



2014
SAN ANTONIO, TEXAS ♦ April 13-16, 2014

[MU-CS-7-A]

What's New In Accounts Receivable?

Munis: Accounts Receivable

CLASS DESCRIPTION

This class will give you a preview of the major enhancements that you have to look forward to in the newest versions. This class will explore an array of recent enhancements to the Accounts Receivable and General Billing products.

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2013 USER CONFERENCE FOLLOW-UP

Charge Codes – Add “Mass Activate/Inactivate” Option

(Version 10.5)

Users now have the ability to activate or inactivate all charges in an active set. This may be helpful prior to starting the new fiscal year, in order to ensure only the desired charges are copied forward for each category.

The screenshot displays the 'Charge Code' form in the Munis v10.5 Database. The form is titled 'Charge Code' and shows details for Year 2014, Code 1W.2, and Category 60 - UB SERVICES - GENERAL. The 'General Information' section includes fields for AR code (60), Activity (PRIN - PRINCIPAL), Group, Description 1 (WATER 2 INCH METE), Description 2, and Short description (WATER 2 IN). The 'Rate Information' section includes Calculation code (62), Amount (0.000000), Minimum Amount (0.00), and Maximum Amount (0.00). The 'Additional Attributes' section includes checkboxes for 'Active', 'Use interest rate table', 'Subject to discount', 'Available for Citizen Self Service', and 'Use for Citizen Self Service convenience fee'. A modal dialog box titled 'Munis (archgmt)' is open, displaying a warning icon and the message: 'Are you sure you wish to inactivate all charges in the current find set?'. The dialog has 'Yes' and 'No' buttons. The 'View Audit' menu in the top right corner is highlighted, showing 'Mass Activate' and 'Mass Inactivate' options.

Mass Activate and Mass Inactivate options added to Charge Codes

Charge Codes – Include GL Accounts in Excel Export

(Version 10.3)

The Excel Export from Charge Codes now allows users to include GL accounts including: Cash, AR, Revenue, Deferred Revenue, Abatement, Deposit, Discount, Exemption, Interest Revenue, Over-Short, and Liability in the exported data. The accounts export in either Org/Obj/Proj or Long Accounting based on the user's preference.

Abatement Account	Accounts Receivable Account	Cash Account	Deferred Revenue Account	Deposit Account	Discount Account	Exemption Account	Interest Revenue
010-13300-	010-12100-	010-10100-	010-13100-				10001-45050-
46-26530-	46-12100-	01-11101-	46-26530-				4644385-41700-
010-13300-	010-12100-	010-10100-	010-13100-			010-02102-	10001-45040-
42-26530-	42-12100-	01-11101-	42-26530-				4244381-41700-
43-26530-	43-12100-	01-11101-	43-26530-				4344382-41700-
33333333-3333333-	00100100-008180-	001001T1-999999-	001001T1-008000-				001001T1-09800-
10-26530-	10-12100-	01-11101-	10-26530-				1044140-41700-
44-26530-	44-12100-	01-11101-	44-26530-				4444384-41700-
45-26530-	45-12100-	01-11101-	45-26530-				4544383-41700-
74-26530-	74-12100-	01-11101-	74-26530-				7444142-41700-
40-26530-	40-12100-	01-11101-	40-26530-				4045916-41700-

GL accounts exported from Charge Codes in Org/Obj/Project format

Abatement Account	Accounts Receivable Account	Cash Account	Deferred Revenue Account
010-0804-0000-13300-0000-0-0000-0000-	010-0804-0000-12100-0000-0-0000-0000-	010-0804-0000-10100-0000-0-0000-0000-	010-0804-0000-13100-0000-0-0000-0000-
		01-00-0000-11101-01-1-10-1008-	
010-0804-0000-13300-0000-0-0000-0000-	010-0804-0000-12100-0000-0-0000-0000-	010-0804-0000-10100-0000-0-0000-0000-	010-0804-0000-13100-0000-0-0000-0000-
		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
1001-3333-3333-333333-3333-3-3000-0000-		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
		01-00-0000-11101-01-1-10-1008-	
010-0804-0000-13300-0000-0-0000-0000-	010-0804-0000-12100-0000-0-0000-0000-	010-0804-0000-10100-0000-0-0000-0000-	010-0804-0000-13100-0000-0-0000-0000-
		01-00-0000-11101-01-1-10-1008-	
010-0804-0000-13300-0000-0-0000-0000-	010-0804-0000-12100-0000-0-0000-0000-	010-0804-0000-10100-0000-0-0000-0000-	010-0804-0000-13100-0000-0-0000-0000-
010-0804-0000-13100-0000-0-0000-0000-	010-0804-0000-12100-0000-0-0000-0000-	010-0804-0000-10100-0000-0-0000-0000-	010-0804-0000-13100-0000-0-0000-0000-
		010-0804-0000-10100-0000-0-0000-0000-	

GL Accounts exported from Charge Codes in Long Accounting format

Payment Entry – Include Project Accounts on Printed Misc. Cash Receipts

(Version 10.4)

When processing miscellaneous cash receipts that utilize project accounting, the project accounts will now be included, in addition to the revenue accounts, when 'Print GL Accounts' is enabled during the Completing Receipt process.

```
MISCELLANEOUS PAYMENT RECPT#: 12355495
Munis
Munis Division
370 US Route One
ANNE ARUNDEL VA 20711

DATE: 06/13/13   TIME: 10:50
CLERK: jworswick   DEPT:
CUSTOMER#: 0

COMMENT:

CHG: MISC VTTT - Miscella   100.00
-----
REVENUE:
1 010  192009      100.00
REVENUES
1234  .111  .111  .111
AAA
CASH:
010  01996      100.00
CASH
-----

AMOUNT PAID:   100.00
```

Project accounts printed on misc. cash receipt

Detail Receivables Register – Include Customer Number

(Version 10.5)

The Customer number is now included on the Detail Receivables Register Report.

BILL NAME T BILL	CAT	CUST NUM	TOWN PROPERTY ID	BILLED	ADJUSTMENTS	ABATEMT/EXEMP	PMTS/CREDITS	INT PAID	INT DUE	TOTAL UNPAID
BENOIT, JOSEPH D & MARCIA R 413	20	738	21.77--1-16	631.40	5.00	.00	.00	.00	.00	636.40
BERGER, GUSTAVE L JR R 251	20	740	20.84--2-39	672.40	5.00	.00	.00	.00	.00	677.40
BERTRAND, RICHARD L R 800	20	741	33.21--1-36	967.60	5.00	.00	.00	.00	.00	972.60
BETHON, THOMAS F R 824	20	267	33.21--2-20	934.80	5.00	.00	.00	.00	.00	939.80
BETHON, THOMAS F R 601	20	268	32.36--1-41	934.80	5.00	.00	.00	.00	.00	939.80

Payment Redistribution – Reduce Number of Records Scanned

(Version 9.4)

The scanning process of Payment Redistribution has been made more efficient resulting in fewer records being scanned.

