Creating Bill Codes

- <u>Step 1:</u> Review rates set up by city, by ordinance or resolution.
- <u>Step 2:</u> General Tab

Billing/Collections > Utility/Tax Billing > Calculate Bills > Bill Code Maintenance

| © Bill Code Maintenance E | |
|--|--|
| Add Zedit Close To Delete Previous Next Help | |
| Bill Code: Description: | |
| General Calculation Receivables/Refund | |
| Service Type: Water | |
| Calc Type: Flat | |
| Disable Code: Not Eligible for Discount: | |
| Calc Interest: Not Eligible for Install Plan: | |
| Grace Days: Eligible for Tax Relief: | |
| Adjustment Due Date: Period Due Date 🔹 One Time Penalty: | |
| Separate Charge: | |
| Combine with Bill Code: | |
| Default Pay Code: | |
| Electric Calc Type: | |
| | |

• Step 3: Add 3 Character Code

| Add | |
|--|----|
| Add Record X | |
| Enter Bill Code: | |
| OK Cancel | |
| (in this example we will add code "WR1") | |
| Bill Code: WR1 Description: | |
| General Calculation Receivables/Refund Rate Table | |
| Service Type: Water | |
| Calc Type: Rate Structure | |
| Disable Code: Not Eligible for Discount: | |
| Calc Interest: 🗸 Not Eligible for Install Plan: | |
| Grace Days: 0 Eligible for Tax Relief: | |
| Adjustment Due Date: Period Due Date One Time Penalty: | |
| Separate Charge: | |
| Combine with Bill Code: | |
| Default Pay Code: | |
| Electric Calc Type: | (c |

(options will vary on codes)

<u>Step 4:</u> Calculation Tab

| Maintenance Fee: .00 Round Usage: Nearest Thousand (Round Down) Maintenance Calc: Per Unit Usage Unit Msre: Do Not Round | |
|--|---|
| Maintenance Calc: Per Unit Usage Unit Msre: Do Not Round | - |
| | â |
| Flat Fee/Percentage: .000000 Allowance Calc: Nearest Hundred | |
| Flat/Minimum Calc: Per Unit | |
| Nearest Hundred (Round Down) | |
| Nearest Thousand | |
| Nearest Thousand (Round Up) | |
| Nearest Thousand (Round Down) | |
| Nearest Factor 1 (Round Down) | |
| Nearest Factor 1 (Round Up) | |
| Nearest Factor (Round Up) | ~ |

**Rounding usage depends on how meter is read.

• Step 5: Receivables/Refund Tab

| General | Calculation | Receivables/Refund | Rate Table | |
|----------|----------------|--------------------|------------|--|
| Revenue | Accounts | | | |
| 20 |)21 Billing: 📔 | | | |
| 20 |)20 Billing: | | | |
| Future Y | ear Billing: 🔤 | | | |
| | Arrears: | | | |
| Refund / | Account | | | |
| Budg | et 🔹 | | | |

** This revenue account is where they want the billing to go when paid.

• Step 6 (optional): Rate Table Tab – based on calc type of bill code

| Ger | eral Calculation | Re | ceivables/Refund F | Rate Ta | able | | |
|-----|------------------|-----|--------------------|---------|---------|--------|----------|
| | Minimum | | Allowance | | Rate | Factor | |
| 1. | | .00 | . (| 00 | .000000 | .00 | <u>^</u> |
| 2. | | .00 | . (| 00 | .000000 | .00 | |
| 3. | | .00 | . (| 00 | .000000 | .00 | |
| 4. | | .00 | . (| 00 | .000000 | .00 | |
| 5. | | .00 | . (| 00 | .000000 | .00 | |
| 6. | | .00 | . (| 00 | .000000 | .00 | |
| 7. | | .00 | . (| 00 | .000000 | .00 | |
| 8. | | .00 | . (| 00 | .000000 | .00 | |
| 9. | | .00 | . (| 00 | .000000 | .00 | |
| 10. | | .00 | . (| 00 | .000000 | .00 | ~ |

Minimum is the balance before use, the allowance is what is allowed for the rate, and the factor is how the use is billed (10's, 100's, or 1,000's is what is common)

