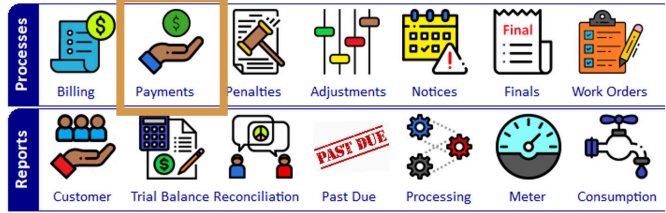
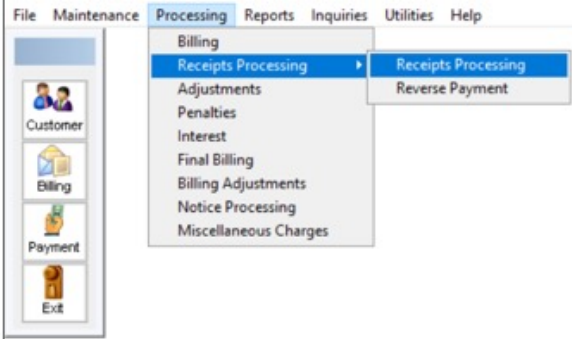
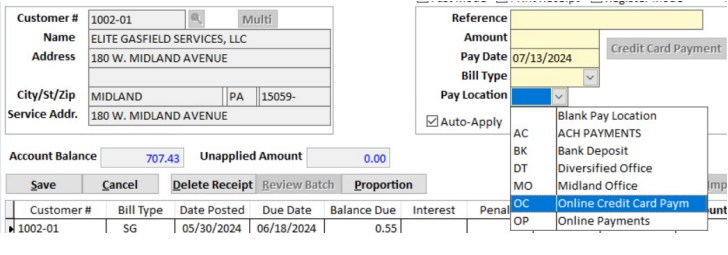
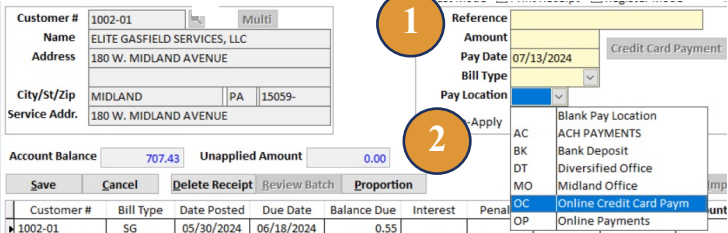


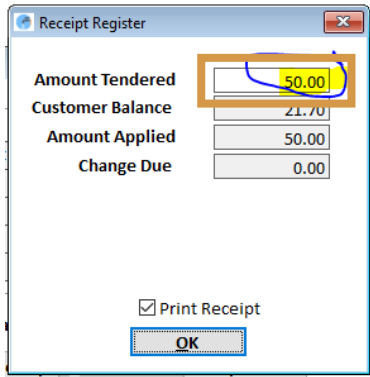
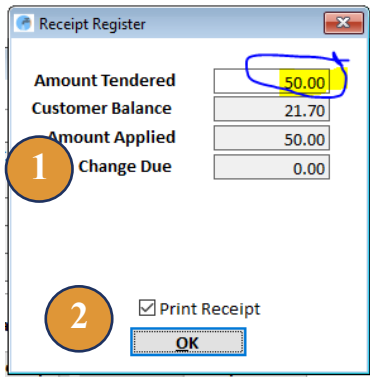
# How to Process Utility Billing Payments

In the Diversified Billing System, you can process utility billing payments with transactions involving check, money order and/or cash.

Step	Action	Support
1.	Click <b>Payments</b> .	
2.	In DBS or VUB, click <b>Payment</b> under Processing or click on the payment button on the left side of the screen.	
3.	Scan the bar code on the bill or click the magnifying glass to search for a customer and hit enter.  <b>Note:</b> The screen will populate with the customer information.	
4.	<p>1. Enter a check number or cash in <b>Reference</b>.</p> <p>2. Enter the <b>Pay Location</b> as "DT" — Diversified Office.</p> <p><b>Note:</b> Ensure that the <b>Amount</b> is correct. The system will default to the amount owed, not necessarily the amount paid.</p>	

