invoice, leave the default value of 0.00. If the contract amount is greater than zero, the program only generates an invoice if the total billed is less than the contract amount.	
Billed Amount	For an associated contract, contains the dollar amount of the contract billed on this invoice. When the invoice is generated, if the contract amount is greater than zero, the program subtracts the billed amount from the contract amount and displays the total amount left.	
Customer PO	Identifies the customer purchase order, if applicable.	
Discount Code	Identifies discount code to apply to the invoice. Discount codes are established in the Exemption Codes program.	
Discount Percent	Indicates the discount percentage to apply to the invoice. You can type the percentage amount in the box or leave the default value, which is the percentage amount associated with the code selected from the Discount Code list as established in the Exemption Codes program.	
Department	Establishes a department code to associate with the invoice.	
Cash Account	Provides the cash account for the invoice. The default value for the account is completed from AR Codes, but can be changed.	

Field	Description	Notes
Parcel	Stores the parcel identification number associated with the recurring invoice, if applicable. If the Validate Parcel ID field in General Billing Settings displays Central Property, the program does not allow entry of invalid parcels. The field help button next to the Parcel field opens Location Help to search for a valid parcel.	
For/Loc Comment	Allows you to add comments regarding what the recurring invoice is for and where it originated. These general remarks are included at the top of the invoice. Comments are optional.	
Recurrence Pattern		
Define the frequency for the recurring invoice: weekly, monthly, yearly, or on a custom schedule. When you select an option, the program updates the label and contents for the group below the Recurrence Pattern group.		
Weekly		
	Displays the text "Recur every week" under Weekly and no further action is required.	
Monthly		
Recur the __ Week of Every __ Month(s)	Indicates the week of the month to generate the recurring invoice (First, Second, Third, Fourth, or Last) and then indicates the interval of months for which to generate the invoice (once a month, or every two, three, four, or six months).	
Recur Every __ Month(s) on Day __	Indicates the month sequence to generate the recurring invoice (First, Second, Third, Fourth, or Sixth) and then allows you to enter the day of the month to generate the invoice. When generating invoices that have been defined for a specific day, at least one month has to have elapsed between the prior generation of the invoice and the current invoice date.	
Yearly		
Recur Every __Year(s) on the __Week of__	Indicates the number of years between bill cycles for the invoice. Leave the default value of 0 to exclude this recurrence type. If you enter a value, the program verifies the year of the last date invoice and adds the number of years indicated to determine if it is time to generate the invoice again. For example, if you type 2 in the box, the	

Field	Description	Notes
	program generates the invoice two years after the last invoice date and year. Once you specify a year, you must enter the week of the month to generate the recurring invoice (First, Second, Third, Fourth, or Last) and then define the specific month (January through December).	
Recur Every __Year(s) on __	Indicates the year or years to apply the recurring invoice, and then the month, and day.	
Custom		
Custom Schedule Details	Creates a custom schedule for the recurring invoice. Click the custom Schedule Details button to display the Customer Recurrence Schedule screen, where you can create a custom schedule by defining specific year/month/day details.	
Recurrence Details		
Start/End Date	Establish the start and end dates for the recurring invoice.	
Last Date Invoiced	Indicates the last date that an invoice was generated. This date is updated automatically when the invoice is generated.	
Invoice Detail Tab		
Invoice Detail		
Line	Indicates the line number of the entry on the invoice. When adding an invoice, the system automatically assigns this number. There is no access to this field.	
Charge Code	Identifies the invoice charge code. This field is only accessible when adding an invoice. The AR category must be 1-General Billing.	
Qty	Provides the quantity to be invoiced. If quantity is not applicable, enter 1.	
UOM	Defines the unit of measure. The UOM box is only accessible when you update or delete sales tax lines.	
Price	Contains the unit price.	
Disc Amt	Indicates the discount amount, which must be less than the Qty x Price.	
Bill Amt	Provides the gross amount less any discount amount. There is no access to this field.	
Recipient	Identifies the recipient of services purchased by a general billing customer. For example, a student is the recipient of school services. Recipients may be associated with invoice detail lines. The list options include all recipients with a Billing CID that matches the	

Field	Description	Notes
	Customer. Recipients are established in Recipients.	
Accounts		
Org/Obj	Identify the general ledger account for the invoice. If you organization uses the full account entry method, the Type and Account fields display. If your organization uses the org entry method, the Org and Object fields display.	
Description	Displays the account number description.	
Total Amount	Provides the general ledger line amount.	
Total		
Allocation	Displays the total general ledger allocation.	
Installments Detail Tab		
Number of Installments	Defines the number of installments required to pay the invoice.	
Number of Days Between Installments	Specifies the number of days between each installment.	
Invoice History Tab		
	Provides the processing history for the recurring invoice. Information includes the year the invoice was generated, the invoice number (with prefix), the customer ID number, the date the invoice was created, the date the invoice affects the general ledger, the invoice due date, the amount billed, and the amount due. Select a history record to view its details in the Invoice Inquiry program.	

Adjusting Invoices

Overview

The GB Adjust Invoices program maintains invoices created within Enterprise ERP General Billing.

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 into the Enterprise ERP system.
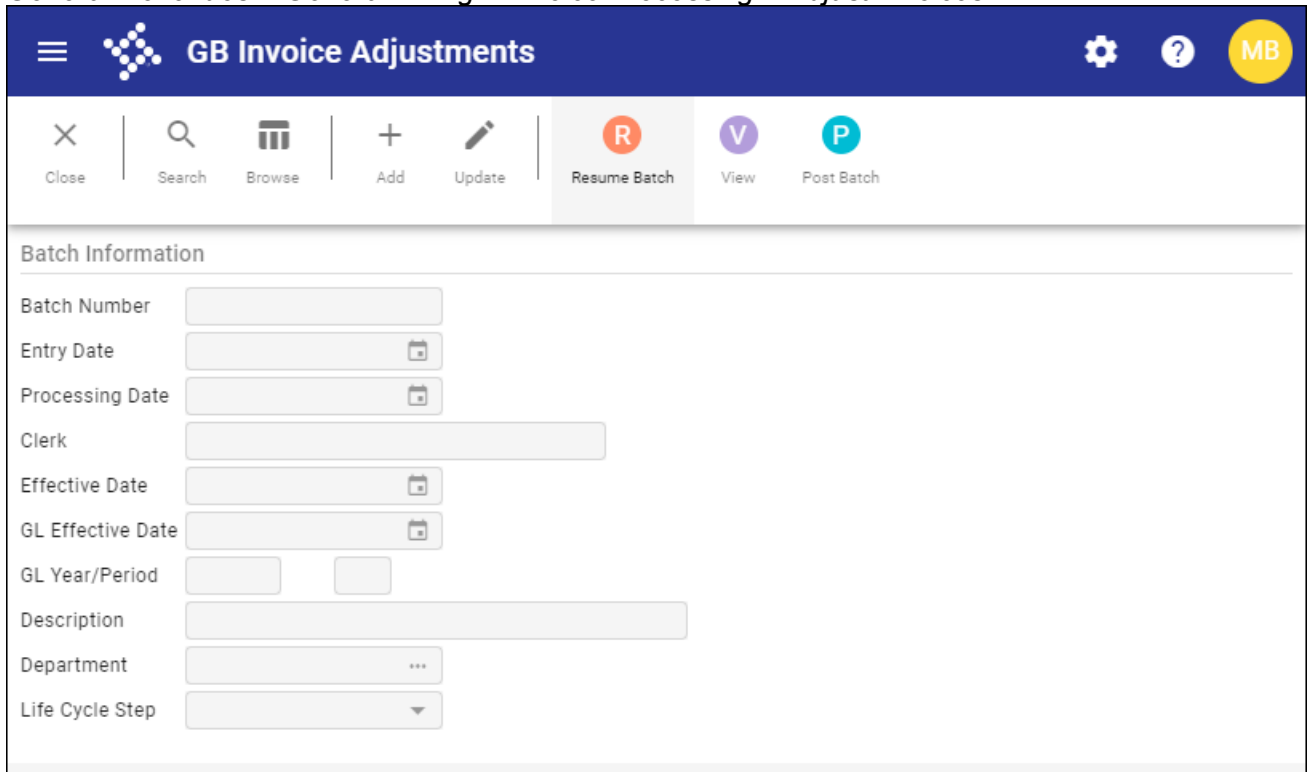
Confirm the following:

- The proper settings are established in the General Billing Settings program.
- Adjustment codes are established in the Accounts Receivable Miscellaneous Codes program.

Procedure

Use the following procedure to modify an invoice or to apply a credit from one invoice to another:
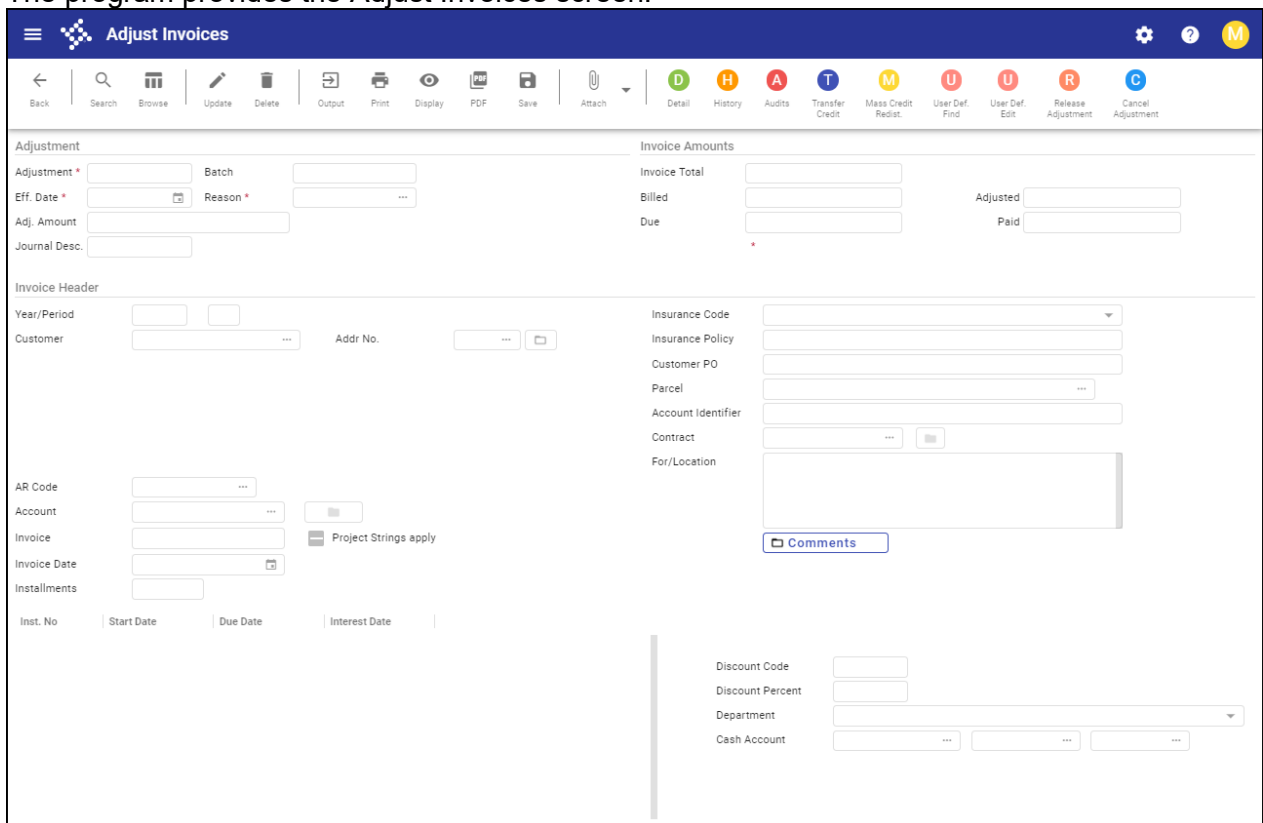
1. Open the Adjust Invoices program and click Add to create an adjustment batch.
   General Revenues > General Billing > Invoice Processing > Adjust Invoices

Field	Description	Notes
Batch Number	Provides the unique batch number for the batch of adjustments.	
Entry Date	Indicates the date the batch is created. The default value is the current date and you cannot change this.	
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 requirements. The default value is the current date.	
Clerk	Provides the user ID of the person creating the batch. The program automatically completes this field.	
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.	

Field	Description	Notes
GL Effective Date	Specifies the general ledger effective date for the journal.	
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 if you have the appropriate permissions, you can change this.	
Description	Stores a description associated with the batch	
Department	Identifies the department code for the user.	
Life Cycle Step	Identifies the life cycle step or status of the batch (for example, In Proof/Initial or Approved).	

2. Click Accept.
   The program provides the Adjust Invoices screen.

3. Click Search and define the criteria to locate the invoice needing adjustment.
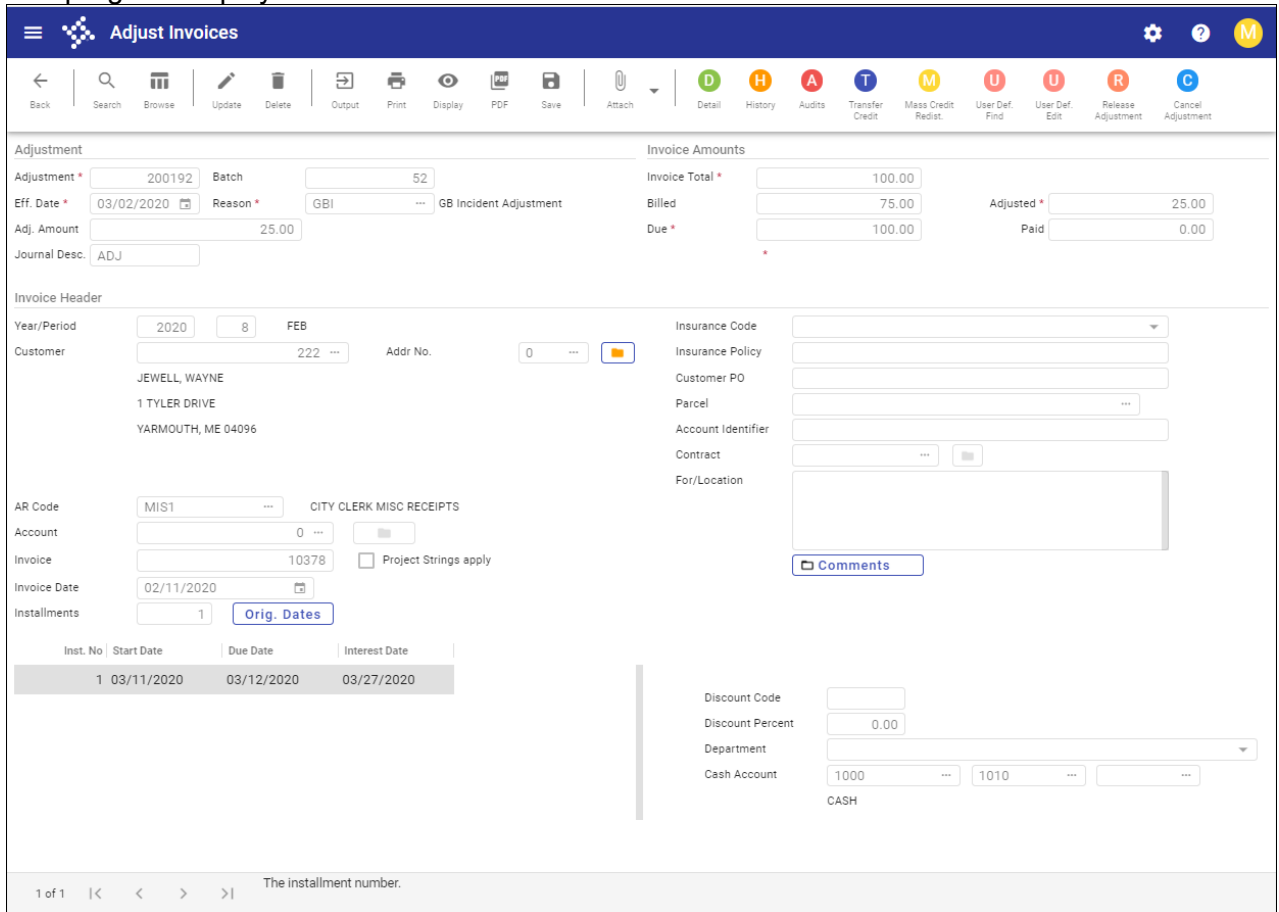
Field	Description	Notes
Adjustment		
Adjustment	Stores the adjustment number.	
Batch	Indicates the batch in which the adjustment is included.	

Field	Description	Notes
Effective Date	Indicates the date the adjustment affects the general ledger.	
Reason	Provides a reason for the adjustment.	
Adjustment Amount	Specifies the amount for the invoice adjustment.	
Journal Description	Provides the journal reference identifier for the adjustment.	
Invoice Amounts		
Invoice Total	Displays the total dollar amount of the invoice.	
Billed	Provides the original amount billed.	
Due	Indicates the amount due.	
Adjusted	Provides the total amount (original unpaid amount and adjustment).	
Paid	Indicates amount paid to date.	
Invoice Header		
Year/Period	Define the general ledger year and period to which invoice posted.	
Customer	Identifies the customer ID number of the customer who received the invoice.	
Addr No	Identifies the address number for the customer as established in the Customers program. If the customer record has only one address, the default value in the box is 0 and there is no access. Click the field help button to view additional addresses or, if highlighted, click the folder button to view additional customer information.	
AR Code	Identifies the accounts receivable code for the invoice.	
Account	Indicates the number of the account associated with the invoice. This box is available if the Use General Billing Account Numbers checkbox is selected in the General Billing Settings program. When enabled, entering the account number completes the customer number as recorded in the Account Number program. Click the folder button to access the Account Numbers program.	
Invoice	Provides the number of the invoice to which the adjustment applies.	
Project Strings Apply	If selected, indicates that project accounts as associated with the invoice.	
Invoice Date	Indicates the date the invoice was entered.	
Installments	Defines the number of installments assigned to invoice payment.	

Field	Description	Notes
Insurance Code	Identifies the insurance code associated with the customer account number (if available). Insurance codes are established in the Insurance Companies program.	
Insurance Policy	Provides the insurance policy name and/or number associated with the customer account number (if available).	
Customer PO	Provides the customer's purchase order number, if applicable.	
Parcel	Identifies a real estate parcel code associated with the invoice. If the Validate Parcel ID option in General Billing Settings is Central Property, the field help button allows you to search for a parcel record.	
Account Identifier	Identifies the number of the account associated with the invoice. The number you enter must exist in the Account Numbers program. If there are fewer than 100 account number records, the Account box is not available.	
Contract	Specifies the contract number associated with the invoice, if applicable. Click the folder button to review the contract in the Contract Inquiry program.	
For/Location	Stores for or location comments, such as general remarks about what the bill is for or where it originated from, that print at the top of the bill.	
Installments		
Installment Number	Displays the installment number.	
Start Date	Specifies the date installments begin.	
Due Date	Identifies the date that payment is due for the invoice. This is the last date before the installment is late. Specify a date or accept the default value, which is the invoice date plus the number of days due.	
Interest Date	Identifies the date interest begins to accrue for an installment payment that is late.	
Discount Code	Indicates the discount code that applies to the invoice. Discount codes are created and maintained in the Exemption Codes program.	

Field	Description	Notes
Discount Percent	Indicates the discount percentage that applies to the invoice.	
Department	Identifies the department associated with the invoice.	
Cash Account	Provides the general ledger cash account for the invoice.	

4. Click Accept.
   The program displays the defined invoice.

5. Click Update.

6. Enter a reason code.

7. If the invoice to adjust includes installments, update the installment dates as necessary.

8. Click Accept.

9. To update individual line item charges and any payment activity, click Detail on the toolbar to display the Invoice Line Adjustments screen.

10. Click Update to modify the data in the Invoice Detail fields.
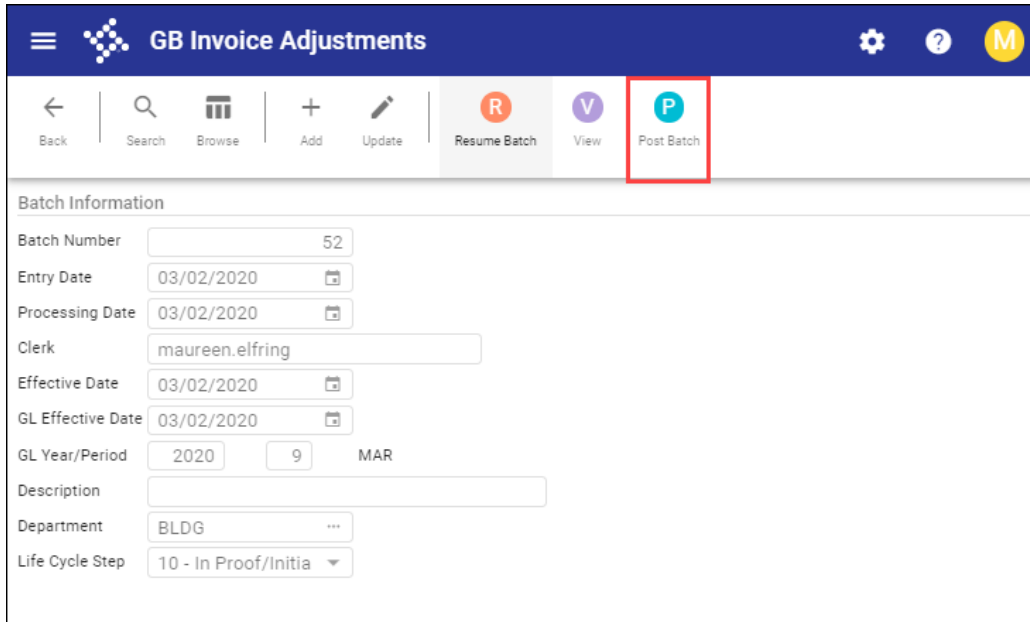
Field	Description	Notes
Invoice Header *The fields in the Invoice Header group are display only.*		
Year	Identifies the billing year for the invoice.	
Invoice	Specifies the invoice number.	
Customer	Identifies the customer assigned to the invoice.	
Invoice Total	Provides the total amount of the invoice.	
Adjustment Header		
	Displays the adjustment number, batch number, and the adjustment amount. The program completes these display-only fields.	
Invoice Detail		
Line	Indicates the detail line number.	
Charge Code	Identifies the charge code. This list is only accessible when adding an invoice. The AR Category must be 1–General Billing. You receive a warning if the charge code is associated with sales tax.	

Field	Description	Notes
Quantity	Specifies the quantity to be invoiced. If quantity does not apply to the line item, accept the default value of 1.	
UOM	Indicates the unit of measure for the line item.	
Price	Assigns the unit price to the line item. A negative amount is permitted. However, an invoice must contain all positive bill detail lines or all negative bill detail lines. For example, if a bill has a positive line amount, then a second line cannot be negative. If an adjustment includes just one line item and that line is positive, you cannot change it to a credit. However, if a one-line adjustment is negative, you can change that line to a positive. There is no entry to discount amount if the line is a credit.	
Discount Amount	Identifies the discount amount if applicable. The amount must be less than Quantity × Price and is subtracted from the gross price.	
Recipient	Indicates a person who receives services purchased by a general billing customer. For example, a student is the recipient of school services. Recipients may be associated with invoice detail lines. The list displays all recipients with a billing CID that matches the customer. Recipients are established in Recipients.	
Billed Amount Adjusted Amount Difference Amount Total Amount Paid Amount Due Amount	Provide the original billed amount, the adjusted amount, the amount of the difference between the original and adjusted amounts, along with the total amount, any amount paid towards the adjustment, and the amount currently due.	
Accounts Tab		
	Identifies the general ledger accounts for the adjustment and the amount applied to each account.	
Installments Tab		
	Provides the installment number and amount for each. When installments are not used, the installment number	

Field	Description	Notes
	1 is set to 1 and the amount is the total amount for the line detail.	

