Billing (Accounting) - Enhancement to Support Vacation Hold and Credit Holds (22191, 22192) [Enhancement]

Last Modified on 09/18/2026 11:59 am PDT

Recurring Billing While on Hold

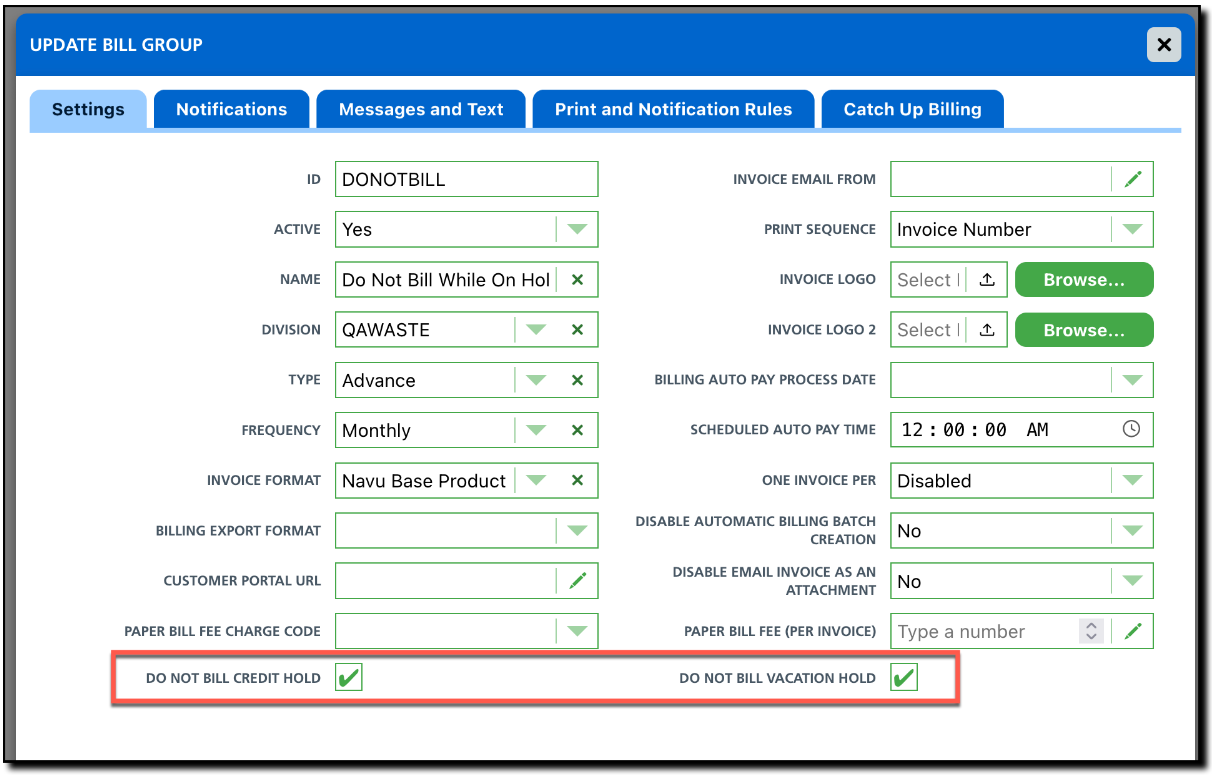
New configuration options are available to control whether recurring services are billed while an account is on **Credit Hold** or **Vacation Hold**.

Bill Group Settings

Two new settings are available under **Setup > Accounting > Bill Group**:

- **Do Not Bill Credit Hold**
- **Do Not Bill Vacation Hold**

When enabled, the applicable setting prevents recurring services from being billed while an account is on hold.

