

Utility Billing – New User

Checklists

- Designed as a short cut to access popular items or reminders of next steps, Checklists are great for documenting standard operating procedures.

Caselle Connect® > System Management > Organization > Manage Checklists

Caselle Connect® Manage Checklists

View: Checklists I display

Checklist	Display	Modify
Payroll		
Payroll Year-end		
Property Tax Collection		
Utility Management		
Daily		
Enter Payments		
Enter Payment Adjust...		
Enter Billing Adjustme...		
Print Transaction Regi...		
Enter Final Bills		
Setup New Customers		
Enter Meter Changes		
Disconnect Services		
Reconnect Services		
Make address change...		
Monthly - at appropriate t...		
Period end		
Verify all payments ha...		
Calculate Automatic Bi...		
Calculate Penalty Billin...		
Print Billing Register		
Review register and ...		
Run Checkout		
If needed, Recalculate		
Print Utility Bills		
Correct and reprint in...		

Settings Notes

Checklist: Utility Management
Group: Period end
Task description: Print Utility Bills

☒ Require this task

Action: Run a menu item

[Run Utility Bills in Utility Management](#)

Definition: Utility Bills - by Zip Code and Mail Route - Active Customers

Notifications:

Attachments:

Customer Inquiry

- Under settings, you can control the default tab when opening inquiry. Most clients choose Compare, Transactions or Meters.
- The little black down arrow by the printer allows you to print customer history, screen shot, or grid print.
- The pencil and paper will direct link you to modify the customer you are on.
- Close the tab you are on with the red x on the tab or the close in the upper left.
- Notice the path of cookie crumbs to show you where you are and how you got there.

File Edit Search Filters Settings Period Other Document Management Zoom Help

Close 08/31/2022

Caselle Connect® > Utility Management > Customers > Customer Inquiry

Caselle Connect® Customer Inquiry

Customer: 20.00 FERRELL, FIONA 1200 MAIN ST Account balance: 189.62
 1045 WATER ST Balance due: 08/20/2022 189.62
 20 608-867-5309 MADISON WI 53711 Last payment: 07/14/2022 183.79-

Display Compare History Transactions Customer Services Location Meters Backflow Contracts Loans Certification Credit History Supplemental

Detail Billed Usage Chart Billed Amount Chart Billing Chart

	08/31/2022	07/31/2022	06/30/2022	05/31/2022	04/30/2022	03/31/2022	02/28/2022	01/31/2022	08/31/2021
WATER CONSUMPTION	.00	4.70	.00	9.40	23.50	18.80	42.30	51.70	23.50
WATER CONSUMPTION usage	0	1	0	2	5	4	9	11	5
WATER BASE	.00	26.50	26.50	26.50	26.50	26.50	26.50	26.50	26.50
SEWER CONSUMPTION NON-R...	.00	3.10	.00	6.20	15.50	12.40	27.90	31.35	14.25
SEWER BASE	.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00	25.00
FIRE PROTECTION PUBLIC_MTR	.00	36.00	36.00	36.00	36.00	36.00	36.00	36.00	36.00
STORM SEWER	.00	94.32	94.32	94.32	94.32	94.32	94.32	94.32	94.32
MISCELLANEOUS WATER	.00	.00	.00	.00	.00	.00	.00	.00	.00
WATER PENALTY	.00	.00	.36	.00	.00	.00	.00	.00	.00
SEWER PENALTY	.00	.00	.31	.00	.00	.00	.00	.00	.00
STORM SEWER PENALTY	.00	.00	.94	.00	.00	.00	.00	.00	.00
FIRE PENALTY	.00	.00	.36	.00	.00	.00	.00	.00	.00
Total charges	.00	189.62	183.79	197.42	220.82	213.02	252.02	264.87	219.57
Previous balance	189.62	183.79	197.42	202.82	213.02	252.02	264.87	310.17	196.92
Payments	.00	183.79-	197.42-	202.82-	231.02-	252.02-	264.87-	310.17-	196.92-
Adjustments	.00	.00	.00	.00	.00	.00	.00	.00	.00

Display _____

☒ Amounts

☒ Usages

☐ Payment detail

☐ Adjustment detail

Summarize by _____

☐ Detail

☒ Service

☐ Service category

189.62 189.62 183.79 197.42 202.82 213.02 252.02 264.87 219.57

- Each customer has tabs available by default:
- Display shows current period activity
- Compare is a nice synopsis over time of usage and charges and payments
- History is a succinct billing vs payment list
- Transactions shows every charge or adjustment or payment and can be sorted and summarized

Caselle Connect®

Customer Inquiry

Customer:

Customer

1

of 15652

20.00

FERRELL, FIONA

1200 MAIN ST

1045 WATER ST

20

608-867-5309

MADISON WI 53711

Account balance:

Balance due:

Last payment:

189.62

08/20/2022

07/14/2022

189.62

183.79-

Display

Compare

History

Transactions

Customer

Services

Location

Meters

Backflow

Contracts

Loans

Certification

Credit History

Supplemental

Detail

Balance by Service Chart

Date	Description	Amount	Balance		Service	Amount
11/30/2021	Billings	221.62	221.62	↑	WATER CONSUMPTION	4.70
12/31/2021	Payments	221.62-	.00		WATER BASE	26.50
12/31/2021	Billings	310.17	310.17		SEWER CONSUMPTION NON...	3.10
01/31/2022	Payments	310.17-	.00		SEWER BASE	25.00
01/31/2022	Billings	264.87	264.87		FIRE PROTECTION PUBLIC_...	36.00
02/28/2022	Payments	264.87-	.00		STORM SEWER	94.32
02/28/2022	Billings	252.02	252.02		MISCELLANEOUS WATER	.00
03/31/2022	Payments	252.02-	.00		WATER PENALTY	.00
03/31/2022	Billings	213.02	213.02		SEWER PENALTY	.00
04/30/2022	Payments	231.02-	18.00-		STORM SEWER PENALTY	.00
04/30/2022	Billings	220.82	202.82		FIRE PENALTY	.00
05/31/2022	Payments	202.82-	.00			
05/31/2022	Billings	197.42	197.42			
06/30/2022	Payments	197.42-	.00			
06/30/2022	Billings	183.79	183.79			
07/31/2022	Payments	183.79-	.00			
07/31/2022	Billings	189.62	189.62			
08/31/2022	Payments	.00	189.62			
08/31/2022	Billings	.00	189.62			
						189.62

08/31/2022	07/31/2022	06/30/2022	05/31/2022	04/30/2022	03/31/2022	02/28/2022	01/31/2022	12/31/2021	11/30/2021	10/31/2021	09/30/2021	Balance	
.00	189.62	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	189.62	

The transactions tab also allows you to click on the blue "i" or double click the transaction to see greater detail including rate, quantity, GL information, calculation breakdowns, user and date fields.

Transaction Detail

Customer number: 20.00

Refund check status:

Name: FERRELL, FIONA

General Ledger accounts

Date: 07/31/2022 Rotation/Period: 202207

Debit account number: 65013111012

Type: Billing

Credit account number: 65046446121

Updated: Yes

NSF General Ledger accounts

Adjustment type:

Debit account number:

Description: Import Readings

Credit account number:

Reference number: 4285 Sequence number: 1

Updated: No

Statement description:

Comments:

Service: WATER CONSUMPTION

Usage calculation:

Quantity: 1

Level 1: 1 @ 4.7 = 4.70

Quantity billed: 1

Amount:

Rate: 1013 (WATER CONS - COM 1 INCH)

Level 1: 1 @ 4.7 = 4.70

Check number:

Source ID:

Final bill: No

Manual: No

Created by:

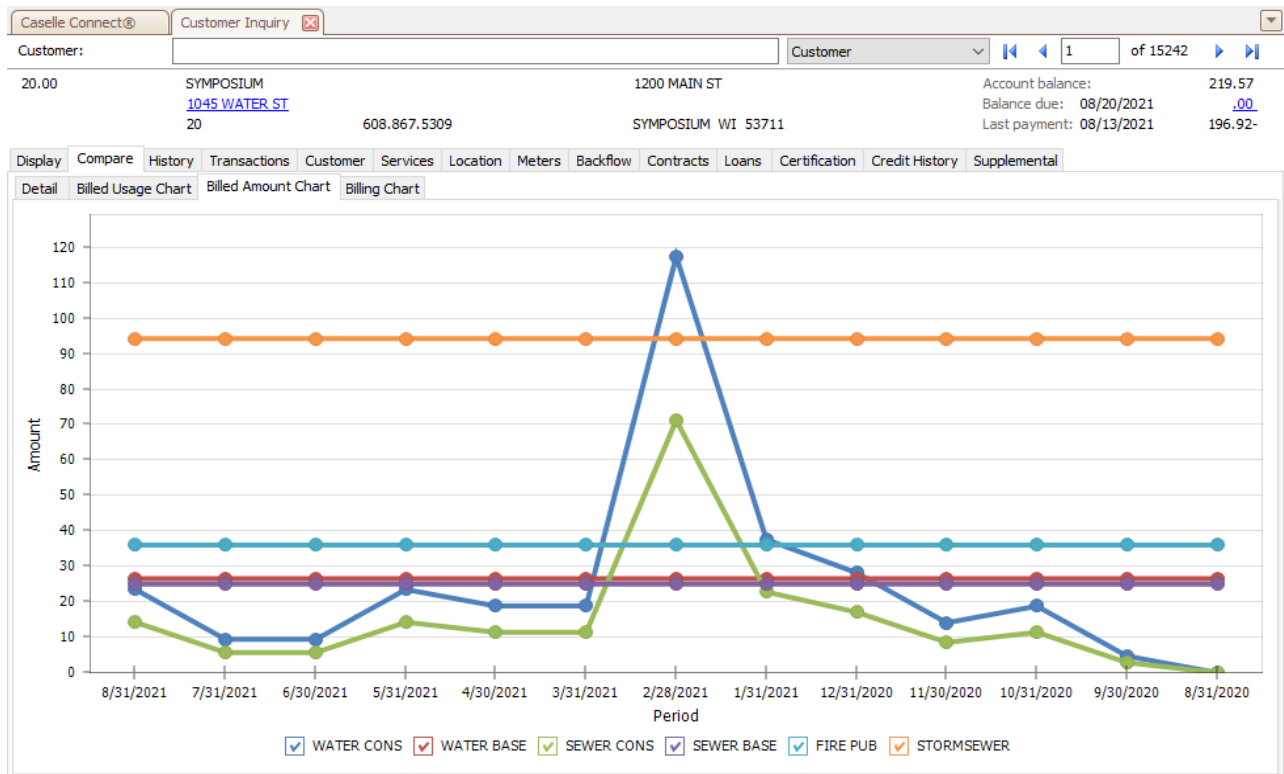
Date: 07/22/2022 10:48 AM

Last modified by:

Date: 07/22/2022 10:48 AM

Close

The Display, Compare and History tabs allow for graphic representation of usage, billed amounts and payments.



- Customer tab opens up a separate subset of tabs:
- Customer 1 is mailing and contact information as well as codes and alerts
- Customer 2 is additional information on statements
- Equal Pay shows their last calculated information
- Alternate Mailing shows the date and address for forwarding mail
- Additional Fields contains User Defined Fields
- Deposits, Assistance and Direct Pay are all information on those options
- Attachments allows you to enter a path to a saved shared document on your network
- Collection Comments are recommended for any notes money related
- Notes

Caselle Connect® Customer Inquiry

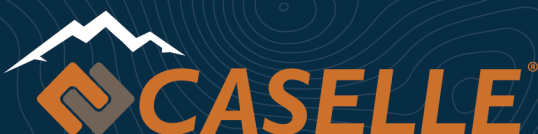
Customer: Customer 1 of 15242

20.00 SYMPOSIUM 1200 MAIN ST Account balance: 219.57
[1045 WATER ST](#) Balance due: 08/20/2021 .00
 20 608.867.5309 SYMPOSIUM WI 53711 Last payment: 08/13/2021 196.92-

Display Compare History Transactions Customer Services Location Meters Backflow Contracts Loans Certification Credit History Supplemental

Customer 1 Customer 2 Equal Pay Alternate Mailing Additional Fields Deposits Assistance Direct Pay Attachments Collection Comments Notes

Customer number: 20.00 Master contact: None
 Name: SYMPOSIUM Cosigner: None
 Secondary name: Address line 1: 1200 MAIN ST Landlord: None
 Address line 2: City: SYMPOSIUM Title company: None
 State/Province: WI Cycle: 1
 Zip/Postal code: 53711 Customer type: COMMERCIAL
 Country/Region: Delivery point: Group: None
 Mail route: Collection code: None
 Attention: Connect date: 12/23/1991
 Telephone 1: 608.867.5309 Final bill date:
 Telephone 2: 555.555.5555 Final bill reason:
 Fax: Alert message:
 Email:
 DL number:
 Secondary DL number:
 SSN:
 Secondary SSN:



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

Navigating Customer Changes

Caselle Connect® > Utility Management > Customers

Customers

Tasks	Related Reports	Miscellaneous
<ul style="list-style-type: none">Calculate Automatic BillingsCalculate Penalty BillingsDisconnect ServicesEnter Billing AdjustmentsEnter DepositsEnter Final BillsEnter Manual BillingsEnter Payment AdjustmentsEnter PaymentsManage DepositsModify Existing CustomersReconnect ServicesSetup ContractsSetup LoansSetup New CustomersTransfer Balances between AccountsWrite-off Account Balances	<ul style="list-style-type: none">Aging ReportBilling Exception ReportBilling RegisterBilling Register (old)Customer HistoryDelinquent List/NoticesDeposit RegisterShutoff List/NoticesTransaction RegisterUtility BillsView All Reports	<ul style="list-style-type: none">Activate ACH PaymentsAutomatically Apply Deposits/InterestBatch Add/Delete ServicesCalculate AveragesCalculate Credit Calculation AveragesCalculate Equal Pay AmountsCancel Final BillsChange Customer NumbersCheckoutCreate ACH FileCustomer InquiryDelete Inactive CustomersExport Mailing Address InformationImport AdjustmentsReallocate Credit Service BalancesRecalculateUpdate Electronic PaymentsUpdate Mailing Address Information

Enter Payments

If you do not have the Cash Receipting module, you will enter payments in this location. All payments can be modified or deleted until the cycle is closed

Caselle Connect® > Utility Management > Customers > Enter Payments

Close [Icons] .00 [Icons]

Caselle Connect® Check Inquiry Enter Assistance Assistance Register Delinquent List/Notices Enter Payments

Date: 04/09/2024 [Calendar]

Reference number: 1

Customer: bates, William S. (214901) [ID Icon]

Check number: [Field]

Source ID: [Field]

Description: Payment

Amount: 72.79 [Comments...]

Allocations:

Service	Balance	Allocated

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: 149.42

Balance due: 72.79 Balance due date: 04/30/2024

Last payment: 53.93- Last payment date: 03/23/2024

Reference Number	Customer Number	Name	Amount

Enter Billing Adjustments

- A billing adjustment is done to correct something that was billed in a previous period, or to adjust a current billing with an audit trail, like removing a penalty.
- It is important to adjust the correct service(s) so that the General Ledger is updated correctly.
- Also key is to make sure you are using the correct sign. Entering a \$2.00 adjustment will INCREASE a balance. Entering a -\$2.00 adjustment will DECREASE a balance.
- It is a good idea to add notes to the account as to why you adjusted their balance, and often print a transaction report to document the reason for auditors.

Close

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

Caselle Connect® Check Inquiry Enter Assistance Assistance Register Delinquent List/Notices Enter Billing Adjustments

Date: 04/09/2024

Reference number: 1

Customer: baker, Brent (310301)

Source ID:

Description: Billed wrong amount

Amount: 50.00-

Customer information

Customer number: 3.103.01
Name: Baker, Brent
Address: 1502 Village Road
Unit #3
Anycity WI 88888
Service address: 1502 Village Road
Account balance: .00
Balance due: .00 Balance due date: 04/30/2024
Last payment: .00 Last payment date:

Allocations:

	Service	Balance	Allocated
	Electric	.00	.00
	Water	.00	20.00-
	Sewer	.00	30.00-
	Garbage	.00	.00
	Yard Light	.00	.00
	Miscellaneous	.00	.00
	Shutoff	.00	.00
	Sales Tax	.00	.00
	Penalty	.00	.00

Reference Number	Customer Number	Name	Amount
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Enter Payment Adjustments

- Manual Adjustment – to manually adjust a service with an increase or decrease to the balance
- NSF Check – use this option to remove a payment from an account related to a returned check
- Refund overpayment – the account must have a credit, a check will still need to be cut
- Reverse payment – choose the payment you are reversing, not often used with NSF option available
- Transfer Payment – most common if a payment is misapplied
- It is important to adjust the correct service(s) so that the General Ledger is updated correctly.
- Also key is to make sure you are using the correct sign. Entering a \$2.00 adjustment will INCREASE a balance. Entering a -\$2.00 adjustment will DECREASE a balance.
- It is a good idea to add notes to the account as to why you adjusted their balance, and often print a transaction report to document the reason for auditors.

Close

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

Caselle Connect® Enter Payment Adjustments

Date: 08/30/2021

Reference number: 1

Customer: SYMPOSIUM (2000)

Action: Reverse payment

Check number:

Source ID:

Description: Reverse payment

Amount: .00

Comments...

Customer

Customer number: 20.00

Name: SYMPOSIUM

Address: 1200 MAIN ST

Service address: SYMPOSIUM WI 53711

1045 WATER ST

Account balance: 219.57

Balance due amount: .00 Date: 08/20/2021

Last payment amount: 196.92- Date: 08/13/2021

Select the payments to reverse:

	Date	Reference Number	Description	Amount
<input type="checkbox"/>	08/13/2021	47	UTILITY PAYMENT	196.92-
<input type="checkbox"/>	07/19/2021	143	UTILITY PAYMENT	196.92-
<input type="checkbox"/>	06/17/2021	61	UTILITY PAYMENT	219.57-
<input type="checkbox"/>	05/10/2021	35	UTILITY PAYMENT	212.02-
<input type="checkbox"/>	04/12/2021	191	UTILITY PAYMENT	212.02-
<input type="checkbox"/>	03/08/2021	115	UTILITY PAYMENT	370.57-
<input type="checkbox"/>	02/11/2021	50	UTILITY PAYMENT	242.22-
<input type="checkbox"/>	01/07/2021	200	UTILITY PAYMENT	227.12-
<input type="checkbox"/>	12/02/2020	92	UTILITY PAYMENT	204.47-
<input type="checkbox"/>	11/30/2020	29	UTILITY PAYMENT	212.02-
<input type="checkbox"/>	10/13/2020	6	UTILITY PAYMENT	189.37-
<input type="checkbox"/>	09/09/2020	155	UTILITY PAYMENT	181.82-
<input type="checkbox"/>	08/13/2020	18	UTILITY PAYMENT	181.82-
<input type="checkbox"/>	07/15/2020	32	UTILITY PAYMENT	181.82-
<input type="checkbox"/>	06/11/2020	53	UTILITY PAYMENT	189.37-
<input type="checkbox"/>	05/08/2020	45	UTILITY PAYMENT	189.37-

Reference Number	Customer Number	Description	Amount
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.00

Write-Off Account Balances

- To set an account to zero balance, you can write off the balance or amount you're allowed. Your rates and services are set up with general ledger accounts for this purpose.