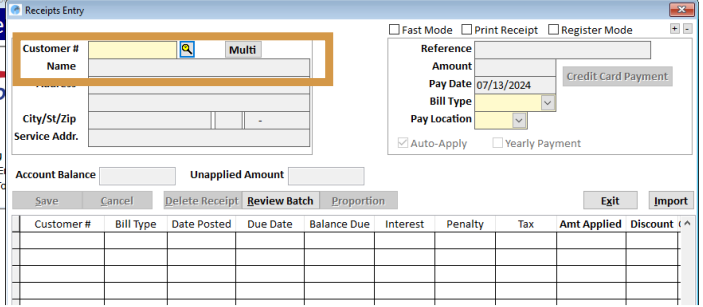
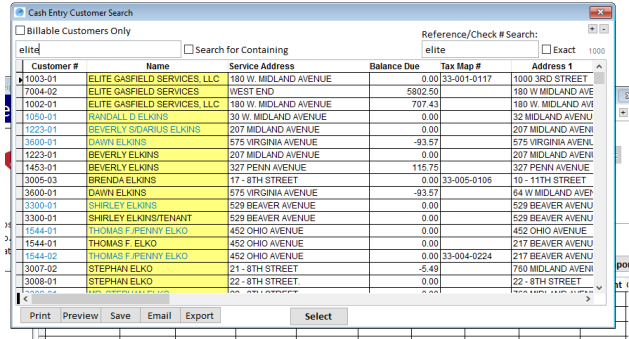
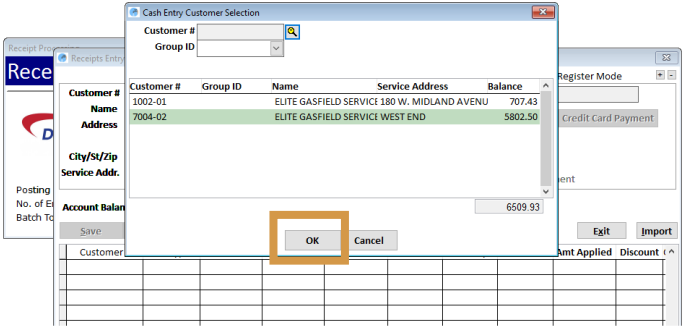
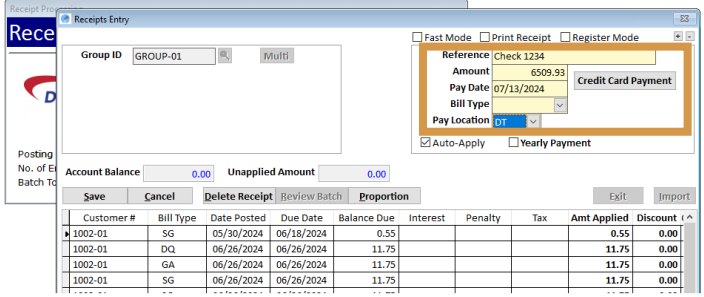
# Using Print Receipt and Register Mode

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.

Step	Action	Support
1.	If the reference is cash, the register screen will open and the amount tendered will be the amount the customer gives you.	
2.	<p>1. Correct change will be listed under Change Due if applicable.</p> <p>2. Select <b>Print Receipt</b> and click <b>OK</b>. You will then be given an options to select how many printed copies you desire; select as many as needed.</p>	

# Payment Processing using the Multi Button

This is a process for customers making payments on multiple accounts when using the Multi Button.

Step	Action	Support
1.	Select either the customer number or name, then click the search icon next to <b>Customer #</b> .  Note: If you use name, it will show you all accounts under that customer's name.	
2.	Select the customers you want to add to the payment one at a time.	
3.	Once you've selected all the customers you desire, select <b>OK</b> , and now a group number will be created for those customers..	
4.	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.	

# Customer Maintenance

You can locate customers and their account information within the Diversified Billing System.

Step	Action	Support
1.	<p>1. In the <b>Search</b> tab, enter in the a customer number, name or address.</p> <p>2. Click on the customer's line to go right into their account.</p>	
2.	<p>1. To view the customer's main-maintenance screen, only click the customer's name.</p> <p>2. A brief summary of the account details will appear, then click <b>Go</b> to enter the customer's maintenance screen.</p>	
3.	<p>The left side menu is where you can view all payments processed. Select the plus sign which drops down all payments.</p>	
4.	<p>Select the desired payment to show the details of the payment.</p>	