



Special Assess- ments



Springbrook Software

www.springbrooksoftware.com

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Special Assessments Module

Overview

The Special Assessments module allows you to create and manage assessments from generation through payoff. This system is easily customizable and fully integrated with the rest of the Springbrook modules.

Assessment Maintenance

The Assessment Maintenance window is the core entity of the Special Assessments module. This is where assessments are associated with Springbrook customer and lot records, principal and interest figures are entered, billing details are specified and projected amortization schedules are generated. This window also provides detailed historical data such as payments and adjustments applied to principal and interest.

Assessment Type Maintenance

An Assessment Type is a collection of billing details, fee codes, and other miscellaneous information that are all used in conjunction with a particular type of assessment. By creating a number of assessment types, you can attach a specific assessment type to each new assessment you create rather than having to specify billing details, attach fee codes,

and enter other information on the new assessment. The use of Assessment Types makes the creation of assessments more efficient. It also lends itself to various forms of assessment classification for reporting purposes.

Adjustments Process

After charges have been generated and payments processed on an assessment, the Adjustments process can be used to edit the details associated with these transactions.

Billing Process

The Billing process is used to calculate charges and generate bills on assessments. This process can be set up to generate standard billing statements that are then distributed to the customers attached to the billed assessments or it can be set up to generate a Transfer Register export file if your organization transfers assessment billing responsibilities to another entity.

Letters Process

The Letters process is used to generate customized, Microsoft Word-based form letters for a filtered range of SA accounts. These letters can serve a variety of purposes, such as notifying customers of changes to their assessment status or requesting updated contact information.

Past Dues Process

Once charges have been generated on assessments, the Past Dues process can be used to assess penalties on delinquent accounts.

SA> Adjustments

Create an Adjustment



Summary

Once charges have been generated or payments have been processed, these transactions can be adjusted in the Special Assessments module using the Adjustments process (SA> Adjustments).

Follow this process to create a standard SA transaction adjustment.



Step by Step

- 1 Create or open an Adjustments batch.
 - Select the Adjustments palette in SA> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
 - Modify an existing batch or create a new Adjustments batch.
 - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
-

- Select **New** from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
 - Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.
-

2 Enter or edit the adjustments.

- Open the **Select Adjustments** window (SA> Adjustments> Edit).
 - The Select Adjustments window will display all of the adjustments in the open batch.
-

- Highlight an adjustment and click the Delete icon  to remove the selected adjustment from the batch.
 - Click the Create icon  to open the Adjustment Wizard.
 - Select Adjustment from the **Adjustment Type** drop-down menu.
 - Select a **Transaction Type** for the new adjustment.
 - If the Assessment Number selected below does not have an instance of the selected transaction type, you will not be able to proceed.
 - Specify a **Transaction Date** for the adjustment.
 - The Transaction Date does not affect the date that the journal entries are posted to the general ledger. The journal entry date is determined when the GL Distribution report is processed.
 - Enter a **Reference Number** and **Description** for the adjustment. This information is not required.
 - The Description will appear on the Adjustment Statements that are generated for the customers associated with the adjusted assessment.
 - Click the **Assessment Number** field label to select the account that will be adjusted.
 - You will receive an error message if the selected assessment does not contain the transaction type you are attempting to adjust.
 - Assessments that are included in uncommitted Billing, Past Dues or CR Cash Receipts batches cannot be adjusted.
 - Click the Next button to proceed to the next step.
-

3 Create an adjustment.

- The following window will display the transactions available for selection. Highlight the desired transaction and click the Next button.
 - The final window of the Adjustment Wizard will display the original transactions details in the upper section and the adjusted details below.
 - Adjust the editable columns in the Updated Details section and click the Finish button to save the adjustment and return to the Select Adjustments window.
-

4 Commit the adjustments batch.

SA> Adjustments

Apply a Credit Adjustment



Summary

Once charges have been generated or payments have been processed, these transactions can be adjusted in the Special Assessments module using the Adjustments process (SA> Adjustments).

Follow this process to apply a credit adjustment to an assessment.



Step by Step

- 1 Create or open an Adjustments batch.
 - Select the Adjustments palette in SA> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
 - Modify an existing batch or create a new Adjustments batch.
 - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
-

- Select **New** from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
 - Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.
-

2 Enter or edit the adjustments.

- Open the **Select Adjustments** window (SA> Adjustments> Edit).
 - The Select Adjustments window will display all of the adjustments in the open batch.
-

- Highlight an adjustment and click the Delete icon  to remove the selected adjustment from the batch.
 - Click the Create icon  to open the Adjustment Wizard.
 - Select Apply from the **Adjustment Type** drop-down menu.
 - The **Transaction Type** drop-down menu will automatically default to Credit.
 - Specify a **Transaction Date** for the adjustment.
 - The Transaction Date does not affect the date that the journal entries are posted to the general ledger. The journal entry date is determined when the GL Distribution report is processed.
 - Enter a **Reference Number** and **Description** for the adjustment. This information is not required.
 - The Description will appear on the Adjustment Statements that are generated for the customers associated with the adjusted assessment.
 - Click the **Assessment Number** field to select the account that the credit will be applied to.
 - Click the Next button to proceed.
-

3 Apply the credits or deposits.

- The following window will display the credits that are available to be applied towards outstanding transactions on the account.
 - Highlight a credit and click the Next button to apply the credit.
-

- The final window of the Adjustment Wizard will display the outstanding transactions on the account that the credits can be applied to.
 - Expand a transaction and specify how much of the credit to apply in the **Amount to Apply** column.
 - Click the Finish button to close the Adjustment Wizard and return to the Select Adjustments window.
-

4 Commit the adjustments batch.

SA> Adjustments

Apply a New Penalty Fee



Summary

Once charges have been generated or payments have been processed, these transactions can be adjusted in the Special Assessments module using the Adjustments process (SA> Adjustments).

Follow this process to attach a new penalty fee to an SA account.



Step by Step

- 1 Create or open an Adjustments batch.
 - Select the Adjustments palette in SA> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
 - Modify an existing batch or create a new Adjustments batch.
 - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
-


- Select **New** from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
 - Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.
-

2 Specify the penalty fee details.

- Open the **Select Adjustments** window (SA> Adjustments> Edit).
 - The Select Adjustments window will display all of the adjustments in the open batch.
-

- Highlight an adjustment and click the Delete icon  to remove the selected adjustment from the batch.
 - Click the Create icon  to open the Adjustment Wizard.
 - Select New from the **Adjustment Type** drop-down menu.
 - The **Transaction Type** field will automatically default to Penalty.
 - Specify a **Transaction Date** for the adjustment.
 - The Transaction Date does not affect the date that the journal entries are posted to the general ledger. The journal entry date is determined when the GL Distribution report is processed.
 - Specify a **Due Date** for the new penalty. This is a required field.
 - Enter a **Reference Number** and **Description** for the adjustment. This information is not required.
 - The Description will appear on the Adjustment Statements that are generated for the customers associated with the adjusted assessment.
 - Click the **Assessment Number** field to select the account that the new penalty will be applied to.
 - You cannot apply a penalty to an assessment that is included in an uncommitted batch.
 - Click the Next button to proceed to the next step.
-

3 Add a new penalty fee.

- Click the Add button to add a new penalty fee to the account. This will open the Fee Selection window.
 - If the Fee Selection window does not display a penalty fee, you will need to create one. Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Highlight a penalty fee and click the Confirm icon  to apply the selected fee to the account.
 - Edit the fee amount in the **Amount** column if desired.
 - Use the Add and Delete buttons to add additional fees or remove displayed fees from the batch.
 - Click the Finish button to close the Adjustment Wizard and return to the Select Adjustments window.
-

4 Commit the adjustments batch.

SA> Adjustments

Reverse a Transaction



Summary

Once charges have been generated or payments have been processed, these transactions can be adjusted in the Special Assessments module using the Adjustments process (SA> Adjustments).

Follow this process to create a reversal adjustment.



Step by Step

- 1 Create or open an Adjustments batch.
 - Select the Adjustments palette in SA> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
 - Modify an existing batch or create a new Adjustments batch.
 - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.
-

- Select **New** from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
 - Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.
-

2 Enter or edit the reversal adjustments.

- Open the **Select Adjustments** window (SA> Adjustments> Edit).
 - The Select Adjustments window will display all of the adjustments in the open batch.
-

- Highlight an adjustment and click the Delete icon  to remove the selected adjustment from the batch.
 - Click the Create icon  to open the Adjustment Wizard.
 - Select Reversal from the **Adjustment Type** drop-down menu.
 - Select a **Transaction Type** for the new reversal. Transactions that have previously been reversed or have a pending reversal cannot be reversed.
 - Select CreditCash to reverse a credit on the account.
 - Select Interest to reverse an interest invoice on the account.
 - Only the most recent interest invoice can be reversed. If an interest invoice is reversed, and that interest invoice has an associated principal invoice, both will be reversed. This corresponding reversal will not be displayed until the Finish step.
 - Select Payment to reverse an existing payment.
 - Reversing a payment may result in unbilled interest. If the **Create back interest for reversed payments** toggle is checked on the SA Setup window (SA> Utilities> Setup), an additional interest charge will be applied to the account for the unbilled interest amount.
 - Select Penalty to reverse an assessed penalty.
 - Select Principal to reverse a principal invoice on the account.
 - Only most recent principal invoice can be reversed. If a principal invoice is reversed, and that principal invoice has an associated interest invoice, both will be reversed. This corresponding reversal will not be displayed until the Finish step.
-

- Specify a **Transaction Date** for the adjustment.
 - The Transaction Date does not affect the date that the journal entries are posted to the general ledger. The journal entry date is determined when the GL Distribution report is processed.
 - Enter a **Reference Number** and **Description** for the adjustment. This information is not required.
 - The Description will appear on the Adjustment Statements that are generated for the customers associated with the adjusted assessment.
 - Click the **Assessment Number** field to select the account that the reversal will affect.
 - You will receive an error message if the selected assessment does not contain the transaction type you are attempting to reverse.
 - Click the Next button to proceed to the next step.
-

3 Select and reverse the transaction.

- The following window will display all of the CreditCash, Interest, Payment, Penalty or Principal transactions that can be reversed.
 - You cannot reverse a transaction that has other pending transactions associated with it or a transaction that has already been reversed.
 - Highlight the desired transaction and click the Next button.
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- The following window will display the reversal details.
 - Click the Add button if you would like to attach a penalty fee to the account while reversing a transaction. This is often used when assessing an NSF (Non-Sufficient Funds) penalty while reversing a payment transaction.
 - Click the Finish button to close the Adjustment Wizard and return to the Select Adjustments window.
-

4 Commit the adjustments batch.

SA> Adjustments

Create a Transfer Adjustment



Summary

Once charges have been generated or payments have been processed, these transactions can be adjusted in the Special Assessments module using the Adjustments process (SA> Adjustments).

Follow this process to create a transfer adjustment. Transfer adjustments are often used to transfer credits or payments that are mistakenly applied to the wrong assessments.



Step by Step

- 1 Create or open an Adjustments batch.
 - Select the Adjustments palette in SA> Adjustments. This will expand the Adjustments palette and display the steps of the Adjustments batch process.
 - Modify an existing batch or create a new Adjustments batch.
 - Select a batch number from the drop-down menu at the top of the Adjustments palette to select an existing batch.

- Select **New** from the Adjustments batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Adjustments process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are for reference only. The fiscal period of the transactions in the batch is determined by the Journal Entry Date entered during the Generate step.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a Batch Number and clicking the Save icon .
 - Highlight the batch in the batch number drop-down menu on the Adjustments palette and press DELETE to delete a batch. Any uncommitted adjustments in the batch will be deleted.
-

2 Enter or edit the reversal adjustments.

- Open the **Select Adjustments** window (SA> Adjustments> Edit).
 - The Select Adjustments window will display all of the adjustments in the open batch.
-

- Highlight an adjustment and click the Delete icon  to remove the selected adjustment from the batch.
 - Click the Create icon  to open the Adjustment Wizard.
 - Select Transfer from the **Adjustment Type** drop-down menu.
 - Specify whether you will be transferring a CreditCash or Payment transaction from the **Transaction Type** drop-down menu.
 - Specify a **Transaction Date** for the adjustment.
 - The Transaction Date does not affect the date that the journal entries are posted to the general ledger. The journal entry date is determined when the GL Distribution report is processed.
 - Enter a **Reference Number** and **Description** for the adjustment. This information is not required.
 - The Description will appear on the Adjustment Statements that are generated for the customers associated with the adjusted assessment.
 - Click the **Assessment Number** field label to select the account that the credit or payment will be transferred from.
 - You will receive an error message if the selected assessment does not contain the transaction type you are attempting to transfer.
 - Click the **Target Assessment Number** field label to specify which account the credit or payment will be transferred to.
 - Click the Next button to proceed to the next step.
-

3 Select and transfer the transactions.

- The following window will display the transactions that can be transferred from the source assessment and the receivables that the transfer can be applied to on the target assessment.
 - Highlight the source payment or credit and the target receivable and click the Next button.
 - CR Paydown payments cannot be transferred.
 - The final window on the Adjustment Wizard will display the transfer transaction details.
 - Click the Finish button to close the Adjustment Wizard and return to the Select Adjustments window.
 - Each of the transactions that will result from the transfer will be displayed on the Select Adjustments window.
-

4 Commit the adjustments batch.

SA> Adjustments

Commit the Adjustments batch

Summary

Follow this process to commit an existing adjustments batch. This document will guide you through printing a proof list, generating the journal entries, printing the Statements and Letters, and committing the batch.