Close

Caselle Connect® > Utility Management > Customers > Write-off Account Balances

Caselle Connect® Check Inquiry Enter Assistance Assistance Register Delinquent List/Notices Enter Billing Adjustments Write-off Account Balances

Date: 04/17/2024

Reference number: 1

Customer: bates, William S. (214901)

Source ID:

Description:

Amount: 149.42-

Allocations:

Service	Balance	Allocated
Electric	.00	.00
Water	34.60	34.60-
Sewer	18.00	18.00-
Garbage	15.00	15.00-
Miscellaneous	25.00	25.00-
NSF Fees	.00	.00
Shutoff	50.00	50.00-
Sales Tax	2.69	2.69-
Penalty	4.13	4.13-

Customer information

Customer number: 2.149.01

Name: Bates, William S.

Address: 733 Palisades Dr
Anydy WI 88888

Service address: 733 Palisades Dr

Account balance: 149.42

Balance due: 72.79 Balance due date: 04/30/2024

Last payment: 53.93- Last payment date: 03/23/2024

Reference Number	Customer Number	Name	Amount
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Enter Final Bills (often called termination)

When entering a final bill, or on Modify an Existing Customer, you can set up an alternate mailing address. Often used for snow bird scenarios, you can set the alternate address to be in use. You can set it with a through date or leave blank if indefinite. However, if you check the box, you must provide an address or you will print a bill with no address. The alternate address will remain available after the time until date to make turning it back on easier.

The screenshot displays the 'Enter Final Bills' window in the Caselle Connect software. The window has a menu bar (File, Inquiry, Maintenance, Other, Zoom, Help) and a toolbar. The breadcrumb trail shows 'Caselle Connect® > Utility Management > Customers > Enter Final Bills'. The main form includes fields for 'Customer' (2000), 'Estimated final bill' (unchecked), 'Final bill date' (08/30/2021), and 'Reason'. Below these are buttons for 'Create final billings' (Metered..., Automatic..., Manual...). A table titled 'Deposits Applied' shows columns for Service, Deposit Amount, Interest Accrued, Apply, and Refund, with values .00, .00, .00, and .00. There are checkboxes for 'Create vacant account', 'Transfer to customer number', and 'Refund credit balance', along with a 'Title company' field. A 'Customer information' panel on the right shows details for customer 20.00, including Name (SYMPOSIUM), Address (1200 MAIN ST, SYMPOSIUM WI 53711), Service address (1045 WATER ST), and Account balance (219.57). A 'Modify Mailing Address' dialog box is open in the foreground, showing fields for Customer number (20.00), Name (SYMPOSIUM), Secondary name, Address line 1 (1200 MAIN ST), Address line 2, City (SYMPOSIUM), State/Province (WI), Zip/Postal code (53711), Delivery point, Country/Region, Mail route, Attention, Telephone 1 (608.867.5309), and Telephone 2 (555.555.5555). The dialog also has an 'Alternate mailing address' section with a checkbox 'Use as the default mailing address until:' and fields for Address line 1, Address line 2, City, State/Province, Zip/Postal code, Delivery point, Country/Region, Mail route, Telephone 1, and Telephone 2. The dialog has 'Help', 'OK', and 'Cancel' buttons.

Continue to enter through fields for meter reading. Using the ENTER key is essential as it guides you through Metering and Automatic Billing.

If you wish to make manual changes – select the manual button and edit as needed.

On the left, you also get the ability to apply or refund deposits, if applicable. You can also transfer the balance to a different account, if it's a credit.

Once you have reached this step you have five options:

- Print Final Bill - you can choose your form and number of copies
- Edit – will take you back to choose to change the quantity or amount similar to manual billing
- Save – will save this final but not take you to set up a new account
- Save/Setup New – recommended to set up new account right away, often in New Resident/Current Owner if the new information is not available
- Abort Final Bill – will abort like it never happened, often done to estimate a final for a closing

Close | 60 | ? | ?

Caselle Connect® > Utility Management > Customers > Calculate Automatic Billings

Caselle Connect® Enter Final Bills Calculate Automatic Billings

Calculating automatic billings

Cancel

Customer Number	Name	Service	Amount	Comment
20.00	SYMPOSIUM	WATER BASE	35.90	Part
20.00	SYMPOSIUM	SEWER CONSUMPTION NON-RESIDENT	14.25	
20.00	SYMPOSIUM	SEWER BASE	33.87	Part
20.00	SYMPOSIUM	FIRE PROTECTION PUBLIC_MTR	48.77	Part
20.00	SYMPOSIUM	STORM SEWER	127.79	Part

Final Bill

Print Final Bill... Edit Save Save / Setup New Abort Final Bill

Total billed: 260.58

There is a step under Customers called Cancel Final Bill. This can be used if a closing is cancelled. You can cancel as long as you are in the SAME period the final was completed in. It will leave the new account that can be left, set to inactive, or deleted if there are no transactions.)

When setting up a new customer, it is the same screen from a final as it is from the menu. You want to copy from the previous customer ONLY if there was a previous customer. Using a customer from another location will pull in bad meter and location data.

When setting up a new customer on a new property, you will have to determine your customer number before this step. Then make sure you are not copying.

If this is a move in/move out and it's going back into the OWNER's name, make sure you check the Owner Account box as well as leaving the Cosigner filled in. This will activate the cosigner trigger and fill in their information for you.

Caselle Connect® > Utility Management > Customers > Setup New Customers

Caselle Connect® Enter Final Bills Setup New Customers

Customer Location Meters Billing Services Deposits Collection Comments Notes

☒ Copy from previous customer: 2000 (SYMPOSIUM)

Customer number: 2001

Name: FERRELL, P

Connect date: 08/30/2021

Address line 1: 123 MAIN ST

Address line 2:

City: MADISON

State/Province: WI

Zip/Postal code: 53711 Delivery point:

Mail route:

Cosigner:

☐ Owner Account

Customer type: COMMERCIAL

Telephone 1:

Telephone 2:

DL number:

Secondary DL number:

Social Security number:



Secondary Social Security number:

Email:























MobileHomePark:

Customer: 20.01 (FERRELL, P)
Service address: 1045 WATER ST

Meters:

	Meter ID	Service	Reading
 	16456205	WATER CONSUMPTION	1732

Billing services:

	Description	Rate	Meter ID
 	WATER CONSUMPTION	1013	16456205
 	WATER BASE	1513	
 	SEWER CONSUMPTION NON-RESIDENT	4211	
 	SEWER BASE	4513	
 	FIRE PROTECTION PUBLIC_MTR	6003	
 	STORM SEWER	6411	
 	MISCELLANEOUS WATER	7401	
 	WATER PENALTY	9001	
 	SEWER PENALTY	9201	
 	STORM SEWER PENALTY	9401	
 	FIRE PENALTY	9601	

Deposits:

	Service	Pending	Amount
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Enter Location, Meter, Billing Services, Deposits and Notes as needed and configured.

If the meter was from the old account, this information will carry over. On a new account, you will need this data. These fields are made available by the Action Code you choose. The below screen is from Enter Meter Activity – where you will do Installs and Replacements, etc of meters. Remember to press enter after choosing your Action Code.

