

BS&A Courseware: Utility Billing

BS&A Software, Inc. | bsasoftware.com | 855 BSASOFT



BS&A Software Courseware

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BS&A Software, Inc.

14965 Abbey Lane

Bath MI 48808

About this Courseware

This courseware assumes students understand the basics of using a Windows-based computer, and are comfortable using the keyboard and mouse. Students should also be comfortable navigating the file structure of their computer in order to create and manage files and folders. Understanding of and experience with printing and using a Web browser is also encouraged.

This courseware is not exhaustive in covering every possible scenario or area of the application. Its intent is to showcase key areas and procedures that are covered in more detail in the software manual, and it has been designed as a reasonable outline of the information and order followed during your training on the software.

BS&A's applications are designed to anticipate every need of your department. As not all municipalities have identical procedures, some aspects of this courseware may not be necessary, while some of your training might involve scenarios not covered by this courseware. Training is tailored to the individual municipality.

Customers and potential customers have unlimited access to our Tech Support department; feel free to contact them at any time with questions.

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Section 1: User Setup and Database Groups

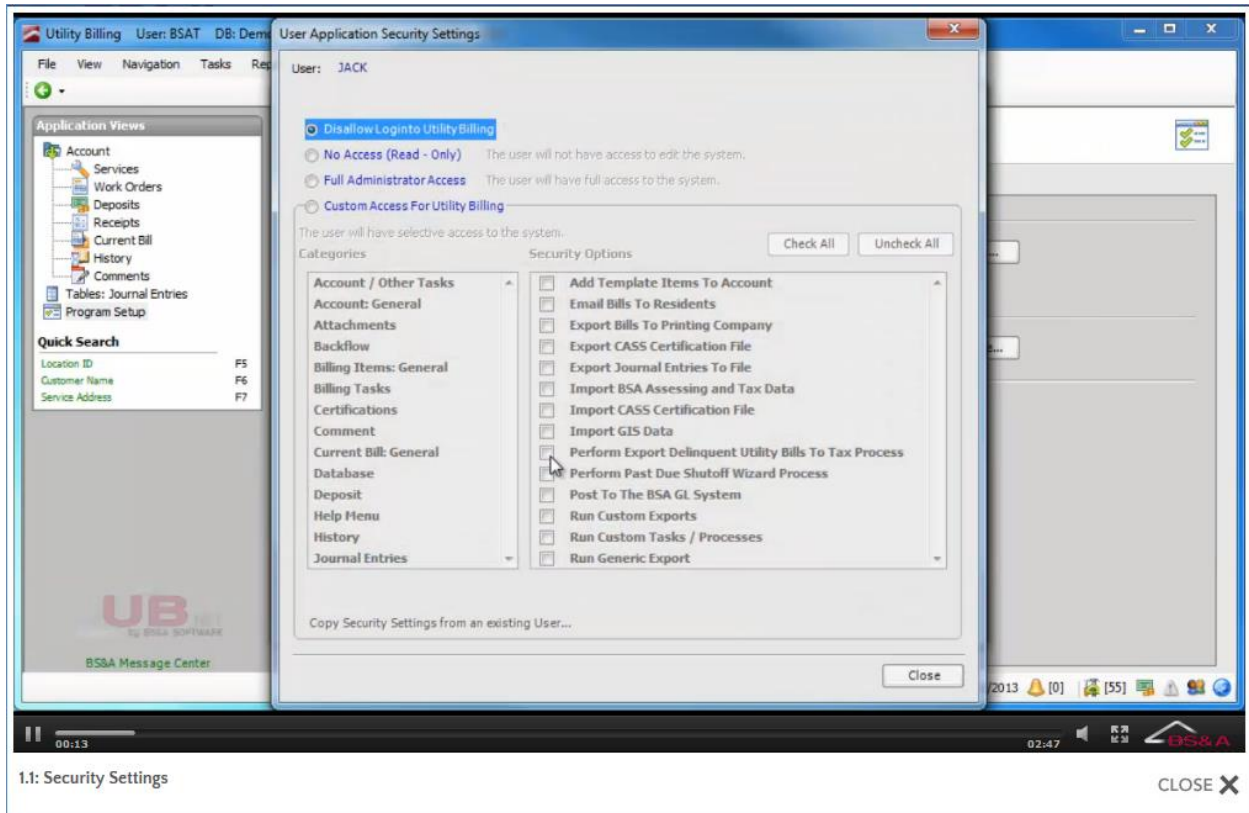


In this section you will learn how to:

- Establish user and password security
- Add users
- Restrict access to departments and funds
- Set up Shared Database Groups

Lesson 1.1: Security Settings

Four basic security settings are available: Disallow Login to Utility Billing; No Access (Read-Only); Full Administrator Access; Custom (Limited) Access.



Disallow Login

Users are initially set to this access when first added (or imported, if using Active Directory users) so that, as an example, access to Payroll is not accidentally given while creating a user for Tax.

No Access (Read-Only)

The user can open the program and look around, but cannot edit any data. This is rarely used, as No Access (Read-Only) users cannot even print a report of the data they are viewing on the screen.

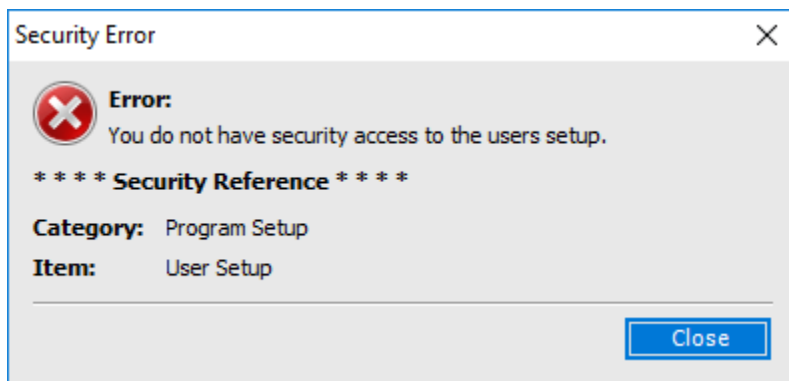
Full Administrator Access

The user will have lookup/edit access to all areas of the current application (a spreadsheet of security settings is available; your trainer will address this, or you may contact Tech Support). These settings are to the BS&A application only. Jack can be set as a Full Administrator Access user in AP, but have custom access set in GL. For full Administrator rights over all BS&A .NET applications, an additional security level exists for Enterprise Administrator.

Enterprise Administrators have the highest security level in the program and have rights to perform tasks that affect both users and user groups in all shared BS&A applications. For example, if Jack should have admin rights in Tax, but restricted rights in GL, do not check this box. If checked, Jack will have admin rights in GL as well. Enterprise Administrators have the rights to add or delete any other user (including an Enterprise user). A user must be marked as "Enterprise" in order to access the Shared Program Folder.

Custom (Limited) Access

Custom access is separated into categories, which are then separated into security options. If a number of users will have the same custom access, you can either copy settings from another user, or set up a User Group (see page 14). If a custom-access user attempts an operation for which he is restricted, the program will pop up a message; for example:



Lesson 1.2: Password Security

This is an entirely optional feature that allows an Enterprise Admin user to set requirements on individual users' passwords.

1. Go to Program Setup>Administration>Password Security.

The Verify Passwords Against Active Directory... setting should only be used under the direction of I.T. Support. If checked, it will change everyone's password (if already set up) in every BS&A program.


2. Check the Use Password Requirements box.
3. Select your options.

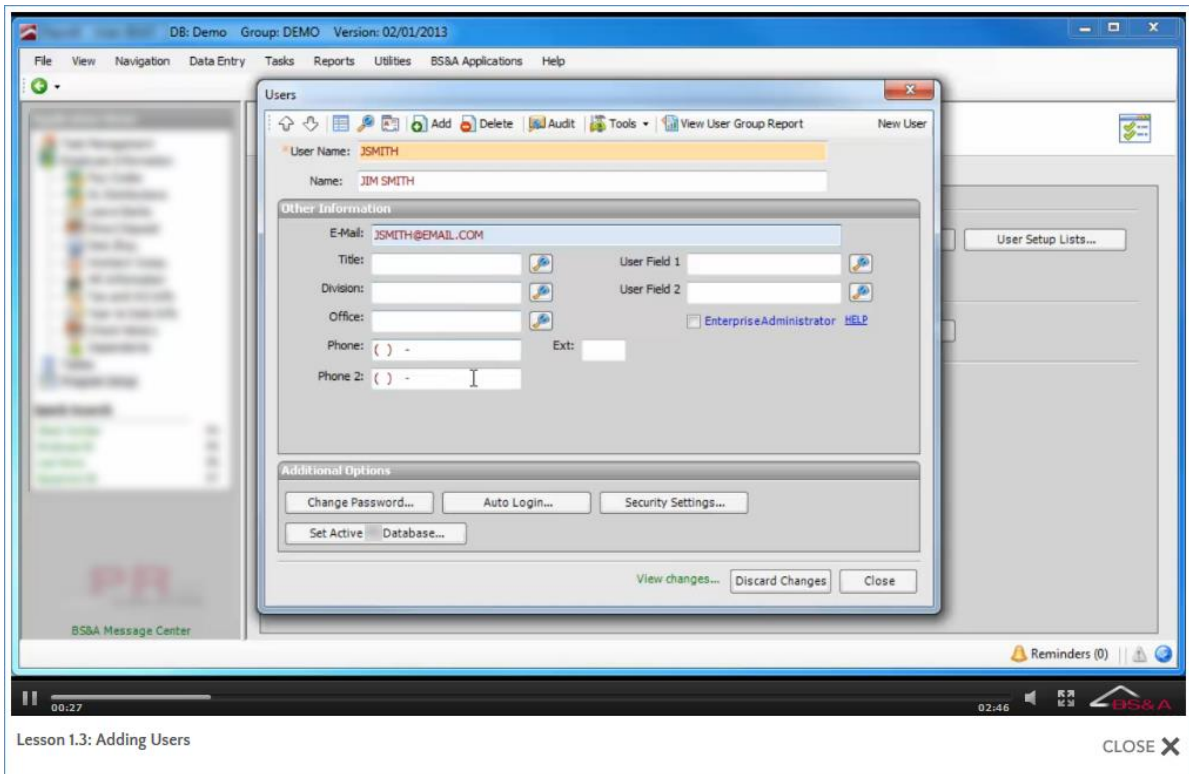
Regarding the other two settings appearing at the top of the screen:

- **BSA Users May Only be Imported from Active Directory.** If checked, the ability to manually add users is eliminated. Users can only be added by importing them from Active Directory.
- **Only Enterprise Admins May Add New Users.** If unchecked, users set up with either Full Administrator Access or with Custom Access to the User setup screen will be able to add users.

Lesson 1.3: Adding Users

Option 1: Manually Add a User

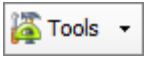
1. Go to Program Setup>Administration>Users.
2. Click  and enter the User Name.
3. (Optional) Enter the full Name, the user's Email, and any fields¹ in the Other Information pane.

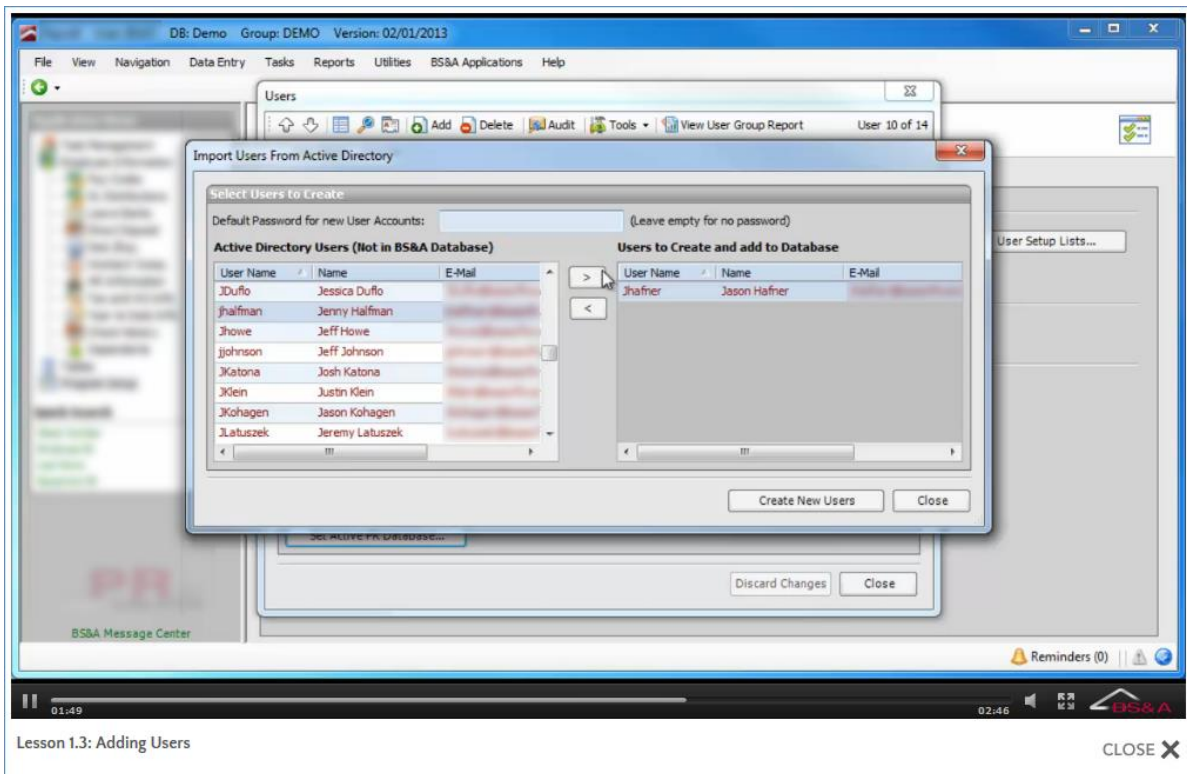


4. If applicable, click Set Active [application name] Database.
5. Once you have all of your users entered, you may (optionally) set passwords (see page 10) and set up either individual security or group security (see page 14).

¹With the exception of Enterprise Administrator; please contact BS&A I.T. Support for assistance.

Option 2: Import Users from Active Directory

1. Go to Program Setup>Administration>Users.
2. Click  >Import Users from Active Directory.
3. (Optional) Set a Default Password.
4. (Optional) Set a Username, Name, and/or Email filter to reduce the amount of names to select from.
5. Move the items from the left column to the right column.
6. Click Create New Users, then Ok.



7. Locate one of the users you just imported.
8. (Optional) Enter or verify the user's Email, and fill out any fields (see footnote) in the Other Information pane.
9. If applicable, click Set Active [application name] Database.
10. Once you have all of your users entered, you may (optionally) set passwords (see page 10) OR activate auto login (see page 12), and set up either individual security or group security (see page 14).

Lesson 1.4: Set Up Passwords

Follow these instructions if you will be setting up passwords in the BS&A programs as opposed to using Active Directory Auto Login (see page 12).

1. Go to Program Setup>Administration>Users and locate the user.
2. Click Change Password.
3. Type the password (may be subject to some type of password security; see page 5) in New Password and Confirm New Password.
4. Click Save Password.
5. Repeat for additional users.

Lesson 1.5: Active Directory Auto Login

This is an entirely optional feature that allows an Enterprise Admin user to tell the programs to bypass the step of users having to enter a user name and password, provided the user name matches the user name set up in Active Directory.

1. Go to Program Setup>Administration>Active Directory Auto Login.
2. Select Use Auto Login Feature.
3. Check the Require Active Directory box and enter your Domain Name. Please contact I.T. Support for assistance with the When Auto Login Fails... setting.

At this point, the use of Auto Login is enabled, but users still have to opt in. This can be done through the Users setup screen, or users may do it themselves on their My Settings screen.

Lesson 1.6: Set User or User Group Security

Setup of User/User Group security is not necessary on Enterprise Admins.

Set Individual User Security

This may not be necessary if the individual user will be part of a User Group. If, however, the user is part of a group but will have additional individual security, setup here is necessary.


1. Go to Program Setup>Administration>Users and locate the user.
2. Click Security Settings and set security for the current user. If "Custom Access," go to each Category to receive its security options and check the appropriate boxes to the right.
3. Click Close to return to the Users screen.
4. Repeat for additional users.

Copy Individual User Security Settings (Optional)

Copying a user's custom security settings is helpful when adding additional users that will have much of the same security. For example, Cash Receipting .NET has well over 50 individual security options per user. Setting these options once and copying to multiple users is a faster way to get users up and running. If individual users will be part of a User Group, this may not be necessary.

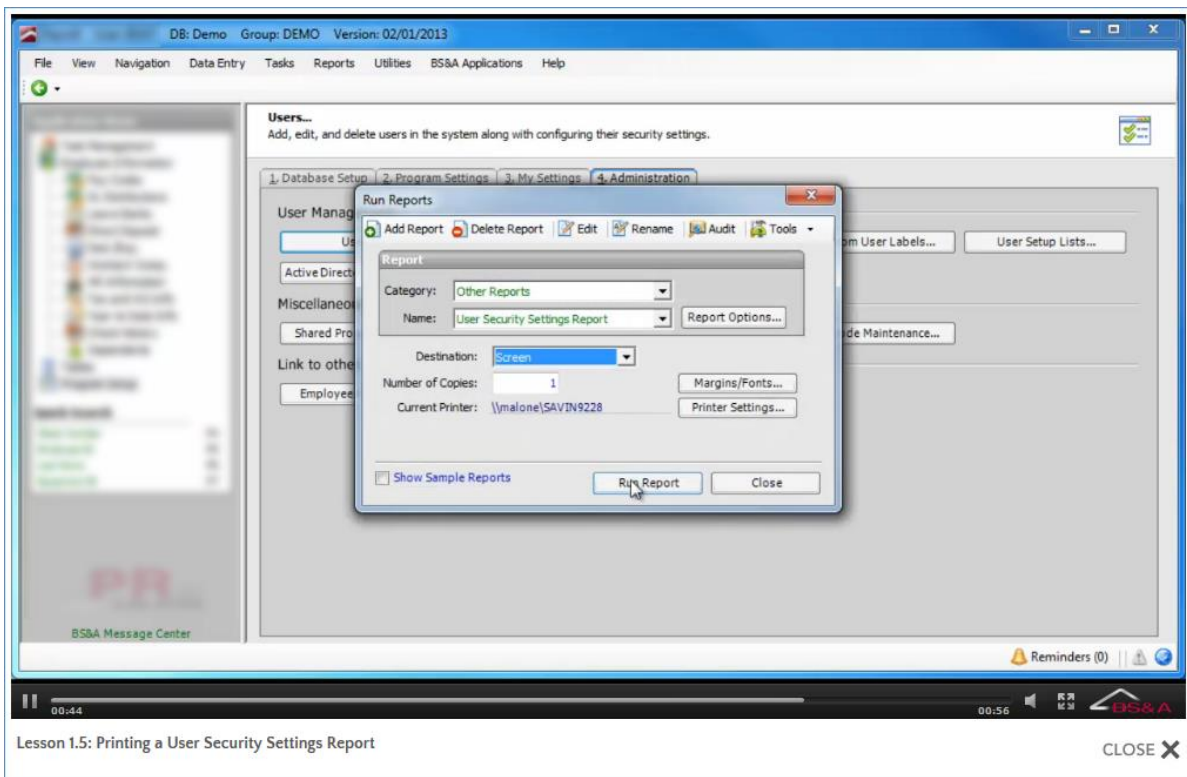
1. Go to Program Setup>Administration>Users and locate the user to copy to.
2. Click Security Settings.
3. Select Custom Access.
4. Click **Copy Security Settings from an existing User**.
5. Select whether to search by Name or User Name, enter the criteria, and click Ok. If an exact match isn't found, a list of results will appear; double-click the appropriate user name to copy from.

Set User Group Security

1. Go to Program Setup>Administration.
2. Add or import users but do not go into the Security Settings screen.
3. Click Close to exit the Users screen; you will be on the Administration tab of Program Setup.
4. Click User Groups.
5. Click  and enter the Group Name.
6. Enter the Primary Contact and his/her Email. The Primary Contact is typically the one responsible for determining access rights.
7. Click Security Settings.
8. Set security for the current group. If Custom Access, go to each Category to receive its security options and check the appropriate boxes to the right.
9. Click Close to return to the Groups screen.
10. Move the items from the left column to the right column.
11. If one or more of this user group should have elevated security, return to the Users screen to set it up (see above).

Lesson 1.7: Printing a User Security Settings Report

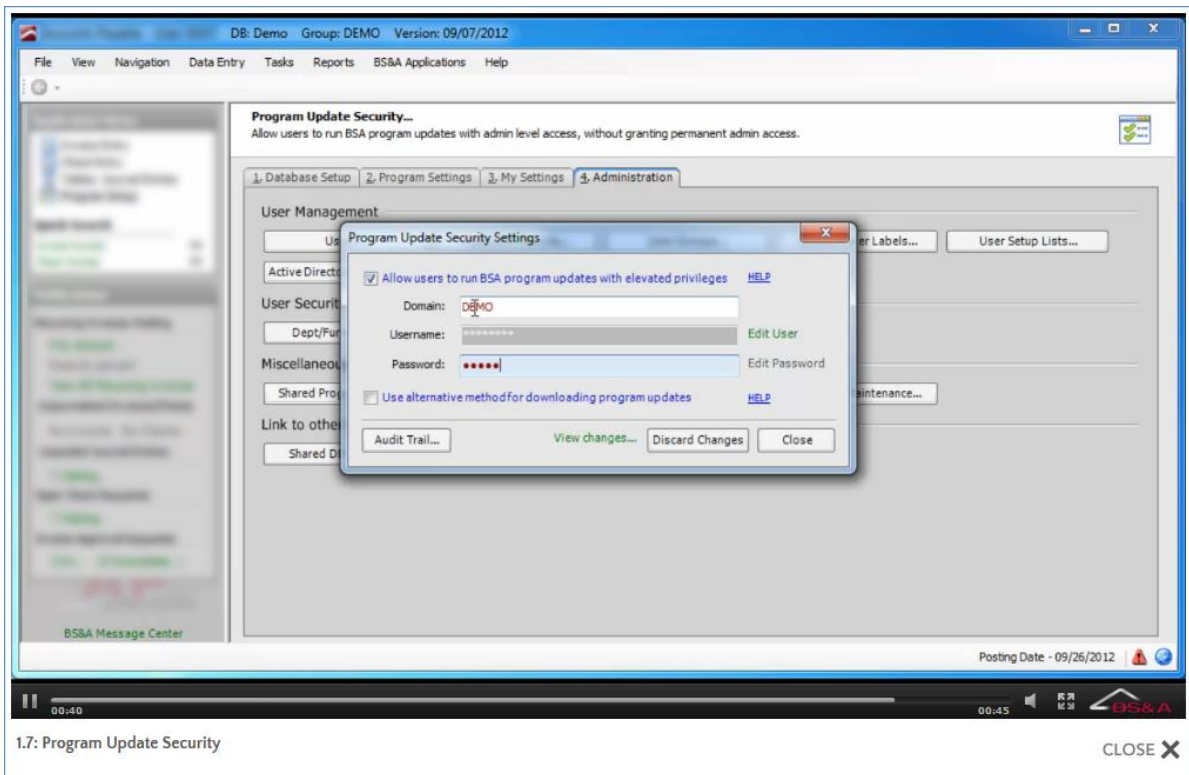
1. Go to Reports>Other Reports and select User Security Settings Report.
2. Click Report Options.
3. Select whether or not to Show User Settings for All Applications.
4. Select whether to Display Settings for All Users (and set its optional filters) or to Display Settings for Specified User (and select the user).
5. Click Ok.
6. Select the (print) Destination and click Run Report.



Lesson 1.8: Program Update Security

Program Update Security is designed for network environments with Windows Restricted Users. This option lets you add a specific Windows user name and password which will be used when a restricted user attempts to execute an update.

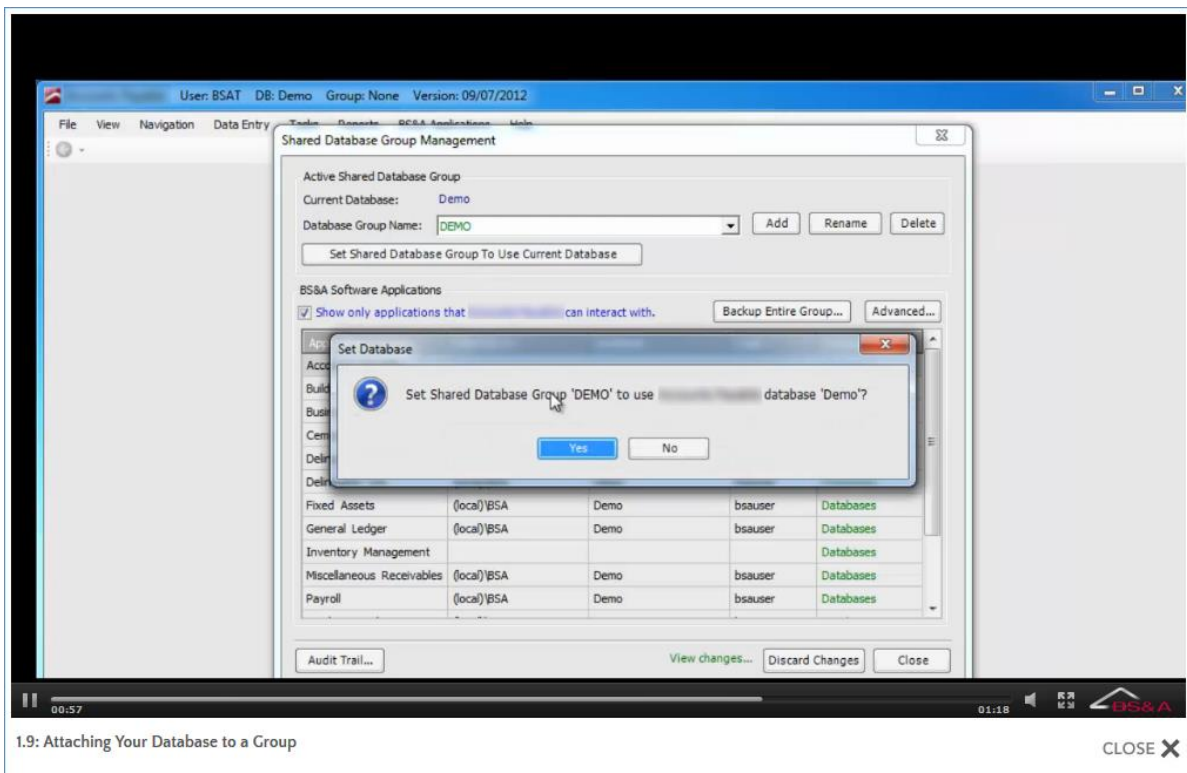
1. Go to Program Setup>Administration>Program Update Security.
2. Check the Allow Users to Run BS&A Program Updates with Elevated Privileges box.
3. Enter the Domain, User Name, and Password. This is the "Windows" user name/password.



Lesson 1.9: Attaching Your Database to a Group

To recap the "Basics" courseware that accompanies this one, Shared Database Groups minimize your database management by linking your BS&A .NET databases. A group only needs to be added in one BS&A application, and is then available in others for you to attach the appropriate databases.

1. Go to Program Setup>Administration>Shared DB Settings.
2. Verify Current Database is displaying your currently active (working) database.
3. Verify Database Group Name is displaying the correct group. Show Only Applications that Utility Billing Can Interact With is checked by default, displaying only those (installed) BS&A .NET applications that link with Utility Billing. Verify the database names listed there as well.
4. Click Set Shared Database Group to Use Current Database, then Yes.



5. Click Close.
6. You are prompted that any other currently-open BS&A .NET applications will need to be closed and restarted for the change to take effect; click Ok. All users that have affected BS&A .NET applications open will need to exit and restart.

Section 2: Program Settings



In this section you will learn how to:

- Set general program settings
- Set up ACH
- Enter your Return Address
- Set up Billing Settings
- Force text into capital letters

Alternate Parcel Number Format. If an alternate parcel number format is used in Tax and/or Assessing, enter it here. This will enable the parcel number field in Utility Billing to match up during importing/exporting.

Location ID Format. Using the example of AAAA-AAAAAA-AAAA-##:

- the first series of **As** represents the 4-digit Street Code
- the second series of **As** represents the street number of the property address
- the third series of **As** represents a "sub" street number (e.g., 1/2 if the address is 102 1/2 Main St, or A for 102 Main St Apt A)
- the series of pound signs represents the chronological occupant number (if the occupant of the property is the first occupant, this section of the generated Location ID will appear as 01; if this is the second occupant, as 02, etc.)

Use Account Numbers Rather Than Location ID. If unchecked, the Location ID will be the default search field when searching for an Account. If checked, the Account Number will be the default search field.

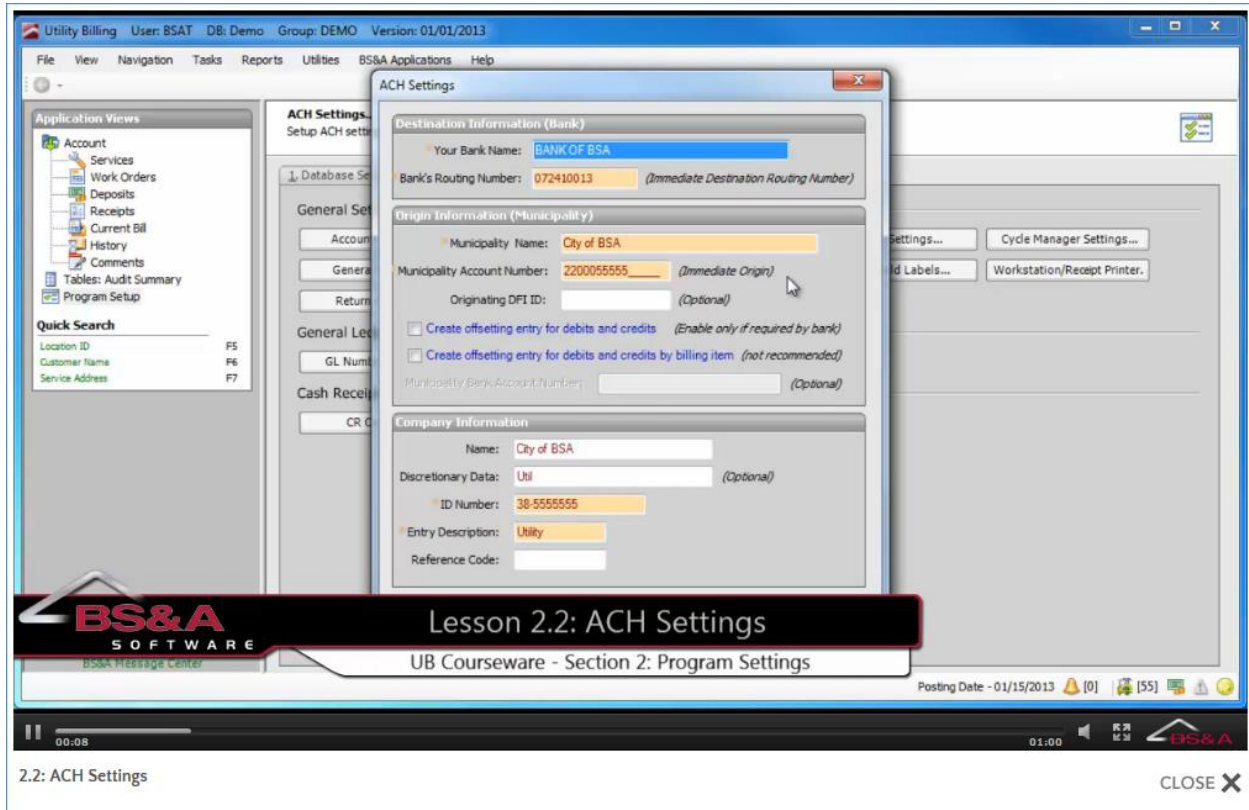
Allow Duplicate Account Numbers. It is highly recommended that you leave this box unchecked (its default setting). This prevents users from errantly entering duplicate account numbers, which can result in problems such as posting payments to the wrong account.

Auto-Generate Account Numbers. Check this box if your Account Numbers are strictly numeric, and you would like the program to generate them.

Change the Account Status to "First Bill" After the "No Bill This Cycle" Status Has Expired. Check this box to allow accounts to be prorated on first bills calculated after a "no bill this cycle."

Lesson 2.2: ACH Settings

This area must be set up properly in order to successfully send prenotes and regular transactions. A prenote is a non-dollar transaction sent through the ACH network for the purpose of verifying the accuracy of the account data, and is required before processing ACH payments.



Most fields are self-explanatory and/or assigned by your bank.

Bank's Routing Number. A valid routing number is required.

Originating DFI ID. If required (rarely), fill out this field. This will be used instead of the ID Number (entered below) as the ACH origin.

Create Offsetting Entry for Debits and Credits. If required by the bank, check this box. This offsets the ACH credits posted to your taxpayers' accounts.