11. Click Accept.

12. Click Back to return to the main screen and click Post Batch.

13. Click Post Batch.
    The program displays the Output dialog box to create the Invoice Adjustments proof report.
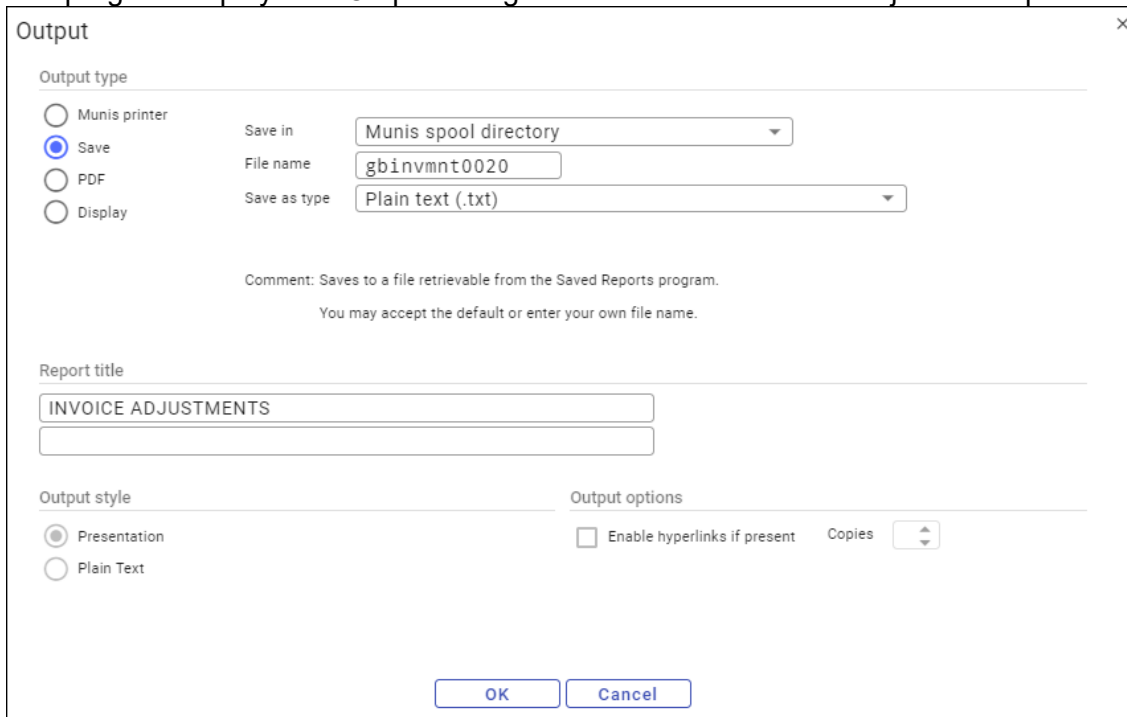
14. Complete the output settings and click OK.
15. Review the report.
16. Review the report.

```
03/04/2020 09:51   |Munis                                                    |P      1
maureen.elfring   |INVOICE ADJUSTMENTS                                        |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52              ADJUSTED INVOICES

ADJUSTMENT   EFFECTIVE   REASON    REASON                            ADJUSTMENT
  NUMBER      DATE       CODE      DESCRIPTION                         AMOUNT
----------   ---------   -------   ------------------------------    ----------
   200192    03/02/2020  GBI       GB Incident Adjustment               25.00

                    CUSTOMER  ADDR                    INVOICE   CASH   CASH   CASH
YEAR/PER   INVOICE    NUMBER   NO  NAME           DEPT. DATE    ORG    OBJ    PROJ
--------  --------  ---------  ---- ----------    ----- -------- ------ ------ -----
2020/08    10378      222      0  JEWELL, WAYNE        02/11/2020 1000   1010

   INSTALLMENT DATES:
   INST   START DATE   DUE DATE    INT DATE
   -----  ----------   ----------  ----------
     1    03/11/2020   03/12/2020  03/27/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM   QUANTITY      PRICE   DISCOUNT    ORIGINAL AMT     NEW AMT
    ----  ------  ------------------   ----  --------  ----------  --------    ------------   ----------
      1   BAGS    TRASH BAGS - BULK    EACH    20.00    5.000000      0.00           75.00       100.00

      REV: 1000   4200       GENERAL BILLING REVENUE                                            100.00

                                                        INVOICE TOTALS:         75.00       100.00
```

```
03/04/2020 09:51   |Munis                                                    |P      2
maureen.elfring   |INVOICE ADJUSTMENTS                                        |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52              ADJUSTED INVOICES

ADJUSTMENT   EFFECTIVE   REASON    REASON                            ADJUSTMENT
  NUMBER      DATE       CODE      DESCRIPTION                         AMOUNT
----------   ---------   -------   ------------------------------    ----------
   200193    03/02/2020  GBI       GB Incident Adjustment                0.00

                    CUSTOMER  ADDR                    INVOICE   CASH   CASH   CASH
YEAR/PER   INVOICE    NUMBER   NO  NAME           DEPT. DATE    ORG    OBJ    PROJ
--------  --------  ---------  ---- ----------    ----- -------- ------ ------ -----
2020/08    10380      222      0  JEWELL, WAYNE        02/13/2020 1000   1010

   INSTALLMENT DATES:
   INST   START DATE   DUE DATE    INT DATE
   -----  ----------   ----------  ----------
     1    03/13/2020   03/14/2020  03/29/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM   QUANTITY      PRICE   DISCOUNT    ORIGINAL AMT     NEW AMT
    ----  ------  ------------------   ----  --------  ----------  --------    ------------   ----------
      1   BURN    Burn Permit          EACH     1.00   10.000000      0.00           10.00        10.00

      REV: 1000   1010       CASH                                                                 10.00

                                                        INVOICE TOTALS:         10.00        10.00
```

```
03/04/2020 09:51   |Munis                                                    |P      3
maureen.elfring   |INVOICE ADJUSTMENTS                                        |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52              ADJUSTED INVOICES

ADJUSTMENT   EFFECTIVE   REASON    REASON                            ADJUSTMENT
  NUMBER      DATE       CODE      DESCRIPTION                         AMOUNT
----------   ---------   -------   ------------------------------    ----------
      2      03/02/2020                                               -50.00

                    CUSTOMER  ADDR                    INVOICE   CASH   CASH   CASH
YEAR/PER   INVOICE    NUMBER   NO  NAME           DEPT. DATE    ORG    OBJ    PROJ
--------  --------  ---------  ---- ----------    ----- -------- ------ ------ -----
2020/09    10384      222      0  JEWELL, WAYNE        03/02/2020 1000   1010

   INSTALLMENT DATES:
   INST   START DATE   DUE DATE    INT DATE
   -----  ----------   ----------  ----------
     1    03/02/2020   04/01/2020  04/16/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM   QUANTITY      PRICE   DISCOUNT    ORIGINAL AMT     NEW AMT
    ----  ------  ------------------   ----  --------  ----------  --------    ------------   ----------
      1   PARK    PARKING DECK FEE     EACH     2.00   50.000000      0.00          100.00        50.00

      REV: 1000   4200       GENERAL BILLING REVENUE                                            100.00

                                                        INVOICE TOTALS:        100.00        50.00
```

```
03/04/2020 09:51   |Munis                                                    |P      4
maureen.elfring   |INVOICE ADJUSTMENTS                                        |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52              ADJUSTED INVOICES

ADJUSTMENT   EFFECTIVE   REASON    REASON                            ADJUSTMENT
  NUMBER      DATE       CODE      DESCRIPTION                         AMOUNT
----------   ---------   -------   ------------------------------    ----------
      1      03/02/2020                                                50.00

                    CUSTOMER  ADDR                    INVOICE   CASH   CASH   CASH
YEAR/PER   INVOICE    NUMBER   NO  NAME           DEPT. DATE    ORG    OBJ    PROJ
--------  --------  ---------  ---- ----------    ----- -------- ------ ------ -----
2020/09    10385      222      0  JEWELL, WAYNE        03/02/2020 1000   1010

   INSTALLMENT DATES:
   INST   START DATE   DUE DATE    INT DATE
   -----  ----------   ----------  ----------
     1    03/02/2020   04/01/2020  04/16/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM   QUANTITY      PRICE   DISCOUNT    ORIGINAL AMT     NEW AMT
    ----  ------  ------------------   ----  --------  ----------  --------    ------------   ----------
      1   PARK    PARKING DECK FEE     EACH     1.00    0.000000      0.00          -50.00         0.00

      REV: 1000   4200       GENERAL BILLING REVENUE                                              0.00

                                                        INVOICE TOTALS:        -50.00         0.00
```

```
03/04/2020 09:51   |Munis                                                    |P      5
maureen.elfring   |INVOICE ADJUSTMENTS - ACCOUNT DISTRIBUTION SUMMARY         |gbinvmnt

CLERK: maureen.elfring

YEAR PER    JNL
SRC ACCOUNT           EFF DATE   JNL DESC  REF 1  REF 2    REF 3       ACCOUNT DESC          T  OB      DEBIT         CREDIT
                                                                       LINE DESC
-----------------------------------------------------------------------------------------------------------------------------
2020  9    6
GBM 1000-1200                                                         ACCOUNTS RECEIVABLE             25.00
            03/02/2020  ADJ                2020   10378
GBM 1000-2800                                                         DEFERRED REV                                   25.00
            03/02/2020  ADJ                2020   10378
GBM 1000-1010                                                         CASH                                             .00
            03/02/2020             BLDG           CRT
            GBM - GB Invoice Maintenance 2020 Period 09 03/02/2020 JOURNAL 2020/09/6    TOTAL          25.00         25.00
```

```
03/04/2020 09:51   |Munis                                                    |P      6
maureen.elfring   |INVOICE ADJUSTMENTS - ACCOUNT DISTRIBUTION SUMMARY         |gbinvmnt

FUND                          YEAR PER    JNL EFF DATE                               DEBIT         CREDIT
  ACCOUNT                                          ACCOUNT DESCRIPTION
-----------------------------------------------------------------------------------------------------------
1000 GENERAL FUND             2020  9      6  03/02/2020
   1000-1010                                       CASH                                               .00
   1000-1200                                       ACCOUNTS RECEIVABLE             25.00
   1000-2800                                       DEFERRED REV                                     25.00
                                                                  FUND TOTAL       25.00          25.00

              ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

17. If the report is correct, return to the Adjust Invoices screen, which displays a Post Adjustments confirmation message.

18. Click Yes.
    The program displays a Batch Posted confirmation message.

Cancel Adjustment

To cancel all updates made prior to closing the batch:

1. Click Cancel Adjustment.
2. Click Yes to clear all changes; click No to retain updates.

Review Line Audit

To view the adjustments:

1. Click Line Audit.
   The program displays the Audit Detail screen and the details of the current detail line. If you made changes to more than one detail line, the program displays all affected lines in a set of audit detail records and you can use the navigation bar at the bottom of the screen to view subsequent or previous records.
2. Close the screen when you are finished viewing audit records for detail line adjustments.
3. Before closing the program and posting changes, create an output report.

Applying Credits

Overview

The Adjust Invoices program applies credits from one general billing invoice to another general billing invoice. Credits should be applied before bills are printed so that the credit will appear on customer bills.

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 into the Enterprise ERP system.

Note: If the Apply Credits checkbox is selected on the General Billing Role screen in the Roles program for your role, the Transfer Credit button is available even if you do not have permission to maintain General Billing invoices.

Confirm the following:

- Invoice processing preferences and other settings are established in the General Billing Settings program.
- Adjustment codes are established in the Accounts Receivable Miscellaneous Codes program.

Note the following:
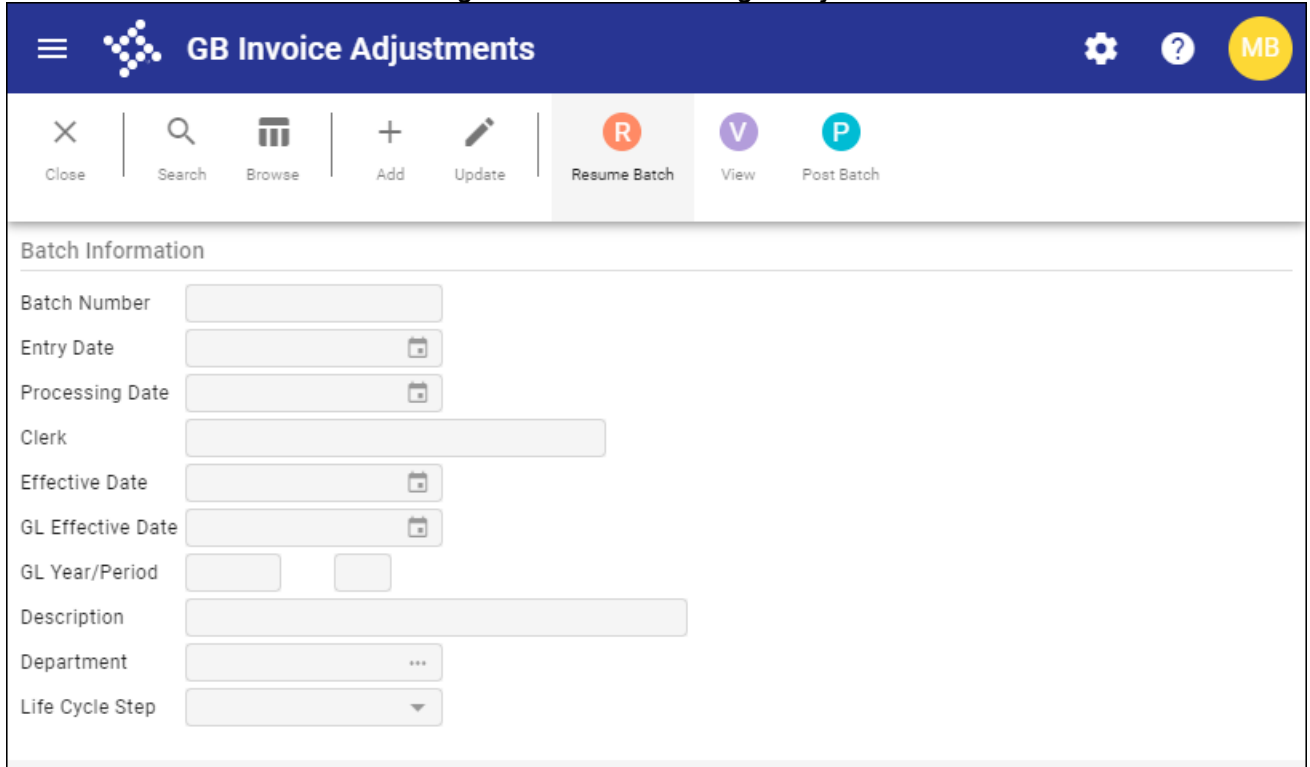
- You can only apply a credit between invoices that share the exact same customer.
- The accounting methods between the invoices must match (Cash Deferred vs. Accrual).
- General ledger cash accounts and accounts receivable accounts on the charge codes on both invoices must be in the same fund.
- Before transferring a credit between invoices, gather the following information from Invoice Inquiry:
  o The invoice number that has the credit, along with the invoice year and the general ledger invoice line for the credit. For example, if you have three GL lines on an invoice and line two has the credit amount, you will need to know that line number.
  o The invoice number to which you are applying the credit and also the GL line to which you are applying the credit.
  o The invoice year for both invoices.

Procedure

Use the following steps to apply a credit from one invoice to another:

1. Open the Adjust Invoices program.
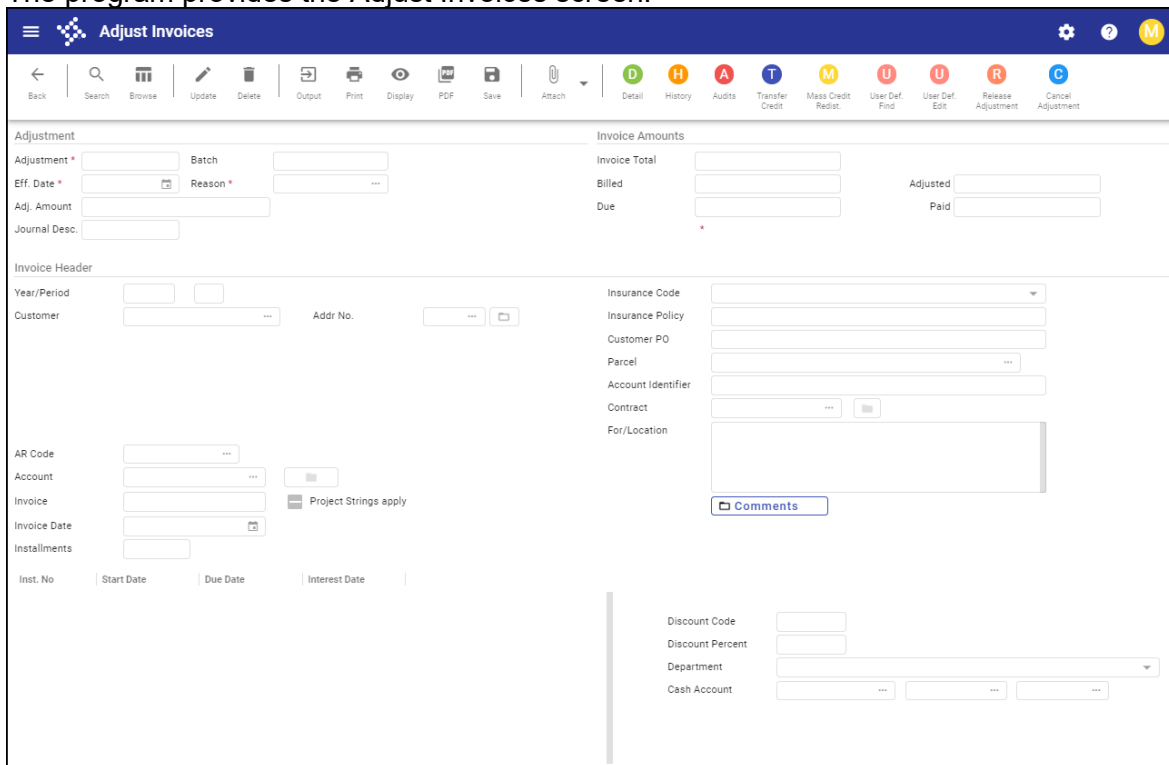   *General Revenues > General Billing > Invoice Processing > Adjust Invoices*

    ![GB Invoice Adjustments screen showing the toolbar with Close, Search, Browse, Add, Update, Resume Batch, View, and Post Batch options, and Batch Information fields including Batch Number, Entry Date, Processing Date, Clerk, Effective Date, GL Effective Date, GL Year/Period, Description, Department, and Life Cycle Step.]

2. Click Add to create an adjustment batch.

Field	Description	Notes
Batch Number	Provides the unique batch number for the batch of adjustments.	
Entry Date	Indicates the date the batch is created. The default value is the current date and you cannot change this.	
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 requirements. The default value is the current date.	
Clerk	Provides the user ID of the person creating the batch. The program automatically completes this field.	
Effective Date	Indicates the last date that interest calculates. If a payment is overdue, interest calculates from the original due date to the	

Field	Description	Notes
	effective date. The current date is the default date.	
GL Effective Date	Specifies the general ledger effective date for the journal.	
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 if you have the appropriate permissions, you can change this.	
Description	Stores a description associated with the batch	
Department	Identifies the department code for the user.	
Life Cycle Step	Identifies the life cycle step or status of the batch (for example, In Proof/Initial or Approved).	

3. Click Accept.
    The program provides the Adjust Invoices screen.

4. Click Search and navigate to the invoice from which to transfer the credit.

5. Click Update and complete the for the invoice with the credit to apply to another invoice.
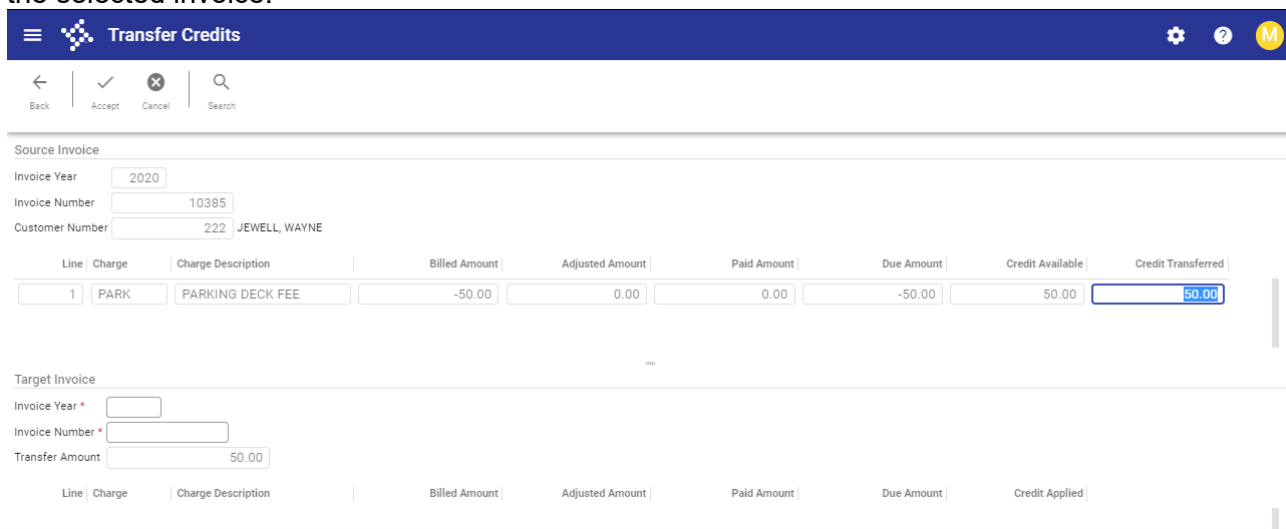
Field	Description	Notes
Adjustment		

Field	Description	Notes
Adjustment	Stores the adjustment number.	
Batch	Indicates the batch in which the adjustment is included.	
Effective Date	Indicates the date the adjustment affects the general ledger.	
Reason	Provides a reason for the adjustment.	
Adjustment Amount	Specifies the amount for the invoice adjustment.	
Journal Description	Provides the journal reference identifier for the adjustment.	
Invoice Amounts		
Invoice Total	Displays the total dollar amount of the invoice.	
Billed	Provides the original amount billed.	
Due	Indicates the amount due.	
Adjusted	Provides the total amount (original unpaid amount and adjustment).	
Paid	Indicates amount paid to date.	
Invoice Header		
Year/Period	Define the general ledger year and period to which invoice posted.	
Customer	Identifies the customer ID number of the customer who received the invoice.	
Addr No	Identifies the address number for the customer as established in the Customers program. If the customer record has only one address, the default value in the box is 0 and there is no access. Click the field help button to view additional addresses or, if highlighted, click the folder button to view additional customer information.	
AR Code	Identifies the accounts receivable code for the invoice.	
Account	Indicates the number of the account associated with the invoice. This box is available if the Use General Billing Account Numbers checkbox is selected in the General Billing Settings program. When enabled, entering the account number completes the customer number as recorded in the Account Number program. Click the folder button to access the Account Numbers program.	
Invoice	Provides the number of the invoice to which the adjustment applies.	
Project Strings Apply	If selected, indicates that project accounts as associated with the invoice.	

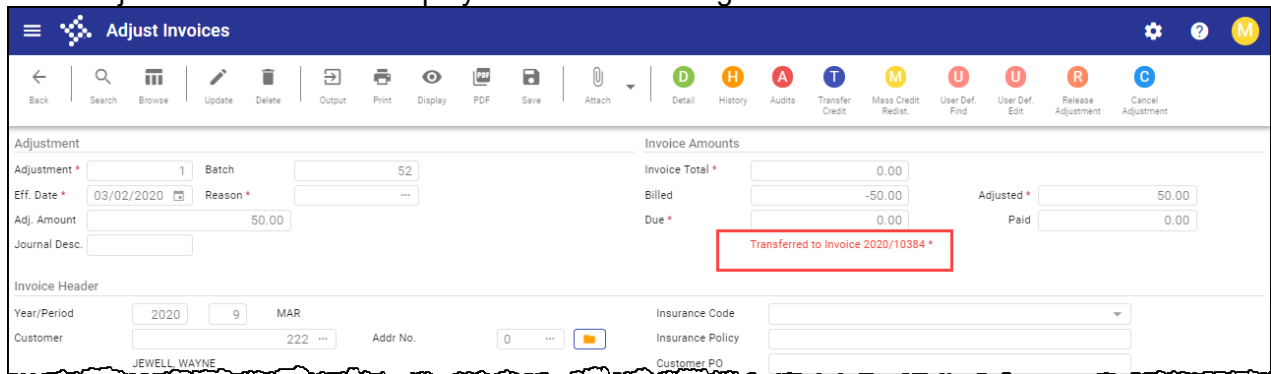| Field	Description	Notes
Invoice Date	Indicates the date the invoice was entered.	
Installments	Defines the number of installments assigned to invoice payment.	
Insurance Code	Identifies the insurance code associated with the customer account number (if available). Insurance codes are established in the Insurance Companies program.	
Insurance Policy	Provides the insurance policy name and/or number associated with the customer account number (if available).	
Customer PO	Provides the customer's purchase order number, if applicable.	
Parcel	Identifies a real estate parcel code associated with the invoice. If the Validate Parcel ID option in General Billing Settings is Central Property, the field help button allows you to search for a parcel record.	
Account Identifier	Identifies the number of the account associated with the invoice. The number you enter must exist in the Account Numbers program. If there are fewer than 100 account number records, the Account box is not available.	
Contract	Specifies the contract number associated with the invoice, if applicable. Click the folder button to review the contract in the Contract Inquiry program.	
For/Location	Stores for or location comments, such as general remarks about what the bill is for or where it originated from, that print at the top of the bill.	
Installments		
Installment Number	Displays the installment number.	
Start Date	Specifies the date installments begin.	
Due Date	Identifies the date that payment is due for the invoice. This is the last date before the installment is late. Specify a date or accept the default value, which is the invoice date plus the number of days due.	
Interest Date	Identifies the date interest begins to accrue for an installment payment that is late.	

Field	Description	Notes
Discount Code	Indicates the discount code that applies to the invoice. Discount codes are created and maintained in the Exemption Codes program.	
Discount Percent	Indicates the discount percentage that applies to the invoice.	
Department	Identifies the department associated with the invoice.	
Cash Account	Provides the general ledger cash account for the invoice.	

6. Click Accept.

7. If there are pending adjustments, click Release Adjustment prior to transferring the credit.

8. Click Transfer Credit.
   The program displays the Transfer Credit screen with the Source Invoice fields completed from the selected invoice.

9. Adjust the Credit Transferred amount as necessary.

10. Enter the invoice year and number for the target invoice (the invoice receiving the transfer).

11. Click Accept.
    The program displays a Process Transfer confirmation message.
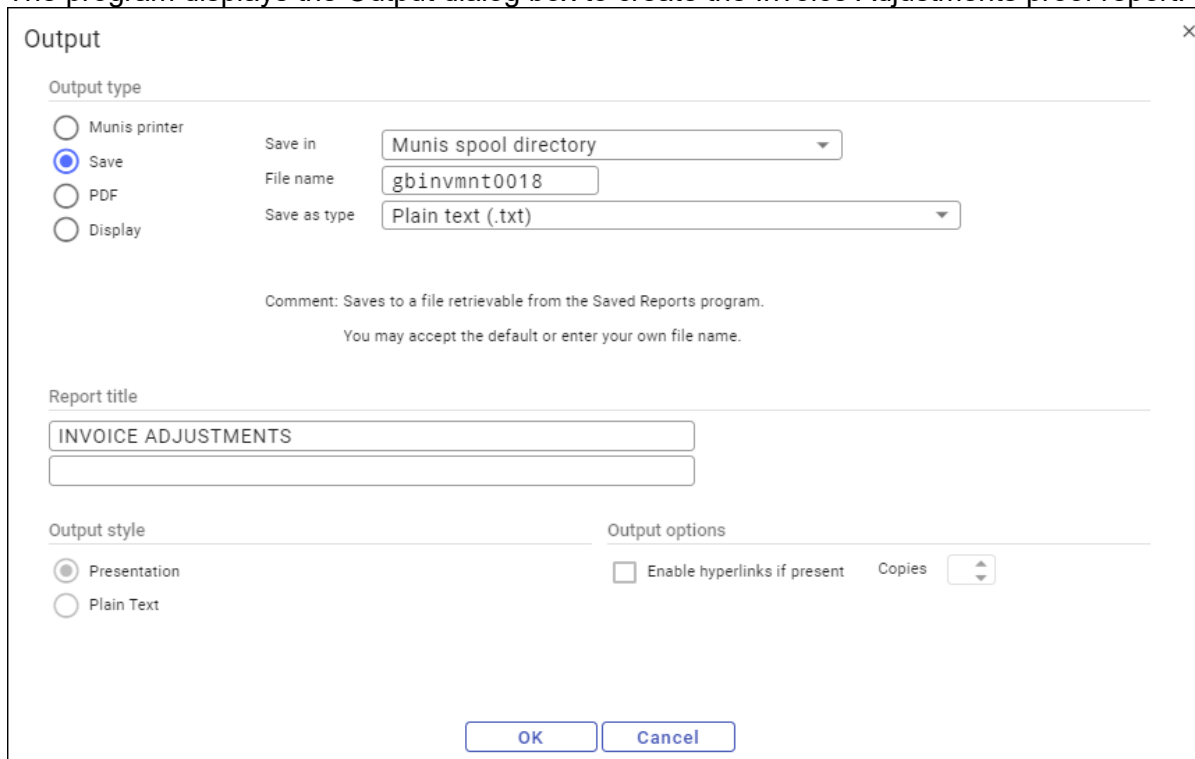
12. Click Yes to continue.
    The Adjust Invoices screen displays a transfer message.

13. Click Release Adjustment.
    The program displays a Release confirmation message.

14. Click Yes.
    The program displays the Output dialog box to create the Invoice Adjustments proof report.

15. Click OK to create and review the report.

```
03/02/2020 15:06   |Munis                                                                                    |P      1
maureen.elfring    |INVOICE ADJUSTMENTS                                                                       |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52                ADJUSTED INVOICES

ADJUSTMENT    EFFECTIVE    REASON    REASON                                         ADJUSTMENT
  NUMBER      DATE         CODE      DESCRIPTION                                       AMOUNT
----------    ----------   --------  -----------------------------------------      ---------------
        1     03/02/2020                                                                   50.00

                         CUSTOMER   ADDR                                 INVOICE    CASH     CASH     CASH
YEAR/PER      INVOICE      NUMBER    NO   NAME                  DEPT.    DATE       ORG      OBJ      PROJ
--------    ----------   ----------  ----  ------------------------  -----  ----------  --------  ------  -----
2020/09       10385         222       0   JEWELL, WAYNE                    03/02/2020  1000     1010

   INSTALLMENT DATES:
    INST   START DATE     DUE DATE       INT DATE
    -----  ----------     ----------     ----------
      1    03/02/2020     04/01/2020     04/16/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM    QUANTITY         PRICE    DISCOUNT     ORIGINAL AMT      NEW AMT
    -----  ------  -------------------  ----  ---------  ----------------  ----------  ---------------  ---------------
      1    PARK    PARKING DECK FEE     EACH    1.00      0.000000      0.00           -50.00             0.00

      REV: 1000    4200        GENERAL BILLING REVENUE                                                    0.00

                                                          INVOICE TOTALS:          -50.00             0.00

03/02/2020 15:06   |Munis                                                                                    |P      2
maureen.elfring    |INVOICE ADJUSTMENTS                                                                       |gbinvmnt

    CLERK: maureen.elfring      BATCH: 52                ADJUSTED INVOICES

ADJUSTMENT    EFFECTIVE    REASON    REASON                                         ADJUSTMENT
  NUMBER      DATE         CODE      DESCRIPTION                                       AMOUNT
----------    ----------   --------  -----------------------------------------      ---------------
        2     03/02/2020                                                                  -50.00

                         CUSTOMER   ADDR                                 INVOICE    CASH     CASH     CASH
YEAR/PER      INVOICE      NUMBER    NO   NAME                  DEPT.    DATE       ORG      OBJ      PROJ
--------    ----------   ----------  ----  ------------------------  -----  ----------  --------  ------  -----
2020/09       10384         222       0   JEWELL, WAYNE                    03/02/2020  1000     1010

   INSTALLMENT DATES:
    INST   START DATE     DUE DATE       INT DATE
    -----  ----------     ----------     ----------
      1    03/02/2020     04/01/2020     04/16/2020

   INVOICE LINES:
    LINE  CHARGE  CHARGE DESCRIPTION   UOM    QUANTITY         PRICE    DISCOUNT     ORIGINAL AMT      NEW AMT
    -----  ------  -------------------  ----  ---------  ----------------  ----------  ---------------  ---------------
      1    PARK    PARKING DECK FEE     EACH    2.00      50.000000     0.00           100.00            50.00

