

# *Utility Billing*

***Reference Manual  
and  
Installation Guide***

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## INTRODUCTION

This manual provides descriptive and operational information for the Utility Billing Package which runs on Windows-based PCs using Windows XP, Windows Vista, and Windows 7/8. This software package provides efficient and flexible utility billing capability. The information is presented as follows:

Section 1	Overview	Review of program capabilities
Section 2	Main Menu	A list of all available Utility Manager options.
Section 3	Keyboard Use	Using the keys on the keyboard.
Section 4	Customer Accounts	Setting up, editing, and inquiries of customer's base information.
Section 5	Posting	Posting and transferring payments, credits, adjustments.
Section 6	Meter Readings	Entering meter readings either manually or thru meter reading devices.
Section 7	Manual Bills	Setting up entries to override a customer's normal bill.
Section 8	Statements/Journal	Printing statements/billing journal and updating the customer's account.
Section 9	Reverse Bills	Adjusting or reversing a customer's utility bill.
Section 10	Assess Penalties/Fees	Assessing a penalties and fees to customer accounts.
Section 11	Reports	Printing various lists and reports.
Section 12	Distribution	Setting up, editing, and inquiring upon customer's balance distribution records.
Section 13	History	Setting up, editing, and inquiring upon a customer's history records.
Section 14	Billing Codes	Setting up, editing, and inquiring upon the codes that define billing services..
Section 15	Zip Codes	Setting up and editing the zip code file.
Section 16	Budget Auto-Post Cds	Setting up and editing the auto-post codes that allow posting to Budget files.
Section 17	Misc. Routines	Seldom used programs for providing automatic calculation/file maintenance.
Section 18	End of Month	Routines that are normally done just at month's end.
Section 19	Options	Settings and information that is entered on a one-time basis that defines the operation of the other programs.

## SECTION 1 - UTILITY BILLING OVERVIEW

- ▶ The complete utility billing package is menu driven to minimize operator training time. At each step the operator is prompted as to what entry is needed. This feature reduces operator training time.
- ▶ Each customer has a complete mailing address as well as service address. The system stores all city names by zip code. Therefore user need only type the zip code to insert the city name. Each customer may have up to two social security numbers stored and up to three phone numbers..
- ▶ Each customer can be billed for up to three different meters, eight other fixed amount or meter related charges, and two one time charges which are automatically cleared out after the statements are printed.
- ▶ System allows 'times' meters (10X, 100X, etc).
- ▶ Deposit amounts and dates of deposit are kept for each customer. A report can be generated, listing all customers who have made a deposit with the amount and date of the deposit. This report may be printed by range of dates which is helpful should you need a listing for a given year.
- ▶ User may specify certain accounts to be exempted from penalty assessment. This is beneficial if you do not assess penalties against schools, churches, or government offices.
- ▶ Each customer can have a demand charge added to one of his metered billings.
- ▶ System tracks customer's balance by current, 30 days, 60 days, and 90 days and over.
- ▶ An average (or previous month) consumption is automatically kept for each customer. This enables the computer to estimate the amount of consumption for a given period if for some reason the meter cannot be read.
- ▶ During meter reading input, meter rollover is automatic. The meter reading is checked for rollover so the operator can enter meter readings directly from the meter books. The operator is warned if a meter reading indicates an unusually high or low consumption amount for a customer. This eliminates many of the errors which can occur in transferring the meter readings from the meter books to the customers' accounts. The program has an interface if using meter reading devices. This allows readings to be entered automatically from devices used in the field by meter readers.
- ▶ After the meter readings are posted, a report can be generated showing the previous meter, current meter, amount of consumption, meter rollover, and flags customers with unusual consumption amounts. This gives the operator a hard-copy print out of all meter information to check against the meter books/reports. A print out may also be made showing all customers whose current meter readings have not been entered.
- ▶ Payments from customers can be posted at any time and then (after confirming the postings balance) be transferred to the customers' accounts all at once. As payments are transferred to the customers' accounts, a report is printed showing the amount of the payments distributed to each revenue code, the total amount distributed, and any unapplied credit balances.
- ▶ Post card size statements are used for billing customers, to take advantage of the lower postal rates but statements may also be printed on tri-fold, envelope enclosed forms. Statements may be printed in acct# order but may also be printed in zip code/postal order if pre-sorted mail rates are available. The system allows for "average" billing. This average amount prints on the bill as the amount due although actual charges and actual balance are also shown. After the statements are printed several totals are printed, including:
  - a. The number of statements printed.
  - b. The total amount billed to each billing code (water, sewer, etc). This is available by book if desired. The total amount consumed is also printed for each meter billing type.
  - c. Total balance forward, as printed on the statements.
  - d. Total fuel adjustment charges (if applicable).
  - e. Total taxes assessed (if applicable).
  - f. Total current charges.
  - g. Total balance due.

- ▶ An aging report can be printed showing all past due accounts. Amounts are kept for current, thirty, sixty, and ninety day balances due. The user may specify which aging categories are to be included. For example user could print a list of only customers with a 90 day balances.
- ▶ A penalty charge may be assessed to all or selected customers for past due amounts at any time during the billing period. The penalty may be a percentage or flat amount. Customers on average billing may be excluded from late charge calculations depending on the "Penalty Status" you choose for each customer.
- ▶ Delinquent notices may be generated automatically. The user has the option of specifying which aging periods should be included. This way user could have the flexibility to include sixty and ninety day customers only if desired. If needed, customers can be permanently coded to be excluded from having a notice printed. Average bill customers are normally excluded from delinquent routines since they are not expected to pay their actual balance but there is a "flag" in the program to include past due average bill customers. Delinquent 'labels' for door hangers can also be printed with the same exclusions available.
- ▶ A "distribution" file is kept for each customer. The distribution file shows each unpaid charge owed by customer by date. This way if a customer has been delinquent or making only partial payments, the user has a simple way of seeing exactly what comprises a balance. The distribution file is automatically updated anytime a payment is made or any type of billing is made.
- ▶ A "history" file is kept for each customer. The history file shows all amounts, dates, and types of billings, penalties, and fees for each customer as well as past billing meter readings and consumptions. It also contains all amounts, dates, and ref#s of payments made by each customer. These records can be displayed or printed if a historical record or "average bill" info is needed for a given customer. The history file may contain as many months history as the user has room to store. The program allows user to purge records from the history file whenever the need occurs.
- ▶ Billing codes are set up and maintained by the operator. They include all the data necessary to calculate billing charges including a minimum or base charge, up to eight step rates, and any applicable sales tax rates. Two sets of rates are available should user have summer and winter rates. User may change rates at any time. Subtotal codes may be set up in order to generate subtotals where desired in billing and payment reports.
- ▶ All customer and billing information is easily maintained by the operator. Customers may be accessed by name, acct#, service address, soc sec number, and one user defined value. Complete or limited access is given to users to maintain or print all utility billing information.
- ▶ Program allows bank drafts. With the purchase of an additional program the bank drafts can be sent to your bank in ACH (Automated Clearing House) format for processing by your bank. This allows bank drafts to be for any bank in the USA. Bank draft customer's payments are posted to their account automatically by the program.



## SECTION 2 - MAIN MENU

If a password has been set up to access Utility Billing a screen will display prompting user to enter the password. Two attempts may be made and if both are invalid the program will be exited.

If Utility Billing interfaces with the Postgres version of Budget a “connect” screen will display. A User name (normally “postgres”) should display on the connect screen - if not enter it. If when installing Postgres a password was entered, enter it in the Password field (this will be different than any Utility Billing application password being used). A database name of “Budget” will be displayed on the screen if it is the first time user has connected to Postgres (at this PC) but the name can be changed and that name will be the default in the future. If the user name, password, and database name are entered correctly the “Conn Status” will display as “**Connected**”. However if the message “**Database name does not exist. Create it**” displays then the database name does not currently exist and user should change it to the correct name. Once connected to all databases user may then select the “Proceed” command to proceed to the Utility Billing Main Menu which displays as follows:

=Utility Billing Manager (x.x)=====

File	Customers	Postings	Meter Rdngs	Statements/Jrnl	Penalties/Fees	Reports	Distribution	History	End of Month
Other Functions	Options	Help							

-----

### Customer Accounts

Postings

Meter Readings

Manual Bills

Statements/Jrnl

Reverse Bills

Penalties/Fees

Aging Report

Delinquencies

History

Distribution

End of Month

Exit

## Utility Billing Manager

### **TOWN OF ANY TOWN, OK**

=====

The purpose of the Main Menu is to display what options are available and to provide the user with the opportunity to select the routine which performs the desired function.. Note also on the main menu is a version number. Since these programs are updated regularly, this number will help you and your installer know which version you have. Pressing Esc from the main menu or selecting “Exit” or “X” will cause the system to return to the control of the Windows operating system. Note: if desired you may display a photo on the main menu. To do this copy the photo file into the utility directory and name it UtilMgr.jpg.

In the following sections an attempt will be made to explain the operation of each program and how it interacts with all of the other programs which make up the utility billing package. To learn the operation of the utility billing program read the sections of this document in the following sequence:

Section 1	Overview	Section 6	Meter Readings
Section 3	Keyboard Use and Printer Settings	Section 7	Manual Bills
Section 2	Main Menu	Section 8	Statements/Journal
Section 19	Options	Section 9	Reverse Bills
Section 16	Zip Codes	Section 18	End of Month
Section 14	Billing Codes	Section 11	Reports
Section 15	Budget Auto-Post Codes	Section 12	Distribution
Section 4	Customer Accounts	Section 13	History
Section 5	Posting	Section 18	Misc. Routines
Section 10	Assessing Penalties/Fees		

## SECTION 3 - KEYBOARD USE

The following is an explanation of the purpose and use of keys on a PC keyboard.

Tab	This key is normally used to move from field to field although in some cases Enter will do the same thing.
Shift-Tab	This key combination is normally used to move back to the previous field
Enter	When the cursor is on a command (such as “Save” or “Close”) this key is normally used to execute the command (same as clicking on the command). On Lookup screens and other screens that display lists of records, Enter can be used to select the highlighted record. In some cases this key causes the cursor to move to the next field (like the Tab key).
Esc	This key will cause a program to close and return to the Main Menu. In File Maintenance programs if a record is displayed on the screen the Esc key will first clear the screen and if pressed again will cause the program to close. On screens where data is filled out Esc acts like a Cancel command by clearing the screen. For example when adding a new customer pressing Esc would cause the program to cancel the operation and the customer screen would be cleared.
Down/Up Arrow	In File Maintenance programs these keys will scroll thru records. For example in the Customer program user can enter a partial customer name and the closest record will display. User may then press Down/Up arrows to scroll thru additional records until the record desired is displayed. On ‘Lookup’ screens and other screens with lists of records user may use these keys to move up and down the list of records to get to the record desired.
Page Up/Down	On Lookup screens and other screens that display lists of records user may use these keys to display the next or previous page of records making it faster to get to the record desired.
Alt	This key will make the short-cut keys visible. For example on many screens there is a “Print” command. To access this command by using the keyboard press the Alt key and the letter “P” to execute the Print command.
Home	When entering info in a data field, this key moves the cursor back to the beginning of the field.
End	When entering info in a data field, this key moves the cursor to the end of any existing text.

## COMMON COMMANDS

Most program screens have commands titled ‘Lookup’, ‘Main Menu’, and ‘Help’. Below is an explanation of each of these commands are therefore have no explanation in each section below.

### **Lookup (Alt-L)**

This routine displays a list of records beginning with the record on the screen as accessed by the user. The sequence of the Lookup depends upon which field the program focus is in when the Lookup command (Alt-L) is selected. For example if user has placed the focus in the customer name field a list will display beginning with the displayed record in name order. If the record has been accessed by acct# then the display will be in acct# order. If there is no record displayed then the list begins with the lowest value for the sequence selected. For example if user has placed the cursor in the service address field and clicks on Lookup the list will begin with the lowest service address. To scroll thru the list user may use the vertical scroll bar, press Page-Down or Page-Up keys, or Down or Up arrow keys. To select a record user may double-click on any record in the list or may press Enter key when one of the records is highlighted.

### **Main Menu (Alt-M)**

When this command is chosen the program currently opened is closed and the Main Menu is opened. The command does the same thing as selecting “X” in the upper-right corner. If ‘Main Menu’ can not be selected then the user must finish the function being worked on and then try again.

### **Help (Alt-H)**

When this command is chosen a screen displays with summary information about the program that is currently open. A “Print” command is provided to print the contents of the screen to your default printer.

## PRINTER SETTINGS

All "Print" programs allow user to select a default printer name, font, size, and orientation which are unique to the program opened. Following is an explanation of each of the fields:

- Printer: The default or last used printer name will initially display but user can select the drop-down arrow to choose any other printers set up under Windows Printers/Faxes.
- Font: The default or last used font will initially display but user can select the drop-down arrow to choose any other displayed font.
- Size: The default or last used font size will initially display but user can select the drop-down arrow to choose any other font size desired.
- Orientation: The default or last used orientation selected. The orientation can be either Portrait (8 1/2 X 11) or Landscape (11 X 8 1/2). User may select from a drop-down list or by pressing P or L.
- Set: When user prints a report the printer settings (name, font, size, or orientation) are saved. Use this command if user has changed the printer settings and wants to save the new settings without printing. Note that the above settings are stored in each PC's registry so the settings can be uniquely set for each PC.
- Tray: This option (when present and enabled) allows user to select a specific tray to pull forms from.
- Double Sided: This option (when present and enabled) allows user to print on both sides of the paper.
- Print to Screen: This option (when present) allows user to display the journal to the screen as opposed to printing to paper. Once the report is on the screen, if the screen is full, user may press Page-Up or Page-Down keys or use the vertical scroll bar to view more records. Click on "X" or press Esc to exit the display screen.

Print to csv File: This option (when present) allows user to write the report to a csv formatted file (see below for more information)

Not all programs have the "Print to Screen" option or in some cases there may be one but it may be disabled in certain circumstances. For example it is unrealistic to send billing statements to the screen but a list of payment postings would be very adaptable.

Print programs will initially list your Windows default printer as the printer name and "Arial" will initially be the default font name. The default size will vary and in some cases may not be the ideal size for your printer. Below are the default print sizes.

<b>Program Name</b>	<b>Font Size (Arial)</b>	<b>Program Name</b>	<b>Font Size (Arial)</b>
Postings - Print	8	Delinquent Report	8
Postings - Transfer	10	Delinquent Notices	10
Meter Readings - Print	7	Delinquent Labels	9
Customer Accts - Print	8	Customer Rept	6
Manual Bills - Print	9	Deposits/Disconnects Rept	9
Statements	10	Meter Dates Rept	9
Statement Journal	7	Summary Rept	6
Reverse Bills	9	Meter Readers List	8
Penalties/Fees	9	Labels	9
History Repts	8	Bank Draft Report	8
History List	6	Deposit Disposition Rept	9
Distribution Repts	8	Cust Bill Codes Rept	7
Aging Rept	7	Bill Codes - Print	8

When printing at Arial size 6 or 7 the print may be smaller than desired. An alternative would be to use the font "Arial Narrow" (if available) which allows user to increase the font size by 1 or 2. For example the Customer Rept at Arial-6 could be printed at Arial Narrow-7 and would be more readable. Another option would be to print (except for stmts and notices) in "Landscape" orientation and increase the size by 1 or 2. While the print would be larger this would normally use more paper.

## PRINTING TO CSV FILE

Several report programs have a checkbox named "Print to csv file". When checked the report is written to a file instead of printed to a printer or to the screen. The file is a 'comma-separated-value' formatted file so it should be importable by most spreadsheet programs such as Excel. Upon selecting "Print" (when this box is checked) a screen will appear which allows user to enter the path and file name. For example entering "History-Rept.csv" would store the report in the same folder as your other utility files. Entering "\\DOCS\History-Rept.csv" would store the file in the "DOCS" folder. When entering the file name make sure it ends with ".csv" and do not use spaces or slashes. Caution: if you create a file using the same name as a previous file, the previous file will be deleted and a new one will be created. User may view previously entered path/name values by selecting the down-arrow at the end of the field.

## SECTION 4 - CUSTOMER ACCOUNTS

This program is used to add, edit, delete, or inquire into customer accounts. The information set up here represents the customer's master account. Without this data no other functions can be performed for a customer. Some of the customer data is optional and some is required. Minimum information to set up an account is an account number, name, address, and zip code. Special attention should be paid to the bill codes entered for a customer in that these codes define which service should be billed a customer. If a customer isn't billed a particular service then that bill code is not entered. After choosing the Customer Accounts command the following screen will appear:

```

=====Customer Accounts=====
| Add Edit Delete Copy Meter Print Lookup History View Stmt Remove Acct Transfer Main Menu Help|
-----
| Account#: _____ Type: _ BAC/Seq#: _____ Postal Rt: __ Delry Pt: _ SSNs: _____/_____ Status: _____|
| Name: _____ Service Address: Same Home Ph: _____ Skip Dpst _____|
| Addr1: _____ Addr1: _____ Work Ph: _____ Pen Status: _____|
| Add 2: _____ Addr2: _____ Cell Ph: _____ Delq Status: _____|
| Zip: _____ Zip Cd: _____ Handicap: _____ Cust Cd: _____|
| Misc Lkup: _____ Stmt Cd: _____|
-----
|-Metered Services:-
|Meter Ser# EID/ERT# MM/YY Dig D# Prev Rdg Curr Rdg Est Avg/PMC Mult Units Bill Code/Desc Rdg Dates:|
| _____|
| _____|
| _____|
| _____|
| _____|
-----
| Other Services/Balances Dpsts/Bank/Sec Info Comments/Email/GPS-----
|
| Other Services
|Bill Code/Desc Meter# Amount Bill Code/Desc Meter# Amount | Balances
| _____| _____| _____| _____| _____| | Enlarge
| _____| _____| _____| _____| _____| | 90: _____ Delq: _____|
| _____| _____| _____| _____| _____| | 60: _____ Total: _____|
| _____| _____| _____| _____| _____| | 30: _____ Avg: _____|
| _____| _____| _____| _____| _____| | Cur: _____ Bill Dt: _____|
| _____| _____| _____| _____| _____| | Pmt: _____ Pmt Dt: _____|
-----
| Zip Cd (The last 2 bill codes are for one-time billings) Save Cancel |
=====
Name: _____ Account#: _____ oSrvc Addr _____ oPri _____
oMisc Lkup _____ oSec SSN: _____ Exit

```

Since the amount of customer information needed exceeds the size of a single screen, other information can be displayed by clicking on the "Dpsts/Bank Info/Sec" and "Comments/Email/GPS" tabs. When clicking on the "Dpsts/Bank Info/Sec" tab information displays as shown on the screen below:

```

=====Customer Accounts=====
| Add Edit Delete Copy Meter Print Lookup History View Stmt Remove Acct Transfer Main Menu Help|
|-----|
| Account#: _____ Type: _ BAC/Seq#: _____ Postal Rt: __ Delry Pt: _ SSNs: _____/_____ Status: _____|
| Home Ph: _____ Skip Dpst|
| Name: _____ Service Address: Same Work Ph: _____ Pen Status: _____|
| Addr1: _____ Addr1: _____ Cell Ph: _____ Delq Status: _____|
| Add 2: _____ Addr2: _____ Handicap: _____ Cust Cd: _____|
| Zip: _____ Zip Cd: _____ Misc Lkup: _____ Stmt Cd: _____|
|-----|
| -Metered Services:-----|
| Meter Ser# EID/ERT# MM/YY Dig D# Prev Rdg Curr Rdg Est Avg/PMC Mult Units Bill Code/Desc Rdg Dates:|
| _____|
| _____|
| _____|
|-----|
| Other Services/Balances Dpsts/Bank Info/Sec Comments/Email/GPS-----|
| Deposits: | Bank Info | Turn Off/Ret Ck/Penlty | Security Info|
| Amount Date Refr# | Routing#: _____ | Date Count | ID#: _____|
| _____|
| _____|
| Acct Type: _____ | Turn Off: _____| Red Flagged|
| Applied: | Bank Grp: _____ | Pen Chrg: _____| Sec Question Response|
| _____|
| Bank Name: _____|
|-----|
| Zip Cd (The last 2 bill codes are for one-time billings) Save Cancel |
|-----|
Name: _____ Account#: _____ oSrvc Addr oPri
oMisc Lkup _____ oSec SSN: _____ Exit

```

When clicking on the "Comments/Email/GPS" tab the screen displays info as shown below:

```

=====Customer Accounts=====
| Add Edit Delete Copy Meter Print Lookup History View Stmt Remove Acct Transfer Main Menu Help|
|-----|
| Account#: _____ Type: _ BAC/Seq#: _____ Postal Rt: __ Delry Pt: _ SSNs: _____/_____ Status: _____|
| Home Ph: _____ Skip Dpst|
| Name: _____ Service Address: Same Work Ph: _____ Pen Status: _____|
| Addr1: _____ Addr1: _____ Cell Ph: _____ Delq Status: _____|
| Add 2: _____ Addr2: _____ Handicap: _____ Cust Cd: _____|
| Zip: _____ Zip Cd: _____ Misc Lkup: _____ Stmt Cd: _____|
|-----|
| -Metered Services:-----|
| Meter Ser# EID/ERT# MM/YY Dig D# Prev Rdg Curr Rdg Est Avg/PMC Mult Units Bill Code/Desc Rdg Dates:|
| _____|
| _____|
| _____|
|-----|
| Other Services/Balances Dpsts/Bank/Sec Info Comments/Email/GPS-----|
| Comments|
| Line 1: _____ GPS|
| Line 2: _____ Latitude: _____|
| Line 3: _____|
| Line 4: _____ Longitude: _____|
| Line 5: _____|
| Line 6: _____|
| Misc: _____ Email: _____|
|-----|
| Zip Cd (The last 2 bill codes are for one-time billings) Save Cancel |
|-----|
Name: _____ Account#: _____ oSrvc Addr oPri
oMisc Lkup _____ oSec SSN: _____ Exit

```

## Account Entry

To review, edit, and delete a customer record, user must enter a Customer Name, Acct#, Service Addr, Addl Lookup, or Soc Sec No in the appropriate Account Entry field (to access by Addl Lookup or Secondary Soc Sec No user must first click on the option button next to those captions). If the exact value is not known user may enter an approximate name, account number, or service address and then select Lookup (Alt-L) which displays a list of customers in the appropriate sequence. **If performing a lookup by service address user can perform a “keyword” lookup by entering a slash before the keyword. For example entering “/MAIN” and then selecting “Lookup” (Alt-L) will display any address with the word MAIN in it.** After the list displays user may then either double-click (or single-click and Enter) to select the record or press Esc (or click “X”) to return to the Customer screen without selecting a record. Once a record is displayed user may select the “Enlarge” command located above the balances should you want to view those amounts in a larger mode.

## Add

To add a new customer user should select “Add” (Alt-A) from the Account Entry position. The above screens should then be filled in by user. Following is an explanation of each field.

Account#	This number will be used to refer to the customer from this point on. The meter readings can most easily be entered in customer account number order, so it is convenient to assign numbers to the customers in the order that they appear in the meter books although this is not a requirement. If the acct# should also reflect a book (route) number then the format will be a 2 digit book number followed by a dash followed by a four digit account number. The last two digits is a sub-number normally used to indicate subsequent accounts under the same base account number. When indexing the account number, middle zeroes and ending zeroes do not need to be indexed (ex: 01-0024.00 may be entered as 1-24).
Type	The customer type field is user defined and may be assigned any convenient code. Normally user enters "R" to indicate a residential customer and a "C" for commercial account. "MS" is a special type code to assign any acct who will have “misc receipts” posted to it and whose balance will not change from such postings.
BAC/Seq#	This field has two potential purposes. 1) Cycle billing purposes. If user cycle bills, enter the cycle this customer falls in (ex: 0001 or 0002). Statements and most reports can then be printed for this specific ‘Billing Area Code’. 2) Meter reading sequence purposes. This value would be the sequence in which this account is read by the meter readers. For example 1005 would come after any customer with 1004. The meter reading input and the meter readers list programs can be printed in this sequence (as opposed to acct# sequence). This is convenient should the meter reading route not be in acct# sequence. Leave blank (which defaults the value to zeroes) if cycle billing is not applicable and if meter readers read meters in account# sequence.
Postal Rt	if you will be printing statements in postal route/postal box section sequence, user should enter "CR??" or "B???" where ?? is either a carrier route number, a box section number, or a post office box number. For example if customer receives mail on carrier route 2 then user should enter "CR02" or if mail is sent to post office box section 3 then user should enter B03. You can even use the box number where B185 could be box 185. If your box numbers go up to four digits then leave the B out on all accts and enter only digits (ex: 0200 would be box 200. Caution: do not enter "B2" for box 2 enter it as "B002" or 0002. If you are not printing bills in postal route sequence then you may leave this field blank.
Delvry Pt	A postal bar code may be printed on tri-fold statements and delinquent notices. If the bar code includes the customer’s ‘delivery point’ two digit value (along with a nine digit zip code) a larger discount is available for bulk mailings. The delivery point is most often the last two digits of a street number (1537 Main St = 37). When there is a box office or apt involved the delivery point value is more complicated and may require a third party vendor or USPS to determine.
Name	The customer's name. If alphabetic listings by name will be needed then enter the last name first (ex: BROWN, JOY.)
Addr 1 (Mailing)	The first line of the customer's mailing (billing) address or another line of customer name.
Addr 2 (Mailing)	The second line of the customer's mailing (billing) address if needed or first line of address if a name is on addr-1.
Zip Cd (Mailing)	The zip code of the customer's mailing address. A default zip code (from Options-General) is initially displayed but user may select a different zip code from a drop-down list (entering the first number of the zip code will display zip codes starting with that number). When selecting the zip code the corresponding city and state names also display. If a new zip code needs to be added user may select the “Zip Codes” command (at bottom of screen) which opens the Zip Codes program. Using that program user may add a new zip code, city name, and state and when that program is exited the new zip code will be displayed on the customer screen.
Addr 1 (Service)	The first line of the service address. This is the only line of the service address which is printed on the statement. If the service address is the same as the billing address, the "Same" command may be selected (or just the letter “S” may be entered) which will cause the service address fields to be identical to the mailing address fields and the cursor will skip the rest of the service address fields.
Addr 2 (Service)	The second line of the service address. This line is not printed on the statements and many times contains additional data on where meter(s) are located.

Zip Cd (Service)	The zip code of the customer's service address. A default zip code (from Options-General) is initially displayed but user may select a different zip code from a drop-down list (entering the first number of the zip code will display zip codes starting with that number). When selecting the zip code the corresponding city and state names also display. If a new zip code needs to be added user may select the "Zip Codes" command (at the bottom of the screen) which opens the Zip Codes program. Using that program user may add a new zip code, city name, and state and when that program is exited the new zip code will be displayed on the customer screen.
SSNs	There are two values - the first one is the social security number of the primary account holder while the second one is a secondary soc sec number (ex: spouse's number). The system allows looking up accounts by these numbers.
Home Phone	This is the home phone number of the account holder with room for the area code if needed.
Work Phone	This is the business phone number of the account holder with room for the area code if needed.
Cell Phone	This is the cell phone number of the account holder with room for the area code if needed.
Handicap	Change to "Yes" if this customer is handicapped therefore needing trash pickup at their house (not at curb) or notification of power disruption (if on oxygen). Lists of handicap customers may be printed using Reports-Customers.
Misc Lkup	Any misc value that you want to be able to read/lookup this account by such as a driver lic# or spouse's name. Since several reports can be printed in order by this value, if you are entering customer names as first name first, then you could enter the last name with first initial and still be to still get some reports in last name order.
Status	This value determines the status of the account. Valid entries are "New", "Active", "Final Bill", "Temp Final", "Inactive", "Suspended", and "RdOnly/Inact". "New" indicates that the account is new and should not be billed this month. "Active" indicates that the account is active and should be billed. "Final Bill" indicates that the account has been finaled-out and should receive one more bill and then the deposit will be taken down. "Temp Final" indicates that the account is being finaled-out but only temporarily and the deposit will not be taken down. "Inactive" indicates that the account is inactive and should receive no new bills. "Suspended" indicates that the account is temporarily inactive... the account has not been closed. "RdOnly/Inact" indicates that the account is inactive but you want the account to be continued to have its meter read. Accounts with status "New" will be changed to "Active" automatically after the next billing has been updated while accounts with a "Final Bill" status will have its status changed automatically to "Inactive" and "Temp Final" is changed automatically to "Suspended". The initial default for this field is loaded on the Options-General screen.
Skip Dpst	The billing program has an option to bill a customer's deposit amount on the final bill. This is determined by a setting in Options-Statements/Jrnl. Since there may be a situation where a customer's deposit should not print on the final bill, checking this box (enabled when the status is Final Bill) will cause the program to skip printing the deposit. If your Options screen is not set to print deposits on final bills or if a customer does not have a deposit then this box is irrelevant.
Pen Status	The penalty status determines whether or not the customer will be assessed a penalty charge when delinquent. Choices may be selected from this drop-down list where "Total Bal" means that the customer's entire balance is subject to a penalty charge, while "Current Bal" means that only the customer's most current balance is subject to penalty, "Exempt" means the account is not subject to a penalty charge, and "Avg Bill" means the penalty is based on the customer's avg bill amount. The "Avg Bill" status should only be placed on a customer acct screen if they have a avg billing amount. Note: the default for this field is loaded under Options-Penalties/Reports.
Delq Status	This value determines whether a customer should be subject to being subject to the delinquent routines. Choices are selected from this drop-down list where "Exempt" means the customer would never have a delinquent notice printed or appear on a delinquent report. Normal entry is "Include" which means that if the customer is delinquent (and over the minimum) then a delinquent notice/label would be printed and will be included on the delinquent report.
Cust Cd	Allows special phrases to be displayed on the customer screen. Selecting from this drop-drop list the phrase "No Checks" also prints the phrase "CHECKS NOT ACCEPTED" on the billing statements. Other choices include "Employee" (if customer is an employee), "Collection" (if customer has been turned over for collection), and "See Comnts" (if there is special information on the Comments section of the screen that needs to be reviewed). Normal selection is "None".
Stmnt Cd	Allows user to select whether the utility statement will be printed to paper or to a pdf file. Default value is "Paper" but can be changed. NOTE: pdf statement creation is not currently implemented.

