



# General Information



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Springbrook Software

[www.springbrooksoftware.com](http://www.springbrooksoftware.com)

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# Application Wide

## Interface Diagram

This document outlines how the modules in the application interface with each other.

	A-P	A-R	B-R	B-P	BT	C-R	C-H	C-M	E-B	FA	G-L	H-R	IC	LP	O-A	P-R	P-M	P-O	PT	S-A	SS	U-B	W-O
AP		✓	✓	✓			✓			✓	✓		✓			✓	✓	✓			✓	✓	✓
AR	✓					✓	✓	✓			✓						✓					✓	✓
BR	✓					✓	✓									✓							
BP	✓					✓					✓			✓									
BT						✓					✓			✓	✓								
CR		✓	✓	✓	✓						✓			✓	✓		✓		✓	✓	✓	✓	
CH	✓	✓	✓								✓					✓						✓	
CM		✓													✓							✓	✓
EB											✓												
FA	✓										✓							✓					✓
GL	✓	✓		✓	✓	✓	✓		✓	✓			✓	✓		✓	✓	✓		✓	✓	✓	✓
HR															✓	✓					✓		
IC	✓										✓						✓	✓					✓
LP				✓	✓	✓					✓				✓								
OA					✓	✓	✓					✓		✓		✓						✓	
PR	✓		✓				✓				✓	✓			✓		✓					✓	✓
PM	✓	✓				✓					✓		✓			✓		✓			✓		✓

PO	✓									✓	✓		✓						✓		✓	
PT					✓																	
SA					✓					✓												
SS	✓				✓					✓	✓		✓	✓	✓	✓					✓	✓
UB	✓	✓			✓	✓	✓			✓										✓		✓
W-O	✓	✓					✓		✓	✓		✓		✓	✓	✓				✓	✓	

**Description of the Interface**

Relationship	Description
AP and BR	<b>AP Computer Checks &gt; BR Clear Transactions:</b> Accounts Payable module Computer Checks create Bank Reconciliation module checks.
AP and BR	<b>AP Manual Checks &gt; BR Clear Transactions:</b> Accounts Payable module Manual Checks create Bank Reconciliation module checks.
AP and CH	<b>AP Computer Checks &gt; CH Electronic AP:</b> AP module Computer Checks create CH module Electronic AP transactions.
AP and FA	<b>AP Invoices &gt; FA Fixed Assets:</b> Create an Invoice Line Item with the Is Fixed Asset toggle checked and a new fixed asset will be created in the FA module when the invoice is processed.
AP and GL	<b>AP Invoices &gt; GL Accounts:</b> GL accounts are attached to invoice line items (AP> Invoices). This will create a journal entry to record the expense and liability generated by the invoice.
AP and IC	<b>AP Invoices &gt; IC Inventory Transactions:</b> Automatically create Inventory Control transactions and update item inventory totals when

	you process Accounts Payable invoices.
AP and PM	<b>PM Task &gt; AP Invoice:</b> PM module task codes can be attached to AP invoice line items (AP> Invoices> Invoices).
AP and PM	<b>PM Task &gt; AP Manual Checks:</b> PM module task codes can be attached to AP manual checks (AP> Manual Checks> Manual Checks).
AP and PM	<b>PM Task &gt; AP Void Checks:</b> If there is PM module information attached to an invoice on a check being voided, the PM module transaction will be reversed. The Commit step allows you to place the invoice in an AP module Invoices batch. If you place the invoice in an open batch, the PM module transaction will be regenerated when the invoice is committed.
AP and PM	<b>PM Task &gt; AP Void Invoice:</b> If there is PM module information attached to an invoice being voided (AP> Void Invoices> Select Invoices), the PM module transaction will be reversed.
AP and PO	<b>AP Vendor &gt; PO Purchase Orders:</b> Purchase orders will populate with information attached to the AP vendor record (for example, the shipping address, sales tax rate, etc.).
AP and PO	<b>PO Purchase Orders &gt; AP Invoices:</b> Purchase orders that have been created using the Purchase Orders process (PO> Purchase Orders) are invoiced using the AP module Invoicing process.
AP and PO	<b>PO Purchase Orders &gt; AP Manual Checks:</b> Purchase orders that have been created using the Purchase Orders process (PO> Purchase Orders) can be used to create AP module Manual Checks.
AP and PR	<b>PR Computer Checks &gt; AP Invoices:</b> If there are deductions on the paycheck that are set up to be paid AP module vendors, the Payroll module Computer Checks process can create Accounts Pay-

	able module invoices for vendors.
AP and PR	<b>PR Manual Checks &gt; AP Invoices:</b> If there are deductions on the manual checks that are set up to be paid to AP module vendors, the Payroll module Manual Checks can create Accounts Payable module invoices for vendors.
AP and UB	<b>UB Refunds &gt; AP Invoices:</b> Committed AP module invoices are created from UB module refund checks, then the invoices can be paid using the AP Computer Checks process.
AP and WO	<b>AP Invoices &gt; WO Work Orders:</b> WO module work orders and activity types can be attached to AP Invoice line items.
AP and WO	<b>AP Void Invoices &gt; WO Work Orders:</b> When an AP Void Invoices batch is committed, any work order activity created by the invoice is reversed.
AR and AP	<b>AR Refunds &gt; AP Invoices:</b> When an AR Refunds batch is committed, a new AP Invoices batch is created.
AR and CR	<b>AR Invoices &gt; CR Cash Receipts:</b> The Cash Receipts module is used to record the receipt of payments made on AR module invoices.
AR and CH	<b>AR Invoices &gt; CH Direct Debits:</b> The Clearing House Direct Debits process is used to process AR Invoices.
AR and GL	<b>AR &gt; GL:</b> The Accounts Receivable module processes generate journal entries.
AR and PM	<b>AR Fees &gt; PM Task and Type Codes:</b> PM module Task and Type codes can be attached to a fee. When that fee is applied, PM module data is collected and displayed in PM Distribution Reports.
AR and UB	<b>AR Fees &gt; UB Past Dues:</b> The journal entry created by the UB Past Dues process will debit the AR account associated with the Past Dues penalty fee code.
BR and CR	<b>CR Cash Receipts &gt; BR Receipt Deposits:</b> Cash Receipts module receipts are pulled into the Bank Reconciliation module using the Receipt Deposits process (BR> Receipt Deposits) in order to record

	the deposit of the receipts into bank accounts. This will increase the selected bank account by the amount of the deposits. You can include more than one Cash Receipts module Cash Receipts batch in a single Receipt Deposits batch.
BR and CH	<b>CH &gt; Bank Reconciliation:</b> Clearing House module ACH transactions can be cleared in the Bank Reconciliation module.
BR and PR	<b>PR Computer Checks &gt; BR:</b> Payroll module Computer Checks create Bank Reconciliation module checks that can be cleared using the BR Clear Transactions process.
BP and AP	<b>BP Refunds &gt; AP Computer Checks:</b> Building Permits module refunds create Accounts Payable module computer checks.
BP and LP	<b>BP Contractor Maintenance &gt; LP License Maintenance:</b> LP Business Licenses are attached to BP Contractors.
BT and LP	<b>BT Businesses &gt; LP Licenses:</b> LP licenses are attached to businesses on the Licenses tab of the BT Business Maintenance window.
CH and GL	<b>CH &gt; GL:</b> The Clearing House module processes generate journal entries.
CH and PR	<b>PR Computer Checks &gt; CH Direct Deposits:</b> Payroll module Computer Checks can create Clearing House module ACH transactions if there is a direct deposit deduction attached to the paycheck.
CH and PR	<b>PR Manual Checks &gt; CH Direct Deposits:</b> Payroll module Manual Checks can create Clearing House module ACH transactions if a direct deposit deduction is manually added to the check.
CH and PR	<b>PR Void Checks &gt; CH Direct Deposits:</b> Voiding a check that created a direct deposit will also delete the direct deposit transaction in the Clearing House module Direct Deposits batch.



CH and UB	<b>UB New Billing &gt; CH Direct Debits:</b> UB module New Billings that are attached to customer accounts with ACH information can be pulled into a CH module Direct Debits batch.
CH and UB	<b>UB Final Billing &gt; CH Direct Debits:</b> UB module Final Billings that are attached to customer accounts with ACH information can be pulled into a CH module Direct Debits batch.
CM and WO	<b>CM Issue Step &gt; WO Work Order:</b> CM module Issue Steps can be set up to create WO module Work Orders when the Issue Step is complete.
CR and BP	<b>CR Cash Receipts &gt; BP Building Permits:</b> Permits and applications can be quickly created from the BP Permitting window accessed through the Cash Receipts module
CR and BT	<b>CR Cash Receipts &gt; BT Tax and Infraction Types:</b> Tax Types are attached to businesses and used to calculate tax amounts when returns are processed in CR.
CR and GL	<b>CR &gt; GL:</b> The Cash Receipts process generates a journal entry in the general ledger.
CR and LP	<b>CR Cash Receipts &gt; Licensing and Permits:</b> Licenses and applications can be created and renewed from the LP Licensing window accessed through the Cash Receipts module.
CR and PM	<b>CR Cash Receipts &gt; PM Task and Type:</b> Project Management module task and type codes can be attached to receipt line items.
CR and PT	<b>CR Cash Receipts &gt; PT Parking Tickets:</b> Fines levied through the Parking Tickets module can be paid off in Cash Receipts.
CR and SA	<b>CR Cash Receipts &gt; SA Assessments:</b> Full and partial pay downs can be applied to SA module assessments through the CR Enter Receipts window.

CR and UB	<b>CR Cash Receipts &gt; UB New Billing/Final Billing/Adjustments:</b> The Cash Receipts module is used to receive payments made on UB module accounts.
CR and UB	<b>CR Cash Receipts &gt; UB New Billing/Final Billing/Adjustments:</b> The Cash Receipts module is used to receive payments made on UB module accounts using a lockbox.
CR and UB	<b>CR Cash Receipts &gt; UB Adjustments:</b> The Cash Receipts module Cash Entry window can be used to create and enter cash deposits on UB module accounts.
CM and AR	<b>CM Issues &gt; AR Invoices:</b> CM Issue Steps can create or update AR Invoices.
CM and UB	<b>CM Issues &gt; UB Service Requests:</b> CM Issue Steps can create UB Service Requests.
EB and GL	<b>EB Extended Budgeting &gt; GL Budget Adjustments:</b> When budgeting for the current year, committing an Extended Budgeting batch sends the budget information to the GL Budget Adjustments process.
EB and GL	<b>EB Extended Budgeting &gt; GL New Budget Info:</b> When budgeting for the next fiscal year, committing an Extended Budgeting batch sends the budget information to the GL Edit New Budgets process.
GL and BP	<b>GL &gt; BP:</b> Journal entries are generated by the Building Permits module Adjustments and Refunds processes.
GL and BT	<b>BT Fees &gt; GL Accounts:</b> Debits and credits are applied to GL Accounts associated with BT Fees.
GL and BT	<b>GL &gt; BT:</b> Journal entries are generated by the Business Tax module Adjustments, Past Dues, and Redistribute processes.
GL and FA	<b>GL &gt; FA:</b> Journal entries are generated by the Fixed Assets module Calculate Depreciation, Depreciation Adjustments, Disposals, Install Assets, Original Cost Adjustments, Salvage Value Adjustments, and Transfers processes.
GL and IC	<b>GL &gt; IC:</b> Journal entries are generated by the Fixed Assets module Inventory Transactions process.
GL and LP	<b>GL &gt; LP:</b> Journal entries are generated by the Licenses and Permits module Adjustments and Past Dues processes.
GL and PM	<b>GL &gt; PM:</b> GL accounts can be set up as project driven. If a project

	driven GL account is used in a transaction, a PM module task and type code must also be attached.
GL and PO	<b>PO Purchase Orders &gt; GL Accounts:</b> Purchase orders created in the PO module will create encumbrances on GL accounts. Encumbered amounts display on the Chart of Accounts Maintenance window (GL> Maintenance> Chart of Accounts> Open an account> Select a fiscal year> Open a GL account> Balance tab> <b>Encumbrances</b> field).
GL and PO	<b>PO Roll Over POs &gt; GL Accounts:</b> When you roll over purchase orders into a new fiscal year, you can create budget adjustments for the amount of the rolled over purchase orders on the GL accounts where the encumbrances are recorded.
GL and PR	<b>GL &gt; PR:</b> Journal entries are generated by the Computer Checks, Retro Pay, and Void Checks process.
GL and SA	<b>GL &gt; SA:</b> Journal entries are generated by the Special Assessments module Adjustments, Billing and Past Due processes.
GL and SS	<b>GL Fiscal Year End Reset &gt; SS Setup:</b> The GL module Fiscal Year End Reset changes the fiscal year defined in the SS module (SS> Utilities> System Setup> Organization tab> <b>Fiscal Year</b> field).
GL and UB	<b>GL &gt; UB:</b> GL accounts are attached to fee codes, and service rates. These GL accounts are used to generate journal entries in the Adjustments, Collections, Final Billing, New Billing, Past Due, and Refunds processes.
GL and WO	<b>GL Chart of Accounts &gt; WO Work Orders:</b> GL Accounts can be set up as Work Order Driven, thereby requiring that a work order is attached to all transactions associated with the account.
GL and WO	<b>WO Adjustments &gt; GL Journal Entries:</b> Work Order module Adjustments generate journal entries when processed through the

	GL Distribution step.
HR and PR	<b>HR Grade &gt; PR Employee:</b> HR module grade/step amounts are attached to PR employee records.
HR and PR	<b>HR Position &gt; PR Employee:</b> HR module positions are attached to PR module employee records.
HR and PR	<b>HR Setup &gt; PR Employee:</b> Hourly and salary rounding set up in the HR Setup window affects rounding on PR employee record.
OA and BT	<b>Online Applications &gt; BT Business:</b> Business taxes filed and paid through the Licensing and Tax online application will update business records on the BT Business Maintenance window.
OA and CM	<b>Online Applications &gt; CM Issues:</b> Citizens can use the Online Code and Contact Management application to submit and track CM module issues.
OA and CR	<b>Online Applications &gt; CR Cash Receipts:</b> Payments received through the Business Licensing and Licensing and Tax online applications are automatically added to CR Cash Receipts batches for processing.
OA and HR	<b>Online Applications &gt; HR Employee:</b> Employee records updated through the Employee Self Service online application will update the HR Employee Maintenance record.
OA and HR	<b>Online Applications &gt; HR Web Approvals:</b> If the Employee Self Service online application is set up to require web approvals, submitted changes will automatically populate an HR Web Approvals batch.
OA and LP	<b>Online Applications &gt; LP Licenses:</b> License renewals and fee payments submitted through the Business Licensing and Licensing and Tax online applications will update LP License Maintenance records.
OA and PR	<b>Online Applications &gt; PR Timesheets:</b> Worked hours submitted

	through the Employee Self Service online application will populate employee timesheets in the Payroll module.
OA and PR	<b>Online Applications &gt; PR Employee:</b> Employee records updated through the Employee Self Service online application will update the PR Employee Maintenance record.
OA and PR	<b>Online Applications &gt; PR Employee:</b> Benefit and deduction enrollment changes submitted through the Open Enrollment online application will update the PR Employee Maintenance record.
OA and SS	<b>Online Applications &gt; SS Web Application Maintenance:</b> The Business Licensing, Employee Self Service, Licensing and Tax, Open Enrollment and Web Setup windows are used to specify how the Springbrook online applications will operate.
OA and SS	<b>Online Applications &gt; SS Web Maintenance:</b> The Web User Maintenance window is used to set up and maintain the web user accounts used to access the Springbrook online applications.
PM and IC	<b>IC Inventory Transactions &gt; PM Task:</b> You can attach a PM module task and type code to an IC Inventory Transaction in order to track materials costs on special projects.
PM and PR	<b>PR Computer Checks &gt; PM Task:</b> You can attach a PM module task and type code to a timecard line item. When the Computer Checks batch is committed, the timecard line item will create a PM module transaction. The PM module transaction will be for the pay amount on the timecard line item plus any benefits associated with that line item.
PM and PR	<b>PR Manual Checks &gt; PM Task:</b> You can attach a PM module task and type code to a timecard line item. When the Manual Checks batch is committed, the timecard line item will create a PM module transaction. The PM module transaction will be for the pay amount on