Payment Redistribution - Munis [Version 10.5]

Home

Accept Cancel Search Advanced Query Builder Confirm Search

Delete Global Duplicate Actions

Text file PDF Print Preview Output

Word Excel Email Schedule Office

Notes Audit Define List Errors

Notify Maplink Select Output-Proc Menu

Alerts

Return

Payment Redistribution - Munis [Version 10.5]

Scheduling
Execute this report: Now

Batch Information
Entry date: 02/18/2014
Clerk: laurie.donovan
Department: 1100 - Jefferson School
Batch number: 1877
GL effective date: 02/18/2014
Year/period: Default year/period 2014 8 FEB
Reference:

Bills to Select
Year range: All to 9999
AR category: 1
Bill number range: 0 to 99999999
Start from bill print date: 01/01/1900

Allocation Options
Redistribute by: CHARGE CODE
 Reallocate payments

Processing Summary
Bills scanned: 49
Bills selected: 0
Bills processed: 0
Bills skipped: 0
Error bills: 0

NEW FEATURES IN ACCOUNTS RECEIVABLE

Customers – Provide Indication when Special Conditions Exist

(Version 10.4)

Access to Special Conditions in Customers has been moved from the menu to an on-screen button which is highlighted when special conditions exist for the current record. This modification provides at-a-glance visibility to determine if special conditions exist for a Customer.

The screenshot displays the 'Customers - Munis [Version 10.5]' application window. The interface includes a top navigation bar with various icons and a main content area. The main content area is divided into several sections:

- Customer Information:** Displays 'Customer ID' (2659), 'Active' status, 'Last changed by' (laurie.donovan), and 'Created by department' (1100 through module GB). It also shows 'Person/Entity' (P - Person) and 'Name' (DONOVAN, LAURIE).
- Contact Information:** A tabbed section with 'Other', 'General Billing', 'Personal', 'History', 'Delivery Methods', and 'User Defined' tabs. The 'Contact information' sub-section shows fields for 'Address' (123 MAIN STREET), 'City, State, ZIP' (PORTLAND, ME, 0410212345), 'Country' (USA), 'Telephone number' (207-781-2260), 'Email address' (laurie.donovan@tylertech.com), and 'Web address' (www.google.com).
- Buttons:** At the bottom of the 'Contact information' section, there are two buttons: 'Additional Addresses' and 'Special Conditions'. The 'Special Conditions' button is highlighted with a red rectangular box.

Customers, Bill Inquiry, Payment Entry & Tyler Cashiering – Distinguish Customers Marked as “Confidential”

(Version 10.5)

Customer records flagged as 'Confidential' now have a visible indicator in Customers, Bill Inquiry, Payment Entry and Tyler Cashiering. This indicator help users better identify confidential records.

Customers - Munis [Version 10.5]

Customer ID: 2659 ***** CONFIDENTIAL ***** Active

Created by department: 1100 through module: GB Last changed by: laurie.donovan 02/18/2014 at 10:59

Person/Entity: P - Person

Name: DONOVAN, LAURIE THE SSN/FID: 111-22-3333

Other: Confidential

Customers

Bill Inquiry: Single Bill View - Munis [Version 10.5]

Year: 2010 Category: GB-GB Number: 53

Customer Information: ***** CONFIDENTIAL ***** Customer ID: 2659

Notes/Alerts: Special Conditions/Notes

Effective Date: Due 02/18/2014

DONOVAN, LAURIE
NAME 2
123 MAIN STREET
ADDRESS 2
PORTLAND, ME 0410212345 USA
207-781-2260

Bill Inquiry

Real Estate

Customer Information: ID: 2659 Name: DONOVAN, LAURIE / NAME 2 Address: 123 MAIN STREET, ADDRESS 2 PORTLAND, ME 0410212345

Totals: Balance: \$6,067.85 Due now: \$6,067.85 Payment amount: 6,067.85

Alert: CONFID. Customer is marked confidential

Select	Year	Item	Property	Due	Payment
<input checked="" type="checkbox"/>	2010	S22	0	6,067.85	6,067.85

Tyler Cashiering

Bill Inquiry – New Look!

(Version 10.4)

Possibly the most noticeable change in v10.4 is the remodeling of Bill Inquiry. The program has been streamlined, providing more information on fewer screens. Additionally, it globalizes the ability for sites and users to customize the bill information that is displayed on screen.

The screenshot displays the 'Bill Inquiry Search' application window. At the top right, the title 'Bill Inquiry Search' is visible. Below the title bar is a navigation bar with a 'Home' button and a 'Return' button. A toolbar contains various icons for actions like 'Accept', 'Cancel', 'Search', 'Query Builder', 'Add', 'Update', 'Duplicate', 'Delete', 'Global', 'Print', 'Preview', 'Text file', 'PDF', 'Excel', 'Word', 'Email', 'Schedule', 'Attachments', 'Notify', 'Alerts', 'Maplink', 'Audit', 'Bill', 'Property ID', 'Customer', 'Tax Owner', 'Parcel', and 'More...'. The main area features a 'Bill Find' form with the following fields: Year, Category, Bill Number, Bill Type, Bill Name, Property ID, Parcel ID, Town/Prec, Customer ID, Location, and Original Owner. A 'Filter by special condition codes' dropdown is at the bottom of the form, showing 'Selected (0)'.

Bill/General Search – reorganized to focus on the most commonly used fields first

The screenshot displays the 'Bill Inquiry Search' application window. At the top right, the title 'Bill Inquiry Search' is visible. Below the title bar is a navigation bar with a 'Home' button and a 'Return' button. A toolbar contains various icons for actions like 'Accept', 'Cancel', 'Search', 'Query Builder', 'Add', 'Update', 'Duplicate', 'Delete', 'Global', 'Print', 'Preview', 'Text file', 'PDF', 'Excel', 'Word', 'Email', 'Schedule', 'Attachments', 'Notify', 'Alerts', 'Maplink', 'Audit', 'Bill', 'Property ID', 'Customer', 'Tax Owner', 'Parcel', and 'More...'. The main area features a 'Customer Find' form with the following fields: Customer ID, Name, SSN, Address, City, State, ZIP, and Telephone number. There are also four checkboxes under the Name field: 'Search secondary names', 'Search associated names', 'Search aliases', and 'Search DBAs'.

