



JOURNALS

Adjustment Journal to reverse or revise bill

Harris Computer Systems

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Sometimes it is necessary to make corrections to the bills on customer accounts. The Adjustment Journal in Northstar allows a user to either:

1. Reverse (cancel) a bill completely
2. Reverse the original bill and issue a revised bill all in the same journal

Both of these options can depend on the circumstances surrounding the billing and the preference of the Utility. Typically, the cancel option would be used when there are outstanding adjustments that need to be processed before the bill is issued. Alternatively, some utilities prefer to use this option to cancel the bill and rebill it in a regular billing journal, rather than processing the revision in the Adjustment Journal.

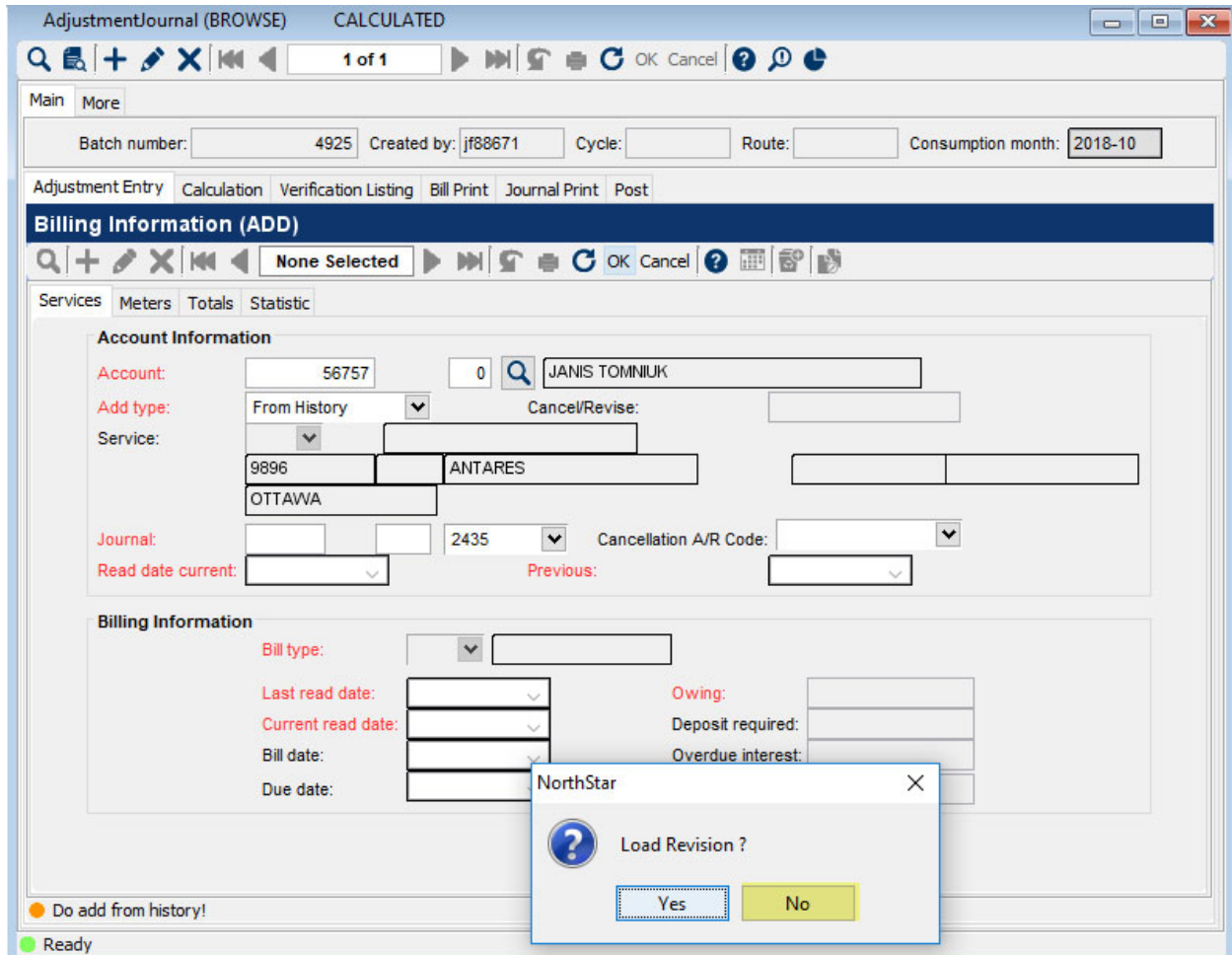
To cancel a bill using the Adjustment Journal