Meter Reading Adjustment

<u>Step 1:</u> Open Utility Account
 Billing/Collections > Utility/Property Tax Billing > Utility Accounts > Account Maintenance

| Sec. 1 | |
|--|---|
| Add 🛛 😭 Edit | Close ☐ Delete |
| Account Id: 76 - | 1 Jun Type: RS Section: EUI Owner |
| Prop Loc: 123 FANTASYL Serv Loc: 123 FANTASYL City Id: PID: | ND DR Decation Id: 59 W NO DR W Primary Property: Bill To: DUCK, DONALD D Bill To: DUCK, DONALD D Alternate Id: W |
| General Additional V | ater Sewer W/S Meter Irrigation Irrigation Meter Garbage\RW Garbage\RW Meter Balances Recent Activity Credit History Location Accounts 🗣 |
| Bill To | Owner |
| Street 1: 123 FANT/ Street 2: City/St/Zip: ORLANDO, Phone: (407)934 Email: DONALD.D | Street 1: 123 FANTASYLAND DR Street 2: Street 2: Street 2: Street 2: G39 Cell: - Country: Country: NOKRGMAIL.COM E-Bill: |
| Service Types | Email: DONALD.D.DUCK@GMAIL.COM E-Bill: |
| Statu: Water: Active Sewer: Active Irrigation: Active Garbage\RW: Active Print Bill Recalculate Bill | Active Date Inactive Date Bank Code: eg/22/2814 // eg/28/28 // eg/28/2 |
| Generation Id | Calculate Final Bill Adjustment Exclude from Tax Sale: Online Payment Restrictions: None |

Select Account meter reading is incorrect (this example we will use Donald Duck)

Step 2: Review Meter Reading from Detail Tab

| Utility Account Detail X | | | | | |
|-----------------------------------|--|--|--|--|--|
| Trans Type: Meter Readings | | | | | |
| Service Type: Irrigation 💌 | | | | | |
| Begin Date: 📝 🖊 🔳 | | | | | |
| End Date: 09/30/2021 | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Order By Vear/Prd | | | | | |
| V Newest First | | | | | |
| Fxclude Non-NSE Reversed Payments | | | | | |
| Print Detail Lines | | | | | |
| | | | | | |
| OK Cancel | | | | | |
| OK | | | | | |

| ccount Id Type Section Cycle Bill Group | Location Name METER NUM City Id | Mult Si | ize B | ook Page | Units | Code | Year F | Prd Da | ite Ty | rpe Est Flag | Readings | Usage | Excess Usage | Roll Flag | Ref Num |
|--|--|---------|-------|------------|---------|------|---------------|----------------|-------------------------|-----------------|---------------------|----------------------|--------------------|--------------|----------------|
| 76-1 | 123 FANTASYLAN | D DR | | | 1.00 | IRI | Irriga | ation | Standa | nd Meter: | 1 Meter | Group: 1 St | atus: Read | | |
| S EUI Trigatio 3 | DUCK, DONALD D 1850101750 | 10 | 7 | 0331 06960 | 1.00 | ITX | METER 2021 | NUM: 9 09/ | 185010 0 8/21 | 1750 S | Serial Nu 773070 | m: 52812064 15460 | 15460.00 | | 41920 |
| 0 | | | | | | | 2021 2021 | 8 08/ 7 07/ | 06/21 08/21 | S S | 757610 750770 | 6840 3770 | 6840.00 3770.00 | | 41453 41011 |
| **in this | example th | nere w | as a | a high us | se this | s pa | st bi | lling | and | Donald | I Duck s | tated he | though h | is m | eter |

was wrong – once the meter was checked he was correct and it was mis-read, meter show the reading was 763070, we need to correct the reading.

• <u>Step 3:</u> Open Meter Reading Adjustment Routine

Billing/Collections > Utility/Property Tax Billing > Meter Reading > Meter Reading Adjustment Routine

| Edit Close 11 Delete Previous Next 1 Help |
|--|
| Service Type: Water/Sewer Property Location: |
| Account Id: Service Location: |
| Meter Seq: |
| Reading Type: Interim |
| Reading Date: 📝 / 🔳 📖 |
| Reading: |
| Year: |
| Period: |
| Estimate Flag: Estimate |
| Description: |
| Meter Rolled: |

Select service Type (Irrigation) Account Id, Meter seq, and Reading Type Click Edit and Change Reading Save

Creating Pay Codes

- Step 1: General Tab
 - Billing/Collections > Payments > Payment Code Maintenance

| Add Close Delete Previous Next PHelp | |
|--------------------------------------|--|
| Payment Code: Description: | |
| General Revenue | |
| Payment Type: Miscellaneous | |
| NSF Reversal: Bank Id: | |
| Bill Code: Deposit Payment: | |
| Payment Codes Over/Short Payment: | |
| Water: Customer Balance Adjustment: | |
| Sewer: | |
| Irrigation: | |
| Garbage\RW: | |
| Tax: | |
| A/R: | |
| Lien: | |
| | |

