

NSF Check Options and Payment Adjustments

NSF Checks

Option 1: Enter the check as a negative payment in Cash Receipting the same way it was allocated in Utility Management. Update to UM and GL. This will reverse the payment and make the appropriate entries for General Ledger. Enter the NSF fee in Enter Manual Billings

1. Find the customer in Customer Inquiry
 - a. Go to Transactions > Under Summarize, uncheck the Payments box
 - b. Do a screen shot of the payment allocation

2.149.01
Shutoff

Bates, William S.
733 Palisades Dr
2149

920-745-6789

733 Palisades Dr
Any City WI 88888

Account balance: 239.14
Balance due: 04/30/2024 162.51
Last payment: 03/23/2024 53.93-

Display	Compare	History	Transactions	Customer	Services	Location	Meters	Backflow	Contracts	Loans	Certification	Credit History	Supplemental
Date	Type	Reference Number	Service	Quantity Billed	Description	Amount							
02/29/2024	Billing		28 Water	26	Metered Entry	11.20							
02/29/2024	Billing		53 Sewer	0	Automatic Billing	6.00							
02/29/2024	Billing		53 Garb	0	Automatic Billing	5.00							
02/29/2024	Billing		53 S Tax	0	Automatic Billing	.85							
02/29/2024	Billing		53 Pnlty	0	Automatic Billing	.81							
03/23/2024	Pmt		7 Elec	0	Utility Payment	29.74-							
03/23/2024	Pmt		7 Water	0	Utility Payment	11.40-							
03/23/2024	Pmt		7 Sewer	0	Utility Payment	6.00-							
03/23/2024	Pmt		7 Garb	0	Utility Payment	5.00-							
03/23/2024	Pmt		7 S Tax	0	Utility Payment	.89-							
03/23/2024	Pmt		7 Pnlty	0	Utility Payment	.90-							
03/31/2024	Billing		27 Elec	399	Metered Entry	30.23							
03/31/2024	Billing		28 Water	28	Metered Entry	11.60							
03/31/2024	Billing		53 Pnlty	0	Automatic Billing	.83							
03/31/2024	Billing		78 Sewer	0	Automatic Billing	6.00							
03/31/2024	Billing		78 Garb	0	Automatic Billing	5.00							
03/31/2024	Billing		78 S Tax	0	Automatic Billing	.91							
04/15/2024	Billing		1 Misc	0		25.00							
04/30/2024	Billing		26 Shutoff	0	Shutoff Notice - 03/01/22...	50.00							
04/30/2024	Billing		34 Pnlty	0	Penalty Billing	1.63							

Display

☒ Assistance applied

☒ Balance transfers

☒ Billing adjustments

☒ Billings

☒ Contract adjustments

☒ Contract billings

☒ Deposits applied

☒ Interest

☒ Payment adjustments

☒ Payments

☒ Reallocations

☒ Write-offs

Summarize

☒ Adjustments

☒ Billings

☒ Interest

☐ Payments

2. Go to Cash Receipting > Enter Payments > Select a weekend date to keep it separate on the reports so it affect the daily balancing.
 - a. Click on Manual Allocation and enter the customer number.
 - b. Enter the payment total as a negative in Amount and then allocate it as a negative the exact same way it was allocated in Utility Management.

Close [Icons] .00 [Icons]

Caselle Connect® > Cash Receipting > Payments > Enter Payments

Caselle Connect® Customer Inquiry Enter Payments X

Payment date: Sunday, April 7, 2024 [Calendar]

User: AnnetteS Workspace: OFFICE

Receipt number: 5.000006 [Icon]

Category: 1: Utilities (1) [Dropdown]

Customer: Bates, William S. [Icon]

Distributions

Distribution: 101: Utility Payment [Dropdown]

GL account: 01-10750 [Icon]

GL activity: 0 [Icon]

Job number: [Text]

Description: Utility Payment

Amount: 53.93- [Text] Comments...

Payments

Type: 1: Check [Dropdown]

GL account: 01-10200 [Icon]

Payor: Bates, William S.