      REV: 1000    4200        GENERAL BILLING REVENUE                                                  100.00

                                                          INVOICE TOTALS:         100.00            50.00
```

16. Return to the Adjust Invoices program.
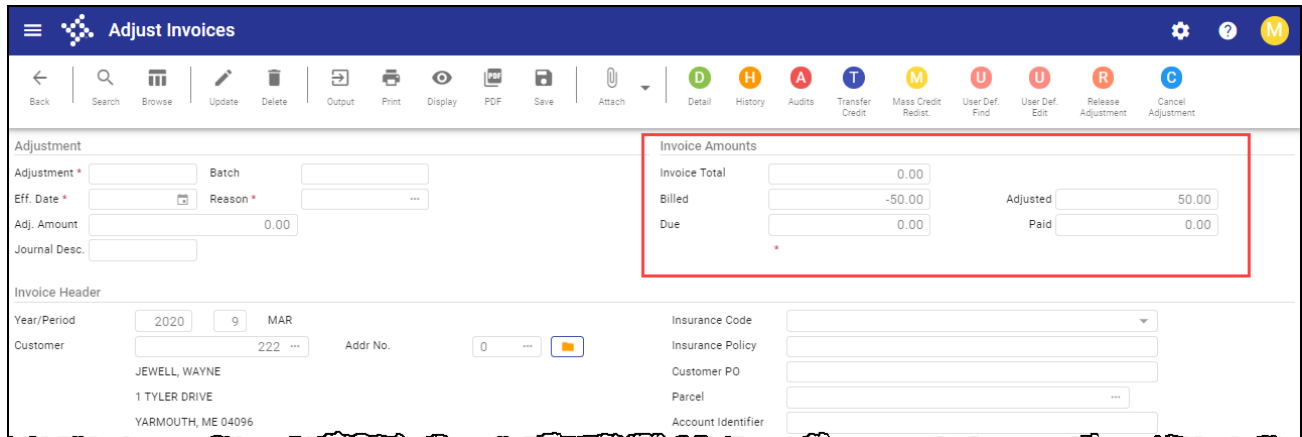
17. Click Accept.

18. Complete the output details for the Apply Credit Account Distribution Summary report and then click OK to create the report file and to apply the credit.

> **Process Credit Transfer?**
>
> This Adjustment is part of a Credit Transfer. The corresponding Transfer Adjustment to Invoice 2020/10384 will be released as well. Would you like to continue?
>
> [Yes]   [No]

The Adjust Invoices program refreshes with the credit information.

The credit is applied to the invoice selected. A journal entry is created if the charge codes between the two invoices do not have the same general ledger accounts.

Applying Deposits

Overview

The Apply Deposits program distributes deposits to general billing invoice or accounts receivable bill detail lines.

When a payment is processed in Payment Entry prior to a general billing invoice being posted for a customer record, the payment is applied to a deposit account for that customer. Use the Apply Deposits program to apply deposits made in the Customers program to a specific general billing invoice or accounts receivable bill that has an amount due.

When you use the Apply Deposits program, the appropriate journal entries are created for each distribution of the deposit. By applying deposits before invoices are printed applies the deposits to the invoices and this will be included on the printed invoice so the customer can see the deposit applied.

Deposits are applied in order of specificity, meaning that the deposit with the most restrictive charge code is applied first to ensure that as much of it is applied as possible. Deposits that have no restrictions are always applied last.

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 into the Enterprise ERP system.

Confirm the following:
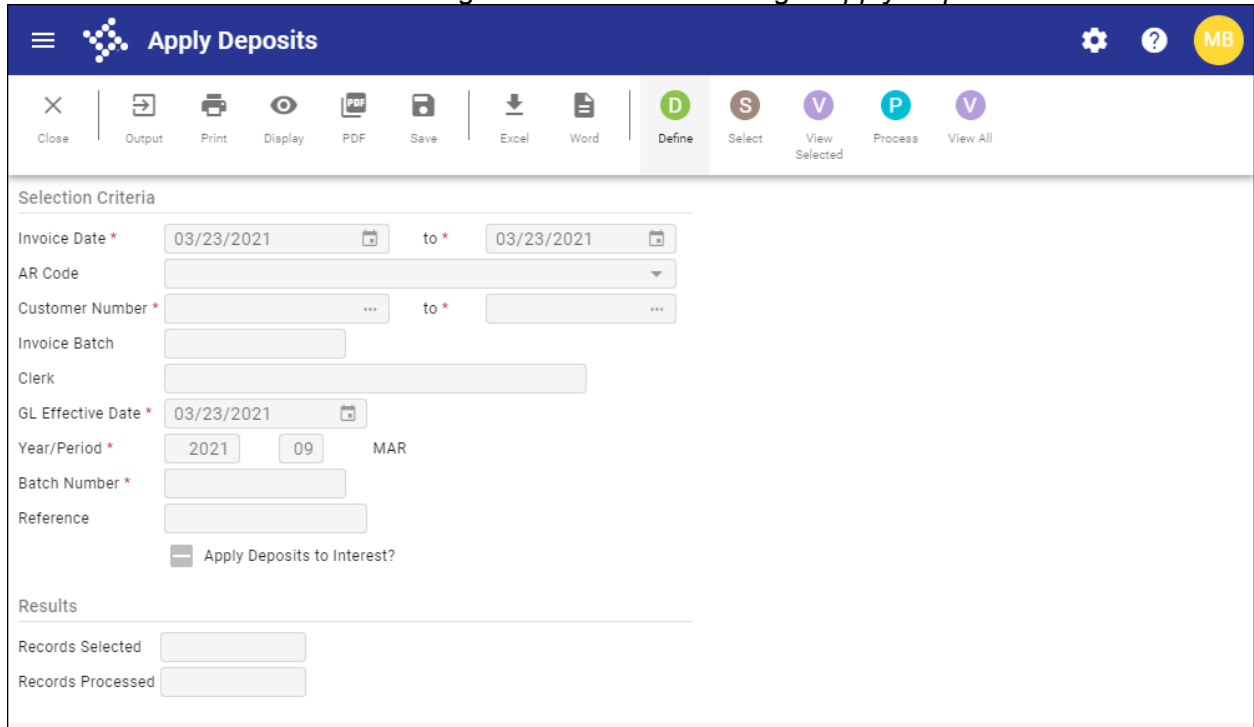
- Invoice processing preferences and other settings are established in the General Billing Settings program.
- Adjustment codes are established in the Accounts Receivable Miscellaneous Codes program.

Procedure

Use the following steps to apply deposits to invoices:

1. Open the Apply Deposits program.
   General Revenues > General Billing > Collection Processing > Apply Deposits
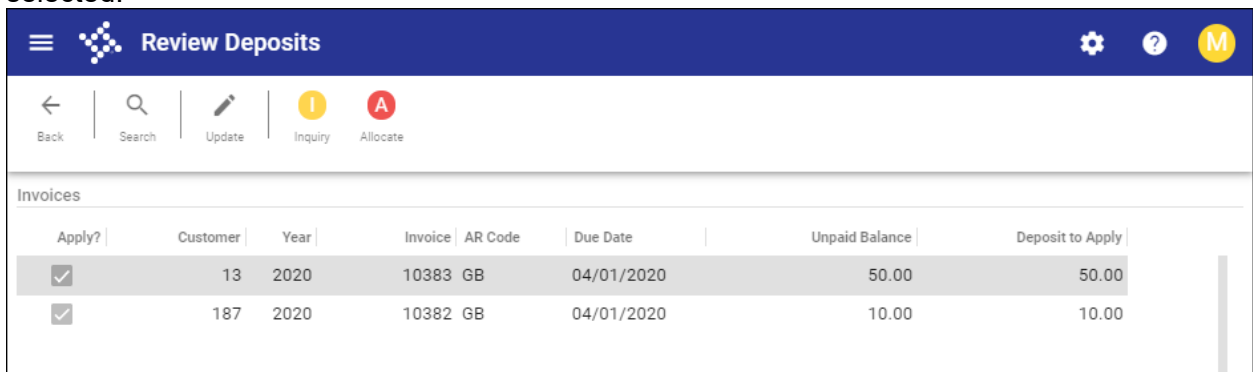
2. Click Define.

3. Complete the fields, as required, using the following table as a guide.

Field	Description	Notes
Selection Criteria		
Invoice Date	Define the range of dates for the invoices for which to apply deposits. Specify the beginning and ending dates or leave the default dates, which are the current date.	
AR Code	Specifies the accounts receivable (AR) category of the invoice records to include in processing. Select an AR code from the list or leave the default blank value to include invoice records for all AR codes in processing. AR codes are created and maintained in the AR Codes program.	
Customer Number	Determine the range of customer numbers for whom to apply deposits. Specify the beginning and end numbers	

Field	Description	Notes
	for the range; type the same customer number in each box to apply deposits for a single customer. To include all customers, accept the default values of 0 to all 9s.	
Invoice Batch	References the invoice batch number to be selected. This field is not required for processing.	
Clerk	Indicates the name of the clerk associated with the invoice batch. This field is not required for processing.	
GL Effective Date	Specifies the date the transaction affects the general ledger.	
Year/Period	Provide the general ledger posting year and period for which to apply the deposits. Enter the year and period in the boxes or leave the default values established in the General Ledger Settings program.	
Batch Number	Applies the next available batch number.	
Reference	Indicates the deposit reference number to use for the general ledger journal entry. The deposit reference can include up to six alphanumeric characters.	
Apply Deposits to Interest?	If selected, a deposit can be applied to unpaid interest.	
Results		
	Display the number of records selected and processed. The program completes these boxes as processing occurs.	

4. Click Accept to save the information entered.

5. Click Select.
   The program displays the number of invoice records selected in the Records Selected box.
6. Click View Selected.
   The program displays the Review Deposits screen, which lists all the deposits that have been

selected.

7. Click Update.

8. Select or clear the checkboxes, as applicable, to indicate the deposits to apply, or use the Select All or Clear All buttons to select or clear all the checkboxes at once. When you click Clear All, the program sets all the Deposit to Apply amounts to zero.

9. Click Allocate to edit the allocation for the invoice. On the Allocation screen, the invoice lines display, followed by all the deposits applicable to the currently selected invoice line.

10. Click Accept.

11. To view details for an invoice, select a deposit and click Inquiry to open the Invoice Inquiry program and review the invoice details.

12. Close the Invoice Inquiry program after your review.

13. Click Back to return to the Apply Deposits screen.

14. Click Process.
The program displays the Output dialog box to create the Deposit Allocation Report.

15. Complete the output parameters to create the report.

16. Review the report for accuracy.

```
03/03/2020 09:12    |Munis                                                                      |P      1
maureen.elfring     |DEPOSIT ALLOCATION REPORT: BATCH 591                                        |gbappdep


   CUSTOMER #  NAME                    ADDRESS 1          ADDRESS 2           CITY       STATE  ZIP
      YEAR  DEPOSIT RCT  DEPOSIT CHG  ORG     OBJ    PROJ      DEPOSIT AMT      APPLIED AMT
        INV YEAR  INVOICE    AR CODE   LINE   CHARGE         UNPAID AMT   DEPOSIT APPLIED
   ------------------------------------------------------------------------------------------------
        13  NICHOLAS C SARRIS CONSTRU  87 PEVEY ST                         MUNIS       US     12345
   2009       1884  DEPOSIT     1000    4500                450.00              0.00

                                          TOTAL DEPOSIT APPLIED:           0.00


       187  FRITZ, MICHAEL          1 COLE HAAN DRIVE                      YARMOUTH    ME     04096
   2019       2268  DEPOSIT     1000    4200              4,005.00             10.00
      2020      10382  GB            1  Burn Pmt            10.00            10.00

                                          TOTAL DEPOSIT APPLIED:          10.00



              ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

17. Return to the Apply Deposits program.

The program displays the Deposits Will Be Applied to Invoices confirmation message.

18. Click Yes to continue with the deposit application process.
    The program displays the Unposted Receipt Batch message.

19. Click OK to complete the process.

20. Use the Payments Journal program to post the deposit transaction.

21. Print invoices after deposits have been applied so that customers can review the deposits applied to their invoices.

When you select the View All option, the All Available Deposits page includes the Excel option. Use this option to create a spreadsheet of customer details and a spreadsheet of customer deposit details.

Assessing Late Fees

Overview

Assess Late Fees calculates late fees on outstanding and unpaid invoices and prints a list of the accounts and invoices affected by this activity. Late fees can be a flat amount or a percent of the unpaid invoice balance. You can assess more than one fee on the same invoice and on the same day.

If there is a special condition on a customer, bill, or parcel (found in Special Conditions/Notes) and if the Calculate Interest and Penalty option is not selected in Special Condition Codes, the bill is excluded from the late fee process.

General Billing charge codes used for late fees can have the activity defined as PRIN or FEE. If the Activity of the Late Fee Charge Code is FEE, no journal entries are made as FEE charge codes do not create receivables. If the Activity is PRIN, journal entries are made as PRIN charge codes do create receivables.

The Charge Codes program defines minimum and maximum fees. The Fee Minimum and Fee Maximum boxes are accessible for calc code 1–Percent from Charge Code charges. The Assess Late Fees program checks the Fee Minimum and Fee Maximum values after calculating each late fee. If the calculated fee is less than the amount defined in the Fee Minimum box, the value of the Fee Minimum box is the late fee. If the calculated fee is greater than the amount defined in the Fee Maximum box, then the value of the Fee Maximum box is the late fee.
Late fees can be a flat amount or a percent of the unpaid invoice balance.

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 into the Enterprise ERP system.
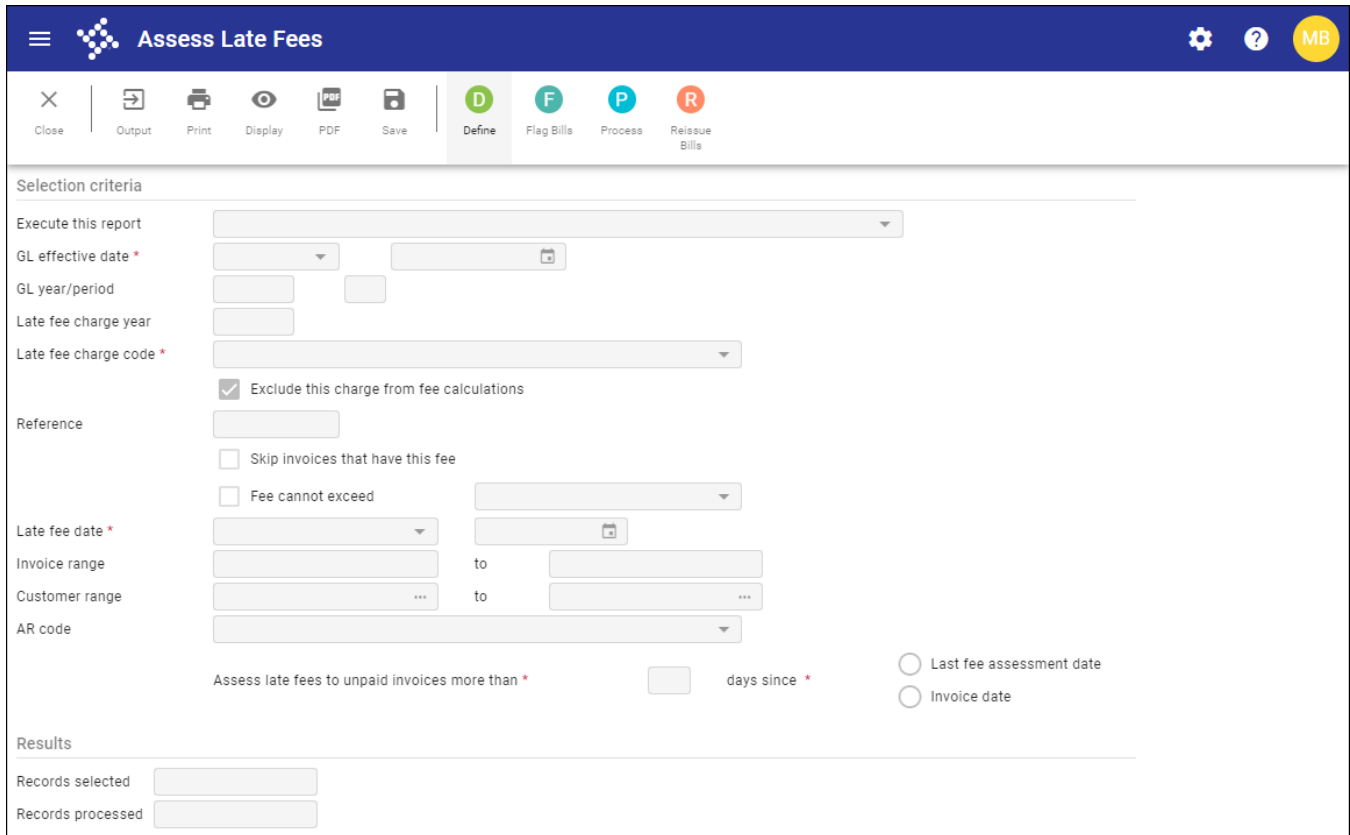
Confirm the following:

- The Assess Late Fees is selected on the General Billing tab in the Customers program.
- Accounts receivable code restrictions are established.

Procedure

Use the following steps to assess late fees to selected invoices:

1. Open the Assess Late Fees program.
   Enterprise ERP > General Revenues > General Billing > Collection Processing > Assess Late Fees

2. Click Define.

3. Complete the fields, as required, using the following table as a guide.

Field	Description	Notes
Selection Criteria		
Execute This Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: • 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
	• At a Scheduled Time—Uses Enterprise ERP Scheduler to establish a specific time to run the report.	
GL Effective Date	Specifies the general ledger effective date for the invoices. The effective date can be the current date or other specific date.	
GL Year/Period	Specifies the general ledger year and period for the invoices. The program assigns the year from General Ledger Settings, but you can manually override the year if you have permission. To enter a new value, select Specific Year/Period and enter a specific general ledger year and period in the boxes that follow.	
Late Fee Charge Year	Identifies the charge year.	
Late Fee Charge Code	Establishes the charge code for the late fee. To be available for selection, the Activity on the charge code must be PRIN or FEE, and the calc code must be 1 or 2.	
Exclude This Charge from Fee Calculations	If selected, the program excludes the specified charge from any fee calculations.	
Reference	Contains the general ledger posting reference. You must enter a reference in the box if the activity for the charge code is PRIN.	
Skip Invoices That Have This Fee	If selected, the program excludes invoices that have already had the defined fee charge code applied to them.	
Fee Cannot Exceed	If selected, indicates that the fees assessed on bills cannot exceed either the charge amount or the unpaid amount. If you select this checkbox, use the list that follows to select the type of amount (Charge or Unpaid) that the fee cannot exceed.	
Late Fee Date	Specifies the date to use to calculate the age of each invoice. Select Today or Specify; if you select Specify, enter the date in the following date box. When you type the date in the Late Fee Date box, the program stores and displays the date in the Comments box on the Invoice Detail screen in the Invoice Inquiry program. The program also stores the date in General Billing audit records and	

Field	Description	Notes
	the Print Statements program includes this date on the XML file when you create outstanding-invoice statements.	
Invoice Range	Define the range of invoice numbers for the invoices to include in fee assessment. You can type the beginning and ending invoice numbers in the boxes or leave the default values of zero to all 9s to include all applicable invoices in the assessment process.	
Customer Range	Define the range of customers numbers for the invoices to include in fee assessment. Type the beginning and ending customer numbers in the boxes or leave the default values of zero to all 9s to include applicable invoices for all customers in the assessment process.	
AR Code	Establishes the accounts receivable (AR) code of the outstanding and unpaid invoices to which to assign late fees. Select an option from the list or leave the blank value to assign fees to outstanding and unpaid invoices for all available AR codes.	
Assess Late Fees to Unpaid Invoices	Specifies how late an invoice must be before late fees are assessed on it. If the invoice has no late fees on it, the number of days specified will refer to the bill date. If late fees have been assessed previously, the date specified will refer to the date of the last late fee assessment.	
Days Since	Determines how to assess more than one fee on the same invoice and on the same day. The first fee assessment is based on the Last Fee Assessment Date under Days Late. After you assess fees based on the Last Fee Assessment Date, select Invoice Date to assess additional fees on the same day.	

4. Click Accept to save the information.

5. Click Flag Bills.
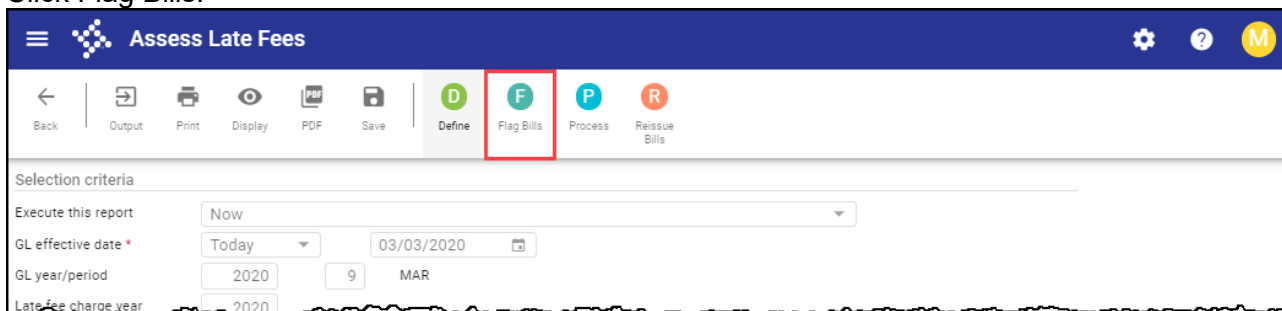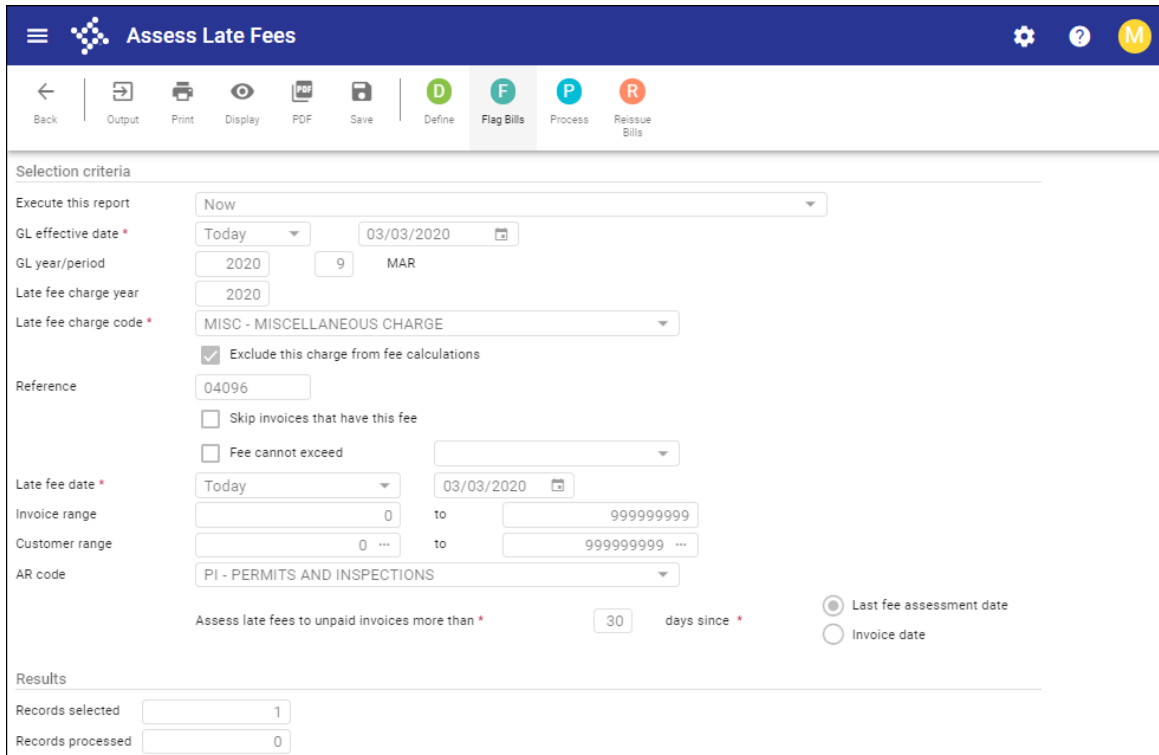
The program displays the Select Bills screen, which lists all invoices for which a late fee is being assessed.
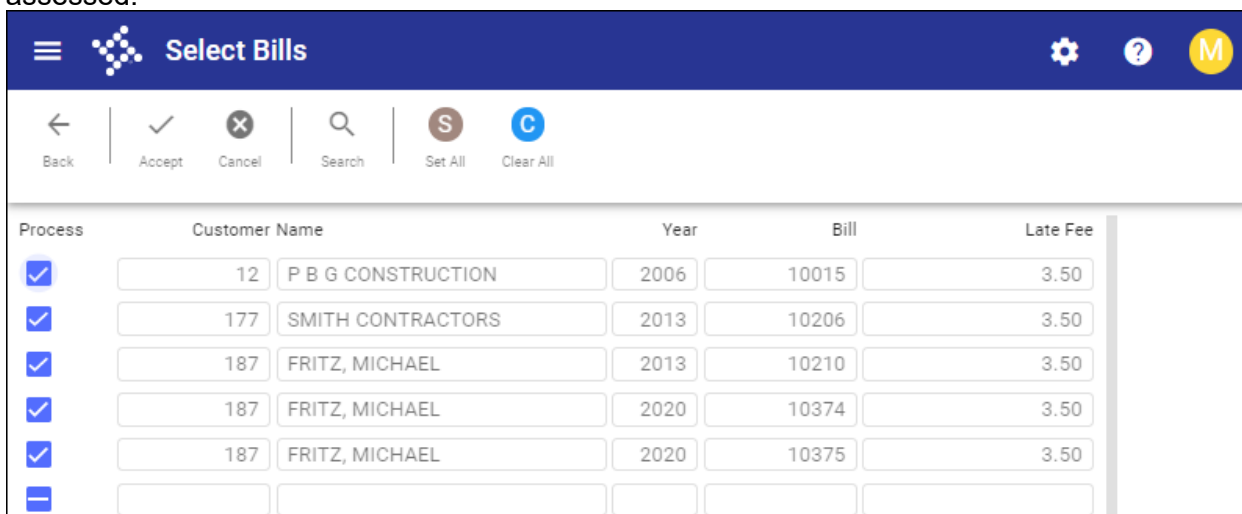
6. In the Process column, clear the checkboxes for any invoices to exclude from the assessment; select the checkboxes for the invoices to include in the assessment. Use the Set All and Clear All buttons to select or clear all the checkboxes at once.

7. Click Accept.
The program returns to the Assess Late Fees screen.

8. Click an output option on the toolbar to display, print, or save a report of the late fees to be applied.

9. Review the report to confirm that the fees being applied are correct.

10. If the fees are correct, click Process on the Assess Late Fees screen.
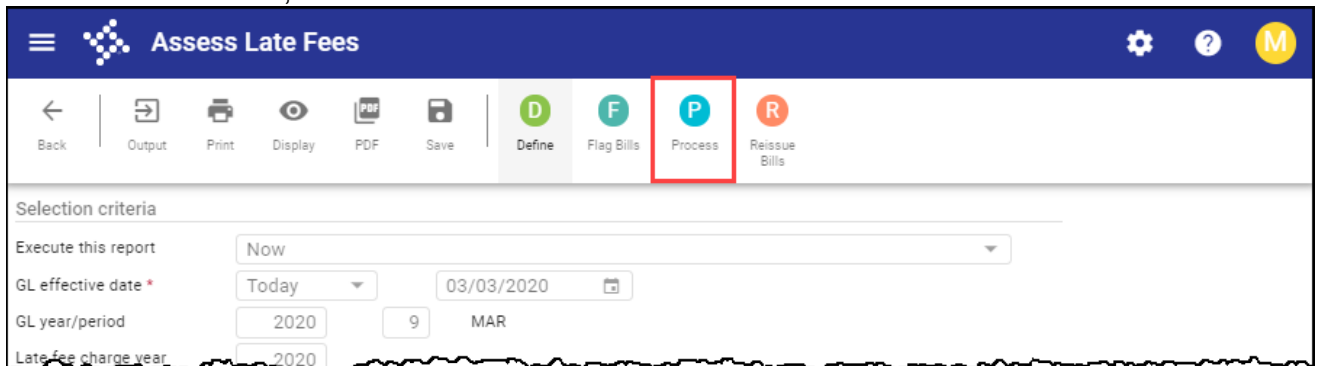
The program applies the fees and displays a message allowing you to reissue the bills.

11. Click Yes to reprint bills with the fees applied; click No to reprint bills at another time.
   If you click Yes, the Print Invoices program opens, allowing you to print the invoices; if you click No, you can reprint the bills using the Reissue Bills button on the Assess Late Fees screen.

12. If you clicked Yes to display the Print Invoices program to print invoices, use the Print Invoices program to complete the process.

The specified late fee has been applied to all invoices as indicated in the report, increasing the total amount due on the invoice by the amount of the late fee.

Approving Invoices

The procedures in this section provide the invoice approval process.

Approving Invoices Using Hub

Overview

When your organization uses Enterprise ERP Workflow for invoice approvals, the approval rules determine the invoices that must be approved and the approvers. The rules are defined using the Workflow Business Rules program. After all approvals, invoices may 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 into the Enterprise ERP system.

Confirm the following:

- You have access to Workflow cards in Hub.
- You are a recognized approver in Workflow User Attributes program.
- General Billing invoice business rules are established for required approval paths.

Procedure

Use the following steps to approve a general billing invoice using Hub:

1. In Hub, open the Approvals card to display workflow items awaiting approval.

2. Review the approvals for the number of general billing invoice approvals that require action and select the item or items to approve.
   The program displays the Approve dialog box.

3. Enter a comment and click Submit.
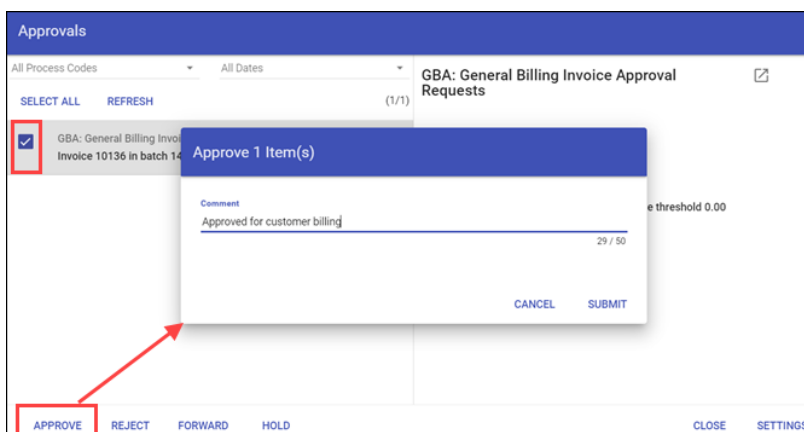
4. For additional details for a pending approval, click the process code link to display the record in the applicable Enterprise ERP program.
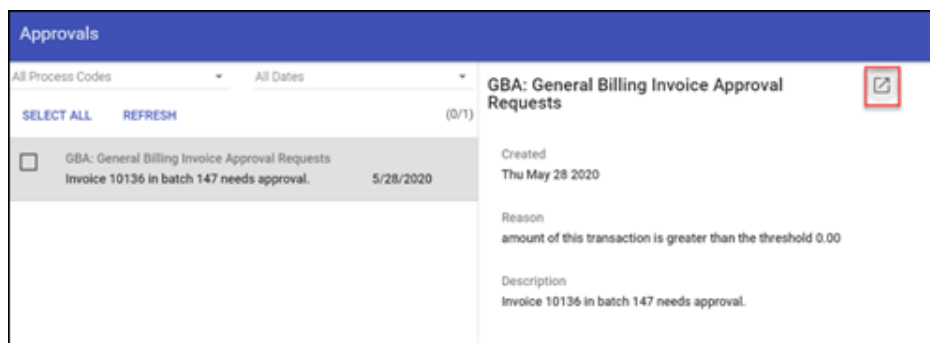
Option	Description	Notes
Accept	Approves the record. If appropriate, the program sends notification to the next approver in the sequence.	
Reject	Rejects the item. You must enter a rejection reason. The program notifies the originator of the rejection and the reason. The originator determines the next course of	

Option	Description	Notes
	action, such as alteration and resubmission or deletion.	
Hold	Places the item on hold. The program retains the item in your approval queue for additional review. It remains in your queue until further action is taken.	
Forward	Forwards the item to another Enterprise ERP user to review and manage.	

Printing Invoices and Statements

The procedures in this section describe the Print Invoices and Print Statement programs.