Step 2: Add 3 Character Code

| Add | | |
|-----------|-----------|----------|
| Add Reg | cord | \times |
| Enter Pay | yment Coo | de Id: |
| | ОК | Cancel |

(in this example we will add code "UT1" a utility umbrella code)

<u>Step 3 (optional)</u>: Center in payment codes if you're creating an umbrella payment code

| General Revenue | |
|-----------------------|--|
| Payment Type: Utility | • |
| NSF Reversal: | Bank Id: 800-TD 🛄 TD BANK Master Account |
| Bill Code: | Deposit Payment: |
| Payment Codes | Over/Short Payment: |
| Water: WTR 🛄 🤇 | Customer Balance Adjustment: 📃 |
| Sewer: SWR | |
| Irrigation: IRR | |
| Garbage\RW: GAR | |
| Tax: | |
| A/R: | |
| Lien: | |
| | **Options will vary on Payment Types. |

• Step 4: Enter Revenue Codes

| General Revenue | • | |
|----------------------|------------------|--------------------------------------|
| Source Id: | | |
| | Charge Accounts: | |
| 2021 Billing: | Revenue | Prompt for Account in Payment Window |
| | | |
| 2020 Billing: | | |
| Future Year Billing: | | |
| Arrears: | | |
| Interest: | Revenue | |
| | | |
| Overpay/Deposit: | | |

**Because this is a umbrella code, we will need to review the Primary Payment Codes from General Tab, in this example we will review payment code "WTR"

| ♣ Add ♀ Edit ★ Close ☎ Delete ♀ Previous ♀ Next ♀ Help | | | | |
|--|--|--|--|--|
| Payment Code: WTR Description: Water | | | | |
| General Revenue | | | | |
| Payment Type: Water | | | | |
| NSF Reversal:Bank Id: 800-TDTD BANK Master Account | | | | |
| Bill Code: Deposit Payment: | | | | |
| Payment Codes Over/Short Payment: | | | | |
| Water: Customer Balance Adjustment: | | | | |
| Sewer: | | | | |
| Irrigation: | | | | |
| Garbage\RW: | | | | |
| Tax: | | | | |
| A/R: | | | | |
| Lien: | | | | |
| © Payment Code Maintenance 📃 🗖 | | | | |
| | | | | |
| Add 🕜 Edit 🔀 Close 🛅 Delete 📀 Previous 💿 Next 💽 Help | | | | |
| ♣ Add ☑ Edit X Close Im Delete Im Previous Im Next Im Help Payment Code: WTR Im Description: Water Im | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water General Revenue | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Payment Code: WTR Description: Water General Revenue Source Id: UTILITY | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water General Revenue Source Id: UTILITY Charge Accounts: | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water General Revenue Source Id: UTILITY Charge Accounts: 2021 Billing: Revenue Prompt for Account in Payment Window | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water Image: Water | | | | |
| Add Edit Edit Close Delete Previous Next Help Payment Code: WTR Description: Water Image: Source Id: UTILITY Image: Source Id: UTILITY Image: Source Id: UTILITY Image: Source Id: Charge Accounts: Image: Source Id: Prompt for Account in Payment Window Image: Image: Image: Source Id: Image: Source I | | | | |
| Add | | | | |
| Add | | | | |
| Add Edit Close Delete Previous Next Help Payment Code: WTR Description: Water Image: Close | | | | |

Replacing Meters

• Step 1: Open Utility Account

Billing/Collections > Utility/Property Tax Billing > Utility Accounts > Account Maintenance

