# BANYON DATA SYSTEMS, INC.

## Utility Billing - Frequently Asked Questions

***Where is the undistributed receipts (UR) account code entered?***
From the main utility billing account screen, right click, select set up, & then bill groups. Select on R or G and click on the drop down to see if your code is in the list. If you have Banyon Fund Accounting and the code is not in the list, click the box that says "Setup Account Codes" and load from Banyon Fund Accounting.

If you don't have Banyon Fund Accounting, simply type in the account code with the dashes.

Enter the UR codes for each billing group.

***What does UR stand for?***
UR stands for Undistributed Receipts; these are over payments/credits on the account(s). The system will hold overpayments as credits on the utility accounts. During the next billing calculation the software will move money from the UR and apply it other codes like water, sewer, electric, etc. The software will also print out a receipt distribution report showing this. The receipt distribution is then waiting to be transferred over to Fund Accounting under the right click, Transfers, FA Transfer.

***Typed in account type (TYPE field top right on account screen) and want to delete it or change name?***
Right click and select set up, then choose account types. To delete an account type, highlight the line and press the delete key.

***Remove a penalty from an account***
Look up the account, right click, choose tools, and select remove penalty from account.

***Swapping out a meter***
Look up the account, click on meter tab, and then the metered service. Next, click on the replacement tab, and then the meter change out button. Put in the last reading on the old meter where it says OLD METER FINAL READING, then it will put this reading in on the current meter reading spot. When you get the new reading enter it in the new reading field.

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.

***Bill History for one account***
Look up the account, right click (or select click here for more options on top right), and select Bill History 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".

***Bill one service and not another***
Look up the account and then click on the service tab. Click on the service you do not want to bill and in the Rate drop down field put in the No Charge rate. This is usually "99" unless it has been deleted.

***December 31st account balances report***
On December 31st of each year a backup should be made and labeled with the year. Next, run the account balances report from report writer and preview it to the screen. Click the PDF to folder and this report will now be saved when the auditors ask for this information. This is the easiest way to retrieve the totals. The backup is available as well.

***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.

***Created and attached 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.

***Entering an adjustment to an account***
Look up the account, click on the service, and then click on the service 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.

***Adjust a CREDIT BALANCE off of an account***
Look up the account, right click and select budget/ur adjustment. A positive amount put in the adjustment field will reduce the credit. If budget/ur adjustment it is not available, click on setup, setup options, and click on features. Next, check the box that says budget/ur adjustments and close the screen. Next, close just the account screen down to refresh and then go to main view and account screen to bring it back up. Now, right click and select budget/ur adjustment.

***Write off balances that will not be collected***
Simply right click on the account screen, select tools, then write off account. This will automatically do adjustments to remove the balances. The word WRITE OFF is automatically inserted into a comment field and can be viewed under the transaction tab on the account. A report could be created in report writer filtered for the comment "Write Off" so you can get totals for the month, quarter, or year.

***Unposting 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. From the main account screen right click, choose transfers, FA Transfer. Next, select Unposted Retransfer on the right side of the screen and choose which entry you want to send.

***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, click on the Reports drop down, 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.

***Add a balance to a transient service that already has a balance***
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 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.

***Changing an account number***
Look up the account, right click, select other tools, and then Account Move. Enter a new account number.

***Reprint customer bill or print account summary statement***
From the account screen right click, select edit current bill, and then click the print button. This statement shows the current bill on top and then any transactions, adjustments, late fees, or payments since the bill was sent out. The account summary statement is designed to fold and fit into a standard #10 window envelope.

To reprint on the exact billing form used, chose the reports drop down from the main account screen and select bill forms. Next, select the sorting tab and enter in the account number or billing name by choosing the option needed. Whichever sort method was chosen, start and stop should have the same account number or name entered.

***Printing late notices or disconnect notices***
Late notices or disconnect notices can be printed directly from Banyon Utility Billing. From the main account screen click on the reports drop down and choose penalty forms. The defaulted design is set to post cards or full bills. To change, right click on the account screen, choose set up and then choose forms. The most common form if you want penalty postcards is "Win Pen Postcard 2." The most common full bill for penalty forms is Penalty Full Bills (print on blank paper) or Penalty Pre-Printed Full bills that will print on letterhead.
Some customers have different colored postcards printed for late notices or some send out the late notices on full sheets of paper. The notices can be used as disconnects as well. The penalty message has 13 lines of messages to print on the forms.

Banyon also has a special disconnect module that prints on specific three up forms that tear off and fit into a window envelope. They can also be printed as door tags.

***Track the maintenance done on water, electric, or gas meters***
From the meter tab on an account, click on the metered service and then on the meter screen click on view/edit meter info on the bottom right. Next, click on add new on the top to create a maintenance number. Next, enter the information needed.

***Preview bill for a customer even though bills have not been calculated***
If customers are inquiring on what their bill is going to be and bills have not been calculated, try the preview bill for the account under the meter tab. If meter readings have been entered, then the new reading will be used. If not, then an estimate will be used base on last period or last year's usage (whichever is marked on the service setup screen for estimating)

***Utility billing activity log***
Look up an account, right click and choose logs. Select the account tab to see changes done to this account. The system tab will show global things like calculations, backups, bill printing, etc.

***Report to show total balances, deposits, past due amounts, and more!***
From the main account screen right click, choose tools, then system info.

***Tracking customer complaints***

Try using the complaint section built right into utility billing. Right click on an account and choose complaint. If the complaint is relevant to a specific service, select that service on the right or choose none. Next, click on add complaint and enter in a date. Next, fill out the complaint screen and mark as resolved when it is taken care of. Reports can be printed from report writer to show outstanding complaints.

***Calculating final bills***

There are two different methods used to calculate final bills. The first method is to calculate final bills at the same time as regular bills. Typically this is once a month, bi-monthly, or quarterly.

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.

To begin the final bill process, look up the account, click on the meter tab, then the metered service. Next, enter in the final meter reading and meter reading date. Now, exit to the main account screen and click on the account status drop down and select final.

***How to 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. If you do not want to activate this account until next billing cycle, set the status to auto activate. After the bill calculation is completed, the account will switch to active automatically.

***When can final bills be deleted?***

We suggest keeping final bills for at least one year (or until the auditor is finished with that year.)

***How to stop penalizing final bills***

To stop penalizing final bills, right click on the account screen, choose setup, then penalty collections. Highlight a penalty collection on the left and then click on the "Setup Penalties" button at the bottom. Next, on the "Groups Tab" click on the final group and use the left arrow button to move them to Groups NOT selected for 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" through a bank or credit card?***

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.

Please note, the direct pay message line is only available if you have purchased the module from Banyon. If you simply print out a report for your bank, you can put on a specific message on that account under the misc. tab on the account screen.

***How to restart bills if the printer jams***

Many laser printers recognize jams and will reprint the page that was jammed after the jam is fixed. This will only work if the printer has not been turned 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 to start and end with.

***No bill is printing for an account***

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

Other Reasons:

- 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***

Look up the account and click on the Names tab. Next, 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.

Other Reasons:

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?

Also check the misc. tab to make sure the account is not marked as "exempt from penalty" or "exempt from penalty for X" periods.

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

On the Account right click, select other tools and Meter Transfer Status. This will list some items to check.

***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 right clicking on the account screen and choose Edit Current Bill. Here, the meter readings can be changed if needed and a new usage and dollar amount will be calculated automatically.

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. Next, click on the service and check the usage multiplier on the Info tab. Normally, the usage multiplier is one.