

Step-by-Step Procedure

NOTE:

The following procedure is for the 10-Day Notice process. In the examples used, the utility combines Level 1 and Level 2 notices.

Selecting / Creating A Batch

Use the **Add** icon (+), create a new batch.

The Created by field auto-fills with the user's identity after clicking the *Add* button.

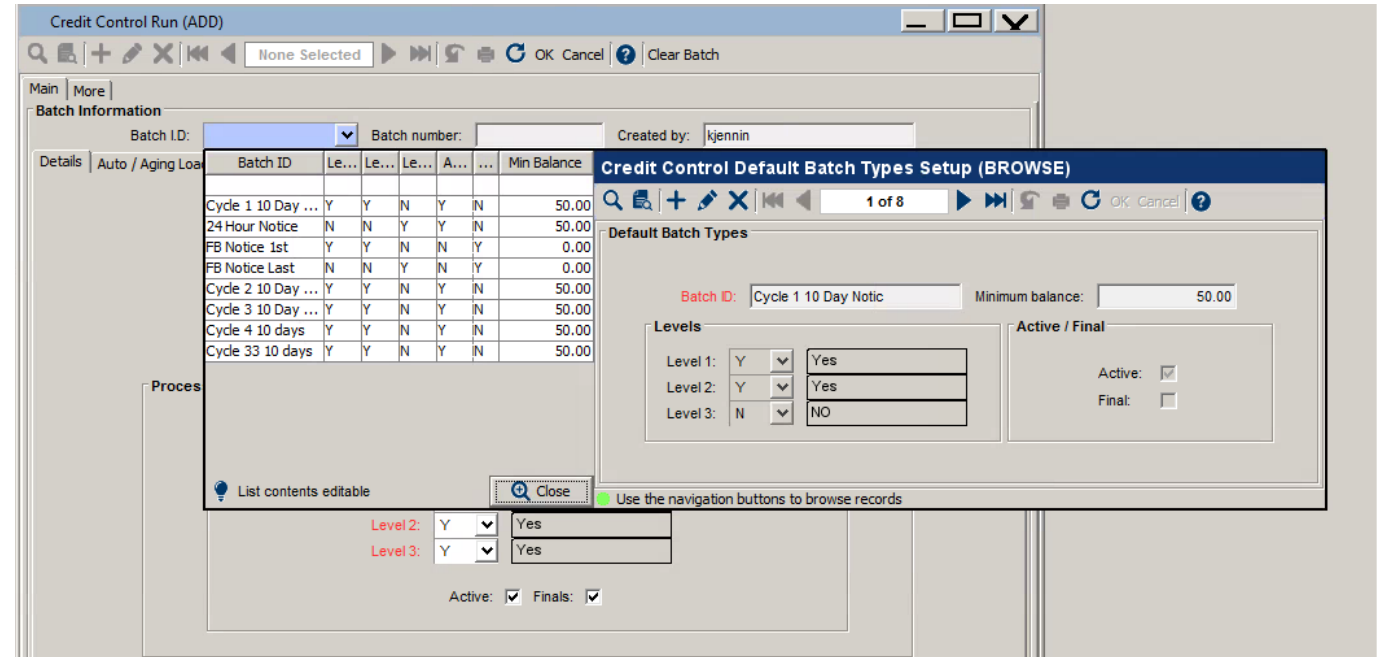
Select the **Batch ID** from the dropdown list using the description that fits the type of batch to be processed, or create a new Batch ID Type.

The Batch ID description will assist the user in determining what is in the batch if more than one batch exists at a time.

Each Batch ID from the list designates a minimum overdue account balance, the Levels to be processed, and account type (active and/or final) for processing.

Batch levels are determined during the creation of a new Batch ID.

Credit Control > Credit Control Run > Credit Control Run



To create a new Batch ID Type

Click the **Batch ID dropdown menu** option

Click the **Power Link** button at the bottom of the dropdown window.

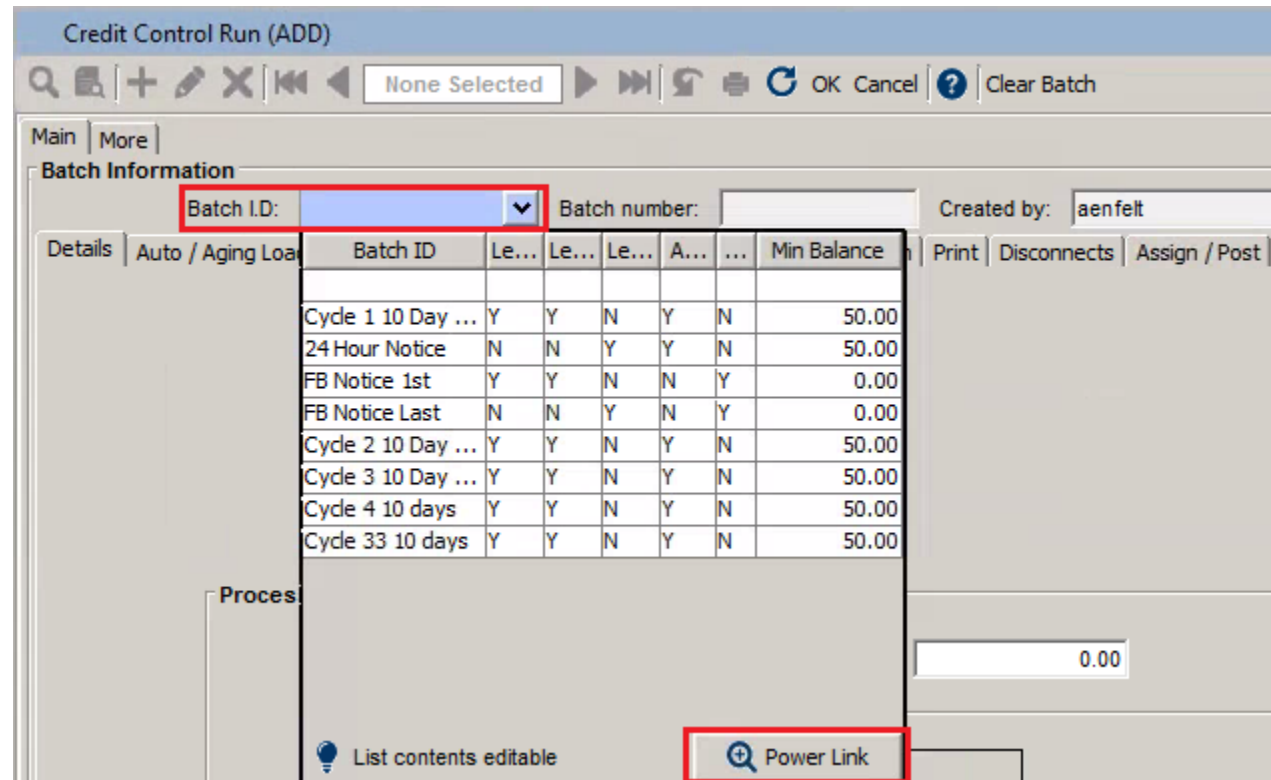
Click the **Add** button.