**Metered Services:**

Meter Serial#	This field is used to store the serial or identification numbers for up to three different meters.
EID/ERT#	If you have radio freq/electronic transmission type meters, this field is used to store the electronic id numbers for up to three different meters.
Meter Date	This field is used to index a 4 digit (MM/YY) installation date for up to three meters. This date can later be used to generate reports as to the age of meters.
Dig (Digits)	The number of digits in each of three possible meters is stored in this field. This is used to know how many read digits the meter rolls over at. The largest entry is 8, the smallest is 1, and the default is the value user should already have set up on the Options-Postings/Meter Rdgs screen. This value is needed to convert a negative rollover consumption into a positive value and it also keeps user from manually entering too many digits in a reading.
#D (#Dials)	Applies to the Mueller meter rdg device formats. This determines the number of dials which should be read. 00 is for when all dials are to be read but if some dials are not be read you may enter 6 or 7. Check with installer for more info.

Prev Rdg	The previous meter reading for up to three meters. This will be the meter reading from the previous billing period. The number of digits entered cannot exceed the digits in the previous "digits" entry.
Curr Rdg	The current meter reading for up to three meters. This will be the meter rdg for the current billing period. This reading will generally come from meter books, meter rdg list, or meter devices using the Meter Readings program. Depending upon the customer's status this value will roll over to previous rdg upon updating the customers at month's end.
Est	An "estimate" flag for up to three meters. When this field is checked it indicates that the meter reading was estimated instead of actually read. This will cause the program to print "E" or "Est" next to the current reading when printing the utility bill. This field normally gets checked from the Meter Readings program where there are routines to indicate a reading was estimated.
Avg/PMC	Either the average consumption or previous month's consumption (PMC) for up to three meters. A question in the bill code record for this meter determines whether it is an average or PMC. If an average, the system has the capability of re-computing this value each month or the value may be re-computed at pre-determined times of the year (ex: winter avg) and then not re-computed each month. If re-computing an average each month the program computes by taking the previous average plus current consumption and dividing by 2. The program has the option of basing meter-related services (such as sewer) on this value. If doing so a value of 0 (zero) in this field will cause the program to revert back to basing a meter-related service on actual usage. Whether the field is an average or PMC, this value is used to test against for unusual consumption when inputting current meter readings each month.
Multiplier	A multiplier for up to three meters. This is sometimes used for industrial or commercial customers to scale consumption. For example the customer may have a "times" meter where the consumption has to be multiplied by 10 or 100 to get the true consumption. In other situations this value is used to convert consumption due to some of the digits of the reading not entered the operator. For example if the desire is to have consumption print in thousands but the last two digits of the meter reading is not entered, 100.000 would be entered which would add two zeroes to the computed consumption. This value is always multiplied by the difference in the previous and current readings to compute the consumption. Default values are loaded in Options-General and display on a new record but the values may be changed if needed.
Units	No. of units for up to three meters. This tells the program how many units this customer should be billed for. This is usually used for apts and trailer parks where there may only may be one meter reading but the user wants the service to be calculated for the actual number of units receiving the service. For example if 8 is entered the consumption will be divided by 8 and a calculation will be made for that amount of consumption. Then that charge will be multiplied by 8.
Bill Code/Desc	The meter billing code and description for up to three meters. User may select a bill code (that were previously set up in the bill code file) by pressing down or up arrow or by clicking on the drop-down arrow. If user enters the first digit of the bill code before searching then the list will begin with the first code within that series of codes. For example if you know that the bill code in the 0500 series, then if user enters 05 (before pressing down-arrow) the program will start the search with the first code in the 0500 series. "None" should be the value for fields where no bill code is desired.
Prev Rdg Date	This field represents the date that this customer's meter(s) was read last month. This field may be edited by the user but is normally updated automatically when statements are updated. Depending upon the customer's status this date may have a new date rolled on to it each month.
Curr Rdg Date	This field represents the date that this customer's meter(s) was read this month. This field may be edited by the user but is usually updated automatically when entering meter readings. This date (depending upon the customer status) will roll over to previous upon updating the statements at month's end.
Demand Chrg	The demand charge is added to the amount billed to meter number one. This is primarily used for customers billed for electric service.
<b>Other Services/Balances</b> (the following fields normally display when initially displaying a customer but if this is not displayed then the user should select the "Other Services/Balances" tab).	
Bill Code/Desc	Up to ten billing codes and descriptions for any "other" (non-metered) services with the first eight codes representing recurring charges and the last two being one-time charges. User may select a bill code (that were previously set up in the bill code file) by pressing down or up arrow or by clicking on the drop-down arrow. If user enters the first digit of the bill code before searching then the list will begin with the first code within that series of codes. For example if you know that the bill code in the 0500 series, then if user enters 05 (before pressing down-arrow) the program will start the search with the first code in the 0500 series. "None" should be the value for fields where a bill code is not needed. Note that the <b>first eight</b> bill codes are for recurring charges while the last two (codes 9 and 10) are for <b>one-time charges</b> although bill code 10 may be programmed to be a recurring charge should it be needed.
Meter#	The meter fields are used for meter related billing codes (ex: if sewer is based on water usage it would be considered meter-related). Initially the meter# value that displays comes from the billing code file for the code entered to the left of this field. The value entered into this field must be in the range of "No" thru 3. A meter value of "No" indicates a fixed amount charge. A meter no. of 1 thru 3 indicates that the charge is to be based on the amount of consumption for the respective meter (1-3) above. The consumption amounts for two meters with the same billing code will be added together and used as the consumption amount of the first meter listed with the common billing code.



Amount	The amount fields for code lines one through ten are filled in by the program from the billing code file although the amounts on lines nine and ten (one-time charges) may be changed by the user. The amount displayed will be the minimum or the base amount stored in the billing code.
90 Day Bal	The balance owed by the customer which is ninety or more days past due. This field is normally disabled.
60 Day Bal	The balance owed by the customer which is sixty to ninety days past due. This field is normally disabled.
30 Day Bal	The balance owed by the customer which is thirty to sixty days past due. This field is normally disabled.
Curr. Bal	The balance owed by the customer for the most recent billing period. A credit balance is placed under current with a '-' in front of the amount. This field is normally disabled.
Pmt	All payments made by the customer since the last statement was printed. This amount is updated automatically from the posting program when the transfer (update) is done.
Delq	That part of the balance that is delinquent (past due). This field is not inputted by the user but calculated by the program by adding the 90, 60, 30 day balances and subtracting the Pmt field.
Total	The customer's total balance due. This field is filled in automatically by the computer by adding the 90, 60, 30, and current balance fields and subtracting the Pmt field.
Avg (Bill)	If you would like to bill this customer the same amount each month, enter the average bill amount. The bill will still show and store actual billings but will only show this amount as being the amount due. Any customer with a non-zero value here will not be subject to penalty and will normally not get a delinquent notice printed. There is a program in History to auto-update this amount. Leave this amount as zero if no average billing is desired.
Bill Dt	This is the date this customer last received a bill. This date is inserted automatically from the Statement/Jrnl program (when the update is done). This information would also be in the history file.
Pmt Dt	This is the date this customer last had a payment or credit posted. This date is inserted automatically from the postings program (when the transfer is done). This information would also be in the history file.

**Deposits/Bank/Security Info** (the following fields display when the "Dpsts/Bank/Sec Info" tab is selected).

*Deposits:*

Amounts	The amount of the deposit made by the customer is entered into the first deposit amount field. A default deposit amount may be entered on the Options-General screen and then that amount is displayed automatically when adding the account but may be changed. Should a second deposit be required later, the amount would be entered in the second deposit amount field. These amounts will be changed to zero when posting a payment in the Posting program using "Deposit".
Dates	The date of the first deposit would be stored in the first deposit date field. Should a second deposit be required later, the that date would be entered in the second deposit date field.
Refr#s	These fields are used to store any numbers associated with deposits such as a receipt or certificate no.

*Applied:*

Amount	If a customer has a deposit it will probably eventually be applied to their final balance. When this is done (using the Posting program), the program will update this field showing how much was posted when the deposit was applied. This is not necessarily the amount of deposit the customer had up, but how much was applied. For example the customer's final balance is \$35.00 and the amount of deposit is \$50.00. The amount of the payment posted and therefore the amount applied would be \$35.00. This info would also show in the customer's history.
Date	The date when the deposit applied was posted. This info would also show in the customer's history.
Refr#	If a refr# or check# was entered when the deposit was applied, this is that number. This info would also be in history.

*Bank Info:* (having a value in the routing# and/or bank acct fields is how the program determines whether a customer is on bank draft)

Routing #	If you are drafting this customer's bank account for payment, enter the routing/transit number here. This is the nine digit number in the lower left hand corner of the customer's check and prints on the bank draft list. This is a required entry if performing electronic bank drafting using the ACH program. The value entered is verified to make sure the first eight digits taken through a formula equals the ninth digit which is a "check" digit. If the value is not valid then upon selecting "Save" an error message will display and user will be forced to make a correction.
Bank Acct	If you are drafting this customer's bank acct for payment, then enter the customer's bank acct number. This is a required entry if performing electronic bank drafting using the ACH program.
Acct Type	This value determines the type of bank acct being drafted and if using electronic bank drafting determines the "than code" written into the ACH file for each customer's bank acct. A tran code '27' is for a regular checking account (Ckng) while user should select "Svng" (savings acct) to generate a tran code "37" acct. Select "GL" for the acct type and that will generate a than code '47'.
Bank Grp	If you process bank drafts in 'groups' (ex: some on the 1st and some on the 5th) then enter a number (1 or 2) or letter (A or B) to establish which "group" this acct belongs to. If all customers are processed together then leave this field blank.
Bank Name	This is the name of the bank being drafted but is optional since the bank name is not required for electronic banking. Therefore this field is for information only.
Turn Offs	System allows user to track the number of turn-offs and the date of last turn-off. These fields can either be updated manually or can be updated automatically using the "Assess Fees" program.

Return Cks System allows user to track the number of returned checks and the date of last return check. These fields can either be updated manually or can be updated automatically using the “Assess Fees” program.

Pen Chg System allows user to track the number of times a penalty has been assessed to this customer and the date of last penalty. These fields are updated automatically when running the “Assess Penalties” program.

#### *Security Info:*

ID This is an id# (PIN) that you may require customer (or representative of customer) to know before info about the account can be give out. This field can be up to 9 characters and can be numbers and/or letters.

Red Flagged Checking this box indicates that an open-record inquiry has been on this account. A list of red-flagged accts can be printed using the “Customers” report.

#### Security Question/Response:

User may select and answer two security questions. The questions should have already been set up using Options - General. These questions are handy should you require the customer to know the answers in order to get acct info.

#### **Comments/Email/GPS** (the following fields display when the “Comments/Email/GPS” tab is selected).

Lines 1-6/Misc These fields are for any other comments or info user may want to store about this customer such as a previous address, spouse's name, polycart#, employment info, etc.

Misc If using either Mueller meter rdg formats the Misc comments are placed in the download file.

Email If the utility statement is to be printed to a pdf file the email address will be needed if it is to be attached to an email.

GPS:Lat/Long If using either of the Mueller meter rdg formats, the latitude and longitude values are placed in the download file.

Selecting the “**Save**” command will write the customer record to disk making it permanent. Before the record is saved the program checks many fields for validity. For example if a date is entered in a incorrect format an error will display and the program will force user to re-enter the value. To cancel this record user may select the “Cancel” command or may press Esc.

As user enters the above data, the following keys provide the following capabilities:

Esc key clears the screen and nothing entered is saved. Tab or Enter key moves to next field.

Shift-Tab moves to previous field. **DO NOT USE UP-ARROW TO MOVE TO A PREVIOUS FIELD**

Page Down key moves to top of the next screen section. Up/Down Arrows scrolls records within a drop-down list.

#### **Edit**

Once a valid account is displayed user may select “Edit” (Alt-E) if any changes are needed. Normally user will “point and click” to access the field to be changed although Tab/Enter may be used to move from field to field. Notice that when you enter a value in a field that already contains a value the field will be cleared. If you do not want to clear the entire field but only change a portion of it then use the left or right arrow over to the area to be changed and then enter the correction. The Esc key may be used to start the edit over. The “Save” command will rewrite the data to disk thereby making it permanent. Upon “Saving” the program checks to make sure the customer’s balance and distribution records agree. If not a message displays to warn user of this out-of-balance condition. **DO NOT EDIT THE SAME CUSTOMER ACCT IN TWO SESSIONS AT THE SAME TIME.**

#### **Delete**

Once a valid account is found user may select “Delete” if the account should be deleted. After choosing “Delete” the system will sound an audible alarm asking user whether the account should be deleted. Select “Yes” to delete or “No” to cancel. Note a customer account may not be deleted if the account contains a balance, a deposit, or has records in the distribution file that do not net out to zero. Note that if this customer has manual bill records or history records, they will also be deleted.

#### **Copy Meter**

Once a valid account is found and user selects “Edit” this command will be enabled. Selecting this command allows user to “copy” the contents of one meter line to another meter line. This is handy should you want to copy meter info down in order to insert a new meter line in its place. For example a meter is being replaced so you want to move the old meter info down to another line so the new meter info can be entered in its place. Upon selecting this command user may select from “Line 1 to Line 2”, “Line 1 to Line 3”, or “Line 2 to Line 3”. Upon selecting the command desired the program will copy the contents of the specified meter down to the meter line selected.

#### **Print**

Upon selecting “Print” user has the choice of printing the screen or a report. Selecting “Screen” will print the contents of the customer screen. “Report” will print the customer contents in a report format. Upon selecting “Report” (or the printer icon) the following questions should be answered:

Print Order: select either “Account#”, “Name”, or “BAC/Seq” as the print order.

Print SSNs: uncheck this checkbox if the customer’s soc sec numbers should not be included on the report.

Print Balances: uncheck this checkbox if customer’s balance should not be included on the report.

Print Security Info: uncheck this checkbox if customer’s security questions and ID should not be included on the report.

Beg/End Acct: enter a beg/end acct no. If user has already accessed a customer before selecting “Print” then that acct# will appear as the beg/end acct#.

Beg/End BAC/Seq: enter beg/end BAC/Seq#. if applicable. If you do not use BAC/Seq#s then leave the values as displayed.

Printer Info. (see Printer Settings and “Print to csv File” discussion in Section 3)

After all questions are answered user would select “Print” to send job to printer (note: a warning displays if the range of acct#s is for more than one account since that would be unusual). To exit the print screen click on “Close”, “X”, or press Esc key.

## History

Since user may want to view or print History for a customer, this command opens the History “Print” routine. If you have already accessed a customer when selecting “History” then that acct# will be placed on the print screen. Initially the program will assume you want to display the History to the screen in “ledger” format. Other options can be chosen if needed (see information for the Print command under History for more information on printing/displaying history). Upon exiting this program the program will return back to the Customer screen.

## View Stmt

Since user may want to view the next statement for a customer, this command opens the View Stmt routine and displays the statement for a customer. If you have already accessed a customer when selecting View Stmt that customer’s info will display (see instructions for “View Stmt” under Statements/Jrnl). Upon exiting this program the program will return back to the Customer screen.

## Remove

This routine allows user to delete status “Inactive” accounts which no longer have a balance, deposit amount, and have a last billing date older than a specified date. Any manual bill, distribution and history records that this customer may have will also be deleted. After selecting, user will see a screen warning the user that this program will remove inactive accounts. Select “Yes” to proceed or “No” to exit. If continuing user must answer the following questions:

On or Prior Date: Enter the last billing date thru which it is ok to delete an inactive account. On each customer's screen is the date the account was last billed. Any inactive acct (with no balance or deposit) having a date equal to or less than the remove date will be deleted. Any inactive accts with a last billing date greater than this date will not be deleted. Note that if this acct also has manual bill, distribution, or history records they will also be deleted.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select “Remove” to begin the customer removal. A report will print listing customers being removed. To exit the print screen click on “Close”, “X”, or press Esc key.

## Acct Transfer

This routine allows user to add a new acct from an existing acct and leave the old account in the system (usually as an inactive account)... such as when a person is transferring from one address to another and the account# is changing. User has the option of moving the old account's balance, deposit, and history from the old account to the new. If you have no desire to leave the old account in the computer then you should use the Edit command instead of this routine. After selecting “Acct Transfer” user should answer the following questions:

Curr Acct# enter the number of the account being transferred. If the account has already been accessed then the number will already be displayed.

New Acct#: enter the number of the new account being set up. This should be a non-existing account number.

Chg Status of Curr Acct to: select the status from the drop-down list that you want the old account to be after the transfer is made to the new account. Valid entries are Inactive, Rd-Only, Suspended, Active, Final, Temp Final, and New with “Inactive” or “Final” being the normal choice.

Status of New Acct: select the status from the drop-down list that you want the new account to be after the transfer is done. Valid entries are Inactive, Rd-Only, Suspended, Active, Final, Temp Final, and New with Active or New being the most common choice.

Transfer Deposit to New Acct: if the deposit amt/date/refr# should go on to the new acct check this box. If checked the deposit amt is removed from the old account. Whether the date and refr# is cleared depends on the next question.

Clear Old Acct’s Dep Date/Refr#: if the deposit date and refr# should be cleared from the old acct check this box - otherwise uncheck.

Transfer Balance to New Acct: if the balance should come off the old account and go on to the new account check this box. The distribution records will also move over if this box is checked.

Transfer History to New Acct: if the history records should come off the old account and go on to the new account check this box. If checked then the balance will also move over.

History Entries Date: if the balance is being transferred but not the history, the program will make an entry in the new account’s history showing the transfer of the balance. This is the date that will be in the history.

After all the above questions are answered, user should select “Transfer” to begin or “Cancel” to quit without processing. After the transfer is finished then the new account will display. User may then select “Edit” to change the account (service address, possibly mailing address, meter serial number, readings, etc).



## Account Entry

To post, edit, and delete a customer's posting, user must enter a name or account number. If the exact value is not known user may:

- a. Enter an approximate name or account number and then Up-Down Arrow to scroll to the correct account.
- b. Enter an approximate name or account number and then select "Lookup" (Alt-L). User may then scroll or press Up or Down arrow or press Page-Up or Page-Down to find the desired account number. User then can double-click or press Enter on the selected line to display the customer.

## Post

When the correct account is displayed, user should select the command "Post" (Alt-O).

1. Today's date will display as the posting date but user may change the date. Select "OK" to accept the date.
2. **Payment Amt:** from this field user may:
  - a. Depress Enter or Tab to accept the displayed amount.
  - b. Enter a different amount (amount must be a minus if posting a debit adjustment or charge) and press Enter or Tab.
  - c. Select the "Date" command to change the posting date. Enter date and select "OK".
3. **Rcpt#:** depending upon values in Options-Postings this field will either be skipped over and incremented by 1 or user may enter a receipt number.
4. **Pstg Type:** user should select from this drop-down list the type of posting being made. "Check/Reg" or "Other 1/2" may be used to indicate a generic payment or used to indicate a check payment. "Cash" is used to indicate a cash payment while "Dr/Cr Card" is used to indicate a debit or credit card payment. "Online" is used to indicate that the payment was received thru a third party online payment service and "ACH" is used to indicate that the payment was an ACH Bank Draft payment. Type "Credit Adj" is used to indicate a credit adjustment while "Debit Adj" is used to indicate a debit adjustment. Type "Charge" is used to indicate a charge (a "Debit Adj" or "Charge" posting along with a minus amount is used to add to the customer's balance). Type "Deposit" is used for applying a deposit against a customer's balance and also has the effect of clearing the deposit amount from the customer's master screen and updating the deposit applied amount and date. Type "Transfer" is used to post a transfer which is when a customer is moving a balance from one account to another. Type "Write-off" is used to indicate a write-off which is to charge-off a balance that is deemed to be uncollectible.
5. **Reference:** enter a check or money order number or any other reference desired. For example the last four digits of a credit card number and name of card could be entered on a Dr/Cr Card payment (ex: Visa 1505).
6. **Distribution Type:** From this drop-down list user may select how the payment is to be applied to the distribution records where 'Fixed' means posting is to be applied to the oldest and lowest numbered dist codes first, 'Proportional' (applicable to partial payt only) means posting is to be applied to dist codes on a percentage basis with oldest dated items being applied first. For example if the payment amount exceeds the total of oldest dated items then all would be applied to and the rest of the payment would be applied proportionately to the next oldest items. 'Manual' means posting is to be applied to dist records as entered by user. NOTE: there are default dist type defaults entered in the Options-Postings screen so the desired value will display automatically depending upon whether if this is a normal payment or an over or under payment.

Special notes: Dist type 'Manual' should be used in the following situations:

1. User wants to distribute a payment to outstanding charges that are not the oldest due.
2. Customer has overpaid and user wants to distribute the overpayment to specific revenue codes rather than allowing the overpayment to be carried as an un-applied credit.
3. User wants to re-instate a payment or add back on a charge - the payment amount is entered as minus (debit posting or charge).
7. If "Fixed" or "Proportional" was selected in step 6 go to step 9. If "Manual" was selected go to step 8.
8. Dist Date: enter the date distribution records should display from or leave as zero and press Enter/Tab to display the oldest records. After the distribution records display user should enter the amount to apply to each unpaid dist record next to that amount (**F4 key will automatically insert the unpaid amount**). If re-instating a bill or posting a new charge, user will have to enter new dates, amounts, and bill codes with a minus. After the "Remain Amt" at the right side of the screen equals zero user should select "Save Post" to complete the operation. NOTE: pressing the **F12** key will cause the cursor to move to "Save Post" command. Esc key or "Cancel" may be used to start the posting over.
9. **Next Acct:** the user may now:
  - a. Enter the next account number to post - go to step 2.
  - b. Select the "Print Rcpt" command to print a receipt for the last posting. Note: if you forget to print a receipt and start a new posting, do the following: return to bottom of screen, enter acct#, click on "Modify", highlight record, and select **Print Rcpt**.
  - c. Press Esc key or "Exit Post" to return to account entry position.

## Edit

Since a posting is not updated to the customer's balance upon its initial entry, the posting can be edited should an error be found. After the correct customer is accessed user may select "Modify". A list of previous postings displays at the bottom of the screen. User may down/up arrow or click on the posting to edit. User may then either select "Edit" or double-click on the record to begin the edit. User may then change the posting amount, ref#, type, dist type, and manual records (if the dist type is "Manual"). Select "Save Edit" to save the changes. If another posting needs to be changed select the record and make changes. After all changes have been made select "Save All".

## Delete

Since a posting is not updated to the customer's balance immediately upon its being entered, the entry can be deleted should an error be found. After the correct customer is accessed user may select "Modify". A list of previous postings displays at the bottom of the screen. User may down/up arrow to highlight the record to be deleted. User may select "Un/Delete" (press the command again to un-delete). If another posting needs to be deleted select the record and select "Un/Delete". After all deletes have been made select "Save All".

## Print

At any time user may print a list of postings by selecting "Print" (Alt-P). When "Print" is selected the user is given a choice between "Report", "Screen", and "Receipt". "Screen" prints an image of the screen and "Receipt" will print a receipt for the posting just saved. "Report" (or the printer icon) allows a list of postings. This list may be for just a single session of postings or for several sessions (if accumulating postings). When "Report" (or the printer icon) is selected the following questions are displayed:

Print Order:

Account#: marking this option will print the list in customer account number sequence.

Receipt#: marking this option will print the list in receipt number sequence. Receipt# order is handy when the list does not balance and user would like to get a listing in the order in which the postings were made. Even if you do not use a receipt# the system generates a receipt# automatically that increments by 1 on every posting. After making corrections user could still print a list in account# order if that is the preferred sequence.

Date: marking this option will print the list in date sequence. All postings for the oldest date would print first.

NOTE: a value from the Options-Postings screen determines the default order.

Include Transferred: user will normally leave this box un-checked to not include postings previously updated. Check this box if the list should include previously transferred postings (assuming you are not clearing daily).

Include Untransferred: user will normally check this box to include non-transferred postings (today's session) on the list.

Include Manual Distrib: leaving this box checked will show the detail manual postings on the report. To exclude manual entries uncheck.

Beg/End Rcpt: if you want to print postings only for a certain range of receipt#s enter a beg/end number. Normally this is not necessary since usually all postings are normally printed. This would be used only when needing a print-out of just some postings (ex: postings entered by a single operator)..

Beg/End Date: if you want to print postings for only a certain range of dates, enter a beg/end date. If you clear-out postings each day you wouldn't normally need to enter any values here since the only postings would be today's. If you accumulate postings for the month you still normally do not need to enter dates since you normally only include "not-transferred" postings anyway and today's postings are the only postings that are not transferred.

Pstg Type: if you want to print only a given type of postings (ex: Credit Adj only), select the type from the drop-down list. Normally "All Types" would be the choice.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Print" to send job to printer. To exit the print screen click on "Close", "X", or press Esc key. The report should be checked for mistakes. If mistakes are found they should be corrected before performing the Transfer.

## Transfer

Since the postings are **not** updated to the customer's account, distribution, or history files at the time of posting, a program is provided to perform the update after all postings have been entered, printed, and verified. As a result of the transfer, "totals" by bill code (a revenue report) prints. After selecting "Transfer" (Alt-T) the following questions display:

Function:

- Print New Totals Only: this option will print the totals but will **not** change the Customer, History, or Distribution files. This option must be done before the actual update so user can verify that the bill code totals match the total posting amount and also ensures that you have a hard-copy of the totals should a print problem occur during the actual update. If there are no untransferred postings in the date range selected a message will display and totals from the last transfer run are not cleared making it possible to still use "Print Last Totals" to print totals from the last run.
- Update Customer Bal: once you have printed and reviewed "New Totals", marking this option will update the postings into the customer's account, history, and distribution files and optionally the budget files. **User should not perform this function until you know all postings are correct.** If there are no untransferred postings in the date range selected a message will display and totals are not cleared making it possible to use Print Last Totals.
- Print Last Totals: marking this option will print the totals from the last transfer run. This is handy should another copy of the totals be needed or if the printer failed to give you a report earlier.
- Post Totals to Budget: applicable only if "updating" files. Whether this box is initially checked or not depends on a setting on the Options-General screen. Checking this box means user wants the bill code subtotals generated by the transfer function to post into the Budget Acctg Detail Record file. If checked, note that only those subtotals with "auto-post" records will post (see Budget Auto-Post Codes section). Through the Budget Auto-Post Codes program user should have already defined which subtotals should be posted.
- Mo-Yr: if the above question is checked then the program will ask for the acctg month/year. One of the most important things that the budget program needs to know when accepting a posting is the month and year any posting belongs to. You should consult with the person who does Budget functions to make sure which month/year the postings about to be transferred belong to. The default value is the current month-year and will normally be correct but if changed the entry can be entered as 2 digits (MM), 4 digits (MMYY), or 6 digits (MMYYYY).
- Post Date: if the "Post Totals to Budget" question is checked then the program allows for a posting date. This is the date that will be put into each budget detail record. Today's date will default but user may change if needed.
- Refr#: if the "Post Totals to Budget" question is checked and if user would like have a reference# stored in the Budget Detail Records being created, a number may be entered. The current date in YYDDMM format is the default refr# but may be changed.
- Update Tracking File: applicable only if "updating" files. This question is only important if any bill codes are being "tracked" which is rare (see Bill Codes section for more info). If tracking bill codes, user may un-check this box if the postings being transferred should not change the tracking file. For example if posting write-offs or credit adjustments and you do not want the tracking file to be affected then un-check this box. If there are no bill codes being tracked or you want the tracking file to be updated then leave this box checked.
- Beg/End Dates: normally these dates should be left as defaulted (00/00/00 and 99/99/99) to indicate that all non-transferred postings regardless of the date should be transferred. The only time it is necessary to enter dates is if and when you have multiple days of non-transferred postings and only one should be transferred.

After the above questions are properly answered, user should select "Print" or "Updt Cust" to begin or Esc key (or 'Close') to quit without transferring. The transfer can be done only once with the "Update Customer Balances" option selected. **Therefore user should first run the report with the "Print New Totals Only" option selected to verify the bill code totals balance with the total posting amount (the message "Out of Balance" will print (and display to the screen) if there is a problem in which case you would not want to proceed with the update).** When running the transfer with the "Update Customer Balances" option selected, a warning screen displays reminding user that customer balances are being updated. User should select "Yes" to continue or "No" to stop. Once the update begins the following files are updated (for each customer) in the order listed... Distribution, Posting, History, Customer, and Tracking. If Budget is being posted it is updated after all processing is done since it posts "subtotals". After the transfer is finished, a report prints showing how the postings were distributed bill code-wise which is used as a revenue report. That part of a posting that causes a credit balance and is not specifically distributed to a billing code will show up in the "Unapplied Credits" total. If updating Budget a report prints showing the amounts posted to each budget acct (if asterisks prints on the report it is a sign of an invalid budget acct# or vendor and a message displays to the screen). After updating if the revenue report needs to be re-printed, run again with "**Print Last Totals**" selected. This can be done as many times as needed.

## Bk Dft Post

This routine allows user to automatically post bank draft payments into the posting file. A bank draft customer is any customer who has a bank acct# and/or r/t# on their customer screen. The amount that will be posted depends upon the 'Balance Type' discussed below or the average bill amount if customer is on average billing. Upon selecting "Auto-Post" (Alt-U) user may answer the following questions:

- Active Accts: if the process should include active accounts (status Active, New, Final, Temp Final, Suspended) then check this box.  
Inactive Accts: if the process should include inactive accounts (status Inactive and Rd-Only) then check this box.
- Posting Date: If today's date is not the correct posting date, enter the date desired.
- Reference: This is any reference you might want on these postings. Default is "Bank Draft" - change if desired.
- Posting Type: Normally "ACH" is the posting type for bank drafts but user may change to any other type by selecting from this drop-down list. User should **not** select "Credit Adj", "Debit Adj", "Transfer", "Deposit". or "Write-off".
- Bal Type: The posting amount used for auto-posting is determined by whether user selects the "Use Current Balance" or the "Use Total Balance" option. The option initially marked is determined by a value stored on the Options-Penalties/Repts screen. "Use Current Balance" means to always use the lower of the current balance or total balance. "Use Total Balance" means to always use the total balance. For example if the total balance for a customer is \$50.00 but the current balance is \$40.00, "Current Balance" would post \$40.00 whereas "Total Balance" would post \$50.00.
- Bank Group: If you process bank drafts in "groups" (ex: some on the 1st and some on the 5th) then you must enter the number (1 or 2) or letter (A or B) of the group being processed. If everyone is processed together then leave this field blank to include all. NOTE: customers are set up in a given group by entering a group code which is located below the bank acct number on the customer screen.
- Beg/End BAC/Seq: If only customers who have specific BAC/Seq#codes should be posted then enter a beg/end BAC/Seq#. To post for all customers regardless of the BAC/Seq#s then leave as 0000 and ZZZZ..
- Beg/End Acct#: If only customers who fall within a specific acct# range should be posted then enter a beg/end acct#. To post all accts then leave as 00-0000.00 and ZZ-ZZZZ..ZZ.

