Receipting / Payments - Best Practices:

New Features

1. Ability to Enter Account for Misc Pay Codes in the Payment Window.
   a. Miscellaneous payment codes can now be flagged to prompt the cashier for a revenue account number in the Payment Window. This will allow users to direct the same type of payment to different revenue accounts without the need to create a code for each unique account number.
   b. Go to: *Billing/Collections* > *Payments* > *Payment Code Maintenance*. Note: In order to see finance entries display on the Payment Verification Listing you must have the 'Update Tax/Util/Misc Payments to Revenue:' flag turned on within Collections Parameter Maintenance. Parameters labeled in red represent the System or Billing Module must be locked AND you must have the necessary security level to edit the field.

A *Revenue, G/L, or Budget/Expense* type accout may be selected.

2. Quick Mail Entry.
   a. The new Quick Mail Payment Entry screen/interface will provide the ability to quickly process payments during high volume collection periods. It will allow for payments which are paying the exact amount due to be processed by simply scanning the bar codes on the coupons/bill stubs. When a bar code is scanned, the system will determine the amount due for the account, and immediately save a payment for that amount to the Payment Batch. The screen will display a running list of the payments that have been scanned to the batch, with one summarized entry per payment, and allow for quick editing of the payment amount and description. The "Postmark Date" feature for waiving penalties applied after a specified postmark date will be supported (same as standard Payment Window entry), and a search feature is provided to quickly locate a previously scanned payment in the list by Account Id, Name, or Location. The interface will call attention to any scenarios which might indicate that the payment requires closer review (penalty applied/waived, account is cut off, in lien, etc.). In the event that there is no balance to pay for a scanned account, an error message will be displayed, and no payment will be added to the batch. The area of the screen above the payment list will display user messages

for either the last account scanned, or for the currently highlighted entry in the list.

b. Go to: *Billing/Collections > Payments > Payment Window.*

c. After entering a new **Batch Id**, select the **Quick Mail Entry** box. This will automatically uncheck any other selections and disable the **Shopping Cart** option. The **Print Receipt** and other functions are still available to be selected if necessary.
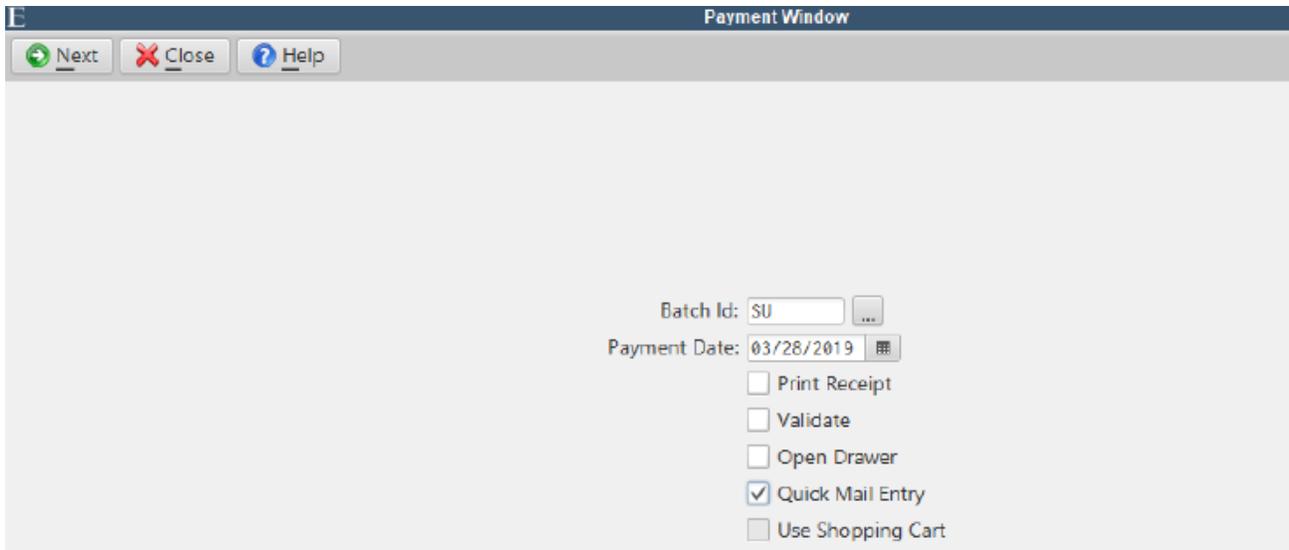
d. Enter the Window and Add a payment code. Since Quick Mail Entry is designed for scanning barcoded bills, only Tax, Utility and Invoice payment codes will be accepted.

e. Simply begin scanning bill stubs for the payment code type selected. If you need to scan a different bill type, then change the payment code before scanning.

f. Accounts will be added to the top of the table in the window when they are successfully scanned. Any user message will appear in the top section of the window for the last scanned account (or currently selected account). Watch for warning messages in the **Warning** column. Note: If an account with a lien is scanned, a message will appear so the user can confirm they want to save it.

g. An individual payment can be edited or removed by clicking the **Edit** or **Delete** buttons for that payment. The amount or description may be edited.

h. Type in the **Search** field and use the button to filter for accounts by account, name or location.

i. Simply Close out of the Payment Window when finished. You may return to the same Quick Mail Entry batch at any time and your view will be preserved. Verification and updating procedures are unchanged.

3. Payment Cash Receipts Report to Excel.
   a. The Cash Receipts Report can now be run to Excel.

Best Practices

1. Changing Payment Dates.
   a. A payment date is required when you first create your batch. In the event you need to change a payment date for an individual account users are allowed to change the date from inside the Payment Window.

