# **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.

I Billing Process	
File Edit Options Functions Help	
s]  🗞   🔀	
Regular Billing         1	Meter Read Input Variable Rate Input Handheld Retrieval Meter Read Register Bill Maintenance Bill Calculation Billing Assistant Bill Printing Billing Upgate
sheila.n	посау

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.

	Billing	Assista	nt															X
File	<u>E</u> dit (	Options	Help															
5]		)   <mark>%</mark>																
																		_
	Zone		01-Cycl	e 01			-		U	ser	ghous	e	Date	12/2	2/2004	Time [	11:32	
E	Errors   \	Namings	:   Lists															1
		Account	t#						Descr	ipti	ion					Corre	cted 🔼	
	01-100	10-01		01	Start	Date	Overlap	with	00			TABLE:	200-	200			1	
	01-100	10-01		01	Start	Date	Overlap	with	00			TABLE :	400-	600			]	
	L																	
							Alloca	tion	A	ccou	nt	Bi	1		<u>s</u> /0		Exit	
								g	house									

**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.

Reading Allocation										×
Account Number         02:1000         100 DAK ST           Reading Dates         9/29/2003         .         10/29/2003           200-200-01         400-400-02         200-201-03         .										
Occupant	Stat	Read Date	Previous	Current	Consumption		Meter #	Me	ssages	<u>^</u>
01-ASHLEY JUDD	Act	9/29/2003	15			В	333A			
		10/29/2003		20	5	Е	333A			
<										~
Service 200-200- Water Residential										
									F	inish

**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.

I	<b>Billing Assista</b>	nt		X
File	e Edit Options	Help		
5)	💿   🔀			
	Zone Errors Warnings	04-ZON	IE #04	ime 10:07
	Account 91-1400	1#	Description	
	95-0020		Idle Service w/Consumption 010-RES CONS: 2	
	95-0760		Idle Service w/Consumption 010-RES CONS: 7	
	88-1410-03		Start Dt > 30 days past End Cycle Dt STATUS: A 11/02/2006 (Be	
	88-1410-04		Start Dt > 30 days past End Cycle Dt STATUS: A $12/01/2006$ (Be	
	88-9999-00		Start Dt > 30 days past End Cycle Dt STATUS: A $9/29/2006$ (Be	
	95-0020-01		Start Dt > 30 days past End Cycle Dt STATUS: D $12/11/2006$ (Be	
	95-0020-02		Start Dt > 30 days past End Cycle Dt STATUS: A $12/12/2006$ (Be	
	85-0210-74		Billed below minimum days (Cons > 0). TBL: 010-RES	
	87-2500-03		Billed below minimum days (Cons > 0). TBL: 010-RES	
	88-2000-02		Billed below minimum days (Cons > 0). TBL: 010-RES	
	91-1400-02		Billed below minimum days (Cons > 0). TBL: 010-RES	
	91-2010-02		Billed below minimum days (Cons > 0). TBL: 010-RES	
	92-1546-04		Billed below minimum days (Cons > 0). TBL: 010-RES	
	95-1080-05		Billed below minimum days (Cons > 0). TBL: 010-RES	
	95-1220-04		Billed below minimum days (Cons > 0). TBL: 010-RES	
-				
			Allocation Account Bill S/O	S Exit
			sheila.mccay,	

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.

I Reading Alloca	ation									×
Account Number Reading Dates 010-RES-01	91-1400 4100 2/14/2006 . 3/14	) MAL( 1/2006	DNE AVE.							
0	)ccupant	Stat	Read Date	Previous	Current	Consumption		Meter #	Messages	
02-DERRELL HEP	RELL	Disc	2/14/2006	340			В	3087297		
			2/22/2006		341	1		3087297		
99-IDLE		Idle	2/22/2006	341				3087297		
			3/14/2006		345	4	Е	3087297	Idle Consumption	
			3/14/2006			0.0000		*DMD*		
Service 010-	RES- RESIDENTIAL W	ATER								
										Finish

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.