Step by Step

1 After adjustments have been entered you can commit the batch.

2 Print a Proof List.


- Open the **Adjustments Proof List Report** window (SA> Adjustments> Proof List).
 - Select a **Report Type** from the drop-down menu.
 - The Summary report will display the Transaction Date, Transaction Type, Customer Number, Customer Name, Assessment Number, Description and Amount for each adjustment line item. The report will also provide a report
-

total.

- The Detail report will display everything included in the Summary report as well as the Fee Code, Debit Account and Credit Account.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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3 Print the GL Distribution report.

- Open the **Adjustments GL Distribution Report** window (SA> Adjustments> GL Distribution).
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- Select the **Journal Entry Date** from the drop-down menu.
 - The date you enter in this field will determine the fiscal period and year that the journal entries from this batch will be posted to.
 - Select a **Report Type** from the drop-down menu.
 - The Summary report will display the Fund, Account, Description, Debit Amount and Credit Amount. The report will also provide totals by fund and a report total.
 - The Detail report will display everything included in the Summary report and will also provide individual account debit and credit information.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

4 Print the Adjustment Statements.

- Open the **Print Adjustments Statements** window (SA> Adjustments> Statements).
 - Select the **Adjustment Types** you would like to include in the statement batch. By default, all types will be checked.
 - Use the **Printer Adjustment** field to adjust where the first line of the statements will print. If you adjust the alignment of the statements you may want to print a test statement before printing a large batch.
 - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
 - Select how you want the logo to display in the **Logo Options** field.
 - Select **All Pages** to display the logo on all pages of the statements.
 - Select **First Page Only** if you would like to display the logo on the first page of a statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
 - Select **Don't Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.
 - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.
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- Check the **Print Perforation Line** toggle to print a perforation line at the top of the returnable section of the statement.
 - Check the **Print One Statement per Assessment** toggle to limit the generated statements to one for each included assessment.
 - Click the **Address 1** field label in the **Remit Address** section to attach a remit address to the statement. Remit addresses are created and maintained in the Remit Address Maintenance window (SA> Maintenance> Remit Address).
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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5 Print the Adjustments Letters.

- The Adjustments Letters are meant to be run in conjunction with the Adjustments Statements. Rather than providing the financial detail found in the statements, letters provide general information such as the total amount adjusted.
 - Select a **Form** from the drop-down menu.
 - The printed letters will use the selected Form as a template.
 - Forms are created and maintained on the Forms Maintenance window (SA> Maintenance> Forms).
 - The **Tran Date** field will populate with the transaction date specified on the GL Distribution step.
 - The **Compatibility** mode toggle is used to activate compatibility mode for legacy forms that don't use standard Springbrook forms functionality.
 - Springbrook does not recommend using Compatibility mode as it will disable a number of useful form features.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
-

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

6 Commit the Adjustments batch.

- Open the **Commit** window (SA> Adjustments> Commit).
 - The JE Date field will populate with the journal entry date you entered on the GL Distribution report step. This date will determine which fiscal period and year the journal entries from this batch will be posted to. If you want to change this date, you will be required to return to the GL Distribution step. If you return to the GL Distribution step you will also need to reprint the Statements.
 - Click the Confirm icon  to commit the adjustments batch.
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SA> Billing

Generate Bills

Summary



The SA Billing process is used to calculate charges and generate bills on assessments.

Step by Step



1 Create a new Billing batch.

- Select the **Billing** palette in SA> Billing. This will expand the Billing palette and display the steps in the Billing process.
- Select New from the Billing batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Billing process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields will default to the current fiscal period and fiscal year. These values are used for reference only, and are not necessary the fiscal month and year the transactions in the batch will be posted to. The

fiscal period the transactions are posted to is determined by the journal Entry date entered when creating the GL Distribution List report.

- Type in a batch number and click the Save icon  or press ENTER to create a batch in the current batch month and year.
 - To automatically create a batch with the next available batch number (the highest batch number used in the present month plus one), click the Generate icon .
 - The batch number is used to identify a specific batch. Batch numbers are limited to three digits and must be unique with the batch month of the batch year.
 - You can have more than one open batch in a process at a time.
 - If there is an open batch, the batch with the lowest batch number and fiscal period will open. Select a batch from the drop-down menu at the top of the palette.
 - You can delete batches by selecting a batch and pressing DELETE.
-


2 Generate the Billings.

- Open the **Generate Billing** window (SA> Billing> Generate).
 - Select the **Assessment Statuses** you would like to include in the batch.
 - Click the Select All  or Deselect All  icon drop-down menus to select or deselect all of the displayed statuses. All assessment statuses are selected by default.
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- Assessment Statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Enter a **Billing Cycle** or click the field label to select one from a list.
 - The selected billing cycle will determine which billing palette items are enabled. If the selected billing cycle is set up with "Bills" as the statement method, the Bills palette item will be enabled and the process will generate printed bills.
 - If the selected billing cycle is set up with "Transfer Register" as the statement method, the Transfer Register Report and Transfer Register Export palette items will be enabled and the process will generate a report and an export file that contains the billing information.
 - Transfer register export files are used by organizations that transfer assessment billing responsibilities to another entity. Once the transfer register report and export file are created, and the Billing batch is committed, the system will create both a receivable and a payment in the same transaction. Once the batch is committed, the account will be in PAID status.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - The **Last Bill Date** field will populate with the date that the selected billing cycle was last included in a billing batch.
 - Specify the **Transaction Date** that will be associated with the billing batch.
 - Specify the **Interest Calculation Date** that will be used to as the start date of interest calculations.
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- If the interest calculation date is prior to an included assessment's grace period end date, no interest will be calculated for that assessment in this billing batch. The assessment grace period is set up when the assessment is created on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> **Grace Period (Days)** field).
 - This is a required field.
 - Enter a **Due Date** for the billing batch.
 - Check the **Automatically apply available credit** toggle to automatically apply available credit when the billing batch is generated.
 - The system will only apply up to the amount of the Bill, applying to Interest first and then to Principal. In addition to the standard Interest and Principal transactions created when every billing batch is generated, payment transactions against Interest and Principal are also created when this toggle is checked.
 - If the Billing Cycle selected above is set up for Transfer Register output, this toggle will not be enabled.
 - Check the **Generate interest for outstanding billed principal** toggle to override standard interest calculations by including unpaid, invoiced principal in the interest calculations.
 - If this toggle IS NOT CHECKED, standard interest calculations will be used. Unpaid interest principal will be subtracted from the principal balance prior to calculating interest owed. This is the standard method of calculation.
 - If this toggle IS CHECKED, the principal balance on the SA master record will not have any amount subtracted from it prior to calculating owed interest. This
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will also suppress system warnings that alert users to a principal balance that is less than zero.

- NOTE: Please confirm that your organization includes unpaid, invoiced principal in interest calculations before checking this toggle. Most organizations DO NOT calculate interest this way and should not check this toggle.
 - Click the Confirm icon  when complete.
-

3 Edit the generated billing transactions.

- Open the **Edit** window (SA> Billing> Edit).
 - The **Billing** tab of the Edit window is used to edit the assessments that will be included in the Billing batch.
 - Each assessment included in the batch will display an Interest and a Principal billing transaction. If the Automatically apply available credit toggle was checked on the previous step, and an included assessment has available credit, payment transactions for Interest and Principal will also be displayed.
 - Highlight an assessment transaction and click the Delete icon  or press DELETE to remove the selected assessment from the batch. All transactions associated with that assessment will be removed.
 - The **Errors** tab of the Edit window displays any assessments that meet the initial filtering criteria but could not be included in the batch. Each error line item will provide information as to why the assessment was excluded. These warnings will not pre-
-

vent the Billing batch from being completed, but are meant to call attention to potential items of interest.

4 Print the reports and commit the billing batch.

SA> Billing

Print the Bills and Commit the Billing Batch

Summary


Once you have generated the SA billing batch, you can print the related reports, generate the bills and commit the batch.

Step by Step

1 Generate the billing batch.


2 Print the proof list.

- Open the **Billing Proof List Report** window (SA> Billing> Proof List).
 - Select a **Report Type** from the drop-down menu.
 - The Summary report will display the Transaction Date, Transaction Type, Customer Number, Customer Name, Assessment Number, Transaction Description and Transaction Amount. A report total will also be provided.
-

- The Detail report will display everything included in the Summary report as well as the Fee Code, Debit Account and Credit Account.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

3 Print the GL Distribution report.

- Open the **Billing GL Distribution Report** window (SA> Billing> GL Distribution).
 - Select the **Journal Entry Date** from the drop-down menu.
 - The date you enter in this field will determine the fiscal period and year that the journal entries from this batch will be posted to.
-

- Select a **Report Type** from the drop-down menu.
 - The Summary report will display the Fund, Account, Description, Debit Amount and Credit Amount. The report will also provide totals by fund and a report total.
 - The Detail report will display everything included in the Summary report and will also provide individual account debit and credit information.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

4 Print the Bills.


- Open the **Print Bills** window (SA> Billing> Bills).
 - The Bills palette item will only be enabled if the billing cycle selected on the generate step is set up with "Bills" as the statement method (SA> Maintenance> Billing Cycle> **Statement Method** drop-down menu).
 - Use the **Printer Adjustment** field to adjust where the first line of the billing statements will print. If you adjust the alignment of the statements you may want to print a test statement before printing a large batch.
 - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
 - Select how you want the logo to display in the **Logo Options** field.
 - Select **First Page** if you would like to display the logo on the first page of a statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
 - Select **Don't Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.
 - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.
 - Select a **Sort By** option from the drop-down menu to specify how all of the billing statements included in the batch will be sorted.
-

- Enter an optional **Message** that will be included on the billing statement below the billing details.
 - This message can be up to 512 characters long.
 - Check the **Print remittance line** toggle to print a perforation line at the top of the returnable section of the billing statement.
 - Check the **Print amortization schedule for each bill** toggle to include the amortization schedule on each generated bill.
 - Click the **Address 1** field label in the **Remit Address** section to attach a remit address to the statement. Remit addresses are created and maintained in the Remit Address Maintenance window (SA> Maintenance> Remit Address).
-


5 Print the Transfer Register Report.



- Open the **Transfer Register Report** window (SA> Billing> Transfer Register).
 - Transfer Register Report and Export files are used by organizations that transfer assessment billing responsibilities to another entity. Once the transfer register report and export file are created, and the Billing batch is committed, the system will create both a receivable and a payment in the same transaction. Once the batch is committed, the account will be in PAID status.
 - The Transfer Register Report and Transfer Register Export palette items will only be enabled if the billing cycle selected on the generate step is set up with "Transfer Register" as the statement method (SA> Maintenance> Billing Cycle> **Statement Method** drop-down menu).
-

- Use the **Printer Adjustment** field to adjust where the first line of the transfer register statements will print. If you adjust the alignment of the statements you may want to print a test statement before printing a large batch.
 - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
 - Select how you want the logo to display in the **Logo Options** field.
 - Select **All Pages** if you would like to display the logo on every page of the statement.
 - Select **First Page Only** if you would like to display the logo on the first page of a statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
 - Select **Don't Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.
 - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.
 - Select a **Sort By** option from the drop-down menu to specify how all of the transfer register statements included in the batch will be sorted.
 - The report will display the Assessment Type, Customer Name, Tax Lot, Billed Interest amount, Billed Principal amount and Total Billed amount. A report total will also be provided.
-

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-


6 Generate the Transfer Register Export.

- Open the **Transfer Register Export** window (SA> Billing> Transfer Register).
 - The Export step will create an ASCII CSV file containing the same information that is included in the Transfer Register Report processed above.
 - Click the File Layout icon  to preview the formatting for the exported file.
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- Click the Confirm icon  when complete to create the export file.
 - You can view the progress of the export on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Once the export has finished processing, the **Export Settings** window will open. This window is used to specify the export path for the transfer register export file.
 - Check the **Open** toggle if you would like to open the exported file after it is saved locally.
 - Enter the export path location and click the Save icon  to export the file to the local path.
-

7 Print the billing letters.

- Open the **Print Billing Letters** window (SA> Billing> Letters).
 - The Letters process is used to generate user created MS Word merge forms for the assessments included in the billing batch.
 - A letter will be generated for every included assessment that has the Notification toggle checked (SA> Maintenance> Assessment> General tab> **Notification** toggle).
 - A letter will also be generated for every contact that has the Notification toggle checked that is attached to an included assessment.
 - The **Form** drop-down menu is used to specify which MS Word mail-merge form will be printed.
-

- Forms are created and maintained on the Form Maintenance window (SA> Maintenance> Form).
 - The **Tran Date** field will automatically populate with today's date.
 - The **Compatibility** mode toggle is used to activate compatibility mode for legacy forms that don't use standard Springbrook forms functionality.
 - Springbrook does not recommend using Compatibility mode as it will disable a number of useful form features.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

8 Commit the Billing batch.

- Open the **Billing Commit** window (SA> Billing> Commit).
 - The JE Date field will populate with the journal entry date you entered on the GL Distribution report step. This date will determine which fiscal period and year the journal entries from this batch will be posted to. If you want to change this date, you will be required to return to the GL Distribution step. If you return to the GL Distribution step you will also need to reprint the billing statements.
 - Click the Confirm icon  to commit the billing batch.
-

SA> Letters> Generate

Generate SA Letters

Summary



The Letters process is used to generate customized, Microsoft Word-based form letters for a filtered range of SA accounts. These letters can serve a variety of purposes, such as notifying customers of changes to their assessment status or requesting updated contact information.