Customer Search – consolidated various customer search options onto one screen

Bill Inquiry: Account View - Munis [Version 10.5]

Home

Accept Cancel Search Advanced Query Builder Confirm Search

Add Update Duplicate Actions

Delete Global Print PDF Excel Word Email Schedule Attachments Notify Maplink Alerts Tools

Preferences Return Menu Return

Bill Inquiry Search > Bill Inquiry: Account View - Munis [Version 10.5]

Account Information

Customer ID DONOVAN, LAURIE
 NAME 2
 123 MAIN STREET
 ADDRESS 2
 PORTLAND, ME 0410212345 USA
 207-781-2260

Notes/Alerts

Special Conditions/Notes Effective Date Due 02/18/2014

Account Bills

Year	Cat	Bill	Reference	Due Date	Billed	Adjustments	Abatements	Paid	Refunds	Write-offs	Interest Due	Total Due
2010	1	53	01/13/10 2659	02/12/2010	500.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00
2010	1	54	01/13/10 2659	02/12/2010	620.00	0.00	0.00	0.00	0.00	0.00	0.00	620.00
2010	1	56	01/13/10 2659	02/12/2010	120.00	0.00	0.00	0.00	0.00	0.00	0.00	120.00
2010	1	58	07/01/10 2659	07/31/2010	120.00	0.00	0.00	0.00	0.00	0.00	0.00	120.00
2010	1	12301	09/28/09 2659	10/28/2009	400.00	0.00	0.00	50.00	0.00	0.00	0.00	350.00
2010	20	522		05/01/2010	3560.00	5.00	0.00	0.00	0.00	0.00	0.00	2541.65
2010	20	1000001		05/01/2010	3062.18	5.00	0.00	0.00	0.00	0.00	2798.73	5865.91
2010	60	11	123 MAIN STREET	01/13/2010	52.80	-52.80	0.00	0.00	0.00	0.00	0.00	0.00
2011	1	68	10/08/12 2659		1138.96	0.00	0.00	0.00	0.00	0.00	0.00	1138.96
Total					9573.94	-42.80	0.00	50.00	0.00	0.00	5340.38	14821.52

Customizable Account View – displayed when a searching for a Parcel, UB Account, Property Code or Customer

Bill Inquiry: Single Bill View - Munis [Version 10.5]

Home

Accept Cancel Search Advanced Query Builder Confirm Search

Add Update Duplicate Actions

Delete Global Print PDF Excel Word Email Schedule Attachments Notify Maplink Alerts Tools

Orig Bill Diagnostics Reprint Preferences Menu Return

Bill Inquiry Search > Bill Inquiry: Single Bill View - Munis [Version 10.5]

Bill Information

Year Category Number

Notes/Alerts

JAN 1 Owner: DONOVAN, LAURIE-----

Special Conditions/Notes View prior unpaid bills

Effective Date

Due 02/18/2014

Customer Information

*** CONFIDENTIAL ***
 Customer ID View Bills
 DONOVAN, LAURIE
 NAME 2
 123 MAIN STREET
 ADDRESS 2
 PORTLAND, ME 0410212345 USA
 207-781-2260

Property Information

Parcel ID
 Alt Parc
 Prop Loc

Installments Charges History Events Audits

Installment	Due Date	Billed	Adjustments	Abatements	Paid	Refunds	Write-offs	Interest Due	Total Due
1	05/01/2010	2130.00	5.00	0.00	0.00	0.00	0.00	1375.52	3510.52
2	06/01/2010	1430.00	0.00	0.00	0.00	0.00	0.00	1166.13	2596.13
Total		3560.00	5.00	0.00	0.00	0.00	0.00	2541.65	6106.65

Customizable Single Bill View – features a tabbed layout displaying: Installments, Charges, History, Events and Audits

Line	Charge	Description	Billed	Adjustments	Abatements	Paid	Refunds	Write-offs	Interest Due	Total Due
1	CITYTA	COUNTY TAX	2610.00	0.00	0.00	0.00	0.00	0.00	0.00	4968.86
2	CPA	CPA CHARGE	250.00	0.00	0.00	0.00	0.00	0.00	0.00	250.00
3	SLIEN	SEWER LIEN	200.00	0.00	0.00	0.00	0.00	0.00	182.79	382.79
4	WL	WATER LIEN	500.00	0.00	0.00	0.00	0.00	0.00	0.00	500.00
Total			3560.00	5.00	0.00	0.00	0.00	0.00	2541.65	6106.65

Charges tab

Receipt Number	Activity Type	Entry Date	Entry Time	Effective Date	Batch Number	Released	Journal Year	Journal Period	Journal Number
3089	PAYMENT	01/13/2005		01/13/2005	1790	Y	2005	7	0
3090	WRITE-OFF	01/13/2005		01/13/2005	1791	Y	2004	7	11
3091	REVERSAL	01/13/2005		01/13/2005	1792	Y	2005	7	4

History tab

The columns displayed in the Account and Single Bill Views above are controlled globally within AR Settings, on the new Bill Inquiry Display tab. Here the columns displayed can be customized to focus on pertinent details, and amounts can be combined or separated as desired. e.g. Pmt/Crd as a single column, vs. separate columns for Paid, Discounts, Refunds and Write-offs:

Accounts Receivable Settings - Munis [Version 10.5]

Home

Accept Cancel Search Browse Advanced Add Update Delete Global Print PDF Excel Word Email Attachments Notify Alerts Maplink Audit Cat Specific Dept Specific Return

Confirm Query Builder Search Actions Output Office Tools Menu Return

Accounts Receivable Settings - Munis [Version 10.5]

Site Options Bill Presentation Order Payments Accounting Options Refunds Reversals Other Options Bill Inquiry Display

Display Columns

- Bill date
- Due date
- Interest date
- Penalty date
- Billed
- Adjustments
- Abatements
- Abatements/Adjustments
- Paid
- Discounts
- Refunds
- Write-offs
- Payments/Credits
- Total unpaid
- Interest held
- Interest paid
- Interest due
- Total due
- Next interest
- Last activity

Accounts Receivable Settings – Customizable Bill Inquiry Display Columns

Accounts Receivable User Preferences - Munis [Version 10.5]

Home

Accept Cancel Search Advanced Query Builder Add Update Global Duplicate Print PDF Preview Excel Word Email Schedule Attachments Notify Maplink Alerts Return

Accounts Receivable User Preferences - Munis [Version 10.5]

Current user

User code Name

General Options Default Receipt Options Bill Inquiry Display

Display Columns

- System Default
- User Default
- Bill date
- Due date
- Interest date
- Penalty date
- Billed
- Adjustments
- Abatements
- Abatements/Adjustments
- Paid
- Discounts
- Refunds
- Write-offs
- Payments/Credits
- Total unpaid
- Interest held
- Interest paid
- Interest due
- Total due
- Next interest
- Last activity date

Accounts Receivable User Preferences – Ability to override system Bill Inquiry Display per user

Payment Entry & Bill Inquiry – Add Special Condition Search Criteria

(Version 10.3)

A new special condition search option has been added to the “General” find in Payment Entry and Bill Inquiry. In combination with other search fields, users may now focus a search to include or exclude records based on an unlimited number of special conditions. For example, searches can now return only those bills that are part of a bankruptcy lot; or searches may exclude those bills from being returned.

The screenshot displays the 'Bill Inquiry Search' application window. The main search form includes fields for Year, Category, Bill Number, and Bill Type. Below these are fields for Bill Name (containing 'DONOVAN*'), Property ID, Parcel ID, Town/Prec, Customer ID, Location, and Original Owner. A red box highlights the 'Filter by special condition codes' section, which shows a dropdown menu with 'Exclude if in selected set' selected and 'Selected (1)' next to it. An inset window titled 'Special Condition Chooser' is also shown, displaying a table with the following data:

Code	Description
CASH	ACCEPT CASH ONLY

Special condition search criteria in Bill Inquiry & Payment Entry

Payment Entry – Override “Do Not Accept Payment” Special Condition

(Version 10.4)

A new permission, "Override special condition preventing payment", has been added to Accounts Receivable Roles. Users with this permission active will be prompted to override special conditions that prevent payment when paying a bill in Payment Entry.