| e | Utility Account Maintenance | |
|---|---|---|
| ♣ Add ♀ Edit ¥ Close ■ Delete ♀ Previous ● Next | I≡Detail ⊇Letter Sview Map OHelp | |
| Account Id: 281 - 0 , Type: RS Section: EUI | | |
| Prop Loc: 456 LIBERTY SQUARE | | |
| Serv Loc: 456 LIBERTY SQUARE | Owner: WHITE, SNOW | |
| City Id: PID: | Alternate Id: | |
| Connect Additional Water Course W/C Mater Intention Intention | Mater Cathores DW Cathores DW Mater Balances Ba | ant Artivity Condit History Location Accounts |
| General Additional water sewer w/s weter imgation imgation | Weter Garbage (KW Garbage (KW Weter Balances Ke | Cent Activity Credit History Education Accounts |
| Bill To | Owner | |
| Street 1: 456 LIBERTY SQUARE | Street 1: 456 LIBERTY SQUARE | |
| Street 2: | Street 2: | |
| City/St/Zip: ORLANDO, FL 32726-5340 | City/St/Zip: ORLANDO, FL 32726-5340 | |
| Phone: (407)939-5277 Cell: () - | Country: | |
| Email: SNOW. WHITE@GMAIL.COM E-Bill: | Phone: (407)939-5277 Cell: () - | |
| Service Types | Email: SNOW. WHITE@GMAIL.COM | E-Bill: |
| Status Active Date Inactive Date | Bank Code: | |
| Water: Active 🔻 12/11/1996 🔳 / / 🔳 | Priority Service: | |
| Sewer: None 🔻 / / 🔳 / / 🔳 | User Msgs: | |
| Irrigation: None 💌 / / 🔳 / / | Municipal Lien: CO Date: | / / 🔳 Do Not Disconnect: |
| Garbage\RW: Active 💌 12/11/1996 🔳 / / | Outside Lien: Bankruptcy: | Tenant Occupied: |
| Print Bill | Assignment: Bankruptcy Date: | / / Landlord Account: |
| Create Work Order | Sp Charges: WIPP PIN: | 2549 Do Not Print Delinquent Notice: |
| Calculate Final Bill Adjustment | Exclude from Tax Sale: Online Payment Restrictions: | None 👻 |
| Section Id | | |
| | | |

Select Account meter is being replaced/exchanged on (this example we will use Snow White)

• <u>Step 2:</u> Select W/S Meter Tab (this may be labeled differently on your system)

| <u>e</u> j | , | Utility Account M | aintenance | | | |
|---|---|---|---------------------------|----------------|---------------------------|---------------------|
| Add 😥 Edit 🛛 🗶 Close 🛛 🛅 Dele | ete OPrevious ONext | ∃≣ Detail 🛛 Lette | er 🛛 📧 View <u>M</u> ap 🔹 | 0 Help | | |
| Account Id: 281 - 0 Type: R | S Section: EUI | | | | | |
| Prop Loc: 456 LIBERTY SQUARE Serv Loc: 456 LIBERTY SQUARE City Id: PID: | Location Id: 266 Definition Primary Property: | 0 Owner: WH Bill To: WH Alternate Id: | ITE, SNOW ITE, SNOW | | | |
| General Additional Water Sewer W | /S Meter Irrigation Irrigation | n Meter 🛛 Garbage\RW | Garbage\RW Meter | Balances Recen | t Activity Credit History | Location Accounts 👻 |
| Meter Backflow | | | | | | |
| Add Meter METER NUM: | Serial Num: | Book/Pa | ge: |] | | |
| Meter 2 | | | | | | Â |
| Meter Type: Standard | Meter Group: | 1 | Serial Num: 76364844 | | | |
| METER NUM: 1564454704 | # Dials: | 7 Ba | dger/MVRS: | | | |
| Book: 0223 Page: 03200 | Multiplier: | 10 | Sensus MXU: | | | |
| Location: 99 LOF DRV ROF TREE | | Read | Resolution: | * | | |
| Service Point Id: W1 | | D | ecode Type: 0 | | | |
| Gun Type: | v | Ta | amper Code: | | | |
| Gun Rdg Type: Radio 🔹 | Install Date: | 10/29/2019 🔳 Rep | laced Meter: 1 | Replac | e Meter | |
| Status: Read | Install Date 2: | / / 🔳 Me | ter Descript: MAKE E S | IZE 3/4 Delete | Meter | |
| Status Date: / / | Pipe Size: | .000 | | 🔊 Vier | w <u>M</u> ap | |
| Status Reason: | Footage: | .00 | Latitude: .000 | 0000 | | |
| | | | Longitude: . 00 | 00000 | | ~ |
| | | < 1 | | | | |
| | | 1/1 | | | | |
| | | | | | | |

(You should have received the final meter reading and the new meter information for this account.)

| old Meter | | | |
|-------------------------|----------|---|--|
| Meter Seq: 2 Meter G | oup: 1 | | |
| METER NUM: 1564454704 | | | |
| Serial Num: 76364844 | | | |
| Interim Read: | Rollover | | Interim Read: The Final Read for the Old Mete |
| lew Meter | | | |
| METER NUM: | | | |
| Serial Num: | | | |
| Mult: 10 | | | |
| # Dials: 7 | | | |
| Gun Type: | | - | |
| un Rdg Type: Radio | • | | |
| Sensus MXU: | | | |
| adger/MVRS: | | | |
| Reset Read: | | | |
| Year: 2021 Period: | 10 | | Year/Period: This will default to the next unbille |
| eading Date: 09/17/2021 | | | period |
| Reason: | | | 4 |

(Fill in information that was given to you to replace/exchange the meter, and save.)