Caselle Connect® > Utility Management > Meters > Enter Meter Activity

Caselle Connect® Enter Meter Activity

Customer:	20.00	
Customer name:	SYMPOSIUM	
Service address:	1045 WATER ST	
Action code:	WATER Replace Meter	
Old meter ID:	16456205	
Removal date:	<input type="text"/>	
Prior reading:	<input type="text"/>	
Removal reading:	<input type="text"/>	
Usage:	<input type="text"/>	
Register dials 1:	0	
Meter size:	<input type="text"/>	
EMR code:	<input type="text"/>	
EMR ID:	<input type="text"/>	
Manufacturer:	<input type="text"/>	
Meter location:	<input type="text"/>	
Multiplier:	.0000	
Read route:	0	
Read sequence:	0	
Other ID:	<input type="text"/>	
Meter Type:	<input type="text"/>	
Old meter status:	Inventory	
New meter ID:	<input type="text"/>	
Install date:	<input type="text"/>	
Install reading:	<input type="text"/>	

Modify Existing Customers

- To make any changes to an account, other than Notes/Comments, you must be in Modify. There are several field types:
- Locked fields are grayed out and you cannot change them, like Customer Number.
- Editable text fields are white, like Name.
- Dropdown fields have small arrows to choose from. Cosigner has a small choice arrow, and a larger arrow to allow you to add new ones.
- An alert message will appear upon pulling up the customer in Inquiry and Cash Receipting if you have indicated you want it to alert

Caselle Connect® Modify Existing Customers

Customer: [] Customer [] 1 of 15242

Customer: 20.00 (SYMPOSIUM) Location: 1045 WATER ST (20)

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

Customer 1 Customer 2 Alternate Mailing

Customer number: 2000

Name: SYMPOSIUM

Secondary name:

Address line 1: 1200 MAIN ST

Address line 2:

City: SYMPOSIUM

State/Province: WI

Zip/Postal code: 53711 Delivery point:

Country/Region:

Mail route:

Attention:

Telephone 1: 608.867.5309

Telephone 2: 555.555.5555

Fax:

Email:

DL number:

Secondary DL number:

SSN:

Secondary SSN:

Service address: 1045 WATER ST

Master contact:

Cosigner:

Landlord:

Title company:

Cycle: 1

Customer type: COMMERCIAL

Group: None

Collection code: None

Connect date: 12/23/1991

Final bill date:

Final bill reason:

Alert message:

Modify Existing Customers

- The Services tab does create sub tabs. These are important for changing rates, meter constructs, units, tax exemptions and service dates among other things.
- You can add services to the account with the green plus sign in the middle. Please do not delete existing

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

Caselle Connect® Modify Existing Customers

Customer: [] Customer [] 1 of 15242

Customer: 20.00 (SYMPOSIUM) Location: 1045 WATER ST (20)

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

Description

- WATER CONSUMPTION
- WATER BASE
- SEWER CONSUMPTION NON-RESIDENT
- SEWER BASE
- FIRE PROTECTION PUBLIC_MTR
- STORM SEWER
- MISCELLANEOUS WATER
- WATER PENALTY
- SEWER PENALTY
- STORM SEWER PENALTY
- FIRE PENALTY

Service Consolidated Billing Meter Conservation Notes

Rate: 1013 (WATER CONS - COM 1 INCH)

Frequency: MONTHLY

Unit/Shares: 0

Quantity: 0 ☐ Use other service

Quantity based on: [] Select...

Credit calculation average: 0 ☐ Use credit calculation

Minimum amount: .00

Connect date: 12/23/1991

Temporary disconnect date: []

Final disconnect date: []

Abbreviation 1: WATER CONS

Abbreviation 2: WAC

Discount: 0 %

Tax exempt: 0 %

Deposit interest rate: 0

Equal pay []

Amount: .00

Calculation date: []

Penalties

- Before running penalties, make sure all payments are entered and updated. You should also run the Reallocate Credit Balance routine.

Caselle Connect® > Utility Management > Customers > Reallocate Credit Service Balances

Caselle Connect® Reallocate Credit Service...

Services to check for credit balances:

- GARBAGE
- INDUSTRIAL PRETREATMENT
- MISCELLANEOUS WATER
- MISCELLANEOUS SEWER
- WATER PENALTY
- SEWER PENALTY
- STORM SEWER PENALTY
- FIRE PENALTY
- GARBAGE PENALTY
- WATER TAX CERT
- SEWER TAX CERT
- STORM TAX CERT
- FIRE TAX CERT
- GARBAGE TAX CERT

Services to apply credit to:

- GARBAGE
- INDUSTRIAL PRETREATMENT
- MISCELLANEOUS WATER
- MISCELLANEOUS SEWER
- WATER PENALTY
- SEWER PENALTY
- STORM SEWER PENALTY
- FIRE PENALTY
- GARBAGE PENALTY
- WATER TAX CERT
- SEWER TAX CERT
- STORM TAX CERT
- FIRE TAX CERT
- GARBAGE TAX CERT

☐ Print report only

District:

Cycle:

Reallocate as of: 08/30/2021

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field

Service	Old Allocation	New Allocation	Difference
WATER CONSUMPTION	76,098.33	76,115.89	17.56
WATER BASE	25,297.07	25,299.00	1.93
FIRE TAX CERT		134.77	134.77
GARBAGE TAX CERT		2.51	2.51
	276,718.99	276,718.99	.00

- Ensure that you have the right parameters for groups, types, services and date. If penalties run incorrectly, you can check to replace them. You also have control to include/exclude payments after a certain date, or partially paid accounts. If there are accounts that should never receive a penalty, you can also modify the selection criteria. Then hit GO in the upper right of the screen.

Caselle Connect® > Utility Management > Customers > Calculate Penalty Billings

Caselle Connect® Calculate Penalty Billings

Customer numbers: All Values...

District: All

Cycle: All

Groups:

Customer types:

- COMMERCIAL
- FIRE PROTECTION
- INDUSTRIAL
- MULTI-UNIT
- None
- PUBLIC AUTH
- RESIDENTIAL

☒ Calculate penalty on standard payment customers
☐ Calculate penalty on equal pay customers
☐ Replace existing penalty billings
☐ Replace existing manual penalty billings
☒ Display billing detail

Billing date: 08/31/2021

Penalty services:

- FIRE PENALTY
- GARBAGE PENALTY
- WATER TAX CERT
- SEWER TAX CERT
- STORM TAX CERT
- FIRE TAX CERT
- GARBAGE TAX CERT

Penalty level:

☐ Check assistance service balances

Payment options

☒ Include all payments
☐ Only include payments through:
☒ Bill penalty on customers with payments in the current period

Selection criteria:

Column	Value	Test
--------	-------	------

After penalties are run, run the Billing Register – Penalty Register. This is a good report to make sure the accounts you expected were penalized and the total is roughly what you expect.

Caselle Connect® > Utility Management > Customers > Billing Register

Caselle Connect® Billing Register

Definition: Billing Register - Penalty Register Filter: All 9 of 19

Report Options Additional Options Columns Print Settings

Report dates

From: 08/01/2021 To: 08/31/2021

Advanced options...

Transaction types:

Type
<input checked="" type="checkbox"/> Billing
<input checked="" type="checkbox"/> Billing Adjustment
<input type="checkbox"/> Contract Adjustment
<input type="checkbox"/> Contract Billing
<input type="checkbox"/> Write Off

☐ Print only final billings
☐ Print only manual billings
☒ Print only customers with service amounts
☐ Include quantity columns for non-metered services
☐ Summarize by service category
☐ Process each period separately

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	{Current cycle}	Entire field

Report order:

Section: Main

Column	Sort	Title	Total	Line	Page	Use
Customer.Customer number	Ascending					Entire field

Report sections:

Section	Print	Headings	Detail	Totals	Line	Page
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Meters

- Create the Meter Reading File as needed, including which routes, groups and customer types. To the right of the page, make sure the path is accurate. The bottom right usually remains as is: Current Period, do not include Final billed or Disconnected customers. Hit GO in the upper right hand corner. You can re-run the creating the meter file without hurting anything in Caselle, if needed.

Caselle Connect® > Utility Management > Meters > Create Meter Reading File

Caselle Connect® Create Meter Reading File

Order by

☐ Customer number

Customer numbers: All

☒ Reading sequence

Read routes: All

Read sequences: All

District:

Cycle: All

Groups:

Customer types: COMMERCIAL
FIRE PROTECTION
INDUSTRIAL
MULTI-UNIT
None
PUBLIC AUTH
RESIDENTIAL

Export file name: R:\Beacon\Export\import.dat

Services: WATER CONSUMPTION
WATER IRRIGATION CONSUMPTION
SEWER DEDUCT CONSUMPTION
SEWER METERED CONSUMPTION

Period: Current period

Export format: Beacon

☐ Include final billed customers

☐ Include disconnected services

☐ Include customers not subject to bill this frequency

Selection criteria:

Column	Value	Test

- Import the file(s) as available. Include final billed customers and disconnected services. Most clients choose to create billing transactions as this time but it is optional and can be run later.

Close | 60 | ? | ?

Caselle Connect® > Utility Management > Meters > Import Meter Readings

Caselle Connect® Import Meter Readings

Import file name: R:\Beacon\Import\export.dat Browse...

Services: WATER CONSUMPTION
WATER IRRIGATION CONSUMPTION
SEWER DEDUCT CONSUMPTION
SEWER METERED CONSUMPTION

Period: Current period

Import format: Beacon

☒ Create billing transactions
Billing date: 08/31/2021

☒ Assume meter rollovers when the current read is less than the prior read

Cost adjustments:

Service	Factor

Customer numbers: All Values...

District:

Cycle: All

Groups:

Customer types: COMMERCIAL
FIRE PROTECTION
INDUSTRIAL
MULTI-UNIT
None
PUBLIC AUTH
RESIDENTIAL

☒ Include final billed customers
☒ Include disconnected services

- If you have manual reads to enter, go to Enter Manual Reading, set your reading date and select single mode if it's a few. If you are reading an entire route manually, batch mode will be easier.

