

PRINTING STATEMENTS or PRE-BILLING JOURNAL (no update)

(a pre-billing journal is billing info printed to paper for review before printing bills - some do not print this)

1. From the Main Menu select **Statements/Jrnl**.

LOADING MESSAGES

2. If you would like to "load" stmt messages but you are not ready to begin printing, select the **"Load Info"** command and enter the following:
 - a. Message 1 Will repeat the text from the last print run but can be changed if needed. Pressing F1 (postcards only) assumes the reading dates should be automatically inserted on this line while F2 (postcard only) means to insert the customer name. If F1 or F2 is used text can be entered to the right of the angle bracket if needed.
 - b. Message 2 same options as message 1 line.
 - c. Message 3 Will repeat the text from the last print run but can be changed.
 - d. Message 4 applicable only to tri-fold stmt format.
 - e. Bank Draft Message Leave blank unless you print bills for bank draft customers in which case a special message can be entered-ex: YOUR BILL BE DRAFTED ON THE 5th.
 - f. Select **"Save Info"**.

PRINTING BILLS OR JOURNAL

3. If printing bills, load postcard or tri-fold forms.
If printing a pre-billing journal put regular paper in printer.
 - a. Select the **"Print Stmts/Jrnl"** command.
 - b. Select **"Acct Order"** to print in acct# order or **"Zip-Pstl Rt Order"** to print in zip code/postal route order or **Non-Sequential** to print for random accounts.
 - c. Print Options:

Print Statements	mark this if printing billing statements
Print Journal	mark this if printing the pre-billing journal
Statement Date	enter date that represents the billing date.
History/Dist Date	not applicable - used only when updating.
 - d. Billing Area Code normally 0000 to include all BAC/Seq#s)

Beg Account	(00-0000.00)
End Account	(ZZ-ZZZZ.ZZ)
Beg Zip/Postal	(00000) applicable only if printing in zip-pstl rt order
End Zip/Postal	(99999ZZZ) " " " "

Select **"Begin Stmts"** or **"Begin Jrnl"** to begin printing.

(If the print needs to be canceled go to Windows-Control Panel-Printers/Faxes).

REPRINTING STATEMENTS

4. Since printing statements does not update the customer files, user is free to re-print statements as many times as needed. If a large range of stmts need to be re-printed then use steps 2 and 3 above and simply enter a beg/end account#. Normally, however, statements will have to be re-printed randomly. To do this:
 - a. Load postcard to tri-fold forms.
 - b. Re-load statement info per "Load Info" (step 2).
 - c. Select **"Print Stmts/Jrnl"** command.
 - d. Select **"Non-Sequential"**.
 - e. Make sure "Print Statements" is marked and the dates are correct
 - f. Enter up to 10 acct#s to re-print
 - g. Select **"Begin Stmts"** to begin printing.

BILLING UPDATE AND TOTALS (final pass)

Note: updating should only be done after all billing statements and journals have been printed. Once the update is done statements and journals can no longer be printed correctly. As the update is processed no printing occurs. Therefore if you desire a final journal, it you must print it before the update occurs. When updating "Print Nothing" is marked automatically.

MAKE SURE A CURRENT BACKUP OF DATA FILES IS ON-HAND

1. From the Main Menu select **Statements/Jrnl**.
2. Make sure regular paper is in printer.
 - a. Select the **"Updt Accts"** command.
 - b. Select **"Acct Order"** to update in acct# order.
 - c. Updt Cust Accts **(this will be checked automatically)**
 - d. Print Nothing **(this will be marked automatically)**

 - e. Statement Date not applicable to updating - this is only used when printing stmts
 - f. History/Dist Date this is the date that the history and distribution records will be dated. The value will initially default to the current date but may be changed.

 - g. Confirm the following:

Billing Area Code	(normally 0000 to include all BAC/Seq#s)
Beg Account	(00-0000.00)
End Account	(ZZ-ZZZZ.ZZ)

Select "Updt Accts" to begin updating. A screen will display where user has to read and check several boxes. This is to make sure the correct program is being run at the right time (i.e. statements have been printed and checked and now balances should be updated). After checking the boxes user must click on "Proceed". Then another confirmation message will display to make sure you want to update. Click on 'Yes' to proceed or 'No' to cancel. If an update has already been done using the same history date, a warning will display giving user a chance to exit. **MAKE SURE A CURRENT BACKUP OF THE DATA FILES IS ON HAND!**

Once the update begins account#s display on the screen. The update can take 1 - 30 minutes depending upon the number of accounts and how many items are on each account. It's important that this program begin and end without interruption. If the screen gets minimized during the update the screen may appear to be frozen when it is restored. Even if the message "Not responding" displays do not stop the update but rather let it run until it finishes.

