SUNGARD® PUBLIC SECTOR

ONESolution™

Cash Receipts

Version 10-23

Processing Training Guide

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Lesson 1 - Cash Receipts Introduction and Overview

The Cash Receipts software application is a centralized cash receiving system. You can configure customized payment entry prompts based on the type of payment received, and distribute payments directly to the general ledger.

Cash Receipts is complete with all the tools required for an efficient, accurate, centralized cash receiving system.

- **Objectives:**
  To have a working knowledge of the Cash Receipts Application

- **Target Audience:**
  A person who will function as your future in-house trainer
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Each employee can create one or more sets that they are responsible for. Employees will take payments and handle transactions in their respective sets. Each receipt that is generated creates individual transactions in Cash Receipts.

Based on your organizations business practices, employees balance their cash drawer using a Cash Receipts edit listing. Once an employee balances a set, the set is ready for posting. When you post a set, Cash Receipts automatically sends payment information to all of the **ONE**Solution applications you set up in the Application Interface.

There are three (3) areas of Cash Receipts:

- **Setup and Maintenance** – You define your organization's codes and information that can include:
  - Fee Codes
  - Printer Definition
  - Endorsement Codes
  - Tender Types
  - Payment Types
  - Set Types
  - Receipts Printer Definitions
  - Workstation Configuration
  - Application Interfaces
  - External Set Default Codes
  - Merchant Codes

- **Receipt Processing** – This includes all of the day-to-day tasks employees perform while taking payments from customers. You can use Cash Receipts to:
  - Create and define sets
  - Enter payments
  - Validate and endorse checks
  - Balance Sets
  - Post Sets

- **Set Inquiry** – You can use the Set Search to locate sets that have been created. You can view receipts contained in a set and reprint a receipt or make an adjustment to a receipt. You can locate a set based on one or more of the following criteria:
  - Set User
  - Set Date
  - Set Number
  - Set Type
  - Receipt Count
  - Receipt Totals
  - Set Condition
  - Set Status
  - Set Source

Lesson 2 - Logging onto ONESolution

In this lesson, you learn the steps to logging onto the **ONE**Solution software product.

- **Objectives:**
  At the completion of this lesson, you should be able log onto **ONE**Solution Cash Receipts software product.

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 2.01 - ONESolution Login Window

The **ONE**Solution suite of SunGard Public Sector software applications has been designed to take advantage of common Microsoft Windows navigation features. It blends the functionality of SunGard Public Sector software applications and the advantages of a graphical interface.

Knowledge of all Windows navigational features is not necessary to use the SunGard Public Sector **ONE**Solution suite. However, this knowledge can be beneficial when working with SunGard Public Sector software applications or other Windows-based applications.

A common premise applied to the Windows environment is that you have multiple ways of performing the same task. The **ONE**Solution environment takes advantage of this concept. You have several ways to initiate an action within the graphical environment. This allows you to use the SunGard Public Sector software application in the way that is most comfortable for you.

The **ONE**Solution series of software applications runs from your Desktop. Once the Desktop browser is open, a sign-on screen displays where you enter a user ID and password. Your system administrator determines the information you use to access the **ONE**Solution applications.

This lesson will cover how to logon to **ONE**Solution.

1. Click the application launch icon

.

2. The logon window displays.

3. Enter your ***User Name*** and ***Password*** in the corresponding fields. *(You can check the box for **Remember me** for the next time you sign-on.)*

4. Place a checkmark next to **Remember Me** for future logons.

5. Click **Logon**.

6. Click the product suite you want to work with:

- ✓ Finance
- ✓ Community Development
- ✓ Utilities
- ✓ Public Works
- ✓ Public Safety
- ✓ Justice

Part 2.02 - Working with ONESolution Desktop

The **Desktop** act as a single entry point for the **ONE**Solution customers, and is the main access window for the **ONE**Solution application suites.

The **Desktop** is designed in a generic way and allows you to design the layouts to satisfy your specific requirements. You can customize the Desktop to meet your agency- or customer-specific prerequisites.

The **Desktop** window is divided into three sections:

- **Top panel** - the top panel displays the following:
  - ONESolution Logo
  - Search Field
  - Help Icon – is context-sensitive

- **Dashboard** - The dashboard area displays the components depending upon the layout configuration and you can use the Desktop to create and manage the components.

  The "***dockable***" feature allows you to reorganize the orientation of the dashboard components:

  - You can select the panel and drag the panel to get the direction arrows.
  - Drop the panel that needs to be arranged to the respective direction arrows.
  - You can select the panel and drag and drop it to any direction to arrange them.

- **Bottom panel** - The bottom panel displays the global list of various applications available in the ONESolution product suite.

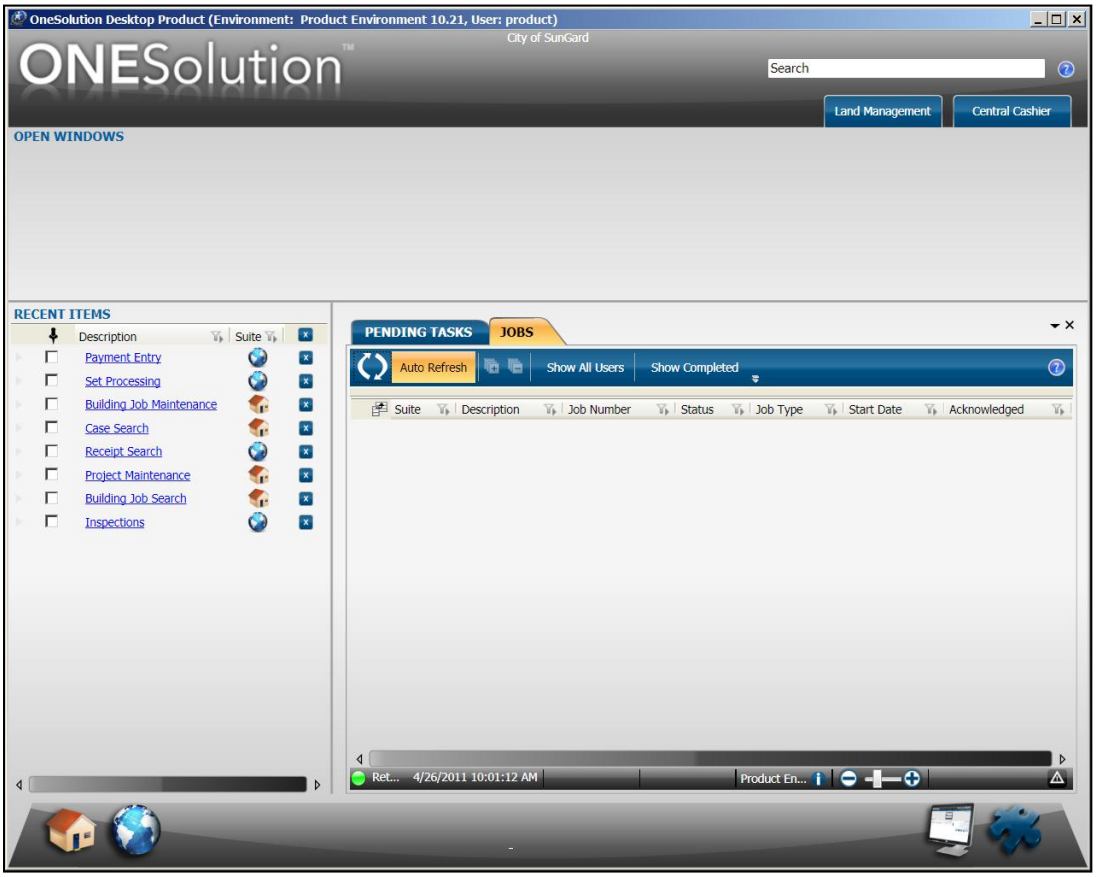
You can click any application icon to display the Entry Points pop-up window.

You can view the various application-specific entry points organized as folders and hyperlinks in this pop-up.

You also can view the options to manage the Desktop components and layouts in the bottom panel.

The **Desktop** icon on the bottom panel of the Desktop window allows you to create layouts, select specific components, and configure the settings. Depending on the layout and the components, the dashboard displays the various elements of the Desktop.

There is default layout and components set by the administrator and depending on the security privileges, you can design your own layout for the Desktop.



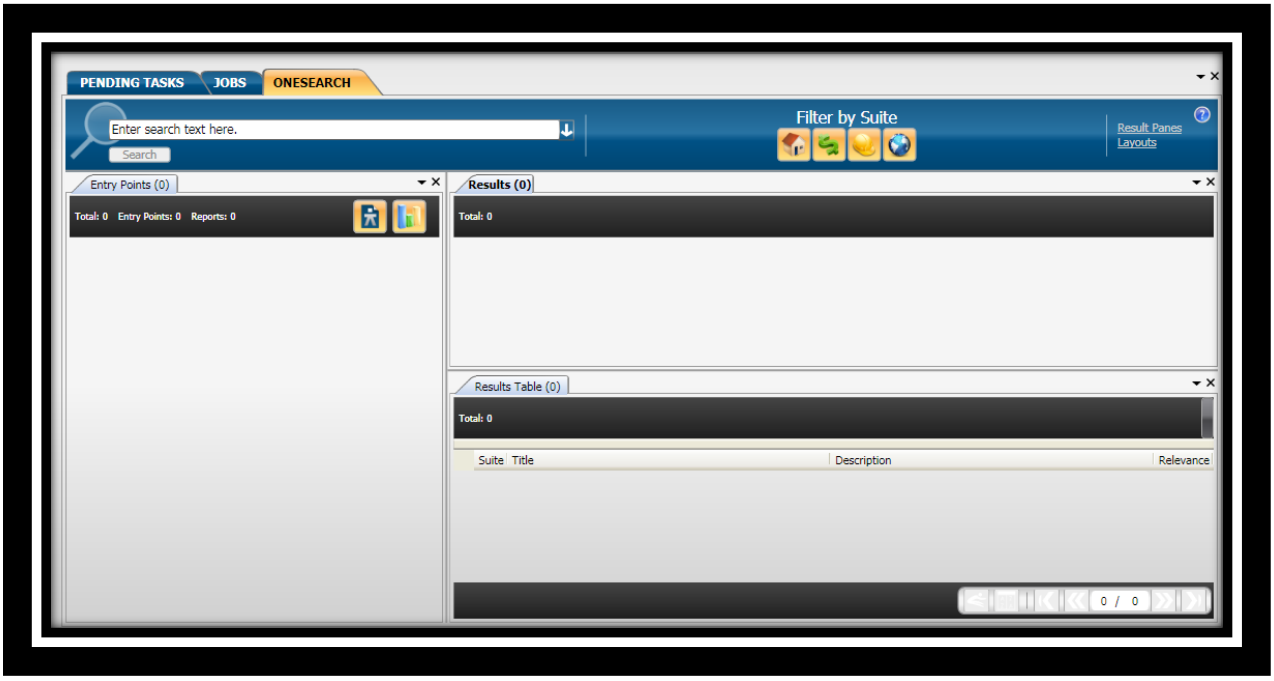
Part 2.03 - Working with ONESolution ONESearch

Using the **ONESEARCH** component, you can search for the functional reports, entry points and data within various suites. You can choose one or more suites to search for the entry points and you also can separate the functional entry points from the reports by setting a filter.

This option searches for text as typed by you, filtering the results by suite and displaying results from the manifest and the suite data.

ONESearch Overview

This option searches for text as typed by you, filtering the results by suite and displaying results from the manifest and the suite data.



You can filter the results by each suite. When you click the toggle buttons for various suites in the **Filter by Suite** section, will filter the search results by suite.

Clicking a particular suite toggle button includes that suite's results in the results. The toggle buttons are enabled only when the suite is connected to the desktop. This is applicable to both **Entry Points and Reports** and **Results** sections.

The **Search** button is enabled only when you start typing the search text in the search field.

The right section of the **ONESEARCH** component has two options:

- **Result Panes** - In this pane, you can view the search results according to your requirement. You can view either the Entry Points results, or the Data results or the Data Grid for the data results or any combination these.

- **Layouts** - This option gives you the provision to view the **ONESEARCH** component in different layouts. You can view the **ONESEARCH** component in default, entry points only, data only, data grid only, data and data grid only layouts.

The results in "***Entry Points***" section can be filtered according to the entry points and reports, by clicking the ***Include Functional Entry Points*** icon and the ***Include Report Entry Points*** icon.

Since it is a dockable pane, you can also drag and drop the Data Grid pane next to the Data pane when the **ONESEARCH** component is in default layout.

You can obtain two types of results in the **ONESEARCH** component:

- **Entry Point And Reports Results** - Displays all the entry points and reports matching the text that is typed in the search field. The results display as you type in the search field.

- **Data results** - Displays all the data matching the text that is typed in the search field. You have to click the **Search** button next to the search field to obtain data results.

The data results displays results related to the following:

- **Common PA** - common party, common address, common contractor, common party e-mails, common party phone, common party address.

- **Community** - location/parcel related party, building job related parties, building job contractors, case related parties, case assignments, business, business related party, business professional, project related parties, and project managers.

- **Work Management** - request related party.

Searching for Data Using ONESearch

Using the **ONESEARCH** component, you can search for data within various suites. You can choose one or more suites to search for data within those suites. You can search for common responsible related party or a manager associated with jobs, inspections, requests, and tasks.

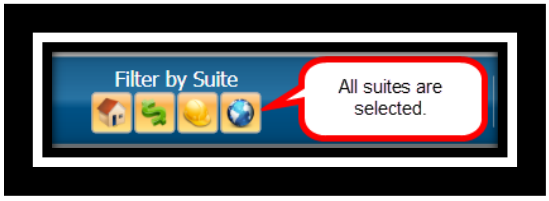
On the click of **Search** next to the textbox, **ONESEARCH** searches for the text typed by you, filtering the results by suite and displaying results from the suite data in the **Results** section. If you have configured the results to display in a grid format, then a **Results Table** pane also displays.

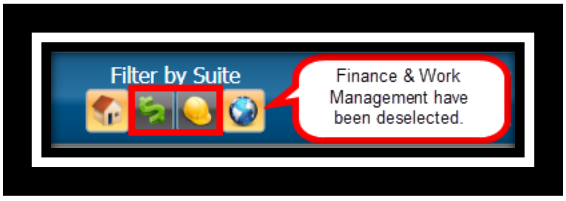
1. On the desktop, select the **ONESearch** tab

.

2. The **ONESearch** component displays.

3. In the **Filter by Suite** field, indicate which suites should be search.

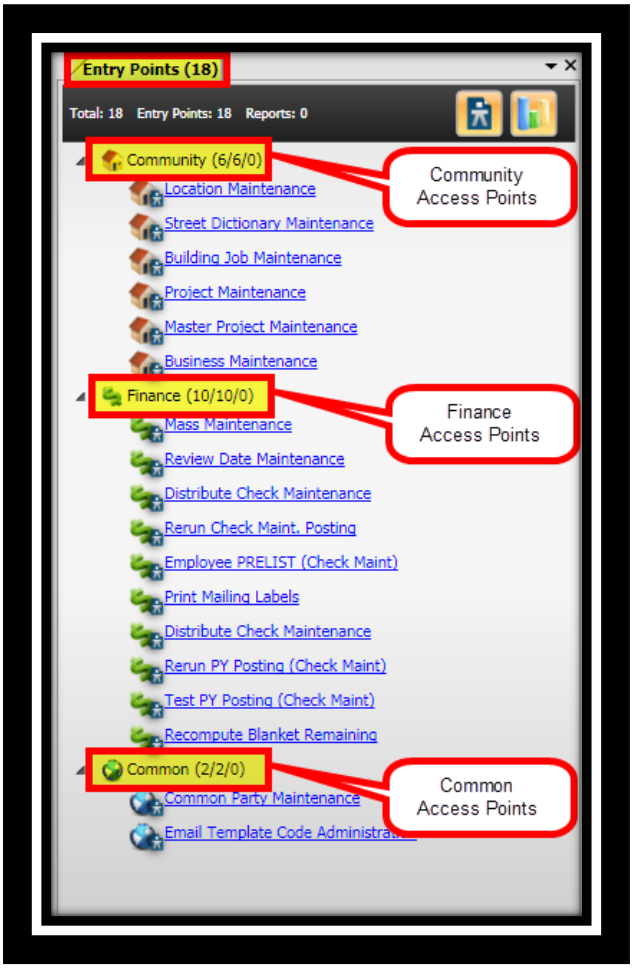




4. Enter the search criteria in the **Search** text box. *(As you enter text, the **Entry Points** panel will begin to display entry points that could possibly match your text.)*

Search Text Box

Entry Point Panel



5. Click **Search**
.

6. A preview of the search results displays in both the **Results** and **Results Table** panels.

   The results in the **Results** panel are displayed as a hyperlink. The subject is mainly the suite name along with the window name. Below the subject is the name of the related party and the common party details and also displays the icon of the suite it belongs to. You can click on any of the results and navigate to the respective windows.

   The results in the **Results Table** panel are displays the same results as that of **Results** panel but in a grid format. The results display the suite, title, description, and the relevance of the data. The stars that display against each result is the relevance of the related party. The relevance is configured based on the importance the agency defines for its related party.

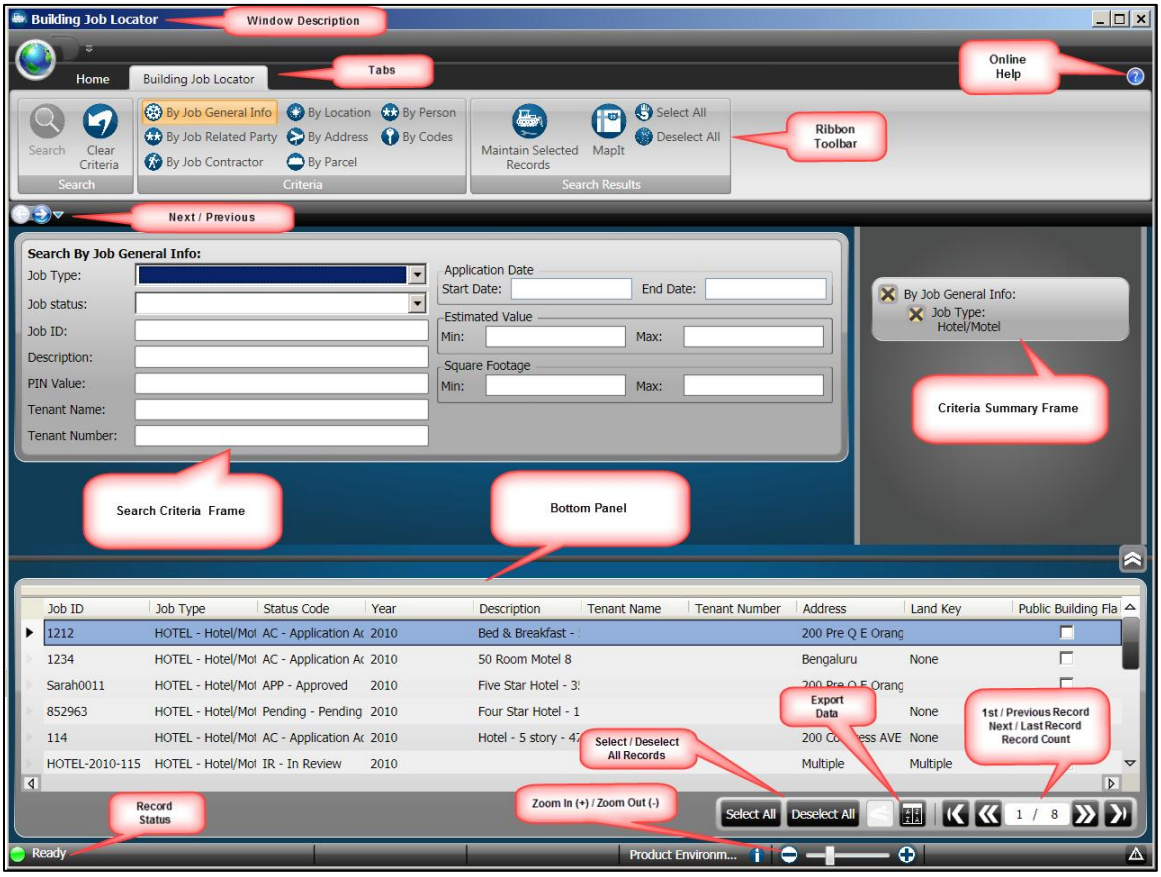
7. Click the hyperlink to access the entry point you were searching for.

Part 2.04 - Working with ONESolution Windows

Each window has common elements to it and is broken down into:

- **Window Description** – this provides you with which application you are currently in and which process you are using.
- **Help** – displays the help document for the window you are currently on.
- **Tabs** – are like the folders in a file cabinet and categorize for you the different processes in the application**.**
- **Ribbon Toolbar** – provides a series of grouped actions you can take to process your information.
- **Next / Previous** – toggles between open windows and will allow you to quickly move to a window you want to go to.
- **Search Criteria Frame** – this frame provides you with a way to input different information to search the database by specific criteria.
- **Criteria Summary Frame** – displays what you specified for your search.
- **Collapse / Expand Search Window** – collapses or expands the search window and display all records in the Bottom Panel.
- **Record Selector** – indicates which record is selected**.**
- **Results Data** – all the data that was retrieved based on a search.
- **Record Count** – the number of records retrieved based on a search**.**
- **SelectAll** – will select all records retrieved based on a search.
- **DeselectAll** – will unselect all records that had been previously selected.
- **Jump to the Last Viewed Record** – jumps to the last viewed record.
- **Export data to a file** – will move and save your data into a Microsoft® Excel spreadsheet format.

- **Next / Previous** – moves you between the records that have been retrieved.



Lesson 3 - Working with Payments

This lesson covers working with payments in the **ONE**Solution Cash Receipts Application.

- **Objectives:**
  At the completion of this lesson, you should be able to open a set.
  Enter, and void payments.
  Edit and post sets.
  Search for receipts

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Cash Receipts allows your organization to process payments in a set. Set processing involves certain concepts:

Set Addition – when you open a new set, cash receipts automatically assigns a status of open ("**O**"). The status will not change until you have change the status to closed ("**C**"). When opening a new set, the following fields are preset with the following information:

- Set User
- Set Date
- Set Number
- Set Type
- Receipt Printer
- Drawer Number

Set Editing – after you finish enter payments into a set, you can check for mistakes by editing the set. Editing does not update any payment information, it simply allows you to verify transactions. You can edit sets individually or select multiple sets to edit together. When you select sets to edit, cash receipts displays the **EDIT SUBMITTED** next to the selected sets. You cannot work in sets selected for editing until the edit finishes.

Set Edit Listing – when you edit payment sets, cash receipts prints a **Cash Receipts Edit Listing**. This report is similar to doing cash drawer reconciliation and it lists all the payments received and totals for the edited set. You can use the information on this listing to balance cash drawers and sets. The report includes the following totals:

- Payment Type
- Tender Methods
- Deleted Payments
- Set Count
- Denomination Totals

Set Balancing – before you can post a set you must balance and close it. Balancing is the process of verifying totals of payments received. To balance a payment set, you must verify the number of payments entered and the total payment amount for the set. You should compare the displayed totals with the totals on the edit listing. Once everything has been verified and balanced, you can change the status of the set from "Open" to "Closed".

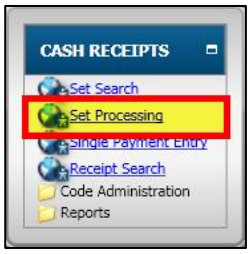
Set Posting – posting payment sets is the process of making transactions permanent. Once you post a set, you cannot change or delete transactions in the set. You can post balanced and closed sets only. If you try to post a set that is not balanced, the posting will run, but the transactions are not posted.

Part 3.01 - Opening a New Set

You create a set for a group of payments. You use this feature to maintain such sets and while creating a new set, you can define default values for the payment group, payment type, tender type, and set payment date. To set up a new set, complete the following steps:

1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

2. Select **Set Processing** under ***Cash Receipts*** 

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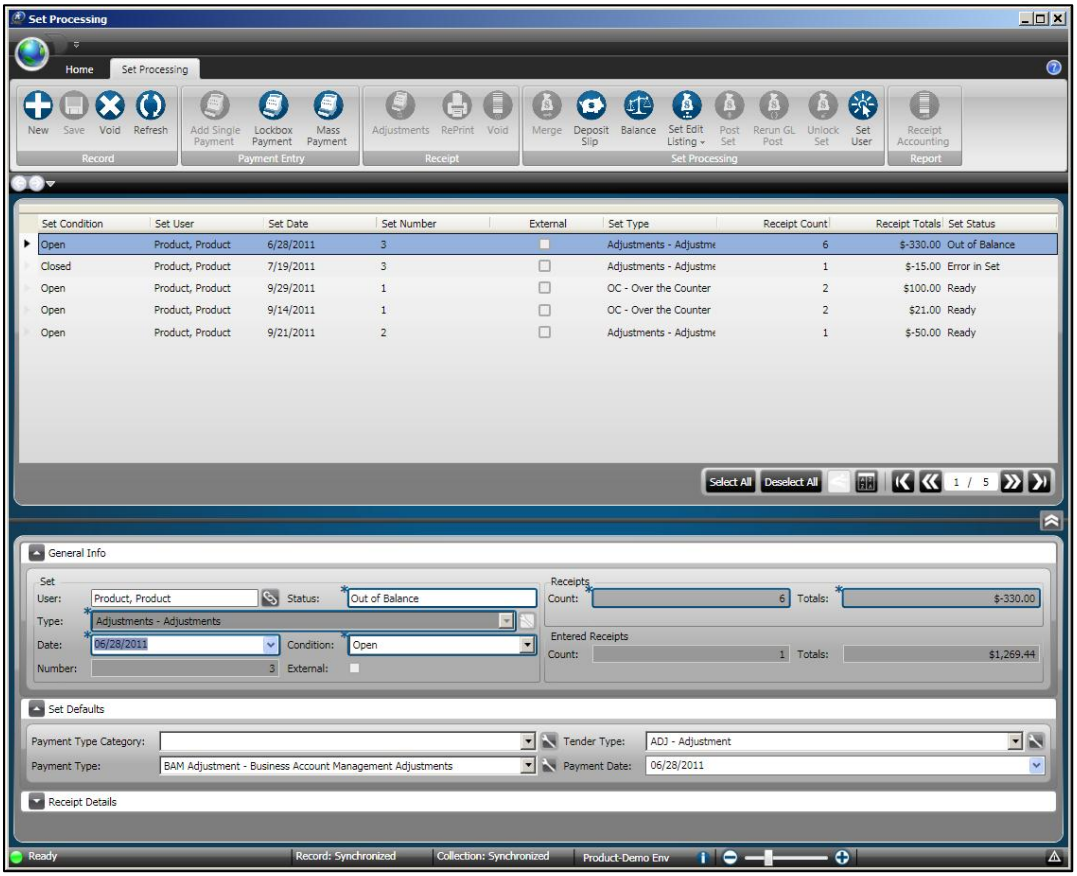
3. The **Set Processing** window displays.



4. Click **New** on the ***Set Processing / Record*** ribbon toolbar

.

General Info

In the **General Info** panel you indicate the user and the type of set you are opening. The set date and condition will always default to the system date and an open condition.

1. In the **User** name field, the log in name will default for your login. *(You can change the set user name by clicking **Associate** to launch the **Common System Person Selector**.)*

2. In the **Status** field, the status will default for your login.

3. In the **Type** field, select the appropriate type that describes how the payments are being taken from the drop-down list. *(Once a set is saved, you cannot change the type.)*

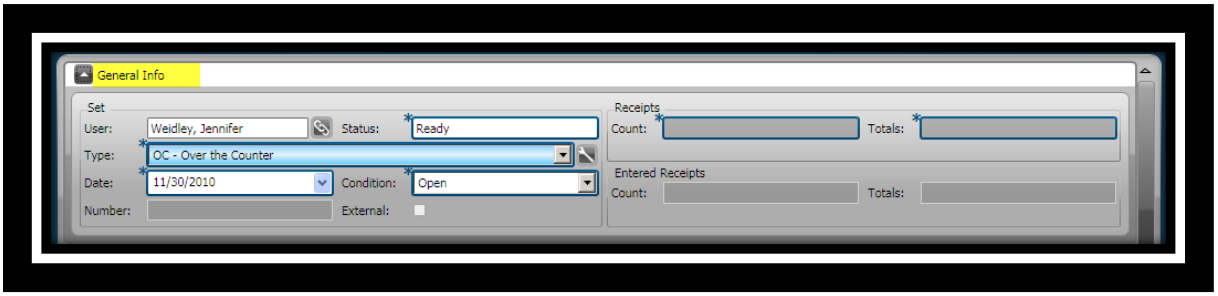
4. In the **Date** field, the system date will default automatically. *(You can click the drop-down arrow to change the date displayed.)*

5. In the **Condition** field, the default is set to ***Open***.

6. In the **External** field, place a checkmark if this set is for receipts originating from an external application like GovNow.

7. The following fields will be computed automatically:

   - **Number** – the set number will be assigned by the system.
   - **Count** – total number of receipts processed.
   - **Totals** – total monies of receipts processed.
   - **Entered Receipt Count** – this field is updated from the set balancing process and *cannot* be edited.
   - **Entered Receipt Totals** – this field is updated from the set balancing process and *cannot* be edited.



Set Defaults

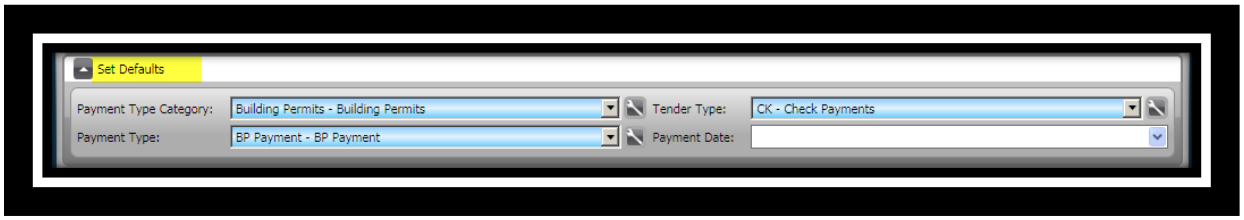
You use the **Set defaults** panel to enter default details for the set. Set defaults can be populated automatically based on the system configuration for Cash Receipts. This is optional and not required when opening a new set and you can edit these details.

1. In the **Payment Type Category** field, you can select a payment type category from the drop-down list.

2. In the **Tender Type** field, select the most common tender type from the drop-down list. *(You can change the tender type during the **Tender receipt** process.)*

3. In the **Payment Type** field, select a payment type from the drop-down list. *(You can leave this field blank and chose a tender type when you tender the receipt.)*

4. In the **Payment Date** field, leave this blank or select a default payment date from the drop-down list. *(If you leave the **Payment Date** field empty, the system uses the current date automatically for receipts that are added to the set. If a payment date is specified, the receipt would always default to that date instead.)*



5. Click **Save** on the ***Set Processing / Record*** ribbon toolbar

. *(You may be prompted to create a new set if one has already been created. Click **Yes** if you want to create a new set, click **No** to cancel.)*

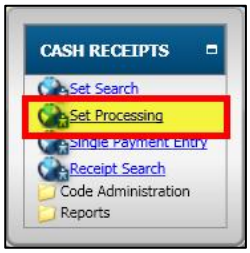
6. Click **Close** . *(This returns you to the Desktop.)*

Part 3.02 - Single Payment Entry for Miscellaneous Cash Receipts Payments

Single Payment entry is the standard method that cashiers use to receive payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. To add payments for miscellaneous charges, complete the following steps:

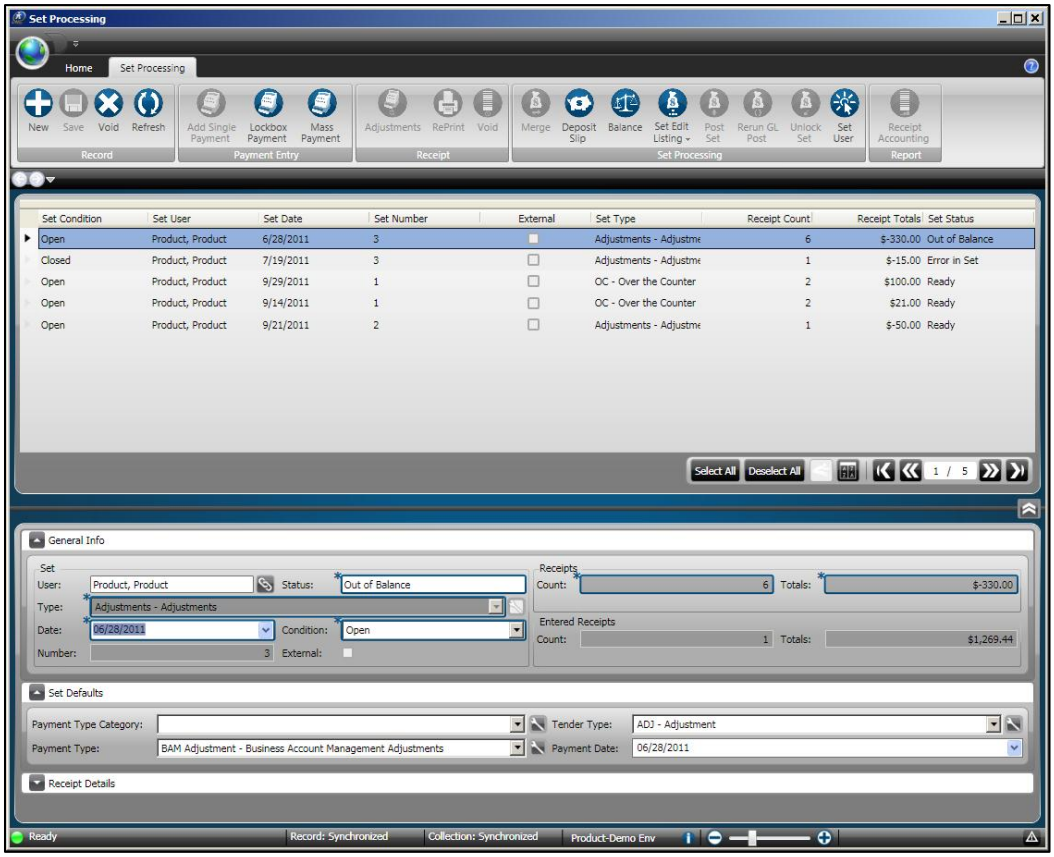
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

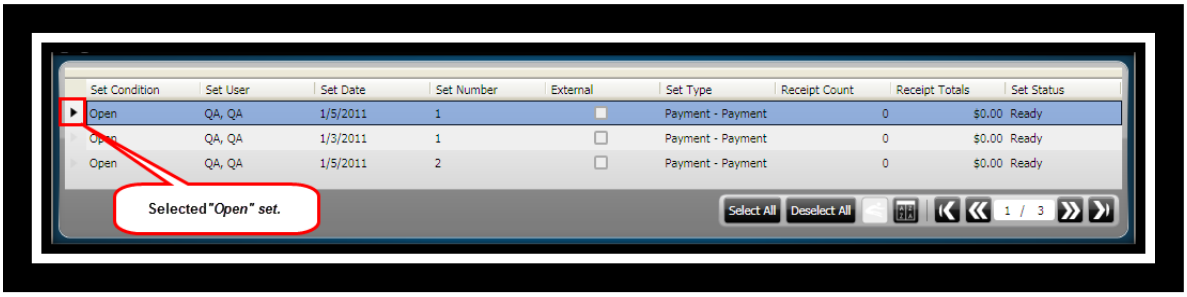
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



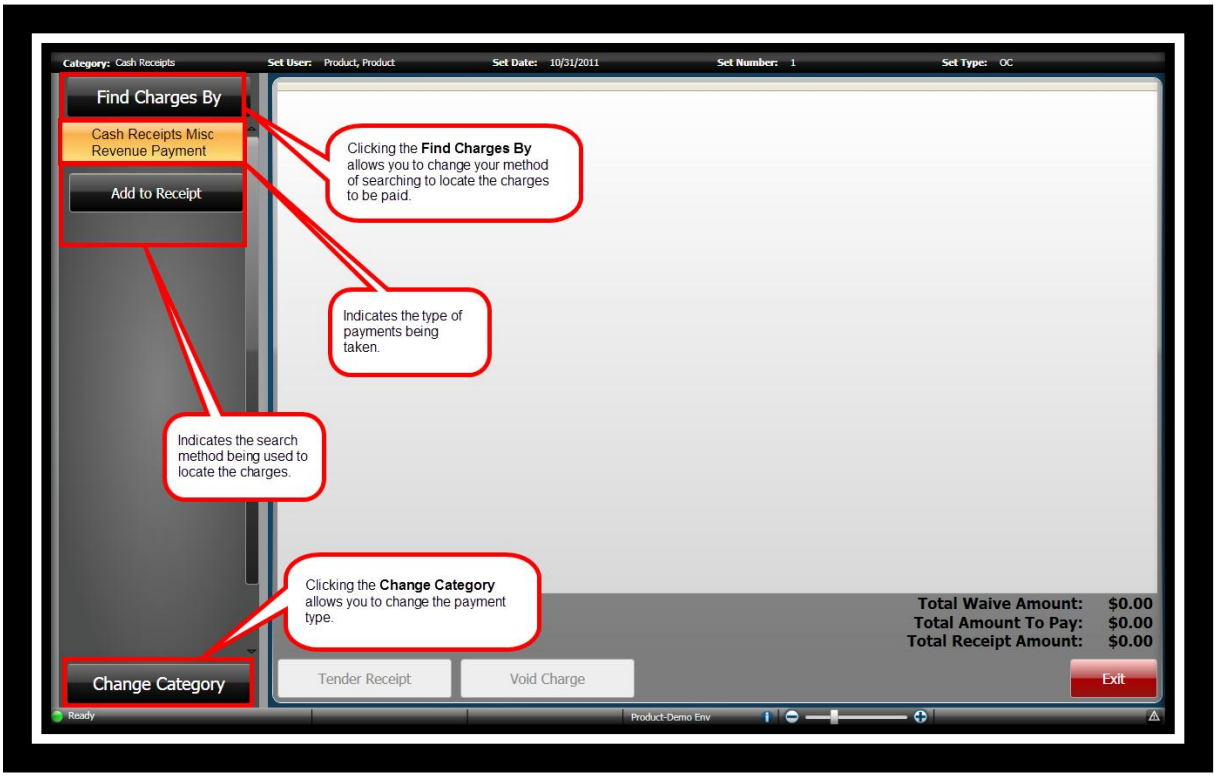
4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set** to open a new set.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

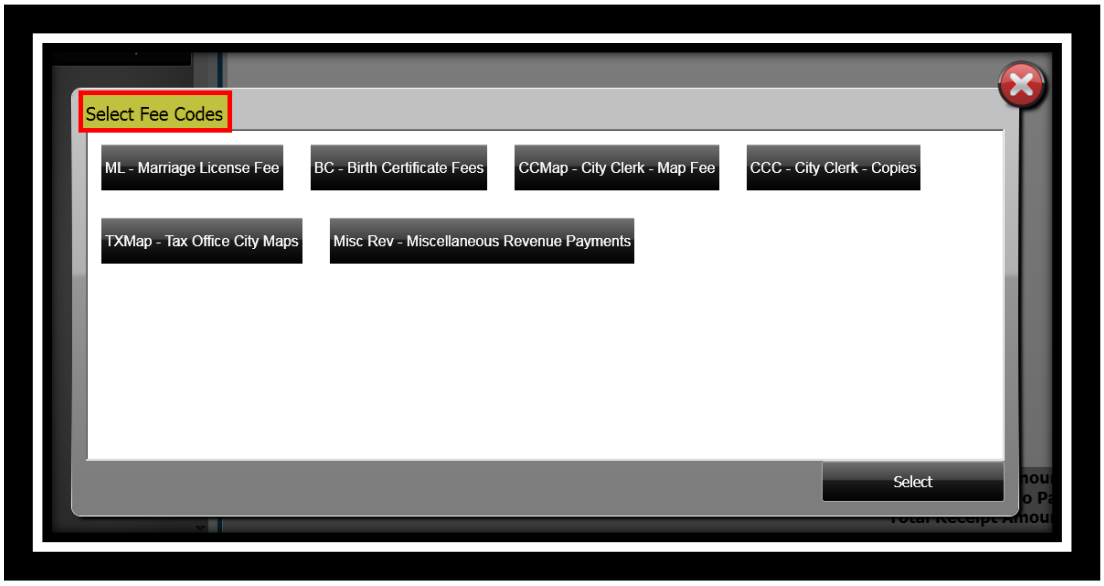
6. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Payment Type Category** selected.)*



7. Click **Add to Receipt**

.

8. The **Select Fee Codes** window displays.



9. Highlight the fee you will be taking the payment for and click **Select**

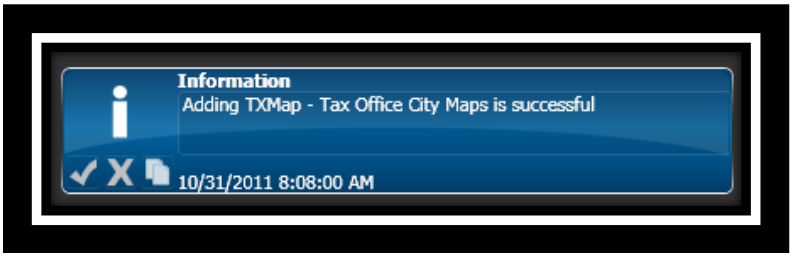
.

10. A fee can require some additional information, such as a prompt. When a prompt displays, complete the information as indicated.

11. Click **OK**

.

12. You will receive a confirmation message after adding a payment type.



Adding Additional Comments

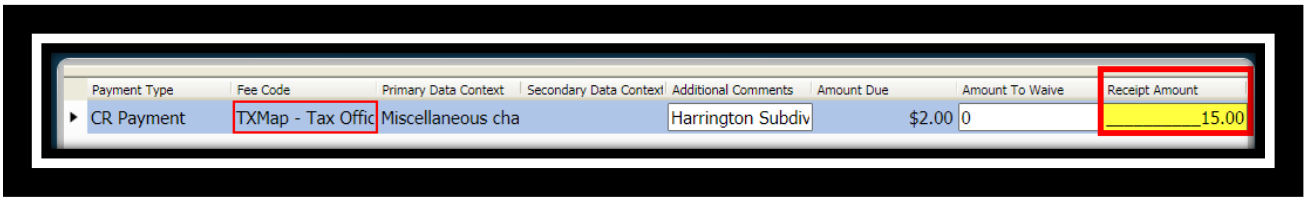
When you set up your payment type codes, you may have indicated that additional comments are to be entered when receiving payment.

1. In the **Additional Comments** field, indicate any additional comments for the receipt.

Changing the Receipt Amount

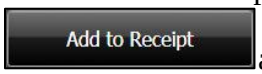
The receipt amount will display what is due. You can indicate a different amount due by entering the amount in the ***Receipt Amount*** field.

1. In the **Receipt Amount** field, indicate a different receipt amount.



Adding Multiple Payment Types

You can have multiple payment types added to each receipt. Clicking **Add to Receipt**



allows you to select the next payment type. Complete the above steps to add additional payment types to the receipt.

Changing Payment Category

You can also change the category by clicking **Change Category**

. This allows you to pick a new category and then select a charge that is associated with the category.

Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

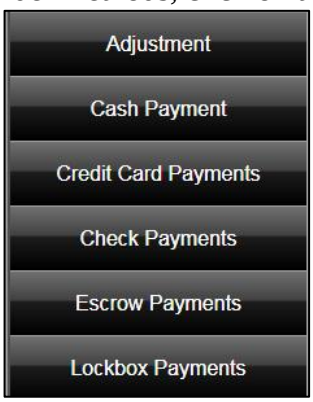
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

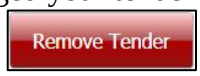
.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

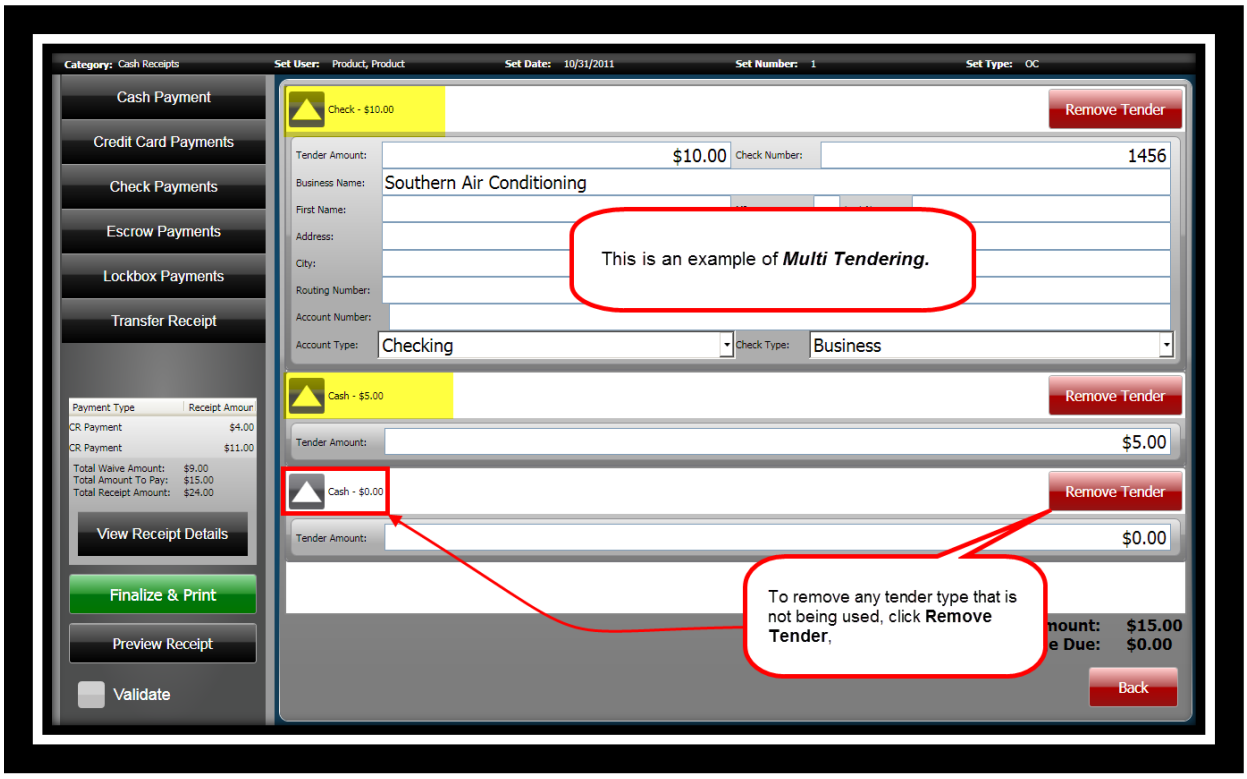
3. To change or add additional tender methods, click on the method you want to use, Cash, 

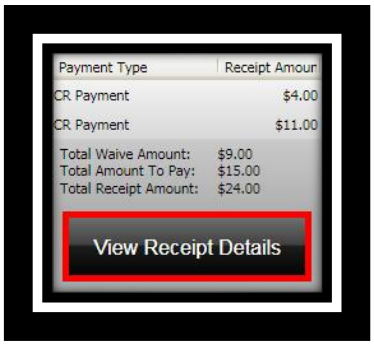
Check, Credit Card or Escrow. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

4. Enter the amount tendered and complete any other information as needed.

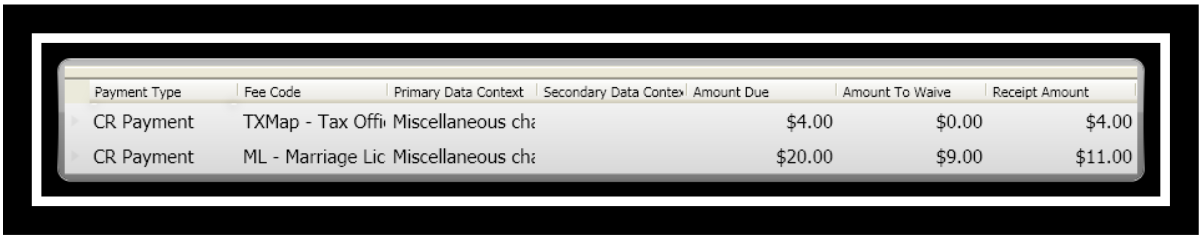
5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender** 

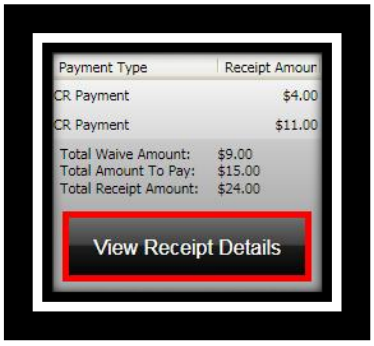
.



6. Click **View Receipt Details** 

to view the receipt before you finalize the transaction.



7. Click **View Receipt Details** 

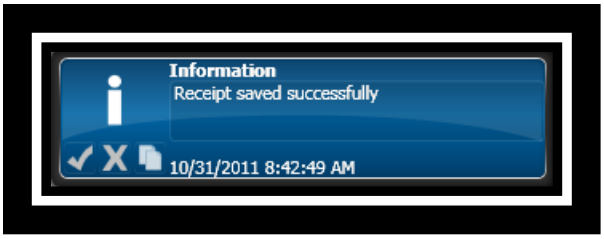
to close the review.

8. Click **Finalize & Print**

to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate**

to print validations.

12. To close the ***Single Payment Entry*** window, click **Exit**

. *(This returns you to the **Set Processing** window.)*

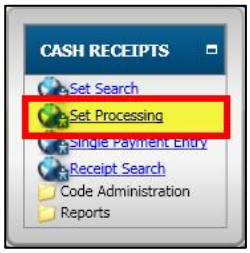
13. Click **Close**
. *(This returns you to the Desktop.)*

Part 3.03 - Single Payment Entry for Building Permits

Single Payment entry is the standard method that cashiers use to receive payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. To add payments for a job, permit, inspection fee, plan reviews or business fees, complete the following steps:

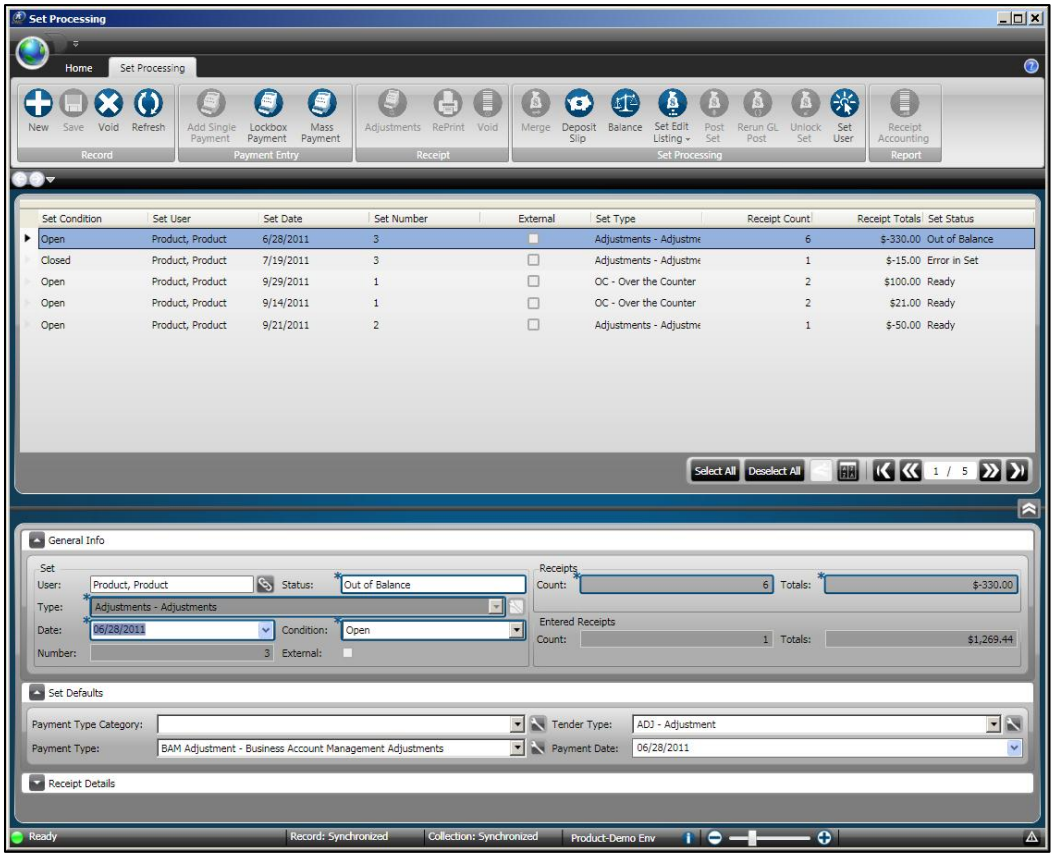
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

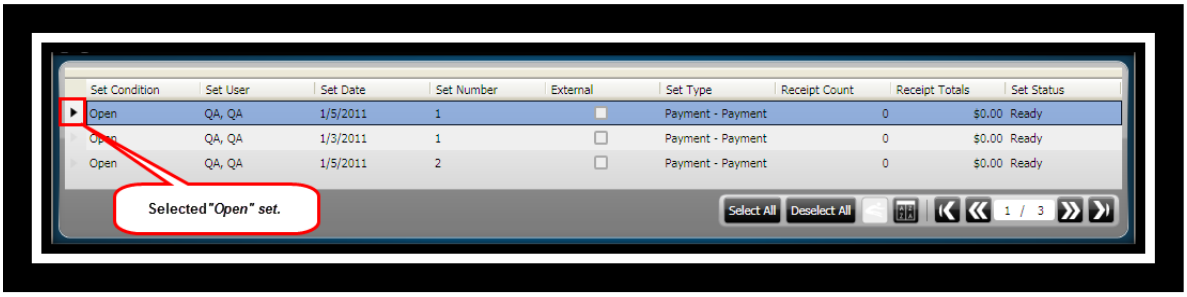
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



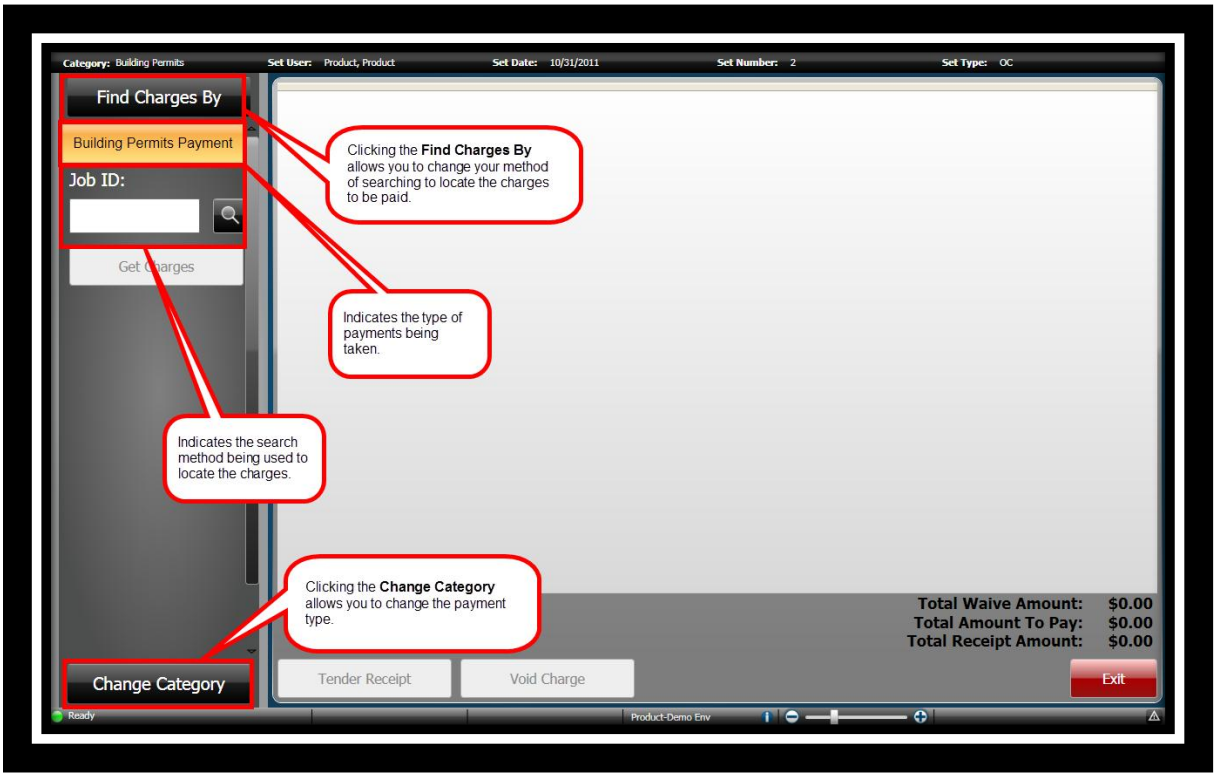
4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set** to open a new set.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

6. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Payment Type Category** selected.)*



There are several methods use to search for charges that are going to be paid.

- **Find Charges By**

- you select this option you are prompted to search for either a person or an entity.

- **Search**

- When you select this option, depending on the application, you will search based several types of criteria including by that application's ID field.

    - **By Job General Info** – use this method to search for the job's general information.
    - **By Address** – use this method to search for the job by address information.
    - **By Parcel** - use this method to search for the job by parcel information.
    - **By Job Contractor** – use this method to search for the job by contractor information.

Search – "By Building Job General Info"

1. Click **Job ID Search**

.

2. The **Search** window displays.

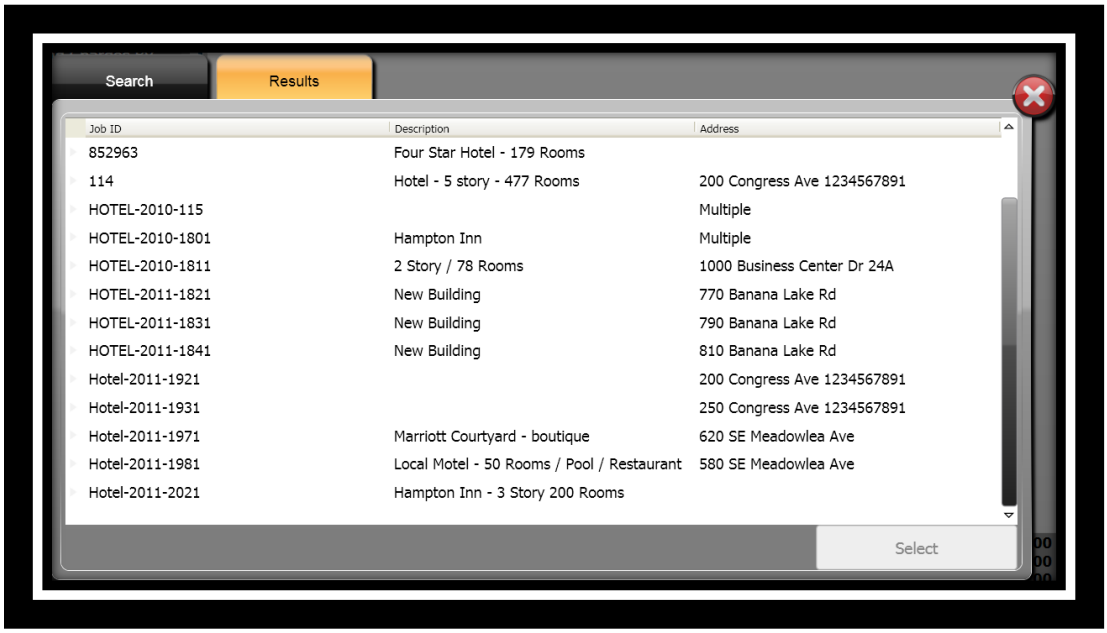
3. Click the drop-down arrow to expand the panel for **By Job General Info**.

4. Specify the information you want to search by in the **Search By Job General Info:** panel. *(For this example **Job Type** was used.)*

5. Click **Search**

.

6. The **Results** panel displays.



7. Select the building job you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

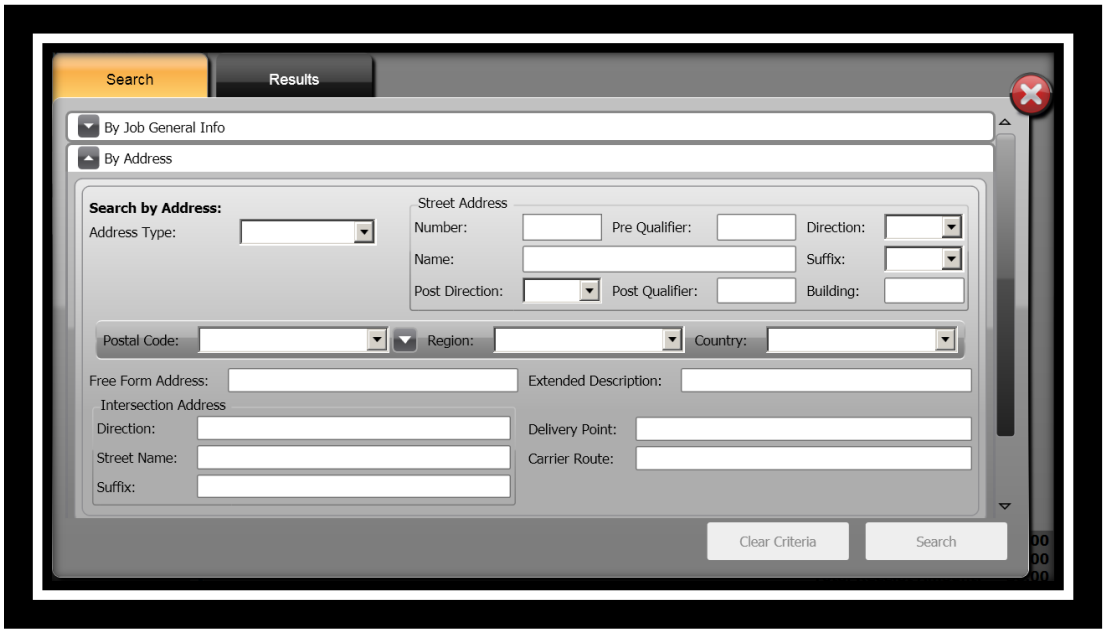
Search – "By Address"

1. Click **Job ID Search**

.

2. The **Search** window displays.

3. Click the drop-down arrow to expand the panel for **By Address**.



4. Specify the information you want to search by in the **Search By Address** panel. *(For this example **Street Name was** used.)*

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the building job you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Parcel"

1. Click **Job ID Search**

.

