

**NOTE:**  
The following procedure is for the 24-Hour Disconnect Notice process. Customer payments have occurred since the 10-day Notice mailed.

## Selecting / Creating A Batch

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

Select the **24 Hour Notice** from the Batch ID dropdown menu.

**Verify** all levels are set correctly. Level 1 and Level 2 are set to N. Level 3 is set to Y.

Click **OK** to save the Header and Process Information.

Credit Control > Credit Control Run > Credit Control Run

Credit Control Run (BROWSE)

1 of 1

OK Cancel Clear Batch

Main More

Batch Information

Batch ID: 24 Hour Notice Batch number: 4642 Created by: cschaub

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

Process Information

Process date: 2018-12-28 Minimum balance: 50.00

Notices

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

Active:  Finals:

## Auto-Load Procedure

Click on the **Auto/Aging Load** tab.

Select the **Auto Load** tab.

Click on the **Edit** icon.

Set the **Filter Parameters** and **Program Parameters** fields as required.

*Note: This example is limited to Cycle 1 and has 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.

Credit Control Run (BROWSE)

1 of 1

OK Cancel Clear Batch

Main More

Batch Information

Batch I.D.: 24 Hour Notice Batch number: 4642 Created by: cschaub

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

Auto Load Aging Load

Credit Control Load (FIND)

Filter Parameters

Cycle: 1

Route:

Account:

Class code:

Tenant / Owner:

Credit rating:

Service:

Category:

Bill code:

Program Parameters

Force current bill:

Promised to pay accts:

Include Payment Arrangement: Y

Include Deposit to Collect:

Alert Code:

Alert End Period BETWEEN: AND:

Schedule Date: Time:

Please enter the account number(s)

More Edit OK Cancel

## Edit the Loaded Batch

Click on the **Edit** tab to view the loaded accounts.

Customer payments applied during the time span of sending the 10-Day Notices to loading the 24-Hour Notice batch decreased the number of accounts from 311 to 295.

Review the Edit tab to make sure the number of accounts/dollar amounts are as expected.

*Note: During the winter moratorium, create, load, and process as usual a Batch ID named WINTER: REMINDER. This will allow all flags to flip/update as needed to avoid forcing any current bills.*

*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.*

The screenshot displays the 'Credit Control Run (BROWSE)' application window. The top toolbar includes search, navigation, and action icons. The 'Batch Information' section shows 'Batch ID: 24 Hour Notice', 'Batch number: 4642', and 'Created by: cschaub'. Below this, the 'Credit Control Exceptions (BROWSE)' window is open, showing search criteria for 'Account: 25', 'Credit: B', and '218'. The 'Details (BROWSE)' window is also open, displaying a table of account details.