Enter the new **Batch ID description** and **Minimum balance**.

Set the Levels to Y, N, or A. (See below for Level descriptions.)

Click **Active** or **Final**.

Click **OK** to save.



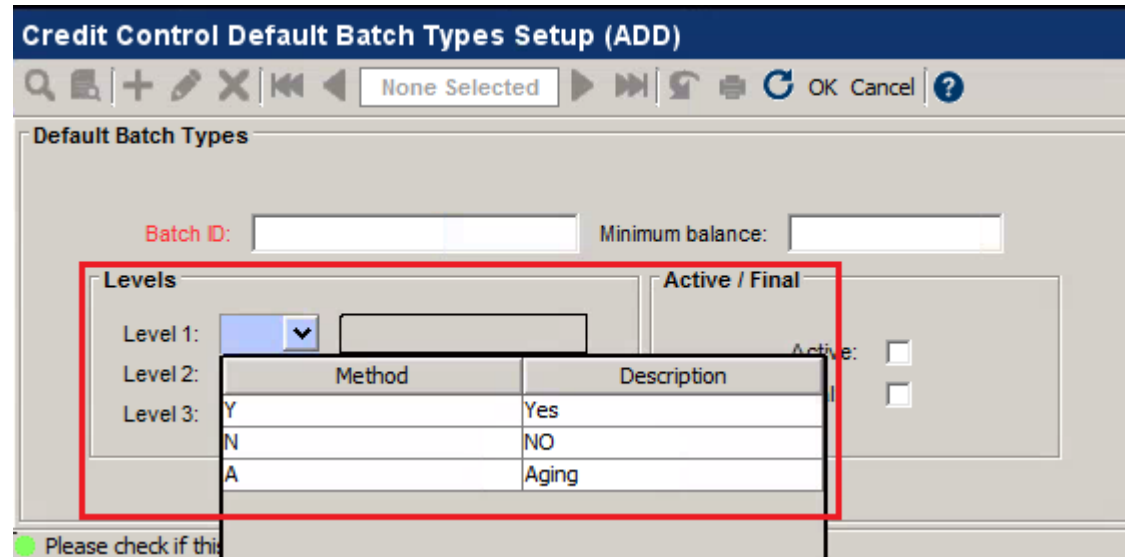
Notice Level Descriptions:

Y = The system will process all Level Notices that are marked with an N in the Service Details > Additional > Notices table

N = A level marked with an N will not be included in the batch as it does not meet the requirements.

A = Denotes any account that is 2+ months past due, or any past due final account.

Note: For an Aging Load, the batch header should be created using A instead of Y as the flag that identifies what notice level is to be processed.



The Batch number will auto-populate following the selection of the Batch ID from the list.

After selecting the Batch ID, the Process Information details will auto-populate in the table.

Enter the Process Date

This date is the date the user knows that the Level should be loaded and the date the notices will be done.

Checkmark 'Active' box to allow active accounts to load.

Checkmark 'Finals' box to allow the loading of final accounts.

Active and Final accounts should not be processed in the same batch as the notices/letters generated contain different wording.

Credit Control Run (BROWSE)

Batch Information

Batch I.D.: Cycle 1 10 Day N... Batch number: 4640 Created by: kjennin

Process Information

Process date: 2018-12-19 Minimum balance: 50.00

Notices

Level 1:	Y	Yes
Level 2:	Y	Yes
Level 3:	N	NO

Active: Finals:

Note: Changes to the Process Information section are possible after they appear, but if the codes are setup properly, no changes are necessary.