I	🗓 Bill Maintenance 🛛 🛛 🔀											
File	Edit	Optio	ns Help									
5]		? 🗉	2)									
M	Accour Zone fletered	nt [	91-1400-02 🔊 04 🔒	Distribu	Addre Name Readi tion	ss [ h ng Dates [	4 HERRE 2/14/20	100 MALON LL, DERRELL 06 🗞 T	E AVE. hru [3/14/2006			Manual Bill
	Serv/Tbl     010     RES     Description     RESIDENTIAL WATER     Status     On       Meter     Consumption     Consumption     Previous     340       Number     3087297     Image: Consumption     Meter     1       Scale     1.000     Tax     Consumption     Meter     1       Dials     4     Fuel Adj.     Note     Bill     1									1		
	Serv	ты	Description		Meter #	Scale	Dials	Previous	Current	Consumption	Expected	Note 🗠
	010 R	RES	RESIDENTIAL WAT	ER	3087297	1.000	4	340	341	1	8	
			Demand			1.000			0.0000	0.0000		
	Arrears Net Tax Returns Total											
-		1			1					1		
	Alloca <u>t</u> io	n	Calculate	Print	<u>Þ</u>	deter	Accou	nt <u>R</u> ea	ading <u>E</u> sti	mate		S) Exit
						View		sheila.mcc	ay.			

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.

I Bill Maintenance						X		
File Edit Options Help	)							
s]    🔀 💷								
Account 91-1400-0 Zone 04 💣	12 P	Address [ Name [ Reading Dates [	4100 MALON HERRELL, DERRELL 2/14/2006 🗞 T	E AVE. hru 3/14/2006		Manual Bill		
Neter     Charges     Readings       Number     3087297     Image: Status     On       Scale     1.000     Net     Image: Status     On       Dials     4     Fuel Adj.     Note     Image: Status     On								
Serv Tbl	Description N	Meter# Scale	Dials Previous	Current	Consumption	Expected Note		
010 RES RESIDE	NTIAL WATER 30	087297 1.000	4 340	345	5	8		
Demand	1	1.000		0.0000	0.0000			
Vernand         1.000         0.0000         0.0000           Arrears         Net         Tax         Returns         Total								
Allocation	alate Print	<u>M</u> eter	Account <u>R</u> e	ading <u>E</u> stin	nate	🗸 Ok 🚫 Cancel		

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

I	Reading Allocation							×		
ہ F	Account Number         91-1400         4100 MALONE AVE.           Reading Dates         2/14/2006         .         3/14/2006           010-RES-01         .         .         .									
	Occupant	Stat	Read Date	Previous	Current	Consumption	Meter #	Messages 🔥		
	02-DERRELL HERRELL	Disc	2/14/2006	340			B 3087297	7		
			2/22/2006		345	5	3087297	7		
	99-IDLE	Idle	2/22/2006	345			3087297	7		
			3/14/2006		345	0	E 3087297	7		
			3/14/2006			0.0000	*DMD*	ĸ		
	٢			1111				×		
	Service 010-RES- RESIDENTIAL WATER									
								Finish		

### 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.

T Account Management - (Edit)					
File Edit Options Functions Consoles	Help				
59 🗶 🎒 🖉 🕺 🖉 🔘 🌚	☆ 🖂 🖳 🖱 🔽				
Account Number 91-1400-02 $\wp$ Zone 04 🖨 Outstandin	g Miscellaneous S/O	Address Name	4100 HERRELL, I	MALONE AVE.	
General   Metered   Non-Metered   Financ Mailing Address Attention	ial   Information   Comments   History	Consumption I	History   Service count Details — tatus	Orders   Devices   Active	
	i6 i画	B	tart Date ill Thru Date ast Bill Date	4/12/2001 S 2/14/2006 2/22/2006 S	
Statement Bill  Statement Group  Class  RES & RESIDE	NTIAL	F C	alance 'ending Activity iredit History	0.00 60 POOR 60 60 60 60 60 60 60 60 60 60 60 60 60	
E-Mail dhrl@hotmail.com Exceptions Confidential, No Dor	nation, 1 Free Penalty		iutoff iontracts	N/A 60 N/A	6
CELL # 5 006-888-2121 WORK PHONE 5 006-541-6976		A	MP Plan	0.00	<u></u>
Edit This Record				🖌 Ok	🚫 Cancel
	Edit	sheila.mccay			
	Change Account Status		×	1	
	C Reactivate C Iransfer C Begin Hold				
	Create Service Order	Next >	Cancel		

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.

