

Step-by-Step Procedure Changes to Package Services

When a customer opts to move from one package to another package, the service requires a cancelling and rebilling the service.

This process includes an adjustment journal *with* a revision, which allows for bill date changes from the previous dates to the new dates.

Bill codes for packaged services are viewable on the customer's account.

From **Account Gateway**, open the **Service Details** table.

The Bill codes are setup as one (1) of three (3) options:

1. **Lifeline Basic \$22.95**
2. **Standard Basic \$65.95**
3. **Standard Plus \$75.95**

Note: The Bill Codes for the Service Details table are setup in the Flat Rate Codes table.

The Flat Rate Codes table is located in the Setups module.

Setups > Setups > Standard > Flat Rate > Flat Rate Codes

Account Gateway > Service Details

Service Details (BROWSE)

1 of 6

Main | Detail | Balances / Aging | Screen Audit

	Total	Current	Overdue	Interest	Late Charge
CABLE	25.25	25.25	0.00	0.00	0.00
	167.71	167.71	0.00	0.00	0.00

Main | Additional

Service Information

Service: 1 CABLE
 Location:
 Category: 10 RESIDENTIAL
Bill code: 1-LLBC CABLE LIFELINE BASIC
 Bill period: 1 MONTHLY
 NAIC code: 1 Default

No units: 1
 Start: 2018-07-24
 Final:
 Final pend:
 Inactive from:
 Inactive to:
 Disconnect Code: N
 Reason: No
 Date:
 Reconnect:
 Exemptions: Late pay:
 Interest: N
 Estimate:
 Disconnect:
 Reason:
 Taxes: N
 Reason:
 Notices: 1 2 3
 Current: N N N
 Prior: N N N
 Deposits: On file: 0.00
 Required: 0.00
 To collect: 0.00
 Readings: Last read: 2020-03-26
 Last billed: 2020-03-30
 Amount:
 Last payment:
 Amount:
 Due date: 2020-04-22

From the **Journals** module, open the **Adjustment Journal** table.

Click the **Add** icon to create a new batch.

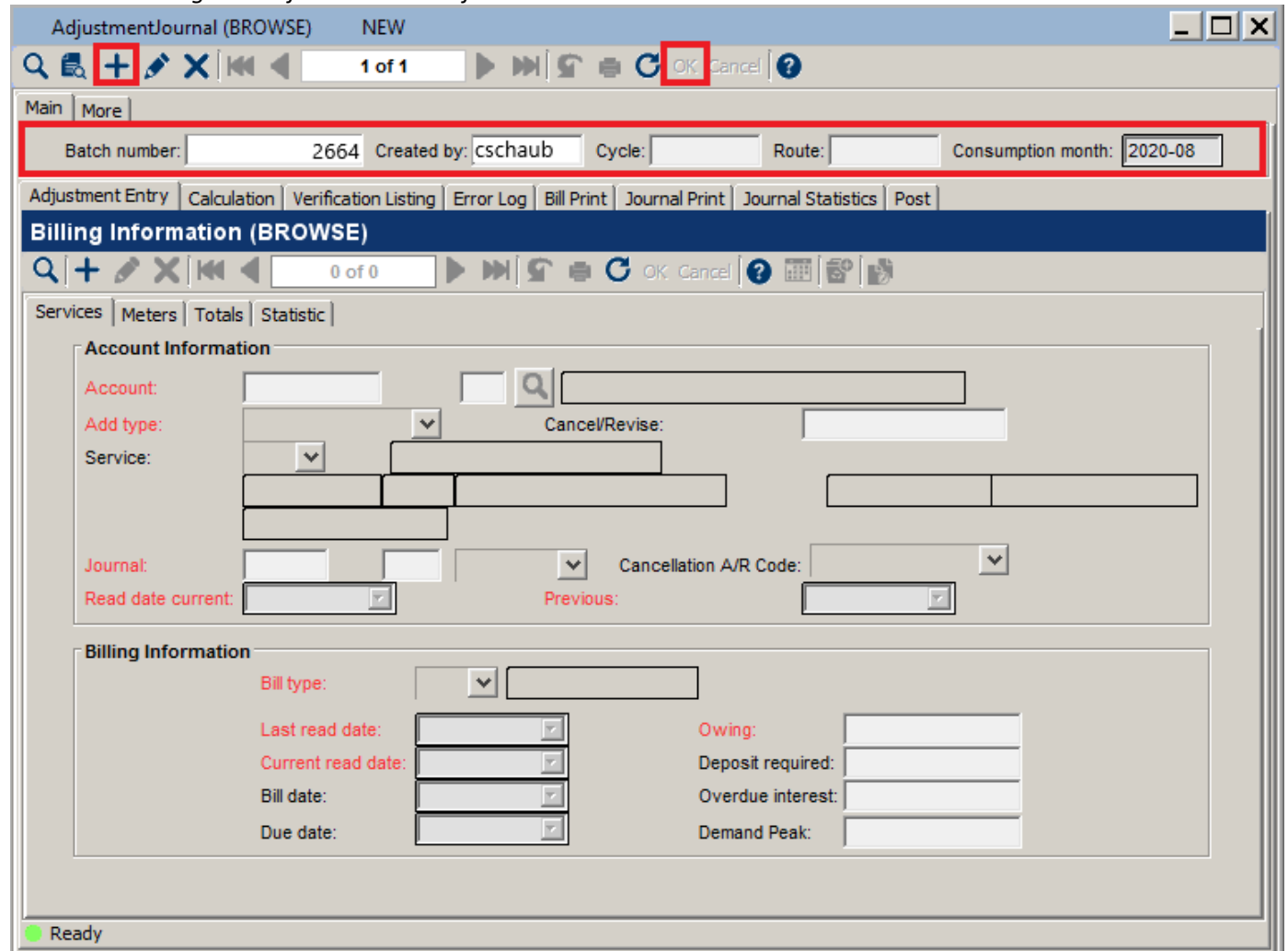
The following fields auto-populate:

- **Batch Number**
- **Created by**
- **Consumption Month**

Click **OK** at the top of the table.

Note: Update Consumption Month if needed after creating the batch by clicking the Edit icon.

Journals > Billing and Adjustments > Adjustment Journal



From the **Adjustment Entry** tab, click the **Add** icon.

At **Account**, enter the customer's account number.

Hit the **Tab** key on the keyboard to populate the customer **Account Information**.

Move to the **Billing Information** section on the lower portion of the table.

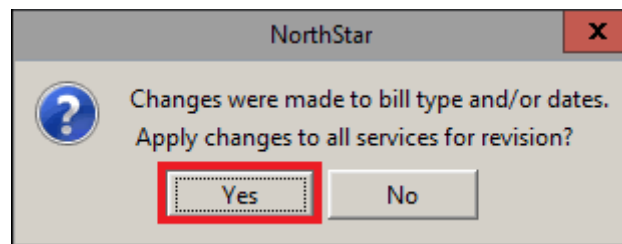
At **Current Read Date**, enter the correct date when the service ended.

Journals > Billing and Adjustments > Adjustment Journal > Adjustment Entry

The screenshot shows a software window titled "AdjustmentJournal (BROWSE)". At the top, there is a navigation bar with "1 of 1" and various icons. Below this is a "Main More" section with fields for "Batch number: 2664", "Created by: cschaub", "Cycle:", "Route:", and "Consumption month: 2020-06". A red box highlights the "Adjustment Entry" tab, which is selected. Other tabs include "Calculation", "Verification Listing", "Error Log", "Bill Print", "Journal Print", "Journal Statistics", and "Post". Below the tabs is the "Billing Information (BROWSE)" section, which has a navigation bar with "10 of 12" and icons. Underneath are sub-tabs for "Services", "Meters", "Totals", and "Statistic". The "Account Information" section contains fields for "Account: 1234", "6", "BRUCE SPRINGSTEEN", "Add type:", "Service: R", "RECYCLING", "870", "SPRUCE ST", "INDEPENDENCE", "Journal:", "Cancellation A/R Code:", "Read date current:", and "Previous:". The "Billing Information" section contains fields for "Bill type: 1", "Regular", "Last read date: 2020-02-24", "Current read date: 2020-03-01", "Bill date: 2020-03-30", "Due date: 2020-04-20", "Owing: 0.00", "Deposit required: 0.00", "Overdue interest: 0.00", and "Demand Peak:". At the bottom left, there are two "Ready" status indicators.

A pop-up message appears stating 'Changes were made to bill type and/or dates. Apply changes to all services in revision?'

Click **No**.



Move to the **Calculation** tab.

There are two (2) sections, **Batch** and **Selection Criteria**. Both sections auto-populate.

Under **Selection Criteria**, check the box next to **Use original dates**.

This ensures there are no changes made from the original bill dates.

Journals > Billing and Adjustments > Adjustment Journal > Calculation

The screenshot shows the 'AdjustmentJournal (BROWSE)' window. At the top, the breadcrumb path is 'Journals > Billing and Adjustments > Adjustment Journal > Calculation'. The window title is 'AdjustmentJournal (BROWSE)'. Below the title bar, there are navigation icons and a status bar showing '1 of 1'. The main area has tabs for 'Main' and 'More'. Under 'Main', there are several sub-tabs: 'Adjustment Entry', 'Calculation' (highlighted with a red box), 'Verification Listing', 'Error Log', 'Bill Print', 'Journal Print', 'Journal Statistics', and 'Post'. The 'Calculation' sub-tab is active, showing the 'Adjustments Calculation (FIND)' section. This section is divided into two main areas: 'Batch' and 'Selection Criteria'. The 'Batch' area contains fields for 'Accounts:', 'Cancel / Revise:' (set to 1), and a 'Revise' button. The 'Selection Criteria' area is highlighted with a red box and contains the following options: 'Use original dates:' (checked), 'Bill date:' (2020-06-18), 'Due date:' (2020-07-08), and 'Recalc Enrolled Cancellation:' (unchecked). At the bottom of the window, there are 'OK' and 'Cancel' buttons, and a status bar showing 'Ready'.

Move to the **Verification Listing** tab.

Review the account(s) to see the prorated charge applied correctly.

