

TELECOM PREPAYMENT ON A MOVE IN SERVICE ORDER

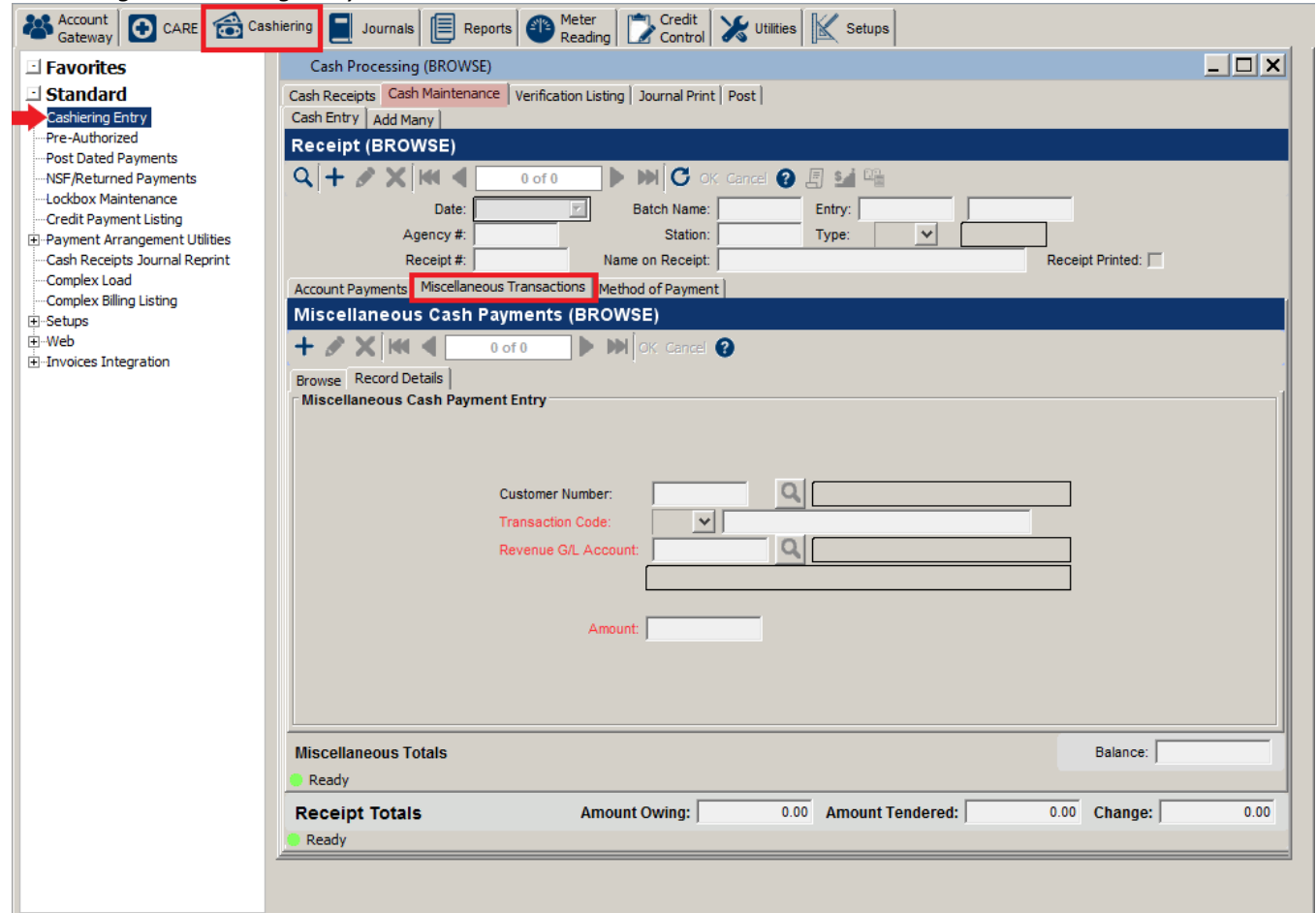
Applying a telecom prepayment when creating a move in service order.

From the **Cashiering** module, open **Cashiering Entry** table.

Select the **Daily Cash Batch**.

