

Quick Reference Guide

Quick Reference Guide to useful links

Use this guide to quickly access resourceful how-to videos. Click the different bulleted items to open the link to the videos.

Diversified Billing System (DBS) Topics and Resources

Process Utility Billing

- [How to Process Utility Billing Payments](#) (resource guide)
- [How to Process Utility Billing Payments](#) (step-by-step guide)
- [Overview Processing Utility Billing Payments](#) (video)
- [Utility Billing Payment Process](#) (video)
- [Utility Billing Processing Cash Payments](#) (video)

Adjustment and Interest

- [Interest Processing](#) (resource guide)
- [Penalty and Interest](#) (video)
- [Setup and Introduction](#) (video)
- [Penalty Exceptions](#) (video)
- [Penalty Register & Update](#) (video)
- [Penalty Adjustments](#) (video)
- [Interest Training](#) (video)

Notice Processing

- [Notice Processing](#) (resource guide)
- [Notice Setup](#) (video)
- [Notice Exceptions](#) (video)
- [Notice Register](#) (video)
- [Notice Print](#) (video)
- [Notice Update and Finalizing](#) (video)

Adjustment Processing and Reverse Payment Processing

- [Adjustment Processing](#) (resource guide)
- [Reverse Payment Processing](#) (resource guide)
- [Adjustments Reverse Payments](#) (video)

Final Direct Billing

- [Final Direct Billing](#) (resource guide)
- [Final Direct Billing](#) (video)
- [Final Bill Job Setup](#) (video)
- [Final Billing and Calculating Bills](#) (video)
- [Bill Print and Updating Bills](#) (video)

ACH Start to Finish

- [ACH from Start to Finish](#) (resource guide)
- [ACH from Start to Finish](#) (step-by-step guide)
- [ACH Processing - Setup the Client for ACH](#) (video)

- [Prenote & Final Checkboxes](#) (video)
- [Adding a Customer to the ACH file](#) (video)
- [Understanding the Contents of the ACH file](#) (video)
- [How to Edit the ACH file to Balance Differences](#) (video)
- [Making a Customer Inactive from the ACH file](#) (video)

AR Trial Balance Reports

- [AR Trial Balance Reports](#) (resource guide)
- [AR Trial Balance Reports](#) (step-by-step guide)
- [AR Trial Balance Reports](#) (video)

Billing Exceptions Report

- [Billing Process with Exceptions Reports](#) (resource guide)
- [Billing Exception Reports](#) (video)

AR Reconciliation and Past Due Reports

- [AR Past Due Reports](#) (resource guide)
- [AR Reconciliation Report](#) (resource guide)

Customer and Processing Reports

- [Processing Reports](#) (resource guide)
- [Processing Reports](#) (step-by-step guide)
- [Customer Reports](#) (resource guide)
- [Customer Reports](#) (step-by-step guide)
- [Customer and Processing Reports](#) (video)

Customer Maintenance

- [Customer Maintenance](#) (resource guide)

Videos

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|--|--|
| • How to Access a Customer's Account | • Customer Change Log & Deposit Refund |
| • EDU | • History |
| • Billing Cycle | • Consumption History |
| • Billing Rate | • Reports & Billings |
| • Meters | • Payments, Adjustments, Penalties |
| • Liens | • Interest, Notices, Charts and Graphs & User Settings |
| • Payment Plans & Vouchers | • User Settings |
| • Comments & Images | |
| • Statistics | |