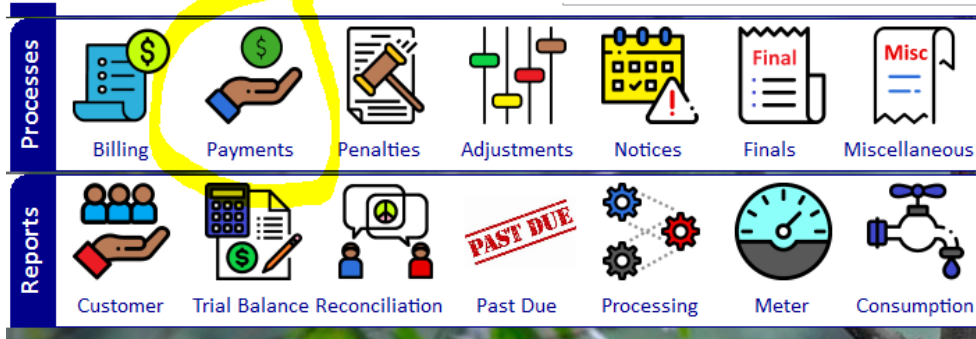


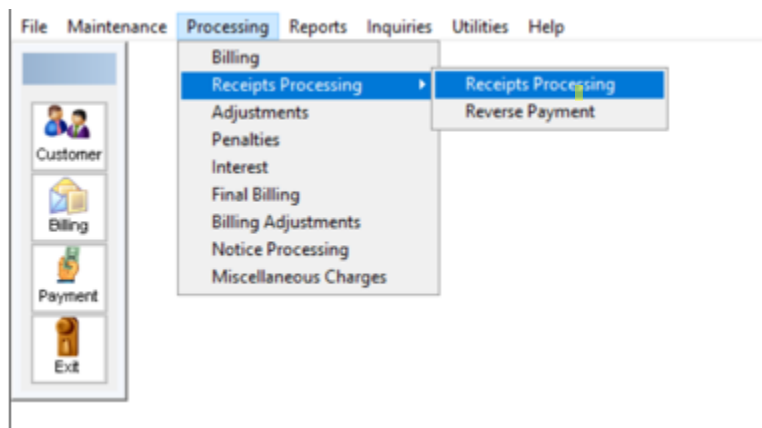
## How to Process Utility Billing Payments

Transactions with **CHECK, MONEY ORDER, CASH**

- In Diversified Billing System
  - Select Payments (from Dashboard)



- In VUB
  - Select Payments under Processing or click on the payment button on the left side of the screen.



- Scan the **bar code** on the bill or click the magnifying glass to search for a customer and hit enter.
  - The screen populates with the customer information.

Customer #	1002-01	Multi
Name	ELITE GASFIELD SERVICES, LLC	
Address	180 W. MIDLAND AVENUE	
City/St/Zip	MIDLAND PA	15059-
Service Addr.	180 W. MIDLAND AVENUE	

Account Balance	707.43	Unapplied Amount	0.00
-----------------	--------	------------------	------

Save	Cancel	Delete Receipt	Review Batch	Proportion
------	--------	----------------	--------------	------------

Customer #	Bill Type	Date Posted	Due Date	Balance Due	Interest	Penal
1002-01	SG	05/30/2024	06/18/2024	0.55		

Reference	
Amount	
Pay Date	07/13/2024
Bill Type	
Pay Location	
<input checked="" type="checkbox"/> Auto-Apply	

AC	Blank Pay Location
BK	ACH PAYMENTS
DT	Bank Deposit
DT	Diversified Office
MO	Midland Office
OC	Online Credit Card Paym
OP	Online Payments

- Enter a **reference** of "Check #" or "Cash "
- Enter the **Pay Location** as "DT" – Diversified Office
- Ensure that the **amount** of the payment is correct Please remember the system will default to the amount OWED, not necessarily the amount PAID.

### Using Print Receipt and Register Mode

- Some clients will print receipts for their customers and will also have a cash drawer in their locations. The client will be set up in advance by support to use this feature.
- If the reference is cash, the register Screen will open.
- The amount tendered will be the amount the customer gives you.
- Correct change will be listed under “Change due” if applicable.
- Choose your receipt print count, print.