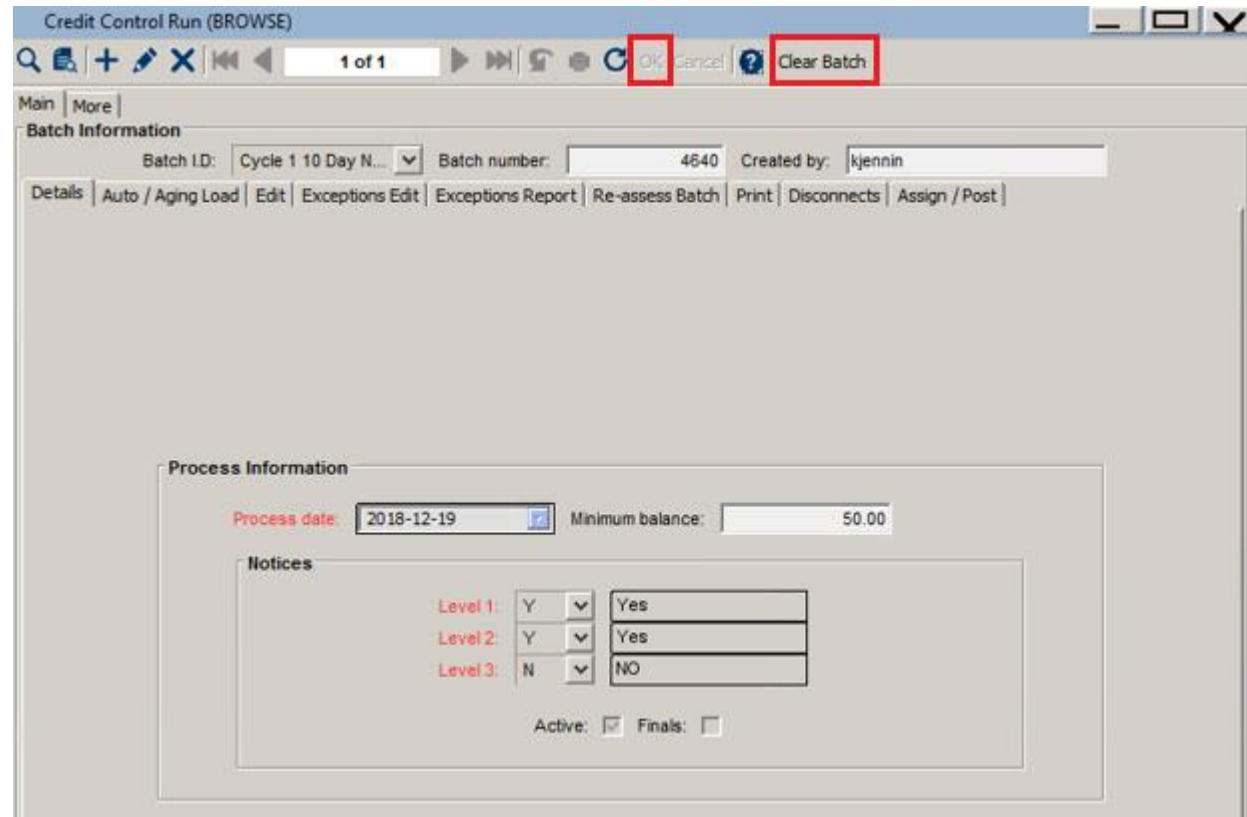
If the utility chooses to limit the load to only those accounts that have a significant outstanding balance, the 'Minimum Balance' field should be set to the smallest amount for consideration in the load process. This field is a means of eliminating the need to delete accounts after the batch has loaded. Using the minimum amount will flag all accounts that are below the minimum balance as skipped. Future loads will include this overdue amount along with any additional outstanding balances.

Click **OK** or press **Enter** to save the Header and Process Information.

Note:

The **Clear Batch** button may be used after an incorrect load has been performed and the user wishes to delete all the entries and reload the batch.

When selecting **Clear Batch**, the user will see a message box appear stating, 'Delete will remove all Documents related to the batch number shown. OK to Delete? Yes or No'.

