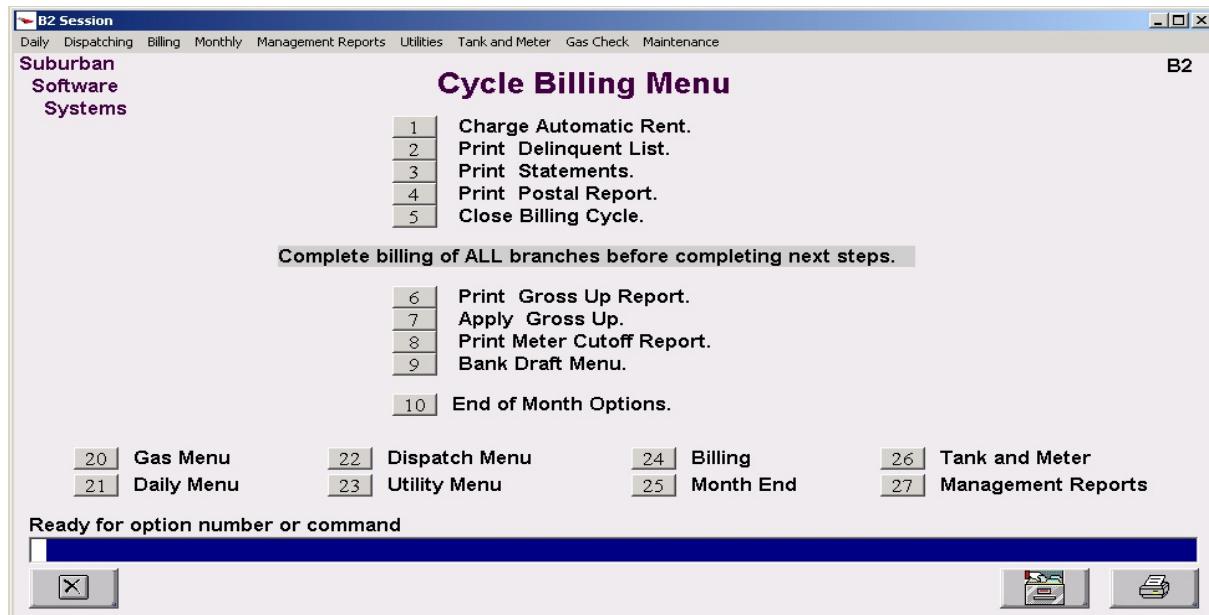


**Suburban Software Systems Accounts Receivable Cycle Billing Menu**  
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## Billing Menu



The Billing menu is used to perform those functions that normally occur at the end of a billing cycle.

**Note:** *In previous versions, the billing menu was the first four options of the monthly menu. These procedures were separated due to the introduction of Cycle Billing.*

**Options 6-9 of the billing menu only appear when Advanced Meter Features are turned on.**

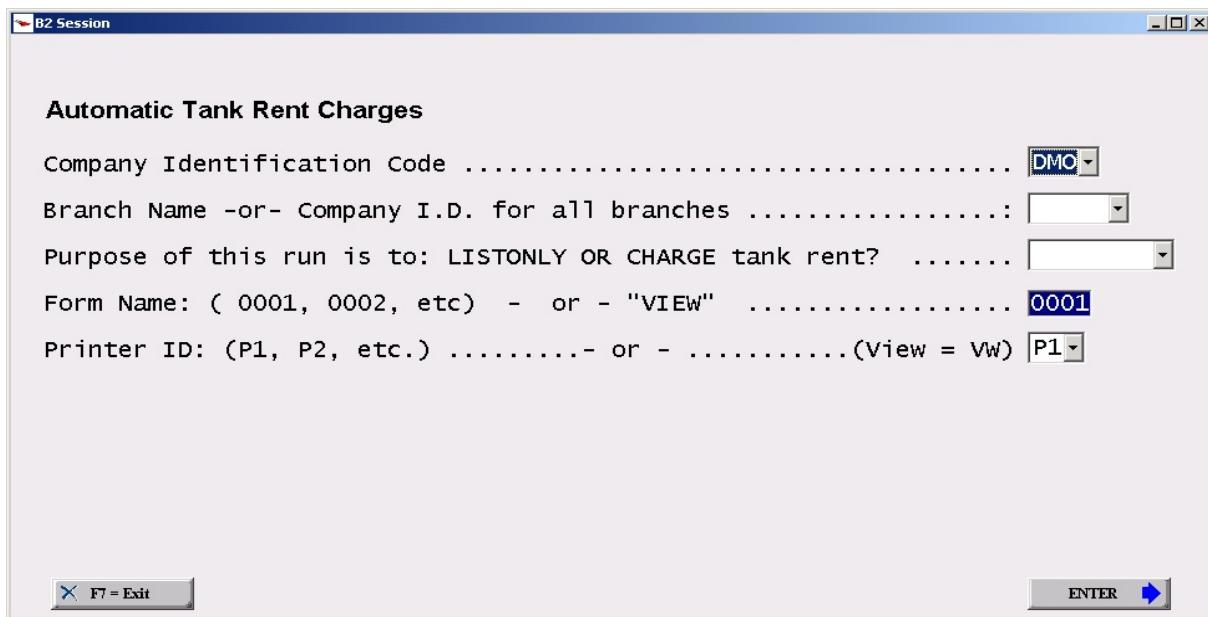
**More information on Advanced Meter Features can be found in Special Features ??-?.**