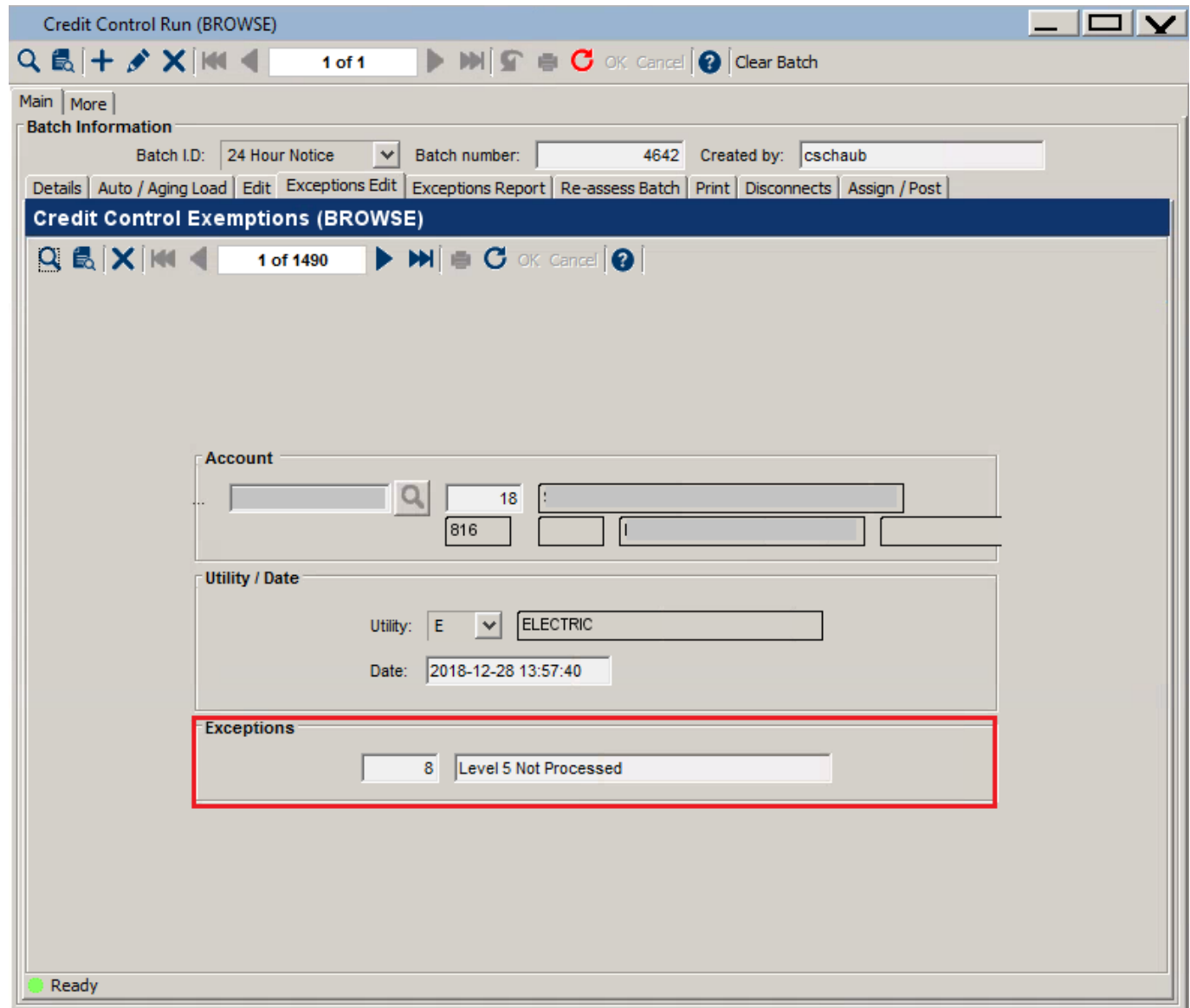
Service	Notice Level	Date	Due Date	Overdue	Current	Balance At
E	6	2018-12-27	2018-12-10	91.36	91.36	88.70
G	6	2018-12-27	2018-12-10	4.20	4.20	4.08

At the bottom of the interface, there are status indicators and summary fields: 'Ready' (green dot), 'Tot overdue: 95.56', and 'Tot current: 95.56'.

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 5 not processing the prior month.*



## Printing Notices/Letters

Navigate to the **Print** tab to generate the 24-Hour Notices or the file for a Robocall list.

Click on the **Letter Create** tab.

Click the **Edit** icon in the lower right-hand corner of the screen.

Select the **Letter** number or code for the letter from the letter dropdown menu.

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

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

*Credit Control > Credit Control Run > Print > Letter Print > Letter Create*

Credit Control Run (BROWSE)

1 of 1

OK Cancel ? Clear Batch

Main More

Batch Information

Batch ID: 24 Hour Notice Batch number: 4642 Created by: cschaub

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

Arrears Listing Letter Print Notice Print

Letter Create Print

Generate Letters (FIND)

Notice Level:

Active/Final:

Tenant/Owner:

Letter: 20 DOOR HANGER

OK Cancel

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

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

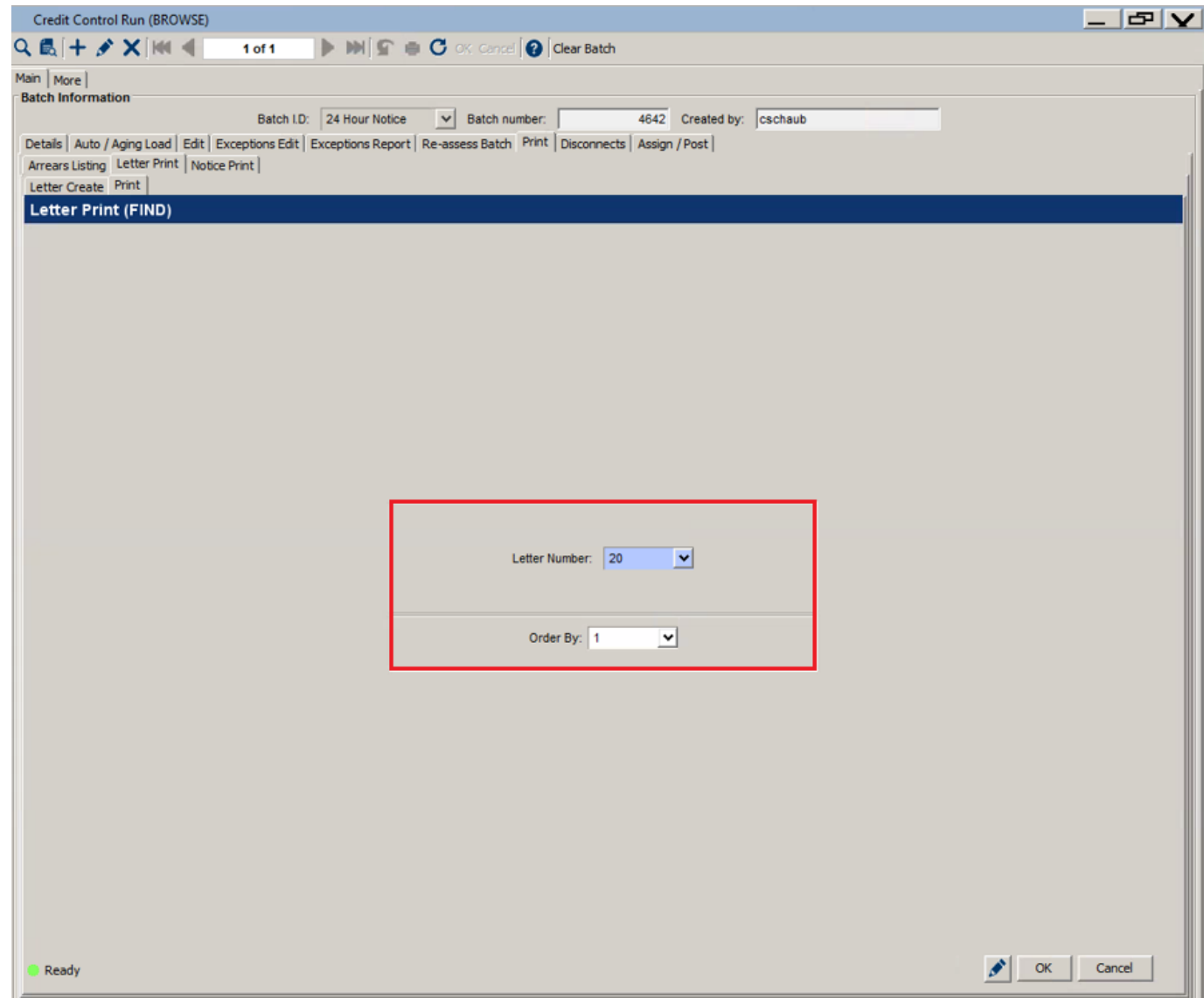
Select the **Letter Number** to be printed.

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

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 24-Hour Notices print, the notice will appear on the Letter History table in Account Gateway.

Account Management View (BROWSE) ACTIVE/CC-C3

Quick Info Account Details

Account Info

Account:  Active:

Name:

Customer:

Service Address

House #:  Mod:  Street:

Region:  City:

Home:  Bus:

Apt:  State:  Zip:

Ready

Service Summary (BROWSE) Deposits Information (BROWSE) Service Details (BROWSE) Account Balance History (BROWSE) Letter History (BROWSE)

1 of 4

Print Letter

Browse Record Details Letter Details Add Letter Process

Letter Type	Description	Created On	Created By	Printed On
20	DOOR HANGER	2018-12-28	cschaub	2018-12-28
22	10-DAY DISCONNECT	2018-12-19	kjennin	2018-12-19
27	DELINQUENCY NOTICE - WINTER	2018-10-30	afox	2018-10-30
22	10-DAY DISCONNECT	2018-08-20	afox	2018-08-20

## 24-Hour Wait Period

PSC requires utilities to wait 24-hours after posting door hangers for receipt of additional payments from potential disconnect customers.