Printing Invoices

Overview
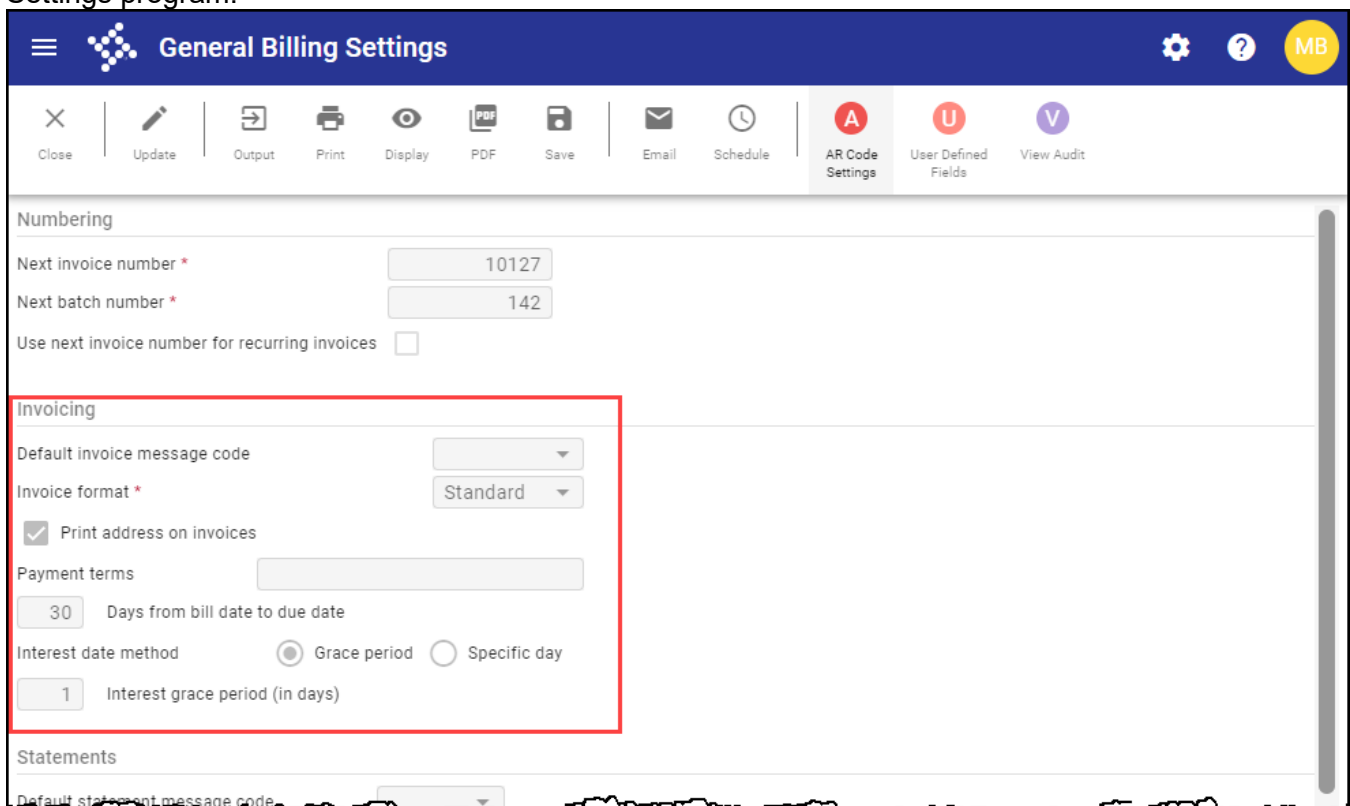
After general billing invoices have been entered and posted and the Apply Credits and Apply Deposits programs have been run, invoices can be printed. If implemented by your organization, ReadyForms can be used to create an image of the bill and either print, email, or fax invoices to customers.

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 into the Enterprise ERP system.

Confirm the following:

- One or more new invoices have been entered and posted in the Invoice Entry and Proof program or recurring invoices generated in the Recurring Invoices program.
- Invoice printing preferences have been established in the Invoicing section of the General Billing Settings program.

Field	Description	Notes
Default Invoice Message Code	Specifies the code representing text that prints on the invoices. The text associated with this message code displays in the lower-left corner of the invoices. Message codes are created and maintained in the Invoice Messages program.	
Invoice Format	Determines the format to use to print invoices: standard or 7-inch forms.	
Print Address on Invoices	If selected, the program includes your organization's address on the invoice.	
Payment Terms	Defines the payment terms to include on the invoices. For example, 30 days, 90 days, upon receipt of shipment, and so on.	
Days from Bill Date to Due Date	Indicates the number of days invoice (bill) date to the invoice due date.	
Interest Date Method	Determines whether to use the standard grace period or to use a specific day of the month to begin accruing interest on bills for which payment is due.	
Days Grace from Due Date to Interest Date Default Interest Day	*Days Grace from Due Date to Interest Date* If grace period is the interest date method, this field indicates the standard number of grace period days between the invoice due date to the date interest begins to accrue. *Default Interest Day* If specific date is the interest date method, this field indicates the number for a specific day of the next month to begin accruing interest for the unpaid invoice. Interest dates are assigned during the Output Post process in the Invoice Entry and Proof program.	

Procedure

Use the following steps to establish and generate various outputs from the Print Invoices program:

1. Open the Print Invoices program.

   Enterprise ERP > General Revenues > General Billing > Invoice Processing > Print Invoices

2. Click Define.

3. Complete the fields using the following table as a guide.

Field	Description	Notes
Selection Criteria		
Execute this Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: • 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
	• 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.	
Invoices		
Date Range	Establishes the type of date range and the range of dates for which to include invoices in the print or reprint process: • Specific Date—Allows you to define a specific date range. If you select this option, complete the Date Range boxes to define the range. • Today—Includes records for the current date. • Yesterday—Includes records for the previous day. • This Week—Includes records from the current week. The program uses the date range relative to your selection at the time you execute the report.	
Invoice Year	Define the year for which to include invoices in the print or reprint process: • Current—Includes records in the current invoice year. • Last—Includes records in the previous invoice year. • Next—Includes next year invoices. • Specific Year—Allows you to specify an invoice year. When you select this option, enter the year in the Invoice Year box. The program uses the year relative to your selection at the time you execute the report.	
Invoice Range	Determine the range of invoice numbers for which to include invoices in the print or reprint process. Leave both boxes blank to print all invoices within the Print or Reprint setting or enter a range of invoice numbers to print. To print a single invoice, enter the same invoice number in both boxes.	

Field	Description	Notes
AR Code Range	Outline the range of AR codes for which to include invoices in the print or reprint process. Accept the default values to include records for all available AR codes in the report.	
Batch Number Range	Define the range of batch number for which to print invoices. Accept the default values to include all customers.	
Customer Number Range	Define the range of customers for whom to print invoices. Accept the default values to include all customers.	
Special Condition Restrictions	Includes or excludes special conditions. When you select a value from the list, click the Selected link to define the special conditions to apply.	
AR Effective Date	Specifies the accounts receivable effective date for amounts due.	
Include Invoice Balance Over	Establishes the minimum amount for which to include invoices in the print or reprint process. For example, your policy may be to not invoice customers if the amount is less than $10.00. In this field, an entry of $10.00 would allow only invoices that are $10.00 or greater to print	
Only Include Invoices That Are	Defines the status of invoices to include: due now, past due, paid, or all balances.	
Print		
Run Type	Identifies whether new invoices are to be printed or past invoices are to be reprinted. After an invoice has been printed, it is omitted from future invoice print runs unless you select Reprint.	
Sort Option	Determines the sort order for the invoices.	
Include Scan Line on the Invoice	If selected, the program includes a scan line on the invoice.	
Include Last Payment Date and Amount	If selected, the program includes the last payment date and amount on the invoice.	
Include Account Balance and Past Due	If selected, the program includes the account balance and past due amount on the invoice.	
Include "Duplicate Invoice" on Reprinted Invoices	If selected, the program prints *****Duplicate Invoice***** on a reprinted invoice.	

Field	Description	Notes
Skip Invoices with Medical/Ins Information	If selected, the program excludes invoices with medical or insurance information from the invoice print or reprint process.	
Print on Plain Paper	If selected, the program prints the invoices on plain paper. Otherwise, the item is formatted to print on forms.	
Double Space Detail Lines	If selected, the program inserts double spaces between invoice line items.	
Print General Ledger Summary	If selected, the program includes a general ledger account summary after the detail lines on the invoice.	
Override Invoice Messages	If selected, the program overwrites the default invoice message with a user-defined invoice message. User-defined messages are created and maintained in the Invoice Messages program. If you select this checkbox, the Invoice Message box is accessible.	
Round Unit Price	If selected, indicates that the unit prices are rounded to two decimal places on printed invoices. If not selected, the full unit price prints on the invoice.	
Export		
Create Export File	If selected, the program creates an export file for the invoices. When you select this checkbox and the Print General Ledger Summary checkbox, the Print Invoices program includes the general ledger summary in the XML output file.	
File Format	Determines the type of export file to create: flat file or XML. If you select Flat File, enter the file name in the Export File Name box. When you click Export to create the file, the program stores the file in the Saved Reports directory.	
Export Detail	Determines the installment detail for the report.	
Export File Name	Specifies the name of the flat file export file. When you click Export, the program creates and stores the file in the Saved Reports directory.	
Customization		
Payment Terms	Summarizes the invoice payment terms. You can enter up to 15 characters of text. The payment term you type is included on each invoice. The default value is	

Field	Description	Notes
	defined in General Billing Settings program, but you can change it.	
Invoice Message	Identifies the message code for the message that is currently applied to the invoice. When you enter a code, the message displays. When the Override Invoice Message checkbox is selected, you can update the message code by selecting a different code. Predefined messages are created and maintained in the Invoice Messages program. To create a new invoice message, leave this box blank and type a message in the message text field.	
Results		
	Displays the number of records selected, printed, and exported. The program completes these fields as records are processed.	

5. Click Accept to save your search criteria.

6. Click Select.
   The program displays the number invoices selected in the Selected box.

7. On the toolbar, select an output option to print, save, or export the file.

8. Define the output settings as necessary.

9. Click OK.
   This program prints invoices to the predetermined printer and sends email message or fax invoices to customers who have selected those options for invoice delivery.
   The program displays the number of invoices processed in the Printed box.

If your organization uses ReadyForms, use the ReadyForms Delivery Definitions option to define the invoice processing settings and select a template. To create a data set for ReadyForms processing, complete the fields as required to define the active set of invoices, click Output, and then click Sample Data to create the XML file to use with ReadyForms.

Printing Statements

Overview
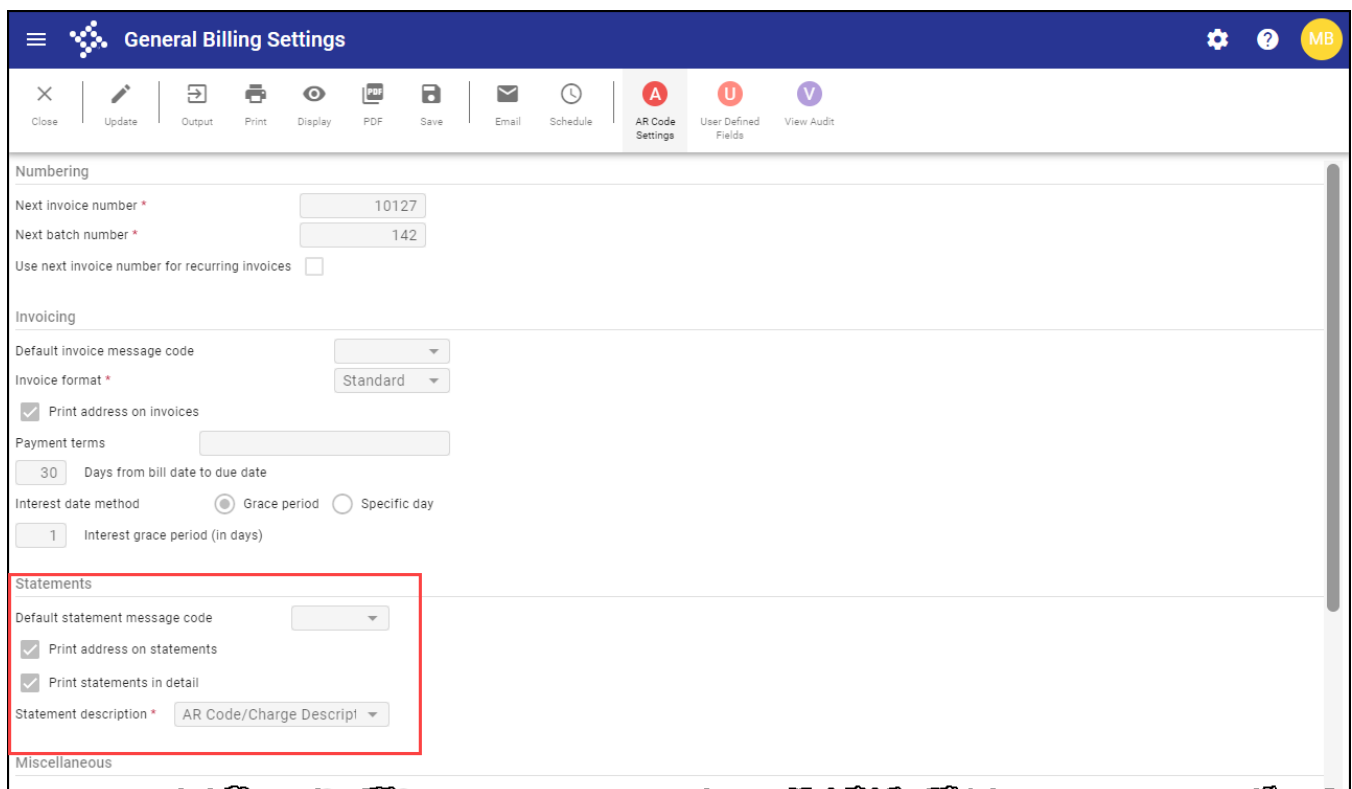
General billing statements list all outstanding invoices for a user-defined range of customers.

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 into the Enterprise ERP system.

Confirm the following:

- One or more new invoices must have been entered and posted in the Invoice Entry and Proof program or recurring invoices generated in the Recurring Invoices program.
- If necessary, default invoice message codes must be established in the Invoice Messages program. This is a task performed by Treasury.
- Statement delivery method must be set on the customer files.
- Statement printing preferences must be established in the General Billing Settings program.
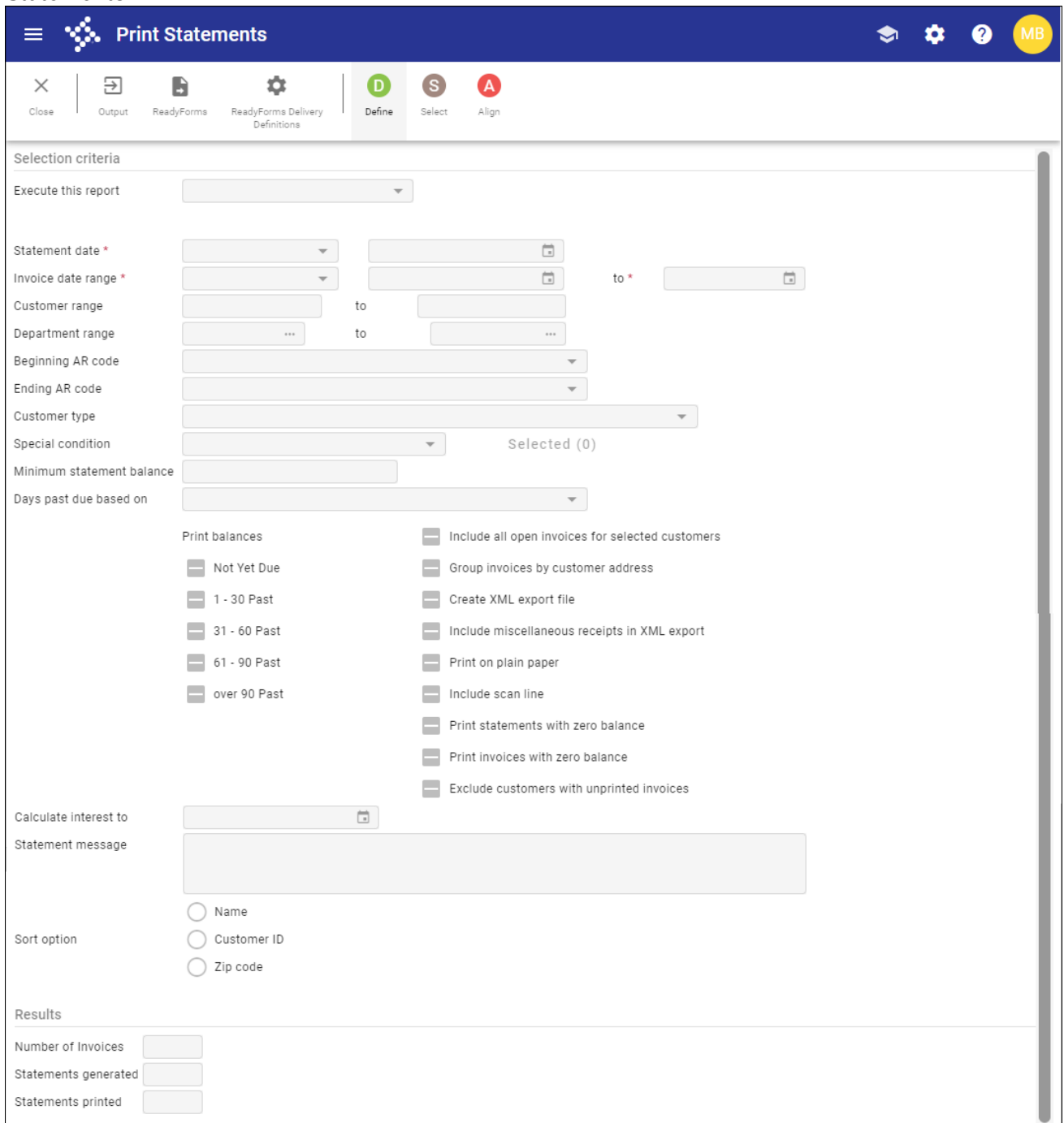
Field	Description	Notes
Default Statement Message Code	Identifies the code representing text that prints on the statements. The text associated with this message code	

Field	Description	Notes
	displays in the lower left corner of the statements. Message codes are established and maintained in Invoice Messages.	
Print Address on Statements	If selected, your organization's address prints on statements.	
Print Statements in Detail	If selected, the program includes invoice line items on the statement.	
Statement Description	Provides the description to include on the statements: • AR Code/Charge Description— Indicates that the accounts receivable (AR) charge code description prints on statements. • For Loc—Indicates that the first line of the invoice For/Location field prints on statements.	

Procedure

Use the following steps to establish and generate various outputs from the Print Statements program:

1. Open the Print Statements program.
   Enterprise ERP > General Revenues > General Billing > Collection Processing > Print Statements

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

Field	Description	Notes
Selection Criteria		
Execute this Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: • 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.	
Statement Date	Defines the date to create statements: • Today—Uses the current date to create statements. • Specific Date—Uses a specific date to create statements. When you select this option, enter the date in the field that follows. The program uses the date relative to your selection at the time you execute the report. For example, if you select Today, the program uses the current date at the time the statements are created.	
Invoice Date Range	Determines the invoice date range for including invoices in the statement: • Today—Uses the current date to select invoices. • Month End—Uses the current month to select invoices. • Specific Date—Uses a specific date to select invoices. When you select this option, enter the date range in the fields that follow. The program uses the date range relative to your selection at the time you execute the report. For example, if you select Today, the program uses the current date at the time the statements are created.	

Field	Description	Notes
	The program references the due date to determine the number of days the records are late instead of the invoice date.	
Customer Range	Define the range of customer accounts to include in the statement. Type the beginning and ending account numbers in the boxes or leave the default value of zero to all 9s to include accounts for all customers in statements.	
Department Range	Define the range of departments for which to include invoices in the statement. Enter a beginning and ending department type code or leave the default blank value to all *Z*'s to include invoices for all departments in statements.	
Beginning/Ending AR Code	Outline the range of accounts receivable (AR) codes to include in statements. Select the beginning and ending AR codes from the lists or leave the default values to include records for all available AR codes in the statements.	
Customer Type	Provides the customer type for which to create statements.	
Special Condition	Determines if statements should be included or excluded according to special condition codes. Click the Selected link to define codes once you have selected a determination from this list.	
Minimum Statement Balance	Identifies the balance over which statements must have in order to be included. For example, your policy may be to not print statements if the amount due is less than $10.00. In this field, an entry of $10.00 would allow only invoices that are $10.00 or greater to print.	
Days Past Due Based On	Provides the Due Date and Invoice Date options and allows you to define the report to calculate the days past due on the invoice date or the due date.	
Print Balances	Determines which outstanding invoices to include in the report based on how many days overdue the invoices are. For example, to include only those	

Field	Description	Notes
	invoices with balances that are 60 days past their due date, you would select the 61 - 90 and Over 90 options, but not the 1 -30 or 31 - 60 options.	
Include All Open Invoices For Selected Customers	If selected, the program includes all open invoices for the specified customers, regardless of the invoice date range specified, in the statement. This is useful for customers that wish to print all balances due per customer without having to change the invoice date range.	
Group Invoices by Customer Address	If selected, the program groups customer address information for each invoice in the statement. This option is only available when the Sort Option is Customer ID.	
Create XML Export File	If selected, the program creates an export file of statements in XML format.	
Include Miscellaneous Receipts in XML Export	If selected, miscellaneous receipts associated with a customer ID are included in the XML export, if they have an effective date within the defined invoice date range.	
Print on Plain Paper	If selected, the report prints on plain white paper. Otherwise, the statement is formatted to print on a form.	
Include Scan Line	If selected, the program includes an OCR scan line on the invoice print or export file. This is helpful if you intend to use a scanner when accepting payments.	
Print Statements With Zero Balance	If selected, the program prints statements with a zero balance.	
Print Invoices With Zero Balance	If selected, the program prints invoices with a zero balance.	
Exclude Customers With Unprinted Invoices	If selected, the program prevents statements from being printed for any customers that have invoices that have not yet been printed.	
Calculate Interest To	Indicates the date on which to calculate interest.	
Statement Message	Provides a message to include on each statement.	
Sort Option	Establishes the order by which to include accounts on the statement: by customer name, customer ID number, or ZIP Code.	
Results		

Field	Description	Notes
	Display the number of records selected and printed. The program completes these values as processing occurs.	

4. Click Accept.

5. Click Select.
    The program displays the number of statements selected in the Selected box.

6. Click Output on the toolbar to display, print, or save the statement.
    The program displays the Output dialog box.

7. Define the output settings applicable to your organization.

8. Click OK.
    The program prints statements to the predetermined printer and sends email message or fax statements to customers who have selected those options for statement delivery.
    The program displays the number of statements processed in the Printed box.

If your organization uses ReadyForms, use the ReadyForms Delivery Definitions option to define the invoice statement print settings and select a template. To create a data set for ReadyForms processing, complete the fields as required to define the active set of invoices, click Output, and then click Sample Data to create the XML file to use with ReadyForms.

General Billing Inquiry and Reports
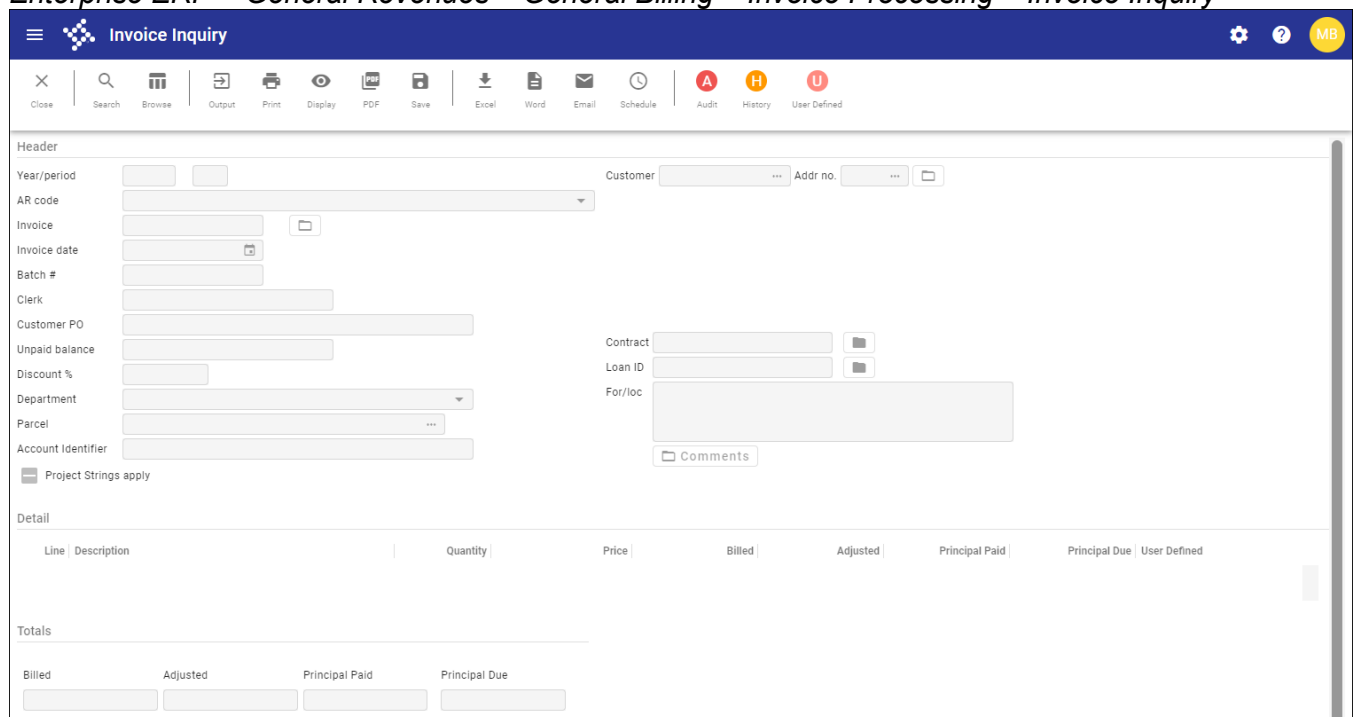
General Billing Inquiry and Reports provides instructions for researching records and creating reports for Enterprise ERP General Billing data.

Invoice Inquiry

After invoices have been posted to the general ledger, use the following steps to inquire on General Billing invoices from the Invoice Inquiry program:

1. Open the Invoice Inquiry program.
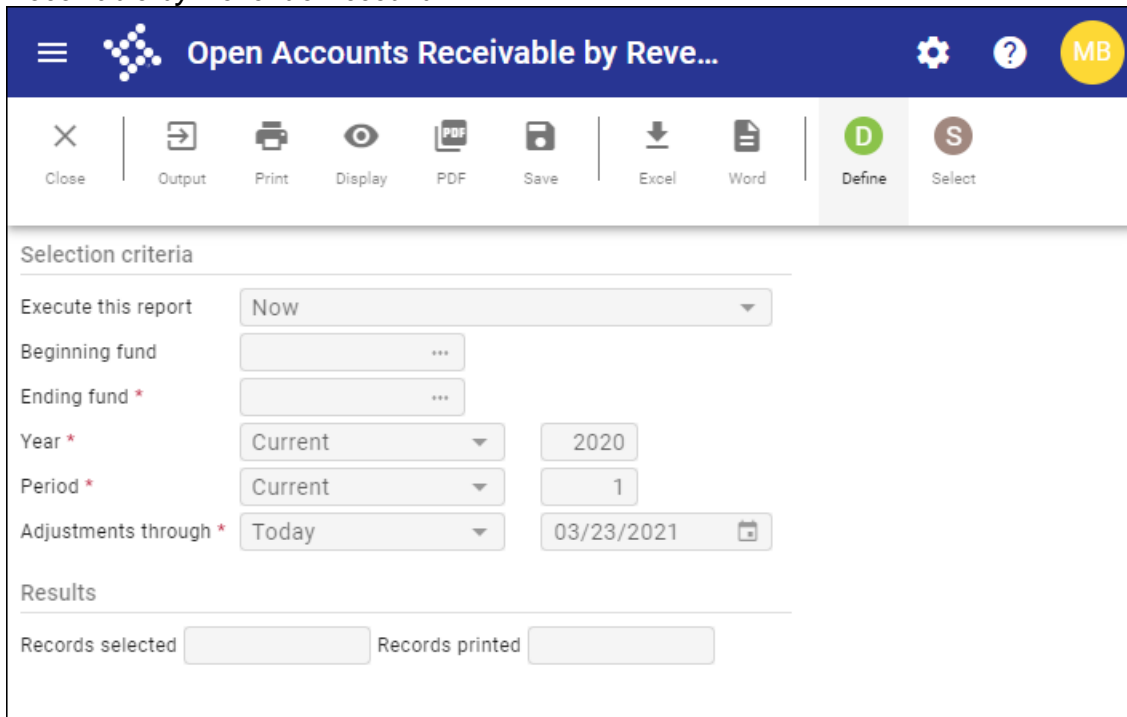   *Enterprise ERP > General Revenues > General Billing > Invoice Processing > Invoice Inquiry*

2. Click Search.

3. Complete one or more of the fields to define the invoices to review.

4. Once you have entered your search criteria, click Accept.
   The program creates the active set of records based on your search criteria.

5. Use the navigation bar at the bottom of the screen to move to the next record in the active set or click Browse to view all invoices in the list.

6. Use the Output group toolbar buttons to output the browse screen or Invoice Inquiry records to a report. In addition, on the browse screen and the Invoice Inquiry screen, you can click Excel to export the set of invoices directly into Microsoft® Excel. On the Invoice Inquiry screen, you can also click Word to export the set of invoices into Microsoft Word.

Open Accounts Receivable by Revenue Account Report

The Open Accounts Receivable by Revenue Account program creates a report of open accounts receivable by general ledger account for General Billing invoices.