	the timecard line item plus any benefits associated with that line item.
PM and PR	<b>PR Void Checks &gt; PM Task:</b> If you void a Payroll module check that has Project Management module information attached, those PM module transactions will be reversed when the Void Checks batch is committed.
PO and FA	<b>PO Purchase Orders &gt; FA Fixed Assets:</b> Create a purchase order with the Fixed Asset toggle checked and a new fixed asset will be created in the FA module when the invoice is processed.
PO and IC	<b>PO Purchase Orders &gt; IC Reorders:</b> Automatically generate purchase orders when inventory levels drop below the specified reorder point.
PO and IC	<b>PO Receiving &gt; IC Inventory Transactions:</b> Automatically generate an IC Receipt transaction when receiving inventory item purchase orders in the PO module.
PO and PM	<b>PO Purchase Orders &gt; PM Task and Type:</b> PM module Task and Type codes can be attached to Purchase Order line items. When the purchase order is invoiced, the PM Task will display the PO transaction.
PO and PM	<b>PO Requisitions &gt; PM Task and Type:</b> PM module Task and Type codes can be attached to PM module Requisition line items. When the requisition is added to a purchase order, and that purchase order is invoiced, the PM Task will display the PO transaction.
PO and WO	<b>PO Purchase Orders &gt; WO Work Orders:</b> Create a purchase order line item with an attached WO work order in order to track the PO expenses on the work order record.
SS and AP	<b>SS Work Flows &gt; AP Invoices:</b> The AP Invoices process can be set up to require Work Flow approval before a batch can be committed.
SS and CR	<b>SS Work Flows &gt; CR Cash Receipts:</b> The CR Cash Receipts process can

	be set up to require Work Flow approval before a batch can be committed.
SS and HR	<b>SS Work Flows &gt; HR Applicant Screening and COLA:</b> The HR Applicant Screening and COLA processes can be set up to require Work Flow approval before a batch can be committed.
SS and PR	<b>SS Work Flows &gt; PR Timesheet Approval:</b> The PR Timesheet Approval process can be set up to require Work Flow approval before a batch can be committed.
SS and PR	<b>SS Department Maintenance &gt; PR Employee Maintenance:</b> Employees are associated with departments created in the SS module.
SS and PM	<b>SS PM Security &gt; PM Task:</b> The PM Security window is used to set up security on Project Management module tasks.
SS and PO	<b>SS Work Flows &gt; PO Change Orders, Purchase Orders, and Requisitions Approval:</b> The PO Change Orders, Purchase Orders, and Requisitions Approval processes can be set up to require Work Flow approval before a batch can be committed.
SS and UB	<b>SS Lot Maintenance &gt; UB Account Maintenance:</b> Lots created and maintained in the SS module are attached to UB Accounts.
SS and WO	<b>SS Work Flows &gt; WO Adjust Fixed Assets, Create Fixed Assets, and Estimate Approvals:</b> The WO Adjust Fixed Assets, Create Fixed Assets, and Estimate Approvals processes can be set up to require Work Flow approval before a batch can be committed.
UB and WO	<b>UB Service Requests &gt; WO Recurring Work Orders:</b> Automatically trigger recurring work orders when processing a UB Service Request.
WO and AR	<b>WO Billing &gt; AR Invoices:</b> Previously unbilled WO activity items will be added to an open AR Invoices batch when the WO Billings batch is committed.
WO and AR	<b>WO Billing &gt; AR Adjustments:</b> WO activity items that were previously billed and then adjusted in WO Adjustments will be sent to an open AR Adjustments batch when the WO Billings batch is committed.
WO and FA	<b>WO Work Orders &gt; FA Fixed Assets:</b> New Construction work orders create FA module Fixed Assets upon completion.

WO and IC	<b>IC Inventory Transactions &gt; WO Work Orders:</b> Attach work orders to your Inventory Control transactions to track work order materials expenses in real-time.
WO and PR	<b>WO Work Orders &gt; PR Timesheets:</b> WO module work orders can be attached to PR timesheets to record the hours that employees work on a work order.
WO and PM	<b>WO Work Orders &gt; PM Task and Type:</b> Project Management module task and type codes can be attached to work orders and estimates.



# General Information

## Add a Logo to your Reports

### Summary

You can add a logo to the reports generated in the application by attaching a BMP or JPG file to the application. If you do not attach a logo file to the application, the reports will not display a logo. The logo must be 4.00" by 1.25" and should be either in a BMP or JPG format. You must format the file before attaching it to the application.

### Step by Step


#### 1 Format the logo file.

- Use an image editing software (Adobe Photoshop, Adobe Elements, etc.) to format the logo file to the correct file format and file size. If you do not have image editing software, you can download an open source image editing software (Paint.NET) or use the image editing software that is packaged with your operating system (Microsoft Paint).
- Open the image editing software and create a canvas that is 4" wide and 1.25" tall. The logo file must be these dimensions or the reports may not align correctly.
- Paste the logo from an image file of any format onto the canvas you just created and then adjust the size of the logo to fit the canvas. You do not have to format the logo

to fit the entire canvas. For example, if your logo is 2" X 2" and you expand the logo to fit the 4" X 1.25" canvas, the logo will distort. In this situation you can either maintain the proportions of the logo and paste a 1.25" X 1.25" logo onto the canvas, or you can trim the logo to be 2"X 1.25".

- The canvas you are creating will display at the upper right corner of the reports. When you are pasting a logo image onto the canvas that is smaller than the canvas, you can adjust the alignment of the logo on the canvas. For example, if you are pasting a 1".25 X 1.25" logo onto the canvas, you can paste it on the right side if you would like the logo to display in the upper right corner of the report. You can paste the image in the middle of the canvas if you would like the logo to display offset from the right corner of the report.
  - Save the file in either BMP or JPG format once it is complete.
- 

## 2 Attach the logo file to the application.


- After the logo file has been created, attach it to the application using the System Setup Information window (SS> Utilities> System Setup).
  - Click the **Logo** field label. This will open a browse window to select the logo file you previously saved. The path of the selected file will populate in the Logo field when you select a file.
    - In the event that you need to replace the logo, you can simply create the new logo and save it with the same name and format as the old logo.
  - Click the Save icon  on the System Setup window when complete.
-


### 3 Generate a report.


- After attaching the logo to the application, generate a report to make sure the logo displays properly. If the logo does not display correctly, make sure the logo is in the correct format (BMP, JPG), and is the correct size (4" wide and 1.25" tall).
-


# Application Wide

## Loading Records in a Window

Specific records in the database, such as customer accounts or lots, are generally located using a search window (for example, the Customer window opened by clicking the Customer icon  on the main desktop). Enter information into the Search Criteria section of a search window and press ENTER to filter the records that display. Depending on the number of records that match the search criteria, all of the records may not load in the window. This improves the performance of the window, but the record you were searching for may not display. For example, if you open the Customer window and press ENTER without entering any search criteria, not all of the customer records in the database will load in the window.

The Incomplete icon  will display in the bottom right corner of the window if all of the records that match the search criteria entered in the window have not been loaded into the window. Click the Incomplete icon if you would like all of the customer accounts that meet the search criteria to display in the window. If the search criteria are very broad or no search criteria has been entered the window, this may take a while to load.

The Complete icon  will display in the bottom right corner of the window if all records included in the search criteria are loaded in the window.

NOTE - Springbrook Cloud users will not be able to use the Incomplete icon  to display all of the available records. Data grid filters will need to be refined in order to display all records that meet the filter criteria. However, Springbrook Cloud users can generate a .csv file that includes all the records in the database that meet the specified filter criteria via a data grid export.

# Quick Launch

## Quick Launch Field

The Springbrook Quick Launch field on the application desktop allows users to quickly access a specific maintenance record with just a few keystrokes. By pressing CTRL+Q and entering the quick launch code and account/code number, users can bypass the process of opening the module, expanding the palette, launching the selection window, and filtering the data to display the desired account.

For example, if you need to access employee number 1234, you can press CTRL+Q to enable the Quick Launch field and type "Emp 1234" to launch the PR Employee Maintenance window for that employee.

Maintenance Record to Launch	Launch Code
AP Vendor	Vendor (vendor number)
BP Permit	Permit (permit number)
BT Business	Business (business number)
FA Class	Class (class code)
FA Asset	FA (asset)
GL Account	GLAccount (fiscal year:account number)
HR Applicant	Applicant (applicant number)
HR Employee	HR or HREmp (employee number)
HR Position	Position (position)
HR Type	Type (type)
IC Item	Item (item ID)
LP Approval Type	ApprovalType (approval type)
LP License	License (application number)



Maintenance Record to Launch	Launch Code
PM Project	Proj or Project (project code)
PM Task	Task (code1-code2)
PO Requisition	Req or Requisition (requisition number)
PR Benefit	Ben or Benefit (benefit code)
PR Deduction	Ded or Deduction (deduction code)
PR Employee	Emp or Employee (employee number)
PR Pay Code	PayCode (pay code)
PT Ticket	Ticket (citation number)
SA Assessment	Assessment (assessment number)
SS Customer	Cust or Customer (customer number)
SS Lot	Lot (lot number)
UB Account	Account (customer number-customer sequence)
UB Service Request	ServReq, ServRequest, ServiceReq or ServiceRequest (service request number)
WO Work Order	WorkOrder (work order number)

# Application Wide

## Type to Search in a Data Grid

Springbrook displays data records in data grids that appear on many of the application search windows. These data grids include a set of search criteria fields that allow you to filter the data that is displayed. The Type to Search functionality is designed to make it even easier to search through large databases of records. Simply click on the data grid column you would like to search through and begin typing.

For example, imagine you are looking for a UB account associated with Joe Smith who resides at 110 Main Street. Open the UB Account Master Search window and click on the Last Name column in the data grid. When you begin typing "Smith" the record highlighted in the column will jump to the names beginning with "S" and then to the names beginning with "Sm". You could also search by clicking the Service Address column and typing Mr. Smith's address. Any sortable column can be searched with Type to Search.

This functionality only searches through the records that are currently loaded in the window. This allows you to use Type to Search after initially filtering the data records with the search criteria fields above. This also means you will not be searching through all of the available records if the Incomplete icon  is displayed at the bottom right corner of the data grid. If you want to search all available records, click the Incomplete icon. The data grid will reload with all available records and the Complete icon  will be displayed in the bottom right corner.



# Application Wide

## New Batch Window

### Summary

The New Batch window is used to select or generate the batch number of a new batch.

The New Batch window will open when you select New from the batch number drop-down menu at the top of any process palette. For example, if you would like to generate a new CR module Cash Receipts batch, open the Cash Receipts palette. The drop-down menu at the top of the palette will display the batch number of all batches that have not been committed. You can either select an open batch from the drop-down menu or select New to create a new batch. Creating a new batch will not affect the transactions in another batch, so you can create as many batches as you would like in a single process.

Specific users or user groups can be prevented from creating a new batch by assigning the appropriate security settings to that user or user group on the Maintain Menu Security window (SS> Security> Menu Security).

Creating a new batch will open the New Batch window. When a batch is created, it is assigned a batch number that has three parts: batch number, batch month, and batch year. The batch month and year default to the current calendar period and year when the batch is being created. In most processes, the batch month and year are used for reference only


and do not affect the fiscal year and period of the journal entry created by the process. In a few processes, the batch month and batch year have a function. See the help documents for a specific process to determine if the batch month and batch year affect the process.

The batch number is a sequential number that must be unique to the batch during a given batch month and batch year. This number refers to a specific batch within a certain batch month and batch year. The New Batch window can be used to automatically generate the batch number or manually enter the batch number.

## Step by Step

- Open the New Batch window by selecting New from a batch number drop-down menu at the top of a process palette.
  - If your organization utilizes enhanced batch security (SS> Utilities> Setup> System tab> Use enhanced batch security toggle), you can enter a common, easily recognizable name for the batch and specify which user group will have access to the batch. Both of these fields are optional.
    - Enter a common name for the batch in the **Name** field. This name will appear next to the batch number on the My Batches window. This will allow you to recognize particular batches without relying on batch numbers.
    - Use the **Group Security** drop-down menu if you would like to limit access to this batch to a particular user group. User groups are created and maintained on the User Group Maintenance window (SS> Security> User Group).
      - The Name and Group Security fields will automatically populate with the details specified the last time the current user created a new batch for the

same process.

- Enter a **Batch Month** and **Batch Year**. These fields will default to the current calendar period and calendar year and are generally for reference purposes only. The fiscal period and fiscal year of the journal entry created by a process is usually set up during the GL Distribution step.
  - An exception to this is the Computer Checks process in the Payroll module (PR> Computer Checks). The **Batch Month** and **Batch Year** will determine the calendar year of the payroll checks generated in the batch.
- Enter a **Batch Number** or click the Generate icon  to create a batch using the next available batch number.
  - The batch number is used to identify a specific batch within a batch month and batch year. They are limited to five digits and must be unique with the batch month of the batch year.
- Press ENTER when complete to create the new batch.

# All Modules

## Processing a Batch

Batch processes have the following general features:

- The batch number drop-down menu at the top of the palette displays the batch that is being processed.
- For most processes, the batch month, batch year and batch number are only used as reference numbers.
- The batch steps are meant to be processed in order.
- Some processes have optional steps that do not have to be completed in order to commit the batch.

### **Batch number drop-down menu**

When you select a batch process, the palette will expand and display all of the steps in the process. For example, if you open the AP module Computer Checks process, all of the steps in the Computer Checks process will display on the palette. At the top of the palette is a batch number drop-down menu. The batch number drop-down menu displays all of the open batches in the process and allows you to either create a new batch or select an existing batch.

If you have opened a multi-batch process (for example, BR Clear Transactions, GL Journal Entries or UB Past Dues), you can have as many open batches as you would like in the process. If you have opened a single-batch process (for example, GL Budget Adjustments or PR 1099s), you can have only one open batch in the process.

### **Batch numbers and journal entries**

For most processes, the batch number is used for reference only and does not affect the fiscal period or fiscal year that the transactions in the batch are posted to. The journal entry date that is generally entered during the GL Distribution step will determine which fiscal period and fiscal year the journal entry created by the transactions in the process will be posted to, not the batch month and batch year. An example of an exception to this is the Computer Checks process in the Payroll module. The batch month and batch year of the Computer Checks batch determines which year to date quarter and year to date year the checks in the batch will be posted to.

### **Process the batch in order**

The steps of a batch process are meant to be processed in the order they appear on the palette. For example, if you are entering AP Invoices (AP> Invoices), you must complete the steps in the order that they display on the Invoices palette (Settings, Invoices, Proof List, GL Distribution, Commit). If you make changes to an existing batch, the batch will reset the batch step that was modified. For example, if the GL Distribution Report has already been generated and the batch is ready to commit but you reprint the Proof List, the batch will reset to the Proof List step and you will have to regenerate the GL Distribution step.

## Optional Batch Steps

Some processes have optional steps, or steps on the palette that are not required in order to commit the batch. Most of the time the optional steps are separate features that allow you to generate different kinds of transactions in the batch (for example, the Factor Interest feature on the UB Adjustments and Fees palette). You can tell a step is optional because you will be allowed to skip over the step on the palette.

# All Modules

## Single and Multi-batch Process

There are two kinds of batch processes in the application: multi-batch and single batch.

- Multi-batch processes can have multiple batches being processed at one time. The open batches in a process will not affect each other.
- Single batch processes can have only one open batch in the process at a time.

In multi-batch processes (for example, AP> Invoices, PR> Computer Checks and UB> New Billing), you can create as many batches as you would like in the process. Each batch will contain its own transactions and will not affect the other batches in the process. You can select any open batch in the process by selecting a batch from the batch number drop-down menu at the top of the palette.