The image shows a software interface for processing a transaction. In the foreground, a 'Receipt Register' dialog box is open. It contains the following fields:

Amount Tendered	50.00
Customer Balance	21.70
Amount Applied	50.00
Change Due	0.00

Below these fields, there is a checkbox labeled 'Print Receipt' which is checked, and an 'OK' button.

In the background, another window is partially visible. It has the following elements:

- Buttons: 'Print Receipt' (checked) and 'Register Mode' (checked).
- Field: 'Reference' set to 'Cash'.
- Field: 'Amount' set to 50.00.
- Field: 'Pay Date' set to 11/20/2020.
- Field: 'Bill Type' with a dropdown arrow.
- Field: 'Location' with a dropdown arrow.
- Button: 'Apply'.
- Checkbox: 'Yearly Payment' (unchecked).

At the bottom right of the screen, there are buttons for 'Exit' and 'Impo' (partially visible).

## Payment Processing using the Multi Button

- You can process payments for a customer who is paying multiple accounts.
  - Click on Multi button – this will bring up the customer search and select either customer number or name. If you use name, it will show you all accounts under that customer's name.

[illegible]

Cash Entry Customer Search

☐ Billable Customers Only

☐ Search for Containing

Reference/Check # Search:
 
☐ Exact

Customer #	Name	Service Address	Balance Due	Tax Map #	Address 1
1003-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	0.00	33-001-0117	1000 3RD STREET
7004-02	ELITE GASFIELD SERVICES	WEST END	5802.50		180 W MIDLAND AVE
1002-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	707.43		180 W. MIDLAND AVE
1050-01	RANDALL D ELKINS	30 W. MIDLAND AVENUE	0.00		32 MIDLAND AVENU
1223-01	BEVERLY S/DARIUS ELKINS	207 MIDLAND AVENUE	0.00		207 MIDLAND AVENI
3600-01	DAWN ELKINS	575 VIRGINIA AVENUE	-93.57		575 VIRGINIA AVENU
1223-01	BEVERLY ELKINS	207 MIDLAND AVENUE	0.00		207 MIDLAND AVENI
1453-01	BEVERLY ELKINS	327 PENN AVENUE	115.75		327 PENN AVENUE
3005-03	BRENDA ELKINS	17 - 8TH STREET	0.00	33-005-0106	10 - 11TH STREET
3600-01	DAWN ELKINS	575 VIRGINIA AVENUE	-93.57		64 W MIDLAND AVEN
3300-01	SHIRLEY ELKINS	529 BEAVER AVENUE	0.00		529 BEAVER AVENU
3300-01	SHIRLEY ELKINS/TENANT	529 BEAVER AVENUE	0.00		529 BEAVER AVENU
1544-01	THOMAS F/PENNY ELKO	452 OHIO AVENUE	0.00		452 OHIO AVENUE
1544-01	THOMAS F. ELKO	452 OHIO AVENUE	0.00		217 BEAVER AVENU
1544-02	THOMAS F/PENNY ELKO	452 OHIO AVENUE	0.00	33-004-0224	217 BEAVER AVENU
3007-02	STEPHAN ELKO	21 - 8TH STREET	-5.49		760 MIDLAND AVENI
3008-01	STEPHAN ELKO	22 - 8TH STREET	0.00		22 - 8TH STREET
3008-01	STEPHAN ELKO	22 - 8TH STREET	0.00		22 - 8TH STREET

Print

Preview

Save

Email

Export

Select

- Select the customers you want to add to the payment one at a time and select ok.

**Cash Entry Customer Selection**

Customer #

Group ID

Customer #	Group ID	Name	Service Address	Balance
1002-01		ELITE GASFIELD SERVICE	180 W. MIDLAND AVENUE	707.43
7004-02		ELITE GASFIELD SERVICE	WEST END	5802.50

City/St/Zip  
Service Addr.

**Account Balan** 6509.93

Customer

○

- It now creates a group number. You can now put in the reference, amount, and pay location for this payment. You can now process this payment and move on to the next payment.