T Change Account Status		
C Edit Disconnect Date Registrate Iransfer Begin Hold		
Create Service Order	Next >	Cancel

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

I Change Account Status
Reset 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.

	I Change Account Status		$\mathbf{X}$
	© <u>D</u> isconnect © <u>B</u> egin Hold		
	Create Service Order	Next > Canc	el
II Change Ac	count Status		X
Disconnect D Produce I Transfer Transfer to	ate [1/31/2006] 🗞 inal Bill ₽		
		< Back F	inish Cancel

# 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.

I Account Management - (Edit)
File Edit Options Functions Consoles Help
sy 🗶 🚭 🗞 🖓 🕼 🕲 🕼 💷 🕮 🖱 📓
Account Number     91.1400-02     Address     4100     MALONE AVE.       Zone     Image: Constraining Miscellaneous S/O     Name     HERRELL, DERRELL
General Metered Non-Metered Financial Information Comments History Consumption History Service Orders Devices
Serv/Tbl       010 RES       RESIDENTIAL WATER       Sequence       301.00       Expected Consumption       8         Status       Turn Off       1/20/2006       Location       P im       Demand Scale       1.000         Units       Image: Second P image: Second
Serv Tbl Description Status Units Meter# Scale Dials Sequence Location 🔿
010 RES RESIDENTIAL WATER (Turn Off) 1.00 3087297 1.000 4 301.00
I Edit This Record I Ok S Cancel

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.

	I Service Status	
	Service Change	
	C Turn <u>O</u> n Service	
	Turn Off Service	
	C Remove Service From This Account	
	Create Service Order	
	Prorate Next Bill	
	Next > Cancel	
_		
1	Service Status	×
]	Service Status	×
2	Service Status	×
2	C Service Status	×
2	■ Service Status       Off Date     1/20/2006       Turn On Again Later     □	×
2	Service Status Off Date 1/20/2006 S Turn On Again Later On Date	×
	Service Status  Off Date  Turn On Again Later  On Date  Solution	×
	Service Status  Off Date  Turn On Again Later  On Date	×
	Service Status  Off Date  Turn On Again Later  On Date  < Back  Finish  Cancel  Cance	×

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.

I Service Status	3
Service Change	
C Turn <u>O</u> n Service	
Turn Off Service	
C Remove Service From This Account	
Create <u>S</u> ervice Order  Prorate Next Bill Finish Cancel	

# 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.

I Bill Adjustment				X
File Edit Options Help				
s] 🗙 🛛 🔀				
Account 02-5160-00 P Address Name Cycle Date	5217 HAWS D'SPAIN JR, LEE H 4/01/2003 🗞	SE DR.	Manua F Bill Prir Cycle Days	IBil) 「Use History Rates Ited
Metered Non-Metered Other				
Serv/Tbl 010 RBI P ELECTRIC RBI Meter Charge Number 006329 Scale 1.000 Dials 5 Other Tax Fuel, Tax E	Status 07 38.26 0.85 Adis 18.60 Exempt % 0.000	Readings Previous Current Meter Cons	44526 45456 930 Bill	umption vice 930 erride 930
Serv Tbl Description	Status Meter #	Scale Dials	Previous Currer	nt Consumption 🛆
010 RBI ELECTRIC RBI	On 006329	1.000 5	44526 4	5456 930
020 RI WATER RI	On 003743	1.000 5	4263	4300 37
Net 106.42	Tax [	Returns 0.00	Total	Difference
Adjustment 106.42	1.85	0.00	108.27	0.00
Calculate Print	Edit	sheila.mccau		🗸 Ok 🚫 Cancel