## 1 Charge Automatic Rent:

**Procedure Called:** TANKRENT

**Purpose:**

- (1) To list the rent to be charged for the Billing Cycle.
- (2) To post the proper monthly, quarterly, semi-annual, or annual rent to customer accounts, the tax file and the general ledger.
- (3) To discount the rent charges for those customers assigned to a discounted rent program.
- (4) To produce a rent invoice for accounts that require one.



When the **Charge Automatic Rent** option is selected from the Monthly Menu, the above options screen will be displayed. Fill in the screen options as follows...

**Company Identification Code:** Enter the appropriate 3 character company identification code.

**Branch Name or Company ID:** Enter the Branch Name of the branch you want to charge rent, or enter your Company ID again to charge rent to the entire company.

**LISTONLY or CHARGE:** Specify whether the program is to "**CHARGE**" or "**LISTONLY**" the automatic rent.

**Form Name:** Enter a form name or press {ENTER} to accept the default.

**Printer ID:** Enter the printer ID (P1, P2, or P3) or press {ENTER} to accept the default.

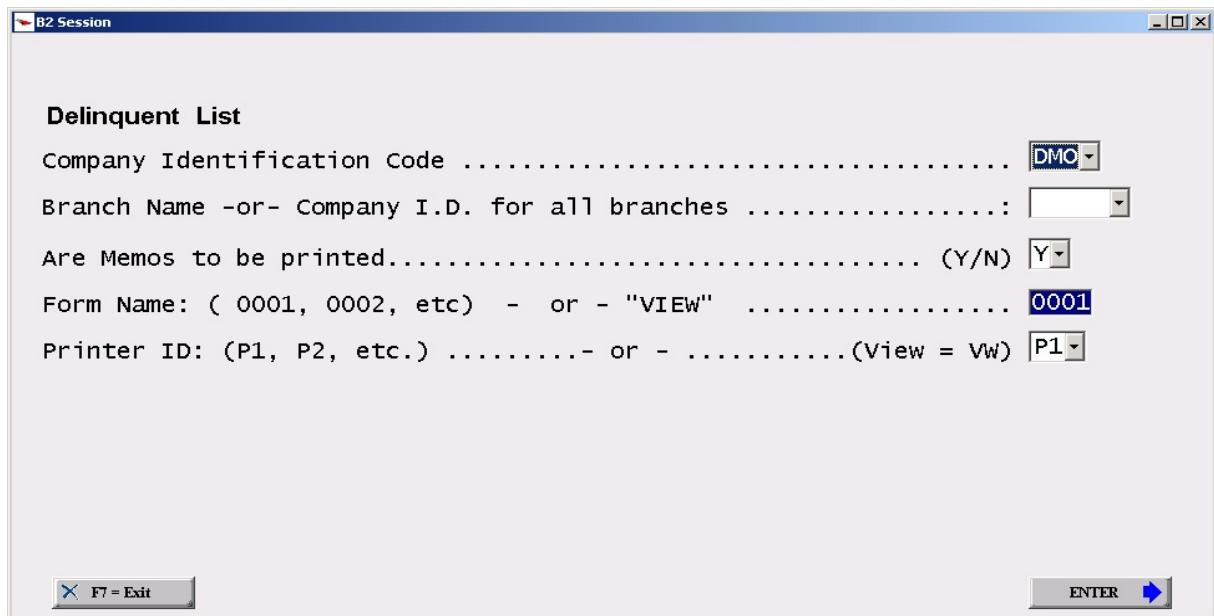
**Notes:**

- (1) *The Automatic Rent Listing will include those accounts that were charged rent through manual means earlier, but the rent will not be recharged.*
- (2) *"CHARGED" Automatic Rent will be posted to the "Auto Rent Product Code" specified in the Supervisor Branch Record.*
- (3) *"CHARGED" Automatic Rent will also compute and post any applicable Sales or Lease tax that the rent is subject to, as specified in the Product Code file.*
- (4) *The "Automatic Rent" charging may be rerun if necessary and a warning message will indicate that the "Automatic Rent" has already been charged. It will not be applied.*