Receipt Processor

Rece

Posting No. of E Batch To

Receipts Entry

Group ID: GROUP-01 Multi

Fast Mode ☐ Print Receipt ☐ Register Mode ☐

Reference: Check 1234

Amount: 6509.93

Pay Date: 07/13/2024

Bill Type: Credit Card Payment

Pay Location: DT

Auto-Applied ☒ Yearly Payment ☐

Account Balance: 0.00 Unapplied Amount: 0.00

Save Cancel Delete Receipt Review Batch Proportion Exit Import

Customer #	Bill Type	Date Posted	Due Date	Balance Due	Interest	Penalty	Tax	Amt Applied	Discount
1002-01	SG	05/30/2024	06/18/2024	0.55				0.55	0.00
1002-01	DQ	06/26/2024	06/26/2024	11.75				11.75	0.00
1002-01	GA	06/26/2024	06/26/2024	11.75				11.75	0.00
1002-01	SG	06/26/2024	06/26/2024	11.75				11.75	0.00

Report Designer - cashreg.frx - Page 1

Posting Date	07/13/2024	Diversified Technology - Midland				Run Date	07/13/2024	Page 1
Reference	CS 14676	Receipts Register				Run Time	08:06:08	
Entry Order								
Customer #	Name	Reference	Receipt Total	Bill Type	Service Type	Date	Amount Applied	Yrly Pmt
1002-01	ELITE GASFIELD SERVICES, LLC	Check 1234	6509.93	SG	G58	05/30/2024	0.55	
				SQ	58	06/26/2024	11.75	
				GA	G58	06/26/2024	11.75	
				SG	G58	06/26/2024	11.75	
				DQ	58	06/26/2024	11.75	
				GA	G58	06/27/2024	300.83	
				SG	G58	06/27/2024	359.05	
7004-02	ELITE GASFIELD SERVICES	Check 1234	6509.93	GA	G6	06/27/2024	5802.50	
Grand Totals			6,509.93				6509.93	0.00

## CUSTOMER MAINTENANCE

Locating Customers and account information in the system

- Open Diversified Billing System
- In the search tab of the screen enter in a customer number, name, or address.
- Click on customer's LINE to go right into their account.

Home Payments ELITE GASFIELD SERVICES, LLC [1002-01]

July 2024

30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: 7/13/2024

Master Calendar

<input type="checkbox"/> Upload ACH to Bank	Jul 12
<input type="checkbox"/> Import ACH to DBS	Jul 15
<input type="checkbox"/> 2nd Notices Landlord	Jul 25
<input type="checkbox"/> 2nd Notices Tenant	Jul 25
<input type="checkbox"/> Monthly Billing	Jul 25
<input type="checkbox"/> Termination Notice Landlord	Jul 30
<input type="checkbox"/> Termination Notice Tenants	Jul 30

Notifications

<input type="checkbox"/> You Have An Open Billing Batch For \$61,579.15
<input type="checkbox"/> You Have An Open Notice Batch
<input type="checkbox"/> 3 Updates To Sync
<input type="checkbox"/> 3 Web Payments To Process

Reminders

Search For: elit

☒ Billable Only  
☐ Containing

Customer #	Name	Billing Address	Service Address	Balance Due
7004-02	ELITE GASFIELD SERVICES	180 W MIDLAND AVENUE	WEST END	5802.50
1002-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	180 W. MIDLAND AVENUE	707.43

Processes

Billing Payments Penalties Interest Adjustments Notices Finals Misc. Charge Reverse

Reports

Customer Trial Balance Reconciliation Past Due Processing Meter Consumption

- Click only on the customer's **name** to bring up the brief details of the account.
  - a quick summary of the customer's account.
- Click "GO" to enter this customer's maintenance screen.

Home Payments ELITE GASFIELD SERVICES, LLC [1002-01]

July 2024

30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: 7/13/2024

Master Calendar

<input type="checkbox"/> Upload ACH to Bank	Jul 12
<input type="checkbox"/> Import ACH to DBS	Jul 15
<input type="checkbox"/> 2nd Notices Landlord	Jul 25
<input type="checkbox"/> 2nd Notices Tenant	Jul 25
<input type="checkbox"/> Monthly Billing	Jul 25
<input type="checkbox"/> Termination Notice Landlord	Jul 30
<input type="checkbox"/> Termination Notice Tenants	Jul 30