Role permissions

- Maintain AR settings
- Maintain AR customers
- Maintain bill audit history
- View customer SSN/FIDs: Full
- View customer dates of birth
- View customer driver's licenses
- View customer EFT accounts
- View/maintain special condition notes
- Process lockbox payment files
- Enter cash receipts
- Restrict to entry of misc cash receipts only
- Adjust partial payments
- Access GL accounts on miscellaneous payments: Allow
- Allow posting of receipt batches
- Override special conditions preventing payment**

New “Override special conditions preventing payment” permission in Accounts Receivable

Payment Entry – Munis [Version 10.5] > Bill Information

Year/Type/Bill No. 2010 RE-R 522

Property Information
Parcel ID: 23232-3

Customer Account Information
*** CONFIDENTIAL ***
2659
DONOVAN, LAURIE
NAME 2
123 MAIN STREET
ADDRESS 2
PORTLAND, ME 0410212345 USA
207-781-2260

Override Special Condition
Special conditions prevent payment of this customer's bills.
Proceed with payment processing?
Yes No

Int Dt	Billed	Unpaid bal
06/01/10	2,130.00	3,505.52
07/01/10	1,430.00	2,596.13
Fees/Pen		5.00
Totals	3,560.00	6,106.65
	5.00	
	.00	
	2,541.65	
		6,106.65
	Total Discount	.00
	Due 02/18/2014	6,106.65

When “Apply Payment” is selected in Payment Entry, a warning is displayed indicating that a special condition prevents payment, but users with permission have the option to process the payment anyway

Miscellaneous Cash Import – Multiple Payment Methods

(Version 9.4)

The Miscellaneous Cash Import file layout has been expanded to accommodate multiple payment methods. When a method of “9-MULTIPLE” is defined in the header record, the new payment method detail records may be used to specify the individual tenders.

Payment Method Detail Record Layout			
Field Name	Positions	Type	Comments
Record Type	1	Alpha	Must be “M” to indicate this is the payment method record.
Payment Method	2	Alphanumeric	Indicates the Munis payment method. Any payment methods which are defined in AR Payment Methods Setup may be used.
Payment Reference	3-18	Alphanumeric	Indicates the reference for the tender, such as a check number. Optional.
Payment Amount	19-29	Numeric	Indicates the total payment amount for the charge. First position indicates positive (space) or negative (-). Remaining positions are left justified. Decimal is implied. Example \$100.00 positive payment: 0000010000 Example \$100.00 negative payment: -0000010000
Customer ID	30-39	Numeric	The Munis customer account number. Optional.
Additional Payment Reference	40-59	Alphanumeric	Additional reference for the tender. Optional.
Filler	60-65	Alphanumeric	Unused.

Miscellaneous Cash Import – Include GL Accounts

(Version 9.3)

The Miscellaneous Cash Import has also been expanded to allow GL accounts to be optionally specified for imported payments. These accounts will override the revenue accounts that exist on the related charge code. The cash account will continue to be pulled from the charge code.

GL Account Record Layout			
Field Name	Positions	Type	Comments
Record Type	1	Alpha	Value must be “G” to indicate this is a GL Account record.
Org	2-9	Alphanumeric	Indicates the Munis GL Account Org Code
Object	10-15	Alphanumeric	Indicates the Munis GL Account Object Code
Project	16-20	Alphanumeric	Indicates the Munis GL Account Project Code
Payment Amount	21-31	Numeric	Indicates the total payment amount for this GL account. First position indicates positive (space) or negative (-). Remaining positions are left justified. Decimal is implied. Example \$100.00 positive payment: 0000010000 Example \$100.00 negative payment: -0000010000
Filler	32-150	Alphanumeric	Unused.

Aging Report – Include Calculated Interest

(Version 10.4)

Interest can now be included in the Aging Report when exporting to Excel. Additionally, the option to export to Excel has been added when scheduling the report to run at a scheduled time.

Accounts Receivable Aging - Munis [Version 10.5]

Scheduling

Execute this report: At a scheduled time

Export to Excel

Selection criteria

Aging Date: Today (02/18/2014)

Bill year range: to 9999

Customer Range: 0 to 999999999

AR Code Range: zzzzzz

AR Category: 0

Bill Type: Exclude

Special Condition: Exclude

Minimum Bill Balance: .01

Include activity occurring after aging date

Calculate interest

Interest is included only in Excel export.

Aging based on: Due Date, Bill Date

Days past due: 1 - 30, 31 - 60, 61 - 90, 91 - 120, over 120

Report type: Detail, Summary, AR Code Summary

Aging Report includes option to export to Excel when scheduling and to calculate interest due

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Customer ID	Customer Name	Customer Phone	AR Code	Category	Bill Year	Bill Number	Due Date	Bill Amount	Bill Adjust	Bill Paid	1 To 30	31 To 60	61 To 90	91 To 120	Over 120	Interest Due	Total Due
2	1	SMITH, BILL	207-781-3021	60	60	2000	20131	01/15/2000	\$81.96	\$55.22	\$137.16	\$0.00	\$0.00	\$0.00	\$0.00	\$0.02	\$0.03	\$0.05
3	1	SMITH, BILL	207-781-3021	60	60	2000	20138	02/15/2000	\$78.84	\$0.00	\$74.35	\$0.00	\$0.00	\$0.00	\$0.00	\$4.49	\$6.93	\$11.42
4	2	ABC ELECTRIC	818-430-5040	60	60	2000	20147	03/15/2000	\$456.37	(\$416.90)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$39.47	\$44.08	\$83.55
5	2	ABC ELECTRIC	818-430-5040	60	60	2001	20159	01/01/2001	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	\$77.13	\$127.13
6	2	ABC ELECTRIC	818-430-5040	60	60	2001	20168	02/01/2001	\$434.55	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$434.55	\$500.87	\$935.42
7	3	ANDREWS, SUSAN	919-403-3402	60	60	2000	20142	03/15/2000	\$67.46	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$67.46	\$93.65	\$161.11
8	3	ANDREWS, SUSAN	919-403-3402	60	60	2001	20152	10/01/2000	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$38.57	\$63.57
9	4	JOHNSON, BEN	617-430-4050	60	60	2000	20103	08/15/2000	\$69.59	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$69.59	\$117.96	\$187.55
10	4	JOHNSON, BEN	617-430-4050	60	60	2000	20110	09/15/2000	\$67.78	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$67.78	\$114.67	\$182.45
11	4	JOHNSON, BEN	617-430-4050	60	60	2000	20127	12/15/1999	\$68.00	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$93.00	\$170.75	\$263.75
12	4	JOHNSON, BEN	617-430-4050	60	60	2000	20134	01/15/2000	\$70.88	\$50.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$120.88	\$223.63	\$344.51
13	4	JOHNSON, BEN	617-430-4050	60	60	2000	20141	02/15/2000	\$74.32	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$74.32	\$129.29	\$203.61
14	4	JOHNSON, BEN	617-430-4050	60	60	2000	20148	03/15/2000	\$75.83	\$25.46	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$101.29	\$168.09	\$269.38
15	4	JOHNSON, BEN	617-430-4050	60	60	2001	20164	02/26/2001	\$35.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$35.00	\$63.61	\$98.61