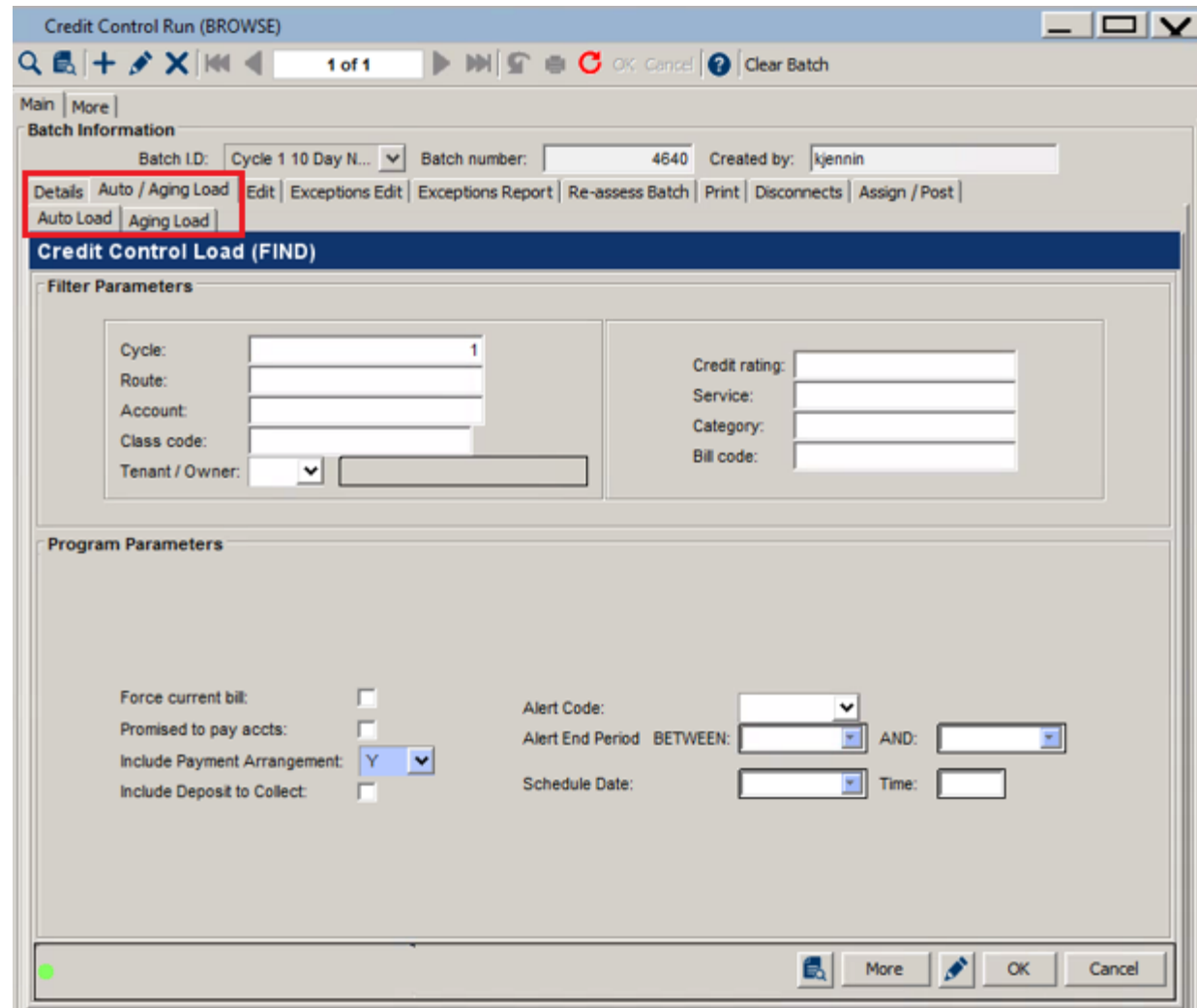


Click on the **Auto/Aging Load** tab.
This will further define the selection criteria used during the actual loading of the batch.

Two (2) additional tabs are available:
Auto Load and Aging Load.

Auto Load is for any notice level represented on the service additional table as either Current bill date or Last bill date.

Aging Load is for a notice level that is no longer on the service additional table as either Current bill date or Last bill date. This may be seen when a final accounts have already used all three (3) levels, or when a utility sends notices out on accounts that were billed two (2) or more months ago.



Auto-Load Procedure

Select the **Auto Load** tab.

Click on the **Edit** icon (lower right-hand corner) if it is necessary to limit the range of accounts that are to be loaded.

Set the **Filter Parameters** and **Program Parameters** fields as required. (See below for program parameter details.)

Note: This example shows the load was set to be limited to Cycle 1 and Include Payment Arrangements set to Y.

Click **OK** at the bottom of the screen to initiate the loading process.

Once the loading process has completed, proceed to the **Edit** tab.

The screenshot displays the 'Credit Control Run (BROWSE)' application window. The window title bar includes standard OS controls and a 'Clear Batch' button. Below the title bar is a toolbar with navigation icons and 'OK' and 'Cancel' buttons. The main content area is divided into several sections:

- Batch Information:** Contains fields for 'Batch ID' (set to 'Cycle 1 10 Day N...'), 'Batch number' (4640), and 'Created by' (kjennin).
- Navigation:** A row of buttons including 'Details', 'Auto / Aging Load', 'Edit', 'Exceptions Edit', 'Exceptions Report', 'Re-assess Batch', 'Print', 'Disconnects', and 'Assign / Post'. Below this is a sub-section with 'Auto Load' and 'Aging Load' tabs.
- Credit Control Load (FIND):** A section with a red border containing:
 - Filter Parameters:** Fields for 'Cycle' (1), 'Route', 'Account', 'Class code', 'Tenant / Owner' (dropdown), 'Credit rating', 'Service', 'Category', and 'Bill code'.
 - Program Parameters:** Fields for 'Force current bill' (checkbox), 'Promised to pay accts' (checkbox), 'Include Payment Arrangement' (dropdown set to 'Y'), 'Include Deposit to Collect' (checkbox), 'Alert Code' (dropdown), 'Alert End Period' (BETWEEN: dropdown AND: dropdown), 'Schedule Date' (dropdown), and 'Time' (text field).
- Bottom Bar:** Contains a 'More' button, an 'Edit' icon, and 'OK' and 'Cancel' buttons.

Program Parameters:

Force Current Bill: This will limit the load to only look at the 'Current' row flags on the Service Details > Additional > Notices table. The system will bypass the normal system criteria that states the account must have completed processing the prior month in order to be a part of the current loading process. It also insures that all of the current outstanding balances will be loaded, not only what was previously billed, but will also include adjustments that were done after the regular billing.

Promise to Pay Accounts: This will reduce the amount owing by any Promised Funds in good standing before considering the minimum balance test and loading the account.

Include Payment Arrangements: Apply the code from the dropdown menu, as described below, based on the utility's preference.

- **Y** = Reduce Balance Owing by any Payment Arrangement in good standing before applying the minimum balance test and loading the account
- **B** = Reduce Balance Owing by any Balance Payment Arrangement in good standing before applying the minimum balance test and loading the account
- **D** = Reduce Balance Owing by any Deferred Payment Arrangement in good standing before applying the minimum balance test and loading the account
- **E** = Skips any account with an active Deferred Payment Arrangement whether that arrangement is overdue or current
- **N** = Includes any account with an overdue balance *not* enrolled in an active Deferred Payment Arrangement

Include Deposit to Collect: This will include the required deposits when loading accounts.

Alert Codes: User these fields to load accounts with specific Alert Codes with specific end dates.

Aging Load Procedure

Select the **Aging Load** tab.

Click on the **Edit** icon (lower right-hand corner) if it is necessary to limit the range of accounts that are to be loaded.

Set the **Filter Parameters** and **Program Parameters** fields as required. (See below for program parameter details.)

Clicking **OK** at the bottom of the screen to initiate the loading process.

Once the loading process has completed, proceed to the **Edit** tab.