**The Tank Rent Procedure will issue error messages if...**

- (a) An active account can't be located in the master file to charge the rent to, or
- (b) A product code hasn't been set up for the branches rent, sales tax, or lease tax in the product code file. If the warning error is issued, you must adjust the appropriate account.

## 2 Print Delinquent List:



**Procedure:** DLQLST

**Purpose:** To compute finance charges and produce a list of delinquent accounts.

**Delinquent Report:** The Delinquent List prints all past due accounts with their credit code, their aged A/R balance, and amount of late charge that will be applied to the account when the statement program is run. It also will show the date and amount of the last receipt, and the type of delinquent notice that is to appear on the customer's statement and, optionally, any notes that have been entered on the account's "Memo Pad".

**Notes:**

- (1) ***It is recommended that you run the "Bad Debt Listing" from the Management Menu instead of the delinquent list if you need a listing of delinquent accounts prior to the end of the billing cycle.***
- (2) ***The procedure may be run by branch or for the entire company at one time.***
- (3) ***The Delinquent List may be reprinted, if necessary, until the end of month update procedure is run.***
- (4) ***Finance Charges are not posted to customer accounts until the first***

*time the Statement Printing program is run.*

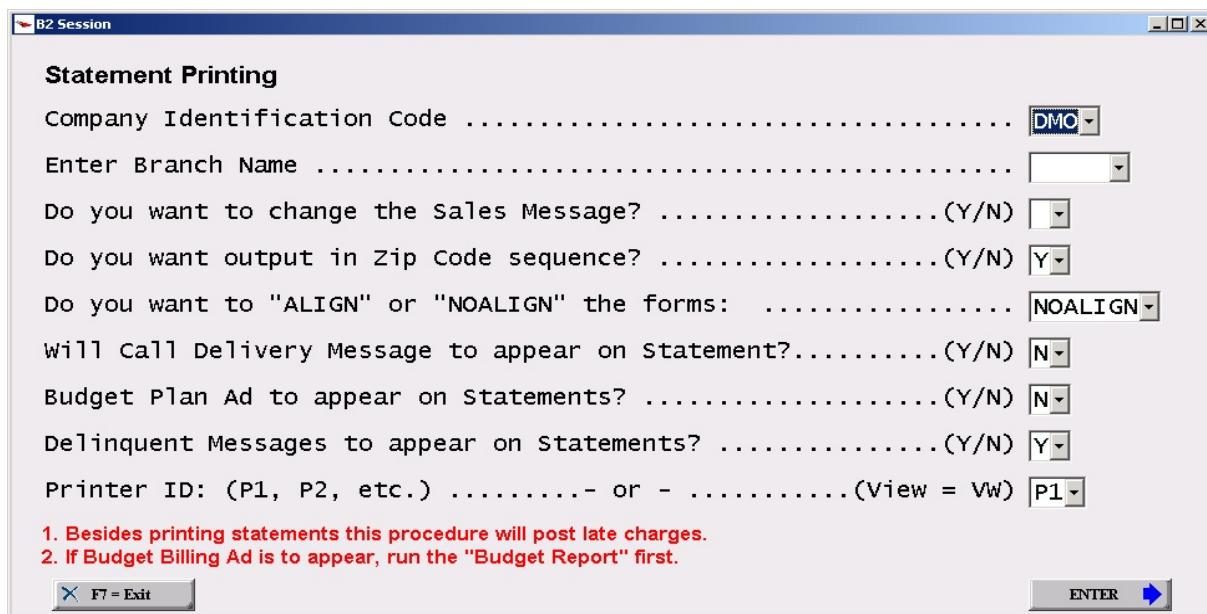
- (5) *The Delinquent List procedure must be run prior to printing statements.*
- (6) *Finance charges are only computed for those accounts with delinquent balances greater than the minimum statement balance specified in the Supervisor File.*
- (7) *You must specify the "Annual Finance Charge Rates" in the Supervisor Branch Records.*
- (8) *The Delinquent List procedure does not post finance charges to individual accounts. It reports the finance charges that will be applied when statements are printed.*
- \*\*(9) *This Delinquent List procedure ages account balances into "Current, over 30, over 60, and over 90 day" categories as of the end of the Billing cycle. The system normally ages accounts daily when "posting" is performed. If the Delinquent List procedure is run early in the month, the system will ask the operator if aging should be performed as of month-end. If the operator specifies 'Y' to this prompt, all accounts will be aged as of month-end until the month-end update has been performed. Example: Delinquent list is run on the 10th of the month and the operator specifies 'Y' to the aging message, aging will be performed as if it were the last day of the month and daily aging will be suspended until the actual month end.*

