## Bill Calculation Warnings

## Billing Assistant Overview

The Billing Assistant is used to correct errors and warnings found in the Bill Calculation. Highlight the zone currently being billed and click the Billing Assistant button.

| 匹 Billing Process |  | $\square \square$ |
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| File Edit Options Functions Help |  |  |
| 55 ( ) , ? |  |  |
|  |  | Meter Read Input <br> Variable Rate Input <br> Handheld Retrieval <br> Meter Read Register <br> Bill Maintenance <br> Bill Calculation <br> Billing Assistant <br> Bill Printing <br> Billing Update |
|  | sheila.mccay |  |

Display grids on the Errors tab and Warnings tab of the Billing Assistant program list each error or warning found and provide checkboxes to allow the user to track corrected problems.

This valuable tool not only displays the errors or warnings but also gives the user the tools to correct them. These tools can be accessed using the Allocation, Account, Bill, and S/O buttons at the bottom of the window.


Allocation - Reading Allocation informs the user of all current cycle read activity. Start dates and end dates are displayed for each occupant receiving a bill during the cycle. Further information includes activity during idle periods of the cycle. During such idle periods, consumption should be zero.


Account - Account Management can be used to research the start date or disconnect date. Meter and non-meter information can also be reviewed and corrected if needed.

Bill - Bill Maintenance can be used to correct current reads or previous reads in error. Individual account calculations can also be accessed from the Bill Maintenance tool.

S/O - The Service Order Console allows the user to complete outstanding service orders for the cycle. Outstanding service orders will appear as errors in the Bill Calculation and must be completed before bills can be printed.

Once all errors and warnings are corrected, click the Exit button to close the Billing Assistant.
The Bill Calculation program must be processed again to incorporate the error and warning corrections in the overall cycle billing.

Once the Bill Calculation has been completed with no errors and warnings have been minimized to acceptable levels, the user can print bills.

## Bill Calculation Warning Listing

## Idle service with consumption

This warning means that there is a gap in service at the address. Either there is no active occupant at the address and the meter is being used, or service for the active occupant should be checked for a "Turn On" status.

If there is an active occupant at the address and the service is turned on, there may be consumption that is not being allocated correctly. To track down idle consumption, open the Billing Assistant and choose the Warnings tab. Highlight the account with idle consumption and click the Allocation button.


On this account, Derrell Herrell was billed for consumption of 340 to 341 . His status is disconnect, and his disconnect date is $2 / 22 / 2006$. The billing cycle is from $2 / 14 / 2006$ through $3 / 14 / 2006$. When the reads came back from the meter reader, the read on this meter was 345 . Therefore, there are 4 units of idle consumption from 341 to 345 .


If Derrell Herrell should have been billed for all of the consumption, the consumption can be allocated to him by clicking the Bill button in the Billing Assistant program. Click the Bill button to open Bill Maintenance.


We can change Derrell Herrell's ending read to 345.
Since Derrell Herrell disconnected on 2/22/2006, we can change the read for 2/22/2006 to 345 .


Now, the Reading Allocation program called from Billing Assistant shows all of the consumption will be billed to Derrell Herrell.


## Disconnect date in previous billing period

This warning means that the disconnect date for the occupant specified is in the prior billing cycle. Check the disconnect date to make sure it is correct.

If the disconnect date is wrong, mark the "Edit This Record" checkbox in Account Management, drill down on the Status button in the Account Details frame, and select the "Edit Disconnect Date" option. Click the Next button and change the disconnect date to the correct date.


If the disconnect date is correct, verify the Bill Thru Date in Account Management. Frequently the account already received it's final bill, but someone reactivated the account and tried to inactivate it again, accidentally leaving the account in a Disconnect status. If the Bill Thru Date is later than the Disconnect date, this account has already been billed past the disconnect date. If the account was overbilled, please do a bill adjustment.

If the account should not be billed again, the account status needs to be changed. To inactivate the account, mark the "Edit This Record" checkbox in Account Management and drill down on the Status button in the Account Details frame. Select the Reactivate option and clear the Create Service Order checkbox. Click the Next > button.


The Change Account Start Date dialog box opens. Do not change the information. Click the Finish button.

| I[ Change Account Status |  | x |
| :---: | :---: | :---: |
| $\Gamma$ Resel Account Start Date |  |  |
| Reactivate Date 4/02/2007 |  |  |
| <Back | Finish | Cancel |

The account status is now Active. Drill down again on the Status button in the Account Details frame and select the Disconnect option. Clear the Create Service Order checkbox and click the Next > button. Do not mark the Produce Final Bill checkbox. Enter the Disconnect Date and click the Finish button. The account will no longer be billed with the current billing.


## Remove service date in previous billing period

This warning means that a service on the account specified has a turn off date that is in the prior billing cycle. Check the turn off date to make sure it is correct.