Notifications

<input type="checkbox"/> Open Billing Batch For \$61,579.15
<input type="checkbox"/> Open Notice Batch
<input type="checkbox"/> Sync
<input type="checkbox"/> Payments To Process

Reminders

Search For: elit

☒ Billable Only  
☐ Containing

Customer #	Name	Billing Address	Service Address	Balance Due
7004-02	ELITE GASFIELD SERVICES	180 W MIDLAND AVENUE	WEST END	5802.50
1002-01	ELITE GASFIELD SERVICES, LLC	180 W. MIDLAND AVENUE	180 W. MIDLAND AVENUE	707.43

ELITE GASFIELD SERVICES, LLC  
180 W. MIDLAND AVENUE  
MIDLAND, PA 15059  
@ 180 W. MIDLAND AVENUE  
Status: Active  
\$707.43

Go

## Customer Maintenance Screen - Payments

- Left Side Menu
  - Payments – To view all payments processed.

○

**Customer Maintenance**

**[1002-01] ELITE GASFIELD SERVICES**

**Parcel**

- 180 W. MIDLAND AVENUE
- Other Address
- Services**
  - 5/8" METER [DQ-58]
  - 5/8 Meter In Gallons QUART 1575538478
  - 5/8 METER IN GALLONS - QU. 1575538478
  - 5/8" METER [SQ-58]
- Liens**
  - Old History
  - Payment Plans
  - Comments**
  - Images
  - Statistics
  - Customer Change Log
  - Deposit/Refund
- History**
  - Consumption History
  - Reports**
    - Billings [138]
    - Payments [118]**
    - Adjustments [6]
    - Penalties [61]
    - Interest [29]
    - Work Orders [0]
    - Charts/Graphs
    - User Settings

**Customer Information**

Customer ID # 1429 Phone Pin # 9500

Customer # 1002-01

Name ELITE GASFIELD SERVICES, LLC

2nd Name

Sort By ELITE GASFIELD SERVICES, LLC

Billing Address 180 W. MIDLAND AVENUE

Phone # MIDLAND ( ) - 0 PA 15059-

Cell # ( ) - 0

Business # (724) 728-2929

Emergency # ( ) - 0

Email Address

Email Address #2

Email Address #3

Bill Print Type Print

Bill Print Group No Group

Notice Print Type Print Exempt From Notices

Alternate Acct #

PAWC Account # 0

PAWC Customer # 0

Customer Type OWNER

**Parcel Information**

ID #	Address	Status	In	Out
343	180 W. MIDLAND AVENUE	ACTIVE	11/22/2011	/ /

Assign To Parcel

Move To Parcel

Remove From Parcel

Select Customer To Sync.

Save Cancel Calculate

**Customer Messages**

Billable/Not Billable Services

Meter Service, But No Meter

Customer has at least one Billable Service and at least one Non Billable Service.

**Service Summary**

Service	Current	Past Due	Total
TOTALS:	659.88	47.55	707.43
DQ	0.00	11.75	11.75
GA	300.83	11.75	312.58
SG	359.05	12.30	371.35
SQ	0.00	11.75	11.75

**Customer Messages**

Billable/Not Billable Services

Meter Service, But No Meter

Customer has at least one Billable Service and at least one Non Billable Service.

**Customer Search**

New Customer

New Parcel

Customer Search

Parcel Search

- Select the plus sign which drops down all payments.

**Customer Maintenance**

**Payments [118]**

- 06/29/2024 [ \$54.87]
- 06/13/2024 [ \$54.87]
- 05/16/2024 [ \$48.78]
- 04/13/2024 [ \$819.97]
- 03/20/2024 [ \$60.36]
- 02/22/2024 [ \$54.87]
- 01/23/2024 [ \$813.88]
- 12/13/2023 [ \$54.87]
- 11/16/2023 [ \$54.87]
- 10/11/2023 [ \$879.88]
- 09/12/2023 [ \$54.87]
- 08/10/2023 [ \$54.95]
- 07/11/2023 [ \$593.80]
- 06/05/2023 [ \$54.87]
- 05/18/2023 [ \$54.87]
- 04/11/2023 [ \$49.18]
- 03/06/2023 [ \$25.00]
- 02/13/2023 [ \$25.00]
- 01/09/2023 [ \$25.00]
- 12/13/2022 [ \$25.00]
- 11/07/2022 [ \$25.00]
- 10/13/2022 [ \$70.00]
- 07/14/2021 [ \$25.00]
- 06/17/2021 [ \$25.00]
- 05/13/2021 [ \$25.01]
- 04/13/2021 [ \$24.86]
- 03/15/2021 [ \$26.40]
- 02/10/2021 [ \$10.98]
- 01/21/2021 [ \$165.25]
- 12/23/2020 [ \$25.00]
- 11/19/2020 [ \$25.00]
- 10/08/2020 [ \$25.00]