Credit Control Run (BROWSE)

Batch Information
Batch I.D.: AGING TEST Batch number: 4643 Created by: aenfelt

Details Auto / Aging Load Edit Exceptions Edit Exceptions Report Re-assess Batch Print Disconnects Assign / Post

Auto Load Aging Load

Credit Control Aging (FIND)

Filter Parameters

Cycle: []
Route: []
Account: []
Class code: []
Tenant / Owner: [] []

Credit rating: []
Service: []
Category: []
Bill code: []
Customer: []

Program Parameters

Notice level: 1 [] Level 1 []
Days past due: 15 []
Promised To Pay Accts: []
Include Payment Arrangement: []
Alert Code: []
Alert End Period BETWEEN: [] AND: []

Please select the notice level

More OK Cancel

Ready

Program Parameters:

Notice Level: Select the level of notice (0 – 6) that is to be selected from the Service Details > Additional > Notices table. The Notice Level should default with the correct level based on the batch header setup.

Days Past Due: Enter the number of days the account is past due. The Days Past Due should default with the correct number of days based on the Control Table setup.

Promise to Pay Accounts: Check the box if promised to pay accounts are to be included in the load criteria.

Include Payment Arrangement: Check the box if an account with a payment arrangement should be included in the load criteria.

Alert Codes: Use these fields to load accounts with specific Alert Codes with specific start and end dates.

Note: The due date displayed will be the due date of the last bill that was processed. NorthStar does not store this data regarding prior bills.

Note: If Level 3 was flagged as S (skipped) when the other levels were processed earlier, the aging load will load the account and when the batch is posted, if the row is still visible, it will change from S to an A.

Editing a Loaded Batch

The **Edit** tab is where the services are loaded and where the user may add or delete a service(s) or account(s).

Click on the **Edit** tab to view the loaded accounts that matched the criteria specified in the Details table, Auto/Aging Load table, and Control Table.

The Edit table allows user to:

- Find and delete individual service or entire accounts that were loaded, but the utility does not wish to be included in the batch.
- Manually add individual services or entire accounts because they did not load, but the utility wishes to include in the batch.

Note: Any information loaded into the batch may be updated, and groups of accounts may be found and deleted as a group by using the 'Group Delete' tab.

Deleting a service or account may prevent it from loading properly in future batches.

Credit Control Run (BROWSE)

Batch Information

Batch I.D.: Cycle 1 10 Day N... Batch number: 4640 Created by: kjennin

Details Auto / Aging Load **Edit** Exceptions Edit Exceptions Report Re-assess Batch Print Disconnects Assign / Post

Credit Control Exceptions (BROWSE)

Exceptions Edit Group Delete

Account: [] 25 Credit: A 836 [] [] SUN PRAIRIE

Details (BROWSE)

Service	Notice Level	Date	Due Date	Overdue	Current	Balance At
E	5	2018-12-17	2018-12-10	75.99	75.99	74.29
G	5	2018-12-17	2018-12-10	5.88	5.88	5.76

Ready Tot overdue: 81.87 Tot current: 81.87

Click the **Exception Edit** tab to view the accounts that did not pull into the Batch.

The reason for the exception displays at the bottom of the screen.

This example shows an account that did not load to the batch due to Level 3 not processing the prior month.

The screenshot displays the 'Credit Control Run (BROWSE)' application window. At the top, the window title is 'Credit Control Run (BROWSE)'. Below the title bar, there is a toolbar with search, print, and navigation icons, and a status bar showing '1 of 1'. The main area is divided into several sections:

- Batch Information:** Shows 'Batch I.D.: Cycle 1 10 Day N...', 'Batch number: 4640', and 'Created by: kjennin'. Below this are tabs for 'Details', 'Auto / Aging Load', 'Edit', 'Exceptions Edit', 'Exceptions Report', 'Re-assess Batch', 'Print', 'Disconnects', and 'Assign / Post'.
- Credit Control Exemptions (BROWSE):** A sub-window with a toolbar showing '1 of 1321'.
- Account:** A search field with a magnifying glass icon, a dropdown menu showing '18', and a text field containing '816'.
- Utility / Date:** Shows 'Utility: E' with a dropdown arrow and 'ELECTRIC' in a text field. Below it, 'Date: 2018-12-19 16:19:09' is displayed.
- Exceptions:** A section at the bottom, highlighted with a red border, showing a dropdown menu with '6' and a text field containing 'Level 3 Not Processed'.

Printing Notices/Letters

The **Print** tab is where the user may print out reports and mailings to the accounts that loaded into the designated Batch. The section contains three main tabs: Arrears Listing, Letter Print, and Notice Print.

Arrears Listing tab provides a report listing all the accounts in the batch. The user should use this option to get an actual printout of all services/accounts contained within the batch. *This is the only 'report' available.*

Click **Edit** button at lower right-hand corner.

Select the **Order by** method from the dropdown menu.

- 1 = Cycle, Account
- 2 = Account
- 3 = Cycle, Walk, Route, Account
- 4 = Route, Walk, Account
- 6 = Number of Disconnect Orders

At **Account Status**, select the type of account to use on the report.

- 1 = Active
- 2 = Final
- 3 = Both

Click **OK** to accept the changes and initiate the processing of the list.