### 3 Print Statements:

#### Procedure: STATEMENT

**Purpose:** To apply the finance charges listed on the "Delinquent List" and to print a statement of each customer's account that has a balance greater than the minimum balance specified in the Supervisor file.

When selected, the Print Statements option on the Billing Menu will display the following options screen.



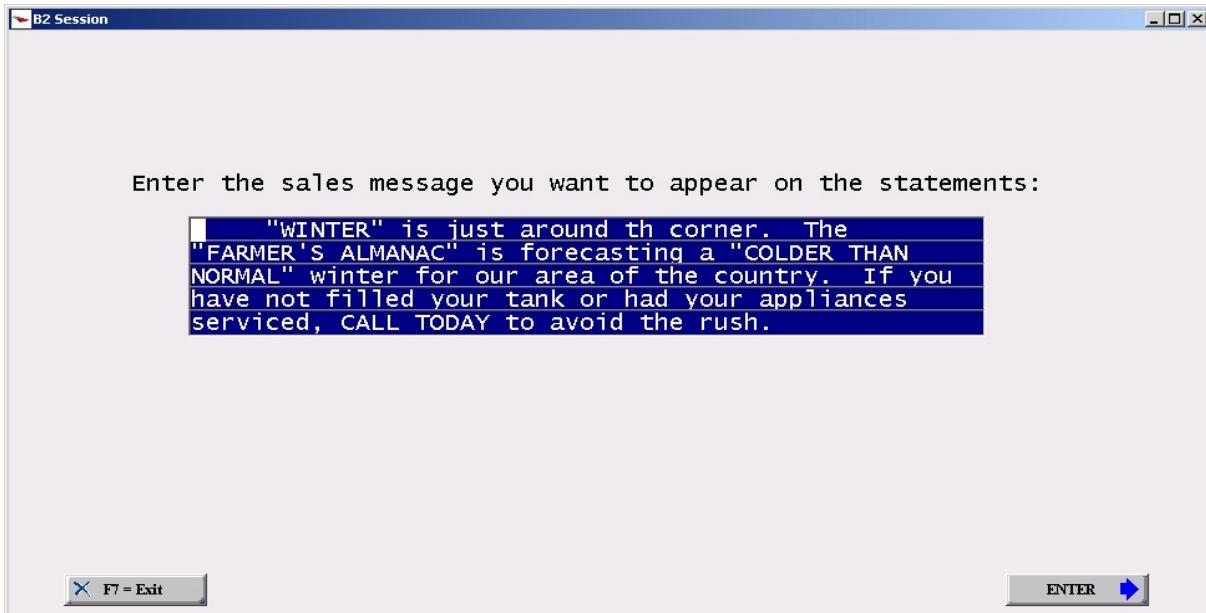
#### Company Identification

**Code:** Enter the appropriate 3 character Company Identification Code.

**Branch Name:** Enter the appropriate Branch Name. Statements may ONLY be run by branch.

**Do you want to change the Sales Message?** Enter {Y} to modify the sales message or {N} to leave the sales message as it is. The sales message that was printed on statements in the previous billing cycle will be reprinted if {N} is selected. If {Y} is selected, the sales message entry screen will be displayed (shown below).

When the "Enter Sales Message" screen appears, either edit the previous Billing Cycle's sales message or enter a new sales message and press {ENTER} followed by {F7} to exit. **You MUST press {ENTER} before {F7} to record the new sales message!**



**Do you want output in Zip Code Sequence?** Enter {Y} to have statements sorted by zip code or enter {N} to print the statements in Account Number order.

**Do you want to ALIGN or NOALIGN the forms?** Enter 'ALIGN' in this block to have the system prompt for forms alignment or enter 'NOALIGN' if forms alignment is not necessary.