Meter Reading Options

General Cost Adjustment Factors

Reading date: 08/30/2021

Billing date: 08/31/2021

Period: Current period

Services: WATER CONSUMPTION
WATER IRRIGATION CONSUMPTION
SEWER DEDUCT CONSUMPTION
SEWER METERED CONSUMPTION

District:

Cycle: All

Groups:

Order by

☒ Customer number
Customer numbers: All

☐ Reading sequence
Read routes: All
Read sequences: All

Entry mode

☐ Batch mode
☒ Single mode

☒ Create billing transactions
☒ Beep when additional registers exist

Help OK Cancel

- Enter the customer number, read date and read. The system will calculate the other fields. You can edit them by clicking on them if necessary. In single mode, the list of reads will grow as you read more accounts.

Caselle Connect® > Utility Management > Meters > Enter Meter Readings

Caselle Connect® Enter Meter Readings

Customer number: 2000 Name: SYMPOSIUM
 Reading date: 08/30/2021 Service address: 1045 WATER ST
 Service: WATER CONS Meter ID: 16456205

Prior Reading	Per	Reader Comment	Read	Multiplier	Usage	Amount	Status
07/19/2021	1727	1		1.0000		0	

Customer Number	Service	Reader Comment	Register	Read	Multiplier	Usage	Amount	Status
20.00	WAC		Reading					

- Meter Reading Proof Report is recommended for running across the entire read base. Many clients export to excel for ease of reading if they have a large set of data to look at. It will show past and current read, usage and amounts.

Caselle Connect® > Utility Management > Meters > Meter Reading Proof Report

Caselle Connect® Meter Reading Proof Report

Title: Meter Reading Proof Report - Meter Proof Report Download to Excel ☒ Default report 2 of 8

Report Options Columns Sections Print Settings

Report dates: 08/31/2021 Advanced options...

Selected services:

- WATER CONSUMPTION
- WATER IRRIGATION CONSUMPTION
- SEWER DEDUCT CONSUMPTION
- SEWER METERED CONSUMPTION

☐ Page between routes

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	All	Entire field
Group Code.Group code	All	Entire field

Order by:

☒ Customer number
 Customer numbers: All

☐ Reading sequence
 Read routes: All
 Read sequences: All

If you are exporting to Excel, on the Print Settings tab, deselect Print and choose Export. Use the browse button to select a path to save your file and give it a name with a file extension of .csv. You will also want to make sure you check List one record per line and Include column headings.

Caselle Connect® > Utility Management > Meters > Meter Reading Proof Report

Caselle Connect® Meter Reading Proof Report

Title: Meter Reading Proof Report - Meter Proof Report Download to Excel [v] [x] Default report

Report Options Columns Sections **Print Settings**

Output options: ☐ Print ☐ Save as ☒ Export ☐ Send to Document Management ☐ Close program after printing

Print Save As / Export

Save options

Save as type: PDF Characters per inch: 17

File name: Browse...

Variables: {Counter} Insert variable

Export options

File name: M:\2015\February 2015\METER READING PROOF REPORT 10 24 14.csv Browse...

Variables: {Counter} Insert variable Field delimiter: , Surround character: *

☐ List one field per line ☒ List one record per line End of field: End of record:

☐ Include page header ☒ Include column headings ☐ Include page footer

☐ Include selection criteria ☐ Include totals ☐ Include page breaks

Symposium Meter Reading Proof Report Page: 1
Period Date: 08/31/2021 Aug 30, 2021 03:12PM
Customer Number Order

Report Criteria:
Customer.Customer number = 2000-10000

Customer Number	Name	Service	Register Title	Read Code	Read Desc	Prior Read	Current Read	Current Usage	Multiplier	Amount	Msg
20.00	SYMPOSIUM	WATER CON	Reading			1,727	0	0	1.0000	.00	
30.00	ST THOMAS AQUINAS AC	WATER CON	Reading			4,796	4,801	5	1.0000	23.50	
40.01	VILLAGE ON WATER APT	WATER CON	Reading			1,484	1,505	21	1.0000	98.70	
45.00	VILLAGE ON WATER APT	WATER CON	Reading			3,368	3,405	37	1.0000	168.95	
50.01	VILLAGE ON WATER LLC	WATER CON	Reading			3,278	3,339	61	1.0000	270.95	
55.01	VILLAGE ON WATER APT	WATER CON	Reading			2,957	2,992	35	1.0000	160.45	
60.01	VILLAGE ON WATER APT	WATER CON	Reading			2,548	2,571	23	1.0000	108.10	
65.01	VILLAGE ON WATER APT	WATER CON	Reading			2,193	2,226	33	1.0000	151.95	
80.00	MAR SCHOOL GARAGE	WATER CON	Reading			73	73	0	1.0000	.00	
90.04	HARRIS, SHANNON	WATER CON	Reading			399	402	3	1.0000	14.10	
Grand Totals:						0	22,823	21,314	218	10.0000	996.70
*** Grand Totals *** Count: 10											
Customer Hash: 53,509											

- Running the Meter Reading Exception Report is one of the most recommended reports. It can be run as a Master, or broken down into each sub-group so each bucket is on its own report.
- You are looking for excessive high or low usage or amounts. Can also be used for no consumption.

Caselle Connect® > Utility Management > Meters > Meter Reading Exception Report

Caselle Connect® Meter Reading Exception Report

Definition: Meter Reading Exception Report Filter: All 1 of 4

Report Options Additional Options Columns Print Settings

Report dates

From: 08/01/2021 To: 08/31/2021

Check 2 consecutive periods

Include only period meter readings

Exceptions to check for

Active with no reading

Active with no usage

Inactive with usage

Exact same usage

Meter with a register that rolled over

Meter activity with information codes

Information Code

COMPUTER ESTIMATE

MANUAL ESTIMATE

Meter usage outside the high/low range

Use service options

Use: Percentage

Based on 1 previous periods

Based on the same period in the prior year

Low: .0000 %

High: .0000 %

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field

Report order:

Section: Main

Column	Sort	Title	Total	Line	Page	Use
Customer.Customer number	Ascending					Entire field

Report sections:

Section	Print	Headings	Detail	Totals	Line	Page
Main						

- Meter Reading Exception Report shows the address, meter and prior read along with the current read. Even if you are comparing to the previous year's period, you will see previous period information. The look back period will be what determines the verbiage. High/low is controlled on the Service itself in Organization and can be changed and the report rerun. This report can be run cumulatively, or broken down to each scenario on the left.

Symposium		Meter Reading Exception Report - by Customer Number					Page: 1	
		Report Dates: 08/01/2021 - 08/31/2021					Aug 30, 2021 3:27PM	
Report Criteria:								
Checking for active meters with an active billing service and no reading								
Checking for active meters with an active billing service and no usage								
Checking for inactive meters and/or billing services with usage								
Checking for high/low usage								
Customer Number	Name	Meter ID	Service	Register Title	Prior Read	Pr Com	Current Read	Current Comment
Route-Sequence	Service Address	Meter Location		High/Low	Prior Usage		Current Usage	Exception
20.00	SYMPOSIUM	18456205	WATER CON	Reading	1,727		0	
20-47610	1045 WATER ST				2		0	No reading
80.00	MAR SCHOOL GAR	14964275	WATER CON	Reading	73		73	
20-44900	922 TERRACE AVE			PrvYr	0		0	No usage
100.22	IZAGUIRRE, JORGE	14760202	WATER CON	Reading	413		429	
20-47575	WATER ST			PrvYr	4		16	High usage
100.23	MARTINEZ ALVERI	15210898	WATER CON	Reading	170		178	
20-47580	1/2 WATER ST			PrvYr	5		8	High usage

Billing

Caselle Connect® > Utility Management > Customers > Calculate Automatic Billings

Caselle Connect® Calculate Automatic Billings

Customer numbers: All Values...

District:

Cycle: All

Groups:

Customer types: COMMERCIAL, FIRE PROTECTION, INDUSTRIAL, MULTI-UNIT, None, PUBLIC AUTH, RESIDENTIAL

Billing date: 08/31/2021

Services: WATER CONSUMPTION, WATER BASE, WATER UNMETERED, WATER IRRIGATION CONSUMPTION, WATER IRRIGATION BASE, SEWER DEDUCT CONSUMPTION, SEWER DEDUCT BASE, SEWER CONSUMPTION, SEWER CONSUMPTION NON-RESIDENTIAL, SEWER BASE, SEWER UNMETERED, SEWER METERED CONSUMPTION, SEWER METERED BASE, SEWER METER CHARGE, FIRE PROTECTION PUBLIC_MTR, FIRE PROTECTION PUBLIC UNMETER, PRIVATE FIRE

Selection criteria:

Column	Value	Test

☒ Calculate automatic billings
☒ Calculate contract billings
☐ Replace existing automatic billings
☐ Replace existing manual billings
☒ Display billing detail

Symposium		Meter Reading Exception Report - by Customer Number						Page: 1	
		Report Dates: 08/01/2021 - 08/31/2021						Aug 30, 2021 3:27PM	
Report Criteria:									
Checking for active meters with an active billing service and no reading									
Checking for active meters with an active billing service and no usage									
Checking for inactive meters and/or billing services with usage									
Checking for high/low usage									
Customer Number	Name	Meter ID	Service	Register Title	Prior Read	Pr Com	Current Read	Current Comment	
Route-Sequence	Service Address	Meter Location		High/Low	Prior Usage		Current Usage	Exception	
20.00	SYMPOSIUM	16456205	WATER CON	Reading	1,727		0		
20-47610	1045 WATER ST				2		0	No reading	
80.00	MAR SCHOOL GAR	14964275	WATER CON	Reading	73		73		
20-44900	922 TERRACE AVE			PrvYr	0		0	No usage	
100.22	IZAGUIRRE, JORGE	14760202	WATER CON	Reading	413		429		
20-47575	WATER ST			PrvYr	4		16	High usage	
100.23	MARTINEZ ALVERI	15210898	WATER CON	Reading	170		178		
20-47580	1/2 WATER ST			PrvYr	5		8	High usage	

- After calculating the bills, running the bill register is recommended. It will tell you by customer how much was billed by service, total billed, account balance and totals for the cycle. You should be able to know if you're close to last month and last year's numbers.
- If a rate was entered incorrectly, once you have fixed it, you can replace existing billings and run again. You can also fix individual customers by entering their number and checking the Replace existing automatic billings box.