Check number: [Text]

Amount: .00

Distribution total: .00 Payment total: .00 Difference: .00

Customer information

Customer number: 2,149.01 [View/Pay Related](#)

Name: Bates, William S.

Service address: 733 Palisades Dr

Account balance: 239.14

Balance due: 162.51

Service	Balance	Allocated
Electric	89.72	-29.74
Water	34.60	-11.40
Sewer	18.00	-6.00
Garbage	15.00	-5.00
Miscellaneous	25.00	.00
Shutoff	50.00	.00
Sales Tax	2.69	-.89
Penalty	4.13	-.90

- c. Select Payment Type NSF Check and enter the amount as a negative. This will keep it separate on the bank reconciliation.

Payments

Type: 5: NSF [Dropdown]

GL account: 01-10200 [Icon]

Payor: Bates, William S.

Check number: [Text]

Amount: -53.93

Distribution total: 53.93- Payment total: .00 Difference: 53.93

3. Update Payments and Update General Ledger for the date selected.
4. Add NSF Fee in Utility Management
 - a. Enter the customer in Enter Manual billings, enter through the date.

Close [Icons] Caselle Connect® > Utility Management > Customers > Enter Manual Billings

Caselle Connect® Customer Inquiry Enter Manual Billings

Customer: 214901 [Icon]
Date: 04/30/2024 [Calendar]

Customer information
 Customer number: 2.149.01
 Name: Bates, William S.
 Address: 733 Palisades Dr
 Anycity WI 88888
 Service address: 733 Palisades Dr
 Account balance: **239.14**
 Status:
 Current period: 04/30/2024

Billing Service	Date	Rate	Statement Description	Quantity	Amount
Electric	04/30/2024	101		0	.00
Water	04/30/2024	301		0	.00
Sewer	04/30/2024	501		0	.00
Garbage	04/30/2024	701		0	.00
Miscellaneous	04/30/2024	1301		0	25.00
Shutoff	04/30/2024	1501		0	50.00
Sales Tax	04/30/2024	1801		0	.00
Penalty	04/30/2024	1901		0	1.63

- b. If the customer does not have an NSF Fee service, click Modify Existing Customer.
- c. On the Services tab, click Add. Select the NSF Fee service and click OK.

Caselle Connect® > Utility Management > Customers > Modify Existing Customers

Caselle Connect® Customer Inquiry Enter Manual Billings Modify Existing Customers

Customer: [Field] Customer [Dropdown] 16

Customer: 2.149.01 (Bates, William S.) Location: 733 Palisades Dr (2149)

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Services

Description: Electric, Water, Sewer, Garbage, Miscellaneous, Shutoff, Sales Tax, Penalty

Service: Consolidated Billing Meter Conservation Notes

Rate: 101 (Electric - Residential - City)

Frequency: Monthly

Unit/Shares:

Quantity:

Quantity based on:

Credit calculation available:

Minimum amount:

Connect date:

Add Billing Service

Service: 14 (NSF Fees)

Description: NSF Fees -


Append to description:


Help OK Cancel

- d. Close Modify Existing Customer. In Enter Manual Billings, enter through the customer number and enter the date of the transaction.
- e. Go to the NSF Fees line and enter the fee. Click Save.

Caselle Connect® > Utility Management > Customers > Enter Manual Billings

Caselle Connect® Customer Inquiry Enter Manual Billings

Customer: 214901 

Date: 04/13/2024 

Customer information

Customer number: 2.149.01
 Name: Bates, William S.
 Address: 733 Palisades Dr
 Anycity WI 88888
 Service address: 733 Palisades Dr
 Account balance: **239.14**
 Status:
 Current period: 04/30/2024


Billing Service	Date	Rate	Statement Description	Quantity	Amount
Electric	04/13/2024	101		0	.00
Water	04/13/2024	301		0	.00
Sewer	04/13/2024	501		0	.00
Garbage	04/13/2024	701		0	.00
Miscellaneous	04/13/2024	1301		0	25.00
NSF Fees	04/13/2024	1401		0	30.00
Shutoff	04/13/2024	1501		0	50.00
Sales Tax	04/13/2024	1801		0	.00
Penalty	04/13/2024	1901		0	1.63

Option 2: Enter a Payment Adjustment in UM and enter a general negative payment in CR to do the journal entry.


