

DEPOSIT ON THE NEXT OCCUPANT

Customer states they are moving in to a new residence

From **Account Gateway** locate the account the customer is moving. This search will likely be by the service address.

Click on the **Calls** tab.

Select the service order **Move In / New Tenant-Landlord**.

Account Gateway > Calls > Move In/New Tenant-Landlord Service Order

The screenshot displays the 'Account Gateway' interface for account (4596-10). The left sidebar shows the 'Calls' tab selected, with a red arrow pointing to the 'MOVE IN / NEW TENANT-LANDLORD' service order. The main area shows account information and a 'Service Summary' table.

Account Info:
 Account: 4596 10 Active:
 Name: DONALD D BROWN
 Customer: 9134

Service Address:
 House #: 703 Mod: Street: SPRUCE DR SW
 Region: City: INDEPENDENCE
 Home: Bus:

Service Summary (BROWSE)

Name	Balance	Due Date	Deposit	Dep Req'd	Last Read	Last Billed	Amount
CABLE	83.25	2020-09-22	0.00	0.00	2020-09-29	2020-08-29	83.25
INTERNET	64.85	2020-09-22	0.00	0.00	2020-09-29	2020-08-29	64.85
PHONE	18.35	2020-09-22	0.00	0.00	2020-09-29	2020-08-29	21.37
GARBAGE	15.04	2020-09-22	0.00	0.00	2020-09-29	2020-08-29	15.04
EIF	1.61	2020-09-22	0.00	0.00	2020-09-29	2020-08-29	1.61
WATER	20.94	2020-09-22	0.00	0.00	2020-08-04	2020-08-29	20.94
SEWER	33.35	2020-09-22	0.00	0.00	2020-08-04	2020-08-29	33.35
PENDING\$	1.10		0.00				

Totals: Balance: 238.49 Deposit: 0.00 Dep Req'd: 0.00 Amount: 240.41

The Move In service order opens.

Enter the required information including:

- Move Dates
- Caller Information
- Schedule Notes (if any)

Click **OK** to save.

Print the Service Order.

Account Gateway > Calls > Move In/Next Tenant-Landlord Service Order

The screenshot shows a software window titled "Move In" with a menu bar containing "OK", "Cancel", and "Scheduled Orders". The main content area is divided into several sections:

- Call Information:** Contains fields for Call (MOVEIN, MOVEIN, MOVE IN / NEW TENANT-LANDORD), Order (MOVEIN), Account (4596, 10, DONALD D BROWN), Date (2020-09-08 11:31:38), Service (703, SPRUCE DR SW), and Call number (0).
- Payment Plan:** Main
- Customer Setup:** More
- Sewage:** Activity
- Commercial Info:** Move In Info
- Additional Info:** Move In Info
- Contacts:** Move In Services
- Print Order:** Move In Services
- Attach Letter:** Move In Services

Three red arrows point to the following sections:

- Move Dates:** Includes "Requested:" and "Scheduled:" dropdown menus, both set to 2020-09-08.
- Completion / Status:** Includes "Status:" (S), "Priority:" (dropdown), "Assigned to:" (dropdown), and "Print:" (checkbox).
- Caller Information:** Includes "Customer:" (0), "Name:" (TEST ACCOUNT), "Phone:" (6088344500), "SSN:", "Driver's license:", "Note:", "Bus:", and "Scan" button.
- Address:** Includes "Address 1:" (703 SPRUCE DR SW), "Address 2:", "City:" (INDEPENDENCE), "State:" (IA), "Zip:" (50644), and "Mode:".
- Schedule Notes:** A large empty text area for notes.

A status bar at the bottom left says "Please enter Phone".

Move to the **Cashiering** module.