Caselle Connect® Billing Register

Definition: **Billing Register - by Customer Name [Caselle Master]** Filter: **All** 17 of 19

Report Options Additional Options Columns Print Settings

Report dates

From: 08/01/2021 To: 08/31/2021

[Advanced options...](#)

Transaction types:

☒ Billing

☐ Billing Adjustment

☐ Contract Adjustment

☒ Contract Billing

☐ Write Off

☐ Print only final billings

☐ Print only manual billings

☐ Print only customers with service amounts

☐ Include quantity columns for non-metered services

☐ Summarize by service category

☐ Process each period separately

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	{current cycle}	Entire field

Report order:

Section: **Main**

Column	Sort	Title	Total	Line	Page	Use
Customer.Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Customer number	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Previous balance	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Service amount	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

Report sections:

Section	Print	Headings	Detail	Totals	Line	Page
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Symposium

Billing Register - by Customer Name
Report Dates: 08/01/2021 - 08/31/2021

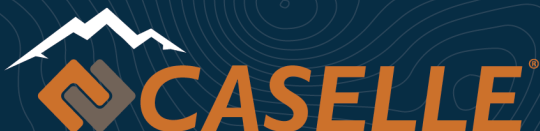
Report Criteria:

Selected transaction types: Billing, Contract Billing

Selected services: WATER CONSUMPTION, WATER BASE, SEWER BASE, SEWER UNMETERED, SEWER METERED CONSUMPTION, SEWER METERED BASE, PRIVATE FIRE, WATER PENALTY, SEWER PENALTY

Customer Cycle = current cycle

Name	Customer Number	Previous Balance	WATER CONS	WATER BASE	SEWER BASE	SEWER UNMT	SW MTR CON	SWR MTR BS	PRIV FIRE	WATER PNLT	SEWER PNLT	Account Balance
Grand Totals:		231,233.52	243,993.20	59,348.30	59,250.92	7,715.24	13,323.75	200.00	6,509.00	1,187.16	787.86	895,686.99
			4768	4768	4768	4768	4768	4768	4768	4768	4768	
			4068	4403	4367	16	3	3	90	1142	1137	



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

- It is common to export the Billing Register to be able to sort in Excel. Here are the settings to export. Then sort by Total, and you can see your highest and lowest customers to identify any errors. The most common scenario is someone's meter usage is wrong and their bill is too high.

Caselle Connect® > Utility Management > Customers > Billing Register

Caselle Connect® Billing Register

Definition: Billing Register - by Customer Name [Caselle Master] Filter: All

Report Options Additional Options Columns Print Settings

Output options: ☐ Print ☐ Save as ☒ Export ☐ Send to Document Management

Print Save As Export

File type: Delimited

File name: Browse...

Email:

List one Record per line

Delimited options

Field delimiter: ,

Surround character: "

Line break character:

End of field:

End of record:

Include

☐ Column headings

☐ Selection criteria

☐ Multiple line text

Checkout

- Running Checkout is like running spell check on your database. You will want to run it with most boxes checked, depending on your organization's needs. It should come back without errors and your total A/R balance. Hit Go in the upper left hand corner to run.

Close [Go] [Help] [Refresh]

Caselle Connect > Utility Management > Customers > Checkout

Check Inquiry Enter Assistance Assistance Register Delinquent List/Notices Enter Billing Adjustments Write-off Account Balances Checkout

Use this routine to check for any database inconsistencies.

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Cycle	All	Entire field

☒ Location information

- ☒ Check for multiple active customers at a location
- ☒ Check for duplicate meter sequences at a location
- ☒ Check for inactive meters at a location
- ☒ Verify landlord customer accounts
- ☐ Verify an active customer exists at all locations

☒ Transaction information

- ☒ Check for customers missing a transaction service
- ☒ Check for invalid dates
- ☒ Check for invalid rates
- ☐ Check for invalid amounts
- ☐ Verify transactions have been updated to the General Ledger through 03/31/2024

☒ Meter information

- ☒ Verify a billing service exists for each active meter
- ☒ Check for missing register titles
- ☐ Check for duplicate route/sequence information
- ☐ Check for duplicate EMR IDs

☒ Billing information

- ☒ Check final disconnect dates
- ☒ Check for invalid meters
- ☒ Check for invalid rates
- ☒ Check for meters tied to multiple billings
- ☐ Check for inactive consolidated billing master customers
- ☐ Check for duplicate billing descriptions or sequence numbers
- ☒ Verify meters exist for all metered services

☒ Customer information

- ☒ Verify billing cycles are valid
- ☒ Check final bill information

☐ Deposit information

- ☐ Check for deposit activity without a deposit
- ☐ Check for customers missing the deposit service

☒ Summary information

- ☒ Verify summary balances
- ☒ Check for customers missing a summary service
- ☐ Check for missing equal pay history

☐ Meter activity information

- ☐ Check for invalid dates
- ☐ Check for duplicate readings in the same period
- ☐ Check for readings in different periods with same read date

☒ Print A/R balance

- The most common error is an account with an active service but no active meter. To fix this, go into that customer in Modify Existing Customer, go to Services tab, click on the chosen service then the meter tab to the right. Select the meter from the drop down. It is possible that there is no meter at that moment depending on protocol in your office.

Symposium

Utility Management Checkout Report
Customer Numbers: All

Customer: 63320.02 SMITH, CLINT/LEANN

*** Service 10 is a metered service, but an active meter does not exist for this customer.

Customer: 68830.01 CHENIER BILL GREENHOUSE

*** Service 10 is a metered service, but an active meter does not exist for this customer.

Total A/R balance is 928,266.29

*** Errors found - check printout carefully ***

- If Checkout tells you to Recalculate, you can follow its directions or put in a support ticket

Bill Printing

Caselle Connect® > Utility Management > Reports > Utility Bills

Caselle Connect® Utility Bills

Title: Utility Bills ☐ Default report 1 of 16

Report Options Dates Shutoff Options Forms Print Settings

Report dates
08/31/2021 [Advanced options...](#)

Include

☒ Disconnected customers
☒ Zero-balance customers
☒ Credit balance customers

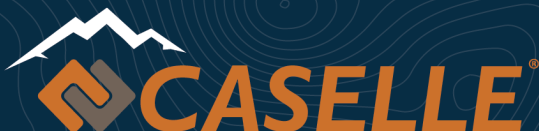
☐ Print final billed customers only
☒ Print copy for customer accounts
 ☒ Use customer mailing address
 ☐ Substitute cosigner mailing address for customer address
 ☐ Substitute landlord mailing address for customer address
☐ Print copy for cosigners with cosigner name and address
☐ Print copy for landlords with landlord name and address
☐ Print copy for title company with title company name and address

Selection criteria:

Column	Value	Test
Customer.Customer number	2000-10000	Entire field
Customer.Name	All	Entire field
Customer.Cycle	All	Entire field
Group Code.Group code	All	Entire field
Customer Type.Customer type	All	Entire field

Report order:

Column	Sort	Title	Total	Page	Test
Customer.Zip/Postal code	Ascending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5 Characters
Customer.Mail route	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
Customer.Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

Batch Reports

After billing, before closing the cycle, run the following 5 reports. They should be numbers in line with what you're expecting for the month/cycle and they should match each other as shown. Common reasons they don't match may be that your report dates are not consistent, the reports are not comparing like customers or criteria.