At the end of the 24-hour wait period, return to Credit Control to re-assess the 24-Hour Notices batch.

## Batch Re-Assessment

Click **Re-assess Batch** tab.

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

Select the same **Batch Type** that was auto-loaded for the 24-Hour Notices.

Check the **Apply Payments** box. This will apply any payments made and print the list.

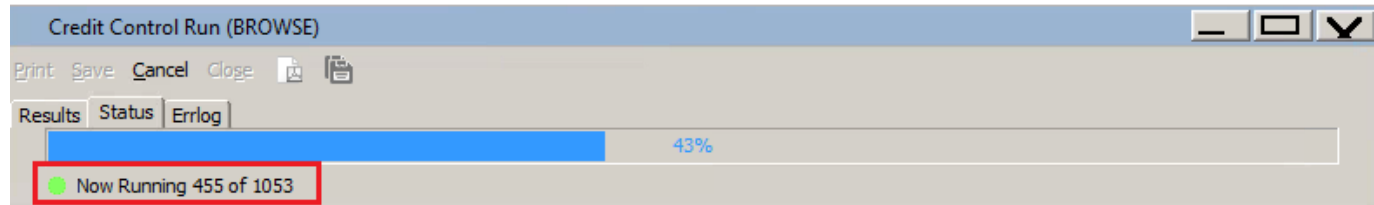
Click **OK** to run the re-assess process.

*Credit Control > Credit Control Run > Re-assess Batch*

The screenshot shows the 'Credit Control Run (BROWSE)' application window. The title bar indicates the current path: 'Credit Control > Credit Control Run > Re-assess Batch'. The window contains a toolbar with navigation and action icons, including 'OK', 'Cancel', and 'Clear Batch'. Below the toolbar is a 'Batch Information' section with fields for 'Batch I.D.' (set to '24 Hour Notice'), 'Batch number' (4642), and 'Created by' (cschaub). A menu bar includes 'Details', 'Auto / Aging Load', 'Edit', 'Exceptions Edit', 'Exceptions Report', 'Re-assess Batch', 'Print', 'Disconnects', and 'Assign / Post'. The main area is titled 'Credit Control Reassessment (FIND)'. A red-bordered box highlights the 'Re-assess Batch Filter' dialog, which includes: 'Batch Number' (4642), 'Batch Type' (Auto Load Reassess), and 'Apply Payments' (checked). At the bottom, there is a status bar with a green dot and the text '[N]o List Only; [Y]es Apply Payments & Print List', and buttons for 'OK' and 'Cancel'.



The Credit Control Run (Browse) window will open to display the status during the re-assessment. The status bar and 'Now Running xxx of xxxx' shows the number of services being re-assessed, not the number of accounts.



When the re-assess process completes, the report auto opens. The report will show the accounts as updated or removed based on payments received.

The screenshot shows the 'Credit Control Run (BROWSE)' window with a detailed report table. The table has columns for Results, Status, Errlog, and various account details. The data is organized into groups, with some rows highlighted in blue. At the bottom of the table, two rows are highlighted with a red rectangular box, indicating a 'REMOVED' status. The text 'REMOVED' is enclosed in dashed lines.

