

SUBJECT PRODUCT: BANYON UTILITY BILLING

RELEASE: UB 10.799, JAN. 3RD 2020

TOPIC: INSTRUCTIONS FOR RECEIPT ENTRY TO CHECK FOR FINALS WHEN ENTERING RECEIPTS

Activate the feature

Go to Setup, then Setup Options. Click on the Receipts tab. On the right hand side, make sure there is a checkmark in the "Give message if finals found" box.

Final a final bill account which has a balance. Note the Address and the account number of the account from which it was final billed (This would be the account with the original Billing Group Number). If the name is on both the final and the old account make a note of that too (i.e. landlords).

Go into Receipt Entry and create a receipt batch. Click the Add Entries button.

Using the Acct List tab, enter the account number of the Active account (not the final). The program will popup a message letting you know there is a final billed account which still owes money.

Using the Address tab lookup, enter the property address. Pick the active account number from the list. The program will popup a message letting you know there is a final billed account which still owes money.

Using the Name tab lookup, enter the name. Pick the active account number from the list. The program will popup a message letting you know there is a final billed account which still owes money.

Using the Account tab lookup, enter the Account Number. Pick the active account number from the list. The program will popup a message letting you know there is a final billed account which still owes money.