Click on the **Miscellaneous Transactions** table.

Cashiering > Cashiering Entry > Cash Maintenance > Miscellaneous Transactions



Click the **Add** icon in the lower table.

The **Customer Number** field remains blank.

At **Transaction Code** select the pre-paid service:

- CA – cable television
- INT – internet
- PHO – phone

Cash Processing (BROWSE)

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

Cash Entry | Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-09-08 | Batch Name: schaub48 | Entry: 1 | READY

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

Receipt #: 178539 | Name on Receipt: | Receipt Printed:

Account Payments | Miscellaneous Transactions | Method of Payment

Miscellaneous Cash Payments (ADD)

+ | - | X | None Selected | OK | Cancel

Browse | Record Details

Miscellaneous Cash Payment Entry

Customer Number:

Transaction Code:

Revenue G/L Account:

Amount:

Code	Description	Revenue Ps...	Revenue G/L A...
36	MOTOR VEH...	298	376.6112.00
37	MOTOR VEH...	299	382.6112.00
4	OTHER GEN ...	281	332.6728.00
41	ITU ACCOU...	305	300.1189.99
42	IT SERV ILP ...	306	300.1180.12
43	MOTOR VEH...	307	300.6112.00
5	OTHER GEN ...	283	382.6728.00
6	OTHER GEN ...	282	376.6728.00
7	ADMIN & GE...	270	100.9200.03
8	ALTERNATIV...	241	100.4510.01
9	CABLE TV-A...	79	332.5505.00
CA	CABLE ADVA...	308	332.4041.00
INT	INTERNET A...	309	376.4041.00
PHO	PHONE ADV...	310	382.4041.00

Miscellaneous Totals

Receipt Totals

Ready

Balance: 0.00

0.00 Change: 0.00

List contents editable | Power Link

The **Revenue G/L Account** field auto-populates based on the transaction code selected.

At the **Amount** field, enter the payment amount for the selected service.

The money paid applies to a 'Holding' G/L account since no customer account is available yet.

Click **OK** to save.

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 are 'Cash Entry' and 'Add Many' buttons. The main section is titled 'Receipt (BROWSE)' and contains a search bar with '1 of 1' items. Fields include Date (2020-09-08), Batch Name (schaub48), Entry (1), Agency # (0), Station (1), Type (1), Receipt # (178539), and Name on Receipt. A 'READY' status is shown. Below this is the 'Miscellaneous Cash Payments (ADD)' section, which is currently empty. The 'Miscellaneous Cash Payment Entry' section contains fields for Customer Number, Transaction Code (CA), Revenue G/L Account (308), and Amount (59.95). The Amount field is highlighted with a red box. At the bottom, there are 'Miscellaneous Totals' (Balance: 59.95) and 'Receipt Totals' (Amount Owing: 59.95, Amount Tendered: 0.00, Change: -59.95). A 'Ready' status indicator is at the bottom left.

Move to the **Method of Payment** table. *Cashiering > Cashiering Entry > Cash Maintenance > Method of Payment*

Click the **Add** icon.

At **Payment Code**, select the method used to pay for the service.

Click **OK** to save.

Cash Processing (BROWSE)

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

Cash Entry | Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-09-08 | Batch Name: schaub48 | Entry: 1 | INCOMPLETE

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

Receipt #: 178539 | Name on Receipt: | Receipt Printed:

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

Method of Payment (ADD)

None Selected

Payment Code: 2 | CHECK PAYMENT

Amount Tendered: 59.95

Bank No / Branch No: | / |

Reference: |

Payments | Total Tendered: 0.00

Receipt Totals | Amount Owing: 59.95 | Amount Tendered: 0.00 | Change: -59.95

Ready

If multiple pre-paid services are ordered, a transaction is required for each service.

Return to the **Miscellaneous Transactions** table.

Click the **Add** icon.

A pop-up window appears.

- Click **'Yes'** if the Name on Receipt field is blank.
- Click **'No'** to avoid attaching a payment to an existing account.

Note – Most frequently, click 'Yes.' However, it depends on the circumstances of the entry.

Then, repeat the steps to add the next prepayment service.

