

## Setup Requirements

### Control Table Setup

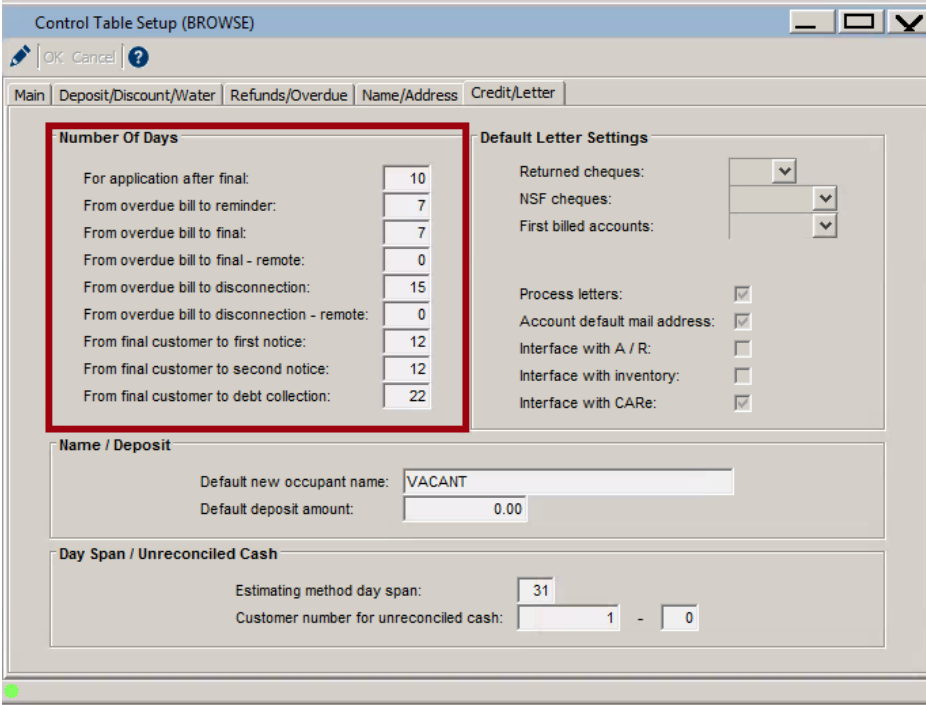
Define each level by telling the system the number of days after the due date of the bill to process the warnings.

The system uses the number of days set in the control table to populate the date fields in *Account Gateway on the Service Details > Additional > Notices* table.

The *Notices* table determines if an account is overdue and which level of notice to run.

The control table settings define the number of days from the due date that you wish to send out letters to customers that are in arrears. NorthStar allows a utility to send up to three (3) different levels of 'warnings.'

*Setups > Setups > Standard > Control Table > Credit/Letter Tab*



Number Of Days	
For application after final:	10
From overdue bill to reminder:	7
From overdue bill to final:	7
From overdue bill to final - remote:	0
From overdue bill to disconnection:	15
From overdue bill to disconnection - remote:	0
From final customer to first notice:	12
From final customer to second notice:	12
From final customer to debt collection:	22

Default Letter Settings	
Returned cheques:	[Dropdown]
NSF cheques:	[Dropdown]
First billed accounts:	[Dropdown]
Process letters:	<input checked="" type="checkbox"/>
Account default mail address:	<input checked="" type="checkbox"/>
Interface with A / R:	<input type="checkbox"/>
Interface with inventory:	<input type="checkbox"/>
Interface with CArE:	<input checked="" type="checkbox"/>

Name / Deposit

Default new occupant name: VACANT

Default deposit amount: 0.00

Day Span / Unreconciled Cash

Estimating method day span: 31

Customer number for unreconciled cash: 1 - 0

### Active Accounts:

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**Level 1** is generally a friendly reminder run within a few days after the actual due date of the bill.

*\*\*Most members set Level 1 at one (1) day*

**Level 2** is a disconnection warning. Run this a few days before the utility plans to complete the disconnection.

*\*\*Most members set Level 2 at one (1) day*

**Level 3** is the actual disconnection process.

Number Of Days	
For application after final:	10
From overdue bill to reminder:	7
From overdue bill to final:	7
From overdue bill to final - remote:	0
From overdue bill to disconnection:	15
From overdue bill to disconnection - remote:	0
From final customer to first notice:	12
From final customer to second notice:	12
From final customer to debt collection:	22

#### Final Accounts:

**Level 1** is generally a friendly reminder.

**Level 2** is a warning that if the account is not paid, it will be turned over to a debt collector.

**Level 3** is the actual process of assigning the account to the debt collector agency.

Number Of Days	
For application after final:	10
From overdue bill to reminder:	7
From overdue bill to final:	7
From overdue bill to final - remote:	0
From overdue bill to disconnection:	15
From overdue bill to disconnection - remote:	0
From final customer to first notice:	12
From final customer to second notice:	12
From final customer to debt collection:	22

*Note: Any utility that does not run all three (3) levels will define the setup by combining two or more levels together. This is done by putting the same number of days in each of the appropriate fields.*

#### Remote Notices:

Remote Notice Levels are for utilities that have customers that are located in a hard to access area and/or require a different set of control dates than the normal customers. These accounts must be flagged as remote and the system will create level dates based on the number of days in the remote fields.

Set the **Class Code** to 'Y' (yes).

*Account Gateway > Account Details > Occupant Info*

**Other**

Alpha code: HISTORICAL

SSN: \*\*0300

Driver's license:

Cyc / Rte / Walk: 3 1 30

Language: E ENGLISH

**Class: C COMMERCIAL**

Bill copies: 1 Receive Printed Bills:

If the utility has no remote accounts, set the number of days the same as the regular customers.