Results	Status	Errlog	Account ID	Description	Amount	Date	Balance	Due Date	Location	Notes
1	6	12/27/2018	E	10.40	12/10/2018	229.70	10.40	12/28/2018	10.40	
1	6	12/27/2018	G	4.20	12/10/2018	15.70	4.20	12/28/2018	4.20	
1	6	12/27/2018	S	34.34	12/10/2018	105.35	34.34	12/28/2018	34.34	
1	6	12/27/2018	W	25.25	12/10/2018	51.98	25.25	12/28/2018	25.25	
1	2	930	28040-			332			#5	SUN PRAIRI
1	6	12/27/2018	E	47.87	12/10/2018	46.48	47.87	12/28/2018	47.87	
1	6	12/27/2018	G	8.28	12/10/2018	8.16	8.28	12/28/2018	8.28	
1	6	12/27/2018	S	37.08	12/10/2018	36.54	37.08	12/28/2018	37.08	
1	6	12/27/2018	W	24.54	12/10/2018	24.07	24.54	12/28/2018	24.54	
1	2	890	28090-			332			#1	SUN PRAIRI
1	6	12/27/2018	E	76.28	12/10/2018	74.06	76.28	12/28/2018	76.28	
1	6	12/27/2018	G	4.20	12/10/2018	4.08	4.20	12/28/2018	4.20	
1	6	12/27/2018	S	18.52	12/10/2018	17.98	18.52	12/28/2018	18.52	
1	6	12/27/2018	W	16.10	12/10/2018	15.63	16.10	12/28/2018	16.10	
1	2	710	28440-			300			#3	SUN PRAIRI
1	6	12/27/2018	E	65.25	12/10/2018	63.35	65.25	12/28/2018	65.25	
1	6	12/27/2018	G	4.20	12/10/2018	4.08	4.20	12/28/2018	4.20	
1	6	12/27/2018	S	30.79	12/10/2018	29.89	30.79	12/28/2018	30.79	
1	6	12/27/2018	W	23.20	12/10/2018	22.52	23.20	12/28/2018	23.20	
1	2	210	30060-							SUNFIELD ST SUN PRAIRI ---- REMOVED ----
1	2	170	30110-							SUNFIELD ST SUN PRAIRI ---- REMOVED ----

## Review Re-assessed Batch

Return to the **Edit** tab.

**Review** the re-assessed accounts in the batch.

Note the total number of account in the 24-Hour Notice batch decreased by 5 accounts. The removed accounts paid their balances in full.

Account:  25   
Credit: B  218  #3 SUN PRAIRIE

Service	Notice Level	Date	Due Date	Overdue	Current	Balance At
E	6	2018-12-27	2018-12-10	91.36	91.36	88.70
G	6	2018-12-27	2018-12-10	4.20	4.20	4.08

## Generate Disconnect Notices

The **Disconnects** tab is for creating service orders and/or charging disconnect fees to accounts in the batch.

The **Generate Disconnects** tab is used if disconnect service orders are to be printed. This process only creates the notices. The user must go to the CARE module to print out the notices.

Click on the **Disconnects** tab.

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

Enter the **Scheduled Date** as the date of disconnection.

Click **OK**.

A pop-up window will appear.  
Select the **Disconnect Service Order**.

*Note: If no disconnect service order displays, contact WPPI for additional setup assistance.*

Click **OK** to generate the service orders.

The processing screen will appear.  
Click **Close** when it shows it has successfully completed. This will return the user to the batch.

Credit Control > Credit Control Run > Disconnects > Generate Disconnects

Credit Control Run (BROWSE)

Batch Information

Batch ID: 24 Hour Notice Batch number: 4642 Created by: cschaub

Generate Disconnects Load Disconnect Charges

Generate Disconnect Orders (FIND)

Filter Parameters

Notice level:

Service type:

Amount due:

Active:

Scheduled Date: 2018-12-28

Generate Disconnects

Select a Call

DISCONNECT ELECTRIC SERVICE

OK Cancel

## Disconnect Service Orders

The **Service Orders** are now available for further processing as printed or mCare orders.

*Note: Each account with a disconnect order receives a flag on the Service Details screen indicating a Disconnect Pending alert.*

**View** Service Orders from the Call Maintenance screen in Account Gateway.

*Note: The Credit Control batch number displays on the Notes section of the service order.*

### Account Gateway > Call Maintenance

The screenshot displays the 'Account Gateway > Call Maintenance' interface. The top section shows 'Account Management View (BROWSE) ACTIVE/CC-C3'. Below this are tabs for 'Quick Info' and 'Account Details'. The 'Account Info' section includes fields for Account (25), Name, and Customer. The 'Service Address' section includes fields for House # (218), Mod, Street, Apt (#3), Region (SUN PRAIRIE), City (SUN PRAIRIE), State (WI), Home, Bus, and Zip (53590). A 'Ready' status indicator is present. Below the account details are tabs for 'Service Summary (BROWSE)', 'Deposits Information (BROWSE)', 'Service Details (BROWSE)', 'Account Balance History (BROWSE)', 'Letter History (BROWSE)', and 'Call Maintenance (BROWSE)'. The 'Call Maintenance (BROWSE)' tab is active, showing a table with columns: Created On, By, Order Number, Call Type, Status, Scheduled, Completed, and Note. A red box highlights the 'Note' column for the first row, which contains the text 'CCR BATCH 4642'.

