tyler
technologies

Munis Utility Billing CIS

Setup Documentation

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Settings

Overview

The Utility Billing Settings program establishes system parameters required for other programs throughout utility billing.

Prerequisites

Access to the Settings program is determined by your organization's permission structure.

Procedures

- Click Update on the toolbar to modify the settings.
- Click Billing Cycles to define the billing cycles for your organization using the Billing Cycles screen.
- Click Messages to create or update bill message text on the Message File screen.
- Click Subject-to Chgs/Credits to establish subject-to charges or credits for services, assessments, installments, or electric using the Subject-To Charges/Credits screen.
- Click Parcel mask to display the Parcel Mask screen to modify parcel segment size and delimiter values.
- Click Delinq Notice XML Text to create or update text for delinquent notices using the Delinquent Notice Constant Text for XML screen.

Field	Description	Notes
Site Info Tab		
Utility		
Name	Stores the name of your organization. You can enter up to 30 characters of text.	

Field	Description	Notes
Address 1	Stores the first line of the address for your organization. You can enter up to 30 characters of text.	
Address 2	Stores the second line of the address for your organization, if necessary. You can enter up to 30 characters of additional text.	
City	Indicates the city in which your organization is located. You can enter up to 20 characters of text.	
State	Indicates the state in which your organization is location. You must enter the two-character state code.	
ZIP Code	Stores the ZIP Code for the city in which your organization is located. You can enter the five-digit code or you can use the 5+4 format. If you use the 5+4 format, use the hyphen (-) as a delimiter.	
Account		
	Determine the labels, size, and delimiter for each segment of the utility account. • Label is the title/name of what the segment represents. For example, Segment 1 is often labeled Route/Book and segment 2 is often labeled Account. • Size is the number of characters (maximum 20) that can be in the segment of the account. • Delimiter is a character specified (, . /) as the segment delimiter. When the account settings are defined, if you add an account number in the Accounts program that includes more characters than are defined here, the program displays a warning and you cannot continue.	
Auto Add Account Numbers	If selected, directs the program to automatically assign new account numbers. If this check box is not selected, users must add account numbers manually.	
Increment Segment	Identifies the account number segment that you want to increase by one when an account number is automatically added. You can enter a segment between 1 and 4, inclusive. This box is only accessible if the Auto Add Account Numbers check box is selected.	
Next Account Number	Identifies the next full account number to use when an account number is automatically added. This box can contain up to 20 characters. This box is only accessible if the	

Field	Description	Notes
	Auto Add Account Numbers check box is selected.	
Map UB Account Number to Parcel	If selected, directs the program to associate the account number with a specific tax parcel.	
Position Range	Identify the range of account number positions that map positions in the utility billing account number to the parcel identification number. The first box identifies the first character in the range; the second box identifies the last character. These boxes are only available if the Map UB Account Number to Parcel check box is selected.	
Location Validation	Verifies the address in the Utility Billing Accounts program with the information in other Munis property record programs, such as Central Property File and/or Property Master. • No Location Default or Validation—Addresses are manually entered in UB Accounts and there is no validation. • Address File Default and Validation—Addresses are validated against the Accounts Receivable Central Addresses program, which is accessed from the Utility Billing > Master Programs menu. This program imports and maintains emergency 911 address information files provided by a third party. When this default validation setting is used, you select from a list of available addresses that are stored in the ar911add table. The address number is stored in the UB account table, along with the applicable location information, which the program completes using default values from the selected address record. • Tax Master File Default—Addresses are set up and stored in the Parcels program on the Munis Property Revenues menu. When you enter an address in UB Accounts, the parcel is required and must have a matching record in the Parcels program. The address/location values default according to the Parcels program. No address help is available. For new UB accounts, this	

Field	Description	Notes
	is the Location address. • Property File Default—Addresses are set up and stored in the Property Master program in Central Property. When you add an address in UB Accounts, the Parcel field is not required. If you do enter a valid parcel, the address information attached to the parcel record in Property Master is the default value. • Property File Default and Validation—Addresses are set up and stored in the Property Master program in Central Property. When you are creating an account record in UB Accounts, a valid parcel or alternate parcel ID is required. If you enter a parcel number, the default values of the address are completed based on the Property Master record. If you enter an alternate parcel, the program queries the Central Property records for a match, and then completes the location information with the default location and property data in the Central Property record. For new UB accounts, this is the Location address. • Property File Default and Synchronization—Addresses are set up and stored in the Property Master program in Central Property. When you enter a parcel ID, it must be a valid parcel in the Property Master program. The program completes the address with the default values. For this option, when there are changes in the Property Master record, the changes are included in the UB account record, as well. • Property File Default with Location Sequence—Addresses are set up and stored in the Property Master program in Central Property. The parcel ID for the UB account is validated against the Property Master record, and you can select the address number from the Central Property Master > Sub	

Field	Description	Notes
	Address table. This is will be the Location address in Utility Billing.	
NAICS/SIC		
Use NAICS/SIC Codes	If selected, directs the programs to use NAICS/SIC codes.	
Link NAICS/SIC to BL	If selected, directs the programs to select NAICS/SIC codes from the NAICS Import and Setup program in Munis Business Licenses, if available. If NAICS/SIC codes are not available in Business Licenses, the programs use the NAICS/SIC codes from Utility Billing.	
Billing		
Route Label	Contains a user-defined label for a billing route. The value of this box is used within many UB CIS programs.	
Default Positions	Define the account number positions for the group code. If you enter 0 in each box, the group code is not part of the account number.	
Print Cat 60 Bills By	Determines the bill print sequence: By Account (account number only) or By Account/CID (account number and customer identification number).	
New Customer Days	Determines if an account will be selected into a bill run. If the value of this box is not zero, the program uses the value of this box to determine if the service will be brought into the bill run. If the number of days from the run cycle end date to the service start is less than the value of this box, then the service will not be brought into a bill run. This setting uses the service start date (not the owner start date) in comparison to the bill cycle end date when determining who qualifies to be billed.	
Include Credits Across Categories on Multicategory Bills	If selected, directs the program to include accounts receivable category (AR Cat) credit totals on bills that apply to more than one category. If this check box is not selected, credits cannot cross AR categories.	
Electronic Funds Transfer		
Bank	Identifies the bank from which to transfer funds. Bank codes are established in the Bank Codes program.	
Account	Stores the bank account number for electronic funds transfers (EFTs).	
Account Type	Indicates whether an organization's EFT bank account is a savings or checking account. Programs evaluate this field when creating the EFT data file and creating an off-setting deposit record. Savings account types are	

Field	Description	Notes
	indicated as 32 and checking accounts indicated as 22.	
Print EFT Bills Last	If selected, directs the program to print bills to be paid by electronic fund transfers last.	
Use Multiple Banks	If selected, causes the Account Number, Bank Name, and ACH Name box to be available in the Bank Billing Register/EFT program, allowing you to enter additional EFT banking details.	
Work Orders		
Work Order Prompts	If selected, prompts programs to create work orders within UB CIS processes.	
Create Work Order When Application Fees Paid	If selected, directs program to create a work order when an application fee is paid.	
Print Service Number	If selected, directs program to print the service order number on the service order.	
Approve When Deposit Paid	If selected, directs program to allow for work order approval when a deposit is paid.	
Require User Initials for Completed By	If selected, causes the UB Work Orders/Print program to require that the user who completes a service order enter his or her initials in the Completed By box in that program.	
Final Read	Allows you to select the default final read option to post readings when you complete a service order in the UB Work Orders/Print program. • Prompt for Action on Each Work Order—Allows you to choose which action to take at the time you complete each service order. • Move In—Posts the final reading and create a pending or move in account. • Post Read to an Active Bill Run for Current Account—Posts a final reading for the current account in an active bill run. • Post Read to a Final Bill Run—Posts a reading to a final bill run. • Post Read and Hold for Final Bill—Posts the final reading and hold it until you process the final bill at a later date.	
Connect/Install	Indicates the default action to use in program for completing connect and install service orders: Run Meter Connect/Flat Install or Prompt for Action on Each Service Order.	
Integration	Identifies a system with which the service order programs are integrated, if applicable. Select the None option if there is no	

Field	Description	Notes
	integration program.	
Schedule In	Determines how work order scheduling is processed: • If you select Munis, the scheduling is completed within Munis. • If you select MS Exchange, work order scheduling is integrated with the MS Exchange application using the Scheduler Central application. When you select MS Exchange, the Import button is accessible. Click Import to integrate existing service orders with MS Exchange. In the Work Orders/Print program, the Exchange Import button is available. Click Exchange Import to complete the import using Munis Scheduler. Once you have established MS Exchange as the scheduling application, when you click Schedule, the program displays the scheduling details in the Scheduler Central application.	
Default Priority	Provides a default priority for scheduling work orders.	
AMI Integration		
AMI Protocol	Indicates which AMI protocol is enabled for utility billing processing (MultiSpeak or None).	

Field	Description	Notes
Site Options 1 Tab		
Parcel Number Mask	If selected, directs the programs to use the tax parameter to mask a parcel.	
Parcel Using Location	If selected, directs the programs to obtain parcel numbers from location numbers.	
Update General Ledger (GL)	If selected, directs the programs to update the general ledger with transactions	
Budget Plan	If selected, indicates that the organization has a budget payment plan. If this check box is selected, the Budget Receivable general ledger account is	

Field	Description	Notes
	available in the Accounts Receivable Charge Codes program. This general ledger account allows you to track budget balance receivables separately from Financials. When you create bills for services on a budget plan, the Generate AR program makes journal entries to the accounts receivable and revenue general ledger accounts for the budget billed amount and not the actual charge amount. The program then makes an additional journal entry to the budget receivable and revenue general ledger accounts for the difference between the budget billed amount and the actual charge amount (that is, the budget balance). When services on a budget plan are at the last bill created for the plan, appropriate journal entries are made for the remaining budget plan balance that are applied to the last bill.	
Use Backflow Inspector Codes at the Device Level	If selected, directs the programs to use backflow inspector codes at the device level. When this check box is selected, the Inspector and Permit/Certification boxes are not available in the Backflow Account Services program.	
Calculate Interest Up to Special Condition Start Date	If selected, directs programs to calculate interest to the special condition start date, if interest is frozen.	
Deposits Through Misc Receipts	If selected, directs program to process deposit collections through miscellaneous receipts in the Payment Entry program.	
Exclude Charge Option in Billing	If selected, directs programs to allow the option to exclude a bill charge in the Calculate Charges program. This option displays or hides the Exclude Account Balance Credits and Annual Bills box at the bottom of the Calculate Charges screen.	
Meter Estimate Warning	If selected, directs programs to provide meter estimate warnings when the number of meter estimates exceeds the value in the Exceed Maximum box in the Calculate Charges program.	
Cumulative Flat Inventory Required	If selected, directs programs to use flat item (non-metered) inventory.	
Meter Inventory	If selected, directs programs to use metered inventory.	
Require Meter Size	If selected, directs programs to use the	

Field	Description	Notes
	Utility Billing Miscellaneous Codes program to create meter size codes. If you select the check box, the following program changes occur: • The Meter Inventory program displays a warning that meter size codes must be created in the Utility Billing Miscellaneous Codes program for code type MTSZ - Meter Size Code. • The Meter Size box includes a help button in the Accounts, Meter Connect, Meter Inventory Maintenance, Meter Replacement, and Turn on Meter programs. • An error occurs in the Import Meters program if the meter size in the file does not match the meter size code in the Utility Billing Miscellaneous Codes program. • The Export Handheld Meter File, Service Permits, and UB Work Orders/Print programs print or export the meter size description in the Utility Billing Miscellaneous Codes program instead of the meter size code. Select the check box to use the Utility Billing Miscellaneous Codes program to create meter size codes or clear the check box to establish meter size codes in the Meter Inventory program.	
Store Rate Step Detail Information	If selected, directs the program to store rate step details for standard calculation codes during the billing process. When this check box is selected, Rate Step Detail displays on the utility bills.	
Prompt for Calc-all Upon Completion of Generate Charges	If selected, causes the Generate Charges and Select Final processes to display the "Do you want to run the calculate-all process" message after the Generate Charges or Select Final process completes.	
Require Reason Code for Update/Delete in Current Read/Consumption	If selected, the system requires that the user enter a reason code when updating or deleting data in the Current Read/Consumption program. To use this feature, you must also create Utility Billing miscellaneous codes for the code	

Field	Description	Notes
	type CRC-Current Read/Cons Reason Codes.	
Require Reason Code for Update/Delete in Calculate Charges	If selected, required that user enter a reason code when updating or deleting data in the Calculate Charges program. To use this feature, you must also create Utility Billing miscellaneous codes for the code type CCR-Calculate Charges Reason Codes.	
Require Miscellaneous Call Code for Contact Notes	If selected, causes the Contacts option in Account Customer Inquiry to provide this Enter a Call Code dialog box, where you select a call code defined in the Miscellaneous Codes program and supporting text. The Account Contacts browse screen displays the call code and text values.	
Auto-schedule Post Billing Processes After Generate AR	If selected, this setting controls access to the Post Billing Processes program, where you can automatically schedule all post-billing processes associated with a bill upon completion of the Generate AR step.	
Block Duplicate Remote IDs in Meter Inventory	If selected, this setting prevents duplicate remote IDs in Meter Inventory and on current or pending services associated with a meter.	
Electric Meters Record Cumulative Demand or Kilovar Hours	If selected, this check box causes fields for cumulative demand or kilovar hours to display.	
Display Account User-Defined Fields in Utilities	When selected, the Utilities program includes the User Defined group on the main screen. This group displays the user-defined fields applicable to your organization.	
Use Alternate Work Order Processing and Test Results Tracking for Backflow	When selected, alternate work order processing and test results tracking for backflow is enabled.	
Create Additional Work Order for Customer Actions	When selected, the Create Pending program will offer define options for a second work order to be created by the Create Pending process.	
Automatically Assign Outlook Appointments	If selected, when you add calendar items to the Cycle Manager program, they are automatically assigned in Microsoft Outlook as calendar appointments.	
Require Service Delivery Point for Metered Services	When selected, the Services program requires the Read Type and Service Delivery Point fields to be completed when you add or update a metered	

Field	Description	Notes
	service (service type M).	
Last Meter Number	Indicates the last meter number issued when a new metered service with the manufacturer is ZZZZ (dummy meter) was added. This next number is this number plus one.	
Next Bill #	Indicates the next bill number when generating accounts receivable bills.	
Next Abatement #	Indicates the next abatement number to use when completing a lien process.	
Transfer Run	Indicates the run to be used when transferred balances from one account to another.	
Express Bill Run	Identifies the type of bill run to use with express billing features. For example, this field needs to identify Final Billing in order to use the Guided Express Final Bill option in the Current Read/Consumption program.	
Default Vacant CID	Defines a vacant CID. When you complete this box with a value that is not zero (0), the Utilities program provides the Create Pending with Vacant option, which completes the Create Pending process using the default vacant CID number. The value of this box must match the customer number that is currently used to identify a vacant CID record, or you must create a vacant CID number to match the default number.	
Default Number (#) of Occupants	Defines a default value for occupants for new customer accounts.	
Bill To	This list indicates the default account relationship to whom bills are sent. Options are Customer or Owner.	
Mail To	Identifies the default account relationship address to which bills are sent. Options are Customer and Owner, Customer, Landlord, None, Owner, or Service Address.	
Delinquent To	Identifies the default account relationship that receives delinquent notices. Options are Customer and Owner, Customer, Landlord, or Owner.	
Lien To	Identifies the default account relationship that receives lien notices. Options are Customer and Owner, Customer, Landlord, or Owner.	
Processing		
Process By	Determines if programs process bill runs	

Field	Description	Notes
	by account or by account and customer identification number (CID). Select Account/CID to calculate bills on the current customer ID only or select Account to calculate bills on all customer IDs for the account.	
Estimate Average By	Determines if programs process estimates by account or by account and customer identification number (CID). Select Account/CID to calculate estimates on the current customer ID only or select Account to calculate estimates on all customer IDs for the account. High and low warning and exception messages in the Calculate Charges program are determined according to the value of the list.	
Apply Credits By	Determines if programs apply credits to bills by account, service, or group.	
Calculate Late On	Establishes how to calculate late penalty amounts: on all bills in the active set of records or on all bills in the active set of records and on older bills. Select Current Bill to calculate on all bills in the active set or select Total Unpaid Balance to calculate on all bills in the active set and on older bills.	
Proration		
Prorate From	Establishes how to prorate partial bills: • Cycle End Date—Uses the number of days in the billing cycle to prorate. • Previous Read Date—Uses the previous and current read dates to prorate. • Initial/Final Only—Prorates only the initial and final bill based on the read date. For the initial bill, the program uses the service start date if the service start date falls after the bill run start date or the previous read date if the bill is the initial bill for a new customer. For the final bill, the program uses the service start date for an initial bill and the previous read date in all other cases. • Initial/Final/Stop Date—	

Field	Description	Notes
	Prorates flat charges by stop date for a regular (that is, non-final) bill cycle. When selected, charge calculations prorate flat services that have been stopped in the middle of a regular bill cycle. • Initial/Final/Stop by Cycle Days—Prorates final/initial/stop dates based on the number of cycle days defined on the bill run using the start and stop dates of the run, compared against the actual number of days using previous and present read dates. If you select Previous Read Date or Initial/Final Only, the number of bill days used to calculate the daily usage equals the current read date less the previous read date.	
Prorate Zero Days As	Determines the number of days to prorate when the number of days is zero. If you type 0 in the box, the proration of base and flat charges is zero. The metered water and sewer services are still billed for consumption charges, but all other flat and base charges are charged $0.	
Liens		
Process Option	Determines if liens are processed as lien bills or as transfer to tax. If the value is Utility Lien, use the Lien Delinquent Bills program to create new accounts receivable bills for liens; if the value is Transfer to Tax, use the Transfer Delinquent to Tax program to update the tax file in Munis Tax with the lien amount; in this case, the Account Receivable bill amount updates to 0.00.	
Debit Tax Receivable	If selected, directs programs to debit receivable accounts when processing liens as transfer to tax.	
Annualized Billing		
Start Date	If the organization uses annualized billing, this box contains the billing start date.	
Start New Customer at Tier 1	If selected, directs programs to start new customers at Tier One if annualized	

Field	Description	Notes
	billing is used.	
Deposit		
Deposit Maximum	Specifies the maximum deposit amount a customer can have on an account. This value is used in the Apply Additional Deposit process, which is part of the Cut-off Process program.	
EUSP Credits _If this data is defined, the Apply EUSP button is available in Apply Credits/Deposits program. Use this button to create, transfer, and import state electronic credits._		
State Account	Identifies the state to receive the EUSP credits.	
Misc Codes	Define the range of credit charge codes that apply to EUSP credits.	
Customer Balance Check		
Check for Customer Balances During Move-in Process	Enables customer balance evaluation during the Create Pending process. If selected, the Pending CID# button in Create Pending displays a search screen. If records finding the search criteria are found, the program displays the records. If a matching customer has a bill that has been written off with a special condition code that matches the value defined in the Write-off Special Condition field, the bill displays. Each customer bill with an outstanding balance also displays. Double-click a customer in the list to enter that customer as the pending CID. If no matching records are found, the program prompts you to create a new customer with the information as entered. A new customer is automatically added to the Customers program when you enter a name and address.	
Write-off Special Condition	Identifies the write-off code that is evaluated during the balance check. This code is only applicable when the Check for Customer Balances During Move-in Process check box is selected.	
Default Asset Type		
	Assign a default value for utility billing meter assets: water, electric, gas, and other.	
Default Department _The folder button for each field provides direct access to the Department Settings program._		
Backflow Devices Flat Inventory Servicing	Assign a default department for backflow devices, flat inventory, and servicing items.	

Field	Description	Notes
Site Options 2 Tab		
General		
Avg. Cycle Days (A), (B)	Contain the average number of days in a billing cycle.	
Full Cycle Days (A), (B)	Contain the number of days included in a full billing cycle.	
Min. Daily Usage	Contains the minimum daily usage.	
Bill Year Begin/Thru	Contain the beginning and ending months/days for the billing year. For example, for a January 1 through December 31 billing year, enter 01/01 through 12/31. The Rate Adjustment option in the Calculate Charges program uses these dates to define the year for which rate adjustment discounts apply. When you reset these dates, the Rate Adjustments option resets the applicable discount dates.	
Establish Account		
Method	Determines how a new customer is established in the Accounts program. The value you select here becomes the default value on the Services screen in the Estab Code list.	
Days/Months (A), (B)	Contain the number of days included in the account establishment method. If the	

Field	Description	Notes
	method is Number of Days, this is the number of days needed for an account to be established; if the method Average Winter Quarter, Preceding Billing Months, or Preceding Winter Quarter, this is the number of months needed for an account to be established. If the value of the Method list is Not Applicable, this box is not accessible.	
Water Budget Calculations		
Area Factor	Stores the global value to be used in outdoor water budget calculations.	
Calculate Landscape Area	If selected, directs that landscape areas are calculated for water budgets. When this check box is selected, it triggers the Landscape Area field on the Accounts screen to become a presentation field instead of a data entry field. The landscape area value is the product of the Area Factor values times the Lot Square Ft from the linked Property Master in Central Property.	
Winter Period		
Method	Indicates the method for winter quarter accounts: • Current Winter Quarter Method • Not Applicable • Previous Winter Quarter Method • Temporary Winter Quarter Method This value is the default method entered when users add new service records.	
Compare Dates A		
Evaluation	Define the winter quarter by beginning date (month/day) and ending date (month/day). When a billing is within this time, a new winter quarter usage is calculated.	
Adjustment	Define the time during which a based-on-other-service uses the calculated winter quarter usage. When a billing is within this time, the winter quarter usage is used to determine the based-on-other usage.	
Compare Dates B		
Evaluation	Define the winter quarter by beginning date (month/day) and end date (month/day). When a billing is within this time, a new winter quarter usage is calculated.	

Field	Description	Notes
Adjustment	Define the time during which a based-on-other-service uses the calculated winter quarter usage. When a billing is within this time, the winter quarter usage is used to determine the based-on-other usage.	
Winter Average *This data is used in conjunction with the values in Compare Dates A. The number of highs and lows to exclude cannot exceed the difference between the number of months in evaluation period A and the minimum number of records to average. To access these boxes, the value of the Method list in the Winter Quarter group must be Current Winter Quarter Method.*		
Minimum Number (#) of Reads	Identifies the minimum number of reads to include in the winter average calculation.	
Number (#) of High to Exclude	Indicates the number of high periods to exclude in the winter average calculation.	
Number (#) of Low to Exclude	Indicates the number of low periods to exclude in the winter average calculation.	
Substitute Route Average for Default Usage	When this check box is selected, the Calculate Winter Average program uses the route average in place of normal usage if the account does not meet the minimum number of reads during the winter average period or if the account is added after winter averages is run.	
Use Unbilled Usage and Update Bill Run	When selected, the Calculate Winter Average program uses the unbilled usage when calculating the winter average and updates the supplied bill run/commit with the new winter average to be billed. When you select this check box to use unbilled usages for the defined run and commit with calc code 75 and you update the bill run with the new winter average, if the Substitute Route Average for Default Usage check box is selected, the program uses route average as the winter average if the minimum number of reads is not met or the account started after the winter average program is run.	
Exclude Readings That Fall in the Month Prior to the Evaluation Start	If selected, directs that readings that fall in the month prior to the evaluation start be excluded from calculations.	
Use # of Reads Pre High/Low Exclusion to Qualify for Premium	If selected, readings that fall in the month prior to the evaluation start are excluded from calculations.	
Evaluate History Using Bill Month	If selected, causes winter averaging to evaluate average history by bill month.	

Field	Description	Notes
Electric		
Comparison 1	Define an electric comparison time by beginning date (month/day) and ending date (month/date).	
Comparison 2	Define an additional electric comparison time by beginning date (month/day) and ending date (month/date).	

Field	Description	Notes
Site Options 3 Tab		
Postal Certification		
Process Postal Certification	If selected, directs programs to use postal certification when processing bills. This option is available according to your Munis system setup.	
Maximum Services Per Page	Allows you to exclude multipage bills that cannot be processed through postal certification. The value must be from 1 to 99.	
Update AR Addresses	If selected, permits programs to update addresses in the Accounts Receivable records using the postal certification process.	
Deposit GL Accounts		
Interest Expense	Contains the general ledger org/object codes for the deposit interest expense account. Enter the org, object, and project (if applicable) codes.	
Payable	Contains the general ledger org/object codes for the deposits payable account.	

Field	Description	Notes
	Enter the org, object, and project (if applicable) codes.	
Pooled Cash Funds		
Cat 60 General Services	Contains the general pooled cash fund if your organization uses pooled cash. This fund is used to create general ledger records throughout utility billing processing.	
Cat 63 Electric Services	Contains the electric pooled cash fund if your organization uses pooled cash. This fund is used to create general ledger records throughout utility billing processing.	
Delinquent Status		
Special Condition	Stores the default special condition code for delinquent status bills. Special condition codes are created and maintained in the Accounts Receivable Special Condition Codes program.	
Aged Days UB Charges	Stores the number of days late utility billing charges must accrue for an account to be considered delinquent.	
Aged Days Fee Charges	Contains the number of days after which late fees are considered delinquent.	
Minimum Balance	Contains the minimum aged amount due that qualifies an account as delinquent.	
Rate Qualification		
Method	Directs programs to automatically change rate codes when the demand usage is outside the current rate qualification threshold. • Does Not Apply—Indicates that the automatic rate change feature is not used by your organization. • Report Only—Does not automatically change rate codes but includes those accounts that should be reviewed in a Rate Change Report. • Automatic Update Current Bill—Updates the total charge amount and updates the rate code in the Calculate Charges program; it does not affect the Services record. • Automatic Update Service—Allows you to use the Rate Qualification fields in the Rate Masters program to define service rates according to demand consumption. • Automatic Update Current Bill and Service—Updates the Calculate Charges record and the Services record with the new rate code and amounts.	
Tyler Cashiering Integration		
Create Additional Deposit for Partial Payment	If selected, determines if additional deposit records are automatically created when	

Field	Description	Notes
	deposits are partially paid using Tyler Cashiering.	
Permanent Due Dates		
Add Permanent Due Dates	If selected, allows you to set permanent due dates by customer account.	
Days Beyond Bill Date to Evaluate for Due Date	When permanent due dates are enabled, this field defines the number of additional days beyond the bill date to set the permanent due date.	
Days Beyond Due Date for Interest/Penalty Date	When permanent due dates are enabled, this field defines the number of additional days beyond the assigned permanent due date to set the interest/penalty date on the bill.	
Blackout Dates		
This group allows you to define specific dates and weekends as unavailable for requests in Citizen Self Service (CSS). Use the Maintain Dates button to in this group to specify dates that are unavailable for service requests.		
Block Weekends	When selected, the Citizen Self Service program does not allow citizens to schedule service requests during weekends.	
Service Request Processing		
Maximum Number of Service Requests per Day	Defines the maximum number of service requests accepted per day. When this field is left at its default setting of 0 (zero), there is no maximum number of service requests accepted per day. If the defined maximum number of requests for a given date has been reached, that date will be unavailable for selection in Citizen Self Service (CSS). In Citizen Self Service, if there are no available dates to request service, the hyperlinks to initiate a request will not be visible.	
Minimum Number of Days Between Request Actions	Defines the minimum number of days between account customer actions. During batch processing of citizen requests, the value in this field will be used to determine request dates.	
Overlapping Customer Action Dates	Defines the priority of customer actions when multiple requests are received and the requested dates overlap. During batch processing of citizen requests, the program adjusts move in/move out dates according to the selection in this section.	
Logo for Email Templates	Allows you to upload a logo for inclusion in the automatic emails that are sent as the status of requests changes.	
Lien Processing		
Next Lien Reference #	Defines the next available lien number to be assigned during the export lien process.	
Lien Event Type Fee Mapping		
PLL Fee Code LCL Fee Code TDT Fee Code	Assign an event code to a fee code.	

Field	Description	Notes
Assessment Options Tab		
General		
General Ledger Post Default	Determines the amount to post to the general ledger during billing: the total principal on the first bill, with interest as billed, principal and interest as billed, or full bill with periodic billing. When you select the Full Bill with Periodic Billing option, the Assessment Special Condition box accepts the special condition code that specifies to not transfer the full bill to tax. The special condition code gets automatically attached to the Full bill at the time it is created. Use this option to distinguish the full bill and prevent unintentional payment to the full bill. The only payments that should be applied to the Full bill are overpayments, and off-schedule payments for citizens paying down principal.	
Assessment Special Condition	Identifies the special condition codes that specifies to not transfer the full bill to tax.	
Pay Assessments Restriction	If selected, directs programs to restrict additional assessment payments. If this check box is selected, the Pay Assessment Process program displays a screen that calculates interest for the unbilled balance and that allows you to enter a bill amount only.	
Next Petition #	Indicates the next number to be used	

Field	Description	Notes
	when generating assessment petitions.	
Charge Codes		
Water Front Foot	Contain the range of charge codes that apply to water front footage.	
Water Capital Facilities	Contain the range of charge codes that apply for water capital facilities agreements.	
Sewer Front Foot	Contain the range of charge codes that apply to sewer front footage.	
Sewer Capital Facilities	Contain the range of charge codes that apply for sewer capital facilities agreements.	
Water Installment	Contain the range of charge codes that apply to water installment agreements	
Sewer Installment	Contain the range of charge codes that apply to sewer installment agreements.	

SITE INFO   SITE OPTIONS 1   SITE OPTIONS 2   SITE OPTIONS 3   ASSESSMENT OPTIONS   **OPTIONAL FEATURE DISPLAY**   AUTO TURNON

General

Deposit processing ☑

Electric billing ☑

Related accounts ☑

Non-cash deposits and co-signer ☑

Contract services ☑

Master meter accounts and available / occupied units ☑

Daily base usage ☑

Seasonal billing ☑

Backflow test results 📁

Sewer and assessment service charges using FF and EDU ☐

Field	Description	Notes
Optional Feature Display Tab		
General		
	Determine the processing features to display in Utility Billing programs. Selecting a feature makes it available; clearing the check box for a feature hides that option. • For the Backflow Test Results settings, click the folder button to display the Backflow Test Result Screen Setup dialog box. Select the check boxes and assign the labels for the Account Fields and Device Fields to display on the Backflow Test Results screen. • For Sussex only: The Sewer and Assessment Service Charges	

Field	Description	Notes
	Using FF and EDU check box enables functionality to identify rate codes with calc codes 57 or 58.	

Field	Description	Notes
Auto Turnon Tab		
	Store default options for the automatic turn-on of services at the time of payment. • The Turn On Process Parameter settings determine when turn on work orders are generated—automatically or using specific date selections. Charge details are also defined in this group. • The Turn On Work Orders group determines if all metered services can be turned on using one work orders, and it defines the work order type, reason, and department details.	

Utility Billing Miscellaneous Codes

Overview

The Miscellaneous Codes program creates user-defined values for particular types of codes for use within other programs. Type codes are general categories of codes; within a type code, you can create individual codes.

Procedures

Use the toolbar buttons to add, update, or delete codes associated with predefined code types for a specific system function or category.

Field	Description	Notes
Miscellaneous Code Detail		
Code Type	Identifies the type of code to add or update. Click Browse to view the list of available code types.	
Code	Contains the user-defined code for the code type. The number of available characters for a code varies according to the code type selected.	
Description	Provides the full name or description for the code. The description can contain up to 30 alphanumeric characters.	
Short Desc	Displays an abbreviated name or description for the code. The short description can contain up to 10 alphanumeric characters.	
Audit Information		
Entered By	Identify the user ID of the individual who originally entered the code, as well as the date and time of the entry. These boxes are not accessible when you are adding or updating a record; they are accessible during the Search process.	
Last Changed By	Indicate the user ID of the individual who most recently changed the code, as well as the date and time of that	

Field	Description	Notes
	change. These boxes are not accessible when you are adding or updating a record; they are accessible during the Search process.	

Accounts Receivable Charge Codes

Overview

The Accounts Receivable Charge Codes program establishes charge codes used for principal payment, fees, interest, or penalty on bills for the Munis Utility Billing and other products. Charge codes apply specific types of charges to bill detail lines. Before a charge can be applied to a bill, the charge code must be established in this program for each billing year.

The code settings established within this program determine various processing options throughout the Munis applications, such as interest calculation, discount calculations, and billing options. Charges are associated with only one accounts receivable code. The charge's cash account and accounting method are derived from the associated accounts receivable code.

If charge code accounts cross funds, it is possible that a due-to/due-from account will need to be set up to facilitate posting. Due-to/due-from accounts are managed in the Due To/Due From Setup program on the General Ledger > Set Up/Chart of Accounts menu.

All billing procedures require a unique set of charge codes. In addition to principal (PRIN), fees (FEE), interest (INT) charge codes, special assessment principal (SPAP) and special assessment interest (SPAI) charge codes are needed for many billing processes.

The fields for the various charge codes vary according to the product with which they are associated.

Procedures

- Use the Add, Update, and Delete buttons to create and maintain charge codes.
- Use the Copy button to copy existing charge codes to a different year.
- Use the Mass Activate and the Mass Inactivate to reset the Active indicator for a defined group of charge codes.

Field	Description	Notes
Charge Code		
Year	Specifies the fiscal year for the charge code. The fiscal year is a twelve-month accounting period that may not coincide with the calendar year. The fiscal year established in the General Ledger Settings program is the default year, but it can be changed.	
Code	Specifies the code for the charge. The Code field accommodates up to six alphanumeric characters.	
Category	Identifies the accounts receivable category for the code: • 60 - UB Services - General • 61 - UB Assessments • 62 - UB Installment Agreements • 63 - UB Services - Electric	
General Tab		
General Information		
AR Code	Specifies the accounts receivable (AR) code for the charge and defines the purpose of the charge within the AR category. The charge's cash account and accounting method are also derived from the associated AR code, which is established in the Accounts Receivable Codes program.	

Field	Description	Notes
	Note: The program does not allow access to this field if any bill detail records exist for the charge code year, AR category, and AR code.	
Activity	Indicates the activity the charge code performs. The charge code activity can be a penalty, tax, principal payment, and so on. **Note:** The program does not allow access to this field if any bill detail records exist for the charge code year, AR category, and AR code.	
Group	Identifies the charge group to which the charge code belongs. You can type the code in the box or click the field help button to select the code from a list, which is only available if charge group codes are establish in the Accounts Receivable Miscellaneous Codes program.	
Description 1 and 2	Provide up to two lines for the long description of the charge code. Each field accommodates up to 40 characters in each box.	
Short Description	Provides the short description of the code. The default value for the short description comes from the first ten characters of the first line of the long description, but it can be changed. The short description displays on-screen and on reports when there is space for ten characters, but not enough space for the long description.	
Rate Information		
Calculation Code	Specifies the calculation code that determines how the charge code is calculated. The calculation codes that are available depends on the charge activity and module for which you are accessing codes. **Note:** If the charge activity is PRIN, FEE, or PEN, the charge type is M (Miscellaneous One Time Charges), and you type a calculation code of 07 in the box, the program displays the Rate Table button on the toolbar. Click this the button to maintain escalating surcharge rates in the Charge Rate Maintenance program.	
Amount	Identifies the rate (percentage) or amount value for the charge code. The calculation code determines whether the charge code value is based on a rate or amount. You can type a rate or amount in this box, but the rate or amount you type can be changed when payment is made.	
Minimum/Maximum Amount	Determine the lowest and highest amounts for which the charge can be assessed. For example, if a fee charge code is set up as	

Field	Description	Notes
	percentage based with a rate of 10% and a minimum amount of $5, when the charge is calculated on a $25 bill, the fee would be $2.50 based on the rate of 10%; however, because the minimum amount for the charge code is $5, the bill is assessed a $5 fee instead of a $2.50 fee. Each field can contain up to nine digits. The amount you type in the Maximum Amount box must be greater than the value in the Minimum Amount box.	
Additional Attributes		
Active	If selected, indicates that the charge code is active and available for selection in programs. If this check box is cleared, it indicates that the charge code is inactive. Inactive charge codes are not available for deposits or miscellaneous cash receipt processing, nor are they included when charge codes are copied from one year to another. This check box is selected by default.	
Payment Order	Determines the order by which the charges associated with the charge code are paid when payments are received. For example, if you want penalty charges paid prior to principal charges, you would select 1 for a penalty charge code and select 2 for a principal charge. Enter a number from **1** to **9** in the box or use the arrows to select a number higher than or lower than the current value. More than one charge code can have the same payment order number.	
Charge Type	Determines the charge type. The available options are determined by the calculation code of the charge code. A charge code can be receipt-based, non-receipt based, or incidental. An incidental charge type is used for fees that are flat amounts and are not subject to penalty.	
Use for Miscellaneous Cash	If selected, indicates that the charge code is used for miscellaneous cash receipts. If you select this check box, you can select the Use for Prepayment/Deposits and Use for Permits check boxes become available.	
Project Strings Apply	If selected, causes Utility Billing programs to track revenue for specific fees and charges towards a particular project within the general ledger. When you select this check box, the Project Type and Project String boxes are available on the Accounts tab. For those charge codes for which the project type and project string are identified, charges are reconciled with the defined project. To use this functionality, you must have Project Ledger Accounting enabled within	

Field	Description	Notes
	Munis General Ledger.	
Tax Lien Principal Charge	Identifies the principal tax lien charge code for real estate (cat 20) that should have an SPAP (Special Assessment Principal) activity type. You cannot use the current charge code as the principal tax lien charge code.	
Subject to Interest	If selected, indicates that interest can be calculated on the charge amount when the bill detail line associated with the charge code is past due.	
Tax Lien Interest Charge	Indicates the interest tax lien charge code for real estate (cat 20) that should have an SPAI (Special Assessment Interest) activity type. You cannot use the current charge code as the interest tax lien charge code.	
Interest Method	Determines the method the program uses to calculate interest. If you type a rate in the Normal Interest Rate box or select the Use Interest Rate Table check box, you must select a method from this list.	
Use Interest Rate Table	If selected, indicates that a rate table is used to determine interest rates associated with the charge. If you select this check box, you must complete the information for the Interest Revenue account on the Accounts tab. When you add the necessary information for the Interest Revenue account, the program opens the Interest Tables program, where you can establish the interest rates. The Interest Table button is available on the toolbar. Click this button to open the Interest Tables program and maintain interest rate records.	
Normal Interest Rate	Indicates the rate that normal interest calculates on the charge code amount. This box is available if the Subject to Interest check box is selected. This box is not available for Payment Plan charge codes.	
Subject to Discount	If selected, indicates that the charge code is subject to the application of discounts.	
Discount Rule	Assigns a discount rule to the charge. Once you have selected a rule, click the folder button to display the Discount Rule Setup dialog box that provides the definition for the selected rule. The discount rules are defined using the Discounts tab on the Category Specific Options screen in Accounts Receivable Settings. This list is accessible when the Subject to Discount check box is selected.	
Available for Citizen Self Service	If selected, indicates that payments can be made for bills with this charge code in Citizen Self Service (CSS). The check box for Use for Miscellaneous Cash must	

Field	Description	Notes
	be selected for this check box to be active.	
Use for Citizen Self Service Convenience Fee	If selected, allows the charge code to be used as a convenience fee in Citizen Self Service. Convenience fees are not applicable for Utility Billing charge codes.	
Citizen Self Service Reference Label 1 and 2	If a charge code is used within Citizen Self Service, these boxes store the reference labels. These boxes are not applicable to Utility Billing charge codes.	
Accounts Tab		
	Stores the general ledger accounts to which the charge code applies, such as Accounts Receivable (AR), Revenue, Interest Revenue, Cash, Abatement, Liability, Budget Receivable, UB Clearing, and so on. Utility Billing charge codes can have up to five associated revenue accounts. **Note:** The Budget Receivable general ledger account type is only available if the Budget Plan check box is selected on the Site Options 1 tab in the Utility Billing Settings program and the charge code is a utility billing charge code (AR category 60 through 63). If selected, the Budget Plan check box indicates that your site uses a budget payment plan and you can use the Budget Receivable account type to post budget balance amounts as receivables. The Amount field indicates the amount or percentage of the charge that gets applied to each revenue account. Utility Billing charge codes can have up to two Revenue lines. The following examples illustrate how you can update the revenue line amount/percentage values: • If the charge is a fixed/flat amount and an amount is typed in the Amount box on the General tab, the value in this box represents the dollar amount to be applied to the revenue account. For example, if the charge has a fixed amount of $200, it could be allocated as Revenue 1–$100 and Revenue 2–$100. • If the charge is percentage based, the revenue amount represents the percentage of the charge that should be allocated to each Revenue line (you must add up to 100%). In this case, Revenue 1 could be 50% and Revenue 2 could be 50%	

Rate Masters

Overview

The Rate Masters program maintains information used to calculate charges. Before you can establish rate master details, rate codes are established in the Miscellaneous Codes for code type RTCD and charge codes must be established in the Accounts Receivable Charge Codes program.

The Rate Masters program calculates winter quarter water usage if the current billing cycle falls within the winter quarter time frame as established in the Utility Billing Settings program. If the current billing cycle falls within this time frame, the program uses the previous winter quarter usage to calculate the water and sewer charges. If the current billing cycle does not fall within the winter quarter time frame, the program uses the current winter quarter usage to calculate the water and sewer charges.

Prerequisites

Tabs, program fields, and accessibility vary according to the settings established for your organization and according to the calculation code you enter.

Procedures

- Use the toolbar buttons to add, update, or delete records.
- For rates defined to use a rate table, click the Rate Table button in the toolbar to maintain the rate details.

Field	Description	Notes
Rates		

Field	Description	Notes
Charge Code	Contains the charge code for which you are maintaining rates. Charge codes are established in the Accounts Receivable Charge Codes program on the Setup menu. Click the field help button to select a charge code from a list of existing codes. **Note:** Charge codes must exist for the current year. If the year of the system date or the general ledger (GL) date is not the current year, you must copy your utility billing charges codes (categories 60, 61, 62, and 63) to the current year. To do this, open the Charge Codes program, create an active set of charge code records to copy, and use the Copy option to copy all the charge code records to the new year. You must complete this process at the beginning of each *calendar* year. If the current year is not the year of the system date or the general ledger date, and you do not copy the charge codes, you cannot complete charge code processes in Utility Billing. If the current year charge codes do not exist in the Rate Masters program, the program displays the calc code as zero and the program does not display an error message; other programs may simply display a 'charge code does not exist' error message.	
Rate Code	Contains the rate code to be maintained. Rate codes are established in the Miscellaneous Codes program for code type RTCD; click the field help button to select a rate code from a list of existing codes.	
Effective Date	Indicates the date the rate is available to be used for calculating charge amount.	
Calc Code	Displays the calculation code associated with the selected charge code. Calculation codes are defined for charge codes in the Accounts Receivable Charge Codes program and determine how charges are calculated.	

Field	Description	Notes
General Tab *This tab is available for all rate codes; the fields include the basic settings for all rates.*		
General Processing		
Summary Code	Determines the service category to which the charge code is associated. This is known as a summary code, which groups like services such as water, electric, telephone, and so on. Summary codes are established in the UB Miscellaneous Codes program for the code type SERV-Summary Code.	
Service Type	Determines the type of service to which the charge code is associated. The type of service determines how the charge is calculated. The following service types are available: - C–Combined Service: Use if the meter reading is estimated during part of the year. - D–Demand Meter: Use if the meter is a measure of kilowatts (KW) versus kilowatt-hours (KWH) readings. - E–Electric Based on Other: Use if an electric service is based on another main service usage. - F–Flat Charge: Use to charge a flat rate for a service that is not based on quantity, such as trash removal. - I–Inventory Flat: Use to charge a flat rate for inventory items. - L–Cumulative Flat: Use to charge a flat	

Field	Description	Notes
	rate for a service based on quantity. • M–Meter Table: Use for a metered service, such as electric or water. • O–Service Based on Other: Use for a service that is based on another service, such as a sewer bill that is based on water usage. • R–Meter Removed: Use if a meter is no longer in service. • S–Sales Tax/Discount: Use to calculate sales tax or discount on a service. • X–Fixed Consumption: Use to charge a flat rate for a service that is based on consumption or a specific number of units each month.	
Charge Type	Indicates the charge type code. The program completes this box from the Charge Codes program and you cannot change this.	
Rate Effective	When combined with the effective date, this list determines when the rate is going to take effect. For example, if the value of the Effective Date box is 01/01/06 and the value of this list is B-Bill Date, then all bills with bill dates greater than 01/01/06 are charged this rate. If the Use Drought Rates check box is selected, the program prorates charges within the same bill run dependent on the rate effective value selected: • Bill Date–Does not prorate. If the bill date is before the new rate's effective date, the program uses the old rate for the entire bill run; if the Bill Date is on or after the new rate's effective date, the program uses the new rate for the entire bill run. • Cycle End Date–Prorates according to the Cycle End Date entered. • Current Read Date–Prorates on the Current Read Date. • Read Date–Does not prorate. If the current read date is before the new rates effective date, the program uses the old rate for the entire bill run; if the current read date is on or after the new rate's effective date, the program uses the new rate for the entire bill run. • Read Date/Cycle Days–Prorates according to the Current Read Date and number of cycle days.	
Obsolete	If selected, identifies the rate code as obsolete and causes it to be excluded from field help	

Field	Description	Notes
	selections for Rate Code fields and restricts it from being manually entered into these fields.	
Use Drought Rates	If selected, indicates that the selected rate uses drought penalties in the calculations. If this check box is selected, the Rate 1 box is available to store applicable elevation charges (bills the same usage on a service at two different rates). Drought rates are applicable for calc code 62 charges.	
Averaging		
Method	Specifies the averaging method to use when determining how the amount is calculated when an estimate is done for a service: • P–Prior Cycles to average based on a certain number of prior cycles. • S–Prior Identical Cycles to average based on a certain number of prior cycles that are identical.	
# Period	Allows you to indicate the number of prior periods to include when calculating an estimate. The default value for this box is one. You can change this to a value greater than one, but this value cannot be less than one.	
Exclude Low/High	Indicates the number of records required in order to exclude high or low readings from an estimate. The value must be from 0 to 999. If you type 0 in the box, then the program does not exclude records.	
Usage		
Default	Indicates the default usage amount to use when calculating amounts if the average usage is zero. This field can be 0. If your organization uses winter quarter averaging, the default value for this box is the winter average of the based-on-other service if the account/CID has less than the minimum number of reads in the evaluation period that are required for an average.	
Seasonal Minimum	Indicates the minimum seasonal amount.	
Previous Compares	Indicates the number of readings to use for calculation code 66. This box is only accessible when the value of the Calc Code box is 66.	
High Usage for Zero Average	Stores the high/low calculation used to determine the high reading for accounts that have zero consumption.	
Minimum Billed Usage	Defines a minimum usage value that becomes the billed usage whenever actual usage is less than this defined value.	
Apply Factor and	If selected, causes the program to multiply the	

Field	Description	Notes
Bill Min as Fixed Usage	minimum billed usage and base/flat amount by the service factor when a minimum billed usage is assigned.	
Exclude from Multi-meter	If selected, causes the program to bill based-on-other services attached to a primary multi-meter service based on actual usage, not billed usage.	
Use Billed Usage from Metered Service	When selected, causes based-on-other services to use the billed usage amount from the metered service in place of actual usage. This option is available for based-on-other services.	
Number of Evaluation Periods to Average	Defines the number of evaluation periods to average. This field applies to winter averaging.	
Evaluate Winter Average By	Specifies where to draw readings from for averaging.	
Ignore First Eval Month if Negative	If selected, the first evaluation month is excluded if there is negative usage.	
Ignore Last Eval Month if Next is Negative	If selected, the last evaluation month is excluded if next is negative.	
Special Processing		
Rate 1/Rate 2	Used in charge amount calculations. The values cannot be zero. These boxes are only applicable for certain organization-specific calc codes. The Rate 1 box is available if the Use Drought Rates check box is selected. In this case, the box stores the elevation charge to bill the same usage on a service at two different rates. The rate table stores the base quantity charge, which is used in the drought calculation. These boxes accommodate up to five decimal places.	
Usage 1/Usage 2	Used in charge amount calculation; the value cannot be zero. These boxes are only applicable for certain organization-specific calc codes.	
Percent	Used in charge amount calculation; the value cannot be zero. These boxes are only applicable for certain organization-specific calc codes.	
Cycle Method	Indicates if the charge uses the A cycle parameters or the B cycle parameters for average cycle days, full cycle days, days/months/ and compare dates B. The A and B parameters are established on the Site Options 2 tab in the Utility Billing Settings program.	

Field	Description	Notes
Additional		
UOM	Contains the units of measure to use when calculating the charge amount.	
UOM Desc	Displays the unit of measure description (for example, gallon, cubic feet, and so on).	
Base/Flat	Contains the base, or flat, charge amount. This value can be zero, but it cannot be a negative number. If the charge code is a flat-charge code, this is a required value.	
Override Flat Item Cost	When selected, the Calculate Charges screen provides the Base/Flat Amount value. This check box is only available for rates based on calc code 10.	
Prorate	Determines how the base amount is prorated: • Y-Standard • A-Advance Billing • N-No Proration • O-Over/Under Cycle Days • R-Standard and Arrears If you select Over/Under Cycle Dates, flat services defined with this option prorate accordingly based on the usage/bill days being over or under the defined days relative to the days in the cycle. If proration is not applicable, select No Proration from the list. When you are searching for a record, you can select the blank option to include all proration values; otherwise, you must complete this field.	
Maximum Days to Prorate	Identifies the number of days to prorate the amount. This is not applicable if the value of the Prorate list N-No Proration.	
Discount	If selected, indicates the base amount is eligible for a discount.	
Taxable	If selected, indicates the base amount is taxable.	
Multiply Base Times Available Units	If selected, the base/flat amount on the rate is multiplied by the number entered in the Available field on the account. This check box is only available for records with a calculation code of 69.	
Charge Amount Min	Contains the minimum charge amount for the identified calculation code. Enter zero to indicate no minimum amount.	
Max	Contains the maximum charge amount for the identified calculation code. Enter zero to indicate no maximum amount.	
Bill Min Over Credit	If selected, directs the program to give the minimum amount over a credit.	
Based on Other	Contains an additional calculation code on which to base charges. This box is only applicable to service type O– Service Based on Other.	

Field	Description	Notes
Other # Per	Specifies the number of periods for which to base charges on the other calculation code. This box is only applicable to service type O–Service Based on Other.	
Use Variable Interest Rates	If selected, causes the program to use variable interest rates for assessments. When this check box is selected, use the Number of Bills box to define the number of bills over which to apply the variable interest and then complete the Interest Rates tab with the rate step details. This check box is only available for assessment charge codes.	
Interest Rate	This box identifies the interest rate amount. This value does not apply if you select the Use Variable Interest Rates check box.	
Number of Bills	Defines the number of bills over which to apply the variable interest rate. This field applies when the Use Variable Interest Rates check box is selected.	
Footage	This check box, if selected, indicates a property front footage assessment calculation is applicable.	
Average Payment Plan	Contains the miscellaneous charge code for the average payment plan, if applicable. This miscellaneous charge code is used to bill a remaining balance if a payment plan is stopped.	
Usage High/Low Warning Percent	Contain the percentage above or below average consumption at which to issue a high or low consumption warning. Complete this field for a metered service. The value of this box can be zero. The program uses this percentage if the Bill Run Process program has 0% defined for high and low warnings; if the Bill Run Process has a value of greater than 0 defined, it will use that value to calculate the high/low warning eligibility instead of what is defined here.	
Default Bill Cycle	Stores the bill cycle code to use as the default value for a new account.	
Default Deposit	Contains the deposit charge code to use as the default value for a new service deposit record.	
Deposit Rate Code	Identifies a default deposit rate code, if applicable.	
Deposit Rule	Assigns a deposit rule to the rate code. Deposit rules are maintained in the Deposit Rules setup program. When you define a rate code with a deposit rule, programs (for example, Cutoff Processing or Select Deposit/Interest) use this deposit rule to determine when and how to calculate and apply the deposit. In addition, any account services that include a rate code with a defined deposit rule are included when computing	

Field	Description	Notes
	the average bill amount.	
Deposit Late fee Charge	Provides a default charge code for late fees.	
UOM Allowance	This box indicates the unit of measure allowance, if applicable.	
Estimate Maximum	Specifies the highest maximum estimated reading allowed.	
Fuel Adjustment	Stores a fuel adjustment amount, if applicable.	
Tax Credit Factor	Contains the tax credit factor, if applicable.	
Acreage Exponent	Contains the acreage exponent for an assessment calculation.	
Front Footage Minimum	Specifies the front footage minimum value.	
Front Footage Cap	Specifies the front footage maximum value for discount calculations.	
Use Alt EDU	If selected, directs the program to use the value of the Alt EDU field in Accounts in place of the EDU value.	
Round Usage Down	If selected, directs the program to round usage down if the factor is not one. If this check box is selected for calc code 71 - Impervious Area accounts, the ERU value, which is calculated by dividing the impervious area by the unit of measure, is to be rounded prior to being multiplied by the base/flat amount.	
Default for WO	If selected, directs the program to include this rate as a default value on work orders.	
Default for Final	Indicates the default value to include on final bills: • Flag for Final Bill—Identifies the service for final billing and transfers the service to the new owner/customer. • Stop Without Final—Automatically transfers the service to the new owner/customer without processing a final bill. • Stop with Final—Identifies the service for final billing and does not transfer the service to the new owner/customer.	
Qualify Method	Specifies the qualification method for the charge code: DEMD-Demand Rate Qualification, USAG-Usage Rate Qualification, or None-No Rate Qualification. This box is accessible for electric charge codes and for rate assessments. When you select DEMD, the Qualify tab is available; when you select USAG, the Qualify Usage tab is available.	
Order	If the Qualify Method is DEMD for electric charge codes, this box determines the next charge code	

Field	Description	Notes
	to use if multiple codes are used. If the Qualify Method is USAG for rate qualification, the order refers to the rate code state (1-Small Commercial, 2-Large Commercial, or 3-Industrial).	

Field	Description	[Customer Name]
Interest Rates Tab *This tab is available when you select the Use Variable Interest Rates check box.*		
	This tab defines the variable interest rate that applies to each bill. The number of steps is defined by the value entered in the Number of Bills box, which is the number of bills over which the interest is applied.	

Field	Description	Notes
Compare Dates (A)		
Evaluation	Defines the range of dates used to evaluate averages.	
Adjustment	Defines the range of dates used for	

Field	Description	Notes
	adjustments.	
Compare Dates (B)		
Evaluation	Defines the range of dates used to evaluate averages.	
Adjustment	Defines the range of dates used for adjustments.	
Options		
Rate Type	Establishes the rate type code for averaging.	
Number of Periods in Average	Contains the number of periods included in the average.	
Maximum Number of Estimates	Contains the maximum number of estimates included in the average.	
Include Zeros in Average	If selected, directs the program to include zero amounts in the average.	
Ineligible if Previous is an Estimate	If selected, indicates this is not eligible for averaging if the previous read is an estimate.	
Ineligible if Current is an Estimate	If selected, indicates that is not eligible for averaging if the current read is an estimate.	
Use Usage/Average	Determines the usage or average to use. Use this list to calculate standard sewer averages using either the actual usage or the billed factored usage. This Use Usage/Average option applies to based-on-other services. If the value of this list is A-Average Usage, the Usage Type for Average list is accessible. The W-Lesser/Current or Avg w/Min option is a winter quarter calculation for sewer and is based on the lesser of the current or average usage from the prior fiscal year if the account has more than three nonzero usages.	
Use Default Usage for Missing/Zero Consumption	If selected, directs the program to use the value of the Default Usage box on the General tab to replace any missing usage. This check box is only accessible when the value of the Use Usage/Average list is A-Average Usage. This check box is only accessible when the value of the Use Usage/Average list is A-Average Usage.	
Usage Type to Average	Calculates standard sewer averages using either the actual usage or the billed factored usage. This list is available when the value of the Use Usage/Average list is A-Average Usage. This Use Usage/Average option applies to based-on-other services.	
Percent to	Contains the percentage amount to include	

Field	Description	Notes
Increase Average	the average amount selected.	
Minimum Average Usage	Contains a minimum average usage.	
Prorate Charge Amount	If selected, directs to prorate calculated averages.	

Field	Description	Notes
Demand Tab		
Comparison Factor		
Factors 1 and 2	The Comparison 1 box allows you to indicate the comparison factor used to determine a demand read when the current read date falls within the dates entered in the Comparison 1 boxes in the Utility Billing Settings program. This comparison factor is always used if the Comparison 1 and Comparison 2 boxes are not complete in the Utility Billing Settings program. The Comparison 2 box allows you to indicate the comparison factor used to determine a demand read when the current read date falls within the dates in the Comparison 2 boxes in the Settings	

Field	Description	Notes
	program.	
KVAR		
Factor	This box contains the KVAR factor.	
Rate	This box contains the KVAR rate.	
Taxable	This check box, if selected, indicates the KVAR amount is taxable.	
Discountable	This check box, if selected, indicates that the KVAR amount is eligible for unconditional discounts.	
Previous Compares		
1	The 1 box allows you to indicate the number of prior readings to use when comparing the current read date to prior read dates. The program uses this number when the current read date falls within the periods entered in the Comparison 1 boxes in the Utility Billing Settings program. This number is always used if the Comparison 1 and Comparison 2 boxes are not complete in the Utility Billing Settings program.	
2	The 2 box allows you to indicate the number of prior readings to use when comparing the current read date to prior read dates. The program uses this number when the current read date falls within the periods entered in the Comparison 2 boxes in the Utility Billing Settings program.	
KVAR	This box contains the number of previous KVAR compares.	
High/Low		
For demand reads these fields provides the high or low calculations for a defined number of periods. The demand readings from the defined number of prior cycles are selected and averaged, and then the high/low percentage is applied to the average, with the resulting number being added or subtracted from the average to determine the high or low demand value		
Method	This list specifies the averaging method type - prior cycles or identical prior cycles.	
No (#) Per	This box identifies the number of prior cycles to average.	
Demand High/Low Warning Percent (%)	These boxes provide the high or low percentage calculation to apply to the average.	
Other Options		
	The Minimum and Free boxes contain the minimum demand amount and the free demand amounts.	
Power Factor Calculation	This list determines the power factor calculation to use for the current rate record. The following options are available: • Standard: The Power Factor box in the Accounts program allows entry of a demand power factor.	

Field	Description	Notes
	• KWH/KVA: Use to calculate kilovolt ampere (kVA) based on variable hours. The Power Factor box in the Accounts program does not allow entry of a demand power factor. If you select KWH/KVA; the service code has a calculation code from 11 to 15; and the Calculate Power Factor list contains a value, then the following calculation occurs based on the Billed Usage, Demand Read, and KVAR (kilovolt-ampere reactive) Read values: Divide KWH (kilowatt hours) by the square root of [(KWH x KWH) + (KVAR x KVAR)], and then round the amount to the nearest hundredth. The power factor is stored on the bill record in the Calculate Charges program.	
Base Power Factor	This field specifies the factor used for the calculation of a power factor penalty value that is applied against the demand to determine the billed demand. This field is available when the value of the Power Factor Calculation list is B-KVWH/KVAH. In Calculate Charges, previous KVARH is stored on the current bill record and KVARH usage occurs when the Electric Meters Record Cumulative Demand or Kilovar Hours check box is selected in the Settings program.	
Round Demand	This check box, if selected, makes the Decimal Rounding table available.	
Decimal Rounding		
	This table allows you to add multiple entries for rounding demand decimal values. The demand values imported or manually entered are stored as the actual demand. The rounding parameters are applied during the Calculate Charges and Bill Adjustments processes to round the decimal value prior to applying the demand multiplier to create the billed demand.	

Field	Description	Notes
Qualify Tab		
Demand Rate Qualification Info		
Annual Peak Minimum	This box contains the annual peak demand minimum usage.	
Maximum	This box contains the annual peak demand maximum usage.	
Qualification Criteria		
Move Down/Move Up *Service is transferred from a schedule if the customers minimum or maximum metered or computed demand exceeds the move down or move up usage in the number of bills to qualify from the total number of bills.*		
Move Down/Move Up Usage	The Move Down Usage is the usage amount to move down to a different rate; Move Up Usage is the usage amount to move up to a different rate.	
Number of Bills to Qualify	This is the number of bills to use to qualify for a rate change within the past total number of billings. The billings do not have to be in consecutive order.	
Total Number of Bills	This is the total number of billings from which the Number of Bills to Qualify is selected.	
Include Current Bill in Qualification Period	This check box, if selected, indicates to include the current billing charges.	

Field	Description	Notes

Field	Description	Notes
Usage Qualify Tab *This tab is available when the Qualify Method is USAG (rate qualifications).*		
Usage Rate Qualification Method	This list determines the method to use for rate qualification. The three methods: • Consumption Average Test - Allows you to complete the Usage 1 and Usage 2 (gas reassessment) boxes. • Consumption Average - Allows you to access the Usage 1 (waste water reassessment) box. • Off Peak Test - Allows you to access all the Qualification Criteria boxes (water reassessment). • Qualifying Methods - Provides access to all Qualification Criteria fields.	
Qualification Criteria		
Usage 1 Usage 2	Usage 1 contains the first usage for comparison; Usage 2 contains the second usage for comparison.	
Percentage 1 Percentage 2	Percentage 1 contains the first percentage for comparison; Percentage 2 contains the second percentage for comparison.	
Starting Month 1 Ending Month 1	Starting Month 1 is the starting month (indicated by a number 1 through 12) for the commercial off-peak test and Ending Month 1 is the final month for the commercial off-peak test.	
Starting Month 2 Ending Month 2	Starting Month 2 is the starting month (indicated by a number 1 through 12) for the industrial off-peak test; Ending Month 2 is the final month for the industrial off-peak test.	
Minimum Months	This box indicates the minimum number of months. This field is for qualifying months only.	
Previous Rate	This field indicates the previous rate code if the current rate code no longer applies. The program completes this value and you cannot change it. This field is for qualifying months only.	
Next Rate	This field indicates the next rate code if the current rate code no longer applies. This field is for qualifying months only.	

| GENERAL | AVERAGE/SURCHARGE | DEMAND | DROUGHT |

Drought settings

Field	Value
Drought calculation method	▼
Penalty multiplier for rate tier		Starting tier	
Number of periods to bank	
Minimum years to use in average	
Maximum years to use in average	
Starting year to use in average	
Minimum monthly billing days	
Minimum bi-monthly billing days	
Usage conversion factor	
Indoor drought factor	
Outdoor drought factor	
Maximum landscape area	

Allowance

Field	Value
Reduction percentage	
Default usage allowed	

Drought penalties

Excess usage percentage 1		Penalty rate 1	
Excess usage percentage 2		Penalty rate 2	
Excess usage percentage 3		Penalty rate 3	

Reduction percentage based on usage

☐ Use direct rate

Min Amt	Max Amt	Reduction %

Field	Description	Notes
Drought Tab *Drought calculations are available for calc code 62 charges.*		
Drought Settings		
Drought Calculation Method	Identifies the calculation method assigned to the rate code: - Reduction Percentage with Elevation, Allowed, and Penalty Charges - Reduction Percentage with Rate Multiplier for Excess Usage option. If you select this option, you must complete the Penalty Multiplier for Rate Tier fields. - Reduction Percentage with Banked Allowed Usage and Penalty Charges - Indoor and Outdoor Allowed Usage with Percentage-based Rates - Indoor and Outdoor water Budget with Variances and Drought Factor. When you select this option, the Indoor Drought	

Field	Description	Notes
	Factor and Outdoor Drought Factor fields display on the same tab. When enabled, the Rates table for the calculation includes the Indoor Water Budget and Outdoor Water Budget options on the Water Budget Type list.	
Penalty Multiplier for Rate Tier	Defines the multiplier for the rate tier.	
Starting Tier	Identifies the tier at which to start the penalty multiplier adjustments.	
Number of Periods to Bank	Defines the number of periods for which to bank usage.	
Minimum Years to Use in Average	Specifies the minimum number of years to include in an historical average. This box accepts a numeric value from 0 to 9, inclusive.	
Maximum Years to Use in Average	Specifies the maximum number of years to include in an historical average.	
Starting Year to Use in Average	Indicates the starting year to use for the historical average. Enter 1 to indicate the prior year, enter 2 to indicate the year prior to that, and so on. For example, if the current read year is 2009, enter 2 in this box to indicate 2007 as the starting year. You can enter up to nine previous years.	
Minimum Monthly Billing Days	Identifies the minimum number of usage days in a monthly bill to qualify the bill as a full monthly bill.	
Minimum Bimonthly Billing Dates	Identifies the minimum number of usage days in a bimonthly bill to qualify the bill as a full bimonthly bill.	
Usage Conversion Factor	Contains the factory by which to multiply the minimum and maximum usage amounts in the Reduction Percentage Based on Usage table. For example, if you read and bill in HCF and the table amounts are in gallons, enter 0.000117 as the conversion factor. If there is no conversion factor, leave the default value of 1.000000 in the box.	
Indoor Drought Factor	Provides the drought factor for indoor water budget calculations.	
Outdoor Drought Factor	Provides the drought factor for outdoor water budget calculations.	
Maximum Landscape Area	Specifies the maximum landscaped area allowed.	
Allowance		
Reduction	Indicates the reduction percentage amount. Enter	

Field	Description	Notes
Percentage	the percentage without decimal point (for example, type 15 for 15%).	
Default Usage Allowed	Contains the default daily usage for accounts that are not established.	
Drought Penalties		
Excess Usage Percentage 1	Contains the percentage for the first level of excess usage. Enter the percentage without decimal point (for example, type 15 for 15%).	
Penalty Rate 1	Contains the penalty rate (a dollar amount) for the first level of excess usage.	
Excess Usage Percentage 2	Contains the percentage for the second level of excess usage. This value must complement the Excess Usage Percentage 1 to total 100% for the total of the two values. When you are adding a record and complete the Excess Usage Percentage 1 box, the program completes the value of this box. Enter the percentage without decimal point (for example, type 15 for 15%).	
Penalty Rate 2	Contains the penalty rate (a dollar amount) for the second level of excess usage.	
Excess Usage Percentage 3	Contains the percentage for the third level of excess usage. This value must complement the Excess Usage Percentage 1 and 2 to total 100% for the total of the three values. When you are adding a record and complete the Excess Usage Percentage 1 and Excess Usage 2 boxes, the program completes the value of this box. Enter the percentage without decimal point (for example, type 15 for 15%).	
Penalty Rate 3	Contains the penalty rate (a dollar amount) for the third level of excess usage.	
Reduction Percentage Based on Usage		
Use Direct Rate	If selected, indicates that the reduction percentage corresponds to the reduction percentage for the maximum step reached in the historical usage. When this check box is not selected, there is a percentage reduced for each bracket of usage per step; these percentages are totaled to determine the total usage that is to be subtracted from the historical usage to determine the current allowed usage.	
Minimum Amount	Contains the minimum amount for the first level in reduction. The first line value should be zero.	
Maximum Amount	Contains the maximum amount for the first level of reduction. This value must be greater than zero.	
Reduction Percentage (%)	Contains the reduction percentage for the historical daily minimum and maximum usage amounts.	

Rate Table

The Rate Table option allows you to modify details for tables that support the Rate Masters program. The Rate Table screen varies according to the defined fields on the main screen.

The fields at the top of screen indicate the usage rate table. These fields are completed according to the record selected on the Rate Masters screen; these fields are display only.

Click Update to modify the rate table values.

Field	Description	Notes
Step	Indicates the rate step. The program completes this box; the value is display only.	
Description	Provides an optional description for the rate step.	
Minimum	Indicates the minimum usage for the step. You cannot update this value.	
Maximum	Contains the maximum usage for this step.	
Rate	Contains the usage rate.	
Tax	If selected, indicates that this is taxable.	
Discount	If selected, indicates that this is eligible for a discount.	

Exception Rules

Overview

The Exception Rules program creates and maintains rules that associate corrective actions with anomalies (exceptions) that occur during meter readings. These rules are used in the Current Read/Consumption, Import Handheld Meter File, and View/Clear Read Exceptions programs.

Procedure

Use the toolbar buttons to add or maintain rules. When you are updating a rule, the Action and SO Type lists are available, but the Exception and Reader Code values cannot be changed as these values serve as the unique identifier for the rule.

Field	Description	Notes
Exception Rule		
Exception	Identifies the exception rule to maintain: • CURRENT READ EQUALS PREVIOUS–The current meter reading is the same as the previous reading. • CURRENT READ LESS THAN PREV– The current meter reading is less than the previous reading. • HIGH DEMAND READ–The demand read is higher than anticipated. • HIGH READ–The meter reading is higher than anticipated. The anticipated reading is calculated based on the Usage High/Low Warning % value defined for each service within the Rate Masters program. • INACTIVE USAGE EXISTS–A non-zero usage was provided for a meter that is inactive. • LOW DEMAND READ–The demand	

Field	Description	Notes
	read is lower than anticipated. • LOW READ–The meter reading is lower than anticipated. The anticipated reading is calculated based on the Usage High/Low Warning % value defined for each service within the Rate Masters program. • READER CODE–A predefined exception will not be used in defining the exception rule. Instead, a user-defined exception is to be selected from the Reader Code list. • SHUT-OFF USAGE EXISTS–A non-zero usages was provided for a meter that has been shut off. This is a required value.	
Reader Code	Indicates that an exception was reported at the time the attempt was made to read the meter. When the meter reading device data is uploaded, the data contains the appropriate exception code. Reader codes are established in the Miscellaneous Codes program for the code type HHID–HANDHELD ID. This list is only available when the value of the Exception list is Reader Code.	
Action	Identifies the action that is to be taken in response to an abnormal meter reading: • ESTIMATE–The meter reading will be ignored and an estimated usage will be calculated. • EXCEPTION-MUST BE CLEARED–The service will not be billed until the exception has been resolved. • WARNING–An exception warning is attached to the service, but no action is taken on the service that prevents the meter reading from being processed. The service continues to be billed normally. This is a required field.	
WO Type	Identifies which work order is to be automatically generated when an exception is detected. Select the blank option if no work order is to be generated. The list of available work order types is predefined; for each of the available work orders, a work order is generated for the provided reason: • BACKFLOW INSPECTION–Inspect a backflow device. • CONNECT METER–Connect a utility meter. • DELINQUENT–Typically used when defining an exception rule.	

| Field	Description	Notes
	• FINAL READ–Conduct a final read on a meter prior to a meter replacement or the termination of meter service for a customer. • INSTALL FLAT ITEM–Install a nonconsumption-based utility. • MAINTAIN/REPAIR FLAT ITEM–Perform maintenance on a non-consumption-based utility. • METER CALIBRATION/REPAIR–Perform maintenance on a metered utility. • MISCELLANEOUS SERVICE–Perform a service not identified by the other service orders. • NEW ACCOUNT–Conduct initial service setup for a new account. • REMOVE FLAT ITEM–Remove an existing nonconsumption-based utility. • REMOVE METER–Remove the existing meter. • REPLACE FLAT ITEM–Replace an existing nonconsumption-based utility. • REPLACE METER–Replace the existing meter. • REREAD/CHECK HIGH-LOW READ–Reread the meter. • TURN OFF METER–Turn off the meter. • TURN ON METER–Turn on the meter.	
WO Reason	Identifies the reason for the work order.	
SO Department	Identifies the department responsible for completing the work order tasks.	
Assign To	Identifies the specific person or unit responsible for completing the tasks.	

Locks

Overview

The Locks program allows you to manually remove locks that are placed on miscellaneous utility billing processes to ensure only one instance of the process is run at any time. These locks are designed to be removed at the completion of the target process itself, but an alternative means to remove the locks is required in the event the target process fails and does not remove the lock.

Procedure

To delete a program lock:

1. Click Search.
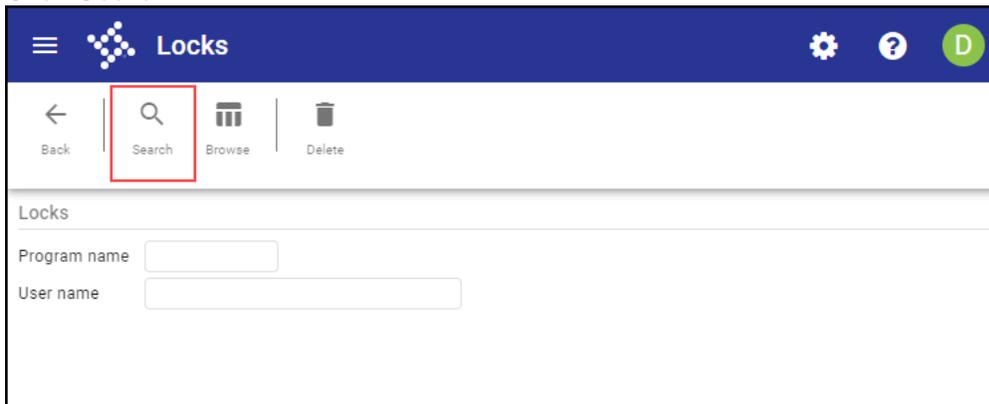
2. Complete the Program Name box, the User Name box, or both, to identify the locked program. The Program Name box contains the eight-character program name of the utility billing program that has been locked and needs to be released; the User Name box contains the login name (user ID) of the user who was working in the program that is locked.

3. Click Accept.
   The program displays the first record in the active set.

4. Click Browse to view a list of all records in the active set; double-click an entry to select it.

5. Click Delete.
   The program displays a delete confirmation message.

6. Click Yes, Delete to complete the process; click No to cancel.

Bill Run Setup

Overview

The Bill Run Setup program defines the processing parameters for utility bill runs.

When you open the program, you must complete the Run Type Code box. Run type codes are established in Utility Billing Miscellaneous Codes for the code type of RUNC–Bill Run Code Description. Click the folder button to open the Utility Billing Miscellaneous Codes program to add or update a code.

To add a new bill run setup:

1. Click Add.

2. Type a new Run Type Code. Click the folder button to open the Utility Billing Miscellaneous Codes program to add or update a code; when you return to the Bill Run Setup program, the code that you added is the value for the Run Type Code box.

3. Click Accept or press **Enter**.

4. Select the Option buttons to define the setup: Processing Options, Processing Jobs, Generate Options, Default Date Options, and Post Billing Process Options.

5. Click Accept.

Processing Options

The Processing Options screen determines the features of each bill run type before running the bills for the first time.

Click Update to modify the field values.

Field	Description	Notes
General Tab		
Bill Types	Indicate the utility bill type to include in a bill run for the selected run type code: • Services - General • Services - Electric • Assessments • Installments You can select more than one bill type.	
Final Bill	If selected, indicates that this bill run is a final bill run.	
Full Assessment Bill	If selected, indicates that this bill run is for a full bill run.	
Run Options		
Cycle	Determines the bill cycle code to use with the bill run. Bill cycle codes define the billing months within a cycle. Bill cycles are defined using the Billing Cycles option in the Settings program.	

Field	Description	Notes
Print Options		
Format	Specifies the format you want to use as the default format when printing this bill type.	
Sort Sequence	Determines the sort sequence to use for the bill print. You can sort by Zip Code/Name, Name, UB Account Number, Group/Name, Group/Read Seq, or Zip/Street.	
Final Bill	If selected, indicates that this bill run is to be used as a final bill run.	
Print Zero Amount Bills	If selected, directs the program to include bills with zero amounts in the bill run. If you do not select this check box, bills with zero amounts are excluded.	
Print Credit Balance Bills	If selected, directs the program to include bills with credit balances in the bill run. If you do not select this check box, credit balance bills are excluded.	
Prompt For and Run Penalty Projection Calculations	If selected, users will be prompted to run penalty projection calculations during Bill Print.	
Print Bills For		
Customer/Owners	This check box, if selected, indicates to print the bills for account customers and owners.	
Copy To Names	This check box, if selected, indicates to print the bills for copy-to names.	
Bill Message		
	These boxes define the message to print on bills created for this bill run. Click the field help button to select a predefined message from the Message File option of the Utility Billing Settings program.	

Processing Jobs

The Processing Jobs screens identifies the utility billing processing steps required for the bill run. You can select or clear the check boxes according to the requirements for the selected bill run type. The Change Proof/Register and Generate Register check boxes are required and you cannot change that.

Click Update to select or clear check boxes. You can select more than one check box.

Generate Options

The Generate Options screen defines the bill type, charge code range, and routes for the bill run.

Field	Description	Notes
Generate Options		
Utility Bill Type	Provides the type of bills to select for this bill run type: Services - General, Services - Electric, Assessments, or Installments.	
Charge Code Range	Define the range of charge codes to include in this bill run. To include only one charge code, type that code in each box; to include all charge codes, leave the default value in each box.	
Route	Define the range of routes or books to include in this bill run. To include only one district or route, type that code in each box; to include all districts or routes, leave the default value in each box. **Note:** The label for this field is user-defined in the Billing group on the Site Options tab in the Utility Billing Settings program and so may appear differently on your screen.	

Default Date Options

The Default Date Options screen allows you to establish default dates for bill runs. For example, if you are including both residential and commercial accounts into a bill run and you establish default dates for the residential account, the program would use these dates instead of the original dates set up on the bill run status screen. The commercial accounts would then use the bill run status dates.

Use the toolbar buttons to maintain date options.

Field	Description	Notes
Default Dates		
Run Type Code	Identifies the run type code for which you are establishing the options. This value is display only.	
Account Type	Identifies the type of account for which you are defining options.	
Bill Date	Represents the default bill date (day). Each remaining date box contains the number of days from this date that the specified activity occurs. The program adds the number of days to the actual bill date to determine the activity date. For example, if the bill date is April 15 and you enter 9 in the Mail Date box, the program calculates the mail date to be April 24 (or nine days from the bill date).	
Due Date	Defines the number of days from the bill date that the payment is due.	
Delinq Date	Defines the number of days from the bill date that the payment is considered delinquent.	
Lien Date	Defines the number of days from the bill that a lien is applied.	
Mail Date	Defines the number of days from the bill date that the bill will be mailed.	
Penalty Date	Defines the number of days from the bill date that penalties will be applied.	
Shutoff Date	Defines the number of days from the bill date that the service will be shut-off.	
Bill Run Days	Defines 2the number of days in the bill run.	

Post Billing Process Options

The Post Billing Process Options screen allows you to create a template of programs for every bill run to be completed using Munis Scheduler. For example, if you always generate the EFT file 28 days after the bill date of the bills, and then you create the delinquent notices 35 days after the bills date, and then you create a shut-off notice 50 days after the bill date, the Post Billing Process Options screen allows you to define the programs and the time that they process.
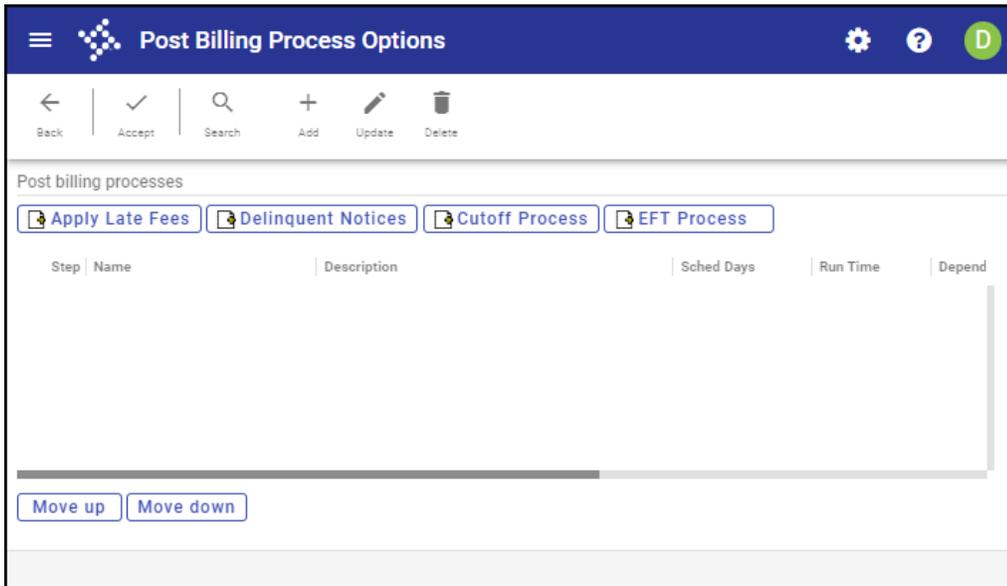
To set up a post billing template,

1. Click Add or click the program button for the first program to add to the template.
    The program opens the selected program, where you can define the program details.

2. Click Accept in the selected program to return to the Post Billing Process Options screen.

3. Click Update.

4. In the Sched Days box, add the number of days after the bill run that the program should run.

5. In the run time box, enter the time of day for the scheduled program to be completed. Enter time in military format (for example, 18:00:00 for 6:00 p.m.).

6. Select the Dependent check box is this step is dependent on the completion of the prior step.

7. Enter a message in the MSG box that indicates the intent of the specific program run.

8. Select the next program to be completed, and then define the program and processing details.

9. Continue until all programs are entered.

10. Use the Move Up or Move Down boxes to reorder the template programs. enter the processing times.

When processes exist for Post Billing Process Options, you can delete the current generate options by selecting the Generate Options button and clicking Delete. The program displays a warning message but allows you to continue.

This option is not accessible if generate options are not defined.

Exemption Codes

Overview

The Exemption Codes program maintains codes for exemptions, abatements, and adjustments.

Exemptions are not available to all states. When exemptions are available to a state, the specific exemption settings may vary according to state requirements.

Procedure

Use the toolbar buttons to add or maintain exemption codes. The fields shown may vary depending on the type of code you add or maintain.

Field	Description	Notes
Code		
Code	Indicates the code that represents an exemption, adjustment, or abatement. You can type up to six alphanumeric characters in the box.	
Description	Indicates the long description for the code. The long description displays on-screen and in reports when there is space for thirty characters.	
Short Description	Indicates the short description for the code. The short description displays on-screen and in reports when there is space for ten characters, but not enough space for the long description.	
Details		

Field	Description	Notes
Module	Indicates the Munis module to which the code applies.	
Classification Purpose	Indicates the available classification purposes. This list determines what value classes the exemption code will apply towards.	
Group	Indicates whether the exemption code is a statutory exemption code. You can select the Statutory Exemption Code option from the list or leave the default blank value. If an exemption code is a Statutory Exemption Code, the Abatement Entry program determines whether the exemption was granted in the previous year: • If the exemption was not granted in the previous year, the program applies the minimum exemption amount. • If the exemption was granted in the previous year, then the amount granted in the previous year is increased to the maximum amount allowed to cover the corresponding increase in tax. **Example** Last Year Bill: $1000 Last Year Exemption $100 Current Year Bill: $1200 Current Year Exemption: $200	
Totally Exempt	If selected, the code represents a total exemption. This check box is available if you select Tax Billing from the Module list.	
Method	Indicates the method for the exemption calculation. The exemption can be calculated based on a fixed amount or a percentage. If the Totally Exempt check box is selected, the program displays Amount as the default value and you cannot edit the selection.	
Amount/Percent	Indicates the value of the amount, if amount-based, or the percentage, if percent-based. The value in this box cannot be negative and the percentage cannot exceed 100. If Totally Exempt is selected, the default value is 0 and there is no entry.	
Maximum Amount	Indicates the maximum amount of the exemption. The amount cannot be less than zero or greater than 9,999,999.99. If Totally Exempt is selected, the default value is 0 and there is no entry.	
Account	Indicate the general ledger account number for the exemption. These boxes are available when you select Tax Billing from the Module list, and the code is not totally exempt.	

Field	Description	Notes
	The account must be a balance or revenue account. A general ledger account is not required.	
Type	Indicates the type of code the record represents: Exemption, Adjustment, or Abatement.	
Applies To	Indicates what the exemption code applies to: Assessment or Principal/Tax.	
Allow Exemption to Exceed Max Percentage	If selected, indicates that the exemption can reduce the assessment or tax amount to zero. When you clear the check box, the Exemption Update and Abatement Entry programs multiply the net assessment by the percentage value in the Max Exemption Percentage box in the Tax Year Settings program to determine the maximum exemption amount to apply. The RE % (Real Estate) and PP % (Personal Property) boxes specify the percentage amount to apply to the exemption.	
Minimum Age	Indicates the minimum age a taxpayer must be to qualify for the exemption.	
Reduce CPA to Zero	When selected, directs the program to set the CPA surcharge, if it exists, to zero.	
Exemption Charges Exist	If selected, indicates that exemption charges exist.	
Applies to Primary Residence	If selected, indicates that the code applies to primary residences.	
Apply Excess Exemption	If selected and there are exemption charges and an excess exemption amount on a property bill, directs the Abatement Entry program and Exemptions/Credits programs to apply excess abatement amounts to other charges on the bill.	

Bank Codes

Overview

The Bank Codes program maintains bank codes used in many programs throughout the Munis system. For example, the Employee Master program uses bank codes for processing direct deposit of net pay and/or credit union deductions.

Procedures

- Use the Accounts option to maintain bank accounts and their associated Munis accounts.
- Use the Federal Reserve Import option to define and import federal reserve codes. In addition, this option includes the Mass Update functionality that updates multiple bank code records from active to inactive at one time.
- Use the toolbar buttons to add, update, or delete codes.

Field	Description	Notes
General Information		
Bank Code	Specifies the unique, three-character bank identification number. Codes can be	

Field	Description	Notes
	numeric or alphabetic. To automatically assign the next available number, click +1. The program first attempts to assign the next available number between 000 and 999. If no numeric codes are available, the program attempts to assign the next available alpha code between AAA and ZZZ. If no alpha codes are available, you must enter a user-defined code. The use of automatic increment processing is not required; you can manually enter user-defined bank codes at any time.	
Name	Provides the full name of the bank. The name can contain up to 36 alphanumeric characters.	
Address	Stores the complete street or postal box address of the banking institution. You can enter up to 30 characters of text on each line.	
ZIP/Postal Code	Specifies the ZIP Code for addresses within the United States or the postal code for addresses outside of the United States. When you are adding or updating a record, click the field help button for a list of available ZIP Codes. If the address ZIP Code has been established in the ZIP Codes program, double-click on the entry and the program automatically completes the corresponding City, State/Province, and Country values.	
City	Identifies the city where the bank is located. This field can contain up to 20 characters.	
State/Province	Identifies the state or province in which the bank is located. Enter the two-character code for the state or province; click the field help button for a list of available codes.	
Country	Contains the two-character abbreviation for the country in which the bank is located. Enter the two-character code for the state or province; click the field help button for a list of available codes. The country is not required.	
Status		
These fields can be manually updated but are intended to be updated during the import process.		
Bank Status	Identifies the specified bank as active or inactive. Inactive bank codes are not included in field help options for the Bank Code field in Munis programs.	
Merged With	Provides the Munis code for the merge-to bank.	

Field	Description	Notes
Use BAI	If selected, directs that this bank account is to be used with BAI imports. This check box must be selected to use the BAI Import and Bank Reconciliation Manager programs. When you select this check box, use the Accounts option to define the Munis accounts for reconciliation.	
Routing Transit Number (RTN)		
Base Number	Stores the base number, which is the first eight digits of the routing number; the check digit is the ninth digit. Together, these fields comprise the 9-digit routing transit number (RTN). When Bank Codes is accessed from the Accounts Payable, Payroll, or Utility Billing programs, the Base Number value is required when you are adding or updating a record. When you access Bank Codes from Munis Accounts Receivable programs, the Base Number value cannot be deleted when you are updating a record. This prevents removal of data required by another program. If you access Bank Codes from the System Administration menu, the base number is optional when you are adding or updating a record.	
Check Digit	Specifies the bank's check digit number. The check digit number is the last digit in a routing number.	
RTN	Displays the 9-digit routing transit number.	
Contact Information		
Contact Name Telephone	Provides the name and telephone number of a bank representative. The name can contain up to 20 characters of text.	
Audit Information		
Entered By	Identifies the user ID of the person who created the record, as well as the date on which the record was created.	

Special Condition Codes

Overview

The Special Condition Codes program maintains special condition codes that can be associated with records in multiple Munis Revenues programs. For example, a special condition code can be associated with a customer, bill, property, or utility billing account. How the special condition code affects the bill or the customer depends on the options you apply to the code. For example, the code can determine whether interest should be calculated or a payment accepted.

Prerequisites

To create and use special condition codes, the following permissions apply:
- Maintain Special Condition Codes—Allows you to add, update, or delete special condition codes.
- Override Special Conditions Preventing Payment—Allows you to process payments to which special conditions that prevent payment are applied.
- Override Special Conditions Restricting Payment to Cash Only—Allows you to override the cash only special condition in Payment Entry.

Procedure

Use the toolbar buttons to add or maintain the codes, as well as to create reports or export data to Microsoft Word or Excel.

Field	Description	Notes
Code		

Field	Description	Notes
Code	Assigns a code to the special condition. This code can contain up to six alphanumeric characters.	
Description	Provides a brief description of the code.	
Comment	Stores comments that describe the purpose of the code.	
Severity	Specifies the severity level of the special condition code: • Critical • High • Low • Medium	
Automatically Display	If selected, indicates that the special condition is automatically displayed during payment processing when the special condition is applied to a customer or bill.	
Available Attributes/Selected Attributes		
	Attach attributes for the condition. Use the left and right arrows to move attributes between the available and selected attributes. Any attributes in the Selected Attributes box will apply to the special condition code.	
Citizen Self Service		
Display Customer Instructions through Citizen Self Service	If selected, customer-specific instructions are included in Citizen Self Service (CSS) for the bill associated with the special condition. If you select this check box, enter the instructions to the customer in the Customer Instructions box.	
Customer Instructions		

Fee Groups

Overview

The Fee Groups program creates and maintains predefined groups of fees that can be used to facilitate the payment of fees that are not billed, typically service application fees. Fee groups allow for the payment of several charges without having to enter each charge separately at the time of payment.

Procedure

Use the toolbar buttons to add or maintain fee group records.

Field	Description	Notes
Fee Group Settings		
Fee Group	Contains the code that uniquely identifies a fee group. Fee codes, which can contain up to four characters, are established in Utility Billing Miscellaneous Codes for the code type Fee Groups. When you enter a fee group code, the program displays the group description. When you are adding a fee group, the folder button is available; click this button to open the Miscellaneous Codes program.	
Status	Indicates the status of the selected fee group. Fee groups may be either active or inactive. Only active fee groups may be used to process payments.	
Charges		
Charge Code	Contains a list of charge codes that make up the fees to be paid when this fee group is used. Charge code must be established in the Accounts Receivable Charge Codes program using an AR category of 60 or 63, an activity of FEE, and	

Field	Description	Notes
	a charge type of Application Fee. **Note:** The program accommodates and processes up to 20 charge codes per fee group.	
Description	Contains the charge code description from the Accounts Receivable Charge Codes program. The program completes the value of this box; it is display only.	
Amount	Specifies the amount of the charge associated with this charge code. If an amount is entered in the Accounts Receivable Charge Codes program, the program includes that value as the default value in this box, but you can change this. You can also update charge code amounts when you select a fee group for payment processing.	
Total	Displays the total amount of all charges associated with this fee group. The program adjusts this value as you add or delete charge codes or update amounts.	

Delinquent Notice Messages

Overview

The Delinquent Notes Messages program creates and maintains predefined messages that may be included in notices generated by the Delinquent Notices program. This allows you to generate consistent notices based on various characteristics of the delinquency.

Procedure

Use the toolbar buttons to create or maintain messages.

Field	Description	Notes
Delinquent Notice		
Sequence	Uniquely identifies each delinquent notice message. This number is automatically generated. The Delinquent Notices program uses this number when selecting which message to include on the notices. You cannot change this sequence number.	
Description	Contains a mandatory, 20-character message description. The Delinquent Notices program displays the description when you select a standard message to use.	
Type	Identifies the message type code, which you can use to group related messages. For example, you can define multiple messages having the same type, but	

Field	Description	Notes
	with varying ranges of Days Late values, allowing you to change the message according to the number of days late. Type codes are created and maintained in the Miscellaneous Codes program for the code type DELQ–Delinquent Notice Type. This is an optional field.	
Days Late	Define the range of days late to associate with the selected message. The Delinquent Notices uses this value, with the value of the Type list, to determine the message for delinquent notices. For example, you have two messages of type MYDQ, the first having a range of 1 to 29 days and the second having a range of 30 to 59 days. If you select message type of MYDQ in the Delinquent Notices program, bills that are delinquent less than 30 days receive the first message, and those delinquent greater than 29 days but less than 60 days receive the second. This is a required field.	
Special Condition	Indicates that a message should only be used when the specified condition exists for the utility category, account, and customer. The list of Special Conditions is managed through the Accounts Receivable Special Condition Codes program. This is an optional field.	
Message Lines		
	Contain the message text to be included on a delinquent notice. You can enter up to ten lines of message text, each up to 70 characters long.	

Delinquent Notice Stages

Overview

The Delinquent Notice Stages program defines delinquent notice stages by account type. When processing notices, the Delinquent Notices program determines if a delinquent notice stage exists for the defined notice type.

If a delinquent notice stage does exist for the defined notice type, and if a prior notice type is required for the selected notice, the Delinquent Notices program searches for the most recent DLN–Delinquent Notices Account Event History record for the prior notice type and determines the number of days since that event. If the number of days exceeds the number of previous days required for the stage, the account/CID is selected for processing; if it is less than the number of previous days, the account/CID is excluded. If the notice type is blank, or no stage is defined for the account type, the program does not use delinquent notice stages for processing.

When the delinquent notice stages are complete, the Cutoff Process program identifies accounts for cutoff based on the value of the Cutoff Notify Type box, which defines the notice type, which in turn, defines the delinquent notice stage that is specifically associated with the cutoff process.

If the Cutoff Notify Type box in the Cutoff Process program is blank, or no stage is defined for the selected account type, the program does not use delinquent notice stages for processing.

Procedure

Use the toolbar buttons to maintain stage records for account types.

Field	Description	Notes
Stage Type		
Account Type	Identifies the type of account to which the defined stages apply. For example, residential or commercial.	

Field	Description	Notes
Stage	Identifies the stage of the process. When you are defining the stages, the program assigns the stage number.	
Notice Type	Provides the notice type to apply at the specified stage. Type codes are created and maintained in the Miscellaneous Codes program for the code type DELQ– Delinquent Notice Type.	
Description	Provides the description for the notice type selected.	
Event Type	Specifies the event type, which determines the program that manages this stage of the process.	
Hold Notice Days	Specifies the number of days allowed for customer action before the subsequent stage applies.	
Days Since Last Notice	Identifies the number of days since the previous notice was processed.	
Prev Notice Req	If selected, indicates that the previous notice stage must be completed prior to moving to the next stage.	
Days Since Prev Beg	Displays the number of days since the previous stage began.	
Days Since Prev End	Displays the number of days since the previous stage ended.	