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Billing Process with Exception Reports
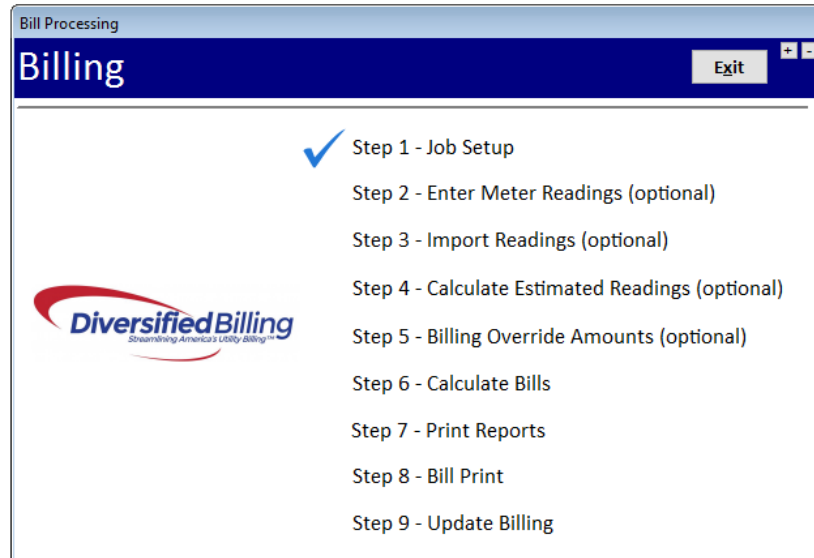
Contents

Starting the Billing Register:

Once all Interface reports have been reviewed, you are now ready to start the billing register exception reports.

Log into Billing System and select the company billing tab in the on-screen menu.
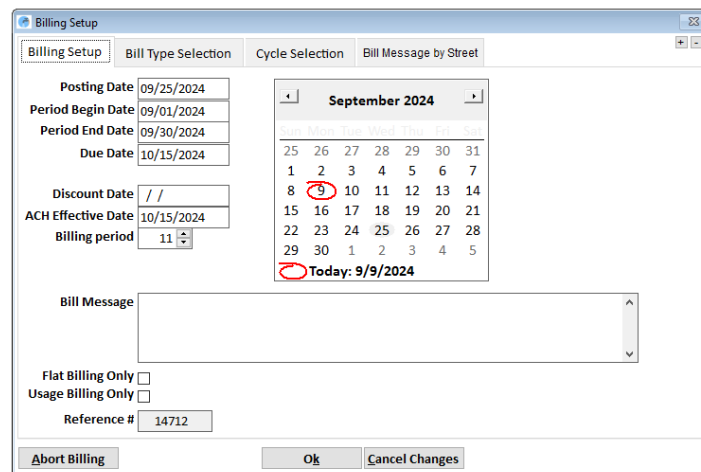

Step 1: Job Setup

Enter required service dates and due dates. These dates should flow from the Master Calendar. Select the Bill Type Selection and Cycle Selection Tabs. This is also where you can put in a temporary message. Select OK.

Step 2: Enter Meter Readings (optional)

Most meter reads are brought in through an import process outside of the Bill Process. There may be times when you will need to place meter reads for individual accounts using this process.

Step 3: Import Meter Readings (optional)

Not commonly used. Meter reads are brought in through an import process outside of the Bill Process

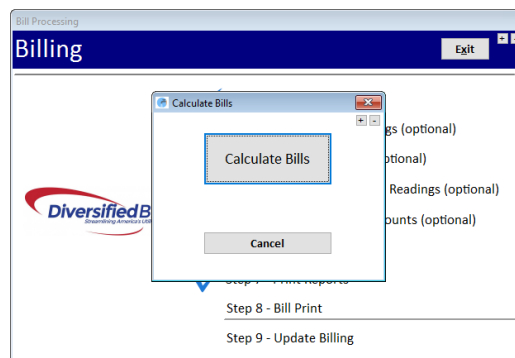## Step 4 – Calculate Estimated Readings (optional)

Used only when readings are not available. You will enter a period to estimate – normally six months or more.