Created On	By	Order Number	Call Type	Status	Scheduled	Completed	Note
2018-12-28 15:02	cschaub	280628	DISCON	S	2018-12-28 00:00		CCR BATCH 4642

## Assign / Post the Batch

Click the **Post** tab.

Click the **Edit** button at the bottom of the screen. This will populate the batch number.

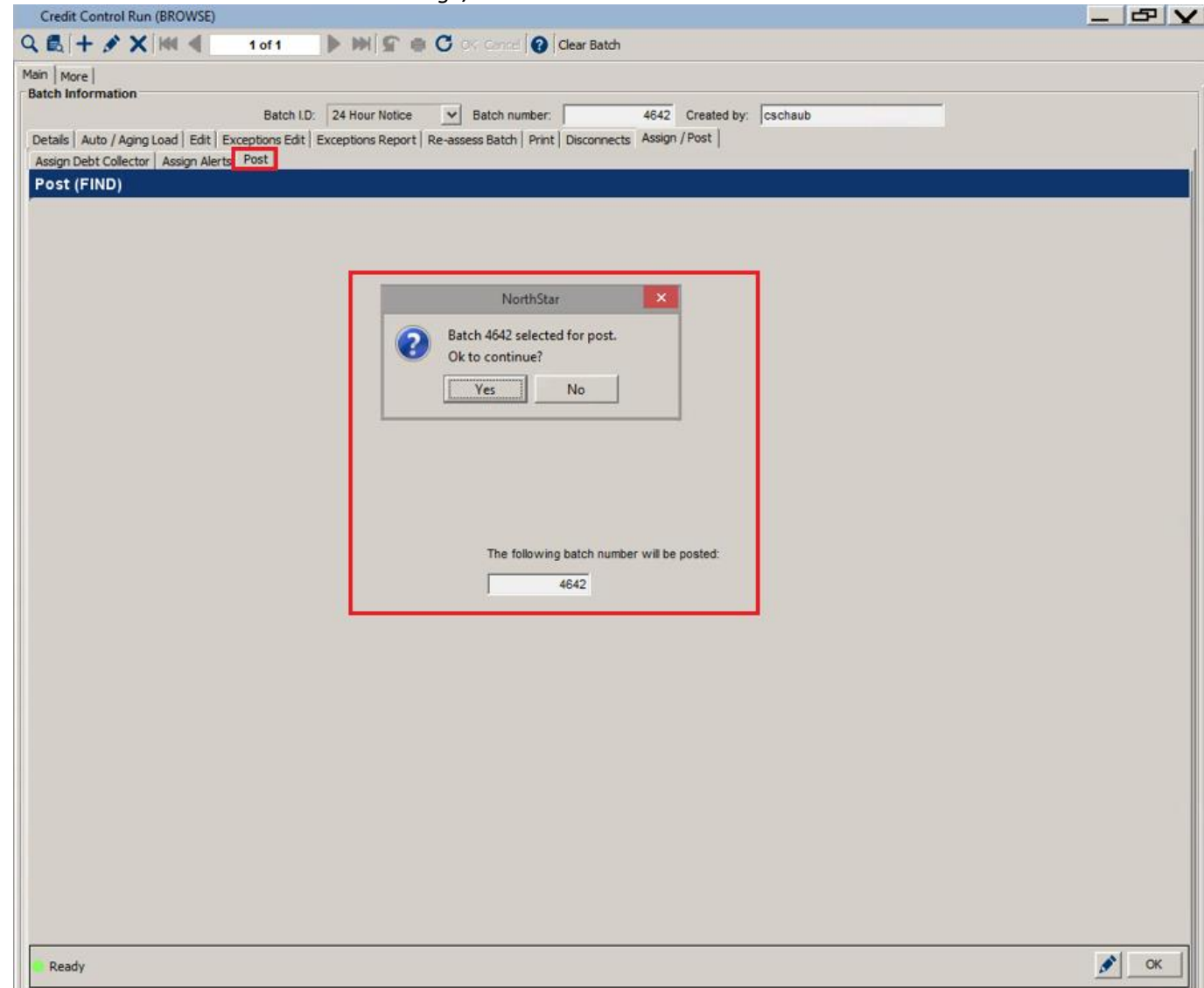
Click **OK** to initiate the posting process.