When the above questions are answered correctly user should select "Post" to begin or Esc (or Close) to quit without processing. **After processing is done user must still perform the "Print" and "Transfer" functions as normal.** CAUTION: if this program is run twice without Removing then the postings will be present twice. If you must run this program twice, be sure and perform the Remove function.

## PSN Pmt Post

This routine allows user to automatically post payments from a file provided by PSN (Payt Services Network). In order for the file to be able to be read correctly it must be in the specific format previously provided to us from PSN. The PSN payt file must be downloaded from PSN and put into a folder established for these files. Upon selecting this command user may enter the following:

- File Path: On a one-time basis user must define a folder where PSN files will be downloaded to. This can be the regular folder where other Utility Billing files are located (usually UTIL) or a folder added specially for these files (ex: UTIL-PSN). If making a special folder it must be added in advance to using this routine. To set the folder user should click on the down-arrow and navigate and select the folder. Once the file path is set it is permanently stored in the Registry
- File Name: Click on the down-arrow to view file names and select one.
- Posting Date: the current system date will default as the posting date but user may change if needed.
- Reference: The phrase "PSN Payts" will be the default reference but user may change if needed.
- Beg/End Acct#: If only customers who only fall within a specific acct# range should be posted then enter a beg/end acct#. To post all accts then leave these fields as 00-0000.00 and ZZ-ZZZZ..ZZ.
- Print to Screen: Initially this box will be checked so that user can preview the postings on the screen to confirm the correct file has been selected.
- Delete File: If the file selected was chosen to be deleted, check this box to remove the file. Once a file has been posted the old files serve no purpose so user should occasionally delete older files or else hundreds of files will eventually accumulate.
- Preview/Delete/Post: If "Print to Screen" is checked then click on "Preview" to view records. If "Delete File" is checked then click on "Delete". If "Print to Screen" and "Delete" are both unchecked then click on "Post".

After selecting "Post" the records should be added to the posting file. **After processing is done, user must still perform the "Print" and "Transfer" functions as normal.** CAUTION: if this program is run twice without Removing then the postings will be present twice. If you must run this program twice, be sure and perform the Remove function.



## SECTION 6 - METER READINGS

This program is used to enter customer meter readings manually or thru the use of meter reading devices. This function could also be performed using customer edit program but this program provides a quicker means of entering the readings as well as performing a test of the reading to see if it is unusual in nature. Readings for a given account may be entered as many times as necessary since each time a reading is entered it simply overwrites the reading that was previously entered. After choosing the Meter Readings command the following screen will appear:

```

=====
| Meter Readings=====
| Post  Print  Estimate Rdgs  % Deviation  Meter Rdng Devices  Lookup  Main Menu  Help  |
|-----|
| Acct#: _____ Status: _____ Bac/Seq#: _____ Select "%Deviation" |
| Service Addr: _____ Skip Dpst  Rdg Date: _____ to view percentages |
|-----|
| Meter Ser# MM/YY Dig Multipler  Unts Prev Rdg  Carr Rdg Est Consumptn  Avg/PMC Code Description |
| _____|
| _____|
| _____|
|-----|
|                               Edit Comnts  Save  Cancel  Edit  Status  Un/Estimate  Rdg Date |
|                               Next Acct: _____|
|-----|
| Comments: |
| Line 1: _____|
| Line 6: _____|
| Misc: _____|
|-----|
| Acct#: _____ Name: _____ Post _____ Exit _____|

```

### Account Entry

To post a meter reading user must access a customer record by entering a name or acct number. If the exact value is not known user may:

- a. Enter an approximate name or account number and then Up-Down Arrow to scroll to the correct account.
- b. Enter an approximate name or account number and then select "Lookup" (Alt-L). User may then scroll or press Up or Down arrow or press Page-Up or Page-Down to find the desired account number. User then can double-click or press Enter on the selected line to display the customer.

### Post

1. Once the account to begin with is displayed user should select "Post" (Alt-O) to begin entry. The program will first go the "Rdg Date" field. This is the date the meters were read for the accounts you are about to enter. Initially a zero date displays so user must enter the read date desired and then press Enter/Tab to accept. If you would like to use the current date then delete the zero date and press Enter/Tab. NOTE: whatever date is displayed is written to each customer's record as the "Current Rdg Date".
2. The cursor will appear in the first current meter field waiting for the user to enter the new meter reading from the meter book. Normally user will enter the current reading and press Enter. The program then compares the consumption with the average (or prior month's) consumption. If the difference exceeds the high or low percent deviation then a warning is displayed. User must then select whether to accept the reading or to re-enter the reading. NOTE: if the current reading is less than the previous reading, the program will either compute negative consumption or will compute roll-over consumption. If the previous reading + the negative consumption is equal to or greater than 10 raised to the meter digits power (4 digits = 10000, 5 digits = 100000, etc), then it is a roll-over and not negative consumption.

Instead of entering a current rdg the meter reading may be estimated by selecting the "Estimate" command. The program estimates by adding the average (or prior month's) consumption to the previous meter reading and enters the result as the current meter reading and checks the "Est" field. The reading can be un-estimated by selecting "Un/Estimate".

From the current reading fields user may select the "Status" command to change the customer's status. When the "Status" is selected a drop-down list is enabled at the top of the screen which allows user to select a different status ...Active, Final, Temp Final, etc (see the Customer Accts section for a complete explanation of statuses). This is handy should a customer need to be changed from Active to Final or Active to Suspended or Suspended to Active. If the status is changed to "Final Bill" then the "Skip Dpst" checkbox is enabled. The billing program has an option to bill a customer's deposit amount on the final bill (this is determined by a setting in Options-Statements/Jrnl). Since there may be a situation where a customer's deposit should not print on the final bill, checking this box (enabled when the status is Final Bill) will cause the program to skip printing the deposit. If your Options screen is not set to print deposits on final bills or if a customer does not have a deposit then this box is irrelevant.

From the current reading fields user may also select the "Rdg Date" command to change the reading date. This new date will repeat for all accounts after this one.

From the current reading fields user may also select "Edit" which allows user to change any of the info on the meter line (prev rdg, meter serial#, digits, etc. To set up a new meter line user would select or "Tab" to the Carr Rdg field on the new line and select "Edit" and then enter the valid bill code, prev rdg, meter serial#, digit, etc.

From the current reading fields user may also select "Edit Comnts" which allows user to change the customer acct "comment" fields. Pressing the Tab key will move from comment line to comment line while pressing the Enter key will return back to the entry routine.

3. After all meter rdgs are entered the system will position the cursor to the "Save" command. To permanently save the readings, rdg date, and comments user should press Enter or click on this command. To not save the changes user may select "Cancel".
4. Once the previous account is finished the focus goes to the "Next Acct#" field and will display the next customer account# and name to be processed (note: the next acct# to display is determined by the system searching for customers with statuses as defined in Options-Postings/Meter Readings). From the 'Next Acct#' field user may press Enter/Tab key to accept the account or Down/Up Arrow keys may be pressed to scroll to the account needed or the account needed may be entered or the Lookup command (Alt-L) may be selected to display a list of customers in account# order. Optionally the account# may be blanked and when user presses Enter or Tab the focus will move to the 'Next Name' field where user may enter a partial name and select Lookup (Alt-L) to get a list of customers in Name order. From the 'Next Acct' field user may also press Esc key (or select Cancel command) to quit the Post routine and return to the Account Entry position.

## Print

Upon selecting "Print" user is given two choices... Report and Screen. "Screen" prints an image of the screen to your default printer. The "Report" command allows user to print a list of meter readings to the printer or display or to a "csv" file and depending upon how the below is answered user may get a full listing, partial listing, only unusual readings based on percentages or high or low consumption, un-posted accts only, final accts only, etc. If "Report" (or the printer icon) is selected the following questions would be answered:

- |                        |                                                                                                                                                                                                                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Active Accts:          | if the list should include customers who are status 'Active', check this box.                                                                                                                                                                                                                                                                 |
| Final Accts:           | if the list should include customers who are status 'Final', check this box.                                                                                                                                                                                                                                                                  |
| Suspended Accts:       | if the list should include customers who are status 'Suspended', check this box.                                                                                                                                                                                                                                                              |
| New Accts:             | if the list should include customers who are status 'New', check this box.                                                                                                                                                                                                                                                                    |
| Inactive Accts:        | if the list should include customers who are status 'Inactive', check this box.                                                                                                                                                                                                                                                               |
| Rd-Only Accts:         | if the list should include customers who are status 'Read-only', check this box.<br>(note: which statuses are initially checked are defined in Options-Postings/Meter Rdgs)                                                                                                                                                                   |
| Print Posted Rdgs:     | checking this box tells system to print customers with new readings (prev Rdgs not equal to current rdgs)                                                                                                                                                                                                                                     |
| Print Non-posted Rdgs: | checking this box tells system to print customers with readings that have not been entered (prev rdgs equal to current rdgs). By checking this box and un-checking the "Print Posted Rdgs" box the program can print a list of just customers whose previous reading still equals the current reading which could indicate a skipped reading. |
| Print Metered Only:    | checking this box tells system to print only those customers who have a meter on their account. Un-checking this box tells system to print the customer even if there is no meter (ex: trash only customer). This can not be changed if the question "Print UC Rdgs Only" is checked.                                                         |
| Print Acct Detail:     | checking this box causes the program to print each detail customer acct.                                                                                                                                                                                                                                                                      |
| Print Cons Totals:     | checking this box causes the program to print the consumption totals.                                                                                                                                                                                                                                                                         |
| Print UC Rdgs Only:    | checking this box tells system to print only those customers who had an unusual consumption or that has a consumption that is above or below an index consumption amount.                                                                                                                                                                     |
| Use Percentages:       | applicable only if "Print UC Rdgs Only" is checked. The system stores percentages in the Options-Meter Rdgs screen for low and high deviation. If you want to print only customer's who consumption is above or below their average by these percentages then select this option.                                                             |
| Use Low Amount:        | applicable only if "Print UC Rdgs Only" is checked. If you want to print any consumptions that are below an indexed amount, select this option. Ex: all consumptions below 1000.                                                                                                                                                              |
| Use High Amount:       | applicable only if "Print UC Rdgs Only" is checked. If you want to print any consumptions that are above an indexed amount, select this option. Ex: all consumptions above 10000.                                                                                                                                                             |
| Cons Amt:              | applicable only if "Use Low Amount" or "Use High Amount" is checked. This is the value you want the program to test against with running a "low" or "high" consumption list.                                                                                                                                                                  |
| Print Order:           | the list may be printed in acct# or BAC/Seq#. A default setting in Options-Meter Readings with cause one of the options to be marked automatically. User may change the setting if needed.                                                                                                                                                    |
| Beg/End BAC/Seq#:      | if only customers within a range of BAC/Seq#s should print, enter the beg/end BAC/Seq#.                                                                                                                                                                                                                                                       |
| Beg/End Acct#:         | if only a range of accounts should print enter the beg/end account numbers.                                                                                                                                                                                                                                                                   |
| Beg/End Bill Code:     | if only wanting to print accounts that have a service within a range of bill codes, enter the beg/end bill codes. For example if wanting to print only Electric readings (and not Water) enter the range of bill codes for Electric (ex: 1000-1999).                                                                                          |
| Printer Info.          | (see "Printer Settings" and "Printing to csv File" discussion in Section 3)                                                                                                                                                                                                                                                                   |

After all questions are answered user would select "Print" to begin. To exit the program click on "Close", "X", or press Esc.

## Estimate Readings

In some rare occasions user may need to estimate a large group of accounts. This may be due to bad weather or not having anyone available to read meters. If needed this program can automatically estimate meter readings by adding the meter average (or prior month's consumption) to the previous meter reading to compute the current reading. Since estimating sets a "flag" on each customer's screen (in the "Est" field), this routine also features a way of "clearing" the estimate flag should you decide not to estimate after all. After choosing this command a warning screen displays. Since selecting this command will lead to changing the current readings, the program wants confirmation that user meant to select the command. User should select "Yes" to proceed or "No" to exit. If proceeding the following questions display:

- Function: select "Estimate Meter Readings" if estimating readings or "Clear Estimate Flag" if clearing the estimate flag (this removes the check from the "Est" box on customer's accounts).
- Beg/End BAC/Seq#: if only accounts within a given range of billing area codes or seq#s are being estimated/cleared then enter the beg/end BAC/Seq#.
- Beg/End Acct: if only a range of accounts are being estimated/cleared then enter the beg/end account numbers.
- Beg/End Bill Cd: if only a given type of meter (such as water) is being estimated/cleared then enter the lowest and highest bill code for that type of meter (ex: 1000 thru 1999)..
- Reading Date: applicable only if "estimating". This will be the date that the program places into the Current Reading date.

After all the above questions have been answered, user should select "Estimate" or "Clear" to begin or Esc or "Close" to quit. When estimating, as the accounts are being processed a new current reading and current reading date is stored on the customer accounts. Also a check is placed in the "Est" field to indicate that the reading was an estimate. Later when printing the bill "E" or "Est" will print next to the current reading to indicate that it was estimated. If user would like a print-out of readings use the Print command. If user is "clearing" the estimate flag then the check is removed but no effort is made to change the current readings since they will be entered manually.

## % Deviation

When entering meter readings the system will check the consumption against the average to see if it is more than certain high and low percentages. The high percentage is used in the calculation when the usage is above the average and the low percent is used when below the average. These percentages are set up permanently on the Options-Meter Rdnng Deviations screen but may be temporarily overridden by selecting this command. A percent up to 9999 may be entered for the high percent but the low percent, as a practical matter, should never be over 99 percent (unless you do not desire a warning) and probably should be in the 25 - 50 percent range. When the meter reading program is exited, the percentages from Options will again be used.

## Meter Rdnng Devices

This routine handles writing to and reading from meter reading devices. These routines are not applicable to the programming needed within the meter rdnng device to enter readings but is only a means of sending data back and forth from the Utility Billing program to the meter reading devices (i.e. the device interface). After selecting this command a screen displays allowing user to output to and input from the meter reading devices. Below are the questions for these two functions:

### Output to Meter Rdnng Device

This routine allows user to create and/or print the file that will be sent to the meter reading devices. The file which gets created (named "HHFile.Dat" if using the Custom or Radix formats or "PCFile.dll" if using the Datamatic format or "Download.dat" if using Mueller, Mueller-RF, Itron, and Neptune formats) will contain information such as the customer account number, name, previous reading, high/low acceptable readings, etc. After selecting this option user should answer the following questions:

- Create Output: if a new file should be built check this box. Care should be taken that any previous files built to be taken to the meter reading software have already been taken over since checking this box will delete any previously built files. If user only wants to print a previously built file, un-check this box.
- Print: if the computer should print the contents of the meter reading file enter check this box. If user only wants to create the file and not print it, un-check this box.
- Active Accts: if the file should include customers who are status 'Active', check this box.
- Final Accts: if the file should include customers who are status 'Final Bill', check this box.
- Suspend Accts: if the file should include customers who are status 'Suspended', check this box.
- New Accts: if the file should include customers who are status 'New', check this box.
- Inactive Accts: if the file should include customers who are status 'Inactive', check this box.
- Rd-Only Accts: if the file should include customers who are status 'Read-only', check this box.

- Cycle#: if using the Datamatics or Neptune formats user should specify which cycle is being outputted. If all accounts are being outputted then leave the cycle# as "1". If not using Datamatics or Neptune formats then this entry is not applicable and is disabled.
- Route#: if using the Datamatics or Neptune formats user should specify which route is being outputted. A route# must be downloaded into the meter reading file. In some cases user will just want to download "1" as the route# for all accounts in which case "000001" is inputted as the route#. If user wants the program to use the first two digits of the acct# to determine the route# to be downloaded then the route# should be changed to "0" (zero). Then if the acct# is 02-0010.00, "2" is outputted as the route#. If not using the "Datamatics" or "Neptune" formats then this entry is not applicable and is disabled.
- Service Type: on the Options-Meter Rdnng Deviations screen user can define up to three types of meters that are being read. If the file being built in this run should contain all types of meters, choose "All" from the drop-down list. If the file should contain only water meters select "Water", or "Electric" for electric only, or "Gas" for gas only.
- Serv Addr 1-2: applicable only if using the "Custom-Single Addr" format. Since this format contains a single service address and since the customer master screen contains two lines for the service address, user can select which address should be written to the file. Normally "Service Addr 1" is selected. If using any other format these options are disabled since both addresses are always outputted to the file.
- Beg BAC/Seq#: if user wants to output only a range of BAC/Seq#s then enter the beginning value.  
 End BAC/Seq#: if user wants to output only a range of BAC/Seq#s then enter the ending value.  
 Beg Acct: if user wants to output only a range of accts then enter the beginning acct#.  
 End Acct: if user wants to output only a range of accts then enter the ending acct#.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Output" to begin the operation. To exit the program click on "Close", "X", or press Esc key. Normally after this step the file 'HHFile.Dat' or 'PCFile.dll' or 'Download.dat' (depending on the format) is downloaded to meter reading devices. This procedure will vary with each installation. You should have special instructions from your vendor on doing this.

### Input From Meter Rdnng Device

This routine allows user to read into your host computer the readings coming from your meter reading devices. If using the Custom or Radix meter reading formats the file read is named "PCFile.Dat". If using the Datamatic format the file name is HOSTddmm.ULL where "ddmm" is the file date entered below. If using the Mueller, Mueller-RF, Itron, or Neptune formats the file name is "Upload.dat". The procedure to get the meter reading file on to the host system will vary with each installation. Normally you should have special instructions on how to do this. After the file has been loaded user needs to merge the readings but it is recommended **that a "Print" only be done first** (on at least some accts) to confirm you have successfully gotten the current readings file over to the system. To do this user should answer the following questions:

- Merge Input: if user is ready to merge the readings into the customer master records, check this box. If only printing the file then un-check this box.
- Print: if user would like to print the readings either before or as the readings are being merged, check this box. If no printout is needed un-check this box.
- Beg/End Acct#: if user wants to print/merge only a range of customer readings then enter a beg/end acct#
- File Date: applicable only if using the Datamatics format. Enter a four digit file date that identifies the name of the file. This value becomes part of the name to identify the name of the file to be read (ex: 0915 makes the file name be HOST0915.ULL). If using the Custom, Radix, Mueller, Mueller-RF, Itron, or Neptune formats this field is disabled.

After all questions are answered the "Input" command is selected. If "Merge Input" is checked a confirmation screen is displayed. If the "Print" box is checked then a report will print. To exit the program click on "Close", "X", or press Esc key.

## SECTION 7 - MANUAL BILLS

This program is used to set up and maintain manual bill records. A manual bill record is used to override the amounts that would normally be billed to a customer. The tax, if applicable, will be computed on the manual bill amount. Any or all of a customer's billing codes can be overridden by an amount in the manual bill record. This routine is useful in cases where the amount to be billed is something other than the norm. All bill codes for a customer may be overridden or just some. Manual bill records may be coded as temporary (one-time) or permanent. After choosing the Manual Bill program the following screen appears:

```

=====Manual Bills=====
|
| Add   Edit   Delete   Print   Auto-Prorate   Lookup   Main Menu   Help
|-----
|
| Acct#: _____ Name: _____ Status: _____
|
|      Bill Code  Description                Amount  Type
| Meters:  1. _____
|           2. _____
|           3. _____
| Others:  1. _____
|           2. _____
|           3. _____
|           4. _____
|           5. _____
|           6. _____
|           7. _____
|           8. _____
|
|                                     Save   Cancel
|-----
|
Name: _____ Acct#: _____ Exit
  
```

### Account Entry

To review, edit, and delete a customer's manual bill records, user must enter a customer name or account number. If the exact value is not known user may:

- a. Enter an approximate name or account number and then Up-Down Arrow to scroll to the correct account.
- b. Enter an approximate name or account number and then select "Lookup" (Alt-L). User may then scroll or press Up or Down arrow or press Page-Up or Page-Down to find the desired account number. User then can double-click or press Enter on the selected line to display the customer.

### Add

To add a manual bill record user should select "Add" (Alt-A) from the Account Entry position. The above screen should then be filled in by user. Following is an explanation of each field.

- Bill Code: The bill code display from the customer's account screen and may not be changed in this program. Only those lines with a valid bill code may have a manual amount entered.
- Amount: This is the amount user wants to have printed on the customer's bill. If this bill code does not need to be overridden, then leave the amount as zero. Also if the amount of the override is zero then leave the amount as zero.
- Type: The "override" type is chosen from this down-drop list to indicate what should be done with the amount field. "None" indicates the amount should be ignored and no override should be done, "Temp" means the amount is temporary only and should be deleted after the next billing, and "Perm" means the amount is permanent and should be left in the manual bill file for future billings.

Selecting the "Save" command will write the customer record to disk making it permanent. To cancel this record user may select the "Cancel" command or may press Esc.

As user enters the above data, the following keys provide the following capabilities:

Tab moves to next field. Shift-Tab moves to previous field.

Esc key clears the screen and nothing entered is saved.

## **Edit**

Once a valid manual bill record is found user may select "Edit" (Alt-E) if any changes are needed. The keyboard functions described can be used to move around the screen easier. Notice that when you enter a value in a field that already contains a value the field will be cleared. If you do not want to clear the entire field but only change a portion of it then left-right arrow over to the area to be changed and then enter the correction. Esc or the "Cancel" command may be used to start edit over. "Save" command will rewrite the data to disk thereby making it permanent.

## **Delete**

Once a valid manual bill record is found user may select "Delete" (Alt-D) if the record should be deleted. After choosing Delete the system will sound an audible alarm asking user whether the account should be deleted. Select "Yes" to delete or "No" to not.

## **Print**

Upon selecting "Print" user has the choice of printing the screen or a report. Selecting "Screen" will print an image of the Manual Bill screen. "Report" (or the printer icon) will print a list of Manual Bill records and allows the following questions to be answered:

Beg/End Acct: enter a beg/end acct no if only a partial list is required - otherwise leave acct#s as displayed.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Print" to send job to printer. To exit the print screen click on "Close", "X", or press Esc key.

## **Auto-Prorate**

This routine will automatically compute manual bill records This routine is useful when needing to bill a new customer's service for less or more than a full month. This routine looks for new customers (status Active accts with a zero 'last bill' date) and prorates amounts based on the number of days from the customer's deposit (start) date to the month end billing date indexed by operator. After selecting this command user must enter the following:

Billing End Date: enter the date that represents the end of this month's service period. (Ex: 12/31/07)  
No. of Days enter how many days are in the current billing period. The program defaults 30 but may be changed to 31 or 28. This number is used to compute the per-day charge.  
Beg/End BAC: if user wants to prorate charges for a range of BACs, enter the beg/end codes.  
Beg/End Acct: if user wants to prorate charges for a range of customers, enter the beg/end account#s.  
Beg/End Bill Cd: if user wants to prorate only specific type of charges, enter the beg/end bill codes.  
Clear Manual File: normally this box should be checked which means to clear any manual bill records before performing the calculations. Un-check this box only if needing to leave previously calculated records in the file.

After all the above questions are answered, user should depress select "Prorate" to begin or Esc key or "Cancel" or "X" to quit without processing. After the computation is made user should perform "Print" to review the prorated amounts. If needed, Edit and Delete can be used to change or delete the amounts.

## SECTION 8 - STATEMENTS/JOURNAL

This program has a routine to calculate, print or display, utility statements or billing journal and a routine to update the statements into the customer's balance, distribution and history records. The program allows three print/update sequences... a) customer account no. sequence, b) zip/postal route sequence, and c) non-sequential - randomly entered by user. The Statements or Journal should be printed before updating the customer accounts thereby allowing user to check, correct, and re-print statements without fear of an account balance being incorrect. After choosing the Statement/Jrnl command on the Main Menu the following screen appears:

```

==Statements/Journal=====
| Load Info  Print Stmts/Jrnl  Updt Accts  Print/Post Totals  Reprint Stmt  View Stmt  Main Menu  Help |
-----
| Print Order:  Options:  Ranges:
| o Account #  ___ Updt Cust Accts  BAC/Seq#: _____  Beg Zip Cd: _____
|              o Print Paper Stmts  End Zip Cd: _____
| o Zip-Pstl Rt  o Print pdf Stmts  Beg Acct: _____  Beg Pstl Rt: _____
|              o Print Journal  Statement Date: _____  End Acct: _____  End Pstl Rt: _____
| o Non-Seq  o Print Nothing  Hstry/Dist Date: _____
-----
| Non-Sequential Accts:
| _____
| _____
| _____
| _____
-----
| Message:
| Message 1: _____
| Message 2: _____
| Message 3: _____
| Message 4: _____  (tri-fold only)
| Bank Draft: _____
-----
| Printer:  Print Options: _____
|          Print Order: _____
| Font: _____ Size: _____  Print  Close
|          _____
| Orientation:  Last Updt: _____  Save Info
|          Set  Bill Cd Table: _____
| Tray
|          _____ Double Sided
-----

```

### Load Info

This routine allows entry of the message lines so they can be stored permanently. User should answer the following questions:

- Message 1-3: the program allows the printing of messages on the statements (up to 56 char per line). If using postcard forms user may press F1 to insert a special message that will print meter reading service from-to dates that come from the customer accts or F2 to insert a special message line that prints the customer name. These special messages are in place of an actual message line although there is room to insert message text to the right of the special messages. The tri-fold/pdf statements have a dedicated place to print the reading dates and customer name so message lines 1 and 2 lines can be dedicated totally to message text if using that format. Line 3 is available for any type of message on all formats although the bank draft message prints on line 3 if using postcards.
- Message 4: applicable only to tri-fold/pdf statements. One additional line for a statement message.
- Bank Draft: user may type a special message applicable to only those customers who have a bank acct or routing number on their customer screen. This is handy if you want the system to print a special message on the bill such as: **"DO NOT PAY - YOUR ACCT WILL BE DRAFTED"** or some other such message. This message prints instead of message line-3 if using postcards or on a dedicated separate line if using tri-fold statements but prints only on statements that have a bank account or routing number on the customer screen.
- Printer Info. (see Printer Settings discussion in Section 3)

After answering the above questions user may select "Save Info" to accept the data (message text is stored permanently) or "Close" to not store the data.

## Print Stmts/Jrnl

Selecting this command is the first step to printing statements or the billing journal. Upon selecting the "Print Stmts/Jrnl" command user should select the "sequence" in which accounts will print. Choices are "Acct Order", "Zip-Pstl Rt Order", and "Non-Sequential" (randomly entered account#s). Then the following questions should be answered:

- Print: select "Print Paper Stmts" if printing tri-fold or postcard statements, "Print pdf Stmts" to create pdf statements, "Print Journal" if printing a billing journal, or "Print Nothing" to indicate no printing is desired (ex: calculating billing totals only).
- Statement Date: this is the date that will print on the statement as the date of billing.  
Hstry/Dist Date: this date is disabled when printing statements or journal - it is used only in the update process.
- BAC/Seq#: if cycle billing or printing for a specific seq#, enter the value to be printed.  
Beg/End Acct: if printing only for a range of accounts enter the beginning and ending account number. If printing in zip/pstl rt order normally user will leave the range of acct#s as 00-0000.00 and ZZ-ZZZZ.ZZ.
- Beg/End Zip Cd: applicable only if printing in zip/postal route order. This allows user to begin and end with a specific zip code.  
Beg/End Pstl Rt: applicable only if printing in zip/postal route order. This allows user to begin and end with a specific pstl rt.
- Message 1-3: the program allows the printing of messages on the statements (up to 56 char per line). If using postcard forms user may press F1 to insert a special message that will print meter reading service from-to dates that come from the customer accts or F2 to insert a special message line that prints the customer name. These special messages are in place of an actual message line although there is room to insert message text to the right of the special messages. The tri-fold/pdf statements have a dedicated place to print the reading dates and customer name so message lines 1 and 2 lines can be dedicated totally to message text if using that format. Line 3 is available for any type of message on all formats although the bank draft message prints on line 3 if using postcards.
- Message 4: applicable only to tri-fold/pdf statements. One additional line for a statement message.
- Bank Draft: user may type a special message applicable to only those customers who have a bank acct or routing number on their customer screen. This is handy if you want the system to print a special message on the bill such as: **"DO NOT PAY - YOUR ACCT WILL BE DRAFTED"** or some other such message. This message prints instead of message line-3 if using postcards or on a dedicated separate line if using tri-fold statements but prints only on statements that have a bank account or routing number on the customer screen.
- Non-Seq Accts: applicable only if "Non-Seq" print order has been chosen. This allows user to enter up to 10 individual acct#s in order to print random accts. If more than 10 accts are needed then print 10 and then enter up to 10 more.
- Printer Info. (see Printer Settings discussion in Section 3)

After answering the above questions user may select "Print Stmts" or "Print Jrnl" or "Begin-No Print" to begin processing and/or printing or "Close" or Esc key to exit the program. If printing statements, forms should be loaded in the printer before starting - if printing a billing journal then regular paper should be in the printer.