# Start Dt > 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.

Account Management - (Edit)      Ele Edit Ontions Eurotions Cosseles Help	
si 🗶 🚑 🗞 🕺 🕼 🔮 🗋 🖤 🖾 💷 👚 🖺	
Account Number 25-3400-01 $\wp$ Zone 04 😭	Address 5212 PRUITT DR
General   Metered   Non-Metered   Financial   Information   Comments   History   Co Mailing Address Attention Address 5808 4TH ST LUBBDCK, TX 79416	onsumption History   Service Orders   Devices   Account Details Status Statu Date Bill Thru Date Let BID Date
Profile       Statement Bill       Statement Group       Class       C       E-Mail       Exceptions       1 Free Penalty	Balance     0.00       Pending Activity     0.00       Credit History     UNKN0WN       Deposits     0.00       Cutoff     N/A       Contracts     0.00
Flood Zone 🖳 🔽 🖬 SSN 🔄 📰 🖬 DDB 1 🔄 📰	Dratt N/A En AMP Plan 0.00 En k. Misc. Variables En Amp Plan En Am
Contract Con	ila.mccay

## 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.

💠 INCODE Central		
Eile Edit Options Actions Administration Datasets	Help	
Applications - Sales v5.00	🕫 🐞 Tools	<u>^</u>
Centralized Purchasing	🗉 📶 Reports	Favorites 🙁
Check Reconciliation		C Onerator Process
	Administration	
	e Setup	End of Day Process
FA Fixed Assets	General	LUS Accounts
Human Resources	Accounts	Billing
General Ledger	🖻 Billing	US System Maintenance
Inventory	- Service Category Maintenance	
CI Municipal Court	Bato Tablo Maintenance	Reports 🖈
Payroll	- Schedule Code Maintenance	
PA Project Accounting	- Deposit Code Maintenance	New Group 🛛 😵
PO Purchase Orders	- Revenue Code Maintenance	
Sales Tax	Adjustment Code Maintenance	
SA Special Assessments	- Prorate Code Maintenance	
	Tax Code Maintenance	
The Endy	-Bill Code Maintenance	
Utility Billing	Statement Group Maintenance	
Administration	■ Meters	
2-1 2-1	Handhelds	
Applications - Sales v5.00	Service Urders     Devices	
0	Property	
INCODE on the Web	Contacts	
ě	Expand Eavorites + 🏈 Help	
sheila mocau		
si cila.iliccay		.::

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

I Rate Table Maintenance		
File Edit Options Help		
s) 🗶 🔿 🕺		
Service Code 101 - CONTRACT-WTR Table CON	T	
General		
Rate Table Description	DNTRACT-MISC	Explicit
Demand		Limited Charge
Calculate Demand		Limit Tune Amount 💌
Demand Schedule	E dit	Default Limit 0.00
Metered Consumption		Dependent Consumption Groups
Bill Consumption None	•	Group 1
Accumulated Consumption Group	•	Group 2
		Group 3
		🛅 Clear
	View	sheila.mccay

The Schedule Code Maintenance program holds the prorate code. Verify that the "Standard – No Prorate" code is selected and click *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.

I Schedule Code Mainte	nance	X
File Edit Options Help		
s] 🗶 🚭 🕺		
		_
Service Lode		
Schedule		
General Out D		
General   Uther   Revenue	Distribution   Special	1
Description	CONTRACT-MISC	
Charge Tupe	Explicit C Variable Quantity 0	
Multiple Lipits Allowed		
manple entrer merred	1st Unit Additional Unit	
Base Charge	0.00	
Minimum Charge	0.00 0.00	
Maximum Charge	0.00 0.00	
Min/Max Type	Service Only	
Tax Code		
Prorate Code	STD Standard	
Bill Code	STD 🔎 Standard	
Container Bill/Pickup	0.00 0.00	
Use Dependent Cons	None	
Variable Dependent Max	None	
	SVI Exit	
	View sheila mocau	
	Terr sheld freedy	_

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

-	C Prorate	Code Selection			×
	Code	Description	Default		
	BASE	MS BASE CHARGE			
	STD-MS STD-N	MS NO PRORATE Standard - No Prorat	Yes	± + + +	Add E dit
		<u> </u>	r Ok	0	Cancel

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.