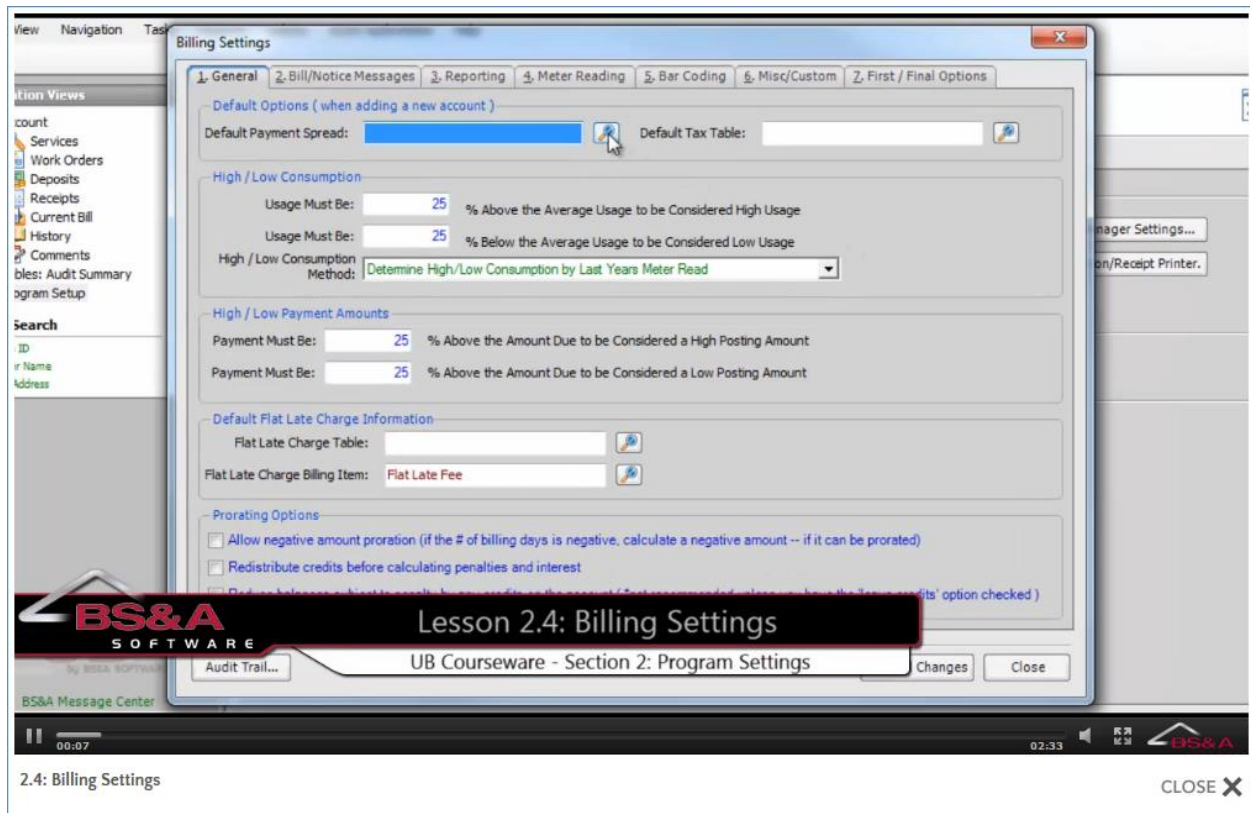
Municipality Bank Account Number. If the Create offsetting... box is checked, enter the bank account number here.

Lesson 2.3: Return Address

The Unit Name appears on several reports and printouts. Depending on the report, the address may appear as well.

The screenshot displays the Utility Billing software interface. The main window title is "Utility Billing User: BSAT DB: Demo Group: DEMO Version: 01/01/2013". The menu bar includes File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, and Help. On the left, there is a sidebar with "Application Views" (Account, Services, Work Orders, Deposits, Receipts, Current Bill, History, Comments, Tables: Audit Summary, Program Setup) and a "Quick Search" section (Location ID F5, Customer Name F6, Service Address F7). The main area shows the "Return Address..." dialog box, which is titled "Return Address" and contains the following fields: Unit Name (BSA TOWNSHIP), Address 1, Address 2 (14965 ABBEY LANE), Address 3 (Bath, MI 48808), Address 4, Phone ((517) 641-8900), Fax ((517) 641-8960), E-Mail, Web Site (www.bsasoftware.com), and Fed ID. The dialog box has buttons for "Audit Trail...", "View changes...", "Discard Changes", and "Close". The background window shows the "Return Address..." settings page with buttons for "Account Settings...", "General Settings...", "Return Address...", "Billing Settings...", "Cycle Manager Settings...", "User Field Labels...", and "Workstation/Receipt Printer...". The bottom of the screen features a video player interface with the BS&A SOFTWARE logo, the text "Lesson 2.3: Return Address" and "UB Courseware - Section 2: Program Settings", a "Posting Date - 01/15/2013" indicator, and a "CLOSE X" button.

Lesson 2.4: Billing Settings



General Tab

Default Payment Spread. This setting lets you select a default payment spread option. A different payment spread option may be selected when accepting a payment or may be applied to all bills for an Account.

High/Low Consumption Warnings. High and low consumption parameters are used to define what is still considered "normal" when a read deviates from either the service's average usage or the previous year's meter read (the determining factor is an option; only one or the other will be used). For example, you've entered 25 in both fields. Assuming an average read is 100, a current read of up to 125 (25% above) or no less than 75 (25% below) will be considered normal. Any amount higher or lower will generate a warning when entering meter reads.

Prorating Options

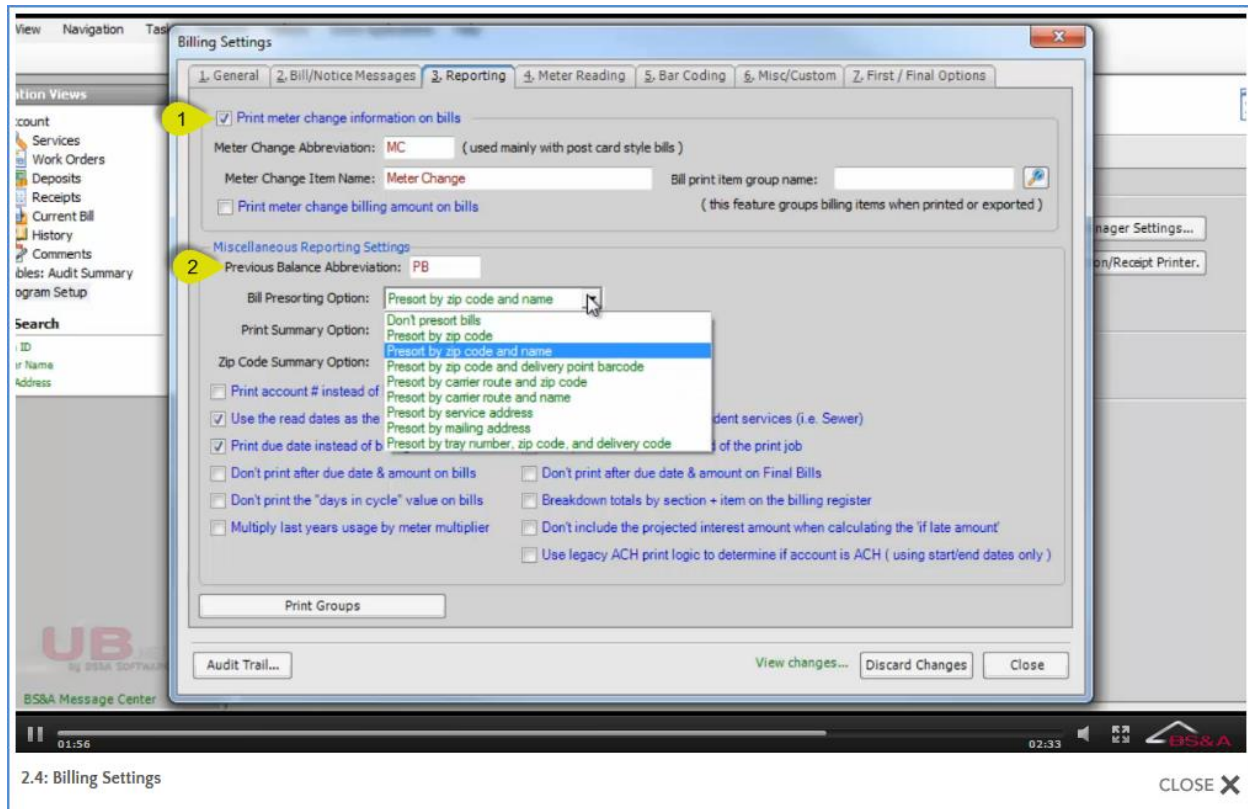
- Allow Negative Amount Proration. If checked, a negative amount will be calculated on any billing items set to prorate on First and Final bills, if their billing days are negative.
- Redistribute Credits. If checked, this will net any negative amounts on billing items with other billing items that have amounts due. This will avoid penalty and interest calculation on said billing items while there are still credits sitting on the account.

Bill/Notice Messages Tab

The messages entered here will be printed on all bills/notices unless a custom message is entered on an Account's Current Bill screen.

Reporting Tab

This tab is used to set up the items you want to print on the bills, and how some of the data is to appear. For example, whether or not Meter Changes print on bills **(1)**, and what your Bill Presorting Option is **(2)**:

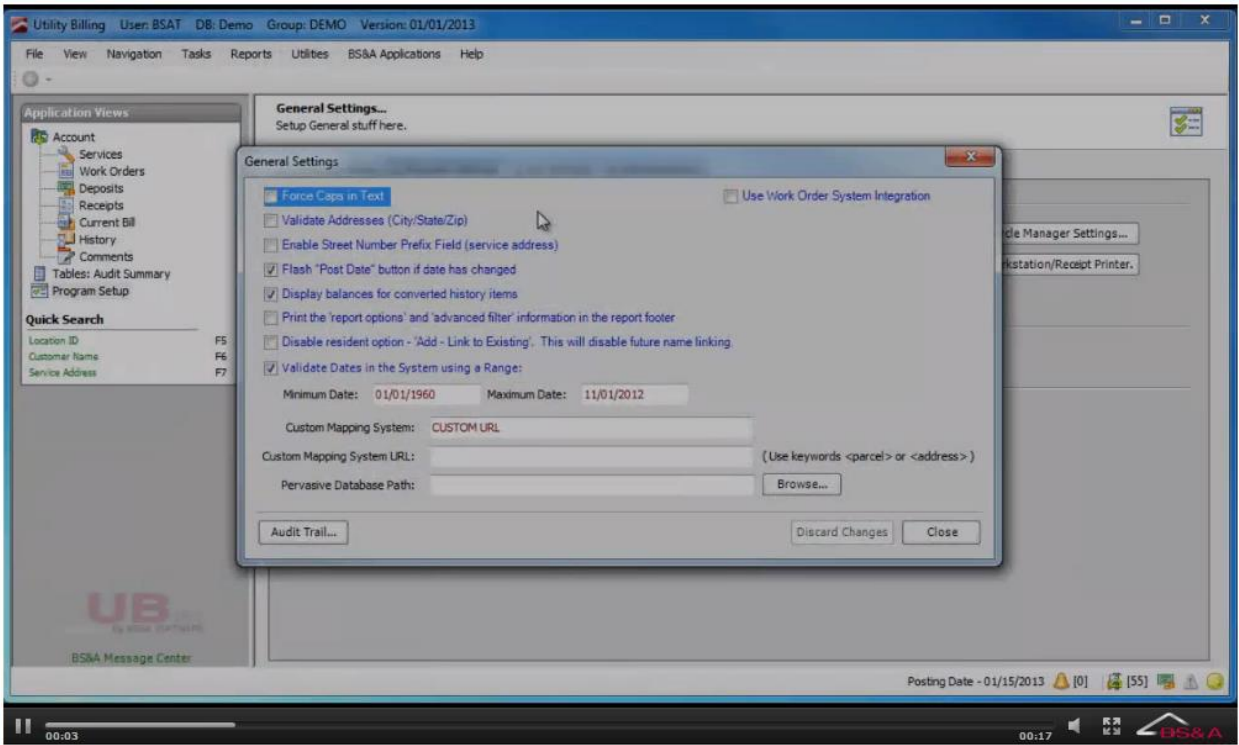


Bar Coding Tab

The Barcode Option and OCR Option fields are for barcodes you place on your bills for payment scanning. Intelligent Mail and Postnet barcodes are different, and are covered in UB's manual. Speed barcodes encode the amount due into the barcode reader for faster receipting of your payments. Speed barcodes only work on laser printer bill formats in Utility Billing (not other BS&A applications).

Lesson 2.5: Force Caps in Text

This setting ensures uniformity of your text entry.



The screenshot displays the Utility Billing software interface. The main window title is "Utility Billing User: BSAT DB: Demo Group: DEMO Version: 01/01/2013". The menu bar includes File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, and Help. On the left, there is a sidebar with "Application Views" (Account, Services, Work Orders, Deposits, Receipts, Current Bill, History, Comments, Tables: Audit Summary, Program Setup) and "Quick Search" (Location ID, Customer Name, Service Address). The main area shows "General Settings..." with the instruction "Setup General stuff here." A "General Settings" dialog box is open in the foreground, featuring the following options and fields:

- Force Caps in Text
- Use Work Order System Integration
- Validate Addresses (City/State/Zip)
- Enable Street Number Prefix Field (service address)
- Flash "Post Date" button if date has changed
- Display balances for converted history items
- Print the 'report options' and 'advanced filter' information in the report footer
- Disable resident option - 'Add - Link to Existing'. This will disable future name linking
- Validate Dates in the System using a Range:
 - Minimum Date: 01/01/1960
 - Maximum Date: 11/01/2012
- Custom Mapping System: CUSTOM URL
- Custom Mapping System URL: (Use keywords <parcel> or <address>)
- Pervasive Database Path: Browse...

Buttons at the bottom of the dialog include "Audit Trail...", "Discard Changes", and "Close". The background interface shows a "UB" logo and "BS&A Message Center". The bottom status bar displays "Posting Date - 01/15/2013" and system icons.

2.5: Force Caps in Text CLOSE X

Section 3: Database Setup

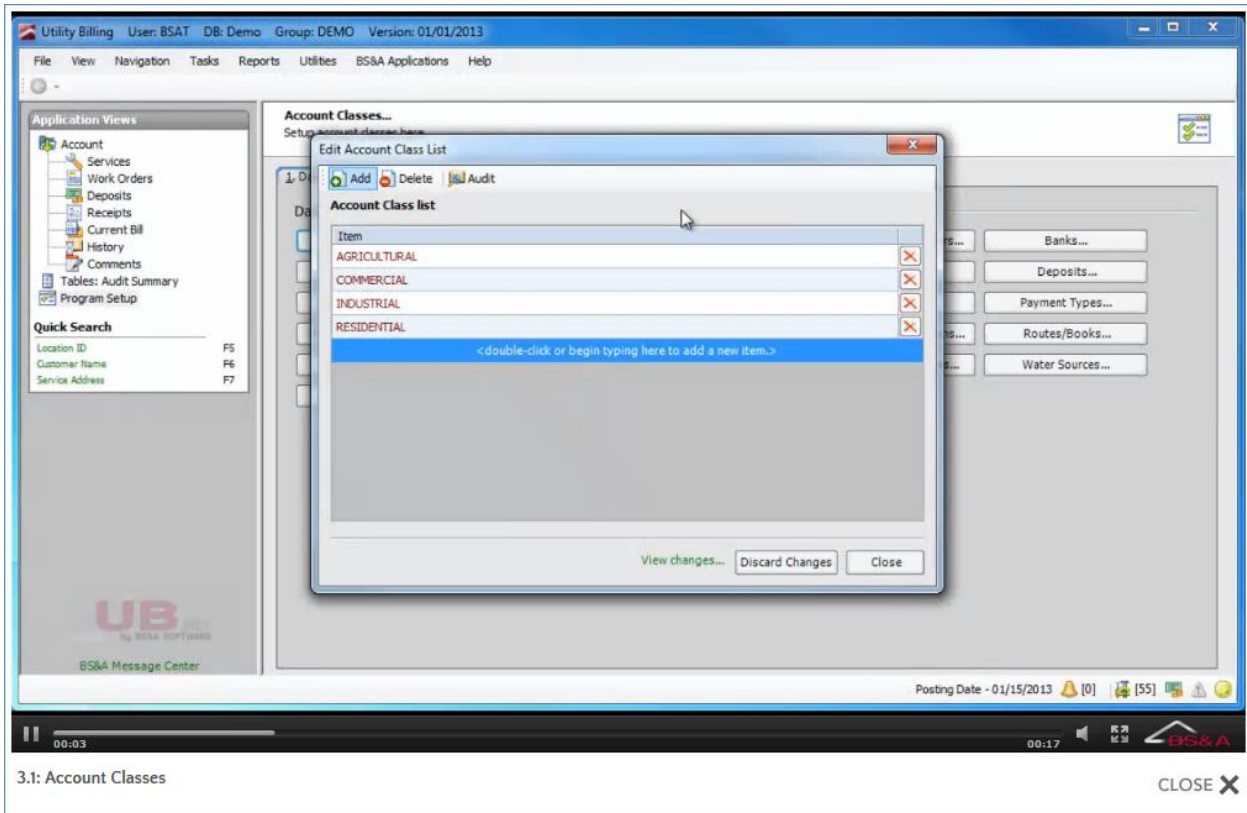


In this section you will learn how to set up:

- Account Classes and Statuses
- Billing Items
- Cycles
- Meters
- Rates
- Work Orders
- Services

Lesson 3.1: Account Classes

Account Classes are used to group accounts by a particular class or type of account. This allows reporting and exporting of billed amounts and usage by classification.

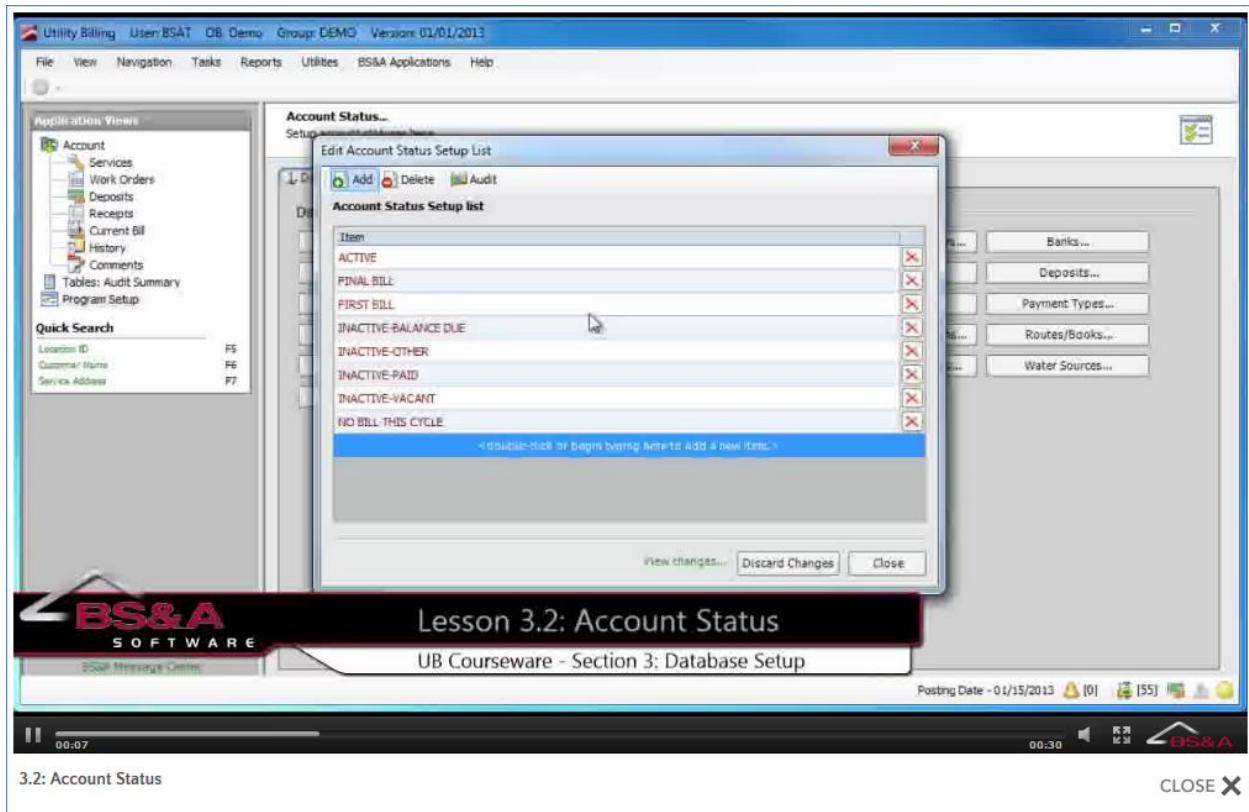


3.1: Account Classes

CLOSE X

Lesson 3.2: Account Status

The following status types are included with the program and cannot be removed or edited, as they trigger specific behavior: Active; Inactive; First Bill; Final Bill; No Bill this Cycle. If you plan on adding other status types in order to be more descriptive in your reporting, you must begin each name with either Active- or Inactive-; otherwise, you will not be able to proceed.



Utility Billing User: BS&A DB: Demo Group: DEMO Version: 01/01/2013

File View Navigation Tasks Reports Utilities BS&A Applications Help

Application Viewers

- Account
- Services
- Work Orders
- Deposits
- Receipts
- Current Bill
- History
- Comments
- Tables: Audit Summary
- Program Setup

Quick Search

Location ID F5
Customer Name F6
Service Address F7

Account Status...
Setup Account Status Setup List

Edit Account Status Setup List

Add Delete Audit

Account Status Setup list

Item	
ACTIVE	X
FINAL BILL	X
FIRST BILL	X
INACTIVE-BALANCE DUE	X
INACTIVE-OTHER	X
INACTIVE-PAID	X
INACTIVE-VACANT	X
NO BILL THIS CYCLE	X

< double-click or begin typing here to add a new item. >

View changes... Discard Changes Close

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Lesson 3.2: Account Status

UB Courseware - Section 3: Database Setup

Posting Date - 01/15/2013 [0] [55]

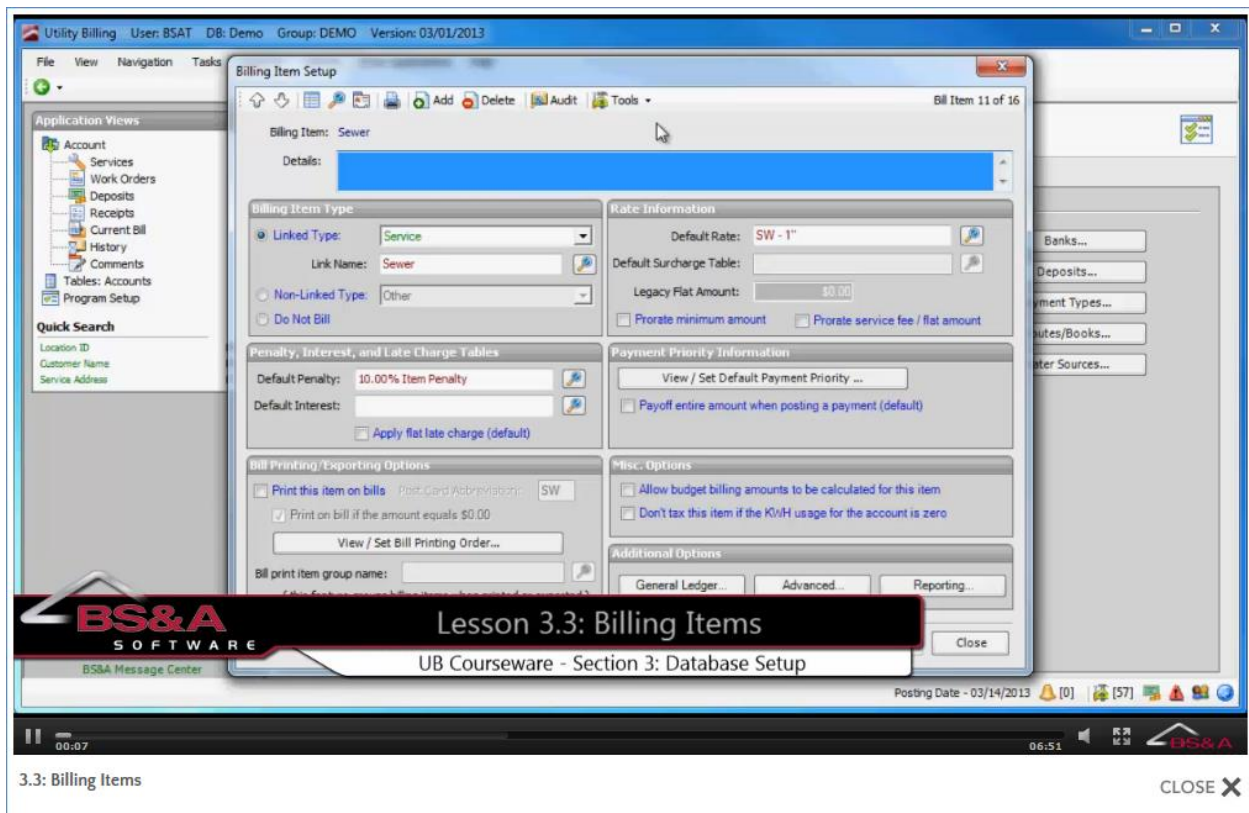
00:07 00:30

3.2: Account Status CLOSE X

Lesson 3.3: Billing Items

In General

- **Account Templates.** Account templates can be used to expedite new account setup. Billing items can be part of Account Templates.
- **Mass Changes.** A billing item can be added to, removed from, or updated on a series of accounts, with the assistance of Tech Support.



Billing Item Type

Two types of billing items may be added: Linked items link to or bill for a service or a work order; Non-linked items do not use a service or work order to calculate the billing amount and fall into one of the following categories:

- Transmission Cost. Rates based off KWH usage can be linked to many KWH services on an account.
- One Time Fee. Selected for billing items that will only be charged once. One time fees generally appear on the customer's first bill only.
- Flat Rate Fee. Used for billing items that will be charged the same rate each time the bill is calculated. Any flat rate fees should first be set up as rates (see page 57).
- Debt Item. Used for billing items with large amounts that are to be paid over time.
- Flat Late Charge. Can be used in lieu of percentage-based penalties.
- Balance Transfer. Used to transfer the amount due from one account to another when neither account has the exact same billing items on their bills.
- Deposit Refund. Used to refund deposits made on accounts. It is included as a billing item type so it will appear on your bills to show the deposit amount being refunded.
- Deposit Interest Refund. Used to refund deposit interest calculated on accounts. It is included as a billing item type so it will appear on your bills to show the deposit interest amount being refunded.
- Overpayment. Can be used to store the amount overpaid rather than spreading that amount among other billing items.
- Deposit Fee. Used when charging a deposit on the bill (example: Meter Deposit).
- Other. Used if you want to show the billing item on your bills, but not have its charge included in the overall total.
- Surcharge Fee. Used if you want to add a surcharge fee to a bill based on existing billing items. You can associate the billing item with a Tax/Surcharge Table to calculate the surcharge amount based on the billing items on the current bill.
- Minimum Bill Fee. Used if you want to bill a minimum amount. This billing item will bill the difference between the minimum amount (set up in Program Setup>Program Settings>Billing Settings>Misc/Custom tab; see page 31), and the total of all the other billing items on the current bill.
- Debt Item Interest Fee. Used if you want to bill the interest portion of the Debt separately from the Debt Principal that is set up on the Debt Item.

Penalty, Interest, and Late Charge Tables

One or more tables can be set up, and a default selected here for the current billing item.

Apply Flat Late Fee Charge. If a flat late charge is assessed, a billing item's amount can be used to calculate the flat late charge by checking the Apply Flat Late Fee Charge box. A Flat Late Charge billing item must be set up to store the flat rate amount that is calculated.

Bill Printing/Exporting Options

This section lets you specify how you want the current billing item to print on your bills or export to a file for a printing company.

Print This Item on Bills. If checked and you use post-card-style bills, enter the Post Card Abbreviation. Select whether or not to Print on Bill if the Amount Equals \$0.00. If unchecked, the billing item will not print on the bill, even if its amount is included in the total charge.

View/Set Bill Printing Order. Click this button to select the order in which the current billing item is to appear on the bills.

Bill Print Item Group Name. If selected, the current billing item, and others with the same group name, will be combined into one line item using this group name on the bill.

Rate Information

It is recommended that all billing items use rates. Your rates were either converted from your old utility billing software or were set up by a BS&A rep. Due to the complex nature of rates, it is recommended you do not make any changes without the assistance of Support.

Legacy Flat Amount. The rate associated with the billing item from the Pervasive version of Utility Billing.

Prorate Minimum Amount. If checked, the minimum amount associated with this billing item's rate will be prorated based on the length of time it was used (normally during first and final bills). If unchecked, the associated minimum amount will not be altered.

Prorate Service Fee/Flat Amount. If checked, the service fee/flat amount associated with this billing item's rate will be prorated based on the length of time it was used (normally during first and final bills). If unchecked, the associated service fee/flat amount will not be altered.

Payment Priority Information

View/Set Default Payment Priority. This is only one of the many variables in determining the order in which bill amounts are paid; please contact Support for assistance.

Payoff Entire Amount When Posting a Payment (Default). If checked, the current billing item will be paid off before any remaining amount is spread. If unchecked, normal partial payment structure will apply.

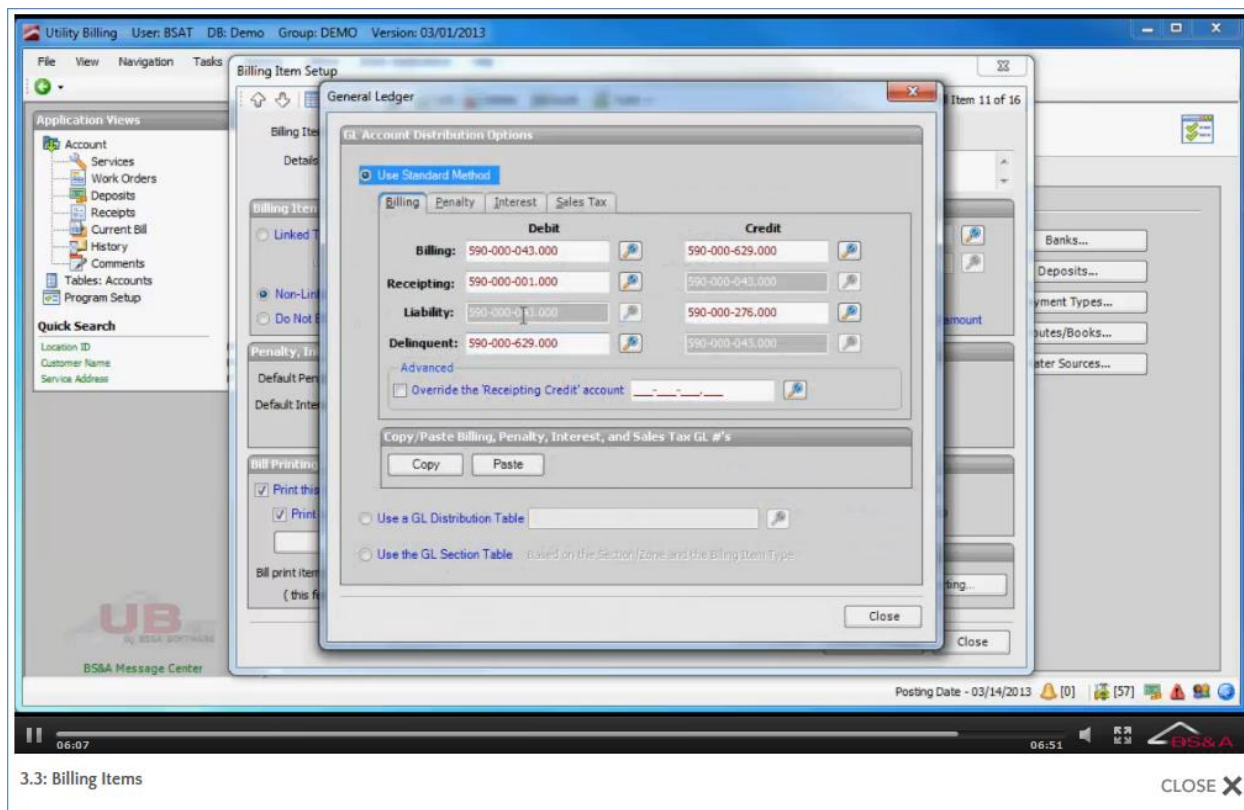
Miscellaneous Options

Allow Budget Billing Amounts to be Calculated for This Item. If checked, the program calculates an annual budget plan for any usage-based billing item. The program can calculate the average usage of a customer and bill that same usage/amount each billing. It also tracks the budget billed amounts vs. the actual usage and what should have been billed. The Synchronize Budget Billing option (part of the Calculate Bills task on a billing cycle) should be checked during your annual "Synchronize Budget Billing" cycle to reconcile the budget plan to the actual usage of the customers.

Don't Tax This Item if the KWH Usage for the Account is Zero. If you bill electric, check this box if the program shouldn't charge sales tax on this billing item when the usage is zero on the linked electric meter.

Additional Options

General Ledger Numbers Button. If you use a non-BS&A general ledger application, GL numbers are optional. Otherwise, GL numbers must be set up for Billing, Penalty, Interest, and Sales Tax. Copy and Paste tools are available to expedite your setup.

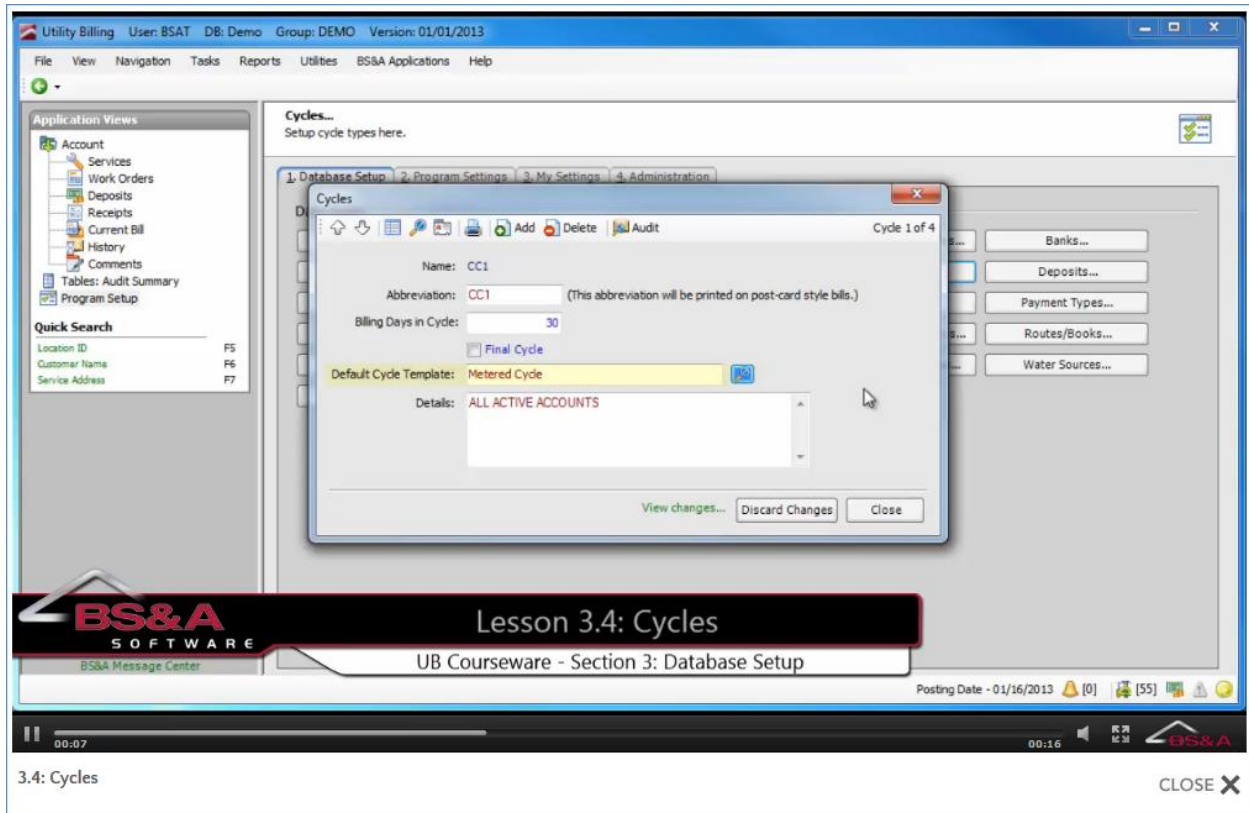


Advanced Button. Click to set up export options if the current billing item is to be exported to BS&A Tax for delinquent bills, if it uses a debt item, or if it should be part of an ACH export group.