1. In Enter Payment Adjustments enter the date of the NSF check or a weekend date and select the customer.
 - a. Select the NSF check action.
 - b. Enter the Check number and/or receipt number. (Optional)
 - c. Check the box next to the check that was returned.
 - d. Press enter.


Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Customer Inquiry Enter Payment Adjustments Enter Payments

Date: 04/13/2024 

Reference number: 1


Customer: Bates, William S. (214901) 

Action: NSF check 

Check number:

Source ID:

Description: NSF check

Amount: 53.93 

Customer

Customer number: 2.149.01
 Name: Bates, William S.
 Address: 733 Palisades Dr
 Anycity WI 88888
 Service address: 733 Palisades Dr
 Account balance: 293.07
 Balance due amount: 216.44 Date: 04/30/2024
 Last payment amount: 53.93- Date: 03/23/2024

Select the payments to reverse:

	Date	Reference Number	Description	Amount
<input checked="" type="checkbox"/>	03/23/2024	7	Utility Payment	53.93-
<input type="checkbox"/>	02/11/2024	35	Utility Payment	57.10-
<input type="checkbox"/>	01/13/2024	33	Utility Payment	60.30-
<input type="checkbox"/>	12/23/2023	23	Utility Payment	60.84-

Reference Number	Customer Number	Description

2. Go to Cash Receipting > Enter Payments > Select the same date as the payment adjustment.
 - a. Change Category to NSF and enter the customer name or number.
 - b. Enter the payment as a negative in Amount.

Caselle Connect® > Cash Receipting > Payments > Enter Payments

Caselle Connect® Customer Inquiry Enter Payment Adjustments Enter Payments

Payment date: Sunday, April 7, 2024 User: CMJ Wc

Receipt number: 5.000006 Customer information Name: William Bates

Category: 14: NSF (14) Balance due: .00

Customer: William Bates

Distributions Distribution: 1401: Payment - NSF Check

GL account: 01-10700

GL activity: 0

Job number:

Description: Payment - NSF Check

Amount: -53.93 Comments...

Distributor

- c. Select Payment Type NSF Check and enter the amount as a negative.

Payments

Type: 5: NSF

GL account: 01-10200

Payor: Bates, William S.

Check number:

Amount: -53.93

Distribution total: 53.93- Payment total: .00

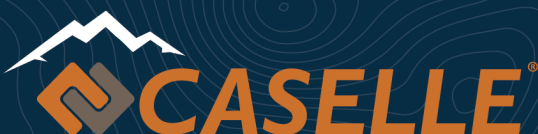
Difference: 53.93

3. Update General Ledger for the date selected.
4. Follow the instructions in step 4 above to add the NSF Fee.

Option 3: Use Payment Adjustments for the entire process. Setup Payment Adjustments to create the NSF Fee and do the general ledger entry.

GL entry setup

1. Go to Organization > Organization > Interfaces tab



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Caselle Connect® > Utility Management > Organization > Organization

Caselle Connect® Organization

Organization Dates Payment Allocation Direct Pay Certification Conservation Stock Ce

General Ledger Bill Provider Prepaid Metering

Interface: Caselle 4.x

Update method: Accrual

☒ Update payments

NSF check interface

Journal: CD Cash Disbursements

2. Under NSF Payments select the Journal for the GL entry for NSF Checks
 - a. Normally this will be CD.
 - i. If depositing into a different checking account, use the journal code tied to that bank.
 - b. NEVER use the CDP, CDA or CDTC journals.

NSF Checks Setup

1. To have the system automatically add the NSF Fee after entering an NSF Payment Adjustment, got to Customers > Enter Payment Adjustments > click options button go to Options.