In the example, group code 'R Charges' was -7.00 but with the revision (proration), it is now 1.40.

After verifying the adjustment, complete the remaining steps:

- **Bill Print**
(Option available to print a new bill for the customer if needed)
- **Journal Print**
- **Post**

In the example, the Cable service is billing for a partial month – 6 days at the old rate. The next month's billing will charge the remaining 24 days *plus* the new month (30 days) at the new rate.

View the adjustments to the account balance from **Account Gateway** on the **Account Balance History** table.

Journals > Billing and Adjustments > Adjustment Journal > Verification Listing

AdjustmentJournal (BROWSE) CALCULATED																
Print Save Cancel Close																
RESULTS	STATUS	ERRLOG	BILL		BILL		BILL		BILL		BALANCE	CURRENT	LATE	NET		
SERVICE	TYPE	CODE	CAT	LAST READ	READ DATE	BILL DATE	DUE DATE	DAYS	DAYS	FORWARD		CHARGE				
METER	POS.	PREV READ	CURR READ	TYPE	UNITS	DAYS	MULT	USAGE	USAGE	BILLED	DEMAND	POWER	BILLED	FACTOR		
----- READ -----																
1234-06	BRUCE SPRINGSTEEN	1	47	1821	870	SPRUCE ST									Cust :	1429
ELECTRIC	1 REGLR	RG1	10	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-90.81	-0.91	-90.81			
WATER	1 REGLR	W.625	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-33.30	-0.33	-33.30			
SEWER	1 REGLR	S.625	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-32.50	-0.33	-32.50			
PUBLIC BE	1 REGLR	CTREC	10	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-0.74	-0.01	-0.74			
FIRE PROT	1 REGLR	FF.75	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-11.50	-0.12	-11.50			
RECYCLING	1 REGLR	RECL	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	-7.00	-0.07	-7.00			
1800002928	2	RG1		003161		003506	MR 1 kWh	29	1.0	345.00	890.00					
1800002928	3	RG1		005122		005667	MR 1 kWh	29	1.0	545.00						
0022387034	1	W.625		0657		0661	MR H High G	29	1000.0	4000.00	4000.00G	4000.00				
E KWH :	-90.42	E MIN :	-10.00	E PCAC :	9.61	E TAX :	-5.09	NET :	-175.85							
E TAX EX :	5.09	W BLOCK 1 :	-19.80	W MIN :	-13.50	S MIN :	-14.82	LATE CHRG :	-1.77							
S USAGE :	-17.68	P ENG CONS :	-0.37	P LOW INC :	-0.37	F PUB FP :	-11.50	GROSS :	-177.62							
R CHARGES :	-7.00															

ELECTRIC	1 REGLR	RG1	10	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	90.81	0.91	90.81			
WATER	1 REGLR	W.625	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	33.30	0.33	33.30			
SEWER	1 REGLR	S.625	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	32.50	0.33	32.50			
PUBLIC BE	1 REGLR	CTREC	10	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	0.74	0.01	0.74			
FIRE PROT	1 REGLR	FF.75	11	02/24/2020	03/24/2020	03/30/2020	04/20/2020	30	29	0.00	11.50	0.12	11.50			
RECYCLING	1 REGLR	RECL	11	02/24/2020	03/01/2020	03/30/2020	04/20/2020	6	6	0.00	1.40	0.01	1.40			
1800002928	2	RG1		003161		003506	MR 1 kWh	29	1.0	345.00	890.00					
1800002928	3	RG1		005122		005667	MR 1 kWh	29	1.0	545.00						
0022387034	1	W.625		0657		0661	MR H High G	29	1000.0	4000.00	4000.00G	4000.00				
E KWH :	90.42	E MIN :	10.00	E PCAC :	-9.61	E TAX :	5.09	NET :	170.25							
E TAX EX :	-5.09	W BLOCK 1 :	19.80	W MIN :	13.50	S MIN :	14.82	LATE CHRG :	1.71							
S USAGE :	17.68	P ENG CONS :	0.37	P LOW INC :	0.37	F PUB FP :	11.50	GROSS :	171.96							
R CHARGES :	1.40															

Account Gateway > Account Balance History

Account Info				Service Address			
Account:	1234	6	Active: <input checked="" type="checkbox"/>	House #:	870	Mod:	Street: SPRUCE ST
Name:	BRUCE SPRINGSTEEN			Region:		City:	INDEPENDENCE
Customer:	1429			Home:	319-332-8487	Bus:	
							State: IA
							Zip: 50644

Service Summary (BROWSE) Account Balance History (BROWSE)						
1 of 154						
Browse	Detail	Service	Statistic	Change AR Code		
Trans Date	Jour Code	Jour No	Amount	Description	Balance	
2020-04-20	CR	3661	-175.85	ACH PAYMENT	-5.60	
2020-03-30	AJ	283	170.25	REGULAR BILLING	170.25	
2020-03-30	AJ	283	-175.85	BALANCE TRANSFER	0.00	
2020-03-30	BJ	2463	175.85	REGULAR BILLING	175.85	
2020-03-20	CR	3578	-230.23	ACH PAYMENT	0.00	