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

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

The batch has posted.

*Credit Control > Credit Control Run > Assign/Post > Post*



## Account Gateway Verification

Return to Account Gateway.

Refresh the screen.

Review a few accounts.

Verify flags for Level 3 flipped when the batch posted.

Account Gateway > Service Details > Additional > Notices

Account Management View (BROWSE) ACTIVE/DISCONNECT PENDING

Quick Info Account Details

Account Info: Account: 25 Active:  Name: Customer: Service Address: House #: 218 Mod: Street: Apt: #3 Region: SUN PRAIRIE City: SUN PRAIRIE State: WI Home: Bus: Zip: 53590

Ready

Service Summary (BROWSE) Deposits Information (BROWSE) Service Details (BROWSE) Account Balance History (BROWSE) Letter History (BROWSE) Call Maintenance (BROWSE)

Main Detail Balances / Aging Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	91.36	88.70	0.00	0.00	2.66
	95.56	92.78	0.00	0.00	2.78

Main Additional

Notices

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	S 2018-12-19	Y 2018-12-19	Y 2018-12-28
Last:	2018-11-12	S 2018-12-10	S 2018-12-10	S 2018-12-10

Notice Details

Last sent: 6  
Last notice date: 2018-12-28  
Exempt: N  
Expiry date:

Late charge: 2.66  
Overdue interest: 0.00  
Overdue date:

Note: A disconnect pending alert will show at the top of the account, but the service order in call maintenance will show as scheduled.

Once the order is complete, the flag will change to completed and the alert will show as disconnected at the top of the account.

Account Management View (BROWSE) **ACTIVE DISCONNECT PENDING**

Quick Info Account Details

Account Info: Account: 25 Active:  Name: CAMERON MILU & SARAH JETTE Customer: [Search]

Service Address: House #: 218 Mod: [ ] Street: [ ] Apt: #3 Region: SUN PRAIRIE City: SUN PRAIRIE State: WI Home: [ ] Bus: [ ] Zip: 53590

Ready

Service Summary (BROWSE) Deposits Information (BROWSE) Service Details (BROWSE) Account Balance History (BROWSE) Letter History (BROWSE) Call Maintenance (BROWSE)

Main Detail Balances / Aging Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	91.36	88.70	0.00	0.00	2.66
	95.56	92.78	0.00	0.00	2.78

Main Additional

Service Information

Service: E ELECTRIC  
 Location: I In City  
 Category: 01 RESIDENTIAL TAXABLE  
 Bill code: RG1 RESIDENTIAL ELECTRIC  
 Bill period: 1 MONTHLY  
 NAIC code: 1 NON-APPLICABLE

No units: 1  
 Start: 2018-04-03  
 Final: [ ]  
 Final pend: [ ]  
 Inactive from: [ ]  
 Inactive to: [ ]

**Disconnect**  
 Code: P  
 Reason: Pending  
 Date: 2018-12-28  
 Reconnect: [ ]

Exemptions  
 Late pay: N  
 Interest: N  
 Estimate: N  
 Disconnect:  [ ]  
 Reason: [ ]  
 Taxes: N  
 Reason: [ ]

Notices:  
 1 2 3  
 Current: S Y Y  
 Prior: S S S

Deposits:  
 On file: 0.00  
 Required: 0.00  
 To collect: 0.00

Readings  
 Last read: 2018-10-31  
 Last billed: 2018-11-15  
 Amount: 88.70  
 Last payment: 2018-11-14  
 Amount: 135.10  
 Due date: 2018-12-10