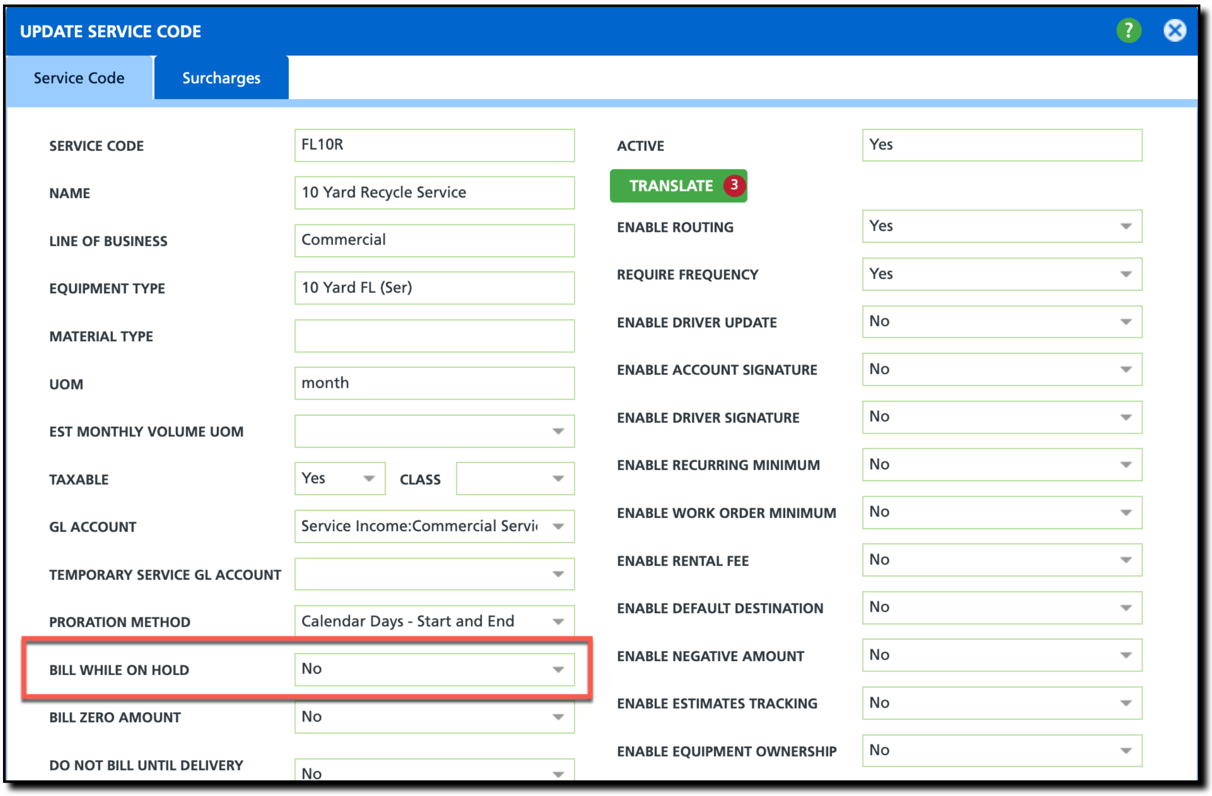


Service Code Override

Under **Setup > Accounting > Service Code**, the existing **Bill While on Credit Hold** setting has been renamed to **Bill While on Hold**.

This setting overrides the Bill Group configuration and allows an individual Service Code to continue billing while an account is on hold. This can be used for charges that are not dependent on service completion, such as rental charges.

When **Bill While on Hold** is enabled for a Service Code, only those applicable recurring charges will continue to bill while the account is on hold. Other recurring services will be excluded based on the Bill Group configuration.