- Accounts Receivable by Service Report
- Aging Report
- Billing and Usage Summary
- Transaction Summary
- Rate Summary

Symposium			Accounts Receivable by Service Report				
			Report Date: 08/31/2021				
Report Criteria:							
Summarized by Service Category							
Customer.Customer number = 2000-10000							
Customer Number	Name	Balance	WATER	SEWER	STORM	FIRE	GARBAGE
30.00	ST THOMAS AQUINAS ACADEMY GYM	208.75	72.50	84.25	-	72.00	-
40.01	VILLAGE ON WATER APTS	534.13	181.70	139.85	13.58	199.00	-
45.00	VILLAGE ON WATER APTS	579.25	251.95	185.45	26.85	115.00	-
50.01	VILLAGE ON WATER LLC	744.24	353.95	253.85	21.44	115.00	-
55.01	VILLAGE ON WATER APTS	565.05	243.45	179.75	26.85	115.00	-
60.01	VILLAGE ON WATER APTS	475.77	191.10	145.55	24.12	115.00	-
65.01	VILLAGE ON WATER APTS	545.44	234.95	174.05	21.44	115.00	-
80.00	MAR SCHOOL GARAGE	33.67	9.30	10.00	-	14.37	-
90.04	HARRIS, SHANNON	59.88	23.41	18.36	4.01	14.10	-
Grand Totals:		3,746.18	1,562.31	1,171.11	138.29	874.47	-

Symposium

Aging Report - by Customer Number

Page: 1

Report Date: 08/31/2021

Aug 31, 2021 1:47PM

Report Criteria:

Include inactive customers

Include active customers

Include customers with a credit balance

Aged using billing periods

Customer.Customer number = 2000-10000,10

Customer Number	Name	Balance	08/31/2021	07/31/2021	06/30/2021	05/31/2021	Last Pmt Date	Last Pmt Amount	Msg	Final Bill Date
30.00	ST THOMAS AQUINAS	208.75	208.75	.00	.00	.00	08/13/21	201.20-		
40.01	VILLAGE ON WATER A	534.13	534.13	.00	.00	.00	08/10/21	541.68-		
45.00	VILLAGE ON WATER A	579.25	579.25	.00	.00	.00	08/10/21	579.25-		
50.01	VILLAGE ON WATER L	744.24	744.24	.00	.00	.00	08/10/21	602.24-		
55.01	VILLAGE ON WATER A	565.05	565.05	.00	.00	.00	08/10/21	550.85-		
60.01	VILLAGE ON WATER A	475.77	475.77	.00	.00	.00	08/10/21	460.67-		
65.01	VILLAGE ON WATER A	545.44	545.44	.00	.00	.00	08/10/21	545.44-		
80.00	MAR SCHOOL GARAG	33.67	33.67	.00	.00	.00	08/18/21	33.67-		
90.04	HARRIS, SHANNON	59.88	59.88	.00	.00	.00	08/26/21	64.00-		
Grand Totals:		3,746.18	3,746.18	.00	.00	.00				



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

Symposium

Billing and Usage Summary - Multiple Pages

Page: 1

Report Dates: 08/01/2021 - 08/31/2021

Aug 31, 2021 2:07PM

Report Criteria:

Customer Customer number = 2000-10000

Description	COMMERCIA	FIRE PROTE	INDUSTRIAL	MULTI-UNIT	None	PUBLIC AUT	RESIDENTIA	Totals
Previous Balance	3,678.25	-	-	-	-	33.67	62.85	3,774.77
Payments	3,678.25-	-	-	-	-	33.67-	64.00-	3,775.92-
Contract Adjustments	-	-	-	-	-	-	-	-
Assistance Applied	-	-	-	-	-	-	-	-
Deposits Applied	-	-	-	-	-	-	-	-
Interest Applied	-	-	-	-	-	-	-	-
Balance Transfers	-	-	-	-	-	-	-	-
Balance Write-offs	-	-	-	-	-	-	-	-
Reallocations	-	-	-	-	-	-	-	-
Total Charges	3,652.63	-	-	-	-	33.67	61.03	3,747.33
Current Balance:	3,652.63	-	-	-	-	33.67	59.88	3,746.18

Symposium

Transaction Summary -

Page: 1

Dates: 08/01/2021 - 08/31/2021

Aug 31, 2021 1:59PM

Report Criteria:

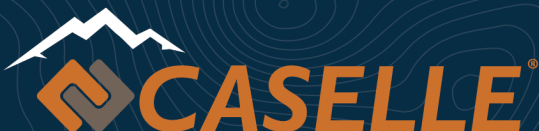
Selected types: Billing, Billing Adjustment, Contract Adjustment, Contract Billing, Deposit Applied, Interest Applied, Payment, Payment Adjustment, Reallocation, Transfer, Write Off

Suppressing rows with no transactions

Summarized by calendar day

Customer Customer number = 2000-10000

Date	Billing	Billing Adjustment	Contract Adjustment	Contract Billing	Deposit Applied	Interest Applied	Payment	Payment Adjustment	Reallocation	Transfer	Write Off	Balance
07/31/2021												3,774.77
08/10/2021	-	-	-	-	-	-	3,280.13-	-	-	-	-	494.64
08/13/2021	-	-	-	-	-	-	398.12-	-	-	-	-	96.52
08/18/2021	-	-	-	-	-	-	33.67-	-	-	-	-	62.85
08/23/2021	.63	-	-	-	-	-	-	-	-	-	-	63.48
08/26/2021	-	-	-	-	-	-	64.00-	-	-	-	-	52-
08/30/2021	-	-	-	-	-	-	-	-	-	-	-	52-
08/31/2021	3,746.70	-	-	-	-	-	-	-	-	-	-	3,746.18
Grand Totals:	3,747.33	-	-	-	-	-	3,775.92-	-	-	-	-	3,746.18



**CHARTING NEW TERRITORIES
CONQUERING NEW FRONTIERS**

Symposium

Rate Summary - with Demand

Report Dates: 08/01/2021 - 08/31/2021

Aug 31, 2021

Report Criteria:

Customer Customer number = 2000-10000

Rate Number	Rate Description	Service	Number of Customers	Number of Units	Base/Minimum	Excess Amount	Adjustments	Total Amount	Quantity Billed	Demand Allowed	Demand Excess
1001	WATER CONS - RES 5/8 INCH	WAC	1	1.0000	.00	14.10	.00	14.10	3.0000	.00	.00
1014	WATER CONS - COM 1.5 INCH	WAC	1	1.0000	.00	23.50	.00	23.50	5.0000	.00	.00
1015	WATER CONS - COM 2 INCH	WAC	6	6.0000	.00	959.10	.00	959.10	210.0000	.00	.00
1041	WATER CONS - PUBLIC AUTH	WAC	1	1.0000	.00	.00	.00	.00	.0000	.00	.00
1501	WATER BASE- RES 5/8 INCH	WAB	1	1.0000	9.30	.00	.00	9.30	.0000	.00	.00
1514	WATER BASE- COM 1.5 INCH	WAB	1	1.0000	49.00	.00	.00	49.00	.0000	.00	.00
1515	WATER BASE- COM 2 INCH	WAB	6	6.0000	496.00	.00	.00	496.00	.0000	.00	.00
1541	WATER BASE- PUBLIC AUTHO	WAB	1	1.0000	9.30	.00	.00	9.30	.0000	.00	.00
4001	SEWER CONSUMPTION - RES	SWC	1	1.0000	.00	8.55	.00	8.55	3.0000	.00	.00
4211	SEWER CONS - COM	SWC	7	7.0000	.00	612.75	.00	612.75	215.0000	.00	.00
4501	SEWER BASE- RES 5/8 INCH	SWB	1	1.0000	10.00	.00	.00	10.00	.0000	.00	.00
4514	SEWER BASE- COM 1.5 INCH	SWB	1	1.0000	50.00	.00	.00	50.00	.0000	.00	.00
4515	SEWER BASE- COM 2 INCH	SWB	6	6.0000	480.00	.00	.00	480.00	.0000	.00	.00
4541	SEWER BASE- PUBLIC AUTH	SWB	1	1.0000	10.00	.00	.00	10.00	.0000	.00	.00
6001	FIRE PROTECTION PUBLIC - 5	FPP	2	2.0000	28.74	.00	.00	28.74	.0000	.00	.00
6004	FIRE PROTECTION PUBLIC - 1	FPP	1	1.0000	72.00	.00	.00	72.00	.0000	.00	.00
6005	FIRE PROTECTION PUBLIC - 2	FPP	6	6.0000	690.00	.00	.00	690.00	.0000	.00	.00
6213	PRIVATE FIRE - COM 8" CONN	PF	1	1.0000	84.00	.00	.00	84.00	.0000	.00	.00
6401	STORM SEWER - RES	SS	1	1.0000	4.08	.00	.00	4.08	.0000	.00	.00
6411	STORM SEWER - COM	SS	6	32.9118	134.28	.00	.00	134.28	.0000	.00	.00
9001	WATER PENALTY	PWA	1	1.0000	.00	.19	.00	.19	.0000	.00	.00
9201	SEWER PENALTY	PSW	1	1.0000	.00	.16	.00	.16	.0000	.00	.00
9401	STORM SEWER PENALTY	PSS	1	1.0000	.00	.04	.00	.04	.0000	.00	.00
9601	FIRE PENALTY	PFP	1	1.0000	.00	.14	.00	.14	.0000	.00	.00
9801	GARBAGE PENALTY	PGB	1	1.0000	.00	.10	.00	.10	.0000	.00	.00
Grand Totals:			57	83.9118	2,128.70	1,618.63	.00	3,747.33	436.0000	.00	.00

Closing the Period/Cycle

****IMPORTANT: EVERYONE SHOULD BE OUT OF UTILITY MANAGEMENT****

Enter the new Period/Cycle Date, Period/Cycle Due Date and Period/Cycle Shut off Date. Close Period/Cycle does three things:

1. Closes the previous period/cycle and moves the system into the next period/cycle.
2. Creates the Summary Balance records that are used to verify the system is in balance.
3. Purges account history and meter/service order history based on the number of months setup in Organization > Organization.