2. The **Search** window displays.

3. Click the drop-down arrow to expand the panel for **By Parcel**.

4. Specify the information you want to search by in the **Search By Parcel** panel. *(For this example **Land Key was** used.)*

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the building job you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

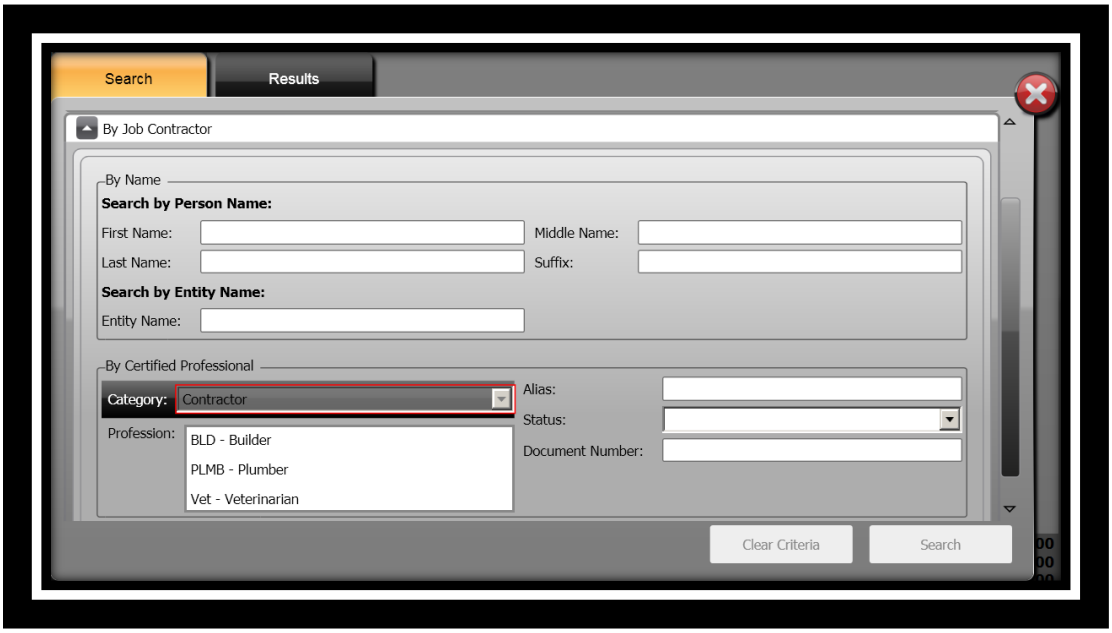
Search – "By Building Job Contractor

1. Click **Job ID Search**

.

2. The **Search** window displays.

3. Click the drop-down arrow to expand the panel for **By Job Contractor**.



4. Specify the information you want to search by in the **Search By Job Contractor:** panel.
*(For this example **Contractor Type** was used.)*

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the building job you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

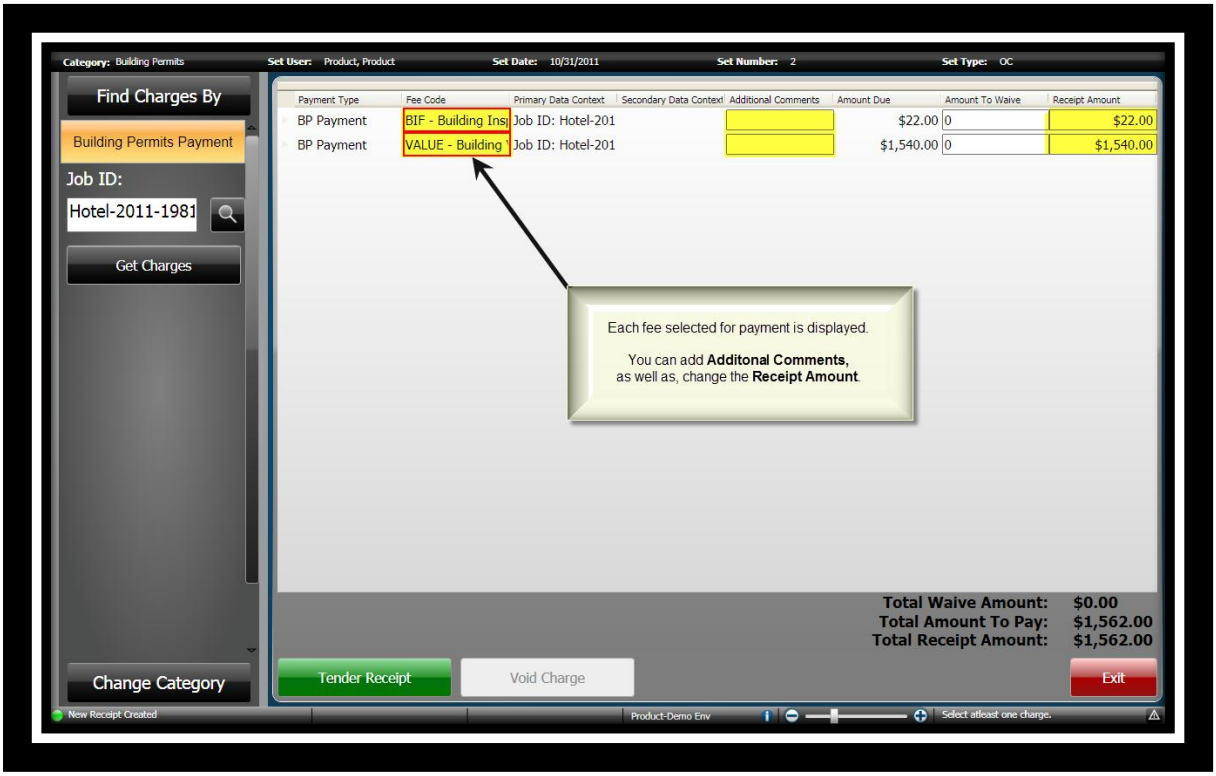
.

Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Taking Payments

After you have selected the charges, the next step is to take the payment, tender and finalize the receipt.

1. The **Single Payment Entry** window displays.



2. Complete the **Additional Comments** field if applicable. *(When you set up the payment type code, you would have indicated if you wanted to enter **Additional Comments**.)*

3. In the **Receipt Amount** field, the amount assessed for the fee defaults. *(If you need to modify the amount, enter the payment amount.)*

Entering a Waiver

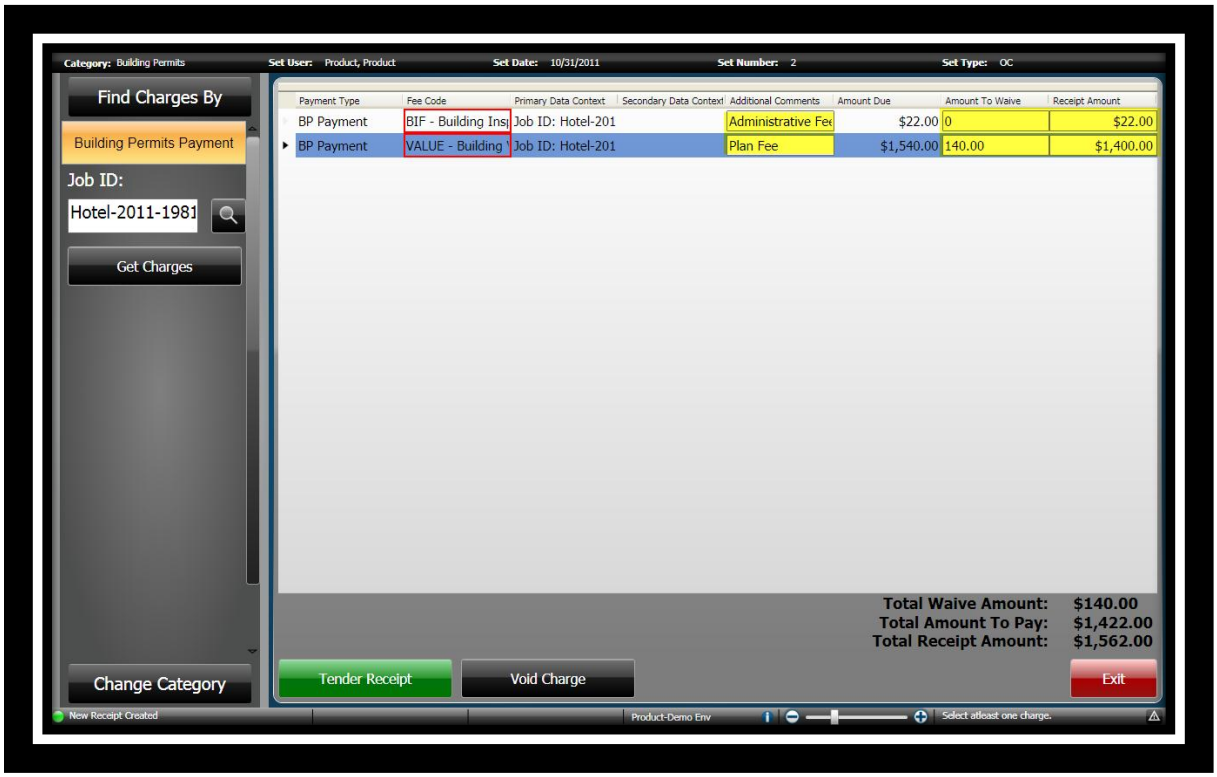
At the time you are receiving payments, it is possible for you to enter an amount or percentage that will be waived. You specify if there is to be a percentage type of waived amount, or you can enter an amount to be waived. The waived amount will be displayed in the ***Waived Amount*** column.

1. Click in the **Amount To Waive** field.

2. Select if the waiver is to be based on a **Percentage** or **Amount**.

3. Enter the amount or percentage to be waived off. *(When the type is **Percentage**, you can double-click the input field and a calculator will appear for your use if you want to double check your numbers.)*

4. Click **Ok** to continue.



Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

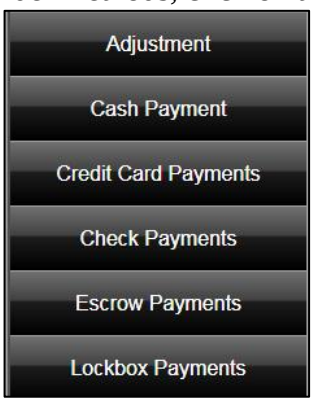
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

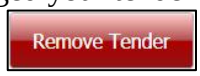
.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

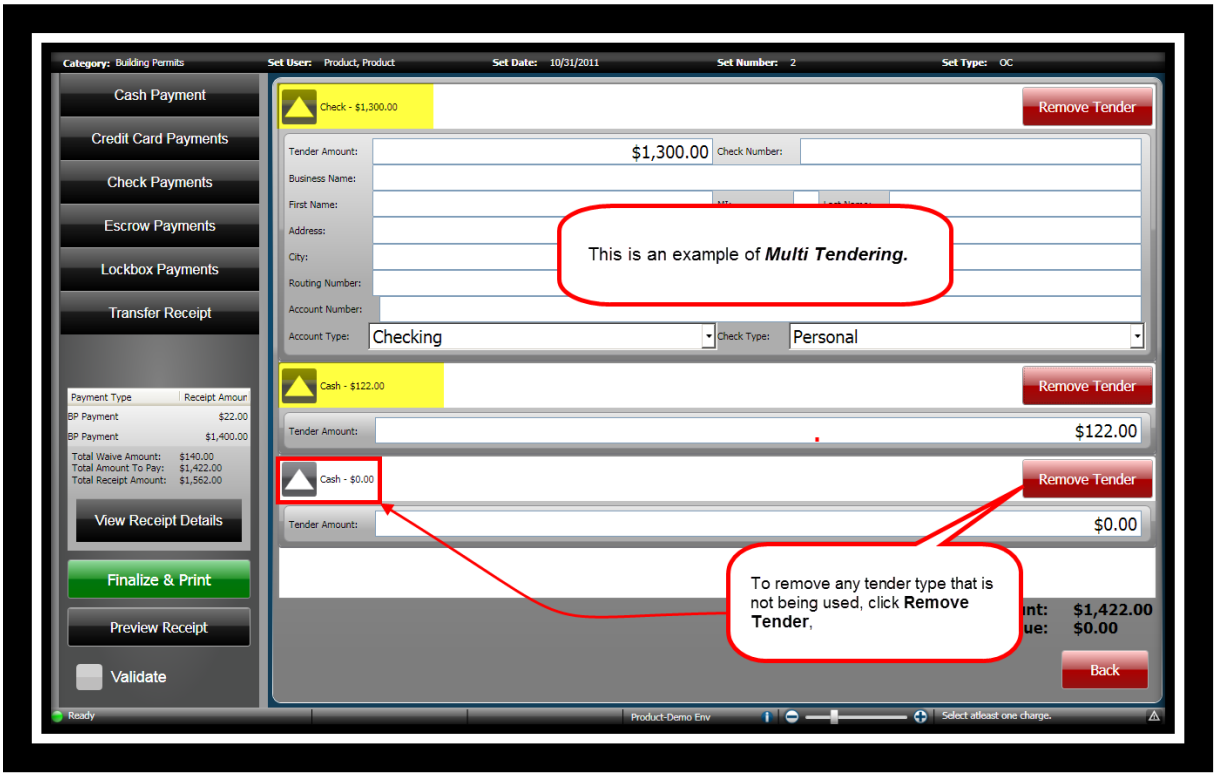
3. To change or add additional tender methods, click on the method you want to use, Cash, Check, Credit Card or Escrow 

. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

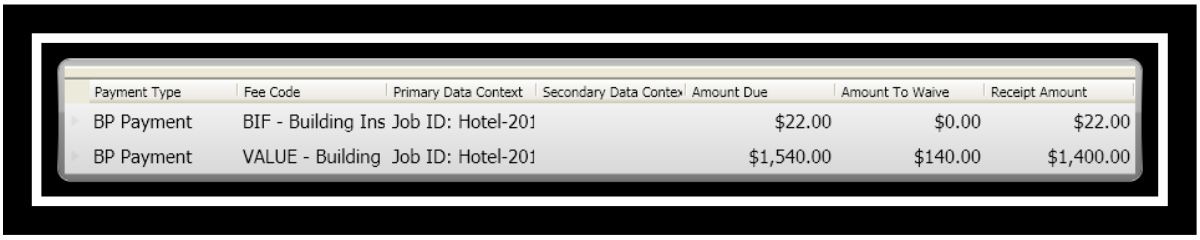
4. Enter the amount tendered and complete any other information as needed.

5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender** 

.



6. Click **View Receipt Details** to view the receipt before you finalize the transaction.



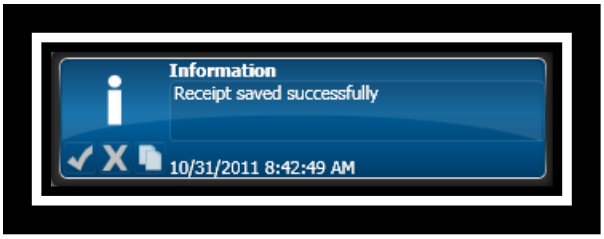
7. Click **View Receipt Details** to close the review.

8. Click **Finalize & Print**

to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate**

to print validations.

12. Click **Exit**

to close the ***Single Payment Entry*** window. *(This returns you to the **Set Processing** window.)*

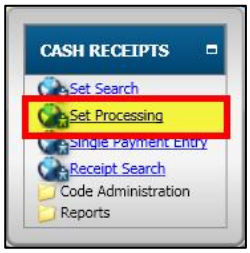
13. Click **Close** . *(This returns you to the Desktop.)*

Part 3.04 - Single Payment Entry for Code Compliance

Single Payment entry is the standard method for cashiers receiving payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. To add payments for case fees, complete the following steps:

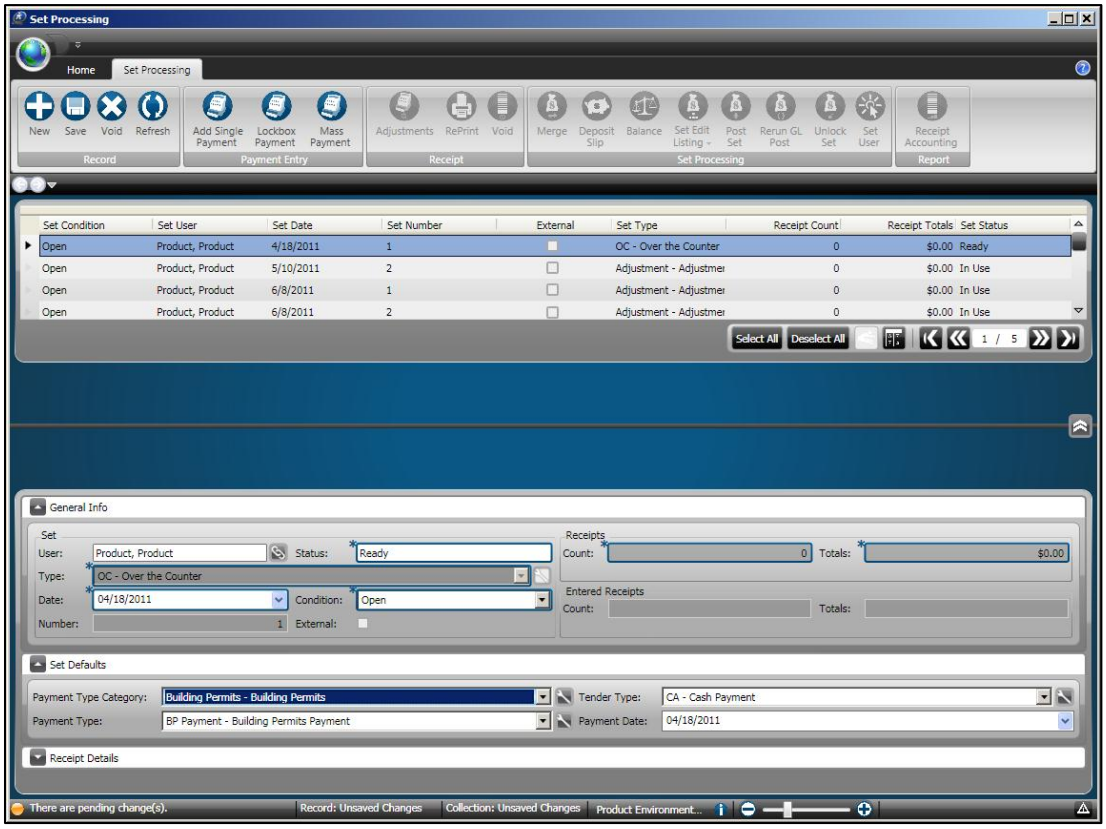
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

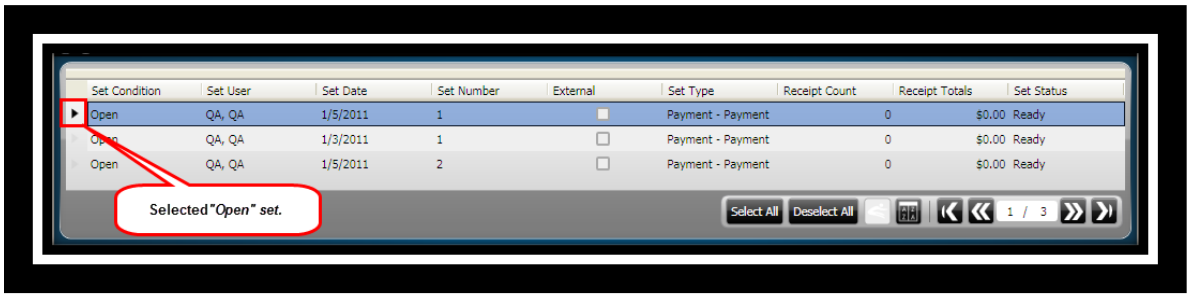
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



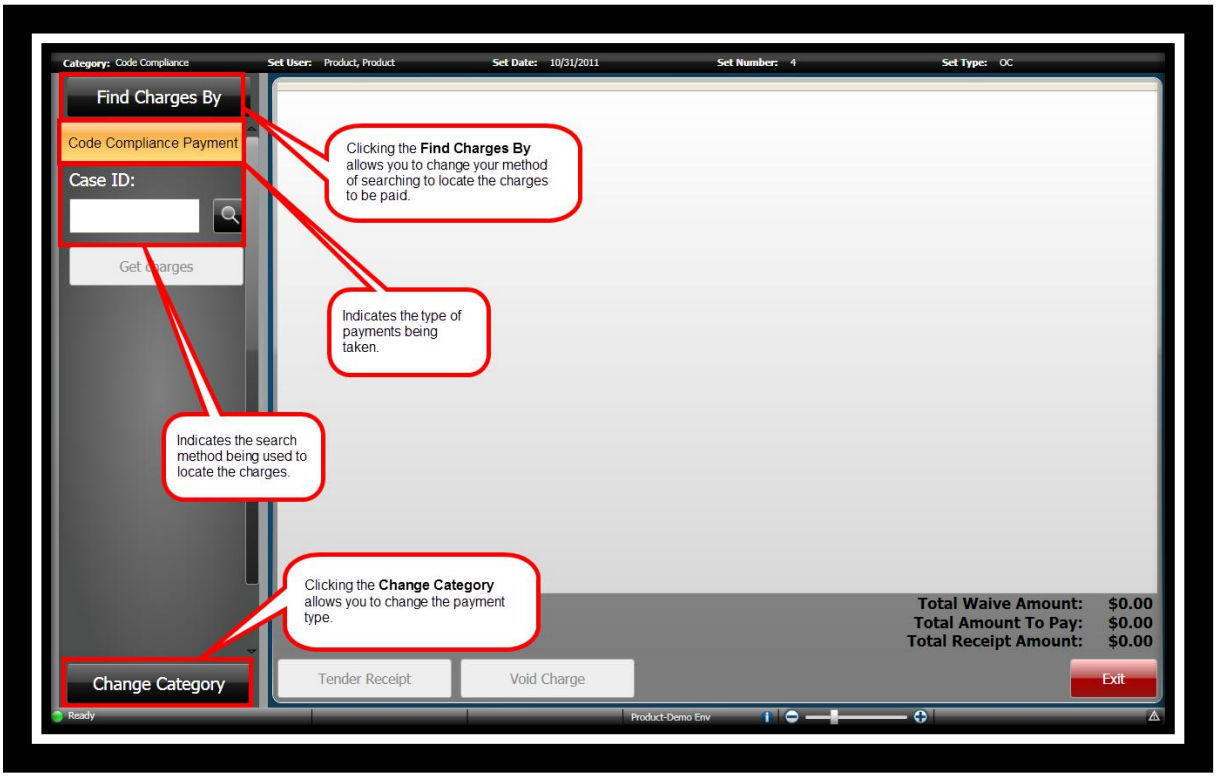
4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set**.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

6. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Set Type** selected.)*



There are several methods use to search for charges that are going to be paid.

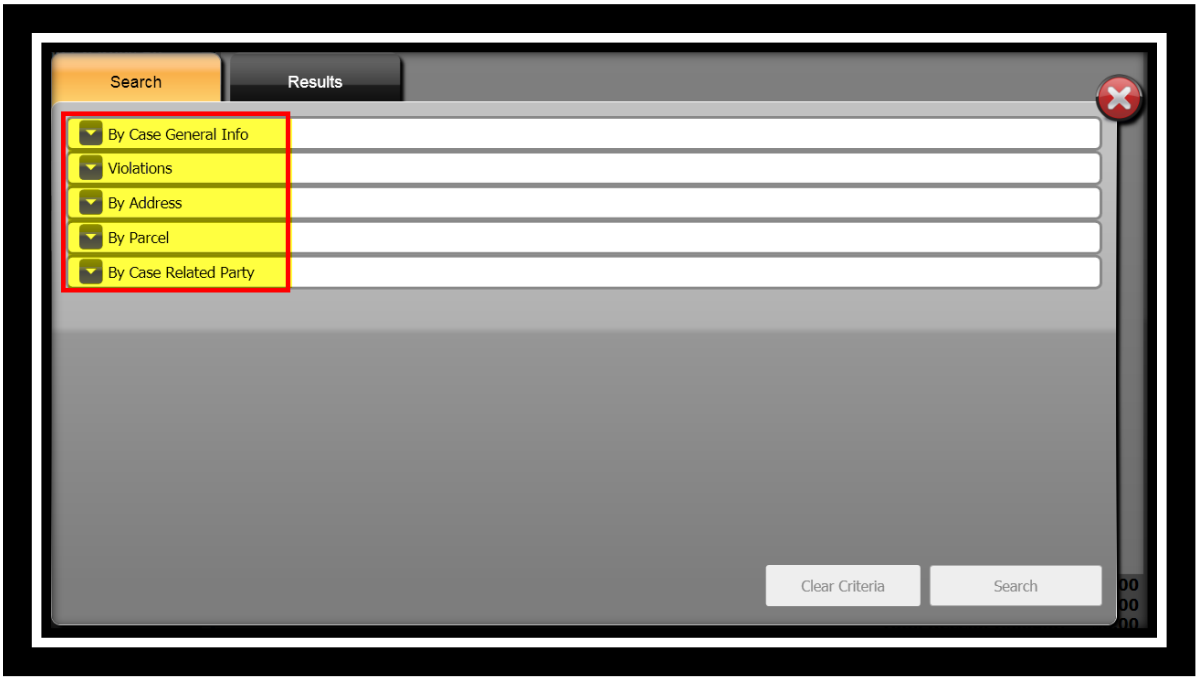
- **Find Charges By**

- you select this option you are prompted to search for either a person or an entity.

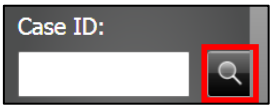
- **Search**

- When you select this option, depending on the application, you will search based several types of criteria including by that application's ID field.

    - **By Case General Info** – use this method to search for the case by case's general information.
    - **Violations** – use this method to search for the case by violation information.
    - **By Address** – use this method to search for the case by address information.
    - **By Parcel** - use this method to search for the case by parcel information.
    - **By Case Related Party** – use this method to search for the case by related party information.

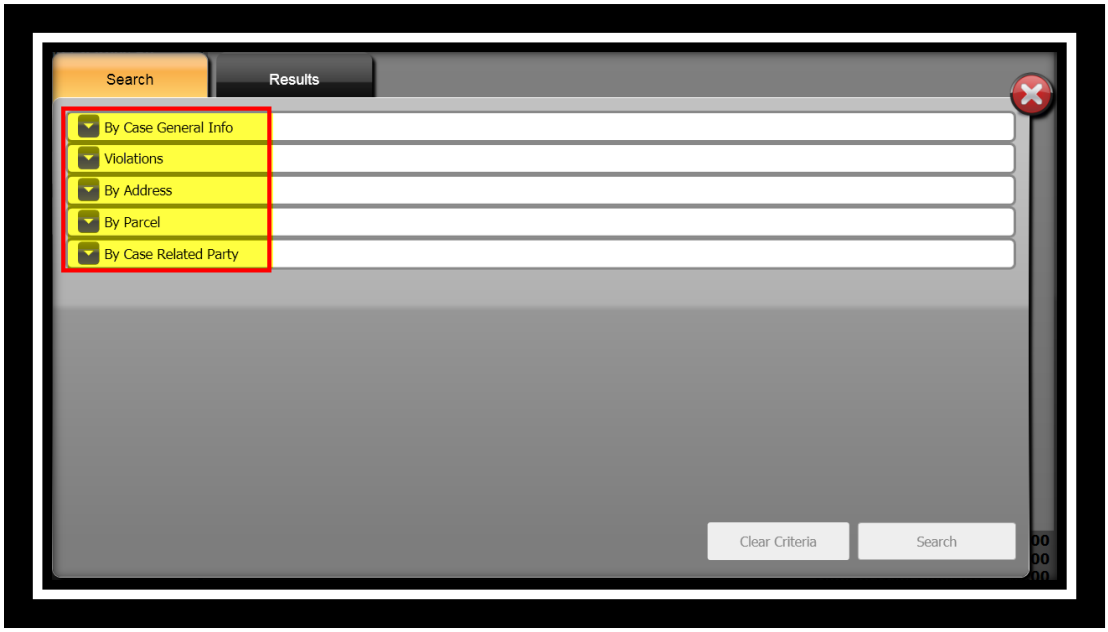


Search – "By Case General Info"

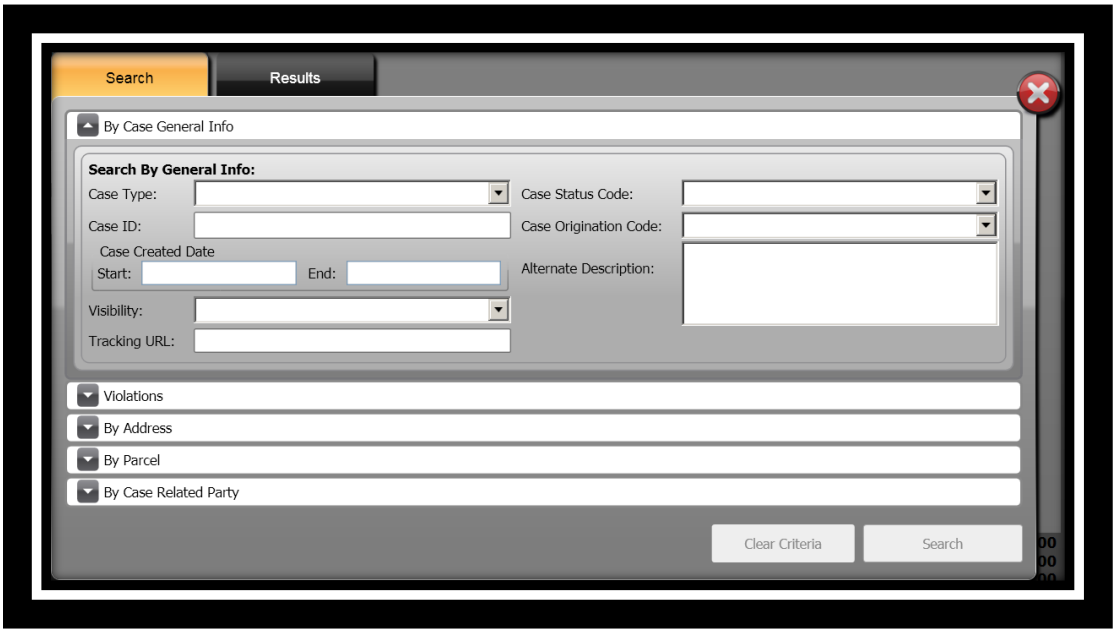
1. Click **Case ID Search** 

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Case General Info**.



4. Specify the information you want to search by in the **Search by General Info:** panel.

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the case you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

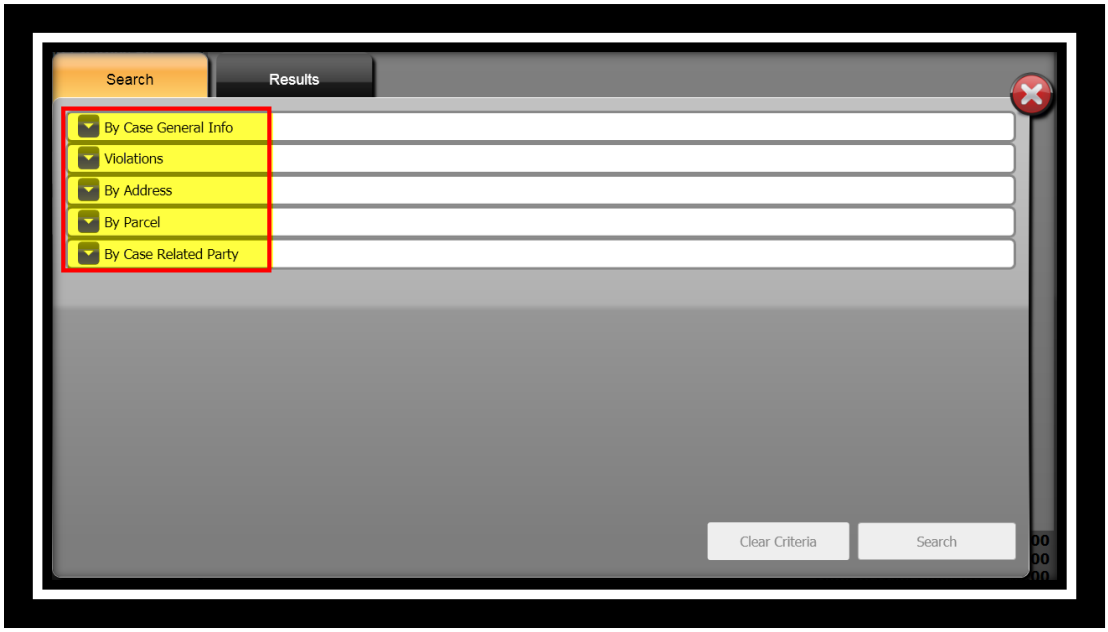
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "Violations"

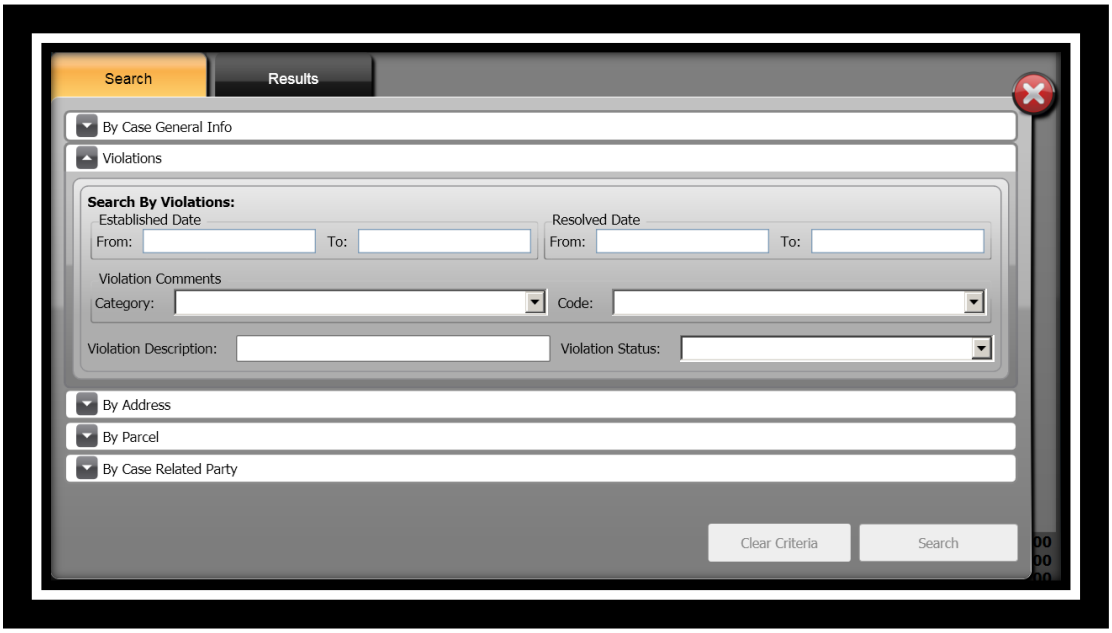
1. Click **Case ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **Violations**.



4. Specify the information you want to search by in the **Search by Violations** panel.

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the case you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

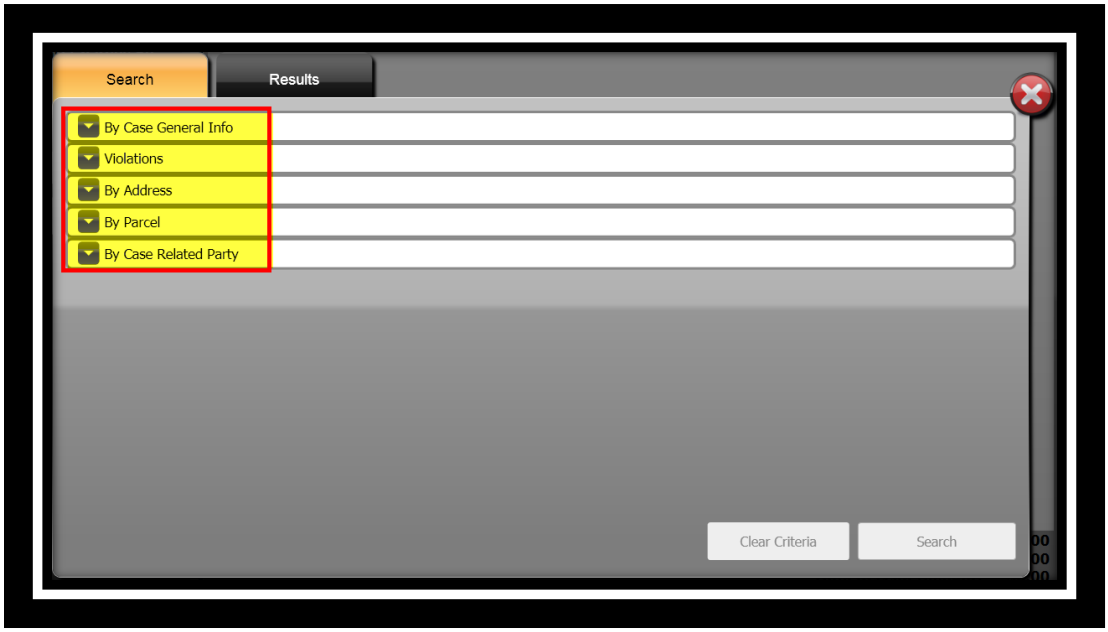
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Address"

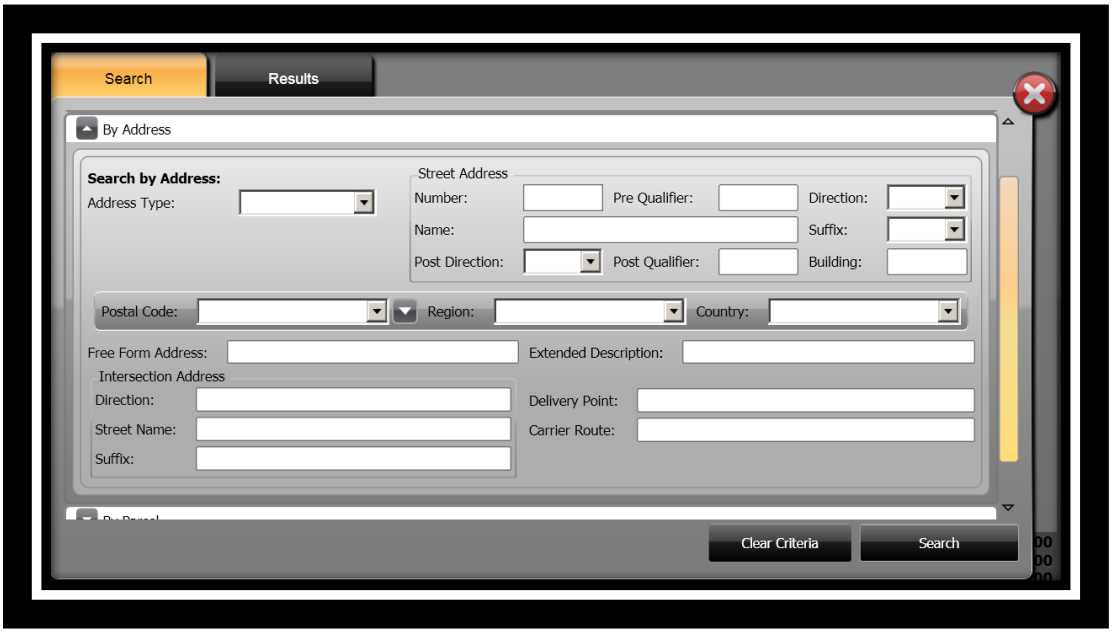
1. Click **Case ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Address**.



4. Specify the information you want to search by in the **Search by Address** panel.

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the case you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

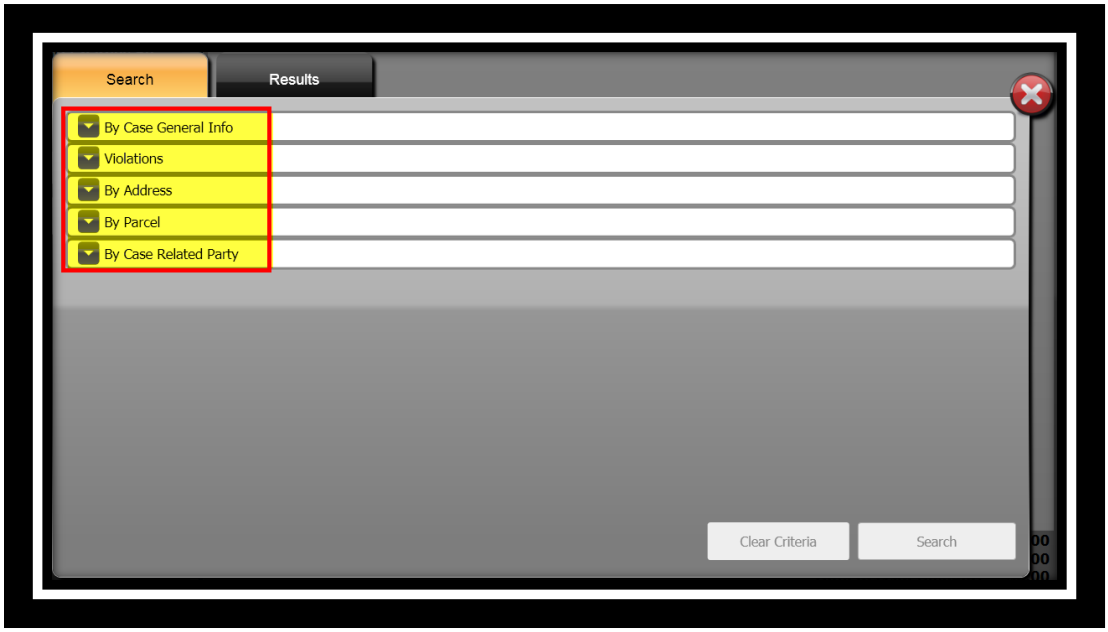
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Parcel"

1. Click **Case ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Parcel**.

4. Specify the information you want to search by in the **Search by Parcel** panel.

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the case you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

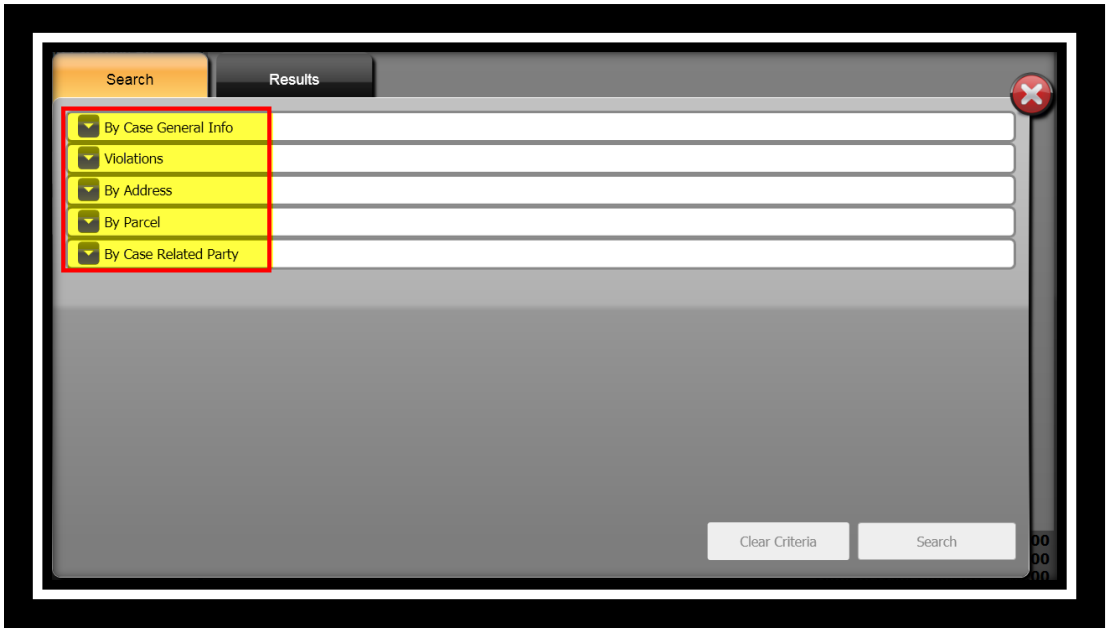
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Case Related Party"

1. Click **Case ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Case Related Party**.

4. Specify the information you want to search by in the **Search by Address** panel.

5. Click **Search**

.

6. The **Results** panel displays.

7. Select the case you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

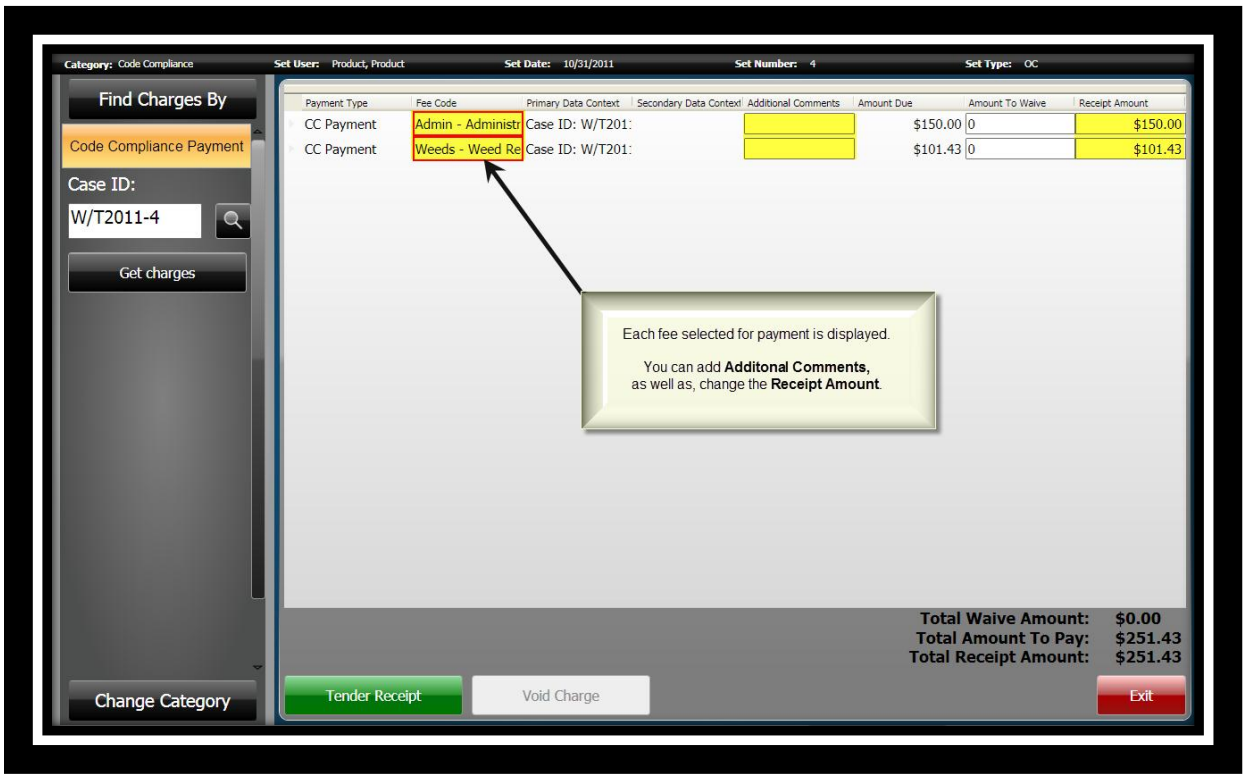
.

Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Taking Payments

After you have selected the charges, the next step is to take the payment, tender and finalize the receipt.

1. The **Single Payment Entry** window displays.



2. Complete the **Additional Comments** field if applicable. *(When you set up the payment type code, you would have indicated if you wanted to enter **Additional Comments**.)*

3. In the **Receipt Amount** field, the amount assessed for the fee defaults. *(If you need to modify the amount, enter the payment amount.)*

Entering a Waiver

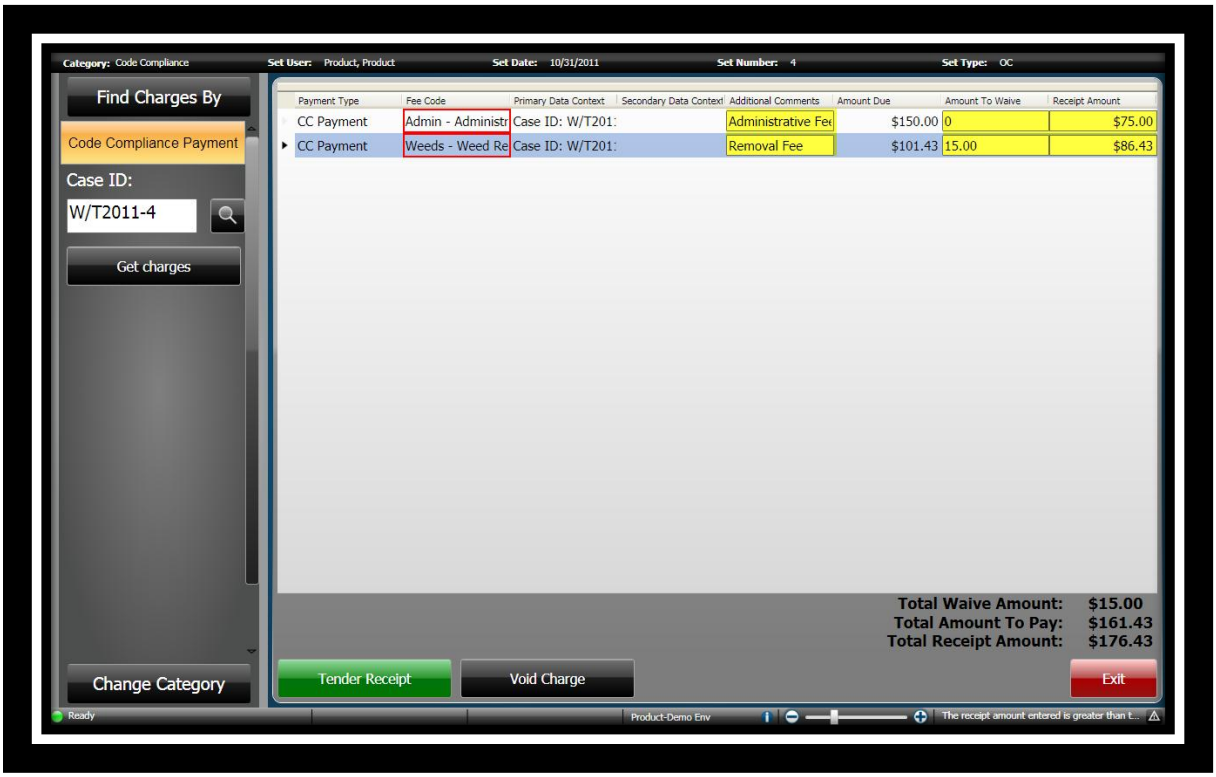
At the time you are receiving payments, it is possible for you to enter an amount or percentage that will be waived. You specify if there is to be a percentage type of waived amount, or you can enter an amount to be waived. The waived amount will be displayed in the ***Waived Amount*** column.

1. Click in the **Amount To Waive** field.

2. Select if the waiver is to be based on a **Percentage** or **Amount**.

3. Enter the amount or percentage to be waived off. *(When the type is **Percentage**, you can double-click the input field and a calculator will appear for your use if you want to double check your numbers.)*

4. Click **Ok** to continue.



Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

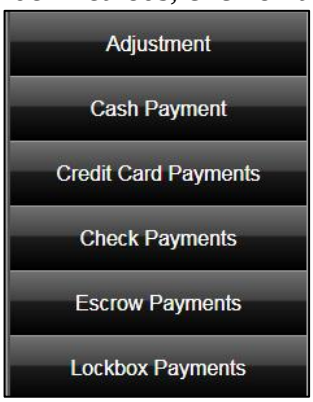
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

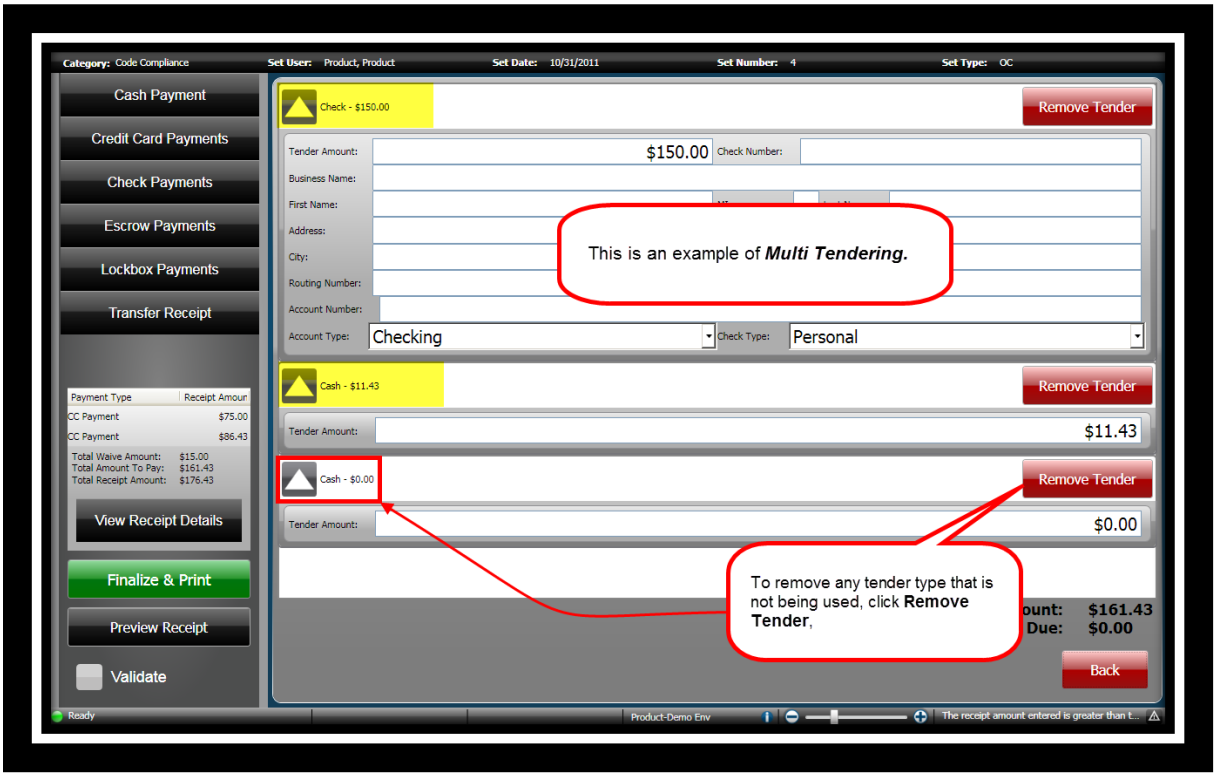
3. To change or add additional tender methods, click on the method you want to use, Cash, Check, Credit Card or Escrow 

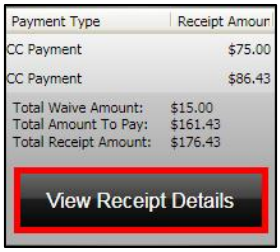
. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

4. Enter the amount tendered and complete any other information as needed.

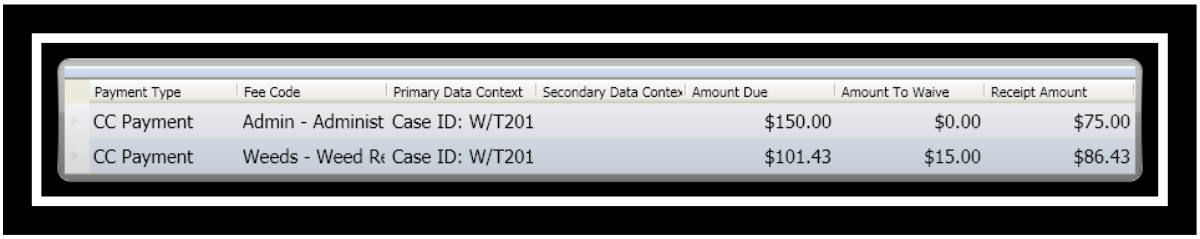
5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender**

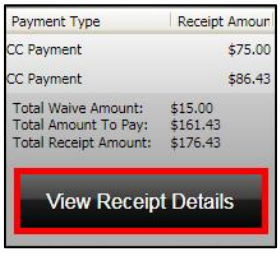
.





6. Click **View Receipt Details** to view the receipt before you finalize the transaction.



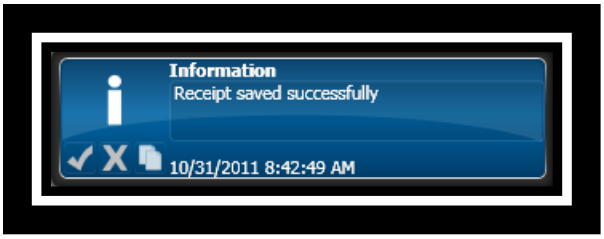


7. Click **View Receipt Details** to close the review.

8. Click **Finalize & Print** to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate** to print validations.

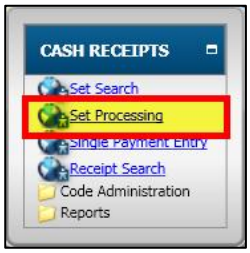
12. Click **Exit** to close the ***Single Payment Entry*** window. *(This returns you to the **Set Processing** window.)*

13. Click **Close** . *(This returns you to the Desktop.)*

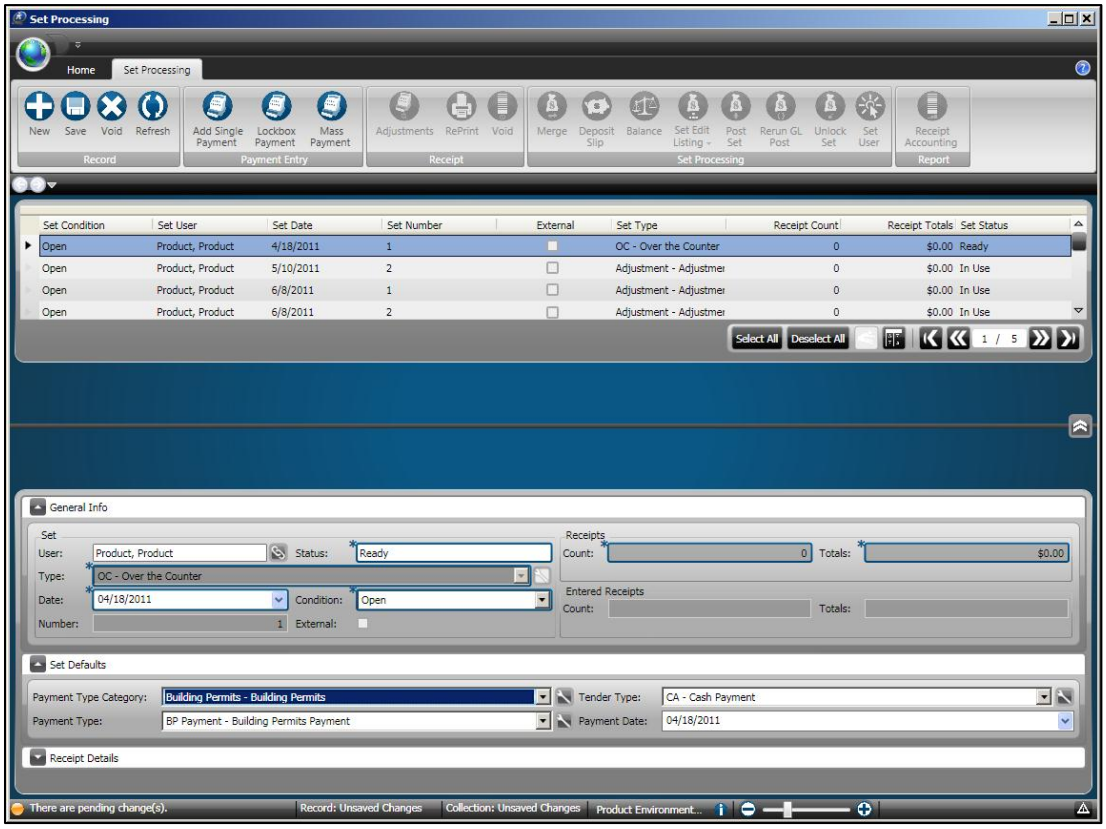
Part 3.05 - Single Payment Entry for Planning & Engineering

Single Payment entry is the standard method for cashiers receiving payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. To add payments for a project fees, complete the following steps:

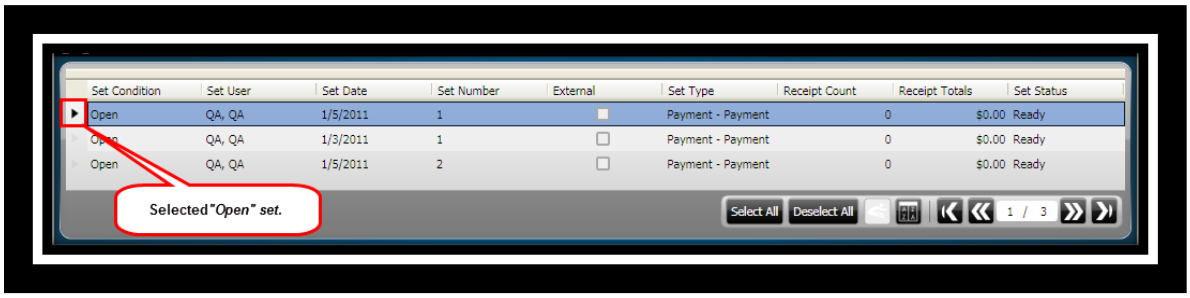
1. Click the **Common** icon on the desktop to display the ***Common Entry Points*** .

2. Select **Set Processing** under ***Cash Receipts***  .

3. The **Set Processing** window displays.



4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set**.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

6. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Set Type** selected.)*

There are several methods use to search for charges that are going to be paid.

- **Find Charges By**

- you select this option you are prompted to search for either a person or an entity.

- **Search**

- When you select this option, depending on the application, you will search based several types of criteria including by that application's ID field.

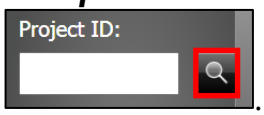
    - **By Project General Info** – use this method to search for the project by the project's general information.

    - **By Project Related Party** – use this method to search for the project by related party information.

    - **By Address** – search for a project by address information.

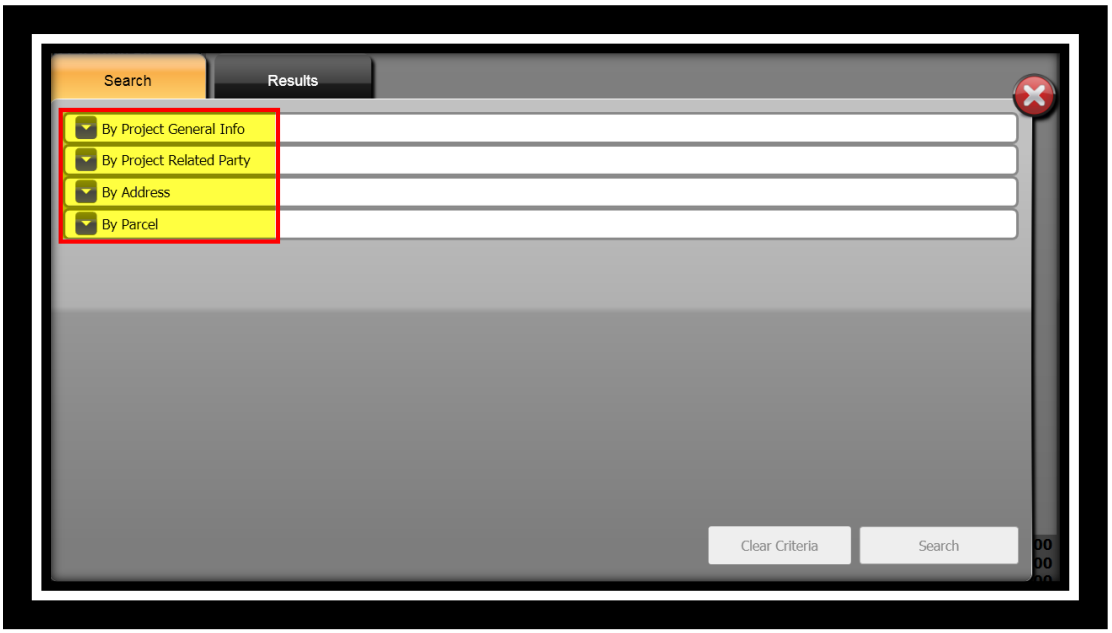
    - **By Parcel** – search for a project by the parcel information.