Journals>Billing and Adjustments>Adjustment Journal

1. Add a batch header
2. On the Adjustment entry tab, enter the account number
3. In the Add Type field, click the dropdown and select “From History”
4. In the Journal field, click the dropdown and select the bill you would like to reverse
5. NS will prompt you to be sure you want to add this journal – click Yes
6. NS will ask “Load Revision”? Click No
7. Once No is selected, NS will populate the fields in the Billing Information section at the bottom

The screenshot shows the 'Adjustment Journal (BROWSE)' window with the 'CALCULATED' status. The 'Billing Information (ADD)' section is active, displaying account details for account number 56757, customer name JANIS TOMNIUK, and service 9896 (ANTARES, OTTAWA). A table of billing history is shown below the account information.

Jour No	Jour Code	Date	Amount
2435	BJ	2018-10-31	574.70
2434	BJ	2018-09-30	537.79
2428	BJ	2018-08-31	359.34
2427	BJ	2018-07-31	515.63
2426	BJ	2018-06-30	814.95



Users can also reverse an *entire billing journal* without specifying an account. This is useful if there was an error on all the bills in a particular batch.

1. Add batch header
2. In the Add Type field, select "From History"
3. In the Journal field, scroll through the dropdown to select the BJ
4. NS will ask "Add entire Journal# 9999, Are you sure?" – select Yes
5. NS will ask "Load Revision"? – select No

Once the Adjustment Journal is posted, the bill reversal will be reflected in Balance History. The user can then do any required adjustments or corrections and then rebill in a billing journal.

****More than 1 bill can be reversed / cancelled on any account, as long as the user starts with the most recent billing journal and works their way back****

To issue a revised bill using the Adjustment Journal

In this example, we will issue a revised bill due to an incorrect meter read being used on the original bill.

Journals>Billing and Adjustments>Adjustment Journal

1. Add a batch header
2. On the Adjustment entry tab, enter the account number
3. In the Add Type field, click the dropdown and select "From History"
4. In the Journal field, click the dropdown and select the bill you would like to reverse
5. NS will prompt you to be sure you want to add this journal – click Yes
6. NS will ask "Load Revision"? Click Yes
7. After clicking yes, you will note that there are now 2 entries for each service – 1 cancellation and 1 revision.
8. Adjust the meter read by selecting the "Revision" record and clicking on the Meters tab > Record details.
9. Click the Calculation tab. Ensure the dropdown shows "1 – Revise" and the user can opt to check the box that says "Use Original dates", then click OK to calculate the revised bill

Adjustment Entry | Calculation | Verification Listing | Bill Print | Journal Print | Post

Billing Information (BROWSE)

1 of 6

Services | Meters | Totals | Statistic

Account Information

Account: 56752 | 0 | JANIS TOMNIUK

Add type: [Dropdown] | Cancel/Revise: [Dropdown] | Cancellation

Service: E | ELECTRIC

Adjustment Entry | Calculation | Verification Listing | Bill Print | Journal Print | Post

Billing Information (BROWSE)

4 of 6

Services | Meters | Totals | Statistic

Account Information

Account: 56752 | 0 | JANIS TOMNIUK

Add type: [Dropdown] | Cancel/Revise: [Dropdown] | Revision

Service: E | ELECTRIC

AdjustmentJournal (BROWSE)

Batch number: 4929 Created by: jf88671 Cycle: Route: Consumption month: 2018-10

Adjustment Entry Calculation Verification Listing Bill Print Journal Print Post

Billing Information (BROWSE)

Services Meters Totals Statistic

Billing Entry Details (BROWSE)

Browse Record Details

More

Meter:	JT3333333	Readings units:	1 kWh
Position:	2	Readings previous:	3914
Time Band:		Readings current:	4514
Multiplier:	1.0	Readings usage:	600.00
Dials:	5	Readings type:	MR METER READ
Billable:	1	Read date previous:	09-28-2018
Bill code:	100JT	Read date current:	10-29-2018
Cant read:		Days:	31

AdjustmentJournal (BROWSE)

Batch number: 4929 Created by: jf88671 Cycle: Route: Consumption month: 2018-10

Adjustment Entry Calculation Verification Listing Bill Print Journal Print Post

Adjustments Calculation (FIND)

Batch

Accounts:

Cancel / Revise: 1

Selection Criteria

Use original dates:

Bill date: 11-16-2018

Due date: 12-07-2018

Recalc Enrolled Cancellation:

The first account listed in the Verification listing is the cancellation. This account had a payment of \$350.00 after the original billing journal was done. Because this bill is being cancelled, Northstar is displaying \$-350.00 in the "Net" field.

The second account listed is the revision. The electric meter read was updated, and the new bill total for that consumption period is now \$299.10

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NorthStar Utilities          CYCLE: 13  ROUTE: 1  ADJUSTMENT JOURNAL VERIFICATION  jf88671  11/19/2018 19:18  Page: 1
BATCH: 4929  CONSUMPTION YEAR-MONTH: 2018-11
BILL  BILL
SERVICE  TYPE  CODE CAT  LAST READ  READ DATE  BILL DATE  DUE DATE  DAYS  DAYS  BILL ELAP  BALANCE  CURRENT  LATE  NET
                                         ----- READ -----
METER  POS.  PREV READ  CURR READ  TYPE  UNITS  DAYS  MULT  USAGE  USAGE  BILLED  DEMAND  POWER
-----
56752-00  JANIS TOMNIUK          13  1  6  9886  ANTARES          Cust : 19212024
ELECTRIC 1  REGLR 100JT  ER 09/30/2018 10/31/2018 11/07/2018 11/28/2018 30 31 48.59 -398.59 -7.97 -350.00
WATER 1  REGLR 200  WR 09/30/2018 10/31/2018 11/07/2018 11/28/2018 30 31 68.34 -68.34 -1.37 0.00
SEWER 1  REGLR 15  SR 09/30/2018 10/31/2018 11/07/2018 11/28/2018 30 31 25.38 -25.38 -0.51 0.00
JT33333333 2 100JT          03914          04910 CE 1 kWh 31 1.0 996.00 996.00
JT00000001 1 200          0000231          0000258 CE H High M 31 1.0 27.00 27.00M 0.00

ECUST CHR: -7.00 ENERGY : -383.59 TAX : -8.00 WATER CONS: -41.04 NET : -350.00
WATER MISC: -25.75 WATER TAX : -1.55 SEWER CONS: 0.00 SVRCH : -25.38 LATE CHRGE: -9.85
GROSS : -359.85

ELECTRIC 1  REGLR 100JT  ER 09/30/2018 10/31/2018 11/19/2018 12/10/2018 30 31 48.59 63.07 1.26 111.66
WATER 1  REGLR 200  WR 09/30/2018 10/31/2018 11/19/2018 12/10/2018 30 31 68.34 68.34 1.37 136.68
SEWER 1  REGLR 15  SR 09/30/2018 10/31/2018 11/19/2018 12/10/2018 30 31 25.38 25.38 0.51 50.76
JT33333333 2 100JT          03914          04514 MR 1 kWh 31 1.0 600.00 600.00
JT00000001 1 200          0000231          0000258 CE H High M 31 1.0 27.00 27.00M 0.00

ECUST CHR: 7.00 ENERGY : 52.50 TAX : 3.57 WATER CONS: 41.04 NET : 299.10
WATER MISC: 25.75 WATER TAX : 1.55 SEWER CONS: 0.00 SVRCH : 25.38 LATE CHRGE: 3.14
GROSS : 302.24
  
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Once this has been completed, print the journal and post.