

Credit Holds, Vacation Holds and Billing

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Accounts can be configured to prevent recurring services from being billed while on a vacation or credit hold. These settings are configured at the **Bill Group** level, with the option to override them for specific services at the **Service Code** level. The **Billing** screen also includes tools to identify and review Vacation and Credit Hold prorations, including summary totals and invoice-level indicators.

18699 OLD BRIDGE LAKE COMMUNITY SERVICE CORP

2825 Wilcrest Dr
Houston, TX 77042
(B) [REDACTED]
(O) [REDACTED]

TERMS Net 20

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
0.00	0.00	0.00	0.00	0.00	11,577.69	11,577.69

Auto Pay Not Enabled

HIGHLIGHTS | **PENDING**

Account is significantly past due

ACTIVE SERVICES (0) Standard | **TOTAL RECURRING**

QTY	SERVICE CODE	SERVICE ID	LAST ACTIVITY	FREQUENCY	SCHEDULE
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CALENDAR | September, 2026 | **EVENTS** | Account Request, Appointment, AR, Cancellat

SUN	MON	TUE	WED
Aug 30	Aug 31	Sep 1	

Setup Configurations

Bill Group and **Service Code** settings control whether recurring services are billed while an account is on vacation or credit hold, as well as which services can continue to be billed while the account is on hold, such as equipment rentals.

Bill Group Settings

In **Setup > Accounting > Bill Group**, two optional settings prevent an account's recurring services from being billed when the account is placed on either a Credit Hold or Vacation Hold.

- Do Not Bill Credit Hold
- Do Not Bill Vacation 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

In Service Code Setup, the **Bill While on Hold** 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

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

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 Views

To support Vacation and Credit Holds, the Billing screen includes tools to help view credit hold prorations.

1. Billing Summary

The **Billing Summary** section of the **Accounting > Billing** screen 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
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	DIVISION	ACCOUNT CLASS	ACCOUNT STATUS	
All Invoices	All	All	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.		