Caselle Connect® > Utility Management > Organization > Close Period/Cycle

Caselle Connect® Close Period/Cycle

District:

Current

Period:

Cycle:

Date:

New dates

Period 10 / Cycle 1 date:

Period 10 / Cycle 1 due date:

Period 10 / Cycle 1 shutoff date:

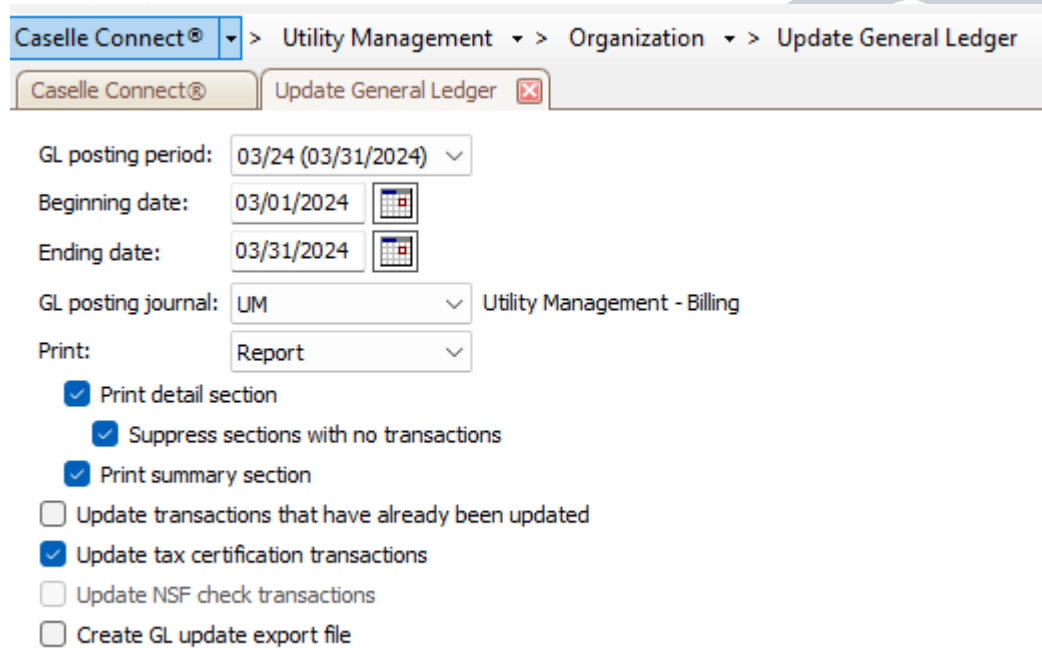
Delete account history prior to:

Delete meter/service order history prior to:

Period	Cycle	Date	Due Date	Shutoff Date
9	1	9/30/2021	10/20/2021	10/08/2021
8	1	8/31/2021	9/20/2021	9/08/2021
7	1	7/31/2021	8/20/2021	8/18/2021
6	1	6/30/2021	7/20/2021	7/14/2021
5	1	5/31/2021	6/20/2021	6/09/2021
4	1	4/30/2021	5/20/2021	5/05/2021
3	1	3/31/2021	4/20/2021	4/07/2021
2	1	2/28/2021	3/20/2021	3/10/2021
1	1	1/31/2021	2/20/2021	2/10/2021
12	1	12/31/2020	1/20/2021	1/13/2021
11	1	11/30/2020	12/20/2020	12/16/2020
10	1	10/31/2020	11/20/2020	11/11/2020
9	1	9/30/2020	10/20/2020	10/14/2020
8	1	8/31/2020	9/20/2020	9/16/2020
7	1	7/31/2020	8/20/2020	8/12/2020
6	1	6/30/2020	7/20/2020	7/15/2020
5	1	5/31/2020	6/20/2020	6/10/2020
4	1	4/30/2020	5/20/2020	5/13/2020
3	1	3/31/2020	4/20/2020	4/15/2020
2	1	2/29/2020	3/20/2020	3/11/2020
1	1	1/31/2020	2/20/2020	2/12/2020
12	1	12/31/2019	1/20/2020	1/15/2020
11	1	11/30/2019	12/20/2019	12/18/2019
10	1	10/31/2019	11/20/2019	11/13/2019
9	1	9/30/2019	10/20/2019	10/16/2019
8	1	8/31/2019	9/20/2019	9/11/2019
7	1	7/31/2019	8/20/2019	8/14/2019
6	1	6/30/2019	7/20/2019	7/17/2019
5	1	5/31/2019	6/20/2019	6/12/2019
4	1	4/30/2019	5/20/2019	5/15/2019
3	1	3/31/2019	4/20/2019	4/10/2019
2	1	2/28/2019	3/20/2019	3/13/2019
1	1	1/31/2019	2/20/2019	2/13/2019

Update General Ledger


If you have the General Ledger module, when you are ready to send the month's transactions to it, you will launch this routine. Make sure your dates are correct and DO NOT update transactions that have already been updated.




Caselle Connect® > Utility Management > Organization > Update General Ledger

Caselle Connect® Update General Ledger

GL posting period: 03/24 (03/31/2024) ▾

Beginning date: 03/01/2024 

Ending date: 03/31/2024 

GL posting journal: UJM ▾ Utility Management - Billing

Print: Report ▾

- ☒ Print detail section
 - ☒ Suppress sections with no transactions
 - ☒ Print summary section
- ☐ Update transactions that have already been updated
- ☒ Update tax certification transactions
- ☐ Update NSF check transactions
- ☐ Create GL update export file

Report Writer

- Table Wizard – designed to help you write any report you want, without knowing how the tables are connected, or what table houses the data you want.
- Using the lightning bolt will give you the Report Wizard pop up where you can use the binoculars to search for the fields you want. You can use a % sign for a wild card. All available Utility Management fields will be listed.
- In this example I chose Action Code and Customer Number. Those fields are not related and the report writer was smart enough to add the Meter Activity table (not shown below is also the Service table) to link them for me.

The screenshot shows the Caselle Connect® Utility Management Reports > Report Writer interface. The main window displays the 'Report Writer - Action Codes List' definition. A 'Report Wizard' dialog box is open, showing a list of available fields for selection. The 'Columns' tab is active, and the 'Selection criteria' section is visible. The 'Tables' list on the left includes 'Action Code', 'Customer', and 'Meter Activity'. The 'Report Wizard' dialog box has a 'Column' field and a 'Selection criteria' section. Below the 'Selection criteria' section is a 'Search' field with a magnifying glass icon. The search results table lists various report titles and their corresponding captions.

Table Title	Caption
[Report]	Account balance
[Report]	Active account at location
[Report]	Active contract
[Report]	Consolidated billing customer
[Report]	Direct pay status
[Report]	Equal pay total
[Report]	Last payment amount
[Report]	Last payment date
[Report]	Last shutoff date
[Report]	Master contact name
[Report]	Master contact number
Action Code	Abbreviation 1
Action Code	Abbreviation 2
Action Code	Action code

- Selection criteria tells the system what you're looking for on your report – a date range, a customer number, a specific meter size. You can add as many qualifiers as you need. The arrows add the field, and you double click under value to add the specifics.

Selection criteria:

Selection criteria interface showing a table with columns: Column, Value, Compare.

Column	Value	Compare

Report order:

Report order interface showing a table with columns: Column, Sort, Title, Total, Line, Page, Use. The Section dropdown is set to Main.

Column	Sort	Title	Total	Line	Page	Use

Report sections:

Report sections interface showing a table with columns: Section, Print, Headings, Detail, Totals, Line, Page. The Main section is selected.

Section	Print	Headings	Detail	Totals	Line	Page
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- You also control Report Order so that the data you return will be sorted as you want – by customer number, by date, by zip code. You can sort ascending or descending with totals and titles, etc.
- Report sections are what will print. Generally speaking you will just have a main section on a report you create versus a Caselle Master. You again have control of headers, detail, etc.

- The columns tab allows you to say what you want printed on the report. While you may sort for only active customers, you may not care to see that status and they do not need to match. Whatever fields you want on the report must be shown here. Once added by the arrows, you have control over order, field size, font, format, etc.
- A tip is that in the Heading box, a comma is a line separator. So if you have a long field name like Primary Owner Contact Telephone and want it to wrap, insert a comma.

Caselle Connect® Report Writer

Definition: Report Writer - Address Report Filter: All 1 of 44

Report Options Columns Print Settings

Section: Main Report width: 10.06" Section width: 10.06" Line width: 10.06" Total lines: 1 Line: All

Line	Column	Heading	Format	Width	Justification	Total	Font	Borders
1	Customer.Customer number	Cust No	#-#####-##		Right			
1	Customer.Name	Name	30 ch		Left			
1	Customer.Address 1	Address 1	40 ch		Left			
1	Customer Type.Customer t...	Customer Type	30 ch		Left			

Column: Customer.Customer number

Report line: 1

Heading: Cust No

Justification: Right

Totals

☐ Sum ☐ Count

Borders

☐ Left ☐ Right ☐ Top ☐ Bottom

Format

☒ Default: #-#####-##

☐ Custom: ...

Width

☒ Based on format

☐ Specific: Characters

Font

☐ Bold ☐ Italic ☐ Underline

Name:



Size: 0

Export

Filler: ☐

Drill-down: Customer Inquiry

- The report will display with new options at the top of the page. The most commonly used are:

-  - the left printer with the ? is normal PRINT where you can control where it prints, etc. The simple one to the right is the fast print and will print as shown to your default printer.
-  - allows you to save as a PDF or other file extensions
- Data highlighted in blue will allow you to click to drill down.
- You can do so much more – add watermarks, scaling, zoom, and skip to the end!