Customers associated with the SA account will only receive a letter if the Notification toggle is checked on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> **Notification** toggle). Any contacts attached to the assessment that also have the Notification toggle checked will receive a letter as well (SA> Maintenance> Assessment> Contact tab> select a contact> Notification toggle).

Once a letter is generated, the letter details will be recorded on the SA account record (SA> Maintenance> Assessment> History tab). Follow this process to generate an SA Letters batch.

Step by Step

1 Create a batch.

- Select the **Letters** palette in SA> Letters. This will expand the Letters palette and display the steps in the batch process.
 - Select New from the Letters batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Letters process, you can create a new batch without affecting the open batches.
 - Enter a **Batch Month** and **Batch Year**. These fields default to the current calendar period and are used for reference only.
 - Click the Generate icon  to populate the **Batch Number** field with the next available batch number. Batch numbers are limited to five digits and must be unique within the batch month of the batch year.
 - You can also manually create a new batch by entering a **Batch Number** and clicking the Save icon .
 - You can delete batches by selecting a batch and pressing DELETE.
-

2 Generate the Letters.



- Open the **Generate Letters** window (SA> Letters> Generate).
 - Check the **Type** toggles for each of the assessment types you would like to include in the Letters batch. All assessment types will be checked by default. You may
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decide to process a new Letters batch for each group of similar assessment types. This can help prevent overlapping records and redundant letters.

- Assessment types are used to group similar assessments together into logical associations.
 - Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the **Status** toggles for each of the assessment statuses you would like to include in the Letters batch. All assessment statuses will be checked by default.
 - Assessment statuses are primarily used for informational and reporting purposes. Assessments can be set up to automatically change to a particular status when a specified event takes place.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Check the **Cycle** toggles for each of the billing cycles you would like to include in the Letters batch. All cycles will be checked by default.
 - Billing cycles are used to group customer accounts that should be billed in the same billing batch.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Check the **Principal Fee** and **Interest Fee** toggles for each principal and interest fee you would like to include in the batch. All principal and interest fees will be checked by default.
 - If the Principal and Interest Fee fields do not display any fees, you will need to create them.
-

- Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Specify a **Letter Transaction Date** for the Letters batch.
 - This date will be associated with the Letters line item on the Assessment Maintenance window (SA> Maintenance> Assessment> History tab).
 - Enter a **Letter Transaction Description** for the Letters batch. This description will display in the letters line item on the History tab of the Assessment Maintenance window.
 - This field can be up to 60 characters long.
 - Select a status from the **Change status to** drop-down menu.
 - When the Letters batch is committed, any assessments included will update to the selected status.
-

3 Complete the optional Filters and Permit tabs.

- The **General**, **Location** and **Tran** tabs are used to filter the assessments that will be included in the batch by general assessment details, lot location details or assessment transaction history details.
 - The **Assessment** tab is used to add specific assessments to the batch.
 - Click the Create icon  to choose an assessment from the Assessment Selection window. Highlight the assessment you would like to add to the batch and click the Confirm icon  to return to the Generate Letters window.
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- The Assessment tab overrides all other filters. If you use the Assessment tab to add assessments to the batch, only those assessments will be included.
 - Click the Confirm icon  to generate the letters immediately or enter a date and time in the field next to the Confirm icon to schedule the letters to generate at a later time.
-

4 Edit and print the Letters.

SA> Letters> Edit



Edit and Print SA Letters

Summary


After completing the Generate step you can view and edit which accounts will be receiving SA Letters before printing.

Step by Step

1 Edit the Letters.


- Open the **Edit Letters** window (SA> Letters> Edit).
- The Edit Letters window will display all of the assessments that will be included in the letters batch. Assessments are included based on the filter criteria established on the Generate Letters step. Individual assessments can be removed from the batch by highlighting a permit and clicking the Delete icon .
- Click the Save icon  when finished.

2 Print the Letters.

- Open the **Letters** window (SA> Letters> Letters).
 - The **Form** drop-down menu is used to specify which form letter will be printed.
 - Forms are created and maintained on the Form Maintenance window (SA> Maintenance> Form).
 - The **Tran Date** field will populate with the value specified on the Generate step.
 - The **Compatibility** mode toggle is used to activate compatibility mode for legacy forms that don't use standard Springbrook forms functionality.
 - Springbrook does not recommend using Compatibility mode as it will disable a number of useful form features.
 - The format and information included on the printed letters is determined by which Form is selected.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
-

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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3 Print the Amortization Schedule.

- The Amortization Schedule step is used to generate an amortization schedule report for each of the assessments included in the batch. If you have already generated the letters, this is an optional step.
 - Open the **Amortization Schedule** window (SA> Letters> Amortization Schedule).
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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- The report will display the amortization schedule for each assessment included in the batch. The Assessment Number, Customer Number, Customer Name, Tax Lot, Service Address, Principal Balance, Projected Interest to be Paid, Total Interest Paid, YTD Interest Paid, and Projected Payoff Date will be displayed for each included assessment.
-

4 Commit the Letters batch.

- Open the **Commit Letters batch** window (SA> Letters> Commit).
 - Click the OK button to commit the batch.
 - Committing a letters batch will create a Letter row on the Assessment Maintenance window (SA> Maintenance> Assessment> History tab). Committed letters batches will display in black while uncommitted batches will display in red.
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SA> Maintenance> Alert Code

Alert Code Maintenance



Summary

Alert codes can be set up to alert users when they select and edit an assessment from within the SA module or when the assessment is accessed via the Cash Receipts interface. The alert window will display the system that the assessment was accessed from, the alert code, the expiration date for the alert code, and any comments added to the alert code. When the user closes the alert window, the assessment that they selected will open.

The alert code details specified when the alert code is created are used only as a template. These details can be edited when the alert code is attached to an assessment. Because these details can be edited on each assessment, any changes made to an alert code on the Alert Code Maintenance window will not automatically update on the assessments that the edited alert code was previously attached to.

Step by Step


- 1 View the existing alert codes.
-

- Open the **Alert Code Maintenance** window (SA> Maintenance> Alert Code).
 - The left section of the window will display all of the alert codes that have been created in the application. Select an alert code in the left section of the window and the information attached to that alert code will populate in the Maintenance section to the right.
 - Highlight an alert code and press DELETE or click the Delete icon  if you would like to delete an alert code.
 - You cannot delete an alert code that is attached to an assessment.
 - Press INSERT or click the Create icon  if you would like to create a new alert code. This will create a new line item in the left section of the window and the fields in the Maintenance section will be enabled to enter the alert code information.
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2 Create a new alert code.

- Enter a unique **Alert Code**. Once the new alert code is saved, this field cannot be edited.
 - The alert code can be up to 20 characters long.
 - Enter a **Description** for the new alert code.
 - This field can be up to 60 characters long.
 - Specify the alert code **Duration** in days.
 - The default start date for an alert code is the day it is attached to the assessment. The alert code expiration date is the start date plus the Duration. This
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value can be between 0 and 999.

- Enter a **Comment** on the alert code.
 - The Comment will display when the alert is activated. The field can be up to 1024 characters.
 - Check the **Selection Alert** toggle to activate the alert message when the assessment is selected for a batch process, such as SA Letters.
 - The selection alert will not activate if the assessment is included in a batch as a member of a group select during a batch generate step.
 - Check the **Maintenance Alert** toggle to activate the alert message when the assessment is opened from any window where the assessment details can be maintained or edited.
 - Check the **CR Receipt Alert** toggle to activate the alert message when the assessment is selected from the CR Cash Entry search window.
 - Click the Save icon  to save the new alert code.
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SA> Maintenance> Maintain Assessments



Maintain Assessments



Summary

The Assessment Maintenance window is used to create and maintain special assessments.

Step by Step

1 View the existing assessments.

- The **Assessment Selection** window (SA> Maintenance> Assessment) will display all the assessments that have been created in the SA module.
 - Enter information in the fields in the Search Criteria section of the window and click the Refresh icon  to filter the assessments that will display in the window.
 - Highlight an assessment and click the Delete icon  or press DELETE to delete the selected assessment.
-

- Highlight an assessment and click the Modify icon  or press ENTER to open an existing assessment.
 - Click the Create icon  or press INSERT to create a new assessment. This will open the Assessment Maintenance window.
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2 Create a new assessment.




- The **General** tab of the Assessment Maintenance window contains the general assessment details.
 - The **Assessment** field will automatically update with the next available assessment number when the assessment is saved.
 - The assessment number is composed of a prefix that is set up on the assessment type selected below and the next available numeric value. The number of digits that compose the second part of the assessment number is determined by the value in the **Assessment Digits** window on the SA Setup window (SA> Utilities> Setup).
 - Select an **Assessment Date** from the drop-down menu.
 - This field will default to today's date.
 - Click the **Assessment Type** field label to base the new assessment on an assessment type template.
 - By basing the new assessment on an assessment type, many of the required fields will be automatically populated with the details specified on the assessment type.
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- The Assessment Type field will not be enabled for editing after the new assessment is saved.
 - Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Click the **Assessment Status** field label to select an initial status for the new assessment.
 - The assessments included in a Billing, Letters or Past Due batch can be filtered by the current assessment status.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - This is a required field.
 - Enter a **Customer Number** to associate with the assessment or click the field label to select one from a list.
 - Customers are created and maintained on the Customer Maintenance window (SS> Maintenance> Customer).
 - The **Customer Name** field will populate with the name associated with the selected customer number.
 - Enter a **Lot Number** or click the field label to select one from a list. Each assessment must be attached to a lot.
 - Lots are created and maintained on the Lot Maintenance window (SS> Maintenance> Lot Master Search).
 - The **Tax Lot** and **Service Address** fields will automatically populate with the details associated with the selected lot.
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- Enter an optional **Assessment Description** for the new assessment. This field will automatically populate with the contents of the Description field on the assessment type specified above.
 - The description field can be included in customizable SA form letters (SA> Maintenance> Forms).
 - This field can accommodate up to 512 characters.
 - Click the **Principal Fee Code** field label to attach a principal fee to the assessment. This fee will determine which accounts receivable, revenue and cash accounts are used when financial transactions are generated against the principal on the assessment.
 - If the Fee Selection window does not display any fees, you will need to create a Principal type fee before proceeding. Fee codes are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - This is a required field.
 - Click the **Interest Fee Code** field label to attach an interest fee to the assessment. This fee will determine which accounts receivable, revenue and cash accounts are used when financial transactions are generated against the interest on the assessment.
 - If the Fee Selection window does not display any fees, you will need to create an Interest type fee before proceeding.
 - This is a required field.
 - Enter the **Original Principal** amount on the assessment.
 - Once a billing batch including the new assessment has been committed the original principal cannot be changed.
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- Enter an **Interest Rate** to specify the yearly rate of interest billed against the principal.
 - This number is stated as a whole number percentage. For example, 7.5% would be entered as 7.5000, NOT 0.0750.
- Enter an **Interest Begin Date** to specify the date that interest on the assessment begins to accrue.
- The **Last Interest Date** for the assessment should reflect the last time interest was calculated and billed for this assessment (usually a date in the past).
 - This date is NOT a future date reflecting the last day that interest will be calculated at the end of the assessment's history. Security on this field should be limited as it is the field used to calculate interest totals for each month or period. If this date is set improperly, use the "None" button in the drop-down menu to remove the specified date.
 - This date cannot be edited once the assessment has been included in a Billing batch.
- Enter the **Grace Period (Days)** to specify the number of days after the Interest Begin Date that interest is not charged.
 - Once the Grace Period is over, interest on the first Billing batch will be calculated on the remaining balance of the Original Principal starting at the Interest Begin Date. If there is a value in Last Interest Date then the Grace Period is no longer active.
 - Once the assessment is saved and a transaction history is established, the grace period cannot be edited.