In single batch processes (for example, AP 1099s and AP/PR Void Checks), you can have only one open batch at a time in the process. If there is an open batch in the process, you will not be able to create a new batch. If you would like to create a new batch, you can either delete the existing batch (highlight the batch in the batch number drop-down menu at the top of the palette) or you can return to the first step of the process and overwrite the information that is already in the palette. If there isn't an open batch in the process, you will be able to create a batch just like in a multi-batch process. If you were a user of Version 6.05, the single batch process replaces the blanket batch process (999.99.9999).

# Application Wide

## Unable to Locate the Batch Step Associated with the Request Error

If another user deletes the batch you are working in, you will receive the following error message when you try to run a batch step:

SS\_Run\_Process Error, Unable to locate the Batch Step record with the request.

When you click the OK button, another error window will display that lists the batch step and process where the error occurred. Since the batch has been deleted, your work has been erased and you will have to regenerate the batch.



# Help> Table/Field

## Table/Field Help

### Summary

The Table/Field help feature displays the database table and field name of the fields in a window. When this feature is turned on, a bubble will open and display the table and field name of the field the cursor is hovering over. This feature is helpful when creating security on database fields using the DB Security feature (SS> Security> DB Security).

### Step by Step

- 1 Open the windows containing the desired table and field.
    - The Table/Field Help feature will only display the table and field information of windows that are open when the feature is turned on. Open all of the windows you would like to view the table and field information on before turning the feature on. For example, if you would like to view the table and field information of the Customer Maintenance window, open the Customer Maintenance window (Customer icon> Select a customer record).
- 

- 2 Turn on the Table/Field help feature.
-

- Select Help> Table/Field on the main menu of the desktop. This will turn the Table/Field help feature on.
- 

**3** View the table and field name of a field in a window.

- Move the cursor over a field in a window. The Table Name and Field Name will display in a yellow message window.
  - The table name and field name that display in the message box are the table and field that the information from the window is stored in or pulled from.
- 

**4** Turn the Table/Field Help feature off.

- Select Help> Table/Field on the main menu of the desktop again. This will turn the Table/Field help feature off.
-

# Interfund Transfers and Pooled Cash

## Setting Up Interfund Transfers

### Summary

Some organizations set up their Chart of Accounts as a pooled cash system, with all cash accounts residing in the same fund. Being that the organization's expense and revenue accounts reside in other operating funds, any journal entry that affects the cash account and the expense or revenue account would be out of balance by fund. Springbrook's Interfund Transfers functionality uses an additional set of accounts to keep these funds in balance.

There are two ways the system can be set up to balance this entry:

1. Using a uniform Due To account in each of the operating funds and one Due From account in the pooled cash fund.
2. Using a uniform Due To account in each of the operating funds and non-uniform Due From accounts in the pooled cash fund. For each operating fund, there would be one and only one Due From account for pooled cash that represents that operating fund's claim on pooled cash.

Both of these options utilize the interfund transfers process. However, the set up and the GL effect of the two approaches are slightly different.

The system must be configured to utilize interfund transfers in the Accounts Payable module, General Ledger module, Payroll module, and System Wide Access module.

## Step by Step

### 1 Set up the AP module.




- Open the AP Setup window (AP> Utilities> Setup).
  - Check the **Enable Interfund Transfers** toggle on the General tab.
    - Confirm that the **Mode** field is set to Standard. Any other mode will not work properly with interfund transfers.
  - Enter the desired fund in the **Clearing Fund** field.
    - This is the interfund transfers cash account. All cash entries will be written to an account comprised of this fund and the bank account specified on the transaction.
- 

### 2 Set up the PR module.

- Open the PR Setup window (PR> Utilities> Setup).
  - Select Interfund Transfers from the **Mode** drop-down menu on the General tab.
-

- Enter the desired clearing fund in the **Clearing Section 1** field.
    - This is the interfund transfers cash account. All cash entries will be written to an account comprised of this fund and the bank account specified on the transaction.
- 

### 3 Set up the SS module.

- Open the SS Setup window (SS> Utilities> System Setup).
  - Open the Transfer Accounts tab.
  - Enter a **Due To Account** and a **Due From Account** or click the field labels to select the accounts from a list.
    - These accounts must be specified when Springbrook is initially being set up. If your organization uses a uniform due to and due from account, these are the accounts that will be used to balance funds.
  - If your organization does not use a uniform due to and due from account, you will need to specify the due to and due from accounts for each of the modules that utilize interfund transfers.
  - Click the Create icon  to create a new account line item in the data grid.
  - Click the Ellipsis icon  in the **From Account** section to select the due from account for the specified system.
  - Click the Ellipsis icon  in the **To Account** section to select the due to account for the specified system.
-

- As with the Due To and Due From accounts above, if one is specified the other must be specified as well in order to save.
- Select a **System** from the drop-down menu. You must specify a system in order to save the due to and due from accounts.
  - Select AP if the due to and due from accounts are to be used in the Accounts Payable module processes.
    - The From Account for AP must be from the same fund as the Clearing Fund specified on the AP Setup window (AP> Utilities> Setup> General tab> Clearing Fund field).
    - Multiple due to and due from accounts can be specified for AP, but the From Account and To Account on each line item cannot be from the same fund. Each account specified as a To Account must be from a different fund as well.
  - Select CR if the due to and due from accounts are to be used in the Cash Receipts module processes.
    - Cash Receipts processes refer to all module processes that can be paid down in the Cash Receipts module. This includes all CIS (Customer Information Systems - Accounts Receivable, Building Permits, Business Tax, Cash Receipts, Licenses and Permits and Special Assessments) modules as well as the Utility Billing module.
    - Multiple due to and due from accounts can be specified for CR, but the From Account and To Account on each line item cannot be from the same fund. Each account specified as a To Account must be from a different fund as well.

- Select GL if the due to and due from accounts are to be used in the General Ledger module.
    - The due to and due from accounts specified for GL will be used to balance manual journal entries for cash-related line items processed through the Journal Entries process.
    - Multiple due to and due from accounts can be specified for GL, but the From Account and To Account on each line item cannot be from the same fund. Each account specified as a To Account must be from a different fund as well.
  - Select PR if the due to and due from accounts are to be used in the Payroll module processes.
    - Multiple due to and due from accounts can be specified for PR, but each account specified as a To Account must be from a different fund.
- 

#### 4 Accounts Payable distribution example.

- Below is an example of the AP Computer Checks distribution using a uniform Due To account in each of the operating funds and one Due From account in the pooled cash fund. The fund and account details in this example are:
    - Clearing Fund = 1100
    - Due To Account = -00000-111100
    - Due From Account = -00000-111100
-

Fund	Account	Debit	Credit
1100	1100-00000-111100	XXX	
	Due To / Due From Account		
	1100-00000-222222		XXX
	Clearing Fund Cash Account		
2200	2200-00000-5000000	XXX	
	Fund 2200 Payables Account		
	2200-00000-111100		XXX
	Due To / Due From Account		
3300	3300-00000-500000	XXX	
	Fund 3300 Payables Account		
	3300-00000-111100		XXX
	Due To / Due From Account		

- Below is an example of the AP Computer Checks distribution using a uniform Due To account in each of the operating funds and non-uniform Due From accounts in the pooled cash fund. The fund and account details in this example are:
  - Clearing Fund = 1100
  - Due To Account = -00000-111100
  - Due From Accounts = 1100-00000-100001, 1100-00000-100002 and 1100-00000-100003



Fund	Account	Debit	Credit
1001	1001-00000-222222	XXX	
	Accounts Payable Account A		
	1001-00000-111100		XXX
	Cash In Bank - Due To Account		
1002	1002-00000-222222	XXX	
	Accounts Payable Account B		
	1002-00000-111100		XXX
	Cash In Bank - Due To Account		
1003	1003-00000-222222	XXX	
	Accounts Payable Account C		
	1003-00000-111100		XXX
	Cash In Bank - Due To Account		
1100	1100-00000-100001	XXX	
	Claim on Cash - Due From Account		
	1100-00000-100002	XXX	
	Claim on Cash - Due From Account		
	1100-00000-100003	XXX	
	Claim on Cash - Due From Account		
	1100-00000-999999		XXX

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Fund	Account	Debit	Credit
	Cash Account set up on Bank		

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# Application Wide

## Mail Merge Fields

### Summary

Springbrook allows users to pull data from the application and customize how that data is displayed on module specific MS Word mail merge forms. Forms will be saved in the Springbrook folder on your server at the path specified when the application was installed (SS> Utilities> System Setup> System tab> Archive Directory field).

This document provides descriptions for the available merge fields used when creating a form in the application.

### Merge fields common to all modules:

**Mailer** merge fields (MLR\_XXXXX)

Merge Field Title	Description
MLR_Addr_1_Formattted	This is the customer's full name. SS> Maintenance> Customer Master Search> <b>First Name</b> and <b>Last Name</b> fields.

Merge Field Title	Description
	All MLR_Addr_Formattted merge fields will format existing Customer Maintenance information as a standard mailing address.
MLR_Addr_2_Formattted through MLR_Addr_4_Formattted	These are the three Mailing Address lines. SS> Maintenance> Customer Master Search> <b>Mailing Address</b> fields 1-3.
MLR_Addr_5_Formattted	This is the customer's City, State, and Zip Code as it would appear in a standard address. SS> Maintenance> Customer Master Search> <b>City, State,</b> and <b>Zip Code</b> fields.
MLR_Last_Name MLR_First_Name	This is the last and first name of the customer. SS> Maintenance> Customer Master Search> <b>First Name</b> and <b>Last Name</b> fields.
MLR_Desc	This is the contents of the Customer Maintenance Description field. SS> Maintenance> Customer Master Search> <b>Description</b> field.
MLR_Phone_1	This is the Home Phone specified for the customer. SS> Maintenance> Customer Master Search> <b>Home Phone</b> field.
MLR_Phone_2	This is the Business Phone specified for the customer. SS> Maintenance> Customer Master Search> <b>Business Phone</b> field.
MLR_Phone_3	This is the Cell Phone specified for the customer. SS> Maintenance> Customer Master Search> <b>Cell Phone</b> field.
MLR_Email	This is the Email Address specified for the customer. SS> Maintenance> Customer Master Search> <b>Email Address</b> field.
MLR_Ext_1	This is the Home Extension specified for the customer. SS> Maintenance> Customer Master Search> <b>Home Extension</b> field.
MLR_Ext_2	This is the Business Extension specified for the customer. SS> Maintenance> Customer Master Search> <b>Business Extension</b> field.
MLR_Ext_3	This is the Cell Extension specified for the customer. SS> Maintenance> Customer Master Search> <b>Cell</b>

Merge Field Title	Description
	<b>Extension</b> field.
MLR_City	This is the City specified for the customer. SS> Maintenance> Customer Master Search> <b>City</b> field.
MLR_State	This is the State specified for the customer. SS> Maintenance> Customer Master Search> <b>State</b> field.
MLR_Zip	This is the Zip Code specified for the customer. SS> Maintenance> Customer Master Search> <b>Zip Code</b> field.
MLR_Addr_1 through MLR_Addr_3	These are the Customer Maintenance Mailing Address fields. SS> Maintenance> Customer Master Search> <b>Mailing Address</b> fields.

**Customer** merge fields (C\_XXXXX)

Merge Field Title	Description
C_Cust_No	This is the Customer Number for the customer. SS> Maintenance> Customer Master Search> <b>Customer Number</b> field.
C_Last_Name C_First_Name C_Middle_Name	These are the Last, First and Middle names of the customer. SS> Maintenance> Customer Master Search> <b>Last Name</b> , <b>First Name</b> , and <b>Middle Name</b> fields.
C_Addr_Care_Of	This is the care of address specified for the customer. SS> Maintenance> Customer Master Search> <b>Address Care Of</b> field.
C_Addr_1 through C_Addr_3	These are the three Mailing Address lines for the customer. SS> Maintenance> Customer Master Search> <b>Mailing Address</b> fields 1-3.
C_City	This is the City specified for the customer. SS> Maintenance> Customer Master Search> <b>City</b> field.
C_State	This is the State specified for the customer. SS> Maintenance> Customer Master Search> <b>State</b> field.

Merge Field Title	Description
C_Zip	This is the Zip Code specified for the customer. SS> Maintenance> Customer Master Search> <b>Zip Code</b> field.
C_Delivery_Point	This is the Delivery Point specified for the customer. SS> Maintenance> Customer Master Search> <b>Delivery Point</b> field.
C_Carrier_Route	This is the Carrier Route specified for the customer. SS> Maintenance> Customer Master Search> Carrier Route field.
C_Email	This is the Email Address specified for the customer. SS> Maintenance> Customer Master Search> <b>Email Address</b> field.
C_Home_Phone C_Home_Ext	These are the Home Phone and Home Extensions specified for the customer. SS> Maintenance> Customer Master Search> <b>Home Phone</b> and <b>Home Extension</b> fields.
C_Bus_Phone C_Bus_Ext	These are the Business Phone and Business Extensions specified for the customer. SS> Maintenance> Customer Master Search> <b>Business Phone</b> and <b>Business Extension</b> fields.
C_Drv_Lic_No	This is the Driver's License Number specified for the customer. SS> Maintenance> Customer Master Search> <b>Driver's License Number</b> field.
C_Desc	This is the contents of the Customer Maintenance Description field. SS> Maintenance> Customer Master Search> <b>Description</b> field.
C_Misc_1 through C_Misc_24	<p>These fields are the Customer Maintenance user-defined fields. SS&gt; Maintenance&gt; Customer Master Search&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the Customer Maintenance window. The Logical fields will display TRUE</p>

Merge Field Title	Description
	if they are toggled and FALSE if not.
C_Cell_Phone	This is the Cell Phone specified for the customer. SS> Maintenance> Customer Master Search> <b>Cell Phone</b> field.

**Lot** merge fields (L\_xxxxx)

Merge Field Title	Description
L_Lot_No	This is the Lot Number established when the lot was created. SS> Maintenance> Lot Master Search> Lot tab> <b>Lot Number</b> field.
L_Tax_Lot	This is the Tax Lot value established when the lot was created. SS> Maintenance> Lot Master Search> Lot tab> <b>Tax Lot</b> field.
L_Street_Number L_Street_Directional L_Street_Name	These fields specify the lot street address information. SS> Maintenance> Lot Master Search> Lot tab> <b>Street Number, Street Directional, and Street Name</b> fields.
L_Addr_2	This is an additional address line available on the Lot Maintenance window. SS> Maintenance> Lot Master Search> Lot tab> <b>Address</b> field.
L_City L_State L_Zip	These fields specify the remaining lot address information. SS> Maintenance> Lot Master Search> Lot tab> <b>Address, State, and Zip</b> fields.
L_Units_Measure	This is the unit of measure used to record the lot size when the lot was created. The merge field will display an A for Acres or an SF for Square Feet. SS> Maintenance> Lot

Merge Field Title	Description
	Master Search> Lot tab> <b>Size Units</b> field.
L_Lot_Size L_Buildable_Size L_Non_Buildable L_Developed_Size L_Impervious_size	These fields specify the lot size information. SS> Maintenance> Lot Master Search> Lot tab> <b>Lot Size, Buildable Size, Non Buildable Size, Developed Size, and Impervious Size</b> fields.
L_In_Out_City	This field will display a True if the In City toggle is checked. SS> Maintenance> Lot Master Search> Lot tab> <b>In City</b> toggle.
L_No_Of_Units	This is the number of units specified when the lot was created. SS> Maintenance> Lot Master Search> Lot tab> <b>Number of Units</b> field.
L_Misc_1 through L_Misc_18	<p>These fields are the Lot Maintenance user-defined fields. SS&gt; Maintenance&gt; Lot Master Search&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the Business Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
L_Desc	This is the contents of the Description field. SS> Maintenance> Lot Master Search> Lot tab> <b>Description</b> field.
L_Lot_Status	This is the lot status established when the lot was created. SS> Maintenance> Lot Master Search> Lot tab> <b>Lot Status</b> field.