Use the following steps to create the report:

1. Open the Open the Accounts Receivable by Revenue Account program.
   Enterprise ERP > General Revenues > General Billing > Inquires and Reports > Open Accounts Receivable by Revenue Account

2. Click Define and complete the fields, as required, to define the report.
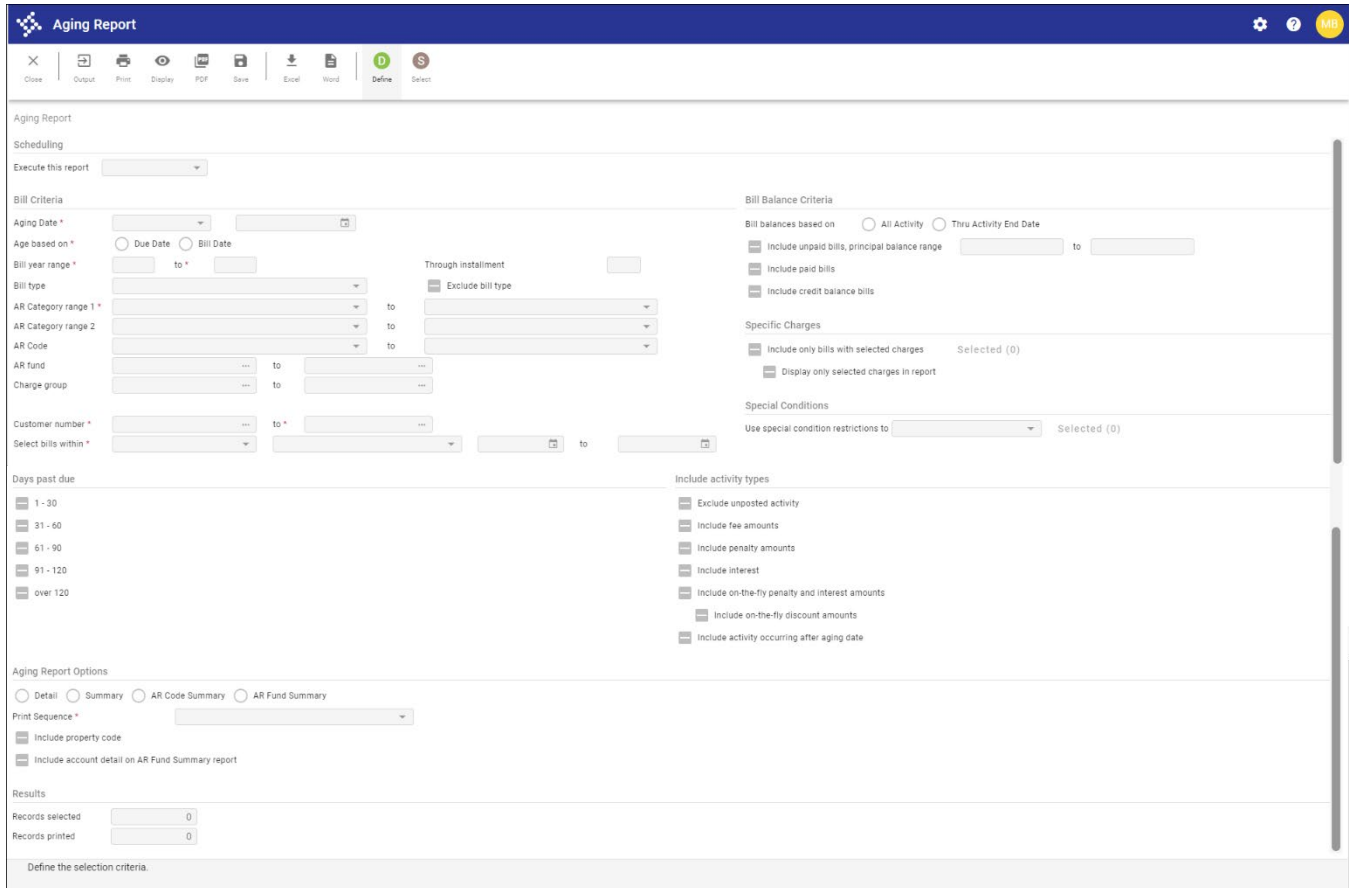
Field	Description	Notes
Selection Criteria		
Execute this Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: • Now—Creates the report immediately. This option does not use Enterprise ERP Scheduler; use the output options in the toolbar to view, print, or save the 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.	
Beginning/Ending Fund	Define a range of funds for which to view open accounts receivable amounts. A beginning fund is not required but you must enter an ending fund.	

Field	Description	Notes
Year	Determines the year the program uses to select records for the report: • Current—Includes records from the current year. • Last—Includes records from the previous year. • Next—Includes records from the next year. • Specific—Includes records from a specific year. When you select this option, enter the year in the field that follows. The program uses the year relative to your selection at the time you execute the report. For example, if you select Current, the program uses the current year at the time the report is created.	
Period	Determines the period (accounting month) the program uses to select records for the report: • Current—Includes records from the current period. • Specific—Includes records from a specific period. When you select this option, you must type a period in the box. The program uses the period relative to your selection at the time you execute the report. For example, if you select Current, the program uses the current period at the time the report is created.	
Adjustments Through	Specifies the date through which the program selects adjustment records for the report: • Today—Includes records through the current date. • Specific—Includes records through a specific date. When you select this option, enter the date in the box that follows. The program uses the date relative to your selection at the time you execute the report. For example, if you select Today, the program uses the current date at the time the report is created.	
Results		
	Display the number of accounts selected and processed. The program completes these values as processing occurs.	

3. Click Accept to save your find criteria.

4. Click Select to find all the posted payments that match your find criteria.
   The program displays the number of payments found in the Records Selected box.

5. Use the output options on the toolbar to print records to a report.

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).

Field	Description	Notes
Scheduling		
Execute this Report	Determines when to generate the report when Enterprise ERP Scheduler is enabled: • 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
	• 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: • 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.	I
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	If selected, the program only includes those bills in the report with the charges indicated under Selected Charges. 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.	
Display Only Selected Charges in Report	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.	
Special Conditions		
Use Special Condition Restrictions To	Defines the special condition restrictions to use for selecting the bills to include in the report. 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. 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. 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.	
Days Past Due		

Field	Description	Notes
	Defines the days past due for the bills to include in the report.	
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: • 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.	

Customer Central

Overview

The Customer Central program identifies existing customers, their related addresses, associated bills, and recent activity.

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 into the Enterprise ERP system.

Confirm the following:

- Accounts receivable (AR) permissions allow maintenance of AR customer records.

Searching

The Customer Central program allows for searching based on customer name or phone number. The Advance Search option allows for searching based in a wider variety of criteria and allows for these searches to be saved. Saved searches display when you click the Advanced Search button.
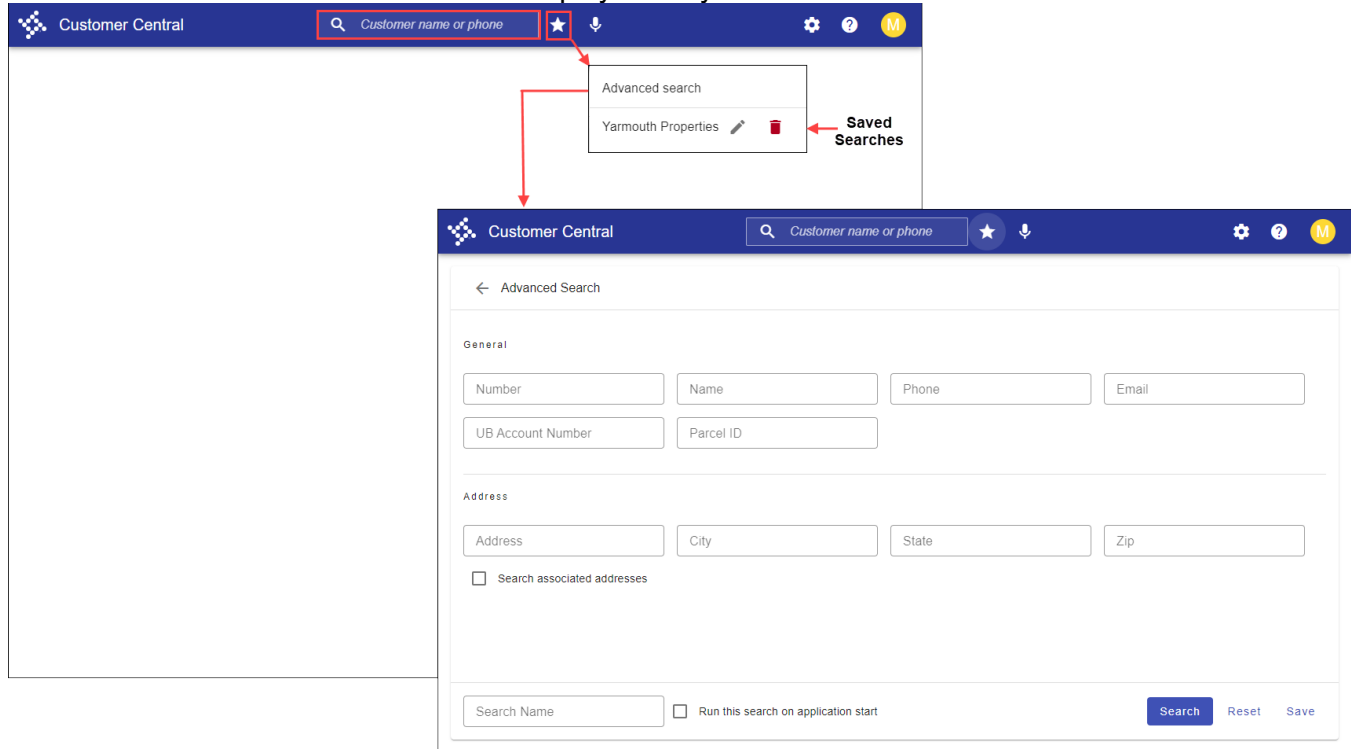

The Search Results display all customers who meet the defined criteria. Results display in either the table or list format.
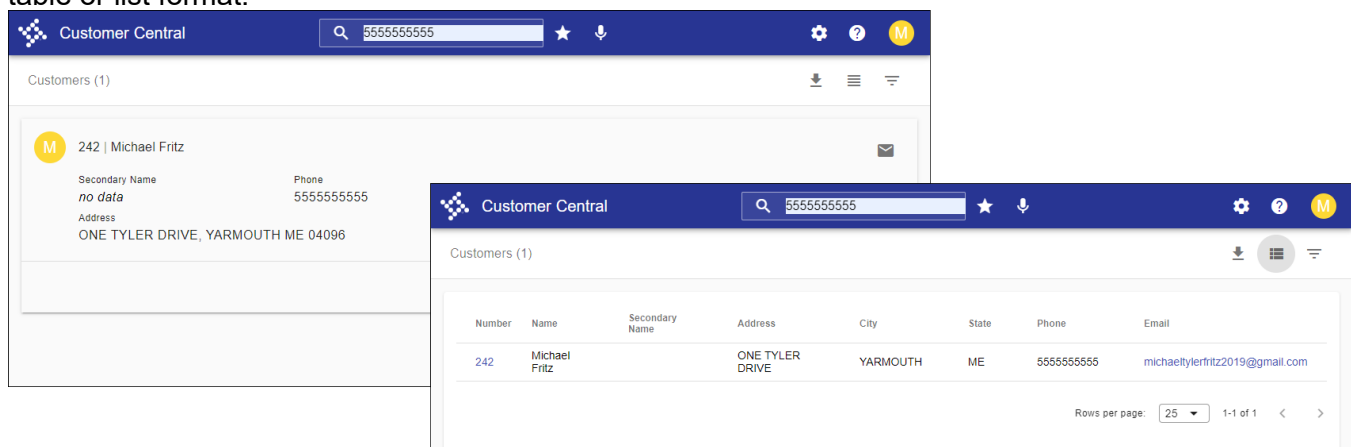
The Search Results page includes the download, list/table view, and filter buttons.

- Download creates an Excel export file.
- List/table view changes the current view from a list to table/table to list.
- Filter refreshes the page to display a filter fields for each of the customer detail items. Filters are only applicable in list view.
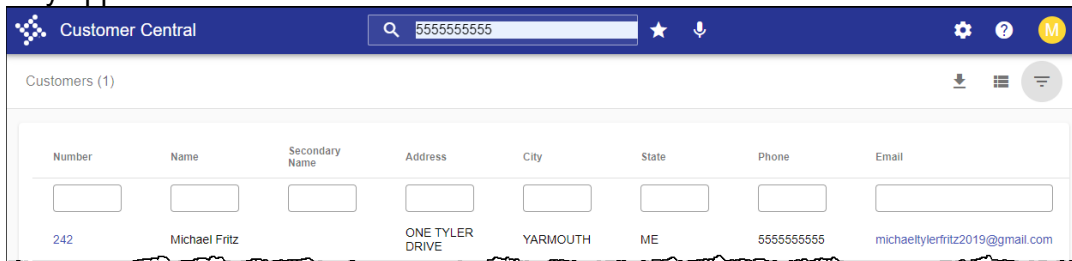
When you select a customer record, the detail page provides the Overview, Account Summary, Alerts, Recent Activity, and Items categories. For each customer record, the Edit, Refresh, Notes, Attach, and Excel Export buttons are available.
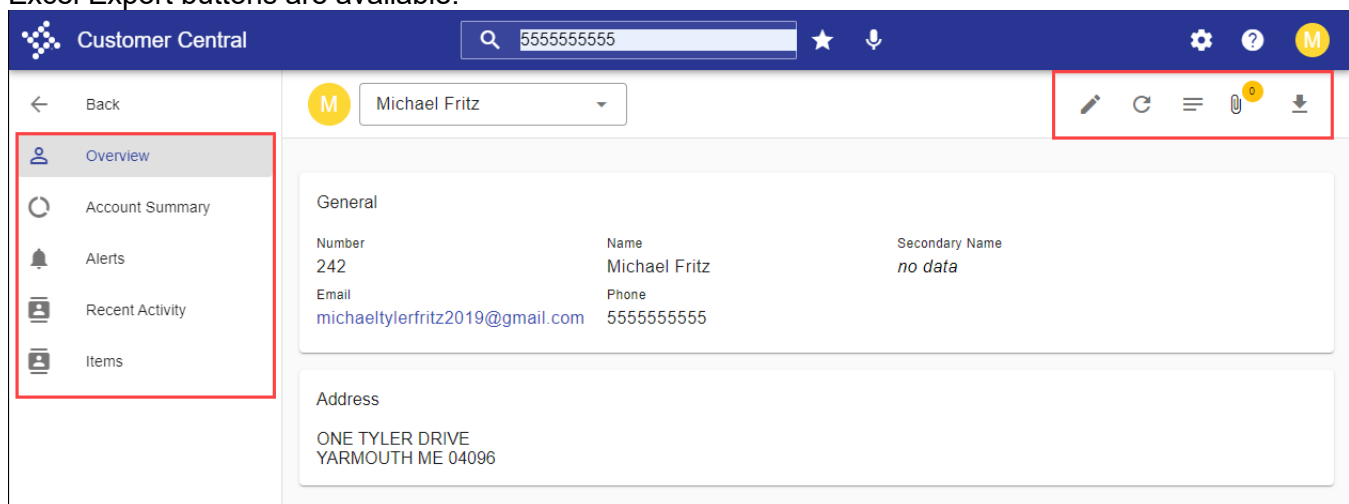
- The Overview category displays the current contact information for the customer.
- The Account Summary category provides an overall summary of the current customer including any amounts due. The Pay Balance button (⌨) opens the Payment Entry program for payment processing.
- The Alerts category displays any alerts associated with the customer. Example of alerts are "Cash-only customer" or "Inconsistent payment record."
- The Recent Activity category displays all Payment, Refund, and Reversal activity for the last 30 days.
- The Items category displays all bills within the last month. The Pay Balance button opens the Payment Entry program for payment processing.

Appendix A—Loans

Overview

Loans establishes a set of payment terms, creates an amortization schedule, and generates invoices for each billing installment for the life of the loan.

The Loans program makes loan term information available for update until the loan is activated or the amortization schedule manually adjusted. Once you manually change one of the period values, you cannot make further term changes to the loan, but you can still modify the principal and interest values.

Once a loan is activated, the program does not allow adjustments to the loan.
Using the Loans program, you can create and maintain multi-installment loans. In addition, you can update loan terms and principal amounts. When you do so, the program re-amortizes the loan amounts.

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 into the Enterprise ERP system.
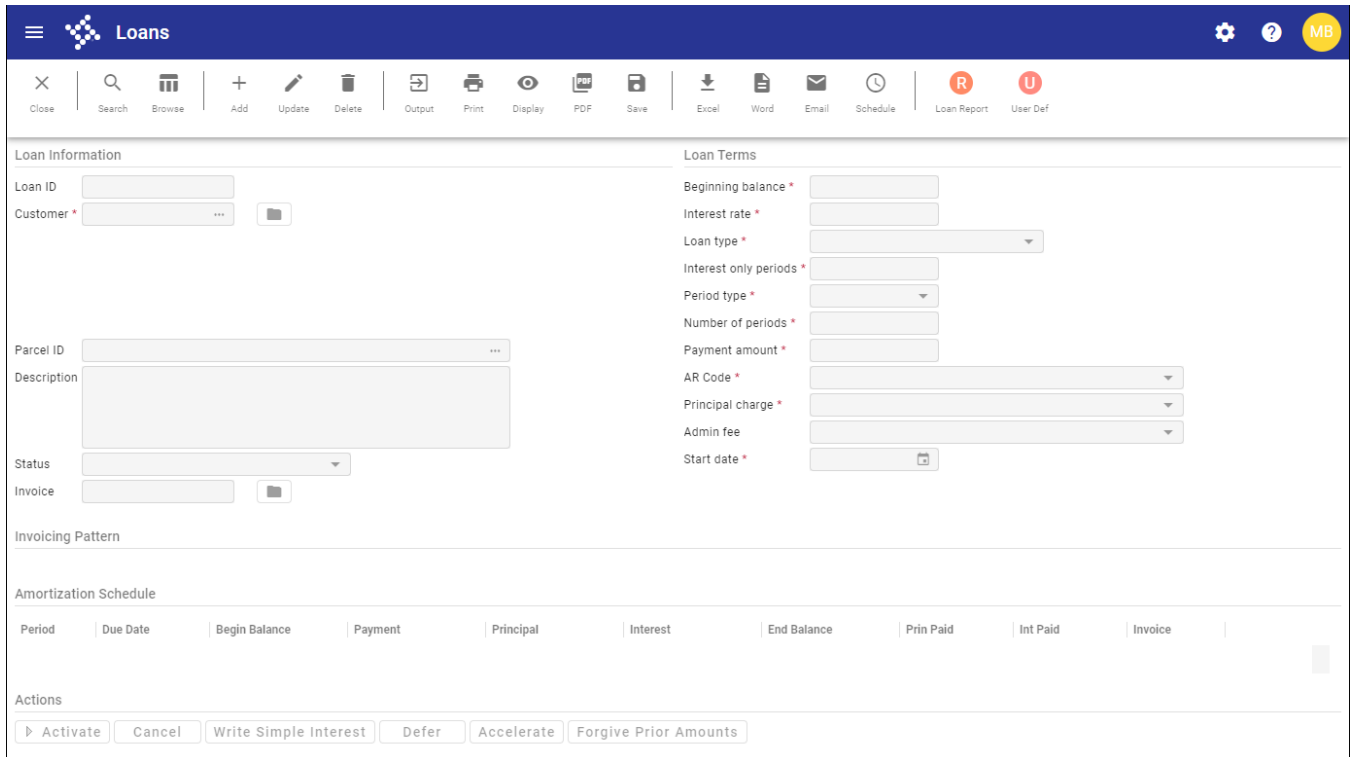Confirm the following:

- AR code restrictions are established.
- General Billing AR codes, charge codes, and settings are defined.

Procedure

The following steps outline how to set up a loan:

1. Open the Loans program:
   Enterprise ERP > General Revenues > General Billing > Invoice Processing > Loans

2. Click Add to create the loan record.
3. Complete the fields, as required, using the following table as a guide:

Field	Description	Notes
Loan Information		
Loan ID	Stores the loan identification number. The program assigns the ID once the loan information is defined.	
Customer	Identifies the customer associated with the loan. When you enter a customer number, the program displays the name and address.	
Parcel ID	Identifies the property parcel associated with the loan.	
Description	Provides a description of the loan.	
Status	Indicates the loan status. The status is initial until the loan is activated.	
Invoice	Provides the invoice number for the loan. The program assigns this number when you use the Create Invoice option to post the loan using the Invoice Entry and Proof program.	

Field	Description	Notes
	Click the folder button to view the invoice in Invoice Inquiry.	
Loan Terms		
Beginning Balance	Specifies the original amount of the loan, not including interest that will accrue.	
Interest Rate	Defines the annual percentage rate (APR) of the loan. The interest rate percentage is used when generating the amortization schedule.	
Loan Type	Determines how payments are scheduled. If the payment amount per period, or the number of periods, is automatically calculated: • Fixed Number of Periods—A fixed number of periods over which the loan will be amortized. The payment amount for each period is calculated automatically. • Fixed Payment Amount—A fixed payment amount due for each period. The number of periods is calculated automatically. • Interest Only, Fixed Periods—A fixed number of periods over which the loan will be amortized with the payment amount automatically calculated, but with a set number of periods where only interest is due. • Interest Only, Fixed Payment—A fixed payment amount due for each period with the number of periods calculated automatically, but with a set number of periods where only interest is due. • Balloon Payment—A payment of the outstanding principal sum.	
Interest Only Periods	Defines the number of periods for which only interest is due. This field is available if the loan type selected is Interest Only, Fixed Periods or Interest Only, Fixed Payment.	
Period Type	Determines how frequently periods will be invoiced and the option available for the invoicing pattern: • Day • Month • Week • Semi-annual • Year	
Number of Periods	Specifies the number of periods over which the loan will be amortized. This field is only accessible for the Fixed Number of Periods or Interest Only, Fixed Period loan types.	

Field	Description	Notes
Payment Amount	Provides the exact payment amount that is due each period. This field is only accessible for the Fixed Payment Amount or Interest Only, Fix Payment loan types.	
AR Code	Identifies the accounts receivable code of the department with which this loan is associated.	
Principal Charge	Specifies the charge code to which the beginning balance will be charged. Charge codes must be set up to calculate interest.	
Admin Fee	Assigns an administrative fee if applicable.	
Start Date	Establishes the date for the first payment period. The due date and invoice date are calculated from this date.	
Invoicing Pattern		
	Provides the pattern options for the loan invoices: • Specify a monthly pattern based on a week within a month and then a day within the week. In this case, the Next Invoice Date field is available. • Specify a specific day of the month for the invoice to be created.	
Amortization Schedule		
	Once the loan term fields are defined and you click Accept, the program automatically generates the amortization schedule. The amortization schedule can be manually manipulated, adjusting the principal and interest amounts for each period. This re-amortizes the remaining balance over the remaining periods.	

4. Click Accept to save the changes.

5. Click Activate at the bottom of the screen to activate the loan.
   The program completes the Loan ID field and updates the Status field to Active.

The program displays the Output dialog box to print a Loan Invoices report.

6. Define the output settings and then review the report.

```
03/05/2020 09:43    |Munis                                                          |P    1
maureen.elfring    |LOAN INVOICES                                                   |gbaloans

LOAN ID      PRINCIPAL      INTEREST RATE      DUE DATE      INVOICE      YEAR
--------  ----------------------  --------  ----------  --------
      3      250,000.00              5.00%    02/01/2015      10386      2020


                    ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

7. After reviewing the report, return to the Loans program, which now displays the Post Batch message.

8. Click Yes.
   The program displays the Output dialog box to create the Invoice Entry Proof List.

9. Define the output settings and then review the proof report.

```
03/05/2020 09:46   |Munis                                                              |P       1
maureen.elfring    |INVOICE ENTRY PROOF LIST                                           |gbinvent

    CLERK: maureen.elfring        BATCH:      330            NEW INVOICES

YEAR/PER   INVOICE   ACCOUNT NAME                  DEPT   CASH ACCOUNT       INV DATE                      ERROR
2020/ 9    10386        187 FRITZ, MICHAEL               1000    1010        01/01/2015
                  DISCOUNT:                           .00

            CHG CODE DESC                    UOM    QUANTITY          PRICE       DISC AMT        ORIG AMT
            SERVIC  BILLABLE SERVICES          EACH     1.00   250,000.000000          .00      250,000.00
               A/R: 1000    1200      ACCOUNTS RECEIVABLE             250,000.00
               REV: 1000    4200      GENERAL BILLING REVENUE        -250,000.00
                                                                INVOICE   10386       250,000.00


            1 INVOICES                                             BATCH TOTAL       250,000.00


03/05/2020 09:46   |Munis                                                              |P       2
maureen.elfring    |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                  |gbinvent

CLERK: maureen.elfring

YEAR PER    JNL
SRC ACCOUNT                                         ACCOUNT DESC          T OB        DEBIT          CREDIT
     EFF DATE   JNL DESC   REF 1  REF 2     REF 3   LINE DESC
------------------------------------------------------------------------------------------------------------
2020  9       7
GBI 1000-1200                                       ACCOUNTS RECEIVABLE            250,000.00
     03/05/2020 330            187        10386        GB INVOICE ENTRY
GBI 1000-4200                                       GENERAL BILLING REVENUE                       250,000.00
     03/05/2020 330            187        10386        BILLABLE SERVICES
                                                                      ------------------ ------------------
        GBI - GB Invoice Posting 2020 Period 09 03/05/2020 JOURNAL 2020/09/7    TOTAL    250,000.00    250,000.00

2020  9       7
GBI 1000-3910                                       REVENUE CONTROL                               250,000.00
     03/05/2020


03/05/2020 09:46   |Munis                                                              |P       3
maureen.elfring    |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                  |gbinvent


FUND                          YEAR PER    JNL  EFF DATE                          DEBIT          CREDIT
    ACCOUNT                                         ACCOUNT DESCRIPTION
------------------------------------------------------------------------------------------------------------
1000 GENERAL FUND             2020  9       7 03/05/2020
    1000-1200                                     ACCOUNTS RECEIVABLE         250,000.00
    1000-3910                                     REVENUE CONTROL                            250,000.00
                                                                      ------------------ ------------------
                                                         FUND TOTAL    250,000.00    250,000.00

                    ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

10. After reviewing the report, return to the Invoice Entry and Proof program, which now displays the final posting confirmation message.

11. Click Yes.

12. When the post process completes, click Periods on the toolbar to review the period information for the loan.
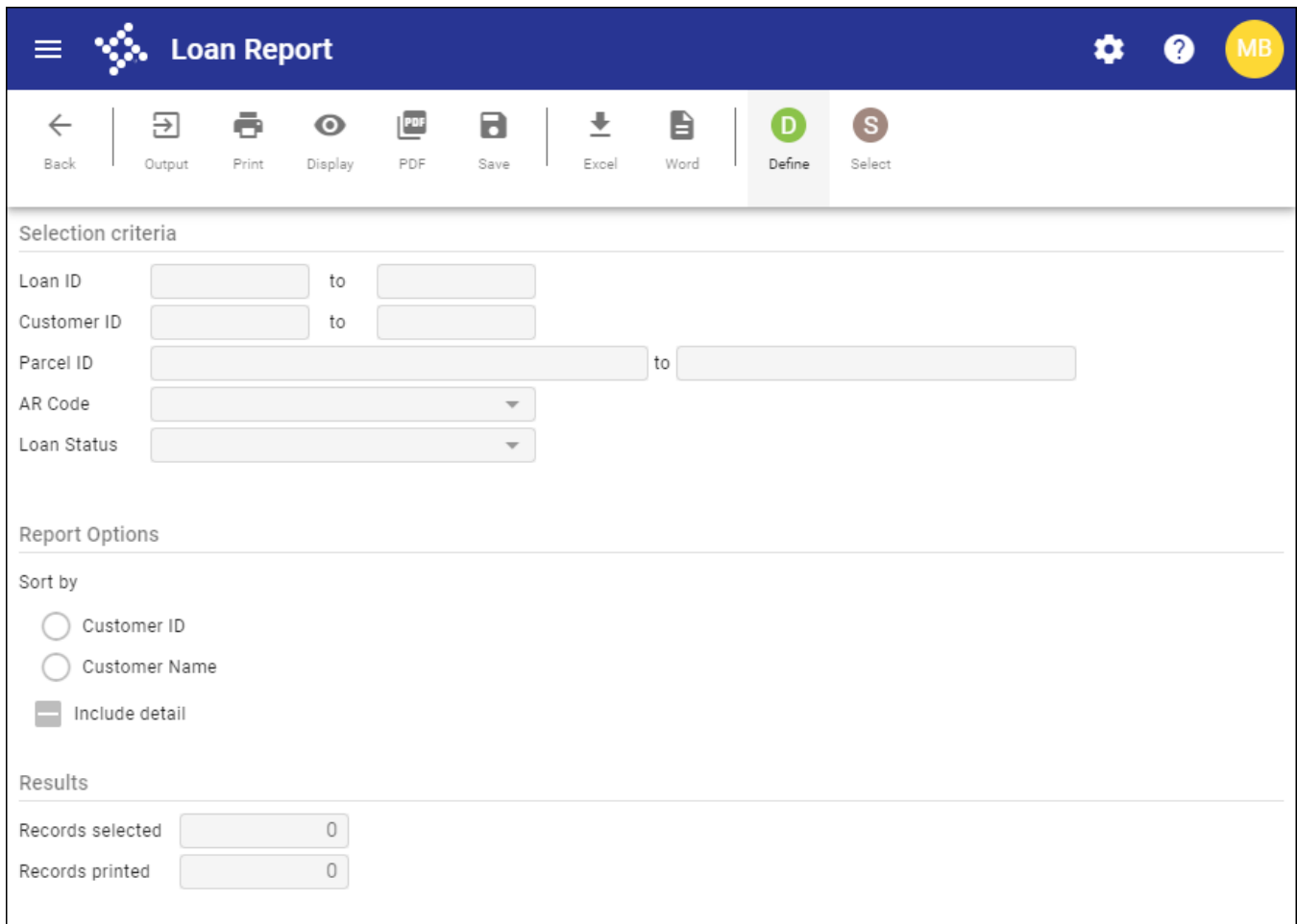
To create invoices for the loan:

1. Once the amortization schedule is created and the loan is activated, click Create Invoice to automatically or manually create an invoice for the loan. In either case, only periods requiring invoice creation generate invoices.

2. On the Create Invoices page, click Automatic to use Enterprise ERP Scheduler to define a time for the invoices to automatically be generated or click Selective to manually create the invoices one time.

3. When you use the Selective process, click Generate to send the records to Invoice Entry and Proof to be posted. Once invoices have been created and posted, the program updates the Invoice field with the invoice number.

Create a Loan Report

1. Click Loan Report on the toolbar on the Loans screen to create a report of the amortized loan.
2. Click Define.

3. Complete the fields, as applicable, using the Field Descriptions table as a guide.
4. Click Accept to save the settings.
5. Click Select to select the defined value records.
6. Click an output option on the toolbar to process the report data.

Field	Description	Notes
Selection Criteria		
Loan ID	Define the range of loan numbers to include in the report.	
Customer ID	Define the range of customer numbers to include in the report.	
Parcel ID	Define the range of properties to include in the load report.	

Field	Description	Notes
AR Code	Identifies the accounts receivable code for the loans to include in the report.	
Loan Status	Specifies the loan status for the report: • Active • Canceled • Initial • Paid off • Deferred • Accelerated	
Report Options		
Sort By	Determines the sort order for the report: Customer ID or Customer Name.	
Include Detail	If selected, causes the report to include detail for each loan selected.	
Results		
	Display the number of records selected and the number of records printed. The program completes these fields during report processing.	

Appendix B—Employee Insurance Bills

Overview

The Create Employee Insurance Bill feature allows users to bill employees or retirees for COBRA benefits or insurance premium reimbursements.