Excel export containing the calculated interest due

NEW FEATURES IN GENERAL BILLING

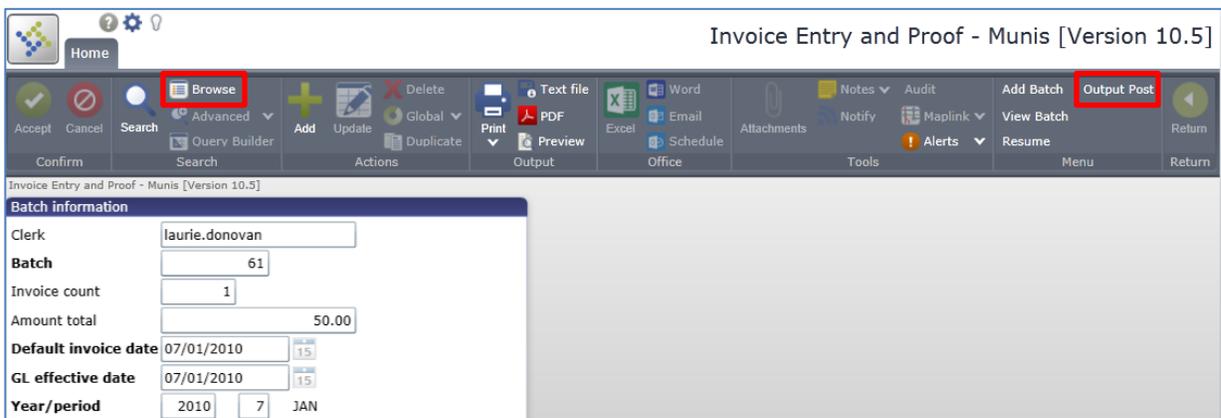
Invoice Entry – Expanded Permissions

(Version 10.4)

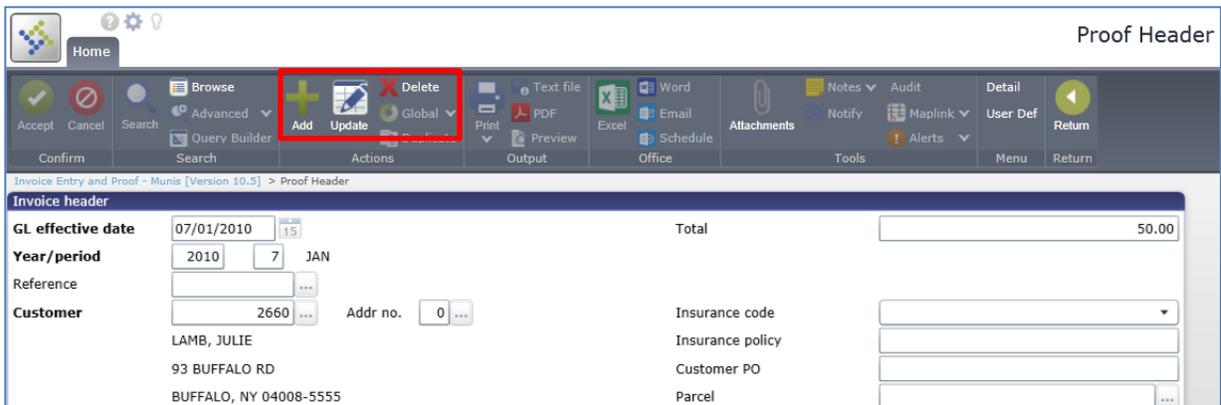
Previously, the permissions “Post own invoices” and “Post others’ invoices” existed, and “Post others invoices” also controlled ability to view / modify others’ invoices. Two new permissions have been added to control the ability to view / modify others’ invoices, “View others invoices” and “Modify others invoices”. These permissions controls batches displayed in batch browse, access to the Output-Post option, and access to the update/delete menu options in Invoice Entry.



New “View others’ invoices” and “Modify others’ invoices” General Billing permissions



Controls access to batches displayed in Browse, as well as visibility of the Output Post option



Controls access to Update and Delete options on invoice header, as well as Add, Update Delete on detail lines

Invoice Entry & Proof – Add “Release” to Workflow Option

(Version 10.4)

GB Invoice Entry & Proof now includes a 'Release' option from the batch screen if the current batch includes invoices requiring approval. This allows users to release the records into workflow and generate the approval requests without completing the full Output-Post option.

The screenshot shows the 'Invoice Entry and Proof - Munis [Version 10.5]' application window. The top navigation bar includes a 'Home' button and a 'Resume' button highlighted with a red box. Below the navigation bar is a 'Batch information' form with the following fields:

Clerk	laurie.donovan
Batch	68
Invoice count	1
Amount total	250.00
Default invoice date	02/18/2014
GL effective date	02/18/2014
Year/period	2014 8 FEB
Payment terms	30 days

General Billing – Liability for Overpayments

(Version 10.5)

General Billing has been enhanced to include liability functionality. When the 'Use Liability' option is selected in AR Settings Cat-Specific, Liability GL accounts will be required. Collection activity that occurs outside of the billed amounts (ex. overpayments) will impact the liability GL account.

The screenshot shows the 'Accounts Receivable Settings - Munis [Version 10.5] > Category Specific Options' application window. The 'AR category' is set to '01 - GENERAL BILLING & MISC CASH'. The 'Payment Processing Options' section includes:

- Apply lockbox payments to the property code
- Apply payments to the property code when using Quick Entry and Scan Bill
- Prorate partial payments by: [dropdown]

The 'Payment Posting Options' section includes:

- Use Liability (highlighted with a red box)
- GL Consolidation: NO ACCOUNT CONSOLIDATION
- Update GL: YES

Print Invoices – Include/Exclude by Special Condition

(Version 10.4)

When printing invoices, an option has been added to include or exclude records based on an unlimited number of special conditions.

Print Invoices - Munis [Version 10.5]

Selection criteria

Execute this report: Now

Run type: Print Reprint

Invoice year: Current 2013

Invoice range: 0 to 99999999

AR code range: 70 - TUITION to XTRA - XTRA

Date range: Today 02/18/2014 to 02/18/2014

Batch number range: 0 to 99999999

Customer number range: 0 to 99999999

Special condition restrictions: Exclude if in selected set Selected (1)

Sort option: Exclude if in selected set Include if in selected set Include account balances and past due Create export file

Print Invoices - Munis [Version 10.5] > Special Condition Chooser

Code	Description
BNKRPT	BANKRUPTCY

Print Statements – Base Aging Buckets on Invoice Date vs. Due Date

(Version 10.3)

In Print Statements, the balance is broken out into subtotals based on the number of days past which the invoice charges are due (0-30 days, 31-60 days, etc.). A new option has been added to determine whether the number of days past due is calculated based on the Invoice Date or Due Date.