- The grace period cannot exceed 30 days when the assessment is set up with a monthly billing cycle, 90 days for a quarterly billing cycle, 180 days for a semiannual billing cycle and 360 days for an annual billing cycle.
 - Click the **Billing Cycle** field label to select the billing cycle that the new assessment will be included in. This is a required field.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Use the **Bill Method** drop-down menu to specify how billed invoices will be calculated.
 - Select Fixed Bill to keep the total bill amount constant on all billed invoices, with the ratio of principal and interest changing based on the amount of interest calculated.
 - Select Fixed Principal to keep the principal amount the same on all billed invoices, with the interest amount (and total bill) subject to change depending on the number of days between billings.
 - The **Term (Month)** field is used to set the length, in months, of the new assessment.
 - This is a required field.
 - The **Bill Amount/Fixed Principal** field will display the amount due in each billing cycle. The field label for this field is determined by the Bill Method selected above.
 - The value in this field is calculated by the system based on the original principal amount, interest rate and terms.
 - Check the **Notification** toggle to generate form letters for the customer attached to the assessment if the assessment is included in an SA Letters batch.
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- Click the Attachments icon  to attach a document or file to the assessment. This icon is available from any of the assessment tabs.
- Click the Print icon  to print an SA module MS Word merge field document or to print assessment transaction history. This icon is available from any of the assessment tabs.
 - When printing a Word Merge form, the Form Selection window will display all of the Forms created in the SA module. Highlight a form and click the Confirm icon  to print the selected form.
 - Forms are created and maintained on the Form Maintenance window (SA> Maintenance> Forms).
 - When printing an assessment transaction history, the Transaction History report window will open.




3 View the assessment's financial details.


- The **Financial Summary** section displays read-only financial data. This section will only update after financial transactions are recorded on the assessment.

Value	Calculation
Outstanding Principal	Billed Principal + Adjustments to Principal
Outstanding Interest	Billed Interest + Adjustments to Interest
Outstanding Penalty	Billed Penalty + Adjustments to Penalty
Total Outstanding	Outstanding Principal + Outstanding Interest + Outstanding Penalty



Value	Calculation
Payoff Principal	Original Principal - Committed payments on Principal
Payoff Interest	$\frac{(\text{Original Principal} - \text{Outstanding Principal} - \text{Paid Principal})}{((\text{Today's Date} - \text{Last Interest Date}) / \text{Interest Rate}) + \text{Outstanding Interest}}$
Payoff Penalty	Value in the Outstanding Penalty field
Payoff Amount	Payoff Principal + Payoff Interest + Payoff Penalty
Unapplied Credits	Total unapplied credits on the assessment
Grace Period End	Interest Begin Date + Grace Period Days

4 Complete the Contact tab.



- The **Contact** tab of the Assessment Maintenance window allows you to insert and store information about individuals who are associated with the selected assessment.
- All the contacts currently attached to the assessment will display on this tab.
- Highlight a contact and click the Delete icon  to remove the selected contact.
- Click the Create icon  to attach a new contact to the assessment. This will open the Contacts window.
 - Click the **Contact Type** field label to attach a contact type to the contact. This will open the Contact Type Selection window.
 - Select a contact type and click the Confirm icon  to attach a contact type to the new contact.

- Contact Types are created and maintained on the Contact Type Maintenance window (SA> Maintenance> Contact Type).
 - Enter as many of the remaining contact details as desired. Only the Contact Type and Last Name fields are required.
 - Check the **Notification** toggle if the contact should receive a copy of any form letters generated when the assessment is included in an SA Letters batch.
 - Click the Save icon  to save the contact details to the assessment.
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5 Complete the Comment tab.

- The **Comment** tab of the Assessment Maintenance window allows you to insert and store comments about the selected assessment.
 - Click the Create icon  to add a comment code to the account. This will open the Comment Code Selection window.
 - Highlight a comment code and click the Confirm icon  to attach the code to the account.
 - Enter a detailed comment in the **Comment** field. This is an optional field and can be up to 512 alphanumeric characters long.
 - The **Date Created** field will default to today's date.
 - You can use the **Date Closed** field to record when the issue was resolved.
 - Comment codes are created and maintained on the **Comment Code Maintenance** window (SA> Maintenance> Comment Code).
-

6 Complete the Alert tab.


- The **Alert** tab will display all of the existing alerts attached to the assessment.
- Highlight an alert code and click the Delete icon  or press DELETE to remove the selected alert code from the assessment.
- Click the Create icon  or press INSERT to attach a new alert code to the permit.




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 permit.
 - Alert codes are created and maintained on the Alert Code Maintenance window (SA> 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 assessment is selected for a batch process, such as SA Letters.
 - Check the **Maintenance Alert** toggle to activate the alert message when the assessment is opened from any window where the assessment details can be maintained or edited.
 - Check the **CR Receipt Alert** toggle to activate the alert message when the assessment is selected from the CR Cash Entry search window.
-

7 The History tab is used to track transactions on the assessment.

- Both committed and uncommitted transactions will be displayed on the **History** tab. The lower section of the tab displays the transaction type details.
 - Uncommitted transactions will display in red and committed transactions will display in black. Committed transactions will also have a date in the **Post Date** column.
 - The Post Date column displays the date that the transaction was committed. This is the date the batch was committed, not necessarily the same as the date the transactions are posted to the general ledger or the transaction date.
 - Click the View icon  drop-down menu to change how the assessment history is displayed.
 - Choose **Tabular** to display the assessment history as it was displayed in Springbrook Version 6.
 - Choose **Detailed** to display the assessment history in the standard Springbrook Version 7 format.
-

- Click the Expand button to view the line item detail for each displayed transaction.
 - Click the Insert History icon  to open the **Insert History** window. This icon will only be active if the assessment does not have an existing billing history.
 - The Insert History window is used to add pre-existing transaction history details that predate the current assessment. After history is inserted, or after the first transactions are recorded on the assessment, the Insert History icon will no longer be enabled.
 - Click the Create icon  to create a new history line item for the assessment.
 - You must specify a **Tran Date** and a **Principal Amount** or **Interest Amount** for each new history line item added to the Insert History window.
 - Click the Save icon  to add the new history line item to the Assessment History tab.
 - You can export the transactions that display on the History tab to a MS Excel spreadsheet by right clicking on the data in the tab and selecting Export grid contents to Excel. All transaction line items will display on the export, even line items that have not been expanded. This feature allows you to create a quick report of the history of an assessment.
 - The History tab will not display any assessment history until the first transaction is attached to that assessment.
-

8 Complete the Miscellaneous tab.




- The **Miscellaneous** tab allows you to build your own tables of data if there is information you want to track. This information is optional and user-defined.
 - Miscellaneous field labels are maintained on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).
-

9 Complete the Evaluation tab.


- The **Evaluation** tab displays the amortization details for the assessment.
 - The **Amortization Calculation** section is used to enter potential payment scenarios and display how those payments will affect interest totals and payoff schedules.
 - The **Current Payment Amount** field will display the payment amount calculated in the Bill Amount field on the General tab of the Assessment Maintenance window.
 - The **New Payment Amount** and **Effective Date** fields can be used to modify the amortization schedule that displays below.
 - The **New Payment Amount** field is used to enter the amount of the payments on the assessment starting on the date in the Effective Date field. The amount entered in this field will be applied to every payment on the amortization schedule. By default, the amount in the New Payment Amount field is the Bill Amount field on the General tab.
 - If the New Payment Amount is greater than the remaining balance on the assessment at the Effective Date selected, the
-

amortization schedule will only apply the new payment amount until the balance is reduced to zero.

- The **Effective Date** field is the date that the lump sum payment or the regular payment entered in the New Payment Amount field will be applied to the amortization schedule.
 - If the Effective Date is after the Projected Payoff Date listed below, the new payment will not be applied to the amortization schedule.
 - The **Projected Total Interest** and **Projected Payoff Date** fields will automatically update to reflect any changes made to the amounts and dates entered above.
 - Check the **Lump Payment** toggle if the amount in the New Payment Amount field is a payment in addition to the amortization schedule.
 - If this toggle is checked, the amount in the New Payment Amount field will be applied to the principal of the assessment and reduce the value in the Projected Payoff Date field. The amortization schedule will be calculated using the amount in the Bill Amount field on the General tab as the payments on the assessment and then include the lump sum payment to reduce the principal. Since a lump sum payment will reduce the Project Payoff Date, the value in the Projected Total Interest field will also decrease.
 - The **Amortization Schedule** section will automatically update to reflect any changes made to the fields above. Right-click in the Amortization Schedule data grid and select Export to MS Excel Workbook to generate an Excel spreadsheet of the schedule.
-

- Click the Refresh icon  to revert to the original amortization details.
 - The **Current Assessment Information** section displays the current totals and pay-off information associated with the assessment.
 - You can edit the date displayed in the **Evaluation Date** field in order to display the current assessment details for a date other than today.
 - Select a new date and click the Refresh icon  to update the other fields in the Current Assessment Information section to reflect the new effective date. Clicking the Refresh icon will also delete any changes you may have made to the Amortization Calculation section to the left.
 - Click the Save icon  when the assessment is complete.
-

10 Track any changes made to the assessment.

- Click the Audit Trail icon  to open the Audit Trail window.
 - Use the Search Criteria section to sort the displayed audit history.
 - The Audit Trail section will provide details about any changes made to the assessment record including the date of the change, type of change made, user that made the change, and data table that was edited.
-

SA> Maintenance> Assessment Status


Assessment Status Maintenance


Summary

The Assessment Status Maintenance window is used to create and maintain assessment statuses. An assessment status is a user-defined code used to describe the current state of an assessment. The Billing, Letters and Past Due processes can be configured to only include specified assessment statuses. Many of the reports can also be filtered by assessment status.


Step by Step

1 View the existing assessment statuses.

- Open the **Assessment Status Maintenance** window (SA> Maintenance> Assessment Status).
- The Assessment Status Maintenance window will display all of the assessment statuses created in the application.
- Highlight an assessment status and click the Delete icon  or press DELETE to delete the selected assessment status.

- You cannot delete an assessment status that an existing assessment is in.
 - Click the Create icon  or press INSERT to create a new assessment status. This will create a new line item in the data grid to the left and enable the fields to the right.
-

2 Create a new assessment status.

- Enter an assessment status code in the **Status** field. This is a unique code used to identify a specific assessment status. Once an assessment status is saved, this code cannot be edited.
 - The status code can be up to eight alphanumeric characters long.
 - Enter the assessment status description in the **Description** field.
 - The description field can be up to 256 characters long.
 - Click the Save icon  or press ENTER to save the new assessment status.
-

SA> Maintenance> Assessment Type

Assessment Type Maintenance




Summary

An Assessment Type is a collection of billing details, fee codes, and other miscellaneous information that are all used in conjunction with a particular type of assessment. By creating a number of assessment types, you can attach a specific assessment type to each new assessment you create rather than having to specify billing details, attach fee codes, and enter other information on the new assessment. The use of Assessment Types makes the creation of assessments more efficient. It also lends itself to various forms of assessment classification for reporting purposes.

If you edit an existing Assessment Type, any assessments created with that type will not automatically update with the new Assessment Type settings.

Step by Step

- 1 Open the Assessment Type Selection window.

- The **Assessment Type Selection** window (SA> Maintenance> Assessment Type) displays all the assessment types created in the application.
 - Highlight an assessment type and click the Delete icon  or press DELETE to delete the selected assessment type.
 - Assessment types that are attached to active assessments cannot be deleted.
 - Highlight an assessment type and click the Modify icon  or press ENTER to edit the selected assessment type.
 - Click the Create icon  or press INSERT to create a new assessment type. This will open the **Assessment Type Maintenance** window.
-

2 Create a new assessment type.

- The **General** tab of the Assessment Type Maintenance window is used to specify the general assessment type details.
 - Enter a unique **Assessment Type** code for the new assessment type.
 - This is the only required field on the Assessment Type Maintenance window. Once the assessment type is saved, this field cannot be edited.
 - This code can be up to 16 characters in length.
 - Specify an **Assessment Prefix** for the new assessment type.
 - Every assessment generated from this assessment type will be numbered with this prefix.
-


- Click the **Billing Cycle** field label to select the billing cycle that any assessments created from the open assessment type will be included in.
 - Billing Cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Use the **Bill Method** drop-down menu to specify how billed invoices will be calculated.
 - Select Fixed Bill to keep the total bill amount constant on all billed invoices, with the ratio of principal and interest changing based on the amount of interest calculated.
 - Select Fixed Principal to keep the principal amount the same on all billed invoices, with the interest amount (and total bill) subject to change depending on the number of days between billings.
 - The Fee Code fields are used to attach fee codes to the assessment type. Fee codes act as placeholders for the accounts receivable, revenue and cash accounts that are used when financial transactions are generated on the assessment.
 - Click the **Principal Fee Code** field label to specify the principal fee code, and the associated GL accounts, that will be attached to any assessments generated from this assessment type. If the selection window does not display a principal fee code, you will need to create one.
 - Click the **Interest Fee Code** field label to specify the interest fee code, and the associated GL accounts, that will be attached to any assessments generated from this assessment type. If the selection window does not display an interest fee code, you will need to create one.
 - Click the **Credit Fee Code** field label to specify the credit fee code, and the associated GL accounts, that will be attached to any assessments generated
-

from this assessment type. If the selection window does not display a credit fee code, you will need to create one.