A Turn Off status means that the service will be billed for part of the billing cycle. To modify the turn off date, mark the "Edit This Record" checkbox in Account Management and drill down on the Status button beside the "Turn Off" status. The Service Status dialog box opens. Select the "Turn Off Service" option and clear the "Create Service Order" checkbox. Click the Next > button and change the Off Date to the correct date. Click the Finish button.


If the service should have been off because the service should not bill at all in the current billing cycle, drill down on the Status button beside the "Turn Off" status, select the "Turn Off Service" option, and clear the "Create Service Order" and "Prorate Next Bill" checkboxes. Click the Finish button to change the service status to "Off". An "Off" status means that the service will not bill until the service is turned back on.


## No history fuel factor

This warning is only present when you are doing a bill adjustment and means that the historical fuel factor for the bill cannot be found. This warning is caused when an adjustment is made on a converted bill record. The amount to bill on the account will have to be entered manually on the adjusted bill.


## Start $\mathrm{D} t>30$ days past End Cycle Dt

This warning means that the account's start date is over a month out from the end of the current billing cycle. The start date may be correct, but the warning allows the billing clerk to verify whether or not the start date is valid. Many times this warning occurs because an incorrect year was entered on the start date. If the start date is correct on the account, you can ignore the warning. To change the start date on the account, open the account in Account Management, mark the "Edit This Record" checkbox, and enter the correct start date in the Start Date field.


## Contract not billed on disconnect

This warning means that the disconnect occupant has a contract that still has an outstanding balance. The contract fee schedule has a prorate code assigned that is not set up to bill on disconnect. Contracts are normally set up with a "No Prorate" prorate code. To bill this contract, verify that the No Prorate code is selected on the contract rate table. If the No Prorate code is already selected, edit the prorate code and select the "No Prorate; Full Charge" option for each field in the "Disconnect Account Option" frame.

To see which prorate code is being used, open the contract rate table in Rate Table Maintenance.


In the Table field, enter the contract rate table and click the Edit button in the middle of the screen.


The Schedule Code Maintenance program holds the prorate code. Verify that the "Standard - No Prorate" code is selected and click $\mathcal{P}$ in the Prorate Code field to edit the disconnect settings for the prorate code.

Note: Changing the setting of a prorate code will affect all of the rate tables that have the same prorate code, causing them to all bill on disconnect.


The Prorate Code Selection screen opens. Select the prorate code you want to edit, then click the Edit button.


Prorate Code Maintenance is divided into four sections. We are concerned with the fields in the "Disconnect Account Option" frame. If the Zero Charge option is selected, then the rate table will not be billed on an account with a Disconnect status.


Select the＂No Prorate；Full Charge＂option．Click the OK button to save your changes．The balance of the contract will now bill．

| 匹 Prorate Code Maintenance |  |  | x |
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| File Edit Options Help |  |  |  |
| 59） $\boldsymbol{X}$ 惑入？ |  |  |  |
| Prorate Code STD－N | Bill Extra Day | $\Gamma$ |  |
| Description Standard－No Prorate | Default Prorate Code | V |  |
| Active and New Account Options | Disconnect Account Option |  |  |
| Minimum Days 3 Defined\％ | Minimum Days | 0 Defined\％ |  |
| Prorate Above Min Days No Prorate；Full Chg－ 0.0000 | Prorate Above Min Days | No Prorate；Full Chg－ 0000 |  |
| Prorate Below Min Days No Prorate；Full Chg－ 0.0000 | Prorate Below Min Days | No Prorate；Full Chg－ 0000 |  |
| Base Above Min Days No Prorate；Full Chg $\quad 0000$ | Base Above Min Days | No Prorate：Full Chg－ 0000 |  |
| Base Below Min Days No Prorate；Full Chg－ 0000 | Base Below Min Days | No Prorate；Full Chg－ 0000 |  |
| Min Charge Above Min Days No Prorate；Full Chg -0000 | Min Charge Above Min Days | No Prorate：Full Chg <br> .0000 |  |
| Min Charge Below Min Days No Prorate；Full Chg－ 0000 | Min Charge Below Min Days | No Prorate；Full Chg－ 0000 |  |
| Apply only to services active less than full billing cycle $\Gamma$ | －Transfer－Out Option |  |  |
| －Transfer－In Account Options | Minimum Days <br> Prorate Above Min Days | 0 Defined\％ |  |
| Minimum Days 0 Defined\％ |  | No Prorate；Full Chg－ 0000 |  |
| Prorate Above Min Days No Prorate：Full Chg－ 0000 | Prorate Below Min Days | No Prorate；Full Chg -0000 |  |
| Prorate Below Min Days No Prorate；Full Chg－ 0000 | Base Above Min Days | No Prorate；Full Chg－ 0000 |  |
| Base Above Min Days No Prorate；Full Chg－ 0000 | Base Below Min Days | No Prorate；Full Chg－ 0000 |  |
| Base Below Min Days No Prorate；Full Chg－ 0000 | Min Charge Above Min Days | No Prorate；Full Chg－ 0000 |  |
| Min Charge Above Min Days No Prorate；Full Chg－． 0000 |  | No Prorate；Full Chg－ 0000 |  |
| Min Charge Below Min Days No Prorate；Full Chg－ 0000 |  |  |  |
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## Billed below minimum days（cons $>0$ ）