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 into the Enterprise ERP system.

Confirm the following:
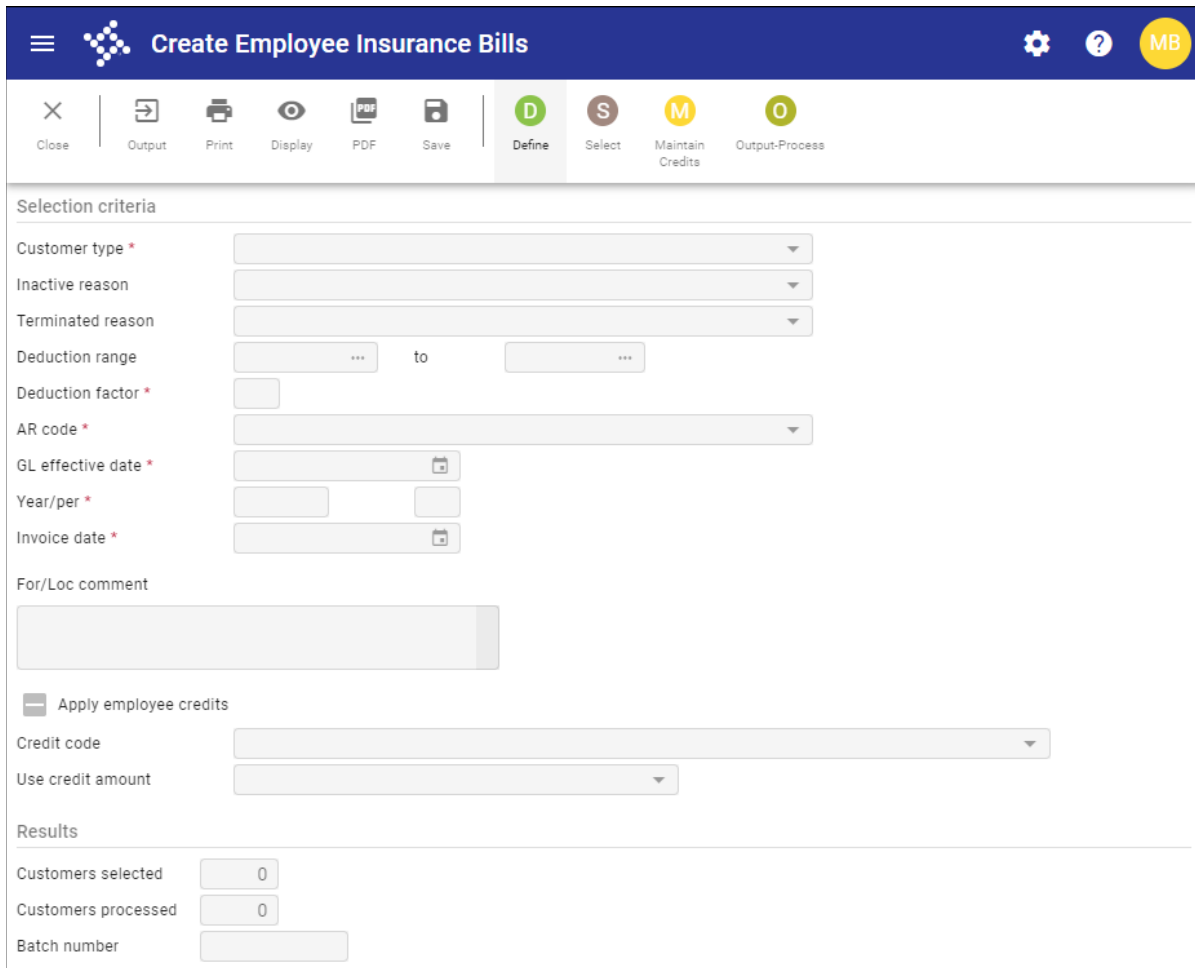
- Enterprise ERP Payroll has been implemented.
- General Billing accounts receivable codes, charge codes, and settings are defined.
- Retirees or employees not receiving a paycheck are set up as employees with a status of B-Benefit Only in the Employee Identification group of the Payroll Employee Master program. This prevents these individuals from receiving paychecks but includes them in the payroll run for insurance provider payments and reports.
- Deduction codes for the insurance plans with a calc code of 01-Amount from Deduction Master or 02-Amount from Employee Deduction must be set up in the Primary Information group of the Payroll Deduction and Benefit Master program.
- Charge codes are established for each of the relevant deduction codes using the same number. For example, deduction code 9102 in Payroll is created as the accounts receivable charge code 9102 with a calculation code of 02-Fixed Amount from Charge" or 05-Quantity Times Unit Price.
- Customer type codes are established in Account Receivables Miscellaneous Codes. The type code is linked on the customer file to specify the type of customer. An example of a type code could be PRINS (such as PRINS meaning Payroll Insurance Billing, and so on).
- Retirees receiving insurance bills are set up in the Customers program. The customer records must cross-reference the employee number and customer type list option on the Other tab.

A separate accounts receivable code can optionally be created.

Procedure

The following steps outline how to create insurance bills:

1. Open the Create Employee Insurance Bills program:
   Enterprise ERP > General Revenues > General Billing > Invoice Processing > Create Employee Insurance Bills

2. Click Define.

3. Complete the fields, as required, using the Field Descriptions table as a guide.

4. Click Accept to save the changes.

5. Click Select.
   The program displays a window with the number of selected employees.

6. Click Output-Process to create the batch of bills.
   The program displays the Output dialog box, where you can output a report and process invoices for the selected employees.
   If the process is successful, the program displays the number of invoices processed in the Customers processed box and displays the number of the newly created batch. Use the Invoice Entry and Proof program to post the batch.
   If errors are found during processing, the program displays a message and you can choose

whether or not to output an error report. If you click Yes, the program displays the Output dialog box again so that you can output the report.

Field	Description	Notes
Selection Criteria		
Customer Type	Determines the type code of the customer record to process. Type codes are creating and maintained in the Accounts Receivable Miscellaneous Codes program and applied to the employee's customer record in the Customers program.	
Inactive Reason	Provides reasons for inactivating employee insurance invoices: • 1–Retired • 2–Death • 3–Family/Personal Illness • 4–Advanced Study • 5–Nonrenewal Contract • 6– Other • 7–Reduction in Staff • 8–Certificate • 9–Resign • BUD–Budget Cut Back • TRM–Terminated	
Terminated Reason	Specifies the reason for the employee's termination: • 1–Retired • 2–Death • 3–Family/Personal Illness • 4–Advanced Study • 5–Nonrenewal Contract • 6– Other • 7–Reduction in Staff • 8–Certificate • 9–Resign • BUD–Budget Cut Back • TRM–Terminated	
Deduction Range	Define the range of deduction codes to include in the invoice proof. Charge codes must exist for each of the relevant deduction codes. For example, payroll deduction code 9102 must also be charge code 9102 in the Charge Codes program.	
Deduction Factor	Identifies the number of pay periods being included. Enter any number from 1 to 99. This factor is multiplied by the employee rate to calculate the amount due.	

Field	Description	Notes
AR Code	Determines the AR code to assign to invoices. AR codes are created and maintained in the Accounts Receivable Codes program.	
GL Effective Date	Specifies the date the transaction is effective in the general ledger.	
Year/Per	Indicate the general ledger year and period to which these bills will post. The default values are the default year and period as defined in the General Ledger Settings program. The year can be changed. If the General Ledger permissions for your user ID allow you to override the accounting period, you can change the period, as well.	
Invoice Date	Specifies the date of the invoice that is being created. Specify a date or accept the default date, which is the current date. When you create insurance invoices, the program determines the invoice due date by adding the number of days set in the Days from Bill Date to Due Date box in the General Billing Settings program to the invoice date.	
For/Loc Comment	Stores optional comments regarding what the bill is for and where it originated. These general remarks print at the top of the bill. If the deduction is for life insurance, the phrase "Life Coverage Amount" is added to this field when you click the Process button.	
Apply Employee Credits	If selected, directs the program to apply employee credits to generated invoices.	
Credit Code	Indicates the credit code to assign to invoices. Credit codes available in the list are established in the Exemption Codes program and have an exemption calculation method of Percent. This list is available if you select the Apply Employee Credits checkbox.	
Use Credit Amount	Indicates the value used to determine the credit amount for the employee: the percentage value from the credit code in the Exemption Codes program or the employee credit amount established for the customer on the General Billing tab of the Customers program. This list is available if you select the Apply Employee Credits checkbox.	
Results		

Field	Description	Notes
Customers Selected/Processed	Indicate the number of customer records selected for processing and the number of records processed.	
Batch Number	Provides the batch number assigned by the system. This number is obtained from the General Billing Settings program and displays after you click Output-Process.	

Appendix C—Interdepartmental Billing

Overview

The Interdepartmental Billing process creates general billing invoices for other departments within your organization. Once invoices are created and posted, the Invoice Entry and Proof program automatically pays balance-due amounts on invoices using funds allocated to the department being billed if allocation codes have been assigned to customers and charges on these invoices.

The funds used to pay interdepartmental invoices and the percentage of the whole dollar amounts assigned to accounts are determined by these allocation codes.

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 into the Enterprise ERP system.

- Allocation codes for General Billing have been established in the Allocation Code Maintenance program on the Financials > General Ledger Menu > Miscellaneous Set Up Menu.
- Your user permissions include the ability to maintain and post invoices and update journal entries for other departments, as well as the ability to maintain Accounts Receivable customer records.
- You are familiar with creating invoices batches and proofing and posting invoices in the Invoice Entry and Proof program.
- General Billing AR codes, charge codes, and parameter settings are defined.

Procedures

Assign Allocation Codes to a Customer and Charge

Use the following steps to assign allocation codes to a customer record:

1. Open the Customers program, navigate to a customer record, and click Inter Dept.
   Enterprise ERP > General Revenues > General Billing > Setup > Customers
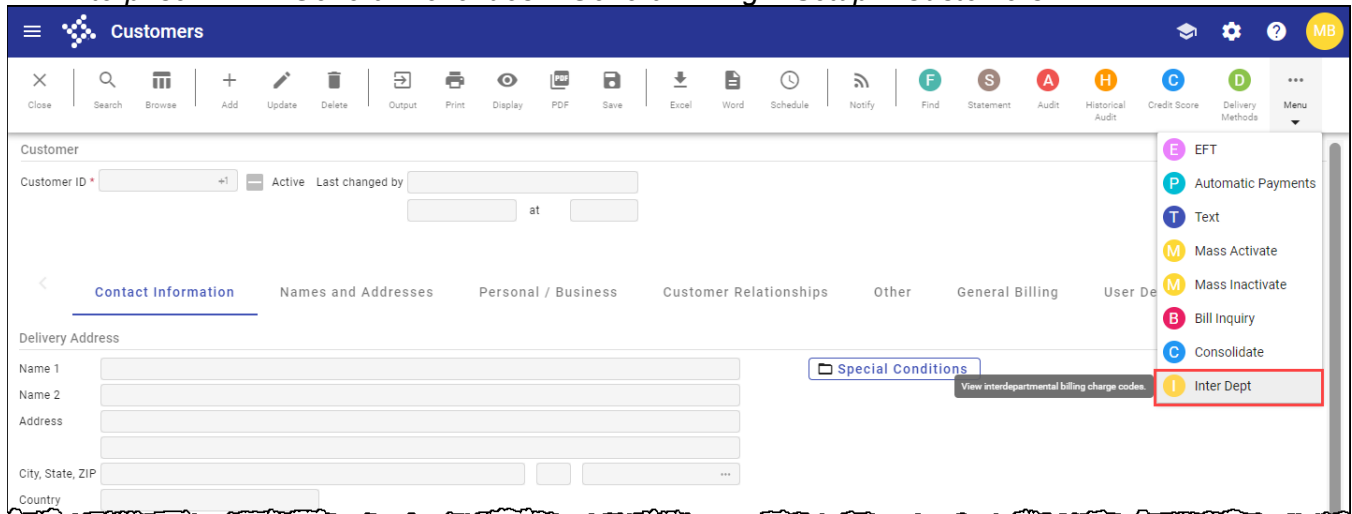
The program displays the Interdepartmental Billing screen.
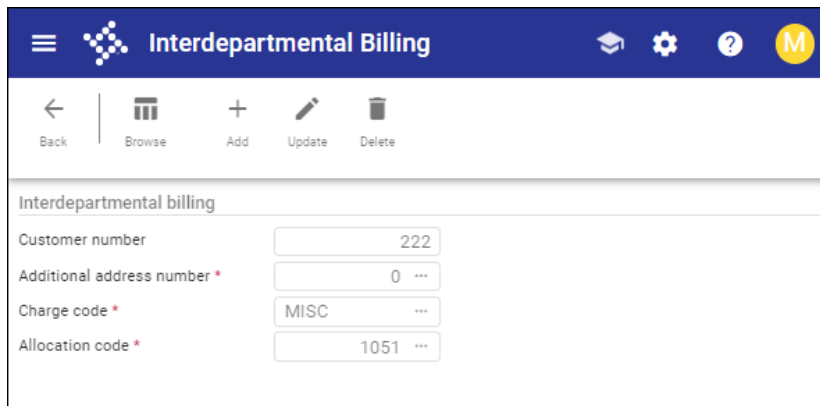
2. Click Add.

3. Complete the fields, as required, using the Field Descriptions table as a reference.

4. Click Accept to save the changes.

5. Click Back to return to the main screen of Customers.
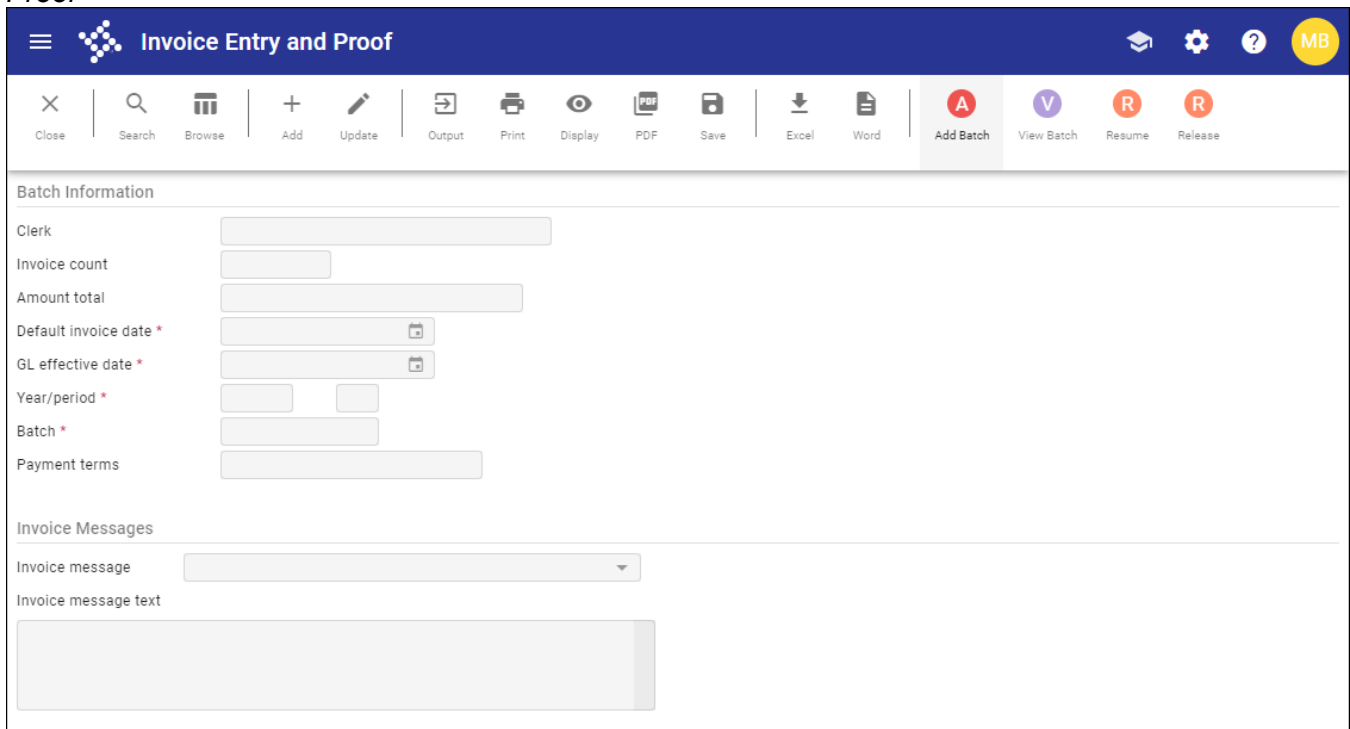
Field	Description	Notes
Customer Number	Specifies the customer identification number for the current customer.	

Field	Description	Notes
Additional Address Number	Provides an additional address number (if any) with which to associate the charge and allocation codes. A value of 0 represents the main address for the customer.	
Charge Code	Identifies the charge code to which to assign the allocation code.	
Allocation Code	Indicates an allocation code if applicable.	

Create an Interdepartmental Bill

Use the following steps to create an interdepartmental bill:

1. Open the Invoice Entry and Proof program.
   Enterprise ERP > General Revenues > General Billing > Invoice Processing > Invoice Entry and Proof
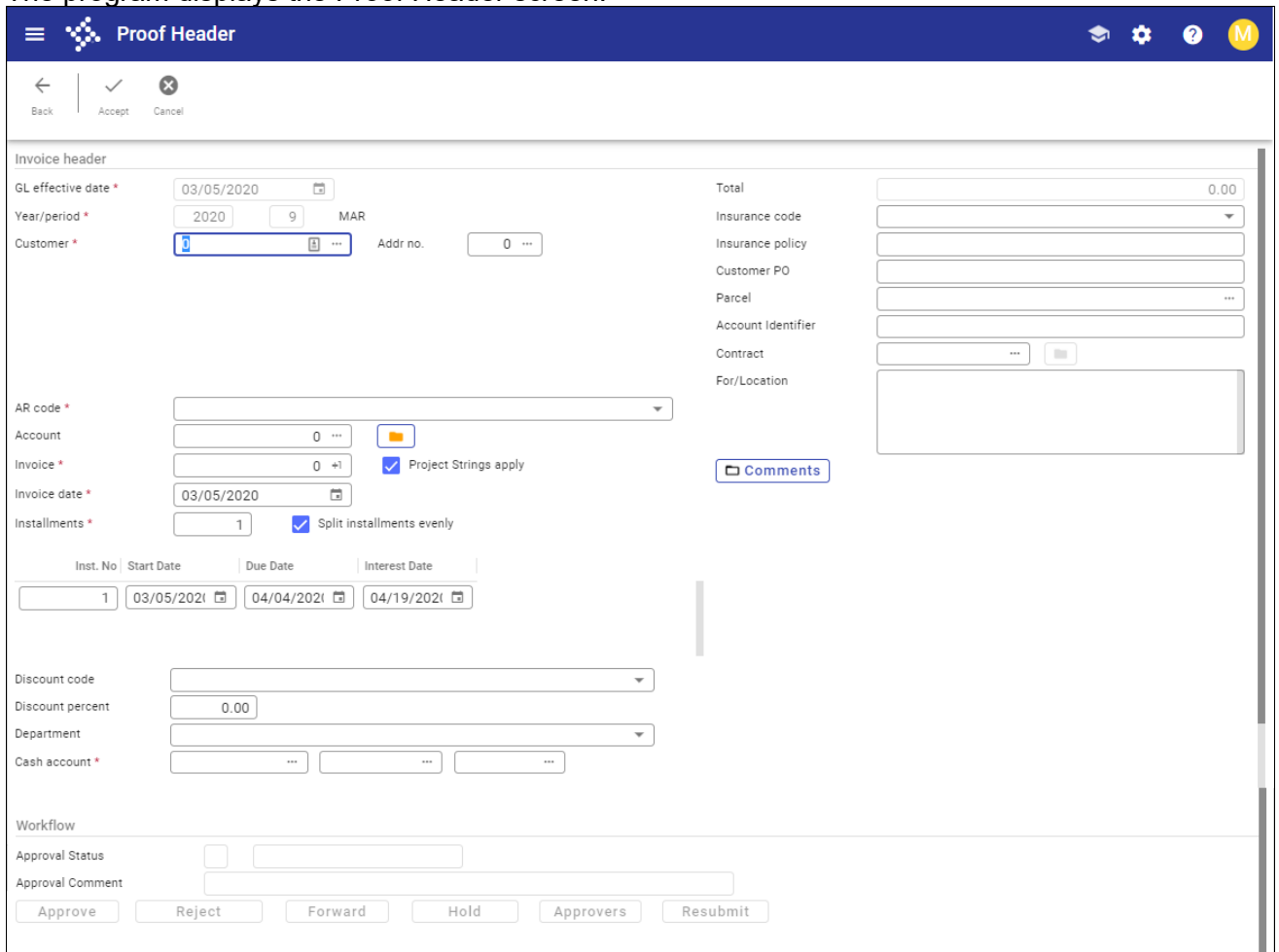
2. Click Add Batch.

3. Complete the fields, as required, using the following table as a guide.

Field	Description	Notes
Batch Information		
Clerk	Provides the user ID of the person creating the batch. The program automatically completes this field.	
Invoice Count	Indicates the number of invoices included in the batch. The program updates this value as invoices are added or removed.	

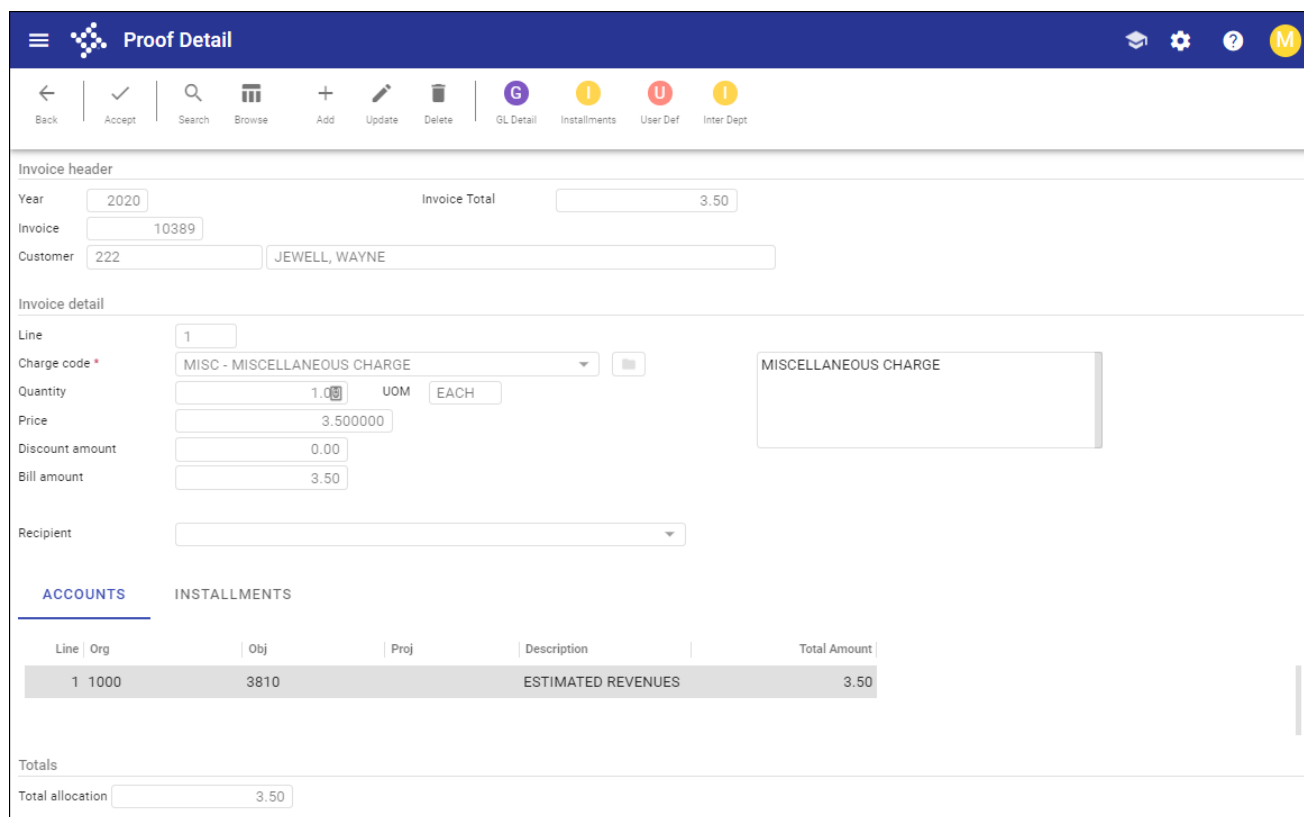| Field	Description	Notes
Amount Total	Displays the dollar total of the invoices in the current batch. The program updates this amount as invoices are added or removed.	
Default Invoice Date	Specifies the default invoice date of all invoice proof records added to the current batch. The default value assigned by the program is the current date.	
GL Effective Date	Specifies the general ledger effective date for the journal. • For manually entered invoices, the current date is the default general ledger effective date. • For invoices imported using programs such as Invoice Import, Landfill Import, and Waste Management File Import, the date the records are imported is the default general ledger effective date. • For invoices generated using the Create Employee Insurance Bills program, the default general ledger effective date is the generate date.	
Year/Period	Indicate the general ledger year and period to which these invoices will post. The default values are the default year and period as defined in the General Ledger Settings program. You can change the year, but you can only change the period if you have the appropriate general ledger permissions.	
Batch	Provides the unique batch number to group the invoices that you are creating. The batch number is automatically completed with the next available unused batch number. The General Billing Settings program determines unused batch number parameters.	
Payment Terms	Indicates the payment terms established in the General Billing Settings program.	
Invoice Messages		
Invoice Message	Determines the message that is included on each invoice. Message codes are defined in General Billing Settings and cannot be changed when you are adding or updating a batch. The message code and text are maintained the Invoice Messages program.	

Field	Description	Notes
Invoice Message Text	Stores the message to include on each invoice. The message code and text are maintained the Invoice Messages program. During the Output-Post process, the program provides the option to modify this message.	

4. Click Accept to save the changes.
   The program displays the Proof Header screen.

5. Complete the fields, as required, using the Field Descriptions table as a reference.

Field	Description	Notes
Invoice Header		
GL Effective Date	Identifies the date that the invoice affects the general ledger.	
Year/Period	Define the general ledger year and period to which invoice will post. The default values are the default year and period as defined in the General	

Field	Description	Notes
	Ledger Settings program. The year can be changed. If the General Ledger permissions for your user ID allow you to override the accounting period, you can change the period as well. **Exception:** The program does not allow you to post invoices for a closed year and period. If you attempt to change the period, the program only allows you to enter **13** in the Per box.	
Reference	Provides the reference code associated with the customer account number and is only available when you add a proof header record and reference codes are associated with customer account numbers. If there are no reference codes associated with customer account numbers, the program does not display the Reference box on the screen.	
Customer	Identifies the customer ID number of the customer to receive the invoice. Use the field help button to select a customer. When you enter a customer number, the program displays the address information for the customer under the Customer box. It also includes the insurance code and policy information in the Ins Code and Ins Policy boxes if this information exists on the customer record.	
Addr No	Identifies the address number for the customer as established in the Customers program. If the customer record has only one address, the default value in the box is 0 and there is no access. Click the field help button to view additional addresses.	
AR Code	Establishes the accounts receivable code for the invoice.	
Account	Indicates the number of the account associated with the invoice. This box is available if the Use General Billing Account Numbers checkbox is selected in the General Billing Settings program. When enabled, entering the account number completes the customer number as recorded in the	

Field	Description	Notes
	Account Number program. Click the folder button to access the Account Numbers program.	
Invoice	Assigns the invoice number. Enter a unique number in the box or click the +1 button to automatically assign a number.	
Project Strings Apply	If selected, the program creates invoices for project accounts. If selected but the charge code selected on the Proof Detail screen does not contain project accounts, the program displays the following message: "The charge does not include project accounts." Project accounts must be added to selected charges before invoices can be created. If not selected but the charge code selected on the Proof Detail screen does contain project accounts, the program displays the following message: "The charge includes project accounts; however, no project activity will occur." The program does not store the project accounts for the charge and does not include them in output. This checkbox is only available if the Apply Projects to Transactions by Default checkbox is selected for your role in the Roles-Project Accounting program. If you do not have the appropriate permissions, the checkbox is cleared and you cannot select it.	
Invoice Date	Indicates the date the invoice was entered. Specify a date or accept the default value, which is the date from the Default Invoice Date box on the Add Batch screen. You can enter invoices for the prior fiscal year, current fiscal year, or the next year.	
Installments	Defines the number of installments assigned to invoice payment.	
Split Installments Evenly	If selected, payment amounts are divided evenly for the defined number of installments.	
Installments		
Installment Number	Displays the installment number.	
Percent	Displays the percentage for the installment.	

Field	Description	Notes
Start Date	Specifies the date installments begin.	
Due Date	Identifies the date that payment is due for the invoice. This is the last date before the installment is late. Specify a date or accept the default value, which is the invoice date plus the number of days due.	
Interest Date	Identifies the date interest begins to accrue for an installment payment that is late.	
Discount Code	Indicates the discount code to apply to the invoice. Discount codes are created and maintained in the Exemption Codes program.	
Discount Percent	Indicates the discount percentage to apply to the invoice. Enter the percentage amount or leave the default value, which is the percentage amount associated with the code selected from the Discount Code list as established in the Exemption Codes program.	
Department	Identifies the department associated with the invoice. Department codes are established in the System Administration Department Codes program.	
Cash Account	Assign a general ledger cash account for the invoice. Enter the account number or accept the default cash account establish in the AR Codes program for the selected accounts receivable (AR) code in the AR Code list. Use the AR Codes program to change the cash account number for the selected AR code. **Important:** Do not change the cash account until you verify the change with the appropriate financial contact.	
Total	Displays the total dollar amount of the invoice.	
Insurance Code	Identifies the insurance code associated with the customer account number (if available).	