- Fee codes are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Enter an **Interest Rate** to specify the yearly rate of interest billed against the principal.
 - This number is stated as a whole number percentage. For example, 7.5% would be entered as 7.5000, NOT 0.0750.
 - The **Grace Period Days** field is used to specify the number of days after the Interest Begin Date that interest will not be charged on an assessment created from the assessment type.
 - The Interest Begin Date is specified when a new assessment is created.
 - The grace period cannot exceed 30 days when the assessment is set up with a monthly billing cycle, 90 days for a quarterly billing cycle, 180 days for a semiannual billing cycle and 360 days for an annual billing cycle.
 - The **Term** field is used to set the length, in months, of any assessment generated from this assessment type.
 - Click the **Initial Status** field label to specify the initial status of any assessments created from this assessment type.
 - Assessment statuses are user-defined codes used to describe the current state of an assessment. The Billing, Letters and Past Due processes can be configured to only include assessments with specified statuses. The Letters process can also be used to change the assessment status for any assessments included in a batch.
-

- Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Click the **Payoff Status** field label to specify the final status of any assessments created from this assessment type when those assessments are paid off.
 - Enter a **Description** for the new assessment type. This description will populate the Assessment Description field on any assessments generated from this assessment type.
 - This field can be up to 60 characters long.
 - The **Notes** field is used to enter optional notes on the assessment type. These notes will not populate an assessment generated from the assessment type.
 - This field can accommodate up to 2000 characters.
-

3 Complete the Miscellaneous tab.

- The **Miscellaneous** tab allows the user to enter miscellaneous information regarding the selected assessment type.
 - Miscellaneous field labels are created and maintained on the Miscellaneous Field Label Maintenance window (SS> Utilities> Miscellaneous Field Labels).
 - Click the Save icon  when the assessment type is complete.
-

4 Track any changes made to the assessment type.

- 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 assessment type record including the date of the change, type of change made, user that made the change, and data table that was edited.
 - The assessment type audit trail data will not populate new assessments generated from the assessment type.
-

SA> Maintenance> Maintain Billing Cycles



Maintain Billing Cycles

Summary

The Billing Cycle Maintenance window is used to create and maintain billing cycles. A billing cycle is a group of customer accounts that should be billed in the same billing batch. Many of the Special Assessments module reports can be filtered by billing cycle.

Step by Step


1 View the existing Billing Cycles.

- Open the **Billing Cycle Maintenance** window (SA> Maintenance> Billing Cycles).
 - Click the Delete icon  to delete a billing cycle.
 - You cannot delete billing cycles that are attached to assessments or assessment types.
 - Click on the Create icon  to add a new billing cycle.
-

2 Create a Billing Cycle.

- Enter a billing cycle code in the **Billing Cycle** field. This code can be up to eight alphanumeric characters long.
 - This is a required field and will not be available for editing after the billing cycle has been saved.
- Enter a description in the **Description** field. The Description can be up to 256 alphanumeric characters.
- Select a **Bill Frequency** from the drop-down menu. This is a required field.
 - The bill frequency options include Annually (once per year), Semiannually (twice per year), Quarterly (four times per year) and Monthly (12 times per year).
 - The bill frequency will determine how often the new billing cycle is billed and how to calculate the amount of principal to include on each billing invoice.
- Select a **Statement Method** from the drop-down menu. This is a required field.
 - Select Bills if the new billing cycle should generate standard bills when included in a billing batch. This will enable the Bills item in the Billings palette.
 - Select Transfer Register if the new billing cycle should immediately generate a transfer register and bypass the generate bills step of the billing process. This will enable the Transfer Register Report and Transfer Register Export items in the Billings palette.
 - Transfer register export files are used by organizations that transfer assessment billing responsibilities to another entity. Once the transfer register report and export file are created, and the Billing batch is committed, the system will create both a receivable and a payment in the

same transaction. Once the batch is committed, the account will be in PAID status.

- The **Last Bill Date** field will automatically populate once the first billing of the new billing cycle has been generated.
 - The **Active** toggle will be checked by default. Remove the check in order to make the billing cycle inactive.
 - Only active billing cycles will be available for selection on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> Billing Cycle field).
 - Click on the Save icon  or press ENTER to save the billing cycle.
-



SA> Display> Transaction Detail

Display SA Transaction Details

Summary

The Transaction Detail window is used to display the transaction level details associated with a filtered list of historical transactions.

Step by Step

- 1 Open the **Transaction Detail** window (SA> Display> Transaction Detail).
- 2 Filter the displayed transaction details.
 - Enter the desired filter details in the Search Criteria section. Click the Refresh icon  or press ENTER to populate the data grid below with the transactions that meet the specified criteria.
 - Right click on the records in the window and select Export grid contents to Excel if you would like to export the information that displays in the window to an MS Excel spreadsheet.
 - Highlight a transaction and click the Display icon  to view the transaction details.

SA> Maintenance> Comment Code



Comment Code Maintenance

Summary


Comments can be attached to assessments to track any notes about the assessment including phone conversations, complaints, and requests. Comments are added to SA assessments in the Assessment Maintenance window (SA> Maintenance> Assessment> Open an assessment> Comments tab).

Step by Step

- 1 View the existing comment codes.
 - Open the **Comment Code Maintenance** window (SA> Maintenance> Comment Code).
 - The left section of the window will display all of the comment codes that have been created in the application. Select a comment code in the left section of the window and the information attached to that comment code will populate in the Maintenance section to the right.
-

- Highlight a comment code and press DELETE or click the Delete icon  if you would like to delete a comment code.
 - You cannot delete a comment code that is attached to an assessment.
 - Press INSERT or click the Create icon  if you would like to create a new comment code. This will create a new line item in the left section of the window and the fields in the Maintenance section will be enabled to enter the comment code information.
-

2 Create or modify a comment code.

- The **Code** field is used to identify a unique comment code. The comment code can be up to 20 characters long.
 - Once a comment code has been created it cannot be changed.
 - The **Description** field is used to enter a description on the comment code. This optional field can be up to 60 characters long.
 - Press ENTER or click the Save icon  to save the comment code.
-

SA> Maintenance> Contact Type

Contact Type Maintenance

Summary



Contact Types are contact categories that can be used to attach contacts to assessments. Some Special Assessments module reports can be configured to include these contact type details.

Contacts types are attached to assessments on the Assessment Maintenance window (SA> Maintenance> Assessment> open an assessment> Contacts tab). You can reduce data entry by creating contact types for the most common contacts you use.


Follow this process to create an SA module contact type.

Step by Step

- 1 Open the Contact Type Maintenance window.
-
-

- The **Contact Type Maintenance** window (SA> Maintenance> Contact Type) will display a list of all the contact types created in the application.
 - Click the Delete icon  to delete a contact type.
 - You cannot delete contact types that are attached to existing assessments.
 - Click on the Create icon  to add a new contact type.
-

2 Create a contact.

- Enter a contact type in the **Contact Type** field. This code can be up to 20 alphanumeric characters. This field will not be enabled and available for editing after the contact type has been saved.
 - Enter an optional description in the **Description** field. The Description can be up to 60 alphanumeric characters.
 - Click on the Save icon  or press ENTER to save the contact type.
 - Once a contact type is created, it will be accessible from the Contacts tab of the Assessment Maintenance window. Once attached to an assessment, the contact will receive a notification letter when a Letters batch is processed if the contact has the Notification toggle checked.
-

SA> Maintenance> Maintain Fees




Create a Fee in SA

Summary

The Fee Maintenance window is used to create and maintain fee codes. Fees are user-defined codes used to generate an associated transaction on an assessment.

Step by Step

1 View the existing fees.

- The **Fee Selection** window (SA> Maintenance> Fees) displays all of the fees created in the SA Module.
- Highlight a fee and click the Delete icon  or press DELETE to delete the selected fee.
 - You cannot delete a fee that is associated with an assessment, an assessment type or another fee.
- Highlight a fee and click the Modify icon  to edit the selected fee.
- Click the Create icon  to open the **Fee Maintenance** window.

2 Create a new fee.

- Enter a unique **Code** for the new fee. The fee code can be up to eight alphanumeric characters.
 - Once a fee is created, the Code field cannot be changed.
 - Enter a fee code **Description**. This optional field can be up to 60 alphanumeric characters.
 - Select a **Fee Type** from the drop-down menu.
 - The available fee types are CreditCash, Interest, Penalty and Principal. The fee type selected will determine which of the remaining fields are enabled.
 - Enter an amount in the **Fixed Amount** field if this fee code will be used for a transaction that is usually the same dollar amount.
 - The Fixed Amount field will only be active when creating a Penalty fee.
 - By default the **Active** toggle will be checked. If you do not want users to have access to this fee, un-check this toggle. This is usually done when a fee is no longer in use.
 - Check the **Accumulate rates for each tier** toggle to accumulate rate amounts that fall across individual rate tiers. This toggle will only be active when creating a Penalty fee.
 - For example, you might set up a late payment penalty fee tier system that looks like this:
 - 0 - 15 days late = \$1 per day
 - 15 - 30 days late = \$2 per day
-

- 30 - 45 days late = \$3 per day
- If the **Accumulate rates for each tier** toggle is not checked, a penalty fee for a bill that is 40 days overdue would be \$120 as it falls into the 30 - 45 days late tier (40 days x \$3 per day).
- If the **Accumulate rates for each tier** toggle is checked, a penalty fee for a bill that is 40 days overdue would be \$75 as it is spread over all three tiers (15 days x \$1 per day + 15 days x \$2 per day + 10 days x \$3 per day).
- This toggle will not be active if the Fee Type is set to Deposit or Penalty.
- Enter a **Payment Priority** or click the field label to choose one from a list. This is a required field.
 - Payment priority codes determine the order in which fees are paid. Payment priorities are created and maintained on the Payment Priority Maintenance window (SA> Maintenance> Payment Priority).
- Attach an **AR Account, Revenue Account** and **Cash Account** to the fee. These accounts must be designated in order to create the fee.
 - When charges are generated, the system will debit the AR Account and credit the Revenue Account.


	Debit	Credit
AR	<i>Fee</i>	
Revenue		<i>Fee</i>


- When payment is received, the system will debit the Cash Account and credit the AR Account.

	Debit	Credit
Cash	<i>Fee</i>	
AR		<i>Fee</i>

- The system will not validate what type of account was entered, so you can enter any account you choose.
- If you would like to attach a **Penalty Fee** to the new fee, enter one in the Penalty Fee field or click the field label to choose one from a list. Penalty fees are generally attached to SA fees to assess penalties on delinquent accounts.
 - If the Fee Selection window does not display a penalty fee, you will need to create one before it can be attached to another fee.

3 Add rates to the fee.

- The **Rates** section of the Fee Maintenance window is used in conjunction with the fee units specified on the fee. The rates section tells the system how much to charge for each unit specified on the license. This section will only be enabled when creating a Penalty fee.
- Click the Create icon  drop-down menu and select New Rate to create a new rate line item.

- Enter the range values in the **Greater Than** and **Through** fields.
 - These values will designate the lower and upper limits of each penalty fee tier.
 - For example, a three-tier late fee might include ranges of 0 - 15 days, 15 - 30 days and 30 - 45 days. In this case, you would need to create a new rate line item for each of these ranges. The high limit on a lower tier should match the low limit of the next tier.
 - Check the **Or Over** toggle if you want the range to apply to unit values that are greater than the upper range entered in the Through field.
 - Enter a **Rate** for the fee.
 - The Rate applies to both Percentage and Per Unit fees.
 - To create a Percentage fee, check the **Percentage** toggle and enter the percentage to be charged by the fee in the Rate field.
 - On Penalty fees, the percentage in the Rate field will be multiplied by the past due amount.
 - To create a Per Unit fee, check the **Per Unit** toggle and enter the per unit charge in the Rate field.
 - This is generally the amount you would like to charge for every unit in the range. The value in the **Every** field will determine how often the amount in the Rate field is charged. For example, if you want to charge \$1 per day for every day a fee is overdue, you would enter a 1 in the Every field. If you are using a tier system, the rate might be \$1 per day for 0 - 15 days overdue, \$2 per day for 15 - 30 days overdue and \$3 per day for 30 - 45 days overdue.
 - Click the Save icon  when complete.
-
-

SA> Maintenance> Forms

Forms Maintenance

Summary






Forms refer to Microsoft Word documents that, through the use of merge fields, allow users to pull data from the application and customize how that data is displayed on the 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).