Merge Field Title	Description
L_Parcel L_Subdivision	This is the parcel and subdivision that the lot resides in. SS> Maintenance> Lot Master Search> Lot tab> <b>Parcel</b> and <b>Sub-division</b> fields.
L_Jurisdiction	This is the Jurisdiction that the lot location falls under. SS> Maintenance> Lot Master Search> Lot tab> <b>Jurisdiction</b> field.
L_Map_Grid	This is the Map Grid that the lot is located in. SS> Maintenance> Lot Master Search> Lot tab> <b>Map Grid</b> field.
L_Default_Tenant_ Cust_No L_Default_Tenant_ Cust_Sequen	These fields are the first and second parts of the lot tenant's UB account number. SS> Maintenance> Lot Master Search> Lot tab> <b>Master Account</b> field.
L_Class_Code	This is the Class Code attached to the lot when it was created. Classes are often used to classify the type of lot, such as Commercial, Industrial, or Residential. SS> Maintenance> Lot Master Search> Lot tab> <b>Class Code</b> field.  Classes are created and maintained on the Class Maintenance window (UB> Maintenance> Class).
L_Zone_Code	This is the Zone Code attached to the lot when it was created. SS> Maintenance> Lot Master Search> Lot tab> <b>Zone Code</b> field.  Zones are created and maintained on the Zone Maintenance window (UB> Maintenance> Zone).

**Owner** merge fields (O\_XXXXX)

Merge Field Title	Description
O_Cust_No	This is the Customer Number for the lot owner. SS> Maintenance> Customer Master Search> <b>Customer Number</b> field.
O_Last_Name O_First_Name O_Middle_Name	These are the Last, First and Middle names of the lot owner. SS> Maintenance> Customer Master Search> <b>Last Name, First Name, and Middle Name</b> fields.
O_Addr_Care_Of	This is the care of address specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Address Care Of</b> field.
O_Addr_1 through O_Addr_3	These are the three Mailing Address lines for the lot owner. SS> Maintenance> Customer Master Search> <b>Mailing Address</b> fields 1-3.
C_City	This is the City specified for the lot owner. SS> Maintenance> Customer Master Search> <b>City</b> field.
O_State	This is the State specified for the lot owner. SS> Maintenance> Customer Master Search> <b>State</b> field.
O_Zip	This is the Zip Code specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Zip Code</b> field.
C_Delivery_Point	This is the Delivery Point specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Delivery Point</b> field.
O_Carrier_Route	This is the Carrier Route specified for the lot owner. SS> Maintenance> Customer Master Search> Carrier Route field.
O_Email	This is the Email Address specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Email Address</b> field.
O_Home_Phone O_Home_Ext	These are the Home Phone and Home Extensions specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Home Phone</b> and <b>Home Extension</b> fields.
O_Bus_Phone O_Bus_Ext	These are the Business Phone and Business Extensions specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Business Phone</b> and <b>Business Extension</b> fields.

Merge Field Title	Description
O_Drv_Lic_No	This is the Driver's License Number specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Driver's License Number</b> field.
O_Desc	This is the contents of the Customer Maintenance Description field. SS> Maintenance> Customer Master Search> <b>Description</b> field.
O_Misc_1 through O_Misc_24	<p>These fields are the Customer Maintenance user-defined fields. SS&gt; Maintenance&gt; Customer Master Search&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the Customer Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
O_Cell_Phone	This is the Cell Phone specified for the lot owner. SS> Maintenance> Customer Master Search> <b>Cell Phone</b> field.

**Module specific merge fields:**

**Building Permits** merge fields (B\_xxxxx)

Merge Field Title	Description
Permit_No	This is the permit number specified when the permit was originally created. BP> Maintenance> Permit> General tab> <b>Permit Number</b> field.
Date_Issued	This is the date that the permit was originally issued. BP> Maintenance> Permit> General tab> <b>Issue Date</b> field.
Expiration_Date	<p>This is the date that the permit is set to expire. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Expiration Date</b> field.</p> <p>This date can be manually set or can be determined by the Duration and Duration Units fields. These values are specified by the attached Permit Type. Permit types are created and maintained on the Permit Type Maintenance window (BP&gt; Maintenance&gt; Permit Type).</p>
Cust_No	This is the customer attached to the permit. BP> Maintenance> Permit> General tab> <b>Customer Number</b> field.
General_Contractor_ID	This is the ID of the general contractor attached to the permit. BP> Maintenance> Permit> General tab> General Contractor section> <b>Last Name</b> field.
Printed	This field will display TRUE if the permit has been printed from the BP Permitting window (CR> Cash Receipts> Enter Receipts> Create> BP Permitting icon).
Date_Printed	This is the date that the permit was printed. BP> Maintenance> Permit> General tab> <b>Print Date</b> field.
Lot_No	This is the Lot Number associated with the permit. BP> Maintenance> Permit> General tab> <b>Lot Num-</b>

Merge Field Title	Description
	<p><b>ber</b> field.</p> <p>Lots are created and maintained on the Lot Maintenance window (SS&gt; Maintenance&gt; Lot Master Search).</p>
Application_Date	<p>This is the application date specified on the permit. This field defaults to the date that the application was originally created. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Application Date</b> field.</p>
Completion_Date	<p>This is the completion date specified on the permit. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Completion Date</b> field.</p>
Description	<p>This is the contents of the Permit Description field. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Permit Description</b> field.</p>
Permission_Type	<p>This is the contents of the Permission Description field. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Permission Description</b> field.</p>
Project_Cost	<p>This is the current project cost associated with the permit. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Project Cost</b> field.</p> <p>This amount can be determined by entering the project cost directly or by attaching a valuation to the permit (BP&gt; Maintenance&gt; Permit&gt; Valuation tab&gt; Unit Cost and Number of Units fields).</p> <p>Valuations are created and maintained on the Valuation Unit Type Maintenance window (BP&gt; Maintenance&gt; Valuation Unit Type).</p>
Misc_Char_1 through Misc_Char_10  Misc_Dec_1 through Misc_Dec_8	<p>These fields are the Permit Maintenance user-defined fields. BP&gt; Maintenance&gt; Permit&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Mis-</p>

Merge Field Title	Description
Misc_Int_1 through Misc_Int_4  Misc_Date_1 through Misc_Date_4  Misc_Log_1 through Misc_Log_4	<p>cellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date, Decimal, and Integer merge fields will display the contents of the fields on the Permit Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
Permit_No_Prefix and  Permit_No_Count	<p>These fields are the two elements of the auto-assigned permit number. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Permit Number</b> field.</p> <p>The Prefix is determined when the BP module is set up (BP&gt; Utilities&gt; Setup&gt; Permit Prefix field).</p> <p>The Count is the sequential number that is assigned to the permit.</p> <p>These fields will populate only if the BP module is set up for automatic permit numbering (BP&gt; Utilities&gt; Setup&gt; Building Permits drop-down menu).</p>
Permit_Status	<p>This is the user-defined permit status for the selected permit. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Permit Status</b> field.</p> <p>Permit Statuses are created and maintained on the Permit Status Maintenance window (BP&gt; Maintenance&gt; Permit Status).</p> <p>Be aware that if the Word merge form is being used in the Letters process, and the batch is set up to change the permit status on commit, the permit status dis-</p>

Merge Field Title	Description
	played on the form letter will not be the same as the updated permit status after the Letters batch is committed.
Application_No	This is the application number that was automatically assigned to the permit if it was initially created as an application. BP> Maintenance> Permit> General tab> <b>Application Number</b> field.
Permit_Type	<p>This is the permit type selected when the permit was initially created. BP&gt; Maintenance&gt; Permit&gt; General tab&gt; <b>Permit Type</b> field.</p> <p>Permit Types are created and maintained on the Permit Type Maintenance window (BP&gt; Maintenance&gt; Permit Type).</p>
Temp_CO_Expiration_Date	This is the expiration date associated with the temporary certificate of occupancy attached to the permit. BP> Maintenance> Permit> General tab> <b>Temp CO Expiration</b> field.
Balance	This is the current outstanding balance on the permit. This field only includes committed transactions. BP> Maintenance> Permit> General tab> <b>Permit Balance</b> field.
Notification	This field will display TRUE if the customer attached to the permit is configured to receive a letter when the permit is included in a BP Letters batch. BP> Maintenance> Permit> General tab> <b>Notification</b> toggle.
Effective_Date	This is the effective date that determines which valuation or fee revision is applied to the permit. BP> Maintenance> Permit> General tab> <b>Effective Date</b> field.
Last_Date Last_Time Last_User Last_Func	These fields display information regarding the last change made to the Permit record. They will provide the date, the time (in seconds), the user logged in at the time of the changes, and the last table that was edited.
BP_Temp_Merge_ID	This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this

Merge Field Title	Description
	sequence will be reset to 000000001 for each new batch.

**Business Tax** merge fields (B\_XXXXX)

Merge Field Title	Description
B_Bus_No	This is the Business Number established when the business was created. BT> Maintenance> Business> General tab> <b>Business Number</b> field.
B_Cust_No	<p>This is the Customer Number for the customer associated with the business. BT&gt; Maintenance&gt; Business&gt; General tab&gt; <b>Customer Number</b> field.</p> <p>Customers are created and maintained on the Customer Maintenance window (SS&gt; Maintenance&gt; Customer Master Search).</p>
B_Lot_No	<p>This is the Lot Number associated with the business. BT&gt; Maintenance&gt; Business&gt; General tab&gt; <b>Lot Number</b> field.</p> <p>Lots are created and maintained on the Lot Maintenance window (SS&gt; Maintenance&gt; Lot Master Search).</p>
B_Bus_Type	<p>This is the Business Type specified for the business. BT&gt; Maintenance&gt; Business&gt; General tab&gt; <b>Business Type</b> field.</p> <p>Business Types are created and maintained on the</p>



Merge Field Title	Description
	Business Type Maintenance window (BT> Maintenance> Business Type).
B_Org	<p>This is the Organization type specified for the business. BT&gt; Maintenance&gt; Business&gt; General tab&gt; <b>Organization</b> field.</p> <p>Organizations are created and maintained on the Organization Maintenance window (BT&gt; Maintenance&gt; Organization).</p>
B_Bus_Status	<p>This is the current Status of the business. BT&gt; Maintenance&gt; Business&gt; General tab&gt; <b>Status</b> field.</p> <p>Statuses are created and maintained on the Status Maintenance window (BT&gt; Maintenance&gt; Status).</p>
B_Desc	This is the contents of the Business Maintenance Description field. BT> Maintenance> Business> General tab> <b>Description</b> field.
B_Fed_Tax_ID	This is the Federal Tax ID specified for the business. BT> Maintenance> Business> General tab> <b>Federal Tax ID</b> field.
B_MaskedFederalTaxID	This is the same as the Federal Tax ID field represented by the merge field above, but this field will obfuscate the first three digits of the ID number. For example, the Federal Tax ID number 1234567 will display as ***4567.
B_Start_Date	This is the Start Date specified when the business was created. BT> Maintenance> Business> General tab> <b>Start Date</b> field.
B_First_Paid_Emp	This is the date that the first employee was paid. BT> Maintenance> Business> General tab> <b>First Paid Emp Date</b> field.
B_No_of_Employees	This is the current number of employees for the business. BT> Maintenance> Business> General tab> <b>Number of Employees</b> field.
B_Closed_Date	This is the date that the business closed. BT> Main-

Merge Field Title	Description
	tenance> Business> General tab> <b>Close Date</b> field.
B_Char_1 through B_Char_4 B_Date_1 through B_Date_4 B_Dec_1 through B_Dec_4 B_Logi_1 through B_Logi_4	These fields are the Business Maintenance user-defined fields. BT> Maintenance> Business> <b>Miscellaneous</b> tab.  Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default.  The Character, Date and Decimal merge fields will display the contents of the fields on the Business Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.
B_State_ID	This is the State ID specified for the business. BT> Maintenance> Business> General tab> <b>State ID</b> field.
B_DBA	This is the business name as entered in the Doing Business As field. BT> Maintenance> Business> General tab> <b>Doing Business As</b> field.
B_Letter	This merge field will display TRUE when the business is configured to receive a letter if included in a BT Letters batch. BT> Maintenance> Business> General tab> <b>Letter</b> toggle.

#### Code and Contact Management merge fields

Merge Field Title	Description
Is_Template	True or False
Type	This is the Issue Type specified for the Issue. CM>

Merge Field Title	Description
	<p>Issues&gt; Issue Search&gt; open an Issue&gt; <b>Issue Type</b> field.</p> <p>Issue Types are created and maintained on the Issue Type Maintenance window (CM&gt; Maintenance&gt; Issue Type).</p>
Issue_No	<p>This is the Issue Number that the system automatically assigns to the Issue. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Issue No</b> field.</p>
Citation_No	<p>This is the Citation Number specified for the Issue. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Citation No</b> field.</p>
Issue_Date and Issue_Time	<p>This is the Issue Date specified when the Issue is created. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Issue Date</b> field.</p>
Source and Source_Cust_No	<p>The Source merge field will populate with the contents of the Issue Source Description field. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Source Description</b> field.</p> <p>The Source_Cust_No merge field will populate with the contents of the Issue Source Customer field. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Source Customer</b> field.</p>
Lot_No	<p>This is the lot number specified for the Issue. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Lot Number</b> field.</p>

Merge Field Title	Description
	Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot Master Search).
Cust_No and Location	<p>The Cust_No merge field will populate with the Issue Target Customer field. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Target Customer</b> field.</p> <p>The Location field will populate with the Issue Target Description field. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Target Description</b> field.</p>
Description	This is the Issue Description specified for the Issue. CM> Issues> Issue Search> open an Issue> <b>Issue Description</b> field.
Issue_Status	<p>This is the Issue Status specified when the issue is created. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Issue Status</b> field.</p> <p>Issue statuses are created and maintained on the Issue Status Maintenance window (CM&gt; Maintenance&gt; Issue Status).</p>
Ordinance	The Ordinance merge field will populate with the contents of the Issue Ordinance field. CM> Issues> Issue Search> open an Issue> <b>Ordinance</b> field.
Resolution_Type Resolution_Notes	<p>The Resolution_Type merge field will populate with the resolution type specified on the Issue. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Resolution Type</b> field.</p> <p>Resolution types are created and maintained on the Resolution Type Maintenance window (CM&gt; Main-</p>

Merge Field Title	Description
	<p>tenance&gt; Resolution Type).</p> <p>The Resolution_Notes merge field will populate with the contents of the Resolution Notes entered on the Issue. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Resolution Notes</b> field.</p>
<p>User_Char_1 and User_Char_2</p> <p>User_Dec_1 and User_Dec_2</p> <p>User_Date_1 and User_Date_2</p> <p>User_Log_1 and User_Log_2</p>	<p>These fields are the Issue Maintenance user-defined fields. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields are set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the Issue Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
<p>User_Notes</p>	<p>This field will populate with the contents of the Notes field on General tab. CM&gt; Issues&gt; Issue Search&gt; open an Issue&gt; <b>Notes</b> field.</p>
<p>Last_Date</p> <p>Last_Time</p> <p>Last_User</p> <p>Last_Func</p>	<p>These fields display information regarding the last change made to the Issue record. They will provide the date, the time (in seconds), the user logged in at the time of the changes, and the last table that was edited.</p>
<p>CM_Temp_Merge_ID</p>	<p>This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this sequence will be reset to 00000001 for each new batch.</p>

## Human Resources merge fields

Merge Field Title	Description
HR_Temp_Merge_ID	This is a temporary number assigned sequentially to each of the form letters included in the batch. The first number in this sequence will be reset to 000000001 for each new batch.
E_Employee_No	This is the Employee Number specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>Employee Number</b> field.
E_Emp_Status	This is the Status specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>Status</b> field.
E_Department	This is the Department attached to the employee record. HR> Maintenance> PR Employee> General tab> <b>Department</b> field.
E_Position	This is the Position associated with the employee on the employee record. HR> Maintenance> PR Employee> General tab> <b>Position</b> field.
E_Union_Code_1 E_Union_Code_2	These are the Union codes associated with the employee record via the Union Unit. Union units are attached to Plans that are attached to Positions. These fields will display the union codes associated with the employee's position. HR> Maintenance> PR Employee> General tab> <b>Position</b> field.
E_Job_Title	This is the Job Title specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>Job Title</b> field.
E_Hire_Date	This is the date that the employee was initially hired. HR> Maintenance> PR Employee> General tab> <b>Hire Date</b> field.
E_Anniv_Date	This is the employee's Anniversary date. HR> Maintenance> PR Employee> General tab> <b>Anniversary Date</b> field.
E_Seniority_Date	This is the employee's Seniority date. HR> Maintenance> PR Employee> General tab> <b>Seniority Date</b> field.
E_Review_Month	This is the month for the employee's review. HR> Main-