Field	Description	Notes
	Insurance codes are established in the Insurance Companies program.	
Insurance Policy	Provides the insurance policy name and/or number associated with the customer account number (if available).	
Customer PO	Provides the customer's purchase order number, if applicable.	
Parcel	Identifies a real estate parcel code associated with the invoice. If the Validate Parcel ID option in General Billing Settings is Central Property, the field help button allows you to search for a parcel record.	
Contract	Specifies the contract number associated with the invoice. The folder button to the right of the field opens Contract Inquiry for the associated contract number.	
For/Location	Stores for or location comments, such as general remarks about what the bill is for or where it originated from, that print at the top of the bill. If For/Location Comments are related to applications, violations, or inspections (due to Invoices in Enterprise ERP Permits and Code Enforcement), then the For/Location Comments box cannot be updated. Programs that print a fixed length description, such as form prints and flat files, only print the first 120 or 200 characters of the description, but XML-based outputs display the full 8000 characters.	
Workflow		
Use the Approve, Reject, Forward, Hold, Approvers, and Resubmit buttons to manage invoices through the workflow process.		
Approval Status	Displays the status of the invoice in Workflow.	
Approval Comment	Stores any approval comments made during the Workflow process.	

6. Click Accept to save the changes.
   The program displays the Proof Detail screen.

7. Complete the fields, as required, using the Field Descriptions table as a reference.

Field	Description	Notes
Invoice Header		
Year Invoice Customer	Identify the year, invoice number, and customer as entered on the Proof Header screen.	
Invoice Total	Displays the total amount of the invoice according to the line detail entered.	
Invoice Detail *An invoice must contain all positive bill detail lines or all negative bill detail lines. If a bill has a positive line amount, then a second line cannot be negative. Similarly, if a bill has a negative line amount, then a second line cannot be positive. You cannot discount an amount if the line is a credit.*		
Line	Indicates the general ledger line number for the current record. The program completes the line number as you add detail.	
Charge Code	Identifies the charge code for the detail line. When you are adding a detail record, click the folder button to open the Charge Codes program. Once you have entered a charge	

Field	Description	Notes
	code, the program displays the charge code description. You can accept the default description associated with the selected charge code or edit the description to add more detail. If applicable, this box also displays the number of occurrences generated from the Incidents program for each charge line. If the selected charge code is associated with sales tax: A message in red text indicates that the selected charge code is subject to sales tax. When there is more than one record to display, the first record is the primary charge code and the rest are the associated sales tax charge codes.	
Quantity	Specifies the quantity to be invoiced. If quantity is not applicable, accept the default value of 1. The Quantity field is not accessible if the calc code for the selected charge code is 02-Fixed Amount from Charge Code. If the calc code for the charge code is 05-Quantity × Unit Prices, the Quantity box is accessible.	
UOM	Indicates the unit of measure, such as each, dozen, or pounds.	
Price	Provides the price per unit of measure. To post zero-balance bills, enter **0** or a negative amount. In order to have a negative invoice amount, the charge code's minimum amount must be zero.	
Discount Amount	Indicates the applicable discount amount. The amount must be less than the Quantity × Price and is subtracted from the gross price. For the sales tax, this field is automatically calculated.	
Bill Amount	Provides the amount that results from the system subtracting the discount amount from the gross price. For sales tax, this field is automatically calculated.	
Recipient	Indicates a person who receives services purchased by a general billing customer. For example, a student is the recipient of school services. Recipients may be associated with invoice detail lines. The list displays all recipients with a billing CID that matches the customer. Recipients are established in Recipients.	

8. Click Accept to save the changes.

9. Click Inter Dept to display the Allocation Codes screen.
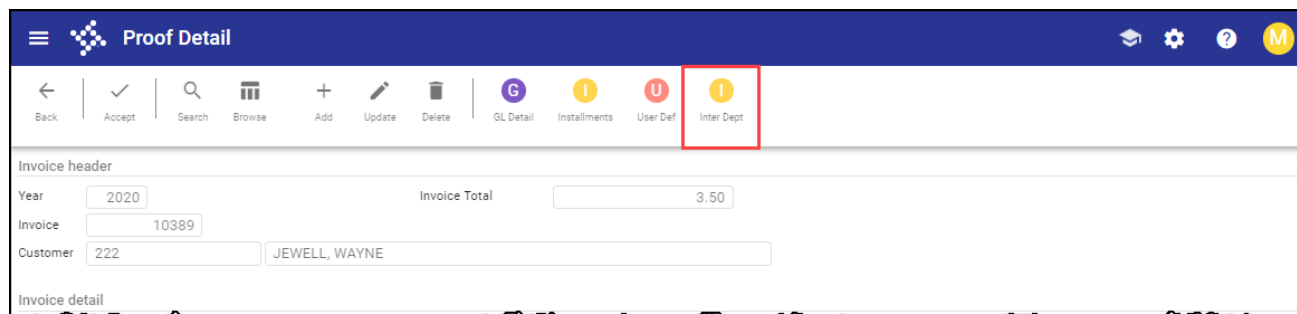
10. On the Allocation Codes screen, click Update Alloc to modify the allocation details.
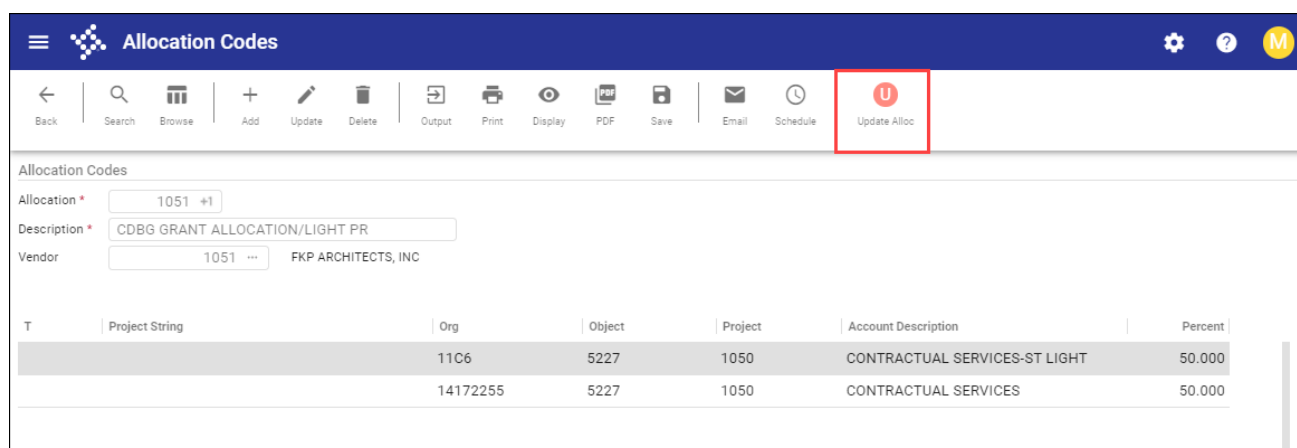
Once the allocations are complete, click Back to close the Proof Detail screen and then click Back again to close the Proof Header screen.

The program displays the Invoice Entry and Proof screen.

1. Click Release to release the batch to workflow.

2. Click Output Post to display the Output dialog box.

3. Complete the Output dialog box to create the Invoice Entry Proof List report and then click OK.

4. Review the proof report.
   If errors are found in the proof report, click No on the confirmation message, resume the batch, and make changes as needed.
   If no errors are found in the proof report, the program displays a confirmation message.

5. Click Yes to continue.
   The program displays a message allowing you to change the message for invoices in the batch.

6. Click Yes to change the invoice message; click No to leave the invoice message as it is.
   If you click Yes, the program returns to the Invoice Entry and Proof screen with the Invoice Message list active.

7. Select the appropriate message code from the list.

8. Click Accept.
   The program posts the invoices to the general ledger.

At posting, the program creates summarized entries for the accounts receivable and deferred revenue accounts and creates journal entries for each revenue or expense control account. For interdepartmental invoices it automatically distributes allocated funds to specified charges on customer invoices based on the percentage defined by the allocation code.

When you view the history on the bill/invoice in the Receipts program, the value in the Paid by Reference box is GB INTERNAL, which indicates that the charge amount was paid through the interdepartmental billing process.

GL Impact

Once you post the invoice batch, the program makes journal entries for both the invoice generation and the interdepartmental payment since there is an allocation code associated with the customer, address number, and charge code.
The general ledger account defined on the allocation code is debited and the accounts receivable account on the charge code is credited.

The following tables illustrate the journal entries created when you post invoice entry batches that include interdepartmental billing payments:

Post Invoices			
Accrual Accounting		**Cash Accounting**	
Debit	**Credit**	**Debit**	**Credit**
Accounts Receivable	Revenue	Accounts Receivable	Deferred Revenue

Post Interdepartmental Billing Payment			
Accrual Accounting		**Cash Accounting**	
Debit	**Credit**	**Debit**	**Credit**
Allocation Code GL Account(s)	Accounts Receivable	Allocation Code GL Accounts	Revenue
		Deferred Revenue	Accounts Receivable

Basically, the Allocation Code GL account replaces the Cash account entry that is typically made when a payment is applied.

Appendix D–Invoice Entry and Proof

Overview

The Invoice Entry and Proof creates invoices to bill customers for goods or services. When you create a bill, it initiates a receivable so that you can see how much money is owed to your funds at any one time.

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 into the Enterprise ERP system.

Confirm the following:

- Permissions are set to allow maintenance of invoice records.
- Invoice processing settings are established in the General Billing Settings program.
- Accounts receivable codes are established for your organization.
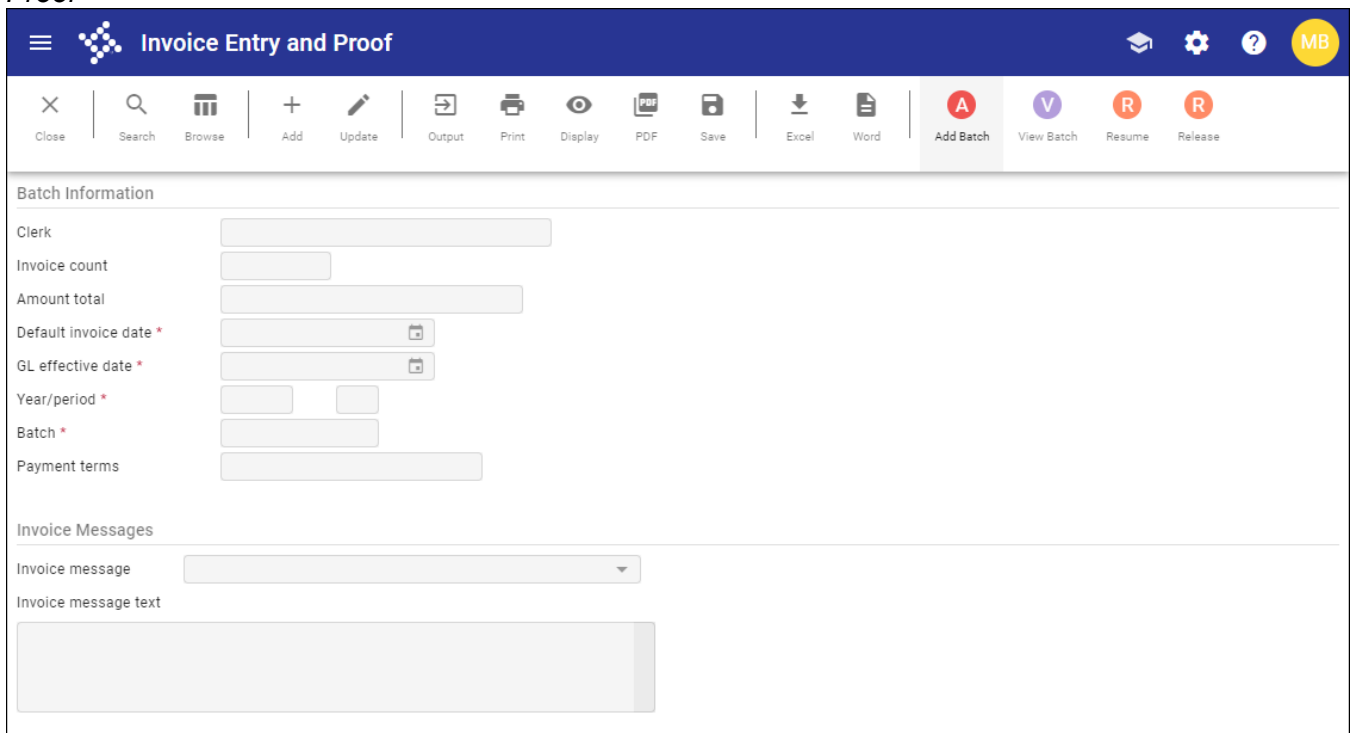
Procedure

Invoices are entered in batches or groups. The Invoice Entry and Proof program includes three screens: the batch header (the main Invoice Entry and Proof screen), the proof header, and proof detail. The program automatically displays the Proof Header screen once batch header definition is complete. Likewise, the program automatically displays the Proof Detail screen once proof header definition is complete.

The Invoice Entry and Proof screen contains the batch header information, which includes the date and user information that the program completes with default values. The Proof Header screen contains overall information about the bill including the customer number and the accounts receivable (AR) code. The Proof Detail screen contains the actual charges and amounts to be billed.

Use the following steps to enter and generate invoices using the Invoice Entry and Proof program.

1. Open the Invoice Entry and Proof program.
   Enterprise ERP > General Revenues > General Billing > Invoice Processing > Invoice Entry and Proof
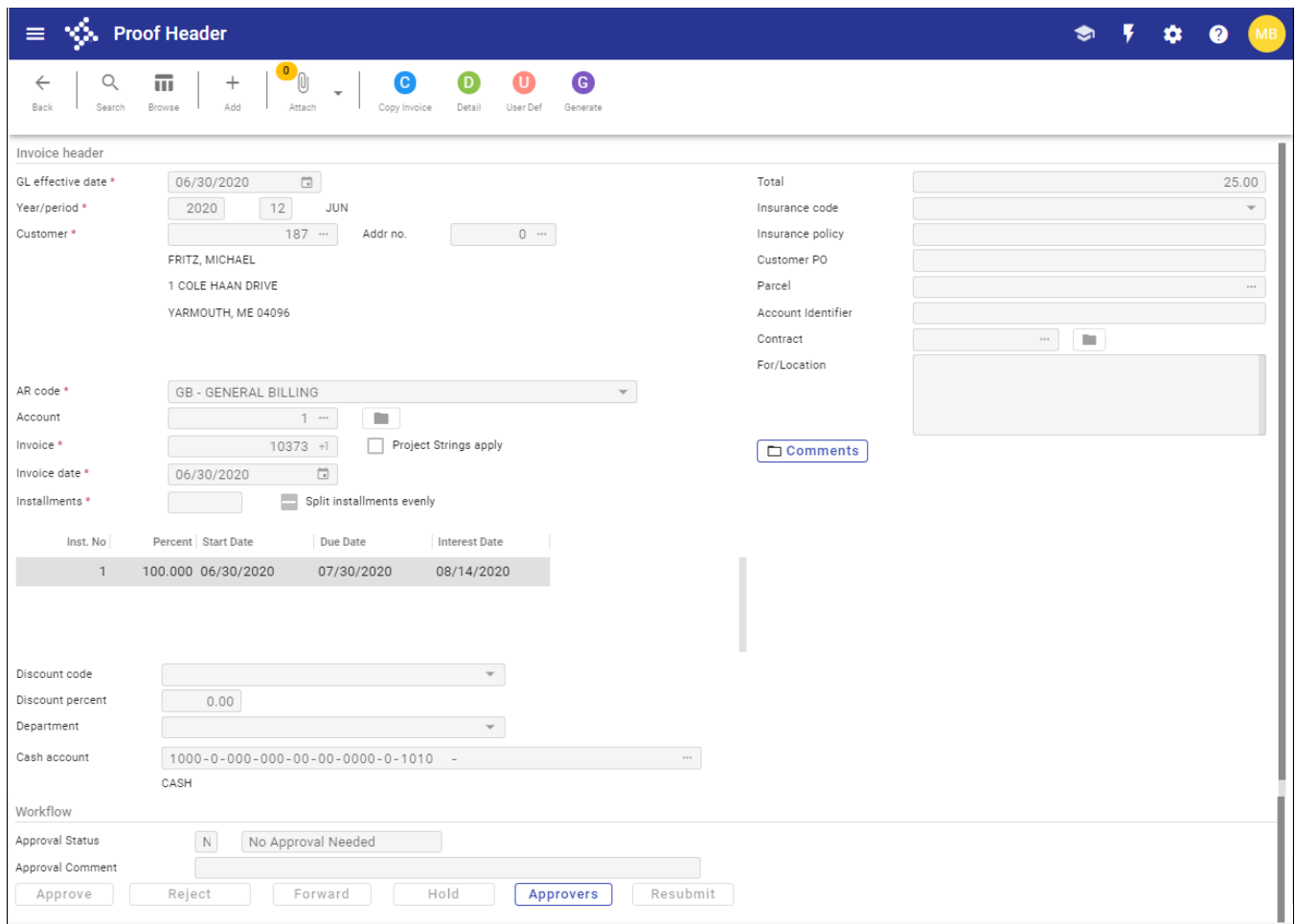
2. Click Add Batch.

3. Complete the fields, as required, using the following table as a guide.

Field	Description	Notes
Batch Information		
Clerk	Provides the user ID of the person creating the batch. The program automatically completes this field.	
Invoice Count	Indicates the number of invoices included in the batch.	

Field	Description	Notes
	The program updates this value as invoices are added or removed.	
Amount Total	Displays the dollar total of the invoices in the current batch. The program updates this amount as invoices are added or removed.	
Default Invoice Date	Specifies the default invoice date of all invoice proof records added to the current batch. The default value assigned by the program is the current date.	
GL Effective Date	Specifies the general ledger effective date for the journal. • For manually entered invoices, the current date is the default general ledger effective date. • For invoices imported using programs such as Invoice Import, Landfill Import, and Waste Management File Import, the date the records are imported is the default general ledger effective date. • For invoices generated using the Create Employee Insurance Bills program, the default general ledger effective date is the generate date.	
Year/Period	Indicate the general ledger year and period to which these invoices will post. The default values are the default year and period as defined in the General Ledger Settings program. You can change the year, but you can only change the period if you have the appropriate general ledger permissions.	
Batch	Provides the unique batch number to group the invoices that you are creating. The batch number is automatically completed with the next available unused batch number. The General Billing Settings program determines unused batch number parameters.	
Payment Terms	Indicates the payment terms established in the General Billing Settings program.	
Invoice Messages		
Invoice Message	Determines the message that is included on each invoice. Message codes are defined in General Billing Settings and cannot be changed when you are adding or updating a batch. The message code and text are maintained the Invoice Messages program.	

Field	Description	Notes
Invoice Message Text	Stores the message to include on each invoice. The message code and text are maintained the Invoice Messages program. During the Output-Post process, the program provides the option to modify this message.	

4. Click Accept.
    The program displays the Proof Header screen.

5. Complete the fields, as required, using the following table as a guide.

Field	Description	Notes
Invoice Header		
GL Effective Date	Identifies the date that the invoice affects the general ledger.	
Year/Period	Define the general ledger year and period to which invoice will post. The default values are the default year and period as defined in the General Ledger Settings program. The year can be changed. If the General Ledger permissions for your	

Field	Description	Notes
	user ID allow you to override the accounting period, you can change the period as well. **Exception:** The program does not allow you to post invoices for a closed year and period. If you attempt to change the period, the program only allows you to enter **13** in the Per box.	
Reference	Provides the reference code associated with the customer account number and is only available when you add a proof header record and reference codes are associated with customer account numbers. If there are no reference codes associated with customer account numbers, the program does not display the Reference box on the screen.	
Customer	Identifies the customer ID number of the customer to receive the invoice. Use the field help button to select a customer. When you enter a customer number, the program displays the address information for the customer under the Customer box. It also includes the insurance code and policy information in the Ins Code and Ins Policy boxes if this information exists on the customer record.	
Addr No	Identifies the address number for the customer as established in the Customers program. If the customer record has only one address, the default value in the box is 0 and there is no access. Click the field help button to view additional addresses.	
AR Code	Establishes the accounts receivable code for the invoice.	
Account	Indicates the number of the account associated with the invoice. This box is available if the Use General Billing Account Numbers checkbox is selected in the General Billing Settings program. When enabled, entering the account number completes the customer number as recorded in the Account Number program. Click the folder button to access the Account Numbers program.	
Invoice	Assigns the invoice number. Enter a unique number in the box or click the +1 button to automatically assign a number.	

Field	Description	Notes
Project Strings Apply	If selected, the program creates invoices for project accounts. If selected but the charge code selected on the Proof Detail screen does not contain project accounts, the program displays the following message: "The charge does not include project accounts." Project accounts must be added to selected charges before invoices can be created. If not selected but the charge code selected on the Proof Detail screen does contain project accounts, the program displays the following message: "The charge includes project accounts; however, no project activity will occur." The program does not store the project accounts for the charge and does not include them in output. This checkbox is only available if the Apply Projects to Transactions by Default checkbox is selected for your role in the Roles-Project Accounting program. If you do not have the appropriate permissions, the checkbox is cleared and you cannot select it.	
Invoice Date	Indicates the date the invoice was entered. Specify a date or accept the default value, which is the date from the Default Invoice Date box on the Add Batch screen. You can enter invoices for the prior fiscal year, current fiscal year, or the next year.	
Installments	Defines the number of installments assigned to invoice payment.	
Split Installments Evenly	If selected, payment amounts are divided evenly for the defined number of installments.	
Installments		
Installment Number	Display the installment number.	
Percent	Displays the percentage for the installment.	
Start Date	Specifies the date installments begin.	
Due Date	Identifies the date that payment is due for the invoice. This is the last date before the installment is late. Specify a date or accept the default value, which is the invoice date plus the number of days due.	
Interest Date	Identifies the date interest begins to accrue for an installment payment that is late.	
Discount Code	Indicates the discount code to apply to the invoice.	

Field	Description	Notes
	Discount codes are created and maintained in the Exemption Codes program.	
Discount Percent	Indicates the discount percentage to apply to the invoice. Enter the percentage amount or leave the default value, which is the percentage amount associated with the code selected from the Discount Code list as established in the Exemption Codes program.	
Department	Identifies the department associated with the invoice. Department codes are established in the System Administration Department Codes program.	
Cash Account	Assign a general ledger cash account for the invoice. Enter the account number or accept the default cash account establish in the AR Codes program for the selected accounts receivable (AR) code in the AR Code list. Use the AR Codes program to change the cash account number for the selected AR code. **Important:** Do not change the cash account until you verify the change with the appropriate financial contact.	
Total	Displays the total dollar amount of the invoice.	
Insurance Code	Identifies the insurance code associated with the customer account number (if available). Insurance codes are established in the Insurance Companies program.	
Insurance Policy	Provides the insurance policy name and/or number associated with the customer account number (if available).	
Customer PO	Provides the customer's purchase order number, if applicable.	
Parcel	Identifies a real estate parcel code associated with the invoice. If the Validate Parcel ID option in General Billing Settings is Central Property, the field help button allows you to search for a parcel record.	
Contract	Specifies the contract number associated with the invoice. The folder button to the right of the field opens Contract Inquiry for the associated contract number.	
For/Location	Stores for or location comments, such as general remarks about what the bill is for or where it originated from, that print at the top of the bill. If For/Location Comments are related to applications, violations, or inspections (due to	

Field	Description	Notes
	Invoices in Enterprise ERP Permits and Code Enforcement), then the For/Location Comments box cannot be updated. Programs that print a fixed length description, such as form prints and flat files, only print the first 120 or 200 characters of the description, but XML-based outputs display the full 8000 characters.	
Workflow *Use the Approve, Reject, Forward, Hold, Approvers, and Resubmit buttons to manage invoices through the workflow process.*		
Approval Status	Displays the status of the invoice in Workflow.	
Approval Comment	Stores any approval comments made during the Workflow process.	

6. If applicable, click the on-screen Comments button to enter comments for the overall invoice. Comments added using the Comments button are not included on invoices. The Comments button is highlighted if there are existing comments for the selected invoice.
   Note: Invoice comments should not be confused with approval comments. Approval comments are associated with the approval process and can only be viewed in the workflow area.

7. Click Accept to save the proof header information.
   The program displays the Proof Detail screen.

8. Complete the Invoice Detail fields, along with the Accounts and Installments tabs, using the following table as a guide.

Field	Description	Notes
Invoice Header		
Year Invoice Customer	Identify the year, invoice number, and customer as entered on the Proof Header screen.	
Invoice Total	Displays the total amount of the invoice according to the line detail entered.	
Invoice Detail		
An invoice must contain all positive bill detail lines or all negative bill detail lines. If a bill has a positive line amount, then a second line cannot be negative. Similarly, if a bill has a negative line amount, then a second line cannot be positive. You cannot discount an amount if the line is a credit.		
Line	Indicates the general ledger line number for the current record. The program completes the line number as you add detail.	
Charge Code	Identifies the charge code for the detail line. When you are adding a detail record, click the folder button to open the Charge Codes program. Once you have entered a charge code, the program displays the charge code description. You can accept the default description associated with the selected charge code or edit the description to add more detail. If applicable, this box also displays the number of occurrences generated from the Incidents program for each charge line. If the selected charge code is associated with sales tax: A message in red text indicates that the selected charge code is subject to sales tax. When there is more than one record to display, the first record is the primary charge code and the rest are the associated sales tax charge codes.	
Quantity	Specifies the quantity to be invoiced. If quantity is not applicable, accept the default value of 1. The Quantity field is not accessible if the calc code for the selected charge code is 02-Fixed Amount from Charge Code. If the calc code for the charge code is 05-Quantity × Unit Prices, the Quantity box is accessible.	
UOM	Indicates the unit of measure, such as each, dozen, or pounds.	
Price	Provides the price per unit of measure. To post zero-balance bills, enter **0** or a negative amount. In order to have a negative invoice amount, the charge code's minimum amount must be zero.	
Discount Amount	Indicates the applicable discount amount. The amount must be less than the Quantity × Price and	

Field	Description	Notes
	is subtracted from the gross price. For the sales tax, this field is automatically calculated.	
Bill Amount	Provides the amount that results from the system subtracting the discount amount from the gross price. For sales tax, this field is automatically calculated.	
Recipient	Indicates a person who receives services purchased by a general billing customer. For example, a student is the recipient of school services. Recipients may be associated with invoice detail lines. The list displays all recipients with a billing CID that matches the customer. Recipients are established in Recipients.	

Accounts   Installments

Line	T	Account	Description	Total Amount
1	R	1000-0-000-000-00-00-0000-0-4200 -	GENERAL BILLING REVENUE	25.00

Field	Description	Notes
Accounts Tab *Project Accounting fields only display if your organization uses Enterprise ERP Project Accounting.*		
	Provide the general ledger account details for the invoice detail. If project strings apply, the project account details are also included here. For each account, the total amount displays.	

Accounts   **Installments**

Installment	Amount
1	25.00

Field	Description	Notes
Installments Tab		
	Provide the installment number and amount for each. When installments are not used, the installment number 1 set to 1	

Field	Description	Notes
	and the amount is the total amount equals the total amount for the line detail.	
Totals		
Total Allocation	Displays the total dollar amount allocated for this invoice.	

9. Click Accept to save the proof detail.

10. To add additional charges to the invoice, click Add, and then repeat the process.

11. To update installment information, click Installments, and then make necessary changes to the installment amounts.

12. To add more invoices to the batch, close the Proof Detail screen.
    The program returns to the Proof Header screen.

13. Click Add and repeat the process, as necessary.

14. When all invoices are added, click Generate to approve and generate the invoices.
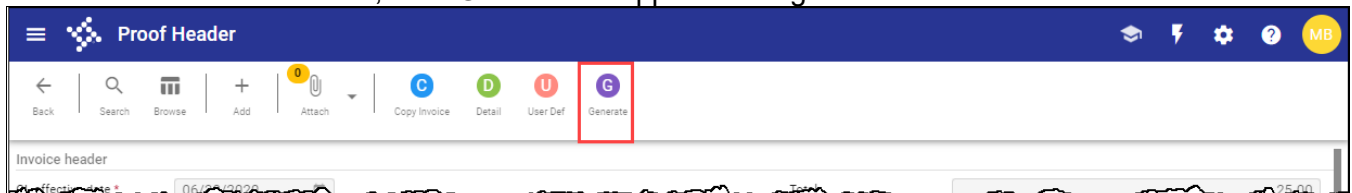
The program displays a confirmation screen.

Generate Invoice

Do you want to approve and generate the invoice?
Once generated, you will be able to collect payments or apply adjustments to the invoice, but you will no longer be able to modify the invoice within invoice entry.

[Yes] [Cancel]
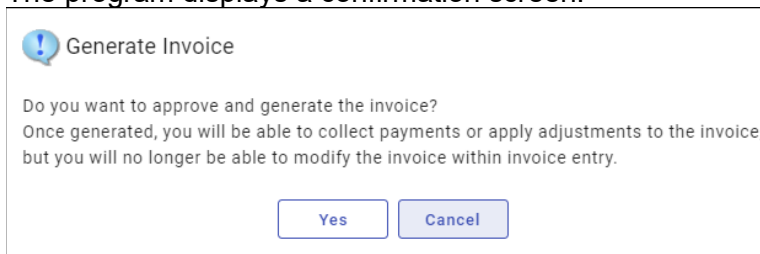
15. Click Yes to continue.
    The program displays a confirmation message when complete.
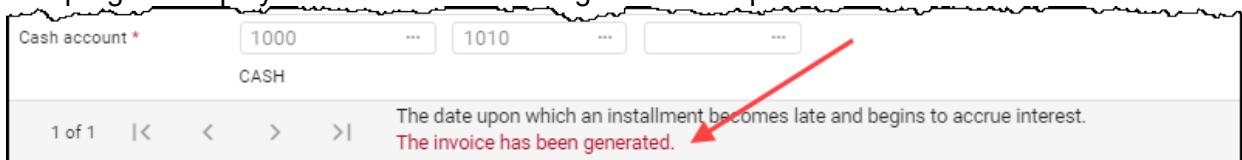
16. Click Back to return to the Invoice Entry and Proof screen.