The forms will be saved as .sbw files in this folder and should not be edited to avoid corruption. Forms can be attached to various application elements through the module process and maintenance palettes.


Follow this process to create forms to attach to Special Assessments processes. The forms set up in the SA module will not be accessible in other modules that use forms.


Step by Step

- 1 View the existing Forms.

- Open the Word Merge Form Selection window (SA> Maintenance> Forms).
 - The Word Merge Form Selection window will display all of the forms created in the application. Use the search criteria fields to filter the displayed forms.
 - Highlight a form and click the Preview icon  to view the selected form. This will open the MS Word document in a new window.
 - Highlight a form and click the Copy icon  to copy the selected form. This will create a copy of the original form.
 - Highlight a form and click the Delete icon  or press DELETE to delete the selected form.
 - Highlight a form and click the Modify icon  or press ENTER to open and edit an existing form.
 - Click the Create icon  or press INSERT to create a new form. This will open the Word Merge Form Maintenance window.
-

2 Create a new Form.

- Enter a unique **Form Name** for the form. The field can be up to 32 characters long. Once the form has been saved, you will not be able to edit this field.
 - Enter an optional form **Description**.
 - After you have entered a form name and description, click the Create icon  to create the form. This will open a new Word document.
-

- Once the Word document is open, use the insert merge fields command in Word to specify the data fields you want displayed on the form. For instance, the merge field Assessment_No is the assessment number. By inserting this merge field into the Word document, and then attaching the form to an SA process, the form will display the data found in the assessment number field of the assessment included in the process.
 - Images, charts, tables, etc. can also be inserted into the Word document.
 - Once you are finished creating/modifying your form, be sure to save the form both on the Word document (File> Save) and using the Save icon  on the Form Maintenance window.
 - The new form will now be available when creating form letters in the specified SA process.
-

SA> Maintenance> Payment Priority



Payment Priority Maintenance

Summary


Payment priority codes determine the order in which fees are paid. Fees attached to higher priority level will be paid in full before fees attached to lower priority levels. If there is not enough money to pay a certain level of priority, the system will allocate the payment across all the fees with the same priority level.

Step by Step

1 Open the **Payment Priority Maintenance** window (SA> Maintenance> Payment Priorities).

- The **Payment Priority Maintenance** window will display a list of all the payment priority codes created in the application.
- Click the Delete icon  to delete a payment priority code. You cannot delete payment priority codes that are attached to existing fees.
- Click on the Create icon  to add a new payment priority code.

2 Create a Payment Priority Code.

- Enter a payment priority code in the **Code** field. This Code can be up to 10 alphanumeric characters. This field will not be enabled and available for editing after the payment priority code has been saved.
 - Enter a description in the **Description** field. The Description can be up to 60 alphanumeric characters.
 - Enter a **Priority** for the code. The priority can range from 00, the highest priority, to 99, the lowest priority.
 - Click on the Save icon  or press ENTER to save the comment code.
-

SA> Maintenance> Query by Example

Query by Example Report

Summary

The QBE Builder reporting tool is used to create customized reports in the Special Assessments module. Reports are created in the QBE Builder by selecting columns, creating arguments to remove records (Transaction Date < 01/01/2021), selecting how the report will group and sort, and then defining the totals that will display on the report. After the report has been created, it can be printed out or exported into an MS Excel, MS Access or CSV format. Reports that have been created using the QBE Builder tool can be saved and generated at any point.




This document will cover how to create a specific example report that provides an explanation of primary tables, secondary tables, arguments and totals. When creating your own QBE reports, it is helpful to know the general structure of the database and how the information entered into the fields on a window will be stored in the database fields and tables.




The Table/Field help feature (Help> Table/Field) is designed to be used in conjunction with database security (SS> Security> DB Security), but it can be helpful when building QBE Reports to help you determine where the information entered into a field on a window is stored. This tool will not always be helpful because it will display the exact name of the table and field where the information is stored, but QBE Builder uses simplified and more intuitive field and table names.

The report we will create in this example is a list report of all active special assessments with a principal balance of \$100,000.00 or higher. Every module with a QBE reporting tool offers a different example report, so if the report you want to create is different or more complicated than the report created in this example, refer to the QBE examples in other modules for more help. The QBE Report feature works the same in all of the modules, but the information that is available to report on is different from module to module.

Step by Step

1 View the QBE Reports.

- Open the **QBE Maintenance** window (SA> Maintenance> Query by Example).
- The QBE Maintenance window will display all of the reports that have been created in the SA module. Select a report in the left section of the window and the customized report information will populate in the right section of the window just like many of the other maintenance windows in the application.
- Highlight a report and press DELETE to delete the highlighted report.
- Click the Create icon  or press INSERT to create a new QBE report.
- Highlight a report and click the Print icon  to print an existing QBE report. The QBE report will be generated as soon as the resources are available on the server. You can view the progress of the print job using the Jobs Viewer window (Jobs Viewer icon  on the main application window).

- Highlight a report and click the Export icon  drop-down and select Export Report to export the highlighted report data.
 - Highlight a report and click the Export icon  drop-down and select Export Definition to export the report definitions of the highlighted report. This exported report definition file can then be imported using the Import icon . This allows organizations to share QBE reports.
-

2 Select the tables that contain the information you would like to include on the report.


- The first step in creating a customized report is selecting the information you would like to display on the report. Information in a database is organized into tables and fields. Fields are used to store specific information, such as customer names. Fields are then grouped into tables. For example, a grouping could consist of a customer table that contains all of the general customer information, such as address and phone number. When information is entered into a window in the application, that information is stored in a specific field within a specific table. When creating a QBE report, select the tables that contain the information you would like to include on the report and then select the fields.
 - Select a table from the **Table Name** drop-down menu in the Primary Table section. The Available Fields section will populate with the fields grouped into that table. If the table you select does not contain all of the fields you want to report on you will have to select a secondary table.
-


- Some tables in the database are linked together because they share a common field called a key. The key connects the data in the two tables together and defines how the data in one table is related to the data in another table. If the table you selected in the **Table Name** drop-down menu in the Primary Table section is linked to other tables, you can select a secondary table in the Secondary Table section. As you select a secondary table from the Table Name drop-down menu, new fields will be added at the bottom of the Available Fields section. If you need information from two different tables, but those tables are not linked together, you will not be able to create the report.
 - From the **Table Name** drop-down menu in the Primary Table section, select **Assessment**.
-

3 Select the fields you would like to include in the report.

- After you have selected the tables you can pull the fields from those tables onto the report. Check the toggles of the fields you would like to include on the report in the **Available Fields** section. Only fields with a check will display on the report.
 - In the **Available Fields** section, check the Assessment Number, Assessment Status, Original Balance and Principal Balance toggles. These are the columns that will show up in the report.
-

4 Create a filter argument for the report.


- The fields below the **Table Name** drop-down menu are used to create an argument that will filter the information that will display on the report. These arguments are limited to 2048 characters.
 - In order to filter the report to only include active assessments, we need to create an appropriate argument. This will be the first part of our argument.
 - Select **Assessment Status** from the first drop-down menu directly below the Table Name field. Selecting a value for this field activates the two fields to the right.
 - The next field contains the operators that will give the argument meaning. Select **Equals** from this drop-down menu.
 - Type **Active** in the third argument field. This will limit the assessments included in the report to only those with a status of Active.
 - Assessment statuses are user-defined, so your organization may use a different status code to differentiate active assessments.
 - Click the Add button to save the argument to the Primary Table field.
 - Click the Test Query icon  to confirm that the query is valid.
 - In order to filter the report to only include assessments with a principal balance of \$100,000.00 or greater, we will need to create the second part of the primary argument.
 - The AND and OR buttons will be enabled after you add an argument to the report. The AND and OR buttons are used to link the conditions of an argument together so you can build more complicated filtering.
 - Click the AND button to create the second part of our argument.
-


- Select **Principal Balance** from the first drop-down menu directly below the Table Name field. Selecting a value for this field activates the two fields to the right.
 - The next field contains the operators that will give the argument meaning. Select **>=** (greater than or equal to) from this drop-down menu.
 - Type **\$100,000.00** in the third argument field. This will limit the assessments included in the report to only those with a principal balance of \$100,000.00 or greater.
 - Click the Add button to save the argument to the Primary Table field.
 - Click the Test Query icon  again to confirm that the two-part query is valid.
 - The brackets are used to define the order in which the AND and OR statements will be applied. Arguments within brackets will be calculated before arguments outside of brackets. For example, you can create an OR statement inside an AND statement using the following format: (statement 1 OR statement 2) AND (statement 3 OR statement 4). The OR statements inside the brackets will be processed first, and then the AND statement will be applied. Our argument does not use the brackets.
 - Enter the arguments in the Secondary Table section.
 - When you enter an argument in the Primary Table and the Secondary Table section the arguments will be joined with an AND statement, meaning records must meet the conditions in both section before they will display on the report.
 - Our example does not use a secondary table.
-

5 Set the number of records that will display on the report.


- The **Limit** field in the Primary Table section is used to define the maximum number of records that will display on the report. If you set this value to a very large number (such as 10,000,000) you run the risk of creating a report that will take a long time for your server to process.
 - Enter **50** in the Limit field to limit our SA principal balance report to 50 results.
-

6 Modify the report layout.



- After the fields have been selected and the arguments have been entered on the report you are ready to set up the report layout. The report layout allows you to define how the report will be grouped and totaled, and also allows you to select which fields will total.
 - Click the Modify Report Layout icon  to open the **QBE Layout** window.
 - Move the columns that display in the QBE Report Layout section to change the order in which the information will display on the report.
 - Move column headings to the section above the column headings to change how the information is grouped on the report.
 - The **Column Totals** section is used to select which columns should be totaled on the report. Check the toggle of the totals you would like to include on the report.
 - Only columns that would provide a meaningful total will be available in the Column Totals section.
-

- Check both the Original Principal and Principal Balance toggles to include report totals for both of these columns.
 - Click the Confirm icon  when complete to save the report layout. The QBE report will print in the saved format when the report is generated.
-

7 Save the report.

- Enter a name for the report in the **Report Name** field.
 - Click the Save icon  when complete.
-

8 Print or export the report.

- Press ENTER or click the Print icon  to generate the report.
 - Click the drop-down arrow next to the Export icon  to select the export format. A window will open allowing you to select the path where the exported file will be created.
 - If your report appears to be missing information but your filters seem to be correct, make sure the **Limit** field in the Primary Table section contains a large enough number to contain all of the records you want to include in the report.
-

SA> Maintenance> Remit Address


Remit Address Maintenance


Summary

The Remit Address is the address of the organization office that is designated to receive remittances. The remit address will appear on printed SA Adjustment, Billing and Past Due Statements.


Step by Step

1 View the existing Remit Address Codes.

- Open the **Remit Address Maintenance** window (SA> Maintenance> Remit Address).
 - The Remit Address Maintenance window will display all of the remit address codes that have been created in the application.
 - Highlight a remit address code and click the Delete icon  to delete the selected remit address.
 - Edit a remit address code by highlighting the code in the left section of the window and editing the remit address information in the Maintenance section of the window.
-

- Once a remit address has been saved, the remit address code cannot be edited.
 - Click the Create icon  to create a new remit address code.
-

2 Create a new Remit Address Code.

- Enter a unique remit address **Code**.
 - This required field can be up to 20 alphanumeric characters long.
 - Enter an employee name in the **Address Care Of** if a specific employee should be notified upon receipt. This is similar to an Attention field on a postal address.
 - Complete the remaining remit address information fields.
 - Click the Save icon  to save the remit address code.
-

SA> Past Dues> Past Dues

Process Past Dues in SA

Summary



Once charges have been generated on assessments, Past Dues can be assessed and Statements can be generated. Follow this process to generate Past Dues in the SA module.

Step by Step



1 Create a new Past Dues batch.

- Select the **Past Dues** palette in SA> Past Dues. This will expand the Past Dues palette and display the steps in the Past Dues process.
- Select New from the Past Dues batch number drop-down menu to create a new batch. This will open the **New Batch** window.
 - If there are open batches in the Past Dues process, you can create a new batch without affecting the open batches.
- Enter a **Batch Month** and **Batch Year**. These fields will default to the current fiscal period and fiscal year. These values are used for reference only, and are not


necessary the fiscal month and year the transactions in the batch will be posted to. The fiscal period the transactions are posted to is determined by the journal Entry date entered when creating the GL Distribution List report.