Merge Field Title	Description
	tenance> PR Employee> General tab> <b>Review Month</b> field.
E_Term_Date	This is the employee's Termination Date. HR> Maintenance> PR Employee> General tab> <b>Termination Date</b> field.
E_SSN	This is the employee's Social Security Number. HR> Maintenance> PR Employee> General tab> <b>SSN</b> field.
E_First_Name E_Middle_Name E_Last_Name	This is the employee's full name. HR> Maintenance> PR Employee> General tab> <b>First Name, Middle Name</b> and <b>Last Name</b> fields.
E_Birth_Date	This is the employee's birth date. HR> Maintenance> PR Employee> General tab> <b>Date of Birth</b> field.
E_Gender	This is the employee's gender. HR> Maintenance> PR Employee> General tab> <b>Gender</b> field.
E_Addr_1 E_Addr_2 E_City E_County E_State E_Zip	This is the address specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>Address 1, Address 2, City, County, State</b> and <b>Zip</b> fields.
E_Home_Phone E_Bus_Phone E_Cell_Phone	These are the phone numbers specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>Home Phone, Bus Phone</b> and <b>Cell Phone</b> fields.
E_email	This is the email address specified on the employee record. HR> Maintenance> PR Employee> General tab> <b>E-mail Address</b> field.
E_Elected_or_Appointed	This field will display TRUE if the employee is specified as elected or appointed. HR> Maintenance> PR Employee> General tab> <b>Elected/Appointed</b> toggle.
E_Part_Time	This field will display TRUE if the employee is specified as a

Merge Field Title	Description
	part time employee. HR> Maintenance> PR Employee> General tab> <b>Part Time</b> toggle.
Misc_Char_1 through Misc_Char_6  Misc_Dec_1 through Misc_Dec_6  Misc_Date_1 through Misc_Date_6  Misc_Log_1 through Misc_Log_6	These fields are the HR/PR Employee Maintenance user-defined fields. HR> Maintenance> PR Employee> <b>Miscellaneous</b> tab.  Miscellaneous fields are set up on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the Employee Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.
P_Employee_No	This is the employee number of the employee that received the PAF. HR> Personnel Action Forms> PAF> General tab> <b>Employee No.</b> field.
P_Last_Name  P_First_Name	This is the name of the employee that received the PAF. HR> Personnel Action Forms> PAF> General tab> <b>First Name</b> and <b>Last Name</b> fields.
P_Dept_Code	This is the department code specified on the PAF. HR> Personnel Action Forms> PAF> General tab> <b>Department</b> field.
P_Position	This is the employee's position as specified on the PAF. HR> Personnel Action Forms> PAF> General tab> <b>Position</b> field.
P_PAF_Date	This is the date specified on the PAF. HR> Personnel Action Forms> PAF> General tab> <b>Date</b> field.
P_User_Character_1 and 2  P_User_Integer_1 and 2  P_User_Decimal_1 and 2	These fields are the PAF Maintenance user-defined fields. HR> Personnel Action Forms> PAF> <b>Miscellaneous</b> tab.  These miscellaneous fields are set up on the PAF



Merge Field Title	Description
P_User_Date_1 and 2 P_User_Logical_1 and 2	Template Maintenance window (HR> Personnel Action Forms> PAF Template> Labels tab). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the PAF Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.

**License and Permits** merge fields

Merge Field Title	Description
License_Number	This is the License Number. LP> Maintenance> License> General tab> <b>License Number</b> field.
Date_Issued	This is the date that the current license was issued. LP> Maintenance> License> General tab> <b>Issue Date</b> field.
Expiration_Date	This is the date that the license is set to expire. LP> Maintenance> License> General tab> <b>Expiration Date</b> field.
Do_Not_Renew	This field will display TRUE if the Do not renew toggle is checked on the license. LP> Maintenance> License> General tab> <b>Do not renew</b> toggle.
Cust_No	This is the customer number attached to the license. LP> Maintenance> License> General tab> <b>Customer Number</b> field.
Printed	This field will display TRUE if the license has been printed from the LP Licensing window (CR> Cash Receipts> Enter Receipts> Create> LP Licensing icon).
Date_Printed	This is the date that the license was printed. LP> Maintenance> License> General tab> <b>Print Date</b> field.
Selected_To_Print	This field will display TRUE if the license has been saved as part of an open Cash Receipts batch and the license form is

Merge Field Title	Description
	toggled to print on the LP Licensing window (CR> Cash Receipts> Enter Receipts> Create> LP Licensing icon> Forms section> <b>Print</b> toggle).
First_Issue_Date	This is the date that the license was originally issued prior to renewal.
Lot_No	This is the lot number attached to the license. LP> Maintenance> License> General tab> <b>Lot Number</b> field.
Renewed	This field will display TRUE if the license has been renewed.
Send_Letters	This field will display TRUE if the Notification toggle is checked on the license. LP> Maintenance> License> General tab> <b>Notification</b> toggle.
Application_Date	This is the date that the license was applied for. LP> Maintenance> License> General tab> <b>Application Date</b> field.
License_Status	<p>This is the current status of the license. LP&gt; Maintenance&gt; License&gt; General tab&gt; <b>License Status</b> field.</p> <p>Be aware that if the Word merge form is being used in the Letters process, and the batch is set up to change the license status on commit, the license status displayed on the form letter will not be the same as the updated license status after the Letters batch is committed.</p>
License_Type	This is the license type selected when the license was created. LP> Maintenance> License> General tab> <b>License Type</b> field.
License_Type_Description	This is the description for the License Type on the specific license. LP> Maintenance> License Type> General tab> <b>Description</b> field.
Category	This is the category that was selected when the license was created. LP> Maintenance> License> General tab> <b>Category</b> field.
Balance	This is the current license balance. LP> Maintenance> License> General tab> <b>License Balance</b> field.

Merge Field Title	Description
Barcode_Current_Charges	This will insert a barcode representing the current amount being charged when the account is included in the LP Adjustments, Past Dues or Renewals processes. If more than one charge is on the license, these charges will be aggregated. If a negative adjustment is being made on the account, the charge amount will be set to zero.
Barcode_Open_Renewal	This will insert a barcode that, when scanned in the Cash Receipts process, will launch the Renew Licensing form for the selected LP Account.
Current_Charges	This is the current amount being charged when the account is included in the LP Adjustments, Past Dues or Renewals processes. If more than one charge is on the license, these charges will be aggregated. If a negative adjustment is being made on the account, the charge amount will be set to zero.
License_No_Prefix	<p>The license prefix is the first few characters of the license number. This is established when setting up the LP module. LP&gt; Utilities&gt; Setup&gt; <b>Business/Pet/Vehicle Prefix</b> field.</p> <p>In order to use license prefixes, the license must be set up for automatic numbering.</p>
License_No_Count	<p>The license number count is individual license number that follows the license prefix. The digit length of this number is established when setting up the LP module. LP&gt; Utilities&gt; Setup&gt; <b>Business/Pet/Vehicle Digits</b> field.</p> <p>In order to use license digits, the license must be set up for automatic numbering. Each newly created license will be assigned the next available number.</p>
Business_No	This is the business number attached to the license. LP> Maintenance> License> General tab> <b>Business Number</b> field.

Merge Field Title	Description
Application_No	This is the customer number assigned to the license when the license application was completed. LP> Maintenance> License> General tab> <b>Application Number</b> field.
Start_Date	This is This is the date that the license officially started. LP> Maintenance> License> General tab> <b>Start Date</b> field.
Doing_Business_As	This is the name of the business as specified when the license was created. LP> Maintenance> License> General tab> <b>Doing Business As</b> field.
Vehicle_XXXXX	These fields are used to record information specific to Vehicle type licenses.
Pet_XXXXX	These fields are used to record information specific to Pet type licenses.
Misc_Char_1 through Misc_Char_10 Misc_Dec_1 through Misc_Dec_8 Misc_Date_1 through Misc_Date_4 Misc_Log_1 through Misc_ Log_4	<p>These fields are the License Maintenance user-defined fields. LP&gt; Maintenance&gt; License&gt; <b>Miscellaneous</b> tab.</p> <p>Miscellaneous fields set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default.</p> <p>The Character, Date and Decimal merge fields will display the contents of the fields on the License Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
Last_Date, Last_Time, Last_User, and Last_Func	These fields display information regarding the last change made to the license record. They will provide the date, the time (in seconds), the user logged in at the time of the changes, and the last table that was edited.
Web_Registration_Key	This is the registration key assigned to a license if that license is set up for the Business Licensing or Business Licensing and Tax online applications. LP> Maintenance> License> General tab> <b>Web Registration Key</b> field.
LP_Temp_Merge_ID	This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this

Merge Field Title	Description
	sequence will be reset to 000000001 for each new batch.
Fees_BatchCurrentCharges_xxx	This is the collection of fees that are in the current batch.
License_FeeTotal	This is the total amount of all the fees in the fee collection.
Contacts_SectonStart Contacts_SectionEnd	The beginning and end fields used to set up a contacts section for displaying Contacts_xxx data from the Contacts tab of the License Maintenance window.

### Parking Tickets merge fields

Merge Field Title	Description
Total_Balance	This is the total balance due amount. This amount consists of the committed balance on the ticket plus any uncommitted transaction amount. PT> Maintenance> Parking Ticket> General tab> <b>Balance</b> field.
Penalties	This is the penalty amount and will differ by PT process:  Past Dues: Penalties = Total_Balance  Collections: Penalties = Total_Balance - Ticket_Balance  Excessive Tickets: Penalties = 0
Ticket_Balance	This is the current balance due on the parking ticket. PT> Maintenance> Parking Ticket> General tab> <b>Balance</b> field.
Ticket_Citation_Number	This is the citation number assigned to the parking ticket when it is issued. PT> Maintenance> Parking Ticket> General tab> <b>Citation Number</b> field.
Ticket_Citation_Date	This is the date and time recorded on the parking

Merge Field Title	Description
Ticket_Citation_Time	ticket when it was issued. PT> Maintenance> Parking Ticket> General tab> <b>Citation Date</b> and <b>Citation Time</b> fields.
Ticket_Comment_Text	This is the comment recorded on the parking ticket. This merge field will display up to 512 alphanumeric characters. PT> Maintenance> Parking Ticket> General tab> <b>Comments</b> field.
Ticket_Court_Date Ticket_Court_Time	This is the court date and time specified on the parking ticket. PT> Maintenance> Parking Ticket> General tab> <b>Court Date</b> and <b>Court Time</b> fields.
Ticket_Cust_No	This is the existing Springbrook customer number associated with the person cited in the parking ticket. PT> Maintenance> Parking Ticket> Person tab> <b>Customer Number</b> field.
Ticket_Entry_Date	This is the date that the parking ticket was created in Springbrook. This date is not editable and will display as the ISSUED line item in the Status Change History field. PT> Maintenance> Parking Ticket> General tab> Status Change History field> <b>Date</b> column.
Ticket_Excessive_Tickets	This field will display TRUE if the parking ticket is flagged for an Excessive Tickets batch. PT> Maintenance> Parking Ticket> General tab> <b>Excessive tickets</b> toggle.
Ticket_Excessive_Tickets_Date	This is the date specified as the excessive tickets date on the parking ticket. This field will only be enabled and display a date if the Excessive tickets toggle is checked. PT> Maintenance> Parking Ticket> General tab> <b>Excess Date</b> field.
Ticket_Location	This is the location in which the parking ticket was issued. PT> Maintenance> Parking Ticket> General tab> <b>Location</b> field.
Ticket_Misc_Char_1 through Ticket_Misc_Char_8	These fields are the Parking Ticket Maintenance user-defined fields. PT> Maintenance> Parking Ticket> <b>Miscellaneous</b> tab.

Merge Field Title	Description
Ticket_Misc_Dec_1 through Ticket_Misc_ Dec_8  Ticket_Misc_Date_1 through Ticket_Misc_ Date_4  Ticket_Misc_Log_1 through Ticket_Misc_Log_ 4	Miscellaneous fields are set up on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the License Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.
Ticket_Officer_Person_No	This is the officer that issued the parking ticket. PT> Maintenance> Parking Ticket> General tab> <b>Officer Number</b> field.
Ticket_Person_No	This is the person the parking ticket was issue to. PT> Maintenance> Parking Ticket> Person tab> <b>Person Number</b> field.
Ticket_Ticket_Status	This is the current status attached to the parking ticket. PT> Maintenance> Parking Ticket> General tab> <b>Status</b> field.
Ticket_Vehicle_No	This is the user-defined vehicle number that was issue the parking ticket. This record contains all of the vehicle details that will display below. PT> Maintenance> Parking Ticket> General tab> <b>Vehicle Number</b> field.
Ticket_Vehicle_Sold	This field will display TRUE if the vehicle the parking ticket was issue to is flagged as sold. PT> Maintenance> Parking Ticket> General tab> <b>Sold</b> toggle.
PT_Temp_Merge_ID	This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this sequence will be reset to 000000001 for each new batch.
V_Make  V_Model  V_Tag_Expiration	These are the read-only vehicle detail fields that populate the General tab of the Parking Ticket Maintenance window. These details are determined by the

Merge Field Title	Description
V_Tag_No V_Tag_State V_Type V_Vehicle_Color V_Vehicle_No V_VIN V_Year	vehicle selected in the Vehicle Number field.
Fees_SectionStart Fees_SectionEnd	These fields are used to start and end the form section that displays fees data. These fields are required when using the fees fields listed below.
Fees_Amount Fees_Balance Fees_Code Fees_Description Fees_FixedAmount Fees_FormTemplateID Fees_FeeType	These fields display the fee details for each fee included in the form. PT> Maintenance> Fee.
OF_XXXXX	These fields display the details associated with the officer that issued the parking ticket. The officer is attached to the parking ticket on the Parking Ticket Maintenance window (PT> Maintenance> Parking Ticket> General tab> <b>Officer Number</b> field.  Officer details are specified on the Officer Main-



Merge Field Title	Description
	tenance window (PT> Maintenance> Officer).
P_XXXXX	<p>These fields display the details associated with the person that was issued the parking ticket. The person is attached to the parking ticket on the Parking Ticket Maintenance window (PT&gt; Maintenance&gt; Parking Ticket&gt; Person tab&gt; <b>Person Number</b> field.</p> <p>Person details are specified on the Person Maintenance window (PT&gt; Maintenance&gt; Person).</p>
C_XXXXX	<p>These fields display the details associated with the Springbrook customer that was issued the parking ticket. The customer is attached to the parking ticket on the Parking Ticket Maintenance window (PT&gt; Maintenance&gt; Parking Ticket&gt; Person tab&gt; <b>Customer Number</b> field.</p> <p>Customer details are specified on the Customer Maintenance window (SS&gt; Maintenance&gt; Customer).</p>

**Special Assessments** merge fields

Merge Field Title	Description
SA_Master_ID	This is the master ID number that the system assigned to the assessment. This merge field should not be used in a form letter as it does not provide any meaningful information.
Assessment_No	This is the number automatically assigned to the assessment when it is created. SS> Maintenance> Assessment> General tab> <b>Assessment</b> field.