**Once statements or the billing journal begins printing the only way to stop the print job would be through Windows Control Panel.**

## Updt Accts

Selecting this command is the first step to updating the stmts into the customer's balance, distribution, and history records. User must select the 'sequence' in which accounts will be updated. Choices are 'Acct Order', 'Zip-Pstl Rt Order', and 'Non-Sequential' (randomly entered account#s). Note: if non-sequential accts appear on the screen then 'Acct Order' or 'Zip-Pstl Rt Order' can not be selected - user must either remove the accts from the screen or use Non-Sequential. The following questions/options are then selected:

- Updt Cust Accts: this box will be checked automatically and can not be unchecked.. If updating is not desired then you are in the wrong routine. Remember that the update must be done **after** the statements and journal have been printed and checked. **Updating is extremely important in that it is normally done only once a month and files are physically altered as they are processed. You can not print statements/jrnl after the update is done.**
- Print: "Print Nothing" is automatically marked when choosing Updt Accts and can not be changed.
- Statement Date: this date is not used during the update since it only prints on the statement and statements are not printed during the update.
- Hstry/Dist Date: this is the date that will be updated into the distribution and history files during the update. **Make sure it is set to the date desired.**
- BAC/Seq#: if cycle billing or updating a specific seq#, enter the value to be updated.  
Beg/End Acct: if updating for only a range of accounts enter the beginning and ending account number. If updating in zip/pstl rt order normally user will leave the range of acct#s as 00-0000.00 and ZZ-ZZZZ.ZZ.



Beg/End Zip Cd: applicable only if updating in zip/postal route order. This allows user to begin and end with a specific zip code.  
Beg/End Pstl Rt: applicable only if updating in zip/postal route order. This allows user to begin and end with a specific pstl rt.  
Non-Seq Accts: applicable only if "Non-Seq" order has been chosen. This allows user to enter up to 10 individual acct#s in order to update random accts. If more than 10 accts are needed then update 10 and then enter up to 10 more.

After answering the above questions user should either select "Updt Accts" command or "Close" or Esc key to exit the program. When updating normally all accounts are included so if a range of acct#s or zip-pstl rts are on the screen, the program makes the user confirm that the range is ok or that the range should be fixed. Since the update is so critical, a confirmation screen will display forcing user to check several boxes to confirm that the stmt update is ready to be done. After reading the screen and checking the boxes the "Proceed" command is selected. Then another warning screen displays which user must confirm. Note: if the history date being used matches the "Last Update" date a message displays alerting user to the fact that an update has already been done using this date. This would be unusual so user needs to make sure the accts have not already been updated this month. If there is any doubt the update should be stopped until user determines what the situation is. Once started it is important that the update process not be interrupted. The update can take several minutes so the acct#s display on the screen so user can monitor the progress. **CAUTION:** if another process causes focus to be taken away from the Stmt/Jrnl screen (ex: screen saver kicks in) the acct#s will stop displaying and the update screen will appear to be frozen. The program is still working internally (even if "Not Responding" displays) so be sure and **let the update finish.**

### Print/Post Totals

Select this command to print billing totals and optionally post billing totals to the Budget Acctg files. Before proceeding make sure regular computer paper is loaded. The first option determines whether the Stmt Totals should be printed - normally this would be checked. Another option determines whether program should post the stmt totals to GFC's Budget Acctg files. That question will initially be checked or unchecked based on a setting in Options-General. If checked the user must have already defined the Budget file locations (under Options-General) and the budget/vendor codes that will be used for each subtotal code (using Budget Auto-Post Codes found under Other Functions). Note: if posting to Budget files make sure the Budget posting date and month-year are correct.

Another option determines whether "Book" totals should print which is a page of billing totals for each "book" you bill. When this option is unchecked only a single grand total page prints. This option will be initially checked or unchecked depending upon how a setting in Options-Stmts has been answered.

To begin user selects "Print" (Note: if user needs to print totals again be sure and enter un-check the option that posts to Budget files).

The stmt totals that print are totals contained in the last billing run whether it is a stmt, journal or update run (each time a new run is done totals are cleared). Note that these totals will remain in the system until user performs another run whether it is in Acct Order, Postal Rt Order, or Non-Seq print/update run. If user forgets to print totals and the totals get cleared, user can re-print the totals by using the Billing Totals option in the History program.

### Reprint Stmt

Once statements have been updated into the customer's balance, certain customer acct information is changed which prevents user from printing correct statements again using the normal statement print routines. Therefore this routine must be used if needing to re-print the last updated statement. This routine does not compute new billing amounts - it simply reads the history file for the history date entered and prints existing history records on the stmt. Therefore using this routine a re-print can be done as many times as necessary for a customer. This routine is handy should a customer lose their last statement and need a new one for their records. Upon selecting "Reprint Stmt" user enters the following:

Statement Date: this is the date that will print on the statement as the date of billing.  
Hist/Dist Date: this is the date that will be used to search thru history and print any matching records on the statement. If no matching dates are found in history then when the statements that print will have no billing items listed.  
Reprint Acct#: enter the acct# of the customer that needs a statement re-printed. Up to ten customer statements may be re-printed at a time. If more than ten are needed print the statements and then enter ten more acct#s.  
Message Lines: see info under "Load Info" for info on the message lines.  
Printer Info. (see Printer Settings discussion in Section 3)

After answering the above questions user should select "Print Stmt" to begin printing or "Close" or Esc key to exit the program. User should be sure and have statement forms in the printer before starting. Note that on the statement the "Amount Due After Due Date" amount on the re-printed card is simply a repeat of the "Amount Due" since the history file does not contain enough information to show how much the potential penalty calculated days earlier would have been.

## View Stmt

Since the act of entering meter readings does not actually compute and update a bill on to the customer's account, it is sometimes handy to be able to see how much a customer's **next** bill is going to be. This routine can display the usage and amounts that will be on the customer's next bill. The computations are based on the readings that are on the account at the time this routine is performed. Therefore it would not make sense to use this routine until this month's readings are entered. Upon selecting "View Stmt" (Alt-V) the user would enter the following:

**Name:** user may enter a name and press Enter to access a customer record. Or if the exact name is not known user may enter a name and select "Lookup" to get a list in name sequence. To select a record from the list either down-up arrow to highlight the record and press Enter or double-click on the record selected.

**Acct#:** user may enter an acct# press Enter to access a customer record. Or if the exact acct# is not known user may enter an acct# and select "Lookup" to get a list in acct# sequence. To select a record from the list either down-up arrow to highlight the record and press Enter or double-click on the record selected.

Once a valid active customer is selected the statement info is displayed (note: and "M" displaying next to any amount indicates a "Manual Bill" record). If user would like the statement info printed to paper select "Print" and the screen image will print to your default printer. Choose 'Close' or press Esc to exit the program.

## SECTION 9 - REVERSE BILLS

This option allows the operator to reverse amounts that have been billed to a customer. The main use of this routine is to cancel out an erroneous billing. When performed the program adjusts the customer master account file, distribution file, and history file. Theoretically a customer can be returned to exactly the way it was before the last billing. Upon choosing the Reverse Bills option the following screen appears:

```

=====Reverse Bill=====
|
| Post   Print   Clear   Lookup   Main Menu   Help
|-----|
| Acct: _____ Name: _____ Status: _____ Post Date: _____
|-----|
| Meter  Code Description   Prev Rdg  Curr Rdg   Rdg Dates |
| 1.    _____          _____          _____ Prev: _____ | Acct Bal: _____
| 2.    _____          _____          _____ Curr: _____ | Adj. Amt: _____
| 3.    _____          _____          _____          _____ | Remain: _____
|-----|
| Code  Description         Date      Amount  Delete |
| _____          _____          _____  - o   |
| _____          _____          _____  - o   | Aging Balances:
| _____          _____          _____  - o   | (change if needed)
| _____          _____          _____  - o   | Pymnt: _____
| _____          _____          _____  - o   | Current: _____
| _____          _____          _____  - o   | 30 day: _____
| _____          _____          _____  - o   | 60 day: _____
| _____          _____          _____  - o   | 90 day: _____
| _____          _____          _____  - o   |
| _____          _____          _____  - o   | Last Billed: _____
|-----|
|                               Save      Close
|-----|
  
```

Name: \_\_\_\_\_ Acct#: \_\_\_\_\_ Beg Date: \_\_\_\_\_ Post Exit

### Account Entry

To review, edit, and delete a customer's distribution records, user must enter a name or account number. If the exact value is not known user may:

- a. Enter an approximate name or account number and then Up-Down Arrow to scroll to the desired account.
- b. Enter an approximate name or account number and then select "Lookup" (Alt-L). User may then scroll or press Up or Down arrow or press Page-Up or Page-Down to find the desired account number. User then can double-click or press Enter on the selected line to display the customer.

### Beg Date

When a customer is accessed their distribution records display since user will need to select which to reverse. If there are more than 11 records and the ones you need to reverse do not display then enter a Beg Date (and press Enter). Only records on or after the date entered will display.

### Clear

If before posting user wants to remove previously posted reversals from the reversal file then user should select "Clear" (Alt-C). When this is done a message displays allowing user to decide whether user should delete the reversals file. User should select "Yes" to continue or "No" to abort.

### Post

After the proper account has been accessed user should select Post (Alt-O) to post the reversal. Notice that the system has displayed the customer's current balance and the distribution records that make up the balance. First the user is allowed to change the previous or current readings on up to three meter lines. This is handy if the user is going re-bill the customer since the current reading was rolled over into the previous reading when bills were updated. Next the user is allowed to change the previous or current reading dates. This is handy if the user is going re-bill the customer since the current reading date was rolled over into the previous reading date when bills were updated.

Next user enters the adjustment amount being reversed from the customer balance. User then checks the “Delete” box next to those distribution records that comprise the amount being reversed. As these boxes are being checked notice that the "Remain" amount changes. This amount must eventually be zero to show that the total amount reversed equals the distribution amounts user has selected to delete.

The adjustment amount will subtract from any Current balance first and then from 30 day balance and then from 60 day, etc. If the aging balances are not being updated (as shown on the right side of the screen) the way the user wants, then the balances may be changed by the user. For example if the current balance is being changed but you desire the 30 day balance to be changed, user may manually change the current and 30 day amounts.

User may also want to set the “Last Bill” date on the customer screen back to what it was before the billing. If so enter the “Last Bill” date desired.

Once the remaining amounts equals zero user may select “Save” to update the customer's account, distribution, and history records. “Cancel” (or Esc key) may be selected at any time to cancel and return to bottom of screen.

## **Print**

Upon selecting “Print” user has the choice of printing the screen or a report. Selecting “Screen” will print an image of the Reverse Bill screen. Selecting ‘Report’ (or the printer icon) will print a list of the Reversal Bill records. Upon selecting “Report” the following questions should be answered:

Beg/End Acct: if only a range of customers should be printed enter the beginning account no. To print all reversals then leave the defaults as 00-0000.00 and ZZ-ZZZZ.ZZ..

Beg/End Date: if reversals for only a range of dates should be printed enter the beg/end dates. To print all reversals then leave the default as displayed.

Print Book Totals: if when printing reversals user wants a subtotal between each book, check this box.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select “Print” to send job to printer. To exit the print screen click on “Close”, “X”, or press Esc key.

## SECTION 10 - PENALTIES/FEES

This option allows the operator to assess penalties (late charges) to past due customers or optionally assess fees (ex: turn-off fee). These amounts are automatically added to customer's balance and distribution and history files. When a penalty, turn-off fee, or return ck fee is assessed, the program also updates a "count" on the customer screen and shows the date of last occurrence. This is convenient if you want to track the number of times someone has had a penalty assessed or been turned off. After choosing option "Penalties/Fees" the following screen will appear:

```

=====Assess Penalties/Fees=====
|   What do want to assess?   |
|   _ Penalties               |
|   _ Fees                   |
|-----|
|           OK      Cancel   |
=====
    
```

User should check which operation is desired and then click on "OK" or "Cancel" to abort.

### Penalties

The penalty program is very flexible in that the system may be set up to assess a penalty based upon an entire past due balance, a current past due balance, an average bill amount, or just on a specific type of past due revenue. Also user can have multiple penalty rates and multiple penalty calculations. Customers with a penalty status of "Exempt", zero or credit balance are not penalized. Avg bill customers are not penalized unless they have the Pen Status "Avg Bill" in which case the penalty is based on the avg bill amount (less any payments). And depending upon how questions on the Options-Penalties screen has been answered, customers with status Inactive, Final, Temp Final, and Suspended may be excluded from penalty. Customers may also be skipped based upon having a balance below a "minimum" balance loaded in Options- Penalties. After choosing Penalties the following screen appears:

```

=====Assess Penalties/Fees=====
| Assess:      Penalties:      | Exclude Accts: |
| Penalties   Min Bal: _____|                 |
|             Last Updt: _____|                 |
| Options:    |                 |
| o Print Journal (before updating) |                 |
| o Update Customer Balances       |                 |
|                                     |                 |
| _ Print Book Totals              |                 |
| Pstg Date: _____ Dist Date: _____|                 |
|                                     |                 |
| BAC/Seq#: _____              |                 |
| Beg Acct: _____              |                 |
| End Acct: _____              |                 |
|                                     |                 |
|                                     |                 |
| _ Post to Budget                  |                 |
| Bdgt Date: _____ Bdgt Mo-Yr: _____|                 |
|                                     |                 |
| Printer:                          |                 |
|                                     |                 |
| Font: _____ Size: _____   |                 |
|                                     |                 |
| Orientation: _____           |                 |
| _____ Set _Print to Screen |                 |
=====
    
```

The user should answer the following questions:

- Print Journal: mark this option if a penalty journal should print but no update occur. This option allows user to print or display a journal to get a preview of the penalty amounts. It is highly recommended this be done before the update so user can be sure a good penalty journal exists.
- Updt Cust Bal: mark this option if a penalty journal should print and an update of balances occur. **This option should only be done once to avoid a double update of penalties.** When user begins the operation with this option marked a message will display reminding the user that customer balances will be updated. Once user updates, the date of last penalty update is stored in the Options-Penalties. If user later attempts to update penalties again with the same posting date a warning message will display.

- Prt Book Totals:** if your customer acct#s have a two-digit book# in it and you desire that there be a sub-total between books then make sure this box is checked. This box will be checked automatically if the question "Print Book Totals on Penalty/Fees Rept" is checked in Options-Penalties.
- Pstg Date:** this is the date that will update into customer's history and distribution files once the update is performed. The default is today's date but can be changed if needed but the date must be in the current mon-yr or last or next month's mon-yr.
- Dist Date:** this date is applicable only if there are multiple penalty billing codes or if some billing codes are exempt from penalty. Unpaid items with this date and any date after will be subject to penalty. Unpaid items dated before this date will not be subject to penalty. If all items are subject to penalty then leave this date as zeroes. This date will not be enabled if the entire total or current balance is subject to a penalty calculated using a single bill code.
- BAC/Seq#:** if cycle billing, enter the cycle number being penalized. If you do not cycle bill then skip.
- Beg/End Acct#:** if penalizing a range of accounts, enter beg/end account number. Leave as default for all accts.
- Post to Bdgt:** if user wants to post the total penalty amount to the GFC's Budget Acctg program, select this option. This option will automatically be selected if the question "Post Billing Totals to Budget" is marked in the Utility Options program (under General). If user is only printing the journal this option is disabled. To properly update Budget, user must have entered the penalty subtotal penalty code in Options under Penalties.
- Bdgt Date:** used only if updating Budget files. This is the date that will be used as the posting date when the Detail Records are created. Initially the current date will display but may be changed.
- Bdgt Mo-Yr:** used only if updating Budget files. Since the Budget program needs to know what acctg period the posting is for, user should make sure the correct month-year is entered. Initially the current month/year will display but can be changed.
- Printer Info.** (see Printer Settings discussion in Section 3)
- Exclude Accts:** on rare occasions you may not want to penalize some accounts that are past due because of a special circumstance. User may enter up to 34 acct#s that will be excluded from being penalized. As the account#s are being entered Tab moves to the next field and Shift-Tab may be used to move back to the previous account#.

After answering the above questions user should select "Print Pen" or "Assess Pen" to begin or "Close" to quit without executing the program. If updating balances, a confirmation message will display. If updating a second time with the same date, a warning screen will display since this would probably be done in error. A "Print Scrn" command is available should you want to print the screen to the printer. To exit program user may select "Close" or "X" or press Esc key.

## Fees

This routine allows user to assess a fee to specified customer numbers. This is handy for fees such as turn-off fees where the amount and date would be the same for everyone being processed. After choosing the Fees option the following screen appears:

```

=====
=Assess Penalties/Fees=====
| Assess:                               | Assess Accts:                               | | |
| Fees                                  | _____ | _____ | _____ |
| Options:                              | _____ | _____ | _____ |
| o Print Journal (before updating)    | _____ | _____ | _____ |
| o Update Customer Balances          | _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
|   _ Print Book Totals                | _____ | _____ | _____ |
| Pstg Date: _____                | _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
| Bill Cd: _____                  | _____ | _____ | _____ |
| Amt:      _____ Reconnect Fee   | _____ | _____ | _____ |
|           _____ Return Ck Fee   | _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
|   _ Post to Budget                   | _____ | _____ | _____ |
| Bdgt Date: _____ Bdgt Mo-Yr: _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
| Printer:                             | _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
| Font:      _____ Size:          | _____ | _____ | _____ |
|                                     | _____ | _____ | _____ |
| Orientation:                          | _____ | _____ | _____ |
| _____ Set _Print to Screen      | _____ | _____ | _____ |
=====

```

The user should answer the following questions:

- Print Journal: mark this option if a fee journal should print but no update occur. This option allows user to print or display a journal to get a preview of the fee amounts. It is highly recommended this be done before the update so user can be sure a good fee journal exists.
- Updt Cust Bal: mark this option if a fee journal should print and an update of balances occur. **This option should only be done once to avoid a double update of fees.** When user begins the operation with this option marked a message will display reminding the user that customer balances will be updated.
- Prt Book Totals: if your customer acct#s have a two-digit book# in it and you desire that there be a sub-total between books then make sure this box is checked. This box will be checked automatically if the question "Print Book Totals on Penalty/Fees Rept" is checked in Options-Penalties.
- Pstg Date: this is the date that will update into customer's history and distribution files once the update is performed. The default is today's date but can be changed if needed but the date must be in the current mon-yr or last or next month's mon-yr.
- Bill Code: this is the bill code number that represents the fee being assessed. This code must already have been set up in the bill code file. The description will display upon entering a valid number.
- Amt: this is the amount of the fee. An amount from the bill code will display but may be changed.
- Reconnect Fee: mark this option if the fee is a turn-off fee. Marking this option will update the TURN-OFF 'count' and date fields on customer's master screen.
- Return Ck Fee: mark this option if the fee is a return ck fee. Marking this option will update the RET CK 'count' and date fields on customer's master screen.
- Post to Bdgt: if user wants to post the total fee amount to the GFC's Budget Acctg program, select this option. This option will automatically be selected if the question "Post Billing Totals to Budget" is marked in the Utility Options program (under General). If user is only printing the journal this option is disabled. To properly update Budget, user must have entered the fee sub-total codes in Options-General.
- Bdgt Date: used only if updating Budget files. This is the date that will be used as the posting date when the Detail Records are created. Initially the current date will display but may be changed.
- Bdgt Mo-Yr: used only if updating Budget files. Since the Budget program needs to know what acctg period the posting is for, user should make sure the correct month-year is entered. Initially the current month-year will display but can be changed.
- Printer Info. (see Printer Settings discussion in Section 3)
- Assess Acct#s: user may enter up to 34 acct#s which will have the fee assessed. User may press Tab to go to the next acct# or Shift-Tab to return to the previous acct#. As the acct number is entered the name will automatically display.

After answering the above questions user should select "Print Fees" or "Assess Fees" to begin executing the program (or Close to exit). If updating, a warning screen is displayed to remind user that balances are being changed. Select "Yes" to proceed. Care should be taken to not update twice since the fee will be added to the balances twice.

## SECTION 11 - REPORTS

This program provides user with the ability to print various reports to the printer or screen. After choosing the Reports command the following menu choices display:

- Aging**
- Delinquencies**
- Customers**
- Deposit/Disconnect**
- Meter Dates/Serial#**
- Summary**
- Meter Readers**
- Meter Book Pg**
- Labels**
- Bank Draft**
- Deposit Disposition**
- Cust Bill Codes**

### Aging

The aging report is intended to give the user a listing of customer balances in order to determine the total accounts receivable. Optionally the list may be stored in a "csv" file. When "Aging" is selected the following questions should be answered. If all questions are pre-answered correctly then "Print" can be selected to start the report.

Print Order:

Account#: if the report should be in account no sequence, select this option.  
Name: if the report should be in customer name sequence, select this option.  
Misc Lkup: if the report should be in misc lkup sequence, select this option.

Print Options:

Bal Due Cust: if only customers with a balance due should be included then mark this option.  
All Customers: if all customers should be included regardless of their balance, then mark this option.  
Active Accts: if the report should include active accounts (status Active, Final, Temp Final, Suspended, New) then check this box.  
Inactive Accts: if the report should include inactive accounts (status Inactive and Rd-Only) then check this box.  
Book Totals: if printing in account number order and user wants a subtotal between each book, check this box. This box can be checked by default if the question "Print Book Totals" is checked in Options-Reports.  
Avg Bill Only: if user wants to include only customers being 'average billed', check this box. This is handy if monitoring the balances of just those types of customers. NOTE: "#" prints next to the acct# if on average billing.  
Totals Only: if user only needs report totals, check this box. Un-checked means each individual customer's balance will print.  
Mailing Addr: if the mailing address should print on this report check this box. This is included only on the printed report.  
Service Addr: if the service address should print on this report check this box. This is included only on the printed report.  
Incl Status Chars: enabled when "Print to csv File" is checked. Unchecking the box means to not write \* (Inactive) or # (avg bill) characters into the acct# field in the csv file. Those characters might not be desired by third parties importing the file.  
Blank Lines: user may control the spacing between each printed line by entering a value here or choosing a value from this drop-down list. "0" means no blank lines while "1" means there will be one, etc. 1 or 2 can make the report more readable.

Ranges:

Beg/End Seq#: if the report should be for only a given billing area code, enter the BAC/Seq#.  
Beg/End Acct#: if the report is being printed for a range of customers, enter the beg/end account numbers.  
Min/Max Bal: if the report needs to be printed for customers with a range of balances, enter the minimum and maximum balances. For example if you need a list of customers with balances of 500.00 and more enter 500.00 for the Min Bal.

Beg/End Bill Date:

if the report should print for customers whose last bill date falls within a range of dates, enter the dates. For example user wants to include only very old balances. Entering 00/00/00 and 12/31/10 would include only balances from that time period. Leave dates as 00/00/00 and 99/99/99 if dates should not be a factor.

Due Date: this field is disabled unless "Print to csv File" is checked. Any date entered is written to the csv file. Leave blank for no date to be written to the file.

90 Days: if customers with a 90 day bal due should be included on the report, check this box.  
60 Days: if customers with a 60 day bal due should be included on the report, check this box.  
30 Days: if customers with a 30 day bal due should be included on the report, check this box.  
Current: if customers with a current bal due should be included on the report, check this box.  
Credit Balance: if customers with a credit bal should be included on the report, check this box.  
Printer Info: (see "Printer Settings" and "Printing to csv File" discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or "Close" or "X" to exit without printing.



## Delinquencies

The delinquency program features four different routines... the delinquent report, notices, labels, and phone#.s. The delinquent report can be printed before or after the delinquent notices but in any event you should print a report to get a list of who is delinquent and who is receiving a notice or label. Whether a customer appears on the delinquent report, notice, label, or phone list depends upon whether the customer is subject to delinquency (as defined on each customer screen) and whether the customer has a balance that is over the "cut-off" balance as defined in Options-Penalties/Repts. If printing delinquent labels, the user must have previously entered values in Options-General to define the label type and margins. If printing/building a delinquent phone list customer accts must have valid ten digit home and cell phone#.s (work numbers are not included). When this program is chosen the following questions need to be answered. If the questions are pre-answered correctly user may select 'Print' to begin.

### Common Questions:

#### Type:

Report: if printing a delinquent report mark this option.  
Notice: if printing delinquent notices mark this option.  
Labels: if printing delinquent labels mark this option.  
Phone List: if printing delinquent labels mark this option.

#### Print Order:

Account#: if the report/notices/labels should be printed in account number mark this option.  
Name: if the report/notices/labels should be in customer name sequence mark this option.  
BAC/Seq#: if the report/notices/labels should be in BAC/Seq# sequence mark this option.  
Zip Cd/Pstl Rt: if the report/notices/labels should be in zip code/postal route sequence mark this option.  
Misc Lkup: if the report should be in misc lkup sequence, mark this option.

#### Print Options:

Active Accts: if these routines should include active accounts (status Active, Suspended, New accts) check this box.  
Suspend Accts: if these routines should include suspended accounts (status Suspended) check this box.  
Inactive Accts: if these routines should include inactive accounts (status Inactive and Rd-Only) check this box.  
Final Bill Accts: if these routines should include accounts who are getting their final bills (status Final and Temp Final) check this box.  
Include Avg Bill Accts:

check this box if Avg bill accts who are past due should be included. This is initially checked or unchecked based on a default setting found in "Options-Penalties/Repts". You may change this but it does not change the Options setting.

Beg/End Seq#: if the delinquent routines are for a range of BAC/Seq#.s, enter the beg/end codes.

Beg/End Acct: if the delinquent routines are for a range of acct#.s, enter the beg/end acct#.s.

Beg/End Bill Cd: if the delinquent routines are for only those customers who have certain bill codes then enter the beg/end bill code. This is handy should the routines be only for customers with a specific service. User would enter a range of bill codes that represent that service (ex: 1000 thru 1999).

Beg/End Name: if printing in name order user may enter a beg/end value. This is normally needed only if performing a re-print of notices where user may need to enter a beginning and ending name.

Cut-off Bal: any customer whose balance (or Avg bill amount) is equal to or below this amount will be skipped. A default amount is stored in Options-Penalties/Repts but the amount may be temporarily changed on this screen..

Last Bill Date: this field is used when the routines need to be restricted based on a "Last Bill Date". For example user wants to include just those accounts who are 3 or less years delinquent. Since the program would normally include everyone 90 days and older (if the 90 day box is checked) entering a "Last Bill Date" controls how far back the program should go which is handy should the list be for a collection agy. Only accounts whose "Last Bill Date" is equal to or more current than this date will be included. Note that if recent inactives should not be included then uncheck the Current, 30, and 60 day boxes. Normally when including accounts from years back user would need the "Inactive" box checked.

90,60,30,Cur: if customers with a 90, 60, 30 day, or Curr balance should be included or not included on the report/notices/labels, uncheck or check these boxes.

Exclude Types: if certain customer types (ex: R or C) should be excluded from the report/notices/labels enter up to four type codes.

Non-Seq Accts: if you need to include only random acct#.s then enter up to six non-sequential acct#.s. The program will include any valid account# regardless of balance or status. When these fields are blank the program uses the normal ranges and limits.

### Report Options:

Book Totals: if printing the report in account number order and user wants a subtotal between each book, check this box. The default value for this question is stored in the Options file under Penalties/Repts.

Print SSN: if user wants the customer's soc sec no to print on the report check this box.

Print Phone #: if user does not need the mailing addr on the report but would like to have the customer phone#.s, check this box.

Print Mail Addr: if the mailing address should print on the delinquent report check this box.

Print Serv Addr: if the service address should print on the delinquent report check this box. If checked then the delinquent report also includes the meter serial numbers as well as a place for the meter reader to write in a cut-off reading.

Blank Lines: user may control the spacing between each printed line on the report by entering or choosing a value from this drop-down list. "0" means there will be no blank lines between each customer while. "1" means there will be one, etc. This is handy should you need room between each line to write notes or to make the report more readable.

#### Notice Options:

Prt Postal Rt: if using postal routes and you want to print the postal route to print on the delinquent notices, check this box.

Msg: enter any non-recurring miscellaneous message user might want to print on the notice form.

Notice Date: this is the date that the notices are being generated.

Cut-Off Date: this is the date the customer will have service disconnected. Enter zeroes if this date is not applicable.

Due Since: this is the date the balance was due.

#### Label Options:

Print Balance: check this box to print the customer's balance on the label. This box is not applicable if printing mailing address labels.

Print Mail Addr: if the label is being printing to generate mailing labels, check this box. Then only the customer name/address is included.

Phrase: if a phrase (ex: DISCONNECT DATE JUNE 25th) should print on the label enter up to 30 characters (if the phrase is the same every month, user may permanently store a message in Options-Penalties).

**Printer Info:** (see Printer Settings and "Print to csv File" discussion in Section 3)

If notices or labels are being printed make sure forms are in printer with correct side up. After all the above questions have been answered user should select "Print" to begin or Esc key, "Close", or "X" to exit without printing. If printing notices and the three notice dates are the same a warning will be issued which user will have to confirm or deny. If a report or phone list csv file is being created see discussion in Section 3.

#### Customers

This routine is intended to print a list of customer's name and addresses. Optionally the list may be written to a "csv" file. Depending upon how questions are answered user can customize a report to fit a special need...a list of trash customers only, list of commercial customers only, list of penalty exempt customers, a list of non-sewer customers, etc. The sequence of the report is defined by the user and the address can be the service or mailing address. After selecting this option user should answer the following questions:

Print Order:

Account#: if the list should be printed in account number sequence mark this option.

Name: if the list should be in customer name sequence mark this option.

BAC/Seq#: if the list should be in BAC/Seq# sequence mark this option.

Service Addr: if the list should be in service address sequence mark this option. You may also enter an address "keyword".

Misc Lkup: if the report should be in misc lkup sequence, mark this option.

Beg/End BAC/Seq#:

if the list is being printed for a range of BAC/Seq#, enter a beg/end value.

Beg/End Acct: if the list is being printed for a range of customers, enter a beg/end acct#.

Beg/End Bill Cd: if the list should only include customers who have or do not have a certain bill code on their account, then enter the begin and ending bill code to search for (ex: if you want a list of just customers who have or do not have 3000 series codes, then enter 3000 thru 3999).

Has Bill Code: if the list should only include customers who have a bill code in the range of bill codes just entered, be sure and mark this option.

Doesn't Have Code:

if the list should only include customers who do not have a bill code in the range of bill codes just entered, be sure and mark this option.

Beg/End Name/Addr:

if the list is being printed in name or service address order and user only desires a range, then a beg/end value may be entered.

Keywd Srv Addr: if the list is being printed in service address order and user wants to only include addresses with a "keyword", enter the keyword. For example entering MAIN would print only customers with the word MAIN somewhere in the service address. Leaving this value blank will cause the program to include all service addresses.

