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 Paper Stmts — mark this if printing billing statements
   Print pdf Stmts — mark this if creating pdf statements
   Print Journal — mark this if printing the pre-billing journal
   Statement Date — enter date that represents the billing date.
   Hstry/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 — (99999ZZZZ)   "   "   "   "

   Select "Begin Stmts" or "Begin pdf Stmts" or "Begin Jrnl" to begin.
   (If the print needs to be canceled go to Control Panel-Devices and Printers)

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 or 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 Paper Stmts" 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 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, you must print it before the update occurs. Note: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. Hstry/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 four boxes. This is to make sure the correct program is being run at the right time (i.e. statements have been printed and reviewed 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

Note: if you use the separate Receipting software, then payments will be posted using that program. In that case pick up the process in this program at step 9 below.

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, Online, ACH

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 also send the totals to the screen but you should a printed version also)
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

A journal (with no update) should be printed first and reviewed. Only after the review is done should the update be done.

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 Customer Acct 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 allowing 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 allowing user to select "Yes" to continue. A journal will print.

Printing Delinquent Report, Notices and Labels

If there is a need to print a delinquent report, notices, or labels use the "Delinquencies" program. If printing notices the format used (postcards or tri-fold paper) and form margins are stored in "Options-Penalties/Reports". A "Cut-off" balance is also stored on the same screen that determines what balance a customer must have in order to be included. For example if 4.99 is entered then only customers with balances of 5.00 or higher will be included on the report, notices, or labels. Note: on each customer acct screen there is a setting to exempt the account from delinquent routines.

The following options are common to the three routines described below: (normally the default values displayed will be used)
1. You may select which customer "statuses" to include.
2. User may enter a range of bill codes if needed. For example if only water customers should be included and water bill codes are in the 1000 series then enter 1000 - 1999 to only include water customers. Leave as 0000 and 9599 to include all.
3. If the default "**Cut-off Bal**" should be changed click on the field and enter an alternative amount (this does not change the permanent setting on the "Options-Penalties/Reports" screen.
4. If inactive customers are being included and you only want to include those who have been billed within a given recent time period, enter a "**Last Bill Date**". For example if 01/01/18 is entered only unpaid balances from that date forward would be included. This is handy if a list or csv file is being created for a collection agency and they are not allowed to collect from very old past due customers. Leave blank to include balances regardless of date.
5. User may check/uncheck the "Use Balances" checkboxes to determine which aging balances should be included. For example if you want only balances that are 90 days and over to be included, uncheck all balance check boxes except for the '90 day' box.
6. If any 'Cust Types' should be excluded then enter up to 4 types. This is convenient if, for example, commerical accts should be excluded. Leave blank to include all types.

Delinquent Report: (see user manual for a more detail explanation)
1. Make sure the "Report" option is marked.
2. Boxes like "Print SSN, Print Phone#, Print Mailing Addr" can be checked to include those values on the report.
3. The report can be displayed to the screen by checking "Print to Screen" or written to a file by checking "Print to csv File".

Delinquent Notices (see user manual for a more detail explanation)
It is a good idea to always print a report first to confirm who is getting a notice printed.
1. Make sure the "Notice" option is marked.
2. If using the tri-fold blank format, user will already have entered the desired recurring text on the Options-Penalties/Reports screen. However there is also a non-recurring "**Msg**" field that can be used to print additional text on the notice (ex: CITY HALL WILL BE CLOSED THE 2Oth)
4. There are three dates that print on the notice so user should enter the "Notice", "Cut-off", and "Due Since" dates.
5. If using special forms, place the forms in your printer before selecting "Print Notice" to begin.

Delinquent Labels (see user manual for a more detail explanation)
Some towns use reminder door-hangers so this routine is used to print a label to put on them to show the balance owed. It is a good idea to always print a report first to confirm who is getting a label printed.
1. Make sure the "Labels" option is marked.
2. A "Phrase" may be entered that will print on each label. If the phrase is recurring, the phrase may be stored on the Options-Penalties/Reports screen.
3. Insert sheets of labels before selecting "Print Labels" to begin. Note: label margin settings are stored on the "Options-General screen.

MANUALLY 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, name or serv addr order.
   e. Press ESC to quit. Go to step 8.

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OUTPUT/INPUT ELECTRONIC METER READINGS

See Utility Billing User's Manual for a more detail description

Before readings are read in the field electronically a file with customer name, serv addr, and prev meter readings must first be created that is moved to the vendor's software for processing. This is done by opening **Meter Rdngs–Meter Rdng Devices**. Make sure **"Output to Meter Rdng Device"** is marked before selecting "Output". The file created (file name is in the upper right corner of the screen) is then processed by the vendor's software.

When meters have been read a file containing the new readings should be moved into the utility billing folder (usually the 'Util' folder). After selecting "**Input Rdngs from Meter Rdg Device**", the name of the file will display in the upper right corner**.** User should print a list of readings before actually merging them to confirm you are working with the current month's file.

PRINT READINGS (whether readings were entered manually or merged automatically, a list can be printed for review)

8. From the Meter Reading screen select the "Print" and "Report" commands.

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

   If only unusual consumption 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 go to your bank's website and upload the ACH file.

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.