

DEPOSIT FOR AN EXISTING ACCOUNT

Applying a deposit for a new service to an existing account

From **Account Gateway**, locate the account receiving the new service.

Open the **Service Details** table.

Verify the customer is setup correctly for the new service.

In the example, a deposit will be applied to the Water service.

Account Gateway > Menu > Main Selections > Service Details

The screenshot displays the 'Service Details (BROWSE)' view for account 4832-10. The 'Account Management View' shows the account is active and in 'PAP' status. The 'Service Address' is 1407 KELLIE AVE, INDEPENDENCE, IA 50644. The 'Service Summary' table shows the following data:

	Total	Current	Overdue	Interest	Late Charge
WATER	14.97	14.97	0.00	0.00	0.00
	184.41	184.41	0.00	0.00	0.00

The 'Service Information' section shows the service is 'WATER' at 'In City' location, category 'RESIDENTIAL', with a 'WATER 5/8" METER'. The 'Disconnect' section shows the service is currently active (Code: N, Reason: No). The 'Readings' section shows the last read date is 2020-09-02 and the last billed amount is 14.97.

Move to the **Cashiering** module.

Open the **Cashiering Entry** table.

Navigate to the daily **cash batch**.

Click the **Add** icon.

The **Add Accounts Payment Entries** window opens.

At **Account**, enter the Account Number paying the deposit.

Note: If the search returns multiple accounts/occupant codes, select the correct account using the check box.

At **Amount to Apply**, enter the payment amount tendered.

Click **Apply**.

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Add Account Payment Entries

Account Search Entry

Account Info
Account: 4832
Name:
Customer:

Other
Alpha Code:

Service Address
House: Mod: Street: Apt:
City: Home Phone: Bus. Phone: Search

Filter Zero Balance Select All Clear All

Acc#	Occ.	Debtor	Name	House#	Street	Apt	City	Active	Balance	Sel.	View
4832	10	8387	BETTY DONNA...	1407	KELLIE AVE SW ...		INDEPENDENC...	Y	191.14	<input checked="" type="checkbox"/>	>

Previous Bill
Balance Forward: 0.00 Balance Owing: 0.00 Cutoff Date: 2020-08-04

Current Bill
Bill Amount: 0.00 Balance Owing: 0.00 Cutoff Date: 2020-09-04

Summary
Balance Owing: 191.14
Deposit Owing: 0.00
Total Balance Owing: 191.14
Late Penalty: 0.00 Due Date: 2020-08-22

Payment
Amount to Apply: 200.00
Balance After Payment: -8.86
 Multiple Receipts
 Reverse Late Payment
Apply Cancel

The **Method of Payment** table automatically opens.

Select the **payment code** used.

Click **OK**.

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Method of Payment

Account Payments | Miscellaneous Transactions | **Method of Payment**

Method of Payment (BROWSE)

+ ✎ ✕ ⏪ ⏩ 1 of 1 OK Cancel ? 🖨️ 🖨️

Browse | Record Details

Method of Payment

Payment Code: 2 ▾ CHECK PAYMENT

Amount Tendered: 200.00

Bank No / Branch No: ▾ /

Reference:

Payments Total Tendered: 0.00

● Ready

Receipt Totals Amount Owing: 200.00 Amount Tendered: 0.00 Change: -200.00

● Use the navigation buttons to browse records

Click on the **Account Payments** table.

The **Payment** column automatically updates, distributing the amount tendered to each of the services.

Remove the applied payment from each of the single services prior to applying the payment to the service requiring the deposit.

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Account Payments

Account Payments Miscellaneous Transactions Method of Payment

Payments on Account (BROWSE)

1 of 7 OK Cancel Account Details ?

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARe
W	4832	10	BETTY DONNAN	17.21	26.07	0.00	0.00	
S	4832	10	BETTY DONNAN	25.87	25.87	0.00	0.00	
R	4832	10	BETTY DONNAN	13.00	13.00	0.00	0.00	
1	4832	10	BETTY DONNAN	72.55	72.55	0.00	0.00	
2	4832	10	BETTY DONNAN	29.95	29.95	0.00	0.00	
3	4832	10	BETTY DONNAN	30.95	30.95	0.00	0.00	
X	4832	10	BETTY DONNAN	1.61	1.61	0.00	0.00	

Account Payment Totals Balance: 191.14 Payment: 200.00 Deposit Required: 0.00

Update the Payment amounts to \$0.00. *Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Account Payments > Record Details*

Select the first service.

Click the **Edit** icon.

The **Record Details** table opens automatically.

At **Payment**, enter '0.00'.

Click **OK**.

Repeat this step for each of the remaining services.