Credit Control > Credit Control > Arrears Listing

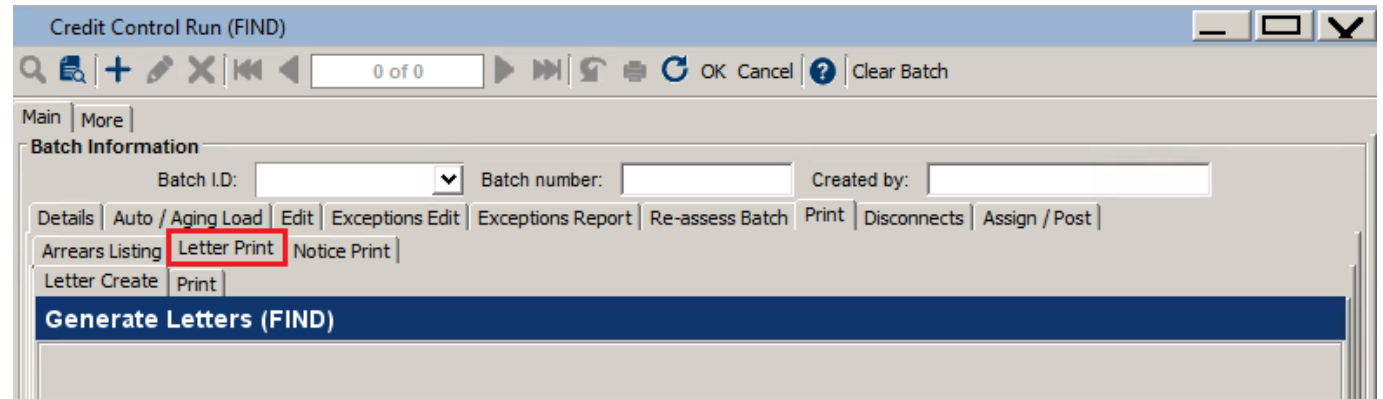
The screenshot shows the 'Credit Control Run (FIND)' window. The title bar reads 'Credit Control Run (FIND)'. The window has a menu bar with 'Main' and 'More'. Below the menu bar is the 'Batch Information' section with fields for 'Batch I.D.', 'Batch number', and 'Created by'. A toolbar contains buttons for 'Details', 'Auto / Aging Load', 'Edit', 'Exceptions Edit', 'Exceptions Report', 'Re-assess Batch', 'Print', 'Disconnects', and 'Assign / Post'. The 'Arrears Listing' tab is highlighted in red. Below the tabs is the 'Notice Print (FIND)' section with a 'Program Parameters' area. In this area, the 'Order by' dropdown is set to '1' and the 'Account Status' dropdown is set to '1'. A red box highlights these two dropdowns. At the bottom of the window, there is a status bar with the text 'Please Enter [1]-Active, [2]-Final, [3]-Both' and buttons for 'OK' and 'Cancel'.

Letter Print is for merging the services/accounts with a 'notice' that was created in NorthStar Letter Maintenance.

Best Practice: Create letters using Mail Merge.

The Letter Print tab contains two (2) additional tabs: Letter Create and Print.

Note: Update letters/notices prior to the Letter Print process.



Click on the **Letter Create** tab and then click the **Edit** icon.

To limit the accounts that should receive a letter, fill in the **Notice Level**, **Active/Final**, *OR* **Tenant/Owner** fields.

Populate the **Notice Level** field when multiple notice levels have been loaded in the batch, but only a portion of the accounts are to receive letters.

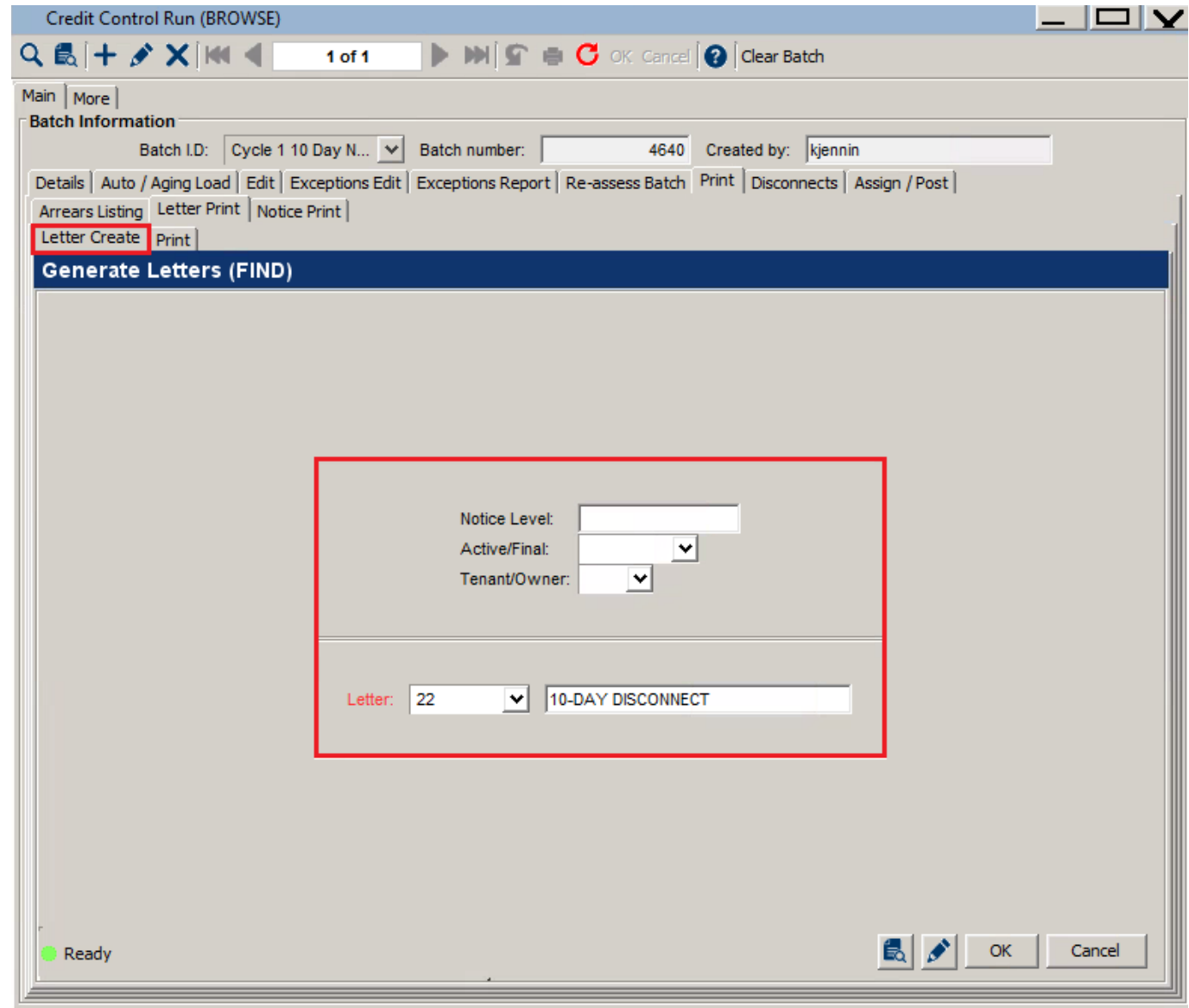
Use the **Active/Final** status when both active and final accounts are loaded into a single batch. Separate letters/notices are needed as they are worded differently.