    Click Release to release the invoice batch into the workflow process.
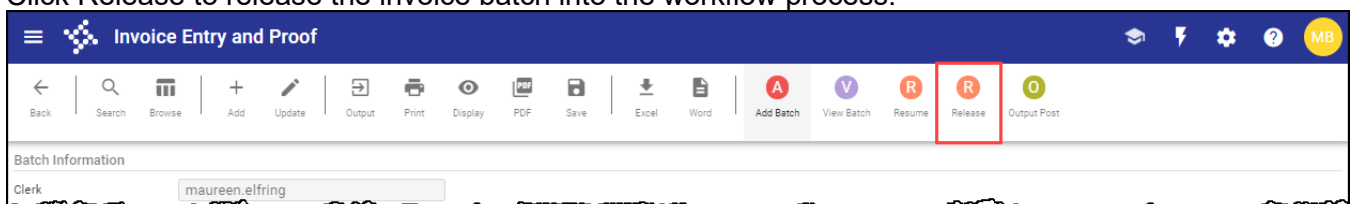
The program displays a confirmation message.

17. Click OK to continue.

18. Click Output-Post on the toolbar to display the Output dialog box.
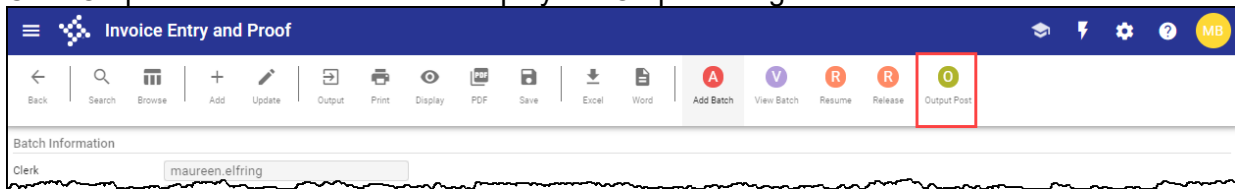
19. Select the applicable output settings for the Invoice Entry Proof List report.
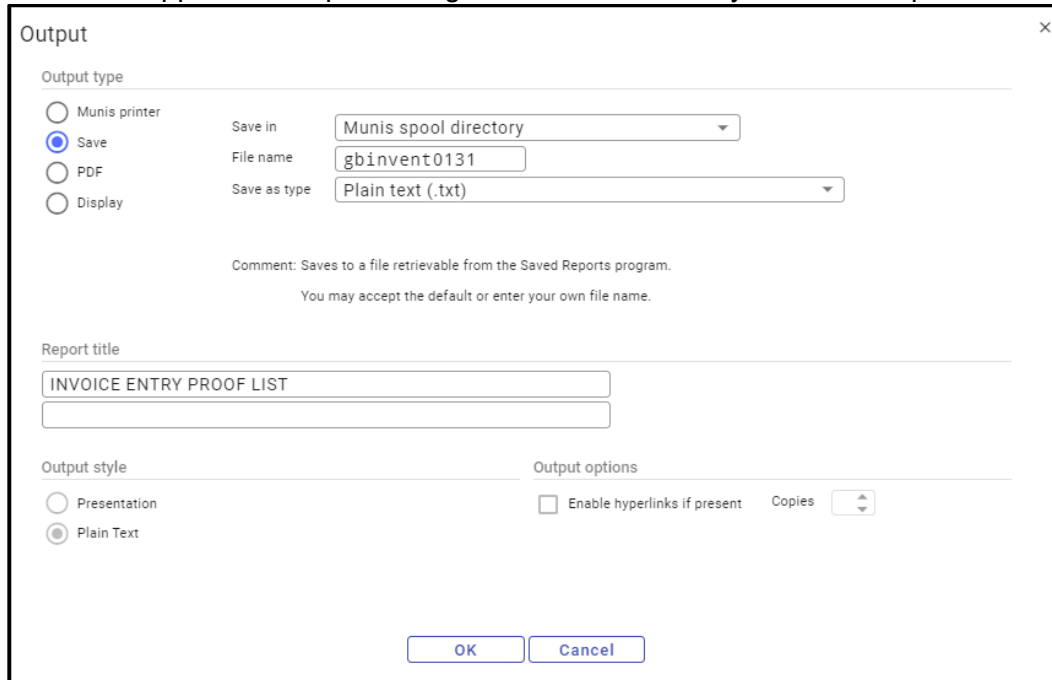
20. Click OK.

21. Review the report.

```
03/02/2020 09:10    |Munis                                                                    |P      1
maureen.elfring     |INVOICE ENTRY PROOF LIST                                                  |gbinvent

    CLERK: maureen.elfring      BATCH:      326           NEW INVOICES

YEAR/PER  INVOICE    ACCOUNT NAME                    DEPT    CASH ACCOUNT        INV DATE                    ERROR
2020/ 9    10382        187 FRITZ, MICHAEL                   1000    1010        03/02/2020
                  DISCOUNT:                          .00

           CHG CODE DESC                    UOM    QUANTITY          PRICE      DISC AMT        ORIG AMT
           BURN    Burn Permit              EACH      1.00      10.000000           .00           10.00
             A/R: 1000     1010     CASH                                 10.00
             BAL: 1000     1010     CASH                                -10.00
                                                                INVOICE     10382               10.00

         1 INVOICES                                                    BATCH TOTAL              10.00




03/02/2020 09:10    |Munis                                                                    |P      2
maureen.elfring     |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                        |gbinvent

CLERK: maureen.elfring

YEAR PER    JNL
SRC ACCOUNT                                    ACCOUNT DESC              T OB      DEBIT          CREDIT
      EFF DATE    JNL DESC   REF 1  REF 2      REF 3       LINE DESC
------------------------------------------------------------------------------------------------------------
2020  9      2
GBI 1000-1010                                  CASH                                                 .00
     03/02/2020 326              187     10382        Burn Permit
                                                                        ---------------- ----------------
         GBI - GB Invoice Posting 2020 Period 09 03/02/2020 JOURNAL 2020/09/2     TOTAL         .00         .00




03/02/2020 09:10    |Munis                                                                    |P      3
maureen.elfring     |INVOICE ENTRY PROOF LIST - ACCOUNT DISTRIBUTION SU                        |gbinvent


FUND                            YEAR PER    JNL  EFF DATE                          DEBIT          CREDIT
  ACCOUNT                                              ACCOUNT DESCRIPTION
------------------------------------------------------------------------------------------------------------
1000 GENERAL FUND               2020  9      2  03/02/2020
  1000-1010                                           CASH                                          .00
                                                                        ---------------- ----------------
                                               FUND TOTAL                          .00         .00


              ** END OF REPORT - Generated by Maureen Bishop-Elfring **
```

If processing errors are found in the proof report, or if the proof review indicates changes are needed, resume the batch, and make the necessary changes. If no errors are detected, the program displays a posting confirmation message.

22. Return to the Invoice Entry and Proof program.
    The program displays the Post Confirmation message.

23. Click Yes to post the batch.
    The program displays a message allowing you to change the message for invoices in the batch.

    If you click Yes, the program returns to the Invoice Entry and Proof screen.

24. In the Invoices Messages group, update the message.

25. Click Accept.
    The program posts the invoices to the general ledger and a journal entry with the source code GBI is created. The invoice can be viewed through Bill Inquiry.

Appendix E—Payment Plan Processing

Overview

Payment plan processing creates coupon payments for customers. The program consolidates several invoices' unpaid principal and interest onto a single invoice and charge code with scheduled payments; these invoices are marked as AR category 45. Payments can be printed as coupons for the customer to pay over time.

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 into the Enterprise ERP system.
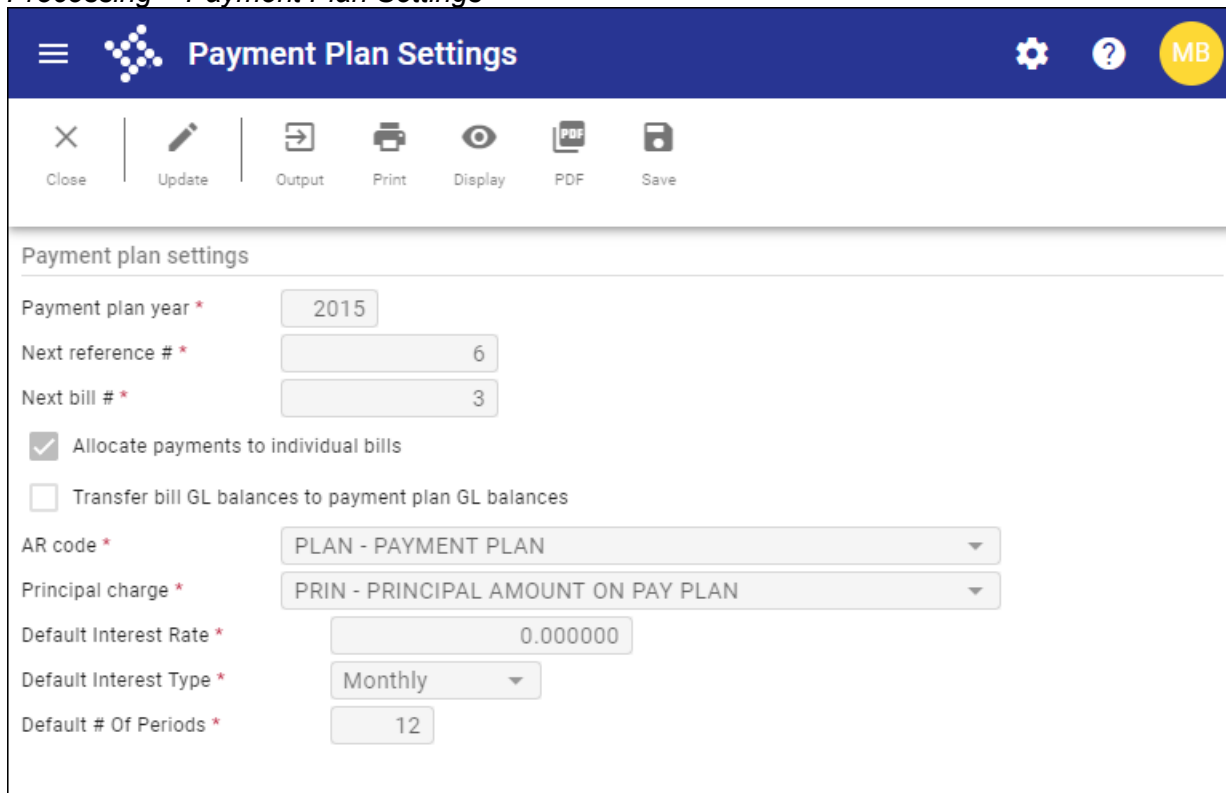
Confirm the following:

- AR code restrictions are established.
- Payment plan accounts receivable codes, charge codes, and settings are defined.

Procedure

Use the following steps to set up a payment plan:

1. Open the Payment Plan Settings program.
    Enterprise ERP > General Revenues > General Billing > Collection Processing > Payment Plan Processing > Payment Plan Settings
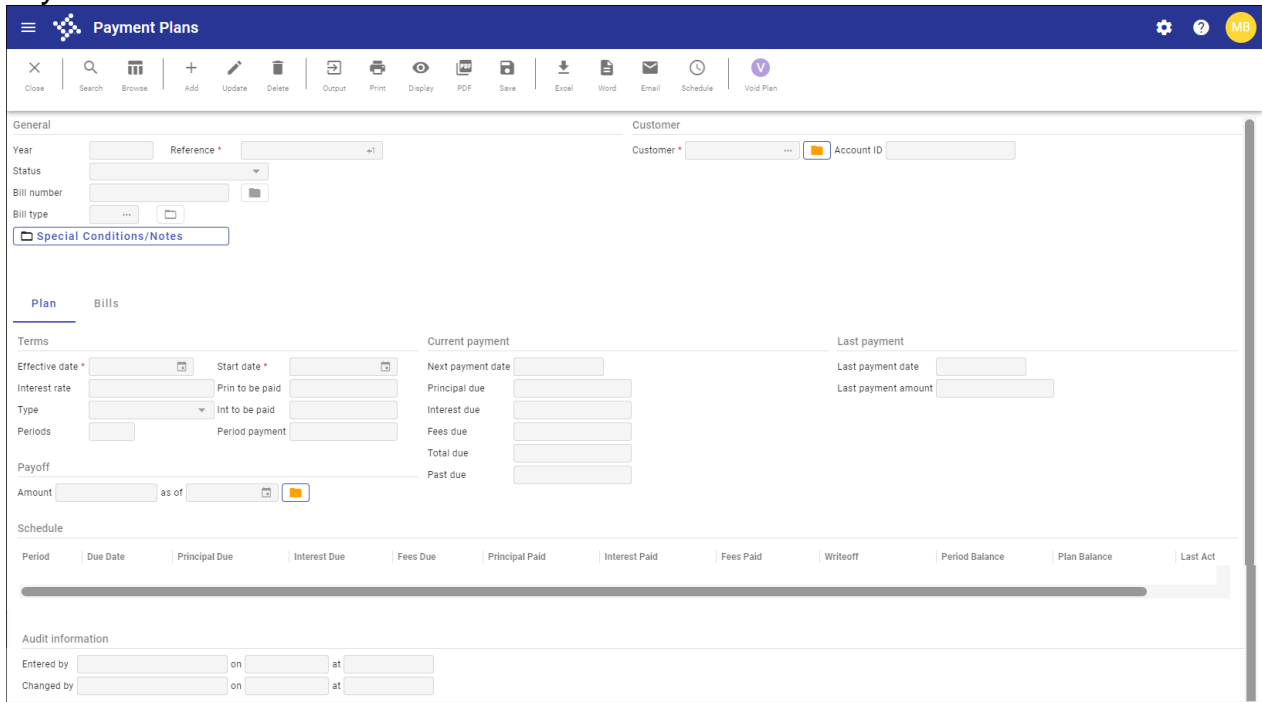
2. Click Update and complete the fields using the following table as a guide.
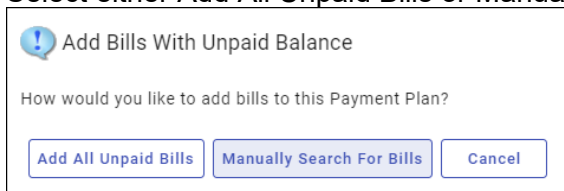
Field	Description	Notes
Payment Plan Year		
Payment Plan Year	Establishes the default year for new payment plans.	
Next Reference #	Stores the next available reference number. When you click +1 in the Reference box in the Payment Plans program, the program automatically assigns the next available reference number to the payment plan based on this value.	
Next Bill #	Stores the next available bill number. The program automatically assigns the next available bill number when you click Create to create the payment plan.	
Allocate Payments to Individual Bills	If selected, the payment plan process posts payments to the individual bills associated with the payment plan. When this checkbox is selected, payments and	

Field	Description	Notes
	reversals are applied to the original bill and not the payment plan bill. Only interest and fees (such as late fees) are applied. When this checkbox is cleared, all payments and reversals are applied to the payment plan bill. This checkbox is only available if you do not select the Transfer Bill GL Balances to Payment Plan GL Balances checkbox.	
Transfer Bill GL Balances to Payment Plan GL Balances	If selected, the payment plan process transfers general ledger balances on bills to the payment plan general ledger balances for the year, period, and the date determined during the creation of the payment plan. This checkbox is only available if you do not select the Allocate Payments to Individual Bills checkbox.	
AR Code	Assigns the accounts receivable code for payment plans. The code must have an accounts receivable category of 45-Payment Plan.	
Principal Charge	Defines the charge code for principal amounts. The charge code must have an accounts receivable category of 45 and an activity of PRIN.	
Default Interest Rate Default Interest Type Default # of Periods	Specify default values for interest rates and interest types, and it defines a default value for the number of periods within a payment plan.	
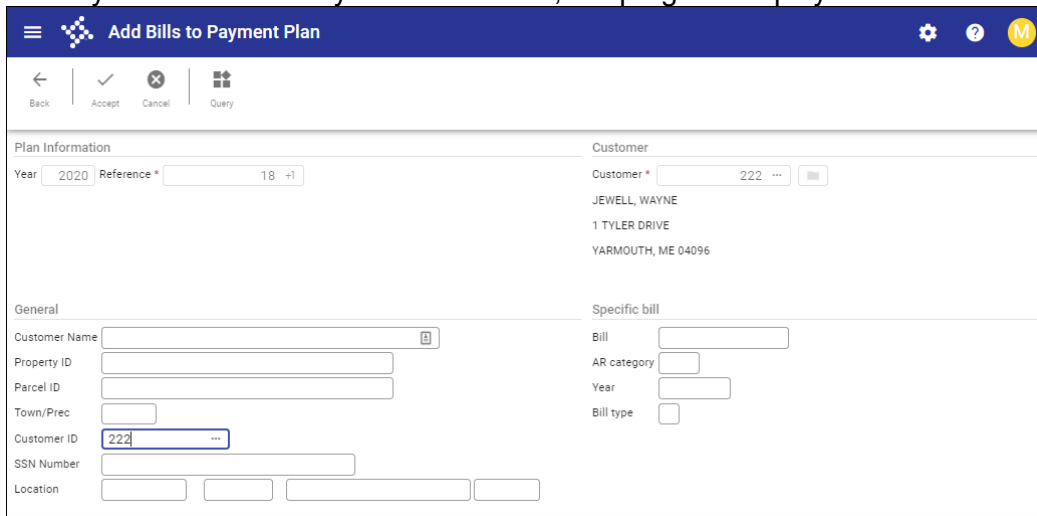
3. Click Accept to save the payment plan settings.

4. Open the Payment Plans program.
   General Revenues > General Billing > Collection Processing > Payment Plan Processing > Payment Plans
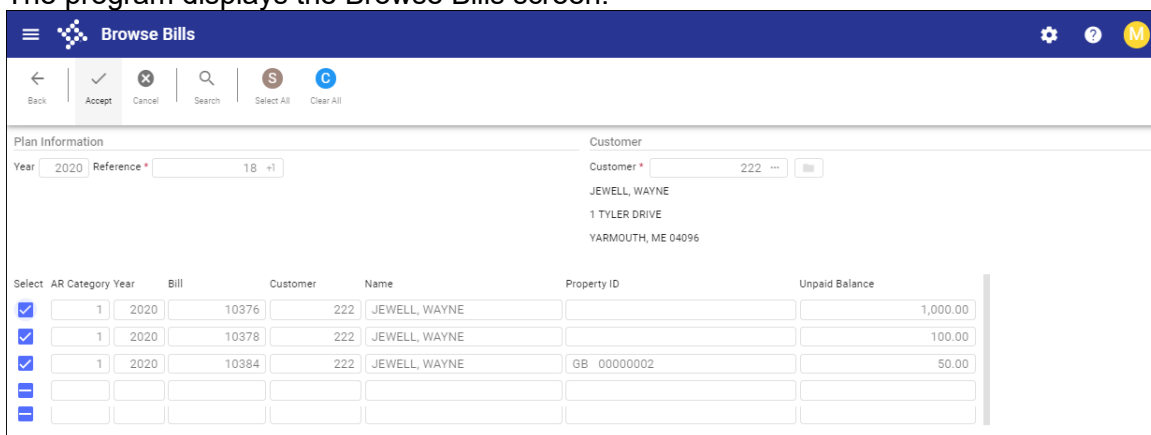
5. Click Add.

6. In the Reference box, type a reference number or click +1 to select the next available reference number for the payment plan; in the Customer box, type the account or ID number of the customer for whom to create the plan.

7. Click Accept.
   The program displays the Add Bills with Unpaid Balance dialog box.

8. Select either Add All Unpaid Bills or Manually Search for Bills.

9. When you select Manually Search for Bills, the program displays the Add Bills to Payment Plan.

10. Complete one or more fields in the General or Specific Bill group to search for bills and then click Accept.
The program displays the Browse Bills screen.

11. Select or clear the checkboxes as applicable to identify the bills to add to the plan.
12. Click Accept.
The program displays an Add Bills confirmation message.

13. Click Yes to display the Payment Plans screen with the Bills tab displaying the bills. The status of the plan is set to Inactive.

14. Click the on-screen Calculate button. The fields in the Terms group on the Plan tab are accessible.

15. Complete the Effective Date and Start Date fields and update the remaining fields as appropriate.

16. Click Accept.

The Payment Plans program builds the plan and updates the Schedule fields on the plan tab.

17. Click the on-screen Create button to finalize the process.

The program displays a Create Status confirmation message.

18. Click OK.

The program displays the final payment plan record with the status set to Active.

When the Payment Plan process is completed for a set of bills, they are consolidated into a single payment plan bill in Bill Inquiry. This new bill is updated with a unique number and the accounts receivable (AR) category displays category 45.

The charges on all the bills have been combined into the payment plan charge code that was defined in the Payment Plan Settings program.

In Bill Inquiry, click Orig Bill to access the Payment Plan. Under the Bills tab, you will find the original amounts from the bills that were used to create the Payment Plan bill.

The following table describes the fields for the Payment Plan screen.

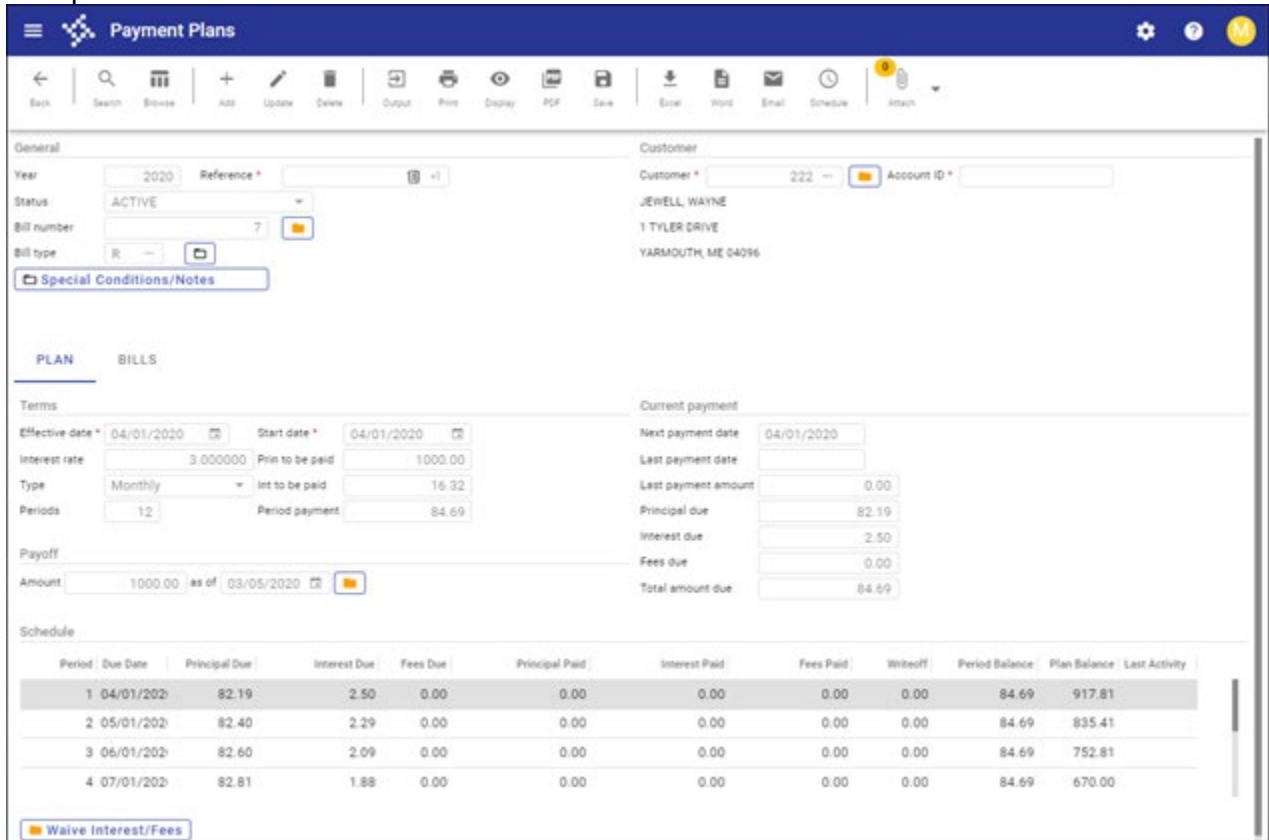| Field	Description	Notes
General		
Year	Displays the payment plan year. The payment plan year defined in the Payment Plan Settings program is the default value and cannot be changed.	
Reference	Identifies the payment plan. Enter a unique reference number in the box or click +1 to have the program automatically assign the next available reference number.	
Status	Indicates the status of the payment plan: When you add a payment plan, the program sets the status of the payment plan to Inactive. When you click Create to process the payment plan and bill, the program sets the status the payment plan to Active. When the final payment in the plan is paid through Payment Entry, the payment entry process sets the status of the payment plan to Paid Off. The Status list is available for entry during the Search process and allows you to search for payment plans based on status.	
Bill Number	Identifies the payment plan bill number. The program automatically assigns the next available bill number when you click Create to create the payment plan. Once a bill number is assigned to the payment plan, click the folder button to view the payment plan bill in the Bill Inquiry program.	
Bill Type	Provides the bill type or classification. Click the folder button to create a new classification type.	
Customer		
Customer	Identifies the customer for whom to add a payment plan for outstanding bills. Click the folder button to open the Customers program to view or maintain customer information or to add a new customer. You can update the customer ID number any time you use the program except when you access the program from the Original Bill screen in the Bill Inquiry program. If you update the customer ID number on a payment plan record for which the payment	

Field	Description	Notes
	plan bill has been created, then the program updates the customer ID number on the bill.	
Account ID	Identifies the customer account for which you are creating the payment plan.	
Payment Plan Setup		
	Provides the on-screen Add Bills, Calculate, and Create buttons. Use these buttons to build the payment plan.	
Plan Tab		
Terms		
Effective Date	Specifies the effective date of the payment plan.	
Start Date	Establishes the start date (first payment date) of the payment plan. The installment dates created for the plan are based on this date. The default value is the date in the Effective Date box, but you can change this.	
Interest Rate	Specifies the yearly rate to use to calculate the payment schedule.	
Prin to Be Paid	Indicates the total principal amount to be paid for the life of the payment plan. The program calculates this total after you click Calculate.	
Type	Defines the payment plan installment type: quarterly, weekly, annually, and so on. For example, if you select Quarterly, it indicates that there are four installments on the plan per year.	
Int to Be Paid	Indicates the total interest amount to be paid for the life of the payment plan.	
Periods	Defines the number of installments or payments the customer makes for the life of the payment plan.	
Period Payment	Specifies the average payment amount for each period for the life of the payment plan. The program calculates this payment after you click Calculate.	
Payoff		
Amount	Indicates the total amount the customer needs to pay to complete the payment plan as of the effective date.	
As of	Provides the effective date for the amount in the Amount box. Click the folder button to change the effective date for the payoff amount.	
Current Payment		
Next Payment Date	Provides the details for the current plan payment. The Next Payment Date field indicates the date that the next payment is	

Field	Description	Notes
	due. At the time of setup, this is the same as the start date. As payments are made, the program advances this date to the next date in the period. The Total Amount Due field displays the total amount due for the current payment, including principal, interest, and fees.	
Schedule		
	Defines the schedule for payment plan. The Period field indicates the number that corresponds to the installment or payment, with the remaining dates for each row providing the details for installment. The Remaining Balance field indicates the remaining balance due for the plan after the selected installment payment is made. If you change the due date for a period, you must delete and then re-create the payment plan in order to recalculate the payment amount.	
Bills Tab		
	Provides the details for the bills included in the plan. Use the View Selected Bill on-screen button to see more details or click the Delete Selected Bill on-screen button to remove a bill from the plan.	
Audit Information		
	Displays the user ID of the person who created or last update the payment plan, along with the date and time it was created or updated.	

Print Payment Plan Details for Customers

To print a plan:

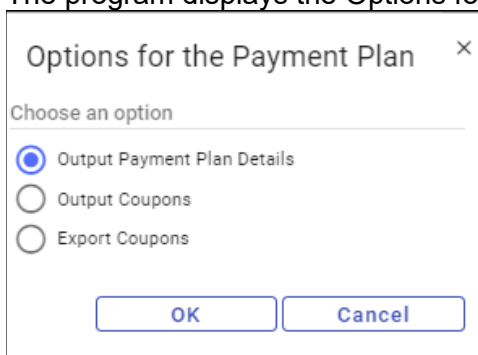1. In the Payment Plans program, click Search, enter the payment plan criteria, and then click Accept.

2. Click Output.
    The program displays the Options for the Payment Plan dialog box.

- If you select Output Payment Plan Details, the program displays the Include Period dialog box. Click Yes to include the detail and display the Output dialog box.

- If you select Output Coupons, the program displays the Output dialog box.

- If you select Export Coupons, the program displays the Export File screen. Enter the file name and click Accept to create the file.

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03/05/2020 09:14    |Munis                                       |P      1
maureen.elfring     |PAYMENT PLAN DETAILS                         |arlnmast

Year       2020       Status ACTIVE     Notes/Special Cond? N
Reference # 18
Bill #      7
Cust #      222       JEWELL, WAYNE
Account Identifier: 0

----------------------- PAYMENT PLAN SETUP -----------------------
Eff/Start Date 04/01/2020 04/01/2020 Prin To Be Paid        1000.00
Int Rate        3.000000          Int To Be Paid             16.32
Plan Type       M Monthly         Avg Per Period             84.69
# of Periods       12

----------------------- CURRENT PAYMENT INFO ---------------------
Next Payment Date 04/01/2020         Principal Due           82.19
                                     Interest Due             2.50
Last Payment Date                     Fees Due                .00
Last Payment Amt         .00     Total Amount Due            84.69

Entered By  maureen.elfring     On03/05/2020 At 08:22:06
Updated By  maureen.elfring     On03/05/2020 At 08:50:06

  PERIOD   DUE DATE     PRINCIPAL      INTEREST  PERIOD BALANCE  PLAN BALANCE
  -------- ---------- -------------- ------------ --------------- -------------
        1 04/01/2020         82.19         2.50          84.69        917.81
        2 05/01/2020         82.40         2.29          84.69        835.41
        3 06/01/2020         82.60         2.09          84.69        752.81
        4 07/01/2020         82.81         1.88          84.69        670.00
        5 08/01/2020         83.01         1.68          84.69        586.99
        6 09/01/2020         83.22         1.47          84.69        503.77
        7 10/01/2020         83.43         1.26          84.69        420.34
        8 11/01/2020         83.64         1.05          84.69        336.70
        9 12/01/2020         83.85          .84          84.69        252.85
       10 01/01/2021         84.06          .63          84.69        168.79
       11 02/01/2021         84.27          .42          84.69         84.52
       12 03/01/2021         84.52          .21          84.73          .00

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