Zip Cd: if the list should only include those with a given zip code, enter the 5 digit zip code.

Postal Rt: if the list should be narrowed down to a specific postal rt, enter the zip+ postal route.

Penalty Status: if the list should only include customers who have a specific penalty status choose the status from this drop-down list. If the penalty status is not a factor then leave the status as "All".

Customer Code: if the list should only include customers who have a specific stmt code (such as 'No Checks') choose the code from this drop-down list. If the customer code is not a factor then leave the code as "All".

Cust Types: if the list should only include customers who have specific types (ex: R) enter up to four customer types. If the list should print all customers regardless of customer type, leave the codes blank.

Status (1-4): if the list should only include customers who have specific statuses (such as Active) choose up to four statuses from these drop-down lists. If the list should print all customers regardless of status, leave the first field as "All" and the other three as "None".

Heading: user may type the nature of the report is (ex: SEWER LIST). Default is "CUSTOMER LIST".

Print Mailing Addr: if the mailing address should print on the list check this box.

Print Service Addr: if the service address should print on the printed list/csv file check this box. This is only displayed on the "Print to Screen" if the mailing address is not included.

Print Phone#s: if the customer's phone numbers should be included on the printed list/csv file, check this box

Print Balance/Avg: if the customer's balance should be included on the list, check this box. Note: if including "average bill only accounts" then the average bill amount prints instead of the balance.

Print Primary SSN: if the customer's primary soc sec# should be included on the list, check this box. Note: this box and the "Print Balance/Avg" boxes can not both be checked since those values print/display in the same column.

Print Email Addr: if the customer's email address should be included on the printed list/csv file, check this box.

Multi-Unit Only: if the list should only include customers who have multiple 'units' on the meter lines, check this box. This is handy should you need a list of customers being billed for multiple units.

Zero Deposit Only: if the list should only include customers who have no deposit, check this box. This is handy should you need a list of customers who might have been skipped when entering deposits.

Delq Exempt Only: if only customers that are not subject to delinquency should print, check this box.

Avg Bill Only: if only customers on average billing should be printed, check this box. Note: the "#" character prints next to the acct# if the customer is on average billing.

Handicap Only: if only customers who have a handicap status of "Yes" should print, check this box.

Red Flagged Only: if only customers who have their "Red Flag" box checked should print, check this box (Red Flag box is in the Customer Acct's Security area). Reg Flagged means a customer has had a third party inquiry on their account.

pdf File Only: if only customers who have a Stmt Code of "pdf File" should print, check this box.

Printer Info. (see "Printer Settings" and "Printing to csv File" discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or "Close" or "X" to exit without printing.

## Deposit/Disconnect

This routine is intended to give the user a listing of either customer's deposits outstanding or applied by date or a list of customer disconnects. The outstanding deposit report can also serve as a list of new customers since it can be run for any range of dates needed. The sequence of the reports are defined by the user and may include deposits or disconnects for any range of dates. After selecting this program user should answer the following questions:

Report Type:

Deposits Outstanding: if the list is a list of deposits outstanding, mark this option.

Deposits Applied: if the list is a list of deposits applied, mark this option.

Disconnects: if the list is a list of disconnected customers, mark this option.

Print Order:

Account#: if the list should be printed in account number sequence mark this box.

Name: if the list should be in customer name sequence, mark this box.

BAC/Seq#: if the list should be in BAC/Seq# sequence, mark this box.

Misc Lkup: if the report should be in misc lkup sequence, select this option.

Beg/End BAC/Seq#: if the list is being printed for a range of BAC/Seq#s, enter the beg/end values.

Beg/End Account#: if the list is being printed for a range of customers, enter the beg/end acct#s.

Beg/End Date: if the list should only include deposits or disconnects for specific dates, enter the beg/end dates. If running the Deposits Applied report, the date tested against will be the 'Applied' date. If running the "Disconnect" report the date tested on is the customer's 'Curr Rdg' date unless it is zero in which case the program tests against the last 'Bill Dt'.

Active: if the list should include customers who are active (Active, Final, Tmp Final, Suspended, New), check this box.

Inactive: if the list should include customers who are inactive (status Inactive or Rd-Only), check this box. If printing a disconnect or applied list, this will be checked automatically since some or all customers would be inactive.

Print Mailing Addr: if the customer's mailing address should be on either report check this box.

Print Service Addr: if the customer's service address should be on either report check this box.

Print Totals Only: if user only needs a report total (and no detail lines) check this box. Un-checked means to print each detail line.

Include Zero Deposits: if, when printing the 'Deposits Outstanding' or 'Deposits Applied' lists, you want to include zero deposit amounts check this box. Leave unchecked to print only non-zero amounts.

Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or Esc, "Close" or "X" to exit without printing.

### **Meter Dates/Serial#/EID#**

This routine is intended to give the user a listing of customer's meters with their serial and/or EID numbers usually for a range of dates. This is handy should you want to have a list of meters, for example, 10 years or older. Optionally user may enter a specific serial or EID# should you need to print or display which customer has a specific meter. After selecting this option user should answer the following questions:

Print Order:

Account#: if the list should be printed in account number sequence mark this option.

Name: if the list should be in customer name sequence mark this option.

BAC/Seq#: if the list should be in BAC/Seq# sequence mark this option.

Beg/End BAC/Seq#: if the list is being printed for a range of BAC/Seq#, enter the beg/end number.

Beg/End Account#: if the list is being printed for a range of customers, enter the beg/end acct numbers.

Beg/End Date: if the list should only include customer's meters installed within a range of dates, enter the beg/end dates.

Active: if the list should include active accounts (status Active, New, Final, Temp Final, Suspended, Rd-Only) then check this box.

Inactive: if the list should include inactive accounts (status Inactive) then check this box.

Beg/End Bill Cd: since each customer account could contain different type or catgys of meters, user is allowed to enter range of bill codes should user desire only a certain type or cstgy of meter be included on the report (ex: Res. Water only). Leaving the bill code range as 0000 and 9999 means all types and catgys of meters would be included.

Serial#: : should user want to print/display the meter info for only a given meter, the program allows entry of a meter serial number to search for. Leave this field blank if not searching for a specific meter.

EID#: should user want to print/display the meter info for only a given meter, the program allows entry of a meter EID number to search for. Leave this field blank if not searching for a specific meter.

Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or Esc, "Close" or "X" to exit without printing. .

### **Summary**

This option allows user to print transactions in a summarized form... total billings, total penalties, total payments, etc. This information comes from the history file. This summary may be printed by range of customer# and range of dates. User may also specify that the totals to be printed by book# (if a book# is part of your acct#). After this option is selected the following questions should be answered:

Book Totals: if the acct#s you are using includes a "book" number, you may print the summary report by book by checking this box. If not using book numbers make sure this box is unchecked. This box is either checked or unchecked by default from a setting in Options-Penalties/Repts.

Beg/End Acct: if the list is being printed for a range of customers, enter the beg/end account number.

Beg/End Date: enter the range of dates that the report should include.

Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or Esc, "Close" or "X" to exit without printing. .

### **Meter Readers**

This routine is for those users who do not use a meter book but instead print a meter reading list each month for the readers to enter the readings on. This report may be printed for a range of BAC/Seq#s or range of account numbers and may or may not have the previous reading included. After the above option has been selected the following questions should be answered:

Print Seq#: mark "BAC/Seq" or "Acct#" depending upon the order the report should print in.

Beg/End BAC/Seq#: if the list is being printed for a range of BAC/Seq#s, enter the beg/end numbers.

Beg/End Acct: if the list is being printed for a range of customers, enter the beg/end account numbers.

Active Accts: if the list should include customers who are status 'Active', check this box.

Final Accts: if the list should include customers who are status 'Final', check this box.

Suspended Accts: if the list should include customers who are status 'Suspended', check this box.

New Accts: if the list should include customers who are status 'New', check this box.

Inactive Accts: if the list should include customers who are status 'Inactive', check this box.

Rd-Only Accts: if the list should include customers who are status 'Read-only', check this box.

- Print Prev Rdg: if user wants to include the previous reading on the report make sure this box is checked - if not desired then uncheck this box. Leaving the previous reading off the report does not allow the reader to "guess" at the current reading.
- Print 2nd Addr Line: check this box if both lines of the service address should print on the list. Un-checking this box tells the program to print the first line only.
- New Page Per Book: check this box if the list should do a page break between books.
- Blank Lines: choose from this drop-down list the value (0-9) to control spacing between each printed record.
- Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Print" to begin or Esc, "Close" or "X" to exit without printing. .

## Labels

This routine is for users who may need to print labels with either the customer's mailing or service address. User may specify a range of account numbers or may enter up to 15 non-sequential account numbers. User may also specify whether the account number should be printed on the label. Since users may be using different size labels the system also allows user to define in Options-General the upper and left margins, number of labels down the page, etc. After this program has been selected the following questions may be answered:

- Print Order: mark "Acct#" to print labels in acct# order or "Zip Cd/Pstl Rt" to print in zip code/postal route order.
- Beg/End BAC#: if the labels are being printed for a range of BAC/Seq#s, enter the beg/end numbers.
- Beg/End Acct: if the labels are being printed for a range of customers, enter the beg/end account number. This range is used as long as user does not enter any non-sequential accts below.
- Beg/End Bill Code: if the labels are being printed for just customers with a certain bill code (ex: trash customers), enter the range that represents that service. Leave codes as defaulted to include all services.
- Active Accts: if the labels should include customers who are status 'Active', check this box.
- Final Accts: if the labels should include customers who are status 'Final', check this box.
- Suspended Accts: if the labels should include customers who are status 'Suspended', check this box.
- New Accts: if the labels should include customers who are status 'New', check this box.
- Inactive Accts: if the labels should include customers who are status 'Inactive', check this box.
- Rd-Only Accts: if the labels should include customers who are status 'Read-only', check this box.
- Cust Type: if printing labels for a specific customer type (such as "C") then enter the type code - leave blank for all types.
- Prt Acct #: if it is desired to have the customer acct# and "BAC/Seq#" (if applicable) printed on the label mark "Yes". Mark "No" to leave the acct# off the label.
- Address 1: select from this drop-down list which address should print as address-1 on the label. User may select from Mailing Addr 1 or 2 and Service Addr 1 or 2 or None.
- Address 2: select from this drop-down list which address should print as address-2 on the label. User may select from Mailing Addr 1 or 2 and Service Addr 1 or 2 or None.
- City/St/Zip: if the city/state/zip to print on the label should be the mailing city/state/zip select "Mailing" from the drop-down list. If the city/state/zip should be the service city/state/zip then select "Service". If no city/state should print select None.
- Printer Info. (see Printer Settings discussion in Section 3)
- Non-Seq Accts: if user needs to print labels for non-sequential numbered accounts, user may enter up to 15 random account numbers. As these account numbers are being entered user may press Tab to go to next acct# or Shift-Tab to return to a previous number. If non-sequential numbers are entered then the beg/end acct# range is ignored.

After all the above questions have been answered user should select "Print" to begin or Esc, "Close" or "X" to exit without printing. .

## Bank Draft

This routine is for users who need to create a bank draft file and/or print a bank draft list. The file can be sent to your local banker if he/she has the capability of reading this file. Or this file can be used by our ACH program to be formatted in standard ACH format which most banks should be able to process. In order to be included in the file and on the list a routing/transit# and bank acct# should be present on the customer's screen. The amount of the bank draft will be the lesser of the current and total balance or the average bill amount if on average billing. After this option has been selected the following questions should be answered:

- Create: if a new file should be created (last month's deleted), check this box. If you are simply re-printing this report and a new file should not be created, un-check this box. NOTE: the file created is named "BDFile.Dat".
- Print: if the report should print check this box. If you are creating the report only and do not desire the report to print right now then un-check this box.
- Audit: when this box is un-checked it means this report should print only those bank draft accts who have a balance. However if you would like a list showing all bank draft accts regardless of the balance then check this box.
- Print Order: select "Acct#" to print the list in customer acct# order or "Name" to print in customer name order.
- Beg/End BAC: If the report is being printed for a range of BAC/Seq#s, enter the beg/end BAC number.
- Beg/End Acct#: If the report is being printed for a range of customer acct#s, enter the beg/end account number.
- Active Accts: if the report should include active accounts (status Active, New, Final, Temp Final, Suspended ) then check this box.
- Inactive: if the report should include inactive accounts (status Inactive and Rd-Only) then check this box.
- Payments Posted Yet: Normally the bank draft list is processed before any payments are posted since bank draft customers are left off the list if they have a zero balance. If user has accidentally posted payments before printing the bank draft list, this option can be checked and the system will add back any current payments to the balance thereby arriving at the correct bank draft amount. For example if a balance is zero but the current payment is \$50.00 then the program will assume the bank draft amount would be \$50.00. Unless this special circumstance exists leave this box un-checked.
- Print Bank Acct#: If the bank acct# shouldn't be included on the printed bank draft list (ex: for security), uncheck this box.
- Bank Group: If you process bank drafts in "groups" (some on the 1st and some on the 5th for example) then you must enter the number (1 or 2) or letter (A or B) of the group being processed. If everyone is processed together then leave this field blank to include all. NOTE: customers are set up in a given group by entering a bank grp code below the bank acct number in the Bank Info section of the customer screen.
- Bal Type: The amount placed in the Bank Draft file is determined by whether user enters "Current" or "Total" in the "Bal Type" drop-down list. The default value is stored in the Options file under Penalties/Repts but may be changed. "Current" means to always use the lower of the current balance or total balance. "Total" means to always use the total balance. For example if the total balance for a customer is \$50.00 but the current balance is \$40.00, "Current" would place \$40.00 as the amount to be drafted whereas "Total" would place \$50.00 in the file.
- Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Create" or "Print" to begin or "Close" to exit without printing. Note: an "\*" printing next to the account# indicates an inactive status where "#" indicates an Avg bill account.

## Deposit Disposition

This routine is for users who want the capability of generating a list showing the disposition of the deposit amount for each customer who just got their final bill... how much should be refunded - how much should be used to apply to the customer's balance. This report should be run soon after the last billing update. The program searches for customers who are inactive (status Inactive and Rd-Only) that match the last billing date. After choosing this option the following questions should be answered.

- Acct Order: if the report should be printed in account number select this option.
- Alpha Order: if the report should be in customer name sequence, select this option.
- BAC/Seq# Order: if the report should be in BAC/Seq# sequence, select this option.
- Beg/End BAC: if the report is being printed for a range of BAC/Seq#s, enter the beg/end number.
- Beg/End Acct#: if the report is being printed for a range of customers, enter the beg/end account number.
- Beg/End Bill Dates: enter the beg/end billing date of the last billing update.
- Include Zero Deposits: if zero deposit amounts should be included on the report check this box - if not leave un-checked.
- Printer Info. (see Printer Settings discussion in Section 3)

After all the above questions have been answered user should select "Create" or "Print" to begin or "Close" to exit without printing.

## Cust Bill Codes

This routine is for users who need to print a list of customers showing specific bill codes with the respective rate. The report which prints in acct# or alphabetic order includes all active customers but prints the specified bill codes and rates only if the customer has a bill code that falls within the range entered by user. One use of this program is for printing a list of sanitation (trash) customers with the code and rate for each customer. Note that even non-sanitation customers are printed but with no code to indicate that they are not billed sanitation. This allows you to give the list to someone who can check to see if the physical container (polycart or dumpster) or lack of container matches what is on the report. The report can also flag customers who are new or inactive which are the most likely to be wrong. If the "Handicap" flag is "Y" on a Customer Acct screen, an asterisk will print under the "H" column on the report indicating the customer is handicapped. Upon selecting this command the following would be entered:

Print Order:

Name: if the list should print in alphabetic order by name mark this option.

Account#: if the list should print in acct# order mark this option.

Misc Lkup: if the report should be in misc lkup sequence, mark this option.

BAC/Seq#: if the accts being processed is for only a specific billing area code, enter the code - otherwise leave as zeroes.

Beg/End Acct: if including only a range of accounts (such as a single book) user may enter a beg/end acct#.

Beg/End Bill Cd: enter the range of bill codes that you want specific bill code descriptions and rates to print for. For example to see what trash rates customers have enter the beg/end code for trash.

Acct Type: if only a specific customer type should be processed, enter the type (ex: C) - leave blank for all.

Blank Lines: select from this drop-down list or enter the line spacing for the report. If the report should single space, leave the blank lines as 0. Select 1 to double space.

New Cust Dates: if the report should "flag" new customers, enter a range of dates. Any customer having a deposit-1 date (considered the turn-on date) within the range entered will be considered new. If you do not want to flag customers as new then enter future dates as the beg/end date.

Inactive Cust Dates: if the report should include inactive customers, enter a range of dates. Any inactive account having a current rdg date (considered the disconnect date) or last bill date (if curr rdg date is zero) within the range entered will be included on the report and the report. This is a way of including recent inactive accts on the report with the date they became inactive. If no inactive accounts should be included on the report, enter future dates as the beg/end date. **Do not leave the dates open-ended since all inactive accts will be included on the report.**

Printer Info. (see Printer Settings discussion in Section 3)

Print to csv File: When checked the customer records are written to a file. The file is a 'comma-separated-value' formatted file so it should be importable by most spreadsheet programs such as Excel. Upon selecting "Print" (when this box is checked) a screen will appear which allows user to enter the path and file name. For example entering "Customers.csv" would store the report in the same folder as your other utility files. Entering "\\Docs\Customers.csv" would store the report in a file in the "Docs" folder. User may view previously entered path/name values by selecting the down-arrow at the end of the field. The info written to the file is slightly different than the printed report. Each record has the following fields: Acct#, Type, Handicap Code, Status, Date, Name, Serv Addr-1 street number, Serv Addr-1 street name, Bill Code, Bill Code Desc, Rate.

After all questions are answered user would select "Print" to begin. To exit the program click on "Close", "X", or press Esc key.





## Print

Upon selecting “Print” user will be given a choice between “Report” or “Screen”. “Screen” will print the screen to your default printer whereas “Report (or printer icon) will open a screen that allows printing a variety of Distribution reports as defined below:

### Report Type:

- Cust Detail List: this option allows user to print detail distribution records for a single customer or range of customers for any range of dates and bill codes.
- Bill Code Totals: this option allows user to print the total distribution records for a single customer or range of customers for any range of dates and bill codes.
- Verify Balances: this option allows user to verify that the distribution records for each customer total up to a figure equal to the customer's balance. User should run this program at least monthly and especially after the initial installation when user has to build these records from scratch. If distribution records do not equal the account balance then when performing the posting transfer, the revenue totals will not be correct since the system does not know the revenue composition of all customer's balances.
- Unapplied Credits: this option allows user to get a printout of any distribution records that are un-applied. The program searches for distribution codes 9650 and prints them.
- Invalid Bill Codes: select this option to search for and print any dist records with bill codes that have been used in the past but have been deleted or renamed in error. This would help identify the codes so they can be re-added. Failure to do so can cause daily revenue totals to be short.
- Invalid Dist Records: select this option to search for and print any dist records that are not attached to a valid customer acct record. Under rare circumstances a customer acct record could get removed but associated dist records might not. This option prints a list of those records. These dist records are in limbo and it would be best to remove them (see Remove Invalid Records option below).
- Active Accts: check this box if the list should contain active accounts (status Active, New, Final, Tmp Final, Suspended).
- Inactive Accts: check this box if this list should contain inactive accounts (status Inactive and Rd-Only).
- Remove Invalid Records: this box is applicable only when the “Invalid Dist Records” option above is marked. Checking this box means you want to remove invalid dist records.
- Beg/End Acct: if the report is for a range of accts, enter a beg/end acct. If an acct has already been accessed then the displayed customer will appear as the beg/end acct# except the range changes to a full range for the Verify, Unapplied Credits, and Invalid Bill Codes.
- Beg/End Date: applicable only to the Cust Detail List and Bill Code Totals options. If these reports are for a range of dates, enter a beg/end date. This is handy should you need to see unpaid records or totals that occurred only in a given time period.
- Beg/End Bill Code: applicable only to the Cust Detail List and Bill Code Totals options. If the report is for a range of bill codes, enter a beg/end code. This is handy should you need to see only customers (or get a total amount for) who have a certain type of unpaid records (ex: only customers with unpaid sewer charges)
- Printer Info. (see Printer Settings and “Print to csv File” discussions in Section 3) Note: “Cust Detail List” may be outputted to a ‘csv’ file while “Verify Balances” and “Unapplied Credits” reports may be printed to the screen.

After all the above questions have been answered user should select “Print” to begin or “Close” to exit without printing. **If printing the “Verify Balances” report and entries print, you should contact GFC Data for info on what to do to fix the problem.**

## SECTION 13 - HISTORY

The History file contains a record of all transactions of each customer. This file gives a historical profile of each customer showing each billing code, amount, consumption, meter reading, amount of each payment, and the date that each of these transactions took place. As statements and penalties are updated, the amounts of the billings for each customer are written to the history file. When entries are transferred from the postings program to the customers' accounts, the payments/adjustments/transfers/write-offs are also recorded in the history file. In the history file the code for regular payments (or specifically check payments) is 9600, 9601 for cash payments, 9607 for credit card payments, 9608 for online payments, 9609 for ACH payments, 9610 for Other-1 payments, and 9611 for Other-2 payments. The code for credit adjustments is 9602, debit adjustments 9603, deposits applied 9604, transfers 9605, and write-offs 9606. After choosing the history command the following screen will appear:

```

=====History Records=====
| Add Edit Delete Print Remove Lookup Main Menu Help |
|-----|
| Account#: Name Balance: Status: |
|-----|
| Date Amount Consumed Reading Rcpt# Reference Code Description |
|-----|
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| | | | | | | | |
|-----|
| Save All Cancel |
=====
  
```

Name: \_\_\_\_\_ Acct#: \_\_\_\_\_ Beg Date: \_\_\_\_\_ Modify Exit

### Account Entry

To review, edit, and delete a customer's history records, user must enter a name or account number. If the exact value is not known user may:

- a. Enter an approximate name or account number and then down-up arrow to scroll to the correct account.
- b. Enter an approximate name or account number and then select "Lookup" (Alt-L). User may then scroll or press Up or Down arrow or press Page-Up or Page-Down to find the desired account number. User then can double-click or press Enter on the selected line to display the customer.

### Beg Date

If after accessing a customer user would like to view that customer's history records only from a certain date on, user may enter that date and press Enter.

### Modify

Once the account needed displays, if user needs to add, edit, or delete records from the distribution file, "Modify" should be selected. User may then select "Add", "Edit", or "Delete". See below for instructions on adding, editing, and deleting. After all adds, edits, and deletes are finished, user must select "Save All" to permanently save or Esc key or "Cancel" to undo the changes.

### Add

Selecting "Add" (Alt-A) allows user to add a new history record. First a date and amount is entered followed by the consumed, reading, reference and a valid bill code. The bill code is chosen by selecting an entry from the drop-down list. Select "Save Add" when entry is finished or "Cancel Add" to void the new record.

### Edit

To edit a record, highlight the record to be edited by using Up or Down Arrow. Once the record is highlighted press Enter or double-click the line or select "Edit" (Alt-E) while the line is highlighted. The user then edits the info selecting "Save Edit" when finished or "Cancel Edit" to cancel.

### Delete

To delete a record, highlight the record to be deleted by using Up or Down Arrow. Once the record is highlighted user should select "Delete" (Alt-D). The record is marked as deleted but user can re-display the record by highlighting it and selecting "Delete" again.

## Print

Upon selecting "Print" user will be given a choice between "Report" or "Screen". "Screen" will print the screen to your default printer whereas "Report (or printer icon) will open a screen that allows printing a variety of History reports as defined below:

### Report Type:

Ledger:	this option allows user to print detail history records in a "ledger" format. This format will display each history record with the balance on each line.
Average:	this routine allows user to view (and optionally print) an average of past history records. This is handy should you offer 'average billing' to your customers and need to calculate an average of past billings.
History List:	this option allows user to print (or send to a 'csv' file) a list of history records for a single customer or a range or customers. The list may also be printed by range of dates, bill codes, and consumptions.
Bill Code Totals:	this routine allows user to print the totals from a previous billing run or for any range of dates needed (ex: 1 yr).
Consumption Rng:	this routine allows the printing or displaying of a report showing how much consumption and dollars is being billed for ranges of consumption as well as a customer count for each range.
History Balances:	this routine allows the printing of customer balances based upon their history records. The "Aging" report prints customer balances as they are stored now but sometimes you may need to get a list of balances thru a prior period such as the end of the fiscal year. Since those balances are no longer on the Customer screen this program attempts to compute balances as of an indexed date.
Updt Avg Bill:	this routine allows user to calculate 'Avg' bill amounts and optionally update the Customer Accts screen with the amount. This routine is intended for cities who do average billing and need to re-calculate the amount.
Invalid Hist Recrds:	select this option to search for and print any history records that are not attached to a valid customer acct record. Under rare circumstances a customer acct record could get removed but associated history records might not. This option prints a list of those records. These history records are in limbo and it would be best to remove them (see Remove Invalid Rec option below).

### Options:

Include Active:	check this box if the list should contain active accounts (status Active, New, Final, Temp Final, Suspended).
Include Inactive:	check this box if this list should contain inactive accounts (status Inactive and Rd-Only).
New Page Per Book:	applicable only for the " <b>History List</b> " option. Checking this box will cause the program to go to a new page when a new "book" begins.
Avg Bill Cust Only:	applicable only to the " <b>History List</b> " option. Checking this box will cause the program to print only customers who are on "average" billing. This is helpful if you are trying to track the history for only "avg bill" customers.
Print Total:	applicable only for the " <b>History List</b> " option. Checking this box will cause the program to print a total of the history for each customer. If all history is being printed for each (billings and payments) user might as well un-check this box since the total amount will be meaningless.
Include Zero Bal:	applicable only to the " <b>History Balances</b> " option. Checking this box will cause customers with zero balances to be included on the report. Leave unchecked to not include customers with zero balances.
Updt Cust Accts:	applicable only to the " <b>Updt Avg Bill</b> " option. Checking this box will cause customer acct records to be updated with the new Avg bill amount.
Rnd Avg Up:	applicable only to the " <b>Updt Avg Bill</b> " option. Checking this box will cause the calculation of the new Avg bill amount be rounded up (ex: 163.39 will be rounded to 164.00). Uncheck for the new avg to not be rounded.
Remove Invalid Rec:	this box is applicable only to the " <b>Invalid Hist Records</b> " option. Checking this box means you want to remove invalid history records as they are printed.
Include Cust Bals:	this box is applicable only to the " <b>Bill Code Totals</b> " report. If printing current billing totals, check this box to also print the Total Bal Fwd and Total Due. If printing billing totals for prior months leave unchecked since those totals would not be applicable.

### Ranges:

Beg/End Acct:	if including a range of customers enter the beg/end account numbers. If a customer has already been accessed before selecting "Print" then that number will default as the beginning account number except if 'Bill Code Totals' or 'Consumption Rng' are selected the program returns the acct# range to 00-0000.00 and ZZ-ZZZZ.ZZ.
Beg Date:	if user wants to include history records only starting at a specific date, user may index a beg date. If user has already accessed a customer's history with a starting date, this date will be the default beginning except when printing the Bill Code Totals or Consumption Rng report in which case the begin date will return to 00/00/00.
End Date:	if user only wants to include history records thru a specified date, user may index an end date. If user is performing the <b>History Balances</b> routine then this is the 'as of' date that the balances should be computed thru.
# Months:	applicable only to the Consumption Rng and Bill Code Totals reports. Those two reports can print monthly average amounts so if you desire to have monthly averages, change the number of months from "1" to the number of months included in the date range. For example if the report is being run for a year enter "12".
Beg/End Bill Codes:	applicable to the " <b>Average</b> ", " <b>History List</b> " and " <b>Updt Avg Bill</b> " options. This allows user to include only a range of bills codes on the report (ex: TRASH codes only).
Beg/End Consumed:	applicable only to the " <b>History List</b> " option. This allows user to include only history records that fall within a range of usage. For example user needs a list of Water billing history with usage over 25,000 gallons. To get this user would enter 25000 and 99999999 as the range. In this example user would need to also enter a range of bill codes (and possibly dates) to narrow the search down to just water history for a specific time frame.

Beg/End Amount: applicable only to the **“History List”** option. This allows user to include only history records that fall within a range of amounts. For example user needs a list of payment history for any amount of 20.00. To get this user would enter 20.00 and 20.00 as the range. Or user wants a list of water billings of 500.00 and over. To get this user would enter 500.00 and 999999.99 as the range. In both examples user might need to enter a range of bill codes to include only a specific type of service and a range of dates to narrow down to a specific time frame.

Report Date: this is the date the report is being run. Today's date will default but user may change if needed.

Reverse Date Ord: applicable only to the **“Ledger”** option. Checking this box causes the History Ledger routine to display or print records in reverse order (most recent history printed or displayed at the top). Note: if you want this box checked by default go to Options-Penalties/Repts and check the box **“Reverse History on Ledger”**.

**Consumption Range Report** (the following questions are applicable only if running the Consumption Rng report):

Consumption Ranges: This defines what ranges the report is being run for. User may enter up to 12 low/high ranges... ex: 0 - 1000, 1001 - 5000, 5001 - 8000, etc. Normally all 9's would be entered as the last high range to capture anything above the last low range. If 12 ranges are not enough then the report could be run twice once using 12 ranges and the second time starting with the 13th range. NOTE: your ranges must be consistent with how history usage is stored. For example if usage is rounded (5000 is stored as 50) then ranges should be rounded.

Metered Bill Codes: User should select up to ten metered bill codes to define which services the consumption is being accumulated for. For example if the ranges entered are for Water consumption user would select the applicable water bill codes from the drop-down lists.

Other Bill Codes: Optional... depending upon the nature of the report the user may need to select **“Other”** bill codes. This is for situations where the customer must have other bill codes in order for the consumption to be included. For example if the metered bill codes selected are water but you only want to include water customers who also have sewer then the **“Other”** bill codes selected would be sewer bill codes. Then if a customer does not a sewer bill code their water consumption will not be included. If **‘Other’** bill codes are left blank then they do not influence the report.

Cust Type: if this report should only include a specific customer type (ex: Com'l) enter the type (ex: C). Blank for all types.