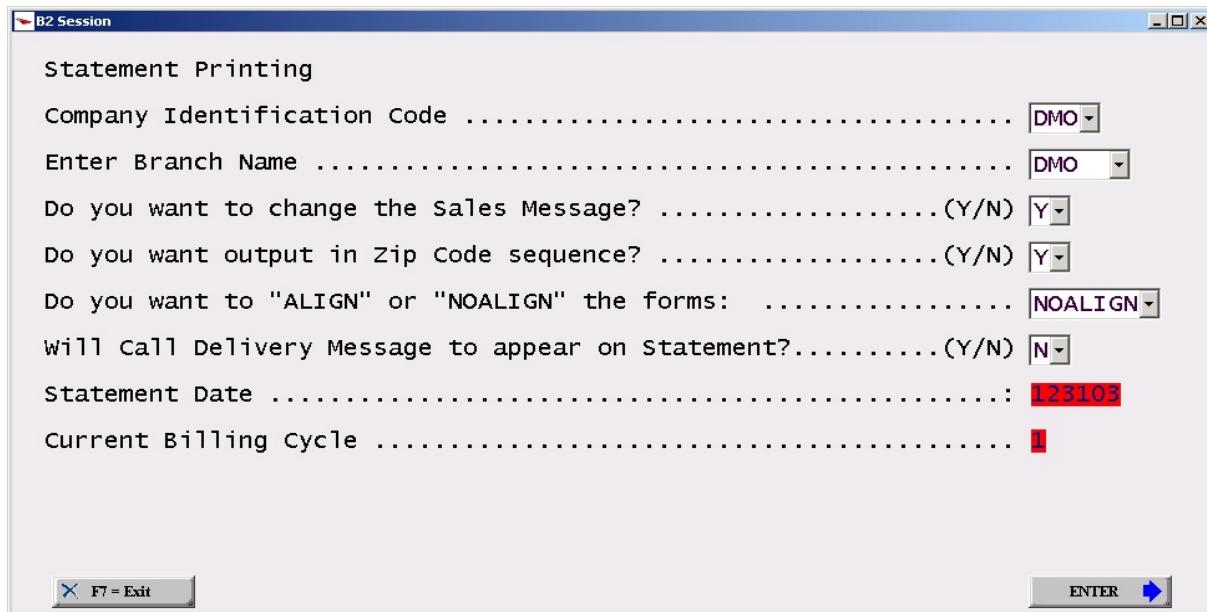
**Budget Plan Ad to Appear on Statements?** Enter {Y} to have the system print a budget plan advertisement on statements for those accounts that are eligible for the budget plan. Enter {N} if the budget plan advertisement is not desired. The advertisement reads as follows.

*Are you aware of our "Budget Billing" program?  
It features: easy year-round budgeted payments, with  
automatic gas delivery, and no finance charges.  
Call today for a quote on your "Budget Billing" rate.  
Call & request "Budget Billing" at \$xx per month.*

**Delinquent Messages to Appear on Statements?** Enter {Y} to have dunning messages print on statements or enter {N} to exclude dunning messages from the statement printout.

**Printer ID:** Enter the printer identification code for the statements.

When enter is pressed, the statement date and also Current Billing Cycle will be displayed for verification. Press {ENTER} to continue.



**Notes:**

- (1) *The Statement procedure may not be run until the Delinquent List procedure has been run.*
- (2) *The Statement procedure may only be run one branch at a time.*
- (3) *Statements may be reprinted, if required, as long as the Month-End update procedure has not been run. Finance charges will not be reposted to accounts when statements are reprinted.*
- (4) *Any transactions processed in a month after statements have been printed will be sent to the "Limbo" file with "----" errors until the month-end update has been run. The errors will clear limbo on the first posting of the new month.*

(5) *Statements may be printed on one of four form types:*

**S** = *Statements. Presealed statement envelopes with return envelopes (mailers).*

**P** = *Postcards.*

**B** = *Both. Print Statement Postcards for accounts with current balances and print Presealed Statement Mailers for past-due customers or budget customers.*

**U** = *Plain forms. Print statements on plain statement forms to be mailed in window envelopes.*

 *The **S**, **P**, and **B**, options must be specified in the company record (record 10) in the Supervisor File. Option **U** must be specified in the Suburban Software Supervisor (CNFIGSSS) screen.*

(6) *Various messages may appear on the statements based on the selections made in the Print Statements options screen and based on the following priority:*

- (a) *Budget Billing Amount Due Message.*
- (b) *Delinquent but some payment made.*
- (c) *Delinquent over 120 days & no payment received this month.*
- (d) *Delinquent over 90 days & no payment received this month.*
- (e) *Delinquent over 60 days & no payment received this month.*
- (f) *Delinquent over 30 days & no payment received this month.*
- (g) *Budget Billing Ad message.*
- (h) *Sales message.*

**Statement Messages:**

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**Budget:** Your monthly "Budget Rate" = 15.00  
Pay this amount instead of "Amount Due" below.