Search – "By Project General Info"

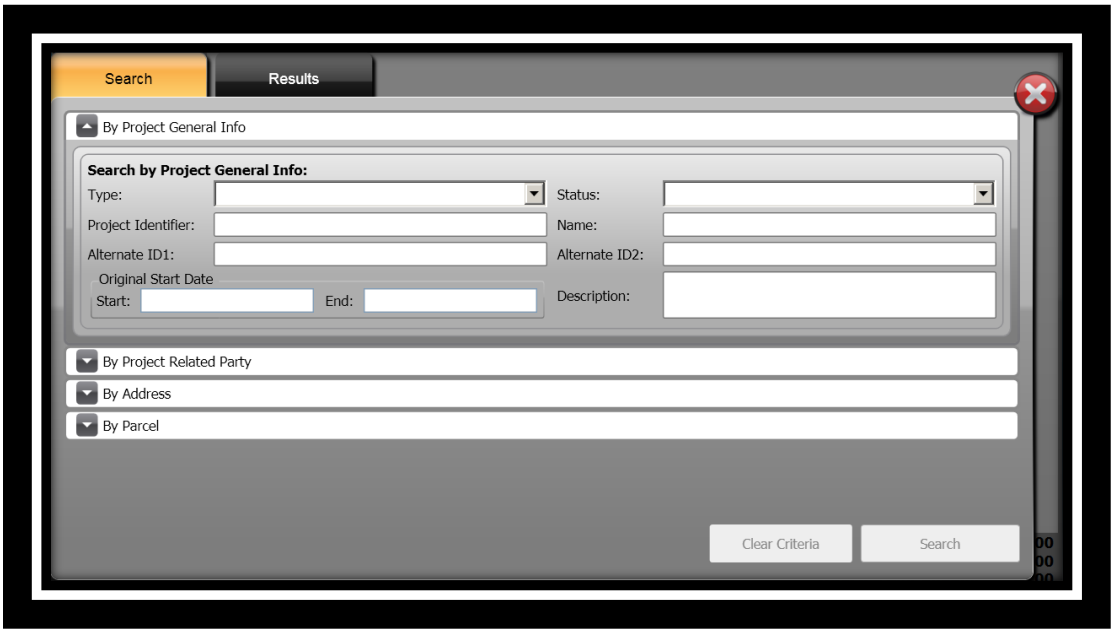
1. Click **Project ID Search** 

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Project General Info**.

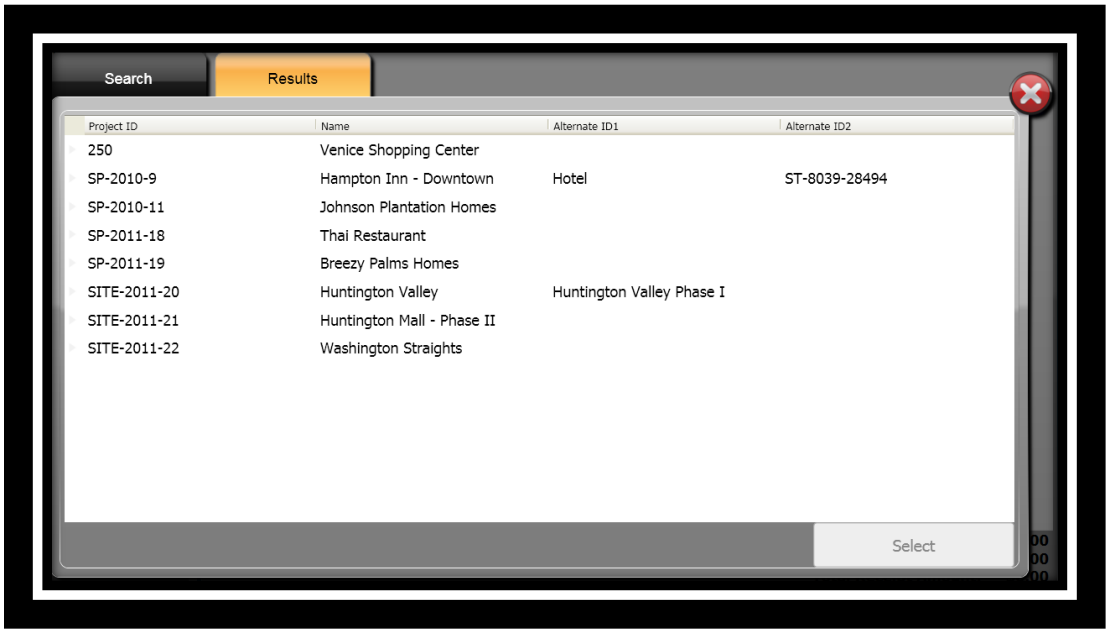


4. Specify the information you want to search by in the **Search by Project General Info:** panel.

5. Click **Search**

.

6. The **Results** panel displays.



7. Select the project you will be taking payment for.

8. Click **Select**

.

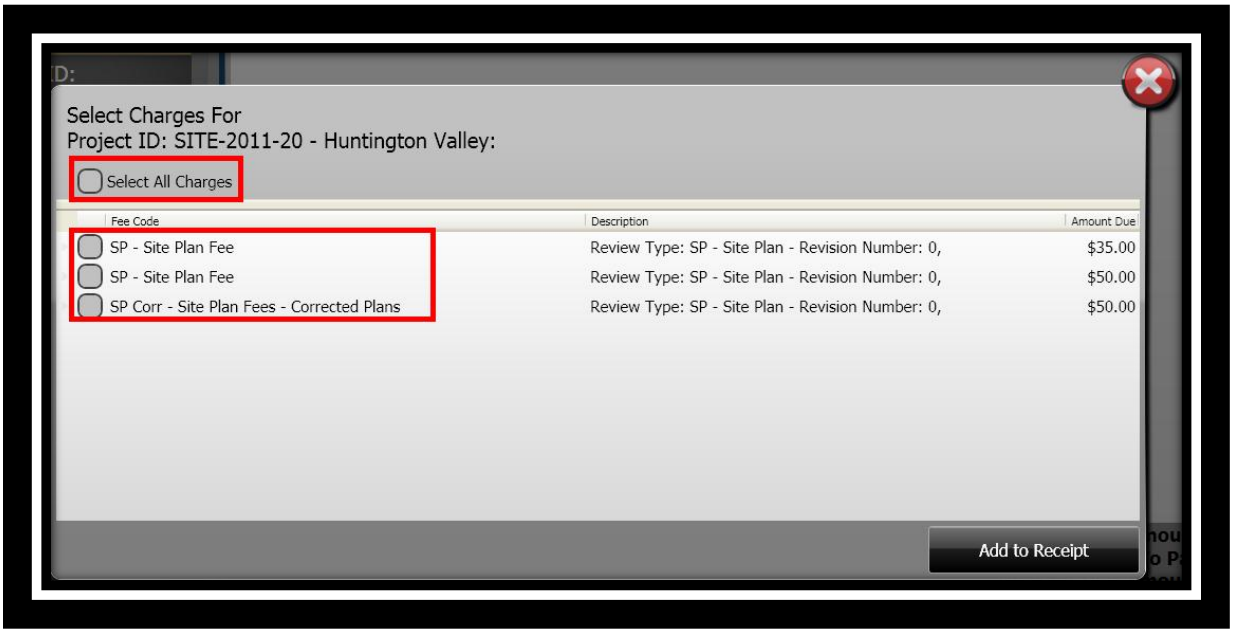
9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.



Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Project Related Party"

1. Click **Project ID Search**

.

2. The **Search / Results** window displays.

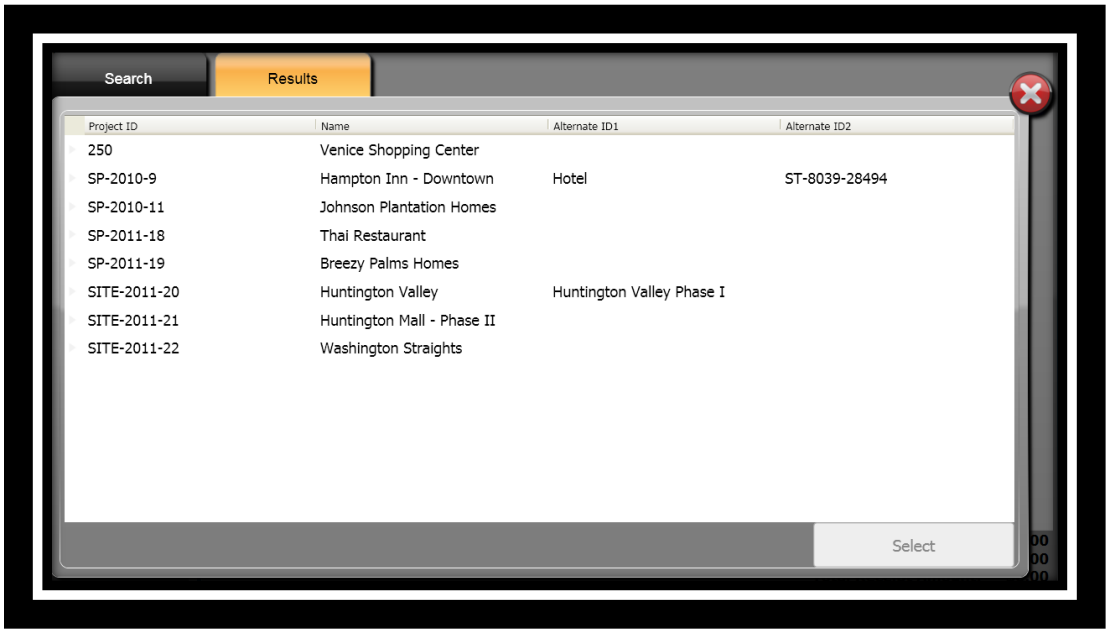
3. Click the drop-down arrow to expand the panel for **By Project Related Party**.

4. Specify the information you want to search by in the **Search by Project General Info:** panel.

5. Click **Search**

.

6. The **Results** panel displays.



7. Select the project you will be taking payment for.

8. Click **Select**

.

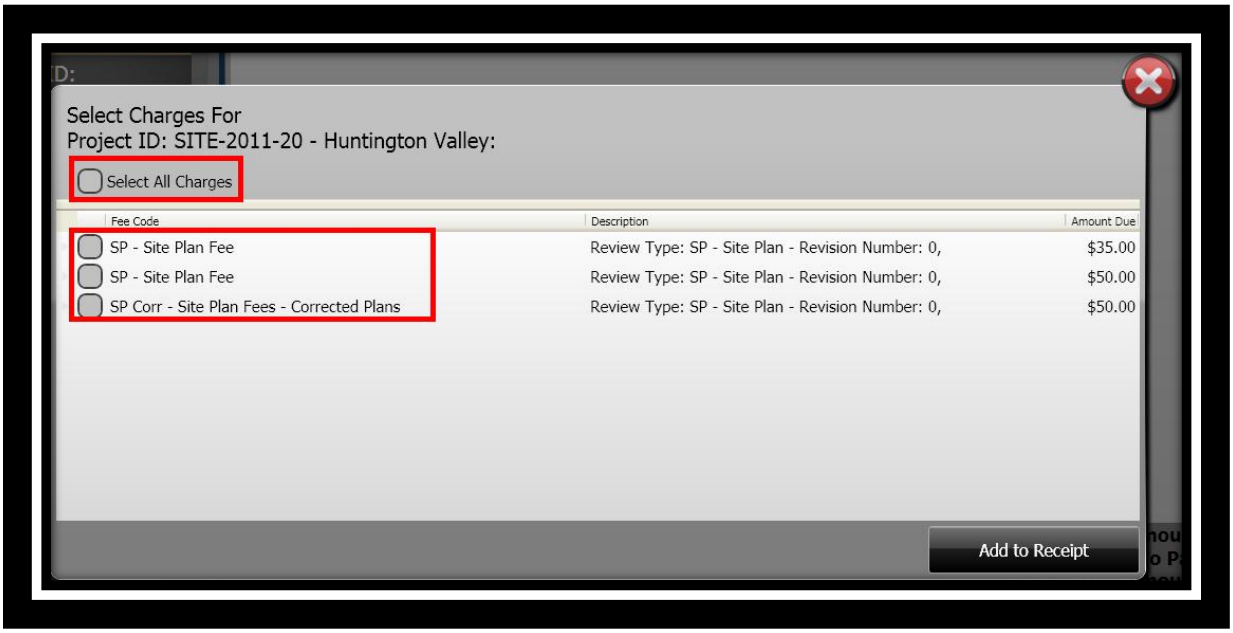
9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.



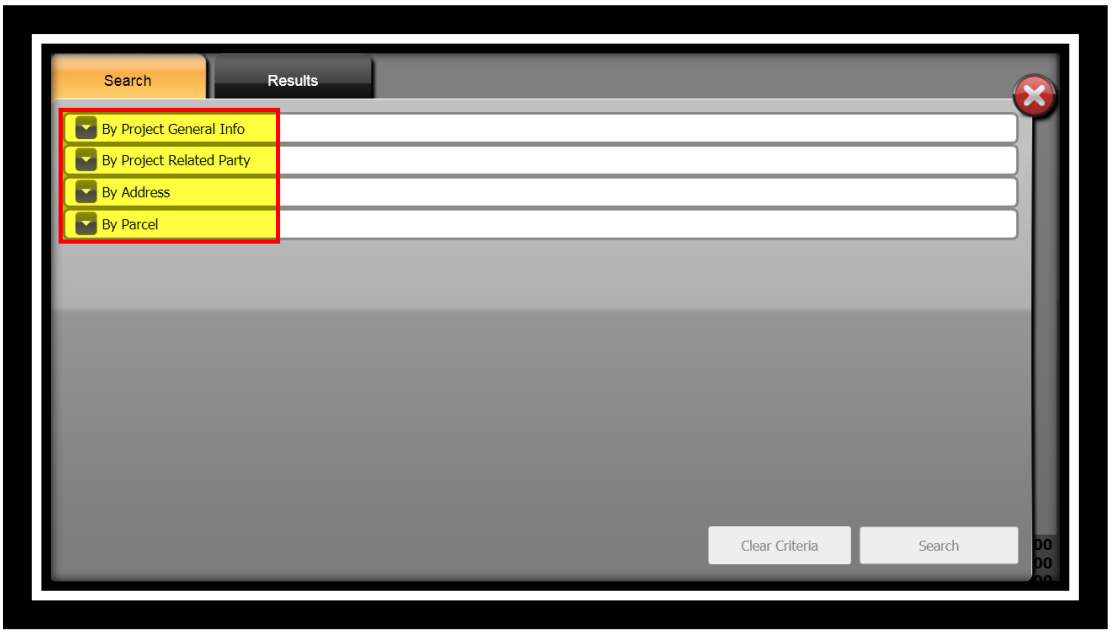
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search - "By Address"

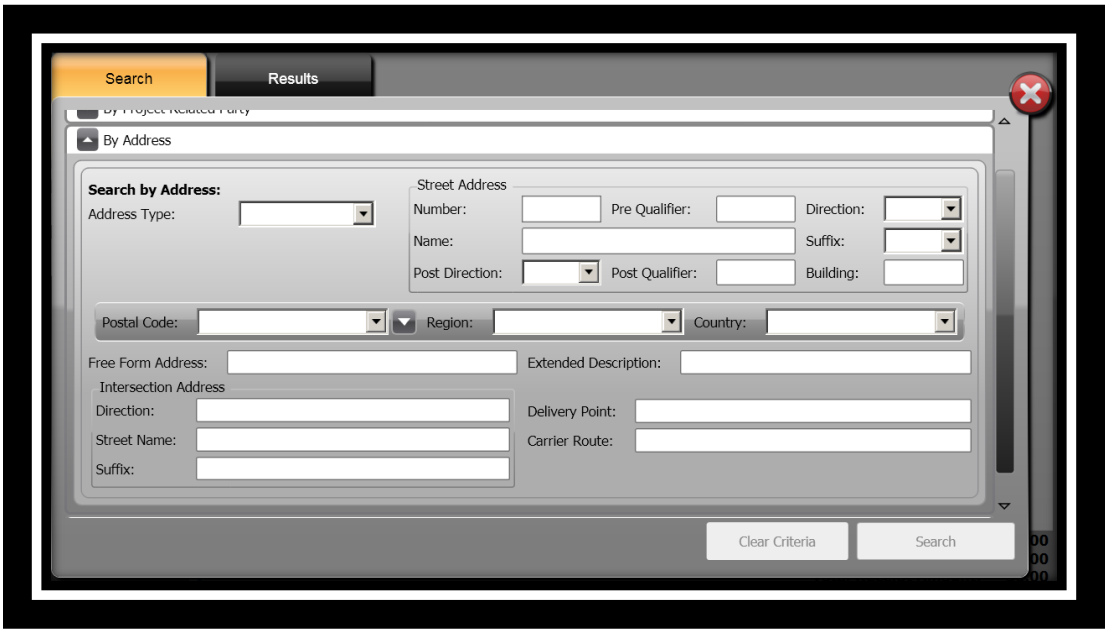
1. Click **Project ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Address**.

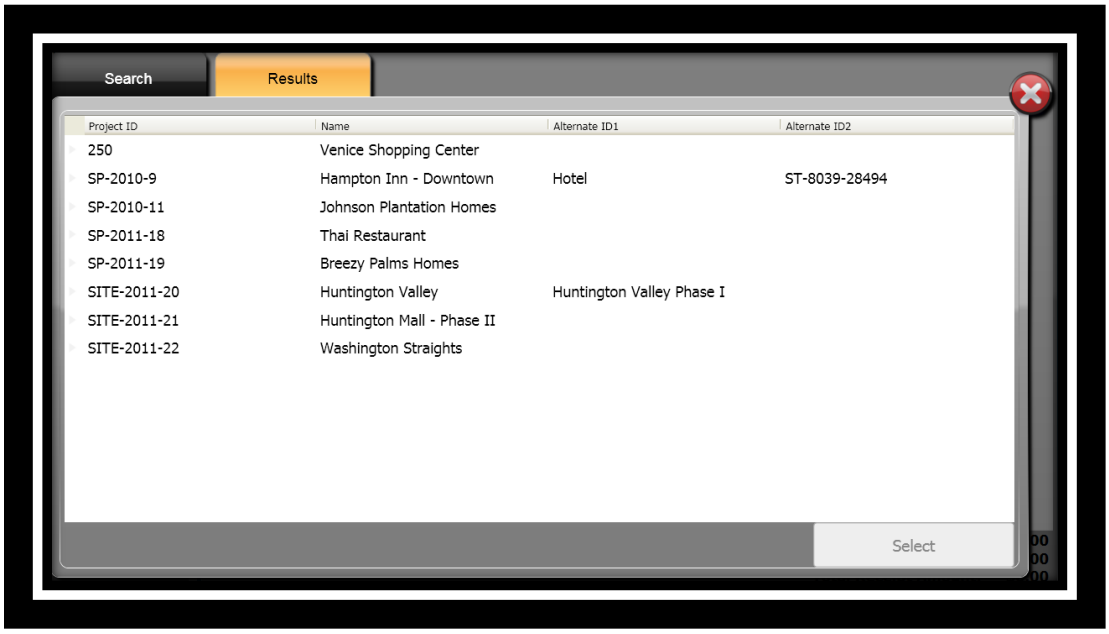


4. Specify the information you want to search by in the **Search by Project General Info:** panel.

5. Click **Search**

.

6. The **Results** panel displays.



7. Select the project you will be taking payment for.

8. Click **Select**

.

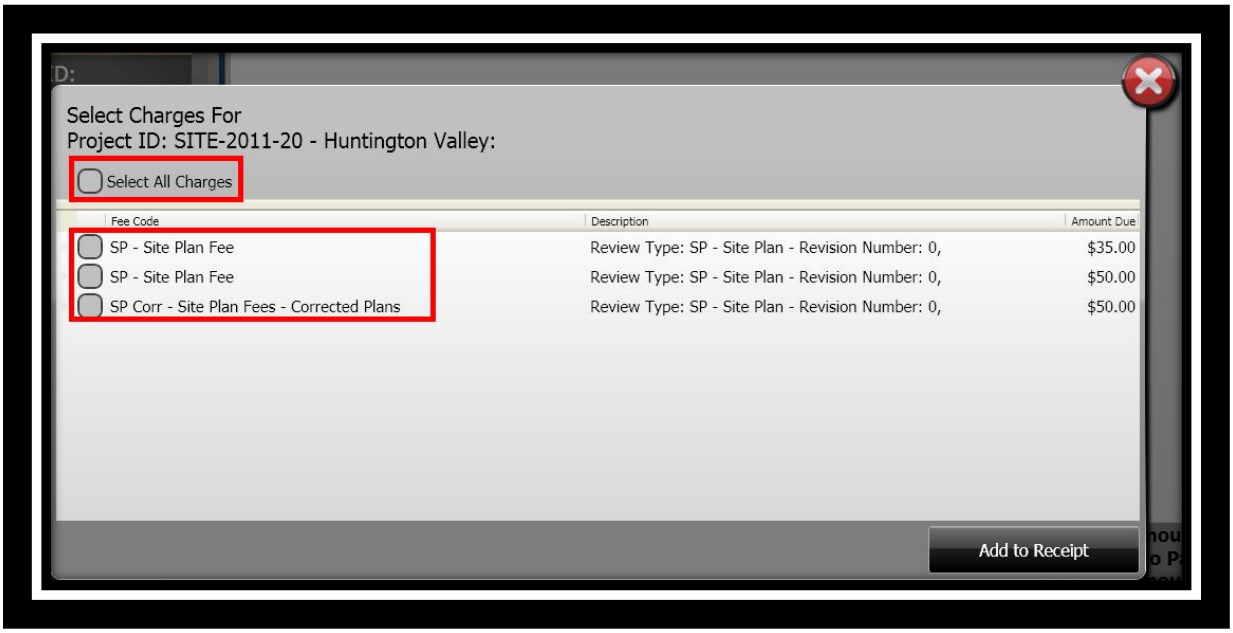
9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.



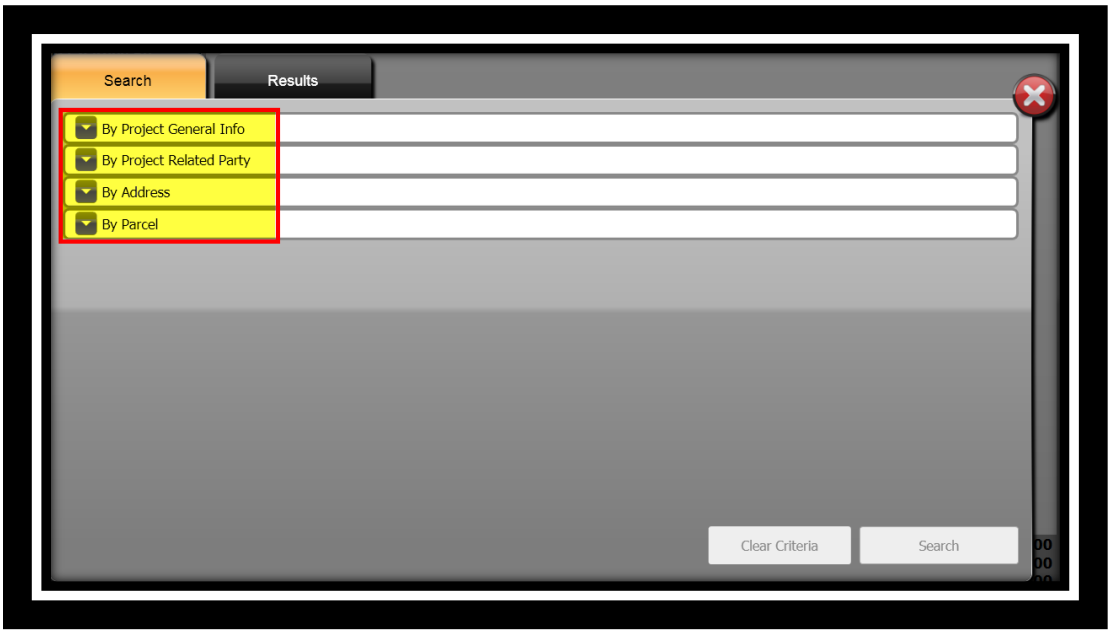
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Parcel"

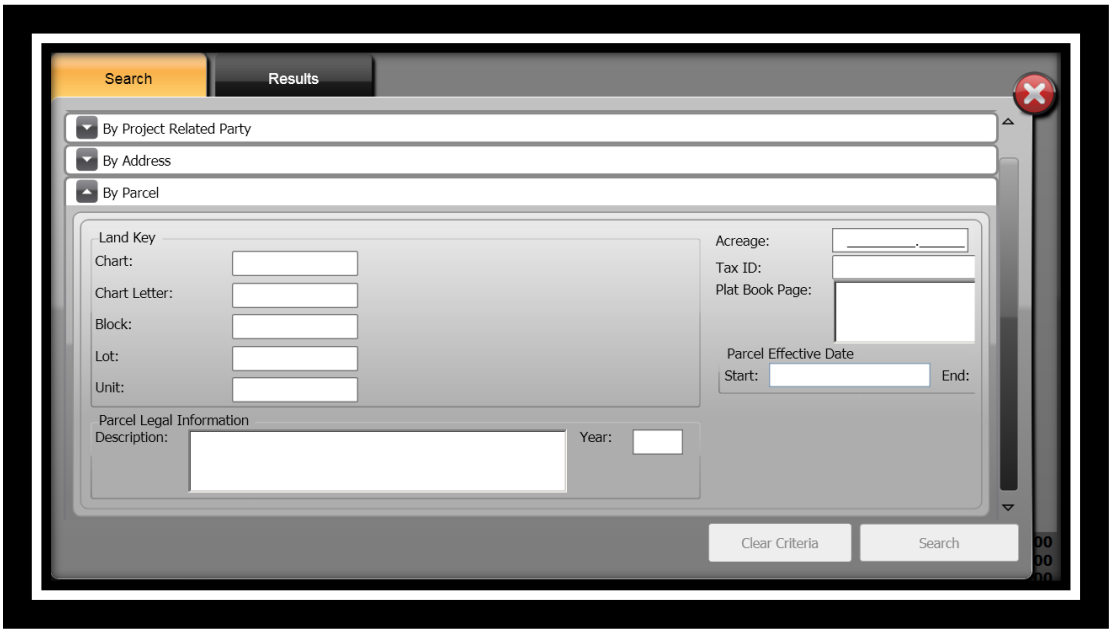
1. Click **Project ID Search**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Parcel**.

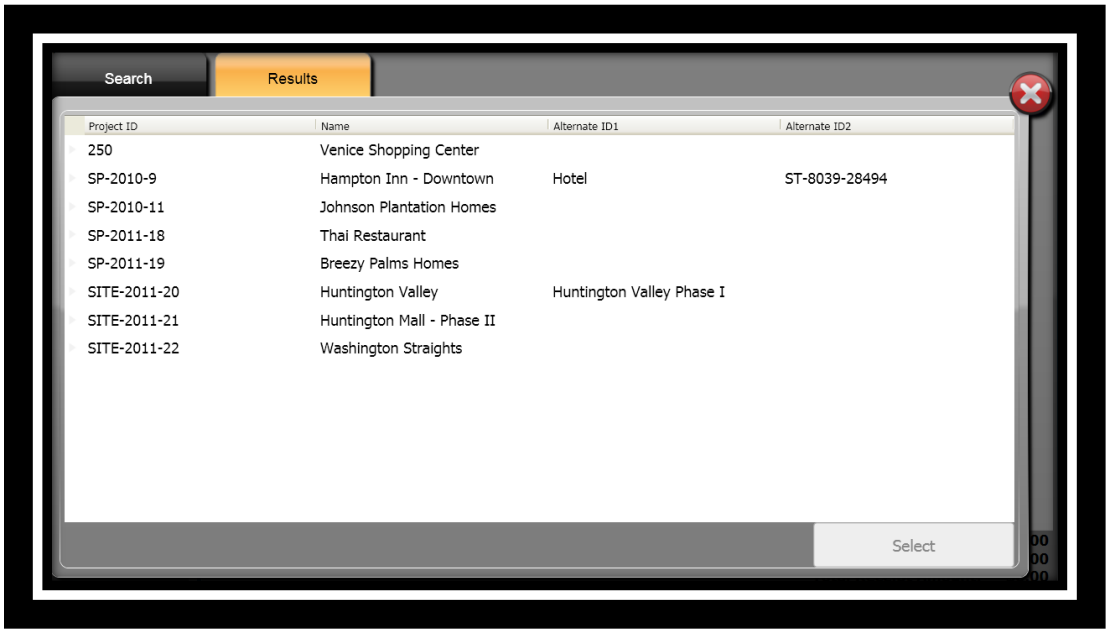


4. Specify the information you want to search by in the **Search by Project General Info:** panel.

5. Click **Search**

.

6. The **Results** panel displays.



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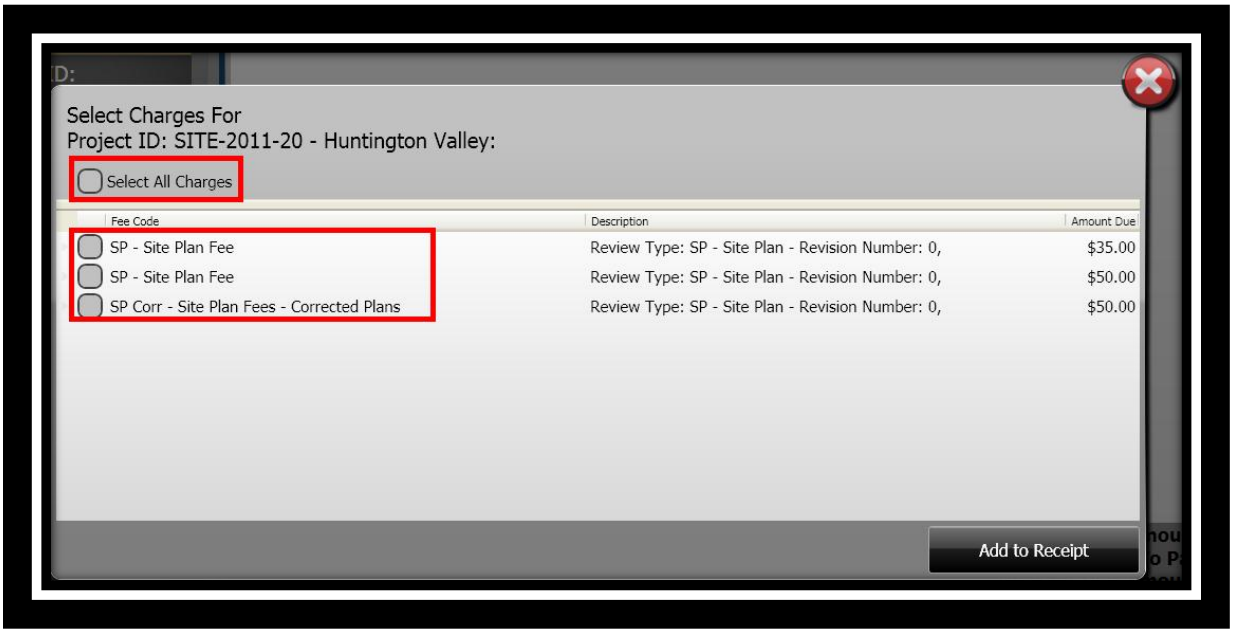
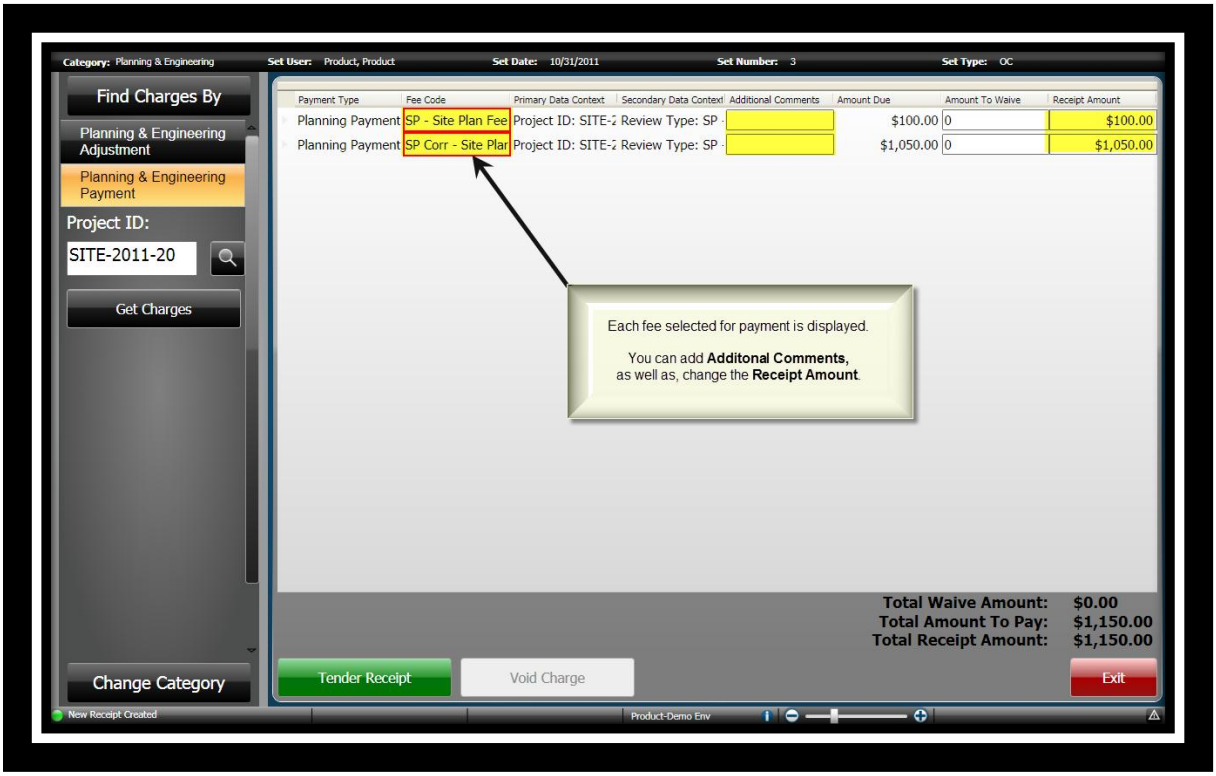


Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Taking Payments

After you have selected the charges, the next step is to take the payment, tender and finalize the receipt.

1. The **Single Payment Entry** window displays.



2. Complete the **Additional Comments** field if applicable. *(When you set up the payment type code, you would have indicated if you wanted to enter **Additional Comments**.)*

3. In the **Receipt Amount** field, the amount assessed for the fee defaults. *(If you need to modify the amount, enter the payment amount.)*

Entering a Waiver

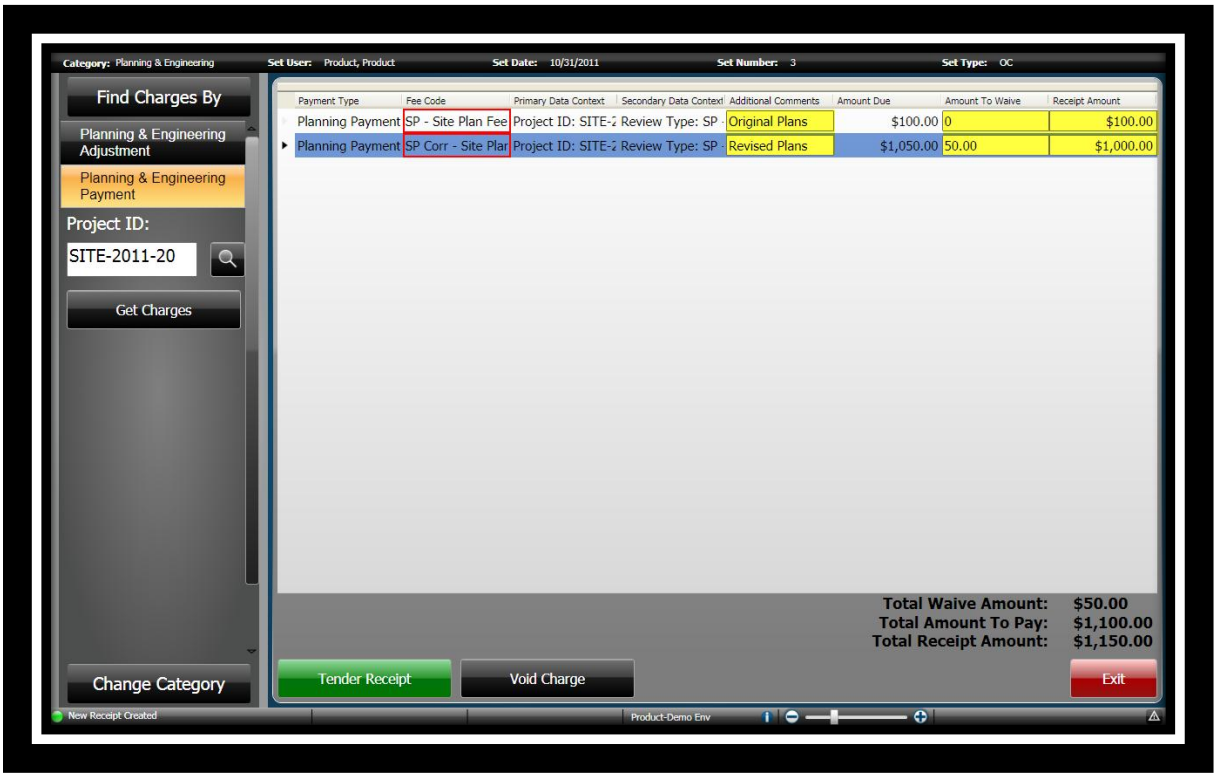
At the time you are receiving payments, it is possible for you to enter an amount or percentage that will be waived. You specify if there is to be a percentage type of waived amount, or you can enter an amount to be waived. The waived amount will be displayed in the ***Waived Amount*** column.

1. Click in the **Amount To Waive** field.

2. Select if the waiver is to be based on a **Percentage** or **Amount**.

3. Enter the amount or percentage to be waived off. *(When the type is **Percentage**, you can double-click the input field and a calculator will appear for your use if you want to double check your numbers.)*

4. Click **Ok** to continue.



Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

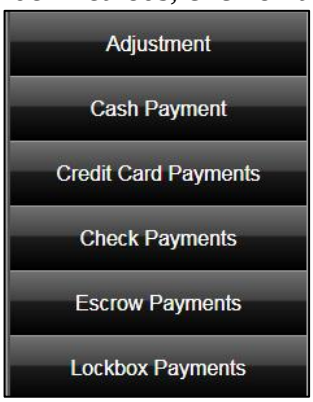
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

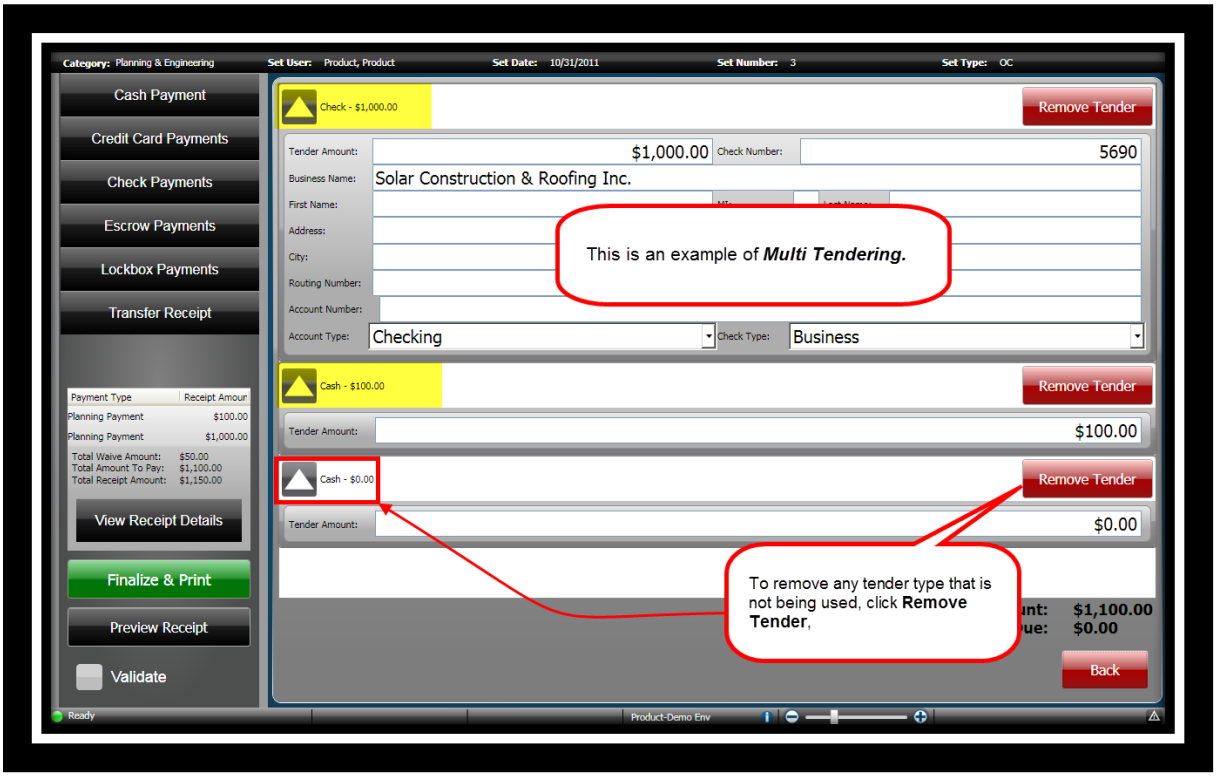
3. To change or add additional tender methods, click on the method you want to use, Cash, Check, Credit Card or Escrow 

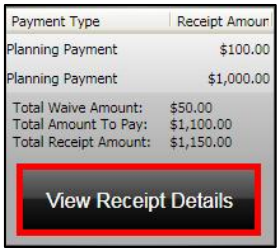
. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

4. Enter the amount tendered and complete any other information as needed.

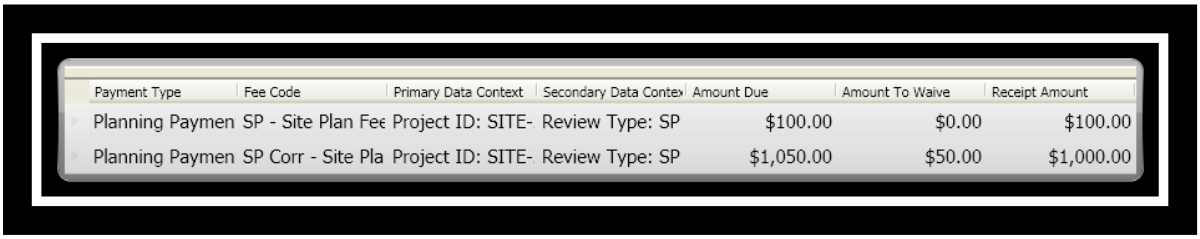
5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender**

.





6. Click **View Receipt Details** to view the receipt before you finalize the transaction.



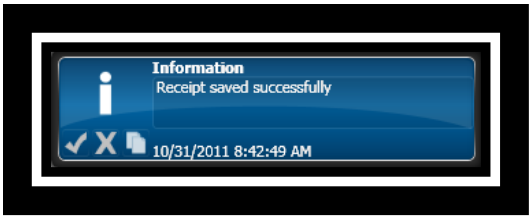
7. Click **View Receipt Details** to close the review.

8. Click **Finalize & Print**

to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate**

to print validations.

12. Click **Exit**

to close the ***Single Payment Entry*** window. *(This returns you to the **Set Processing** window.)*

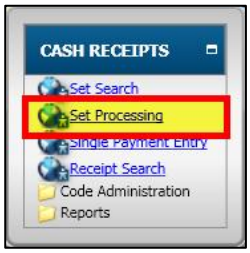
13. Click **Close** . *(This returns you to the Desktop.)*

Part 3.06 - Single Payment Entry for Business Account Management

Single Payment entry is the standard method for cashiers receiving payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. To add payments for a class or business fees, complete the following steps:

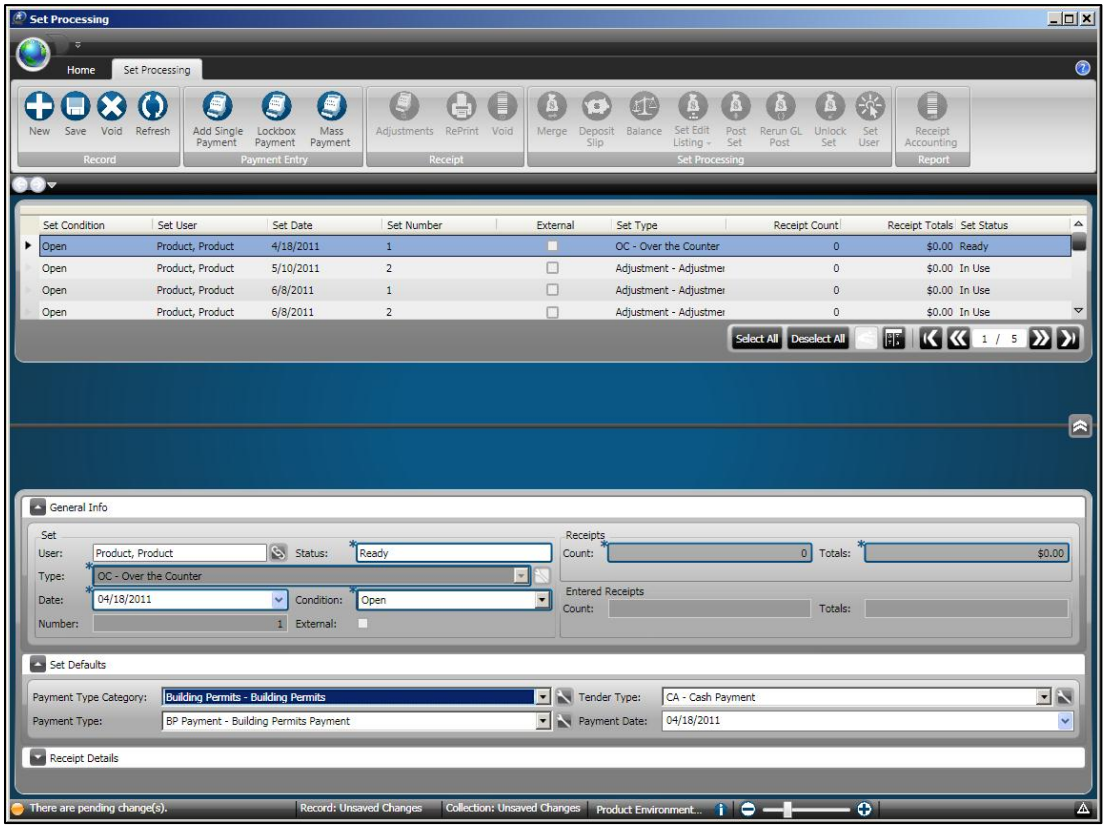
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

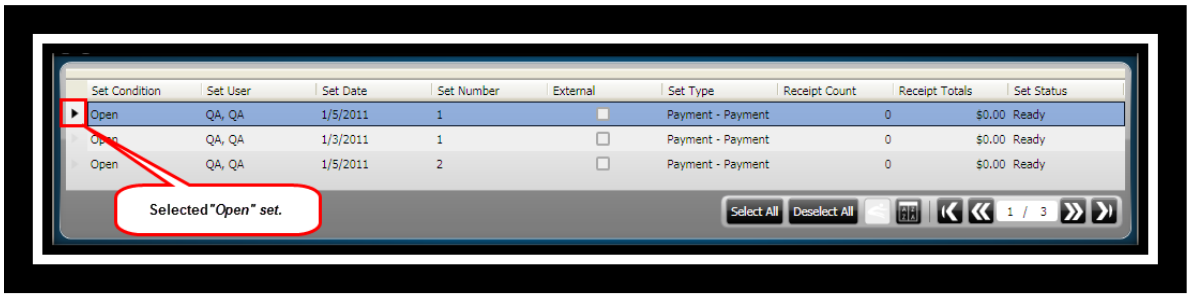
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set**.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

7. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Set Type** selected.)*

There are several methods use to search for charges that are going to be paid.

- **Find Charges By**

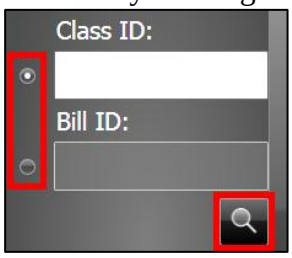
- you select this option you are prompted to search for either a person or an entity.

- **Search**

- When you select this option, depending on the application, you will search based several types of criteria including by that application's ID field.

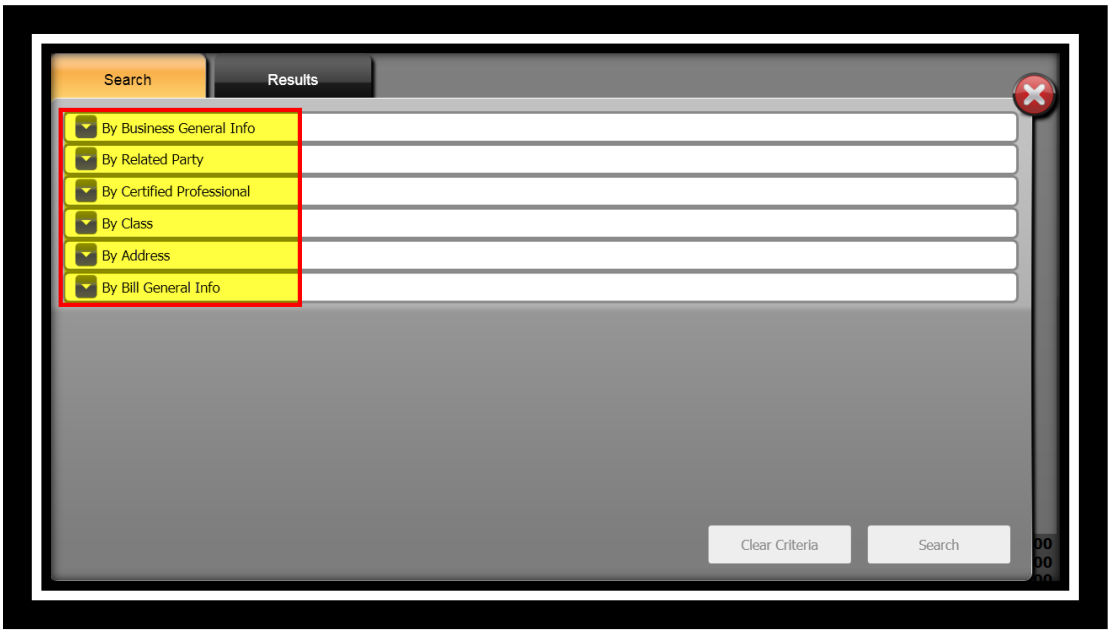
    - **By Business General Info** – use this method to search for the business by the businesses general information.
    - **By Related Party** – use this method to search for the business by related party information.
    - **By Certified Professional** – use this method to search for the business by professional information.
    - **By Class** – use this method to search for the business by classification information.
    - **By Address** – search for a business by address information.
    - **By Bill General Info** – search for a business by the business's general information.

Search – "By Business License General Info"

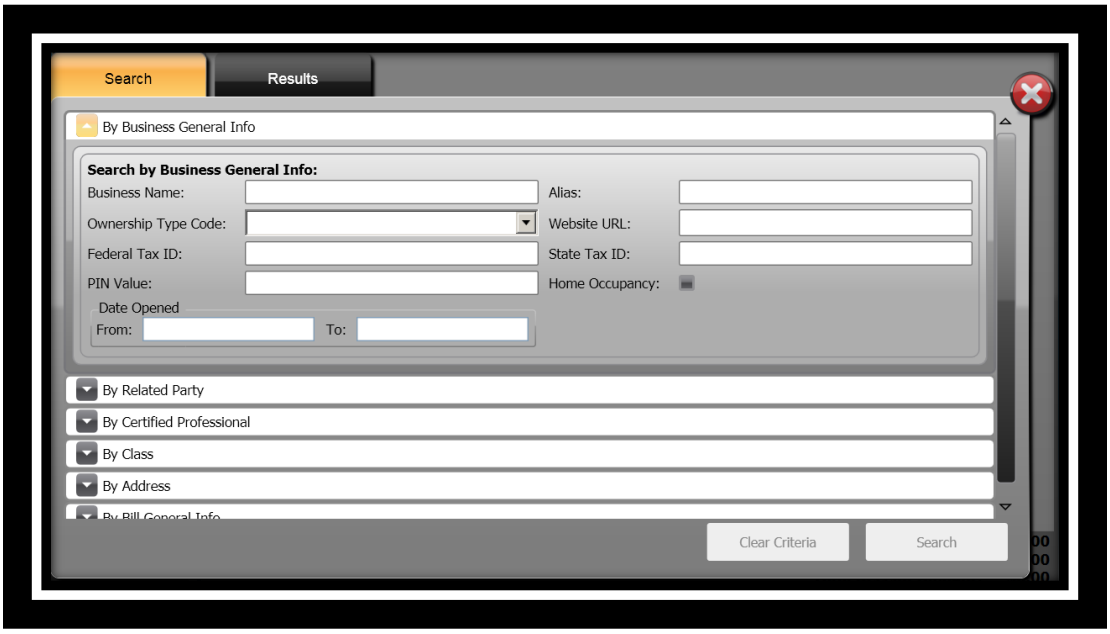
1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.



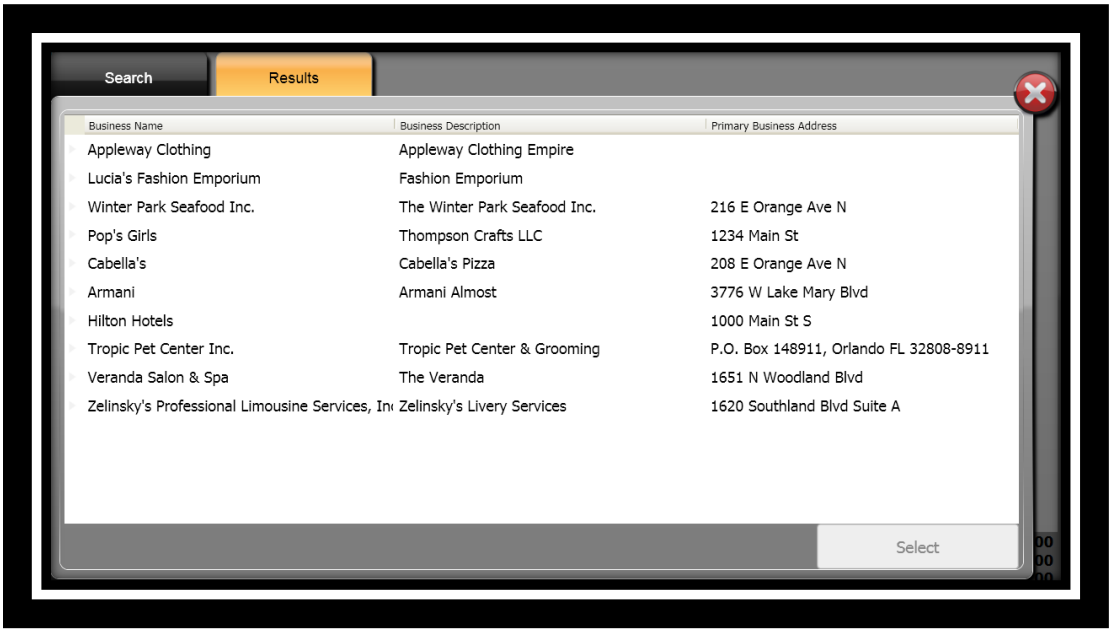
3. Click the drop-down arrow to expand the panel for **By Business General Info**.



4. Specify the information you want to search by in the **Search by Business General Info:** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

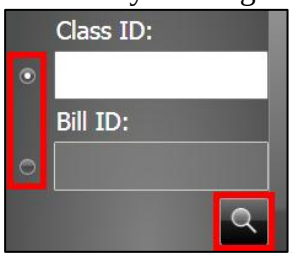
or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

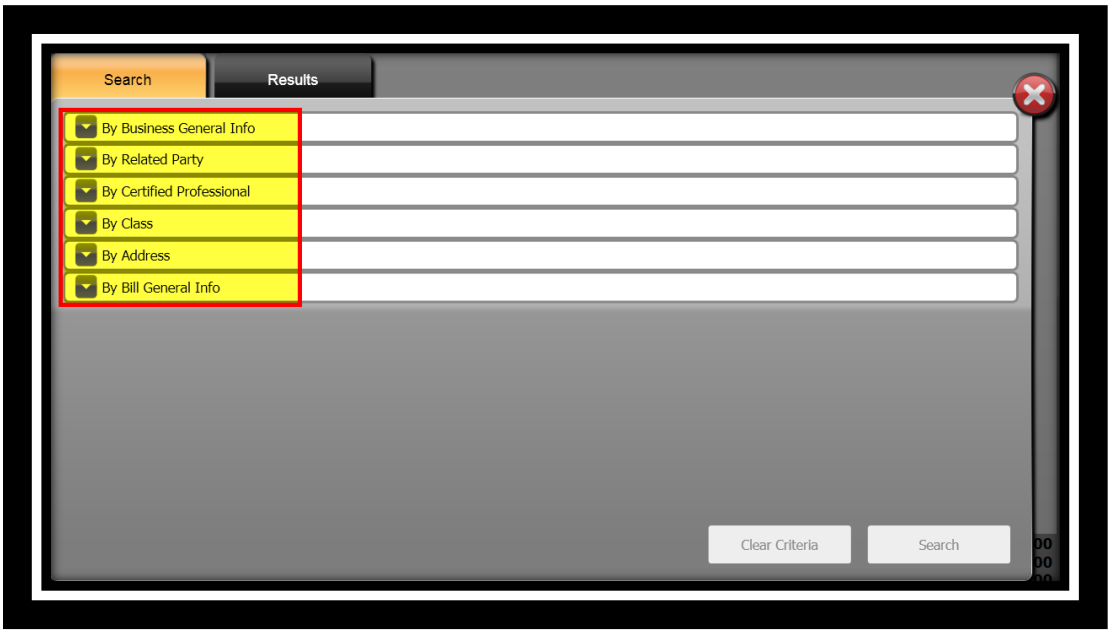
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Related Party"

1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.

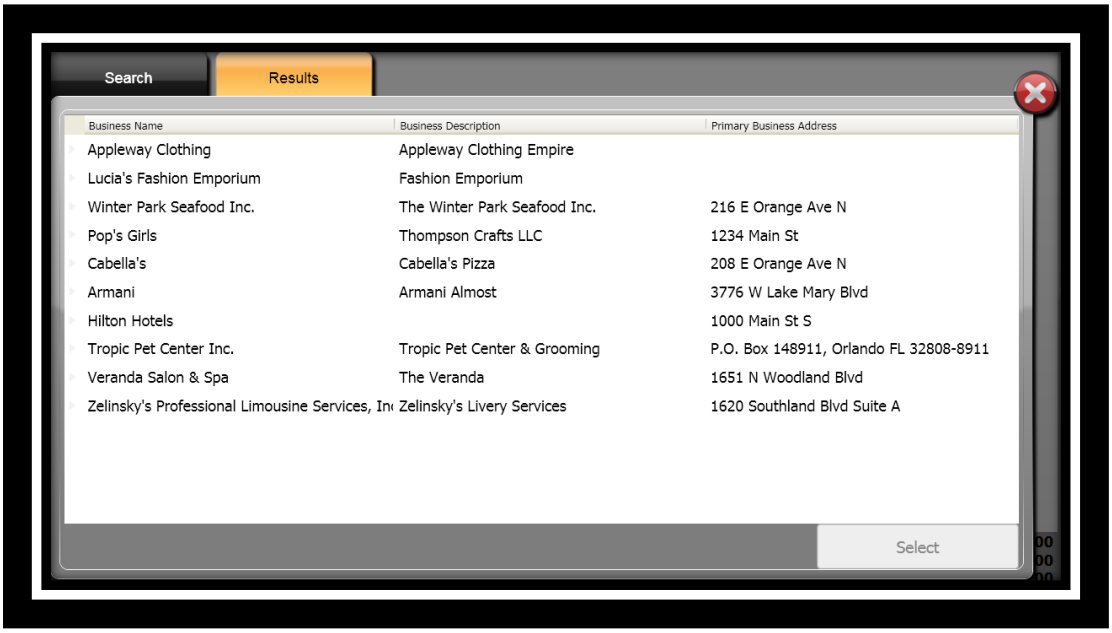


3. Click the drop-down arrow to expand the panel for **By Related Party**.

4. Specify the information you want to search by in the **Search By Related Person:** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

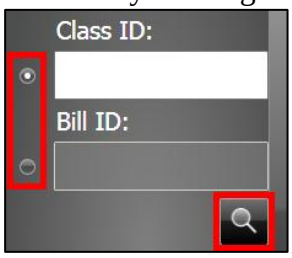
or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

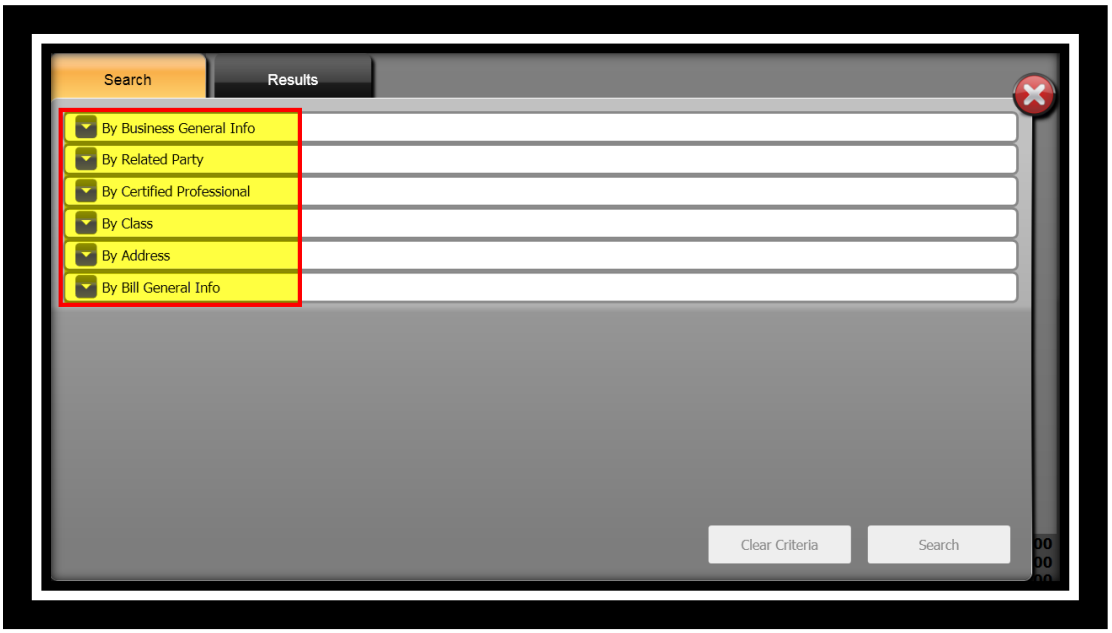
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search - "By Certified Professional"

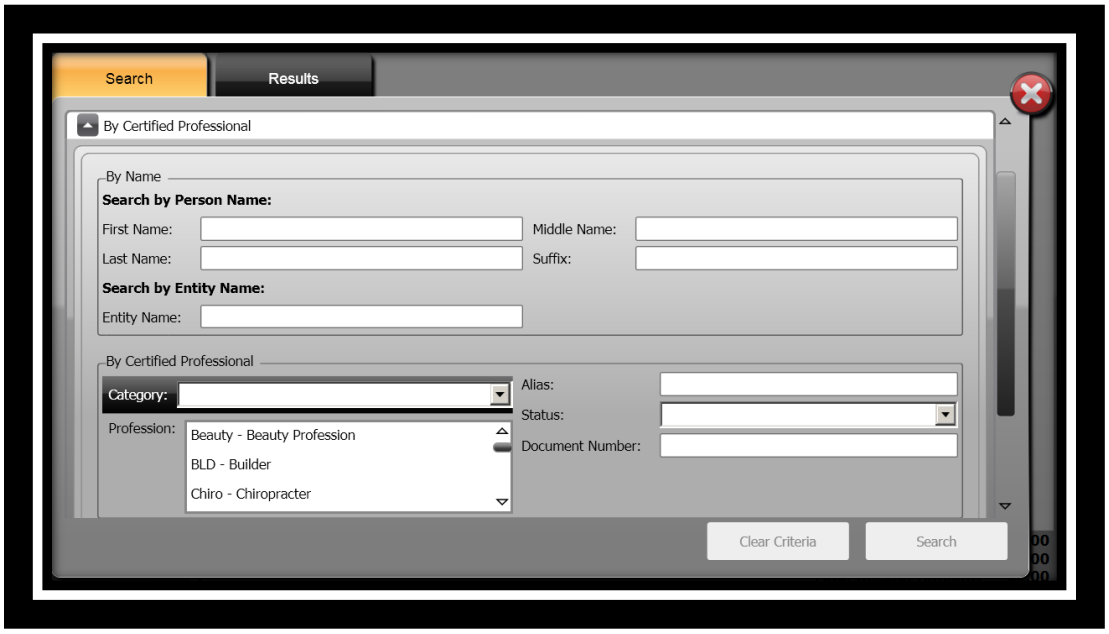
1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.