Merge Field Title	Description
Assessment_No_Prefix	This is the user-defined prefix to the assessment number. The prefix is set up on the assessment type attached to the assessment. SA> Maintenance> Assessment Type> General tab> <b>Assessment Prefix</b> field.
Assessment_Date	This is the date specified on the assessment. Usually this is the date that the assessment was created. SA> Maintenance> Assessment> General tab> <b>Assessment Date</b> field.
Assessment_Type	This is the assessment type attached to the assessment when it was created. Assessment types are used as templates meant to reduce data entry. SA> Maintenance> Assessment> General tab> <b>Assessment Type</b> field.
Description	This is the description attached to the assessment. SA> Maintenance> Assessment> General tab> <b>Assessment Description</b> field.
Assessment_Status	<p>This is the user-defined status that the assessment is currently associated with. SA&gt; Maintenance&gt; Assessment&gt; General tab&gt; <b>Assessment Status</b> field.</p> <p>Be aware that if the Word merge form is being used in the Letters process, and the batch is set up to change the assessment status on commit, the assessment status displayed on the form letter will not be the same as the updated assessment status after the Letters batch is committed.</p>
Cust_No	This is the customer number attached to the license. SA> Maintenance> Assessment> General tab> <b>Customer Number</b> field.
Lot_No	This is the lot number attached to the assessment. SA> Maintenance> Assessment> General tab> <b>Lot Number</b> field.
Cycle_Code	This is the billing cycle that the assessment is included in. SA> Maintenance> Assessment> General tab> <b>Billing</b>

Merge Field Title	Description
	<b>Cycle</b> field.
Bill_Method	This is the billing method assigned to the assessment. SA> Maintenance> Assessment> General tab> <b>Bill Method</b> field.
Assessment_Term	This is the term of the assessment specified when the assessment was created. This value is in months. SA> Maintenance> Assessment> General tab> <b>Term (Months)</b> field.
Principal_Fee_Code	This is the principal fee code specified on the assessment. SA> Maintenance> Assessment> General tab> <b>Principal Fee Code</b> field.
Original_Principal	This is original total principal value of the assessment. SA> Maintenance> Assessment> General tab> <b>Original Principal</b> field.
Principal_Balance	This is the current outstanding principal value of the assessment. SA> Maintenance> Assessment> General tab> <b>Principal Balance</b> field.
Interest_Fee_Code	This is the interest fee code specified on the assessment. SA> Maintenance> Assessment> General tab> <b>Interest Fee Code</b> field.
Interest_Rate	This is the interest rate specified when the assessment was created. SA> Maintenance> Assessment> General tab> <b>Interest Rate</b> field.  This number is stated as a whole number percentage. For example, 7.5% would be displayed as 7.5000, NOT 0.0750.
Interest_Begin_Date	This is the date that interest first began to accrue on the assessment. SA> Maintenance> Assessment> General tab> <b>Interest Begin Date</b> field.
Grace_Period_Days	This is the number of days after the Interest Begin Date that interest will not be charged. SA> Maintenance> Assessment> General tab> <b>Grace Period (Days)</b> field.
Last_Interest_Date	This is the last date that interest was calculated and billed on the assessment. SA> Maintenance> Assessment> General tab> <b>Last Interest Date</b> field.
Bill_Amount	This is the amount due in each billing cycle. SA> Maintenance> Assessment> General tab> <b>Bill Amount</b> field if

Merge Field Title	Description
	Fixed Bill is the specified billing method or <b>Fixed Principal</b> field if Fixed Principal is the specified billing method.
Notification	This field will display TRUE if the Notification toggle is checked on the assessment. SA> Maintenance> Assessment> General tab> <b>Notification</b> toggle.
Misc_Char_1 through Misc_Char_8 Misc_Dec_1 through Misc_Dec_8 Misc_Date_1 through Misc_Date_4 Misc_Log_1 through Misc_Log_4	These fields are the License Maintenance user-defined fields. SA> Maintenance> Assessment> <b>Miscellaneous</b> tab.  Miscellaneous fields are set up on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the License Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.
Last_Date, Last_Time, Last_User, and Last_Func	These fields display information regarding the last change made to the assessment record. They will provide the date, the time (in seconds), the user logged in at the time of the changes, and the last table that was edited.
SA_Temp_Merge_ID	This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this sequence will be reset to 000000001 for each new batch.

**Utility Billing** merge fields

Merge Field Title	Description
Cust_No	This is the customer number attached to the account. UB>

Merge Field Title	Description
	Maintenance> Account> People tab> <b>Customer Number</b> field.
Reference_No	This is the user-defined reference number associated with the account. UB> Maintenance> Account> Account tab> <b>Reference Number</b> field.
Lot_No	This is the lot number attached to the account. UB> Maintenance> Account> Lot tab> <b>Lot Number</b> field.
Connect_Date Final_Date	<p>These are the dates when the account is initially connected and when the account is finalized. UB&gt; Maintenance&gt; Account&gt; Account tab&gt; <b>Connect Date</b> and <b>Final Date</b> fields.</p> <p>The Connect Date field will be populated when the account is created through the New Account Wizard. The Final Date field will be populated when the account is finalized through the Final Account Wizard.</p>
Billing_Cycle	This is the billing cycle that the account is included in. UB> Maintenance> Account> Account tab> <b>Billing Cycle</b> field.
Acct_Status	This is the status of the account. UB> Maintenance> Account> Account tab> <b>Account Status</b> drop-down menu.
Description	This is the description attached to the account. UB> Maintenance> Account> Account tab> <b>Description</b> field.
Last_Bill_Date Last_Bill_Time	<p>These fields are the date and time that the last billing for the account was posted in Springbrook. UB&gt; Maintenance&gt; Account&gt; History tab&gt; <b>Post Date/Time</b> column.</p> <p>The Time field will display the time in seconds.</p>

Merge Field Title	Description
Master_Acct	This field will display TRUE if there is a master account associated with the lot on the UB account. UB> Maintenance> Account> Lot tab> <b>Master Account</b> field.
Hold_Status	This is the account's current hold status and is used to prevent the account from being included in various processes. UB> Maintenance> Account> Account tab> <b>Hold Status</b> drop-down menu.
Addr_1 Addr_2 Addr_3 City State Zip	These are the alternative address fields associated with the account. UB> Maintenance> Account> People tab> Alt Address sub-tab> <b>Address, City, State</b> and <b>Zip Code</b> fields.  This address will be used when statements associated with the account are generated.
Vacation_Beg_Date Vacation_End_Date	These are the vacation begin and end dates used to put the account into vacation status. UB> Maintenance> Account> Account tab> <b>Vacation Begin</b> and <b>Vacation End</b> fields.
Balance_Fwd Current_Billing Ending_Balance	These fields display the total amounts associated with balances and billings on the account. UB> Maintenance> Account> Overview tab> <b>Account Balance</b> data grid.
Bill_This_Period Adj_This_Period Pmt_This_Period	These fields display the total amounts associated with billings, adjustments and payments for the current period on the account. UB> Maintenance> Account> Overview tab> <b>Account Balance</b> data grid.
Serv_1_Bal through Serv_20_Bal	These fields display the balance for each service attached to the account. UB> Maintenance> Account> Overview tab> <b>Account Balance</b> data grid.

Merge Field Title	Description
Misc_1 through Misc_9	<p>These fields are the Account Maintenance user-defined fields. UB&gt; Maintenance&gt; Account&gt; Account tab&gt; <b>Miscellaneous Fields</b>.</p> <p>Miscellaneous fields 1-3 are character fields, 4-5 are date fields, 6-7 are decimal fields, and 8-9 are logical fields.</p> <p>Miscellaneous fields are set up on the Miscellaneous Field Label Maintenance window (SS&gt; Utilities&gt; Miscellaneous Field Labels). Because the field labels are user-defined, they may differ from the default. The Character, Date and Decimal merge fields will display the contents of the fields on the License Maintenance window. The Logical fields will display TRUE if they are toggled and FALSE if not.</p>
UB_Temp_Merge_ID	<p>This is a temporary number assigned sequentially to each of the letters included in the batch. The first number in this sequence will be reset to 000000001 for each new batch.</p>

# Customer Icon

## Customer Window

### Summary

The Customer window is the central location of all customer records and customer accounts.

The Customer window is used to create, maintain and view customer records. A customer record is a group of general customer information such as the customer's name and mailing address. When a customer account is created in a specific module (AR, UB, etc.), a customer record is attached to the account. This links all the customer's accounts to their customer record so that changes to the customer record will update to all of the customer's accounts. For example, if you would like to change the billing address of all of the UB module accounts attached to a customer record, change the mailing address of the customer record. New billing statements will be sent to the new address on the customer record. This will not work if there is an alternative address attached to the UB customer account (UB> Maintenance> Account> People tab> Alt Address tab) because the alternative address will override the mailing address on the customer record.


The Customer window is also used to open the customer accounts attached to a customer record. For example, if you would like to view all of the Utility Billing accounts attached to a









customer record, enter the customer number into the Customer window. The Customer window will display the customer accounts created in any module along with the customer record. You can open the customer account, or open the customer record.

The Customer window will also display the relationship between customer records and the UB module customer accounts attached to the customer record. If a customer account is a Utility Billing module account, the Customer window will display an *R*, *O*, or *B* in a column labeled *D*. The *D* column displays the relationship between the customer record and the customer account. An *R* means the customer record is the resident of the lot attached to the customer account. An *O* in the *D* column means the customer record is the owner of the lot but is not the resident. If the customer record is set up as the Owner and the Resident, the Customer window will display an *R* in the *D* column. A *B* in the *D* column means the customer record is set up as a bill to on the customer account but is not the owner or resident of the lot on the customer account. A customer record is set up as a bill-to on a UB module account on the Account Master Maintenance window (UB> Maintenance> Account> People tab> Bill-to sub-tab).


## Step by Step

- 1 View the existing customer records.
    - Open the **Customer** window by clicking the Customer icon  at the top of the main application window.
-



- Enter information into the Search Criteria section and press ENTER to display the records that match the criteria in the window (Pressing ENTER is the same as clicking the Refresh icon ).
  - An icon will display in the bottom right corner of the window after the records have loaded in the window.
    - If the icon is a green star, the Complete icon , all of the records in the database that match the search criteria have loaded in the window.
    - If the icon is an orange container, the Incomplete icon , only a portion of the database records have populated in the window. This increases the performance of the window because only the data that closely matches the search criteria is displayed. Click on the Incomplete icon  if you would like all of the records in the database that match the criteria in the Search Criteria section to populate in the window.
      - NOTE - Springbrook Cloud users will not be able to click the Incomplete icon  to display all of the available records. Data grid filters will need to be refined in order to display all records that meet the filter criteria. However, Springbrook Cloud users can generate a .csv file that includes all the records in the database that meet the specified filter criteria via a data grid export.
  - The Customer window displays all of the customers that have been created in the application. This includes customers attached to Utility Billing accounts and customers used in other modules.
  - The **Accounts** section will display each of the accounts attached to the selected customer.
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- To edit an attached account, highlight the account and select Modify Account from the Modify icon  drop-down menu. This will open the module-specific Account Maintenance window for the selected account.
  - Highlight a customer record and press ENTER to open the selected customer record. This will open the Customer Maintenance window.
  - Highlight a customer and press DELETE to delete the selected customer record. You cannot delete a customer record that is attached to a customer account, or has been used in a Cash Receipts module receipt.
  - Press INSERT to create a new customer record. This will open a blank Customer Maintenance window.
  - The **Contact Management** section on the Customer window is used in conjunction with the Contact Management module. The issues attached to a customer will display when a customer record is selected.
- 

## 2 Create a new customer record in the Customer Maintenance window.

- Enter information into any of the fields in the Customer Maintenance window and press ENTER to save. The Save icon  will become available as soon as any information is entered into the window, so none of the fields in the window are required.
  - The **Customer Number** field will display the customer number. This field will not be enabled.
-

- The Customer Number field will display 000000 if you are creating a new customer record. The customer record will be assigned the next available customer number when the customer record is saved.
  - When a UB module customer account is created, the UB customer account will be assigned a sequence number based on the customer record number. For example, if a UB module customer account is created for customer number 000001, the UB customer account will be numbered 000001-001.
  - If the customer record is attached to a UB module account, the mailing address fields will be used as the mailing address of the billing statements generated on the UB customer account.
    - If the UB module billing statements should be sent to a different address, you can set up an alternative billing address on the Account Master Maintenance window (UB> Maintenance> Account> People tab> Alternative Address sub-tab). The UB module billing statements for that account will be sent to the alternative address.
  - You can add security to the **Social Security** field using the DB Security feature (SS> Maintenance> DB Security).
    - Security can be set up on the Social Security field at the user or user group level by setting security on the SSN field in the Customer table.
  - The **Description** field can be used for general notes or information.
    - The Description field will display on the People tab of the Account Master Maintenance window (UB> Maintenance> Account> People tab).
  - Complete the Contact Information section with the customer contact data.
  - The **Confidential** toggle is used to flag the customer record as confidential. This allows you to incorporate the confidential tag in custom QBE and local reports.
-


- The Customer Miscellaneous tab is used to enter miscellaneous information on a customer record that is outside of the scope of the current application.
- Press ENTER when complete to save the new customer record.
- Click the Launch URL icon  drop-down menu and select a URL type code to transmit data from the customer or lot to the web site attached to the URL type code.
  - This icon is accessible from any tab on the Customer Maintenance window.
- If your organization uses third-party web sites for tasks such as lot mapping or new customer background checks, URL type codes can help improve efficiency by reducing data entry.
- URL type codes are created and maintained on the URL Setup window (SS> Maintenance> URL Setup).
- Click the Audit Trail icon  to open the Audit Trail window. This window is used to track any changes made to the customer record.
  - Use the **Search Criteria** section to sort the displayed audit trail.
  - The **Audit Trail History** section will provide details about any changes made to the customer window including the date of the change, type of change made, user that made the change, and data table that was edited.
  - This icon will only be enabled after the customer has been created and saved.

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## Lot Icon




## Lot Maintenance







### Summary

The Lot Maintenance window is used to maintain lot records. Lot records can either be created from the Lot window (Lot icon  on the main desktop) or they can be created when a new customer account is created from the UB New Account Wizard.


## Step by Step

### 1 View the lots in the application.

- Open the **Lot** window by clicking the Lot icon  on the main desktop or through the SS module (SS> Maintenance> Lot).
    - The Lot window displays all of the lots that have been created in the application. The Accounts section at the bottom of the window will display the account number and module information attached to the lot.
  - Enter information into the fields in the Search Criteria section and then press ENTER to filter the lots that display in the window.
  - To enhance the performance of the application, all records may not load in the window. The Complete icon  will display in the bottom right corner of the window if all records matching the criteria entered in the Search Criteria fields have been loaded into the window. The Incomplete icon  will display if only a portion of the records have been loaded. Click the Incomplete icon if you would like to load all of the records into the window.
-

- NOTE - Springbrook Cloud users will not be able to click the Incomplete icon  to display all of the available records. Data grid filters will need to be refined in order to display all records that meet the filter criteria. However, Springbrook Cloud users can generate a .csv file that includes all the records in the database that meet the specified filter criteria via a data grid export.
  - The **Accounts** section will display each of the accounts attached to the selected lot.
    - To edit an attached account, highlight the account and select Modify Account from the Modify icon  drop-down menu. This will open the module-specific Account Maintenance window for the selected account.
  - The **Contact Management** section will display each of the CM Issues attached to the selected lot.
    - To modify an attached issue, highlight the issue and click the Modify icon  drop-down menu. You can also attach a new issue to the lot by selecting New Issue from the Create icon  drop-down menu. This will open the Issue Maintenance window.
  - Highlight a lot and click the Delete icon  to delete the selected lot.
    - You cannot delete lots that are attached to customer accounts.
  - Highlight a lot and select to open the selected lot. This will open the Lot Maintenance window.
  - Click the Create icon  drop-down menu and select New Lot to create a new lot.
-

## 2 Create or modify a lot.


- Enter the general lot and owner information in the General section.
  - The **Lot Number** field will always be disabled. When you are creating a new lot, the Lot Number field will populate once the lot is created (when the Save icon  is clicked). An information window will open that displays the new lot number.
    - Lot numbers are assigned sequentially.
  - The **Status** field is used to assign the status of a lot. This is the only field required when creating a new lot.
  - The **Owners Customer Number** field is used to set the owner of a lot. Click the Owner's Customer Number field label to select the owner from a list of customer records.
    - The **Owners First** and **Last Name** fields will automatically populate with the information attached to the selected customer number.
  - The **Tax Lot** field is generally used to track the tax lot identification number.
  - The **Parcel** field is used by some organizations to record the lot parcel number.
  - The **Street Number**, **Street Directional** and **Street Name** fields are used to enter the address on the lot. For example, if the address is 11 N Main Street, enter 11 in the Street Number field, enter N in the Street Directional field, and enter Main Street in the Street Name field.
-



- The remaining address fields in the General section are used to record specific lot address details and may not be used by every organization.
  - The **Master Account** field is used to specify a master customer account on the lot. When the active customer account on the lot is finalized in the Utility Billing module, and the Final Billing batch is committed, the status of the master account will change to active and the master account becomes the active account on the lot. The connection date on the master account will be the date the Final Billing batch is committed.
    - A master account must be in suspended status. If the master account changes to Delete status, the account is no longer the master account.
      - A customer account will only display in the Master Account drop down menu if it has already been attached to the lot and is in suspended status.
      - If the account selected in the Master Account drop down menu is processed in the UB Final Billing process, the Master Account will be set to suspended status rather than delete status when the Final Billing batch is committed. In this case, the master account will maintain its position as the master account on the lot.
      - If the status of the Master Account is manually changed to Delete from the account maintenance window (UB> Maintenance> Account> Account tab> **Account Status** field), the master account will no longer be attached to the lot and the Master Account field will be blank.
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### 3 Complete the Details section of the Lot tab.