Close

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments

Date: 08/22/2024

Reference number: 1

Enter Payment Adjustment Options

Action: Default action: Reverse payment

Create billing

☒ Create a billing for NSF checks

Service: 14 (NSF Fees)

Amount: 35.00

Description: NSF Check Charge

☐ Use period/cycle date for billing transactions

Help OK Cancel

- a. Check the box to Create a billing for NSF checks.
- b. Select the Service.
- c. Enter the amount and description.
- d. Uncheck the Use period/cycle date for billing transactions for the NSF Check Charge to have the same date as the payment adjustment.
- e. Click OK.
- f. Save for the entire organization.

NSF Check Entry

1. In Enter Payment Adjustments, select the customer.
2. Select the NSF check action.
3. Check the box next to the check that was returned.

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments

Date: 04/22/2024

Reference number: 1

Customer: Betty's Fabric Shop (11201)

Action: NSF check

Check number:

Source ID:

Description: NSF check

Amount: 121.71

Comments...

Customer number: 1.112.01

Name: Betty's Fabric Shop

Address: 40 N Commerce Ave
PO Box 56
Anycity WI 88888

Service address: 40 N Commerce Ave

Account balance: 419.44

Balance due amount: 365.77 Date: 04/30/2024

Last payment amount: 121.71- Date: 03/15/2024

Select the payments to reverse:

	Date	Reference Number	Description	Amount
<input checked="" type="checkbox"/>	03/15/2024	6	Utility Payment	121.71-
<input type="checkbox"/>	02/05/2024	17	Utility Payment	126.91-

Reference Number	Customer Number	Description
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4. Press enter and the Create Billing question will popup.

Create Billing

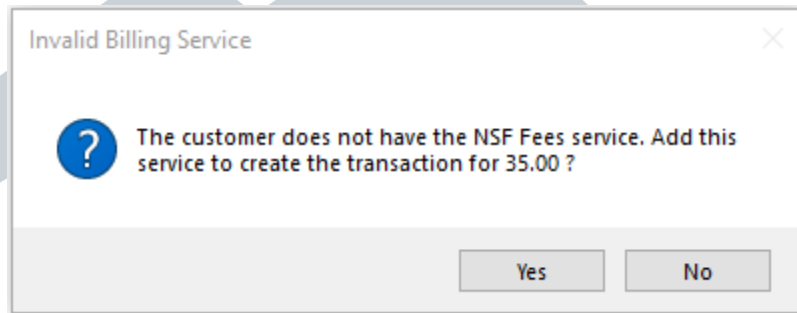
?

Okay to create a NSF Fees billing for 35.00

Yes No

g. Answer Yes.

If the customer does not have the NSF Fee service, it can be added by answering yes to the next prompt. This will not pop up if the customer already has the service.



h. Once Yes is clicked, the service and the charge will be added to the customer's account and the payment adjustment will be saved.

5. The GL entry for the NSF Check will be created when Update to GL is processed at the end of the calendar month.

Caselle Connect® > Cash Receipting > Payments > Enter Payments

Caselle Connect® Customer Inquiry Enter Payments

Payment date: Friday, April 14, 2023

Receipt number: 5.000007

Category: 14: NSF (14)

Customer: Betty's fabric

Distributions

Distribution: 1401: Payment - NSF Check

GL account: 01-10700

GL activity: 0

Job number:

Description: Payment - NSF Check

Amount: 121.71-

Comments...

Payments

Type: 5: NSF

GL account: 01-10200

Payor: Betty's fabric

Check number:

Amount: 121.71-

Distribution total: 121.71- Payment total: .00 Difference: 121.71

User: AnnetteS Wo

Customer information

Name: Betty's fabric

Balance due: .00

Distribution

Payment - NSF Check

Payment Type

Payment Adjustments

Reverse Payment

Reverse payment is used to fix a payment from a previous period or month that was entered in error, a duplicate or a returned check that is not an NSF. If it was entered in the current period or month, it can be voided in Cash Receipting.