Reporting Button. Click to select whether or not the current billing item should be included in the Electric Consumption and Sales report. This report shows you consumption, billed amounts, and sales tax amounts to help balance your reported sales tax.

Lesson 3.4: Cycles

Billing cycles are selected when adding new accounts. The Default Cycle Template tells the program which specific tasks to use when beginning a billing cycle.




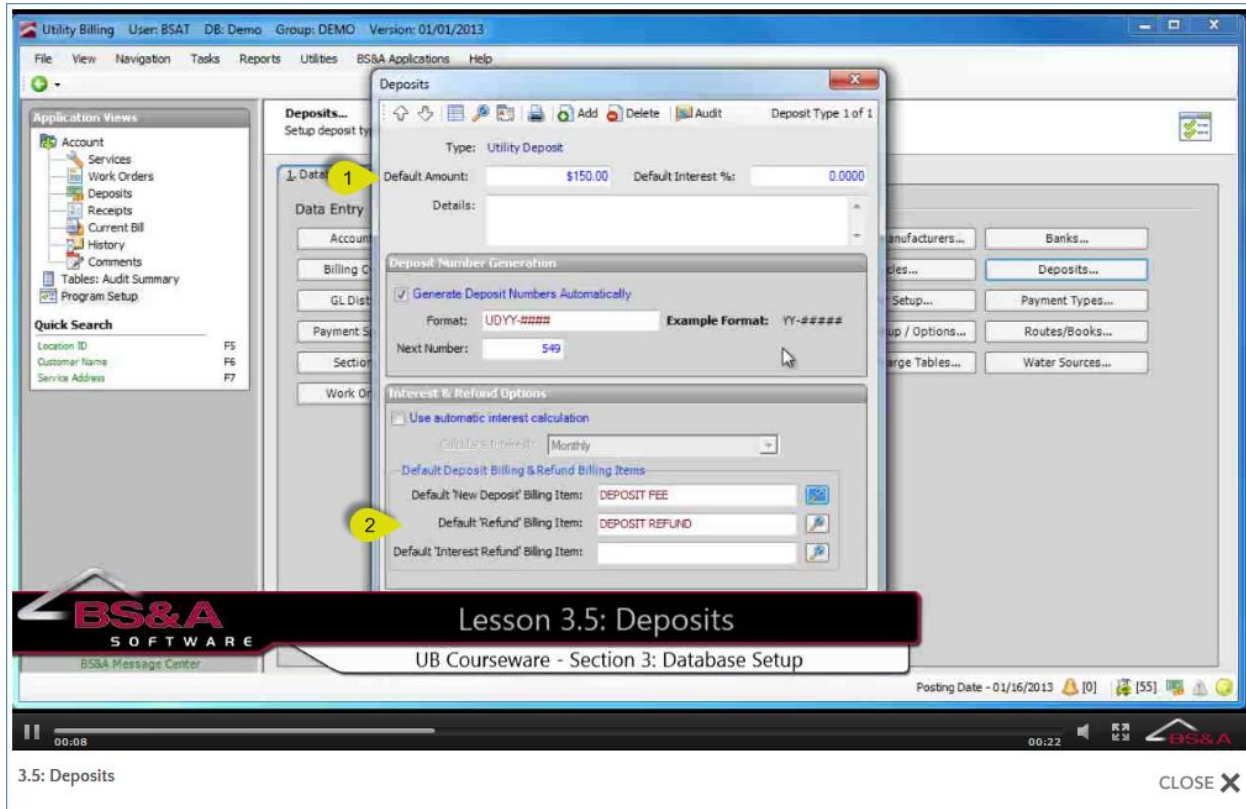
The screenshot displays the 'Utility Billing' software interface. The main window has a menu bar with options like File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, and Help. On the left, there's an 'Application Views' pane with a tree structure including Account, Services, Work Orders, Deposits, Receipts, Current Bill, History, Comments, and Tables. Below this is a 'Quick Search' section with fields for Location ID (F5), Customer Name (F6), and Service Address (F7). The main area shows a 'Cycles...' window with the instruction 'Setup cycle types here.' and a list of tabs: 1. Database Setup, 2. Program Settings, 3. My Settings, 4. Administration. A 'Cycles' dialog box is open, showing 'Cycle 1 of 4'. It has fields for Name (CC1), Abbreviation (CC1), Billing Days in Cycle (30), and a checkbox for 'Final Cycle'. The 'Default Cycle Template' is set to 'Metered Cycle'. The 'Details' field contains 'ALL ACTIVE ACCOUNTS'. At the bottom of the dialog are buttons for 'View changes...', 'Discard Changes', and 'Close'. The background window also has buttons for 'Banks...', 'Deposits...', 'Payment Types...', 'Routes/Books...', and 'Water Sources...'. A banner at the bottom of the screenshot reads 'Lesson 3.4: Cycles' and 'UB Courseware - Section 3: Database Setup'. The bottom right corner of the screenshot shows 'Posting Date - 01/16/2013' and a 'CLOSE X' button.

3.4: Cycles

CLOSE X

Lesson 3.5: Deposits

Of note are Default Amount **(1)** and Default Deposit Billing and Refund Billing Items **(2)**. The Default Amount can be changed on individual accounts. If the Billing Items were not set up previously, they can be set up from here by clicking  and then the Edit Records button.



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Lesson 3.5: Deposits
UB Courseware - Section 3: Database Setup

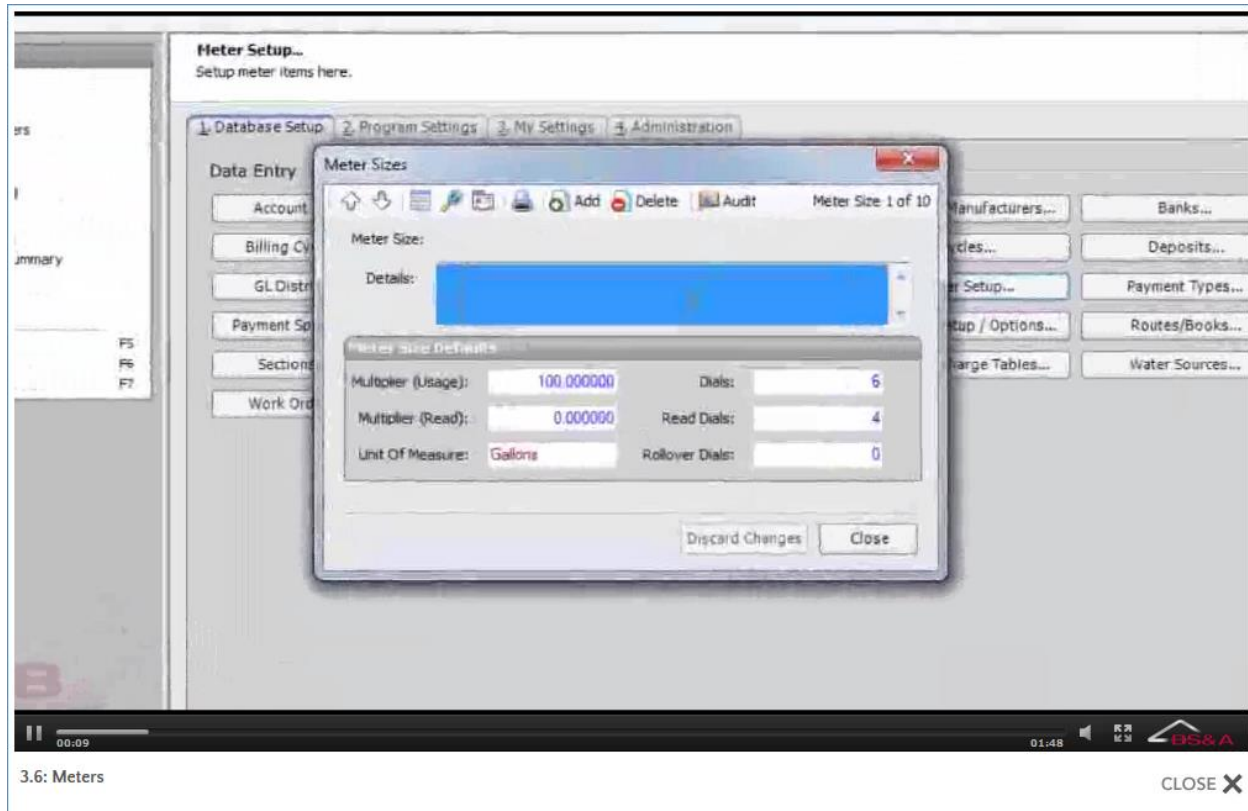
Posting Date - 01/16/2013 [0] [55]

00:08 00:22

3.5: Deposits CLOSE X

Lesson 3.6: Meters

Meter Size Setup



Multiplier (Usage). Stores the amount by which the calculated usage must be multiplied in order to bill out correctly. The usage multiplier will calculate the decimal entered by the current usage to come up with the multiplied usage. The bill will then calculate based on this multiplied usage.

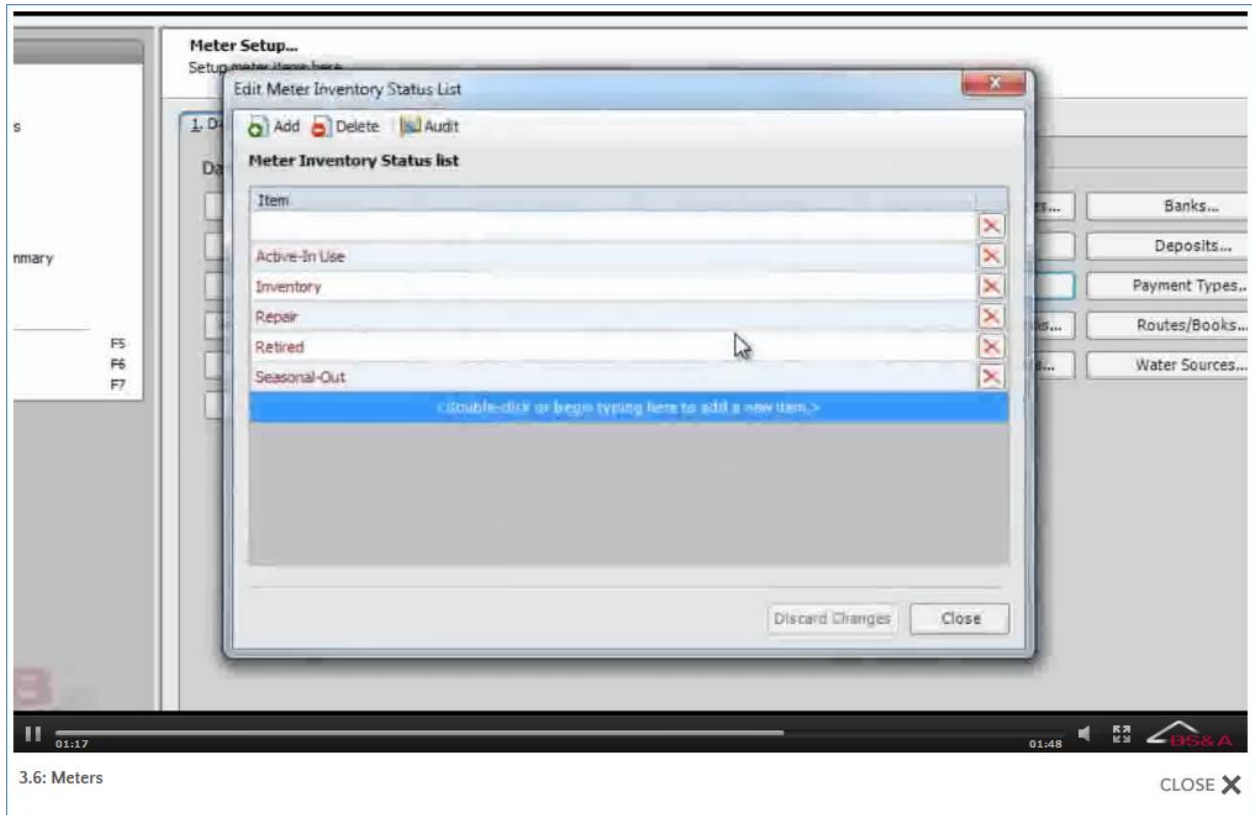
Multiplier (Read). Stores the amount by which the recorded meter read must be multiplied in order to reach the reading displayed on the meter. This multiplier should be entered in units of ones, tens, hundreds, or thousands of units. Reads will only use this multiplier when they are read with an Auto-Read system.

Dials. Total dials on the meter.

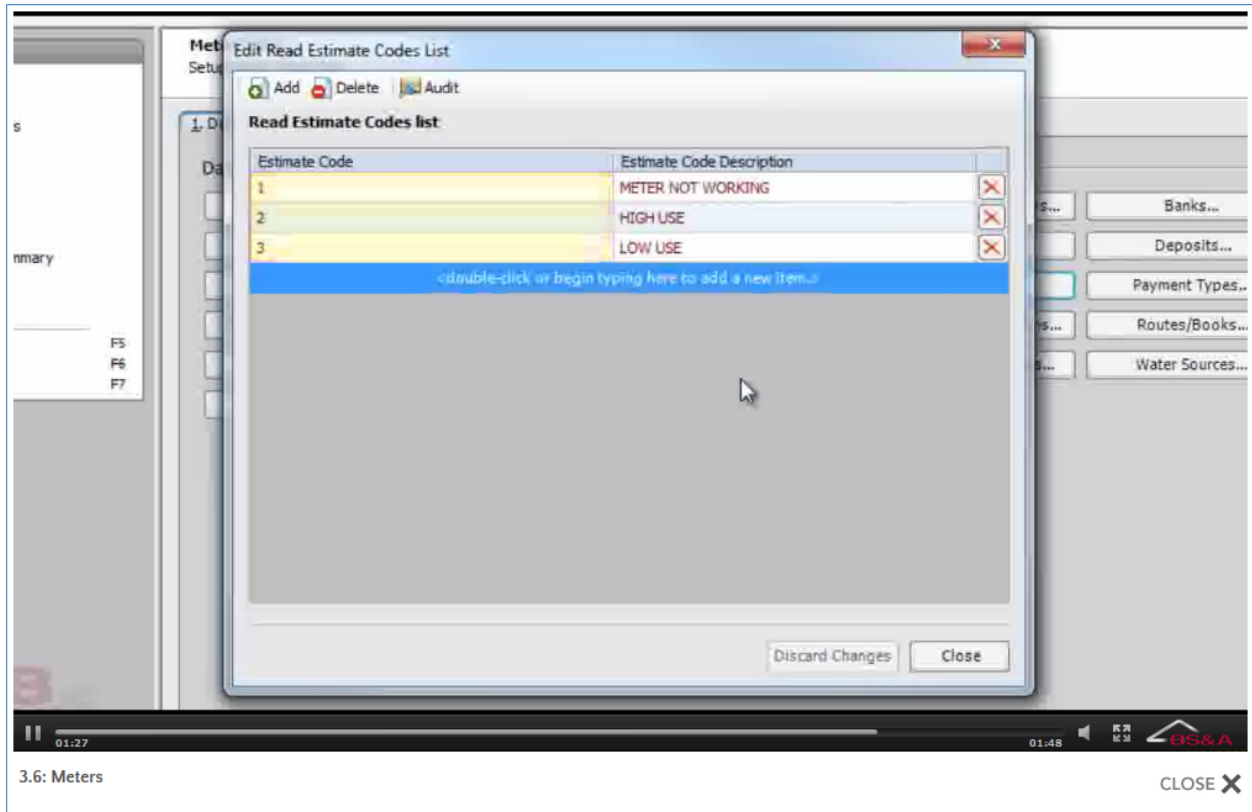
Read Dials. Registers the billed reading.

Rollover Dials. Informational and can indicate to you that a usage you are viewing may be the result of a meter rollover. It is not frequently used; please contact Support for assistance.

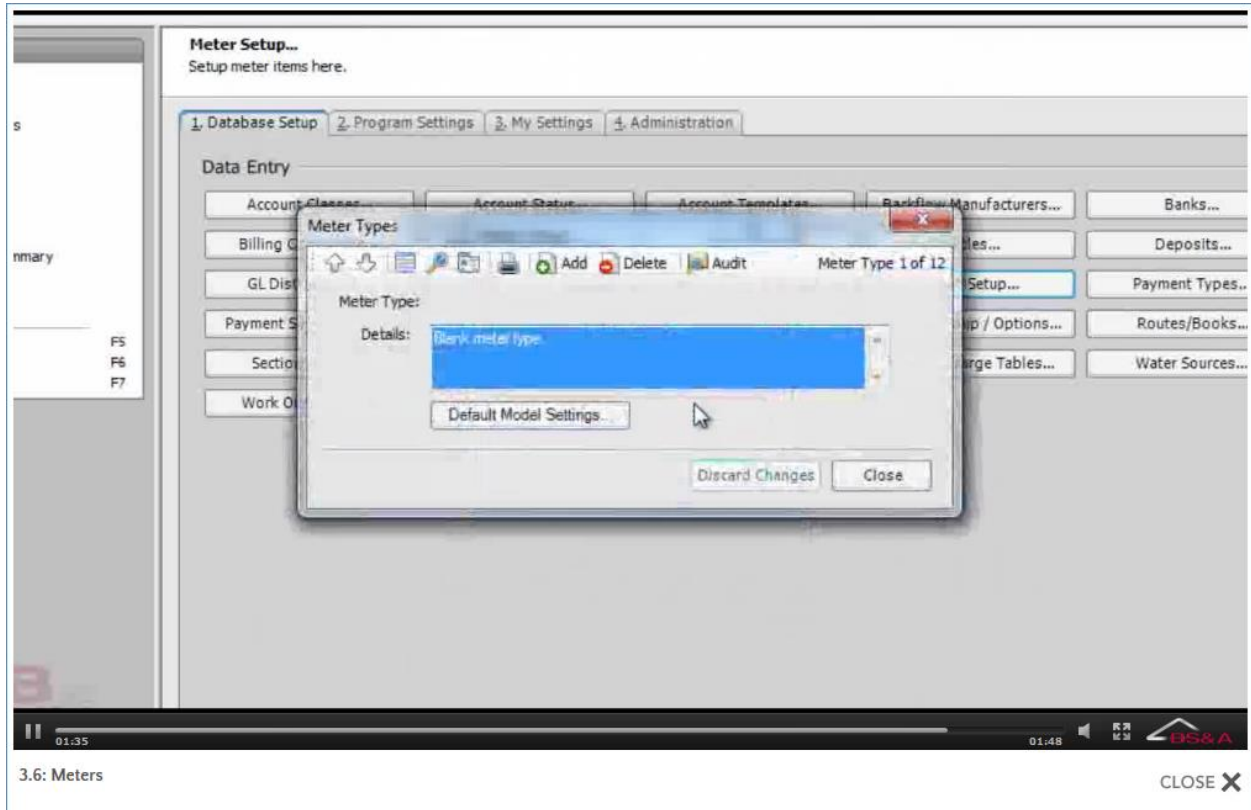
Status Setup



Read/Estimate Codes



Meter Type Setup



Lesson 3.7: Rates

Your rates were either converted from your old utility billing software or were set up by a rep from BS&A. Rates are the most complex area of the program. If you feel you need to make a change, or add a new rate, please contact Support for assistance.

The screenshot displays the BS&A Utility Billing software interface. The main window is titled 'Rates' and shows the configuration for a rate named 'CC1 RATE'. The 'Effective Date' is set to 03/03/2009. Under 'Rate Calculation Types', the 'Use a Flat Rate' option is selected, with a 'Flat Rate Amount' of \$1.00. The 'Base Fee Information' section shows 'Minimum Fee', 'Maximum Fee', and 'Service Charge' all set to \$0.00. The 'Other Information' section shows a 'Rate Multiplier' of 100.000000 and a 'Rate Multiplier Option' set to 'Multiply usage rate by % after calculation'. The interface includes a navigation pane on the left with 'Application Views' and 'Quick Search' sections. A video player overlay at the bottom of the screenshot contains the BS&A Software logo and the text 'Lesson 3.7: Rates' and 'UB Courseware - Section 3: Database Setup'. The video player controls show a progress bar at 00:06 and a 'CLOSE X' button.

BS&A
SOFTWARE
Lesson 3.7: Rates
UB Courseware - Section 3: Database Setup

3.7: Rates CLOSE X

Lesson 3.8: Work Orders

Work Order Types

Utility Billing User: BSAT DB: Demo Group: DEMO Version: 03/01/2013

Work Orders

Type: OFF

Details: TURN OFF AT STREET

Number Control (OFF)

Format: OFFYY-#### Example Format: YY-####

Generate work order numbers automatically

Next Number: 400

Use a global 'next number' (as opposed to each work order having its own next number)

Global next number: 0. Click to edit...

Default settings

Approx. Hours: 0.25

Default Worker: J SHUSTER

Default Work Order Description: TURN WATER OFF (SEASONAL/VACANT/NON-PAYMENT, ETC...)

Advanced options

Export Options

Discard Changes Close

Posting Date - 03/01/2013 [0] [57]

00:22 00:50

3.8: Work Orders CLOSE X

Results Setup

The screenshot shows the 'Utility Billing' application interface. The main window title is 'Utility Billing User: BSAT DB: Demo Group: DEMO Version: 03/01/2013'. The menu bar includes 'File', 'View', 'Navigation', 'Tasks', 'Reports', 'Utilities', 'BS&A Applications', and 'Help'. On the left, there is an 'Application Views' sidebar with a tree structure containing 'Account', 'Services', 'Work Orders', 'Deposits', 'Receipts', 'Current Bill', 'History', 'Comments', 'Tables: Accounts', and 'Program Setup'. Below this is a 'Quick Search' section with fields for 'Location ID' (F5), 'Customer Name' (F6), and 'Service Address' (F7). The main area displays the 'Work Order Setup' dialog box, which has a title bar 'Work Order Setup...' and a subtitle 'Setup work order information here'. The dialog box contains a table titled 'Work Order Result list' with columns for 'Item' and a delete icon. The table lists the following items: CANCELLED, COMPLETED, FOUND LEAK, NEW METER HEAD, NEW METER, NEW RF, and REPAIRED. Below the table is a text input field with the placeholder '<double-click or begin typing here to add a new item.>'. At the bottom of the dialog box are 'Discard Changes' and 'Close' buttons. The background application window shows a 'Posting Date - 03/01/2013' and a taskbar with a clock showing 00:28. The bottom of the screenshot includes the text '3.8: Work Orders' and a 'CLOSE X' button.

Item	Delete
CANCELLED	X
COMPLETED	X
FOUND LEAK	X
NEW METER HEAD	X
NEW METER	X
NEW RF	X
REPAIRED	X

Scheduling Setup

The screenshot displays the 'Work Order Scheduling Information' dialog box within the Utility Billing application. The application window title is 'Utility Billing User: BSAT DB: Demo Group: DEMO Version: 03/01/2013'. The dialog box is titled 'Work Order Scheduling Information' and contains the following elements:

- Maximum Work Order Limits:** Fields for 'Daily Limit', 'AM Limit', and 'PM Limit', all currently set to 0.
- Disabled Scheduling Dates for Work Orders:** A table with columns: 'Start Date/Time', 'End Date/Time', 'Worker(s)', and 'Subject'. The table is currently empty.
- Filter Options:** A section with a 'Show Disabled Dates From:' field (containing '//'), a 'To:' field (containing '//'), and a checkbox for 'Filter by worker name:'.
- Buttons:** 'Audit Trail...', 'Discard Changes', and 'Close'.

The background application window shows a navigation pane on the left with 'Work Orders' selected. The bottom status bar indicates 'Posting Date - 03/01/2013' and '00:50'. A 'CLOSE X' button is visible at the bottom right of the screenshot area.

Status Setup

The screenshot displays the Utility Billing software interface. The main window title is "Utility Billing User: BSAT DB: Demo Group: DEMO Version: 03/01/2013". The menu bar includes File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, and Help. On the left, there is an "Application Views" tree with categories like Account, Services, Work Orders, Deposits, Receipts, Current Bill, History, Comments, Tables: Accounts, and Program Setup. Below this is a "Quick Search" section with fields for Location ID (F5), Customer Name (F6), and Service Address (F7). The main area shows the "Work Order Setup" dialog box, which is titled "Edit Work Order Status List". This dialog has "Add", "Delete", and "Audit" buttons at the top. It contains a table with the following items:

Item	
CANCELLED	X
FINISHED	X
HOLD/EXTENSION	X
LEFT APPT. TAG	X
METER REPLACED	X
OPEN	X
SCHEDULED	X
WAITING FOR PARTS	X

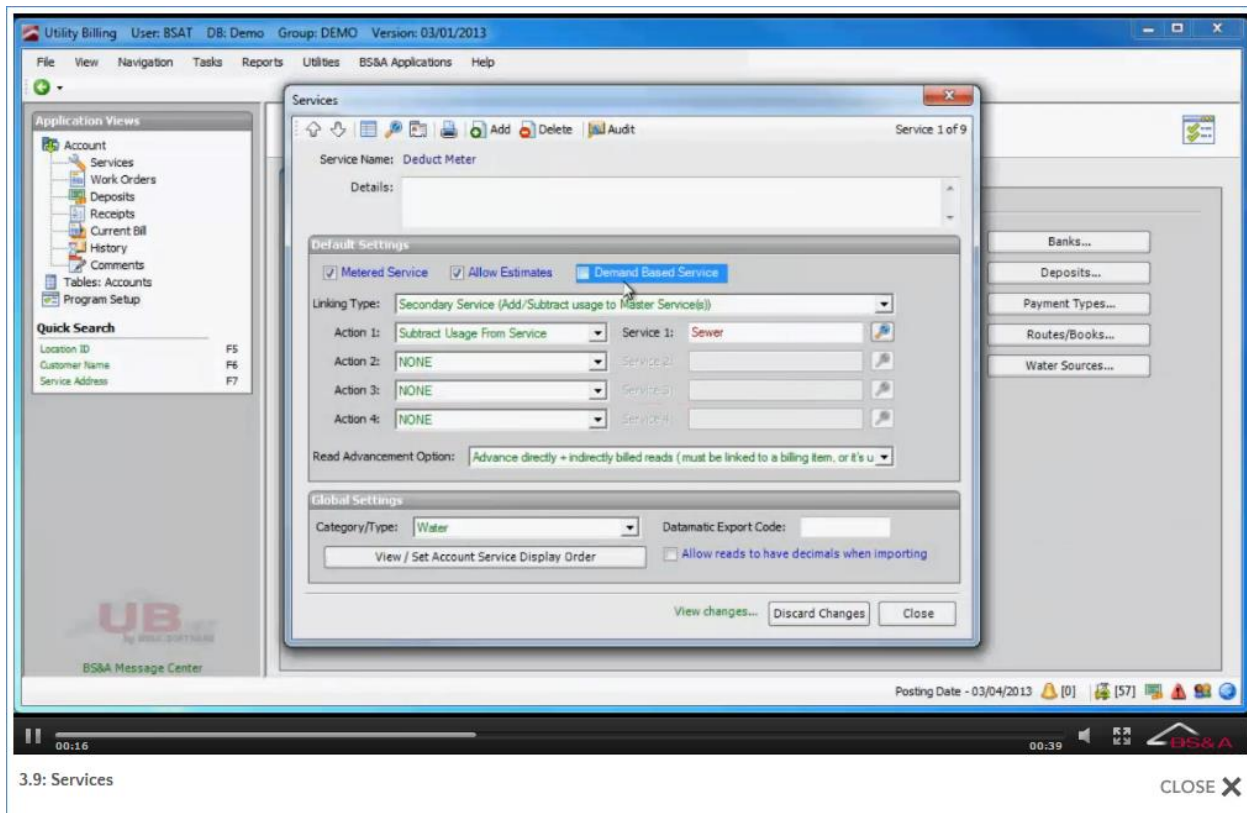
Below the table is a blue bar with the text "<double-click or begin typing here to add a new item.>". At the bottom of the dialog are "Discard Changes" and "Close" buttons. The background window shows various setup buttons like "Banks...", "Deposits...", "Payment Types...", "Routes/Books...", and "Water Sources...". The system tray at the bottom right shows "Posting Date - 03/01/2013", a notification icon [0], a mail icon [57], and other system icons. The taskbar at the bottom shows the time 00:40 and 00:50.

3.8: Work Orders CLOSE X

Workers

The screenshot displays the 'Utility Billing' application window. The title bar shows 'User: BSAT DB: Demo Group: DEMO Version: 03/01/2013'. The main window is titled 'Work Order Setup...' and contains a 'Data Entry' section with a 'Worker Edit' dialog box open. The dialog box has a 'Name' field and a 'Worker Information' section with fields for 'E-mail', 'Phone', 'Cell', 'Department', and 'Job Title'. The background window shows a navigation pane on the left with 'Application Views' and 'Quick Search' options. The bottom of the window shows a taskbar with a clock at 00:44 and a system tray with a clock at 00:50. The text '3.8: Work Orders' is visible at the bottom left, and 'CLOSE X' is at the bottom right.

Lesson 3.9: Services



Demand Based Service. Demand based services do not take the current reads and move them to the previous reads like normal services. Instead, the previous read always starts with zero after bill journalization.

Linking Type. Select from:

- Secondary Service (add/subtract usage to master services). Typically, Irrigation.
- Master or Stand Alone Service (secondary services can add/subtract usage to service). Typically, Water.
- Master/Dependent Service (usage is based entirely on other services). Typically, Sewer.
- Master/Reactive Meter Service (get KWH and KW from other services)
- Master/Peak Demand Service (KWH service that gets KW usage from other services)
- Master/Power Factor Service (gets KWH and KW from other services)

Section 4: Processing Payments



In this section you will learn how to:

- Record payment in Cash Receipting and in Utility Billing
- Search for a specific payment amount
- Reverse a payment
- Use the Balance Manager

Lesson 4.1: Cash Receipting Payment

If you take payments in Cash Receipting, and your CR and UB databases are linked, the receipt record is created in UB. The EQCR Receipt Number field **(1)** tells you at a glance that this payment was receipted in CR. The receipt does not need to be journalized in CR **(2)** in order for UB to display its record.

The screenshot shows the 'Receipt Edit' window in the Utility Billing software. The window title is 'Receipt Edit' and it displays the following information:

- Receipt #: R07-034186
- Amount Paid: \$117.19
- Account Information: Location ID: 15TE-000103-0000-00, Customer: NICHOLS, DEBORAH, Address: 103 E FIRST ST, Cycle: CC1, Route: 4
- Posting Dates: 11/29/2007
- Date Received: 11/29/2007
- Cashier: DIANE
- Payment Type: (blank)
- Void Reason: (blank)
- Check #: (blank)
- Paid By: DOYLE, CAROL
- Batch #: (blank)
- Journal entries created: (Callout 2)
- NSF:
- EQCR Receipt #: 000037418 (Callout 1)
- EQAP Refund Date: (blank)
- EQAP Refund By: (blank)
- Imported By File: No
- Import File Type: (blank)

The 'Billed Item' table is as follows:

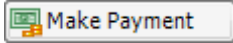
Billed Item	Transaction Type	Rate Name	Billed Usage	Billed Limits	Due Date	Amount Paid
Garbage	Billing	GB	0.00	0.00	11/29/2007	\$22.38
Garbage	Penalty	GB	0.00	0.00	11/29/2007	\$1.29
Meter Fee	Billing	MTR	0.00	0.00	11/29/2007	\$1.73
Meter Fee	Penalty	MTR	0.00	0.00	11/29/2007	\$0.10
Sewer	Billing	SW - 3/4R	0.00	0.00	11/29/2007	\$65.57
Sewer	Penalty	SW - 3/4R	0.00	0.00	11/29/2007	\$2.52
Water	Billing	WA - 3/4R	0.00	0.00	11/29/2007	\$22.53
Water	Penalty	WA - 3/4R	0.00	0.00	11/29/2007	\$1.07

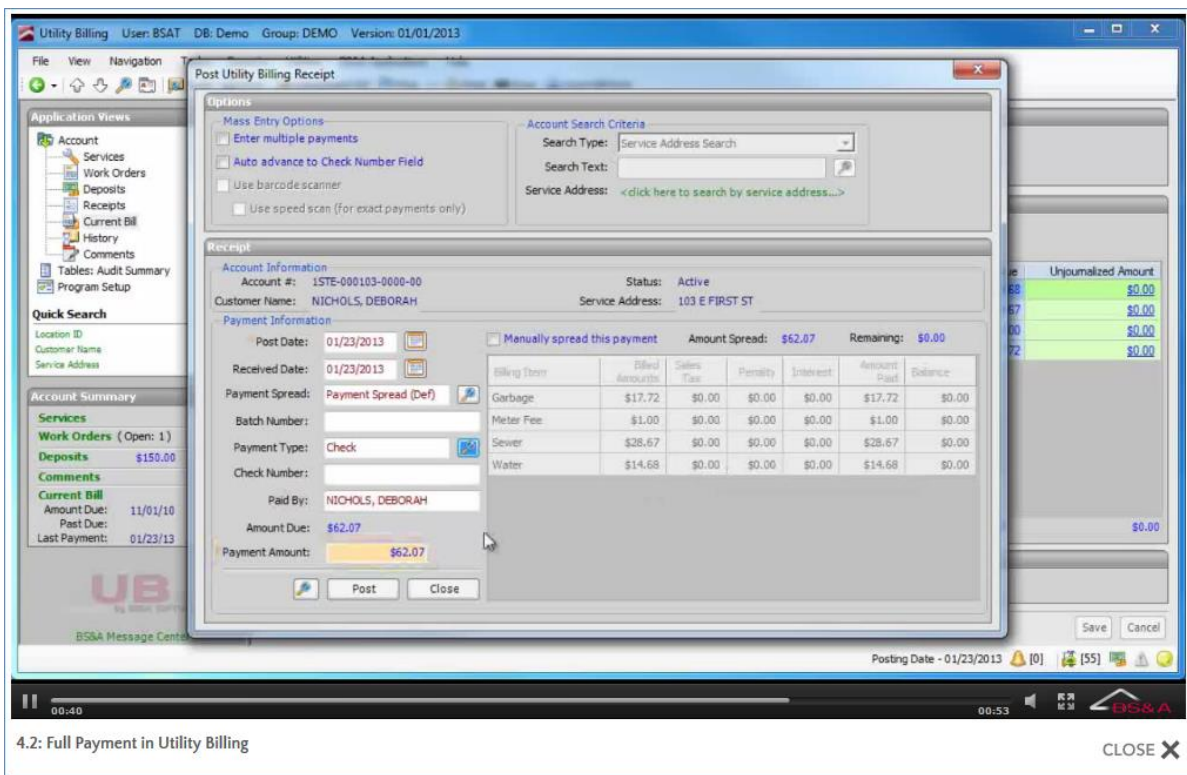
The total amount paid is \$117.19. The window also includes a 'Discard Changes' button and a 'Close' button.