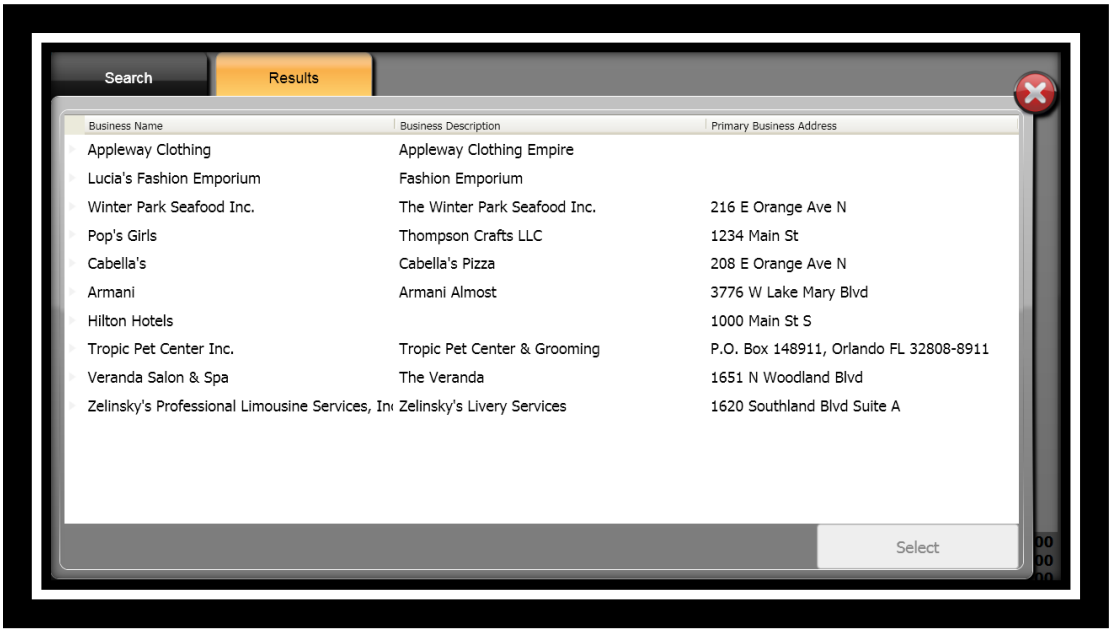
3. Click the drop-down arrow to expand the panel for **By Certified Professional**.



4. Specify the information you want to search by in the **Search By Person:** or **By Certified Professional** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

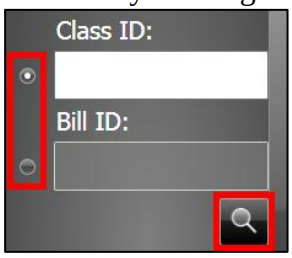
or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

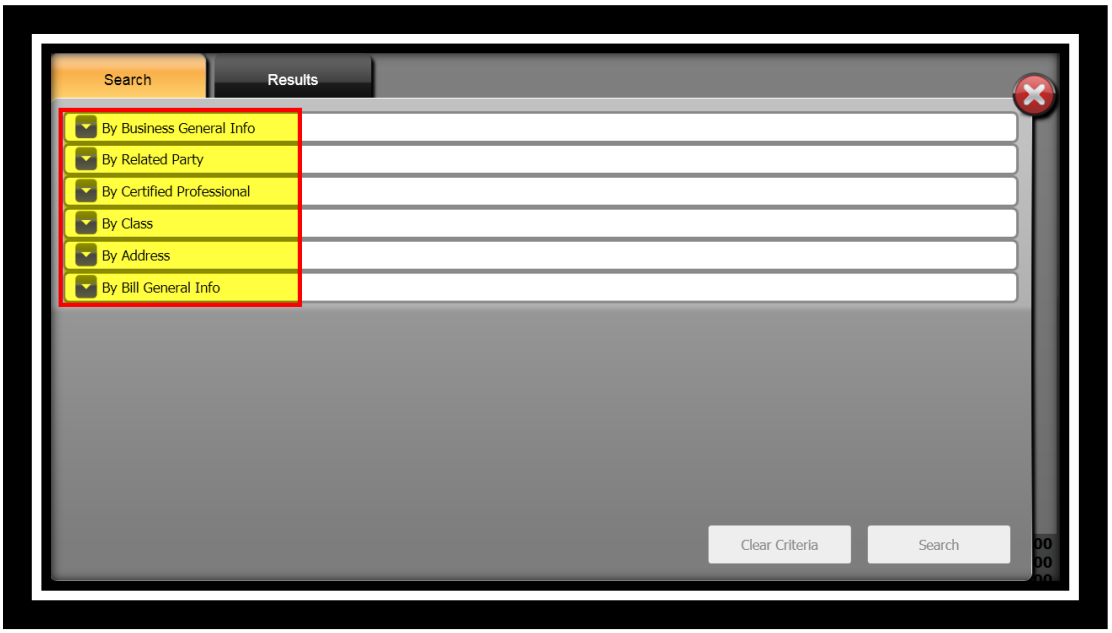
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Class"

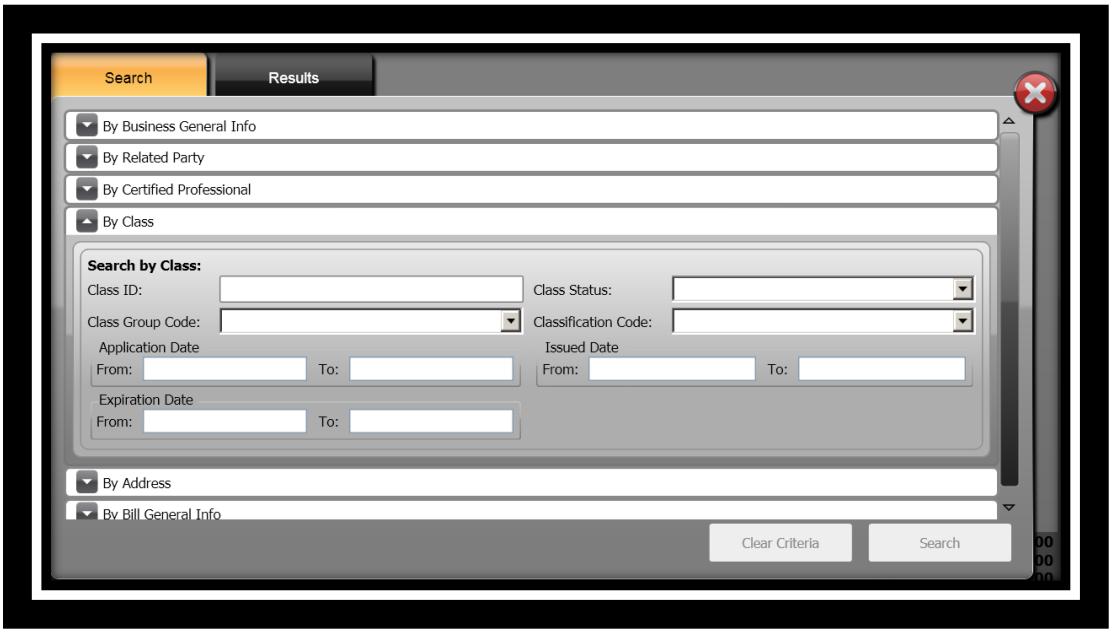
1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.



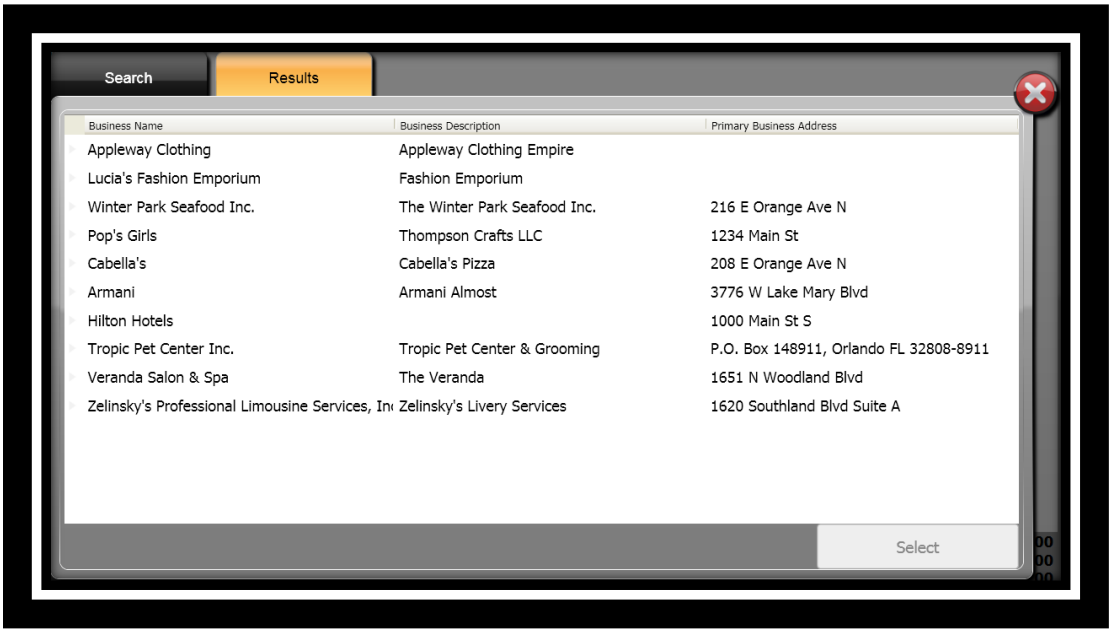
3. Click the drop-down arrow to expand the panel for **By Class**.



4. Specify the information you want to search by in the **Search By Class:** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

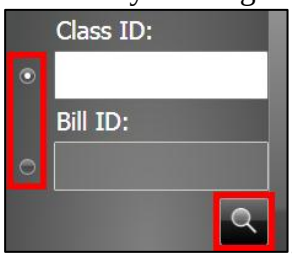
or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

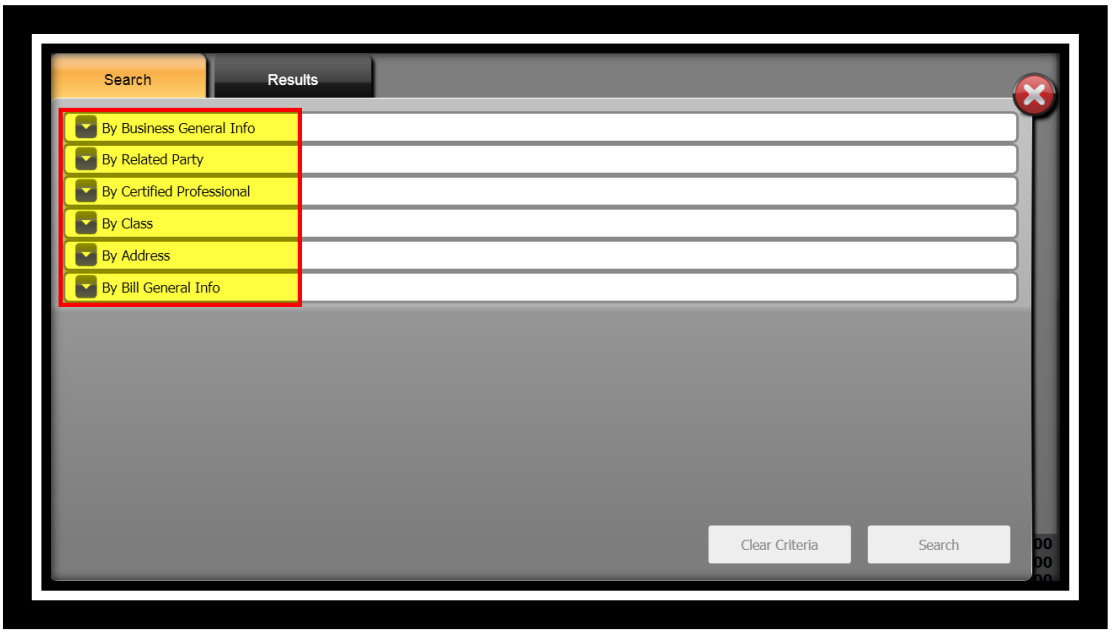
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Address"

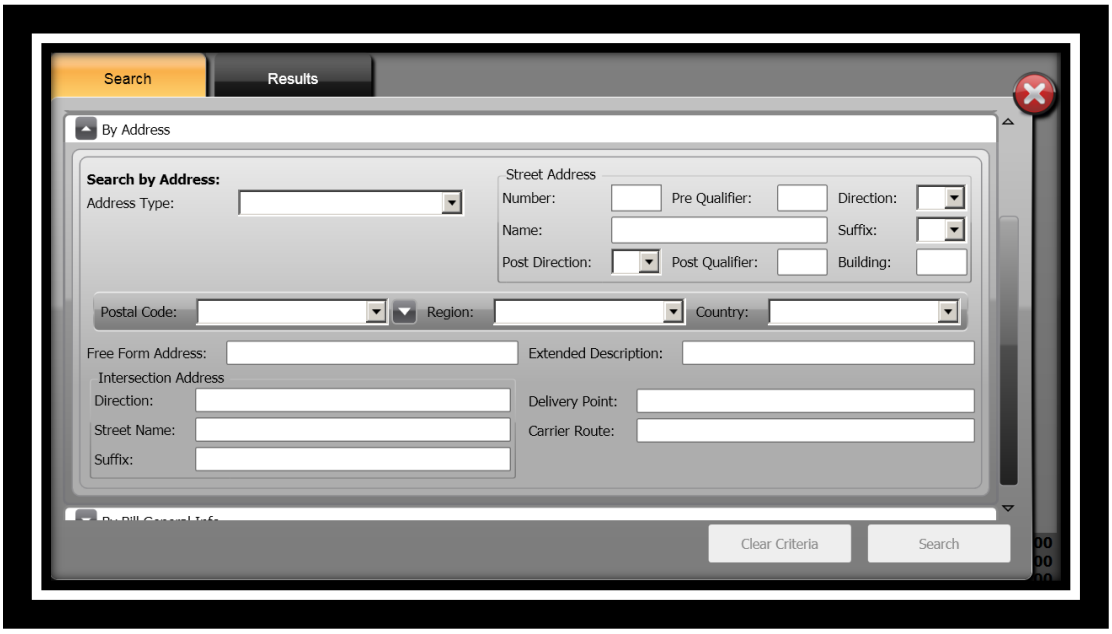
1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.



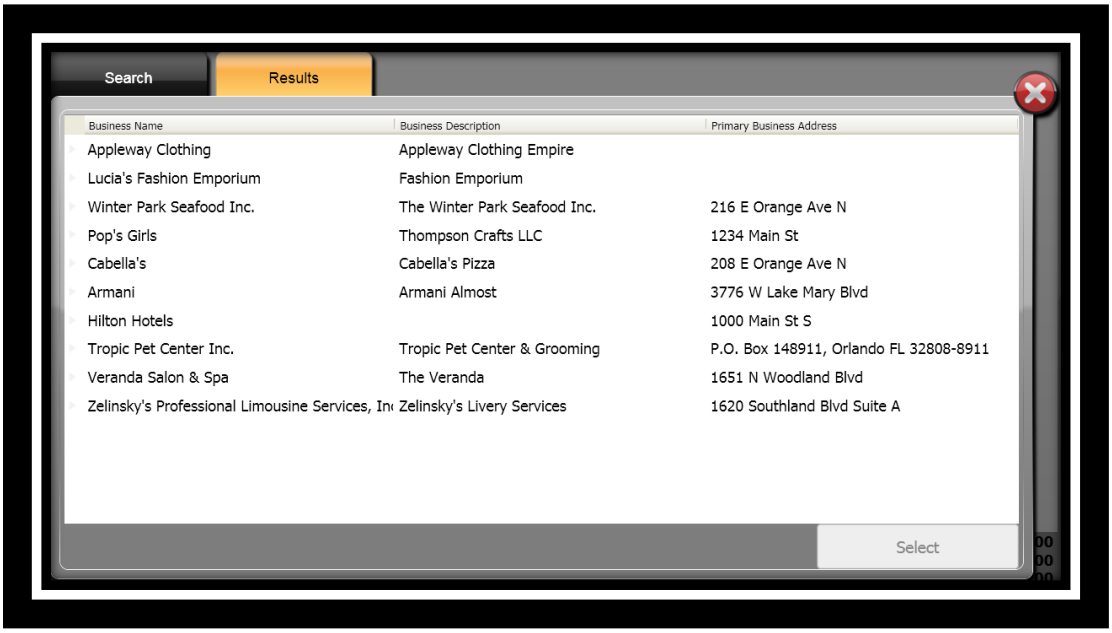
3. Click the drop-down arrow to expand the panel for **By Address**.



4. Specify the information you want to search by in the **Search By Address:** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

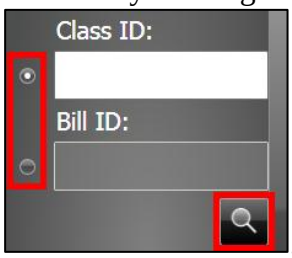
or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

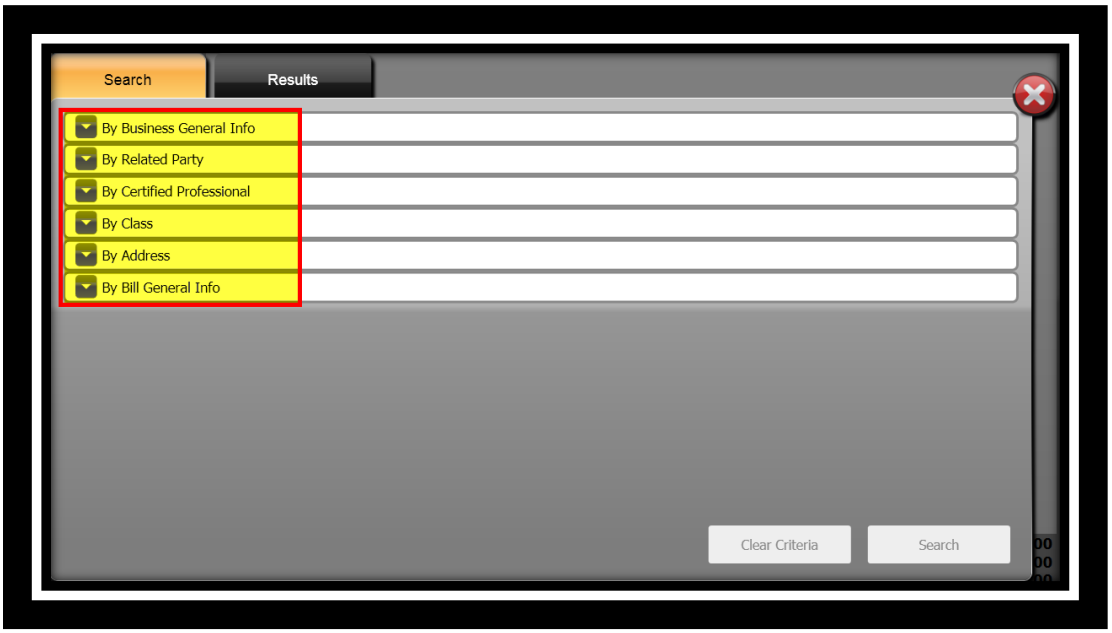
Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Search – "By Bill General Info"

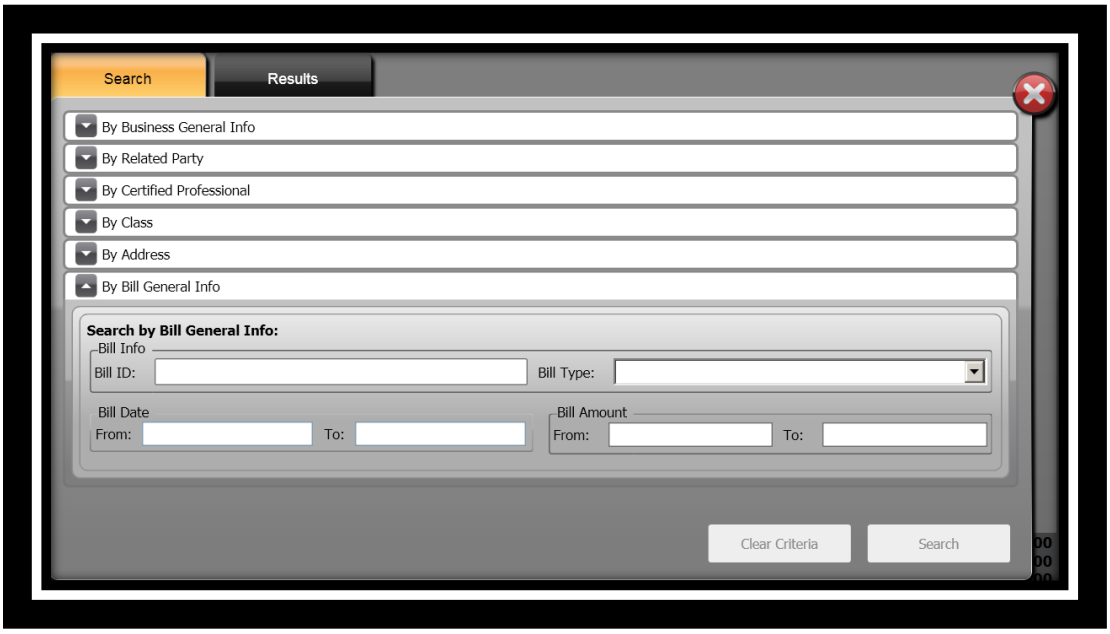
1. Select your method of search by clicking the radial button next to ***Class ID*** or ***Bill ID*** and click **Search** 

.

2. The **Search** window displays.



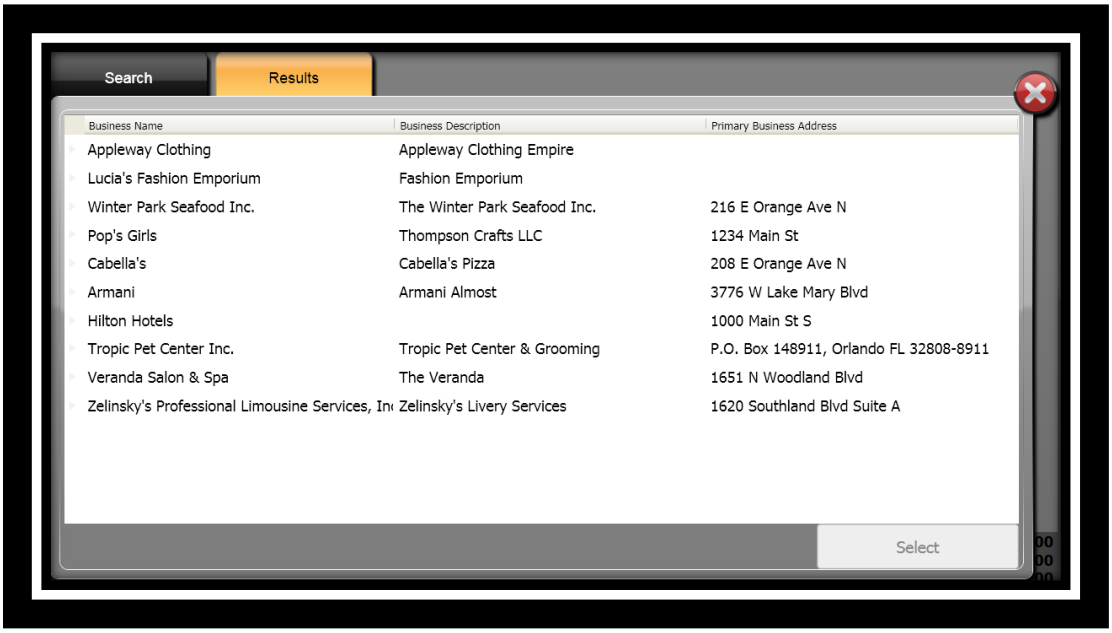
3. Click the drop-down arrow to expand the panel for **By Bill General Info**.



4. Specify the information you want to search by in the **Search By Related Person:** panel.

5. Click **Search** .

6. The **Results** panel displays.



7. Select the business you will be taking payment for.

8. Click **Select**

.

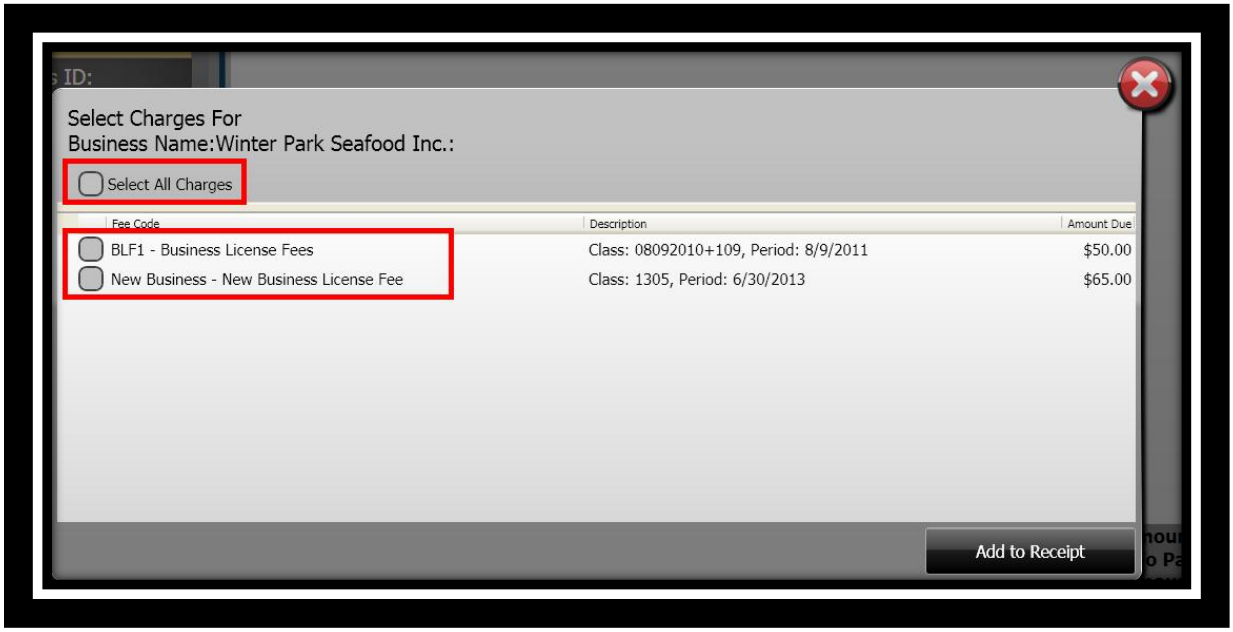
9. The **Select Charges For** window displays.

10. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

11. Click **Add to Receipt**

.

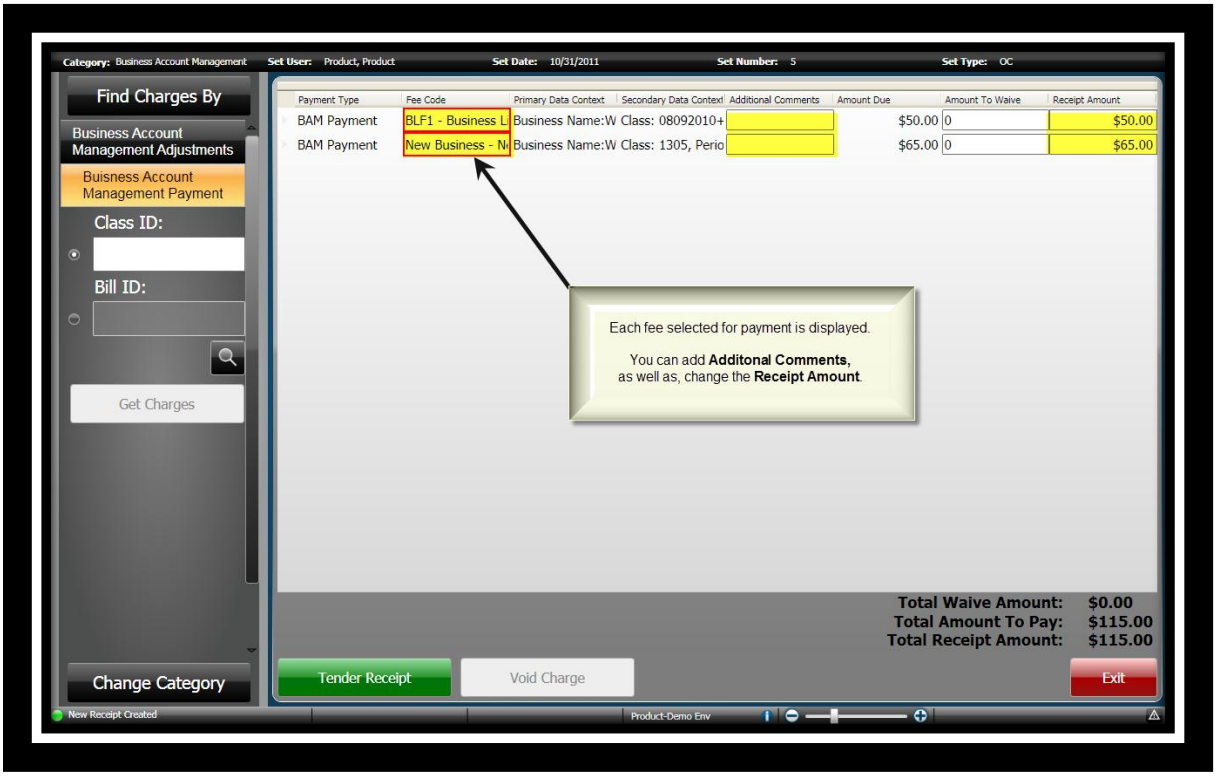


Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Taking Payments

After you have selected the charges, the next step is to take the payment, tender and finalize the receipt.

1. The **Single Payment Entry** window displays.



2. Complete the **Additional Comments** field if applicable. *(When you set up the payment type code, you would have indicated if you wanted to enter **Additional Comments**.)*

3. In the **Receipt Amount** field, the amount assessed for the fee defaults. *(If you need to modify the amount, enter the payment amount.)*

Entering a Waiver

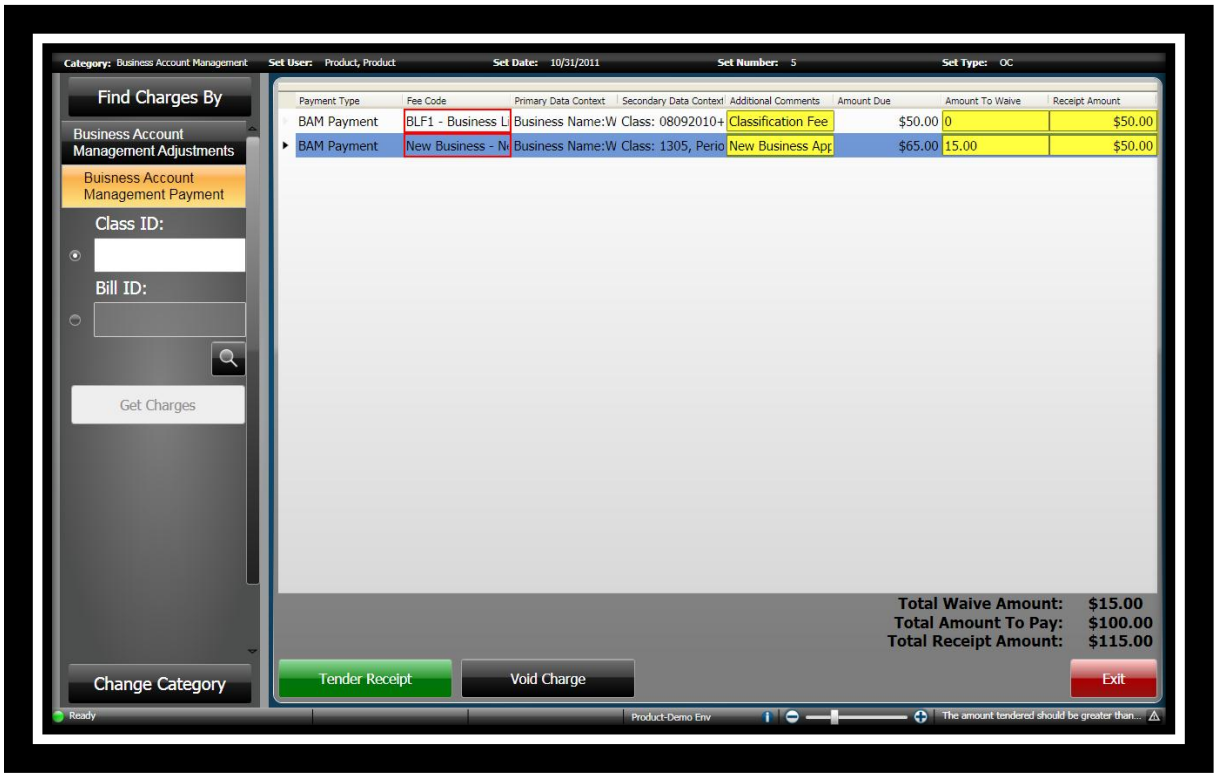
At the time you are receiving payments, it is possible for you to enter an amount or percentage that will be waived. You specify if there is to be a percentage type of waived amount, or you can enter an amount to be waived. The waived amount will be displayed in the ***Waived Amount*** column.

1. Click in the **Amount To Waive** field.

2. Select if the waiver is to be based on a **Percentage** or **Amount**.

3. Enter the amount or percentage to be waived off. *(When the type is **Percentage**, you can double-click the input field and a calculator will appear for your use if you want to double check your numbers.)*

4. Click **Ok** to continue.



Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

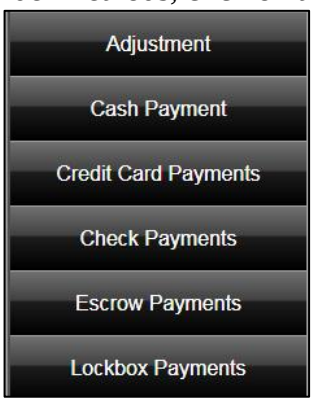
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

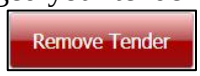
.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

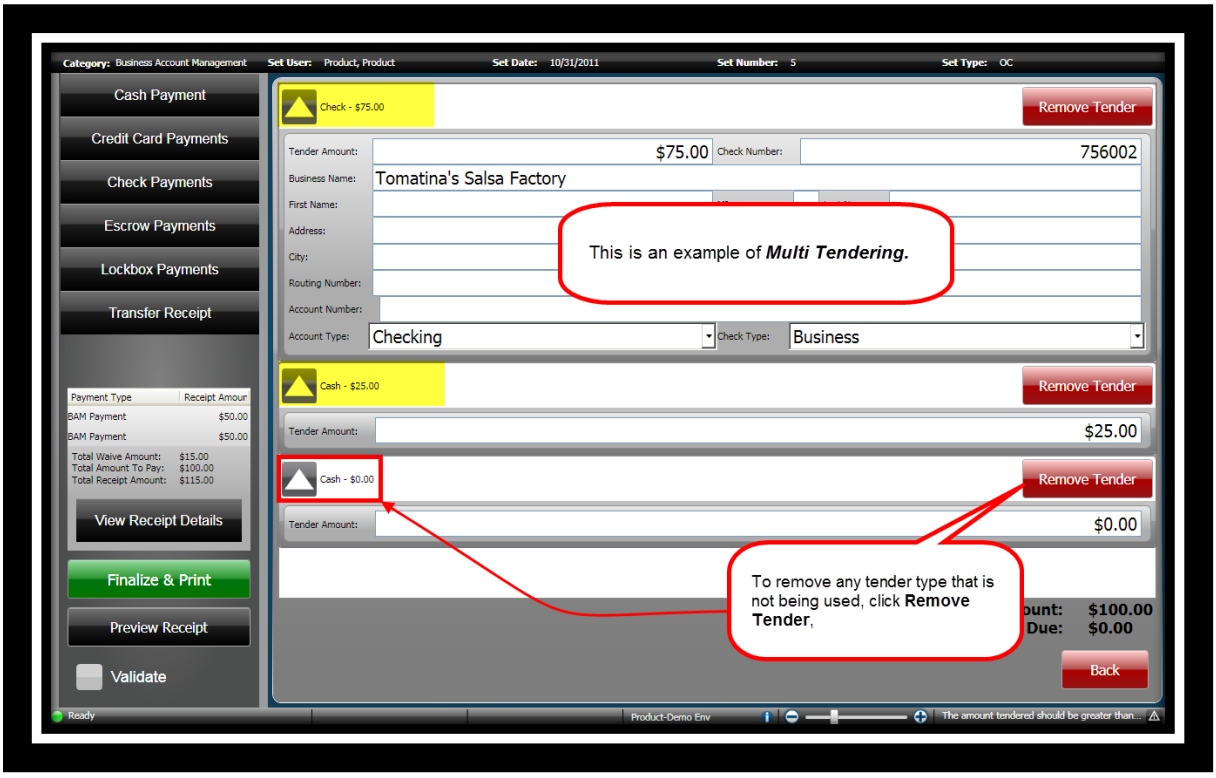
3. To change or add additional tender methods, click on the method you want to use, Cash, Check, Credit Card or Escrow 

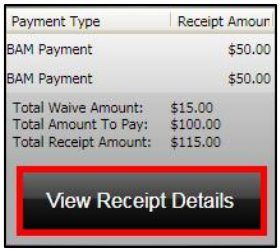
. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

4. Enter the amount tendered and complete any other information as needed.

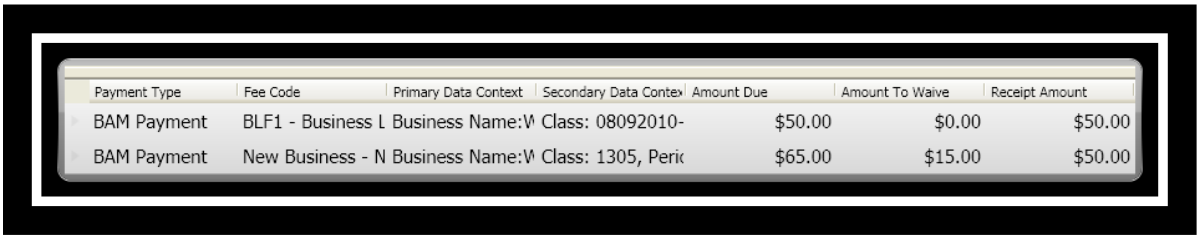
5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender** 

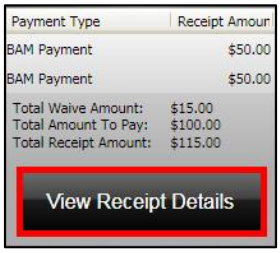
.



6. Click **View Receipt Details** 

to view the receipt before you finalize the transaction.



7. Click **View Receipt Details** 

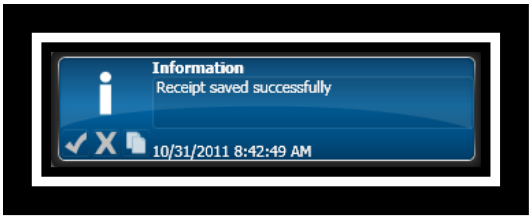
to close the review.

8. Click **Finalize & Print**

to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate**

to print validations.

12. Click **Exit**

to close the ***Single Payment Entry*** window. *(This returns you to the **Set Processing** window.)*

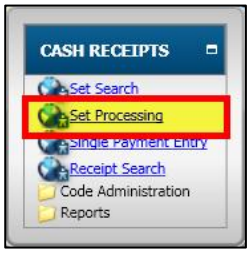
13. Click **Close** . *(This returns you to the Desktop.)*

Part 3.07 - Single Payment Entry Using Escrow Money

Single Payment entry is the standard method for cashiers receiving payments. When using single payment entry, you can create single or multiple receipt line items on single receipts and change the payment type code for individual payments. It is possible to use monies that have been put into escrow to pay for fees that have been assessed. To use escrow monies for paying assessed fees, complete the following steps:

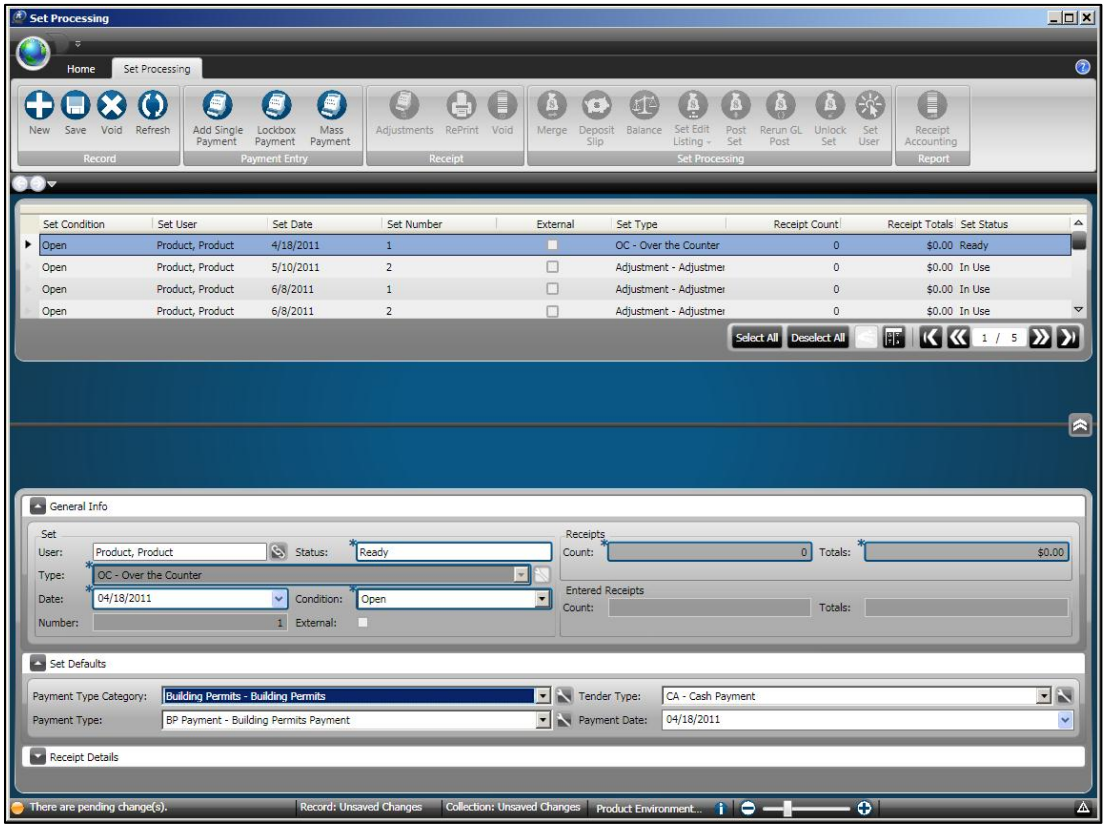
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

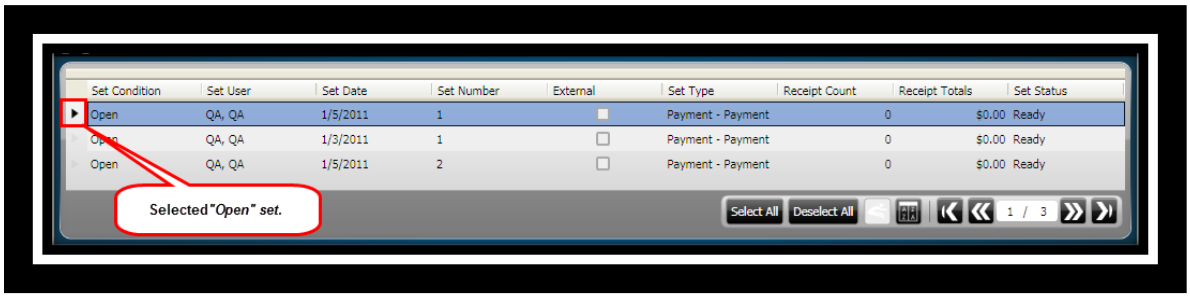
2. Select **Set Processing** under ***Cash Receipts*** 

.

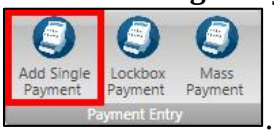
3. The **Set Processing** window displays.



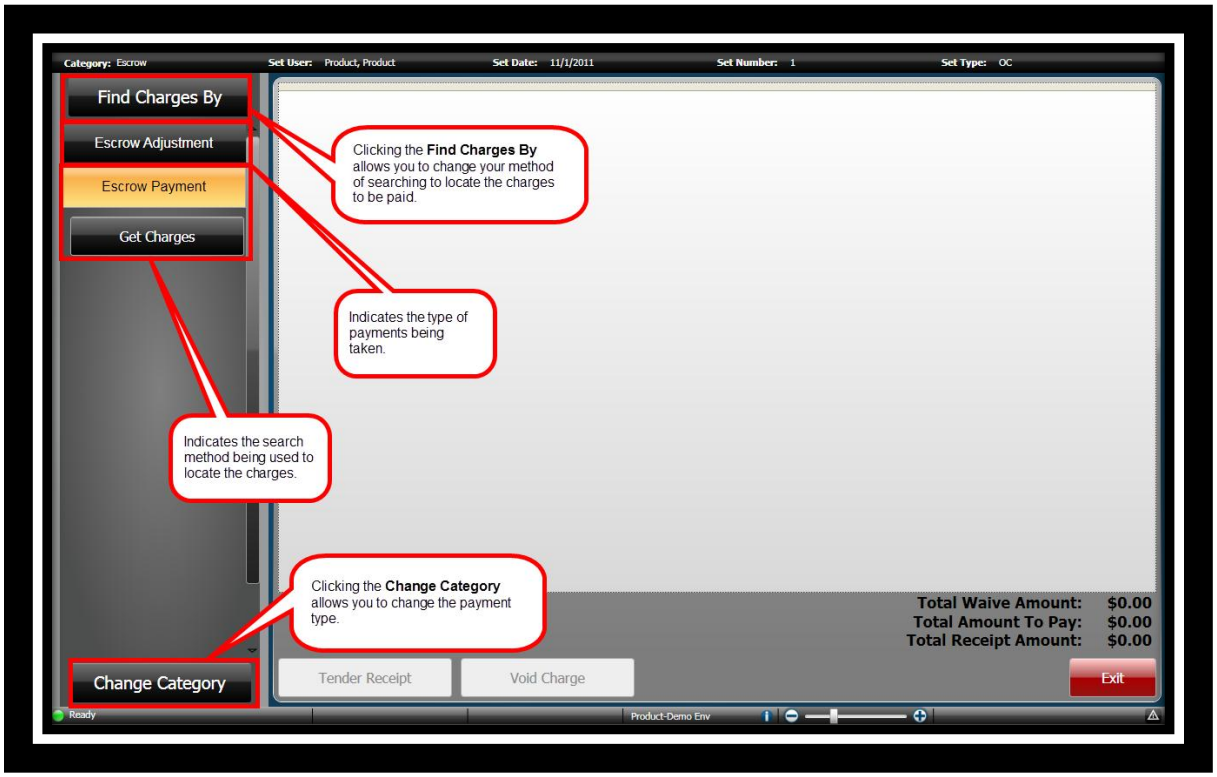
4. Open or locate a set to take payments. *(Click the **Home** tab and then click **Search** to locate a set or refer to **Part 3.01 – Open a New Set**.)*



5. Click **Add Single Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar



6. The **Single Payment Entry** window displays. *(This window will display differently depending on the **Set Type** selected.)*



When you use escrow money to pay fees that have been assessed, you can look for the charges from either a person or an entity (business). Once you have located the person or entity, you can then indicate which application you will be paying with this money.

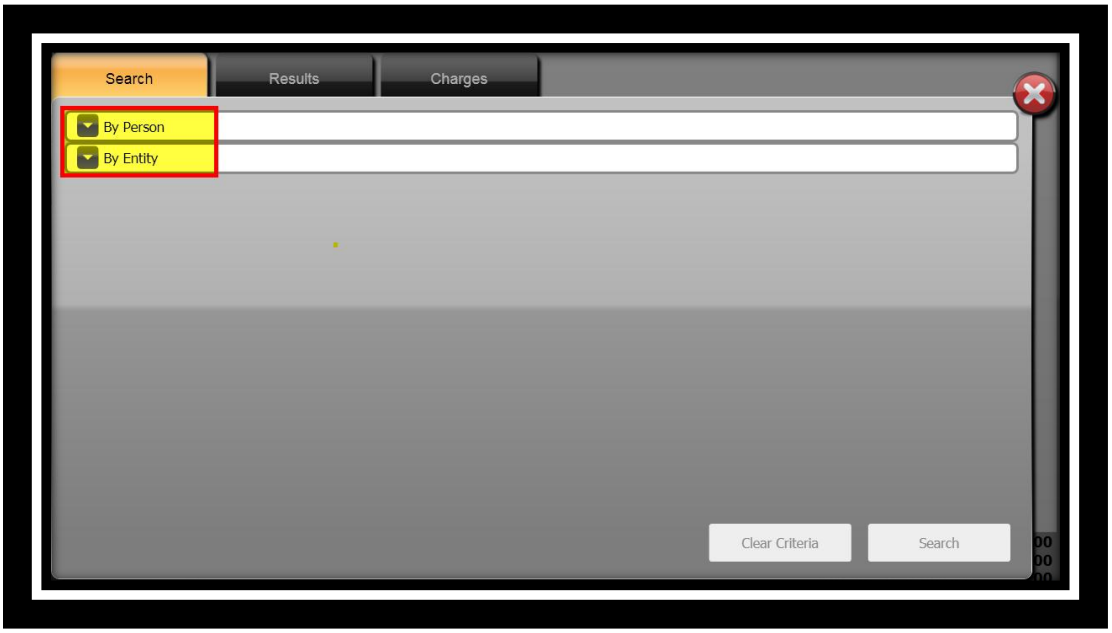
Find Charges By – "Search By Person"

You can search for escrows to be paid using **Find Charges By**. When you select this option, you can then search ***By Person*** or ***By Entity***.

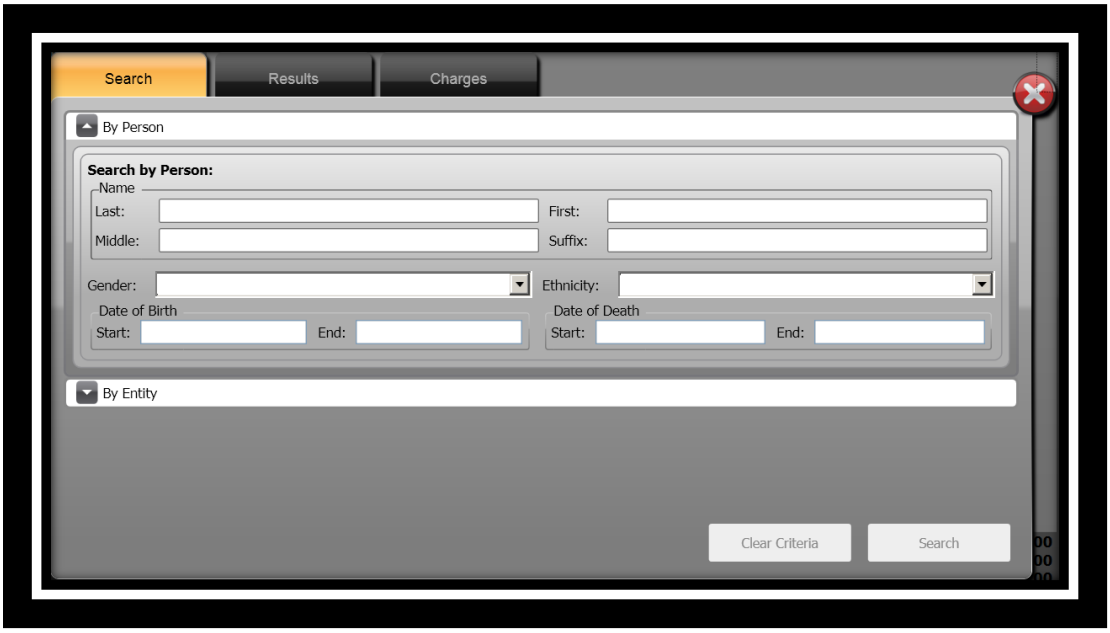
1. Click **Find Charges By**

.

2. The **Search / Results** window displays.



3. Click the drop-down arrow to expand the panel for **By Person**.



4. Specify the information you want to search by in the **Search by Person:** panel. *(For this example the **Last** field was used.)*

5. Click **Search**

.

6. The **Results** panel displays.

7. Click to highlight the person under the **Available** column.

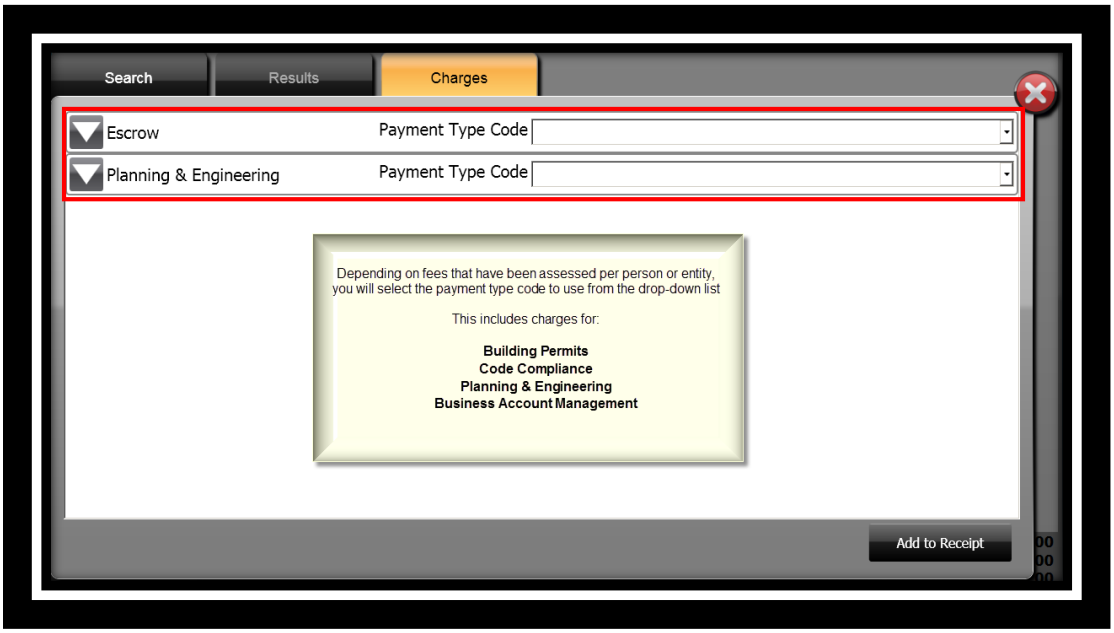
8. Click **Move>**

.

9. Click **Select**

.

10. The **Charges** panel displays.



11. Select the **Payment Type Code** from the drop-down list.

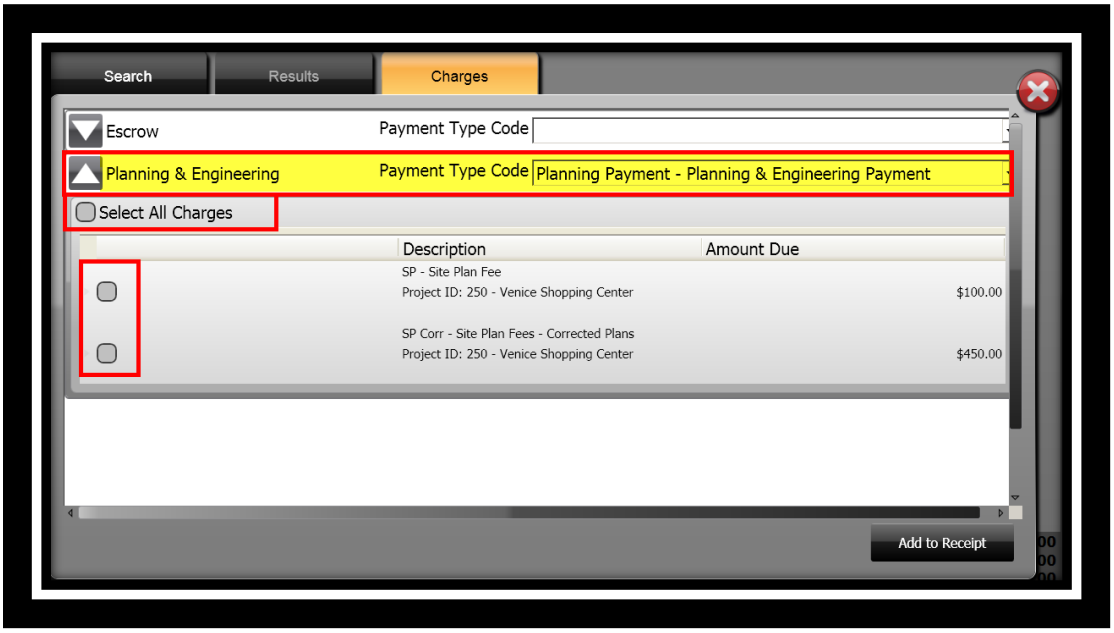
12. Click the down arrow to display the charges associated with the payment type code.

13. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

14. Click **Add to Receipt**

.



Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Find Charges By – "Search By Common Entity"

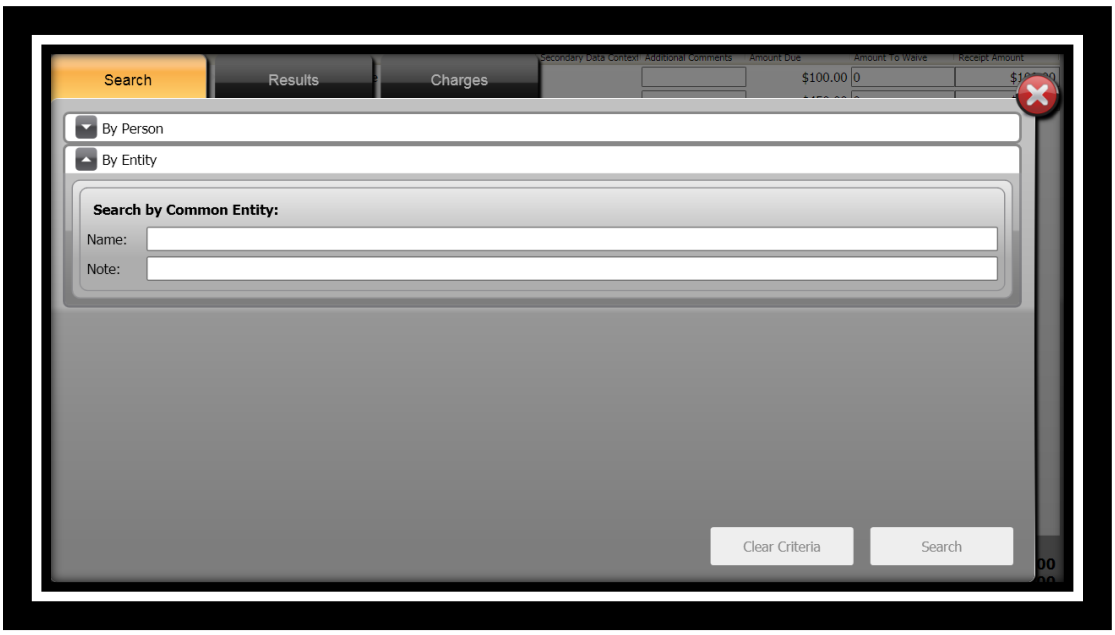
You can search for escrows to be paid using **Find Charges By**. When you select this option, you can then search ***By Person*** or ***By Entity***.

1. Click **Find Charges By**

.

2. The **Search / Results** window displays.

3. Click the drop-down arrow to expand the panel for **By Entity**



4. Specify the information you want to search by in the **Search by Common Entity:** panel. *(For this example the **Name** field was used.)*

5. Click **Search**

.