- Type in a batch number and click the Save icon  or press ENTER to create a batch in the current batch month and year.
 - To automatically create a batch with the next available batch number (the highest batch number used in the present month plus one), click the Generate icon .
 - The batch number is used to identify a specific batch. Batch numbers are limited to five digits and must be unique with the batch month of the batch year.
 - You can have more than one open batch in a process at a time.
 - If there is an open batch, the batch with the lowest batch number and fiscal period will open. Select a batch from the drop-down menu at the top of the palette.
 - You can delete batches by selecting a batch and pressing DELETE.
-




2 Generate Past Dues.

- Open the **Generate Past Dues** window (SA> Past Dues> Generate).
 - Select the **Cycles** you would like to include in the batch.
 - Click the Select All  or Deselect All  icon drop-down menus to select or deselect all of the displayed Billing Cycles. All cycles are selected by default.
 - These icons can be used to select or deselect the Statuses as well.
-

- Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Select the **Statuses** you would like to include in the batch.
 - Assessment Statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - The **Aging Date** tells the system to ignore all transactions after the date entered in this box.
 - The **Transaction Date** is the transaction date that will be associated with the new penalty charge being generated.
 - The **Due Date** is the date that the new penalty charge being generated is due.
 - The Transaction and Due dates can also be used for calculating penalties in future Past Due batches. If an account included in the current Past Due batch remains unpaid, the transaction or due date specified here can be used in a future Past Due batch to calculate a new past due penalty that includes the past due penalty generated from the current batch. This will require that the **Include previous penalties in past due amount** toggle is checked and the past due penalty fee code applied in the current batch includes an attached late fee (SA> Maintenance> Fee> **Penalty Fee** field).
 - The **Minimum Age** will cause the process to ignore all transactions with an age less than the minimum age. Enter the minimum age in days.
 - The **Maximum Age** will cause the process to ignore all transactions with an age greater than the maximum age. Enter the maximum age in days. If you want to include all transactions enter 999 in the Maximum Age field.
 - Click the **Age From** drop-down menu to specify Due Date, Post Date, or Transaction Date as the age from date.
-


- There are three rounding choices in the **Round** drop-down menu.
 - Round Up will round all amounts up to the next increment you have specified in the Round To field. If you round to the nearest dollar and a penalty is calculated at \$1.01, Round Up will make that a \$2.00 penalty. A penalty calculated at \$1.99 will also round to \$2.00.
 - Round Down will round all amounts down to the previous increment you have specified in the Round to the nearest field. With this choice, if you have specified \$1.00 in the Round to the nearest field, and the penalty is calculated at \$1.99, it will round down to \$1.00. Also, a penalty calculated at \$1.01 will round to \$1.00.
 - Select Off to round consumption up if the consumption decimal amount is 0.5 or greater and down if the decimal amount is less than 0.5.
 - If your penalties use percentages to calculate you can control how the system rounds the penalty amounts. The **Round To** field allows you to determine if you want the system to round to the nearest penny, five cents and so on. If you round penalties to the nearest dollar, put 1.00 in the Round to the nearest field.
 - Check the **Include previous penalties in past due amount** toggle and the past due amounts on which the penalties are calculated will include any previous penalties that are past due.
 - This toggle will only affect the new past due penalty calculations if the original penalty fee code applied to the account includes an attached late fee (SA> Maintenance> Fee> **Penalty Fee** field).
 - Check the **Include uncommitted payments** toggle to include payments that have not yet been committed in the Past Dues batch.
 - When finished, click the Confirm icon .
-

3 Edit the past dues.

- Open the **Edit Past Dues** window (SA> Past Dues> Edit).
 - The Edit Past Dues window displays all of the currently generated past dues. You may edit these charges by clicking the Expand button next to a line item and modifying the amount listed in the **Penalty Amount** column.
 - Check the **Print** toggle next to each of the line items you would like to include in the batch.
 - Use the Select All  or Deselect All  icon drop-down menus to select or deselect all of the displayed past due records.
 - All line items will be checked by default.
 - When finished, click the Save icon  to save your changes.
-


4 Print the Aging Report.

- Open the **Aging Report** window (SA> Past Dues> Aging).
 - The Aging report displays those assessments that have outstanding past due balances.
 - Not all of the print options are enabled.
 - The toggles in the Cycle and Status fields are read-only and determined by your selections on the Generate step.
-

- The **Aging Date** field will default to today's date.
 - Specify an age range in the **Minimum Age** and **Maximum Age** fields.
 - The **Age From** drop-down menu will be inactive as this option was specified on the Generate step.
 - Select the order you would like the report to print in the **Sort By** drop-down menu.
 - Specify a **Minimum Balance** to filter out transactions that fall below a particular dollar value.
 - Check the **Include zero balance assessments** toggle to include assessments that have a zero balance in the report.
 - Check the **Include negative balance assessments** toggle to include assessments that have a negative balance in the report.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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- The report will display the User that created the report, Date Printed, Aging Date, Category, Application Number, License Number, License Type, Customer Number, and Customer Last Name. The report will also provide a total Balance by license or application, balance for Under 30 days, 30-60 Days, 60-90 Days, 90-120 Days, and Over 120 Days as well as a report total.
-

5 Print the Proof List.

- Open the **Past Dues Proof List** window (SA> Past Dues> Proof List).
 - Select the report type you would like to print.
 - The **Summary** report displays the Transaction Date, Transaction Type, Customer Number, Customer Name, Assessment Number, Description, Amount and Report Total.
 - The **Detail** report displays everything included in the Summary report as well as the Fee Code, Debit Account, Credit Account and Fee Amount.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
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- Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

6 Print the GL Distribution report.

- Open the **GL Distribution Report** window (SA> Past Dues> GL Distribution).
 - Enter the transaction date you want to appear in the General Ledger for this batch in the **Journal Entry** date field. This date will determine the fiscal period in which the invoices are recorded.
 - The **Fiscal Period** and **Fiscal Year** fields will populate based on the Journal Entry date selected.
 - Select the **Report Type** from the drop-down menu.
 - The Summary report displays the Fund, Account Number, Description, total Debit Amount by account and total Credit Amount by account. By default the report will subtotal by Fund and provided a grand total of debits and credits.
 - The Detail report displays everything included in the Summary report as well as a detailed break-down of individual credits and debits for each account.
 - Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show
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Scheduled Jobs).

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

7 Print the Past Due Statements.


- The Past Due Statements provide the complete financial detail for the account that is past due.
 - Open the **Past Due Statements** window (SA> Past Due> Statements).
 - Select the **Report Type** from the drop-down menu.
 - The Summary statement displays the Customer Name, Customer Address, Customer Number, Assessment Number, Statement Date, Due Date, Transaction Type, Invoice Number, Invoice Date, invoice Due Date, Invoice Amount, Balance Due, Penalty Charged, Total Due, and Total Balance Overdue.
-

- The Detail statement displays everything included in the Summary statement as well as the Line Item Description, Line Item Balance Due, and Line Item Penalty Charged.
 - Use the **Printer Adjustment** field to adjust where the first line of the statement will print. If you adjust the alignment you may want to print a test statement before printing a large batch.
 - Zero is the system default. Adjusting the value up will move the first line of the statement up on the printed page and adjusting the value down will move the first line down.
 - Select how you want the logo to display in the **Logo Options** field.
 - Select **All Pages** to display the logo on all pages of the statements.
 - Select **First Page Only** if you would like to display the logo on the first page of the statement only. If the statement is more than one page, the logo will not display on the second page and the space where the logo normally prints will be blank, shifting all fields on the second page up.
 - Select **Don't Print and Leave Room** if you would like to leave the space that the logo normally prints in on the top of every page, but leave the logo off the statements. If the statement is more than one page, the spacing on the second page will be the same as the first. Choose this option if you are using pre-printed statement stock with a logo at the top of every page.
 - Select **Don't Print and Don't Leave Room** if you would like to print the statements without logos or blank spaces.
 - If more than one statement is being printed, select how the statements are sorted in the **Sort By** field. The statements can be sorted by Assessment Number, Customer Name, Customer Number, or Zip Code.
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- In the **Message** box, type a global message you want to print on all of the past due statements. This message will appear at the top of the statement.
 - Check the **Print Perforation Line** toggle to include a perforation line at the top of the returnable section of the invoice.
 - The **Remit Address** section will populate with the remit address specified on the Remit Address Maintenance window (SA> Maintenance> Remit Address).
-

8 Print the Past Due Letters. This is an optional step.

- The Past Due Letters are meant to be run in conjunction with the Past Due Statements. Rather than providing the financial detail found in the statements, letters provide general information such as the total past due.
 - Select a **Form** from the drop-down menu.
 - The printed letters will use the selected Form as a template.
 - Forms are created and maintained on the Forms Maintenance window (SA> Maintenance> Forms).
 - The **Tran Date** field will populate with the transaction date specified on the GL Distribution step.
 - The **Compatibility** mode toggle is used to activate compatibility mode for legacy forms that don't use standard Springbrook forms functionality.
 - Springbrook does not recommend using Compatibility mode as it will disable a number of useful form features.
-

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-

9 Commit the Past Dues batch.

- Open the **Commit Past Dues** window (SA> Past Dues> Commit).
 - The **Journal Entry Date** field determines which fiscal period the journal entries will be posted to. This field will populate with the journal entry date entered when creating the GL Distribution report. If you want to change this date, you will have to return to that step and change the JE date.
 - Click the Confirm icon  to commit the Past Dues batch.
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SA> Reports> Aging



Aging Report

Summary

The aging report displays those accounts that have past due, outstanding balances.


Step by Step

- 1 Open the Aging report window (SA> Reports> Aging).
- 2 Configure the report.
 - Check the toggle next to each **Cycle** that you would like to include in the report. Billing cycles are used to group accounts that should be billed in the same billing batch.
 - By default, all billing cycles will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed cycles.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).

- Check the toggle next to each **Status** that you would like to include in the report. Assessment statuses are used to indicate the current status of an assessment.
 - By default, all assessment statuses will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed statuses.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Select an **Aging Date** from the drop-down menu. This is the date used to calculate the age of the transactions filtered into the report and will determine which aging column (0 to 30, 31 to 60, 61 to 90, etc.) each transaction will be placed in.
 - Specify an age range for the transactions that will be included in the report in the **Minimum Age** and **Maximum Age** fields.
 - Click the **Age From** drop-down menu and select Due Date, Post Date, or Transaction Date to designate from which date the aging process will begin.
 - Select a **Sort By** option from the drop-down menu to specify if the report will sort by Assessment Number, Assessment Type, Customer Name or Customer Number.
 - Enter a **Minimum Balance** to limit the displayed accounts by account balance.
 - Check the **Include zero balance assessments** toggle to include accounts that have a zero balance.
 - Check the **Include negative balance assessments** toggle to include accounts that have a credit balance.
 - Check the **Include previous penalties in past due amount** toggle to include any previous penalty balances in the current balance.
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- Check the **Include uncommitted payments** toggle to include uncommitted/pending payments when calculating the balances on invoices to be included on the Aging Report.
 - The report will display the Assessment Number, Tax Lot, Billing Cycle, Assessment Type and Customer Number. The report will also provide a total Balance by assessment, balance for Under 30 days, 30-60 Days, 60-90 Days, 90-120 Days, and Over 120 Days as well as a report total.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> Amortization Schedule

Print the Amortization Schedule



Summary

The Amortization Schedule report displays a detailed amortization schedule for each assessment included in the report. The included assessments can be filtered by general assessment details or by any associated lot details.

Step by Step

1 Open the Amortization Schedule report window (SA> Reports> Amortization Schedule).


2 Configure the report.

- Check the toggle next to each **Type** that you would like to include in the report. Assessment types are used as templates when creating new assessments.
 - By default, all assessment types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed types.

- Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the toggle next to each **Status** that you would like to include in the report. Assessment statuses are used to indicate the current status of an assessment.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Check the toggle next to each **Cycle** that you would like to include in the report. Billing cycles are used to group accounts that should be billed in the same billing batch.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Check the toggle next to each **Principal Fee** and **Interest Fee** that you would like to include in the report.
 - Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Select a **Sort By** option from the drop-down menu to specify if the report will sort by Assessment Number, Assessment Type, Customer Name or Customer Number.
 - The **General** tab is used to filter the assessments included in the report by general assessment details.
 - The **Location** tab is used to filter the assessments included in the report by the details associated with the lot that the assessment is attached to.
 - The report will display the amortization schedule for each assessment included in the report. The Assessment Number, Customer Number, Customer Name, Tax Lot, Service Address, Principal Balance, Projected Interest to be Paid, Total Interest
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Paid, YTD Interest Paid, and Projected Payoff Date will be displayed for each included assessment.

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> Assessment Listing

Assessment Listing Report

Summary

The Assessment Listing Report displays a range of assessments filtered by general assessment details or by any associated lot details. The assessment information can also be displayed using user-defined sorting options. The report will also include contact details for any contact types associated with the assessment.