Heading: this the name of the report and can be anything the user wants to use (ex: COMM'L WATER REPT)

Printer Info. (see Printer Settings and Printing to Csv File discussion in Section 3)

After all the above questions have been answered user should select the **“Print”** command to begin or **“Close”** or **“X”** to exit without processing. If the report is sent to the screen user may print the screen to paper by clicking on the **“Print”** command at the top of the screen.

## Remove

This routine allows user to remove (delete) history records from the system. It is necessary to do this occasionally since it is not practical to store an unlimited amount of history (3 - 5 years is recommended). **This operation will run much faster if run at the “server” (PC where utility files are stored). We strongly recommend that a current backup be on hand** should the user remove records that were not intended or a power outage occur during the operation. After selecting this command a warning screen will display. User should select **“Yes”** to continue or **“No”** to exit. If user proceeds the following questions need to be answered:

Use ‘Retain’ Method: there are two methods to remove history. The **“Retain”** method copies records dated after the ‘Thru’ date to a new file and the new file replaces the original history file. This method can be faster than the normal method where records are deleted one at a time from the history file. Generally if removing more than 25% of your history the retain method will be faster but this method requires that no one have utility billing open at any other PC and all accounts must be processed. **If you are removing less than 25% of history do not check this box.**

Delete History Thru Date: enter the date thru which history records should be removed. Records with a date equal to or less than this date will be deleted. Be careful when entering this date since an incorrect date will cause too many or too few records to be removed.

Beg/End Acct: applicable only if **not** using the **“Retain”** method. Enter the beg/end accounts that history should be deleted for. To delete history records for all accounts leave the defaults as 00-0000.00 and ZZ-ZZZZ.ZZ. If you have a large amount of history to remove and you are not using the Retain method it is recommended that the remove be done in stages - for example if your accounts are in ‘books’ then do one book at a time.

Active: if Active accounts (status A, F, S, T,N) should have their history removed make sure this box is checked.

Inactive: if Inactive customer accounts (status I or R) should have their history removed make sure this box is checked.  
note: if you only want to remove history for Inactive Accts then uncheck **“Active”** and leave **“Inactive”** checked.

After all the above questions are answered, user should select **“Remove”** to begin or **“Cancel”** to quit. Depending which remove method is being used, the range of accounts and dates selected, and the number of records being removed, **this program could run for hours**. Therefore some users may choose to run this operation at night or run by range of acct#s. **CAUTION: if the focus goes away from this program the screen will most likely not display acct#s when restored and may even appear to be frozen and may even display “Not Responding”. Most likely the program is not frozen so just let it continue running.** If using the ‘Retain’ method the file will be smaller than the original file since this method creates a new file with fewer records. But if using the regular delete method the file will be it's original size so **it is recommended that the file actually be shrunk to improve system speed and maximize disk storage**. User should call your support representative after removing records for help in doing this.

## SECTION 14 - BILLING CODES

This program is used to add, edit, delete, or inquire into billing codes. Billing codes are needed to tell the system what types of revenues you bill your customers and what the rates are. For users who have summer and winter rates, two sets of rate tables are provided. If you have only one set of rates only table-1 need be filled in. Also bill codes set up for penalty, sales tax, and fuel adjustment calculation always use table 1. These codes must be set up before setting up customer accounts since these codes are entered on the customer screen to define which services a customer gets. Normally different types of revenues are given different series of numbers. For instance water codes could be in the 100 or 1000 series, sewer could be 200 or 2000 series, sanitation 300 or 3000 series, etc. This way you could have up to 99 or 999 codes within a given type of revenue and also one would know just by looking at the code what type of revenue it is. In addition to setting up codes for normal revenue items, codes will also have to be set up for penalty, sales tax (if applicable), and fuel adjustment (if applicable). Some codes will need to be set up for generating sub-totals on billing/payment total reports. For example if code 1999 is set up with the subtotal flag checked then a subtotal of all codes in the 1000 series will print before printing the 2000 series.

To enter this program, first choose "Other Functions" and then choose the "Billing Codes" program which will display the following screen:

```

=====Billing Codes=====
| Add Edit Delete Print Calculate Auto-Chng Rates Move Rates % Change Rates Lookup Main Menu Help |
|-----|
| Code: _____ Desc: _____ Track: __ Sub-total: _ |
| Sales Tax Code: _____ Fuel Adj Code: _____ Penalty Charge Code: _____ |
| _____ - Rate Table 1 _____ - Rate Table 2: |
| Amt is: Amt is: |
| o Base o Base |
| Base/Min Amt: _____ o Minimum Base/Min Amt: _____ o Minimum |
| Max Consumed Rate Max Consumed Rate |
| 1. _____ 1. _____ If metered service, recompute |
| 2. _____ 2. _____ avg consumption each month: _____ |
| 3. _____ 3. _____ If metered or meter |
| 4. _____ 4. _____ related service use rinding: _____ |
| 5. _____ 5. _____ If meter-related |
| 6. _____ 6. _____ service compute from: _____ |
| 7. _____ 7. _____ If meter-related serv default mtr#: _____ |
| 8. _____ 8. _____ Notes: _____ |
| Save Cancel |
=====

```

Code: \_\_\_\_\_

Exit

### Code Entry

To review, edit, and delete a code, user must enter a code. If the exact value is not known user may enter an approximate number and then choose the Lookup command (Alt-L).

#### Add

If a new bill code needs to be added, user should click on "Add" (Alt-A) and enter the following information (as user enters the above data, the Tab or Enter keys move to next field while Shift-Tab moves to previous field).

- Code            The billing code number up to 4 digits. When payments are distributed the lower billing code numbers have the highest priority. In other words if a partial payment is allowed to distribute on its own, the lowest codes will be distributed to first. Normally similar services are numbered in the same series (ex: all water rates could be in the 100 or 1000 series).
- Description    The description or type of the billing code. Only the first seventeen characters of the description will be printed on the statements. This is helpful in those cases where you would like to include something in the description which the user doesn't want to appear on the statement. The entire description will be printed on all of the utility reports.
- Short Desc     This is a 2 character short description (ex: EL for electric, WT for water). This short description is applicable to only "metered" codes. Since, on the postcard statement format, the description and amount of each metered-charge and the readings and consumption that go with them are not on the same line, these short descriptions can print to the right of the readings and consumption to help the customer understand which readings and consumption are for which service. Leave blank if only one metered service is used or if using the tri-fold statement format.
- Track           In some instances user may need to track a certain bill code as to any payments made against it, the amount, the customer acct#, and the date. For example if you bill out Cable TV on your utility bill but have to turn the money over to the cable company at month's end, you probably will need a listing at month's end to verify individually the monies collected. Checking this box for the Cable TV bill code would cause the program to store the amount of any payment that went to Cable TV, the date, and the customer acct#.
- Sub-total      Sub-total field. Checking this box will indicate to the program that this billing code is to be used as a sub-total line in the reports generated by the utility billing program. Leaving this box unchecked means it is not a sub-total code but rather a regular bill code used for billing amounts.
- Sales Tax Cd    If this bill code is subject to sales tax, enter the bill code that has been set up that would define the sales tax rate. If this code is not subject to sales tax then skip this field.

Fuel Adj Cd	If this bill code is subject to fuel adjustment, enter the bill code that has been set up that would define the fuel adjustment rate. If this code is not subject to fuel adjustment then skip this field.
Pen Chg Cd	If all bill codes are subject to the same penalty rate then there is a field within Options-Penalties to define the penalty bill code and therefore there is no reason to enter a code here. However if some revenue categories are exempt from penalty or they have different penalty rates or you want to make a separate penalty calculation for each type of revenue category, then you must enter the applicable penalty bill code here. If a bill code is not subject to penalty then skip this field. Also you must make sure there is no penalty bill code in the setup file.
Amt (Table 1-2)	This field has a dual purpose. For fixed amount billing codes it is used as the amount to bill the customer. For meter or meter related billing codes the amount can either be a minimum amount or a base amount. If <b>any</b> bill codes are subject to different rates (ex: winter and summer rates) you should fill in both amounts (table 1 and 2) even if they are the same. If there if are no bill codes subject to different rates you need only fill in the info for the first table. <b>NOTE: Calculations such as penalty, sales tax, and fuel adjustment always use the amounts/rates from the first table.</b>
Base or Min (Table 1-2)	This field is normally selected as "Base" if this is a fixed-amount bill code (ex: Trash). If this code is a meter (ex: Water) or meter related (sometimes Sewer) billing code the user may select either "Base" or an "Minimum" depending upon how the calculation is made. A 'minimum' amount will be compared against the amount calculated for this billing code and the larger of the two values will be billed to the customer. A 'base' amount will be added to the amount calculated for this billing code. If <b>any</b> bill codes are subject to different rates (winter and summer rates) fill in both values even if they are the same.
Max.Cons (Table 1-2)	Maximum consumption amounts, 1-8. These fields are used in conjunction with the rate fields for meter and meter related billing codes. The amount billed for a meter is computed in a step rate fashion. The amount of consumption, less than or equal to the max consumption amount, is billed at the corresponding rate thru the rate table. The highest numbered max consumption amount that is used should be filled with all nines. If <b>any</b> bill codes are subject to different rates (ex: winter and summer rates) you should fill in both tables even if they are the same. If there if are no bill codes subject to different rates you need only fill in the info for the first table.
Rates (Tbl 1-2)	The rate fields, 1-8, are used in conjunction with the maximum consumption amounts to determine the rate at which the consumption will be billed. If <b>any</b> bill codes are subject to different rates (ex: winter and summer rates) you should fill in both tables even if they are the same. If there if are no bill codes subject to different rates you only fill in the info for the first table.
If Metered Serv..	If this code represents a metered service (water, electric, gas) and if it is desired that the system should re-compute customer's meter average consumption each time an update is done (usually monthly), then select 'Yes' from this drop-down list. If 'No' is selected, user may use "the calculate new average" routine when desired. If user selects ""Prior Month" then instead of each customer's meter having an average, it will instead be the prior month's consumption. This is handy should user want to compare each month's current consumption with the prior month's consumption instead of an average consumption.
If Metered or Meter-Related Serv Round...	If this code represents a metered or meter-related service (water, electric, gas, sewer) and it is desired that the calculation for this code be based on the actual consumption of the meter (or the actual consumption of the related meter), select "None". If the consumption should be rounded <b>up</b> before the calculation is made select "Up to 10", "Up to 100", or "Up to 1000" where "Up to 10" means to round to the next even 10 units (3233 rounded to 3240), "Up to 100" means to round to the next even 100 units (3233 rounded to 3300), and "Up to 1000" means to round to the next even 1000 units (3233 rounded to 4000). Conversely if the consumption is being rounded <b>down</b> , select "Down to 10" (3233 rounded to 3230, "Down to 100" (3233 rounded to 3200), or "Down to 1000" (3233 rounded to 3000). Normal entry is "None" which means no rounding will be done. If this is a meter-related service (sewer) and it is based on an average consumption (see below question) and a rounding option is chosen then the average consumption is rounded up or down.
If Meter Related Service...	If this code represents a meter-related service (such as sewer based on water consumption) and if it is desired that a meter-related service be computed from the related meter's actual consumption select "Actual Consumption" from the drop-down list. If it is to be computed from the related meter's average consumption, select "Average Consumption". If it is to be computed the lesser of the actual and average consumptions select "Lesser of Actual or Avg".
If Meter Related Service...	If this code represents a meter-related service (such as sewer based on water consumption) select from the drop-down list enter the meter# that it is most commonly tied to ("1st", "2nd", or "3rd"). If the billing code is not meter-related then make sure this value is "None". The value will then default next to this bill code when it is entered on a customer screen.
Notes	Enter any miscellaneous "remarks" regarding this bill code (ex: when were rates last changed).

When all questions have been answered, the "Save" command writes the data to disk thereby making it permanent. "Cancel" command or Esc clears the screen saving nothing. When "Save" is selected, if the "Track" box was checked user must click on "Yes" to confirm it should be checked.

## Edit

Once a valid code is displayed user may select "Edit" (Alt-E) to make changes. User may point and click to access the field to change or Tab or Shift-Tab may be used to move using the keyboard. After all changes have been made the "Save" command is used to save the changes or the "Cancel" command (or Esc) is used to void the changes. Note: if user is changing the bill code to a new number the program will remind user that all records using the code will be changed - select "Yes" to proceed or "No" to stop (the re-numbering operation will take several minutes).

## Delete

Once a valid code is displayed user may select "Delete" (Alt-D) to delete the record. Note: If the bill code is found in the Distribution file then the system will not allow the code to be deleted. If not found then after choosing 'Delete' the system will display a screen to confirm the delete - select "Yes" to proceed or "No" to stop. WARNING: if the billing code is still found in the History file you should not delete it. If your desire is simply to remove the billing code off individual customer screens then this may be done using regular Customer edit or a special automatic delete routine is provided under Misc Routines (Ins/Del Bill Codes).

## Print

When selecting the "Print" command user is given two options.... Report or Screen. Selecting "Screen" prints the screen image to paper. "Report" (or the printer icon) allows user to print a list of bill codes to the printer if needed. The following questions display:

Beg/End Cd: if only a range of billing codes should print enter the beg/end codes.

Print Table: select from this drop-down list which rate table should be included in the list. The default is the name for table-1 but user may select the name for table-2.

Print Abbr List: if only a one-line abbreviated list should print instead of the entire contents of each bill code record.

Tracked Codes Only: if only billing codes with the "Track" box checked should be included, check this box.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Print" to send job to printer. To exit the print screen click on "Close", "X", or press Esc key.

## Calculate

After changing billing rates user may want to perform test calculations. This routine will allow user to select a bill code and enter a consumption and have the program make a calculation based on the rates entered for the bill code specified. After selecting this routine the user would enter:

Rate Table: select which rate table should be included in the list. The default is Table-1 but user may select Table-2.

Bill Code: user should select a bill code from a drop-down list or user can press up-down arrows to scroll to the desired code.

Consumption: enter the consumption the calculation is to be based on (ex: 2000). If your consumptions are rounded then be sure and enter the rounded value (ex: 20 would be entered for 2000 if your consumptions are rounded to even hundreds).

Calculate: select this command to perform the calculation.

Print: to print the screen to your default printer select this command.

Close: this command closes the screen.

## Auto-Chng Rates

In some cities several bill codes may use the same rates. For example one might have bill codes for Residential Gas, Com'l Gas, and Industrial Gas but they have the same billing rates. If these rates need to be changed this routine allows user to enter rates on one screen and change several bill codes at one time. After selecting this routine the user would enter:

Rate Table: select which rate table should be included in the list. The default is Table-1 but user may select Table-2. You should make sure you know which table should be changed.

Beg/End Bill Cd: user can select a range of bill codes from the drop-down lists or user can press up-down arrows to scroll to the desired codes.

New Rates: user should enter the new base/minimum amount and the new consumption breaks and rates. **Be sure and enter all breaks and rates even if a rate line is not changing.**

Update: select this command to begin updating the new base/minimum amount and rates on the bill codes in the specified range.

Close: this command closes the screen.

## Move Rates

Since there are two rate tables some might use the second one to enter "proposed" rates and after adopting them move them to table-1. This program therefore can move base/min amts and rates from table-1 to table-2 or vice-versa. After selecting and confirming the user would enter:

Rate Table: select how the tables should be moved... table-1 to table-2 or table-2 to table-1.

Beg/End Bill Cd: select a range of bill codes to be moved from drop-down lists or user can press up-down arrows to scroll to the desired codes.

Move: select this command to begin the move process.

Close: this command closes the screen.

## % Change Rates

Since some might have a general rate increase (or decrease) of a set percentage, this program allows users to increase or decrease base/minimum amounts and rates by a set percentage. After selecting and confirming the user would enter:

Rate Table: select which table is being changed... table-1 or table-2.

Beg/End Bill Cd: select the range of codes to be changed from drop-down lists or user can press up-down arrows to scroll to the desired codes.

Percent Change: enter the percent increase or decrease. For example enter 2.5% as 2.5000. Enter a "-" in front of the percent to decrease rates.

Rounding: rates carry out to seven places so the program needs to know how many places to the right of decimal rounding should occur.

Notes: there is a "Notes" field on the bill code screen. If you would like to update the notes when changing rates, enter the text.

Calculate/Update: user should print the changes before updating. Therefore mark "Calculate and Print" before updating and review the list. When ready to update the rates mark "Calculate and Update".

Prnt/Updt: click on "Calc/Prnt" command to print the list to check or "Calc/Updt" to change the rates. When updating user must confirm.

Close: this command closes the screen.

## SECTION 15 - ZIP CODES

This program is used to set up and maintain a list of zip codes which are used when setting up customer account information. The zip codes are normally set up prior to entering customer account information but may also be added while setting up customers. Having a separate zip code file saves time by allowing user to enter only the zip code and having the computer look up the city and state which go with the zip code. By using this method the operator doesn't have to enter the city and state for each individual customer.

To enter this program first choose "Other Functions" and then select the "Zip Codes" command. User may also access this program by clicking on the "Zip Codes" command that is on the Customer Accts screen. When the program is opened the following screen displays:

```
====Zip Codes=====
| Add   Edit   Del   Print   Main Menu   Help   |
|-----|
|          Code   City          ST          |
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
| _____|_____|_____|
|          Save   Cancel   Exit       |
|          (Click column to sort)          |
=====
```

The program will initially display any existing zip code records. If all records are not viewable user press Page-Up or Page-Down keys or may use the vertical scroll bar to move records up and down. The list will initially be in zip code order. You can click on any column heading to sort the records. For example if you click on "City" then records will display in alphabetic order by city name. Clicking on "St" will sort records by city name within a given state.

### Add

If a new zip code needs to be added, user would click on "Add" (Alt-A) and enter the following information:

**Code:** The five digit zip code number. If you use nine digit zip codes, the last four digits will be entered when entering this code on the customer screen.

**City:** The name of the city. Even though the system allows the entry of up to 16 characters, the postcard statement format may not be able to fit all long city names when using a nine digit zip code since the area provided on the form is only about 2 1/2 inches. Therefore, if the last part of a nine digit zip code is cut-off when printing postcard statements, the city name might need to be abbreviated. Do not use periods or commas in the city name in order to comply with postal regulations.

**State:** Two letter abbreviation of the state (ex: OK, TX, AR, etc).

Clicking on "Save Add" places the above info in the zip code list but it is not yet permanently saved until "Save All" is selected. "Cancel" voids the entry and leaves the list as is.

### Edit

To change a zip code record user may click on a zip code record line to highlight the record and click on "Edit" (Alt-E) or user may double-click the record which places the record at the bottom of the screen. User may then change the city name and state (note: the code can not be changed - if the code is wrong then delete the incorrect record and add the record with the correct code). Clicking on "Save Edit" places the record back in the list but the record is not yet saved permanently. After all modifications have been made click on "Save All" to save the list permanently.

### Delete

To delete a zip code record user may click on line to highlight the record and click on "Delete (Alt-D) which puts the word "Deleted" on the screen. However the record is not yet permanently deleted. After all modifications have been made click on "Save All" to save the list permanently.



## **Print**

When selecting the “Print” command user is given two options.... Report or Screen. Selecting “Screen” prints the screen image to paper. The “Report” choice allows user to print a list of bill codes to the printer if needed. When “Report” (or the printer icon) is selected, the following questions display:

Beg/End Codes: if only a range of zip codes should print enter the beg/end codes.

Print Order: select “Zip Code Order” to print in zip code number order or “State, City Order” to print by state and within state by city name.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select “Print” to send job to printer. To exit the print screen click on “Close”, “X”, or press Esc key.

## SECTION 16 - BUDGET AUTO-POST CODES

Since the Posting, Stmt, and Penalty programs have the option to post totals to the GFC's Budget Acctg files, this program allows user to add, edit, or delete "auto-post" codes. There are four sets of records.... billing, payment, credit adjustment, and debit adjustment records. These records define the budget info needed for bill code subtotals to be posted to Detail Records in the Budget program. If not performing the auto-post function this routine is not used. To enter this program first choose "Other Functions" and then choose the "Budget Auto-Post Codes" command which will display the following screen:

```

=====
=Budget=Auto-Post Codes=====
|
| Add   Edit   Del   Print   Main Menu   Help
|-----|
| Sub-tot Bill Cd: _____
| Budget Path:   _____
| Budget Acct:   _____ CR
| Budget Acct:   _____ DR
| Budget Vend:   _____
| Budget Desc:   _____
|
|                                     Save      Cancel
|-----|
=====
  
```

Type: Payment                      Code: \_\_\_\_\_                      Exit

**Type:** Since there is four types of auto-post codes, user must select which type is to be worked on. Initially the "Payment" type displays in the lower left corner of the screen but user may change by selecting "Billing", "Credit Adj", or "Debit Adj" from this drop-down list. If on a "Cash" basis of accounting user would probably only set up auto-post codes for the "Payment" type. If on an accrual basis then all four types of auto-post codes would probably be used. Consult with your installer or accountant if you have questions.

### Code Entry

To review, edit, and delete a code, user must enter a code. If the exact value is not known user may enter an approximate number and then down-up arrow to scroll to the correct code.

### Add

If a new auto-post code needs to be added, user should select "Add" (Alt-A) and enter the following information:

- Sub-tot Bill Code:            the bill code (from a drop-down list) that represents the subtotal for any billing, payment, or adjustment category that you want to post to the budget detail file. For example you may use codes 1000, 1010, 1020, 1030 for water billing codes and then use code 1999 to generate a subtotal when printing reports. If you want the water subtotal to post to budget then the subtotal bill code selected from the drop-down list would be 1999. For purposes of posting any overpayments (change in credit balance) choose code 9650-Unapplied Crs. Keep in mind that you do not have to set up all billing code subtotals - just the ones that you want posted to budget.
  
- Budget Path:                in the Options -General screen are four locations pointing to where the budget files are located. These choices from the drop-down list defines which Budget location this code will be posted to.
  
- Budget Acct - CR:            this is the account from the budget program that the subtotal amount should be credited to. If this is a payment auto-post record it would normally be a revenue account (if on a cash basis) or accts receivable acct (if on an accrual basis). Consult with your installer or accountant to confirm what account#s would be entered for each type of posting. The name of the acct is displayed upon entry.
  
- Budget Acct - DR            this is the account from the budget program that the subtotal amount should be debited to. This is the offset to the credit account above. For a payment record this would normally be a Bank account. Consult with your installer or accountant to confirm what account#s would be entered for each type of posting. The name of the acct is displayed upon entry.
  
- Budget Vend:                This is the vendor number from the budget program that the subtotal amount should be posted under. You should already have a vendor number set up that is used for misc/receipts postings. The name of the vendor should display upon entry.
  
- Budget Desc;                Since when posting detail records in budget a description is allowed, user may enter a set description that will be a part of the automatic posting. For example you may want to type something like "AUTO-POST WATER PMTS TO BUDGET".

When all questions have been answered, the “Save” command writes the data to disk thereby making it permanent. “Cancel” command or Esc clears the screen saving nothing.

As user enters the above data, the Tab or Enter keys move to next field while Shift-Tab moves to previous field.

### **Edit**

Once a valid code is found user may select “Edit” (Alt-E) if any changes are needed. User may select Tab or Enter to move around the screen or the mouse may be used to point and click. Notice that when you enter a value in a field that already contains a value the field will be cleared. If you do not want to clear the entire field but only change a portion of it then arrow over to the area to be changed and then enter the correction. Esc or ‘Cancel’ may be used to start edit over. The “Save” command will rewrite the correct data to disk thereby making it permanent.

### **Delete**

Once a valid code is found user may select “Delete” (Alt-D) if the code should be deleted. After selecting delete the system will sound an audible alarm asking user whether the account should be deleted. Select “Yes” to delete or “No” to not.

### **Print**

When selecting the “Print” command user is given two options.... Report or Screen. Selecting “Screen” prints the screen image to paper. The “Report” choice allows user to print a list of bill codes to the printer if needed. When “Report” (or the printer icon) is selected, the following questions display:

Type: Since there are four types of auto-post codes user may desire to print a single type. Select the type from this drop-down list where “All” would be all types, “Payments” would be payment records only, etc.

Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select “Print” to send job to printer. To exit the print screen click on “Close”, “X”, or press Esc key.

## **Email List**

This program’s purpose is to create an email file with customer’s email address, name, service address, and account# in “csv” format getting the information from the Customer Accts screen. This file can then be imported into a spreadsheet or into an email program to potentially create a routine to send out pdf statements.

Beg/End BAC/Seq: Enter beg/end BAC/Seq#. if applicable. If you do not use BAC/Seq#s then leave the values as displayed.

Beg/End Acct: Enter a beg/end acct no should the file contain only a range of customer acct#s.

Include pdf stmt customers only: If the file should only contain customers who get a “pdf” stmt, make sure this box is checked.

File Name: Name of csv file. User can make this name anything desired but normally the default name of ‘Email.csv’ will be used. If changed make sure the name ends in “.csv”.

Active: If Active accts (status Active, Final, New, Temp Final, Suspended) should be included make sure this box is checked.

Inactive: If Inactive accts (status Inactive, Rd-Only/Inact) should be included check this box.

After all the above questions have been entered, select “Build” to begin or “Close” to exit the program. The file will normally be built in the same folder as other utility files (usually UTIL).

## SECTION 17 - END OF MONTH

This program allows user to perform a group of functions that are normally run at month's end. Some of these routines are also found in other programs but are also provided here in order to make it more convenient to run from a single menu. After choosing End of Month the following screen appears:

```
=====
| End of Month=====
| Aging Report  Apply Unapp Credits  Verify Rept  Bank Draft  Deposit Disposition  Postings  |
| Tracked Bill Codes  Email List  Main Menu  |
|-----|
|   Aging Rept   |
|   Applied Unapp Crs   |
|   Verify Rept   |
|   Bank Draft   |
|   Deposit Disp Rprt   |
|   Print Postings   |
|   Remove Postings   |
|   Tracked Bill Codes   |
|   Email List   |
|   Exit   |
|-----|
```

### **Aging Rept**

This is the same report found in the Reports section. The program is placed under End-of-Month just for convenience. For more information see the instructions for the Aging Rept in the Reports section.

### **Apply Unapplied Credits**

This program allows user to apply unapplied credits to outstanding unpaid items. For example if earlier this month a customer overpaid his bill by \$50.00 and user did not apply the overpayment to a specific revenue code, then the customer's distribution file would contain a code 9650 (unapplied credit). At the end of this month customer has received a new bill of \$20.00. Now the customer's distribution file contains not only the unapplied credit for \$50.00 but unpaid items totaling \$20.00. Since this customer has a -30.00 balance no payment will likely be made. Therefore it might be desired for the un-applied credit to be applied to the new unpaid bill to recognize 20.00 in revenue. This program does just that. Note no customer balances are changed - just distribution records are re-arranged. After selecting this program the following questions should be answered: This program uses the same screen as the Posting Transfer program. For information see Transfer in the Postings section of the manual.

### **Verify Report**

At least once a month user should verify that the distribution records for each customer total up to a figure equal to the customer's balance. If distribution records do not equal the account balance then when performing the posting transfer, the revenue totals will not be correct since the system does not know the revenue composition of all customer's balances. To perform the verify, select this command and enter a range of acct#s if necessary. Accounts that do not equal will print. User should determine for each account listed which amount is wrong and correct. This is the same routine as the Verify Rept in the Distribution program. See Distribution section for more information.

### **Bank Draft**

This routine is for users who need to create a bank draft file and/or print a bank draft list. The file can be sent to your local banker if he/she has the capability of reading this file. Or this file can be used by our ACH program to be formatted in standard ACH format which most banks should be able to process. In order to be included in the file and on the list a routing/transit# and bank acct# should be present on the customer's screen. The amount of the bank draft will be the lesser of the current and total balance or the average bill amount if on average billing. This is the same program found under the "Reports" menu. See the "Reports" section of your manual for more information on this report.

### **Deposit Disposition**

This routine is for users who want the capability of generating a list showing the disposition of the deposit amount for each customer who just got their final bill... how much should be refunded - how much should be used to apply to the customer's balance. This report should be run soon after the last billing update. The program searches for customers who are inactive (status Inactive and Rd-Only) that match the last billing date. This is the same program found under the "Reports" menu. See the "Reports" section of your manual for more information on this report.

## **Print Postings**

If user has been accumulating postings throughout the month then they will need to be printed. This is the same screen found under "Postings - Print". To print records already transferred be sure the box " Transferred" box is checked and the proper range of dates have been entered. See Postings section for more information.

## **Remove Postings**

Once the monthly postings have been printed, user should delete the postings file. To do this depress select this command. A message displays as to whether you want to proceed with this program. To proceed select Yes. To stop, select No. Then another screen with a beg/end date will appear. If postings for only a range of dates should be deleted enter the dates before selecting "Remove". Normally the dates should be left as 00/00/00 and 99/99/99 to delete all postings regardless of the date. If after selecting 'Remove' the system finds any untransferred postings a warning displays which allows user to cancel the delete or proceed.

## **Tracked Bill Codes**

In the billing code file records may be defined as being 'Tracked' This means that every time a payment is made against this bill code the customer acct# who made the payment along with the amount and date of the payment is written to a special tracked bill code file. This program allows user to print or maintain this file. After selecting this command a screen will display giving the user the following options:

### **Account Entry**

To review, edit, and delete a customer's Tracked bill code records, user must enter a name or account number. If the exact value is not known user may enter an approximate name or account number and then press Up-Down Arrow to scroll to the correct account.

### **Modify**

Once the account needed displays, if user needs to add, edit, or delete records from the tracked file, "Modify" should be selected. See below for instructions on adding, editing, and deleting. After all adds, edits, and deletes are finished, user must select "Save All" to permanently save or Esc key or "Cancel" to undo the changes.

### **Add**

Selecting "Add" (Alt-A) allows user to add a new tracked record. First a bill code is entered or scrolled to followed by a date and amount. Select "Save Add" when entry is finished or "Cancel Add" to void the new record.

### **Edit**

To edit a record, highlight the record to be edited by using Up or Down Arrow. Once the record is highlighted press Enter or double-click the line or select "Edit" (Alt-E) while the line is highlighted. The user then edits the code, date, and amount selecting "Save Edit" when finished or "Cancel Edit" to cancel.