6. The **Results** panel displays.

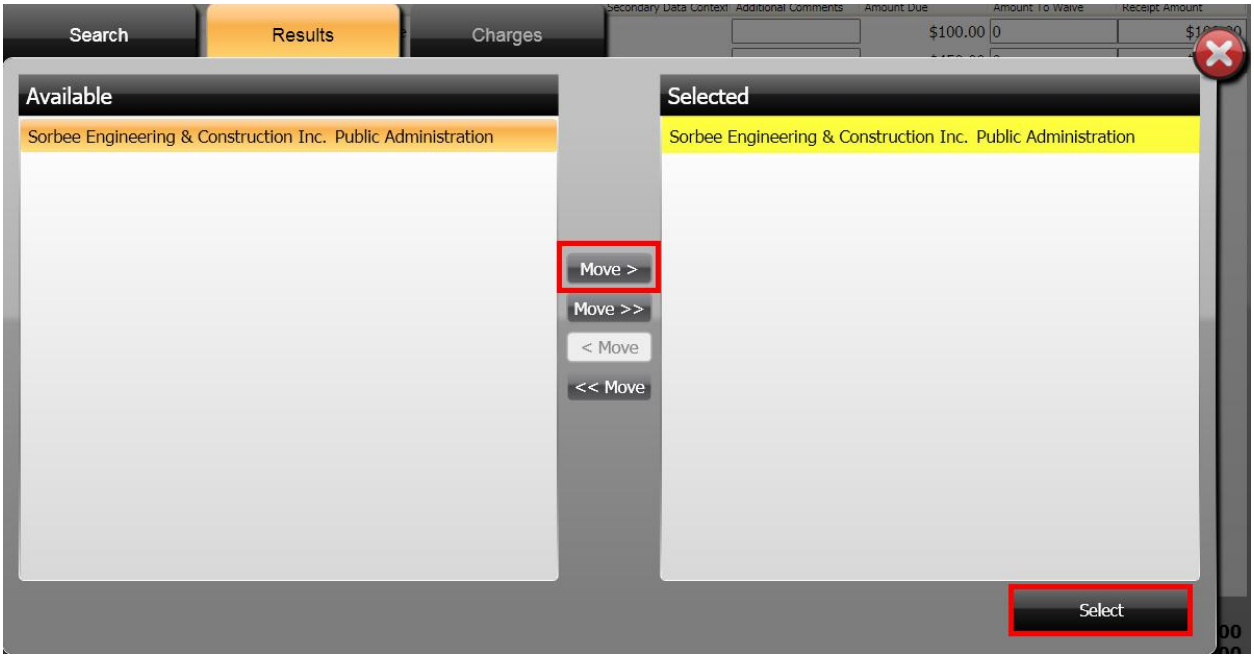
7. Click to highlight the person under the **Available** column.

8. Click **Move>**

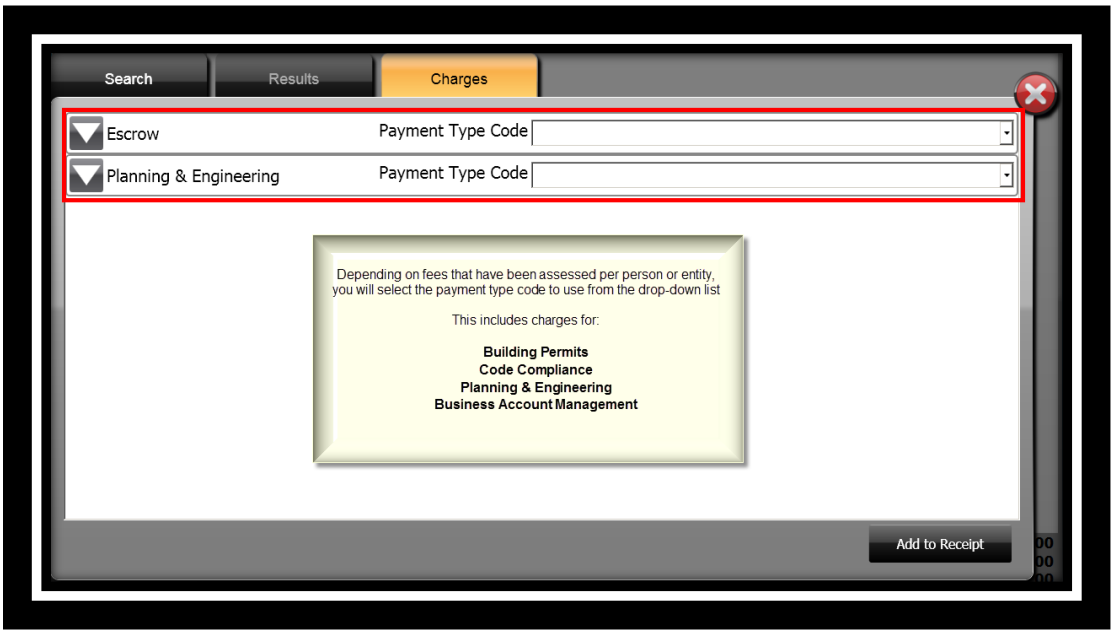
.

10. Click **Select**

.



11. The **Charges** panel displays.



13. Select the **Payment Type Code** from the drop-down list.

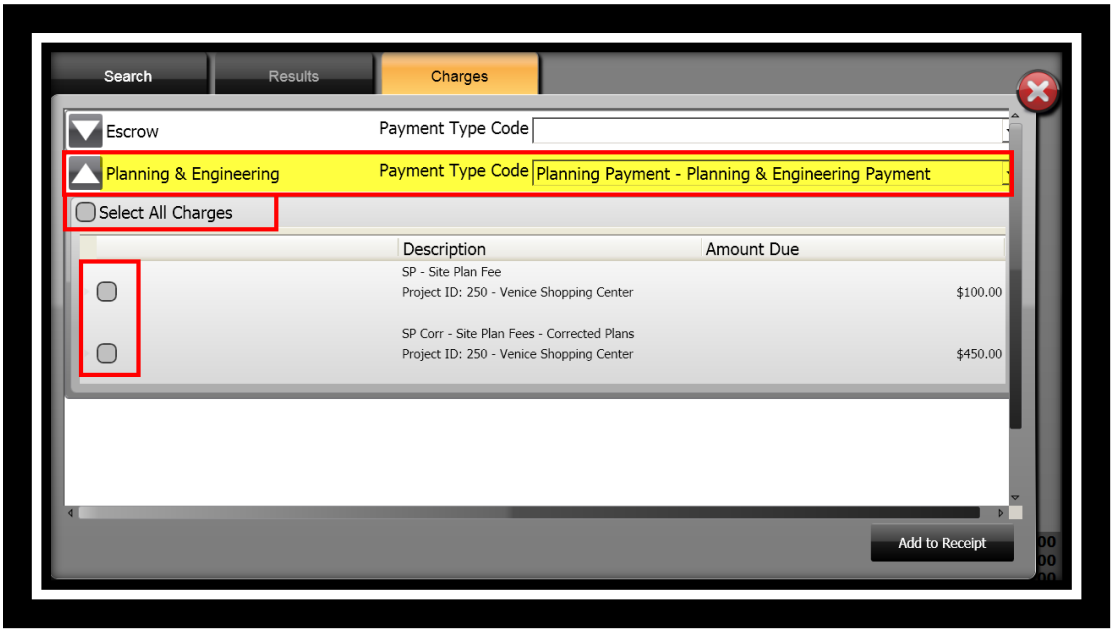
14. Click the down arrow to display the charges associated with the payment type code.

15. Place a checkmark in the **Select All Charges** if all charges are to be paid

or place a checkmark next to each charge that is being paid.

16. Click **Add to Receipt**

.

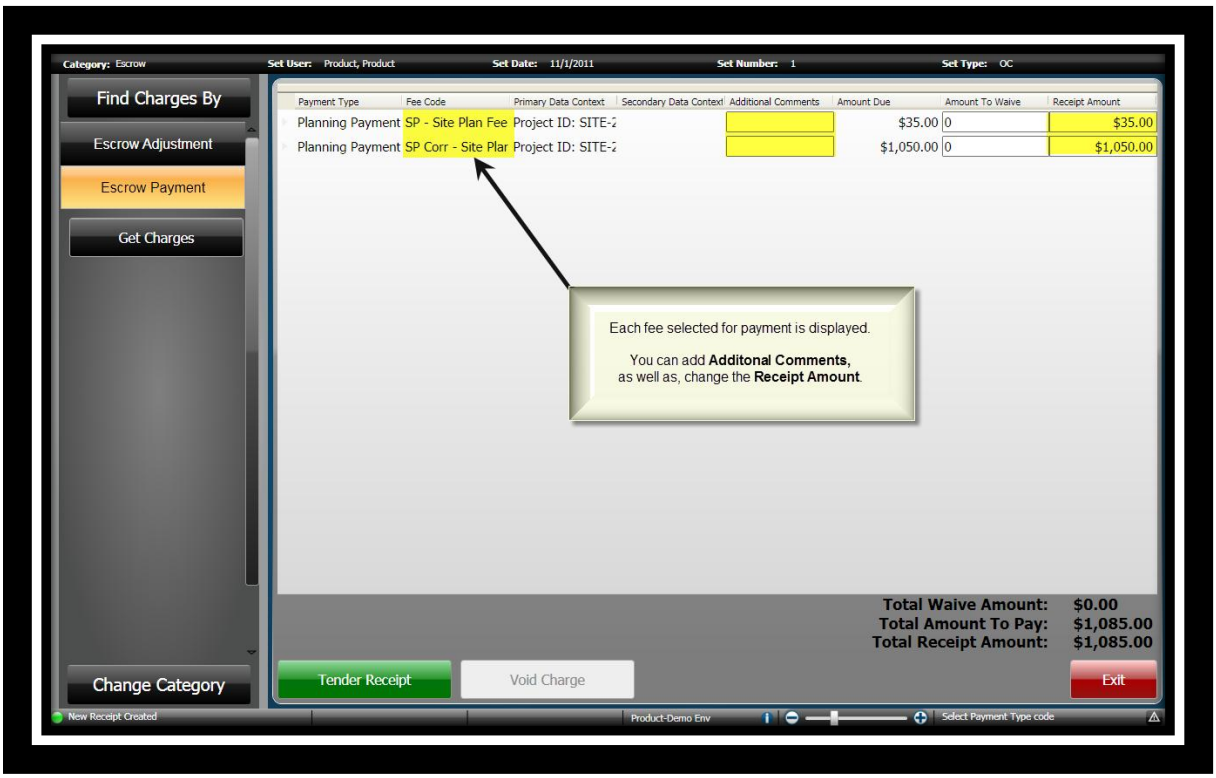


Note: After you have selected the charges, you can add additional fees to be paid on the same receipt.

Taking Payments

After you have selected the charges, the next step is to take the payment, tender and finalize the receipt.

1. The **Single Payment Entry** window displays.



2. Complete the **Additional Comments** field if applicable. *(When you set up the payment type code, you would have indicated if you wanted to enter **Additional Comments**.)*

3. In the **Receipt Amount** field, the amount assessed for the fee defaults. *(If you need to modify the amount, enter the payment amount.)*

Entering a Waiver

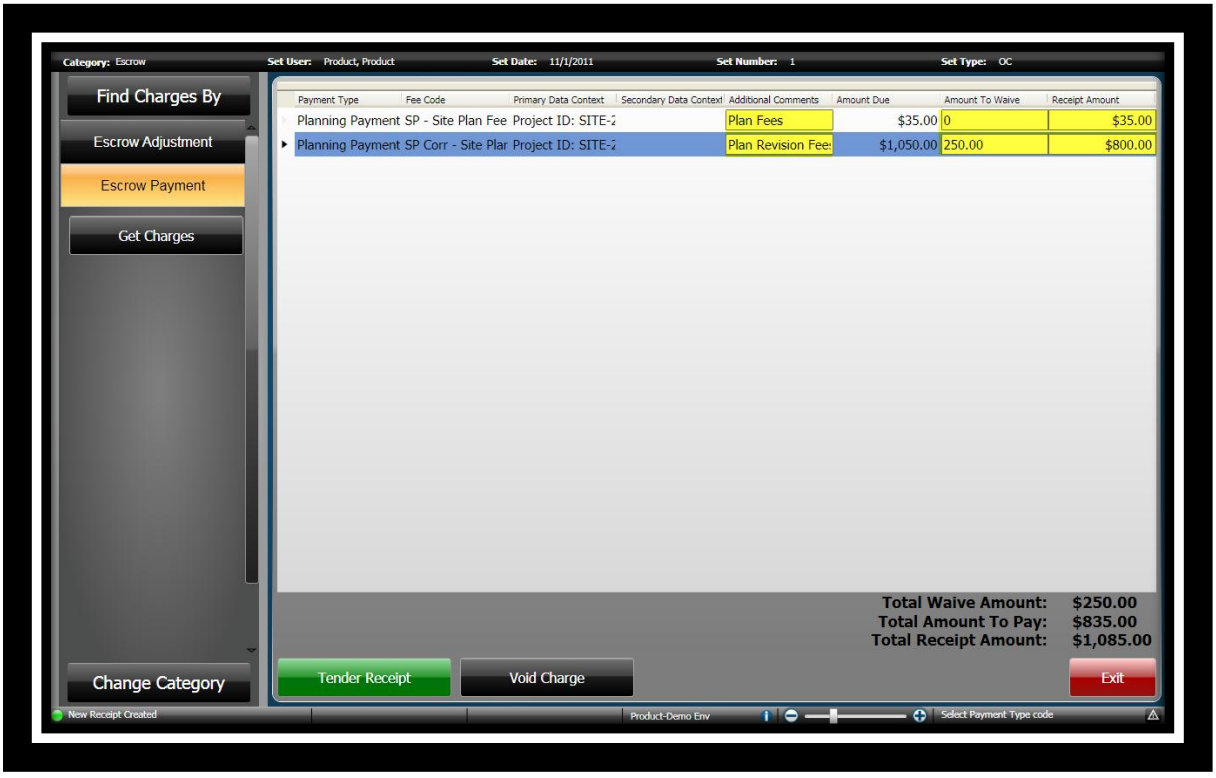
At the time you are receiving payments, it is possible for you to enter an amount or percentage that will be waived. You specify if there is to be a percentage type of waived amount, or you can enter an amount to be waived. The waived amount will be displayed in the ***Waived Amount*** column.

1. Click in the **Amount To Waive** field.

2. Select if the waiver is to be based on a **Percentage** or **Amount**.

3. Enter the amount or percentage to be waived off. *(When the type is **Percentage**, you can double-click the input field and a calculator will appear for your use if you want to double check your numbers.)*

4. Click **Ok** to continue.



Tendering the Receipt

After all charges have been selected and entered, the next step is to tender the receipt. The receipt will be created after you have selected to ***Finalize & Print*** the receipt.

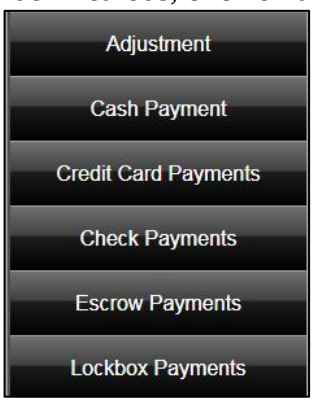
Some of the tender authorization types are Cash, Credit Card, Check or Escrow.

Even though you can put as many payments as you want on a receipt, SunGard Public Sector recommends that you generate an individual receipt for each payer.

1. Click **Tender Receipt**

.

2. The **Tender Resolution** window displays. *(When you added a new set you indicated what would be your default tender method. For this example **Check Payments** was used.)*

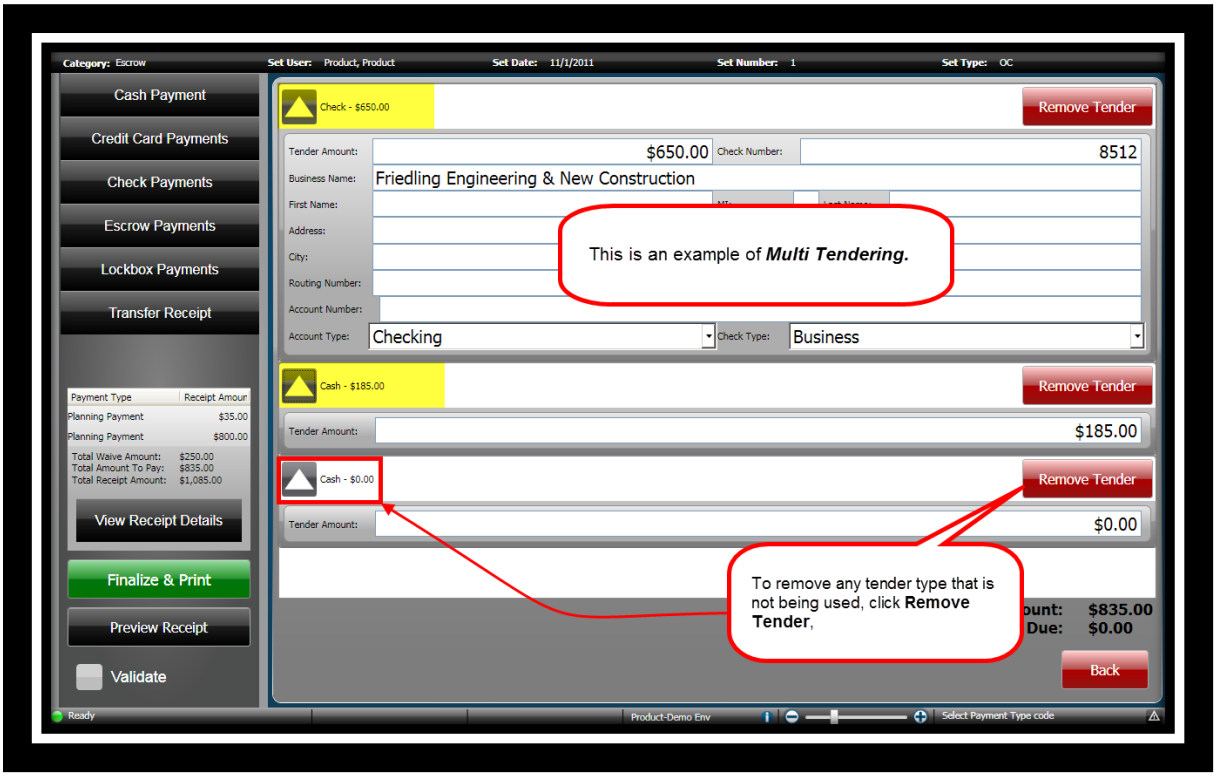
3. To change or add additional tender methods, click on the method you want to use, Cash, Check, Credit Card or Escrow 

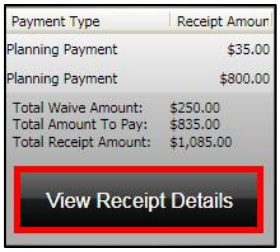
. *(**Note:** It is possible that you will additional tender methods. The list of tender methods is based on what you have set up.)*

4. Enter the amount tendered and complete any other information as needed.

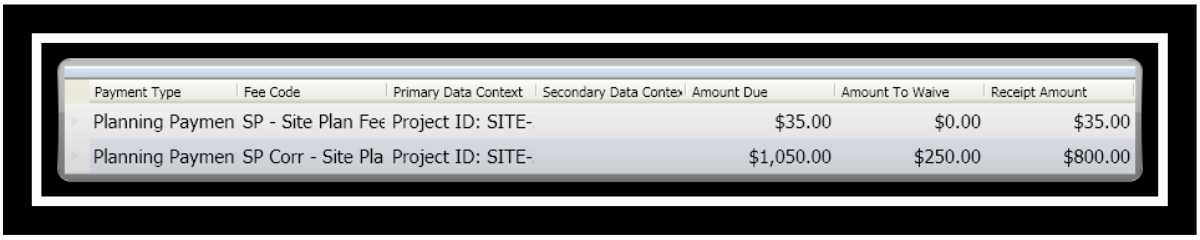
5. If you have changed your tender method, you can remove any unused ones by clicking **Remove Tender**

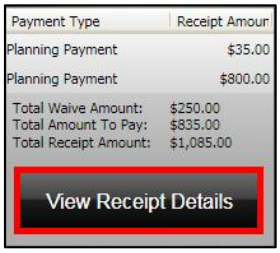
.





6. Click **View Receipt Details** to view the receipt before you finalize the transaction.





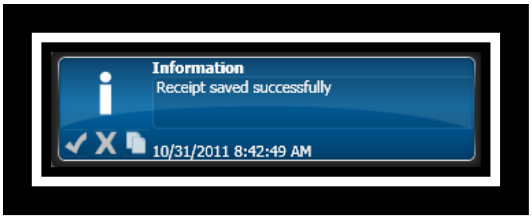
7. Click **View Receipt Details** to close the review.

8. Click **Finalize & Print**

to finalize the receipt and print it.

9. The **Single Payment Entry** window re-displays to take additional payments.

10. A confirmation message displays stating that the receipt was successful.



11. Place a checkmark in **Validate**

to print validations.

12. Click **Exit**

to close the ***Single Payment Entry*** window. *(This returns you to the **Set Processing** window.)*

13. Click **Close** . *(This returns you to the Desktop.)*

Part 3.08 - Voiding a Payment

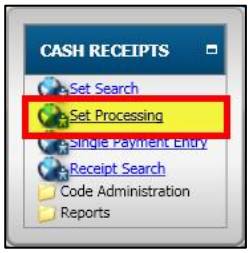
The **Void** button is enabled only if the receipt status is either ***Active*** or ***Unable to Release Hold***. In such a scenario, the system displays an error message with the credit card number, transaction reference ID, amount, and transaction status. If the receipt status is "***Unable to Release Hold***" then you have to manually release the hold and then void the receipt.

When you click **Void**, the system will reset the receipt amount of the selected set to 0, adjusts the amount in the voided receipt from the receipt total and changes the receipt status to "**Voided**".

Once the system changes the receipt status to ***Voided***, the status of the set to which the receipt belongs changes to ***Ready***. This is because when a receipt is voided the receipt total amount also changes and you have to re-balance the set and then post it again. You cannot void receipts that posted successfully.

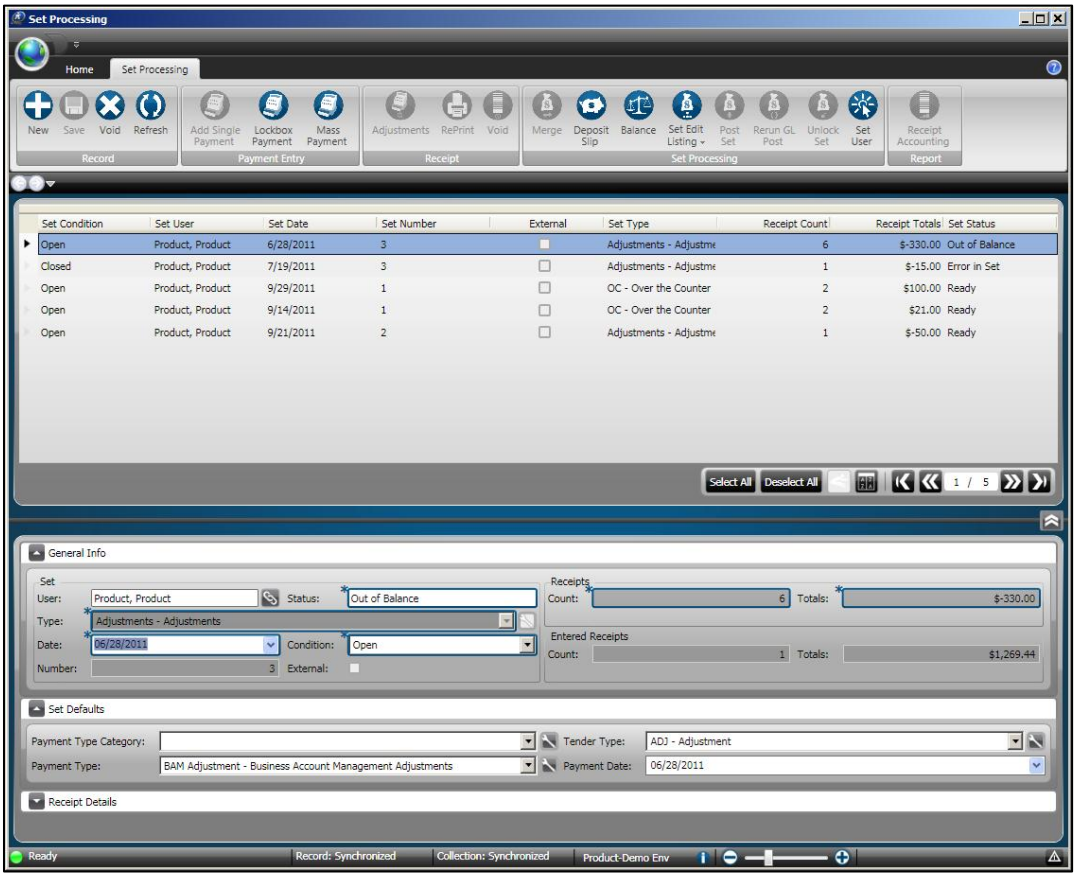
To void a receipt that has been finalized, you will complete the following:

1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

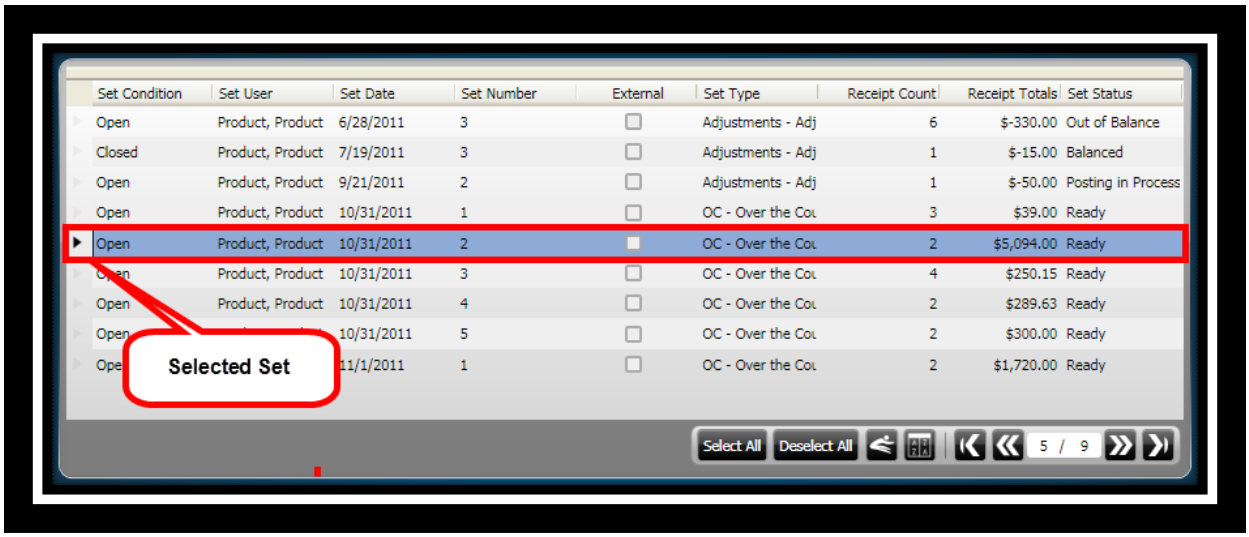
.
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.

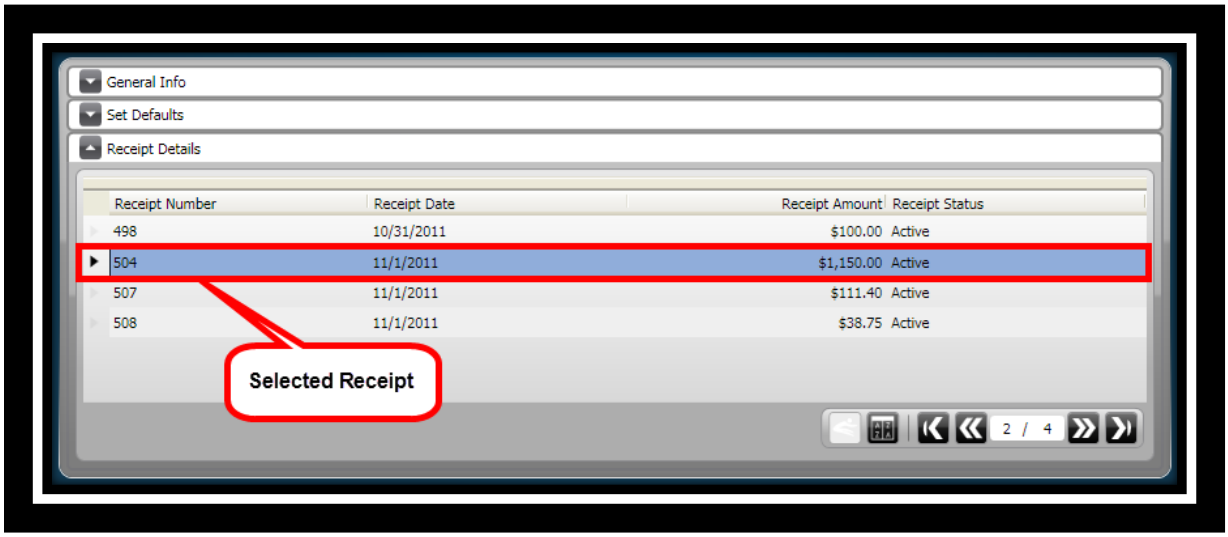


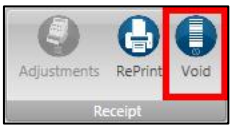
4. Click to highlight the set that contains the receipt that will be voided.



5. Click the down arrow to expand the **Receipts** panel.

6. Click to highlight the receipt that is to be voided.

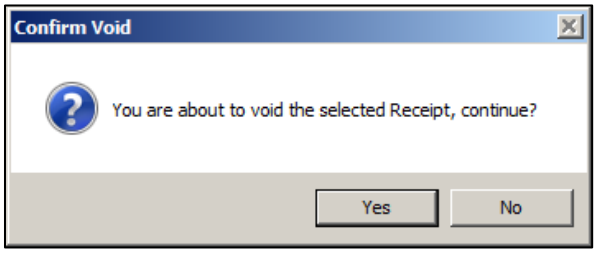


7. Click **Void** on the ***Set Processing / Receipt*** ribbon toolbar 

.

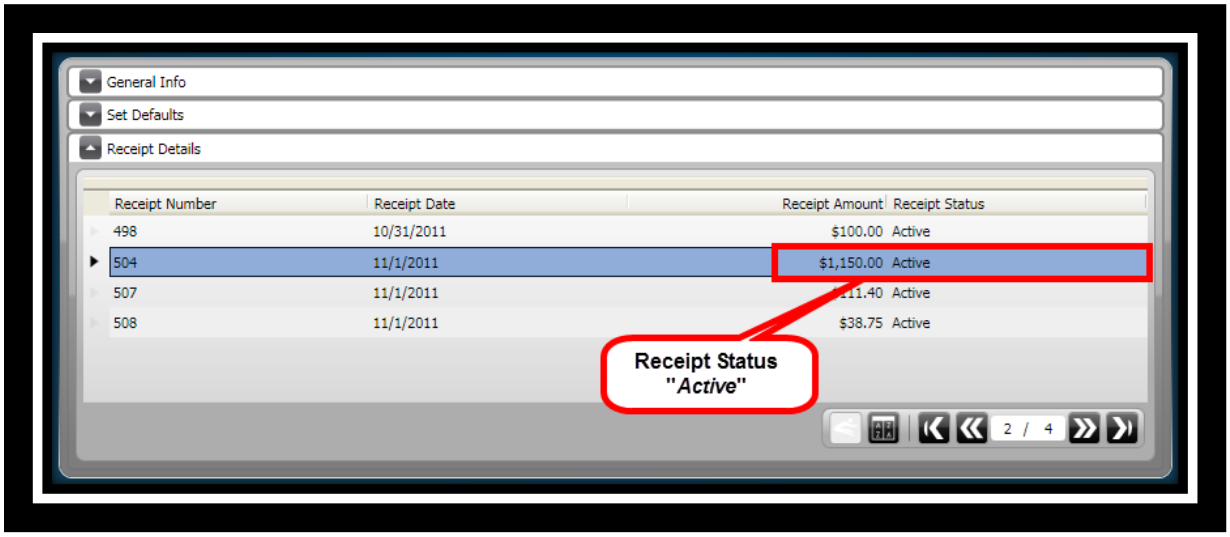
8. You will receive a prompt stating **"You are about to void the selected Receipt, continue?"** Select one of the following:

   - **Yes** – to void the receipt.
   - **No** – cancel the action to void the receipt.

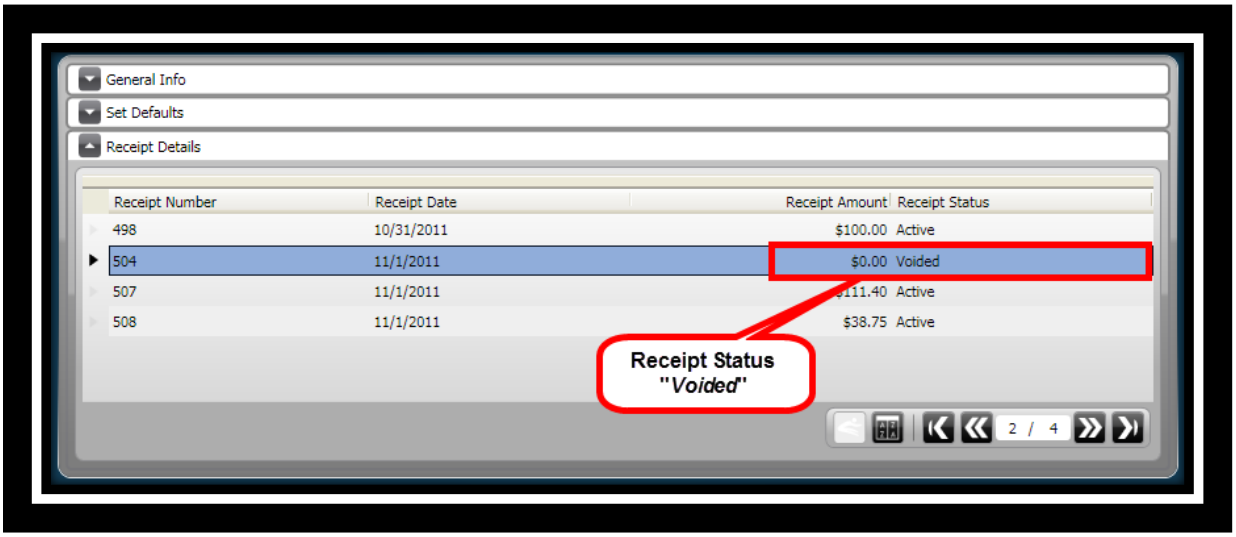


9. The receipt status changes from ***Active*** to ***Voided***.

Before Void



After Void



Note: *During* ***Single Payment Entry*** *a receipt will be voided once a charge has been selected and an amount has been entered. The receipt does not need to be finalized and printed.*

As you are working with the charges that are being paid, and you go to close the set before finalizing the receipt, you will be prompted if you want to continue. If you do continue the receipt information will be voided even though you haven't finalized it.

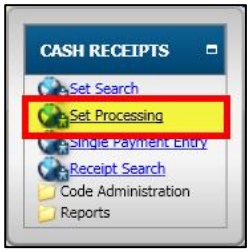
10. Click **Close** ✕. *(This returns you to the Desktop.)*

Part 3.09 - Reprinting a Receipt

After you processed your receipts, it is possible to reprint a receipt when needed. To reprint a receipt, you will complete the following:

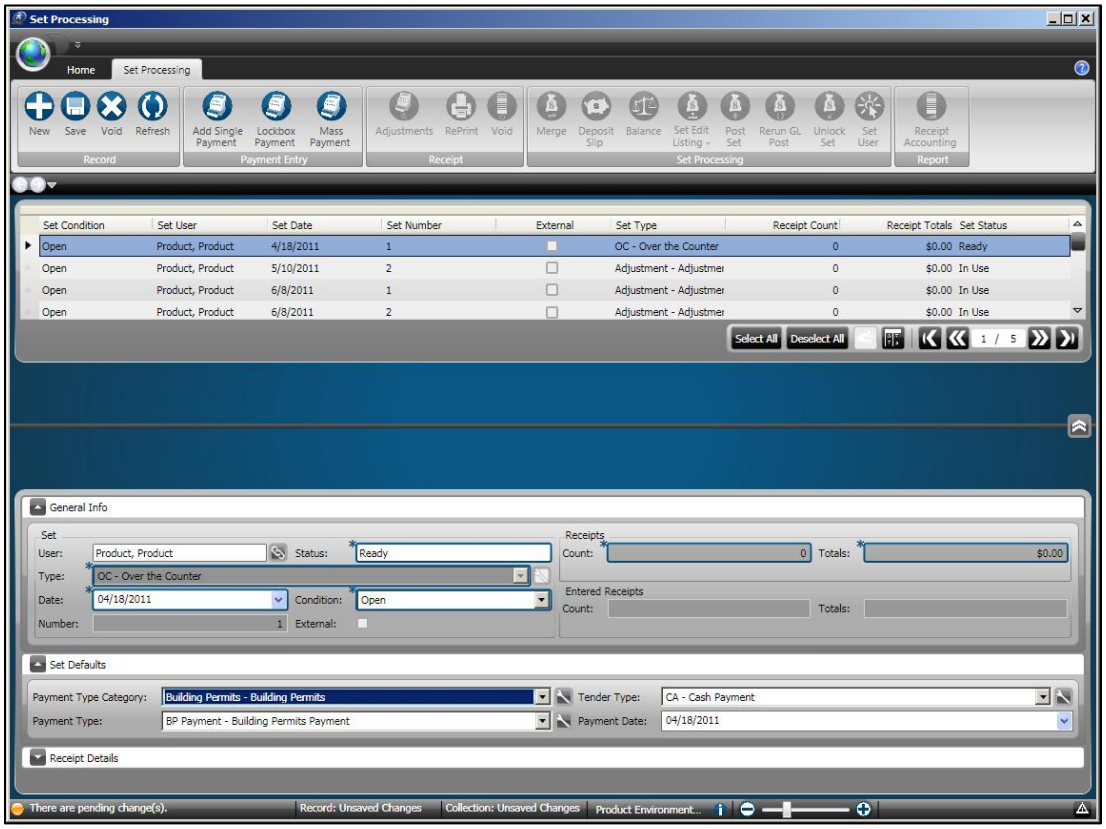
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

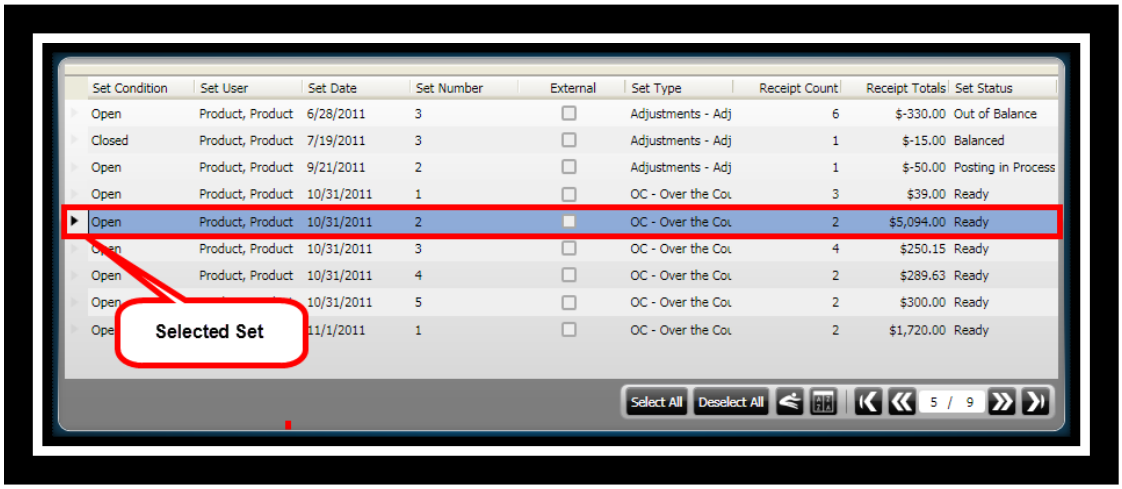
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.

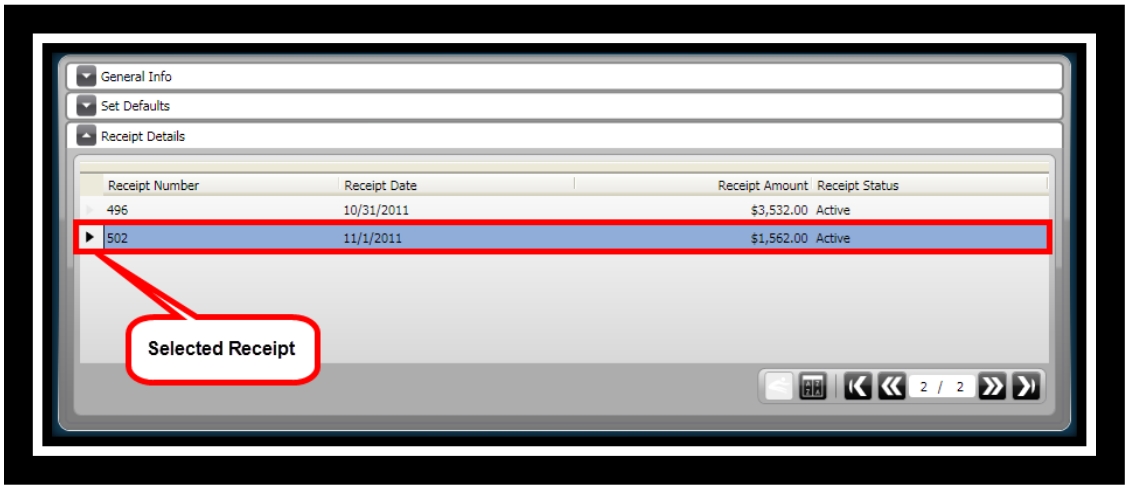


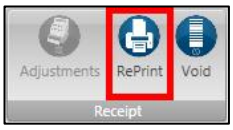
4. Click to highlight the set that contains the receipt that will be voided.



5. Click the down arrow to expand the **Receipts** panel.

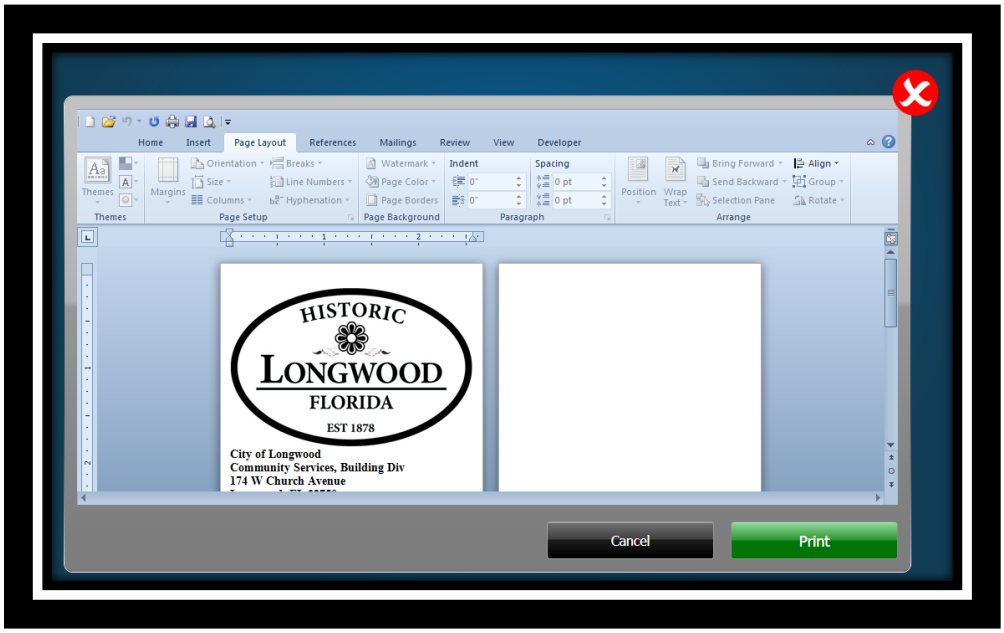
6. Click to highlight the receipt that is to be reprinted.



7. Click **RePrint** on the ***Set Processing / Receipt*** ribbon toolbar 

.

8. The receipt displays.

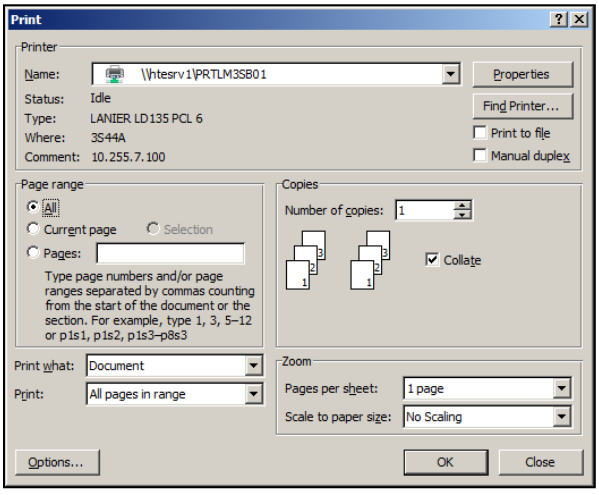


10. Click **Print**

.

11. The **Print** dialog box opens.

12. Click **OK** to send the receipt to the printer.



12. Click **Close**
. *(This returns you to the Desktop.)*

Part 3.10 - Running a Set Edit Listing Report

You can generate a set edit listing report of a selected set or sets to view and print them using this feature. You can generate two types of set edit listing reports as follows:

- **Set Edit Listing - Detailed Report** - The set detailed edit listing report contains summary and details of a selected set such as number of receipts and the details contained in the set, including total, endorsement, and tender details.

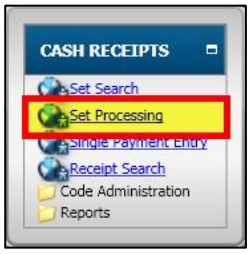
- **Set Edit Listing - Summary Report** - The set edit listing summary report contains a summary of a selected set such as totals, endorsement, and tender.

Detailed Report

To print a detailed edit listing for a set, complete the following:

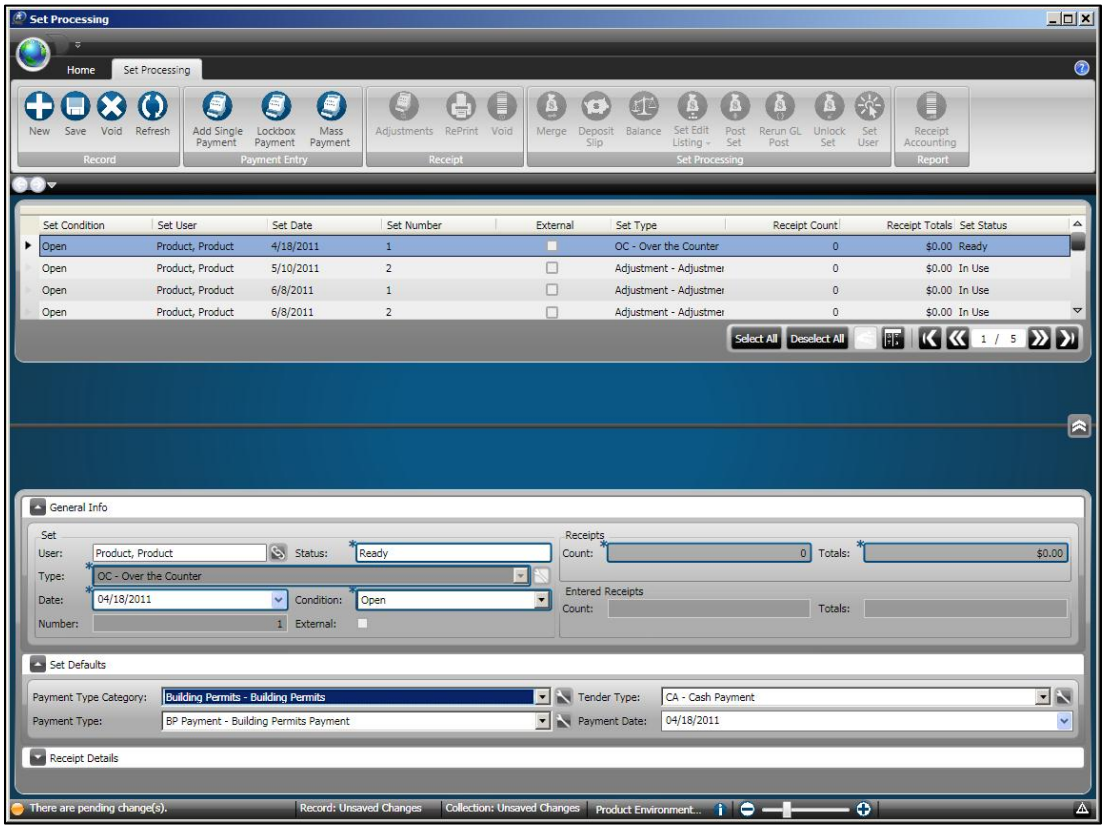
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

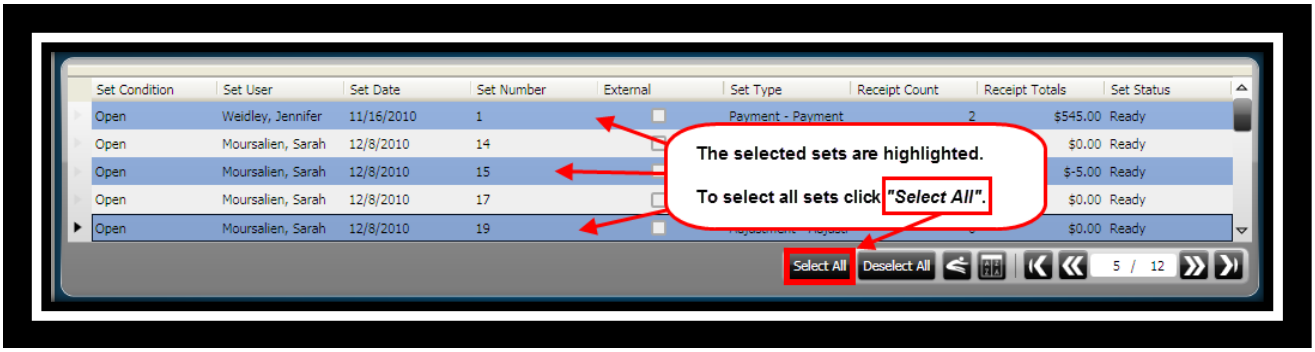
2. Select **Set Processing** under ***Cash Receipts*** 

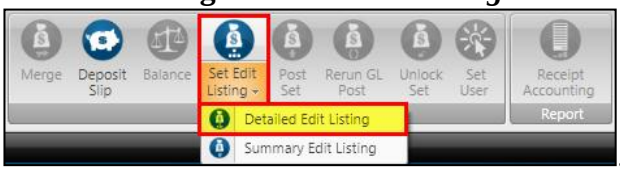
.

3. The **Set Processing** window displays.



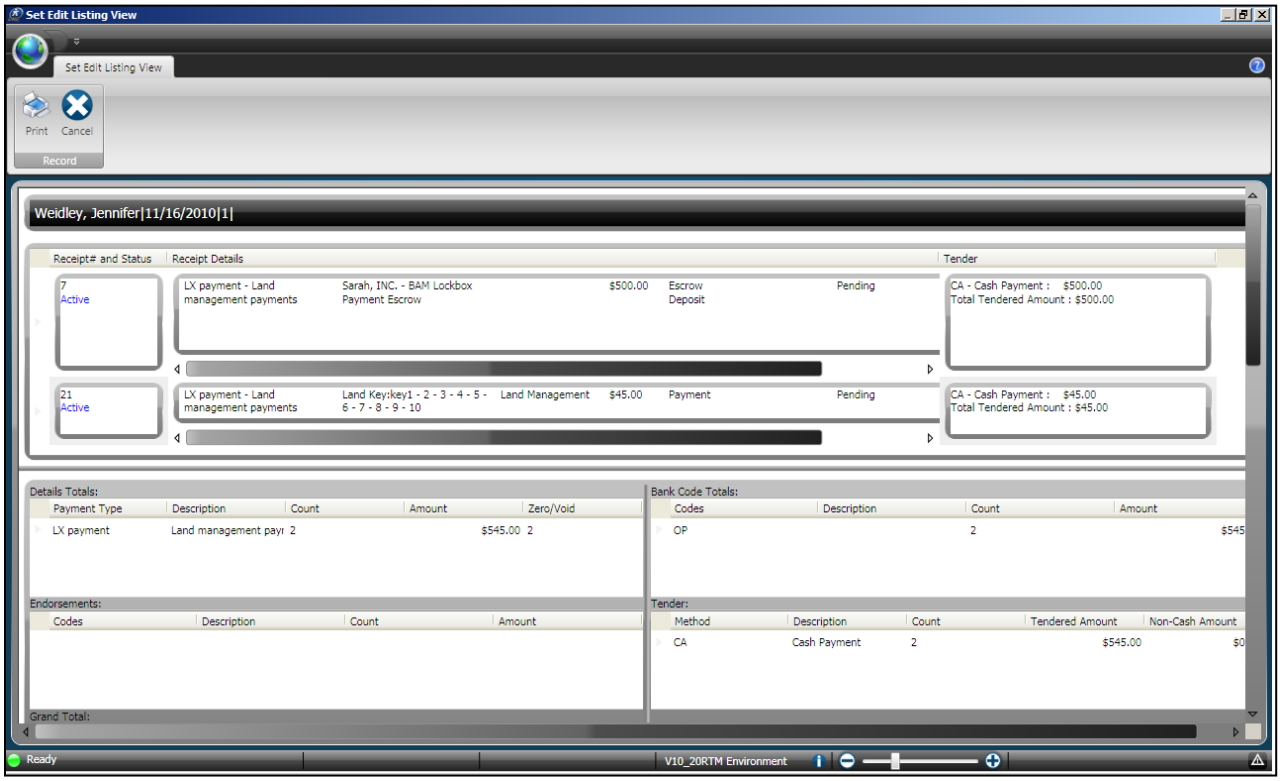
4. Click to highlight the set or sets that you want to run the ***Set Edit Listing*** for.



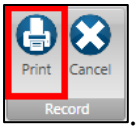
5. Click the arrow below **Set Edit Listing** on the ***Set Processing*** ribbon toolbar and select **Detailed Edit Listing** 

.

6. The **Set Edit Listing View** window displays.

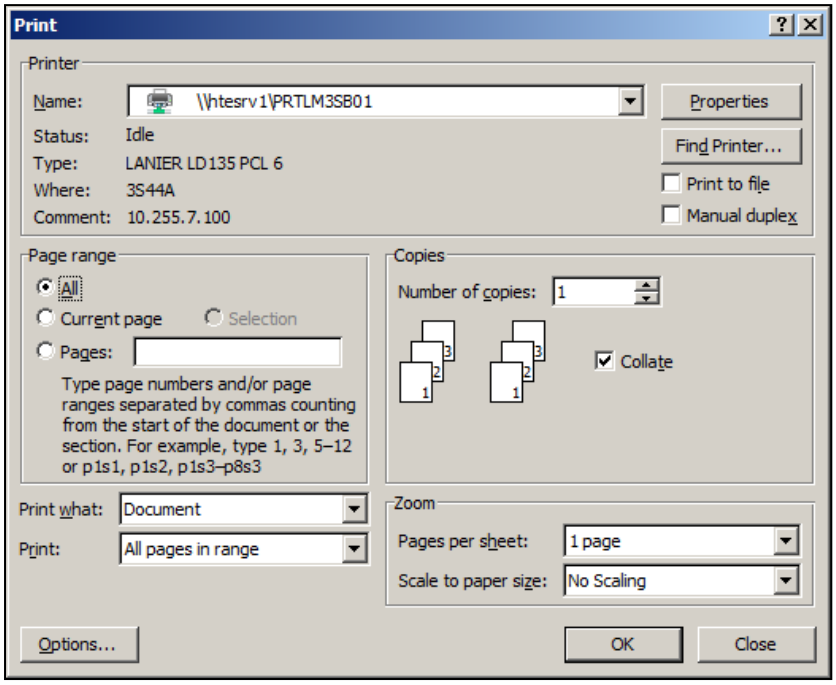


Note: *If more than one set has been selected, you can scroll down to review the detailed information of the others.*

7. Click **Print** on the ***Set Edit Listing View / Record*** ribbon toolbar 

.

8. The **Print** dialog box opens, and you can select what printer you want to send the report to and click **Print.**



9. Click **Cancel** on the ***Set Edit Listing View / Record*** ribbon toolbar

after the report has printed.

10. The **Sets Processing** window displays.

11. Click **Close**
. *(This returns you to the Desktop.)*

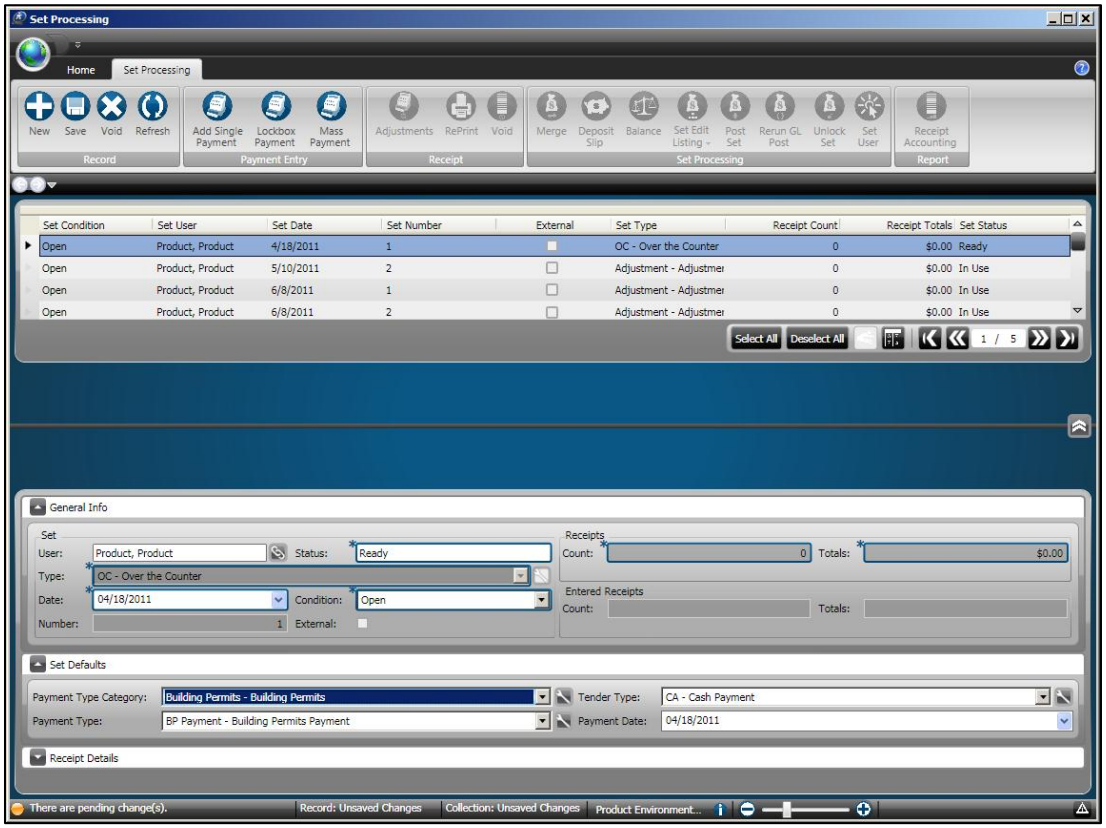
Summary Report

To print a summary edit listing for a set, complete the following:

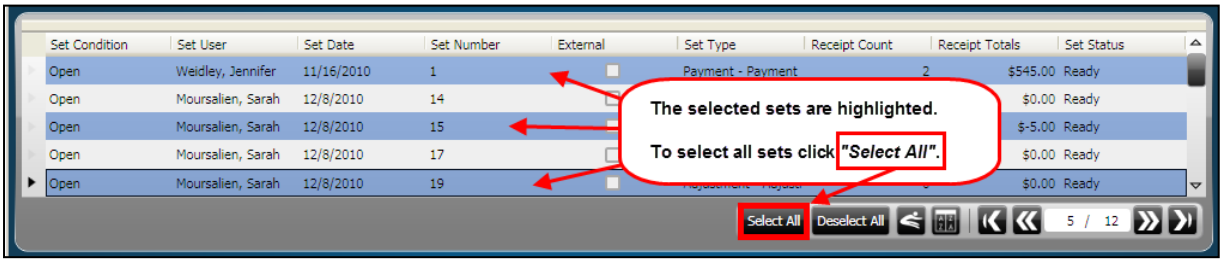
1. Click the **Common** icon on the Desktop.

2. Select **Set Processing** on the ***Common / Cash Receipts Entry Points*** pop-up.

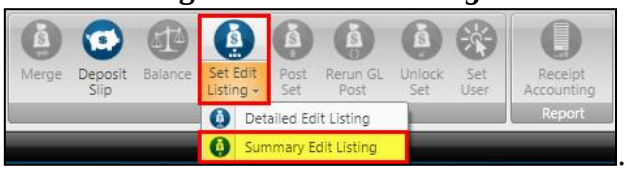
3. The **Set Processing** window displays.



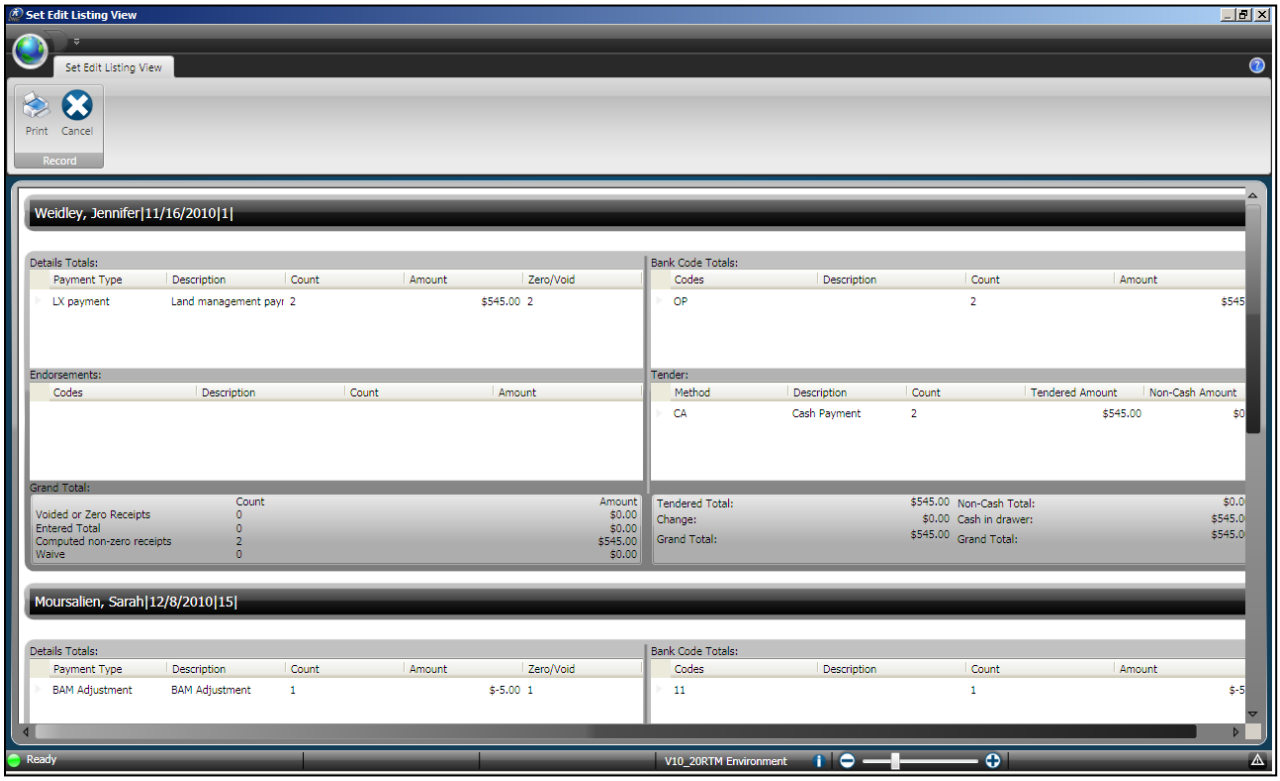
4. Click to highlight the set or sets that you want to run the ***Set Edit Listing*** for.