2. Deleting Batches in Bulk.
   a. If a Payment Batch was created in error and the best option is to delete the batch in its entirety and then start over using 'Ctrl + Delete' inside the batch will mark all line items as DEL. Once saved all line items will be removed.
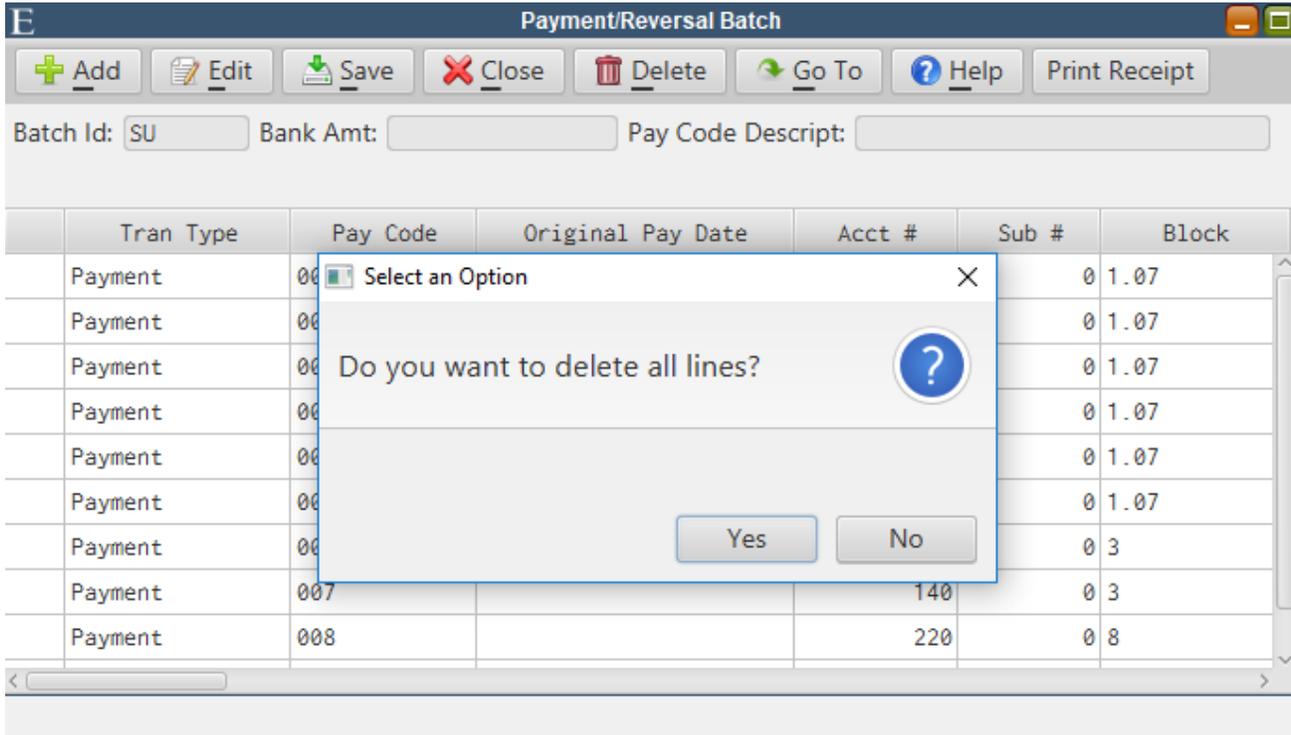
3. Quick Save.
   a. Using the F5 button inside the payment window allows a payment to save faster than the traditional 'Save' button.

4. Payment Batch Summary Report.
    a. The Payment Batch Summary Report can be utilized to summarize the totals of all outstanding batches on one report. However, all batches must still be verified and updated individually. Note: This report can be exported to Excel.
    b. Go to: *Billing/Collections > Payments > Payment Batch Summary Report*

FAQ's

1. FAQ: What happens if a payment is received for more than the total amount due on a Utility account?
    a. When posting to Utility accounts, a payment is sometimes received for more than the total amount due on the account. If no year/ period balances exist to apply the payment against, the overpayment amount will be posted to an account's "OVERPAID" bucket. The "OVERPAID" account balance can later be applied to a year/period balance or refunded/canceled. The system automatically applies overpayments during bill and penalty/surcharge calculations. However, the user may

apply/refund balances using the Utility Automated Adjustment Routines or Balance Adjustment Batch.

2. FAQ: Changing the Interest Date. (Per diem interest)
   a. To change the interest date the system is using to calculate the interest due, click the Interest Date button.

3. FAQ: Changing/Overriding the amount of interest/penalty.
   a. After an account has been selected in the Payment Window, click on the Year/Prd button to display the account's detailed year/period balances. Interest/Penalty amounts may be edited for each year and period balance on this screen. An override key is available for users with proper security when payments are less than the total interest due. If this override is utilized, the remaining unpaid interest will appear in the Unpaid Interest field on an account.

4. FAQ: What does the Subtotal button do? / How can I track the totals of a single payment to multiple accounts?
   a. The Subtotal button displays a screen that tracks the check, cash and credit total of payments applied in the current Payment Window. Use of the Subtotal button is especially helpful when entering a single payment that will be applied to multiple accounts. The Subtotal screen will enable the user to track how much of the payment has been applied as they continue to select the accounts to be paid. Before entering the 1st account that will paid as part of a single payment to multiple accounts, the user can click the Clear button. The totals will reset to zero and a running subtotal will be kept for every subsequent payment. If validating payments, the subtotal for a single payment to multiple accounts can be validated on the check stub by selecting the Check (Total Payment) or simply by selecting the check number if it was referenced on each payment.