1. In Enter Payment Adjustments, select the customer.
2. Select the action Reverse Payment.
3. Check the box next to the check to be reversed.

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments Customer Inquiry

Date: 04/23/2024
Reference number: 1
Customer: Crystal's Restaurant (110701)
Action: Reverse payment
Check number:
Source ID:
Description: Reverse payment
Amount: 191.61
Comments...

Customer
Customer number: 1.107.01
Name: Crystal's Restaurant
Address: 760 E Parkway
PO Box 375
Anycity WI 88888
Service address: 760 E Parkway
Account balance: .00
Balance due amount: .00 Date: 04/30/2024
Last payment amount: 191.61- Date: 04/03/2024

Select the payments to reverse:

	Date	Reference Number	Description	Amount
<input checked="" type="checkbox"/>	04/03/2024	6	Utility Payment	191.61-
<input type="checkbox"/>	03/23/2024	1	Utility Payment	186.54-

Reference Number	Customer Number	Description
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Depending on the reason for the reversal, a manual entry may need to be done in the General Ledger to update the Utility Cash Clearing and the Cash accounts.

Transfer Payment

Transfer Payment is used to move a payment from one account to another usually when it was entered on the wrong account.

1. In Enter Payment Adjustments, select the customer that has the payment.
2. Select the action Transfer Payment.
3. Enter the customer to transfer the payment to.
4. Check the box next to the check to be reversed.

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments Customer Inquiry

Date: 04/23/2024

Reference number: 1

Customer: Crystal's Restaurant (110701)

Action: Transfer payment

Check number:

Source ID:

Description: Transfer payment

Amount: 191.61

Transfer to: Brown's Garage (110801)

Select the payments to transfer:

	Date	Reference Number	Description	Amount
<input checked="" type="checkbox"/>	04/03/2024	6	Utility Payment	191.61-
<input type="checkbox"/>	03/23/2024	1	Utility Payment	186.54-

Customer

Customer number: 1.107.01

Name: Crystal's Restaurant

Address: 760 E Parkway
PO Box 375
Anycity WI 88888

Service address: 760 E Parkway

Account balance: .00

Balance due amount: .00 Date: 04/30/2024

Last payment amount: 191.61- Date: 04/03/2024

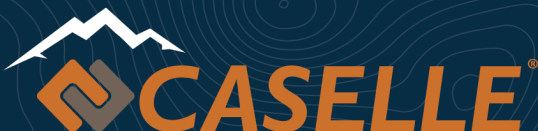
Reference Number	Customer Number	Description
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No manual GL entry is required because the amounts are moved within Utility Management and do not affect the Utility Cash Clearing Account.

Manual Adjustment

Manual Adjustment is used to adjust a partial payment. For example, if a payment is entered on one customer and it should have been split between two customers, manual adjustment is used to allocate the amount of the payment adjustment on each service to each customer.

1. In Enter Payment Adjustments, select the customer.
2. Select the action Manual adjustment
3. Enter the amount to adjust on each service.
4. Verify the amount in the Amount field is correct.
5. Repeat with the opposite sign for the second customer.



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Close [Icons] .00 [Icons]

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments Customer Inquiry

Date: 04/23/2024 [Calendar]

Reference number: 1

Customer: Crystal's Restaurant (110701) [ID]

Action: Manual adjustment [v]

Check number: []

Source ID: []

Description: Manual adjustment

Amount: 36.00- [Comments...]

Enter amounts to reallocate:

Service	Balance	Adjustment
Electric	.00	10.00-
Water	.00	8.00-
Sewer	.00	12.00-
Garbage	.00	6.00-
Miscellaneous	.00	.00
Shutoff	.00	.00
Sales Tax	.00	.00
Penalty	.00	.00

Customer

Customer number: 1.107.01

Name: Crystal's Restaurant

Address: 760 E Parkway
PO Box 375
Anycity WI 88888

Service address: 760 E Parkway

Account balance: .00

Balance due amount: .00 Date: 04/30/2024

Last payment amount: 191.61- Date: 04/03/2024

Reference Number	Customer Number	Description
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If Manual adjustment is being used to “transfer” a partial payment, a GL entry is not needed.