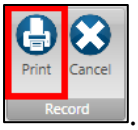
5. Click the arrow below **Set Edit Listing** on the ***Set Processing*** ribbon toolbar and select **Summary Edit Listing**.



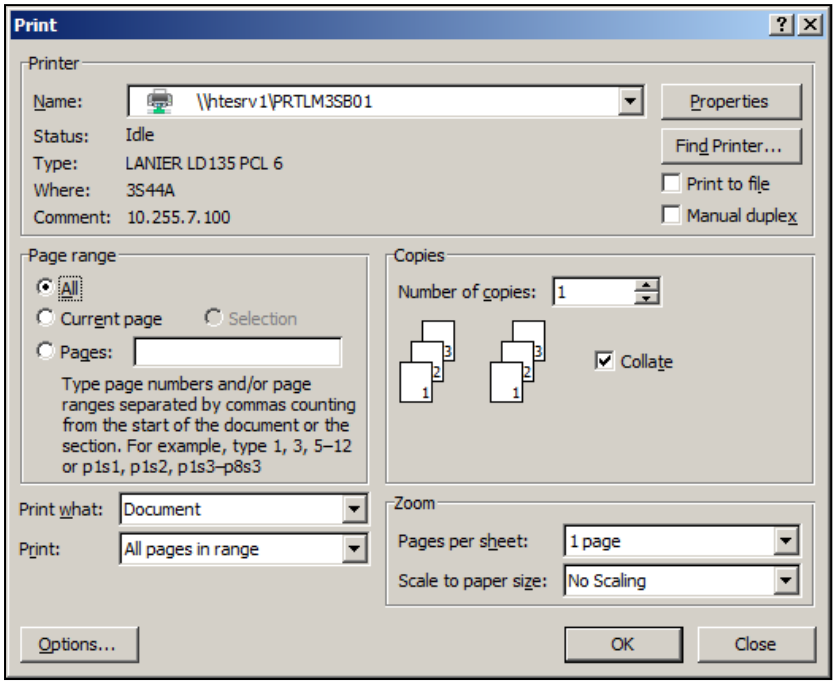
6. The **Set Edit Listing View** window displays.



Note: *If more than one set has been selected, you can scroll down to review the detailed information of the others.*

7. Click **Print** on the ***Set Edit Listing View / Record*** ribbon toolbar 
.

8. The **Print** dialog box opens, and you can select what printer you want to send the report to and click **Print.**



9. After the report has printed, click **Cancel** on the ***Set Edit Listing View / Record*** ribbon toolbar
.

10. The **Sets Processing** window displays.

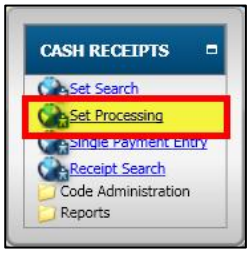
11. Click **Close** . *(This returns you to the Desktop.)*

Part 3.11 - Balancing Sets

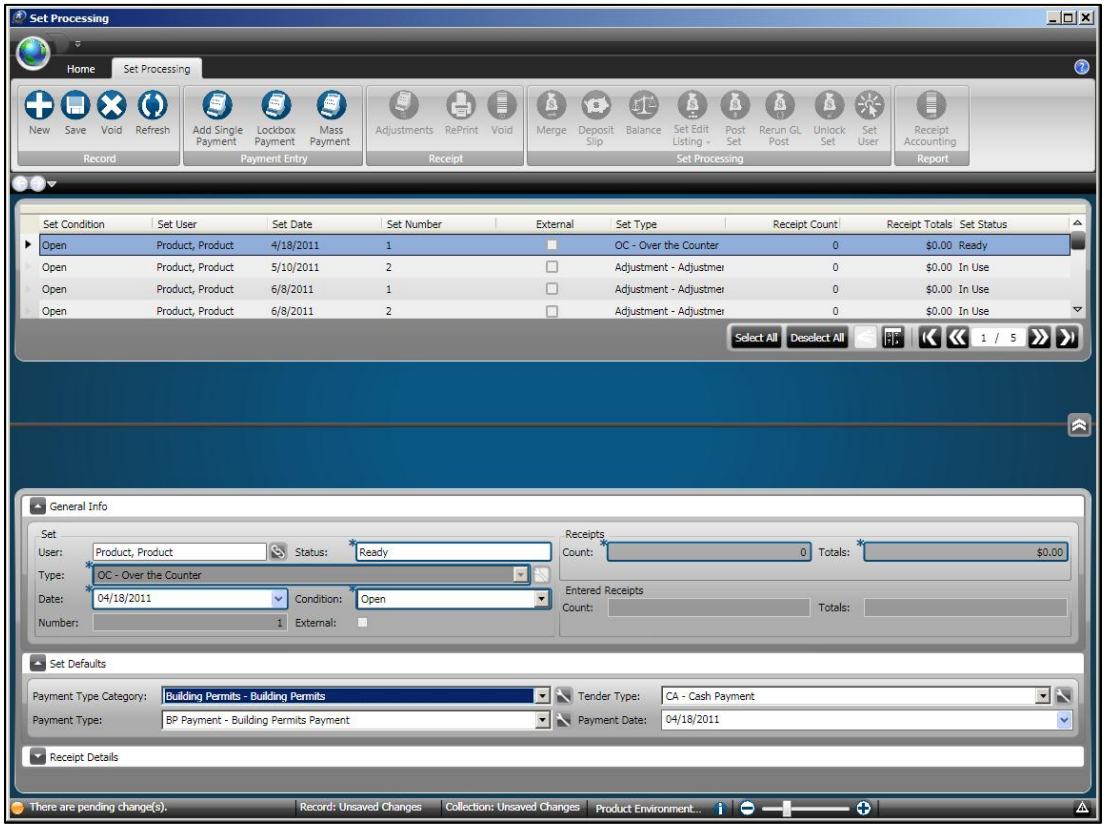
The set balancing feature helps you in balancing selected sets. During the balancing process the set will become ***Closed*** automatically. You cannot balance sets having a status for either **In Use** or **Error in set**.

To balance the set before you can post it, complete the following steps:

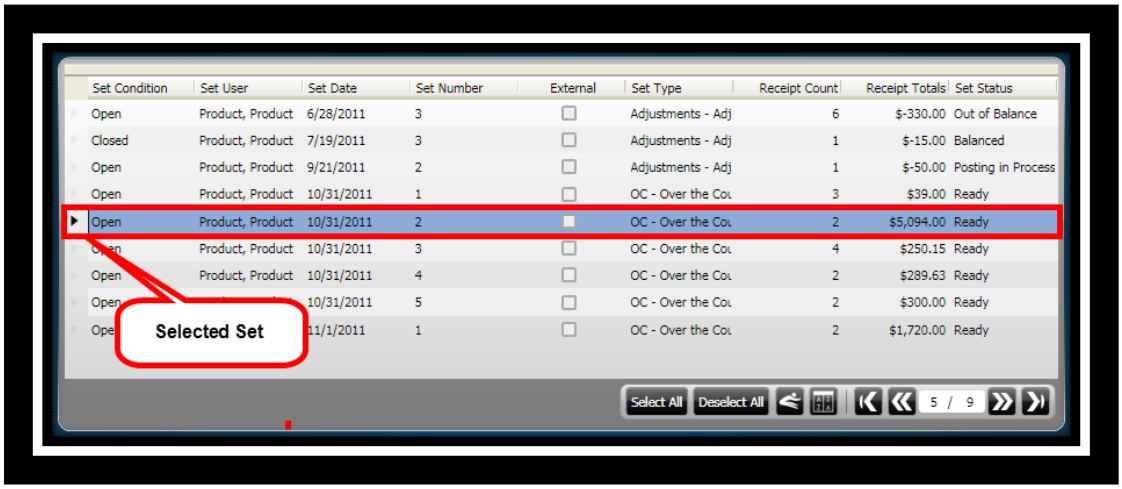
1. Click the **Common** icon on the desktop to display the ***Common Entry Points*** .

2. Select **Set Processing** under ***Cash Receipts***  .

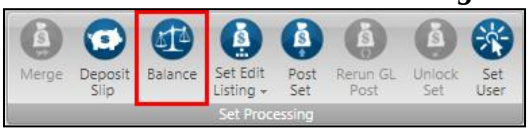
3. The **Set Processing** window displays.



4. Click to highlight the set that is to be balanced.

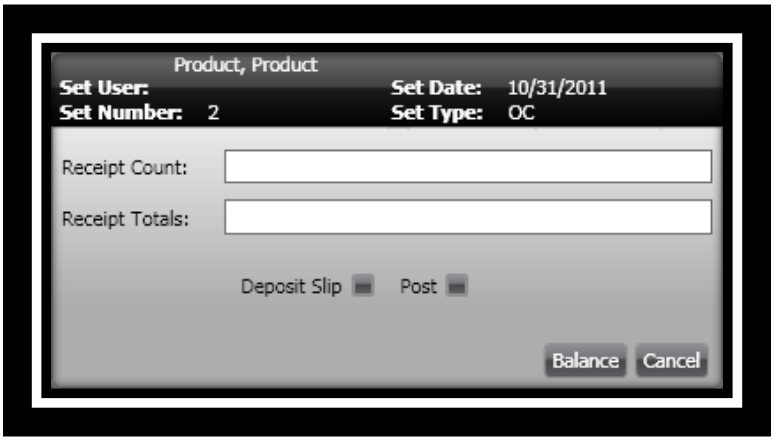


5. Click **Balance** on the ***Set Processing / Set Processing*** ribbon toolbar



.

6. The **Balance Set** window displays.



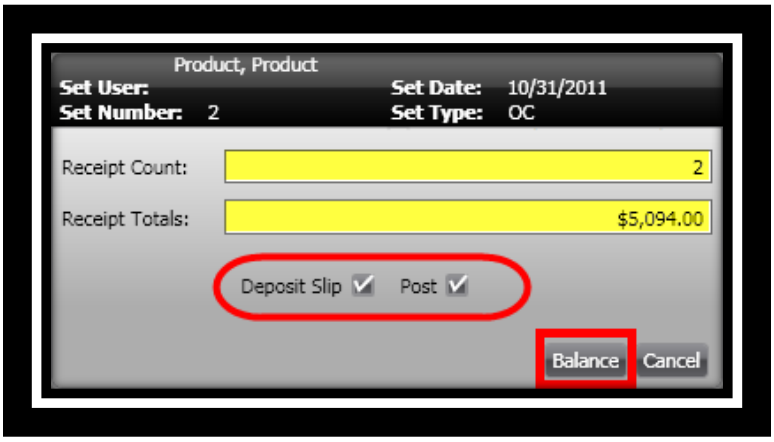
7. In the **Receipt Count:** field, enter the number of receipts created.

8. In the **Receipt Totals:** field, enter the total amount of receipts.

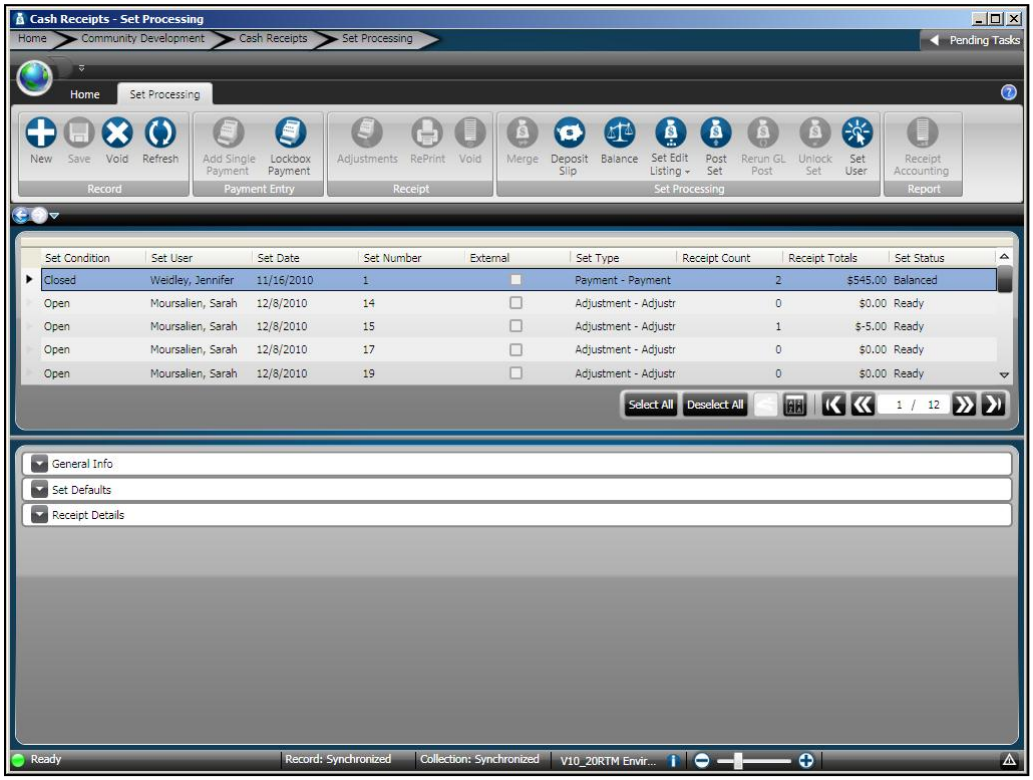
9. In the **Deposit Slip** field, you can place a checkmark to balance and print the deposit slip. *(This enables you to select the correct deposit template to print for your deposits.)*

10. In the **Post** field, you can place a checkmark to start the posting process for the set.

11. Click **Balance** Balance.

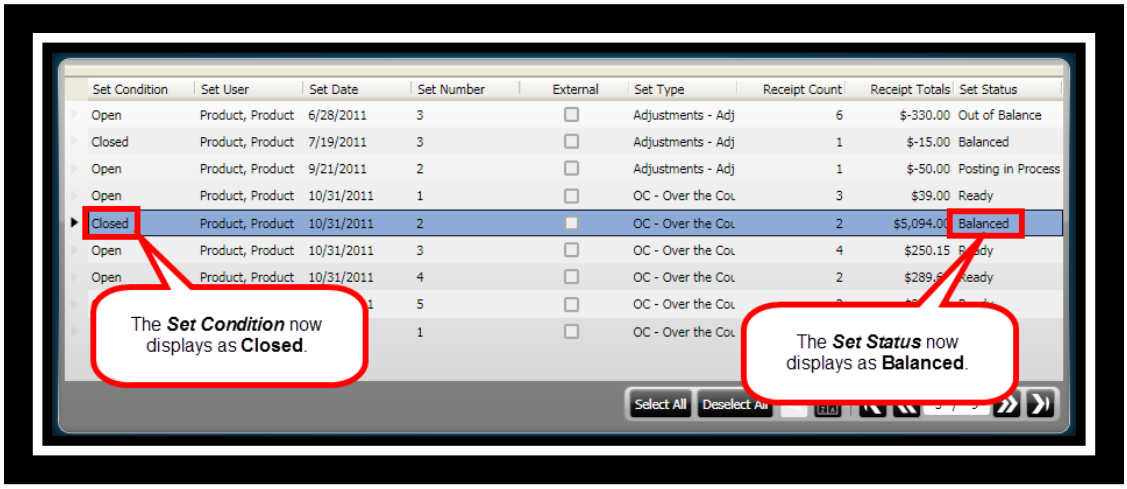


12. The **Set Processing** window displays.



13. The **Set Status** changes to **Balanced**.

14. The **Set Condition** changes to **Closed**.



15. Click **Close** ✕. *(This returns you to the Desktop.)*

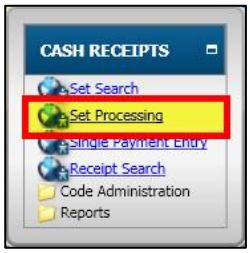
Part 3.12 - Generating a Deposit Slip

After all the sets have been balanced, you can generate a deposit slip for those sets that make up the deposit.

To print a ***Deposit Slip***, complete the following:

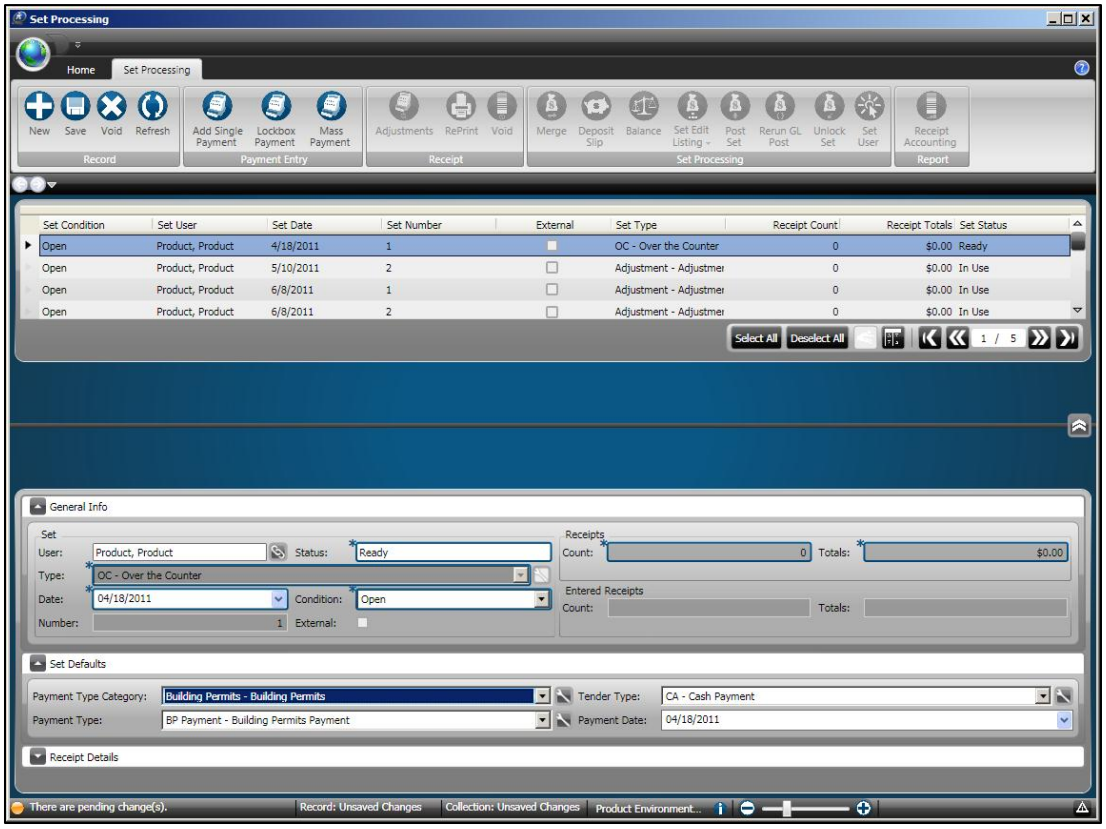
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

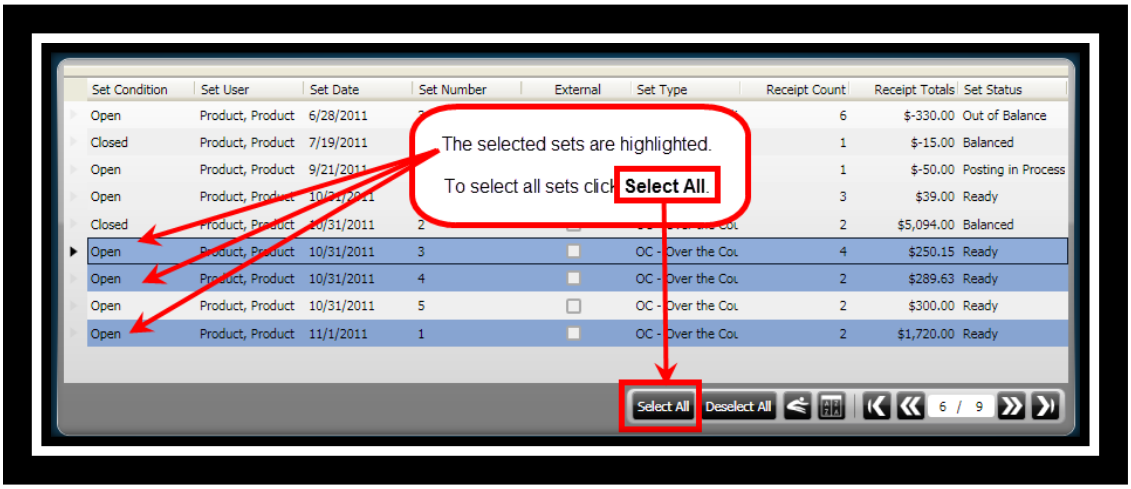
2. Select **Set Processing** under ***Cash Receipts*** 

.

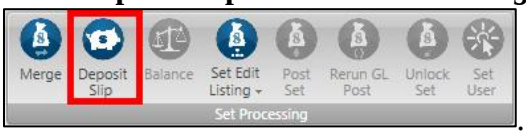
3. The **Set Processing** window displays.



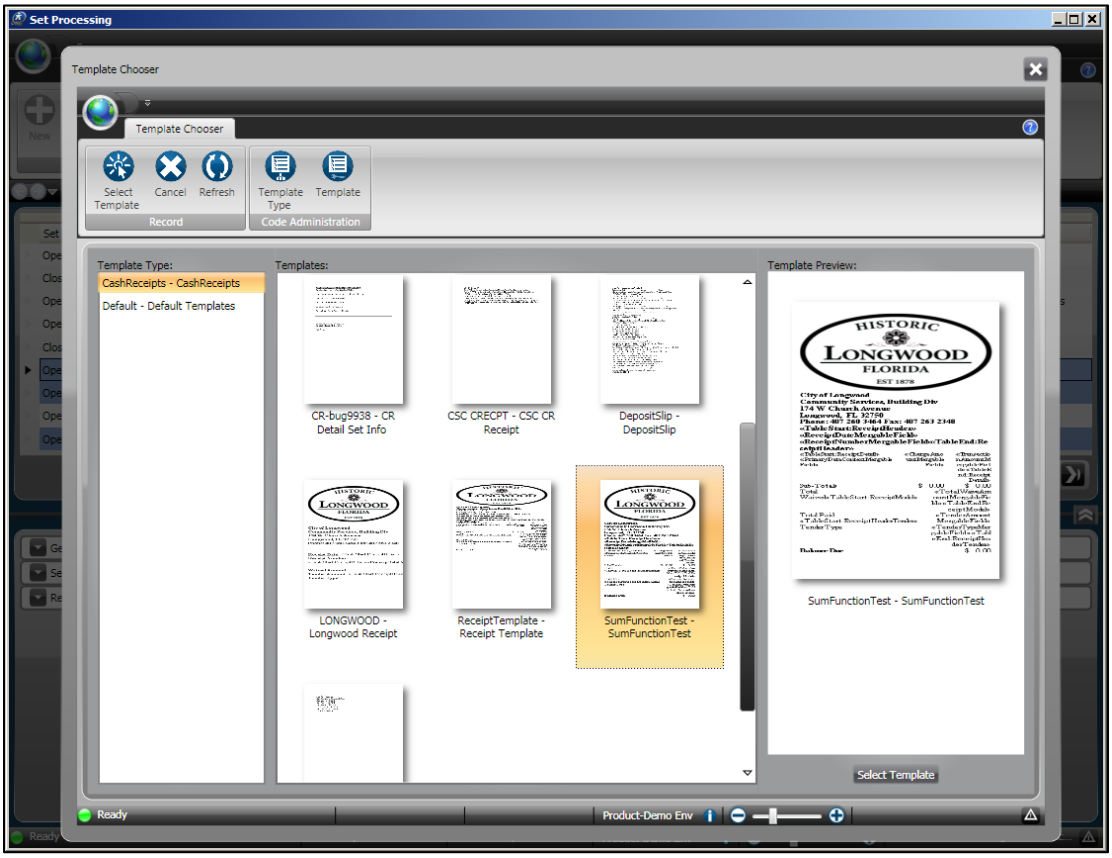
4. Click to highlight the set or sets that you want to run the ***Set Edit Listing*** for.



5. Click **Deposit Slip** on the ***Set Processing / Set Processing*** ribbon toolbar



6. The **Template Chooser** window displays.

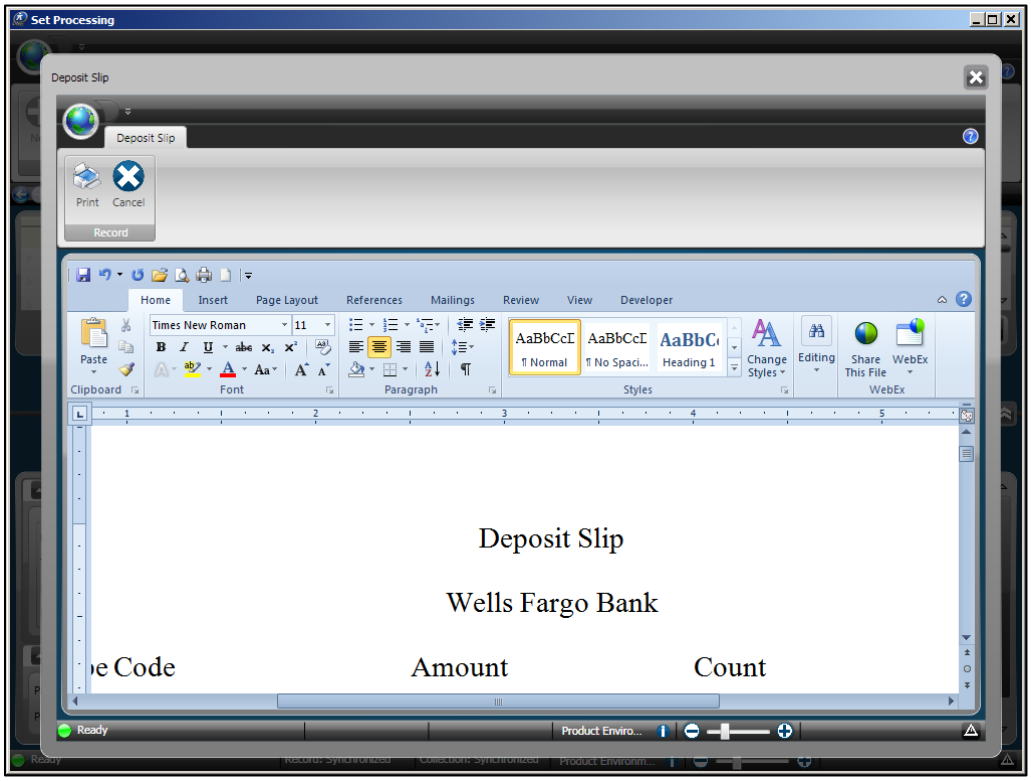


7. Click to highlight the ***Deposit Slip*** template.

8. Click **Select Template** on the ***Template Chooser / Record*** ribbon toolbar

.

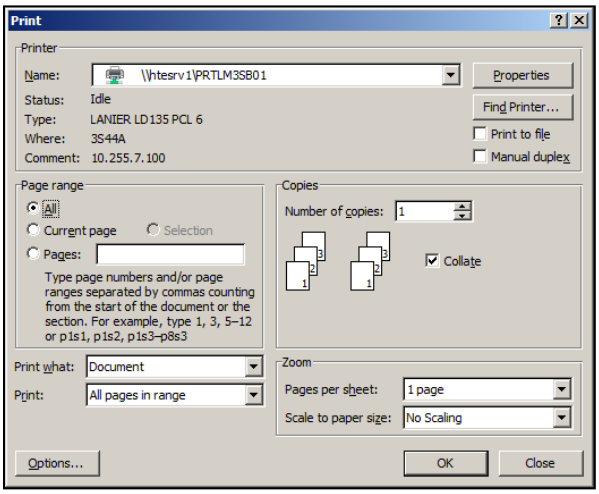
9. The **Deposit Slip** window displays.



10. Click **Print** on the ***Deposit Slip / Record*** ribbon toolbar

.

11. The **Print** dialog box opens, and you can select what printer you want to send the report to and click **Print.**



12. Click **Cancel** on the ***Set Edit Listing View / Record*** ribbon toolbar

.

13. The **Sets Processing** window displays.

14. Click **Close** . *(This returns you to the Desktop.)*

Part 3.13 - Posting Sets

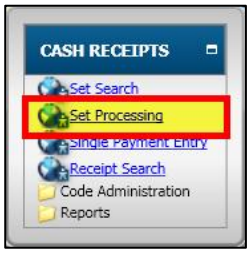
A set may consist of payments that belong to more than one owning application, which could be Permitting or Code Compliance. You must balance a set before posting, and once the sets are balanced, they need to be posted back to the owning application.

To post the payments, each receipt detail should have a payment type and meanwhile, the payment type has a relationship with the owning application. Based on this relationship, the payments are posted to the appropriate owning application.

To post sets, complete the following steps:

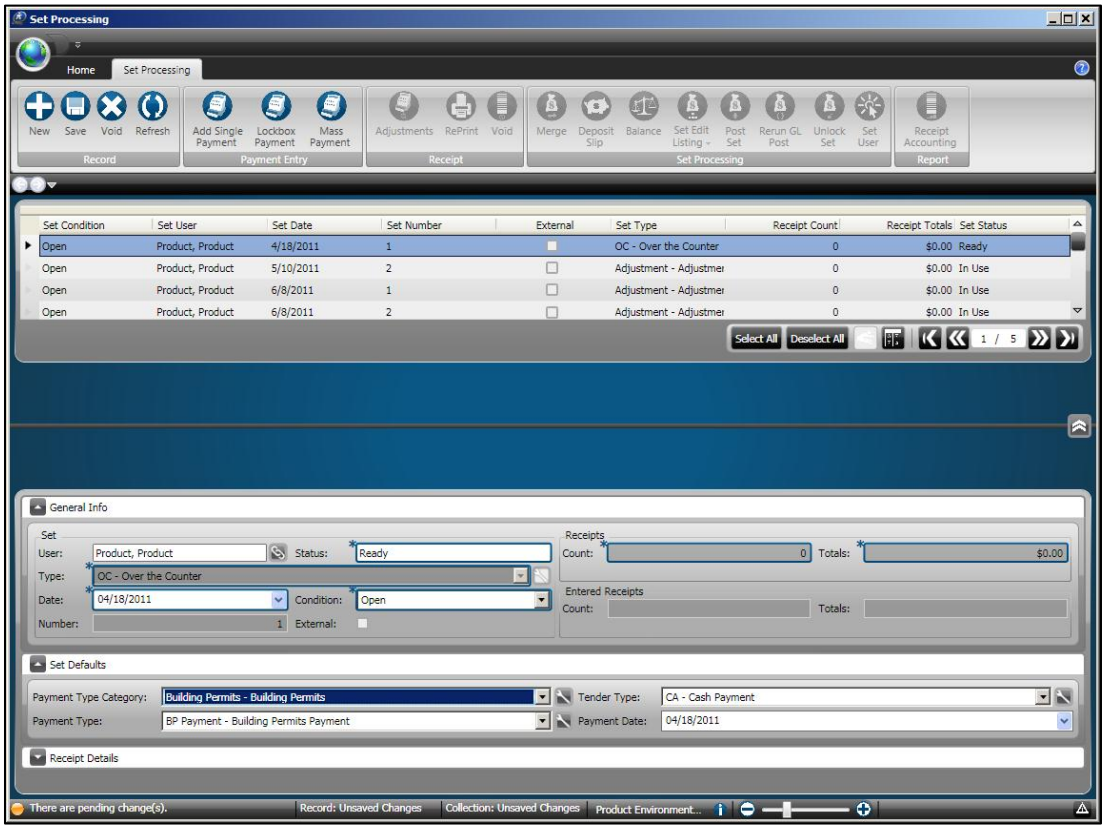
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

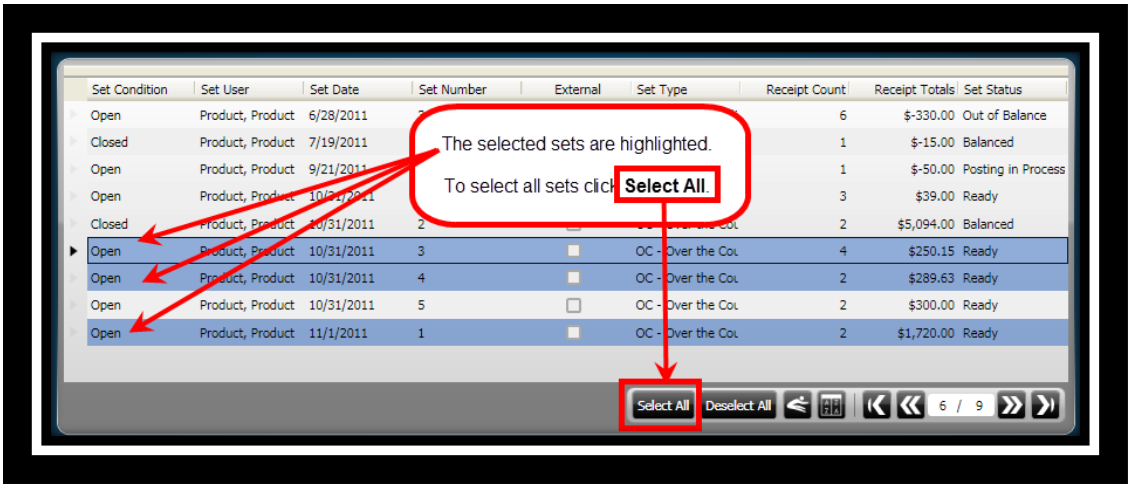
2. Select **Set Processing** under ***Cash Receipts*** 

.

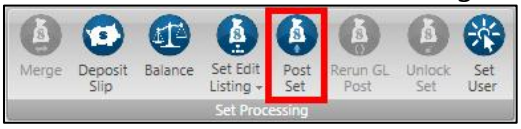
3. The **Set Processing** window displays.



4. Click to highlight the set or sets that you want to run the ***Set Edit Listing*** for.

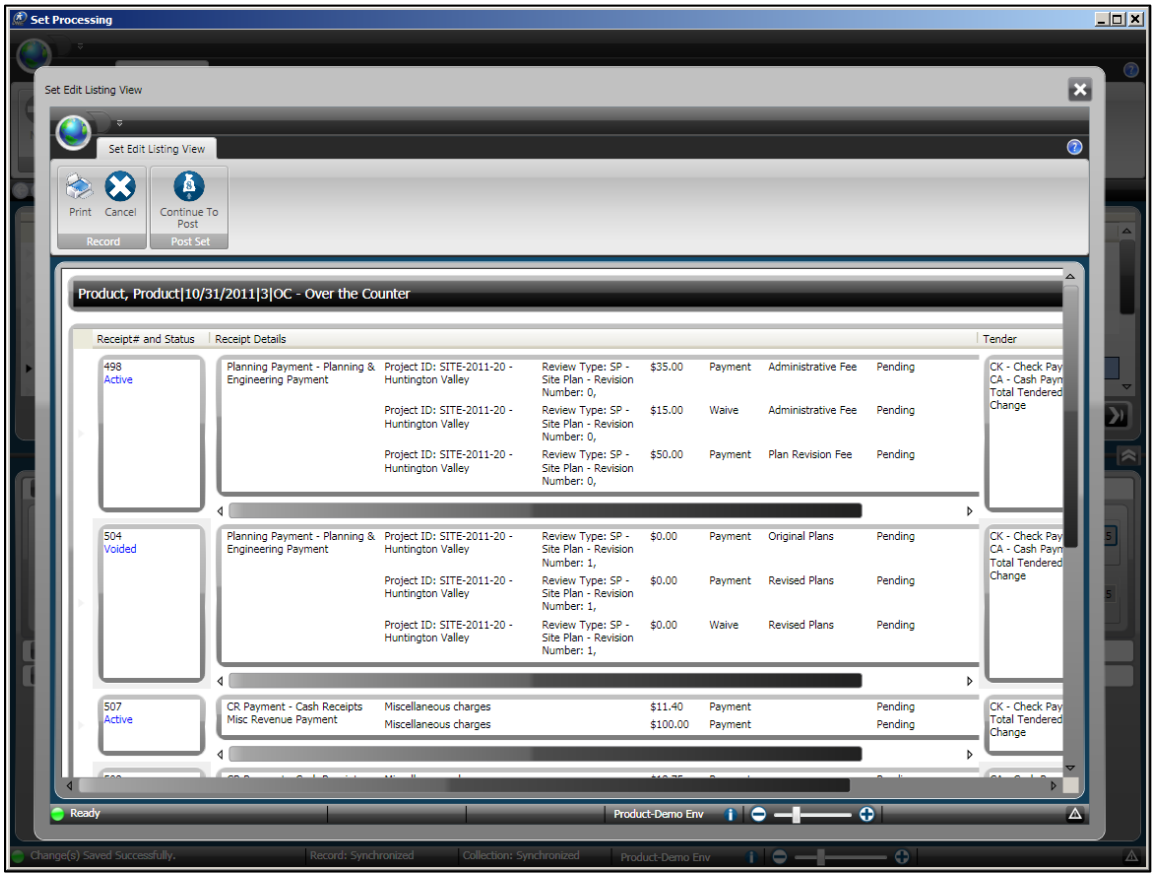


5. Click **Post Set** on the ***Set Processing / Set Processing*** ribbon toolbar



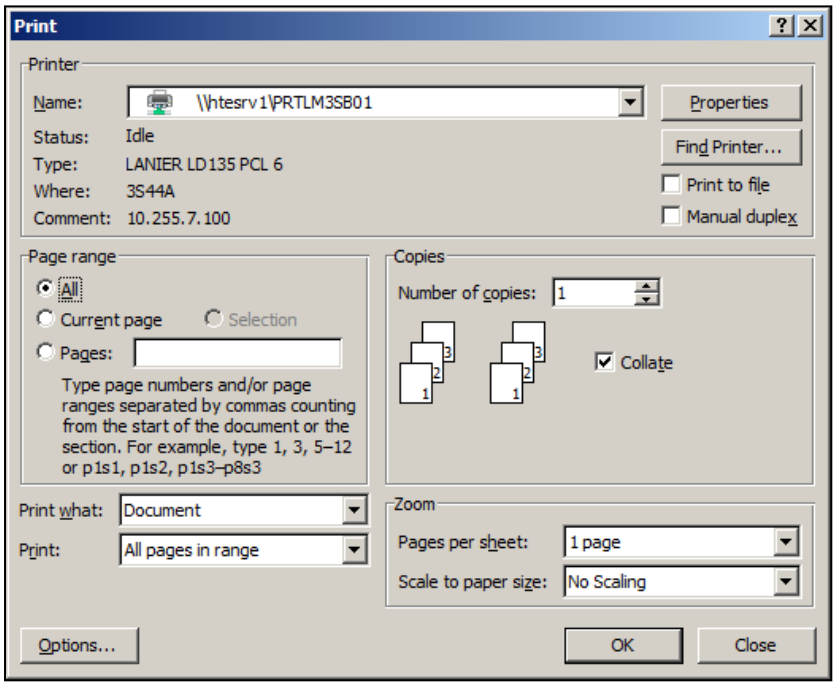
.

6. The **Set Edit Listing View** window displays.



7. Click **Print** on the ***Set Edit Listing View / Record*** ribbon toolbar
.

8. The **Print** dialog box opens, and you can select what printer you want to send the report to and click **Print.**



9. Click **Continue To Post** on the ***Set Edit Listing View / Post Set*** ribbon toolbar

.

10. The **Sets Processing** window displays.

11. Click **Close** . *(This returns you to the Desktop.)*

Part 3.14 - Unlocking a Set

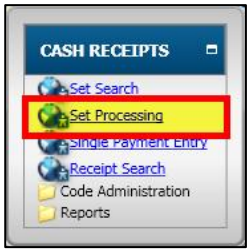
Sets are locked during the payment process and will not be available to any other user and the processing status for the set will be changed to **In Use**.

When you exit from the set it is unlocked. There are instances when you may be locked out of a set and you need to continue taking payments.

To unlock the set, complete the following:

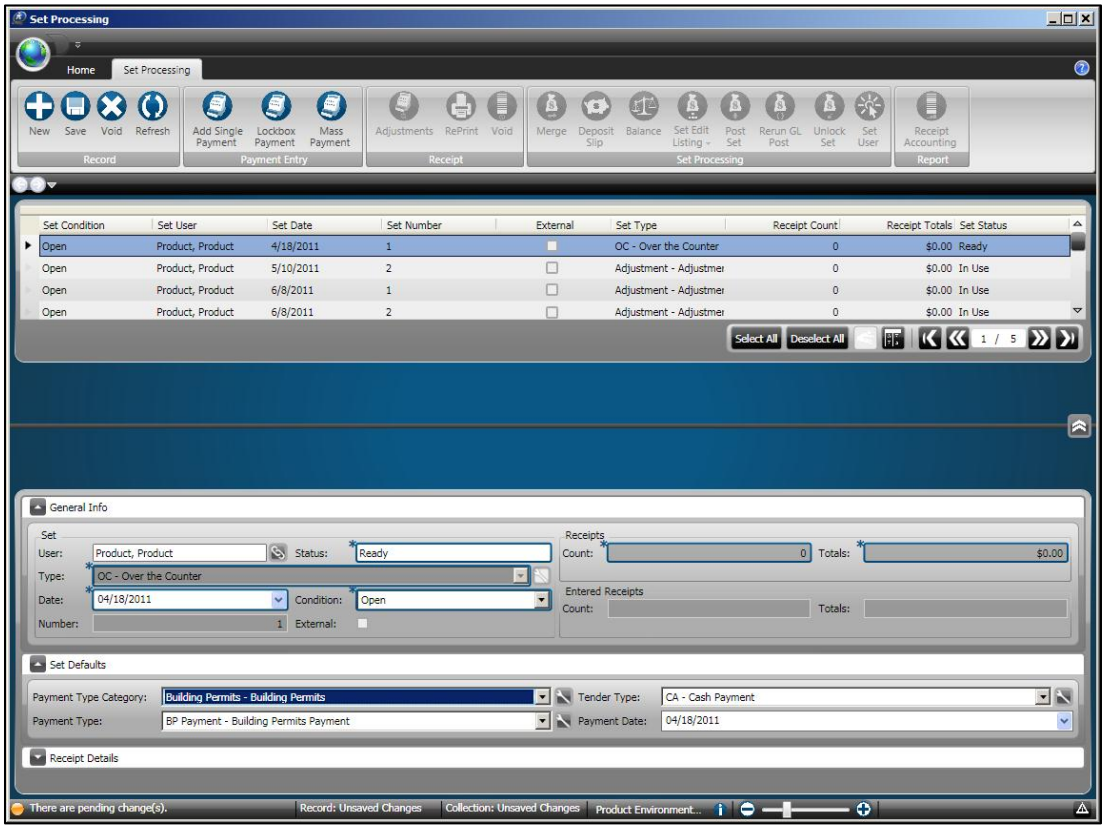
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

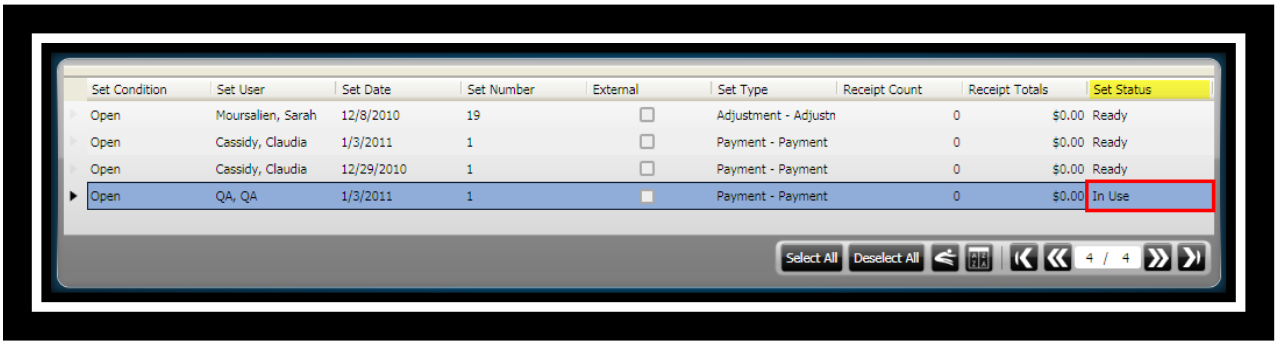
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



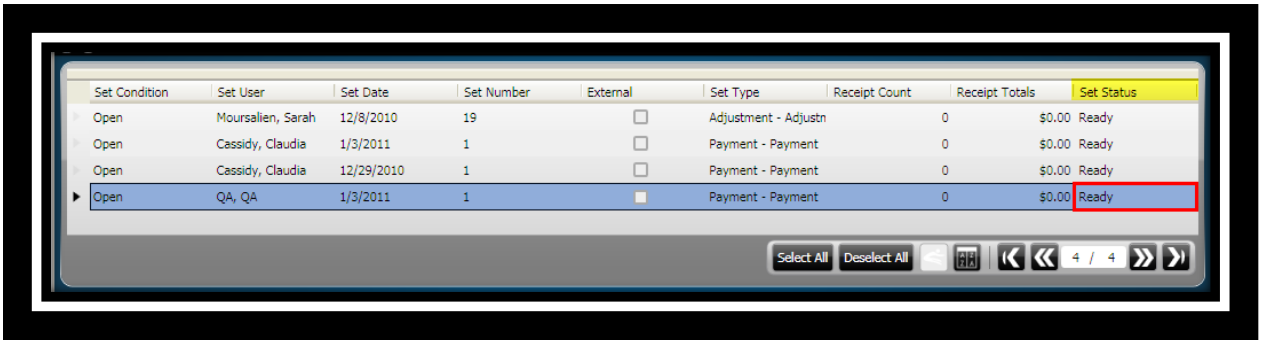
4. Click to highlight the set that is locked. *(The **Set Status** will display as **"In Use"**.)*



5. Click **Unlock Set** on the ***Set Processing / Set Processing*** ribbon toolbar

.

6. The **Set Status** changes to ***Ready***.



7. Click **Close** . *(This returns you to the Desktop.)*

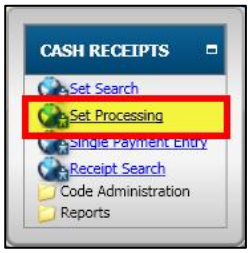
Part 3.15 - Voiding a Set

It is possible for you to void a set. **Warning** – be sure it is a set you want to void and not just a single receipt. When you void a set it will delete all receipts within the set.

To void a set, complete the following:

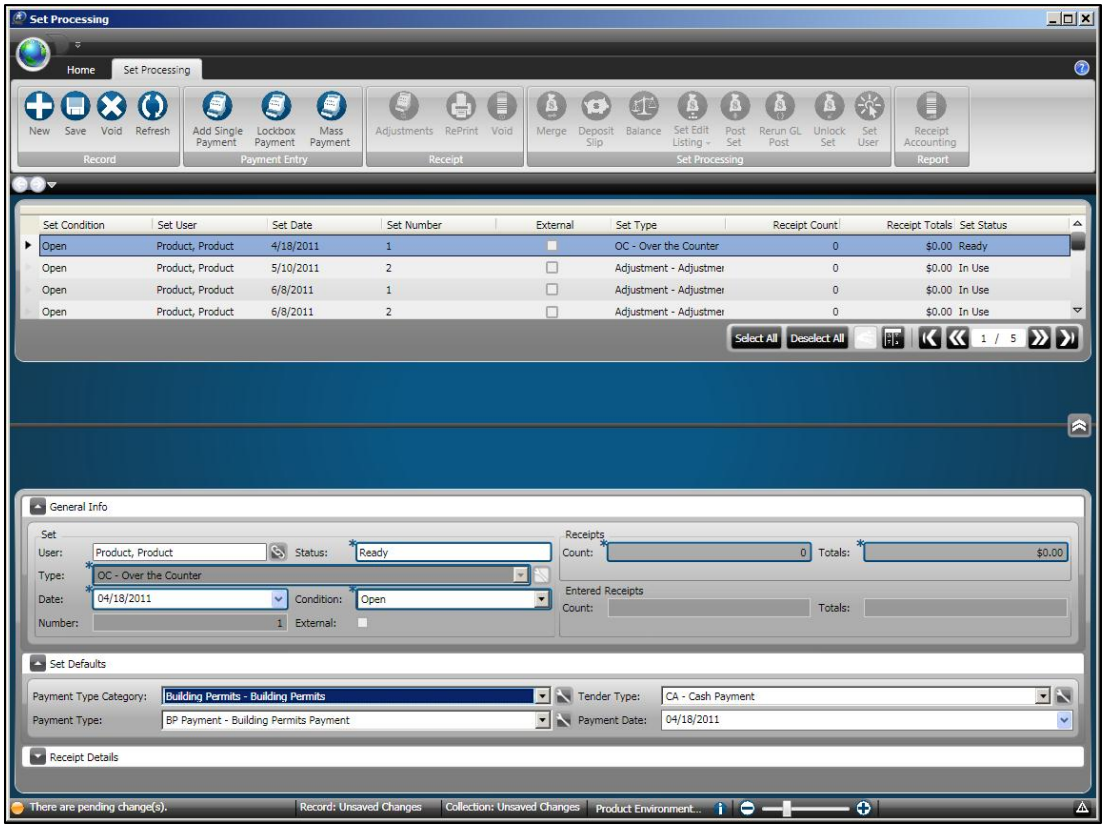
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

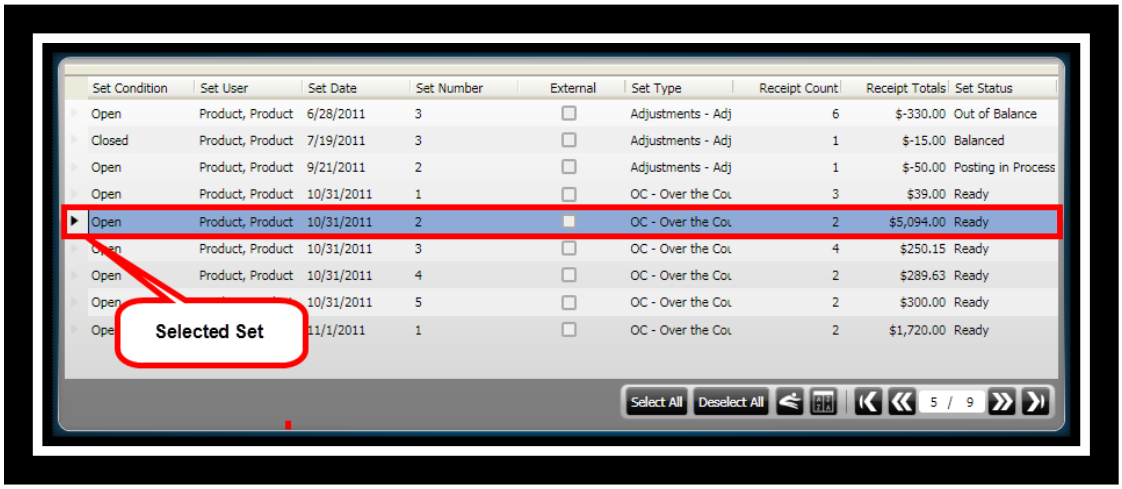
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



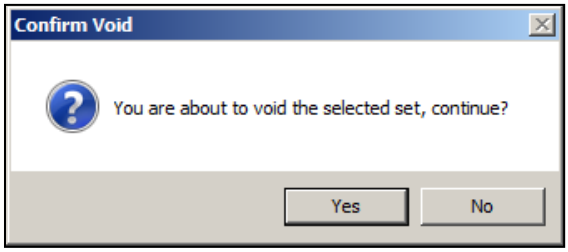
4. Click to highlight the set that contains the receipt that will be voided.



5. Click **Void on** the ***Set Processing / Record*** ribbon toolbar

.

6. You will receive a confirmation to void the set:
   - **Yes** – continue and void the set.
   - **No** – cancel voiding the set.



7. Click **Close** . *(This returns you to the Desktop.)*

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Lesson 4 - Working with Merging Sets

This lesson covers how to merge sets of payments. This feature enables you to merge selected sets to a specific set. The receipts in the selected sets get updated with the set ID of the specific set. You can merge selected sets containing receipts with another set that doesn't contain any receipts.

- **Objectives:**
  At the completion of this lesson, you should be able explain and perform merging sets.

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

You can merge sets that have set condition as "Open" or "Closed." The following table illustrates the condition of merged sets:

Set 1 Condition	Set 2 Condition	Set Condition After Merging
Open	Open	Open
Open	Closed	Open
Closed	Closed	Closed

When you edit a set user or a set date to an existing set user or set date, you are prompted to merge sets having the same set user and set date.

You cannot merge sets having a set status such as ***In Use***, ***Posted***, ***Voided***, or ***Error in Set***.

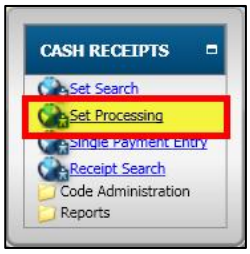
Part 4.01 - Merging Sets - Merge

You can merge selected sets using the **Merge** process on the ***Set Processing*** ribbon toolbar.

To merge sets, complete the following steps:

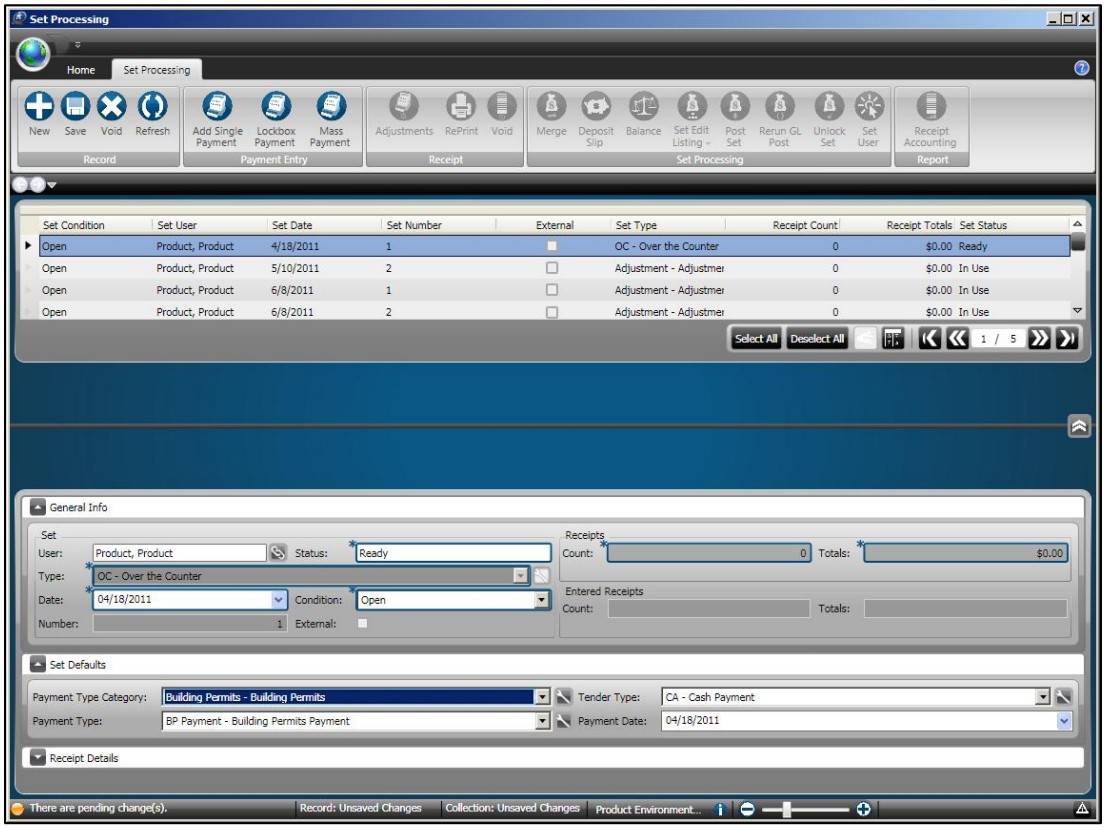
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

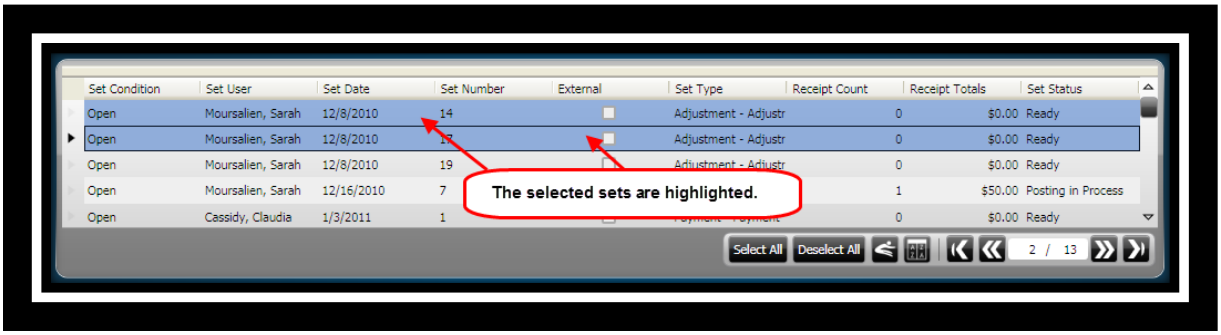
2. Select **Set Processing** under ***Cash Receipts*** 

.

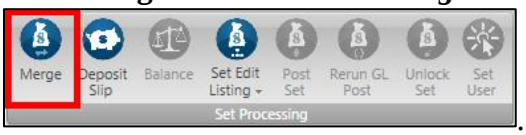
3. The **Set Processing** window displays.



4. Click to highlight the set or sets that you want to merge.



5. Click **Merge** on the ***Set Processing / Set Processing*** ribbon toolbar



6. The **Merge** panel displays.

7. Highlight the sets under the **Available** column.

8. Click **Move>**

.

9. In the **Destination Set** field, select the primary set from the drop-down list.

10. Click **Merge Sets**

to merge all the selected sets.

12. Click **Refresh** on the ***Set Processing / Record*** ribbon toolbar

.
*(This refreshes the **Set Processing** window.)*

13. Click **Close**
. *(This returns you to the Desktop.)*

Lesson 5 - Working with the Receipts Accounting Report

The Receipt Account Report is automatically generated whenever a set is posted and contains details about the GL entries made for the selected set.

When you click **Post Set**, the system performs the following posting operation in three steps:

- Posting to the owning application
- Posting to OnePoint (for credit card settlement and processing)
- Posting to the GL

The Receipt Account Report is generated when the set is posted to GL and can also be called the GL distribution report. The report is generated automatically and displays by default every time you click **Rerun GL Post** or **Post Set**.

The Receipt Account Report can be generated as two types: Detailed and Summary. The report can be generated in your preferred type only while searching for a posted set and generating the report.

- **Objectives:**
  Run the Receipts Accounting Report

- **Target Audience:**
  A person who will function as your future in-house trainer
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

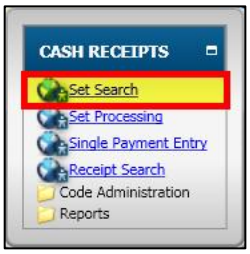
- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 5.01 - Running the Receipts Accounting Report

To view the Receipt Accounting Report for sets that have been posted, complete the following steps:

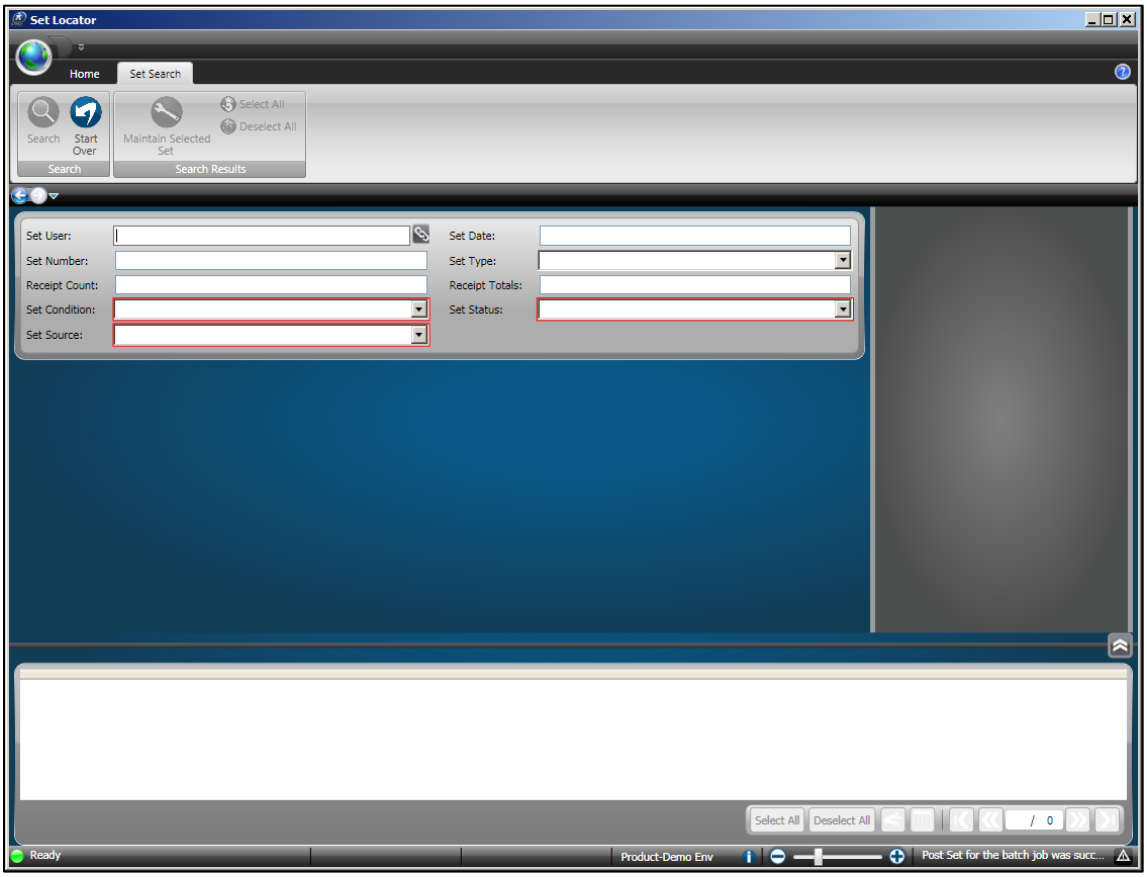
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

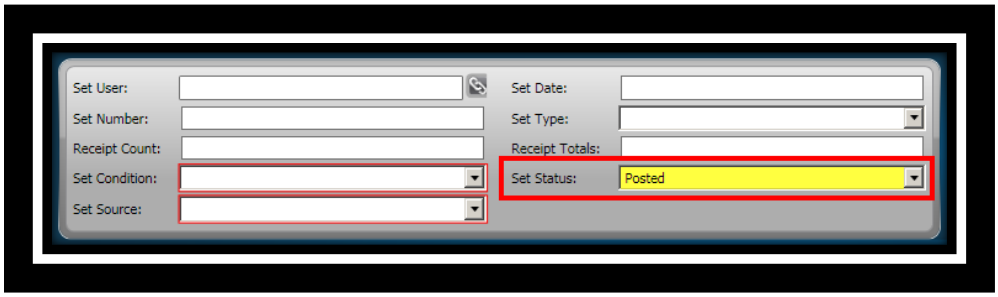
2. Select **Set Search** under ***Cash Receipts*** 

.