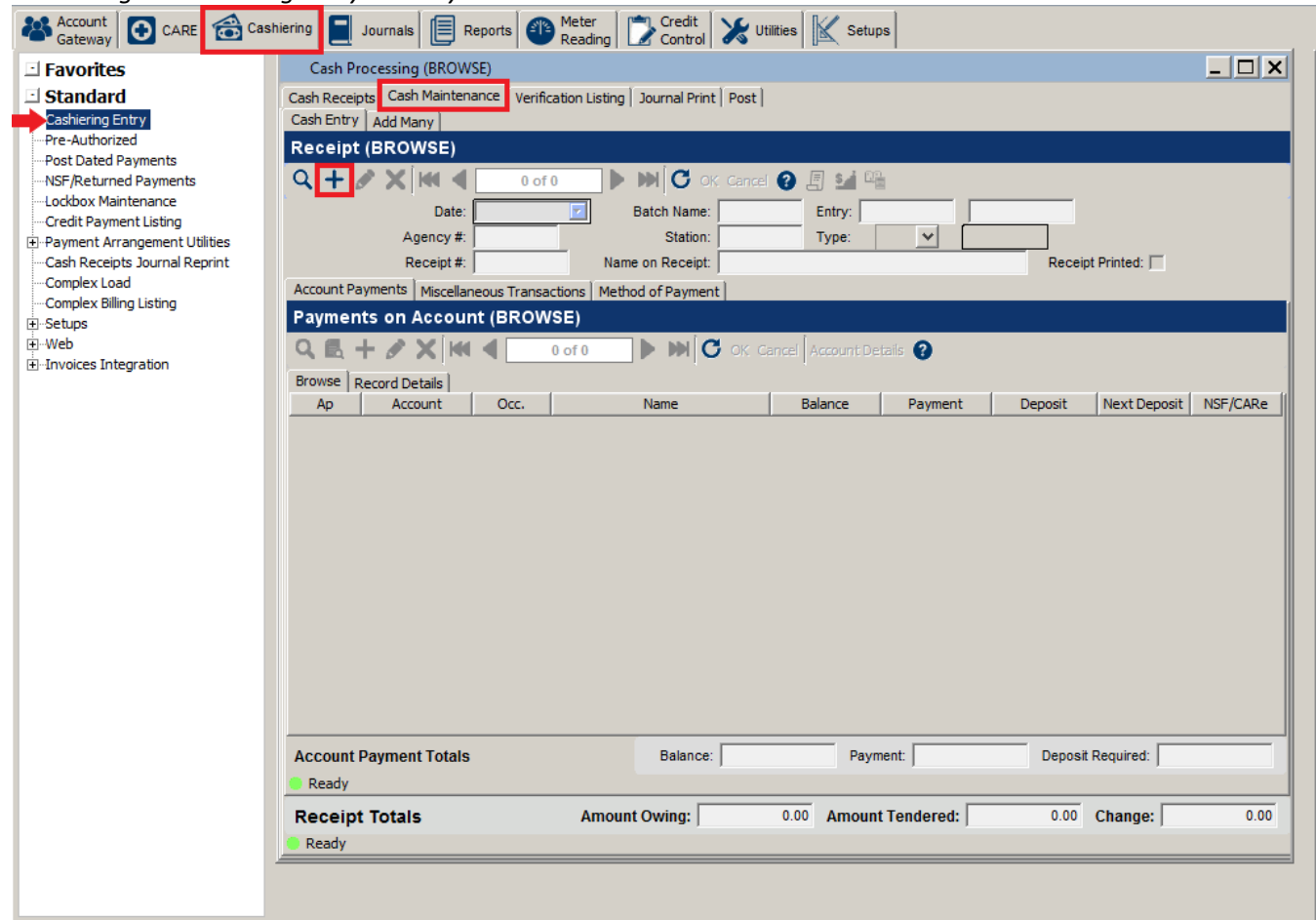
Open the **Cashiering Entry** table.

Select the **Daily Cash** batch.

Move to the **Cash Maintenance** table to make a payment.

Click the **Add** icon to insert a payment on the account.

Cashiering > Cashiering Entry > Daily Cash Batch > Cash Maintenance



Enter the **Old (Existing) Account Number**.

Follow the process as if making a payment on the existing account.

At **Amount to Apply**, enter the deposit amount.

Click **Apply**.

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

Add Account Payment Entries (FIND)

Account Search Entry

Account Info

Account: 4596

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
4596	10	9134	DONALD D BR...	703	SPRUCE DR SW ...		INDEPENDENC...	Y	-3.02	<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: -3.02

Deposit Owing: 0.00

Total Balance Owing: -3.02

Late Penalty: 0.00 Due Date: 2020-08-22

Payment

Amount to Apply: 200.00

Balance After Payment: -203.02

Multiple Receipts

Reverse Late Payment

Apply Cancel

The **Method of Payment** table opens.

Select the **Payment Code** used for making the deposit.

Click **OK** to save.

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

The screenshot displays the 'Cash Processing (BROWSE)' application window. The interface is divided into several sections:

- Navigation:** 'Cash Receipts', 'Cash Maintenance', 'Verification Listing', 'Journal Print', and 'Post' tabs are visible at the top.
- Receipt (BROWSE) Section:** Contains fields for 'Date' (2020-09-08), 'Batch Name' (schaub48), 'Entry' (1), 'Agency #' (0), 'Station' (1), 'Type' (1), and 'Receipt #' (175410). A red box highlights the 'Method of Payment' tab.
- Method of Payment (ADD) Section:** Features a 'Browse' tab and a 'Record Details' tab. The 'Payment Code' dropdown is set to '2' with 'CHECK PAYMENT' displayed in the adjacent text box. Below it, 'Amount Tendered' is set to 200.00. There are also fields for 'Bank No / Branch No' and 'Reference'.
- Summary Section:** Shows 'Payments' with a 'Total Tendered' of 0.00. Below that, 'Receipt Totals' are displayed: 'Amount Owing: 200.00', 'Amount Tendered: 0.00', and 'Change: -200.00'.

Return to **Account Payments** table.

The deposit shows as a payment on the current account.

Highlight the service to receive the deposit payment.