Use the **Tenant/Owner** field to differentiate tenant accounts from owner accounts. This may be necessary to avoid sending an incorrectly worded letter/notice.

Select the **Letter** number or code for the letter from the letter dropdown menu. The letter description will fill in to the right of the letter number.

Click **OK** to begin the initial process to add the letter to Letter History.

Click **Close** after the letters have successfully completed loading to Letter History.



Click on the Letter Print > **Print** tab.

Click the **Edit** button at the bottom of the screen.

Select the **Letter Number** to be printed.

The **Order by** field will default to 1.

Additional Print Options:

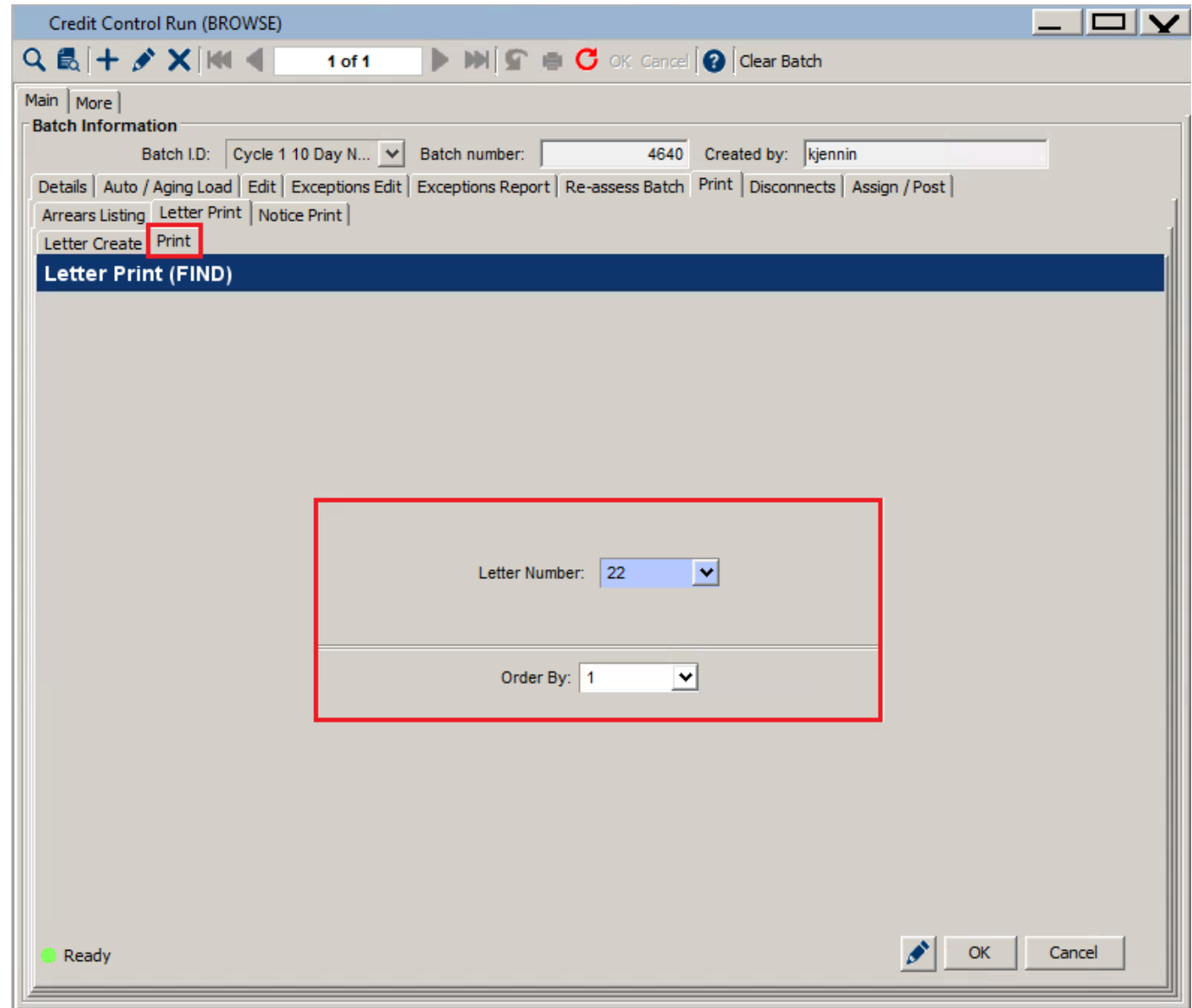
- 1 = Cycle, Route, Walk
- 2 = Account, Cycle, Route, Walk
- 3 = Mail Postal, Account, Postal Mode, Cycle, Route, Walk
- 4 = Postal Mode, Mail Postal, Account, Cycle, Route, walk

Click **OK** to save the changes and initiate the printing process.

The processing screen will appear. When the letters/notices are ready to print, they will appear on the **Results** tab. If a Mail Merge letter is used, MS Word will auto launch and the letters will appear in that software.

Non-Mail Merge letters require redirecting to the appropriate printer set to the portrait mode. Select Print to send the letters to the printer.