4.1: Cash Receipting Payment

CLOSE X

Lesson 4.2: Full Payment in Utility Billing

1. Go to Current Bill and locate the account.
2. Click .
3. Verify or enter the Post Date.
4. Verify or enter the Received Date.
5. Verify or enter the Payment Spread.
6. (Optional) Verify or enter a Batch Number.
7. Select the Payment Type.
8. If applicable, enter the Check Number.
9. Verify or enter the Paid By.
10. Verify the Payment Amount.



The screenshot shows the 'Post Utility Billing Receipt' dialog box in the Utility Billing software. The dialog box is titled 'Post Utility Billing Receipt' and has a close button (X) in the top right corner. It is divided into several sections:


- Options:** Includes 'Mass Entry Options' with checkboxes for 'Enter multiple payments', 'Auto advance to Check Number Field', 'Use barcode scanner', and 'Use speed scan (for exact payments only)'. It also has 'Account Search Criteria' with a 'Search Type' dropdown set to 'Service Address Search', a 'Search Text' field, and a 'Service Address' field with a link to search by service address.
- Receipt:** Contains 'Account Information' (Account #: 1STE-000103-0000-00, Status: Active, Customer Name: NICHOLS, DEBORAH, Service Address: 103 E FIRST ST) and 'Payment Information' (Post Date: 01/23/2013, Received Date: 01/23/2013, Payment Spread: Payment Spread (Def), Batch Number, Payment Type: Check, Check Number, Paid By: NICHOLS, DEBORAH, Amount Due: \$62.07, Payment Amount: \$62.07). It also has a checkbox for 'Manually spread this payment' and fields for 'Amount Spread' (\$62.07) and 'Remaining' (\$0.00).
- Billing Items Table:** A table with columns: Billing Item, Billed Amount, Sales Tax, Penalty, Interest, Amount Paid, and Balance. The items listed are Garbage (\$17.72), Meter Fee (\$1.00), Sewer (\$28.67), and Water (\$14.68).
- Buttons:** 'Post' and 'Close' buttons are at the bottom of the dialog box.

The background shows the main utility billing interface with a sidebar menu and a table of 'Unjournalized Amount'.


11. Click Post, then Yes to post the payment.
12. If the payment screen is still open, click Close or accept another payment.


Lesson 4.3: Searching for a Specific Payment Amount

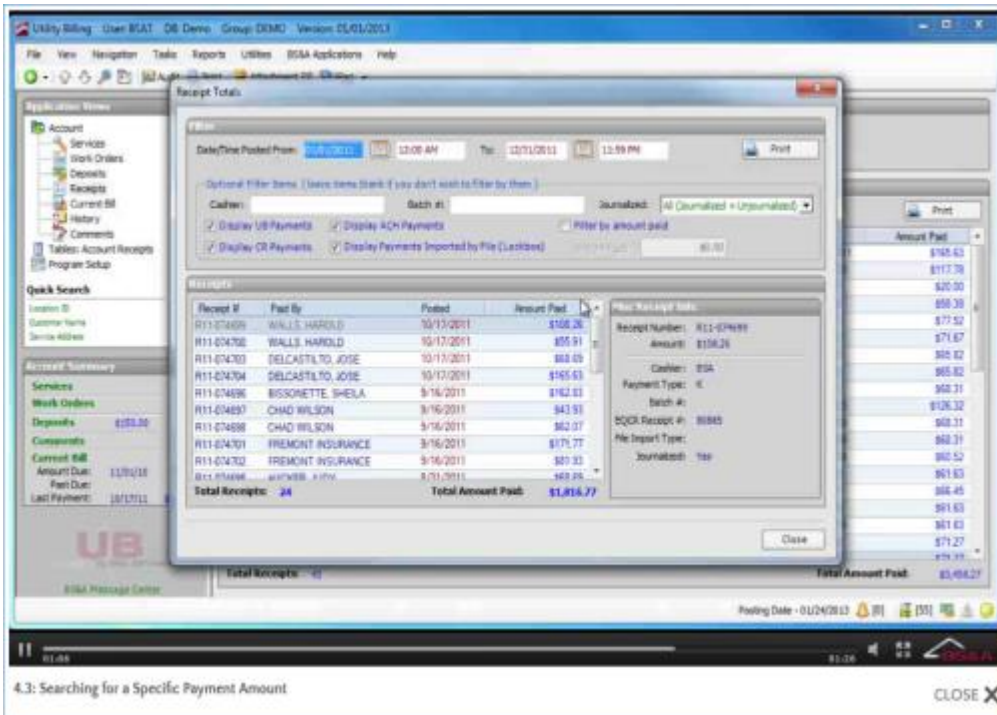
Table Search - Search Button

1. Open the Account Receipts table.
2. Click .
3. Click Amount Paid, then Set Search Values.
4. Enter the Amount Paid and the Date Posted range.
5. Click Search.
6. The Search Results dialog appears; double-click the receipt you want to view.

Receipt Totals Screen

The Receipt Totals screen is accessed by clicking the  button located in the Status Bar. This button is accessible regardless of the screen you are currently viewing.

1. Click .
2. Set your filters, including Filter by Amount Paid:



Receipt #	Paid By	Posted	Amount Paid
R11-07469	WALLS, HAROLD	10/13/2011	\$108.26
R11-07470	WALLS, HAROLD	10/17/2011	\$55.91
R11-07470	DELCASTILLO, JOSE	10/17/2011	\$63.63
R11-07470	DELCASTILLO, JOSE	10/17/2011	\$165.63
R11-07496	BISCHETTE, SHEILA	9/16/2011	\$162.83
R11-07497	CHAD WILSON	9/16/2011	\$43.93
R11-07498	CHAD WILSON	9/16/2011	\$62.07
R11-07470	FREMONT INSURANCE	9/16/2011	\$171.77
R11-07470	FREMONT INSURANCE	9/16/2011	\$20.33
R11-07498	WILSON, CHAD	9/16/2011	\$63.24
Total Receipts: 24			Total Amount Paid: \$1,814.77

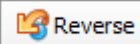
3. Double-click the receipt you want to view.

Lesson 4.4: Reversing a Payment

1. Go to History and locate the account.
2. Click the receipt to reverse (the Action is Payment Posted).

The screenshot displays the Utility Billing software interface. The main window shows account information for 'ALLEN, CYNTHIA J.' and a list of transaction history. A 'Reverse' button is highlighted in the top left of the history table. The history table includes columns for Created, Posted, Action, Additional Information, Read, Usage, Transaction Amount, and Balance. The 'Reverse' button is located at the top left of the history table, next to the 'View Archived Data' and 'Print' buttons.

Created	Posted	Action	Additional Information	Read	Usage	Transaction Amount	Balance
10/17/11	10/17/11	Payment Posted	R11-074704	0	0	(\$165.63)	\$0.00
10/15/10	10/15/10	Bill Calculated	09/02/10-10/05/10	0	0	\$77.65	\$165.63
10/14/10	10/14/10	Shutoff Notice Sent	SHUTOFF NOTICE SENT	0	0	\$0.00	\$87.98
10/06/10	10/06/10	Penalty		0	0	\$7.99	\$87.98
10/05/10	10/05/10	Meter Read	Water	99A	5	\$0.00	\$79.99
10/01/10	10/01/10	Payment Posted	R10-073865	0	0	(\$117.78)	\$79.99
09/16/10	09/16/10	Bill Calculated	08/05/10-09/02/10	0	0	\$79.99	\$197.77
09/16/10	09/16/10	Past Due Notice Sent	SHUTOFF NOTICE SENT	0	0	\$0.00	\$117.78
09/08/10	09/08/10	Penalty		0	0	\$6.87	\$117.78
09/02/10	09/02/10	Meter Read	Water	94A	6	\$0.00	\$110.91
08/10/10	08/10/10	Bill Calculated	07/06/10-08/05/10	0	0	\$68.69	\$110.91
08/06/10	08/06/10	Penalty		0	0	\$3.84	\$42.22
08/06/10	08/05/10	Meter Read	Water	88E	3	\$0.00	\$38.38
08/02/10	08/02/10	Payment Posted	R10-071589	0	0	(\$20.00)	\$38.38
07/15/10	07/15/10	Bill Calculated	06/07/10-07/06/10	0	0	\$58.38	\$58.38
07/06/10	07/06/10	Meter Read	Water	85E	2	\$0.00	\$0.00
07/02/10	07/02/10	Payment Posted	R10-070458	0	0	(\$58.38)	\$0.00

3. Click  Reverse, then Yes.
4. Enter the Reversal Reason.
5. Verify or enter the Posting Date.
6. If you are adding a reversal fee, continue with the instructions immediately following:
 - i. Check the Add a Reversal Fee to This Account box.
 - ii. Select the Billing Item.
 - iii. Enter the Fee Amount.
 - iv. Select the Due Date.
 - v. Select whether or not to Print Amount/Item on Next Bill.
 - vi. Select whether or not to Set Item to "Do Not Bill" After the Fee is Added.
7. Click Reverse. A Payment Rollback history item is added to the account.


Lesson 4.5: Balance Manager

The Balance Manager takes all beginning receivable balances and calculates ending receivable balances based on the billing, adjustment, and payment transactions that occur in a user-defined time frame, thus assisting in balancing to your general ledger. It is recommended that you run this at the end of each month.

1. Go to Tasks>Balance Manager.
2. Enter the Posting From and Posting To dates.
3. (Optional) Check Use Account Filter and select a Cycle and/or Section/Zone.
4. Click each tab - Receivables, History Transactions, Journal Entries - to view the balances.

The screenshot shows the 'Balance Manager' window. At the top, it displays 'Receivable balance as of today: 133,294.18' and 'Past due balance as of today: 133,294.18'. Below this, the 'Details' section includes 'Posting Date Selection' with 'Posting From: 10/01/2012' and 'Posting To: 10/31/2012'. It also shows 'Starting Balance: \$134,455.65', 'Days end Balance: \$133,356.25', and 'Transaction Total: (\$1,099.40)'. There are checkboxes for 'Use Account Filter' and 'Manually Refresh Data'. The 'Receivables' tab is selected, and the 'Receivable Date' is set to 'Posting To receivable balance'. A table of bill items is displayed with columns for Bill Item, Billing Balance, Sales Tax Balance, Penalty Balance, Interest Balance, and Total Due. The table lists various items like 'BUY-IN & METER', 'Cross Connect Fee', 'GARBAGE', 'METER REPLACEMENT AD', etc., with their respective balances. A 'Totals' row at the bottom of the table shows a total billing balance of \$131,759.95, a total penalty balance of \$1,596.30, and a total due of \$133,356.25. The interface also includes an 'Excel Exports' button and a 'Close' button.

Bill Item	Billing Balance	Sales Tax Balance	Penalty Balance	Interest Balance	Total Due
BUY-IN & METER	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cross Connect Fee	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CROSS CONNECT INSPEC	\$85.00	\$0.00	\$0.50	\$0.00	\$85.50
DEPOSIT REFUND	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Garbage	\$17,363.38	\$0.00	\$314.20	\$0.00	\$17,677.58
GARBAGE ADJUSTMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LC REBATE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Meter Fee	\$1,120.71	\$0.00	\$18.00	\$0.00	\$1,138.71
METER REPLACEMENT AD	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NSF	\$25.00	\$0.00	\$0.00	\$0.00	\$25.00
PENALTY	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PENALTY ADJUSTMENT	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Totals:	\$131,759.95	\$0.00	\$1,596.30	\$0.00	\$133,356.25

5. For the Receivables tab, select the Receivable Date.
6. (Optional) Use the  Excel Exports button and/or the [Generate Receivable GL Numbers](#) command link to reconcile and troubleshoot balance differences with GL using an Excel spreadsheet.


Section 5: Meter and Service Maintenance



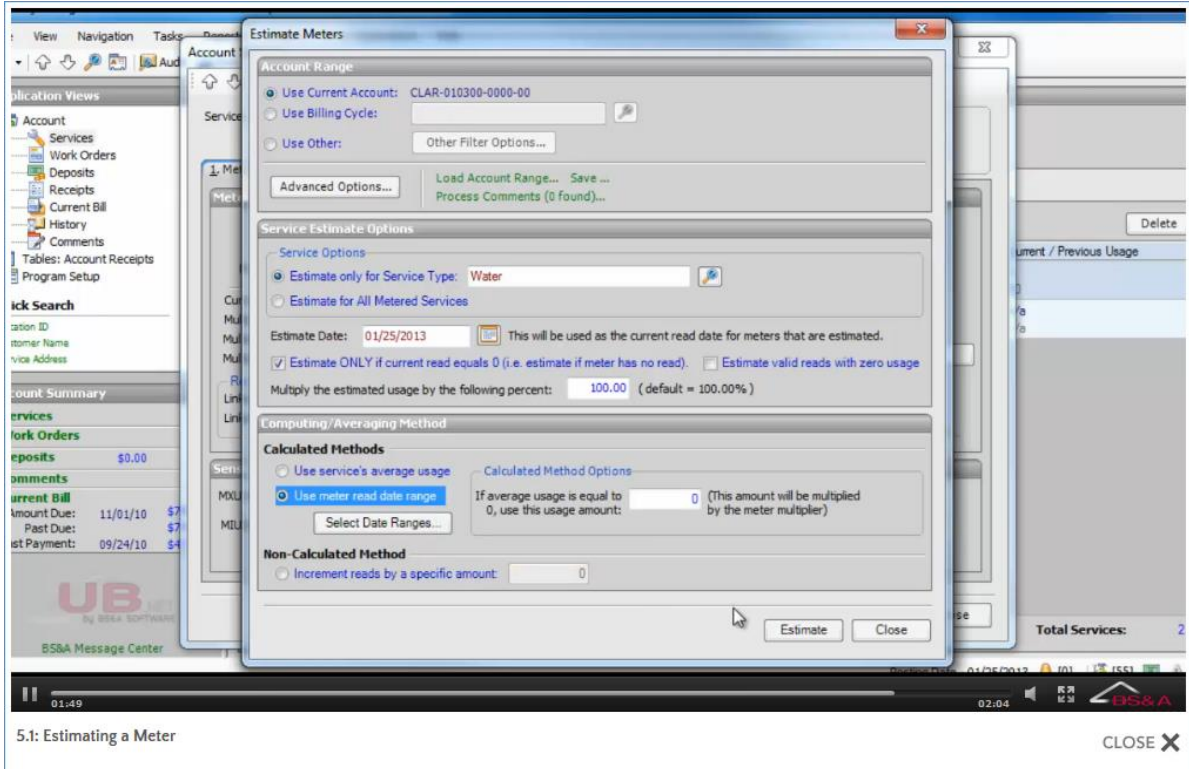
In this section you will learn how to:

- Estimate a meter
- Change a meter head and change a meter
- Roll over a meter

Lesson 5.1: Estimating a Meter


1. Go to Services and locate the account.
2. Double-click the service.
3. Click  >Estimate Meter.
4. Use Current Account is the default Account Range and the only one allowed for this operation.
5. Select the meters to estimate:
 - Estimate Only for Service Type. Select the metered service.
 - Estimate for All Metered Services. Select this option to estimate all metered services on the current Account.
6. Verify or enter the Estimate Date. The date entered is used as the current read date for the meters being estimated.
7. Select whether or not to Estimate Only if Current Read Equals 0.
8. Select a Computing/Averaging Method:
 - Calculated: Use Service's Average Usage
 - Calculated: Use Meter Read Date Range...
 - i. Click Select Date Ranges and enter the date ranges.
 - ii. Select whether to:
 - Use the Highest Usage
 - Use the Average Usage
 - Segment Each Date Range, and select the segment with the highest average usage
 - iii. Select whether or not to Include Prior Estimates When Calculating and click Close.
 - (Optional) Calculated: If Average Usage is Equal to Zero, Use This Usage Amount. Enter an amount in the field.
 - Non-Calculated: Increment Reads by a Specific Amount. Enter an amount in the field.

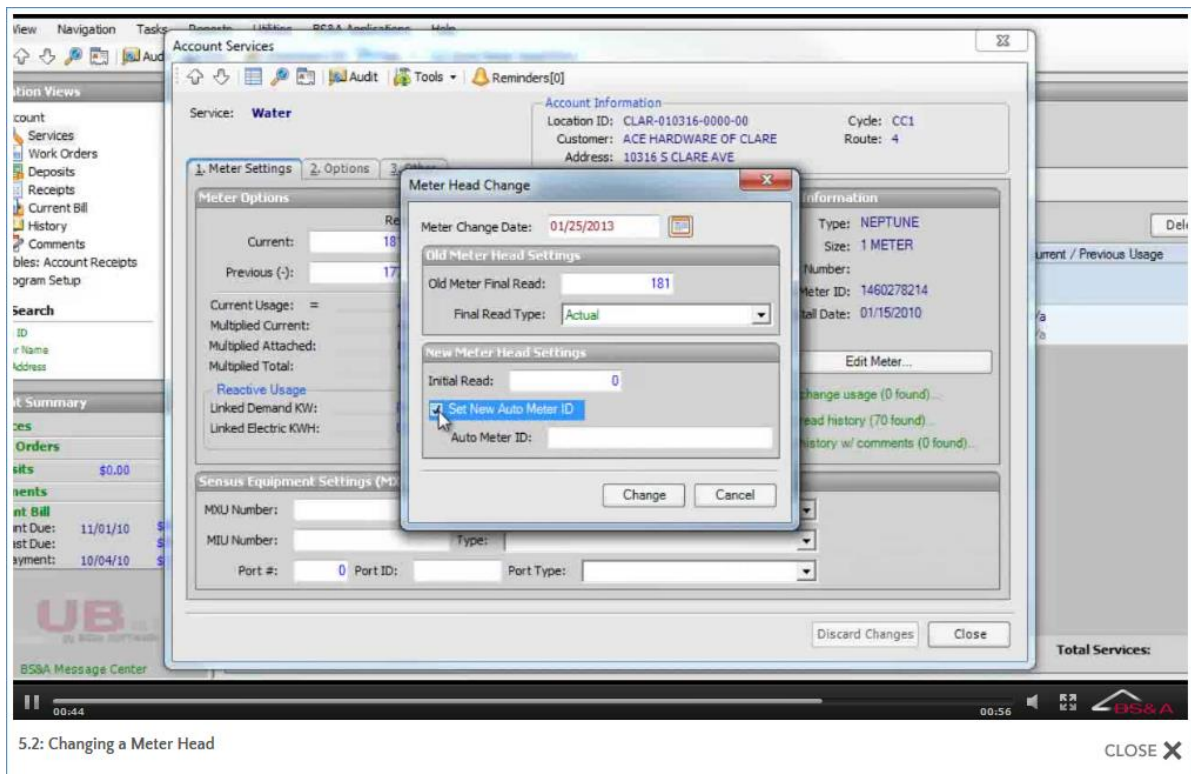
9. Click Estimate.



10. The Process Log Viewer appears. Assuming there are no errors, click Close and continue with the next step.
11. Click Close, then Ok. The Current Read field displays the amount estimated, and the Current Read Type field displays Estimate.


Lesson 5.2: Changing a Meter Head

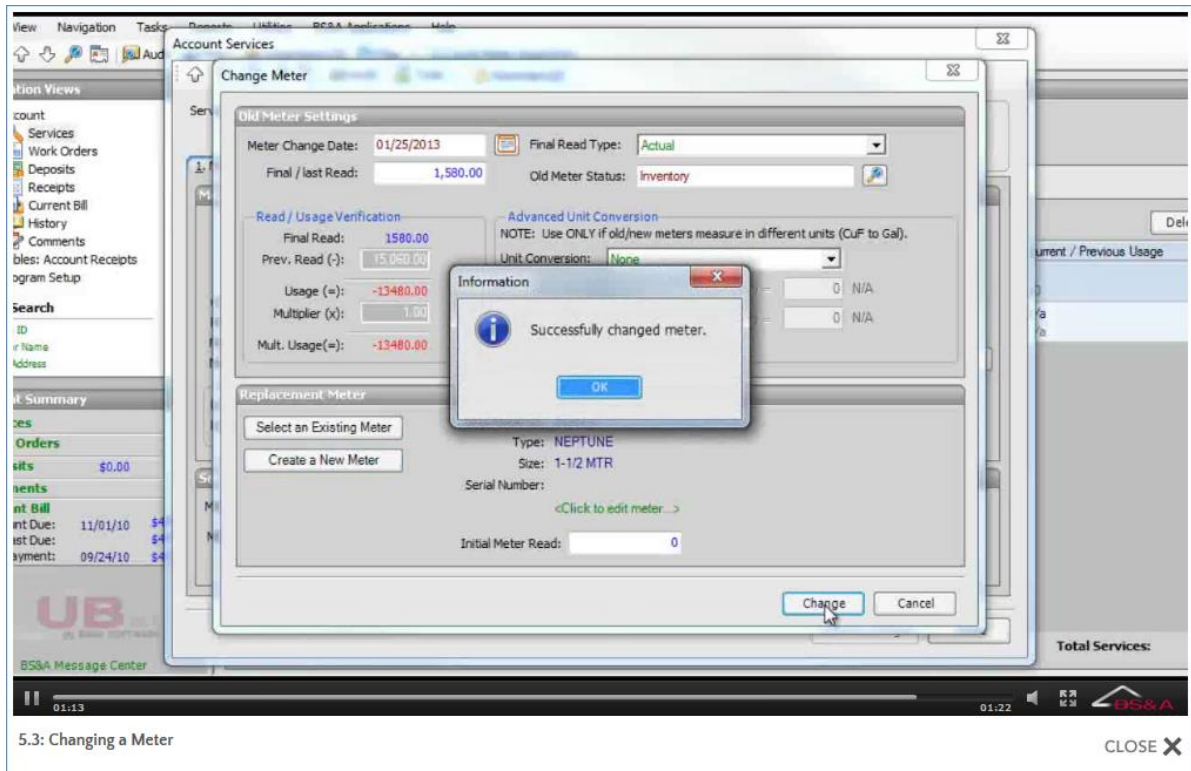
1. Go to Services and locate the account.
2. Double-click the service.
3. Click  > Meter Head Change.
4. Verify or enter the Meter Change Date.
5. Verify or enter the Old Meter Final Read. This usage is added to the usage of the new meter for bill calculation.
6. Final Read Type reflects the value in the service's Current Read Type field and can be changed.
7. If necessary, enter the Initial Meter Read. This read will show up as a Previous Read on the attached service.
8. (Optional) Check the Set New Auto Meter ID box and enter the Auto Meter ID.



9. Click Change, then Ok.


Lesson 5.3: Changing a Meter

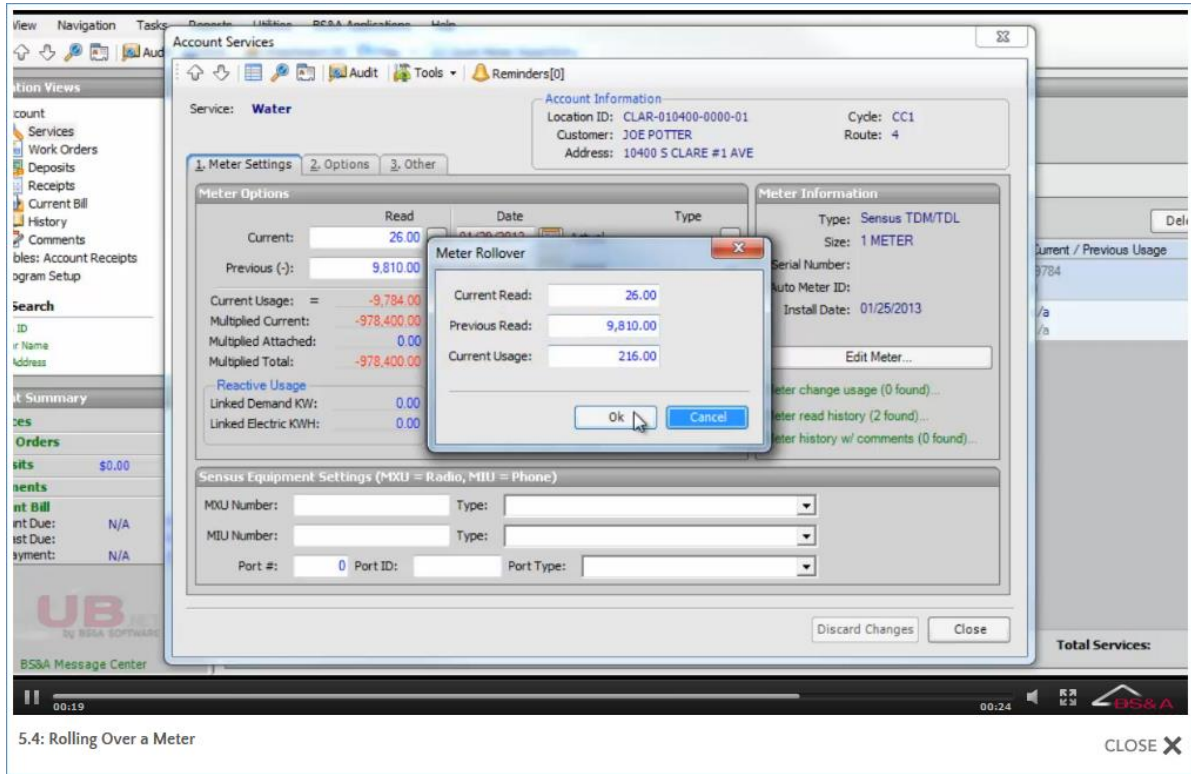
1. Go to Services and locate the account.
2. Double-click the service.
3. Click  Tools > Meter Change.
4. Verify or enter the Meter Change Date.
5. Verify or enter the Final/Last Read. This usage is added to the usage of the new meter for bill calculation.
6. Final Read Type reflects the value in the service's Current Read Type field and can be changed.
7. Verify or select the Old Meter Status.
8. Select the new meter: Either click Select an Existing Meter and search for the meter, or click Create a New Meter, enter the information, and click Close.
9. If necessary, enter the Initial Meter Read. This read will show up as a Previous Read on the attached service.
10. If necessary, select the Unit Conversion (only to be used if the old and new meters measure in different units).



11. Click Change, then Ok.
12. Click [Meter change usage](#) to view the old meter and its usage that got changed out.

Lesson 5.4: Rolling Over a Meter

1. Go to Services and locate the account.
2. Double-click the service.
3. Click  Tools > Meter Rollover.
4. Verify the Current Read, Previous Read, and Current Usage.



5. Click Ok.

Section 6: Accounts



In this section you will learn how to:

- Enter residents and understand their links to data
- Enter an account
- Add items such as flags, attachments, and comments to accounts
- Export delinquent accounts to BS&A Tax

Lesson 6.1: Residents and Name Linking

Residents are customers, owners, occupants, builders, landlords; any name that can be attached to one or more Accounts. Having one location to maintain contact, banking, and other information greatly increases efficiency and removes the need for redundant data entry. Residents are typically added as new accounts are created, but can be added at any time, anywhere a name needs to be selected.

The screenshot displays the 'Resident Edit' window for a resident named HELMKA STEPHANIE. The window is titled 'Resident Edit' and includes an 'Audit' tab. A green message at the top right states: 'This resident is linked to (2) accounts...'. Below this, a note reads: '<Click to edit name & address. This is not a new or different resident... >'. The 'Resident Information' section contains the following fields:

- Care Of: [Empty]
- Name2: [Empty]
- Address 1: 104 CEDAR
- Address 2: [Empty]
- City: CLARE
- State: MI
- Zip: 48817-1313
- Phone: (989) 424-5292
- Cell: [Empty]
- Work: [Empty]
- Ext: [Empty]
- Fax: [Empty]
- Pager: [Empty]
- Carrier Rt: C001
- DOB: //
- SSN: - - -
- E-mail: [Empty]
- DL #: [Empty]
- Bank / ACH Information: Bank Code, Account #, ID # (optional), Account Type, Prenote Date, Bank account prenoted (checkbox)
- User Field 3: [Empty]
- User Field 4: [Empty]

A table at the bottom of the window lists linked accounts:

Account #	Linked Service Address	Link Type	Status	Cycle	Balance
CLAR-010400-0001-00	10400 S CLARE #1 AVE	Customer	Inactive-Paid	CC1	\$0.00
CEDR-000854-0000-10	854 CEDAR ST	Customer	Active	CC1	\$68.69

The window also includes buttons for 'Audit Trail...', 'View changes...', 'Discard Changes', and 'Close'. The background shows a sidebar with navigation options like 'Services', 'Work Orders', 'Deposits', 'Receipts', 'Current Bill', 'History', 'Comments', 'Tables: Account Receipts', and 'Program Setup'. The bottom of the window shows a taskbar with the time 00:16 and 00:39, and a 'CLOSE X' button.

Any changes made to a Resident's data will automatically update any records to which the Resident record is attached.

Lesson 6.2: Account Screen

Account Information Pane

Stores informational items about the current account, and is available regardless of what tab or Application Views Account node (Services, Work Order, etc.) you are viewing. **Account**, **Customer**, and **Service Address** are searchable fields.

Main Tab

The screenshot shows the Utility Billing software interface. The main window is titled "Utility Billing" and includes a menu bar (File, View, Navigation, Tasks, Reports, Utilities, BS&A Applications, Help) and a toolbar. On the left, there is an "Application Views" tree with "Account" selected, and a "Quick Search" section. The "Account Information" pane is highlighted with a red box and contains the following data:

Field	Value
Location ID	CEDR-000854-0000-10
Account ID	2079
Account #	01654
Status	Active
Cycle	CC1
Parcel #	09
Section/Zone	4
Route/Book	4
Account Class	RE
Service Address	854 CEDAR ST CLARE, MI 48617
Water/Sewer	WaterSewer
STATIONARY	0
LET RUN	
UNITS	
Customer	HELMKA, STEPHANIE
Customer ACH	<click to enable/disable ACH...>
Owner	HELMKA-MICHALSKI, STEPHANIE
Other	<click here to assign>
Landlord	<click here to assign>
Send Bill To	Customer...
Send Notice To	Customer...

A black banner at the bottom of the screenshot contains the text "Lesson 6.2: Account Information" and "UB Courseware - Section 6: Accounts".

Much of what is on the Main tab can be filled out while adding the account.

Location ID. Location IDs are generated by the program; the last two digits represent the chronological Occupant Number. When adding a new account, Occupant Number defaults to 1. When adding a new occupant to an existing account, Occupant Number defaults to the next chronological number.

Account ID. Generated by the program and ties all records (receipts, history, deposits, work orders, etc.) to the account. The Account ID cannot be changed by users, nor can its format be edited.


Account Number. Can be entered by you or generated by the program (recommended). It is more for informational use.

Parcel Numbers. Parcel numbers are not required unless you are importing from/exporting to Tax or Assessing, or if you are displaying utility billing data via BS&A Internet Services.

Service Address. When adding an account, you are required to enter the Service Address; be mindful of the following:

- Associated Street Code is required, as it is used in the generation of the Location ID.
- Latitude and Longitude must be filled out if you use auto or radio readers.
- Rental Unit is used in the export to County Delinquent Tax, and can be used as a filter in some tasks performed on accounts.
- In City is informational and can be used as a filter on some reports.

User Fields. Each account has 22 user fields available, up to 5 of which can be displayed directly on the Main tab. See "User Fields Tab," below, for more information.

Customer; Owner; Other; Landlord. Additional contacts for the account. Click  to add/edit links to your Residents.

Customer ACH. Used for taking payments via ACH.

Send Bill To; Send Notice To. Default to Customer and can be changed, or have additional recipients selected by clicking the **Customer** command link. The command link reflects your selection.

Misc Tab

Move In Date. The date used as the first day of billing (used in prorating).

Move Out Date. The date used as the last day of billing for a Final Bill (used in prorating).

Send Read Card To. Select the contact to whom read cards should be sent.

Water Source. Select the Water Source from which this account gets its water.

Print/Payment Group. Lets you group multiple accounts for printing on one bill to be mailed to the same owner (e.g., university or apartment complex). When the payment comes in, scan the barcode to pay all of the accounts in the Print/Payment Group with one receipt.

Hazard Note. Text entered here (e.g., *dog on property; gate locked, combination 14 3 25; etc.*) exports into the hand held reading device to pass on information about the account to the meter reader.