Credits for Previously Billed Services

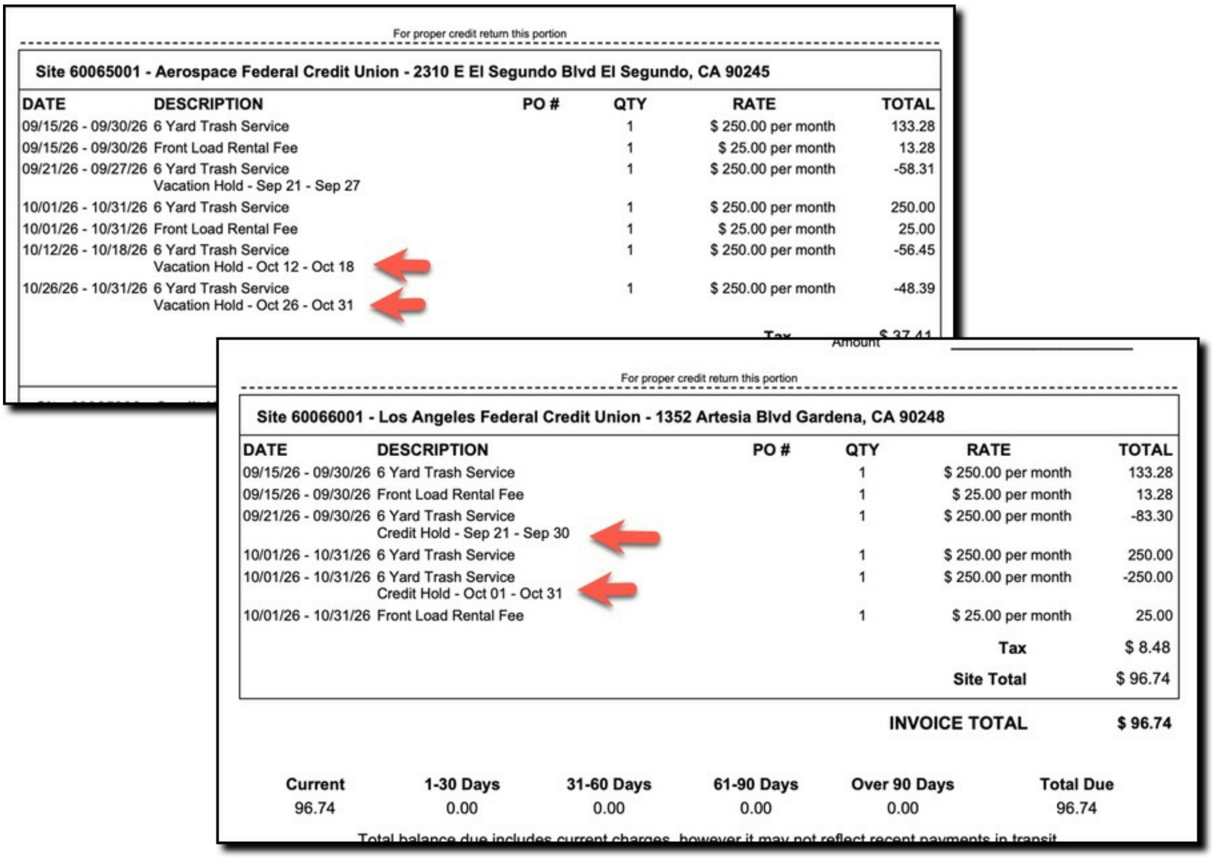
If an account was billed in advance before being placed on Credit Hold or Vacation Hold, the system will calculate the applicable credit after the hold is removed.

The system looks back to the previous invoice containing recurring service charges and calculates the credit based on the number of **calendar days** the account was on hold. The start and end dates of the hold are included in this calculation.

For example, a hold from September 1 through September 5 is calculated as five calendar days.

The resulting credit is reflected on the invoice as a system-generated hold credit line item. When multiple hold periods occur within the same billing period, each applicable date range is included and only distinct hold days are credited.

Hold credit date ranges are also displayed on the **Single Invoice Preview** and supported invoices.



For proper credit return this portion

Site 60065001 - Aerospace Federal Credit Union - 2310 E El Segundo Blvd El Segundo, CA 90245

DATE	DESCRIPTION	PO #	QTY	RATE	TOTAL
09/15/26 - 09/30/26	6 Yard Trash Service		1	$ 250.00 per month	133.28
09/15/26 - 09/30/26	Front Load Rental Fee		1	$ 25.00 per month	13.28
09/21/26 - 09/27/26	6 Yard Trash Service Vacation Hold - Sep 21 - Sep 27		1	$ 250.00 per month	-58.31
10/01/26 - 10/31/26	6 Yard Trash Service		1	$ 250.00 per month	250.00
10/01/26 - 10/31/26	Front Load Rental Fee		1	$ 25.00 per month	25.00
10/12/26 - 10/18/26	6 Yard Trash Service Vacation Hold - Oct 12 - Oct 18		1	$ 250.00 per month	-56.45
10/26/26 - 10/31/26	6 Yard Trash Service Vacation Hold - Oct 26 - Oct 31		1	$ 250.00 per month	-48.39
				Tax	$ 37.41

For proper credit return this portion

Site 60066001 - Los Angeles Federal Credit Union - 1352 Artesia Blvd Gardena, CA 90248