I Prorate Code Maintena	nce						×
File Edit Options Help							
s] 🗶 🚭 🔀							
Prorate Code	STD-N			Bill Extra Day	Γ		
Description	Standard - No Prorate			Default Prorate Code			
CActive and New Account Optic	ons ————			- 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	Zero Charge 💌	.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	• .0000		Base Above Min Days	Zero Base Charge 💌	.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	Zero Min Charge 🛛 💌	.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			Transfer-Out Option			1
Transfer-In Account Options —				Minimum Days	0	Defined %	
Minimum Days	0	Defined %		Prorate Above Min Days	No Prorate; Full Chg 💌	.0000	
Prorate Above Min Days	No Prorate; Full Chg	.0000	4	े 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		Min Charge Below Min Days	No Prorate; Full Chg 💌	.0000	
Min Charge Below Min Days	No Prorate; Full Chg	• .0000			1	_	1
					V Ok	🚫 Cancel	
	Edit	sheila.mccay					

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

II Prorate Code Maintena	nce				
File Edit Options Help					
si 🗶 🎒 🕺					
Prorate Code	STD-N		Bill Extra Day		
Description	Standard - No Prorate		Default Prorate Code	$\overline{\mathbf{v}}$	
CActive and New Account Option	ons		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 💌	.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
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		Transfer-Out Option		
Transfer-In Account Options -			Minimum Days	0	Defined %
Minimum Days	0	Defined %	Prorate Above Min Days	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	Min Charge Below Min Days	No Prorate; Full Chg 💌	.0000
Min Charge Below Min Days	No Prorate; Full Chg 💌	.0000			0.0.1
				<b>√</b> 0k	V Cancel
	Edit shei	la.mccay			

# 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.

II Prorate Code Maintena	тсе					X
File Edit Options Help						
s] 🗶 🚭 🔀						
Prorate Code	STD		Bill Extra Day	Γ		
Description	Standard		Default Prorate Code			
CActive and New Account Option			C Disconnect Account Option			
Minimum Days	10	Defined %	Minimum Days	10	Defined %	
Prorate Above Min Days	No Prorate; Full Chg 💌	0.0000	Prorate Above Min Days	No Prorate; Full Chg 💌	.0000	
Prorate Below Min Days	Zero Charge 🗸 💌	0.0000	Prorate Below Min Days	Zero Charge 💌	.0000	
Base Above Min Days	No Prorate; Full Chg 💌	.0000	Base Above Min Days	No Prorate; Full Chg 💌	.0000	
Base Below Min Days	Zero Base Charge 💌	.0000	Base Below Min Days	Zero Base Charge 💌	.0000	
Min Charge Above Min Days	No Prorate; Full Chg 💌	.0000	Min Charge Above Min Days	No Prorate; Full Chg 💌	.0000	
Min Charge Below Min Days	Zero Min Charge 🛛 💌	.0000	Min Charge Below Min Days	Zero Min Charge 💌	.0000	
Apply only to services active	ess than full billing cycle	Γ	Transfer-Out Option			
Transfer-In Account Options —			Minimum Days	10	Defined %	
Minimum Days	10	Defined %	Prorate Above Min Days	No Prorate; Full Chg 💌	.0000	
Prorate Above Min Days	No Prorate; Full Chg 💌	.0000	Prorate Below Min Days	Zero Charge 💌	.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	Zero Base Charge 💌	.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	Min Charge Below Min Days	Zero Min Charge 💌	.0000	
Min Charge Below Min Days	No Prorate; Full Chg 💌	.0000				
					Syl Exit	
	View sh	eila.mccay				

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.