Delinquent Account Options. If unchecked, the account will not be included in relevant tasks (Send shutoff notices, Send past due notices, and Add past due fees are done as part of the Billing Cycle), even if it is delinquent.

Bankruptcy Filed. Informational only, and can be a filter in reporting and in some tasks performed on accounts.

Use Seasonal Usage When Directed to Do So. If unchecked, the current account will not be included in the Seasonal Calculation task, even if it has seasonal usage.

Overwrite Owner Name When Importing Data. If checked (recommended, the Owner Name selected in UB will be overwritten with the name used in Tax or Assessing.

Allow Deposits to be Refunded En Masse. If checked, the account will be included in the Refund Deposits En Masse task.

Don't Display This Account Online. If checked, this account will be hidden from BS&A Internet Services (for use with City-owned properties).

User Fields Tab

User Fields. User Fields are provided to enable you to track data not included in Utility Billing, and the User Field labels can be re-named to be more descriptive. User Fields can be sorted on, searched, and included in reports and report filtering. Click the [<Click to change the user fields that are displayed on the main account screen>](#) command link to select which user fields to display on the Main tab of the Account screen. A utility is available to populate a specific account user field with a user-defined note; any text entered into an account user field will be overwritten by this utility (if run).

Other Tab

ID Number; Unit Number. Custom use for a BS&A customer.

PIN Number. For use with BS&A Internet Services.

Delinquent Tax Calculation Fields

- Date Calculated. Shows when the initial Delinquent Tax Calculation was run to send out the Delinquent Tax notices.
- Amount Calculated. Shows the original amount delinquent at the time of calculation and mailing of the Delinquent Tax Notices.
- Due. Shows the balance remaining to be paid of the original delinquent amount to avoid getting sent to Tax.
- Additional Penalty Calculated. Shows how much the penalty will be if the delinquent amount does not get paid and ends up getting transferred to Tax.



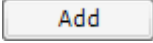
When the live Delinquent Tax Export is run, the Due field is set to 0.00. This indicates that the balance has been removed from Utility Billing and can no longer be paid here. It is now included on the account's tax bill and can only be paid as part of that bill.

Support Options. Used by our tech support reps.

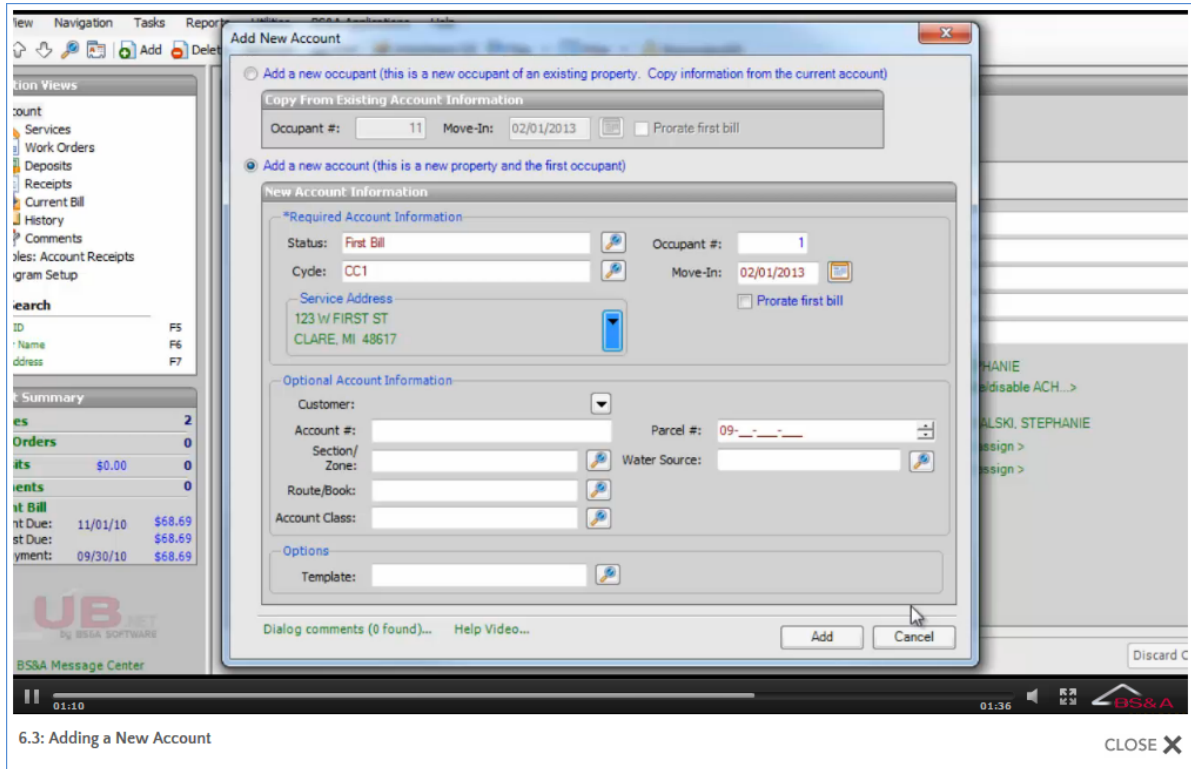
Linked App Info Tab

If linked with Assessing and/or Tax, general information and links to view more detail are provided. Click the [Click to view details](#) command link to generate a report of the details. The report may be printed.

Lesson 6.3: Adding a New Account

1. Go to Account.
2. Click  and select Account.
3. Add a New Account is the default selection and Status defaults to First Bill.
4. Select the Billing Cycle.
5. Occupant # defaults to 1.
6. Verify or enter the Move-In Date.
7. Select whether or not to Prorate First Bill.
8. Click (Service Address)  > Change-Add New Service Address.
9. Select the Street Code and click . Click Add a New Street Code if it has not yet been added to your database.
10. Fill out the remaining information and click Close.
11. (Optional) Fill out the Account Information (can be filled out after the account has been added).

12. (Optional) Select a Template.



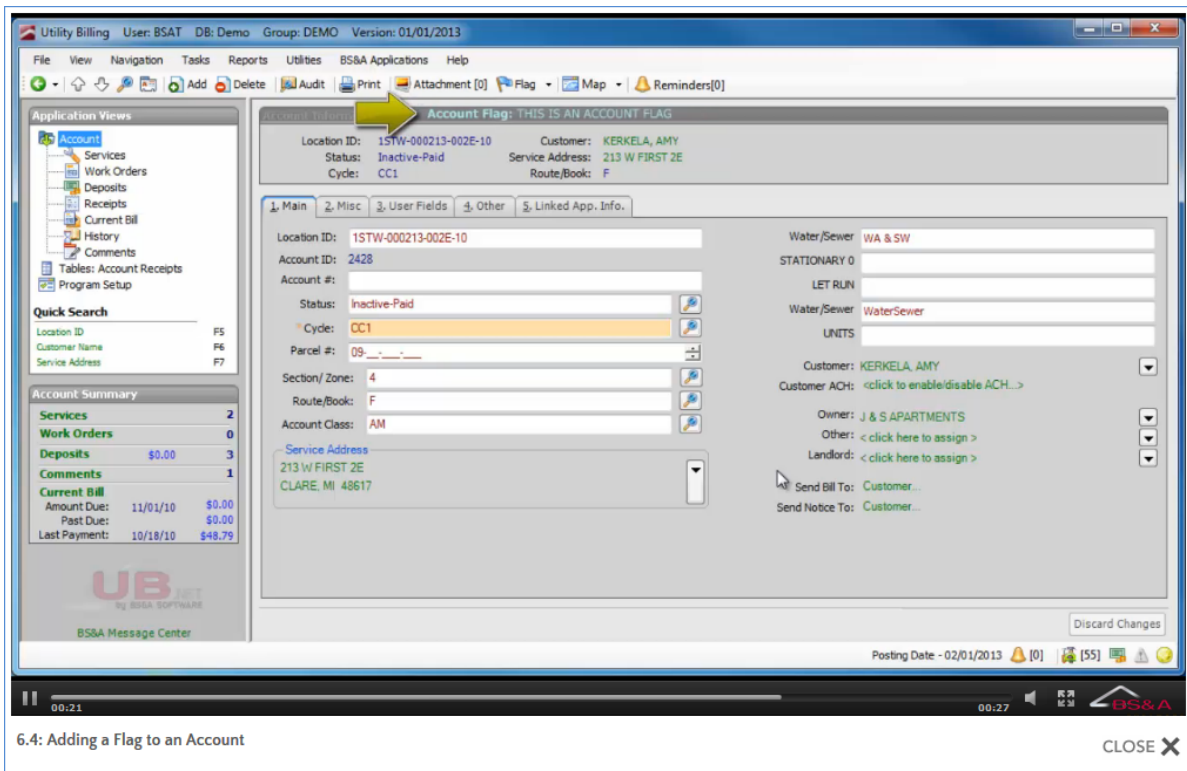
13. Click .

14. Verify the Location ID.

15. Using page 94 as a guide, fill out more account information.

Lesson 6.4: Adding a Flag to an Account

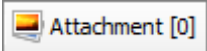

1. Go to Account and locate the account.
2. Click Flag.
3. Check the Show Flag Text on This Account box.
4. Enter the Flag Text.
5. Click Close. A flag entitled Account Flag scrolls right-to-left across the top of the Account pane.

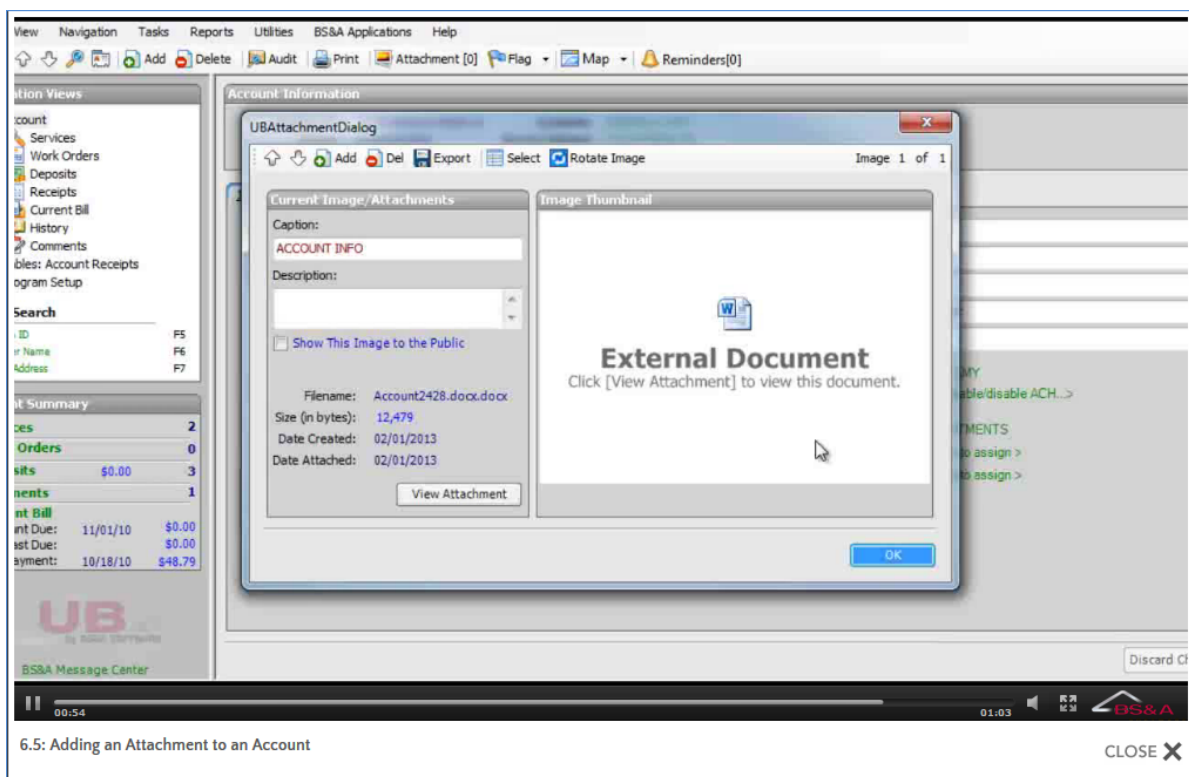


6.4: Adding a Flag to an Account

CLOSE X


Lesson 6.5: Adding an Attachment to an Account

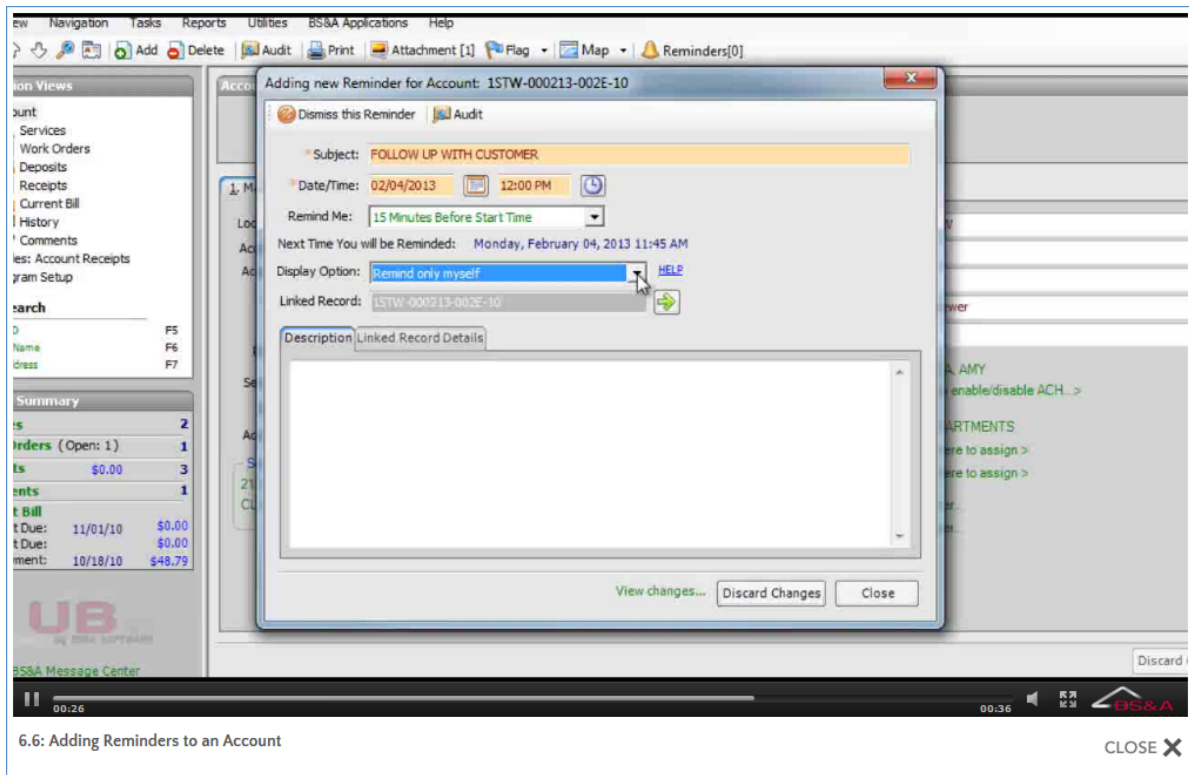
1. Go to Account and locate the account.
2. Click .
3. Click .
4. Add an Attachment From an Existing File is the default selection. If necessary, select "Add an image from a TWAIN device" and then the device.
5. Click Ok.
6. Browse to the file and double-click it.
7. Enter a Caption for the attachment and click Ok.
8. Select the Attachment Type:
 - o Account attachment (only visible on this account)
 - o Service Address attachment (visible on all accounts that share this service address)
9. Click Close.



10. (Optional) Enter a Description (appears below the Caption).
11. If applicable, check the Show This Image to the Public box.
12. Click Ok.


Lesson 6.6: Adding Reminders to an Account

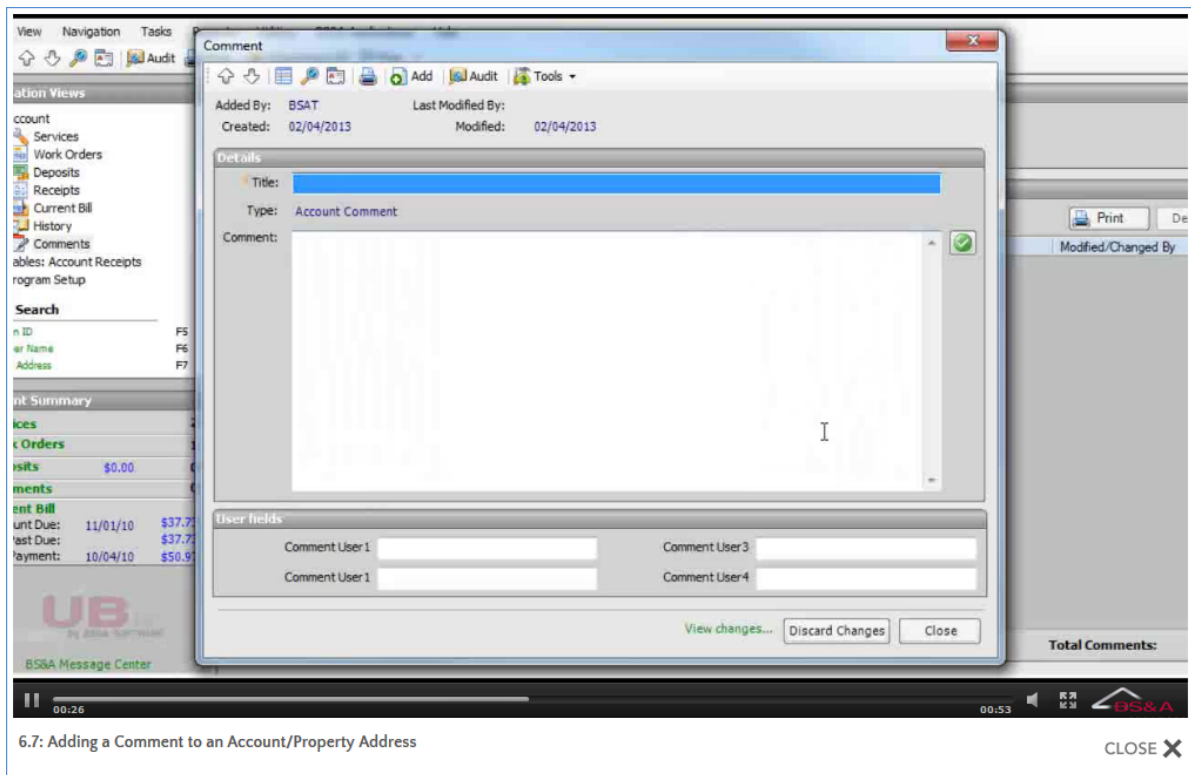
1. Go to Account and locate the account.
2. Click the  button in the Tool Bar.
3. Click Add Reminder.
4. Enter the Subject and verify/select the Date/Time.
5. Select the Remind Me and Display Option settings.
6. (Optional) Enter a Description.



7. Click Close.

Lesson 6.7: Adding a Comment to an Account/Property Address

1. Go to Account and locate the account.
2. Click  and select Comment.
3. You're prompted to make the comment available to all Accounts using the property address; answer accordingly and enter the Title. If you answered Yes to the prompt, Type defaults to Property. If you answered No, Type defaults to Account. The Type can be changed.

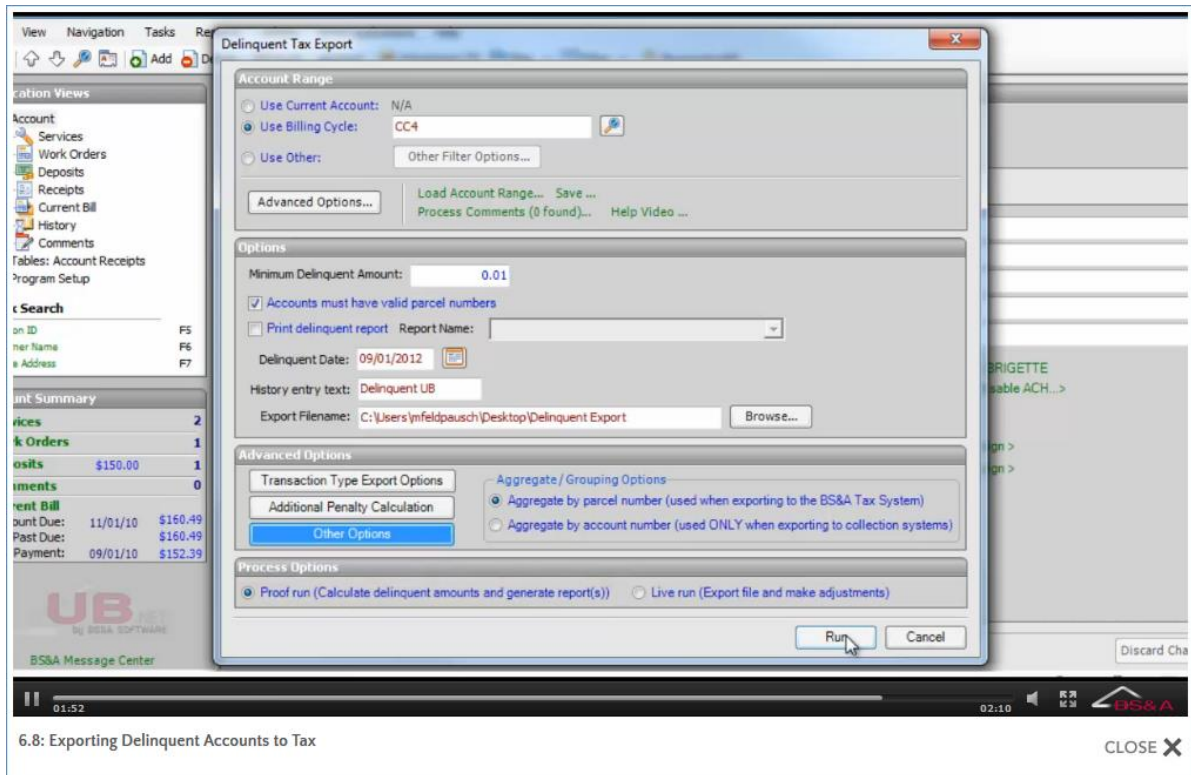


4. Enter the Comment.

Lesson 6.8: Exporting Delinquent Accounts to Tax

1. Go to Tasks>Export Delinquent Utility Bills to Tax.
2. Select the Account Range.
3. Enter the Minimum Delinquent Amount.
4. Accounts Must Have Valid Parcel Numbers is checked by default and is the recommended setting.
5. Select whether or not to Print Delinquent Report. If checked, select the report.
6. Enter the Delinquent Date.
7. Verify or enter the History Entry Text.
8. Enter or browse to the folder in which to save the file, enter the file name, and click Open.
9. Select your Aggregate/Grouping Option.
10. Click Transaction Type Export Options.
 - i. Set your Billing, Penalty, Interest, and Sales Tax options (click the appropriate tab).
 - ii. Click Close to return to the delinquent export.
11. If applicable, click Additional Penalty Calculation and continue with the instructions immediately following:
 - i. Check the Apply Additional Penalty box.
 - ii. Enter up to 5 steps, a penalty percentage for each, and an optional additional flat amount.
 - iii. Select whether or not to Use Highest Fitting Rate Step Only.
 - iv. (Optional) Enter the Delinquent Item Code and Delinquent Item Description. These are used if you want to itemize the billing items/transactions in the export file.
 - v. Click Close to return to the delinquent export.

12. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



13. Click Run.
14. The Process Log Viewer appears. Assuming there are no errors, click Close, then Yes.


Section 7: Work Orders



In this section you will learn how to:

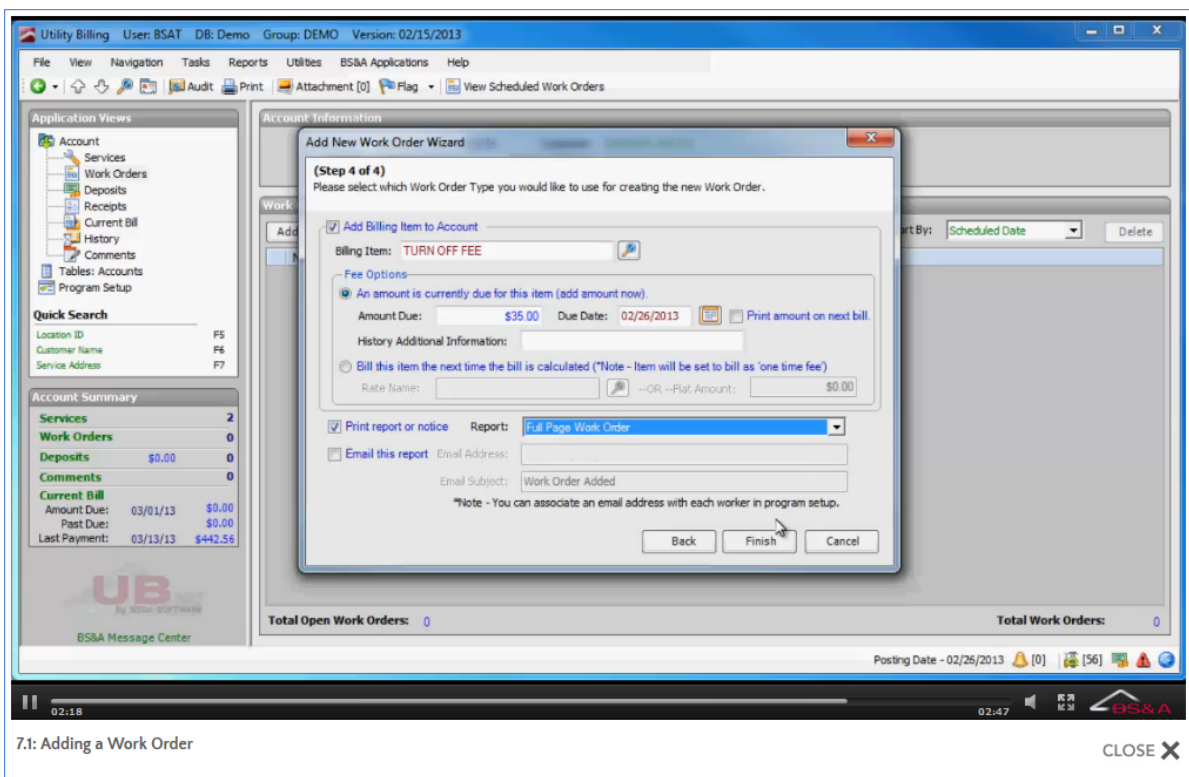
- Add a work order
- Edit and complete a work order

Lesson 7.1: Adding a Work Order

1. Go to Account and locate the account.
2. Click  and select Work Order.
3. Select the Work Order Type.
4. Verify or enter the Work Order #.
5. Verify or enter the Date Filed, Time Filed, Filer, and Request Date.
6. (Optional) Enter the Due Date.
7. Click Next.
8. Check the Schedule This Work Order box.
9. (Optional) Verify or select the Worker Name.
10. Enter the Scheduled Date and Time.
11. (Optional) Verify or enter the (approximate) Job Length.
12. (Optional) Check the Check for Scheduling Conflicts box (requires the Time and Job Length fields be filled out) and/or Check for AM/PM/Daily Limits box.
13. Click Next.
14. Status defaults to Scheduled.
15. Verify or enter a Description.
16. (Optional) Select up to five Linked Services.
17. Click Next.
18. Select the Billing Option:
 - o Add Billing Item to Account box checked (checked by default if a billing item was added for the current work order type) and Amount is Currently Due.
 - i. Billing Item reflects the billing item added for the work order type and can be changed. If you had to check the Add Billing Item to Account box, select a billing item.
 - ii. Amount is Currently Due... is the default selection.
 - iii. Amount Due defaults to the rate selected for the billing item.
 - iv. Verify or enter the Due Date.
 - v. Select whether or not to Print on Next Bill.

- Add Billing Item to Account box checked (checked by default if a billing item was added for the current work order type) and Bill Item Next Time.
 - i. Billing Item reflects the billing item added for the work order type and can be changed. If you had to check the Add Billing Item to Account box, select a billing item.
 - ii. Select Bill This Item the Next Time the Bill is Calculated.
 - iii. Select the Rate or enter the Flat Amount. If the rate is not appearing in the list, please contact Support for assistance.
- Add Billing Item to Account box unchecked (unchecked by default if no billing item was added for the current work order type). If this is to be billed, check the box and select a billing option (see bulleted instructions above).

19. Select whether or not to Print Report or Notice. If selected, select the Report.



20. Click Finish.

Lesson 7.2: Editing and Completing a Work Order

1. Go to Work Orders and locate the account.
2. Double-click the work order.
3. Fill out the relevant information.

Work Order #: REPAIR 13-0181
Type: Meter Repair

Account Information
Location ID: 1STW-000110-0000-20
Customer: MCCLAIN, BARBARA
Address: 110 W FIRST ST
Cycle: CC1
Route: 4

1. General 2. Notes 3. Meter Info.

Scheduling Information
Scheduled Date: 01/31/2013 Time: 12:00 AM
Job Length: 0.00 View Scheduled Work Orders...
Due By: 02/13/2013
Assigned To: J SHUSTER
Scheduled By: BSAT

Other Information
Status: Scheduled
Requested: 01/31/2013
Filer: MCCLAIN, BARBARA
Date Filed: 01/31/2013

Completion Information
Completed: //
Result:

Work Order Transaction Details

Billing Item Name	Action Detail	Additional Information	Transaction Amount	Balance
Meter Fee	Bill Adjustment	RECONNECT FEE	\$10.00	\$10.00

Discard Changes Close

7.2: Editing and Completing a Work Order

4. Enter the Completed Date. Status changes to Completed.
5. Select the Result and click Close.


Section 8: Deposits



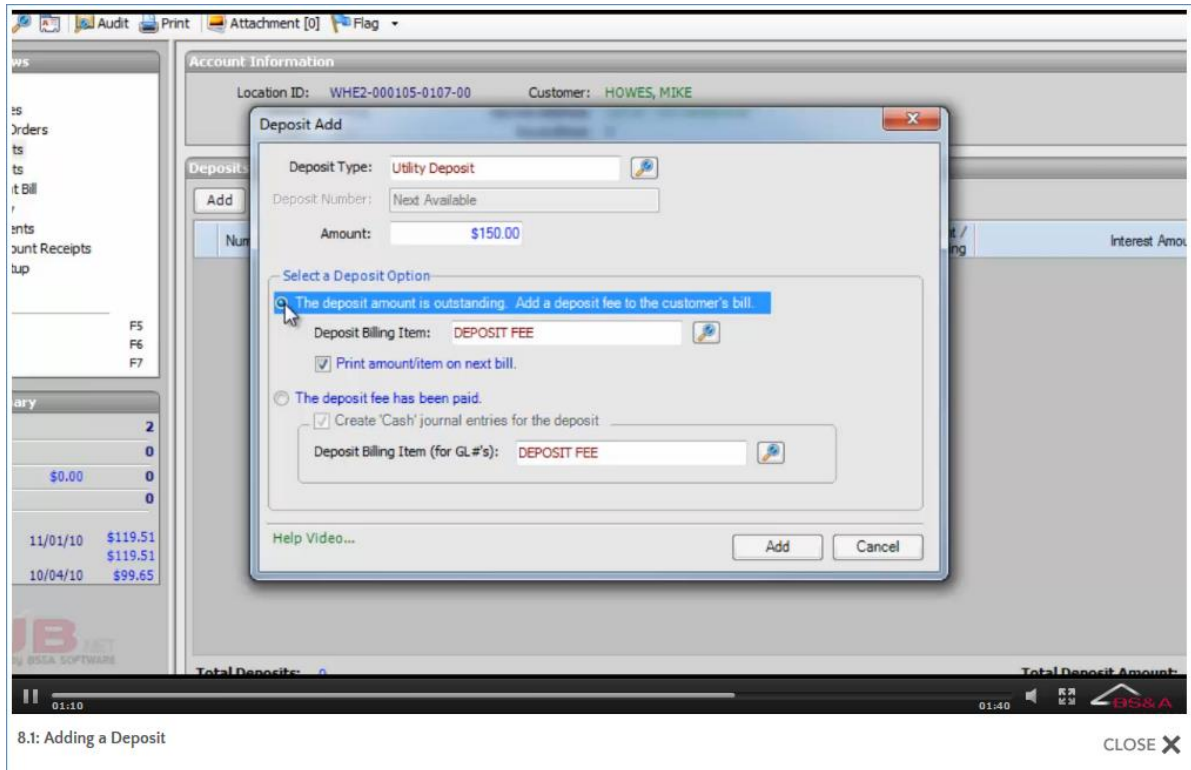
In this section you will learn how to:

- Add a deposit
- Refund one or more deposits

Lesson 8.1: Adding a Deposit

1. Go to Account and locate the account.
2. Click  and select Deposit.
3. Select the Deposit Type.
4. Verify or enter the Deposit #.
5. Verify or enter the Amount.
6. Select a Deposit Option:
 - The Deposit Amount is Outstanding. Add a Deposit Fee to the Customer's Bill.
 - i. Verify or select the Deposit Billing Item.
 - ii. Print Amount/Item On Next Bill box is checked by default and can be unchecked. If checked, the amount will be billed on the next billing. If unchecked, the amount will be added to the current bill as a bill adjustment.
 - The Deposit Fee Has Been Paid. If this is the option you're selecting, you could create a bill adjustment or this item will be billed during the next billing cycle.
 - i. Select whether or not to Create Cash Journal Entries for the Deposit. If you choose not to, continue with step 7.
 - ii. If you've checked the Create Cash Journal Entries... box, select the Deposit billing item (not necessary if a default has been set up and is the billing item you want to use).