DATE	DESCRIPTION	PO #	QTY	RATE	TOTAL
09/15/26 - 09/30/26	6 Yard Trash Service		1	$ 250.00 per month	133.28
09/15/26 - 09/30/26	Front Load Rental Fee		1	$ 25.00 per month	13.28
09/21/26 - 09/30/26	6 Yard Trash Service Credit Hold - Sep 21 - Sep 30		1	$ 250.00 per month	-83.30
10/01/26 - 10/31/26	6 Yard Trash Service		1	$ 250.00 per month	250.00
10/01/26 - 10/31/26	6 Yard Trash Service Credit Hold - Oct 01 - Oct 31		1	$ 250.00 per month	-250.00
10/01/26 - 10/31/26	Front Load Rental Fee		1	$ 25.00 per month	25.00
				Tax	$ 8.48
				Site Total	$ 96.74

INVOICE TOTAL **$ 96.74**

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Total Due
96.74	0.00	0.00	0.00	0.00	96.74

Total balance due includes current charges, however it may not reflect recent payments in transit

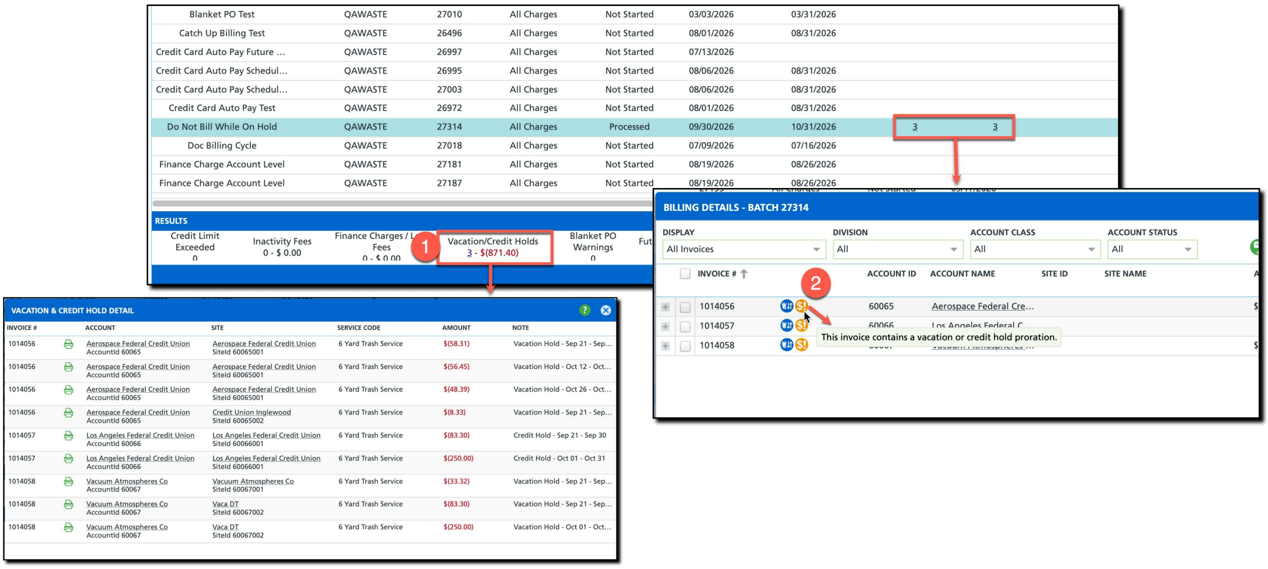
Billing Screen Updates

To support Vacation and Credit Holds, the Billing screen has also been updated.

1. **Billing Summary**
   The **Billing Summary** section of the **Accounting > Billing** screen now includes a **Vacation/Credit Holds** summary. This displays the number of invoices containing Vacation or Credit Hold prorations along with the total dollar amount of those prorations.

   Select the **Vacation/Credit Holds** link to open the **Vacation & Credit Hold Detail** screen.

2. **Billing Details**
   Within the **View Details** screen, an icon is displayed for invoices containing a Vacation or Credit Hold proration. Hover over the icon to display the following message: **“This invoice contains a vacation or credit hold proration.”**



Watch the Release 84 Highlight Video Here: Release Version 84 Highlights