Step 5: Billing Override Amounts (optional)

This will be used to over-ride bill amounts as required.
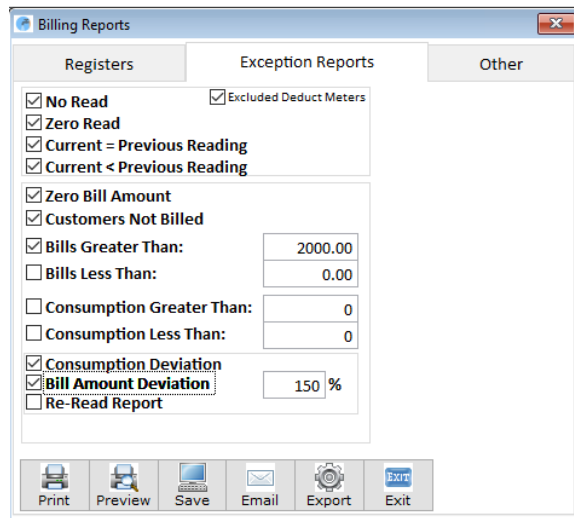
Step 6: Calculate Bills

Click the calculate bills button & you will see a loading bar

Step 7: Print Reports- Select Exception Reports Tab

Check one at a time and print the following reports out and to PDF and place them in a billing reports folder (please note that if the client is billing just a flat rate there is no need to run any reports dealing with reads or consumption):

- No Read
- Zero Read
- Current = Previous Reading
- Zero Bill Amount
- Customers Not Billed
- Bills Greater Than
- Consumption Deviation; type in 150%
- Bill Amount Deviation; type in 150%

No Read

This report provides a list of accounts that do not have a read in the current read area in the Billing System meter. Look at every account on the list and verify this is correct. If No Read is correct in OIR or the meter read report, make certain in the Billing System that all previous dates and reads on the meter are cleared off the account as well.

****IMPORTANT**** It is important to clear out the read because if you leave it there you will wrongfully give the account a large credit balance. If you determine there is a correct and current read in OIR or the meter read report, then you may enter it *(sometimes the Billing System misses the read or missed a file; just enter the correct read to match what is in OIR, or the meter read report)*

Zero Read

This report tells you the downloaded file pulled in zero consumption. Look up every account and verify that is what is in OIR or on the meter reports.

Current = Previous Reading

This report compares the current read is equal to the previous read. This means the meter did not move. This sometimes happens, but you need to look up every account and verify that is what is in OIR or on the meter reports.

Current < Previous Reading

This report compares the current read is less than the previous read. This should not happen. This might be a meter rollover, or someone went in and changed a previous read. Look up every account and verify that is what is in OIR or on the meter reports.

Zero Bill

This report tells you that some customers will be getting a zero bill. This report should always come back with No Zero Bills printed on it, but if there are accounts on this report you must look up every account and find out why they are listed on this report.

Customers Not Billed

This report tells you that some customers will not be getting a bill. This report should always come back with nothing to print, but if there are accounts in this report you must look up every account and find out why they are listed in this report.

Bills Greater Than 2000.00

This report tells you that customers are getting large bills. The amount that is placed in the column to the right should represent more than what an average customer's bill normally is. This report must be looked at to determine if the customer should be getting a larger-than-normal bill.