Print Statements - Munis [Version 10.5]

Home

Accept Cancel Search Advanced Query Builder Search Confirm

Add Update Global Duplicate Actions

Text file PDF Print Preview Output

Excel Word Email Schedule Office

Attachments Notify Alerts Tools

Notes Audit Maplink Alerts Menu Return

Print Statements - Munis [Version 10.5]

Selection criteria

Execute this report: Now

Statement date: Today 02/18/2014

Invoice date range: Today 02/18/2014 to 02/18/2014

Customer range: 0 to 999999999

Department range: ... to zzzzzz

Beginning AR code: 70 - TUITION

Ending AR code: XTRA - XTRA

Customer type: ...

Minimum statement balance: .00

Days past due based on: **Due date** (highlighted in red box)

31 - 60
 61 - 90
 over 90

Create XML export file
 Include miscellaneous receipts in XML export
 Print on plain paper

1-30 DAYS	31-60 DAYS	61-90 DAYS	OVER 90 DAYS	OTH FEE	TOTAL DUE
\$.00	\$.00	\$.00	\$1360.00	\$.00	\$1360.00

Recurring Invoices – Allow Negative Amounts

(Version 10.3)

Recurring Invoices now supports entry of negative invoice lines and invoices.

Recurring Invoices - Munis [Version 10.5]

Recurring Invoice Invoice Detail Invoice History

Invoice detail

Line 1

Charge code GB-POL - POLICE DETAIL POLICE DETAIL

Qty 1.00 UOM EACH

Price -95.000000

Disc amt .00

Bill amt -95.00

Recipient 0

Detail Comments

Accounts

Org	Obj	Proj	Description	Total Amt
01	012345		GENERAL BILLING REVENUE	-95.00

Recurring Invoices – Include Amount Billed and Amount Due in History

(Version 10.5)

Recurring Invoices now includes billed amounts and outstanding balances on the Invoice History tab for each record.

Recurring Invoices - Munis [Brian's v10.5 Database]

Recurring Invoice Invoice Detail Invoice History

Year	Invoice	Customer	Inv Date	GL Eff	Due Date	Amount Billed	Amount Due
2013	1101	1	12/01/2012	08/01/2012	12/31/2012	250.00	0.00
2013	1102	1	12/01/2012	08/01/2012	12/31/2012	295.00	180.96
2014	1103	1	01/24/2014	01/24/2014	02/23/2014	250.00	250.00

Recurring Invoices – Add Project Accounting

(Version 10.3)

Project Accounting has been expanded to include Recurring Invoices. For sites with Project Ledger established, a recurring invoice may be flagged as a “Project Accounting Invoice”. With this option selected, the Invoice Detail screen will include project ledger accounts, in addition to general ledger accounts, and both will be impacted during posting.

Recurring Invoices - Munis [Version 10.5]

Recurring Invoice Invoice Detail Invoice History

Invoice header

Customer 2659 DONOVAN, LAURIE

Address 0

Total invoice 95.00

AR code GB - GENERAL BILLING

Invoice prefix 121214 Project Accounting invoice

Contract

Contract amount 0.00 For/Loc

Billed amount 0.00

Customer PO

Discount code

Recurring Invoice Invoice Detail Invoice History

Invoice detail

Line 1

Charge code GB-POL - POLICE DETAIL POLICE DETAIL

Qty 1.00 UOM EACH

Price 95.000000

Disc amt .00

Bill amt 95.00

Recipient 0

Detail Comments

Accounts

Pro	Project Account	Org	Obj	Proj	Description	Total Amt
Exp	13133-02 -03-	01	012345		GENERAL BILLING REVENUE	95.00

Total

Allocation 95.00

Create Employee Insurance Bills – Additional Criteria

(Version 10.5)

Added to the Create Employee Insurance Bills program are additional selection criteria including employee inactive reason code and employee terminated reason code. If either of the reason codes are entered in the bill generation criteria, the employee master must match one of the entered reason codes (either inactive or terminated), as well as match the deduction code(s) criteria.

The screenshot displays the 'Create Employee Insurance Bills - Munis [Version 10.5]' application window. The interface includes a top navigation bar with a 'Home' button and a toolbar with various icons for file operations (Accept, Cancel, Search, Browse, Add, Update, Delete, Global, Duplicate, Print, PDF, Excel, Word, Email, Attachments, Notify, Maplink, Alerts, Return) and other functions (Confirm, Query Builder, Actions, Output, Office, Schedule, Tools, Menu). The main content area is titled 'Create Employee Insurance Bills - Munis [Version 10.5]' and contains a 'Selection criteria' section. This section is highlighted with a red box and includes the following fields:

- Customer type:** EMP - EMPLOYEE HEALTH INSURANCE
- Inactive reason:** L - LEAVE OF ABSENCE
- Terminated reason:** R - RETIRED
- Deduction range:** 0 to 9999
- Deduction factor:** 1
- AR code:** (empty dropdown)
- GL effective date:** 02/18/2014
- Year/per:** 2014 8 FEB
- Invoice date:** 02/18/2014
- For/Loc comment:** (empty text area)
- Apply employee credits**
- Credit code:** (empty dropdown)
- Use credit amount:** (empty dropdown)

Invoice Detail Report – Add Word/Excel Export Options

(Version 10.5)

The Invoice Detail Report may now be exported to Word or Excel.

Invoice Detail Report - Munis [Version 10.5]

Office: Excel, Word

Search criteria:

Execute this report: Now

Invoices to select: Both

Include invoice history:

Customer range: 0 to 999999999

AR code range: to zzzzzz

Charge code range: to zzzzzz

Dept. range: to zzzzzz

Year range: Specific year, 2010 to 2010

Period range: Specific per, 1 to 12

Recipient: to 999999999

Include only discounted charges:

Results: Selected 7, Printed

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Customer	Name	Year	Bill	Department	Invoice Date	Line	Billed	Adjusted	Paid	Due	Discount	Recipient
1	23	FLOYD, ALICE	2010	57		01/13/2010	1	\$65.00	\$0.00	\$0.00	\$65.00	\$0.00	
2	2659	DONOVAN, LAURIE	2010	53		01/13/2010	1	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
3	2659	DONOVAN, LAURIE	2010	53		01/13/2010	2	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
4	2659	DONOVAN, LAURIE	2010	53		01/13/2010	3	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
5	2659	DONOVAN, LAURIE	2010	53		01/13/2010	4	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
6	2659	DONOVAN, LAURIE	2010	53		01/13/2010	5	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
7	2659	DONOVAN, LAURIE	2010	53		01/13/2010	5	\$100.00	\$0.00	\$0.00	\$100.00	\$0.00	
8	2659	DONOVAN, LAURIE	2010	54		01/13/2010	1	\$500.00	\$0.00	\$0.00	\$500.00	\$0.00	
9	2659	DONOVAN, LAURIE	2010	54		01/13/2010	2	\$120.00	\$0.00	\$0.00	\$120.00	\$0.00	
10	2659	DONOVAN, LAURIE	2010	56		01/13/2010	1	\$120.00	\$0.00	\$0.00	\$120.00	\$0.00	
11	2659	DONOVAN, LAURIE	2010	58		07/01/2010	1	\$120.00	\$0.00	\$0.00	\$120.00	\$0.00	
12	2659	DONOVAN, LAURIE	2010	12301	650	09/28/2009	1	\$400.00	\$0.00	\$50.00	\$350.00	\$0.00	
13	2662	PUGGLE, BRADY	2010	55		01/13/2010	1	\$50.00	\$0.00	\$0.00	\$50.00	\$0.00	
14	2662	PUGGLE, BRADY	2010	55		01/13/2010	2	\$250.00	\$0.00	\$0.00	\$250.00	\$0.00	

NEW FEATURES IN CITIZEN SELF SERVICE (CSS)

Account Linking/Login – Customizable Search Fields

(Version 10.4)

A new setup screen has been introduced allowing CSS Administrators to specify the “verification” fields (and prompting text) that citizens will need to satisfy when establishing new linked accounts for Customers, Business Licenses, Permits/Inspections, Personal Property and Utility Billing. The fields available for verification differ from one bill category to another.