**Customer Information**

Customer ID # 1429 Phone Pin # 9500

Customer # 1002-01

Name ELITE GASFIELD SERVICES, LLC

2nd Name

Sort By ELITE GASFIELD SERVICES, LLC

Billing Address 180 W. MIDLAND AVENUE

Phone # MIDLAND ( ) - 0 PA 15059-

Cell # ( ) - 0

Business # (724) 728-2929

Emergency # ( ) - 0

Email Address

Email Address #2

Email Address #3

Bill Print Type Print

Bill Print Group No Group

Notice Print Type Print Exempt From Notices

Alternate Acct #

PAWC Account # 0

PAWC Customer # 0

Customer Type OWNER

**Parcel Information**

ID #	Address	Status	In	Out
343	180 W. MIDLAND AVENUE	ACTIVE	11/22/2011	/ /

Assign To Parcel

Move To Parcel

Remove From Parcel

Select Customer To Sync.

Save Cancel Calculate

**Customer Messages**

Billable/Not Billable Services

Meter Service, But No Meter

Customer has at least one Billable Service and at least one Non Billable Service.

**Service Summary**

Service	Current	Past Due	Total
TOTALS:	659.88	47.55	707.43
DQ	0.00	11.75	11.75
GA	300.83	11.75	312.58
SG	359.05	12.30	371.35
SQ	0.00	11.75	11.75

**Customer Messages**

Billable/Not Billable Services

Meter Service, But No Meter

Customer has at least one Billable Service and at least one Non Billable Service.

**Customer Search**

New Customer

New Parcel

Customer Search

Parcel Search

Previous Next Exit

- Select the desired payment to show the details of the payment.

Customer Maintenance

Payments [118]

06/29/2024	[	\$54.87
06/13/2024	[	\$54.87
05/16/2024	[	\$48.78
04/13/2024	[	\$819.97
03/20/2024	[	\$60.36
02/22/2024	[	\$54.87
01/23/2024	[	\$813.88
12/13/2023	[	\$54.87
11/16/2023	[	\$54.87
10/11/2023	[	\$879.88
09/12/2023	[	\$54.87
08/10/2023	[	\$54.95
07/11/2023	[	\$593.80
06/05/2023	[	\$54.87
05/18/2023	[	\$54.87
04/11/2023	[	\$49.18
03/06/2023	[	\$25.00
02/13/2023	[	\$25.00
01/09/2023	[	\$25.00
12/13/2022	[	\$25.00
11/07/2022	[	\$25.00
10/13/2022	[	\$70.00
07/14/2021	[	\$25.00
06/17/2021	[	\$25.00
05/13/2021	[	\$25.01
04/13/2021	[	\$24.86
03/15/2021	[	\$26.40
02/10/2021	[	\$10.98
01/21/2021	[	\$165.25
12/23/2020	[	\$25.00
11/19/2020	[	\$25.00
10/08/2020	[	\$25.00

Payment Detail

Customer # 1002-01

Name ELITE GASFIELD SERVICES, LLC

Date 06/29/2024

Reference # 14644

Amount 54.87

Check/Ref # 2544

Payment Location [DT] Diversified Office

Service Detail

Service Description	Amount	Balance Due
5/8 Meter in Gallons QUARTERLY	25.25	0.00
5/8 METER IN GALLONS - QUARTER	29.62	0.00

Related Transactions

Date	Transaction Type	Service	Amount	Reference/Check #	Reference #
05/30/2024	Billing	[GAG58]	25.00		14527
05/30/2024	Billing	[SG/G58]	29.87		14527

Previous Next Exit

New Customer

New Parcel

Customer Search

Parcel Search