After the 10-Day Letters/Notices print, they will appear on the Letter History table in Account Gateway.



Assign / Post the Batch

The **Assign/Post** section is for assigning accounts to debt collector codes(s), attaching ticklers (alerts), or finishing the batch by posting. The section contains three main tabs: Assign Debt Collector, Assign Alerts, and Post. The batch type processed determines the tab used in the final steps.

The **Post** option updates all the services (*Account Gateway on the Service Details > Additional > Notices table*) involved in the load with a Y beside the notice level that has been processed. Any accounts that were due to receive the notice, but were excluded because of the search criteria, will be flagged with an S indicating they were skipped. This process also updates the field labeled 'Last Sent'. If necessary, it advances any future dates to insure the correct number of days remains in place for the next level processing.

The **Assign Ticklers (Alerts)** option allows the user to flag accounts in the batch with a specific alert message.

Posting a 10-Day Notice Batch

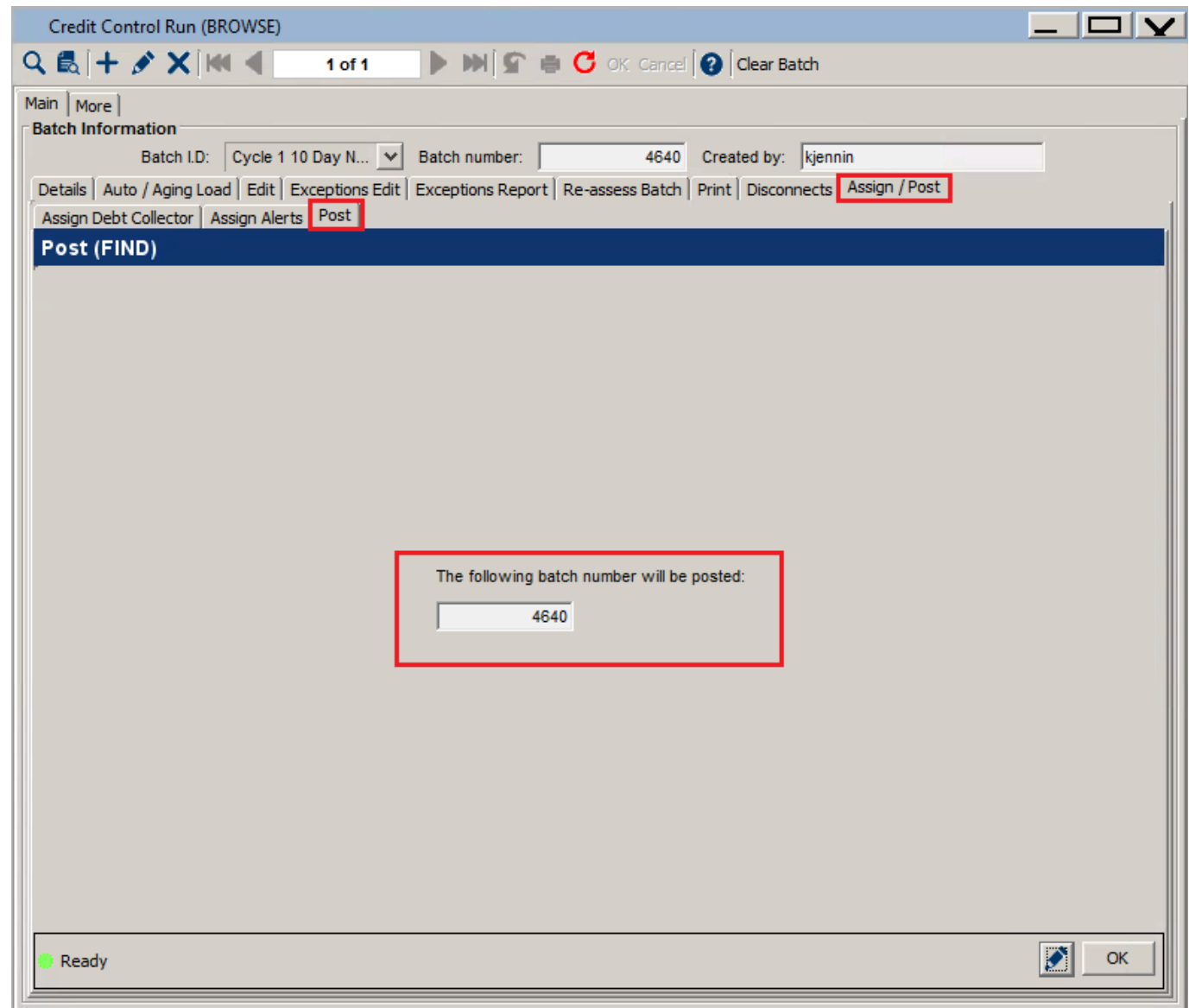
Click the **Post** tab.

Click the **Edit** button in the lower right-hand corner to activate the screen. This will populate the batch number.

Click **OK** to initiate the posting process.

Confirm the batch is ready for posting by clicking **Yes**.

Click **Close** when the successful completion message appears on the processing screen.



All flags and dates on the Additional > Notices table applicable to the 10-Day Notice level will be updated. The 'Last Sent' field will also update.

If needed, future level dates will reset to cover the proper span of days needed for them to be available for processing.

Note: The original Level 1 & 2 Notice scheduled was for 2018-12-17. The load processing did not take place until 2018-12-19 causing all Level dates to readjust by two (2) days.

	Due Date		Level 1		Level 2		Level 3
Current:	2018-12-10	S	2018-12-19	Y	2018-12-19	N	2018-12-27
Last:	2018-11-12	S	2018-12-19	S	2018-12-19	S	2018-12-19

Last sent:	5
Last notice date:	2018-12-19
Exempt:	N
Expiry date:	
Late charge:	1.70
Overdue interest:	0.00
Overdue date:	