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- The **Balance** field displays any outstanding balances associated with the lot.
  - The remaining fields in the Details section are used to record specific details about the lot. Complete as many of these fields as desired.
    - Subdivisions are created and maintained on the Subdivision Maintenance window (SS> Maintenance> Subdivision).
    - Class codes are created and maintained on the Class Maintenance window (UB> Maintenance> Class).
    - Zone codes are created and maintained on the Zone Maintenance window (SS> Maintenance> Zone).
  - Click the Launch URL icon  drop-down menu and select a URL type code to transmit data from the customer or lot to the web site attached to the URL type code.
    - This icon is accessible from any tab on the Lot Maintenance window.
  - If your organization uses third-party web sites for tasks such as lot mapping or license applicant background checks, URL type codes can help improve efficiency by reducing data entry.
  - URL type codes are created and maintained on the URL Setup window (SS> Maintenance> URL Setup).
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#### 4 Complete the Miscellaneous tab.



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- The **Miscellaneous** tab is used to enter user-defined information that is outside the scope of the Springbrook application. You can set the value of the miscellaneous field labels using the Miscellaneous Field Labels window (SS> Utilities> Miscellaneous Field Labels).
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## 5 Open the Work Orders tab.


- The **Work Orders** tab will display any work orders that are attached to the lot. Click on a work order number to open the Work Order Maintenance window.
  - Click the Save icon  when complete.
- 

## 6 Complete the Alerts tab.

- The Alert tab will display all of the existing alerts attached to the lot.
  - Highlight an alert code and click the Delete icon  or press DELETE to remove the selected alert code from the lot.
  - Highlight an alert code and click the Modify icon  or press ENTER to edit the selected alert code.
-

- Click the Create icon  or press INSERT to attach a new alert code to the lot. This will open the Alert Code Selection window.
    - Select an alert code and click the Confirm icon  to add the selected alert code to the lot.
    - Alert codes are created and maintained on the Alert Code Maintenance window (SS> Maintenance> Alert Code).
  - The **Description** field will automatically populate with the description attached to the selected alert code.
  - Enter an **Alert Date** for the new alert code. This represents the date that the alert code becomes active.
    - This field will automatically populate with today's date.
  - The **Expiration Date** is calculated by adding the alert duration specified on the selected alert code to the date specified in the Alert Date field. If the Alert Date is updated, the Expiration Date will automatically update according to this calculation.
    - The Expiration Date cannot be prior to the Alert Date.
  - The **Comment** field will populate with the comment attached to the selected alert code.
  - Check the **Selection Alert** toggle to activate the alert message when the lot is selected and attached to another entity in the application.
  - Check the **Maintenance Alert** toggle to activate the alert message when the lot is opened from any window where the lot details can be maintained or edited.
  - Check the **CR Receipt Alert** toggle to activate the alert message when the lot is selected from the CR Cash Entry search window.
-

## 7 Track any changes made to the Lot Maintenance window.

- Click the Audit Trail icon  to open the Audit Trail window.
  - Use the **Search Criteria** section to sort the displayed audit trail.
  - The **Audit Trail History** section will provide details about any changes made to the lot maintenance window including the date of the change, type of change made, user that made the change, and data table that was edited.
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# General Information

## Add a New User to the Application

### Summary

When you want to add a new user to the Springbrook application, there are three things you will need to do: create a new user account, set up security on the user account, and then create an operator record for the user account if the user will generate receipts in the Cash Receipts module.

### Step by Step

#### 1 Create a user record.

- Users log into the application using the user name and temporary password assigned to them when their account is created. Create a new user record in the application using the User Maintenance window (SS> Security> User).
  - *NOTE: When adding a new user at an organization that runs on-premise Springbrook from a local server, the new user will use the same user name and password they use to access the organization's network.*

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#### 2 Set up security on the user record.

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- Once a user record has been created, you should set up security on the user record to control what information in the application the user can access. If security has been set up by user group, attach a user group to the user record and the security on the user group will apply.
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**3** Attach the user record to an operator record if the user is going to create receipts in the Cash Receipts module.

- Only users that have an operator record are allowed to create receipts in the Cash Receipts module. If the user will enter payments and generate receipts using the Cash Receipts module, attach the user account to an operator record. You will also have to set up which workstations the user/operator is allowed to enter receipts.
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# Application Wide

## Attachments

### Summary






The attachments feature is used to attach scanned documents, electronic files, images or files of any format to a database record, such as an Accounts Payable module vendor record (AP> Maintenance> Vendor> Attachment icon). The attachment will be archived on the application server at the following path: \\server\_name\S-springbrook\db\Archive\database slot (for example, Springbrook1)\Attachments. The Archive Directory folder location can be edited on the SS System Setup window (SS> Utilities> System Setup> System tab> Archive Directory field).


If you have attached documents to GL accounts using the Chart of Accounts Maintenance window (GL> Maintenance> Chart of Accounts> Attachments icon), you can copy those attachments to a new fiscal year when a new chart of accounts is created using the Create New Fiscal Year procedure (GL> Utilities> Create a New Fiscal Year).

### Step by Step


- 1 View the documents attached to a record.



- Open a record and click the **Attachments** icon  (for example, view the attachments on a receipt in PO> Display> Receipts> Attachment icon). This will open the Attachment Selection window.
  - The **Attachment Selection** window will display all of the documents and files attached to the selected record.
  - Highlight a file and select Save Locally from the Attachment Action icon  drop-down menu if you would like to save the file to another location. This will open a window that allows you to select the path where you would like to save the file.
    - Save the file to your workstation if you would like to save a copy of the file locally. This allows you to view, modify or print the file.
  - An attachment can also be saved to your desktop or a folder on your desktop by holding down the CTRL+ALT keys while using the mouse to drag the attachment to the desired location.
  - Highlight a file and select View Attachment from the Attachment Action icon  drop-down menu if you would like to open the file.
    - You can also simply double-click the attachment to open it.
  - Highlight an attachment and press DELETE or click the Delete icon  to delete the attachment. This will remove the document from the Attachments Selection window and delete the archive file in the Attachments folder on the application server (server path\Springbrook\Archive\database slot (for example, Springbrook1)\Attachments).
  - Highlight a file and press ENTER or click the Modify icon  if you would like to view the file information.
-

- Press INSERT or click the Create icon  if you would like to attach a new document. This will open the Attachments Maintenance window.
- 

**2** Add a new document or file to the record or modify the information on an existing attachment.

- Click the **Original File Name** field label to attach a file. This will open a window that allows you to browse through your file system to locate and select the file.
  - The **File Name** and **File Type** fields will populate with the file information once the file has been selected in the **Original File Name** field.
  - Enter a description of the attachment in the **Description** field. This is an optional field.
  - The **Location Reference** and **Tracking Number** fields are both optional fields.
  - Click the Save icon  when complete. This will attach the document to the record. The next time you open the Attachments Selection window from the selected record, the document will display in the window.
-

# Electronic Signatures

## Creating and Using Electronic Signatures

### Summary

An electronic signature can be used to sign checks generated from the Accounts Payable and Payroll modules. Purchase orders can also be configured to display an electronic signature. This document outlines the steps involved in creating and uploading an electronic signature.

### Step by Step



#### 1 Create the electronic signature file.

- Creating an electronic signature file requires a scanner, image editing software, and a clear example of the signature being scanned.
- Once you have scanned the signature, open the file in your image editing software. The size of the electronic signature image will need to be adjusted to fit in the allotted space on the checks or purchase orders.
  - For AP and PR checks, the image file can be up to 2 1/4 inches long and 1 inch high. This image size can accommodate dual signatures, but they must

be stacked one on top of the other.





- For PO purchase orders, the image file can be up to 2 1/4 inches long and 1/2 inch high.
  - After resizing the image file, save the file locally as a Bitmap (.bmp) or JPEG (.jpg) file. These are the only image file formats that are supported.
- 

## 2 Upload the signature file.

- Your new signature file can be uploaded to the AP, PR and PO modules.
- Open the **AP Setup** window (AP> Utilities> Setup).
  - Click the **Check Signature** field label on the Checks tab. This will open the Attachments Selection window.
  - Only one signature can be attached to a process. If you need to replace a signature, highlight the existing signature file and click the Delete icon  to remove the file.
  - Click the Create icon  to open the Attachments Maintenance window.

From this window, you will be able to browse to your electronic signature file.

- Click the **Original File Name** field label and browse to the electronic signature file.
  - The **File Name** and **File Type** fields will automatically populate with the file information.
-

- The **Destination Folder** field will automatically populate with the path to the archive folder created when the application was installed.
  - Enter an optional **Description** for the signature file. This field can be up to 500 characters.
  - The **Location Reference** and **Tracking Number** fields are optional fields that can be used to keep track of your electronic signatures.
  - Click the Save icon  to return the electronic signature file to the Attachments Selection window.
  - Click the Attachment Action icon  drop-down menu and select Save Locally to save a copy of the file to your workstation or select View Attachment to open the attached file.
  - Highlight the new electronic signature file and click the Confirm icon  to attach that file to the AP module.
  - Confirm that the **Check Signature** field displays "Signature Attached" and click the Save icon  to save the new setup.
  - Follow the same steps to attach signatures to the Payroll (PR> Utilities> Setup) and Purchase Orders (PO> Utilities> Setup) modules.
    - For the PO module, you will need to confirm that the **Print signature line on purchase order** toggle is checked. If this toggle is not checked, the electronic signature could be created and installed correctly but it would still not print.
  - The electronic signature will now be included on checks or purchase orders.
-

# AP and PO Modules

## Tab Order Overview



### Summary

Some windows in the application allow you to customize the order in which fields display in the window. This allows you to remove fields that you don't use and set the order that information will be entered. For example, if the invoice number is the first piece of information you would like to add to an invoice line item and you do not use product codes, you can move the **Invoice Number** field to the top of the window and remove the **Product Code** field from the Invoice Items window.

Changes to the tab order will only affect how the window displays for the user account you are logged into. Changing the tab order of a window will not affect any other Springbrook application users.





### Step by Step

- 1 Enable the tab order view.
-

- The Tab Order icon  will only display on windows that allow you to adjust the tab order and fields that display: Edit Invoices window (AP> Invoices> Invoices> Create icon), Invoice Item window (AP> Invoices> Invoices> Create icon> Create icon), Purchase Order window (PO> Purchase Orders> Purchase Orders> Create icon) and PO Line Item window (PO> Purchase Orders> Purchase Orders> Create icon> Create icon).
  - The display of the window will change when you click the Tab Order icon .
- 

## 2 Select the fields that should display in the window.

- A box will display next to each field in the window.
    - If the box is red, the field is a required field and must be included in the sort order. For example, GL accounts must be entered on PO and Invoice line items, so the GL account field is a required field that must be included in the sort order.
    - If the box is grey, the field is optional. If you do not include an optional field in the tab order, the field will be removed from the window. For example, if you do not enter discount amounts on invoice line items, you can remove the field from the window by not including it in the tab order. When you save the tab order and open the Invoice Items window, the **Discount Amount** field will not display.
-

- Click on each box in the order in which you would like them to display in the window. For example, if you would like to enter the GL account number first, click the box next to the GL account number. This will populate the box with the number 1.
    - You must assign a tab order to each required field (the fields with the red boxes). You will receive an error message if you don't, and you won't be able to save the tab order. For example, GL accounts are required on PO and invoice line items, so the GL account field is required and must be included in the sort order.
  - Once you have selected all of the fields you would like to display in the window, click the Save icon .
  - If you made a mistake while setting the tab order, click the Reset icon  (similar to the Refresh icon). This will restore the default amounts in the window.
    - The Reset icon  is also used to display fields that have been removed from the window by the Tab Order feature. For example, if you remove the **Invoice Number** field from the Invoice Item window using the Tab Order feature, click the Reset icon to display the field in the window again.
  - Click the Stop icon  if you would like to return to the window without saving the current tab order.
-




# All Modules

## Report Publisher

### Summary


The Report Publisher feature is used to create customized versions of reports that are on the Reports palette of each module and then save those reports to a separate palette. This allows you to create reports for specific users or control access to filter options that are on report windows (for example, remove the option to print social security numbers on reports).

Open a report window from the Reports palette of any module in the application. When you click the Report Publisher icon , you enable the Report Publishing feature. The Report Publisher feature allows you to disable the fields, set options in the window and then save those options as a report on a custom published reports palette. You can restrict access to the Reports palette using the Menu Security feature but grant access to the custom published reports palette which, combined with the functionality of the Report Publishing feature, allows you to grant access to reports but restrict the information that can be viewed on those reports. For example, you can open the Quarterly Wage report window (PR> Reports> Quarterly Wage) and then use the Report Publishing feature to select Do Not Print in the **SSN Option** field to disable the field. This will create a report on the published reports palette that allows users to generate a Quarterly Wage Report, but they will not be able to add the social security numbers of employees to the report.


When a new report is created using the Report Publisher feature, the report will inherit the security defined on the System Setup window (SS> Utilities> System Setup> System tab> **Default Menu Security** drop-down menu). When the Default Menu Security defined on the System Setup window is added to the Default user group, the user group that is automatically attached to all of the users in the application. For example, if the default menu security is set up as No Access, users will not have access to new Report Publisher reports unless you manually grant them access to the report using the Menu Security feature (SS> Security> Menu Security). The user that creates the report will automatically be granted full access at the user level.






You can set up menu level security on the published reports palette reports once they have been created using the Menu Security feature (SS> Maintenance> Menu Security).

## Step by Step

- 1 Open a report window and enable the Report Publishing mode.
  - Open a report window from the Reports palette of any module in the application. For example, if you would like to create a modified version of the New Hires by Date Report, open the New Hires by Date window (PR> Reports> New Hires by Date).
  - Click the Report Publisher icon  on the window. This will change the icons at the top of the window and *Publishing Mode On* will display at the bottom of the window.

- 
- 2 Create a published report.
-

- Click the Publish Report icon  to specify the target location and name for the new published report.
    - Select the **Sub System** where the published report will be saved.
      - You are not required to publish the report to the same module that the original report is found in.
    - Select the **Menu Group** that will display the published report. This menu group will display as a palette menu when the module specified above is accessed.
      - Each module will include a menu group title "Published Reports". If you would like to create a new menu group or rename an existing one, open the Report Publishing Maintenance window (SS> Maintenance> Report Publishing) and make the desired changes.
      - You can use the Menu Editor feature (SS> Maintenance> Menu Security) to limit access to the reports on the selected published reports palette.
    - The **Report Name** field is used to enter a name for a new report. The name will display on the menu group palette as the title of the report.
      - This field is limited to 36 alphanumeric characters.
  - Select how the report will be filtered. This includes entering information into any of the filter fields, or checking toggles to include or remove information from the report.
  - Select which fields you would like users to have access to by changing the icons next to the fields.
-

- The Read Only icon  will display next to each field in the window. This means the fields will not be enabled for users of the report. For example, if the Read Only icon is next to the SSN Option field on the Employee Master window (PR> Reports> Employee Master), users will not be able to change the selection in this field.
  - Click the Read Only icon  and it will become an Edit icon . This means the user will be able to change the value in this field when they generate the published report.
  - Click the Cancel icon  if you would like to exit Publishing Mode. This will return you to the standard report window.
  - Click the Save icon  to publish the report to the specified module and palette.
-

# SS> Work Flow> My Work Flows

## Approve or Reject Work Flows

### Summary





The My Work Flows window displays all of the work flows that have been generated for or by your user account. For example, if you are set up to approve timesheets in the Payroll module Timesheets Approval process, all Timesheets Approval batches that are awaiting your approval will display in the window. The timesheets can either be approved from this window, or you can navigate to the Payroll module and approve the timesheets from the Timesheets Approval batch.


