

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.

UPDATE BILL GROUP

Settings | Notifications | Messages and Text | Print and Notification Rules | Catch Up Billing

ID	DONOTBILL	INVOICE EMAIL FROM	
ACTIVE	Yes	PRINT SEQUENCE	Invoice Number
NAME	Do Not Bill While On Hol	INVOICE LOGO	Select Browse...
DIVISION	QAWASTE	INVOICE LOGO 2	Select Browse...
TYPE	Advance	BILLING AUTO PAY PROCESS DATE	
FREQUENCY	Monthly	SCHEDULED AUTO PAY TIME	12 : 00 : 00 AM
INVOICE FORMAT	Navu Base Product	ONE INVOICE PER	Disabled
BILLING EXPORT FORMAT		DISABLE AUTOMATIC BILLING BATCH CREATION	No
CUSTOMER PORTAL URL		DISABLE EMAIL INVOICE AS AN ATTACHMENT	No
PAPER BILL FEE CHARGE CODE		PAPER BILL FEE (PER INVOICE)	Type a number
DO NOT BILL CREDIT HOLD	☒	DO NOT BILL VACATION 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.

UPDATE SERVICE CODE

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✕

Service Code

Surcharges

SERVICE CODE	FL10R	ACTIVE	Yes
NAME	10 Yard Recycle Service	TRANSLATE 3	
LINE OF BUSINESS	Commercial	ENABLE ROUTING	Yes
EQUIPMENT TYPE	10 Yard FL (Ser)	REQUIRE FREQUENCY	Yes
MATERIAL TYPE		ENABLE DRIVER UPDATE	No
UOM	month	ENABLE ACCOUNT SIGNATURE	No
EST MONTHLY VOLUME UOM		ENABLE DRIVER SIGNATURE	No
TAXABLE	Yes CLASS	ENABLE RECURRING MINIMUM	No
GL ACCOUNT	Service Income:Commercial Servi	ENABLE WORK ORDER MINIMUM	No
TEMPORARY SERVICE GL ACCOUNT		ENABLE RENTAL FEE	No
PRORATION METHOD	Calendar Days - Start and End	ENABLE DEFAULT DESTINATION	No
BILL WHILE ON HOLD	No	ENABLE NEGATIVE AMOUNT	No
BILL ZERO AMOUNT	No	ENABLE ESTIMATES TRACKING	No
DO NOT BILL UNTIL DELIVERY	No	ENABLE EQUIPMENT OWNERSHIP	No

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		1	\$ 250.00 per month	-58.31
	Vacation Hold - Sep 21 - Sep 27				
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		1	\$ 250.00 per month	-56.45
	Vacation Hold - Oct 12 - Oct 18				
10/26/26 - 10/31/26	6 Yard Trash Service		1	\$ 250.00 per month	-48.39
	Vacation Hold - Oct 26 - Oct 31				
				Tax	\$ 27.44

Amount

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		1	\$ 250.00 per month	-83.30
	Credit Hold - Sep 21 - Sep 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		1	\$ 250.00 per month	-250.00
	Credit Hold - Oct 01 - Oct 31				
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."**

Blanket PO Test	QAWASTE	27010	All Charges	Not Started	03/03/2026	03/31/2026
Catch Up Billing Test	QAWASTE	26496	All Charges	Not Started	08/01/2026	08/31/2026
Credit Card Auto Pay Future ...	QAWASTE	26997	All Charges	Not Started	07/13/2026	
Credit Card Auto Pay Schedul...	QAWASTE	26995	All Charges	Not Started	08/06/2026	08/31/2026
Credit Card Auto Pay Schedul...	QAWASTE	27003	All Charges	Not Started	08/06/2026	08/31/2026
Credit Card Auto Pay Test	QAWASTE	26972	All Charges	Not Started	08/01/2026	08/31/2026
Do Not Bill While On Hold	QAWASTE	27314	All Charges	Processed	09/30/2026	10/31/2026
Doc Billing Cycle	QAWASTE	27018	All Charges	Not Started	07/09/2026	07/16/2026
Finance Charge Account Level	QAWASTE	27181	All Charges	Not Started	08/19/2026	08/26/2026
Finance Charge Account Level	QAWASTE	27187	All Charges	Not Started	08/19/2026	08/26/2026

RESULTS

Credit Limit Exceeded	Inactivity Fees	Finance Charges / Late Fees	Vacation/Credit Holds	Blanket PO Warnings	Future Billing
n	0 - \$ 0.00	n - \$ n nn	3 - \$(871.40)	n	

VACATION & CREDIT HOLD DETAIL

INVOICE #	ACCOUNT	SITE	SERVICE CODE	AMOUNT	NOTE
1014056	Aerospace Federal Credit Union Accountid 60065	Aerospace Federal Credit Union Siteid 60065001	6 Yard Trash Service	\$158.31	Vacation Hold - Sep 21 - Sep...
1014056	Aerospace Federal Credit Union Accountid 60065	Aerospace Federal Credit Union Siteid 60065001	6 Yard Trash Service	\$156.45	Vacation Hold - Oct 12 - Oct...
1014056	Aerospace Federal Credit Union Accountid 60065	Aerospace Federal Credit Union Siteid 60065001	6 Yard Trash Service	\$148.39	Vacation Hold - Oct 26 - Oct...
1014056	Aerospace Federal Credit Union Accountid 60065	Credit Union Inglewood Siteid 60065002	6 Yard Trash Service	\$18.33	Vacation Hold - Sep 21 - Sep...
1014057	Los Angeles Federal Credit Union Accountid 60066	Los Angeles Federal Credit Union Siteid 60066001	6 Yard Trash Service	\$183.30	Credit Hold - Sep 21 - Sep 30
1014057	Los Angeles Federal Credit Union Accountid 60066	Los Angeles Federal Credit Union Siteid 60066001	6 Yard Trash Service	\$1250.00	Credit Hold - Oct 01 - Oct 31
1014058	Vacuum Atmospheres Co Accountid 60067	Vacuum Atmospheres Co Siteid 60067001	6 Yard Trash Service	\$133.32	Vacation Hold - Sep 21 - Sep...
1014058	Vacuum Atmospheres Co Accountid 60067	Vaca DT Siteid 60067002	6 Yard Trash Service	\$183.30	Vacation Hold - Sep 21 - Sep...
1014058	Vacuum Atmospheres Co Accountid 60067	Vaca DT Siteid 60067002	6 Yard Trash Service	\$1250.00	Vacation Hold - Oct 01 - Oct...

BILLING DETAILS - BATCH 27314

DISPLAY

All Invoices

DIVISION

All

ACCOUNT CLASS

All

ACCOUNT STATUS

All

INVOICE #	ACCOUNT ID	ACCOUNT NAME	SITE ID	SITE NAME
1014056	60065	Aerospace Federal Cre...		
1014057	60066	Los Angeles Federal C...		
1014058		This invoice contains a vacation or credit hold proration.		

Watch the Release 84 Highlight Video Here: [Release Version 84 Highlights](#)