This warning means that the occupant has not been active at the address for the number of days specified on the prorate code，but the service has recorded consumption．In the following example，this prorate code is set up to not bill consumption if the occupant has been at the address less than 10 days during the billing cycle．


Check the meter readings to make sure they are correct. In CIS, all consumption is billed for a service and cannot be carried over to the next billing period. If you do not want to bill the customer, set the ending reading equal to the beginning reading to give a consumption of zero, and the account will not be billed.

For example, on this account, the current reading of 705 should be changed to 620 for a consumption of 0 . The consumption will be billed during the next billing cycle.


Fuel Adjustment Exceeds 9,999,999.99, followed by the calculated dollar amount that the system came up with for fuel adjustment, followed by the rate table for the service in question

This message is generated if the system calculates a fuel adjustment charge that is greater than $9,999,999.99$. We only store 7 digits before the decimal, so we cannot store anything higher than $9,999,999.99$. Version 4.00 and all earlier versions only allowed 5 digits before the decimal (99,999.99). This warning should rarely occur in versions 5.00 and later versions since having a fuel adjustment that is greater than 10 million dollars is unlikely. If the warning occurs, it must be corrected manually.
Either the charge should be stored in a separate rate table or the bill should be entered manually.

## Account on Hold, but not active

This warning occurs when an account that is no longer being billed is placed on hold. The hold status is normally used for active accounts when an owner goes on vacation and does not want to receive a bill for a month or so. Inactive or final accounts are not being billed, so there is no reason to put them on hold. The system does not currently allow inactive or final accounts to be put on hold. To remove the hold on the account, open the account in Account Management, mark the "Edit This Record" checkbox, drill down on the Status button in the Account Details frame, and select the "Remove Hold" option.

## Bill amount exceeds $\mathbf{\$ 1 , 0 0 0 , 0 0 0 . 0 0}$

This warning means that an account is about to receive a bill charging over $\$ 1,000,000$. Please double check the account in Bill Maintenance (Click the Bill button in the Billing Assistant.) to be sure the meter readings and charges are correct.

## Auto-Pay Credit Card Expired

The customer's credit card that is set up for credit card drafts has expired. Please contact the customer to update the credit card information or turn the account off of draft. To edit the account's information, open the account in Account Management, mark the "Edit This Record" checkbox, and drill down on the Draft button in the Account Details frame.


Correct the credit card information as needed or clear the "Draft This Account" checkbox to turn the account off of draft.

| 匹 Draft Maintenance |  |  |  |
| :---: | :---: | :---: | :---: |
| 53) \? |  |  |  |
| Account Number | 11-1280-00 JONES, ALFR |  |  |
| General Footprint |  |  |  |
|  |  |  |  |
| id Return |  |  |  |
|  | Edit sheila.mccay |  |  |

## Zone xx billing exists in Recap Files for 99/99/9999. Choose new G/L Post Date

This error occurs if a G/L posting date is entered for a zone (regular or supplemental) that already exists in the Monthly Recap files. If the date already exists in the Recap files, that would indicate that you've already posted a billing for the period, and the billing you're now processing is probably for a new period and needs a new date assigned to it. ****VERY IMPORTANT: The G/L posting date controls where the system stores the billing totals in the Monthly Recap files. In a normal scenario, there should not be a billing posting on the same date if one already exists for the zone in the Recap files. If you post the billing to the same G/L posting date, the system will overwrite anything that was already out in the Monthly Billing Recap files for the selected date. Please change the G/L posting date to a date that was not previously used for the zone.


## Missing required HUD setup data. Check calculation OR Over 16 steps used for HUD blocks. Check calculation

This error is reserved for any errors generated in association with special calc flags. Right now, the only two are related to the Georgia HUD calculations for large power.

999 -xxx Tax Amount is Zero Txbl: 99,999,999.99 Tax: 0.00
OR
999-xxx Non-Zero Tax Amount Txbl: 0.00 Tax 99,999,999
This error prints if you have a taxable amount on a service but the tax is zero or if you have a taxable amount that is zero, but a non-zero tax amount is on the service. (Usually, this error occurs when a manual bill is entered incorrectly.) The error line prints where 999-xxx represents the service code and rate table in order to help track down which services to research. To correct a manual bill, ensure that the tax amount and the charge amount were both correctly entered.


Account does not have Units comment code TBL: 999-xxx
This warning is used for any special calc flag warnings. It currently only holds warning messages for the UNITC special calc flag.