<u>I</u> 8	Bill i	Main	tena	ince									D
File	Edi	it Op	tions	Help									
5)		💦	٠										
M	Acc Zor feter	count ne red N	63 0; lon-N	2500-01 🔎	ie Distribu	Addre Name Readi tion	ss [ Ing Dates [	E D'ALFO 2/28/20	605 WILSHI NSO, ROBER 106 🗞 T	RE LN 1/BETH hru 3/30/2006			Manual Bill
	Serv/Tbl     010     RES     Description     RESIDENTIAL WATER     Status     On       Meter     Charges     Readings     Consumption       Number     2550953     Image: Consumption     Previous     620     Meter     85       Scale     1.000     Tax     Current     700     Service     85       Dials     4     Fuel Adj.     Note     Bill     85												
	Serv	v Tt	bl	Descriptio	n	Meter #	Scale	Dials	Previous	Current	Consumption	Expected	Note 🗠
	010	RES	6 F	ESIDENTIAL WA	ATER	2550953	1.000	4	620	705	85	6	
			C	emand			1.000			0.0000	0.0000		
[	010	524	V	/ATER - OVERFL	.0W	1	1.000	3	15	15	0	0	
	Arrears Net Tax Returns Total												
	Alloc	ation		<u>C</u> alculate	Erint	<u>N</u>	1eter	Accou	nt <u>R</u> e-	ading <u>E</u> st	mate		S. Exit
	View sheila.mccay												

# 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 \$1,000,000.00

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.

I Account Management - (Edit)		×
File Edit Options Functions Consoles Help		
si 🗶 🎒 🖉 🧏 🕼 🕲 🕲 🖓 🗉 👱 🖱 📓		
Account Number 11-1280-00 Zone Mh	dress 5004 (STANLEY DR	
General   Metered   Non-Metered   Financial   Information   Comments   History   Consump Mailing Address Attention	nption History   Service Orders   Devices   Account Details	1
Address 5808 4TH ST LUBBOCK, TX 73414	Start Date         1/01/1991           Bill Thru Date         7/01/2006           Last Bill Date         5/15/2003	
Profile Statement Bill	Balance 158.03 Pending Activity 259.37CR	
Class R P RESIDENTIAL	Credit History EXCELLENT 60 Deposits 0.00	
E-Mail Mo Donation, 1 Free Penalty, No Bills	Cutoff N/A III	
Flood Zone	Draft         VISA 08/2010         Imiliar           AMP Plan         0.00         Imiliar         Dril	II Do
	Misc. Variables Winter 53.00	
F Edit This Record	Clear	
Edit sheila.mcc	ccay	

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

I Draft Maintenance	X
s]  <mark>%</mark>	
Account Number General Footprint	11-1280-00 P JONES, ALFRED & PAMELA
Draft This Account Draft Group C Default C Specify	
Account Type Card Number Card Type Name on Credit Card Address Zip Code Expiration Date Effective Date	Credit Card  Credit Card  VISA  JONES, PAM  S/2010  N/1/2004  C
	Return ل
	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.

I Bill Calculation						
File Edit Options Fu	unctions	Help				
5 <b>9</b>   <mark>%</mark> ?						
Zone	01 · Z0	INE NO# 01	•			
G/L Posting Date 🔇	11/01/2	2006				
Lock Zone						
Addendum Billing	$\checkmark$					
Print Options						
Book Totals		Projected Penalty				
Page Break/Book	Г	Finaled Accounts	Г			
Class Totals		A.M.P Listing				
Service Orders		Draft Listing				
Exclude Stmt Accts						
Abnormal Consump	tion Sort	High to Low	•			
	ŀ	🗸 Ok 🔤 🛐	Exit			
		sheil	a.mccay			

# *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.

II Bill Maintenance								
File Edit Options Help								
s]    🕺 🕕								
Account 11-1280-00 P Zone M a	Address	5004 STANLEY DR. DNES, ALFRED & PAMELA /01/2006 🖏 Thru 8/01/	2006	Manual Bill				
Serv/Tbl     O10     RAI     Description     ELECTRIC RAI     Status     On       Meter     Charges     Charges     Readings     Consumption       Number     003983     Image: Charges     Previous     27238       Scale     1.000     Tax     000     Current     28657       Dials     5     Fuel Adj.     0.00     Note     Estimate								
Serv Tbl Description	Meter# Scale	Dials Previous Curren	Consumption Ex	pected Note 🗠				
010 RAI ELECTRIC RAI	003983 1.000	5 27238 28	657 1419	1455 Estimate				
Demand	1.000	0.(	000 0.0000					
020 RI WATER RI	002419 1.000	5 17920 1'	992 72	108 Estimate				
Arrears         0.00         Net         15.00         Tax         0.00         Total         15.00								

### 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.