3. The **Set Search** window displays.



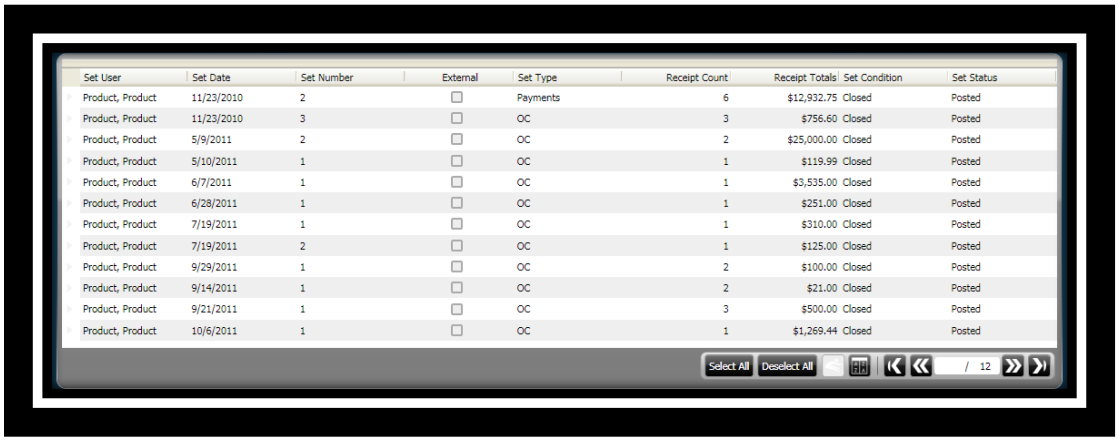
4. In the **Set Status** field, select **Posted** from the drop-down list.



5. Click **Search** on the ***Set Search / Record*** ribbon toolbar

.

6. The sets display in the bottom panel.

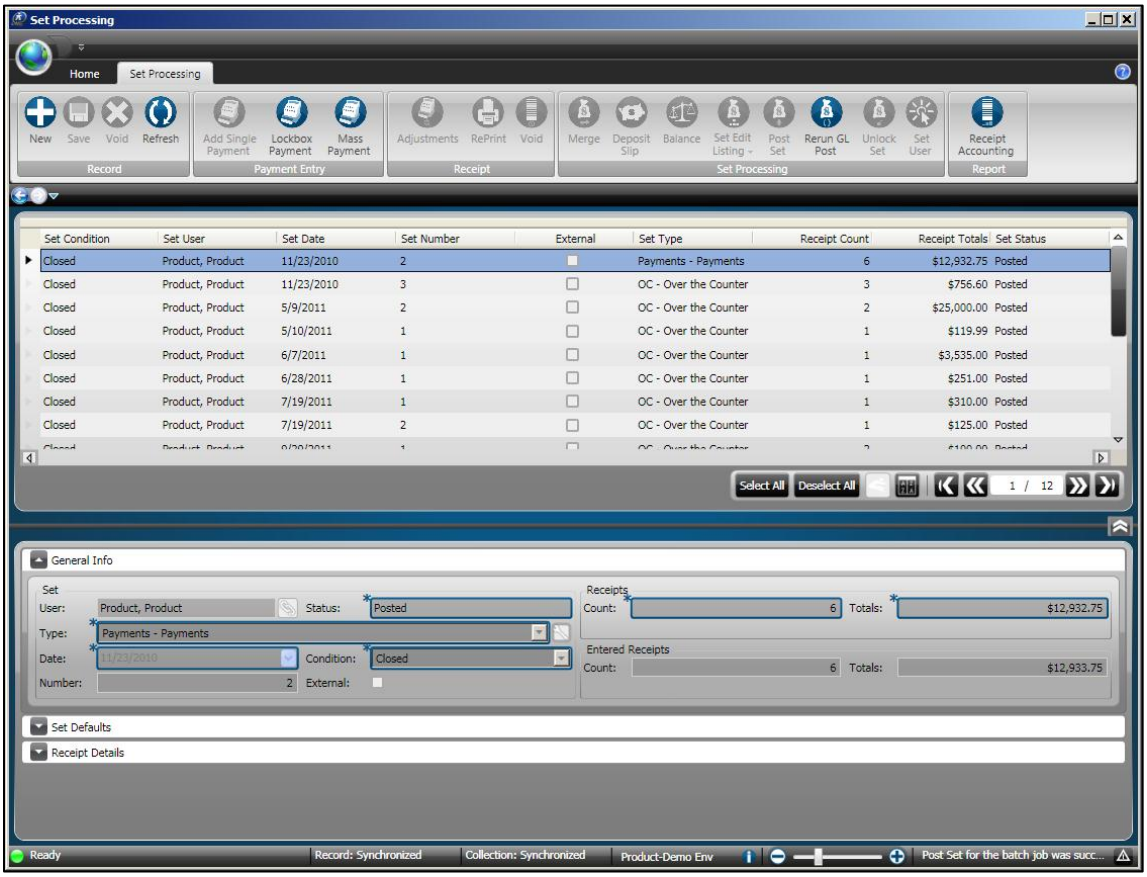


7. Click to highlight the set or sets to run the report for.

8. Click **Maintain Selected Set** on the ***Set Search / Search Results*** ribbon toolbar

.

9. The **Set Processing** window displays.

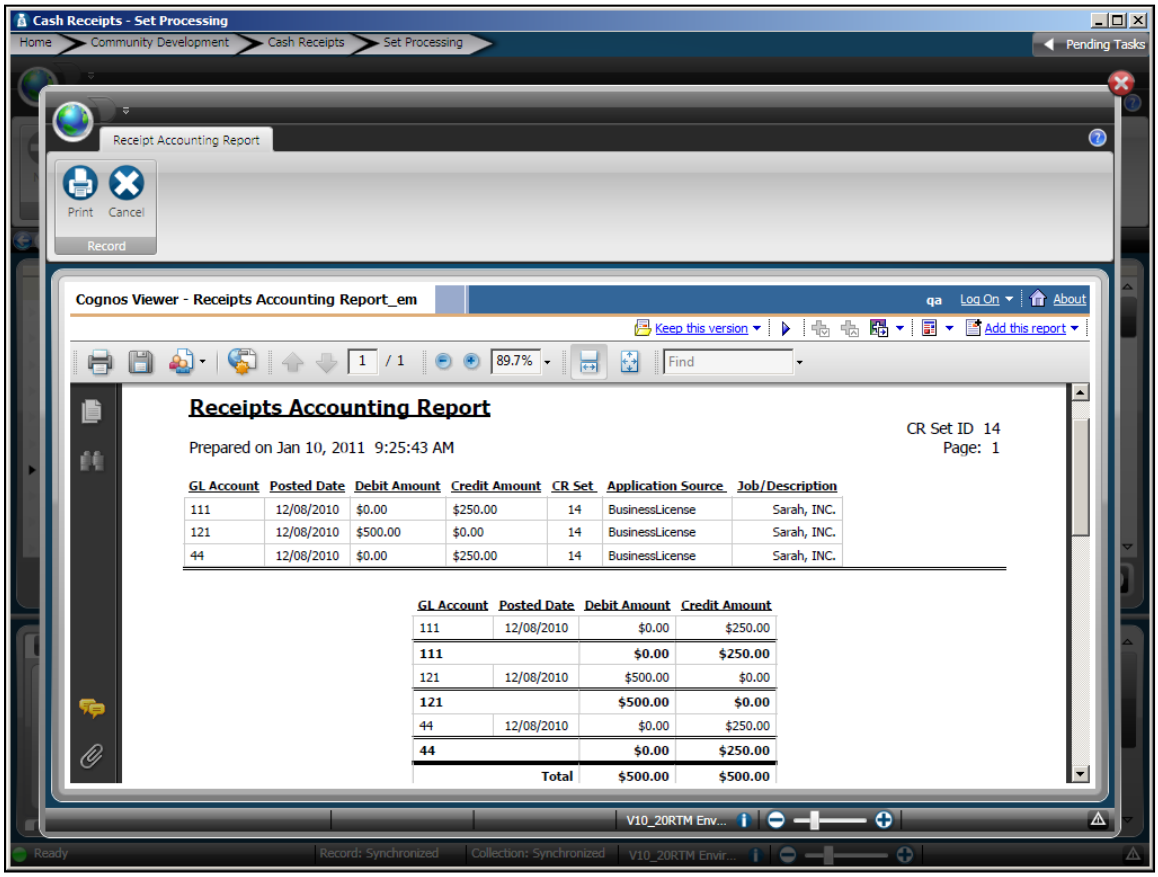


10. Click to highlight the set you want to run the **Receipts Accounting Report** for.

11. Click **Receipt Accounting Report** on the ***Set Processing / Report*** ribbon toolbar

.

12. The **Receipt Accounting Report** window displays.

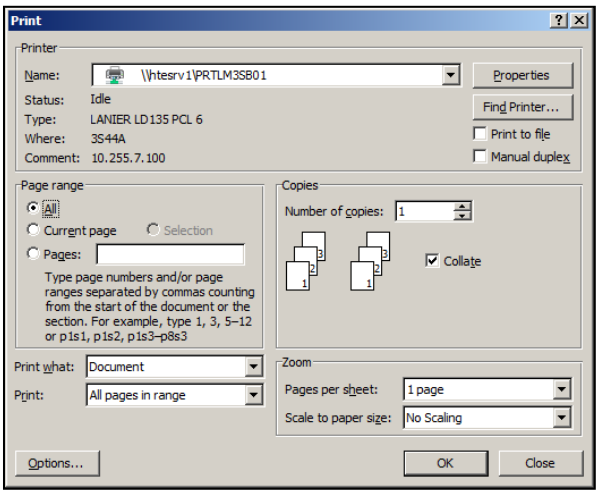


13. Click **Print** on the ***Receipts Accounting Report / Record*** ribbon toolbar
.

14. The **Print** dialog box opens.

15. Select the printer you want to send the report to.

16. Click **Print.**



17. Click **Close** .

18. The **Sets Processing** window displays.

19. Click **Close** . *(This returns you to the Desktop.)*

Lesson 6 - Working with Rerun GL Post

After a set has been posted it is possible to rerun the posting to the general ledger. This will display the Receipts Accounting Report.

- **Objectives:**
  Rerun the GL Post

- **Target Audience:**
  A person who will function as your future in-house trainer
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

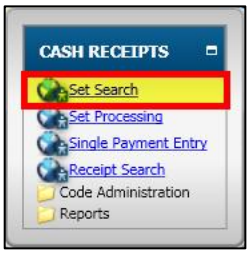
- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 6.01 - Rerunning the Rerun the GL Post

To rerun the general ledger post, complete the following steps:

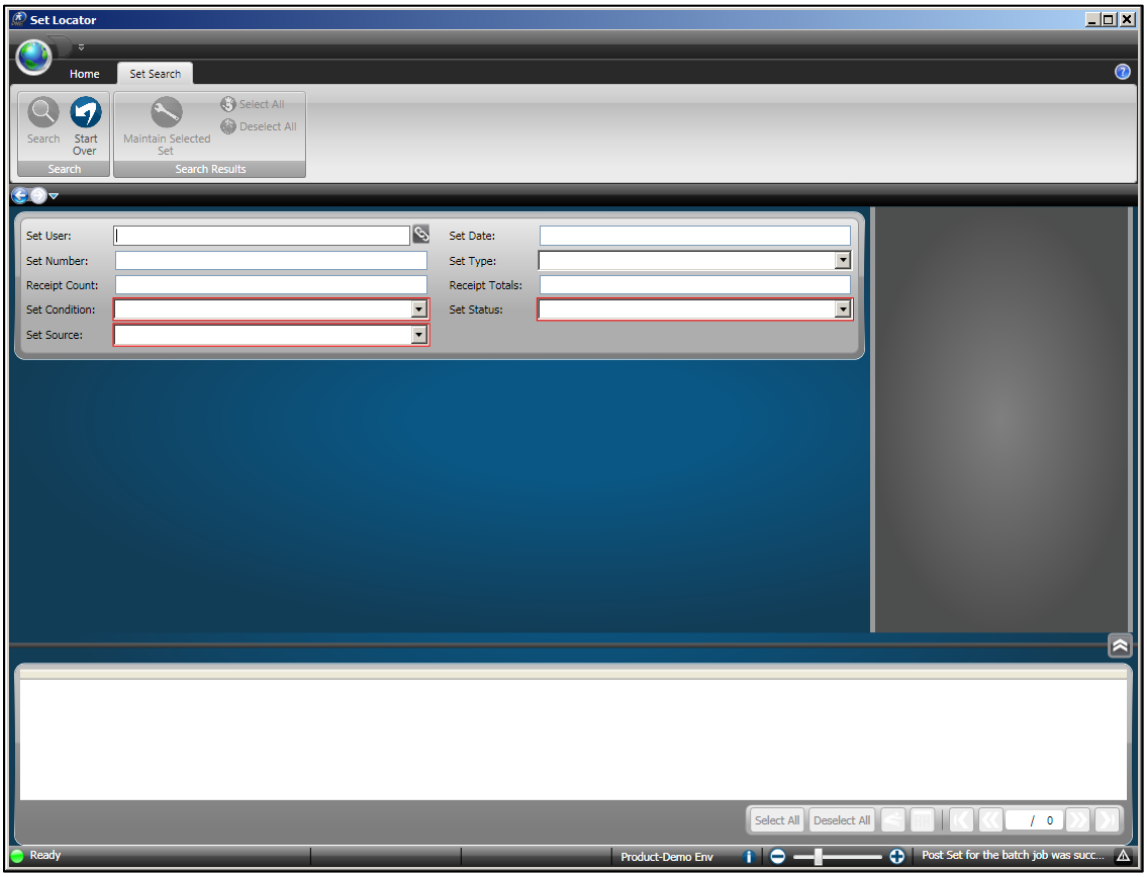
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

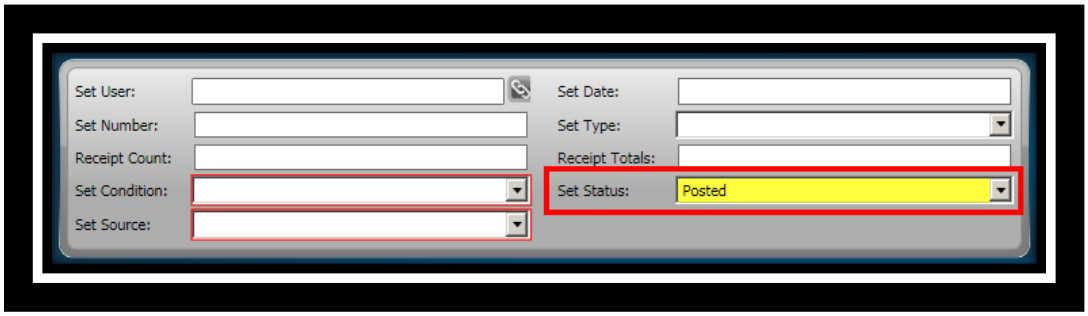
2. Select **Set Search** under ***Cash Receipts*** 

.

3. The **Set Locator** window displays.



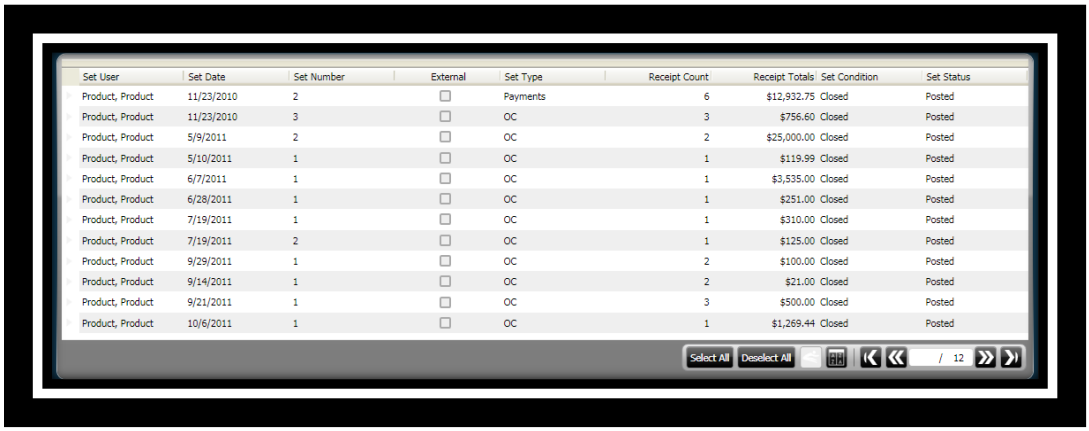
4. In the **Set Status** field, select **Posted** from the drop-down list.



5. Click **Search** on the ***Set Search / Record*** ribbon toolbar

.

6. The sets display in the bottom panel.

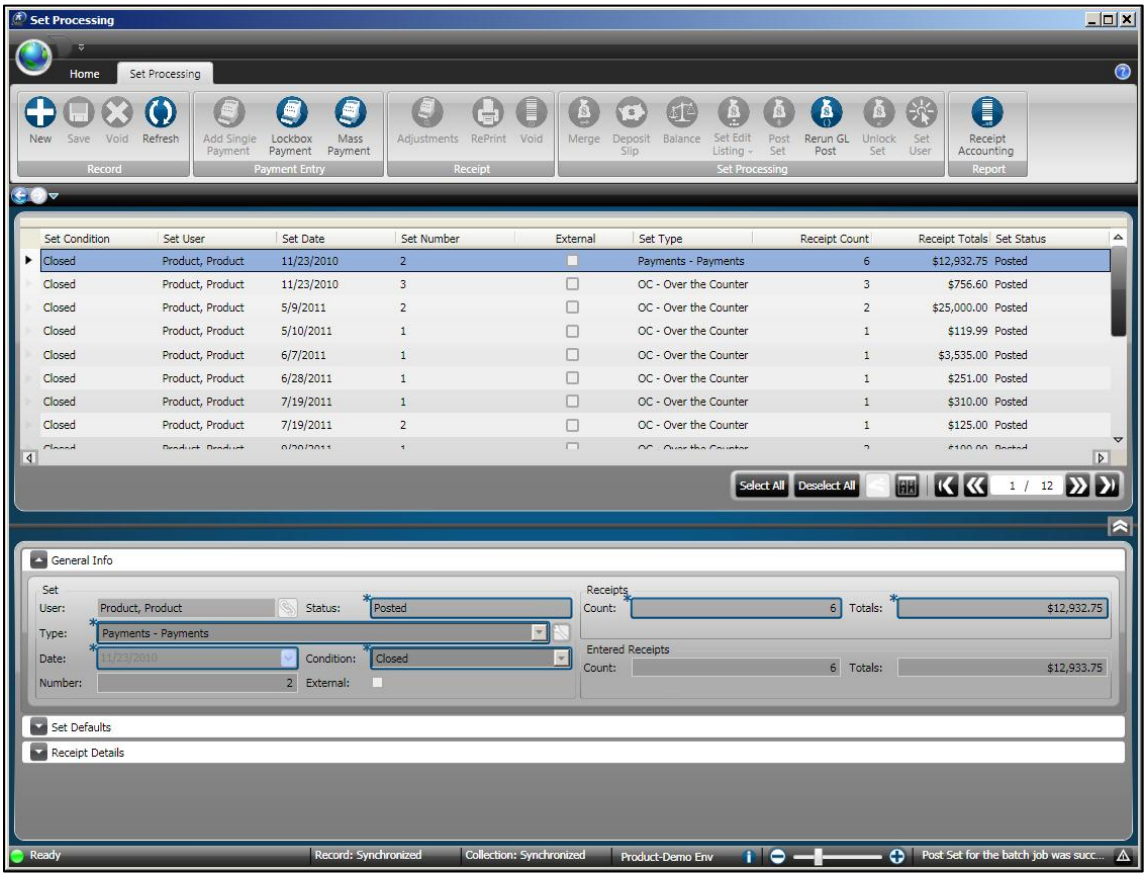


7. Click to highlight the set or sets to rerun the g/l for.

8. Click **Maintain Selected Set** on the ***Set Search / Search Results*** ribbon toolbar

.

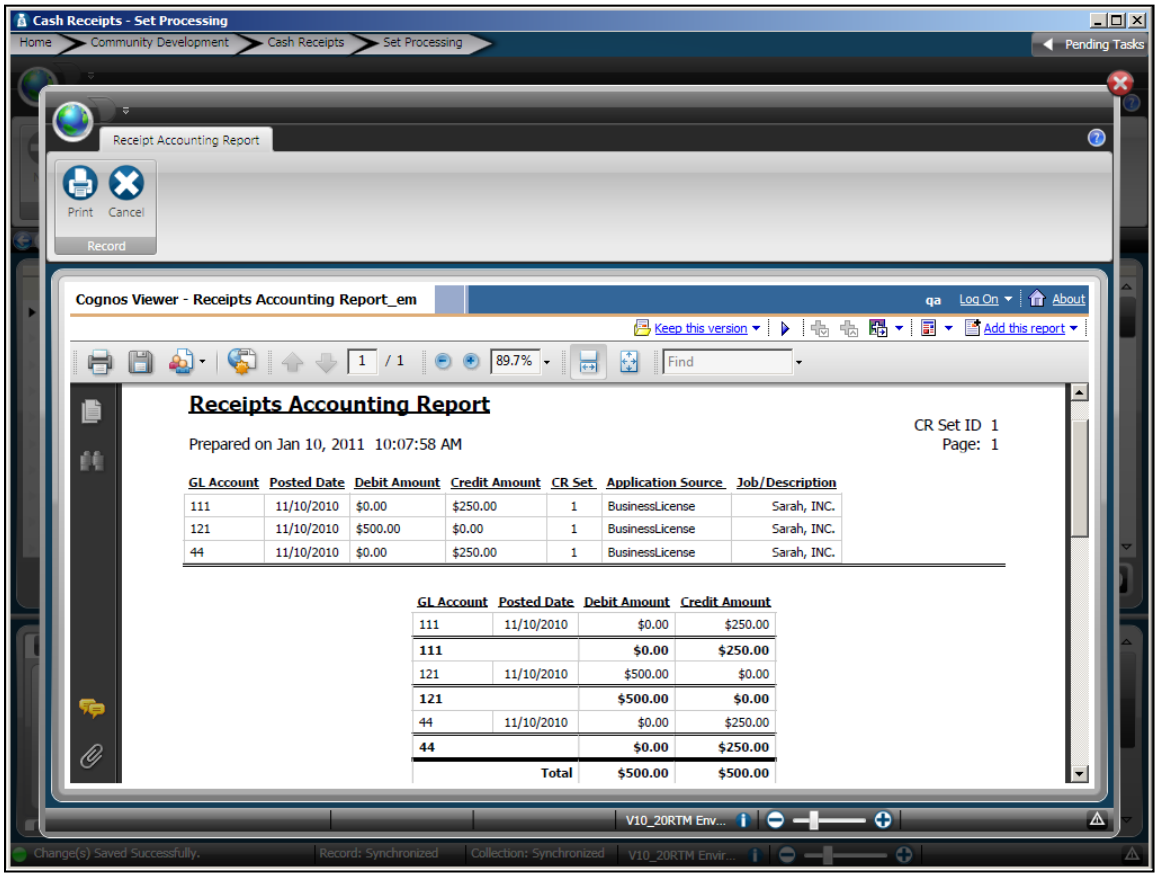
9. The **Set Locator** window displays.



10. Click **Rerun GL Post** on the ***Set Processing / Set Processing*** ribbon toolbar

.

11. The **Receipt Accounting Report** window displays.



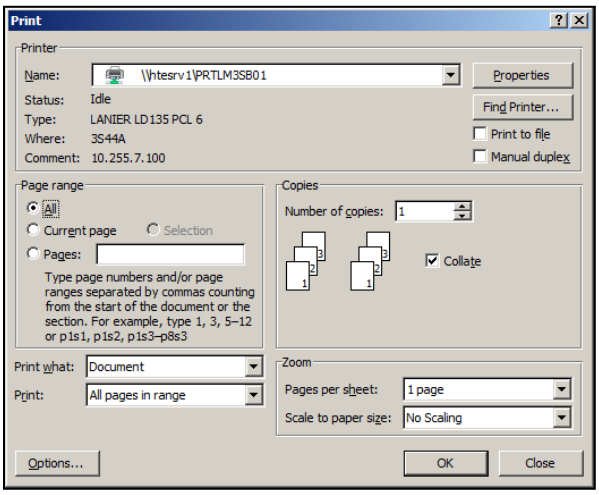
12. Click **Print** on the ***Receipts Accounting Report / Record*** ribbon toolbar

.

13. The **Print** dialog box opens.

14. Select the printer you want to send the report to.

15. Click **Print.**



16. Click **Close** .

17. The **Sets Processing** window displays.

18. Click **Close** . *(This returns you to the Desktop.)*

Lesson 7 - Working with Cash Receipts Adjustments

In this lesson, you learn how to complete adjustments for Cash Receipts. You can use the Receipt Adjustments window to adjust your posted payments.

The amount that is to be adjusted must be entered in the Adjustment amount column in the adjustment page and appropriate comment should be added.

Prior to entering an adjustment you will need to create a new set with a set type for adjustments and payment type code that is for doing adjustments.

- **Objectives:**
  At the completion of this lesson, you should be able perform a search for a posted receipt and make an adjustment to it.

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 7.01 - Adjusting a Receipt

Prior to adjusting a receipt, you will need to open a set that is for doing just adjustments. The set used for making adjustments must be setup based on the application that you have taken a payment for:

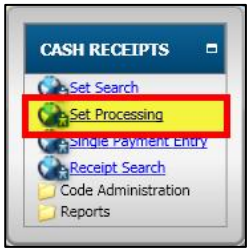
- Building Permits
- Code Compliance
- Planning and Engineering
- Business Account Management
- Land Management
- Cash Receipts

You will have set up a **Payment Type** code specifically for ***Adjustments***. It is very important that in **System Configuration** you have indicated the payment type code for the adjustments.

Refer to ***Lesson 3, Part 3.01*** to open a new set to use for adjustments.

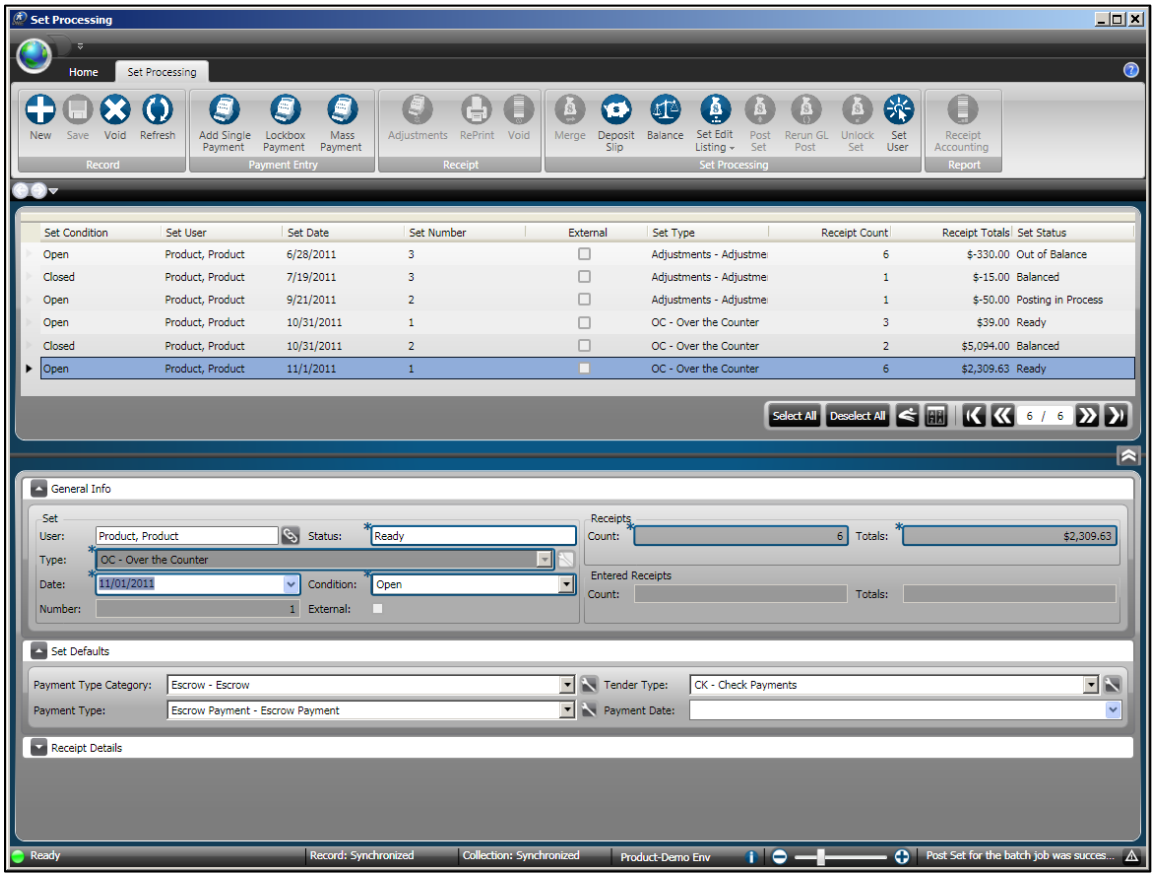
To adjust a posted receipt, complete the following steps:

1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.

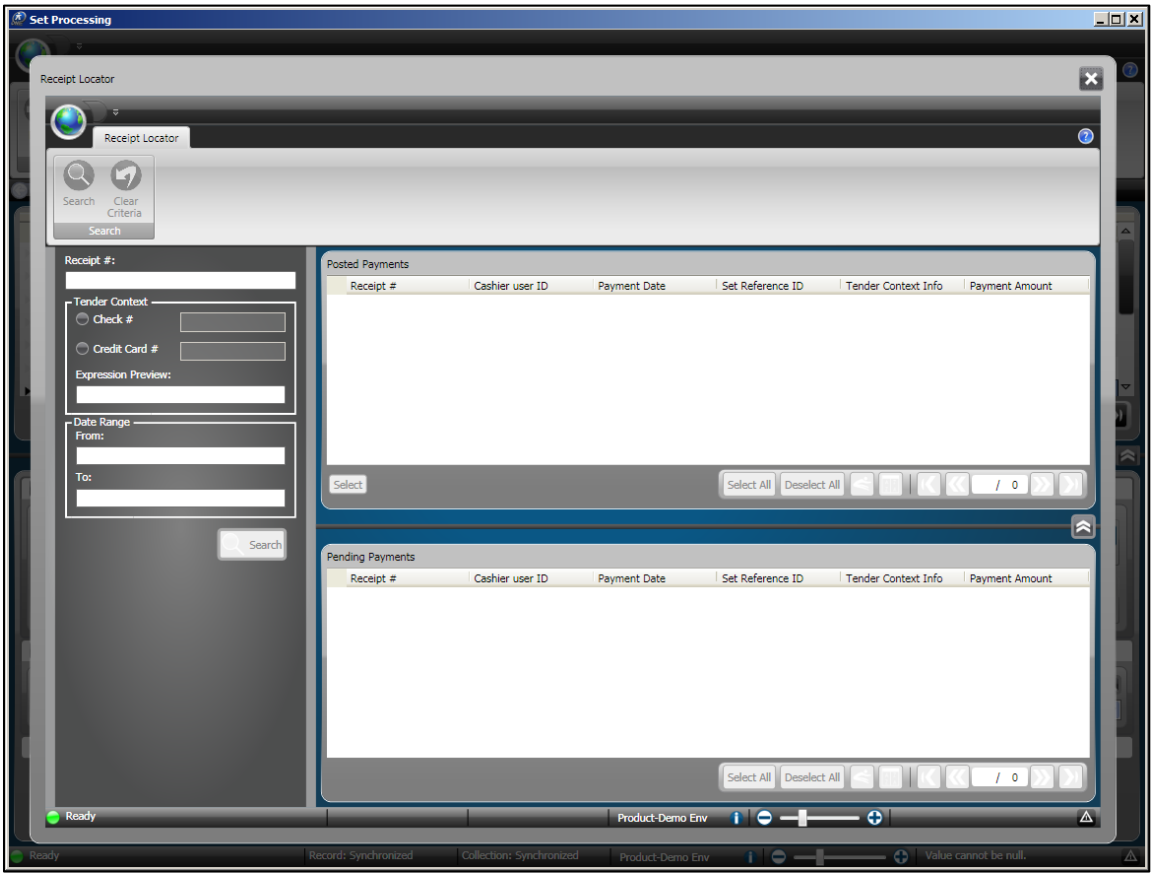


4. Select a set with a set type for ***Adjustments***. *(Refer to **Lesson 3, Part 3.01** for the steps to open a new set.)*

5. Click **Adjustments** on the ***Set Processing / Receipt*** ribbon toolbar

.

6. The **Receipts Locator** window displays.

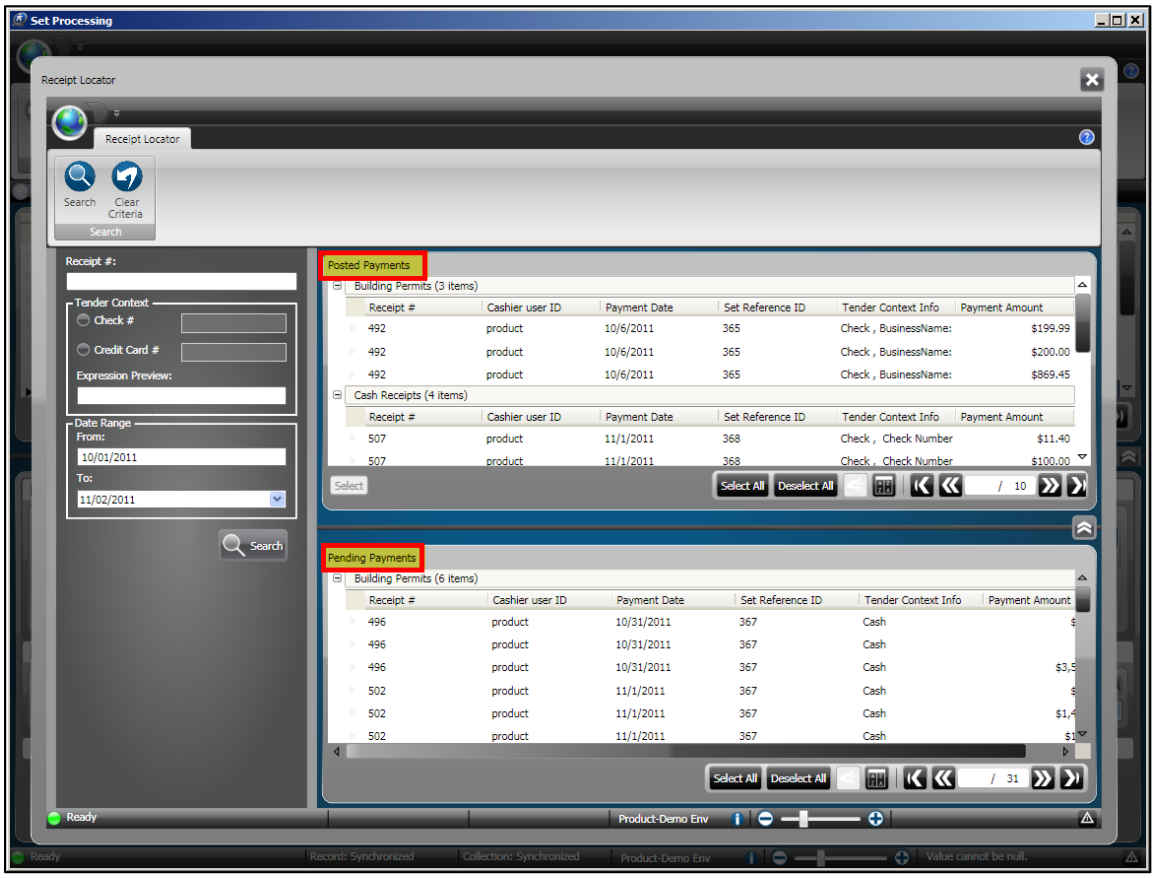


7. Specify the information to locate the receipt. *(You can search by just a receipt number, or by a date range, or both. For this example the **From** and **To** dates was used.)*

8. Click **Search** on the ***Receipt Locator / Search*** ribbon toolbar

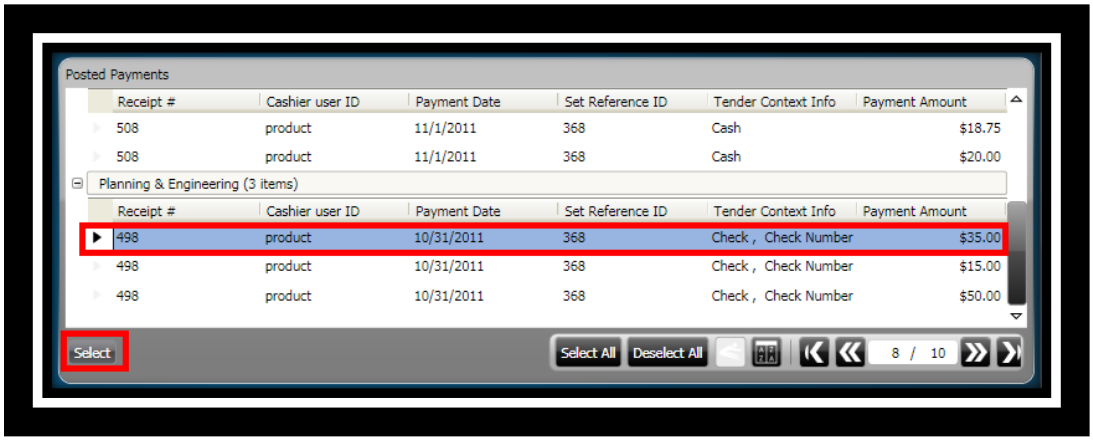
.

9. The receipts will display in ***Posted Payments*** or ***Pending Payments***. *(The receipts are listed by their applications.)*

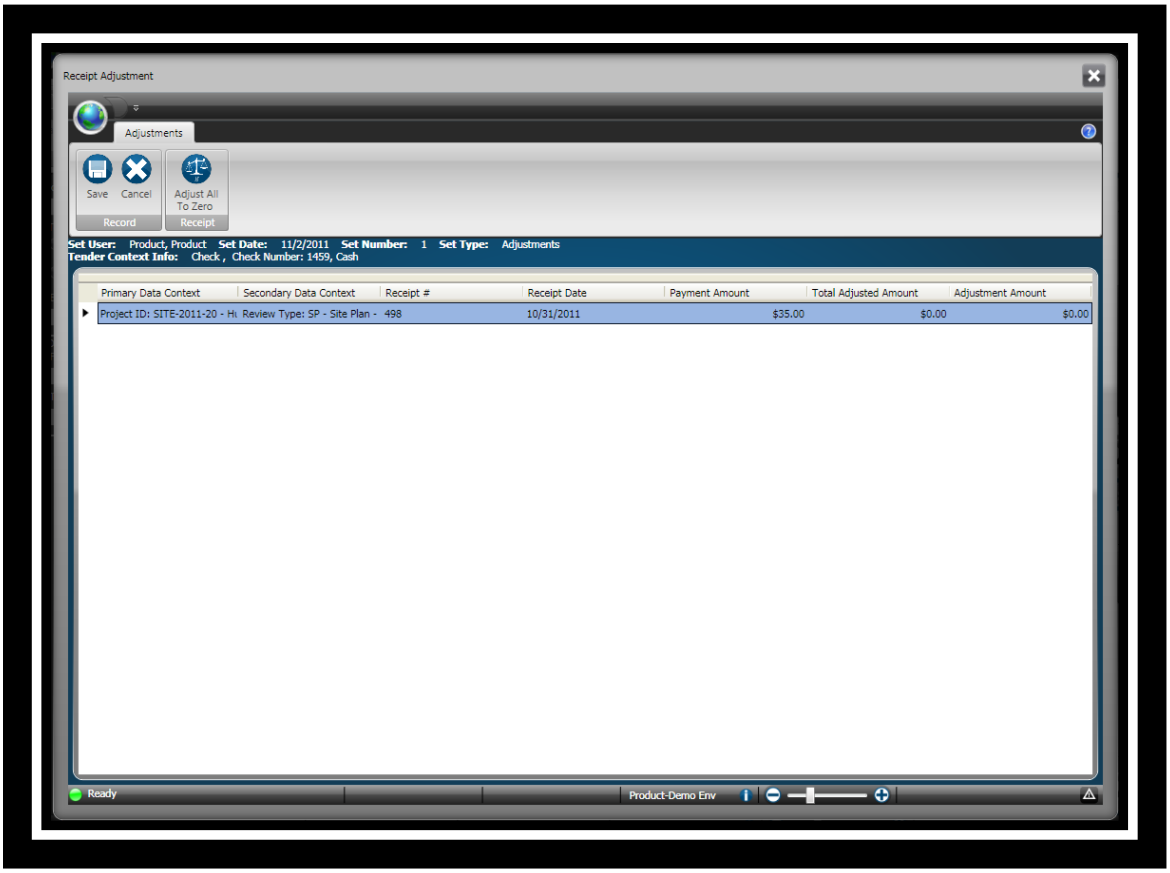


10. Click to highlight the receipt to be adjusted in the **Posted Payments** grid.

11. Click **Select**
.

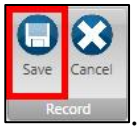


12. The **Adjustments** window displays.

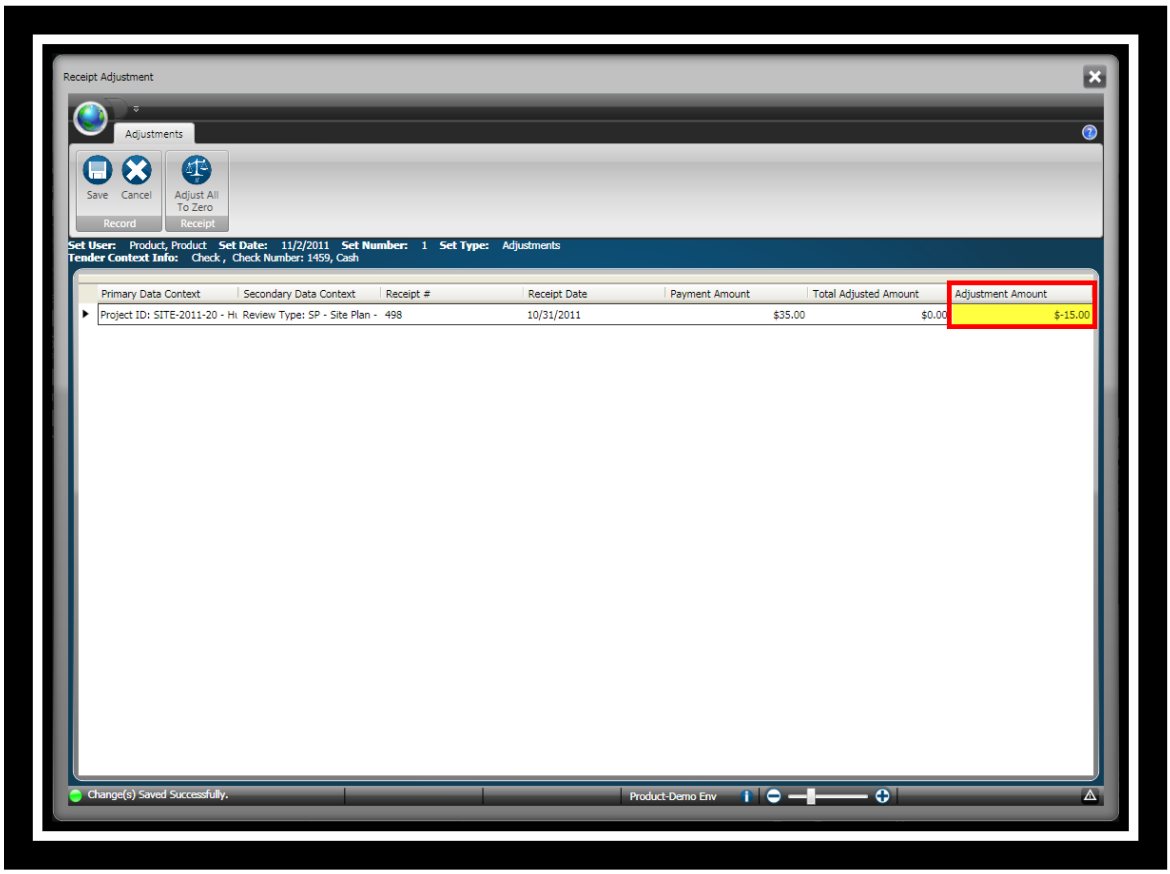


13. In the **Adjustment Amount** field, indicate the adjustment amount. *(You can enter an amount for the adjustment, or you can zero out the receipt by clicking **Adjust all to zero** on the **Adjustments / Receipt** ribbon toolbar*

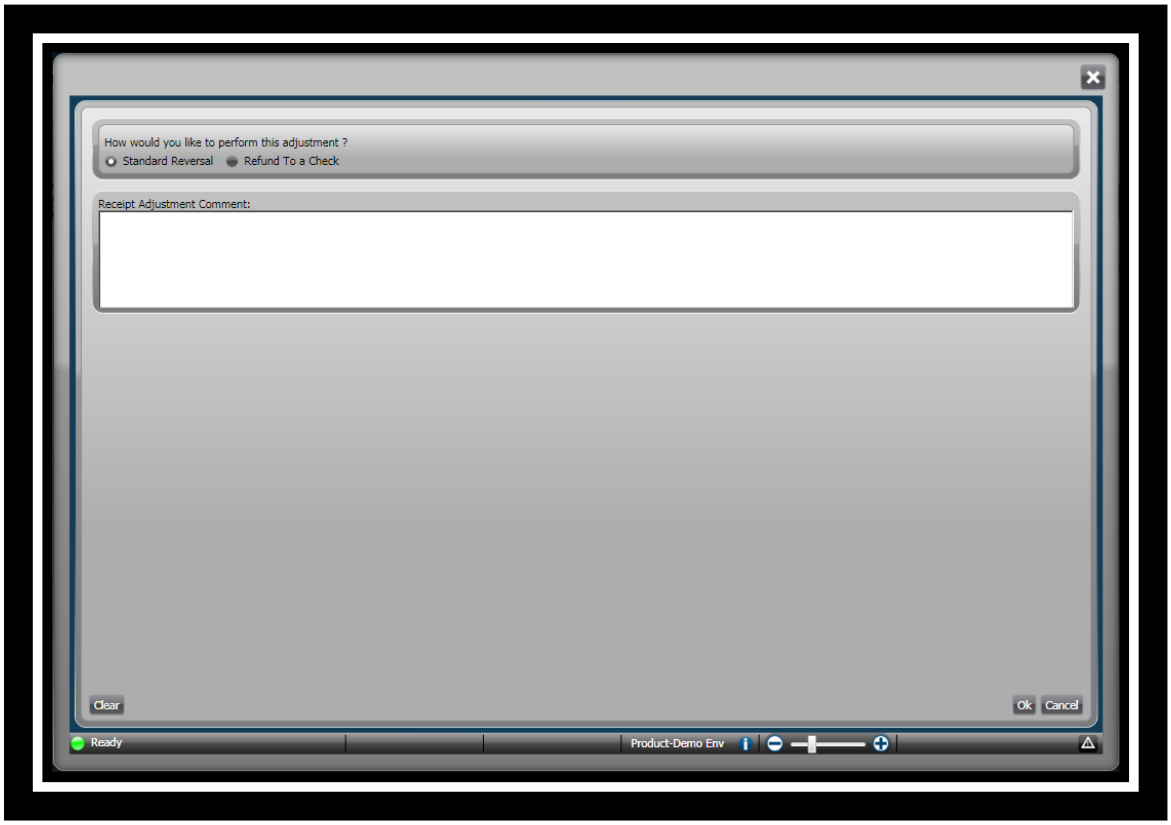
. To reduce the amount of the receipt, indicate a minus sign (-) before entering the amount.)

14. Click **Save** on the ***Adjustments / Record*** ribbon toolbar 

.



15. The **Receipt Adjustment Comment** window displays.



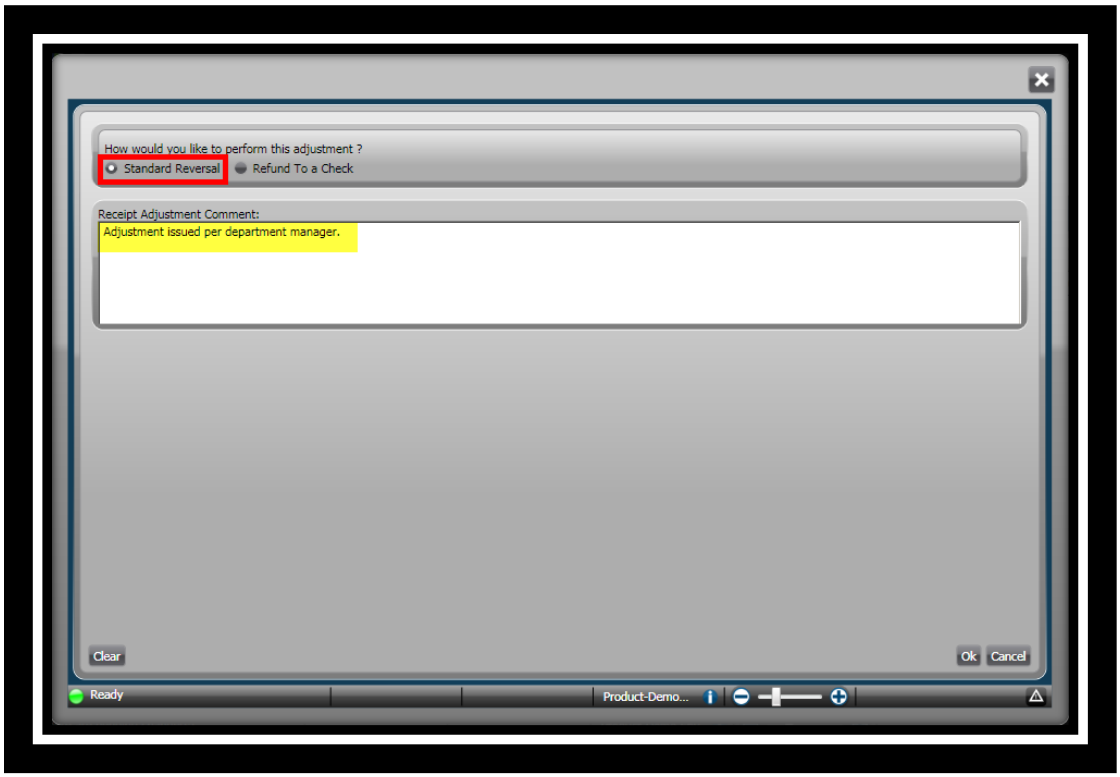
Standard Reversal

Select the **Standard Reversal** if you want to perform the standard procedure of updating the General Ledger with the adjustment.

1. In the **How would you like to process this receipt?** field, click the radial button to select **Standard Reversal**

. *(This creates an adjustment without issuing a refund.)*

2. In the **Receipt adjustment comment** field, indicate the appropriate reason for the adjustment.



3. Click **Ok**

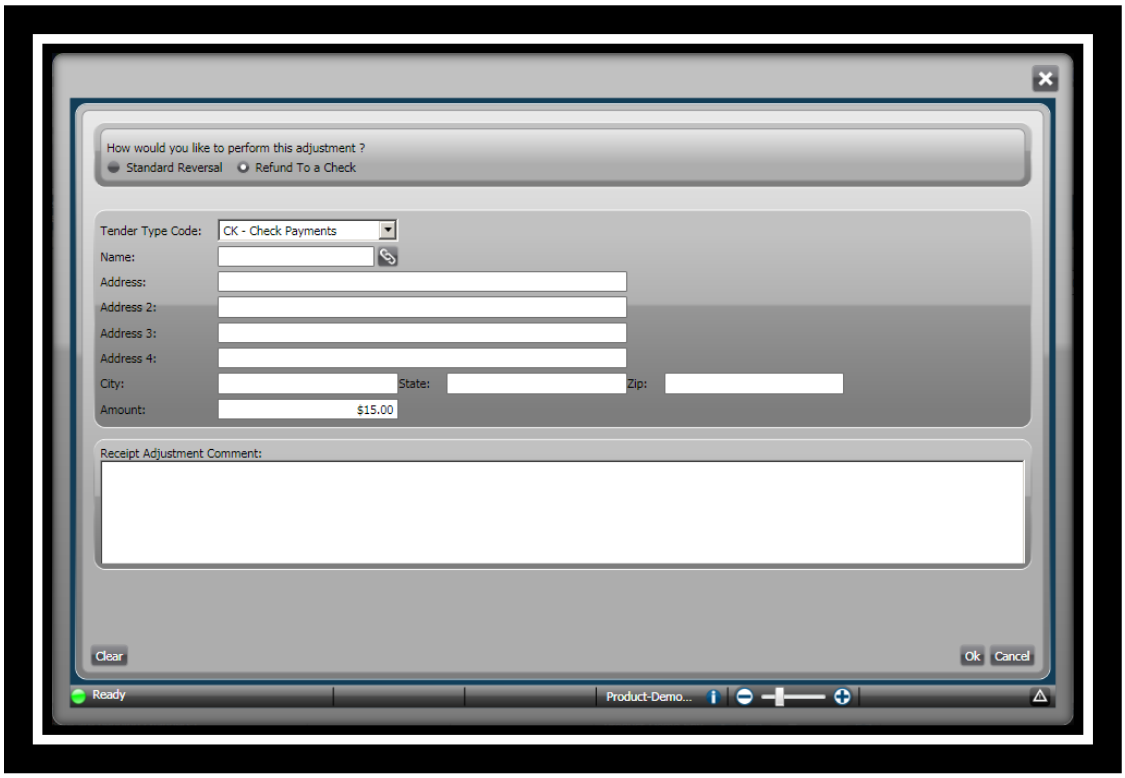
.

Refund To a Check

Select the **Refund To a Check** if you want to refund the amount to a check. You can specify the name of the person and address details using the Common Selector window to select a name or common entity in the **Name** field.

1. In the **How would you like to process this receipt?** field, click the radial button to select **Refund To a Check**

. *(This creates an adjustment that will issue a refund check.)*



2. In the **Name** field, click the **Association** icon to locate the name and address. *(This completes the name and address fields that will print on the refund check.)*

3. The **Common Selector** window displays.

4. Click **By Common Entity** to locate a business name or **By Person** to locate a person on the ***Common Search / Search Criteria*** ribbon toolbar

. *(For this example **Person Maintenance** was used.)*

5. Click **Search** on the ***Common Search / Search*** ribbon toolbar

.

6. Click to highlight the entity or person under the **Available** column.

7. Click **Move>**

.

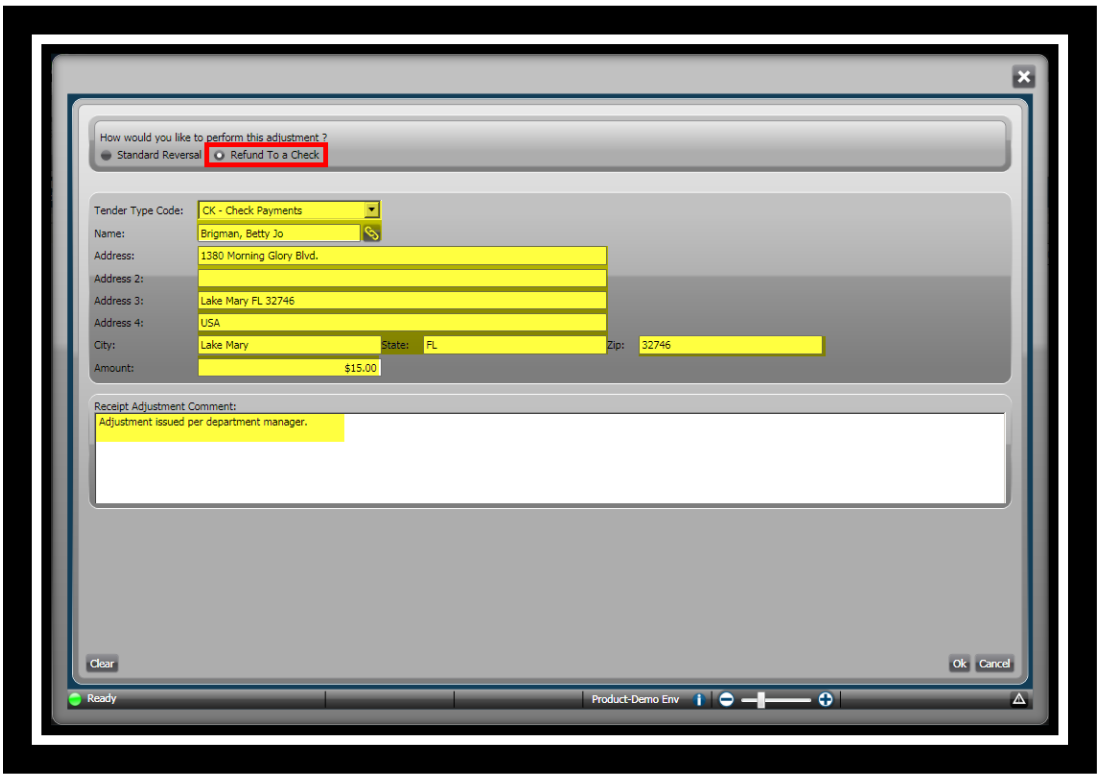
8. Click **Add Selected**

.

9. The name and address fields are now filled in.

10. In the **Receipt adjustment comment** field, indicate the appropriate reason for the adjustment.

11. Click **Ok** . *(This returns you to the **Receipt Locator** window.)*



12. The **Receipts Locator** window displays.

13. Click **Close** .

14. The **Sets Processing** window displays.

15. Click **Close** . *(This returns you to the Desktop.)*

Lesson 8 - Working with Lockbox Payments

This lesson covers how to work with lockbox payments. This feature enables you to receive payments in batch. The **Lockbox** systems enable you to cut costs based on faster payment processing.

You can have customers' mail payments to a post office box in the customer's geographic region, where a local bank is responsible for collecting and processing the lockbox payments.

This feature enables the escrow payments for Business Licenses. The lockbox data is uploaded into a batch and processed like any other Cash Receipts batch.

- **Objectives:**
  At the completion of this lesson, you should be able explain and perform the lockbox process.

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

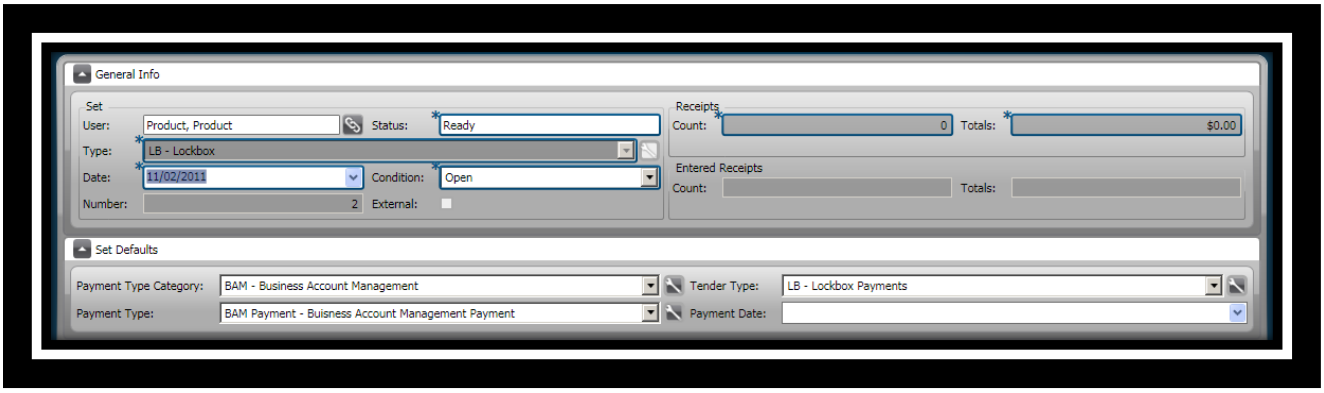
- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 8.01 - Taking Lockbox Payments

You can have customers' mail payments to a post office box in the customer's geographic region, where a local bank is responsible for collecting and processing the lockbox payments.
The file must be in a CSV *(comma delimited)* format. The fields consist of:

- **Account Identifier** – This identifies based on the application what is being paid. For example, for Business Account Management the account identifier would be the **Class ID**.
- **Payment Amount** – This is the amount being paid on the account.
- **Payment Date** ***(This is optional and formatted as mm/dd/yyyy)*** – The payment date will be picked up from the set.
- **Check number/comment** – This would the check number or comments for the account.

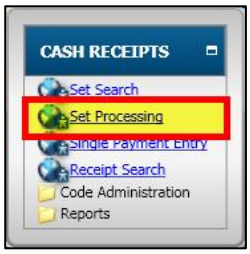
Open a set indicating that the set type is for lockbox payments. Refer to ***Lesson 3, Part 3.01*** to open a new set to use for lockbox payments.