*Setups > Setups > Standard > Control Table > Credit/Letter Tab*

Number Of Days	
For application after final:	10
From overdue bill to reminder:	7
From overdue bill to final:	7
From overdue bill to final - remote:	0
From overdue bill to disconnection:	15
From overdue bill to disconnection - remote:	0
From final customer to first notice:	12
From final customer to second notice:	12
From final customer to debt collection:	22

**Note:** Once the utility has decided on the number of days that are to be used for the different levels, enter them and do not make changes to the values. The billing journals use this information to populate the dates properly on each account's service detail screen. If you make changes to the number of days in the control table once the billing starts then the dates will be different and cause problems for those users that are running the notices on a schedule.

### Understanding Credit Control Levels

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Once the Control Table has been set *and* a billing cycle posted, the dates for those accounts will have populated in Account Gateway on the Notices table located under Service Details.

Notice tables exist for each service on an account.

Account Gateway > Service Details > Main Tab > Additional Tab

Service Summary (BROWSE) | Service Details (BROWSE)

1 of 2

Main | Detail | Balances / Aging | Screen Audit

Billing Information

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	118.35	78.47	37.53	0.00	2.35
	135.19	82.55	49.77	0.00	2.87

Main | Additional

Notices

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

Notice Details

Last sent:	2	Late charge:	2.35
Last notice date:	2018-11-26	Overdue interest:	0.00
Exempt:	N	Overdue date:	
Expiry date:			

**Notice Levels:**

The Notice tables contain a Current bill section and a Last bill section. Each of these is designated by the original bill due date.

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

In NorthStar, there are only three (3) levels, but the Additional > Notices table displays six (6) fields. The system must label them in a unique manner, but will treat both dates (Current and Last) as the same designation.

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

The **Current** row displays levels 4, 5, and 6.

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

The **Last** row shows levels 1, 2, and 3.

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

When auto-load is used, levels 1 and 4 will load for Level 1, levels 2 and 5 will load for Level 2, and levels 3 and 6 will load for Level 3.

The key is the combination of the controls, the level number, AND the date. The loading process has two (2) search processes.

1. The loading process begins at Level 1. All lower levels must be processed before the higher levels may be processed.

AND

2. From Level 6 down to see what date matches, or is after the criteria set on the batch.

The result is that both searches must select the same level before the account will load into the credit control batch.

As each level is processed, the credit control flag will flip to either an N, S, or Y.

S = Skipped

N = Not Processed

Y = Notice Processed

If the utility runs the notices/letters based on bills processed more than 30 days prior to the notice date, the system will look at the balance forward at the time the current bill posts. If the balance is zero, the row of notice levels labeled as 'Last' will be marked as 'Skipped' (S).

If the balance is not zero, the flag will remain set as N, signifying the notice needs to be processed and has not been done.

If the utility runs the notices/letters based on the last bill processed, the row being processed will be the one labeled 'Current' and the status will change to 'S' at the time the notices/letters are posted. If the account was part of the criteria to be auto-loaded, but failed to meet the criteria for loading.

This example shows last month levels 1 and 2 posted, but level 3 did not.

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	118.35	78.47	37.53	0.00	2.35
	135.19	82.55	49.77	0.00	2.87

	Due Date	Level 1	Level 2	Level 3
Current:	2018-12-10	N 2018-12-17	N 2018-12-17	N 2018-12-25
Last:	2018-11-12	S 2018-11-26	Y 2018-11-26	N 2018-12-04

Bi-monthly and Quarterly accounts will only process using the Current bill row.  
 If the notices/letters must be processed using the Last bill row, the aging load process must be used.

It is very important to remember that notice levels cannot be skipped. The process must be done every month to ensure the flags are processed properly. If this is not done, an account may not load, or may load but not with the entire overdue balance. If the utility does not want to complete the actual disconnection during a particular month, the credit control batch should be run with a reminder letter being sent to the customer notifying them of the unpaid bill, or process the notice without mailing the letter. If the notices are not mailed, the utility may want to consider changing the credit scoring for those notices so no penalty score is added to those accounts.

If notices/letters do not process on the precise date that was stored on the Notices table, the batch will still load the account as long as the date is after the date on the Level. When the batch posts, the system will advance the dates on any higher levels so the same span of days will have to pass before the next level may be processed.

*Example: Processing 2 days after the due date, the Level dates will adjust in the Notices table. This will ultimately provide two (2) additional days in the entire process.*



## Individual Exemptions

Some customers may need to have an exemption added to their account to prevent them from receiving notices. To do this, the user will select one of the following flags and use the field labeled 'Exempt' on the Additional > Notice Details table.

**N** = the service is NOT exempt from receiving notices

**Y** = the service is exempt from ALL notices up to the date set in the Expiry Date field

**1** = the service is exempt from ALL notices up to the date set in the Expiry Date field, BUT they may still receive Levels 4, 5, and 6 after the final

**2** = the service is exempt from Levels 2 and 3 up to the date set in the Expiry Date field

**3** = the service is exempt from Level 3 only *and* exempt up to the date set in the Expiry Date field

*Note: If the date field is blank, the flag remains in effect until removed by the user.*

	Due Date	Level 1	Level 2	Level 3	
Current:	2018-12-10	N	2018-12-17	N	2018-12-25
Last:	2018-11-12	S	2018-11-26	Y	2018-11-26
				N	2018-12-04

Last sent:	2
Last notice date:	2018-11-26
Exempt:	N
Expiry date:	
Late charge:	2.35
Overdue interest:	0.00
Overdue date:	