

HOSTED APPLICATIONS: NORTHSTAR NEW USER TRAINING

Are you a new NorthStar User? WPPI Support Staff is offering a two-day virtual training opportunity to assist in learning your way around NorthStar. The hands-on virtual training will provide the foundation of the metering and billing software.

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Tuesday, November 17

9:00 a.m. – 4:00 p.m.

Remote Training Session

Introduction to NorthStar

Logging in to NorthStar

- Basic Navigation
 - Account Numbers
 - Service Address vs Mailing Address
- Icons
- Keyboard Commands
- NorthStar Modules
 - Overview
 - Folder Organization

Account Gateway

- Customer Accounts
 - Active Accounts vs. Final Accounts
- Account Details
 - Owner vs. Tenant vs. Landlord
- Most Common Customer Requests

Process Overview

- Accounts
- Meter Reading
 - Meters:
 - Register vs. Usage
 - KWH / KW / Demand
 - Setup
 - Rates
 - Types of Meters (AMR vs AMI)
- Billing
- Cashiering

Wednesday, November 18

9:00 a.m. – 4:00 p.m.

Remote Training Session

Service Orders

- Creating Move In / Move Out Service Orders
 - Detailed Steps
 - Asking the Right Questions

Meter Reading

- AMI vs Non-AMI Meters
- Collection of Reads
- Meter Reading Verification Process
- Transferring Read to a Billing Journal

Billing Journal

- Journal Creation
- Calculation
- Verification Listing:
 - Understanding the Listing
 - Accounts in Suspense
- Bill Print:
 - In House vs. Flat File
- Journal Print:
 - Re-Issuing a Verification Listing
 - Relationship to the General Ledger
- Posting

Cashiering

- Payments
- Add Many
- Cross Apply

Late Payments

- Late Payment Journal
- Bill Recalculations

Collections / Credit Control Overview

- Notice Levels
- Disconnect Process

Tips and Tricks