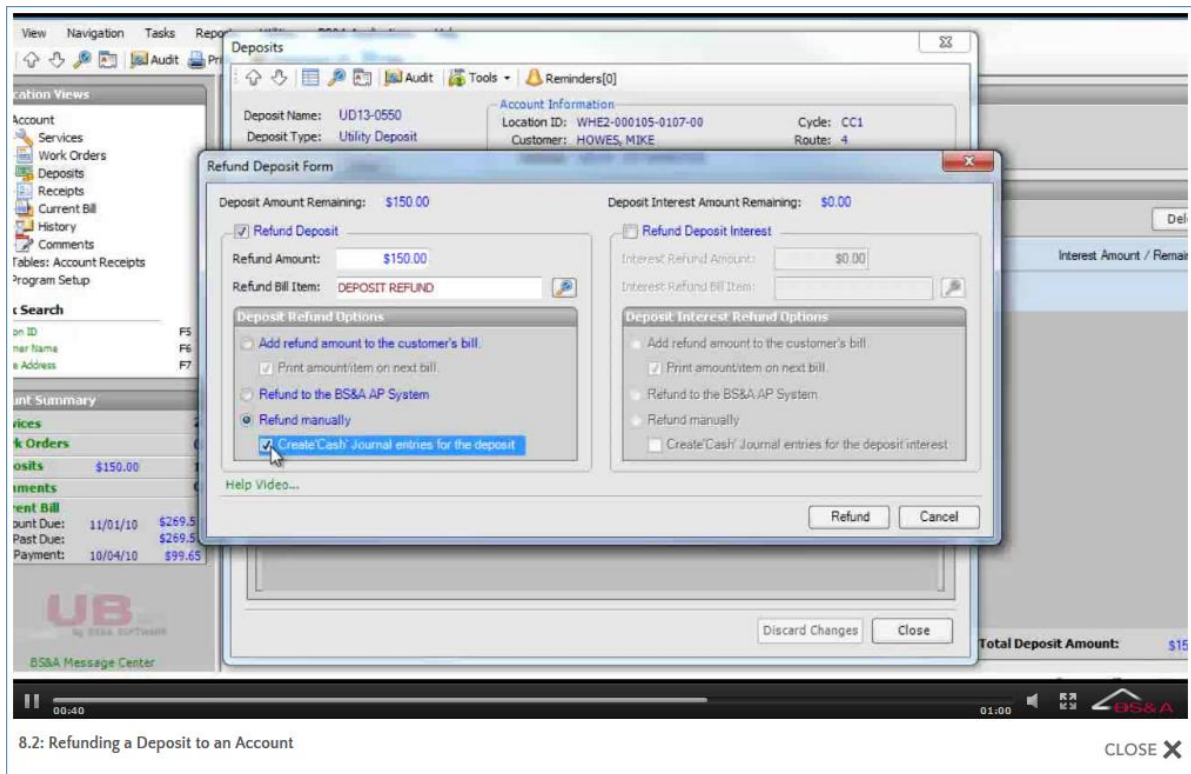
7. Click **Add**.



8. Double-click the Deposit to open it up.
9. Select the Payment Type. If paid by check, fill out the Check Number field.
10. If the Deposit Amount Outstanding... option was selected, take the payment (see page 70).

Lesson 8.2: Refunding a Deposit to an Account

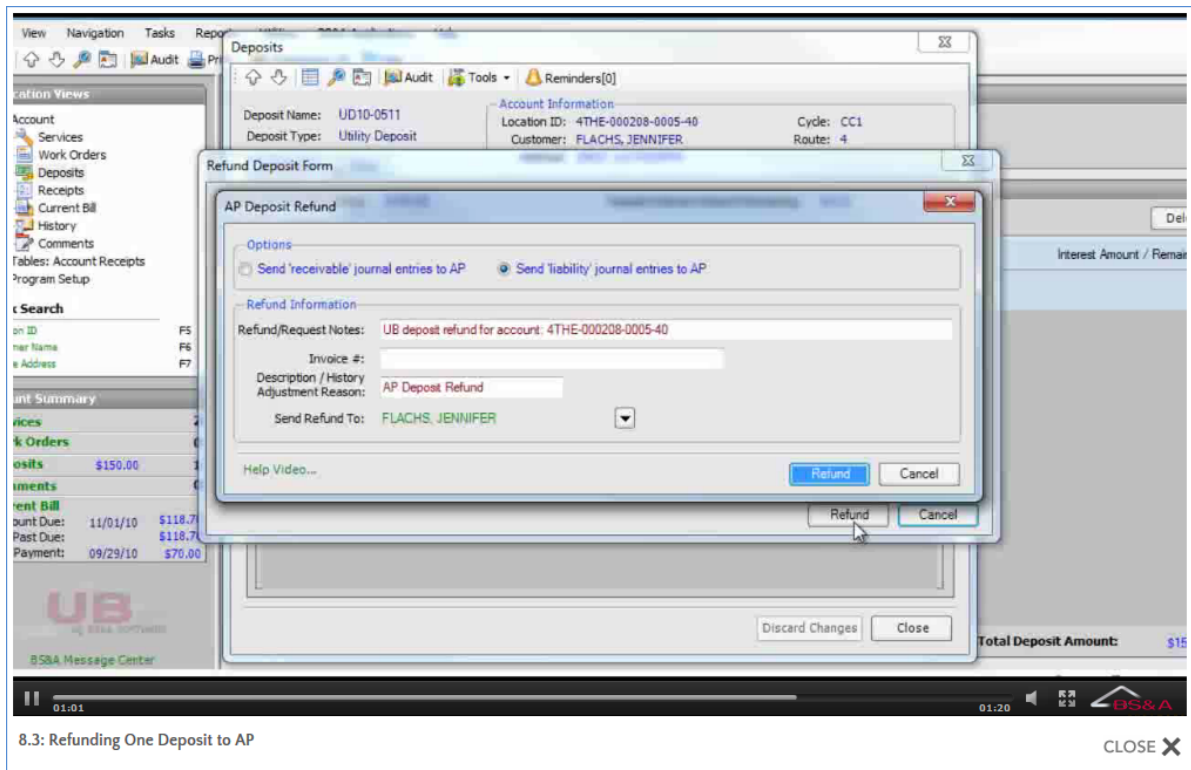
1. Go to Deposits and locate the account.
2. Double-click the deposit.
3. Click Refund Deposit and/or Deposit Interest.
4. Check the Refund Deposit and/or the Refund Deposit Interest box.
5. Verify or enter the Refund Amount.
6. Verify or select the Refund Bill Item.
7. Select Refund Manually.
8. Select whether or not to Create Cash Journal Entries for the Deposit.



9. Click Refund, then Ok.
10. When you return to the Deposit screen, verify or enter the Refund Date. The Deposit Remaining is now 0.00 and a bill adjustment of Deposit Refund has been added to history.

Lesson 8.3: Refunding One Deposit to AP

1. Go to Deposits and locate the account.
2. Double-click the deposit.
3. Click Refund Deposit and/or Deposit Interest.
4. Check the Refund Deposit and/or the Refund Deposit Interest box.
5. Verify or enter the Refund Amount.
6. Verify or select the Refund Bill Item.
7. Select Refund to the Equalizer AP System.
8. Click Refund.
9. Select whether to Send Cash Journal Entries to AP or to Send Liability Journals to AP.
10. Verify or enter the Refund/Request Notes.
11. (Optional) Enter an Invoice Number.
12. Verify or enter the Description/History Adjustment Reason.
13. Verify or enter the Send Refund To.



14. Click Refund, then Ok.
15. When you return to the Deposit screen, verify or enter the Refund Date. The Deposit Remaining is now 0.00 and a bill adjustment of Deposit Refund has been added to history.

Lesson 8.4: Refunding Multiple Deposits to AP

1. Go to Tasks>Deposit Tasks>Refund Deposits En Masse.
2. Select the Account Range.
3. Select All Deposit Types or Select Deposit Types. If the latter, click the Deposit Types button and make your selections; click Close to return to the task.
4. If applicable, check the Deposit Refund Deposits box and select whether to Add Refund Amount to Customer's Bill or to Refund Manually. Depending on your selection, check the appropriate box if applicable: Print Amount/Item on Next Bill or Create Cash Journal Entries for the Deposit.
5. Enter the appropriate figures in Deposits Must Be at Least [n] Months Old and The Account Cannot Have More Than [n] Penalties Within the Last [n] Months.
6. Click Interest Options.
7. Select whether or not to Calculate Deposit Interest Before Refunding (if so, enter the Interest Date To and APR %) and whether or not to Refund Deposit Interest. If the latter, you must select whether to Add Interest Refund Amount to the Customer's Bill or to Refund Manually. Depending on your selection, check the appropriate box if applicable: Print Amount/Item on Next Bill or Create Cash Journal Entries for the Deposit.
8. Click Close to return to the task.

Section 9: Current Bill Screen




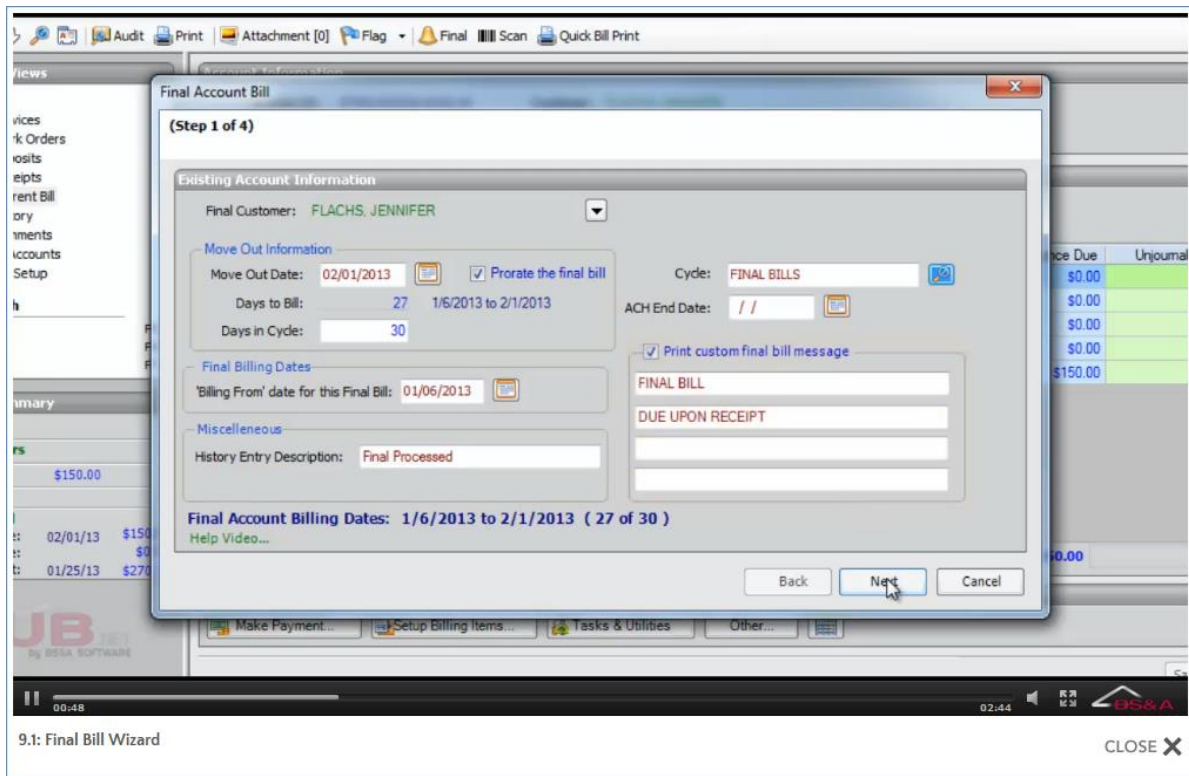
In this section you will learn how to:

- Use the Final Bill Wizard
- Calculate a bill and a "mock" bill
- Print a bill
- Journalize a bill
- Add and delete items to and from a bill
- Edit billing item settings
- Refund balance to Accounts Payable
- Transfer a bill to another account

Lesson 9.1: Final Bill Wizard

Once an account has been finalized, you may calculate and journalize the bill separately or as part of a regular or final billing cycle.


1. Go to Current Bill and locate the account.
2. Click .
3. Verify or enter the Move-Out Date. The Move-Out date is the date used as the last day of billing (used in prorating).
4. Select whether or not to Prorate the Final Bill.
5. Enter the Number of Days in a Normal Billing.
6. Enter the Billing "From" Date for This Final Bill.
7. Verify or select the Cycle. If you will be including this Account in a Final Billing Cycle, select Final Cycle.
8. If applicable, enter the ACH End Date.
9. Final Bill Message reflects the default entered in Program Setup (see page 31) and can be changed for this Final bill.
10. Click Next.

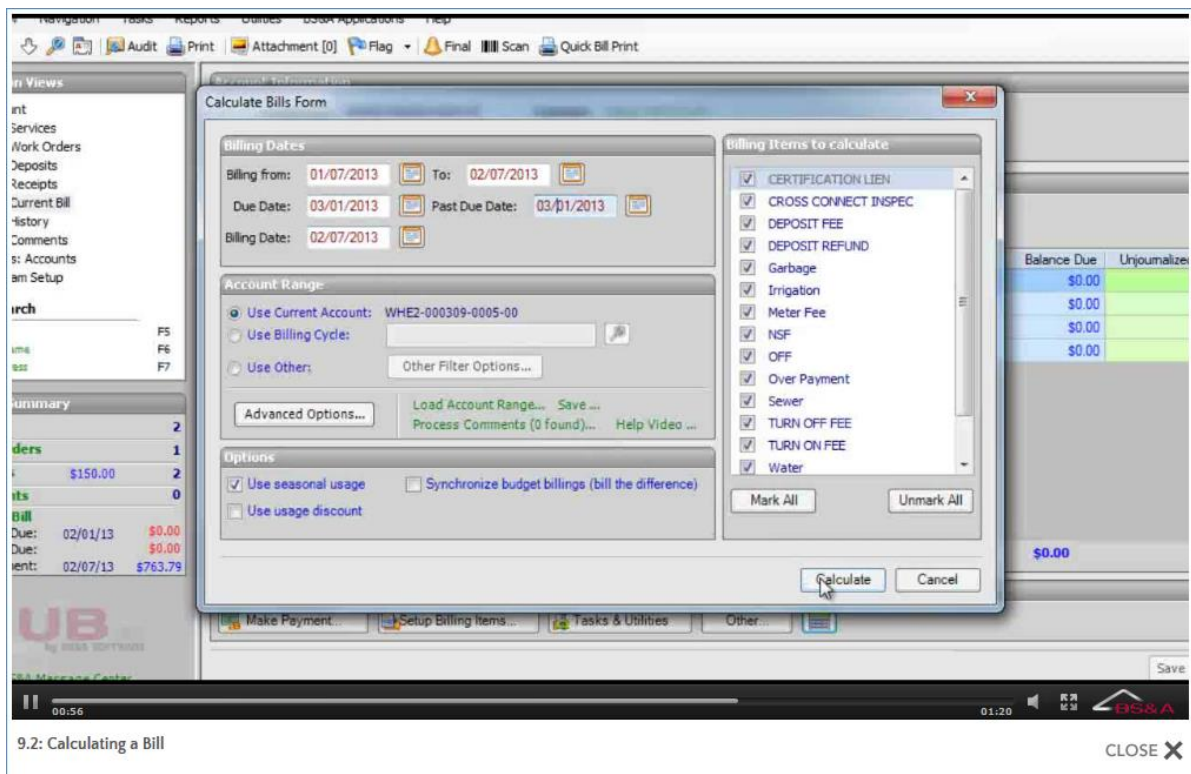


11. For each metered service, enter the Final Read.
12. Verify or enter the Read Date and Read Type.
13. Click Next.
14. If applicable, refund the deposit:
 - i. Verify or enter the Refund Amount.
 - ii. Verify or select the Refund Type (other options are Don't Refund; Refund to AP; Refund Manually).
 - iii. Verify the Print on bill setting.
 - iv. Verify the Cash GL #s setting.
 - v. If applicable, click Calculate Interest.
 - a. Enter the Date From, Date To, and APR.
 - b. Click Calculate.
 - c. Click Yes to add interest, then click Ok.
15. If applicable, enter Additional Fees.
16. Click Next.
17. Select the New Account Option:
 - o Don't Create a New Account
 - o Create New Account for Next Occupant
 - i. Enter the new customer information.
 - ii. Verify or enter the Move-In Date.
 - iii. Select whether or not to Prorate the First Bill.
 - iv. Verify or enter the Occupant Number.
 - v. Verify or select the Cycle.
 - vi. Status defaults to First Bill. If you do not want the new customer to be billed when you next run the selected Cycle, change the status to No bill this cycle.
 - o Transfer Information to Landlord's Account. Enter or select the Landlord's Location ID.
18. Click Finish, then Ok.
19. You are returned to the finalized Account. You may calculate the bill separately (see page 137), or as part of a regular or Final Billing Cycle (see page 184).

Lesson 9.2: Calculating a Bill


Calculating a bill for a single account is usually only done when billing a first or final bill.

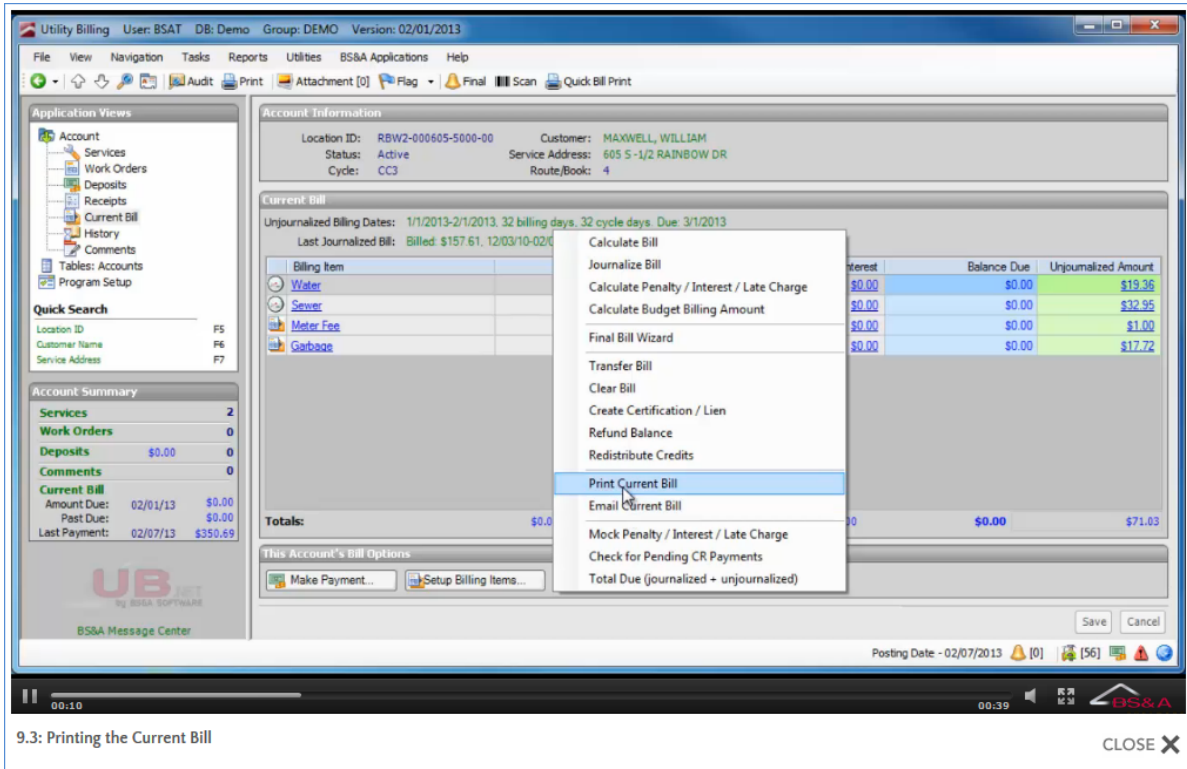
1. Go to Current Bill and locate the account.
2. Click  Tasks & Utilities > Calculate Bill.
3. Verify or enter the Billing From and To dates.
4. Enter the Due Date, Past Due Date, and Billing Date.
5. Use Current Account is the default Account Range and the only one allowed for this operation.
6. Select whether or not to Use Seasonal Usage.
7. Select whether or not to Use Usage Discount.
8. Select whether or not to Synchronize Budget Billings (Bill the Difference).
9. The Billing Items are marked by default; only the items appearing on the current account's bill will be part of the calculation. If you do not want to calculate one or more, uncheck the boxes.



10. Click Calculate, then Ok.
11. The Process Log Viewer appears. Assuming there are no errors, click Close.
12. If the correct amount is calculated, print the bill (see page 140) then journalize it (see page 142).

Lesson 9.3: Printing the Current Bill

1. Go to Current Bill and locate the account.
2. Click  Tasks & Utilities > Print Current Bill.




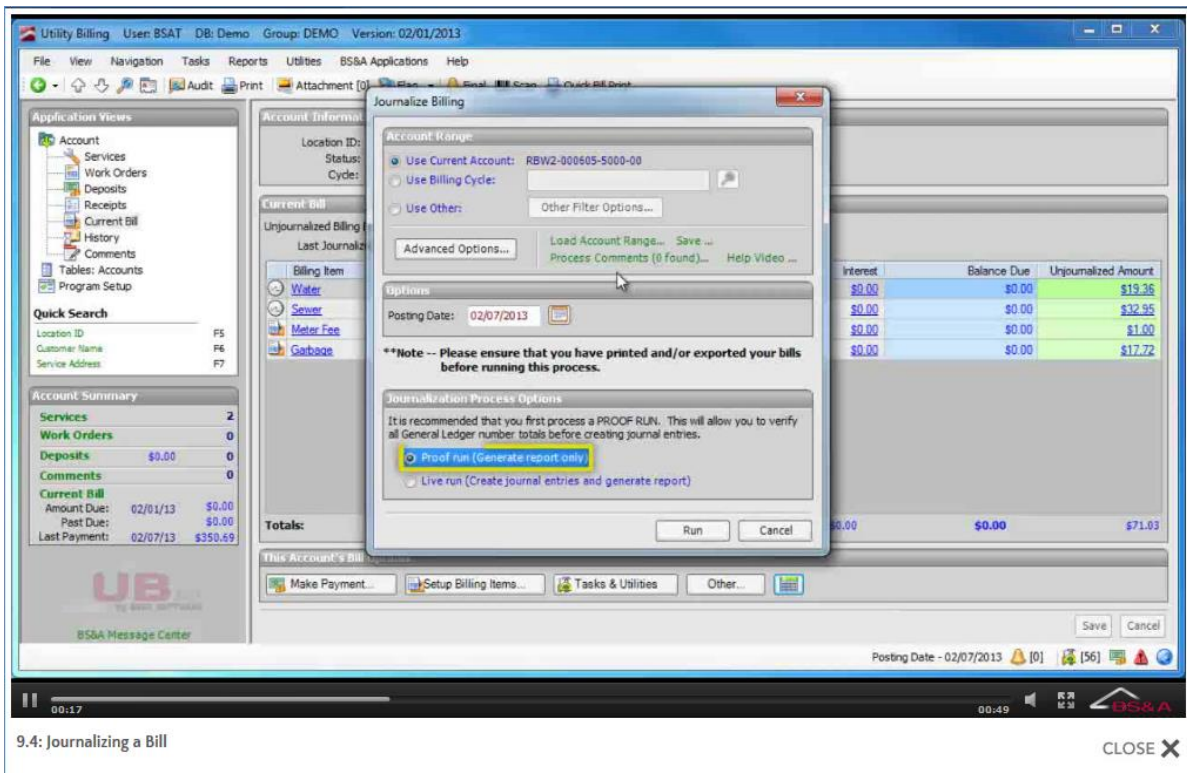
The screenshot displays the 'Utility Billing' application window. The main area shows account information for 'MAXWELL, WILLIAM' and a 'Current Bill' summary. A context menu is open over the 'Current Bill' section, with 'Print Current Bill' selected. The menu also includes options like 'Calculate Bill', 'Journalize Bill', and 'Email Current Bill'. The 'Current Bill' table shows a total due of \$71.03.

Billing Item	Interest	Balance Due	Unjournalized Amount
Water	\$0.00	\$0.00	\$19.36
Sewer	\$0.00	\$0.00	\$32.95
Meter Fee	\$0.00	\$0.00	\$1.00
Garbage	\$0.00	\$0.00	\$17.72
Totals:		\$0.00	\$71.03

3. Select the bill format (Name), if different from the default selected in Program Setup (see page 31).
4. Click Print.

Lesson 9.4: Journalizing a Bill


1. Go to Current Bill and locate the account.
2. Click  Tasks & Utilities > Journalize Bill.
3. Use Current Account is the default Account Range and the only one allowed for this operation.
4. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



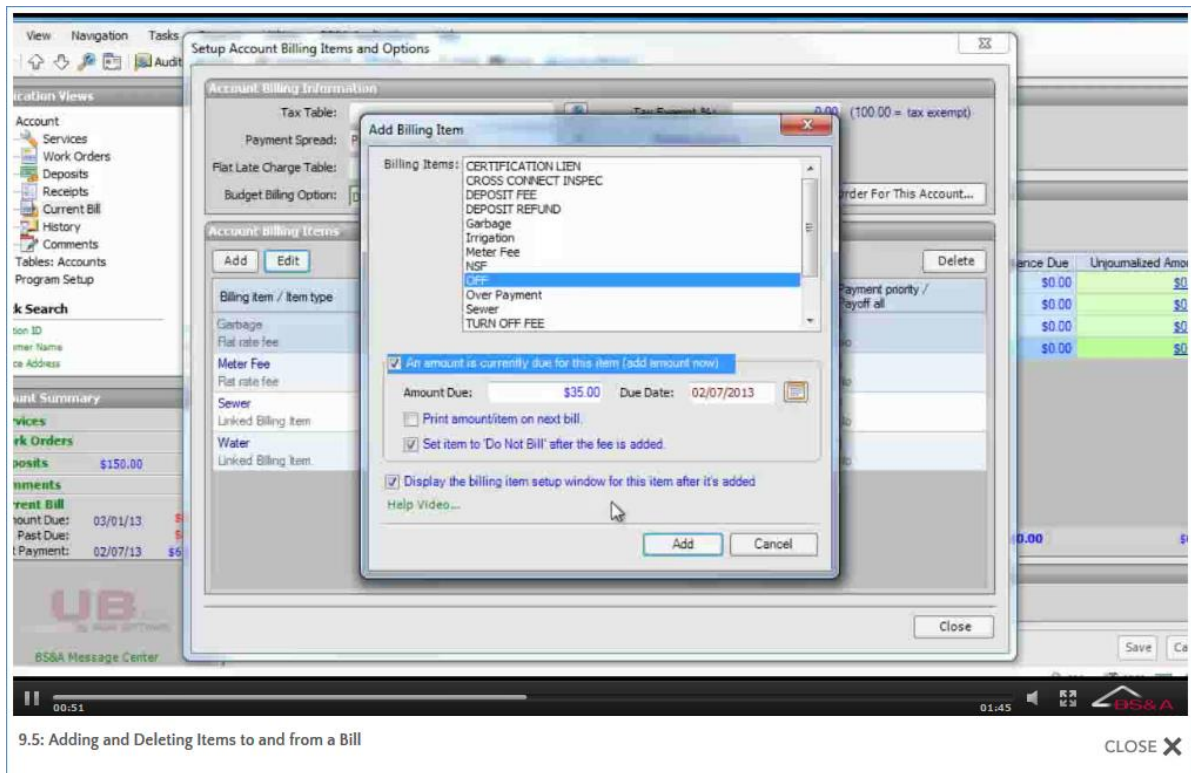
5. Click Run.
6. The Process Log Viewer appears. Assuming there are no errors, click Close.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
8. Clear or print the report that appears.

Lesson 9.5: Adding and Deleting Items to and from a Bill

Adding

1. Go to Current Bill and locate the account.
2. Click Setup Billing Items.
3. Click .
4. Click the Billing Item to add.
5. Select whether or not An Amount is Currently Due for This Item:
 - If an amount is due, check the box. This adjusts the billed amount and creates a journal entry.
 - i. Enter the Amount Due.
 - ii. Verify or enter the Due Date.
 - iii. Select whether or not to Print Amount/Item on Next Bill.
 - iv. Select whether or not to Set Item to "Do Not Bill" After the Fee is Added.
 - If an amount is not due, uncheck the box. The item will be billed when the bill is next calculated.

6. Select whether or not to Display the Billing Item Setup Window for This Item After It's Added.



7. Click **Add**. If you elected to display the billing item setup screen, it appears immediately.
8. Make changes if necessary.
9. Click Close.
10. Click Save to save the change to the account's bill.

Deleting

An item cannot be deleted from a bill until all amounts (previous, current, penalty, interest) have a zero balance, meaning either paid in full or adjusted.

1. Go to Current Bill and locate the account.
2. Click Setup Billing Items.
3. Click the billing item to be deleted.
4. Click Delete, then Yes.
5. Click Close.
6. Click Save to save the changes to the account's bill.

Lesson 9.6: Editing Billing Item Settings

The Setup Billing Items button on the Current Bill screen lets you make changes to an account's bill, such as: Billing Item Type, Rate changes, Penalty Rate Table changes, and REU changes.

The screenshot displays the 'Setup Account Billing Items and Options' dialog box in the Utility Billing software. The dialog box is divided into two main sections: 'Account Billing Information' and 'Account Billing Items'.

Account Billing Information:

- Tax Table: (Empty)
- Tax Exempt %: 0.00 (100.00 = tax exempt)
- Payment Spread: Payment Spread (Def)
- Flat Late Charge Table: (Empty)
- Budget Billing Option: Don't use budget billing
- Penalty Exempt:
- Interest Exempt:
- View / Set Payment Priority and Display Order For This Account...

Account Billing Items:

Billing item / Item type	Rate Name / Rate amt	REUs / Discount %	Penalty Table / Interest Table	Payment priority / Payoff all
Garbage	GB	1.00000	10.00% Item Penalty2	6
Flat rate fee	\$0.00	0.00 %	N/A	No
Meter Fee	MTR	1.00000	10.00% Item Penalty	5
Flat rate fee	\$0.00	0.00 %	N/A	No
Sewer	SW - 3/4R	1.00000	10.00% Item Penalty	4
Linked Billing Item	\$0.00	0.00 %	N/A	No
Water	WA - 3/4R	1.00000	10.00% Item Penalty	1
Linked Billing Item	\$0.00	0.00 %	N/A	No

The background shows the 'Current Bill' screen with a table of 'Amount Due' and 'Unjournalized Amount':

Amount Due	Unjournalized Amount
\$34.04	\$0.00
\$48.78	\$0.00
\$2.00	\$0.00
\$0.00	\$0.00


The interface includes a sidebar with 'Application Views' (Account, Services, Work Orders, Deposits, Receipts, Current Bill, History, Comments, Tables: Accounts, Program Setup), 'Quick Search' (Location ID, Customer Name, Service Address), and 'Account Summary' (Services, Work Orders, Deposits \$0.00, Comments, Current Bill: Amount Due: 03/01/13 \$0, Past Due: \$4, Last Payment: 02/07/13 \$35). The bottom status bar shows 'Posting Date - 02/13/2013' and system icons.

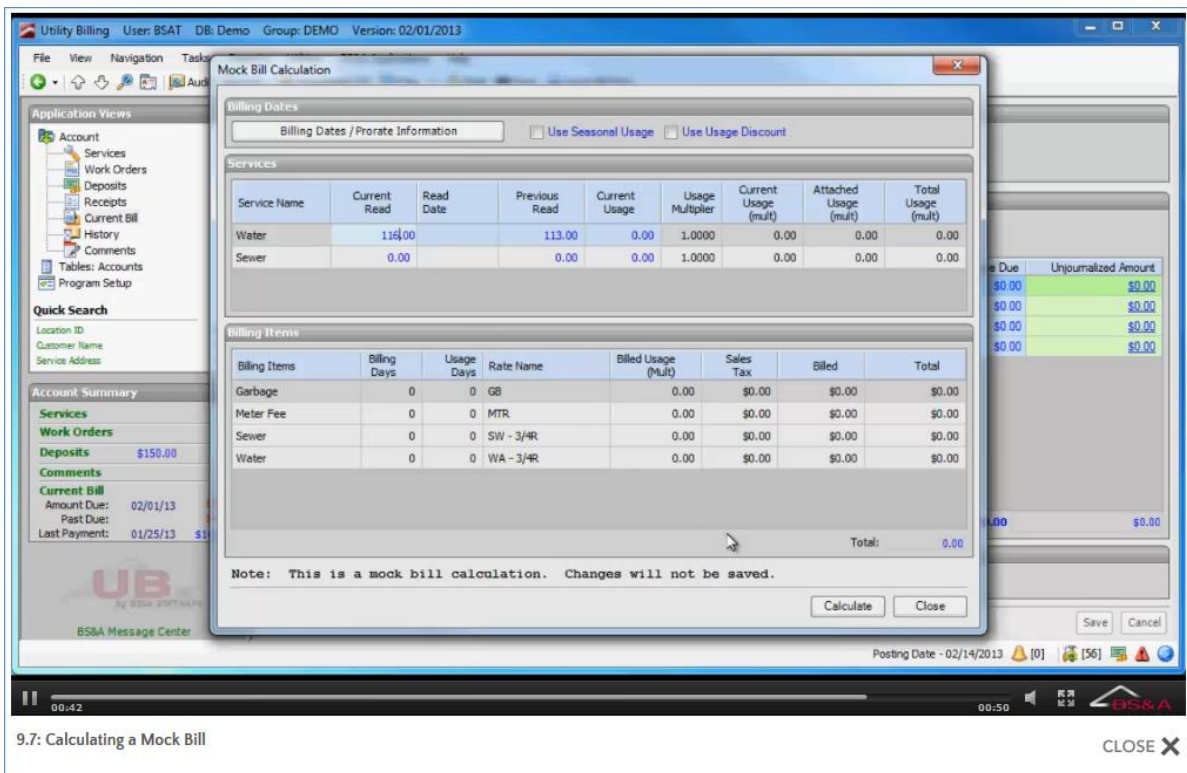
9.6: Editing Billing Item Settings

CLOSE X

Lesson 9.7: Calculating a Mock Bill

This procedure lets you do a mock calculation of the current account's bill; the calculated amount is not saved.

1. Go to Current Bill and locate the account.
2. Click .
3. Enter the Billing From and To dates.
4. Select whether or not to Use Seasonal Usage.
5. Enter the Current Read and/or Current Usage.