Step by Step

- 1 Open the **Assessment Listing Report** window (SA> Reports> Assessment Listing).
 - 2 Generate the report.
 - Check the toggle next to each **Type** that you would like to include in the report. Assessment types are used as templates when creating new assessments.
 - By default, all assessment types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed types.
-

- Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the toggle next to each **Status** that you would like to include in the report. Assessment statuses are used to indicate the current status of an assessment.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Check the toggle next to each **Cycle** that you would like to include in the report. Billing cycles are used to group accounts that should be billed in the same billing batch.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Check the toggle next to each **Principal Fee** and **Interest Fee** that you would like to include in the report.
 - Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Select a **First Sort** option from the drop-down menu to specify how the report will be initially sorted. The report can be sorted by Assessment Number, Assessment Status, Assessment Type, Billing Cycle, Customer Name, Customer Number or Tax Lot.
 - Select a **Second Sort** option from the drop-down menu to specify how the report will be sorted after the value selected in the First Sort drop-down menu.
 - If Assessment Number is specified as the First Sort, you will not be able to select a Second Sort.
 - The **General** tab is used to filter the assessments included in the report by general assessment details.
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- The **Location** tab is used to filter the assessments included in the report by the details associated with the lot that the assessment is attached to.
 - The report will display the Assessment Number, Assessment Date, Assessment Type, Tax Lot, Lot Number, Customer Number, Customer Name, Service Address, Billing Cycle, Bill Method, Interest Fee, Principal Fee, Interest Rate, Original Principal, Assessment Status and Principal Balance. The report will also include the Total Original Principal, Total Principal Balance and Total Outstanding Principal for each included assessment type and for the entire report.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
-

- Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> Outstanding Balances

Outstanding Balances Report

Summary


The Outstanding Balances report will display the principal and balance information for any assessments that have an outstanding balance that falls within the user-specified balance range.

Step by Step

- 1 Open the Outstanding Balances report window (SA> Reports> Outstanding Balances).
 - 2 Configure the report.
 - Check the toggle next to each **Assessment Type** that you would like to include in the report. Assessment types are used as templates when creating new assessments.
 - By default, all assessment types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed types.
-

- Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the toggle next to each **Fee Code** that you would like to include in the report.
 - Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Select a **Report Type** from the drop-down menu.
 - The Brief report type will display the Assessment Type, Description, Unbilled Principal, Original Balance and current outstanding Balance. The report will also provide a Total Outstanding Balance amount.
 - The Summary report type will display everything included in the Brief report as well as the Assessment Number, Tax Lot, Customer Number and Customer Name.
 - The Detail report type will display everything included in the Summary report as well as the Fee Code, Transaction Date, Post Date and Journal Entry Date.
 - Filter the included assessments by a transaction balance range with the **Minimum Tran Balance** and **Maximum Tran Balance** fields.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
-

- Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
-



SA> Reports> Payment Listing

Payment Listing Report

Summary


The Payment Listing report displays a list of payments sorted by assessment type and assessment number. The report can be configured to filter the included payment transactions by date and fee amount.

Step by Step

- 1 Open the **Payment Listing** report window (SA> Reports> Payment Listing).
 - 2 Configure the report.
 - Check the toggle next to each **Assessment Type** that you would like to include in the report. Assessment types are used as templates when creating new assessments.
 - By default, all assessment types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed types.
-

- Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the toggle next to each **Fee Code** that you would like to include in the report.
 - Fees are created and maintained on the Fee Maintenance window (SA> Maintenance> Fee).
 - Select a **Report Type** from the drop-down menu.
 - The Brief report type will display the Assessment Type, Description and payment Amount. The report will also provide a Total Payments Received.
 - The Summary report type will display everything included in the Brief report as well as the Assessment Number, Tax Lot, Customer Number and Customer Name. The Summary report will also provide a report total for each assessment type included in the report.
 - The Tran report type will display everything included in the Summary report as well as the Transaction Type, Receipt Number, Transaction Date, Post Date and Journal Entry Date.
 - The Detail report type will display everything included in the Tran report as well as the Fee Code for each transaction line item.
 - Select a **Date Type** from the drop-down menu. This selection will determine which date is used to filter the transactions included in the report with the **From Date** and **To Date** fields.
 - Filter the transactions included in the report by a fee amount range with the **Minimum Fee Amount** and **Maximum Fee Amount** fields.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> Refunds

Refunds Report

Summary


The Refunds report will display assessment and transaction details for a filtered range of Special Assessments module refund transactions.

Step by Step

- 1 Open the **Refunds** report window (SA> Reports> Refunds).
 - 2 Configure the report.
 - Check the toggle next to each **Assessment Type** that you would like to include in the report. Assessment types are used as templates when creating new assessments.
 - By default, all assessment types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed types.
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-

- Assessment types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).
 - Check the toggle next to each **Cycle** that you would like to include in the report. Billing cycles are used to group accounts that should be billed in the same billing batch.
 - Billing cycles are created and maintained on the Billing Cycle Maintenance window (SA> Maintenance> Billing Cycle).
 - Check the toggle next to each **Status** that you would like to include in the report. Assessment statuses are used to indicate the current status of an assessment.
 - Assessment statuses are created and maintained on the Assessment Status Maintenance window (SA> Maintenance> Assessment Status).
 - Specify a **Minimum Tran Balance** to filter the refund transactions by the amount refunded. This value must be zero or less.
 - Check the **Print Contact Information** toggle to include contact details for any contact types attached to the assessments displayed in the report.
 - The report will display the Assessment Number, Billing Cycle, Customer Number, Assessment Type, Assessment Status, Invoice Number, Transaction Type and Transaction Date. If the Print Contact Information toggle is checked, the Customer Name, Mailing Address and Phone Number will also be displayed. The report will also provide a Total Refunds amount for the report.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> Transaction History

Transaction History Report

Summary

The Transaction History report will display historical assessment transaction information filtered by transaction type and transaction date.


Step by Step

- 1 Open the **Transaction History** report window (SA> Reports> Transaction History).
 - 2 Configure the report.
 - Check the toggle next to each **Transaction Type** that you would like to include in the report.
 - By default, all transaction types will be selected. You can use the Select All  or Deselect All  icons to select or deselect all the displayed transaction types.
-
-

- Enter an **Assessment Number** or click the field label to select one from a list.
 - The assessment number is assigned when the assessment is initially created (SA> Maintenance> Assessment).
 - An Assessment Number, Tax Lot or Customer Number must be specified in order to run the report.
 - Enter a **Tax Lot** or click the field label to select one from a list.
 - Tax lots are attached to assessments on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> Lot Number field).
 - Enter a **Customer Number** or click the field label to select one from a list.
 - Customer numbers are attached to assessments on the Assessment Maintenance window (SA> Maintenance> Assessment> Customer Number field).
 - Select a **Sort By** option from the drop-down menu.
 - The report can be sorted by Assessment Number, Customer Number or Tax Lot.
 - Select a **Report Type** from the drop-down menu.
 - The Summary report type will display the Assessment Number, Customer Number, Tax Lot, Transaction Type, Invoice Number, Tax Type, Transaction Date, Post Date, Due Date, Journal Entry Date, Description and transaction Amount.
 - The Detail report type will display everything included in the Summary report as well as the Fee Code, Fee Type and Fee Amount for each displayed transaction.
-

- Select a **Date Type** from the drop-down menu. This selection will determine what date type is used when filtering the transactions included in the report by date range with the **History Date From** and **History Date To** fields.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Reports> GL Trial Balance

GL Trial Balance Report

Summary


The GL Trial Balance report displays the change in account balance of a specified customer during a specified period of time.

Step by Step

- 1 Open the **GL Trial Balance Report** window (SA> Reports> GL Trial Balance).
- 2 Configure the report.
 - Enter a date range in the **JE Date From** and **JE Date To** fields.
 - Select a **Report Type** from the drop-down menu.
 - The Brief report will display the GL Account number, Description, Beginning Balance, Debit Amount, Credit Amount, and Ending Balance.
 - The Summary report will display everything included in the Brief report as well as the Journal Entry Date, Assessment Number, Transaction Date, Transaction Type, and Transaction ID.

- The Detail report will display everything included in the Summary report as well as the Fee Code and Fee Type.
 - Enter a **GL Account** for the report or click the field label to select one from a list.
-

3 Print the report.

- Click the Print icon  to process the report immediately or enter a date and time in the field next to the Print icon to schedule the report to generate at a later time. You can view the progress of the report on the Job Viewer window (SS> Utilities> Show Scheduled Jobs).
 - Click the Print icon drop-down menu and select Print Preview to preview the report before printing.
 - Click the Print icon drop-down menu and select Excel to export the report data to an Excel spreadsheet as unformatted data.
 - Click the Print icon drop-down menu and select Excel (Formatted) to export the report data to an Excel spreadsheet that includes much of the Springbrook formatting found on the printed version of the report.
 - Once the report is generated, you can also display the report using the View Reports window (SS> Utilities> View Report).
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SA> Utilities> Setup

Set up the Special Assessments Module


Summary

Follow this process to set up the Special Assessments module.


Step by Step

- 1 Open the SA Setup window (SA> Utilities> Setup).
- 2 Set up the SA module.
 - Use the **Assessment Digits** field to specify the length of the digit portion of the standard assessment number.
 - This value can be between four and nine digits.
 - The user-defined character portion of the assessment number is determined by the Assessment Type used to create the assessment.
 - Assessment Types are created and maintained on the Assessment Type Maintenance window (SA> Maintenance> Assessment Type).

- Check the **Always use 365 days per year for interest** toggle to determine how assessment interest is calculated during leap year.
 - Turning this option on causes the system to assume that the daily interest rate is always based on a 365-day year. During a leap year, no interest is calculated on February 29.
 - If this option is turned off, the system will calculate daily interest for leap years by figuring in the extra day in the year. Daily interest rates will be 1/366 of the annual interest rate and interest will accrue on February 29th.
 - Check the **Allow amortization billings near first or last of month** toggle to prevent the billing date from being changed when it falls near the beginning or end of the month.
 - If this toggle is not checked, assessments with a billing date later than the 25th of the month or earlier than the 5th of the month will be changed to the first day of the month.
 - Check the **Create back interest for reversed payments** toggle to automatically generate interest invoices when a payment is reversed through the SA Adjustments process.
 - When a payment is applied to the account principle in one billing cycle, the amount used to calculate the interest due for the following billing cycle will not include the applied payment amount. If that payment is reversed, the actual interest due should be recalculated to reflect the full principle amount rather than the principle amount less the reversed payment. When this toggle is checked, a new invoice will be created to address this new interest due amount.
-

- If this toggle is not checked, you will be responsible for manually calculating the updated interest due and creating the necessary adjustment.
 - Click the Save icon  when complete.
-

3 Track any changes made to the SA Setup 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 setup 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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SA> Utilities> Change Assessment



Change Assessment Details

Summary


The Change Assessment window is used to update the principal, interest rate, term and fixed bill or fixed principal amount details on an existing assessment. This window can also be used to recalculate the bill amount across the remaining term of the assessment in the event that a payment larger than the expected bill amount is made.


Step by Step

1 Select the Assessment you would like to update.

- Open the **Change Assessment Selection** window (SA> Utilities> Change Assessment).
- Enter any assessment details in the Search Criteria section and click the Refresh icon  to filter the displayed assessments.
- Highlight an assessment and click the Modify icon  or press ENTER to update the selected assessment details. This will open the **Change Assessment** window.

2 Recalculate the bill amount or update the assessment details.

- The Change Assessment window is used to recalculate the bill amount or to update the assessment details. These processes should be carried out independently. Recalculating the bill amount and updating the other assessment details concurrently is not recommended.
 - If a payment to Principal exceeds the billed amount has been received on the assessment, click the Recalculate  icon to recalculate the standard billing amount across the remaining term of the assessment.
 - The **New Bill Amount** field below will automatically update to display the new amount that will be billed for the remainder of the assessment term. The other fields on the window will not be affected.
 - This is an optional process. Some organizations will choose to continue billing an assessment based on the original billing amounts. In this case, when a payment that exceeds the billed amount is received, the effects of that overpayment will not be seen until the end of the assessment term. The final billing on the assessment might be reduced or, if the overpayment amount exceeded the amount of an entire billing, the final billing could occur before the expected end of the assessment term.
 - If the general assessment details need to be edited, enter a **New Original Principal, New Interest Rate, New Term (Months)** and **New Bill Amount** or **New Fixed Principal** for the assessment.
 - The Bill Method set up on the selected assessment will determine if the Bill Amount or Fixed Principal is displayed. The Bill Method is set up on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> **Bill Method** field).
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- As you update these fields, the other editable fields may automatically change to reflect these updates.
 - Click the Save icon  when the changes are complete.
-

SA> Utilities> Change Customer


Change Customers

Summary

The Change Customer window is used to reassign an assessment to a new customer account. Once an assessment is reassigned, all of the history associated with that assessment will now be associated with the new customer account. This process will ensure the integrity of existing assessments during transfers of property ownership.

Step by Step

- 1 Open the **Change Customer** window (SA> Utilities> Change Customer).
 - 2 Change the customer.
 - Enter an **Assessment** or click the field label to select an assessment from a list.
 - The **Current Customer** field below will populate with the customer number currently associated with the assessment. Customers are attached to assessments on the Assessment Maintenance window (SA> Maintenance> Assessment> General tab> Customer Number filed).
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- Enter a **New Customer** number or click the field label to select one from a list.
 - Click the Save icon  when complete. The assessment history has now been transferred to the new customer number.
-