### **Delete**

To delete a record, highlight the record to be deleted by using Up or Down Arrow. Once the record is highlighted selected user should select "Delete" (Alt-D). The record is marked as deleted but user can re-display the record by highlighting it and selecting "Delete".

### **Print**

This command is used to print a list of tracked bill codes. The following questions are applicable to this command:

- |                     |                                                                                                                                                                       |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Beg/End Bill Codes: | if printing just a range of tracked bill codes, enter the beg/end codes.                                                                                              |
| Beg/End Dates:      | if printing just a range of dates, enter the beg/end dates.                                                                                                           |
| Print Details:      | check this box to print each detail record. Un-check to print a single total per bill code.                                                                           |
| New Page Per Book:  | check this box if the report should go to a new page after each code's total. Leave unchecked if the report should continue on the same page after each code's total. |
| Printer Info.       | (see Printer Settings discussion in Section 3)                                                                                                                        |

After all questions are answered user would select "Print". which causes the list to be sent to the printer. To exit the print screen click on "Close", "X", or press Esc key.

### **Clear**

This command is used to clear tracked bill codes by range of dates and codes. The following questions are applicable to this command:

- |                     |                                                                          |
|---------------------|--------------------------------------------------------------------------|
| Beg/End Bill Codes: | if deleting just a range of tracked bill codes, enter the beg/end codes. |
| Beg/End Dates:      | if deleting just a range of dates, enter the beg/end dates.              |

After all questions are answered user would select "Clear" to begin the removal.

### **Email List**

This program's purpose is to create an email file with customer's email address, name, service address, and account# in "csv" format getting the information from the Customer Accts screen. This is the same routine found under "Other Functions" and a more complete explanation can be found in Section 16.

## SECTION 18 - MISC ROUTINES

The "Misc Routines" programs are seldom used programs but give the user the ability of performing automatic file maintenance and calculations that would otherwise takes hours or days to do manually. To enter this program first choose "Other Functions" and then choose the 'Misc Routines' command which will display the following screen.

```

=====
|Calc Avg  Ins/Del Bill Cds  Mail File  Chng Meter#s  Chng Meter Digits  Usage File  Chng Hstry Dates |
|Chng Multiplier  Chng Pen Status  CASS Routines  Main Menu  |
-----
|  Calculate Avg  |
|  Ins/Del Bill Cds  |
|  Mailing File  |
|  Chng Meter#s  |
|  Chng Meter Digits  |
|  Usage File  |
|  Chng Hstry Dates  |
|  Chng Multiplier  |
|  Chng Pen Status  |
|  CASS Routines  |
|  Exit  |
=====

```

### Calc Avg

This program is used primarily by users who use the winter average for calculating sewer charges. Before the summer's billings begin the water usage for the previous winter is averaged and updated into each customer's file. This program can also be used by any user who manually changes sewer base amounts based on usage for a given period. In this scenario the average usage should print but not change the customer file (by un-checking the "Update Accts" question). After selecting this command the following questions should be answered:

- BAC/Seq#:                   if only customers with a given billing area code (BAC) or seq# is being averaged enter the code - otherwise skip.
- Beg/End Acct:               if only a range of accounts are being averaged enter the beginning/ending account number.
- Beg/End Hist Date:         enter the beginning/ending history date to be included in the average (ex: 12/01/07 and 03/31/08).
- Beg/End Meter Bill Cd:     enter the lowest and highest bill code for the service being averaged (usually water, ex: 1000 and 1999).
- Update Accts:               if the computed average should print but not change the customer acct screen this box should be unchecked. When ready to actually change the averages on the customer accts make sure this box is checked.
- Active Accts:               if active accounts (status Active, New, Final, Temp Final, Suspended accts) should be averaged check this box.
- Inactive Accts:             if inactive accounts (status Inactive or Rd-Only accts) should be averaged check this box.
- Rounding:                   if the calculated average should be "rounded", select from this drop-down list the method. This is handy should the user want a an average rounded to the nearest hundred or thousand gallons, kwh, or cubic feet. This setting will perform the needed rounding. The first choice "None" means that the new average will not be rounded at all while the second choice "Up at 2 digits" means that the new average will be rounded at 2 postions (ex: 1286 rounded to 1290 and 3912 rounded to 3910). The third choice "Up at three digits" means the new average will be rounded at 3 positions (ex: 1286 rounded to 1300 and 3912 rounded to 3900). The fourth choice "Up at 4 digits" means the new average will be rounded at 4 positions (1286 rounded to 1000, 3912 rounded to 4000). The fifth choice "Down at 4 digits" will round the average at 4 positions but will always round **down**.
- Printer Info.                (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Print" to send job to printer. To exit the print screen click on "Close", "X", or press Esc key. If the Update option is checked a warning screen will display for confirmation. The resulting report will show each customer's new average and how many records were used to compute the average. User can still edit any of the averages if needed using Edit under "Customers Accts".

## Insert/Delete Bill Cds

This routine is used when user needs to insert or delete a bill code on many customers. New bill codes are normally put on the customer screens using the edit routine in the customer program. However when this must be done to hundreds of customers this routine will perform this task much faster. After selecting this command the following questions should be answered.

- Insert or Delete: select "Insert Bill Code" if inserting a new bill code or "Delete a Bill Code" if removing a bill code.
- Codes to Change: user must specify whether the code is to be inserted or deleted on the Customer screen is going to be inserted into or deleted from first eight recurring "other" bill codes, the two one-time bill codes, or the three metered bill codes. User should select from this drop-down list from the choices "Other Bill Codes 1-8", "Other Bill Codes 9-10", or "Meter Bill Codes".
- Bill Code: enter the bill code that is being inserted or deleted.
- One-time Amt: applicable only if the codes being changed are "Other Bill Codes 9-10". User may need to enter the amount of the charge that will be updated next to the bill code. The amount that initially displays comes from the code entered but may be changed.
- Meter#: applicable only if the codes are being inserted on to "Other Bill Codes 1-8". If the bill code being inserted is meter related then select between "None", "Line 1", "Line 2", and "Line 3". "None" means the bill code is not meter-related while the other choices tie the code into the appropriate meter line
- Active Accts: if the bill code to be inserted or deleted is for customer accounts that are active (status Active, New, Final, Temp Final, Suspended accounts) check this box.
- Inactive Accts: if the bill code to be inserted or deleted is for customer accounts that are inactive (status Inactive or Rd-Only accounts) check this box.
- Print Options: as the bill code is inserted or deleted a journal is printed. If only customers being changed should print select "Print Changed Accts Only" from the drop-down list. If all customers should print whether they are having the bill code inserted/deleted then select "Print All Accts". If you not desire a print-out then select "Do Not Print".
- BAC/Seq#: if the bill code to be inserted or deleted is applicable to only a specific billing area code or seq#, enter the code.
- Beg/End Acct: if the bill code to be inserted or deleted is applicable to only a range of customers, enter the beg/end acct#s.
- Beg/End Bill Cd: if the bill code to be inserted or deleted is based on customer accounts having certain other bill codes enter the beg/end codes.
- Cust Type: if the bill code to be inserted or deleted is to be inserted only on customer accounts that contain a specific customer type enter the code (ex: C). Leave blank if not applicable.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Insert" or "Delete" to begin. To exit the print screen click on "Close", "X", or press Esc key. If selected, a report will print showing which accts were processed.

**Example:** user wants to enter a new bill code (code 3900) only on commercial customers who are billed sanitation (bill codes 3000-3500). This new bill code should be inserted on "other" bill codes 1-8 since it will be a recurring billing. User wants a listing of just accounts being changed The questions would be answered as follows:

\* Insert

Codes to Change: "Other Bill Codes 1-8"

Bill Code: 3900

Meter#: "None"

Active: Y

Inactive: N

Print: "Print Changed Accts Only"

BAC/Seq: 0000

Beg Acct: 00-0000.00

End Acct: ZZ-ZZZZ.ZZ

Beg Bill Cd: 3000

End Bill Cd: 3500

Cust Type: C

## Mail File

This routine is for users who need to create and/or print a mailing list file. This file can be copied to a diskette or CD to send to any one needing a mailing list of your customers. The program only writes active customers (status Active, Suspended, New) to this file and writes them into a file named "UMFile.dat" in alphabetic order by name. Upon selecting this command the following questions should be answered:

- Create: if a new file should be created (last one created should be deleted), check this box. If you are simply re-printing this list and a new file should not be created, un-check this box.
- Print: if the list should print check this box. If you are only creating the list and do not desire the list to print right now un-check this box.
- Acct Type: when creating the mailing file, if only customers with a certain type (ex: R or C) should be written into the file, enter the type code. Leave blank for all types.
- Beg/End Name: when creating or printing the mailing file, user may enter a begin and ending name should only a range of names is needed. Leave values as blank and Z's for all.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Create" or "Print" to begin. To exit the print screen click on "Close", "X", or press Esc key. If selected, a report will print showing which accts were processed. The file created is named "UMFile.dat". This would be stored in the folder along with your other utility files (usually UTIL folder).

## Change Meter#s

This routine is for users who need to change the single digit meter# on the Customer Accts screen normally associated with a meter-related bill code (usually sewer). If sewer is a flat charge amount, the "Meter#" next to the sewer bill code on the customer screen should be "No". However if sewer is based on water consumption the code must be 1, 2, or 3 depending upon which of the three meters on the customer screen is water. If you are changing from a flat charge sewer amount to a consumption-based charge, you will need to change the meter# from "No" to "1", "2", or "3". This program can do this automatically. Upon selecting this command the user must enter the following:

- BAC/Seq#: if the meter# to be changed is applicable to only a specific billing area code, enter the code - otherwise leave as zeroes.
- Beg/End Acct: if the meter# to be changed is for only a range of customers, enter the beg/end acct#s.
- Beg/End Bill Cd: enter the range of meter-related bill codes (usually sewer) in your bill code file. Only customers that have a code within this range will have the meter# changed. If you do not want all meter#s changed, then enter only a range bill codes that should be changed. For example if you have sewer codes 2000, 2001, and 2002, and 2002 is remaining a flat charge calculation, then enter 2000 and 2001 as the beg/end codes.
- Current Meter: select the value of the "current" meter# from this drop-down list. If going from a flat charge calculation, this would normally be "None"
- New Meter#: select the value of "new" meter# from this drop-down list. If going to a consumption-based calculation, this would normally be "1" or "2" .
- Active Accts: if active accounts (status Active, New, Final, Temp Final, Suspended accts) should be changed check this box.
- Inactive Accts: if inactive accounts (status Inactive or Rd-Only accts) should be changed check this box.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Change" to begin. To exit the program click on "Close", "X", or press Esc key. If "Change" is selected a report prints listing accounts being changed.

## Change Meter Digits

This routine is for users who need to change the meter digits that is stored on each meter line on the Customer Accts screen. This is handy should there be many digit values that are not correct and need to be changed. The digits value could be edited manually but this could involve hundreds of customers so this routine is provided to make it automatic. User should also change the "default" Digits stored in Options-Postings/Meter Rdgs if not already done. Upon selecting this program the user must enter the following:

- BAC: if the digits being changed is for customers in only a specific billing area code, enter the code - otherwise leave as zeroes.
- Beg/End Acct: if the digits to be changed are for only a range of customer accts, enter the beg/end acct#s.
- Current Digits: select from a drop-down list the digits that is currently on the customer screens that needs to be changed.
- New Digits: select from a drop-down list the new digits that is to be placed on the customer screens.
- Active Accts: if active accounts (status Active, New, Final, Temp Final, Suspended accts) should be changed check this box.
- Inactive Accts: if inactive accounts (status Inactive or Rd-Only accts) should be changed then check this box.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Edit Digits" to begin. To exit the program click on "Close", "X", or press Esc key. If "Edit Digits" is selected a report prints listing accounts being changed.



## Usage File

This routine is for users who need to create a file with historical consumption (usage) info. This file is in ASCII text format and is called "Usage.dat". This file can then be used by other software to perform analysis of usage data (see technical info at end of manual for file layout). After selecting this command the following would be entered.

BAC/Seq#: if the accts being processed is for only a specific billing area code or seq#, enter the code - otherwise leave as zeroes.  
Beg/End Acct: if processing the history for only a range of customers, enter the beg/end acct#s.  
Beg/End Dates: enter the range of history dates needed to be written to the file.  
Beg/End Bill Cd: enter the range of bill codes for the service that has the usage being dumped. For example if creating a file with water usage, enter the range of codes for water.  
Active Accts: if active accounts (status Active, Final, Temp Final, New) should be processed, check this box.  
Inactive Accts: if inactive accounts (status Inactive, Suspended, Rd-Only) should be processed, check this box.  
Acct Type: if only a specific customer type should be processed, enter the type - blank for all.

After all questions are answered user would select "Create File" to begin. To exit the program click on "Close", "X", or press Esc key. The file created is named "Usage.dat" and would be stored in the folder along with your other utility files (usually UTIL folder).

## Change History Dates

This routine is for users who need to change the dates on history records due to a dating error. Caution should be used when using this program in that user could accidentally re-date the wrong history records. Since it is rare to use this program a confirmation message displays to confirm user wants to enter this program. Select "Yes" to confirm or "No" to exit. Then the following questions would be answered:

Change Date: enter the date that you want to change - this would be the incorrect date.  
To Date: enter the date you want history changed to - this would be the new corrected date.  
Having Bill Codes: if you desire to change only history for a range of bill codes, enter the beg/end codes. This is needed should there be other history records that are dated the same as the incorrect records but they are in a different range of bill codes. For example if trying to re-date billing records but there are payment records with the same date, user could enter 0000 and 9599 and only billing records would be re-dated. To re-date all history for the above date leave bill codes as 0000 and 9999. **If there are incorrect and correct dated records with the same date and with the same bill codes, both will be re-dated so use this program with caution.**

After all the above questions are answered, user should select "Change Date" or "Close" or Esc to quit. Depending upon the number of records being re-numbered this operation can take several minutes. It is important that this program begin and end without interruption.

## Change Multiplier

This routine is for users who need to change the meter "multiplier" that is stored on each meter line on the Customer Accts screen. This is handy should you change how meter readings are recorded and need the multiplier changed (ex: change 100.00 to 1.000). The multipliers could be edited manually but potentially this could involve hundreds of customers so this routine is provided to make it automatic. User should also change the "default" meter multiplier stored in Options-General. Upon selecting this program the user must enter the following:

BAC: if the multiplier being changed is for only for customers in a specific billing area code, enter the code - otherwise leave as zeroes.  
Beg/End Acct: if the meter# to be changed is for only a range of customers, enter the beg/end acct#s.  
Beg/End Bill Cd: enter the range of meter bill codes to be changed. Only customers that have a code within this range will have the multiplier changed. If you have multiple meter types (ex: Water and Elect) then be sure and enter only the range of bill codes for the meter service type being changed (ex: Water codes only).  
Current Multiplier: enter the value of "current" multiplier that is be removed from customer screens (ex: 100.000).  
New Multiplier: enter the value of "new" multiplier to be placed on customer screens (ex: 1.00).  
Active Accts: if active accounts (status Active, New, Final, Temp Final, Suspended accts) should be changed check this box.  
Inactive Accts: if inactive accounts (status Inactive or Rd-Only accts) should be changed check this box.  
Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Edit Mult" to begin. To exit the program click on "Close", "X", or press Esc key. If "Edit Mult" is selected a report prints listing accounts being changed.

## Change Pen Status

This routine is for users who need to change the penalty status that is stored on each Customer Accts screen. This is handy should you change how penalties are calculated and therefore need to change the penalty status (ex: change Total Bal to Current Bal or vice-versa). The status could be edited manually but this could involve hundreds of customers so this routine is provided to make it automatic. User should also change the "default" Penalty Status stored in Options-Penalties/Reports if needed. Upon selecting this program the user must enter the following:

BAC: if the pen status being changed is for customers in only a specific billing area code, enter the code - otherwise leave as zeroes.  
Beg/End Acct: if the penalty status to be changed is for only a range of customer accts, enter the beg/end acct#s.  
Current Pen Status: select from a drop-down list the penalty status that is currently on the customer screens to be changed.  
New Pen Status: select from a drop-down list the new penalty status that is to be placed on the customer screens.  
Active Accts: if active accounts (status Active, New, Final, Temp Final, Suspended accts) should be changed check this box.  
Inactive Accts: if inactive accounts (status Inactive or Rd-Only accts) should be changed then check this box.  
Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered user would select "Edit Pen St" to begin. To exit the program click on "Close", "X", or press Esc key. If "Edit Pen St" is selected a report prints listing accounts being changed.

## CASS Routines

This program is for users who need to get CASS certification in order to get USPS postage discounts. CASS certification means you have had your mailing addresses “cleaned” (punctuation removed, letters changed to upper-case, etc) and you are using nine-digit zip codes and delivery points. CASS certification is achieved by sending an address file to a third-party vendor who cleans the addresses and sends back a corrected file which can be updated into your customer records. The following routines provides for both of those functions. Currently the vendor we use for cleaning files is **SmartyStreets Inc (SS)**. Upon selecting this program the user must enter the following:

- Create Address File: this option should be selected if creating a CASS address file to upload to the SS website (**SmartyStreets.com**).
- Update Corrected Addr: this option should be selected if you are wanting to print or update the corrected (cleaned) address file that has been downloaded from the SS website.
- Beg/End BAC/Seq#: applicable only to the “Create” routine. If user wants to build a CASS address file to include only customers with a range of BAC/Seq#s enter beg/end values.
- Beg/End Acct#: if performing the “Create” function user may include only a range of acct#s by entering a beg/end acct#. If needing to create a file with just a few random accts then see “Cust Acct#s” below. If performing the “Update” user can use these fields to only update a range of acct#s.
- File Name: this is the name of the file to be created or later downloaded with corrections. The “Create” routine assumes the file name being created is **CASS.csv** while the “Update” routine assumes the name will be named **“Everything.csv”** but both can be changed.
- Create: applicable only to the **“Create Address File”** routine. Selecting this option causes the program to create a new CASS file (ex: CASS.csv) to upload to SS. If a file already exists with the name selected it will be deleted.
- Update: applicable only to the **“Update Corrected Addresses”** routine. Before this routine is run the returned address file (usually named “Everything.csv”) should already have been copied into the UTIL folder. Selecting this option causes the program to update your customer records with the corrected addresses, zip+4, and delivery point values that are contained in the returned file. The base 5 digit zip code and city name will not be changed since those values are in a separate zip code file. **User should print the file without update before selecting Update to confirm the records have new corrected addresses.**
- Update Postal Rt: applicable only if the **“Update”** option is selected. As described above when updating the mailing addresses, zip+4, and delivery point values get updated. If user would also like to update the Postal Rt on the customer screen then check this box. However the Postal Rt is only needed if you are planning to print utility statements in Postal Rt order. If you already have Postal Rt values on the Customer Accts screen and don’t want them replaced then be sure and not check this box.
- Print: selecting this option will cause the program to print a newly created CASS file or the returned corrected CASS file depending upon which option has been selected. If printing the returned file (usually named Everything.csv), it should already have been copied into the UTIL folder
- Print Failed Only: applicable only if the **“Print”** option is selected. Selecting this box means to print only “failed” records (“F” under the ST column). Failed records will not have their address updated. One reason is the address uploaded to SS may not have enough info in it for them to be able to return a clean address so a numeric code will print in the “CD” column explaining the reason. Or the address returned may be more than 25 characters which means it is too long to be updated so an “A” will print in the “CD” column indicating there is an address length problem (this is normally caused by Apt or Ste numbers being moved up with the regular address).
- Updt Addr - Upper-Case: applicable only if the **“Update”** option is selected. SS changes text case to mixed-case even if your upload contains addresses in all upper-case. If you would like the update to change the text to upper-case make sure this box is checked. Un-checking this box means to update the text just as it is stored in the return file.
- Statuses: applicable only to the **“Create Address File”** option. User should check/uncheck which customer statuses (Active, Final Bill, Suspended, etc) should be included when the program reads thru customer records to build the CASS address file which will later be uploaded to SS. Note: at least one status must be checked.
- Cust Acct#s: applicable only to the **“Create Address File”** option. If you are needing to select a few non-sequential acct#s to put into a CASS file then enter up to eight acct#s. These acct numbers will be used instead of the beg/end acct# range. These acct numbers will be checked for validity when user clicks on the “Create” command.
- Printer Info. (see Printer Settings discussion in Section 3)

After all questions are answered, depending upon the function being done, user should select “Create” or “Print” command or select “Close” “X” or Esc key to exit. If creating a new CASS address file to send to SS for cleaning you should go to their website and upload the file created using instructions provided to you. **If updating** the customer addresses with the returned file you should randomly check a few records to confirm the new mailing addresses are on the customer screen. You should check the list of returned addresses and be alert to any line has an **“F” under the “ST”** column and an **“A” under the “CD”** column. This means one of the addresses was longer than 25 characters and the address will not update on to the Customer Accts record (although the zip code, delivery point, and postal rt will). Such long addresses normally occur if Apt or Ste numbers are being moved from line-2 up to the address-1 line (ex: 100 W Wellesley St Apt 105). To help with this “#” can be substituted for “Apt” or “Ste” which will save a couple characters.

## SECTION 19 - OPTIONS

This program allows user to set up certain options in a permanent set up file. This allows other programs in utility billing to know how to handle certain key situations without operator intervention. Although this file is permanent, the user may easily change any of the items in the file. After choosing Options the following sub-menu commands display:

- General
- Postings/Meter Readings
- Statements/Jrnl
- Penalties/Reports
- Meter Rdnng Deviations
- Setup Receipt Printer

The below instructions describes each command.

### General

The purpose of this routine is to enter "miscellaneous" information needed by other programs. After selecting this command user should answer the following questions:

- Post Pmt Totals to Budget: the system has the capability of posting payment "subtotals" to GFC's Budget Acctg software files. This would, for example, post the total of all water bill codes as a credit to the budget account for Water Revenue with an offset normally to Bank (if cash basis) or a credit to Accts Rec with an offset normally to Bank (if accrual basis). The automatic posting to Budget is done when the Posting Transfer program is run. Checking this box tells the system that this function is desired and therefore will be assumed when performing the Posting Transfer. However you will also need to enter auto-post codes for "payment" records in the "Budget Auto-Post Codes" program (found under Other Functions) in order to define what budget (dr and cr) and vendor accounts each bill code subtotal will be posted to (contact GFC Data for more info on setting up Auto-Post records). Uncheck this box if not performing the payment auto-post function.
- Post Bill Totals-Budget: the system has the capability of posting billing (stmt, penalty, fees) "subtotals" to GFC's Budget Acctg software files. This option is only needed if user is on an "accrual" basis where revenue is recognized when a billing occurs. This option would not be needed if on a "cash" basis where revenue is not recognized until payments are received. If on an accrual basis this would, for example, post the total of all water bill codes to the budget account for Water Revenue as a credit with an offset normally to Accts Receivable. This posting is done when the statement totals are printed and also when assessing penalties and fees. Checking this box tells the system that this function is desired and therefore will be the default. However you will also need to set up auto-post records for "Billing" in the 'Budget Auto-Post' program (found under Other Functions) in order to define to what budget (dr/cr) and vendor accts each subtotal bill code should be posted to (contact GFC Data for more info on setting up Auto-Post records). Leave this box unchecked if not performing the billing auto-post function.
- Use Postgres Bdgt: if updating billing or payment totals to the GFC Budget Acctg system, check this box if using the Postgres version or leave unchecked if using the C-Isam version.
- Budget Path/db Name1-4: if either the "Post Pmt Totals to Budget" or "Post Bill Totals to Budget" question are checked then you must define up to 4 locations (C-Isam ver) or database names (Postgres ver) of the budget files or tables. The response could be "\Budget" (C-Isam) or Budget (Postgres). Contact your support rep for assistance.
- All dbs have same user...: applicable only if using the Postgres Budget version. Check this box if using multiple databases and they have the same user name and password. It is recommended that this box be checked.
- Disable Duplex/Prt Tray: when opening some programs, the system checks your printer driver to see if double-sided and multiple print trays exist. In rare situations this causes an error. If you get an error then check this box to disable checking.
- Print Postnet Barcodes: up thru 05/2011 USPS used the Postnet bar code for automation postal discounts. This bar code is no longer used so if printing bar codes uncheck this box and check **the below** Intelligent barcode.
- Print Intelligent Barcodes: tri-fold and postcard stmts may have the **Intelligent** bar code printed on the form which, when CASS certified, allows user to get "automation" postal discounts. Check this box to use it instead of the Postnet bar code.
- Bar Code ID: if using the Intelligent bar code you must enter a 2 digit value. Currently it is "00" but may change in the future.
- Serv Type ID: if using the Intelligent bar code you must enter a 3 digit value. This value can be obtained from USPS.
- Mailer ID: if using the Intelligent bar code you must enter either a 6 or 9 digit value. You must apply with USPS to get your Mailer ID. Check with GFC Data Systems on how to apply.
- Default Zip Code: since most new customers use your local zip code, user may enter that zip code here in order for it to default automatically when adding a new customer.
- Default Deposit Amt: when setting up a new customer the amount of deposit being put up by the customer may be entered. Since many of the deposit amounts are the same, user may set up a default amount that will be displayed automatically by the computer but can be changed.
- Default Status: when adding new customers user must give each customer a status so the program knows how to treat customer thru different phases of the software. Since most initial statuses will be the same, user is allowed to select a default value that will display automatically when adding a customer. The status must either be "Active", "New", "Final", "Temp Final", "Inactive", "Suspended", or "Rd-Only" which can be selected from a drop-down list. Normally user would make this default "Active" or "New". For more info on statuses see Customer setup.

Default Mult 1-3: since some users enter different values on the customer screen for the meter multiplier (most 1.000, some 100.000, some 1000.00) these questions allow user to enter default multipliers which will display automatically when adding a new customer. Enter 1.000 for any multiplier that is not applicable.

Fee Bill Codes (1-4) The "Assess Fees" program is used for assessing misc fees such as turn-off or return check fees. If when assessing fees user would like the total fee amount to be posted to the GFC Budget Acctg program, user needs to enter up to 4 misc bill codes (already added using "Bill Codes"). Unused fields should be left as zeroes.

Subt Bill Codes (1-4): For each of the fee bill codes entered, user would need to enter subtotal bill codes (from Bill Codes program) that would contain the Budget Auto-Post info (acct#, vendor#, etc). Totals are posted to Budget not by each bill code but by subtotal codes as defined under "Budget Auto-Post Codes" for "Billing". Note: Multiple fee bill codes could use the same subtotal code. Unused fields should be left as zeroes.

Abbr Name: The "abbreviated" name displays on the Utility Main Menu. One possible use of this field would be to help user differentiate between different utility files. For example you are storing old utility history records in a separate folder. You could enter a description of the years (ex: 1999-2003) in the old file's Options-General screen and that abbr name would display on the old file's main menu. In most cases this field will be left blank.

Printer dpi: This value is for programs that print "forms" (stmts, delq notices, labels, rcpts). Those programs need to know the dpi (dots per inch) of the printer in order to print the forms correctly. An entry of 0 (zero) will cause the program to try to detect the dpi of your printer automatically. If the dpi is not correctly detected user should try "600" which will work in most cases. The recommended entry is 0 or 600 but in some cases the user may have to enter a different value (contact installer if assistance is needed).

**Label Format:**

Labels Across: Enter 1 thru 3 to define how many physical labels are on the form from left to right. Normally "2" or "3" is used when using labels on 8 1/2 X 11 sheets (laser labels).

Labels Down: this is how many labels will fit down on an 11" high page. If using 1" high laser labels there may a 1/2" unused area at the top and bottom of the page so there would only be 10 labels on the page and therefore the value would be "10".

Label Width - inches: This is the width of each label in inches. For example if the label is 2 1/2 inches wide enter 2.5.

Label Height - inches: This is the label height in inches. For example enter 1.0 if the label is 1 inch high.

Label Spacing - inches: If using 2 or 3-across labels this is the amount of spaces between the left label and the label to it's right (usually .1 or .2 inches). **Warning:** take care that the left margin, label width, and label spacing does not cause to print too far to the right. The value entered may need to be changed after doing a label test print.

Top Margin - inches: This is how far the label sheet should be advanced before printing begins. There is no set value that works for all laser labels since it is dependent upon the form and the printer used. A good starting point might be .2 or .3. The value may need to be changed after doing a label test print.

Left Margin - inches: This is how far the print should come in from the left before printing begins. There is no set value that works for all laser labels since it is dependent upon the form and the printer used. A good starting point might be .1 or .2. The value may need to be changed after doing a label test print.

Label Example:  
If using laser labels that are 3-across, 1" high, 2 1/2" wide (with 1/2" top and bottom margins) user should enter the following values until testing is done: Labels Across 3 Down 10 Width 2.50 Height 1.0 Spacing .10 Top Margin .30 Left Margin .20

**Security Questions (1-5):** If user would like to set up "security" questions to place on the Customer screen, enter up to 5 questions (ex: Mother's Maiden Name). Two of these questions can be placed on the customer screen with the answer. This is handy should you want the customer to know the answer to these questions in order to get info.

**Passwords:**

Master: If user would like to restrict entry to Utility Billing to those only who know a password, then user may enter the required password here. The "master" password allows user to perform all tasks. Since the user can not see what is being typed, after typing the password user should type a second time to verify the spelling. If the spelling the second time does not match the first spelling then user has to type the password again twice. The password will not be accepted until the same password is typed the same two times in a row.

Read Only: If user would like to restrict entry to Utility Billing to those only who know a password, then user may enter the required password here. The "read-only" password however only allows user to view records and print reports but does not allow posting, editing, or deleting. Since the user can not see what is being typed, after typing the password user should type a second time to verify the spelling. If the spelling the second time does not match the first spelling then user has to type the password again twice. The password will not be accepted until the same password is typed the same two times in a row.

Cust Rd-Only (privacy): This password has the same restrictions as the "Read-Only" but also does not display the social security numbers, balances, and security info on the Customer screen.

After answering the above questions, "Save" will update the Options-General record. Selecting "Cancel" or pressing Esc key will leave the questions unchanged. The "Print" command will print the screen to your default printer.