TOTALS

4. When update is finished, select **"Print/Post Totals"** to print billing totals. Select **"Print"** to begin.

PAYMENT POSTING

1. From the main menu click on "Postings".
2. **If user is accumulating postings for the month go to step 3.**
If not accumulating postings for the month and this is the start of a new posting session select the "Remove" command. Select "Yes" to confirm. Then click on "Remove" to delete (if you don't clear daily then clear at least monthly)
3. Enter first acct# or name and press Enter ('Lookup' will display a list)
When the correct acct and name is displayed select "Post".
Change posting date if needed. Then click on "OK" to accept the date.
4. Enter payment amount or press Enter to accept balance as payment amount.
If no other info is needed user can select "Save Post" (or press F12).
5. Enter posting type from the drop-down list where the choices are:
Check/Reg, Cash, Credit Card, Debit Adj, Cr Adj, Charge, Deposit, Transfer, Write-off
6. Enter check# or any other reference desired and press Enter.
7. From Dist Type user may select "Save Post" (F12 moves cursor to 'Save Post') to finish the posting if the Dist Type displays as "Fixed" (or "Proportional") or if user changes the Dist Type to "Fixed" and then go to step 8. However if the Dist Type displays as "Manual" (or user changes it to "Manual") then it means the user will apply the payment to revenue categories manually. To do this user should press Enter to go thru the "Dist Date" to access the Dist records. User then enters the amount to apply next to each unpaid record until the "Remaining Amt" is zero (**Note: on any line where the Apply Amt should be the same as the Unpaid Amt, user may press F4 to automatically insert the Unpaid Amt into the Apply Amt**). Select "Save Post" when finished. NOTE: if posting an amount to a zero balance account then user will have to enter the date, amount, and bill code to apply to until amount the "Remaining Amt" equals zero. Select "Save Post" when finished.
8. Enter next acct# and go to step 4 for next posting or press Esc to finish.
To print journal go to step 9.

POSTING JOURNAL

9. Choose the "Print" and "Report" commands to print the journal. (Normally, do not change the dates). Select "Print" to begin (or for a preview check the box "Print to Screen"). Check the journal for correct totals.
10. If a posting has been inputted in error, enter acct# at bottom of screen and select "Modify". A list of postings for that customer will display. Double-click on the record to be edited. Make changes and select "Save Edit". After all changes have been made select "Save All". If a posting should be deleted enter acct# at bottom of screen and then select "Modify". A list of postings for that customer will display. Click on the record to be deleted and then click on "Un/Delete". Then click on "Save All" to finalize the delete.
11. When it is determined that all postings are correct, go to step 12.

TRANSFER POSTINGS (Revenue Report)

12. Select the "Transfer" command. (Normally, do not change dates).
13. Print first selecting "Print New Totals Only". This prints totals but does not update customers (you may send the totals to the screen)
14. When ready to update, make sure "Updt Customer Balances" is selected before selecting "Print". When update warning displays user should select "Yes" to proceed.

RE-PRINT TOTALS

15. If after updating, you need the revenue totals printed again, select "Print Last Totals".

POSTING CREDIT ADJUSTMENTS/WRITE-OFFS

If someone is over-billed you may need to post a credit adjustment where part of the bill is simply adjusted off. These adjustments would normally be posted separately from a payment run. Some might even post these once a week when you might have four or five to post. It is recommended that some sort of "form" be filled out to explain the adjustment as to why, when, and how much.

Posting these adjustments is just like posting a payment except the posting type "Credit Adj" is selected. This will update the history as "CREDIT ADJ" instead of payment. You must print a journal and transfer these postings just like a payment posting run.

User may select the type "Write-off" if taking an amount off the balance as a Write-off or "Transfer" if taking an amount off the balance because of a transfer to another account.

POSTING DEBIT ADJS/CHARGES

If you need to post a charge or a debit adjustment to a customer's balance (such as a missed charge) user should enter the posting amount as a minus and select "Charge" as the type or "Debit Adj". Use "Charge" if you want the history to show the posting as a specific type of charge or "Debit Adj" if you want history to show the posting as just a generic debit. Whether entering "Charge" or "Debit Adj", the system forces a Dist Type of "Manual". Then manual distribution records must be entered with user entering the date(s), amount(s), and bill code(s) that the charge or debit is for.

ASSESSING PENALTIES

1. From the main menu, choose "Penalties/Fees". Then select "Penalties".
 - a. Select **Print Journal** (select this option to print a journal but not perform an update - this should be done first)
or
Updt Cust (select this option only when ready to update the customer's balance)
 - b. Pstg Date (enter the date that you would want to be in history/dist files)
 - c. Book Totals (check only if a subtotal should print between books)
 - d. BAC (0000)
 - e. Beg Acct (00-0000.00)
 - f. End Acct (ZZ-ZZZZ.ZZ)
 - g. Exclude Accts- enter up to 34 past due accounts that should not be penalized. When running first time with journal only these would be left blank. When running again with Update then user may enter any acct#s who should be excluded. You can also exclude customers by entering "Exclude" as the Pen Status on their screen. The system also allows a "minimum" penalty balance to be entered in Options under 'Penalties/Repts'.
 - h. Select "Print Pen" or "Assess Pen" to begin. If updating, a confirmation screen will display causing user to select "Yes" to continue. A journal will print.

ASSESSING FEES

This program is used to add-on misc fees such as turn-off or return ck fees. If you do not add these types of fees on to the customer's balance (just collect them when paid) then do not use this program.