- Select the **Transaction Code**
- Enter the **Amount** paid
- Click **OK** to save
- Select the **Method of Payment**

Cashiering > Cashiering Entry > Cash Maintenance > Miscellaneous Transactions

The screenshot displays the 'Cash Processing (BROWSE)' application interface. 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 search bar with '1 of 1' results. The form fields include: Date: 2020-09-08, Batch Name: schaub48, Entry: 1, Agency #: 0, Station: 1, Type: 1, Receipt #: 178539, and Name on Receipt: (blank). A red box highlights the 'Miscellaneous Transactions' tab in the 'Account Payments' section. Below this, the 'Miscellaneous Cash Payments (BROWSE)' screen is visible, showing a 'Browse' tab and a 'Record Details' section. A pop-up dialog box titled 'NorthStar' is overlaid on the screen, asking 'Add a miscellaneous item to this receipt?' with the instruction 'Select No to create a new receipt for the item.' and buttons for 'Yes', 'No', and 'Cancel'. The 'Yes' button is highlighted with a red box. At the bottom of the application, there are summary sections: 'Miscellaneous Totals' with a balance of 59.95, and 'Receipt Totals' with Amount Owing: 59.95, Amount Tendered: 59.95, and Change: 0.00.

Two (2) Miscellaneous Transactions exist in the cashiering batch.

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

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

After posting the batch, the Prepayment will apply to the new occupant's account after creating the Move In service order.

Note: The creation of the Move In service order should take place after posting the cashiering batch, either the same day or the following day.

Cash Processing (BROWSE)

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

Cash Entry | Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-09-08 | Batch Name: schaub48 | Entry: 1 | READY

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

Receipt #: 178540 | Name on Receipt: | Receipt Printed:

Account Payments | Miscellaneous Transactions | Method of Payment

Miscellaneous Cash Payments (BROWSE)

2 of 2

Browse | Record Details

Miscellaneous Cash Payment Entry

Customer Number: |

Transaction Code: INT | INTERNET ADVANCED PAYMENT

Revenue G/L Account: 309 | 376.4041.00

INTERNET ADVANCED PAYMENT

Amount: 69.95

Miscellaneous Totals | Balance: 129.90

Ready

Receipt Totals | Amount Owing: 129.90 | Amount Tended: 129.90 | Change: 0.00

Ready

Create the Move In Service Order

After posting the cash batch, or the next business day, create the Move In Service Order.

From **Account Gateway** locate the account the customer is moving to - the 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 (4599-10). The top navigation bar includes 'Account Gateway', 'CARE', 'Cashiering', 'Journals', 'Reports', 'Meter Reading', 'Credit Control', 'Utilities', and 'Setups'. The main header shows 'Account Management View (BROWSE)' with status 'ACTIVE/PAP/CARe PENDING\$/PENDING\$'. The left sidebar has 'Profile', 'Current Account', 'Menu', 'Glance', and 'Calls' tabs. The 'Calls' tab is active, showing a list of service orders with 'MOVE IN / NEW TENANT-LANDLORD' selected. The main area shows 'Account Info' and 'Service Address' fields. Below is a 'Service Summary (BROWSE)' table and a 'Totals' section.

Name	Balance	Due Date	Deposit	Dep Req'd	Last Read	Last Billed	Amount
PHONE	40.95	2020-09-22	0.00	0.00	2020-09-29	2020-09-15	-24.00
PENDING\$	4.80		0.00				

Totals: Balance: 45.75 Deposit: 0.00 Dep Req'd: 0.00 Amount: -24.00

The Move In service order opens.

Enter the required information including:

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

Click **OK**.

Move In

OK Cancel Scheduled Orders

Call Information

Call: MOVEIN MOVEIN MOVE IN / NEW TENANT-LANDORD Order: MOVEIN
Account: 4599 10 RICHARD ENGEN Date: 2020-10-07 14:13:28
Service: 1700 3RD ST NE RM C7 BE Call number: 0

Payment Plan Customer Setup Sewage Commercial Info Additional Info Contacts Print Order Attach Letter
Main More Activity Move In Info Move In Services

Move Dates

Requested: 2020-09-08
Scheduled: 2020-09-08

Completion / Status

Status: S SCHEDULED
Priority:
Assigned to:
Print:

Caller Information

Customer: 0 New
Name: TEST ACCOUNT Scan
Phone: 6088344538 Bus:
SSN:
Driver's license:
Note:

Address

Address 1: 1700 3RD ST NE RM C7 BED 1
Address 2:
City: INDEPENDENCE
State: IA
Zip: 50644 Mode:

Schedule Notes

Additional tabs become available.