The screenshot shows the 'Utility Billing Account Linking Fields' configuration screen. The header includes the Tyler Technologies logo and an 'ADMINISTRATOR' dropdown. The main content area is titled 'Utility Billing Account Linking Fields' and includes a 'Utility Billing settings' link. Below the title is a descriptive paragraph: 'Use this page to manage the verification values citizens must provide when establishing links to Utility Billing accounts. Each active field will become a required value.' A table lists five verification fields with their prompting text and active status:

Verification Field	Prompting Text	Active
Account number	Account Number	<input checked="" type="checkbox"/>
Customer ID	Customer ID	<input checked="" type="checkbox"/>
Customer name	What is the customer name?	<input type="checkbox"/>
Customer phone	What is the customer phone number?	<input type="checkbox"/>
Customer email	What is the customer email address?	<input type="checkbox"/>

At the bottom of the table are 'Save' and 'Reset' buttons. A note states: '** Empty "Prompting Text" values will be replaced with a default prompt.'

On the right side, there is a navigation menu with the following items: Home, Administration, General Administration, User Administration, and Citizen Administration.

Utility Billing Account Linking Fields screen

The screenshot shows the 'Utility Billing Account Link Setup' verification screen. The header includes the Tyler Technologies logo and an 'ADMINISTRATOR' dropdown. The main content area is titled 'Utility Billing Account Link Setup' and contains two input fields: 'Account Number *' and 'Customer ID *'. Below the fields are 'Update' and 'Cancel' buttons. A note at the bottom states: '* indicates required field'. On the right side, there is a navigation menu with the following items: Home, Administration, and Citizen Self Service.

Verification fields presented to citizens when linking an account

Shopping Cart – Manage Oldest to Newest Payment Allocation for Multiple Bills

(Version 10.4)

Previously, if Real Estate or Personal Property payments were required to be applied oldest to newest, and the shopping cart was in use, citizens were only able to pay the oldest bill in one transaction. The shopping cart has been enhanced to manage the application of payments to multiple bills in the appropriate order. Additionally, to ensure these settings are honored, citizens removing items from their shopping cart will need to remove all RE or PP items.

Bill Category Settings
REAL ESTATE Payments Return to Shop

Allow web payments

Payment confirmation text:

Allow payments for Liened parcels

Allow partial payments

Bill selection and payment amounts

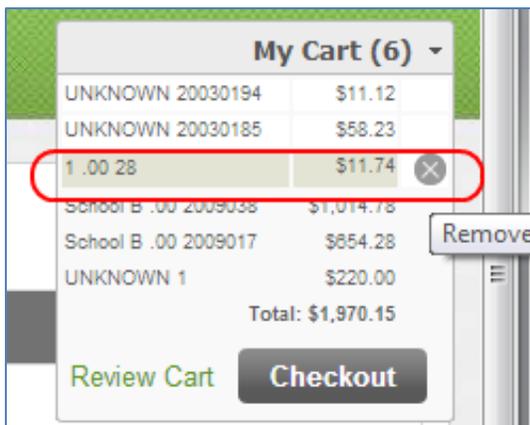
Prevent payment of bills that have pending payments

Payments over balance due:

Payment blockage:

- Allow payment when newer or older unpaid bills exist
- Block payment when prior unpaid bills exist for parcel
- Block payment when newer unpaid bills exist for parcel

Real Estate payment settings prevent payment when newer bills exist



Remove option available when no restrictions exist.



No Remove option with restrictions in place.

Shopping Cart Review

Cart Contents

PERSONAL PROPERTY

1 .00 28	\$11.74	remove
UNKNOWN 20030185	\$58.23	remove
UNKNOWN 20030194	\$11.12	remove
Subtotal	\$81.09	

REAL ESTATE

School B .00 2009017	\$654.28	remove
School B .00 2009038	\$1,014.78	remove
UNKNOWN 1	\$220.00	remove
Subtotal	\$1,889.06	

Total	\$1,970.15	
--------------	-------------------	--

Remove All Close Pay

Shopping Cart Review – individual “remove” options available when no restrictions exist

Shopping Cart Review

Cart Contents

PERSONAL PROPERTY

1 .00 28	\$11.74	remove all
UNKNOWN 20030185	\$58.23	
UNKNOWN 20030194	\$11.12	

REAL ESTATE

School B .00 2009017	\$654.28	remove all
School B .00 2009038	\$1,014.78	
UNKNOWN 1	\$220.00	
Subtotal	\$1,970.15	

Total	\$1,970.15	
--------------	-------------------	--

Remove All Close Pay

Shopping Cart Review – “remove all” option with restrictions in place

Require UB Bills be Paid Oldest to Newest

(Version 10.4)

New settings have been introduced to require Utility Billing bills to be paid in order of oldest to newest. Options are available to require past due bills be paid in full, or allow partial payments to be made on past due bills. If full payment is required, citizens must add bills to the cart in order from oldest to newest and there is no opportunity to alter the payment amount. If partial payments are accepted, citizens will have the opportunity to alter the payment amount on past due bills.

Note: if bills are required to be added oldest to newest, you must review the cart and remove all bills at once rather than one at a time.

The screenshot displays the Tyler Technologies Administrator interface for 'Bill Category Settings' under 'UB SERVICES - GENERAL Payments'. The page includes a navigation sidebar on the right with options like Home, Administration, General Administration, User Administration, Citizen Administration (highlighted), Application, Payments, Shopping Cart, Documents, Animal Licenses, Business Licenses, Email Announcements, General Billing, Motor Vehicle, and Non-Emergency Requests. The main content area features several settings:

- Allow web payments
- Payment confirmation text: Thank you! Your payment has been submitted.
- Bill selection and payment amounts:
 - Allow users to select from payable bills in an account
 - Require full payment of selected bills
 - User can alter payment amount on selected bills
 - For past due bills...** (highlighted with a red box):
 - Require full payment of past-due bills, oldest first
 - Allow partial payment of past-due bills, oldest first
 - No special requirements for past-due bills
 - Prevent payment of bills that have pending payments
- Payments over balance due: Any over payment allowed (dropdown menu)

New settings in UB Payments Administration to determine how past due bills are handled

Utility Billing

Manage Bills

[Account Summary](#)

! To include any newer bill in the payment, older past-due bills must also be included, starting with the oldest. ✕

Service Address: 123 NE WASHINGTON AVENUE

Account Number: BC100

As of:

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills [Show Past Bills](#) ▾

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input type="checkbox"/>	1000	11/30/2006	12/15/2006	\$196.06	\$170.41	Bill Details
<input type="checkbox"/>	1001	12/16/2006	12/16/2006	\$61.59	\$75.94	Bill Details
<input checked="" type="checkbox"/>	1002	1/15/2007	1/17/2007	\$75.80	\$89.96	Bill Details
<input checked="" type="checkbox"/>	1004	2/27/2007	3/15/2007	\$316.85	\$330.67	Bill Details
<input checked="" type="checkbox"/>	1027	3/15/2007	4/15/2007	\$109.05	\$66.12	Bill Details
<input checked="" type="checkbox"/>	1041	3/28/2007	4/15/2007	\$585.46	\$554.51	Bill Details
<input checked="" type="checkbox"/>	1003	4/1/2007	5/15/2007	\$80.51	\$42.06	Bill Details
					Total Due: \$1329.67	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

- [Home](#)
- [Citizen Self Service](#)
- [Animal License](#)
- [Business License](#)
- [Email Announcements](#)
- [General Billing](#)
- [Motor Vehicle](#)
- [Non-Emergency Requests](#)
- [Other Services](#)
- [Parking Tickets](#)
- [Permits and Inspections](#)
- [Personal Property](#)
- [Real Estate](#)
- [Tax Relief](#)
- [Utility Billing](#)
- [Accounts](#)

Alert displayed if citizens select newer bills prior to past due bills

Pay Bills

Step 1 of 4: Payment amount Step **1** 2 3 4

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2007	11/30/2006	1000	12/15/2006	\$170.41	\$170.41	\$ <input type="text" value="170.41"/>
Utilities	2007	12/16/2006	1001	12/16/2006	\$75.94	\$75.94	\$ <input type="text" value="75.94"/>

CALCULATE SUBTOTAL \$

[Continue](#)

- [Home](#)
- [Citizen Self Service](#)
- [Animal License](#)
- [Business License](#)
- [Email Announcements](#)
- [General Billing](#)
- [Motor Vehicle](#)
- [Non-Emergency Requests](#)

If partial payments are accepted, citizens may alter the payment amount on past due bills

Automatic Payments – Update Munis Customer Record & Specify Draft Date

(Version 10.4)

Previously, Utility Billing citizens had the ability to sign up for Electronic Funds Transfer (EFT) which resulted in an email notification to be sent to the site contact so the Munis Customer record could be updated. A new option has been added allowing the Customer record to be updated by CSS.

Additionally, citizens may now specify a preferred draft date. Administrations may make this field available for citizens to select individually or sites may pre-define a draft date for all EFT accounts. For security purposes, Automatic Payments is now only available for linked UB accounts.

Automatic Payment settings
 Activate Automatic Account Payments
 Update MUNIS EFT when users modify Automatic Payment settings
 Allow users to specify a preferred Draft Day
Default monthly draft day: No default ▼

Automatic Payment Settings in UB Administration

Utility Billing
Automatic Payments
To sign up for automatic payments, please complete the form below.
Service Address: 654 MAINE STREET
Account Number: BC105
Bank name *: CITIBANK - 388554498
Routing number *: 388554498
Bank telephone: 21-394-4954
Account number *: 123456789
Account type *: Checking Savings
Preferred monthly draft day: 10th ▼
Your name *: Sarah
Your telephone number *: 207-777-7777
Your email address *: sarah.cote@tylertech.com x
Continue
* indicates required values.

[Home](#)
[Citizen Self Service](#)
[Animal License](#)
[Business License](#)
[Email Announcements](#)
[General Billing](#)
[Motor Vehicle](#)
[Non-Emergency Requests](#)
[Other Services](#)
[Parking Tickets](#)
[Permits and Inspections](#)
[Personal Property](#)
[Real Estate](#)
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Utility Billing – Automatic Payments screen

Automatic Payments – Allow Citizens to Discontinue EFT

(Version 10.5)

Citizens are now able to discontinue automatic payments through Citizen Self Service. When automatic payment (EFT) information exists for a UB account, it is displayed on the Automatic Payments page. There is now a message and link indicating the option may be discontinued.

Note: the “Activate Automatic Account Payments” and “Update Munis EFT when Users Modify Automatic Payment Settings” check boxes in Utility Billing Administration must be selected in order for this option to be available.

The screenshot displays the 'Utility Billing Automatic Payments' interface. At the top left is the Tyler Technologies logo. The top right shows 'ADMINISTRATOR' and 'My Cart (0 items)'. The main content area is titled 'Utility Billing Automatic Payments' and contains a message: 'You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below.' Below this, a red-bordered box contains the text: 'If you would like to discontinue automatic payments, please [click here](#).' The current EFT information is listed as follows:

Service Address	654 MAINE STREET
Account Number	BC105
Current Automatic Payment (EFT) information	
Bank name	BANK OF AMERICA
Routing number	111000025
Account number	123456789123
Account type	Checking
Your name	JAMES BILL

Below the current information is a form to update the EFT details. A 'Copy current EFT information' link is present. The form fields include:

- Bank name *
- Routing number * (9 digits)
- Bank telephone *
- Account number *
- Account type * (radio buttons for Checking and Savings)
- Preferred monthly draft day (dropdown menu, currently 'No Preference')
- Your name *
- Your telephone number *
- Your email address *

A 'Continue' button is located at the bottom of the form. A legend at the bottom left states: '* indicates required values.'

The right sidebar contains a navigation menu with the following items: Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Tax Relief, Utility Billing (highlighted), Accounts, Manage Bills, Account Summary, Automatic Payments, and Contact Us.

Utility Billing Automatic Payments screen with option to discontinue

Utility Billing

Automatic Payments

Review

Please confirm you want to discontinue this automatic payment.

Service Address	654 MAINE STREET
Account Number	BC105

Current Automatic Payment (EFT) information

Bank name	BANK OF AMERICA
Routing number	111000025
Account number	123456789123
Account type	Checking
Your name	JAMES BILL

[Discontinue Payment](#) [Cancel](#)

Verification page displayed when discontinue link is selected

Utility Billing

Automatic Payments

Confirmation

 Thank you. Your request to discontinue making automatic payments from your bank account has been successfully submitted.

You could now...

- [Manage your bills](#)
- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

Confirmation page displayed when the "Discontinue Payment" button is clicked

Send Confirmation Email for Change of Address

(Version 9.3)

New settings have been added for all billing categories to determine who is notified when a change of address is submitted through CSS, as well as what information is included in the email. Administration setting options include:

- Allowing citizens to submit change-of-address requests
- Determining if change requests update Munis Customers or simply send an email notification
- Sending notification emails to a site contact, the citizen or both
- Customizing the subject and body of the email message
- Specifying how much of the original address and/or modified address is included in the email

Change of Address & Notification Settings

Allow citizens to submit change of address requests

Submit change of address requests *by EMAIL ONLY*

Notification settings for change of address

Contact email:

Send notification emails to contact

Send notification emails to citizen

Notification email message content

Subject:

Contact's body text:

Citizen's body text:

Original account, name and address values:

Modified name and address values:

Change of Address & Notification Settings for each billing category