### Step by Step

Once you have received an action notification alert, there are four ways you can approve or reject the work flow.


- 1 Click the Work Flows link on the notification email.
    - Clicking the Work Flows link on the notification email will open only the process window that requires your approval or notification. You will still be prompted to log on to
-

the application, but you will only have access to the window in question.

- In order to receive notification emails generated by a work flow, your user account must be set up properly on the **User Preferences** window (User Preferences icon  on the main application window > General tab > select Email from the Alert Method drop-down menu).
- The report or process window that needs to be accepted or rejected will display a series of work flow specific icons.
  - Click the Approve icon  to approve the open work flow.
    - This will open a small window below the icon with a text box and an Approve button. Enter any approval notes in the text box and click the Approve button to approve the work flow.
    - The approval notes will display under the User Notes column for that work flow step.
  - Click the Reject icon  to reject the open work flow.
    - This will open a small window below the icon with a text box and a Reject button. Enter any rejection notes in the text box and click the Reject button to reject the work flow.
    - The rejection notes will display under the User Notes column for that work flow step.
  - Click the Display History icon  to examine the work flow history.
    - The displayed work flow history will include approvals and rejections along with any notes that were included. Any conversation entries will also be displayed.


- Click the Display Conversation icon  to initiate an instant message conversation with the work flow author.
    - Type your question or comment and the work flow author will be able to respond on the same window. Each new comment will be displayed above the editable comment box. The format for these comments is determined on the User Preferences window.
- 

**2** Click the My Tasks icon  on the main application toolbar.

- The number of tasks that require your attention will display in parentheses next to the My Tasks icon. These tasks include work flow and personnel action form notifications. The Type column will display the notification type.
  - The My Tasks window displays each task as an independent line item. Double-click a work flow step or click the Display icon  to open and review the work flow step.
    - Approve, Reject, or comment on the work flow as described above.
  - Once all of the work flow steps have been approved or rejected, the work flow will no longer display in the window.
- 

**3** Open the My Work Flows window through the SS module.

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- This **My Work Flows** window (SS> Work Flow> My Work Flows) will display all of the outstanding work flows awaiting your attention. The work flows displayed in this window are the same work flows that are displayed in the **Review** section outlined above.
    - Highlight the desired work flow and click the Modify icon  to open a window displaying the process step that you need to approve.
    - Approve, Reject, or comment on the work flow as described above.
- 

#### 4 Navigate to the batch process that is awaiting approval.

- Finally, you can navigate directly into the process in question, click **Review Work Flows** from within the palette menu and follow the same steps as above.
    - Both action and information notification alerts will display the module, process and batch information for the work flow that requires your attention.
    - If you attempt to approve or reject a work flow that has timed out or already been committed or deleted, you will receive an error message.
- 

#### 5 Approve or reject ALL work flows as the WFAdmin user.

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- The WFAdmin user is a work flow administrator that can approve or reject ALL work flows assigned to other Springbrook users. This WFAdmin user must be set up on the User Maintenance window (SS> Security> User> User Name field = WFAdmin).
  - Once the WFAdmin user has been set up, that user can log in to the system and approve or reject any active workflow in the system using any of the methods above.
-

# AP, GL, PO Modules

## Account Alias Overview

The Account Alias feature allows you to assign a GL account to a journal entry, invoice or purchase order using an alias rather than the entire GL account number. For example, add the alias *EXP1* to a GL account that you regularly attach to PO line items (GL> Maintenance> Chart of Accounts> Select a fiscal year> Open a GL account> General tab> **Alias** field).

When you want to attach the GL account to a purchase order line item, enter *EXP1* in the **Account Alias** field on the PO line item and the GL account number will populate on the PO line item (PO> Purchase Orders> Purchase Orders).

The Account Alias feature reduces data entry time because you don't have to enter the entire GL account number, and it reduces mistakes caused by mistyping a GL account number. Account aliases can be used to assign GL accounts to purchase order line items (PO> Purchase Orders and Change Orders), AP invoice line items (AP> Invoices), or journal entries (GL> Journal Entries). When using this feature, you should have the **Unique Reference Numbers** toggle checked on the General Ledger Setup window (GL> Utilities> Setup> General tab> **Unique reference numbers** toggle). This ensures that the aliases added to the GL accounts are unique.

# Various Modules and Processes

## File Layout Window

The File Layout window displays the expected format of an import or export file. This window can be opened from most import or export steps (for example, the Meter Readings Import window in UB> Meter Management> Readings Import).

- The values that display in the **Index** column do not necessarily represent how the information will or should be organized on the file. The index number just represents a unique piece of information about the file. For example, the first line in the File Layout window generally displays information about the format of the file (CSV, fixed width).
- The first row in the grid generally displays the format of the file. If the import or export file is a CSV format, the values in the file should be separated by a comma. If the file is a fixed width format, the columns in the import or export file will begin at specific positions in the file, and they will have a specific length. The file will not include commas, but it may include spaces between the columns.
- The text "First Row is column headings" means that the first row in the import file will not be read. For example, if there is information entered on the first row of the file, it will not be read by the import process. This text refers to the first row of the file, not the first column in the import file.
- When a file is in fixed width format, the @ symbol is followed by the position of the field on the file. For example, "READING @34" means the field titled Reading begins at position 34.
- Fixed width format files also display the length of each field. For example, "READING @ 34, FORMAT X(10)" means the field titled Reading begins at position 34 and is 10 characters long.

# Accounts Payable and Payroll Module

## Check Standards

### Overview

There are two check formats in the Accounts Payable and Payroll modules: standard and long stub. The standard check format has two identical check stubs and a check, and the long check format creates a single long check stub and a single check. Currently, only the long check stub format has been implemented in the Accounts Payable and Payroll modules.

On Payroll module checks, the long check stub format can display up to 30 deduction and benefit detail line items. The standard check format can display up to 18.

On Account Payable module checks, the long check stub format can display up to 30 invoice line items. The standard check format can display up to 17 detail line items.

### Attaching signatures to the check

The Accounts Payable and Payroll modules can be set up to automatically attach electronic signatures to generated checks. This is a simple process, but does require a scanner and image editing software.

Springbrook Software charges a fee to attach signatures to AP and/or PR module checks. In order to attach signatures to the check stub, enter the signatures on the Signature Form and mail it to Springbrook Software.

## **Check Stock**

There are two kinds of check stock: preprinted and blank. If you are using multi-bank checking in the Accounts Payable module (you will create checks on more than one bank account in a single checks batch), you will need to use blank check stock so that the MICR numbers can be printed on the checks as they are generated.

Preprinted check stock should have the following items:

- Logo and city information in the top left corner that is 1" X 4"
- Bank name with address information - The bank name will print in the middle of the check to the left of logo area, but the bank address and information will not display. If the bank information needs to be on the check, you may want to add it to the check stock.
- Check Number - There is an option in the Accounts Payable module that allows you to print the check numbers on checks.
- MICR numbers
- Date and Amount Labels – This is optional. You can add or remove the date and amount labels from the check when they are generated in the Payroll module, but that functionality has not been implemented in the Accounts Payable module. The Date and Amount labels will always print on the check in the Accounts Payable module.

Blank check stock should have the following items:

- Logo and city information in the top left corner that is 1" X 4"
- Date and Amount Labels – This is optional. You can add or remove the date and amount labels from the check when they are generated in the Payroll module, but that functionality has not been implemented in the Accounts Payable module. The Date and Amount labels will always print on the check in the Accounts Payable module.

# Payroll Check Options

## Setup window

The Checks tab on the Setup window (PR> Utilities> Setup> Checks tab) is used to set up how Payroll checks will display. Here is a list of check options on the Setup window:

- The **Check Type** drop-down menu is used to select the type of checks that will be generated in the Payroll module. The standard check format will display up to 18 deductions and benefits on the check stub. The long check stub format will display up to 30 deductions and benefits on the check stub. Currently, only long check stubs have been implemented.
- The **Computer Check Sort** drop-down menu is used to select the order checks will print in the Computer Checks process (PR> Computer Checks> Print Checks). The checks can either be sorted by department and employee number or just employee number.
- The **Use blank check stock** toggle is used to print the MICR numbers (bank account and routing number) and check numbers on the checks as they are generated. If you use this option, your check stock needs to contain the organization logo and city information in the top left corner because this information will not be printed on the check.
- Check the **Show Direct Deposit Account Information on Checks** toggle to print the employee's bank account information on the check stubs that are set up for direct deposit.
- Check the **Show inactive deductions and benefits** toggle if deductions and benefits that are set up as inactive on the employee record should display on the check stubs. If you do not check this toggle, deductions and benefits that are set up as inactive on the employee

record, even if there is a YTD balance on those deductions and benefits, will not display on the check stub.

- The **Check offset** field is used to set the top margin on the checks. Increase the value in the **Check offset** field to print the checks lower on the page. Decrease the value in the **Check offset** field to print the checks higher on the page.
- Check the **Print Date/Amount headings on checks** toggle if your check stock does not include the Date and Amount field labels. This will add a date and amount heading to checks generated in the Payroll module.
- Check the **Summarize Pay Types on Check Stub** toggle if you would like all of the same pay types to be summarized onto a single line on the check stub.

## Checks window

When payroll checks are generated in the Computer Checks process (PR> Computer Checks> Checks), you will also be able to enter a stub message and memo that will be applied to all of the checks in the batch. If you are using the long check stub format, you will also be able to enter a void message to enter the number of days associated with your void process.



# Accounts Payable Check Options

## Setup window

The Checks tab on the Setup window (AP> Utilities> Setup> Checks tab) is used to set up how Account Payable checks will display. Here is a list of the check options on the Setup window:

- The **Check Type** drop-down menu is used to select the type of checks that will be generated in the Payroll module. The standard check format will display up to 17 invoice line items on the check stub. The long check stub format will display up to 30 invoice line items. Currently, only long check stubs have been implemented.
- The **Long Stub Void Message** field is used to enter the number of days associated with your void process. This message will display on all Accounts Payable module checks that are generated in long check stub format.
- The **Check Line Description** drop-down menu is used to select the line item description that will display on the check stub. The last line item description option displays the invoice line item description on the check stub line items. The line item reference displays the reference number attached to the invoice on the check stub line item.
- The **Long check stub include fund line** toggle is used to add the fund number and description of the GL expense account associated with the check to the memo field on the check. A list of fund numbers will display if there is more than one fund being expensed on the check.

- The **Long check stub prints DBA information** toggle is used to add the doing business as name on the vendor record to the check. This will add the doing business as vendor name to the check just below the vendor name.
- The **Do not print check numbers** toggle is used if your check stock already includes check numbers. If this toggle is not checked, check numbers will print on the checks when they are generated.

## Checks window

When accounts payable checks are generated in the Computer Checks process (AP> Computer Checks> Checks), you will also be able to enter a stub message. If you are using the long check stub format, the void message defined on the Setup window will be included on all of the checks in the batch.

# Third Party Solutions

## CENTRO Information Systems

Springbrook Software recommends Centro Information Systems (<http://www.centroprintsolutions.com>) for your checks, print to mail and form solutions.

### Checks

Centro can provide stock laser checks, custom printed checks and security envelopes for Accounts Payable and Payroll module checks. They can also provide MICR toner cartridges if you are printing MICR numbers on your own blank check stock (for example, if you are using multi-bank checking).

### Print to Mail

Centro offers a line of print to mail accessories that will fold, stuff and seal almost any size mailing.

### Forms

Centro can also provide business forms such as Utility Billing module bills (laser and post-card), late notices, door hanger tags and envelopes.

# General Information

## W-2 and 1099 Tips

This document provides a few suggestions meant to ensure that the W-2 and 1099 processes are completed correctly.

### W-2s

#### Processing W-2s

- When assigning deduction/benefit codes to W-2 Boxes, **Box 12** only allows four items (12a, 12b, 12c and 12d) to be printed. If more than four items are listed for any employee an error message will be generated.
- Use the following reports to balance to the W-2 Proof List.
  - [Quarterly Wage Report](#) (PR> Reports> Quarterly Wage)
    - This can be run only for Q4. Be sure to include employees that earned no wages in the quarter but did earn wages during the rest of the year.
  - [Deduction Register Report](#) (PR> Reports> Deduction Register)
    - Generate the report for the desired Check Dates.
    - Check the toggles to exclude Uncommitted and Void checks.
- You can also use the totals from your submitted 941s.

- When printing W-2s, open the report and print one test page before printing the entire batch. Because Springbrook prints the entire form (lines, borders and W-2 data) the only alignment issue that might arise is how the form prints in relation to the form perforations. If the W-2s do not print correctly, please contact Support for assistance. Programming is standing by to help you adjust your alignment if necessary.
- Springbrook recommends that any changes that are made to the W-2s have corresponding changes made within the employee records. Create adjustments in your Springbrook database so the system matches your W-2s exactly. Please contact Support if you need assistance with this process.

## Submitting the Export File

- All W-3s are submitted electronically in Springbrook.
- You will need to make sure you have the Social Security Administration provided PIN number (and WFID number if resubmitting) to send the file. If you do not have this information, you will need to contact the SSA. Follow this link for information on how to create an account with the SSA:

<http://www.ssa.gov/bsowelcome.htm>

- Use the free Accuwage software to test your file. Follow this link to download the software:

<http://www.ssa.gov/employer/accuwage/index.html>

- Springbrook recommends that you do not submit your W-3 filing to the IRS until mid to late February. This allows you to make employee requested changes without requiring you to submit a corrected W-2. Follow this link for instructions on how to submit the wage file to the SSA:

<http://www.socialsecurity.gov/employer/bsohbnew.htm>

- For a step by step explanation of the Springbrook Payroll Module W-2s process, follow this link:

### Processing W-2s

## **1099s**

### Processing 1099s

- Run the [Vendor Master Report](#) (AP> Reports> Vendor Master) to examine the 1099 vendors and their history. Be sure to check the **Print YTD Amount** toggle. This will allow you to confirm that the YTD totals match the 1099s that are generated.

- If a vendor is listed on the report but not on the 1099s, check the vendor invoices on the Vendor Maintenance window (AP> Maintenance> Vendor> AP History tab) to confirm that the **1099** toggles are checked. These toggles can be changed by opening the displayed invoices.
- The totals from this report might not always match your 1099s as this report includes all invoices for the vendor. The 1099 Proof List will only include invoices with the 1099 toggle checked.
- If you need to generate a new 1099 for a vendor not included in the batch, you will need to return to the Select Invoices step and check the toggle in the 1099 column for the desired vendor. If you need to add a new vendor to the system, the new vendor must be created before returning to the Select Invoices step.
- Do not proceed to the Edit step until you are reasonably sure that you will not need to re-generate the 1099s batch. Add all the vendor invoices before you generate the 1099 file. If you need to add the invoices later you will need to re-generate the batch or manually enter the 1099 into the system.

## Printing the 1099s

- As with the W-2s, test print one 1099 first to confirm that the alignment is correct before you print the entire batch.

- Use the **Line Spacing** field to adjust the vertical alignment of the text.
    - Increase the line spacing value to move the text lower on the page.
    - Decrease the line spacing value to move the text higher on the page.
  - Springbrook will adjust the horizontal alignment only if you are using the recommended 1099 stock forms from Centro.
- 
- For a step by step explanation of the Springbrook Accounts Payable Module 1099s process, follow this link:

[Processing 1099s](#)