Utility Billing User: BSAT DB: Demo Group: DEMO Version: 02/01/2013

Mock Bill Calculation

Billing Dates / Prorate Information Use Seasonal Usage Use Usage Discount

Service Name	Current Read	Read Date	Previous Read	Current Usage	Usage Multiplier	Current Usage (mult)	Attached Usage (mult)	Total Usage (mult)
Water	116.00		113.00	0.00	1.0000	0.00	0.00	0.00
Sewer	0.00		0.00	0.00	1.0000	0.00	0.00	0.00

Billing Items	Billing Days	Usage Days	Rate Name	Billed Usage (Mult)	Sales Tax	Billed	Total
Garbage	0	0	GB	0.00	\$0.00	\$0.00	\$0.00
Meter Fee	0	0	MTR	0.00	\$0.00	\$0.00	\$0.00
Sewer	0	0	SW - 3/4R	0.00	\$0.00	\$0.00	\$0.00
Water	0	0	WA - 3/4R	0.00	\$0.00	\$0.00	\$0.00

Total: 0.00

Note: This is a mock bill calculation. Changes will not be saved.

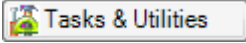
Calculate Close

Posting Date - 02/14/2013 [56]

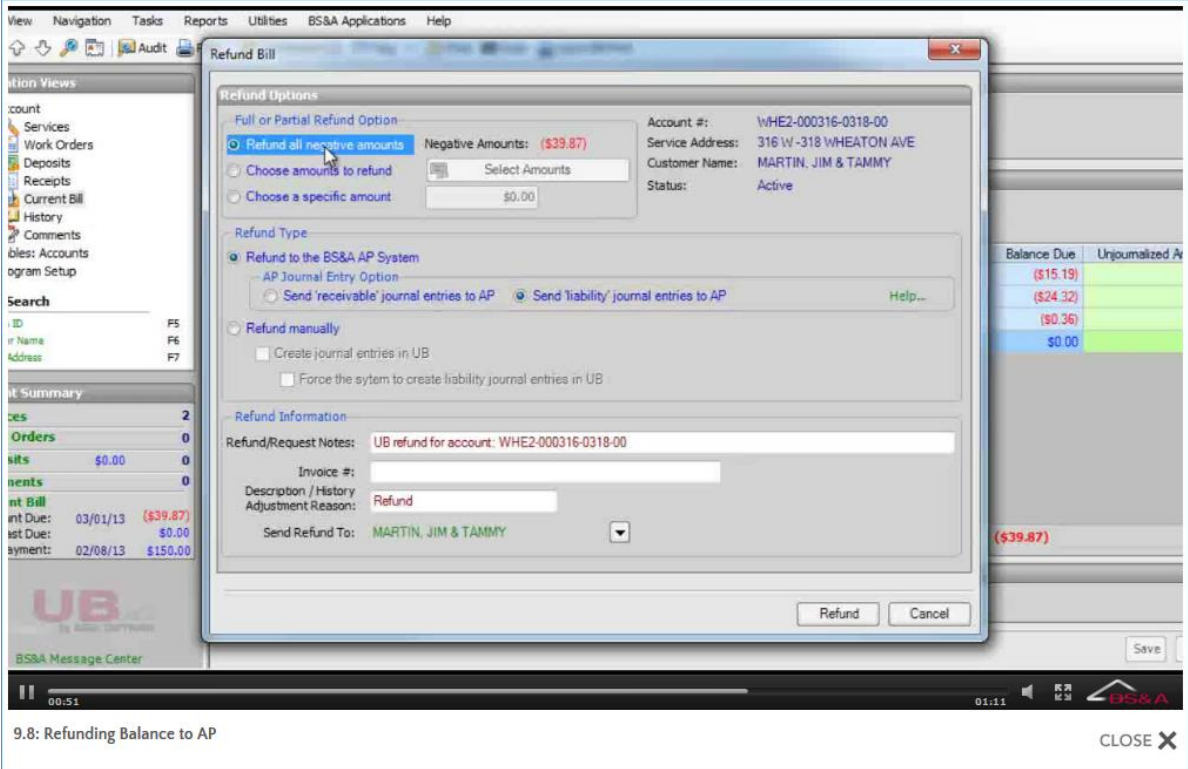
9.7: Calculating a Mock Bill CLOSE X

6. Click Calculate. The Total amount at the bottom shows the result of the calculation.
7. The Process Log Viewer appears. Assuming there are no errors, click Close.

Lesson 9.8: Refunding Balance to AP

1. Go to Current Bill and locate the account.
2. Click  > Refund Balance.
3. Select the Full or Partial Refund Option:
 - Refund All Negative Amounts
 - Choose Amounts to Refund
 - i. Click Select Amounts.
 - ii. Select the billing items and click Ok.
4. Select Refund to the BS&A AP System.
5. Select whether to Send Receivable Journal Entries to AP or to Send Liability Journals to AP.
6. Verify or enter the Refund/Request Notes.
7. (Optional) Enter an Invoice Number.
8. Verify or enter the Description/History Adjustment Reason.


9. Verify or enter the Send Refund To.

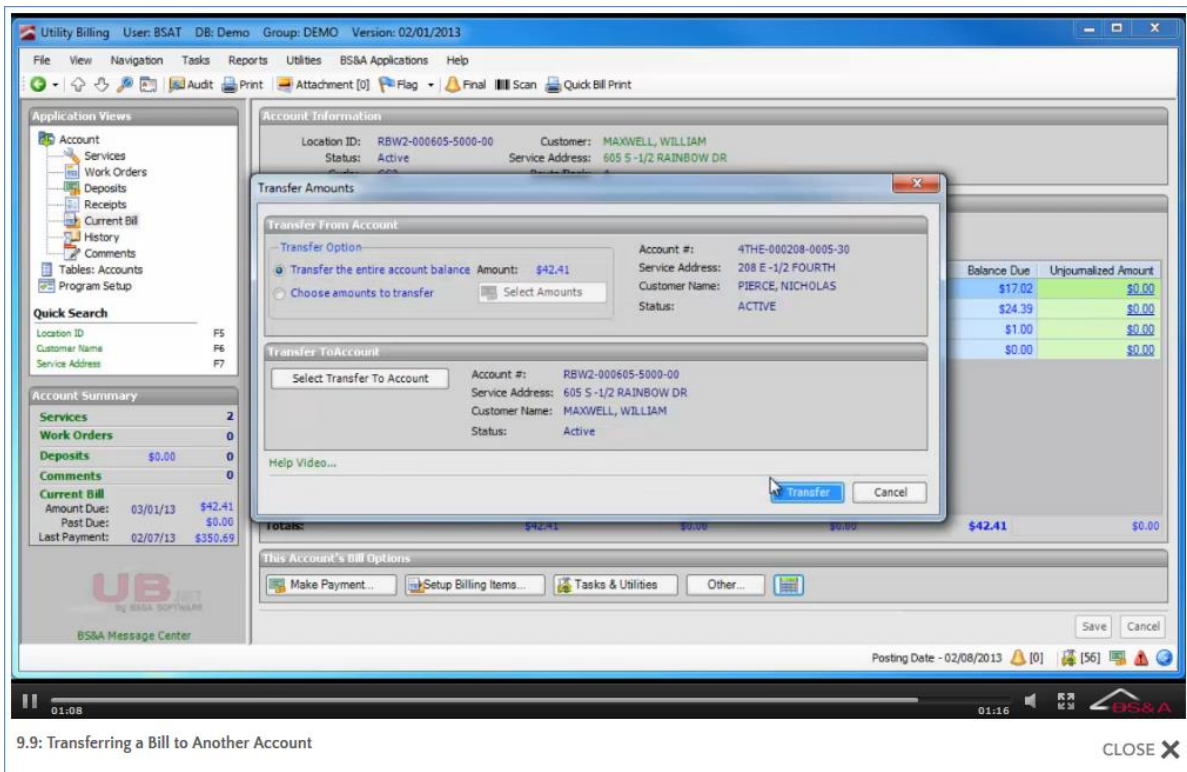


10. Click Refund, then Ok.

Lesson 9.9: Transferring a Bill to Another Account

Transferring a balance is done when a customer moves from one location to another within the same municipality. A Balance Transfer billing item must be added to the Account to which you're transferring the balance (see page 144). This Balance Transfer billing item classification is used when neither Account has the exact same billing items on their bills.

1. Go to Current Bill and locate the account.
2. Click  Tasks & Utilities > Transfer Bill.
3. Select the Transfer Option:
 - o Transfer the Entire Account Balance
 - o Choose Amounts to Transfer
 - i. Click Select Amounts.
 - ii. Select the amounts and click Ok.
4. Click Select "Transfer to" Account.
5. Select the account to transfer to.



The screenshot shows the 'Utility Billing' application window. The 'Transfer Amounts' dialog box is open, displaying the following information:

Transfer From Account:

- Transfer Option: Transfer the entire account balance Amount: \$42.41
- Choose amounts to transfer
- Account #: 4THE-000208-0005-30
- Service Address: 208 E -1/2 FOURTH
- Customer Name: PIERCE, NICHOLAS
- Status: ACTIVE

Transfer To Account:

-
- Account #: RBW2-000605-5000-00
- Service Address: 605 S -1/2 RAINBOW DR
- Customer Name: MAXWELL, WILLIAM
- Status: Active

Background Window (Account Information):

- Location ID: RBW2-000605-5000-00
- Customer: MAXWELL, WILLIAM
- Status: Active
- Service Address: 605 S -1/2 RAINBOW DR

Balance Due	Unjournalized Amount
\$17.02	\$0.00
\$24.39	\$0.00
\$1.00	\$0.00
\$0.00	\$0.00

Totals: \$42.41 \$0.00 \$0.00 \$42.41 \$0.00

This Account's Bill Options:

-
-
-
-

Posting Date - 02/08/2013

6. Click Transfer.

Section 10: History Screen



In this section you will learn how to:

- Print account history
- Reverse history entries
- Perform quick bill calculation adjustments and quick adjustments
- Reprint a prior bill
- View and print charts


Lesson 10.1: Printing Account History

One History Item


1. Go to History and locate the account.
2. (Optional) Select the Display Filter.

The screenshot shows the Utility Billing software interface. The main window displays account information for Maxwell, William, with location ID RBW2-000605-5000-00. The history table lists various transactions, including bill transfers, adjustments, meter reads, and payments. A filter dropdown is open, showing options like 'All Types', 'Adjustments', 'Billings/Penalties/Interest', 'Meter Info', and 'Payments'. The interface also includes a quick search section and an account summary section.

Created	Posted	Action	Additional Information	Read	Usage		
02/08/13	02/08/13	Bill Transfer (Receive)	4THE-000208-0005-30	0	0		
02/08/13	02/08/13	Bill Adjustment		0	0		
02/08/13	02/08/13	Bill Adjustment		0	0	\$71.03	\$113.44
02/08/13	02/08/13	Bill Adjustment		0	0	(\$71.03)	\$42.41
02/08/13	02/08/13	Bill Transfer (Receive)	4THE-000208-0005-30	0	0	\$42.41	\$113.44
02/07/13	02/07/13	Bill Calculated	12/31/12-02/07/13	0	0	\$71.03	\$71.03
02/07/13	02/07/13	Meter Read	Water	354A	4	\$0.00	\$0.00
02/07/13	02/07/13	Payment Posted	R13-074715	0	0	(\$350.69)	\$0.00
02/07/13	02/07/13	Bill Calculated	12/03/10-02/07/13	0	0	\$157.61	\$350.69
02/07/13	12/31/12	Meter Read	Water	350A	41	\$0.00	\$193.08
08/22/11	08/22/11	Bill Calculated	11/05/10-12/03/10	0	0	\$48.83	\$193.08
12/02/10	12/03/10	Meter Read	Water	308E	0	\$0.00	\$144.25
12/02/10	12/02/10	Past Due Notice Sent	Past Due=\$144.25	0	0	\$0.00	\$144.25
12/02/10	12/02/10	Penalty		0	0	\$6.87	\$144.25
11/15/10	11/15/10	Bill Calculated	10/05/10-11/05/10	0	0	\$68.69	\$137.38
11/01/10	11/05/10	Meter Read	Water	309A	3	\$0.00	\$68.69
10/15/10	10/15/10	Bill Calculated	09/02/10-10/05/10	0	0	\$68.69	\$68.69

3. Double-click the history item.
4. Click .
5. Select the report (Name).
6. Click Report Options.
7. Select your options and click Close.
8. Select the (print) Destination and click Print.

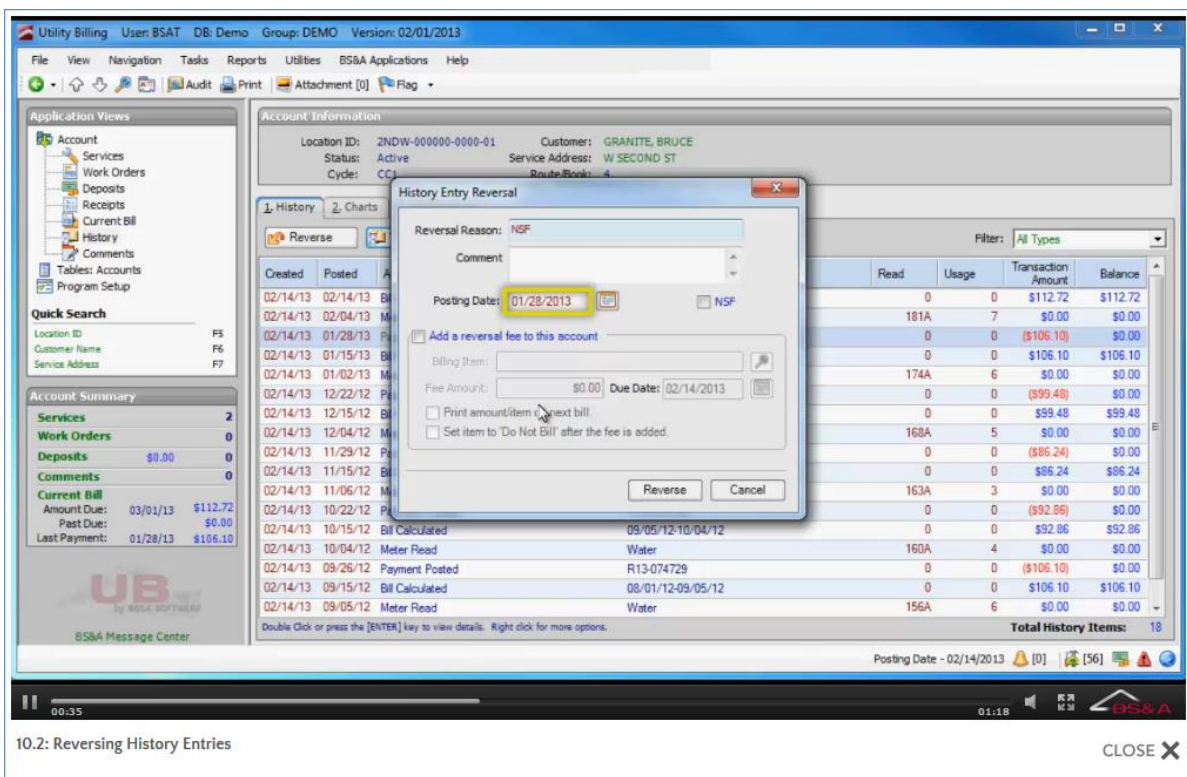
Multiple History Items

1. Go to History and locate the account.
2. (Optional) Select the Display Filter.
3. Click  Print.
4. Enter the Date Range and click Ok.
5. Select the report (Name).
6. Click Report Options.
7. Select your options and click Close.
8. Select the (print) Destination and click Print.

Lesson 10.2: Reversing History Entries

Selected history entries may be reversed: Payment Posted; Payment Reversal; Penalty; Interest; Bill Adjustment; Meter Change; Credit Transfer.

1. Go to History and locate the account.
2. Click the entry to reverse.
3. Click Reverse, then Yes.
4. Enter the Reversal Reason.
5. Verify or enter the Posting Date.



6. If you are adding a reversal fee, continue with the instructions immediately following:
 - i. Check the Add a Reversal Fee to This Account box.
 - ii. Select the Billing Item.
 - iii. Enter the Fee Amount.
 - iv. Select the Due Date.
 - v. Select whether or not to Print Amount/Item on Next Bill.
 - vi. Select whether or not to Set Item to "Do Not Bill" After the Fee is Added.
7. Click Reverse.

Lesson 10.3: Quick Bill Calculation Adjustment

1. Go to History and locate the account.
2. (Optional) Select the Display Filter.
3. Right-click on the Bill Calculated entry and choose Quick Bill Calculation Adjustment.
4. Enter the figures to adjust.
5. Enter the Adjustment Reason.
6. Verify or enter the Post Date.
7. Click Recalculate Bill.
8. The Process Log Viewer appears. Assuming there are no errors, click Close.
9. Verify the Adjustment Amount is correct.

The screenshot displays the 'Quick Bill Calculation Adjustment' dialog box in the Utility Billing software. The dialog box is titled 'Quick Bill Calculation Adjustment' and has a status of 'Active'. It contains two main tables:

Service Name	Current Read	Adj	Previous Read	Current Usage	Usage Multiplier	Multiplied Usage	Attached Usage	Multiplied Total
Water	186.00	<input checked="" type="checkbox"/>	174.00	12.00	1.0000	12.00	0.00	12.00
Sewer	0.00	<input type="checkbox"/>	0.00	0.00	1.0000	0.00	12.00	12.00

Billing Item	Trx Type	Rate Name	REL's	Billed Usage	Original Amount	New Amount
Meter Fee	Billing	MTR	1.000000	0.00	\$1.00	\$1.00
Sewer	Billing	SW - 1*	1.000000	12.00	\$66.13	\$87.53
Water	Billing	WA - 1*	1.000000	12.00	\$45.59	\$57.29

Below the tables, the 'Adjustment Reason' is set to 'MISREAD' and the 'Posting Date' is '02/14/2013'. A 'Re-Calculate Bill' button is visible. The summary at the bottom right of the dialog box shows:

- Original Amount Total: \$112.72
- New Amount Total: \$145.82
- Adjustment: \$33.10

The background shows the main application window with a navigation tree on the left and a transaction list on the right. The transaction list shows a balance of \$228.82 and a new balance of \$116.10 after the adjustment.

10. Click Adjust, then Yes.

Lesson 10.4: Quick Adjustment

1. Go to History and locate the account.
2. (Optional) Select the Display Filter.
3. Right-click on the entry (Bill Calculated; Bill Adjustment; or Penalty) and choose Quick Adjustment.
4. Enter the appropriate New Amount.
5. Enter the Adjustment Reason.
6. Verify or enter the Post Date.
7. Verify the Adjustment Amount is correct.

The screenshot shows the 'Quick Adjustment' dialog box in the Utility Billing software. The dialog box is titled 'Quick Adjustment' and contains the following sections:

- Billing Items Table:**

Billing Item	Trx Type	Rate Name	Old Billed Usq	New Billed Usq	Original Amount	New Amount
Meter Fee	Billing	MTR	0.00	0.00	\$1.00	\$1.00
Sewer	Billing	SW - 1*	12.00	6.00	\$66.13	\$61.85
Water	Billing	WA - 1*	12.00	6.00	\$45.59	\$31.55

- Summary:**
 - Original Amount: \$112.72
 - New Amount Total: \$94.40
 - Adjustment Amount: (\$18.32)
- Options:**
 - Adjustment Reason: MISTYPED ENTRY
 - Posting Date: 02/15/2013
 - Comment: [Empty text box]
- Buttons:** Adjust, Close

The background shows the 'History' screen with a list of transactions and a 'Total History Items: 22' indicator.

8. Click Adjust, then Yes.

Lesson 10.5: Reprinting a Prior Bill

1. Go to History and locate the account.
2. (Optional) Select the (display) Filter.
3. Right-click on the Bill Calculated entry and choose Print Prior Bill.

The screenshot displays the Utility Billing software interface. The main window shows the 'History' tab for account 4THS-000502-000A-20. The account information includes Location ID, Customer (CLINE, S. & WILLIAMS, S.), Status (Active), Service Address (582 SE - A FOURTH ST FRONT), and Cycle (CC1). The History table lists various transactions, with the 'Bill Calculated' entry for 02/13/13 selected. A context menu is open over this entry, showing options such as 'Reverse Item', 'Quick Adjustment', 'Print Item', and 'Print Prior Bill'. The 'Print Prior Bill' option is highlighted. The interface also includes a 'Quick Search' section and an 'Account Summary' section.

Created	Posted	Action	Additional Information	Read	Usage	Transaction Amount	Balance
02/13/13	01/25/13	Payment Posted	R13-074727	0	0	(\$166.03)	\$0.00
02/13/13	01/25/13	Bill Calculated	10/05/10/01/08/13	0	0	\$166.03	\$166.03
02/13/13	01/08/13	Meter Read			54	\$0.00	\$0.00
02/13/13	10/29/10	Payment Posted			0	(\$132.91)	\$0.00
10/15/10	10/15/10	Bill Calculated			0	\$62.07	\$132.91
10/14/10	10/14/10	Shutoff Notice Sent			0	\$0.00	\$70.84
10/07/10	10/07/10	Payment Posted			0	(\$61.00)	\$70.84
10/06/10	10/06/10	Penalty			0	\$6.44	\$131.84
10/05/10	10/05/10	Meter Read			2	\$0.00	\$125.40
09/16/10	09/16/10	Bill Calculated			0	\$64.41	\$125.40
09/16/10	09/16/10	Past Due Notice Sent			0	\$0.00	\$60.99
09/09/10	09/09/10	Payment Posted			0	(\$64.21)	\$60.99
09/08/10	09/08/10	Penalty			0	\$5.54	\$125.20
09/02/10	09/02/10	Meter Read			3	\$0.00	\$119.66
08/10/10	08/10/10	Bill Calculated			0	\$55.45	\$119.66
08/09/10	08/09/10	Shutoff Notice Sent			0	\$0.00	\$64.21
08/06/10	08/06/10	Penalty			0	\$5.83	\$64.21

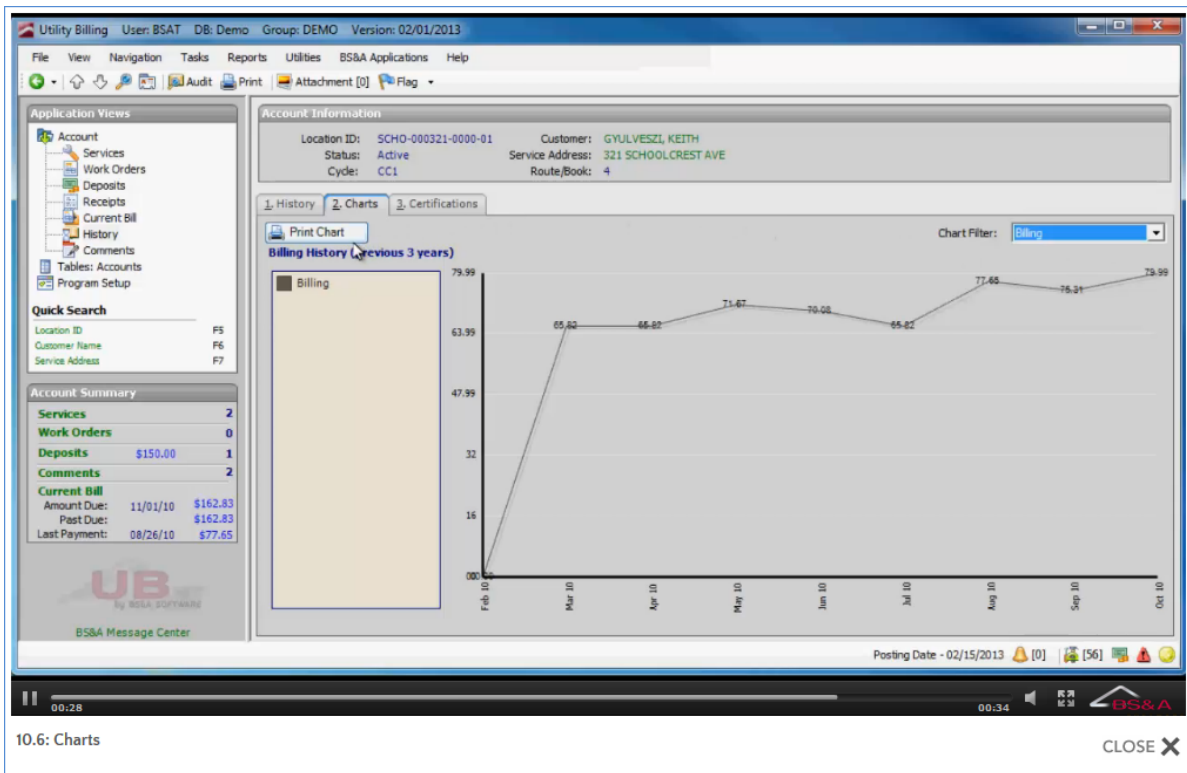
10.5: Reprinting a Prior Bill

4. Verify or select the format (Name).
5. Click Print.

Lesson 10.6: Charts

Charts show the spikes in usage and how they correlate with the increase in bills' amounts.

1. Go to History and locate the account.
2. Click the Charts tab and select the Chart Filter. Pictured is an example using Billing:



3. (Optional) Click Print Chart to generate a printout.

Section 11: Billing Cycle Manager



In this section you will learn how to:

- Customize a billing cycle
- Perform the most often-run cycle tasks

Lesson 11.1: Cycle Control Screen

The Cycle Control screen can be customized to match the steps you need for the billing process. During training, we will customize the steps with you and show you how to maintain your cycles in the future.

Lesson 11.1: Cycle Control Screen

UB Courseware - Section 11: Billing Cycle Manager

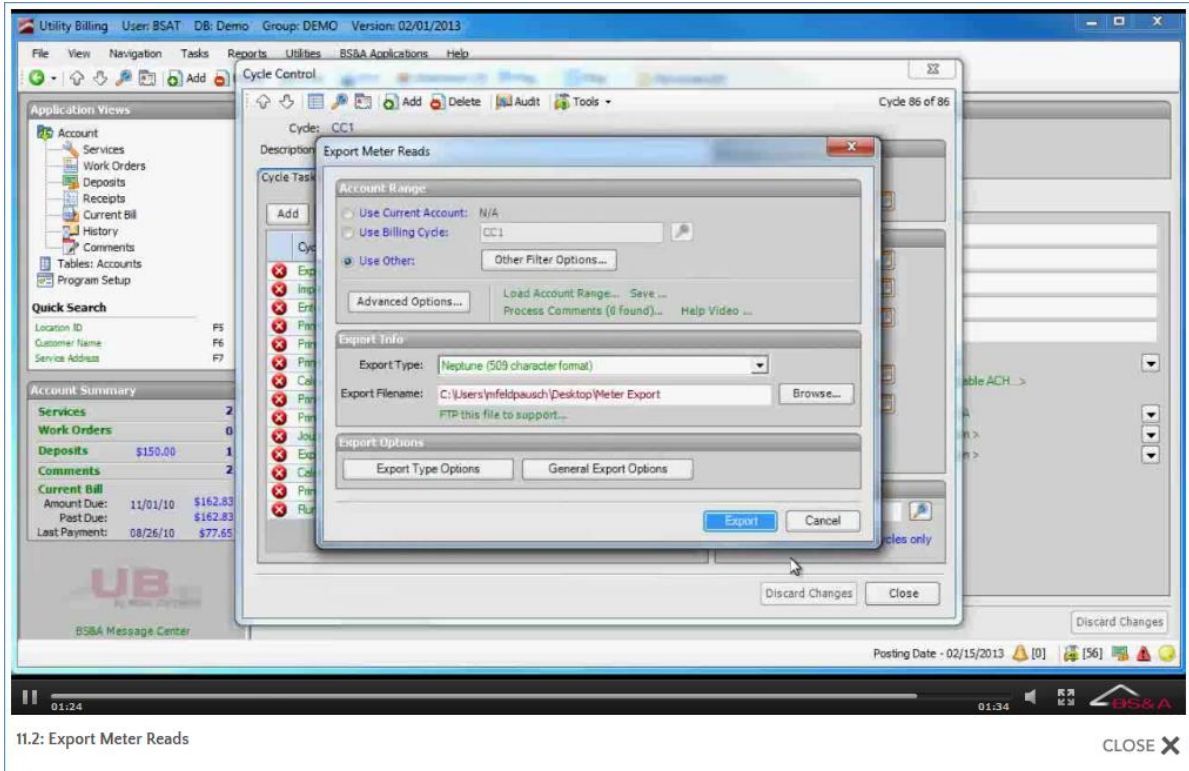
11.1: Cycle Control Screen

CLOSE X

Lesson 11.2: Export Meter Reads

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Export Meter Reads**.
3. If you will be exporting specific routes, select Use Other and continue with the instructions immediately following:
 - i. Click Other Filter Options.
 - ii. Click Use Route/Book Filters.
 - iii. Click Select Routes.
 - iv. Select the routes and click Close to return to Other Filter Options.
 - v. Click Close to return to Export Meter Reads.
4. (Optional) Click Advanced Options to set additional filters.
5. Select the Export Type.
6. Enter or browse to the folder in which to save the file, enter the file name, and click Open.
7. If applicable, click Export Type Options and set your options; click Close to return to Export Meter Reads.
8. Click General Export Options.
 - i. Select the Sequence Number Option:
 - Normal - Export Sequence Number on the Service
 - Unique - Create Unique Sequence Number for Each Service/Meter
 - Partial - Export Partial Sequence Number (Using Sequence Number on the Service). If selected, select the digits to export. For example, if your sequence numbers look like 0000000222, and you only want 222 exported, check the Export Digit 8, 9, and 10 boxes.
 - ii. (Optional) Set one or more Other Options and click Close.

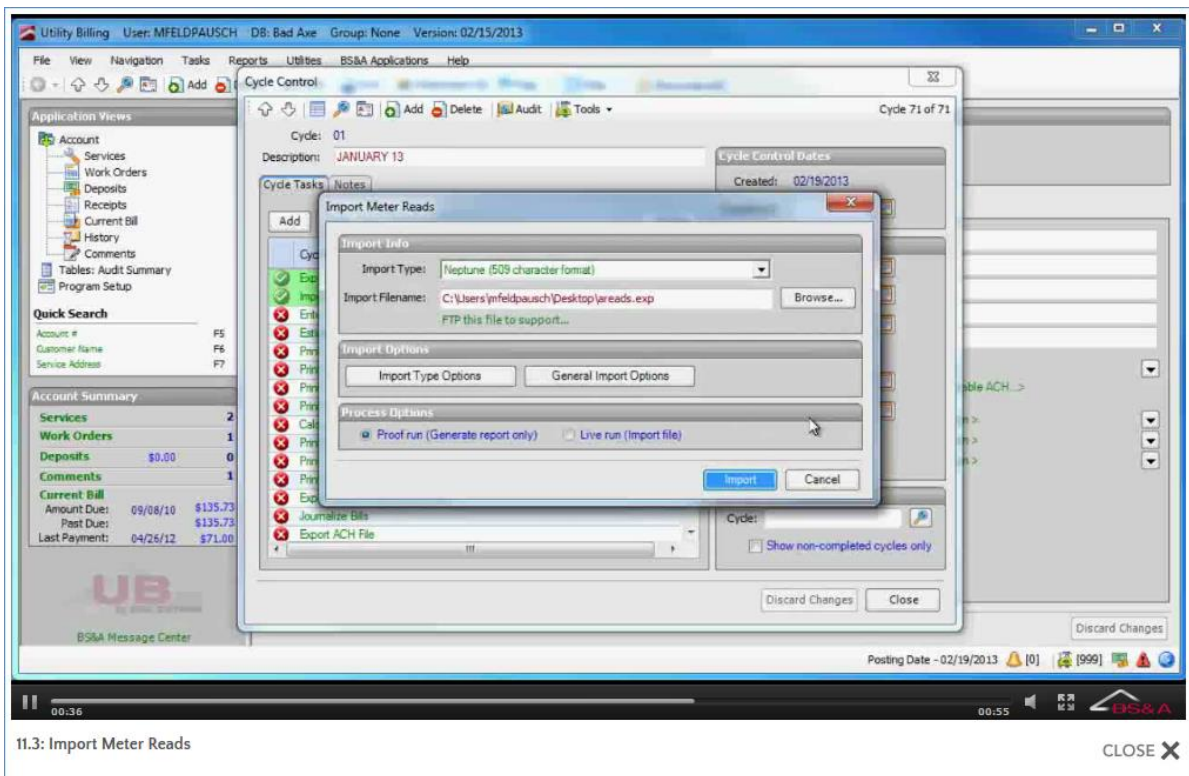
9. Click Export.



10. The Process Log Viewer appears. Assuming there are no errors, click Close.

Lesson 11.3: Import Meter Reads

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Import Meter Reads**.
3. Select the Import Type.
4. Browse to the file and double-click it.
5. If applicable, click Import Type Options and set your options; click Close to return to Import Meter Reads.
6. Select whether or not to Print Only. This generates a report letting you verify the data being imported.
7. Click Import.