## Postings/Meter Readings

The purpose of this routine is to allow user to define recurring information regarding the posting and meter input programs. The user should answer the following questions:

### Postings:

Print Book Totals on

Posting Journal: check this box if you print posting journals by account number and you want a subtotal between each book.

Print Book Totals on

Transfer Journal: check this box if you want to print a separate revenue totals report for each book when performing the posting transfer. Un-checking this box means only a single page of grand totals should print.

Use Auto-Receipt Numbering:

when posting, the system allows entry of a receipt number. If this number should be automatically entered, incremented, and stored, user should check this box. Leaving this box un-checked will cause the receipt# to start over at 1 when beginning a new session.

Allow Edit of Receipt Number:

if user should be allowed to change the receipt number during posting, check this box. If un-checked the receipt number field will be skipped when posting.

Default Distribution. Type:

when posting an amount that equals a customer's balance user has a choice of three distribution types "Fixed", "Proportional, Manual". This simply indicates which should be the default. Normal entry is "Fixed".

Default Dist Type-Overpymts:

if you want to distribute overpayments manually then choose "Manual" from the drop-down list. and the system will force user to do a manual distribution on overpayments. If you do not distribute overpayments manually then enter "Fixed". NOTE: any time user posts an overpayment with a dist type of "Fixed" an unapplied credit (code 9650) will be created).

Default Dist Type-Underpymts:

if you want to distribute underpayments manually then choose "Manual" from the drop-down list and the system will force user to do a manual distribution on underpayments. If you do not distribute underpayments manually then enter "Fixed" or "Proportional". (Any time user posts an underpayment with a dist type of "Fixed", the lowest bill codes will be eliminated first. "Proportional" will reduce all unpaid bill codes the same percentage).

Default Postg Jnl Type:

when printing a posting journal ("Print" in Posting), user has the choice of three print sequences... "Cust Acct#", "Receipt #", and "Date". Since this choice is probably the same each time, user may select a default value from the drop-down list which will then mark the correct sequence when executing the print program although the print order can however be changed if needed.

Next Receipt Number:

if using the auto-receipt routine, this is the last receipt no used and will be next receipt used.

Name/Addr(1-3):

if printing receipts or tri-fold stmts and delinquent notices, enter the name and address to print on the forms.

Rcpt Top Margin - inches:

the program has the ability of printing a receipt. This field defines how far the paper should advance before printing begins.

### Meter Rdgs:

Meters Order:

when entering meter readings the program can bring up accounts in either customer account number or BAC/Seq# order. Normal response is "Cust Acct#" but in some cases meter books may not be in account number order. If user has used the BAC/Seq# field in the customer master as a meter sequence number, then "BAC/Seq#" should be entered.

Default Meter Digits (1-3):

when setting up meter info on the Customer Accts screen the user enters the maximum number of digits in the meter before it rolls over. Since msny meters would have the same number, user is allowed to enter a default value for each of the three metered lines. These values will then display on a new Customer Accts screen but may be changed. Each entry must be 1 thru 8.

Meter Page Format:

this field is currently not used.

Meter Reading Status:

when entering meter readings or printing meter reading reports normally user has certain customer statuses in mind to be included. User may check which statuses will be included when printing the Meter Readers List, Meter Reading List, Output to Meter Rdng Devices reports and when entering meter readings.

After answering the above questions, the "Save" command is used to update the questions. Pressing Esc (or selecting "Cancel") will leave the questions unchanged. The "Print" command will print the contents of the screen to your default printer.

## Statements/Journal

The purpose of this routine is to allow user to define recurring information regarding printing or updating utility statements. The user should answer the following questions:

- Print Book Totals: check this box if when printing statement totals, you want separate totals for each book. Un-checking this box means only a single grand total page will print.
- Print Zip Code Totals: When this box is checked a count of bills for each zip code/postal route will be included when printing billing totals (in the Statement/Jrnl program). If this is not needed then leave the box un-checked.
- Prt Deposit on Final Bill: if, when printing a statement for a customer with a status of Final, you want to print the customer's deposit amount to be included on the bill, check this box. The deposit only subtracts from the balance on the statement - not from the permanent balance.
- Clr Deposit on Final Bill: if, when printing a statement for a customer with a status of Final, you want to subtract the deposit amount from the customer's balance and clear the deposit from the account, check this box. Normally this will be left un-checked.
- Deposit Bill Code: if you are printing or clearing deposits on final bills you should have a deposit bill code set up with a description such as "LESS DEPOSIT". This code should then be entered here.
- Print Bill for Inactives: if you want to print a statement for inactive accounts (status Inactive, Suspended, and Rd-Only) with a balance due (an arrears bill) then check this box.
- For \_\_ Months: if the prior questions was checked, user should indicate for how many months after an account becomes inactive (or suspended) it should print the arrears bill. 2 or 3 is common while 99 would be the most.
- Print Last Pmt on Bill: if you want to print the customer's last payment (or credit) amount/date to print on the bill, check this box. Un-check this box to not print this. If using the postcard stmt form this could cause a continuation bill since the payment amount/date uses one of the seven billing lines. In this case user would probably leave this box unchecked.
- Include Inactives in Arrears Total: if you want to include inactive accounts (status Inactive, Suspended, and Rd-Only) in the "Balance Forward" total when printing statement totals, check this box which would be the recommended setting.
- Clear Bill Code #10: 'Other' billing codes 9 and 10 on the customer acct screen are normally for one time charges and therefore cleared when the statement is updated into the customer account. Should user be using code #10 as an additional recurring bill code and therefore should not be cleared un-check this box. Normal setting is to check this box.
- Store Zero Amt BC 9-10 in History: Normally billing amounts of zero are printed on the bill but not stored in history. If bill codes 9 and 10 (one-time charges) have zero amounts but you still want the amounts stored in history then check this box. This is handy if you are printing "notations" (non-billing amounts) on the bill and also want those notations stored in history.
- Bill Codes -Table 1/2 Desc: Since there are two sets of rates in each bill code, you may want to assign a description to each table. For example 'SM' and 'WN' could be entered to describe summer and winter. If only using table 1 then REG (regular) and N/A (not applicable) might be used. These descriptions display on the bill code screen to help describe what each table is for. The description also display on the Statement screen to show which table is being used.
- Bill Codes - use table: If you have two sets of rates in your bill code file (ex: winter and summer rates) you must tell the program which sets of rates to use. Select the table description from the drop-down list. Select the first table description if using one set of rates. If using multiple rates be sure this value is changed prior to the first billing of the new season.

- Fuel Adj - Multiply by: if you have bill codes subject to fuel adj (usually electric), the program gives you the option of multiplying the rate that is in the fuel adj bill code by choosing from a drop-down list either “Consumption” (the consumption of the billing code subject to fuel adj) or “Dollar Amt” (the dollars being charged for the billing code).
- Roll Rdgs: ‘T/S’ - ‘R’: when bills are updated, each active customer’s current reading rolls over to the previous reading and the current reading date rolls over to the previous reading date. This ‘roll’ process is not done for inactive (status Inactive accts) since these accts will not get any more bills. User may or may not want this ‘roll’ to occur for other statuses. If the roll should not occur for accts with status ‘Temp Final’ or ‘Suspended’ uncheck the Roll-‘T/S’ box. If it should not occur for status ‘Rd-Only’ accts, uncheck the Roll-‘R’ status box. Check these boxes if the roll should occur.
- Stmnt Form Type: The values from this drop-down list controls the format of the paper statement form. “Laser Postcard” is a 1-across postcard form with 2 bills per page. “Laser Tri-fold: PP” is an 8 1/2 X 11 pre-printed tri-fold envelope enclosed billing statement. “Laser Tri-fold: Blank” is an 8 1/2 X 11 “blank” tri-fold envelope enclosed billing statement. The “blank” format assumes the form being used has nothing pre-printed and therefore will have the program fill in all name/address, titles, and captions.
- Stmnt Top/Body Margin: this defines how far in inches the printer should advance from the top of the form before the statement begins printing. If using the postcard form this would be the distance to advance to begin printing the first form. If using the pre-printed tri-fold form this would be the distance to the beginning of the “body” of the form (account no, cust name, serv addr line). If using the blank tri-fold form this would be the distance to the body of the form where you would want your city name-address to begin printing. Initially estimated values will be entered which most likely will have to be changed after performing test prints.
- Stmnt Left Margin-inches: this defines how far the printer should space (in inches) from the left of the form. This value will vary depending upon the form being used. After setting the value a test statement should be printed to determine if the value should be changed. The estimated value initially entered will need to be changed after testing.
- 2<sup>nd</sup> Top/Stub Margin: if using postcard forms this defines how far the printer should advance (in inches) from the top of the form to the second postcard form. If using the tri-fold form this would be the distance to the top of the tear-off stub portion of the statement. The values initially entered will most likely need to be changed after testing. The value entered will determine whether the stub is at the top or bottom of form.
- Print Service Dates: applicable only to the tri-fold statement forms. This determines whether the service ‘from and to’ dates should print on this stmnt type. Check this box to print the dates or un-check to leave off. Note: automatic service dates print on the postcard form by pressing the F1 key on one of the first two statement “Message” lines.
- Last Stmnt Cust Updt: when user updates statements into the customer’s balances, the history date of the statement run is stored here automatically. Then later if user updates statements again with the same date a warning will be displayed.
- Enable pdf Stmnts: in the Stmnts/Jrnl program is an option to “Print pdf Stmnts” creating a stmnt file in pdf format (similar to a “blank” tri-fold paper stmnt). The name of the file is the account# with pdf attached (ex: “01-0010.00.pdf”). However that option will be disabled unless this box is checked. Checking this box will also enable other fields on this screen which are applicable to printing pdf statements.
- Path (for pdf stmnts): when user checks “Enable pdf Stmnts” this field is enabled. This is the folder name(s) where pdf stmnt files will be stored. It is recommended you use a different folder than where Utility Billing files are stored (usually Util). For example a folder named Util-pdfs could be added and entered here as **Util-pdfs\**. The folder must exist before this entry can be entered.
- Payment Terms (tri-fold blank): since the blank tri-fold (and pdf) statements normally have no payment terms pre-printed, this is where the user can enter what terms should print. Up to 290 characters may be entered on multiple lines. The number of characters entered on each line depends upon whether you are using upper or lower case letters and the font size used (font size is determined when printing stmnts). Usually 40-60 characters can be typed per line.
- Due Info (tri-fold blank): since the blank tri-fold (and pdf) statements normally have no captions pre-printed, this is where the user can enter what caption is needed next to the “Amount due after due date” amount. For example ‘AMOUNT DUE AFTER THE 10<sup>th</sup>’ might be needed next to the amount that defines how much is due after the due date.
- Colors (tri-fold blank): since the blank tri-fold (and pdf) statements normally have no captions or titles pre-printed, this is where the user can define what colors are needed for each area of the form... ‘City Info’ sets the color to be used when printing the city name-address, ‘Headings’ defines the color for titles and captions, “Pmt Terms” sets the color for the payment terms that prints to the left of the amount due, and “Pmt Info” sets the color for the payment phrases that print on the tear-off form. The color choices are “Black”, “Blue”, “Navy Blue”, “Red”, “Maroon”, “Green”, and “Money Green”. For these colors to actually print user would have to be printing to a color printer. Selecting colors other than “Black” on a black-only printer will only print shades of black.

After answering the above questions, the “Save” command will update these questions. Pressing Esc or choosing “Cancel” will leave the questions unchanged. The “Print” command will print the contents of this screen to your default printer.

## Penalties/Reports

The purpose of this routine is to allow user to define recurring information regarding assessing penalties and printing reports. The user should answer the following questions:

### Penalties:

Print Book Totals on

Penalty Report: when the penalty program assesses penalties a journal of the customers being assessed will print. If user wants a subtotal between 'books', check this box.

Print Penalty Assessed Accts Only:

when the penalty journal prints some users want all accounts to print even if they are not being assessed a penalty. This is so at the end of the report the grand total of the new balance column would represent a total accounts receivable amount. If you want all accts to print then make sure this box is un-checked. The normal response is to check this box so only penalty assessed accts print.

Assess Inactive Accts: if user wants to assess penalties even against inactive accounts (status "Inactive" and "Rd-Only" accts), check this box. Normal entry is "N". If "N" this means when a customer with status "F" gets his final bill no penalty amount will be shown in the amount due.

Assess Final Bills: if user wants to assess penalties against those with "final" statuses "Final" or "Temp Final", then check this box. For example a customer turns service off on March 5th and user codes the account as "Final". On March 11th penalties are assessed. If this account has not been paid by the 11th, would you want a penalty assessed?. If this box is un-checked then a penalty would not be assessed even though the customer is technically past due. Checking this box would assess this status of customers a penalty.

Assess Suspended Accts: if user does not want to assess penalties against those with the "Suspended" status, then un-check this box. Suspended accts are usually those who get no monthly statement but have not taken their deposit down. Therefore they are considered semi-active and semi-inactive. Therefore you may or may not want to assess a penalty on an unpaid balance. If this box is un-checked this means when a customer with status "Temp Final" gets his final bill no penalty amount will be shown in the amount due and therefore will not later have a penalty assessed if past due. If the box is checked then "Suspended" accts will be subject to penalty.

Default Penalty Status: when adding new customers user must give each customer a penalty status to determine how potential penalties will be calculated. Since most penalty statuses will be same, user is allowed to enter a default status that will display automatically when adding a customer. The choices are "Total Bal", "Current Bal", "Exempt", and "Avg Bill" which are chosen from a drop-down list. "Total Bal" means the penalty will be assessed against the entire balance, "Current Bal" means the penalty will be assessed against only the current balance only, "Exempt" means that no penalty will be assessed and "Avg Bill" means the penalty will be assessed against the customer's Avg bill amount.

Penly Charge Bill Code: if all bill codes are subject to penalty and there is to be only a single penalty calculation per customer, then enter the bill code set up for penalty calculation. This code must have been previously set up in the bill code file.

Penalty Sub-tot Bill Code: when assessing penalties, if user will be posting the total penalty amount to the GFC Budget Acctg files, this is the subtotal bill code that should already have been entered in the Auto-Post program. If not updating Budget leave this value as 0000.

Penalty Minimum Bal: only customers with a balance greater than this amount will be subject to penalty. If all persons are subject to penalty regardless of balance, enter zero.

Date Last Penalty Assessed:

when user updates penalties into the customer's balances, the date of the penalty assessment is stored here automatically. Then later if user updates penalties again with the same date a warning will be displayed.

### Reports:

Reverse History on Ldgr: the History-Print-Report program has the option of printing/displaying history in a "Ledger" format (balance is shown on each line). If you would prefer that this report by default display records in reverse order (newest records at top) check this box. If oldest records should appear at top then make sure this box is unchecked.

Print Book Totals: the Aging and Delinquent reports allow users to print in account number sequence. If user would like to print subtotals after each book check this box.

Bank Draft Type: The amount placed in the Bank Draft file and used for Pmt Auto-Post is determined by whether user selects "Total Balance" or "Current Balance". "Current Balance" means to always use the lower of the current balance or total balance. "Total Balance" means to always use the total balance. For example if the total balance for a customer is \$50.00 but the current balance is \$40.00, "C" would use \$40.00 as the amount whereas "T" would use \$50.00. This value is the default value and will display automatically on the Bank Draft and Auto-Post screens. The value however may be changed when running those programs.



**Delinquency:**

Use Any or All

**Matching Balances:** when printing the delinquent report and delinquent notices user is allowed to enter which aging periods should be included. "Any Matching Balances" means that if customer has any of the aging periods indicated, it should be printed. If "All Matching Balances" is selected, then a customer would have to have all the indicated balances to be included.

**Delinq Notice Cutoff Bal:** when printing the delinquent report or notices some users do not want customers with small balances to be included. If so, enter the amount that a balance (or avg bill) would have to be greater than to be included. If all delinquent accounts should be included regardless of the balance enter zero.

**Delinq Notice Form:** the system provides for 3 different delinquent notice forms. "Laser Postcard" uses a 8 1/2 X 11 sheet with 3 forms on it. "Laser Tri-fold: PP" is a pre-printed 8 1/2 X 11 tri-fold envelope-enclosed form while "Laser Tri-fold: Blank" is a blank 8 1/2 X 11 tri-fold envelope-enclosed form.

**Delq Notice Top/Body Margin:** this defines how far in inches the printer should advance from the top of the form before the notice begins printing. If using the postcard form this would be the distance to advance to begin printing the account# on the first form. If using the pre-printed tri-fold form this would be the distance to the beginning of the "body" of the form (account no, cust name, serv addr line). If using the blank tri-fold form this would be the distance to the body of the form where you would want your city name-address to begin printing. Initially estimated values will be entered which most likely will have to be changed after performing test prints.

**Delq Notice Left Margin :** this is the distance the program should move the print in from the left side of the form. The value will vary depending upon the form used and model of printer. The value is entered in inches (ex: .1 = 1/10"). The value initially entered will most likely have to be changed once a test print is done.

**Delq Notice 2<sup>nd</sup>/Stub Margin:** If using the postcard form this will be the distance to move print down to the account# on the second form and is entered in inches. If using the tri-fold forms this will be the distance to move print to the account# and date on the tear-off stub. The value entered will determine whether the stub is at the top or bottom of form.

**Delq Notice 3<sup>rd</sup> Margin/Not Used:** If using the postcard form this will be the distance to move print down to the account# on the third form and is entered in inches. If using the tri-fold forms this field is not used.

**Label Phrase:** the Delinquencies routine has the option to print "Labels". When printing the meter info on the label the program also allows a phrase to be printed. If this is a recurring phrase user may type it here so the phrase will appear each time the Labels are printed.

**Include Avg Bill Accts:** the Delinquencies routine has the option to include Avg Bill accounts who are past due. If your desire is to always include this group check this box... if not leave it unchecked.

**Payment Terms (tri-fold blank):** since the blank tri-fold delinquent notice normally has no payment terms pre-printed, this is where the user can enter what terms should print. Up to 550 characters may be typed on multiple lines. The number of characters per line depends whether you are using upper or lower case characters and the font size used (font size determined when printing statements). Normally 60-100 characters are entered per line.

**Colors (tri-fold blank):** since the blank tri-fold delinquent notice normally has no captions or titles pre-printed, this is where the user can define what colors are needed for each area of the form.... 'City Info' sets the color to be used when printing the city name-address, 'Headings' defines the color for titles and captions, 'Pmt Terms' sets the color for the payment terms that prints in the middle of the form, and 'Pmt Info' sets the color for the payment phrases that print on the tear-off form. The color choices are "Black", "Blue", "Navy Blue", "Red", "Maroon", "Green", and "Money Green". For these colors to actually print user would have to be printing to a color printer. Selecting colors other than "Black" on a black-only printer will only print shades of black.

After answering the above questions, the "Save" command will update these questions. Pressing the Esc key or selecting "Cancel" will leave the questions unchanged. The "Print" command will print the contents of this screen to your default printer.

## Meter Rdnng Deviations/Settings

The purpose of this routine is to allow user to define recurring values needed for the Meter Rdnng program for inputting meter readings either manually or thru the use of reading devices. This routine's main purpose is to define what high and low "deviation" percentages will be used for each service type and to define the device type format if using reading devices. Up to three lines of data may be entered since you could in theory bill three metered services. In other words if you read electric and water meters you would need to fill out two of the three lines. Some of this info is only filled in if using reading **devices** such as handheld or radio frequency readers. After selecting this option user should answer the following questions

### Meter Rdnng Device Format:

Only needed if using hand-held or electronic reading devices. Select a meter reading format type from a drop-down list. Choices are "Custom-Single Addr", "Custom-EID#", "Datamatics", "Radix", "Mueller", "Mueller-RF", Itron, and Neptune. This determines the format (interface) of the meter reading files that are uploaded and downloaded from and to the meter reading software. "Custom-Single Addr" and "Custom-EID#" are the same except "Custom-EID#" outputs an EID# whereas the "Custom-Single Addr" does not. 'Radix' is similar to 'Custom-Single Addr' except a second service address is outputted and the service types are 2 characters instead of 1 and the name and addresses are 25 characters instead of 22. 'Datamatics', 'Mueller', 'Mueller-RF', "Itron", and "Neptune" relate to formats specifically for users of those companies and detailed in their reference manuals. The 'Mueller-RF' format is the same as the 'Mueller' format except that fields for radio-frequency reading are populated. **See technical information at the end of the manual for layout info for the Custom and Radix types.** The Datamatics/Mueller/Itron/Neptune layouts are available upon request.

### Change Upload Readings:

Applicable only to the "Mueller" and 'Mueller-RF' formats. When new readings are merged into the Customer Accts you may want to change some of the last digits to zeros should you desire to have usage in even tens or hundreds. Therefore user may select from a drop-down list the choices "Last three digits with zeros", "Last two digits with zeros", "Last digit with zero", and "Leave Unchanged". For example if "Last two digits with zeros" is selected a current reading of 1262 would be merged in as 1200. If "Leave Unchanged" is selected then 1262 would be merged in as 1262.

For up to three meters enter the following info:

- Service Type: Select from this drop-down list the type of service. Choices are "Electric", "Water", "Gas", and "None".
- Bill Codes: Enter the lowest and highest bill codes that represent this type of service. For example if billing water and water billing codes are in the 1000 series user could enter 1000 as the beginning code and 1999 as the ending.
- Hi % Deviation: As meter readings are entered (either manually or thru reading devices), a warning can be issued if the consumption is this percent over the average. For example if 100 is entered then the consumption would have to be more than 100% more than the average to get a warning. For example if the average is 4000 the customer would have to use more than 8000 to get a warning. This percent may be different for each of the three meters and can be changed depending upon the season of the year. If you prefer not to get warnings enter 999.
- Lo % Deviation: As meter readings are entered (either manually or thru reading devices), a warning can be issued if the consumption is this percent under the average. This percent may be different for each of the three meters and can be changed depending upon the season of the year. For example if 50 is entered then the consumption would have to be more than 50% less than the average to get a warning. For example if the average is 4000 the customer would have to use less than 2000 to get a warning. Never use a percent as high as 100 for the low percent unless you would prefer to not get warnings.
- Merge Rdnng Date: Only needed if using reading devices. In the customer master screen there is a current reading date. If you have one have more than one type of metered service, select which meter reading date should be merged into this field. If you bill two or more metered services and some customers have only one of the services then check all lines with bill codes.
- Company Code: Applicable only to the 'Neptune' meter reading format. This is a 4 character company (city) abbreviation that is written into the company and route records in the Neptune download file.

After answering the above questions, the "Save" command will update these questions. Pressing the Esc key or choosing "Cancel" will leave the questions unchanged. The "Print" command will print the contents of this screen to your default printer.

## Setup Receipt Printer

In the Posting program there is a command that prints a receipt. Since the font or font size may be different than the other print routines found in Posting, this screen allows user to set up the printer info specifically for the receipt printer. Upon selecting this command user should answer the following questions:

Printer Info. (see Printer Settings discussion in Section 3)

After answering the above questions, the "Save" command will update these questions. Pressing Esc key or selecting "Cancel" will leave the questions unchanged.

# UTILITY BILLING GENERAL MONTHLY OPERATION

## Beginning of Month

- |                                                                                                                                                                                                                                                                                                                                        |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1. Post payments, credit adjustments, deposit checks.<br>Print posting journal and verify it balances.<br>Transfer postings.<br>Perform step 1 daily.                                                                                                                                                                                  | Program<br>Postings |
| 2. After the statement due date, assess penalties.                                                                                                                                                                                                                                                                                     | Assess Penalties    |
| 3. Print delinquent notices and report if applicable                                                                                                                                                                                                                                                                                   | Reports             |
| 4. As meters are read, enter meter readings into system.<br>If meter reading devices are being used, down-load previous rdgs to meter reading devices and then up-load new rdgs when the meter readings are brought back in.<br>You may print meter readings to paper if desired.                                                      | Meter Readings      |
| 5. Any customers having their service discontinued should have their accounts edited with:<br>a. If you want to make the acct# available to a new customer change the acct# sub-number to "01" or "02" or "A0".<br>b. Status "Final" or "Temp Final"<br>c. New forwarding address<br>d. Current meter reading and current reading date | Customers           |
| 6. Print a list of manual bills and review. Add, edit, or delete and print new list.                                                                                                                                                                                                                                                   | Manual Bills        |
| 7. If you bill a fuel adjustment (power cost) and the rate changes each month, change the rate in the proper bill code.                                                                                                                                                                                                                | Bill Codes          |

## Printing Bills

- |                                                                                                                                                                                                                |                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1. Load statement info (messages, dates, etc)                                                                                                                                                                  | Statements/Jrnl |
| 2. If you want a pre-billing journal printed in order to check statement calculations, check the "Journal" option.<br>"Updt Customers Accts" should <b>not</b> be checked.                                     |                 |
| 3. Print bills in acct or zip/postal order making sure that the customer update question is not checked and that the print option is set to "Statements".                                                      | Statements/Jrnl |
| 4. Tear bills apart and pull out any incorrect ones. Fix the problem and re-print using the non-sequential print option.                                                                                       | Statements/Jrnl |
| 5. If you want a post-billing journal to have on-hand in case of questions print using the "Journal" option. "Updt Customer Accts" should <b>not</b> be checked.                                               |                 |
| 6. If bills are printed correctly and ready for mailing and any needed journals have been printed, check the "Updt Customer Accts" box and print using "None".<br><b>MAKE SURE A CURRENT BACKUP IN ON HAND</b> | Statements/Jrnl |
| 7. Print billing totals. File billing journal and totals.                                                                                                                                                      | Statements/Jrnl |

## End of Month

- |                                                                                                                                                        |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1. Print Deposit Disposition report twice and give one to person who does deposit refunds. Save the other copy.                                        | EOM or Reports |
| 2. Print aged balance due report and save.                                                                                                             | EOM or Reports |
| 3. Print Summary report if needed.                                                                                                                     | Reports        |
| 4. Apply credit balances (if needed)                                                                                                                   | EOM or Reports |
| 5. Run Distribution Verify program. No one should be on the list. If anyone is call GFC.                                                               | EOM or Reports |
| 6. If you accumulate postings for the month, print monthly list after printing, clear the monthly postings.                                            | EOM or Reports |
| 7. If you print the tracking (special bill code) report, print and clear.                                                                              | EOM            |
| 8. If you do bank drafts, print Bank Draft List                                                                                                        | EOM or Reports |
| 9. If you do bank drafts and you send your bank an ACH file perform the 'Build' routine that is in the Utility ACH program and send file to your bank. |                |

## TECHNICAL INFORMATION FILE LAYOUTS

### HHFILE.DAT (file down-loaded into meter reading devices)

#### Custom format

Acct# 10 A/N  
Cust Name 22 A/N  
Service Addr 22 A/N  
EID/ERT# 22 A/N

(available in format "Custom-EID# format but not format "Custom-Single Addr")

#### Meter-1 Type 1 A/N (E=Elect, W=Water, G=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

#### Meter-2 Type 1 A/N (E=Elect, W=Water, G=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

#### Meter-3 Type 1 A/N (E=Elect, W=Water, G=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

#### Radix format

Acct# 10 A/N  
Cust Name 25 A/N  
Service Addr 25 A/N  
Service Addr - 2 25 A/N

#### Meter-1 Type 2 A/N (E1=Elect, W1=Water, G1=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

#### Meter-2 Type 2 A/N (E2=Elect, W2=Water, G2=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

#### Meter-3 Type 2 A/N (E3=Elect, W3=Water, G3=Gas)

Meter No. 9 A/N  
Prev Rdg 8 N  
Highest Acceptable Rdg 8 N  
Lowest Acceptable Rdg 8 N

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### PCFILE.DAT (file uploaded into host computer to automatically merge into current readings)

#### Custom format

Acct# 10 A/N  
Rdg Date 6 N (MMDDYY)  
Meter-1 Type 1 A/N (E=Elect, W=Water, G=Gas)  
Current Rdg 8 N  
Meter-2 Type 1 A/N (E=Elect, W=Water, G=Gas)  
Current Rdg 8 N  
Meter-3 Type 1 A/N (E=Elect, W=Water, G=Gas)  
Current Rdg 8 N

#### Radix Format

Acct# 10 A/N  
Rdg Date 6 N (MMDDYY)  
Meter-1 Type 2 A/N (E1=Elect, W1=Water, G1=Gas)  
Current Rdg 8 N  
Meter-2 Type 2 A/N (E2=Elect, W2=Water, G2=Gas)  
Current Rdg 8 N  
Meter-3 Type 2 A/N (E3=Elect, W3=Water, G3=Gas)  
Current Rdg 8 N

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### DOWNLOAD.DAT (file downloaded to meter reading devices - Mueller, Itron, or Neptune formats)

For details on file format contact GFC Data Systems, Mueller, Itron, or Neptune Systems

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### UPLOAD.DAT (file uploaded to host computer to merge into current readings - Mueller, Itron, or Neptune formats)

For details on file format contact GFC Data Systems, Mueller, Itron, or Neptune Systems

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### USAGE.DAT (file created with historical usage data)

Cust Record: File-Id	1 N (1)	Usage Record: File Id	1 N (2)
Cust Acct#	10 A/N	Date	8 N (YYYYMMDD)
Cust Name	25 A/N	Usage	8 N
Service Addr	25 A/N		

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### UMFILE.DAT (file created for those needing customer's name/ mailing address)

Name 25 A/N  
Addr-1 25 A/N  
Addr-2 25 A/N  
City 16 A/N  
State 2 A/N  
Zip Code 5 A/N

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note: A/N = alpha-numeric N = numeric

## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## Adjustment Form

Date: \_\_\_\_\_  
Acct#: \_\_\_\_\_  
Name: \_\_\_\_\_  
Check one:  Cr Adj  Dr Adj  
Amount: \_\_\_\_\_ (minus if debit)  
Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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please make copies of the above to use for posting adjustments

## File Repair

This routine is used to repair or check for corrupted files and optionally compress files. This should only be used with the assistance of your support rep.

## Clear Registry

On rare occasions printer settings might need to be reset (cleared). For example if suddenly the wrong printer or font name begins displaying on your print screens it is easier to reset all the printer settings at one time rather than change printer settings one screen at a time. You must confirm the program should be run - click on Yes to clear or No to cancel. Screen size settings will also be reset so some 'LookUp' or 'Print to Screen' screen and column heights and widths may need to be adjusted.