Consumption Deviation 150%

This report lists accounts that have a consumption that is 150% larger than their average bill. You will find most of these accounts are previously low reads from the property being vacant or larger family moving in that throws off the average. It is important to verify what is provided in OIR or on the meter read report matches what we have in the billing system.
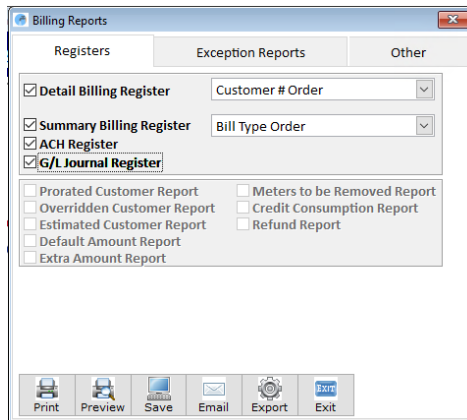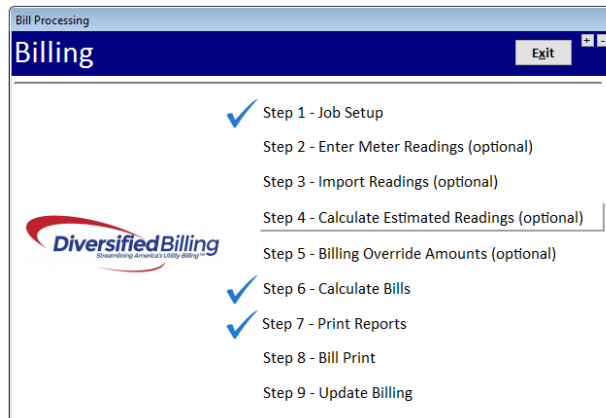
Bill Deviation 150%

This report lists accounts that have a bill that is 150% larger than their average bill. You will find most of these accounts are previously low reads from the property being vacant or larger family moving in that throws off the average. It is important to work on this report in its entirety.

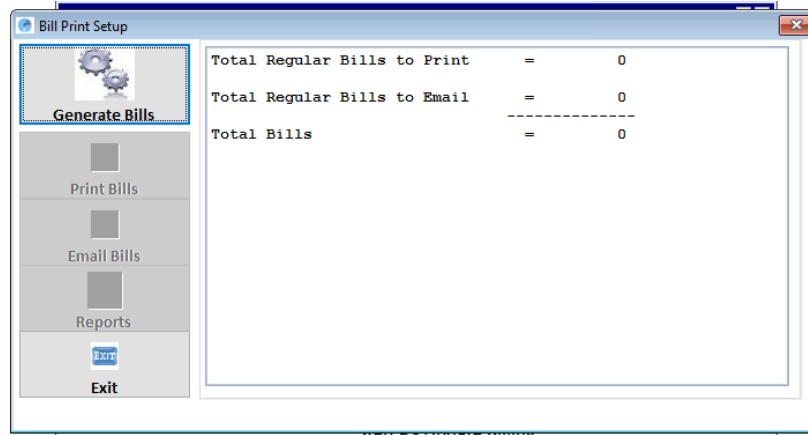# The Billing Register

Step 7: Print Reports

After all exception reports are worked and verified, you will want to go in and recalculate and then go to the Registers tab in Step 7 and print to PDF Detail Billing Register. Anything that is bolded in the register area needs to be saved to a PDF and placed this PDF in the billing register file. Make sure you date it for the current billing month.
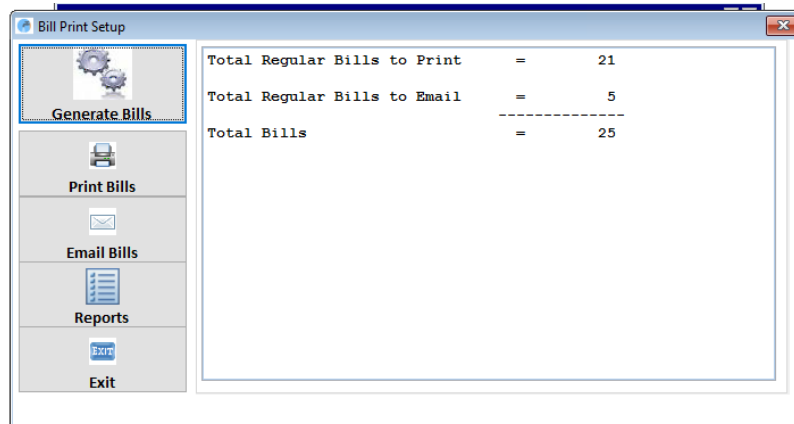
Step 8: Bill Print