Click the **Edit** icon

Cashiering > Cashiering Entry > Daily Cash Batch > Cash Maintenance > Account Payments

Cash Processing (BROWSE)

Cash Receipts | Cash Maintenance | Verification Listing | Journal Print | Post

Cash Entry | Add Many

Receipt (BROWSE)

2 of 2

Date: 2020-09-08 | Batch Name: schaub48 | Entry: 2 | READY

Agency #: 0 | Station: 1 | Type: 1 | Apply

Receipt #: 175410 | Name on Receipt: DONALD D BROWN | Receipt Printed:

Account Payments | Miscellaneous Transactions | Method of Payment

Payments on Account (BROWSE)

1 of 7

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARe
W	4596	10	DONALD D BROWN	0.00	200.00	0.00	0.00	0.00
S	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	0.00
R	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	0.00
1	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	0.00
2	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	0.00
3	4596	10	DONALD D BROWN	-3.02	0.00	0.00	0.00	0.00
X	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	0.00

Account Payment Totals

Balance: -3.02 | Payment: 200.00 | Deposit Required: 0.00

Ready

Remove the payment from the existing account.

Under **Payment Amounts**, update the **Payment** field to 0.00.

Move to the **Next Deposit** section.

In the **Next Deposit** field, enter the deposit amount paid by the new occupant.

At **Service Order**, select the Move In service order for the new account. The new occupant's name will appear in the Name field.

Click **OK** to save.

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

The screenshot displays the 'Cash Processing (BROWSE)' window. The top navigation bar includes 'Cash Receipts', 'Cash Maintenance', 'Verification Listing', 'Journal Print', and 'Post'. Below this, there are tabs for 'Cash Entry' and 'Add Many'. The main window is titled 'Receipt (BROWSE)' and shows a '2 of 2' record. The 'Date' is 2020-09-08, 'Batch Name' is schaub48, 'Entry' is 2, and 'READY' is selected. 'Agency #' is 0, 'Station' is 1, and 'Type' is 1. 'Receipt #' is 175410 and 'Name on Receipt' is DONALD D BROWN. 'Receipt Printed' is checked. Below this is the 'Account Payments' section with tabs for 'Account Payments', 'Miscellaneous Transactions', and 'Method of Payment'. The 'Payments on Account (EDIT)' section shows '1 of 7' records. A 'Record Details' button is highlighted with a red box. The 'Account Information' section shows 'Ap: W', 'Account: 4596', 'Occupant: 10', and 'Name: DONALD D BROWN'. The 'Payment Amounts' section shows 'Balance: 0.00', 'Payment: 0.00', and 'Deposit:'. A red arrow points to the 'Payment' field. The 'Next Deposit' section is highlighted with a red box and shows 'Next Deposit: 200.00', 'Service Order: 1141', and 'Name: TEST ACCOUNT'. The 'Account Payment Totals' section shows 'Balance: -3.02', 'Payment: 0.00', and 'Deposit Required: 0.00'. The 'Receipt Totals' section shows 'Amount Owing: 200.00', 'Amount Tendered: 200.00', and 'Change: 0.00'. A 'Ready' status indicator is at the bottom left.

Review the updates on the **Account Payments** table.

The newly paid deposit appears under the **Next Deposit** field.

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

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

After posting the batch, the Deposit will be on new occupant's account.

Cashiering > Cashiering Entry > Daily Cash Batch > Cash Maintenance > Account Payments

The screenshot displays the 'Cash Processing (BROWSE)' window. At the top, there are tabs for 'Cash Receipts', 'Cash Maintenance', 'Verification Listing', 'Journal Print', and 'Post'. Below these, there are buttons for 'Cash Entry' and 'Add Many'. The main area is titled 'Receipt (BROWSE)' and contains a search bar, navigation icons, and a status bar showing '2 of 2'. Below this, there are input fields for 'Date' (2020-09-08), 'Batch Name' (schaub48), 'Entry' (2), 'Agency #' (0), 'Station' (1), 'Type' (1), and 'Receipt #' (175410). There are also buttons for 'OK', 'Cancel', and 'Apply'. A red box highlights the 'Account Payments' tab. Below the tabs, there is a section titled 'Payments on Account (BROWSE)' with a search bar and navigation icons, showing '1 of 7'. Below this is a table with columns: Ap, Account, Occ., Name, Balance, Payment, Deposit, Next Deposit, and NSF/CARE. The table contains 7 rows of data for 'DONALD D BROWN'. A red box highlights the 'Next Deposit' column, which shows '200.00' for the first row. At the bottom, there are summary sections: 'Account Payment Totals' with 'Balance: -3.02', 'Payment: 0.00', and 'Deposit Required: 0.00'; and 'Receipt Totals' with 'Amount Owing: 200.00', 'Amount Tended: 200.00', and 'Change: 0.00'. A green 'Ready' indicator is visible at the bottom left.

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARE
W	4596	10	DONALD D BROWN	0.00	0.00	0.00	200.00	
S	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	
R	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	
1	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	
2	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	
3	4596	10	DONALD D BROWN	-3.02	0.00	0.00	0.00	
X	4596	10	DONALD D BROWN	0.00	0.00	0.00	0.00	