To upload lockbox payments, complete the following steps:

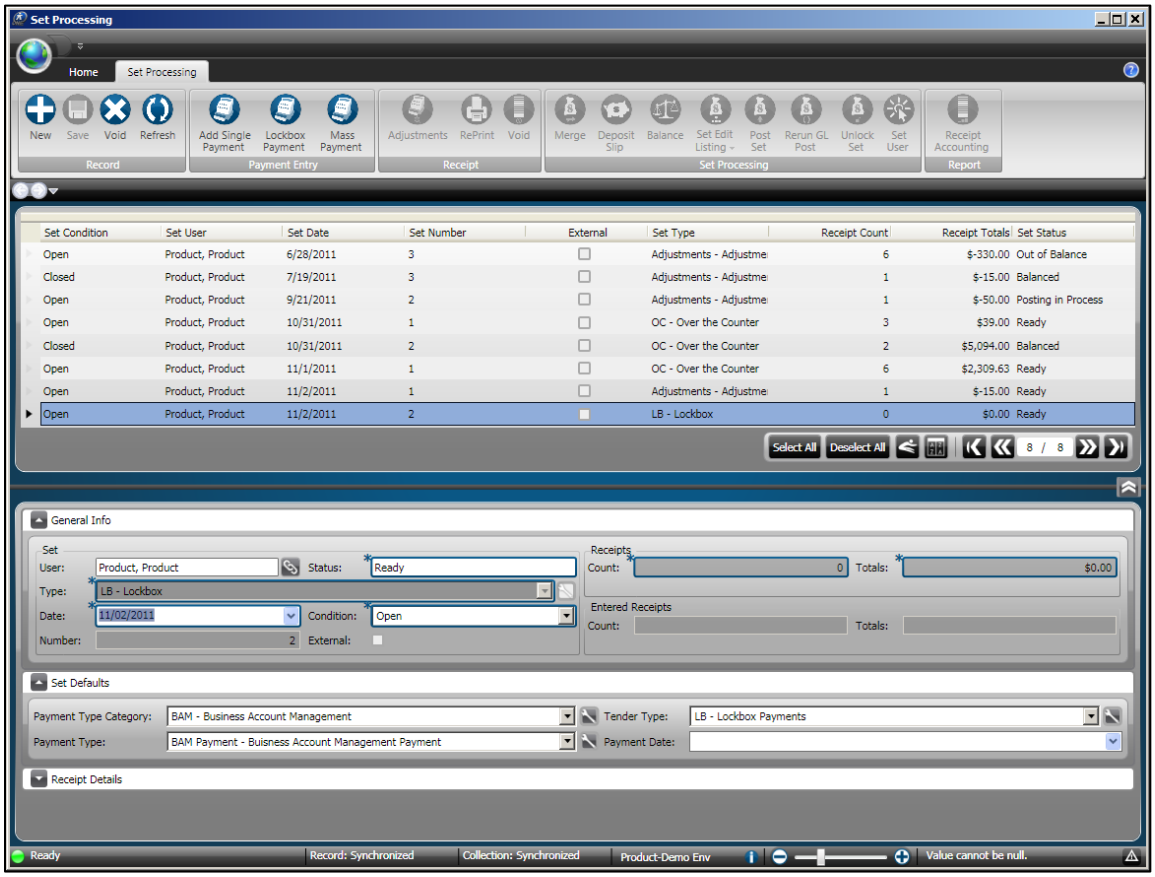
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

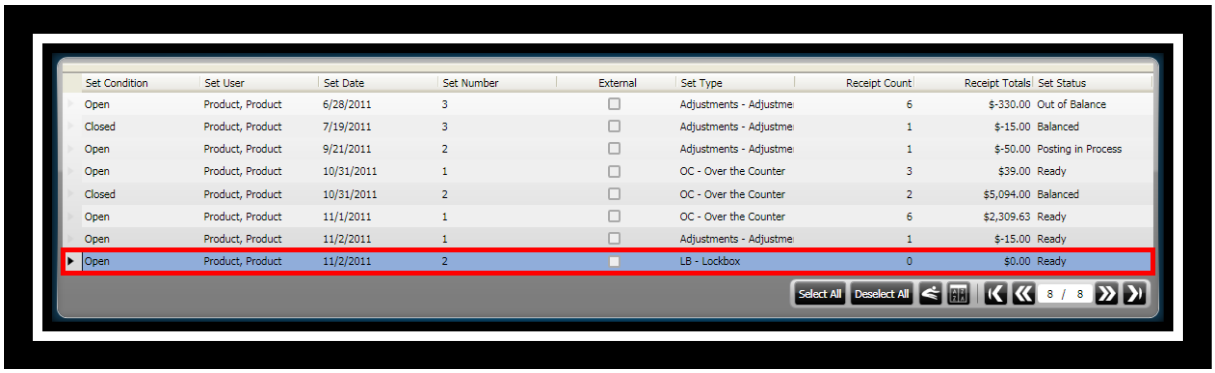
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



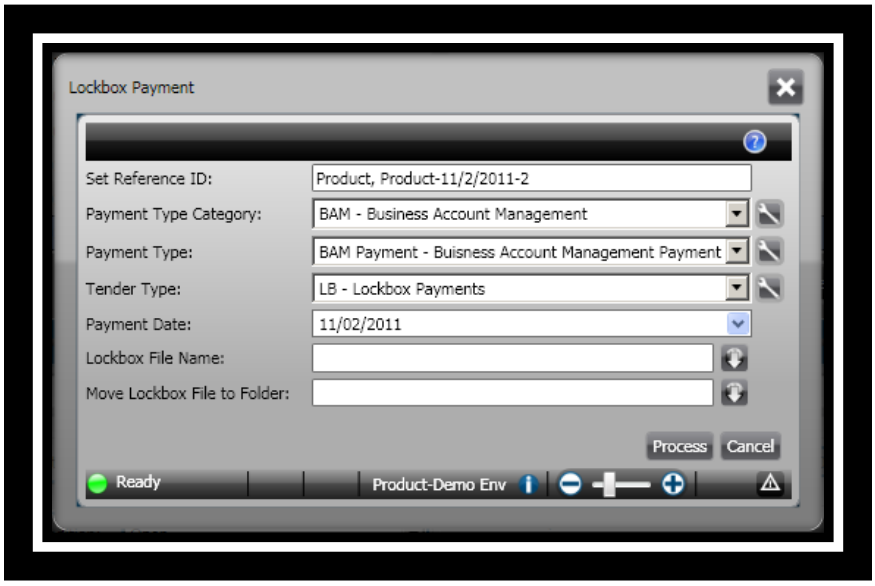
4. Click to highlight the set to be used for a lockbox.



5. Click **Lockbox Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

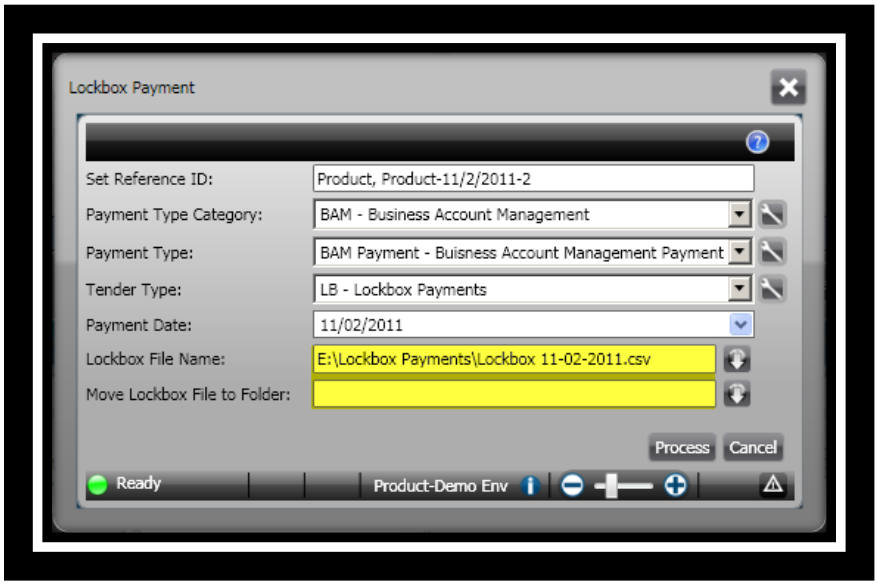
6. The **Lockbox** set panel displays.



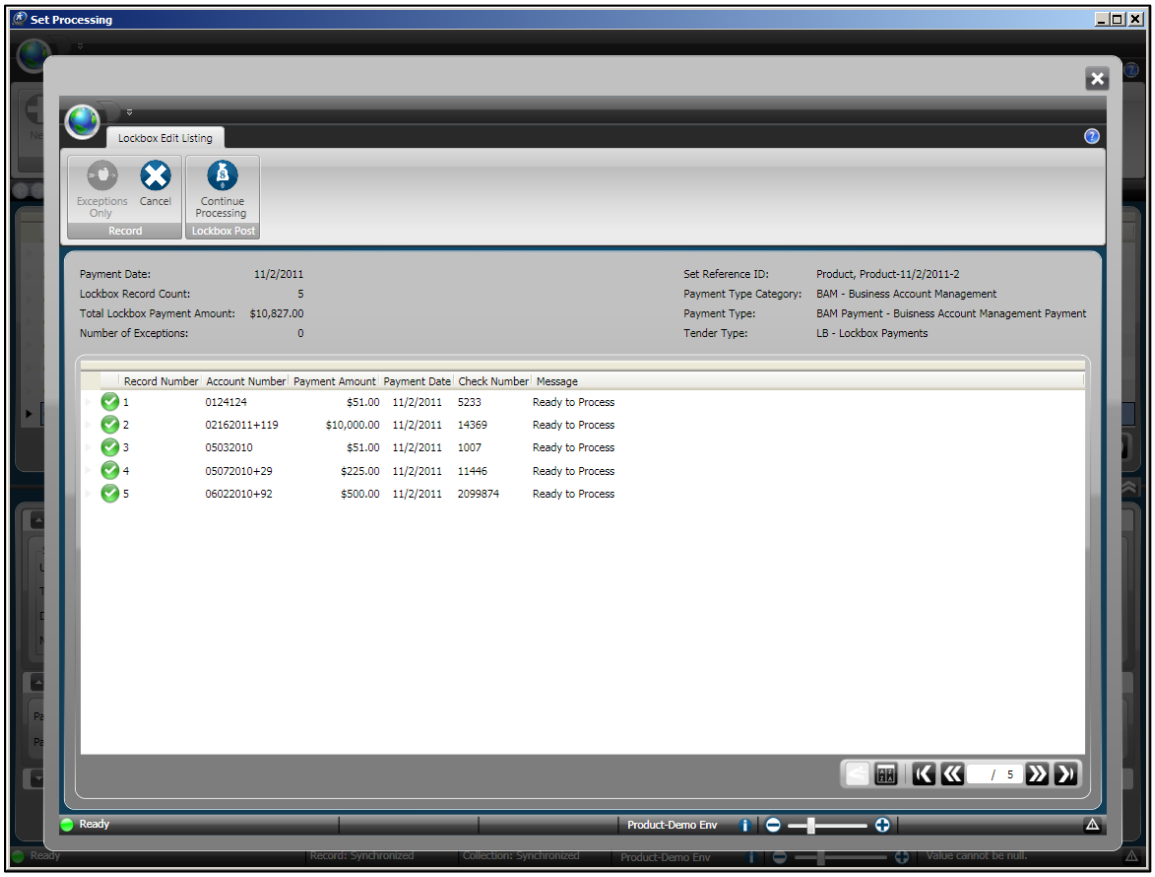
7. In the **Lockbox File Name** field, click to browse to locate the lockbox folder that contains the lockbox file. *(This file can be only text or csv. A csv file is a comma separated value file.)*

8. In the **Move Lockbox File to Folder** field, browse or enter the folder where you want to move the lockbox file after the payment is processed. *(This field is optional.)*

9. Click **Process** .



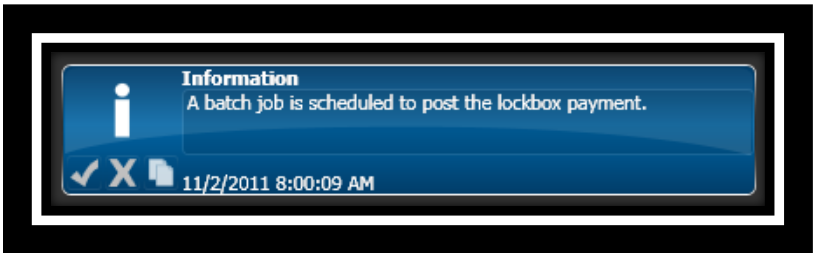
10. The **Lockbox Edit Listing** window displays.



11. Select **Continue Processing** on the ***Lockbox Edit Listing / Lockbox Post*** ribbon toolbar

.

12. A confirmation message will display.



13. Click **Close** . *(This returns you to the Desktop.)*

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Lesson 9 - Working with Mass Payments

This lesson covers how to work with mass payments. This feature enables you to enter payments that have come in the mail in to be processed as a batch.

You use the **Mass Payment** processing window to process mass payments and tenders that come in the mail, such as renewal payments for business licenses.

- **Objectives:**
  At the completion of this lesson, you should be able explain and perform the mass payment process.

- **Target Audience:**
  A person who will function as your future in-house trainer
  System manager
  Director or supervisor of the Cash Receipts department
  Representative from your Finance department

- **Prerequisites:**
  Basic knowledge of Windows
  Familiarity with your organization's payment processing

Part 9.01 - Taking Mass Payments

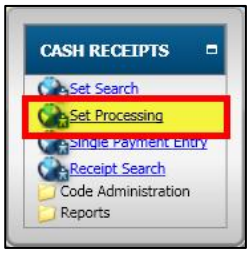
You use the **Mass Payment Processing** window to process mass payments and tenders. You can mass process payments that come in the mail. The **Mass Payment** process is used primarily for taking payments for General Ledger and Business Account Management.

Open a set indicating that the set type is for Business Account Management or General Ledger payments. Refer to ***Lesson 3, Part 3.01*** to open a new set to use for lockbox payments.

To process mass payments, complete the following steps:

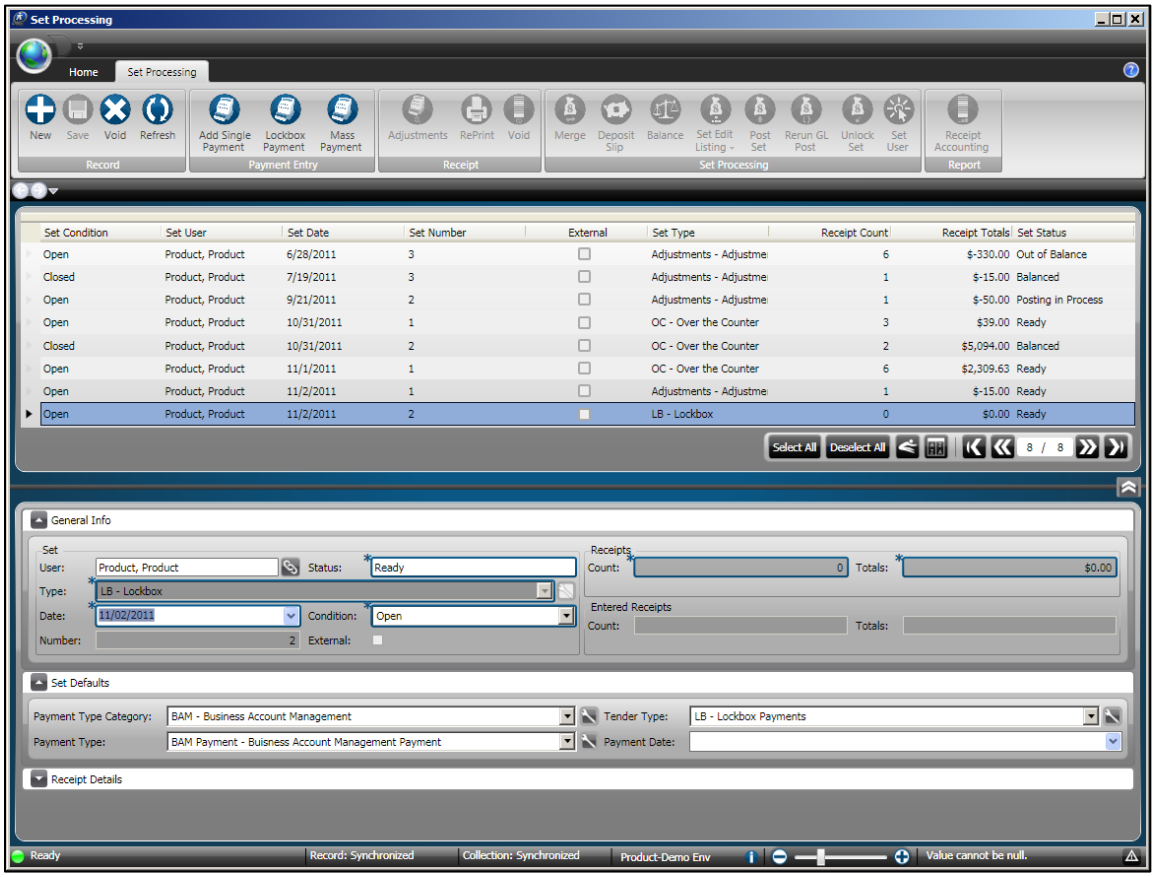
1. Click the **Common** icon on the desktop to display the ***Common Entry Points***

.

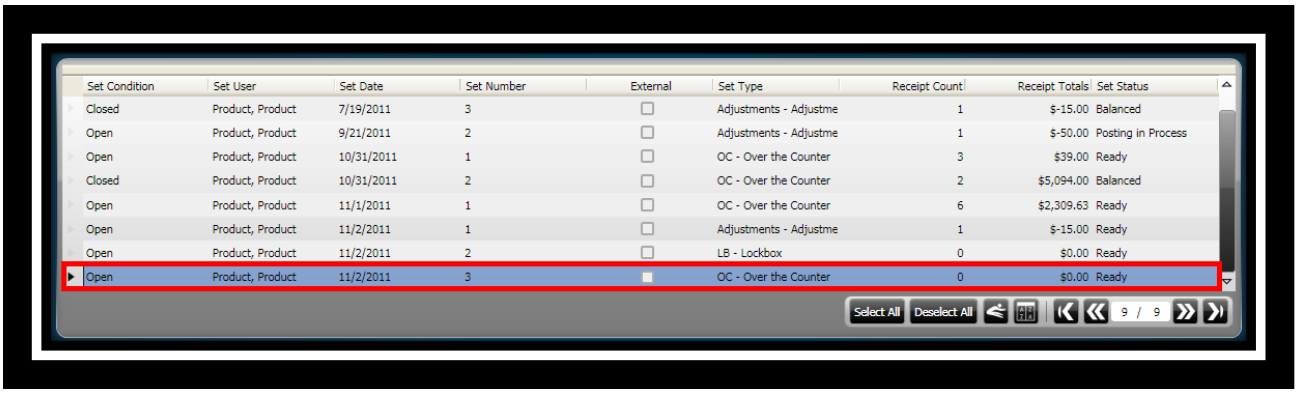
2. Select **Set Processing** under ***Cash Receipts*** 

.

3. The **Set Processing** window displays.



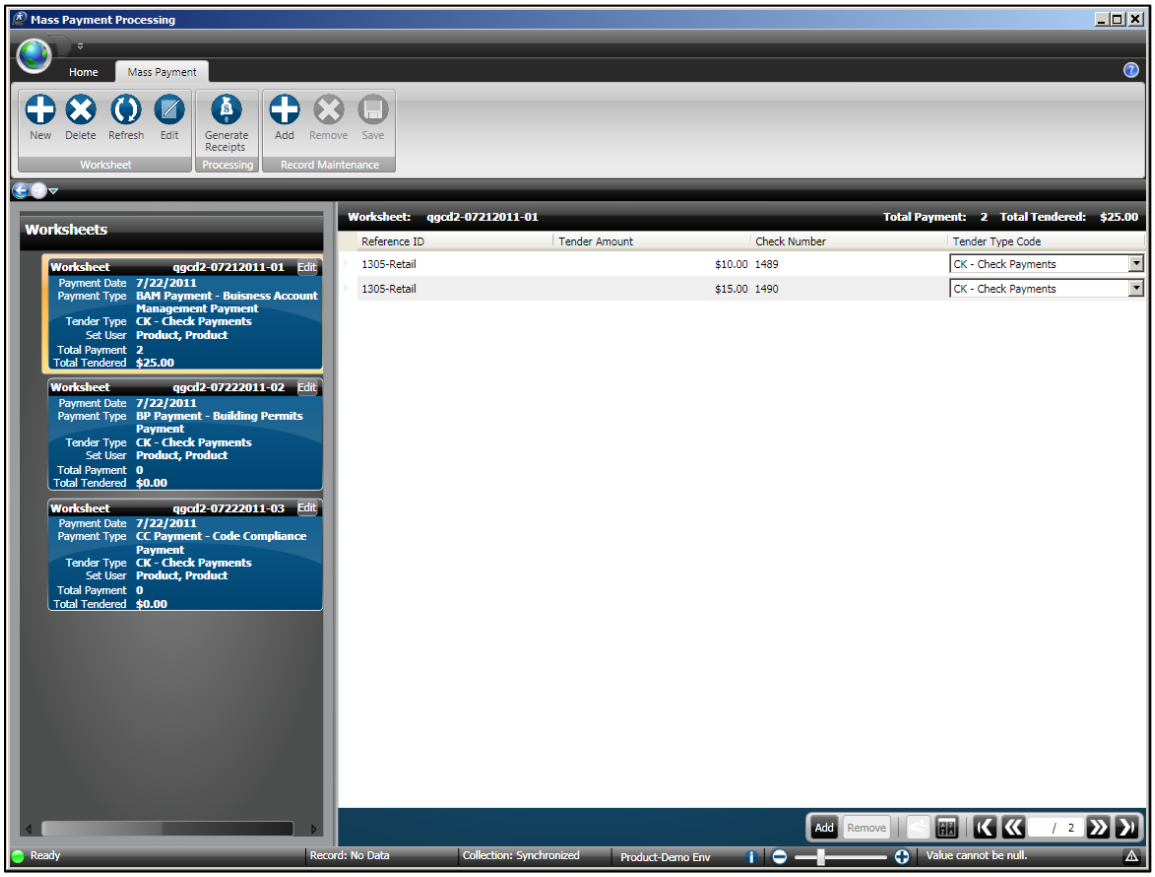
4. Click to highlight the set to be used for taking the payments.



5. Click **Mass Payment** on the ***Set Processing / Payment Entry*** ribbon toolbar

.

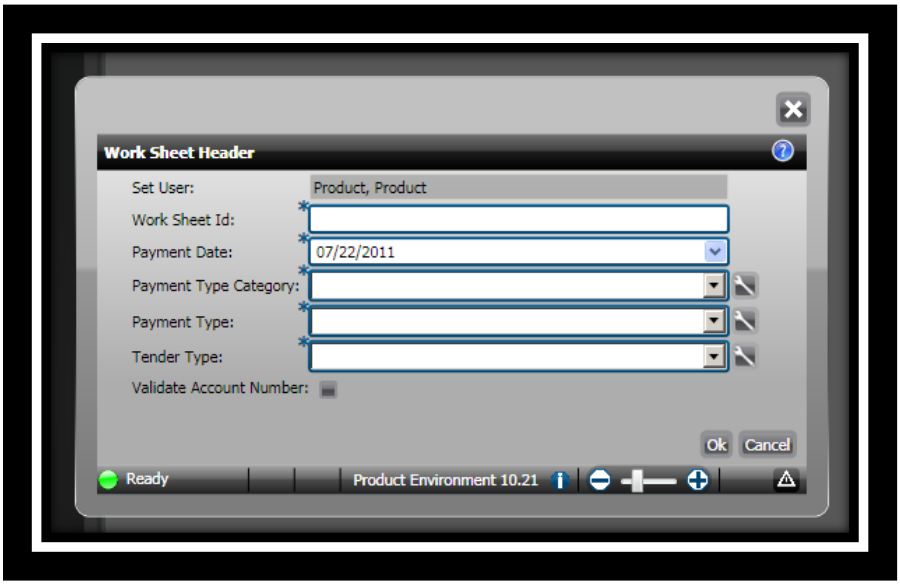
6. The **Mass Payment Processing** window displays.



7. Click **New** on the ***Mass Payment / Worksheet*** ribbon toolbar

.

8. The **Work Sheet Header** panel displays.



9. In the **Work Sheet Id** field, indicate an id for the work sheet. *(For example, you could use your user name, date and a number to identify the worksheet.)*

10. In the **Payment Date** field, the current system date defaults but can be changed.

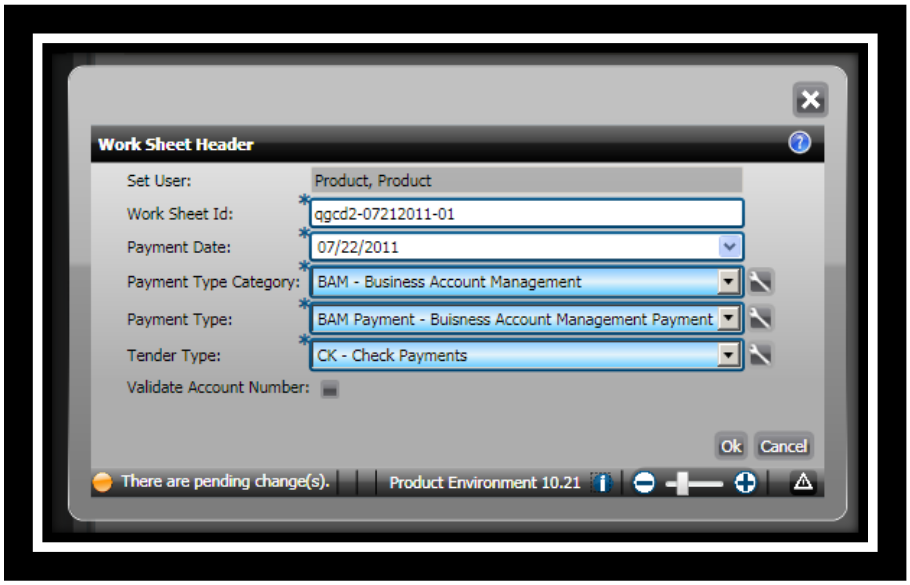
11. In the **Payment Type Category** field, select a payment type category from the drop-down list.

12. In the **Payment Type** field, select a payment type from the drop-down list.

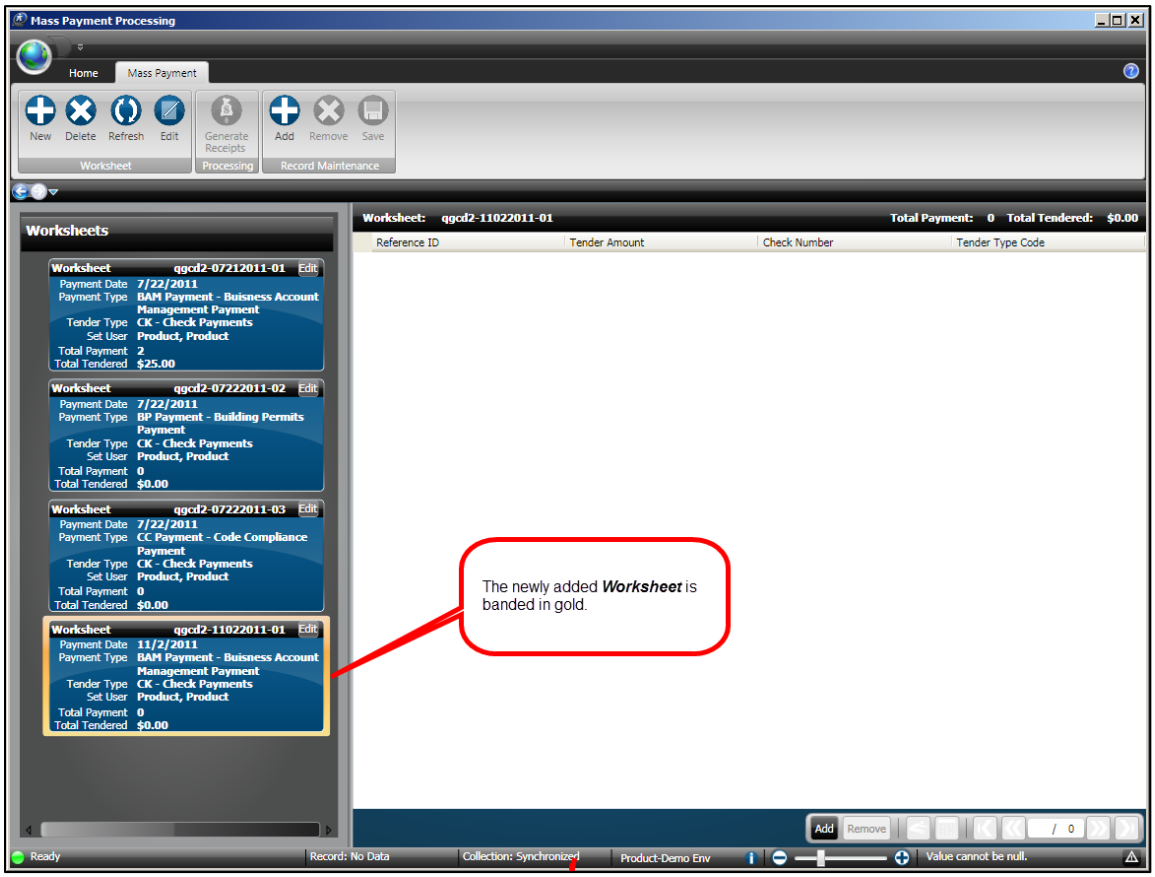
13. In the **Tender Type** field, select a tender type from the drop-down list.

14. In the **Validate Account Number** field, place a checkmark if you want to validate the account number associated to the fee.

15. Click **Ok** Ok.



16. The header you just set up now displays in the left panel.



Entering Payments

Based on the ***Payment Type Category*** and ***Payment Type Code*** selected determines how you will identify who the payment is for.

- **Business Account Management** – You will be prompted for a ***Class Id*** for the payment.

- **Building Permits** – You will be prompted for a ***Reference ID*** for the payment. *(This is the **Building Job** number.)*

- **Code Compliance** – You will be prompted for a ***Reference ID*** for the payment. *(This is the **Case** number.)*

1. Click **Add** on the ***Mass Payment / Record Maintenance*** ribbon toolbar

.

2. In the identifier field, indicate the class identification number or a reference number.

3. In the **Tender Amount** field, indicate the amount of the payment.

4. In the **Check Number** field, indicate the check number. *(If your defaulted **Tender Type** is not check, then a check number would not be required.)*

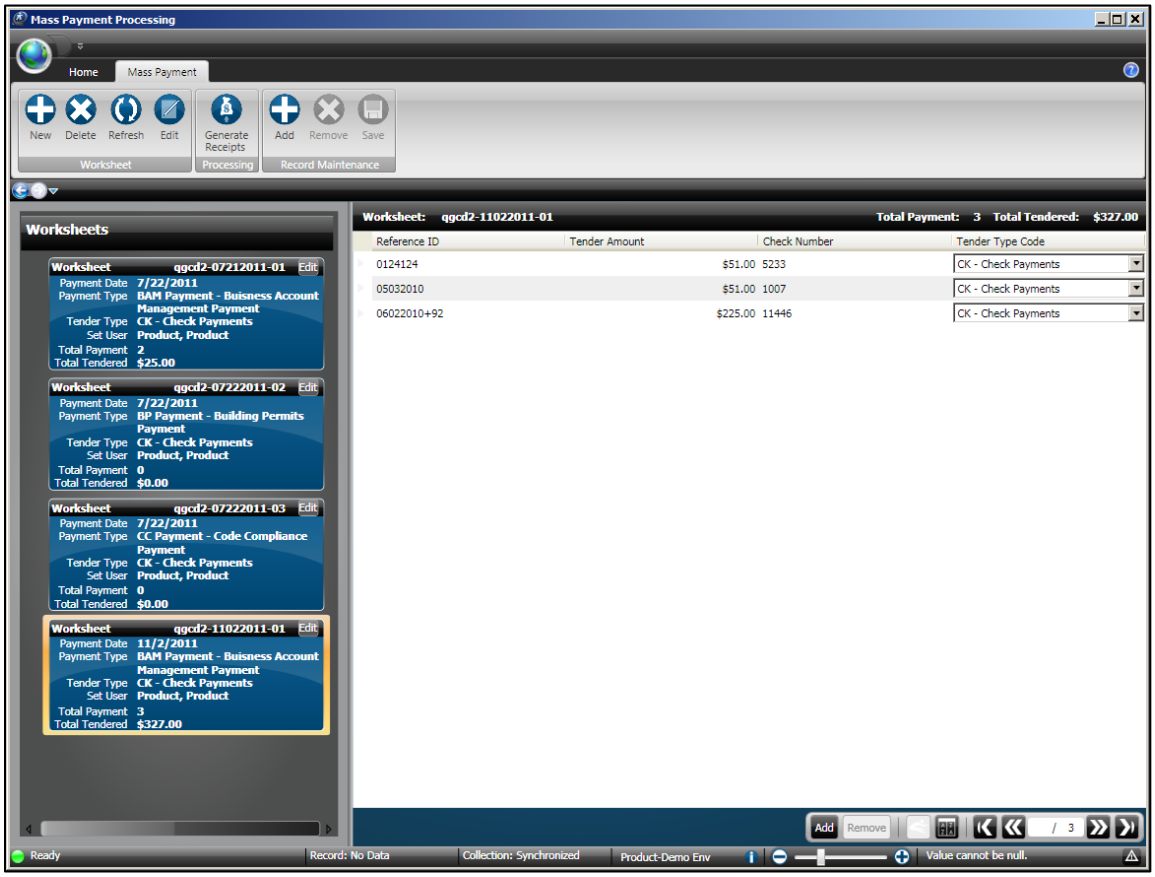
5. In the **Tender Type Code** field, the defaulted tender is displayed. This can be changed if needed.

   Note: *You can press the tab key to move between the fields. After pressing the tab key after the **Tender Type Code** field, it is not necessary to click **Add** to add another payment.*

6. Repeat the above steps until all payments are entered.

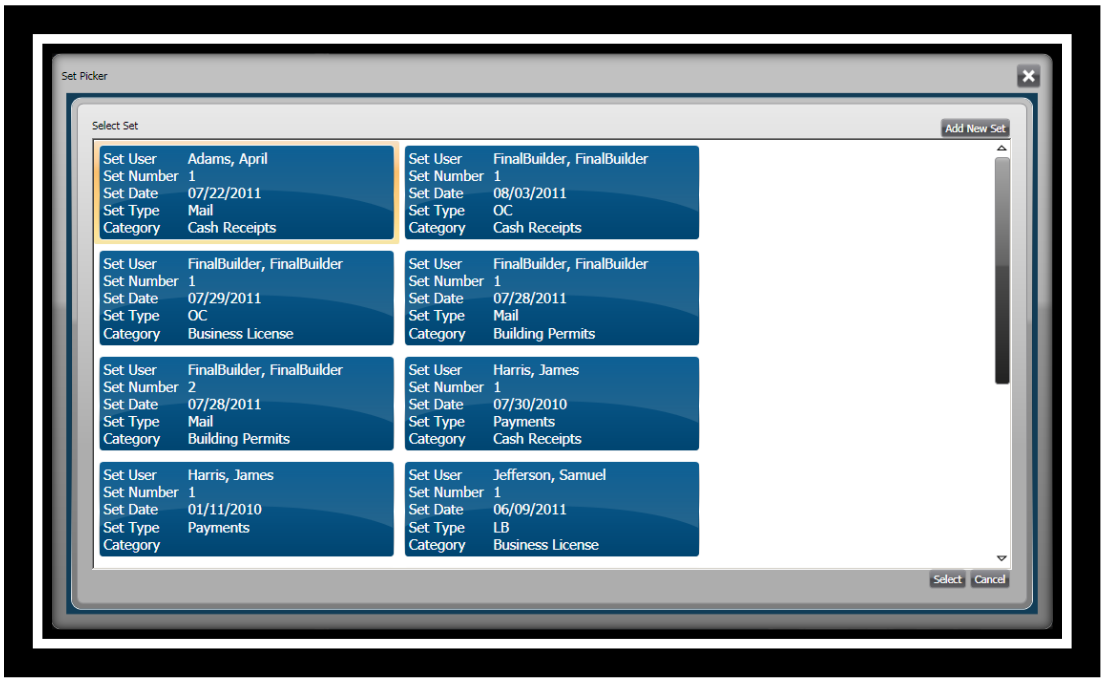
7. Click **Save** on the ***Mass Payment / Record Maintenance*** ribbon toolbar

.



8. Click **Generate Receipts** on the ***Mass Payment / Processing*** ribbon toolbar
.

9. The **Set Picker** displays.



10. Highlight the set that the receipts will be processed for or click **Add New Set**
.

11. Click **Select**
.

12. Your will receive a confirmation message.

13. Click the ***Previous*** arrow to return to **Set Processing** to balance and post the set.

14. Click **Close** . *(This returns you to the Desktop.)*

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Appendix A - Accessing the Cash Receipts Windows

Each window in Cash Receipts provides you with various toolbars and icons for accessing the **ONE**Solution application.

Accessing the Cash Receipts – Set Processing Window

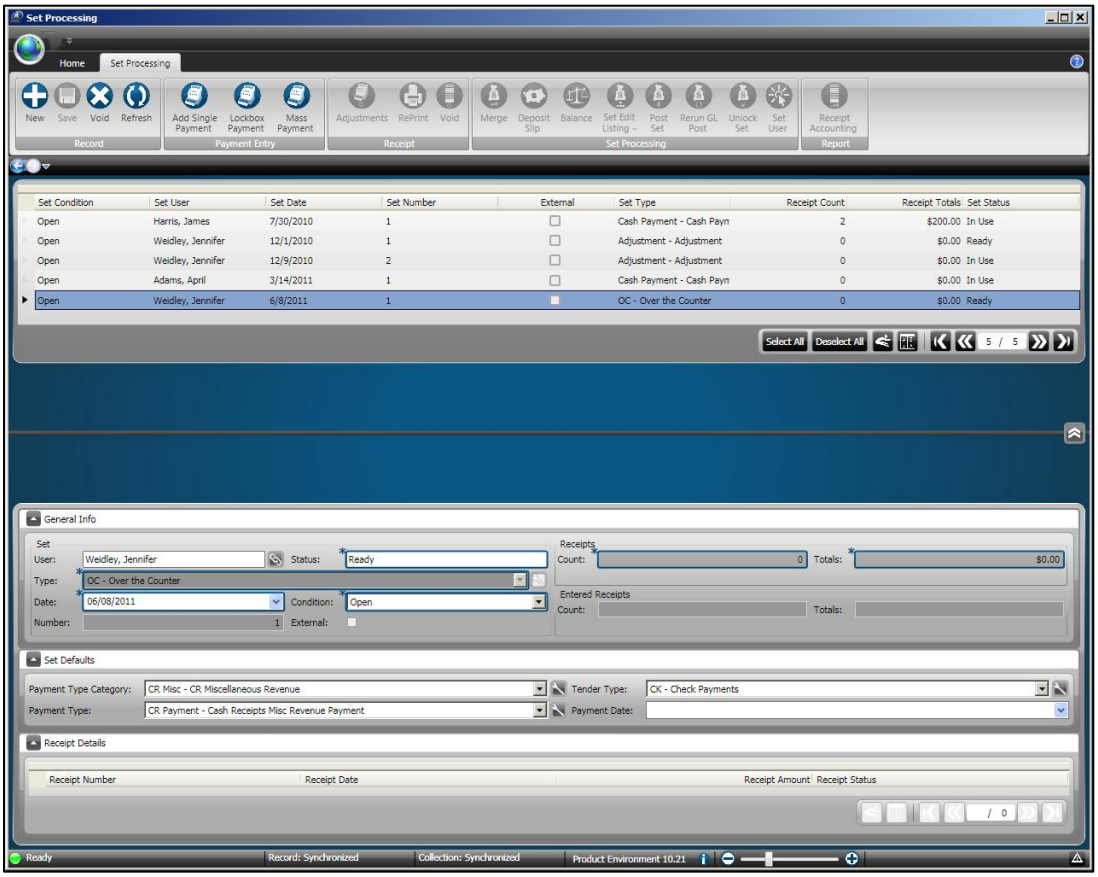
The Cash Receipts ***Set Processing*** window provides you with a complete overview of all sets that have not yet been posted.

At a glance, you will see who the users are that opened the sets, as well as, the date it was open, type of payments that were taken, how many receipts were processed, the total of those receipts and the status of the sets.

The Set Processing window is broken down into basic panels:

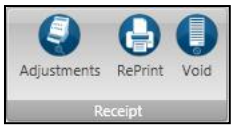
- **Sets** – provides the status of all sets.
- **Set Details** – details the user, date, condition and status of a set.
- **Set Defaults** – details the defaults used for the set, that includes payment type category, tender type, payment type and payment date.

- **Receipts Detail** – displays all the receipts that have been entered in the set. You can ***Reprint*** or ***Void*** a receipt that has been selected in this panel.



	Record Toolbar
	• **New** – opens a new set to take payments. • **Save** – saves the set when you first open it or make changes to the set. • **Void** – voids the set. • **Refresh** – refreshes the window.

	Payment Entry Toolbar
	• **Add Single Payment** – adds payments to the set. • **Lockbox Payment** – adds lockbox payments to the set. • **Mass Payment** – used for processing payments that come in the mail.

	Receipt Toolbar
	• **Adjustments** – make an adjustment to a receipt. When you first open Cash Receipts this icon is available for adjustments.

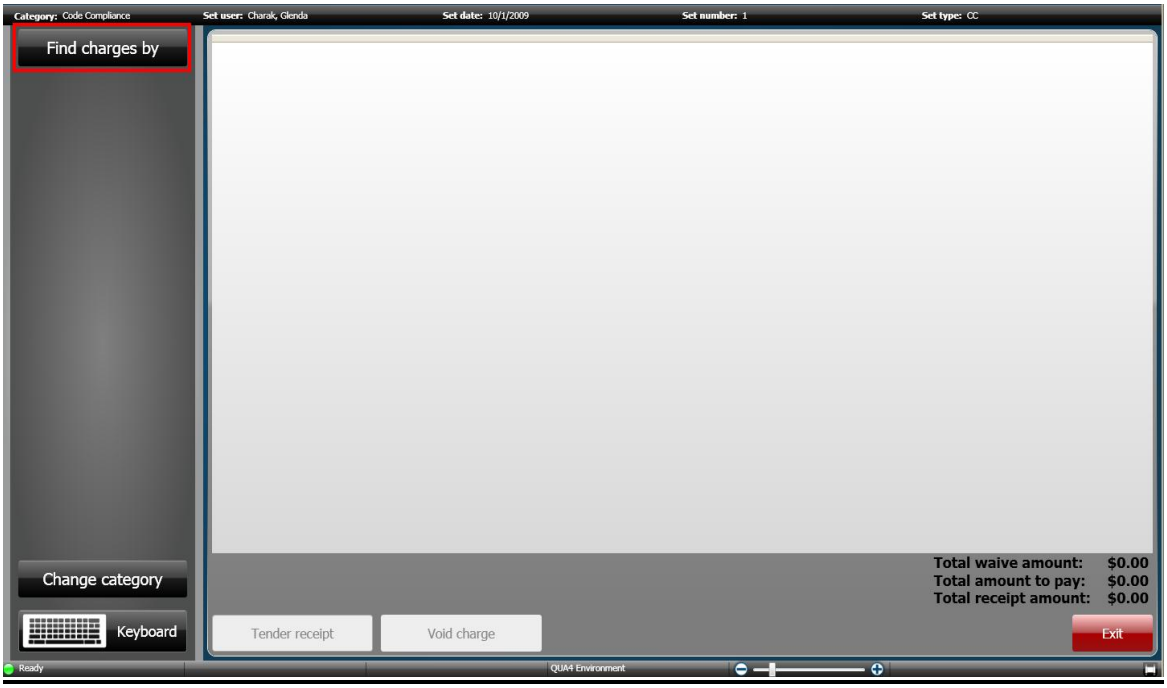
	Set Processing Toolbar
	• **Merge –** merges sets together before posting. • **Deposit Slip**– creates the deposit slip for banking. • **Balance** – balances the set. • **Set Edit Listing / Detail** – provides a listing of detailed information for the set. • **Set Edit Listing / Summary** – provides a listing of summary information for the set. • **Post Set** – posts the sets selected. • **Rerun GL Post** – re-creates the general ledger entries if they failed to be created during posting. • **Unlock Set** – this will unlock a set if a user is unable to continue entering payments. • **Set User** – changes the set user name.

	Report Toolbar
	• **Receipts Accounting** – provides a view of the receipt account report for the selected set.

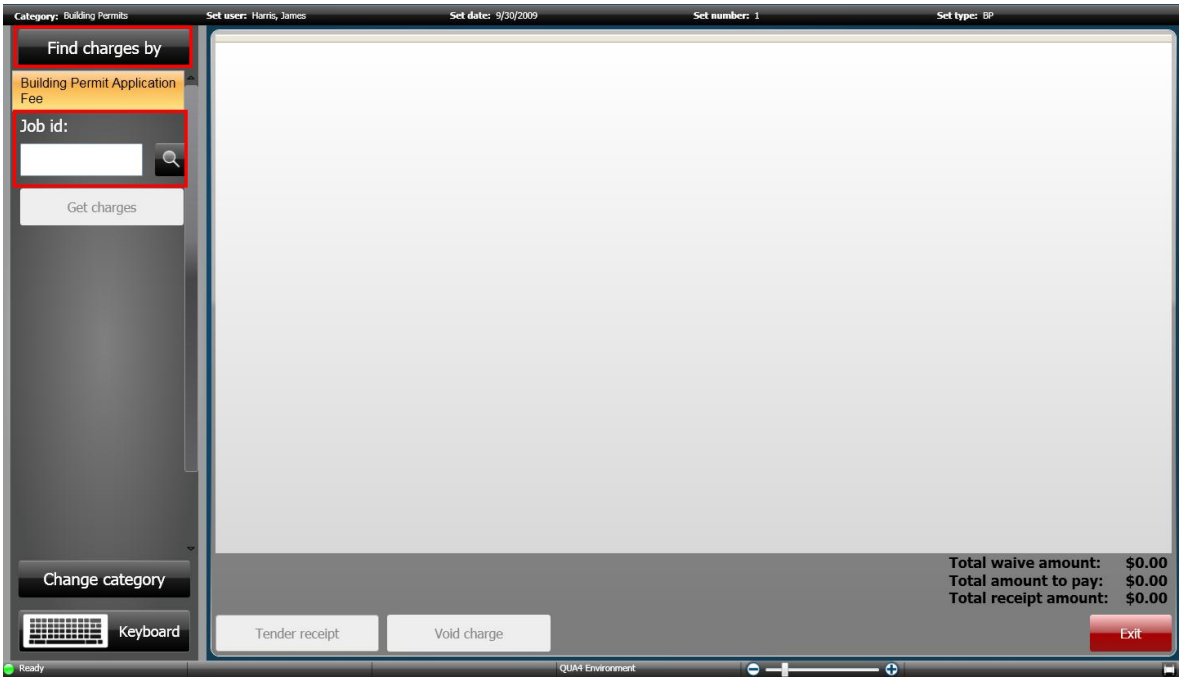
Accessing the Cash Receipts – Single Payment Entry

Select one or more of the locations in the ***Results*** grid panel, select an icon from the **Results** ribbon toolbar to start your request. You may also select or unselect all the records located in the grid.

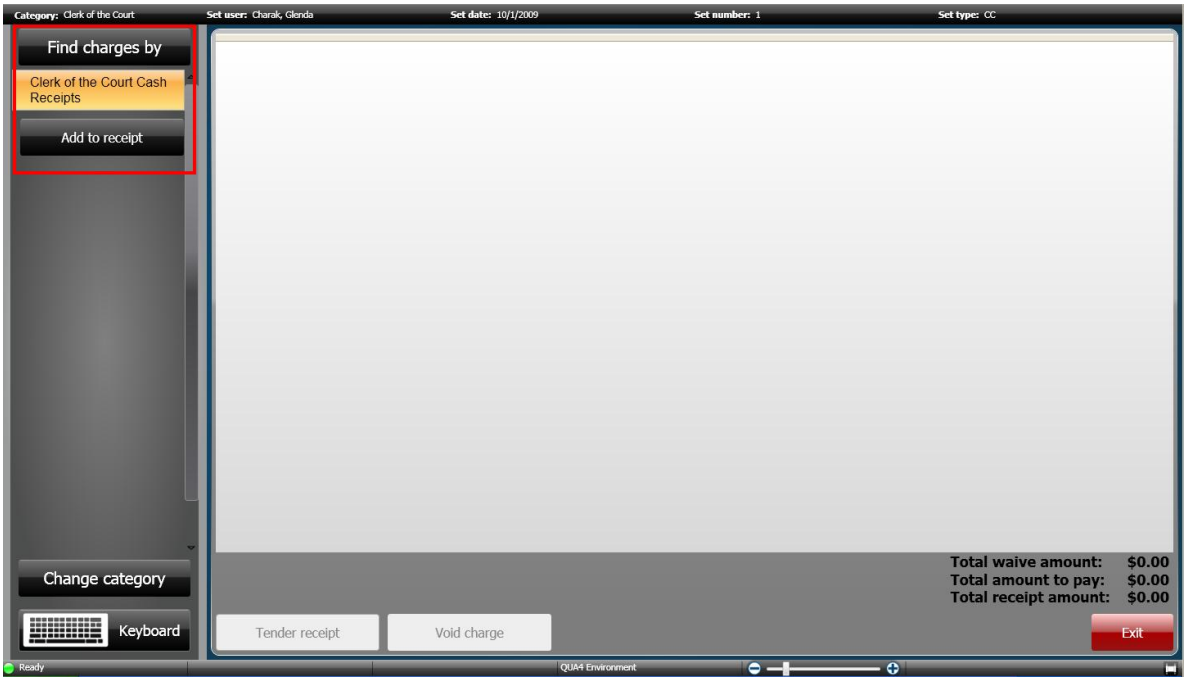
Cash Receipts – Before Selecting Charge Category



Cash Receipts – Charge Category for Permitting

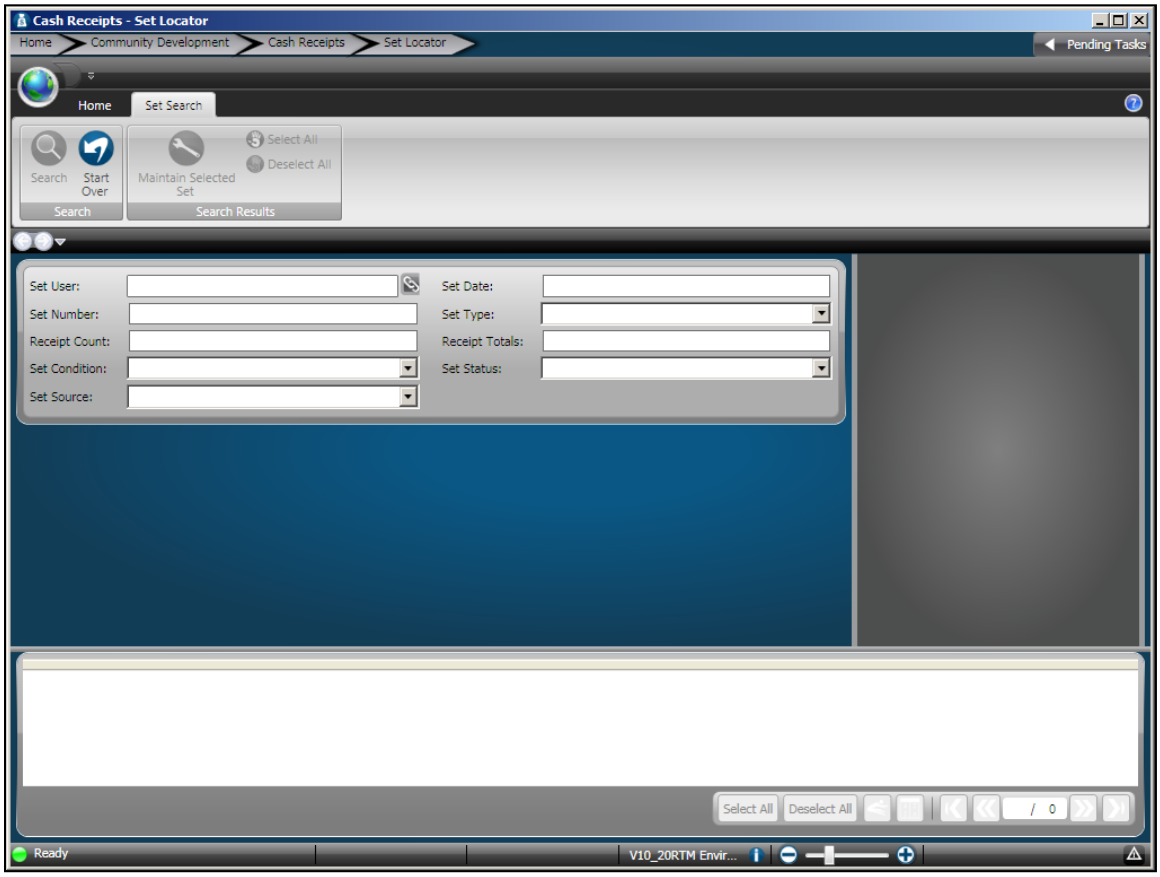


Cash Receipts Charge Category for General Ledger Type



Accessing the Cash Receipts – Set Search Window

The Cash Receipts ***Set Search*** window provides you with the ability to locate all sets that have been created.



	Search Toolbar
	• **Search** – searches for sets based on criteria. • **Start Over** – refreshes the search criteria to start a new search.

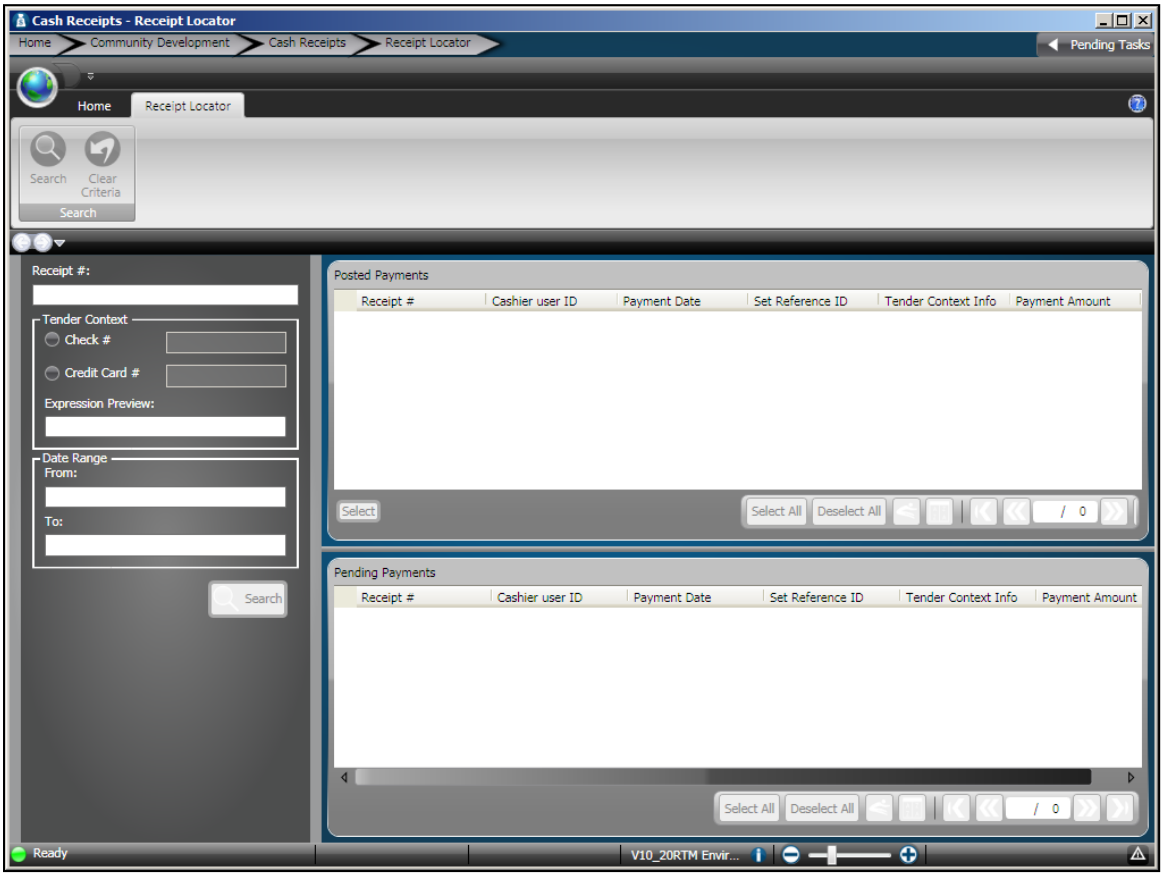
	Search Results Toolbar
	• **Maintain Selected Set** – launches **Set Processing** window for selected set. • **Select All** – selects all results. • **Deselect All** – unselects all results.

Accessing the Cash Receipts – Receipt Locator Window

You use the Receipt Locator window to search for receipts. Receipts are stored according to the receipt number.

This window is divided into three panels:

- **Left panel** - Displays the search criteria. You can search by receipt number, date range, or tender context.
- **Top panel** - The payments that have been completed and posted display here.
- **Bottom panel** - The payments that are not posted and are still in cash receipts display here.



	Search Toolbar
	• **Search** – searches for sets based on criteria. • **Clear Criteria** – refreshes the search criteria to start a new search.

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Appendix B - Cash Receipts Inquiry

The **Set Search** function is used to retrieve sets you want to work with. For example, you want to retrieve all sets based on the set user and set date for the business.

When you do a search by multiple criteria, the logic used is: 'AND' as opposed to 'OR'.

You can also do wildcard searches for some field criteria.

Examples:

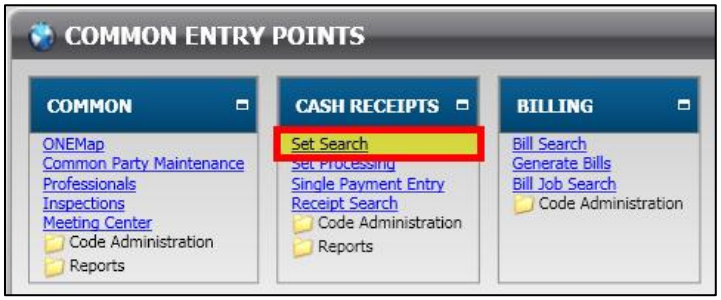
- ✓ **%Sun% -** find everything with the word ***Sun***.
- ✓ **%Sun** – find everything that ends with ***Sun***.
- ✓ **Sun% -** find everything that begins with ***Sun***.

Searching for a Cash Receipts Sets using Set Search

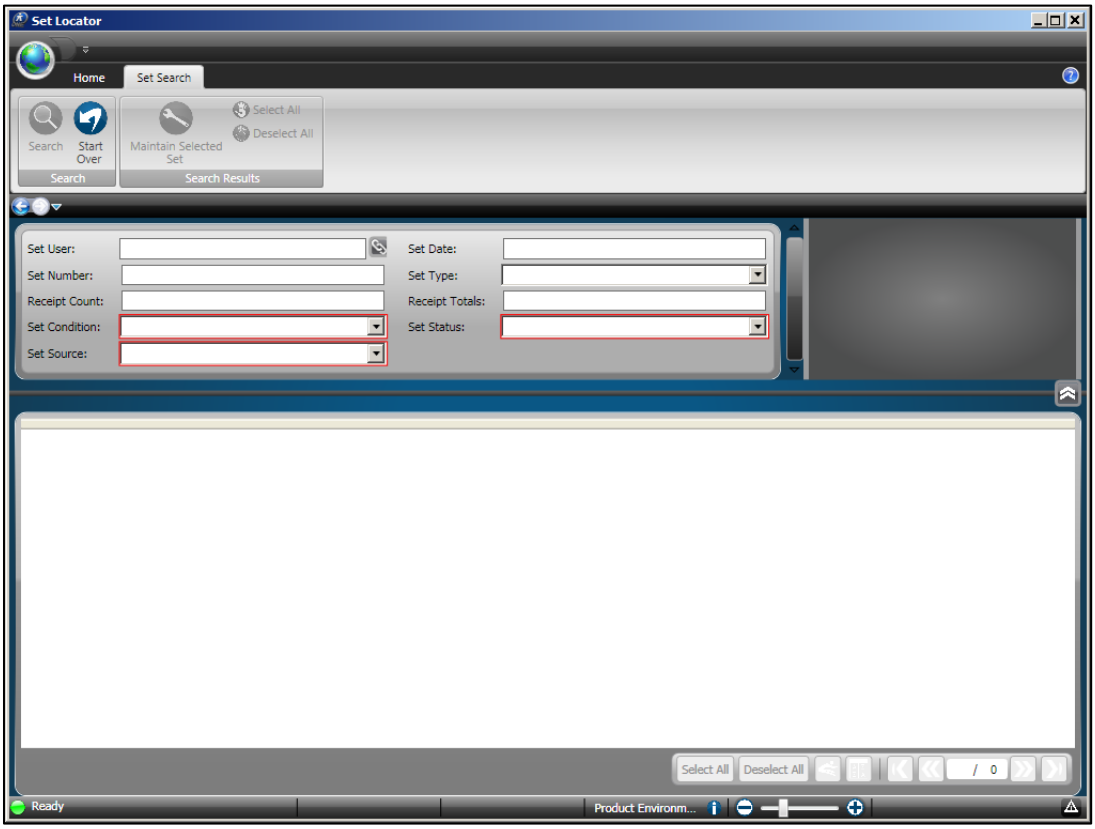
You use the Set Location Search feature to search for sets in the application. To search for a set or sets, complete the following steps:

1. Click the **Common** icon on the Desktop to display the ***Common Entry Points***.

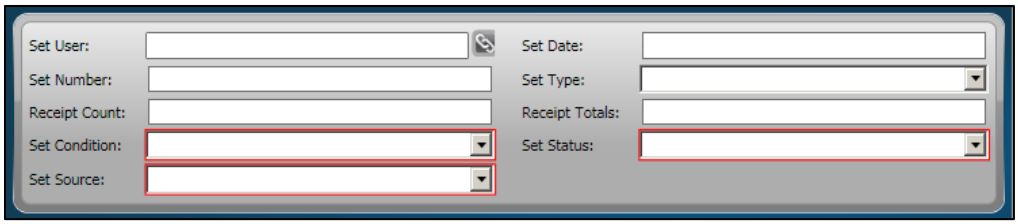
2. Select **Set Search** on the ***Cash Receipts*** entry point.



3. The **Set Locator** window displays.



4. Specify the information you want to search by.

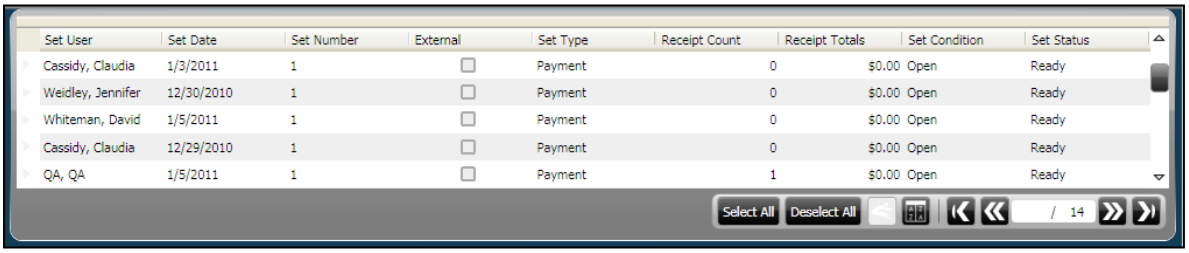


5. Click **Search** on the ***Set Search / Record*** ribbon toolbar

.

6. The sets display in the bottom panel.

7. Click to select a specific building job, or click **Select All** to work with all building jobs listed in the grid selection panel.



8. Click **Start Over** on the ***Set Search / Search*** ribbon toolbar to clear the criteria and start a new search.

9. Click **Close** . *(This returns you to the Desktop.)*

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Appendix C - Cash Receipts Printer Definitions

Listed below are the printer definitions you will need depending on the type of POS printer you are using.

Ithaca 90 Series Printers

Printer Hardware Configuration Type	Value
CPI	0F
Line Feed	0A
Open Cash Drawer 1	1B7801
Open Cash Drawer 2	1B7802
Cycle Receipt Cutter	1B76
Enable Dual Station	
Single Station	
Slip Open Assembly	1B69
Eject Slip	1B6B
Top Open Assembly	1B11
Top Close Assembly	1B13
Top Close Assembly When Form Sensed	1B14

Ithaca 150 Series Printers

Printer Hardware Configuration Type	Value
CPI	0F
Line Feed	0A
Open Cash Drawer 1	1B7801
Open Cash Drawer 2	1B7802
Cycle Receipt Cutter	1B76
Enable Dual Station	
Single Station	
Slip Open Assembly	
Eject Slip	
Top Open Assembly	1B11
Top Close Assembly	1B13
Top Close Assembly When Form Sensed	1B14

Ithaca 1500 Series Printers

Printer Hardware Configuration Type	Value
CPI	0F
Line Feed	0A
Open Cash Drawer 1	1B7801
Open Cash Drawer 2	1B7802
Cycle Receipt Cutter	1B76
Enable Dual Station	
Single Station	
Slip Open Assembly	1B6A
Eject Slip	1B66
Top Open Assembly	
Top Close Assembly	
Top Close Assembly When Form Sensed	

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