Select the Generate Bills. This will go out and grab every customer that is to receive a regular bill to print. This will also parse out the regular bills to email.
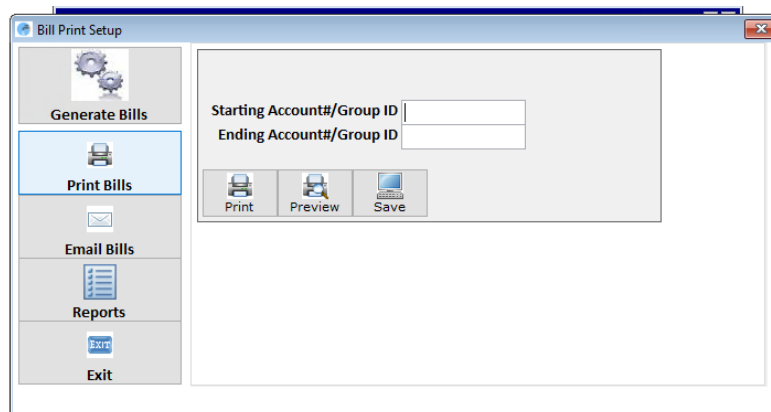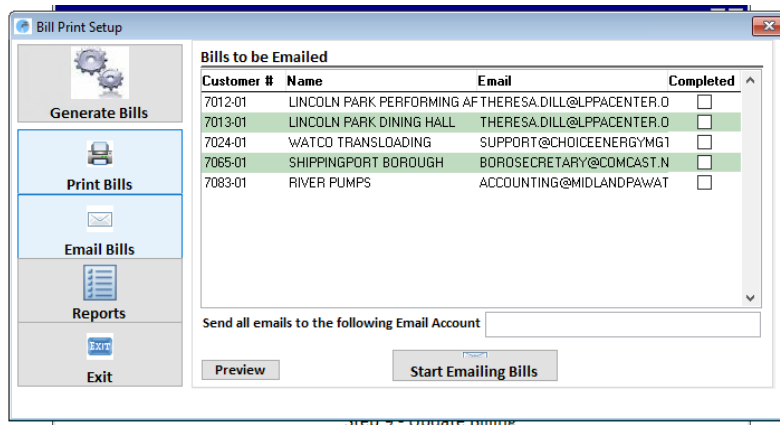
Select the Print Bills button- Print to PDF save in the client's Bill Proofs (Invoice) Folder.

You must review the register and bills to make sure that everything looks correct. Always look at the previous month's PDF register (that is saved in your billing register file). Your numbers should be close to each month. You should be checking # of customers, Consumption (if applicable), and bill amount. If any of the numbers are off by a large margin, then it is more than likely an issue with the billing.
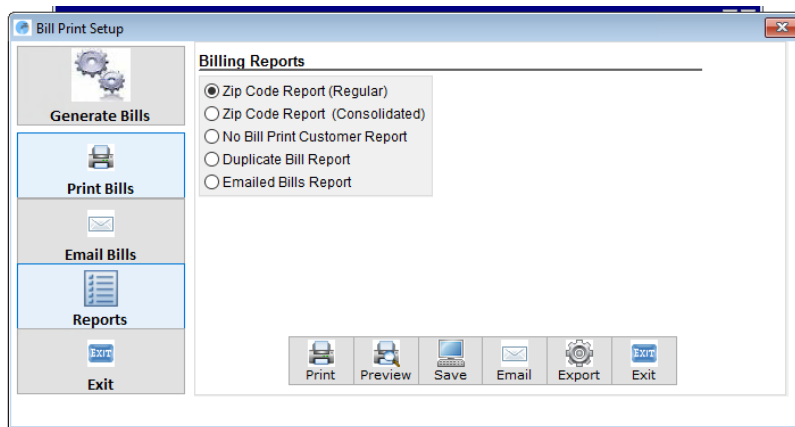
Reviewing is especially important.

Email Bills

Make sure you look to see if there are email bills. You will want to send a test copy to the ms@diversifiedtechnology.com email address and verify that the attachment is correct and the message in the body of the email is correct.

Reports

This area houses multiple reports to review.

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Step 9: Update

This step updates every account in the Billing System, and you cannot fix anything in the billing after you update, so make sure you leave this step un-checked until the very end.

*** IMPORTANT! *** Do not select Step 9 until the bills are at the post office!