Click the **Move In Services** tab.

Click on the **Main** tab.

Add each ordered service to the Move In Services table.

Click the **Add** icon.

At **Service**, select the first ordered service from the dropdown menu.

Enter all required information to setup the service.

Click **OK** to save.

Repeat the process for each additional ordered service.

After completing the service order entry, remember to **Print** the service order for field completion.

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

Move In

OK Cancel Scheduled Orders

Call Information

Call: MOVEIN MOVEIN MOVE IN / NEW TENANT-LANDORD Order: MOVEIN 1143

Account: 4599 10 RICHARD ENGEN Date: 2020-09-08 11:57:10

Service: 1700 3RD ST NE RM C7 BE Call number: 1202

Payment Plan Customer Setup Sewage Commercial Info Additional Info Contacts Print Order Attach Letter

Main More Activity Move In Info Move In Services Move In Services

Move In Services (ADD)

+ X None Selected OK Cancel ?

Browse Main Detail

Move In Services

Service Information

Service: 1 CABLE

Location: I In City

Category: 10 RESIDENTIAL

Bill code: 1-CSP CABLE STANDARD PLUS

Bill period: 1 MONTHLY

SIC code:

No. units: 1

Dates:

Start: 2020-09-08

Inactive from:

Inactive to:

Deposits

On file: 0.00

Required: 0.00

To collect: 0.00

Exemptions

Late payment: N Disconnect: Date:

Estimate: N Reason:

Interest: N Taxes: N Date:

Notices: N Reason:

Ready

Next, return to the main **Menu** tab.

Under **CARe**, open the **Call Maintenance** table.

Open the **Move In** service order.

Account Gateway > Menu > CARe > Call Maintenance > Move In Service Order

The screenshot displays the Account Gateway software interface. The top navigation bar includes 'Account Gateway', 'CARE', 'Cashingier', 'Journals', 'Reports', 'Meter Reading', 'Credit Control', 'Utilities', and 'Setups'. The main window is titled 'Account Management View (BROWSE) ACTIVE/PAP/CARe PENDING\$/PENDING\$'. The left sidebar shows a 'Favorites' list with 'Standard' expanded, and 'Call Maintenance' highlighted under the 'CARe' section. The main content area shows 'Account Info' for account 4599-10, 'Service Address' for 1700 3RD ST NE, INDEPENDENCE, IA 50644, and a 'Service Summary (BROWSE) Call Maintenance (BROWSE)' table. The table has columns for 'Created On', 'By', 'Order Number', 'Call Type', 'Status', 'Scheduled', 'Completed', and 'Note'. The row for '2020-09-08 11:57' by 'cschaub' with order number '1143' and call type 'MOVEIN' is highlighted with a red arrow.

Created On	By	Order Number	Call Type	Status	Scheduled	Completed	Note
2020-09-15 16:05	IMPORT	1543	TELCHG	C	2020-09-15 16:05	2020-09-15	0417000634
2020-09-08 11:57	cschaub	1144	AUTOUT	C	2020-09-08 00:00	2020-09-17	
2020-09-08 11:57	cschaub	1143	MOVEIN	S	2020-09-08 00:00		
2020-08-28 15:56	IMPORT	385	TELCHG	C	2020-08-28 15:56	2020-08-28	0417000634

Under **Call Details**, open the **Standard Charges** table.

Click the **Add** icon.

At **Service**, select the first pre-paid service.

In this example, cable is the first pre-paid service.

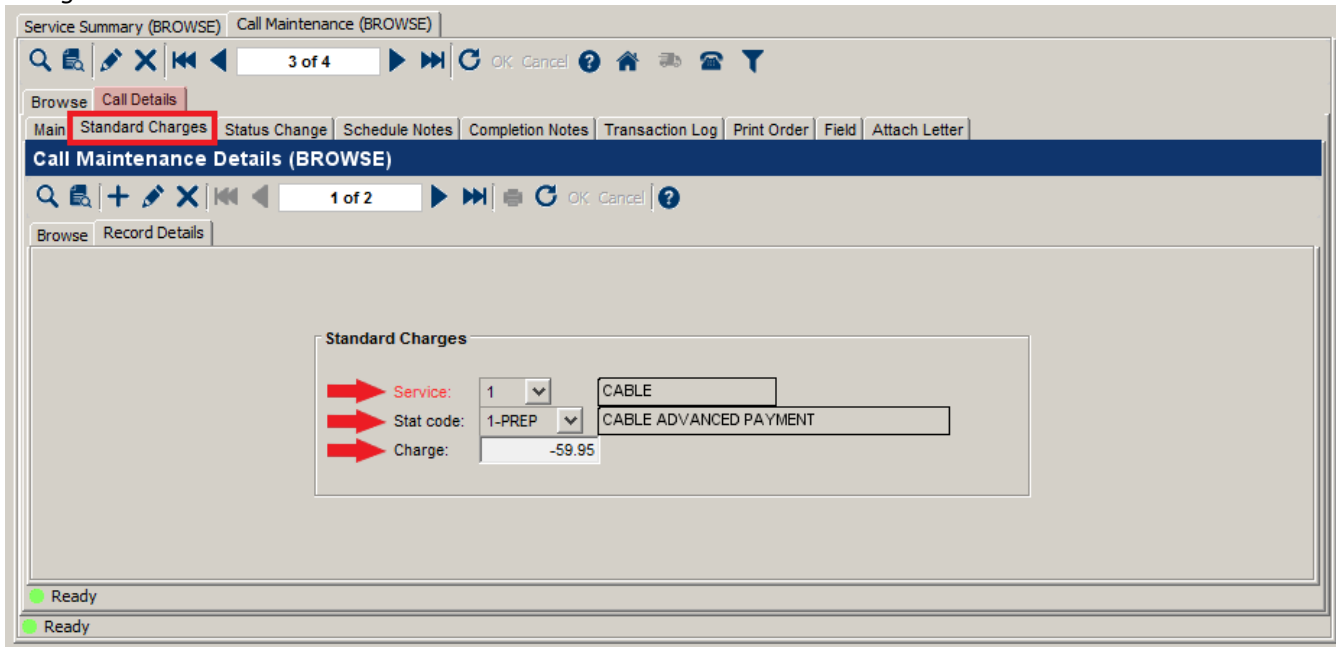
Select the corresponding **Stat Code** for each pre-paid service.

- 1-PREP = Cable Advanced Payment
- 2-PREP = Internet Advanced Payment
- 3-PREP = Phone Advanced Payment

At **Charge**, enter a **NEGATIVE** dollar amount for each pre-paid service entered into the cashiering batch.

Repeat this process for each pre-paid service ordered.

Account Gateway > Menu > CARE > Call Maintenance > Move In Service Order > Call Details > Standard Charges



Return to **Browse** tab after entering the negative charges (prepayments).

When the Move In process completes, the new customer's bill will reflect the credit charges for each pre-paid service.

The credits will show as separate line items on the customer's bill print.

The customer will not have a balance forward with their first billing.

The screenshot displays a software window titled 'Service Summary (BROWSE) Call Maintenance (BROWSE)'. It features a navigation bar with tabs: 'Browse', 'Call Details', 'Main', 'Standard Charges', 'Status Change', 'Schedule Notes', 'Completion Notes', 'Transaction Log', 'Print Order', 'Field', and 'Attach Letter'. The 'Browse' tab is active, showing 'Call Maintenance Details (BROWSE)'. Below this, there is a sub-tabbed area with 'Browse' and 'Record Details'. The 'Browse' sub-tab is selected, displaying a table with the following data:

	Service	Stat Code	Charge
1		1-PREP	-59.95
2		2-PREP	-69.95

At the bottom of the window, there are two status indicators: a green dot followed by 'Double click to edit entry' and another green dot followed by 'Ready'.