8. The Process Log Viewer appears. Assuming there are no errors, click Close.

Lesson 11.4: Print the Abnormal Usage Report

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Print Abnormal Usage Report**.
3. Verify or select the report (Name).
4. Click Report Options.
5. Select your options and click Close.
6. Select the (print) Destination and click Print.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Abnormal Consumption Report
Wednesday, February 20, 2013

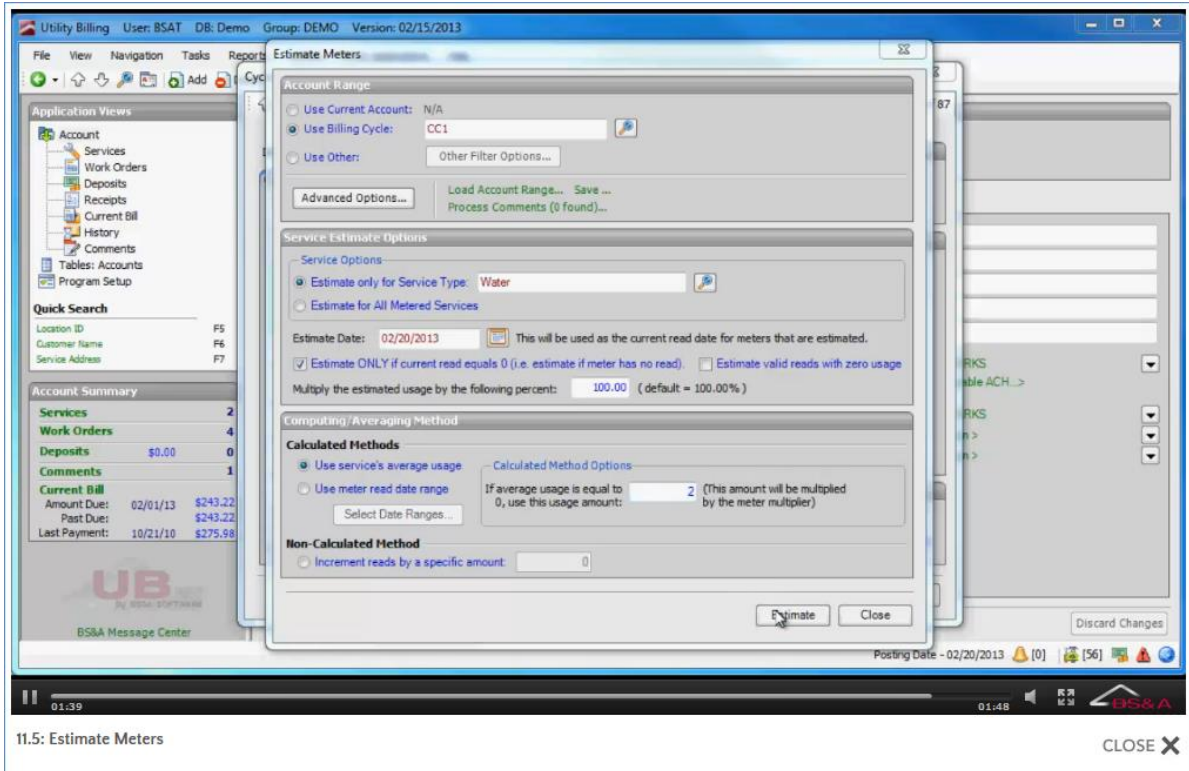
Location ID	Service Type	Status	Dials Meter Size	Meter ID	Current Read, Date, Type	Previous Read, Date, Type	Previous Usage	Current Usage
US27-009599-0000-00	Sewer	Active	4 3 METER	1480409454	0	10/05/10 Aut		
MACKIE REST AREA MT PLEASANT TSC - MACKIE								
No current read. Average usage = 377.02.								
1STE-000103-0000-00	Water	Active	4 3/4 METER	1460059138	671	02/20/13 Act		
103 E FIRST ST NICHOLS, DEBORAH								
High usage. Average usage = 3.67.								
1STW-000209-002W-00	Water	Active	4 3/4 METER	1482123344	112	02/20/13 Est		
209 W FIRST # 2W ST SHOESMITH, GLENN								
High usage. Average usage = 0.59.								
1STW-000210-0000-00	Water	Active	4 3/4 METER	1482117876	194	02/20/13 Est		
210 W FIRST ST WYZBINSKI, LYNDAMARIE								
High usage. Average usage = 0.51.								
2NDW-000309-0000-00	Water	Active	4 3/4 METER	1482118398	386	02/20/13 Est		
309 W SECOND ST COOK, WILMA								
Low usage. Average usage = 1.44.								
3RDW-000207-0000-00	Water	Active	4 3/4 METER	1481978732	375	02/20/13 Est		
207 W THIRD ST SMITH, ALFRED JR.								
Low usage. Average usage = 1.4.								

11.4: Print the Abnormal Usage Report

Lesson 11.5: Estimate Meters

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Estimate Meters**.
3. (Optional) Click Advanced Options to set additional filters.
4. Select the Service Estimate Option:
 - Estimate Only for Service Type. Select the metered service.
 - Estimate for All Metered Services
5. Verify or enter the Estimate Date.
6. Estimate Only if Current Read Equals 0 is checked by default and can be unchecked.
7. Select a Computing/Averaging Method:
 - Calculated: Use Service's Average Usage
 - Calculated: Use Meter Read Date Range...
 - i. Click Select Date Ranges and enter the date range(s).
 - ii. Select whether or not to:
 - Use the highest usage within the date range(s) as the usage amount
 - Use the average usage within the date range(s) as the usage amount
 - Segment each date range, and select the segment with the highest average usage
 - Include prior estimates when calculating
 - iii. Click Close.
 - (Optional) Calculated: If Average Usage is Equal to Zero, Use This Usage Amount. Enter an amount.
 - Non-Calculated: Increment Reads by a Specific Amount. Enter an amount.

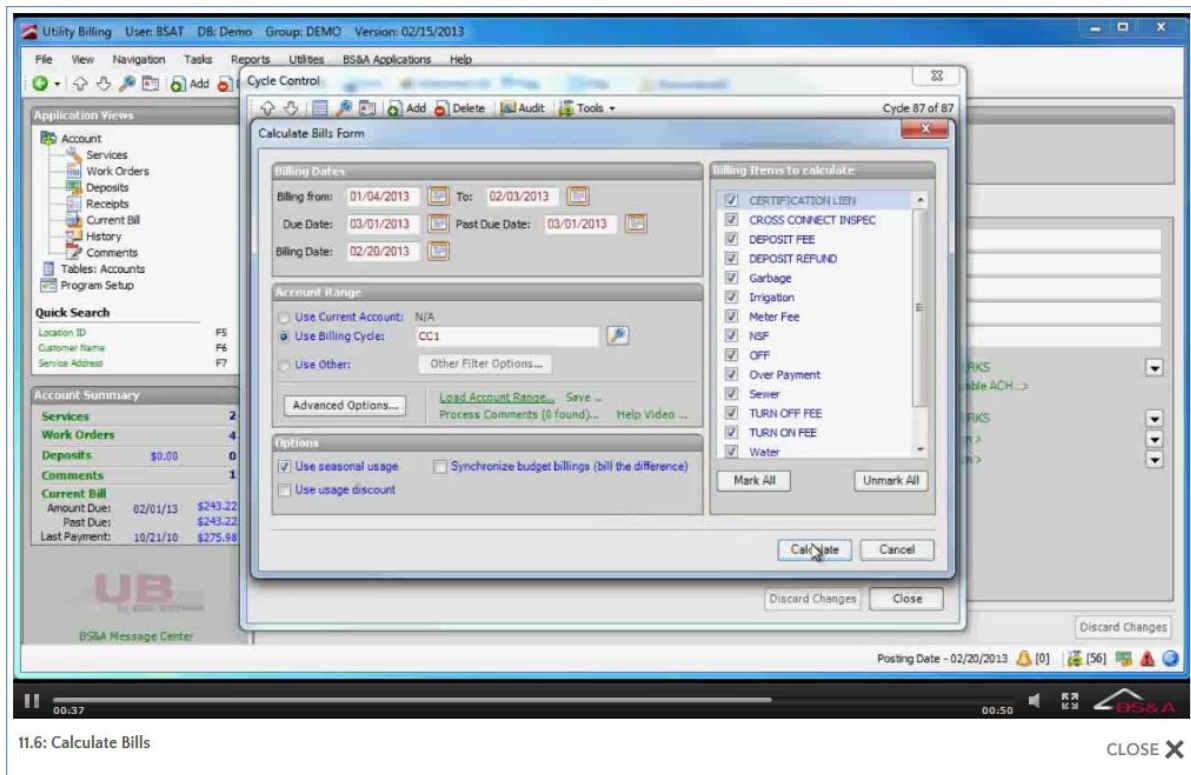
8. Click Estimate.



9. The Process Log Viewer appears. Assuming there are no errors, click Close.

Lesson 11.6: Calculate Bills

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Calculate Bills**.
3. Verify or enter the Billing Dates.
4. (Optional) Click Advanced Options to set additional filters.
5. Select whether or not to:
 - Use seasonal usage
 - Use usage discount
 - Synchronize budget billings (bill the difference)
6. All Billing Items are selected by default; only the items appearing on the Accounts' bills will be part of the calculation. Uncheck the boxes of any you don't want calculated.
7. Click Calculate.



8. The Process Log Viewer appears. Assuming there are no errors, click Close.

Lesson 11.7: Print the Billing Register

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Print Billing Register**.
3. Verify or select the report (Name).
4. Click Report Options.
5. Select your options and click Close.
6. Select the (print) Destination and click Print.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

The screenshot shows a window titled "Billing Register (w/ Reads)" with a menu bar (File, View, Background) and a toolbar. The window displays a table of billing items for three accounts. The table has columns for Account #, Billing Item, Status, Current Read, Service Address, Previous Read, Customer Name, Curr. Usage, Previous Due, and Current Amt. The data is as follows:

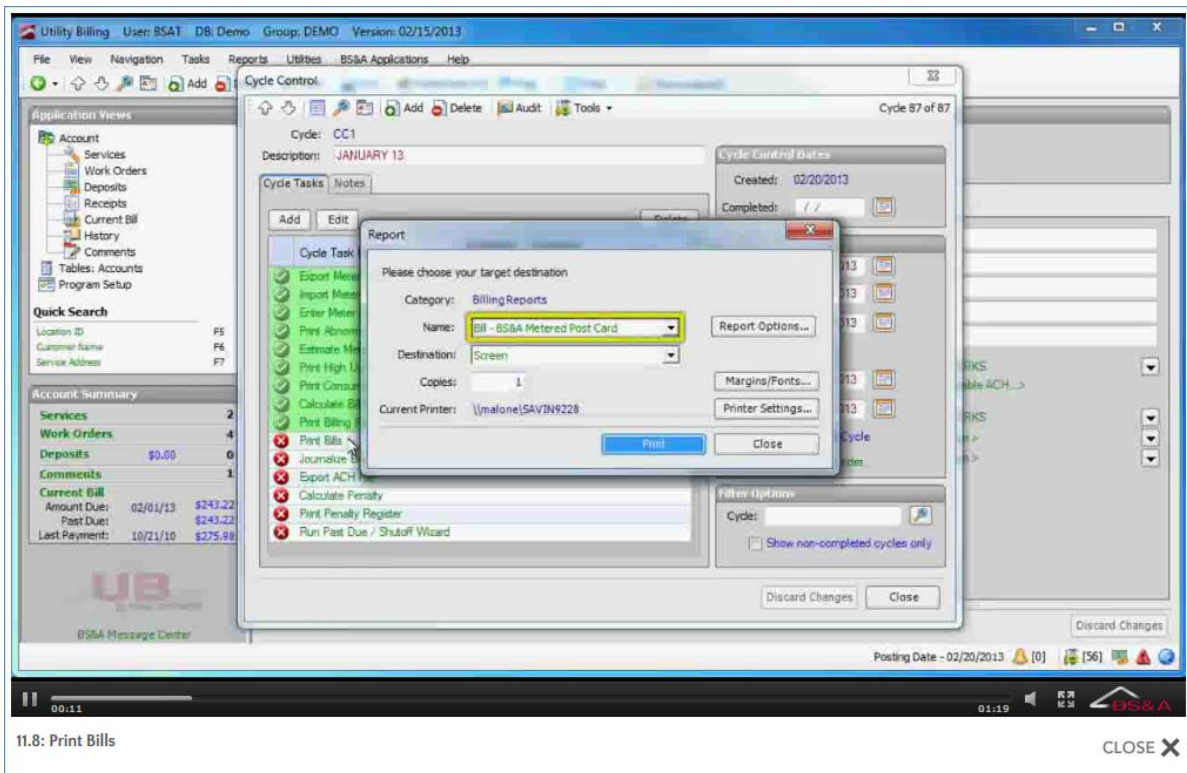
Account #	Billing Item	Status	Current Read	Service Address	Previous Read	Customer Name	Curr. Usage	Previous Due	Current Amt
WHE2-000105-0107-00	Active			105 W - 107 WHEATON		HOWES, MIKE			
	DEPOSIT FEE						\$150.00		\$0.00
	Garbage						\$35.44		\$0.00
	Meter Fee						\$2.00		\$1.00
	Sewer					10	\$117.26		\$62.91
	Water	1090E	02/20/13	1080E	02/20/13	10	\$62.12		\$33.40
							\$366.82		\$97.31
4THE-000208-0005-41	Active			208 E -1/2 FOURTH		ABBOTT, TIMOTHY			
	DEPOSIT FEE						\$0.00		\$0.00
	DEPOSIT REFUND						\$0.00		\$0.00
	Garbage						\$0.00		\$0.00
	Meter Fee						\$0.09		\$1.00
	Sewer						\$10.45		\$20.11
	Water	323E	02/20/13	323E	02/20/13		\$5.62		\$10.00
							\$16.16		\$31.11
STAL-000301-0005-10	Active			301 E -1/2 STATE ST (UF)		SANGER, MARK			
	Garbage						\$0.00		\$0.00
	Meter Fee						\$2.00		\$1.00
	Sewer					3	\$65.90		\$32.98
	Water	184E	02/20/13	181E	02/20/13	3	\$34.04		\$17.02

The window also shows a status bar at the bottom with the text "11.7: Print the Billing Register" and a "CLOSE X" button.

Lesson 11.8: Print Bills

When printing bills, the last page to print is a summary of the bills printed. Be aware that when you print the bills directly to your printer, this summary may print on special bill stock (if used). How the summary prints, or if it prints at all, is determined by a setting in Program Setup (see page 31).

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Print Bills**.
3. Verify or select the report (Name).

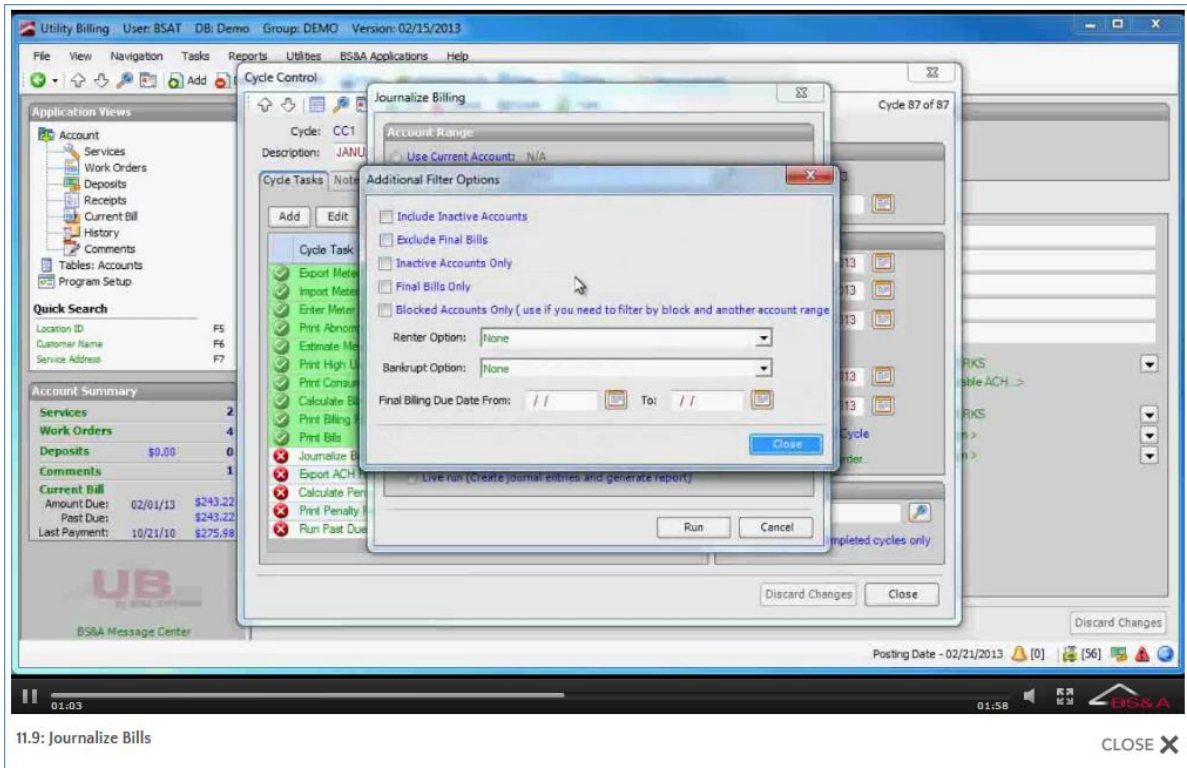


4. Click Report Options.
5. Select your options and click Close.
6. Select the (print) Destination and click Print.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.
8. If the billing summary printed, you may give it to your post office.

Lesson 11.9: Journalize Bills

It is highly recommended that you make a backup of your database prior to journalizing your bills. This task can be set up to prompt for a backup upon being selected.

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Journalize Bills**.
3. (Optional) Click Advanced Options to set additional filters.

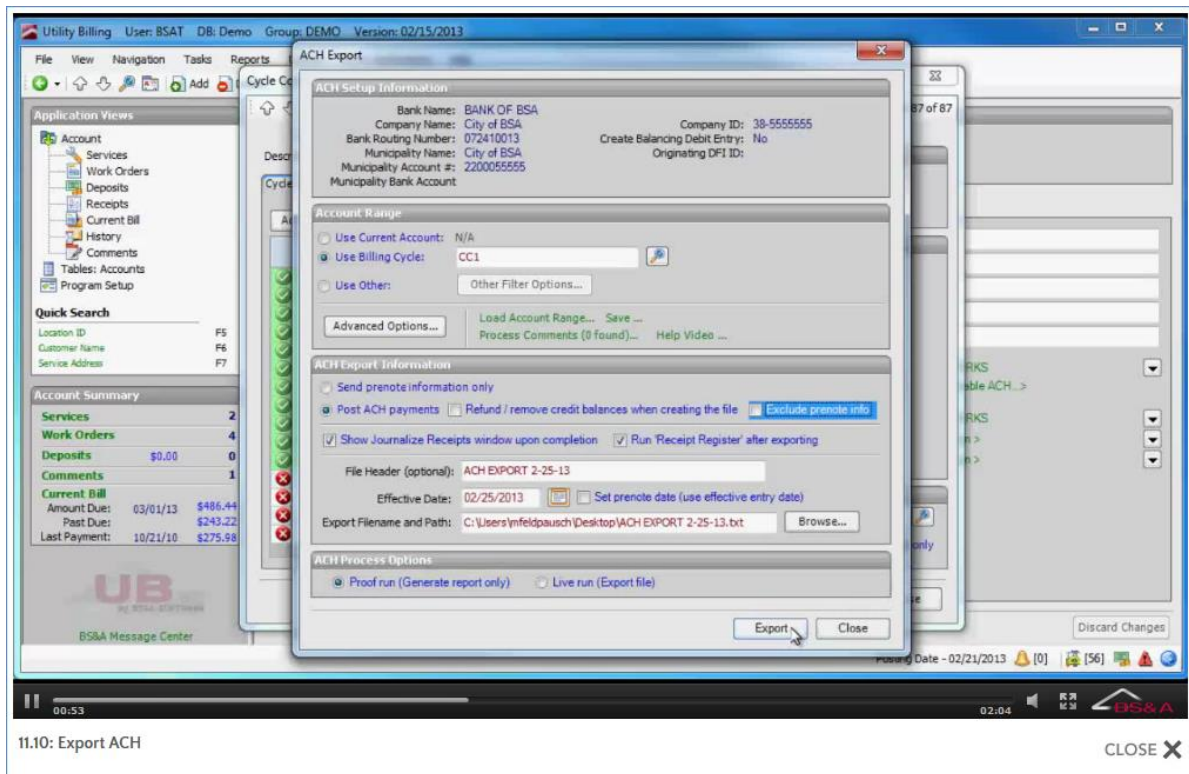


4. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct; click Run.
5. The Process Log Viewer appears. Assuming there are no errors, click Close.
6. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Lesson 11.10: Export ACH

A successful prenote must have been sent prior to running this task.

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Export ACH File**.
3. (Optional) Click Advanced Options to set additional filters.
4. Post ACH Payments is the default selection.
5. Select whether or not to Refund/Remove Credit Balances When Creating the File.
6. If required by your bank, enter the File Header.
7. Enter the Effective Date.
8. Enter or browse to the folder in which to save the file, enter the file name, and click Open.
9. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.

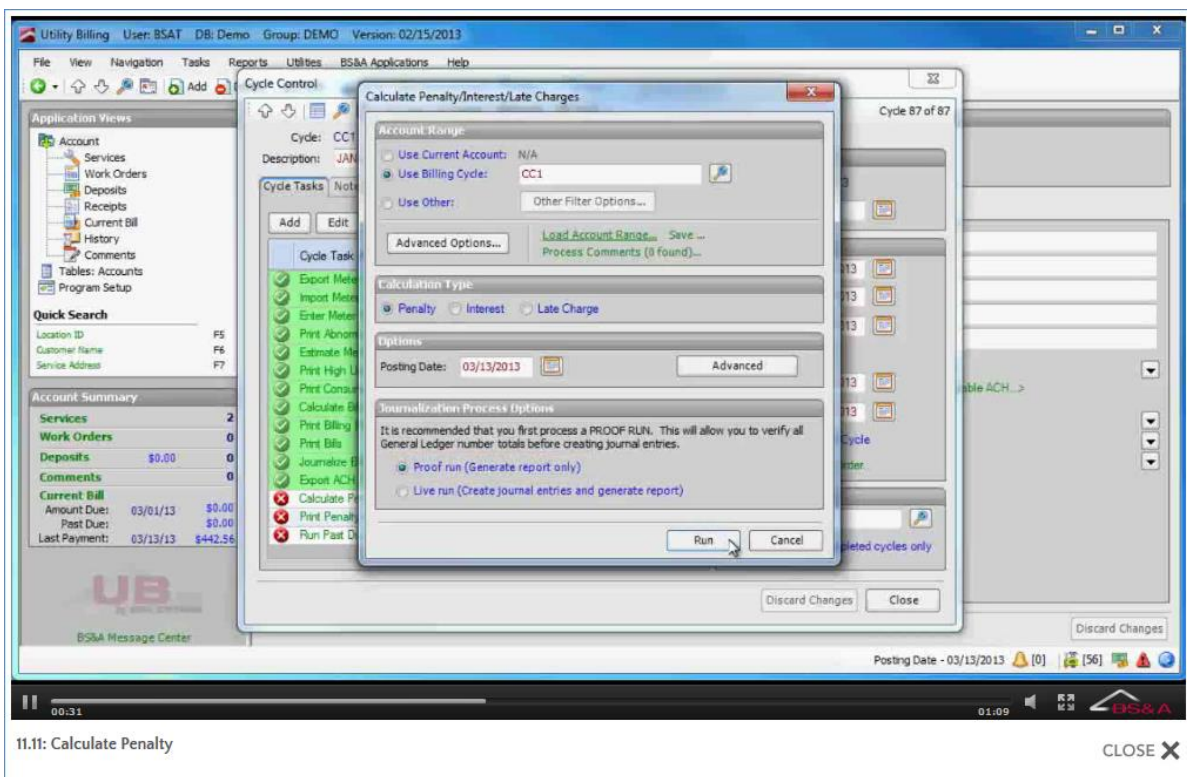


10. Click Export.
11. The Process Log Viewer appears. Assuming there are no errors, click Close, then Yes.

Lesson 11.11: Calculate Penalty

Calculated penalty is journalized as part of the calculation process.

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Calculate Penalty**.
3. (Optional) Click Advanced Options to set additional filters.
4. Penalty is the default selection.
5. Proof Run is the default selection. A proof run should always be done before a live run to ensure the data is correct.



6. Click Run.
7. The Process Log Viewer appears. Assuming there are no errors, click Close.
8. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Lesson 11.12: Print the Penalty Register

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Print Penalty Register**.
3. Verify or select the report (Name).
4. Click Report Options.
5. Select your options and click Close.
6. Select the (print) Destination and click Print.
7. Carefully review the report before you close it. You are then prompted to proceed with the task. Provided everything is correct, click Yes.

Penalty Interest Register
Friday, February 22, 2013

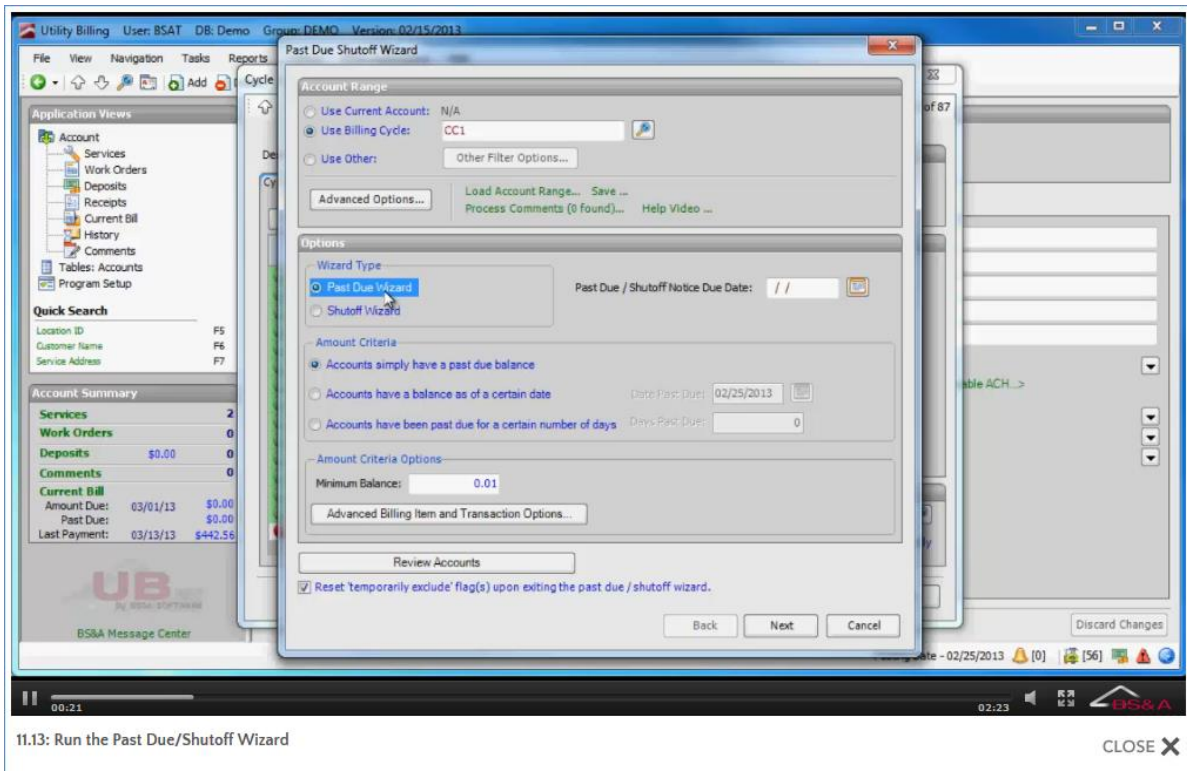
Location ID	Service Address	Customer Name	Balance Due	
EBER-011175-0000-00	11175 S EBERHART RD 202 W FIFTH ST	CITY OF CLARE-NWT	\$42.23	
02/22/2013	03/13/2013	Penalty	\$2.01	
Sewer	10.00% Item Penalty	03/13/13	Penalty	\$2.01
MAFL-000305-0000-00	305 MAPLE ST 202 W FIFTH ST	CITY OF CLARE-WATER	\$37.84	
02/22/2013	03/13/2013	Penalty	\$1.72	
CROSS CONNECT I	10.00% Item Penalty2	03/13/13	Penalty	\$0.10
Water	10.00% Item Penalty	03/13/13	Penalty	\$1.62
02/22/2013	03/13/2013	Penalty	\$1.72	
CROSS CONNECT I	10.00% Item Penalty2	03/13/13	Penalty	\$0.10
Water	10.00% Item Penalty	03/13/13	Penalty	\$1.62
MCEW-001525-0000-00	1525 MCEWAN ST 202 W FIFTH ST	CITY OF CLARE-PARKS	\$79.88	

11.12: Print the Penalty Register

CLOSE X

Lesson 11.13: Run the Past Due/Shutoff Wizard

1. Go to Tasks>Billing Cycle Manager and locate the billing cycle.
2. Click **Run Past Due/Shutoff Wizard**.
3. (Optional) Click Advanced Options to set additional filters.
4. Past Due Wizard is selected by default. If necessary, select Shut Off Wizard.



5. Select the Amount Criteria:
 - Accounts Simply Have a Past Due Balance
 - Accounts Have a Balance as of a Certain Date. Enter the Date Past Due.
 - Accounts Have Been Past Due for a Certain Number of Days. Enter the Days Past Due.
6. Enter a Minimum Balance.
7. Click Advanced Billing Item and Transaction Options.
 - i. All Billing Items are selected by default; only the items appearing on the Accounts' bills will be part of the calculation. Uncheck the boxes of any you don't want calculated.

- ii. Select whether or not to:
 - Include Billing Transactions
 - Include Penalty Transactions
 - Include Interest Transactions
 - Include Sales Tax Transactions
 - iii. Click Close to return to the wizard.
8. Click Next.
9. Select whether or not to Print Report or Notice. If checked, select the Report Name.
10. Select whether or not to Export Information to a File. If checked, enter the Past Due/Shutoff Date. Enter or browse to the folder in which to save the file, enter the file name, and click Open.
11. Select whether or not to Add a History Entry to Accounts.
12. Select whether or not to Add a Fee to Accounts. If checked, select the Billing Item and enter the Amount to Add. Select whether or not to Print Amount/Item on Next Bill.
13. Click Finish.
14. The Process Log Viewer appears. Assuming there are no errors, click Close.
15. If you checked any of the options from steps 11-14, you are prompted accordingly. Follow the prompts. Otherwise, you are returned to the Billing Cycle Task.

Section 12: Reports



In this section you will learn about commonly-run reports. Screen shots show the main Report Options screen for each report.

Lesson 12.1: Aged Accounts Receivable

Category: **Account Reports**

Aged Accounts Receivable - Options

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Don't print accounts with a zero balance

Lesson 12.2: Credit Balance List

Category: **Account Reports**

Credit Balance List - Options ✕

Population Options

Population: All Records Population Options...

Apply Report Options To Population

Apply Advanced Query to Population

Advanced Query...

Sort Index: Service Address...

Additional Report Options

Cycle: 🔍

Section/
Zone: 🔍

Route/Book: 🔍

Account Class: 🔍

Active accounts only

Clear Values Run Cancel

Lesson 12.3: Top 100 (Electric; Water) Usage Consumed

Category: **Account Reports**

Top 100 Electric Usage Consumed - Options

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Posted From: To:

Lesson 12.4: Top 100 Customers Billed

Category: **Account Reports**

Top 100 Customers Billed - Options

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Posted From: To:

Lesson 12.5: Deposit List

Category: **Deposit Reports**

Deposit List - Options [X]

Population Options

Population: Population Options...

Apply Report Options To Population

Apply Advanced Query to Population

Advanced Query...

Sort Index:

Additional Report Options

Cycle:

Section/Zone:

Route/Book:

Account Class:

Active accounts only

Date Deposit From: To:

Date Refund From: To:

Deposit Type:

Depositor:

Clear Values

Lesson 12.6: Outstanding Deposit List

Category: **Deposit Reports**

Outstanding Deposit List - Options ✕

Population Options

Population: All Records Population Options...

Apply Report Options To Population

Apply Advanced Query to Population

Advanced Query...

Sort Index: Deposit Number...

Additional Report Options

Cycle: 🔍

Section/
Zone: 🔍

Route/Book: 🔍

Account Class: 🔍

Active accounts only

Date Deposit From: 📅 To: 📅

Date Refund From: 📅 To: 📅

Deposit Type: 🔍

Depositor:

Clear Values OK Cancel

Lesson 12.7: Billed Amounts and Usage by Rate

Category: **History Reports**

Billed Amounts and Usage by Rate - Options ✕

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Posted From: To:

Date Created From: To:

Category: Action Performed:

Additional Info: Other Info:

Lesson 12.8: History Register

Category: **History Reports**

History Register - Options ✕

Population Options

Population: All Records Population Options...

Apply Report Options To Population

Apply Advanced Query to Population

Advanced Query...

Sort Index: Created Date/Time...

Additional Report Options

Cycle: 🔍

Section/
Zone: 🔍

Route/Book: 🔍

Account Class: 🔍

Active accounts only

Date Posted From: 01/01/2018 📅 To: 04/30/2018 📅

Date Created From: // 📅 To: // 📅

Category: ▼ Action Performed: Bill Adjustment-AP Refund ▼

Additional Info: Other Info:

Clear Values OK Cancel

Lesson 12.9: Meter Usage by Class and Meter Size

Category: **History Reports**

Meter Usage by Class and Meter Size - Options ✕

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Posted From: To:

Date Created From: To:

Category: Action Performed:

Additional Info: Other Info:

Lesson 12.10: Meter Change List

Category: **Service Reports**

Meter Change List - Options

Population Options

Population: Population Options...

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Service Type:

Filter by Meter Change Status:

Lesson 12.11: Consumption Report

Category: **Service Reports**

Consumption Report (Current Period) - Options

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Metered services only

Service Type:

Lesson 12.12: Receipt Register

Category: **Receipt Reports**

Receipt Register - Options

Population Options


Population: Population Options...


Apply Report Options To Population


Apply Advanced Query to Population


Sort Index:

Additional Report Options



Cycle: 

Section/
Zone: 

Route/Book: 

Account Class: 

Active accounts only

Date Posted From:  To: 

Batch Number:

Cashier Name: NSF

Lesson 12.13: Receipt Summary

Category: **Receipt Reports**

Receipt Summary - Options ✕

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Posted From: To:

Batch Number:

Cashier Name: NSF

Lesson 12.14: Full Page Work Order

Category: **Work Order Reports**

Full Page Work Order - Options X

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Scheduled From: To:

Date Completed From: To:

Work Order Status:

Work Order Type: Result:

Added By: Assigned To:

Lesson 12.15: Work Order List

Category: **Work Order Reports**

Work Order List - Options X

Population Options

Population:

Apply Report Options To Population

Apply Advanced Query to Population

Sort Index:

Additional Report Options

Cycle:

Section/
Zone:

Route/Book:

Account Class:

Active accounts only

Date Scheduled From: To:

Date Completed From: To:

Work Order Status:

Work Order Type: Result:

Added By: Assigned To:
