Where do you input the FA Acct Code for Undistributed Receipts?

On the Account ribbon at the top of your screen, select Set-Up and then Bill Groups. Click on "R" or "G" and type in account code (including the dash) or select from the drop down menu. Repeat for each bill group that you have.

I want the Bill History for one account.

Look up the account and click on Bill History from the Account ribbon at the top of the screen. To select multiple periods, hold the Ctrl key down and click on the periods wanted. Next, click on the Reports drop down arrow and select "Account History".

Receipts are not transferring to Fund Accounting.

Select Set up from the Account ribbon at the top of your screen, then click on Set up Options. Click on the FA Xfer tab and make sure the path name to Fund Accounting is typed in at the bottom, where it says "Location of Fund Accounting" Click on the binoculars to locate the bdsfundd.mdb file in the BDSWIN folder where the data is stored.

HOW TO UN-DO A FINAL BILL

- First and most importantly, create a new backup.
- Next, pull up the account that was created after you finaled the customer (the inactive account) and delete it.
- Now pull up the final account that you wish to re-activate.
- In the upper right corner of your Account ribbon, choose Other UB Tools and select Account Move.
- Here you will change the bill group number back to the original bill group the customer came from and also change the last field back to 00

I created a new service but no one was billed for it.

Check to make sure the service was scheduled. Select Setup from the Account ribbon at the top of the screen and then click on Schedules. Make sure there is an "X" in the period(s) that you want the service billed. Also, there might be more than one schedule, so be sure to check each schedule from the menu on the left side of the screen.

How do I make an adjustment to an account?

Look up the account and click on the Service tab, click on the service that you want to adjust. Next, click on the "Adjust" button at the top of the screen. You can adjust either the service

balance or the penalty balance. To adjust a Surcharge, you will need to click on the Surcharge tab on the Account Screen. Entering -$5.00 will credit the account $5.00.

How do I add the new person to an account once the old person was final billed?

Click on the Names tab, then click on the "Add New Name" button and fill in their customer information. A pop up message will appear asking if you would like to activate the account, choose Yes or No. Remember, active accounts WILL get bills.

How do I remove a penalty from an account?

Look up the account and right click, choose Tools and then select Remove Penalty.

How do I unpost a receipt on an account?

Look up the account, right click and choose Tools, then Unpost Receipt. Choose yes (if it is correct entry to unpost) and then on the next screen, enter your reason for unposting and click Unpost. If you use, Banyon Fund Accounting, you will need to transfer the unposted entry; in FA Transfer select Unposted Retransfer on the right side of the screen, choose which entry you want to send and click transfer.

How do I reprint a bill register or bill register summary from a previous period?

Look up any account in the bill group you want the register for, then right click and select Bill History. Highlight the period that you want and click on the drop down Reports and select bill register or bill register summary. If you want a different bill group, look up an account in that bill group and follow the same steps.

My transient service already says used and has a balance, how do I add another dollar amount for the next billing period?

Click on the transient service and then click the Adjust button. In the "Adjust What" column, click on *Trans Amount* and enter a positive amount to increase the charge.

How do I bill one service and not another?

Look up the account and then click on the service tab. Click on the service you <u>do not</u> want to bill and in the Rate drop down field put in the No Charge rate. This is usually '99', unless your city has changed it.

How does the transient service work, do I have to delete the service off the account once I bill for it?

No, the system will put the service back to 'Not Used' once it has a zero balance.

When can I delete final bills?

We suggest that you keep final bills for at least one year (or until your auditor is finished with that year), some reports require account info to work correctly.

How do I change an account number?

On the Account ribbon, click on Other UB Tools and select Account Move. Enter a new account number.

What does UR stand for?

UR stands for Undistributed Receipts; these are over payments/credits on the account(s).

A late fee that I created as a transient service is still there, why?

The fee will continue to show up until the full balance on the account is paid.

I made an adjustment to an account, why won't it print?

The adjustment will not print until you calculate again. You can also do an amended bill; on the Account ribbon, click on Current Bill and click the Print button.

What do I do with an NSF check?

You can unpost the receipt. To do this, look up the account and click on UB Tools on the Account ribbon and select Unpost Receipt. Verify the correct amount to unpost, type in your reason for unposting and click Unpost.

My final bill keeps adding penalty charges, how do I stop this?

If you do not want your final bills to get penalties; on the Account ribbon click on Setup and choose Penalty Collections. Click on the Setup Penalties button; on the Groups Tab click on your final group and use the left arrow button to move them to Groups NOT selected from penalty.

If you want to still charge penalties to your final group as a whole and only want to exempt one customer, select the final account, click on the Misc. Tab and check Exempt from Penalty.

How do I indicate on the bill that it has been "Direct Paid"?

On the account screen, click on the Report down arrow and select Bill Forms. Click on the Bill Messages Tab and type your message into the Direct Pay Message field.

My printer jammed while I was printing bills, how do I restart from where it jammed?

Many laser printers recognize jams and will reprint the page that was jammed after you fix the jam. This will only work if you have not turned your printer off.

The easiest way to start over and reprint forms is to display the entire run of bills on the screen, click on the printer icon, then click on the Pages Tab and select the pages which you would like to start and end with.

How do I swap out a meter?

Look up the account, click on the Meter Tab. Click on the metered service that you want to swap out and then click on the Replacement Tab. In the "Old Meter Final Reading" field, enter the meter reading taken from the meter when it was pulled out. Next, enter the Final Read Date in the field provided.

Typically at this point you would see a very large number in the "Current Reading" field, this is to trick the computer into thinking the meter would need to use the usage from the old meter to roll over to zero. Now, when you put the first reading from the new meter into the "New Reading" field, the service will use the combined usage amounts from the old meter and the new meter and bill the correct amount.

If the new meter does not have a new reading of "0", please enter the initial read into the New Meter Initial Read field. Your customer will not be charged for any initial usage.

How do I adjust credit balances on accounts?

First, you must have the Enable Account Budget/UR Adjustments turned on. To do this, click on Setup, located on the Account ribbon at the top of your screen, then select Setup Options. Next, choose the Options Tab and check the box that reads "Enable Account Budget/UR Adjustments", you will now be able to adjust credit amounts off of accounts.

To make the adjustment, click for more options on the account screen and select Budget/UR Adjustments. In the Adjust What menu, make sure that Undistributed Receipts is selected and enter in the amount you want to adjust. A NEGATIVE AMOUNT REDUCES THE CREDIT; A POSTIVE AMOUNT INCREASES THE CREDIT. Do not forget to give an adjustment comment for reference.

When do I run an Account Balances Report?

You should always run an Account Balances report at the end of the year. You may also run one at the end of every month or when requested. You can also run this report by service balance, if you'd like.

How many backups should I have?

There is no right or wrong number of backups to keep on hand, our rule of thumb is to backup your data any time you've done more work than you want to re-do. You should have a standard policy for backing up data for all of your Banyon Data applications. Five backups that you rotate by date or day are recommended. If you backup to a tape or CD from a server and your data is located on the server you are safer. If you backup to your computer's hard drive, you should consider a CD backup or USB backup every week or so.

We also strongly recommend a backup be done for end of year and stored as the end of the year backup. (Example: WINUB2013EOY)

No bill is printing for an account, what do I do?

Look up the account and click on the Names tab, click on the person's name that should be receiving a bill. Look to see if the checkbox marked "Send UB Bill" is checked.

Click on Edit Current Bill on the Account ribbon, do they have a bill?

Click on the Reports drop down arrow and select Bill Forms. On the Ranges tab, does the account have a balance more than the minimum to print?

No Late Notice is printing for an account, why?

Look up the account and click on the Names tab, click on the person's name that should be receiving the late notice. Look to see if the checkbox marked "Send Pen Bill" is checked.

Click on the Reports drop down arrow and choose Penalty Forms. On the Ranges tab, does the account have a balance and delinquency level higher than the minimum to print?

An account is not transferring to the meter device, why?

On the Account ribbon, click on Other UB Tools and select Meter Transfer Status.

Why are the usage and current charges high on a customer's account?

The new meter reading was probably less than the old meter reading resulting in a rollover. Figure out what is wrong with the meter reading and fix it by clicking on Edit Current Bill on the Account ribbon. You can also restore your backup, fix the meter reading and recalculate.

Another reason could be the Usage Multiplier was changed, lookup the account and click on the Meter tab. Click on the service and check the Usage Multiplier on the Info tab. Normally, the usage multiplier is 1.

The "Amount Due After" on the bill is the same as the amount due or is an incorrect dollar amount.

The account may be exempt from penalties, the penalties have not been set up, or they are set up incorrectly. Only the first penalty collection is used when determining pay after amounts.

BILLS DID NOT CALCULATE CORRECTLY – Ask yourself the following questions, these are the most common reasons a bill would not calculate correctly and these will be the first questions asked when you call support.

Are the correct rates attached to the services?   Are the rates set up correctly? Are the services scheduled? Was the bill pro-rated? Does the "Units" field show a number other than a 1? Does the "Service Units" field show a number other than 1? Is there a usage multiplier on the meter screen? Was the bill edited? Do any of the services use a complex calculation?

PENALTIES DID NOT CALCULATE CORRECTLY

On the Account ribbon, click on Setup and select Penalty Collections; check that the information is correct. Next, click on the Setup Penalties button. Check the tabs to make sure the Billing Groups, Services and Surcharges are in the proper columns. Click on the Charge Details tab and make sure the information for each charge is set up correctly.

FINAL BILL PLACEHOLDER BILLS

There are two different methods that people use to calculate final bills.

The first method is to calculate final bills at the same time you calculate your regular bills. Typically this is once a month, bi-monthly, or quarterly. If this method is used then no placeholder bills will be generated.

The second method used is to calculate final bills whenever a customer is moving out and not at the same time you calculate your other billing group(s). This allows the customer to get their final bill right away, rather than having to wait for the billing cycle.

With the second method, the final billing group may have bill calculations done several times during the billing cycle. The first time a final billed account is calculated an actual final bill is generated and can be printed and mailed to the customer. Subsequent times the final billing group is calculated a place holder bill is generated.

There are several different reasons the place holder bill is generated. First, some municipalities print all their final bills when they print billing registers. They want to see every account in the final billing group listed so they can see accurate totals of the amount due for the final billing group.

Second, this placeholder is used for balancing purposes, certain reports (Bill Register Summary, System Balancing, etc.) will show the "Previous Balance" and "Totals" so that billing cycles can be accurately compared and that the totals for those fields will reflect the actual amounts for the accounts.

Third, when receipts are paid or adjustments and penalties are put onto final billed accounts, these need to be included on the bills so those amounts are included in the totals.