Refund Overpayment with Check on Demand

Refund Overpayment is used to refund a credit balance for a customer. It can interface with Check on Demand to seamlessly generate the check for the refund.

1. In Enter Payment Adjustments, select the customer.
2. Select the action Refund overpayment.
3. Check the box at the top of the services list or next to the services to refund. Only services that have a credit balance will be listed.
4. The refund amount can be adjusted on each service, if necessary.
5. Verify the Amount is not more than the Account balance.

Caselle Connect® > Utility Management > Customers > Enter Payment Adjustments

Caselle Connect® Enter Payment Adjustments Customer Inquiry

Date: 04/23/2024
Reference number: 1
Customer: Brown's Garage (110801)
Action: Refund overpayment
Check number:
Source ID:
Description: Refund overpayment
Amount: 319.30

Customer
Customer number: 1.108.01
Name: Brown's Garage
Address: 60 N Commerce Ave
Service address: Anycity WI 88888
Account balance: 319.30-
Balance due amount: * 319.30- Date: 04/30/2024
Last payment amount: 500.00- Date: 04/01/2024

Select services with credits to refund:

Service	Balance	Refund Amount
<input checked="" type="checkbox"/> Electric	184.66-	184.66
<input checked="" type="checkbox"/> Water	37.72-	37.72
<input checked="" type="checkbox"/> Sewer	30.08-	30.08
<input checked="" type="checkbox"/> Garbage	27.01-	27.01
<input checked="" type="checkbox"/> Yard Light	27.91-	27.91
<input checked="" type="checkbox"/> Sales Tax	11.92-	11.92

Comments...

Reference Number	Customer Number	Description
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6. Save and the Create Refund Check question will pop up.

Create Refund Check

? Okay to create a refund check for 319.30 ?

Yes No

7. Answer Yes and the Create Refund Check information will pop up.

Create Refund Check

Check

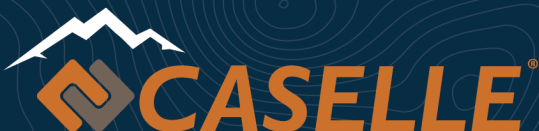
Customer number: 1.108.01
Name: Brown's Garage
Payee
Name: Brown's Garage
Secondary name:
Address line 1: 60 N Commerce Ave
Address line 2:
City: Anycity
State/Province: WI
Zip/Postal code: 88888 Delivery point:
Country/Region:
Telephone 1: 608-854-3455
Telephone 2:
Fax:
Email:

Check details

Description	Source	Amount
Refund overpayment	Elec	184.66
Refund overpayment	Water	37.72
Refund overpayment	Sewer	30.08
Refund overpayment	Garb	27.01
Refund overpayment	Yd Lt	27.91
Refund overpayment	S Tax	11.92
		319.30

Comment:

Help OK Cancel




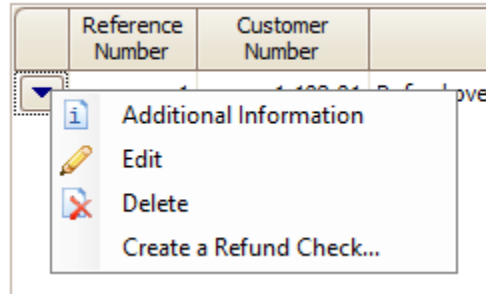
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8. The address can be changed, and a comment added, if necessary.

The expense account in check on demand will be the Utility Cash Clearing account.

Fixing Payment Adjustments

If a payment adjustment needs to be changed, click the  next to the payment and select the change to be made.



Edit will allow you to edit information on the Payment Adjustment.

Delete will delete the adjustment.

Create a Refund Check will be available if it was a refund overpayment and Check on Demand is available.