The screenshot shows the 'Payments on Account (EDIT)' window. At the top, there are tabs for 'Account Payments', 'Miscellaneous Transactions', and 'Method of Payment'. Below the tabs is a navigation bar with a search icon, a plus icon, a minus icon, a close icon, and a page indicator '1 of 7'. There are also 'OK' and 'Cancel' buttons and an 'Account Details' link with a question mark icon. Below the navigation bar is a 'Browse' section with a 'Record Details' button highlighted in red. The main area contains several sections: 'Account Information' with fields for 'Ap: W', 'Account: 4832', 'Occupant: 10', and 'Name: BETTY DONNAN'; 'Payment Amounts' with fields for 'Balance: 17.21', 'Payment: 0.00' (highlighted in red), and 'Deposit: 0.00'; 'CARE / NSF Charge' with a 'Charge:' field and a 'Default' button; and 'Next Deposit' with fields for 'Next Deposit: 0.00', 'Service Order:', and 'Name:'. At the bottom, there are two summary sections: 'Account Payment Totals' with 'Balance: 191.14', 'Payment: 173.93', and 'Deposit Required: 0.00'; and 'Receipt Totals' with 'Amount Owing: 173.93', 'Amount Tendered: 200.00', and 'Change: 26.07'. A green dot and the text 'Ready' are visible at the bottom left of the window.

Click on the **Browse** table.

Verify all services are now set to \$0.00 within the Payment column.

Then, select the service that is receiving the deposit.

Note: This will most frequently be the water service.

In the example, the water service is selected to receive the deposit.

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Account Payments

Account Payments | Miscellaneous Transactions | Method of Payment

Payments on Account (BROWSE)

1 of 7 | OK | Cancel | Account Details ?

Browse | Record Details

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARe
W	4832	10	BETTY DONNAN	17.21	0.00	0.00	0.00	
S	4832	10	BETTY DONNAN	25.87	0.00	0.00	0.00	
R	4832	10	BETTY DONNAN	13.00	0.00	0.00	0.00	
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3	4832	10	BETTY DONNAN	30.95	0.00	0.00	0.00	
X	4832	10	BETTY DONNAN	1.61	0.00	0.00	0.00	

Account Payment Totals | Balance: 191.14 | Payment: 0.00 | Deposit Required: 0.00

Return to **Record Details** table.

Click the **Edit** icon.

At **Deposit**, enter the dollar amount paid.

Click **OK** to save.

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Account Payments > Record Details

The screenshot displays the 'Payments on Account (EDIT)' window. At the top, there are tabs for 'Account Payments', 'Miscellaneous Transactions', and 'Method of Payment'. Below the title bar, there is a navigation bar with a search icon, a plus icon, a minus icon, a close icon, a back icon, a forward icon, a refresh icon, and buttons for 'OK', 'Cancel', and 'Account Details'. A 'Browse' button is followed by a 'Record Details' button, which is highlighted with a red box. The main area contains several sections: 'Account Information' with fields for 'Ap: W', 'Account: 4832', 'Occupant: 10', and 'Name: BETTY DONNAN'; 'Payment Amounts' with fields for 'Balance: 17.21', 'Payment: 0.00', and 'Deposit: 200.00' (the 'Deposit' field is highlighted with a red box); 'CARE / NSF Charge' with a 'Charge:' field and a 'Default' button; and 'Next Deposit' with fields for 'Next Deposit: 0.00', 'Service Order:' (a dropdown menu), and 'Name:'. At the bottom, the 'Account Payment Totals' section shows 'Balance: 191.14', 'Payment: 0.00', and 'Deposit Required: 200.00'.

The Account Payments table now shows the Deposit applied to the designated service.

The example shows the account received a \$200.00 deposit for the water service.

At the end of the day, complete the Cashiering Process including:

- **Verification Listing**
- **Journal Print**
- **Post**

Cashiering > Cashiering Entry > Cash Maintenance > Cash Entry > Account Payments

Account Payments | Miscellaneous Transactions | Method of Payment

Payments on Account (BROWSE)

Search | Add | Edit | Delete | 1 of 7 | OK | Cancel | Account Details ?

Browse | Record Details

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARe
W	4832	10	BETTY DONNAN	17.21	0.00	200.00	0.00	
S	4832	10	BETTY DONNAN	25.87	0.00	0.00	0.00	
R	4832	10	BETTY DONNAN	13.00	0.00	0.00	0.00	
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Account Payment Totals Balance: 191.14 Payment: 0.00 Deposit Required: 200.00

Ready

Navigate back to **Account Gateway**.

The **Deposits Information** table populated after posting the cashiering batch.

Account Gateway > Menu > Main Selections > Deposits

The screenshot displays the Account Gateway software interface. At the top, a navigation bar includes icons for Account Gateway, CARE, Cashiering, Journals, Reports, Meter Reading, Credit Control, Utilities, and Setups. The main window is titled "Account Management View (BROWSE) ACTIVE/PAP" and shows account details for "4832: BETTY DONNAN". A sidebar on the left lists "Favorites" under "Standard", with "Deposits" highlighted. The main content area shows a "Deposits Information (BROWSE)" table with one entry. The entry details are: Service type: W (WATER), Occupant code: 10, Date: 2020-09-08, Type: C (CASH), Number / Jmt: 175242 / 59, Refund type: F (Refund on final), Amount: 200.00. Other sections include "Interest" (Last applied, Earned YTD: 0.00, In probation: 0.00, On account: 0.00), "Letter of Credit" (Expiry date, Institution, Notes), "Refund" (Date, Number, Amount: 0.00), and "Transferred" (Account #, Transferred, Amount, Journal). A status bar at the bottom indicates "Please select service type..."