From the main menu, choose "Penalties/Fees". Then select "Fees".

- a. Print Journal (select this option to print a journal but not perform an update)
or
Updt Cust (select this option only when ready to update the customer's balance)
- b. Pstg Date (enter the date that you would want to be in history/dist files)
- c. Book Totals (check only if a subtotal should print between books)
- d. Bill Code - code that represents the fee being assessed.
- e. Amount - the amount of the fee being assessed.
- f. Reconnect Fee - if the fee being assessed for the customer being reconnected select this option. This will update the field on the customer screen called "Turn-offs"
Ret Ck Fee - if the fee being assessed is for a returned check select this option. This will update the field on the customer screen called "Ret Ck".
- g. Assess Accts - enter up to 34 customer acct#s that is getting the fee assessed to
- h. Select "Print Fee" or "Assess Fee" to begin. If updating, a confirmation screen will display causing user to select "Yes" to continue. A journal will print.

INPUTTING METER READINGS

Overview... this program is a fast way of editing each customer's current meter reading. User could actually accomplish what this program does by editing the current meter reading on each customer's screen thru normal customer edit. However that would be a very slow way of inputting meter readings and the correct "current rdg date" would not be put on the customer screen. Also this program calculates the consumption and issues a warning if unusual. **The accounts are come up in one of two sequences determined by a setting on the Options-Postings/Meter Rdgs screen. This flag determines whether accounts will be read in Acct# or BAC/Seq# order.**

1. From Main Menu choose **Meter Readings**.
2. Enter acct# or name to begin with.
3. Once the account you desire is on the screen, select **"Post"**.
4. Enter date the meters were read or press Enter to accept the current date.
5. System should stop at current reading field. User may:
 - a. Enter reading and press Enter
or
 - b. **Select "Un/Estimate" to estimate** the current reading
(select again to un-estimate)
or
 - c. **Select "Edit"** to change other info on the meter line. The focus will go to the Meter Serial# and user can press Tab to access other fields to the left of the Curr Rdg.
or
 - d. **Select "Rdg Date" to change the reading date.** Enter date and press Enter.
or
 - e. **Select "Status" to change customer's status.** Select the "Status" drop-down and select the status needed)

If after entering the current reading, an unusual consumption message appears user may select "Yes" to accept or "No" to re-enter.

If the system will not allow the entry of all the digits then you are exceeding the "Dig" (maximum digits in meter) value. User should change the reading to zero and then press "Edit" and Tab over to the "Dig" and change to the correct value.

6. Once the current rdg is accepted the system will go to the "Save" command. User may press the Enter key to Save or selecting Cancel will void the entry.
7. Then the cursor will go to the "Next Acct". User may do any of the following:
 - a. Press Enter to accept the displayed acct# and go to step 5.
 - b. Enter any acct# desired and go to step 5.
 - c. Press Down/Up Arrows to scroll to the acct desired and go to step 5.
 - d. Select "Lookup" (Alt-L) to perform a lookup in acct# order.
 - e. Blank the acct# and go to the Next Name field, enter a partial name and select "Lookup" (Alt-L) to list accts in name order.
 - f. Press ESC to quit. Go to step 8.

PRINT READINGS

8. If desired, user may print readings by using "Print" and "Report" commands.

If all readings should print then leave fields as they default.

If only unusual consumptions should print then check the "Print UC Rdgs Only" box and then click on "Use Percentages".

If you would like to print just consumptions over or below a set amount, click on "Print UC Rdgs Only" and then click on "Use Low Amt" or "Use High Amt" and enter the amount to test off of.

If only non-posted accts should print (Prev Rdg = Curr Rdg) then be sure "Print Posted Rdgs" is unchecked and "Print Non-Posted Rdgs" is checked.

If you have more than one type of metered service, you can limit the print-out to a single meter type by entering a beg/end bill code.

If user would like a total of consumption (without customer detail) then make sure "Print Acct Detail" is unchecked and "Print Cons Totals" is checked.

END OF MONTH

After bills have been printed, updated, and billing totals printed the following may need to be done.

1. If needed print an aging report (found on Main Menu and under Reports and also under End of Month). This will give user a list of what each account owes. This is handy should be computer be tied up and not be able to lookup an account.
2. If you are creating unapplied credits (not applying overpayments to a specific revenue type) then you should now apply unapplied credits to the newly created bills. To do this run program Apply Unappl Crs (under "End-of-Month"). This does not change any balances, just applys overpayments to a revenue source (since it was not done at payment posting time.
3. **Verify dist balances** equal acct balances (found under "End of Month" and also under Distribution-Print). If anyone prints correct dist file.
4. If needed, print a **Bank Draft** list (found under "End of Month" and "Reports") to get a list of bank draft accounts with the amount due. Make sure Print and Create are selected. If you are sending an ACH bank draft file to your bank, go into the program and run the "Build" program. Then run the program that dumps the file to CD or diskette.
5. If needed, print a **Deposit Disposition** report (found under "End of Month" or "Reports") to get a list of recent "final" accounts to see how to dispose of their deposits. Be sure and enter appropriate beg/end billing dates.