---

Your monthly "Budget Rate" = 170.00  
Plus Previous under payment = 417.96  
Total: "Budget" Amount Due = 587.96

---

Your monthly "Budget Rate" = 70.00  
Plus "Non Budget" purchases = 87.80  
Plus Previous under payment = 20.00  
Total "Budget" Amount Due = 177.80

---

**Contract Gas:** Available Contract Deposit: \$ 471.75 Gallons: 450  
(shows up in transaction area)

---

**Past Due Accounts:** Have you forgotten? Your account is past due and requires your attention.  
Please disregard this notice if your payment has already been forwarded.

---

Our records show your account past due.  
No payment has been received since 12/99  
Please remit \$ 250.42. Thank you for your prompt attention to this matter.

---

Our records show your account past due.  
No payment has been received in 60 days.  
Please remit \$ 39.40. Thank you for your prompt attention to this matter.

---

Your account is seriously delinquent.  
No payment has been received in 90 days.  
Please remit \$240.92 immediately so that we may continue to service your account.

---

Your account is over 120 days past due.  
Unless you contact our sales office and arrange for payment immediately, we will be forced to begin collection procedures.

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**Will Call:** Our gas truck is usually in your area next Friday  
Please call our office at least one day in advance to arrange for delivery when your tank is about 20% full.  
We appreciate your business. Thank you.

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## **Aligning Statements - Overview:**

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The alignment process for statements will vary slightly depending on system type, operating system, spooler configuration and printer model. On all systems the "OVERALL" procedure for aligning statements (and other forms) is the same.

### **Prerequisites:**

- A. Operators should be sure the printer "gap adjustment" (if the printer has one) is set to handle a minimum of 4-Part forms.
- B. Operators should understand that at NO time during the statement alignment process should the power to the printer be turned off. This is because the statement program sends the necessary *Lines Per Page* codes to the printer at the beginning of the alignment process. If the power to the printer is turned off during alignment, these codes will be lost and the statements will print like regular size 8.5 X 11" documents. If the power must be turned off during the process, select the alignment option to "hold" the spool job or the spool queue, turn the power off and back on, and release the spool job or spool queue again. This will restart the print job from the beginning and will resend the Lines Per Page codes to the printer.

### **The Process of Alignment:**

1. Select "Print Statements" from the Billing End menu. Be sure the **ALIGN** option is filled in with the word 'ALIGN' (and it should be by default).
2. The computer will issue an alignment message to the operator regarding forms alignment. The exact message that will be issued depends on the factors mentioned above. See the next section for the exact messages that will be issued when printing statement forms.
3. The operator responds to the message with the appropriate option to print a set of "Alignment Characters" (\*\*).
4. The computer prints asterisks (\*\*) on the statement form and issues the alignment message again. The operator checks to see where the asterisks (\*\*) were printed. The asterisks should cover the + symbol in the upper left hand corner of the statement form. If the asterisks (\*\*) do not cover the + symbol, the operator must adjust the form to make the asterisks print in the correct position next time. If the asterisks (\*\*) do cover the + alignment characters on the form, proceed to number 7.

When trying to line up statement forms, operators should remember that the asterisks that print (\*\*) cannot be moved but the + symbol on the form can (by moving the form). Therefore, the + symbol (the form) must be moved to where the asterisks (\*\*) are printing.

The following guideline may be used to properly adjust the statement forms . . .

- a. If the asterisks (\*\*) print too high (above the + symbol), the statement form must be moved UP.
- b. If the asterisks (\*\*) print too low (below the + symbol), the statement form must be moved DOWN.
- c. If the asterisks (\*\*) print too far left (to the left of the + symbol), the statement form must be moved LEFT.
- d. If the asterisks (\*\*) print too far right (to the right of the + symbol), the statement form must be moved RIGHT.

5. The operator responds to the alignment message again with the appropriate option to print another set of "Alignment Characters" (\*\*).
6. Repeat number 4 and number 5 above until the alignment characters (\*\*) cover the + symbol on the statement form.
7. When the (\*\*) covers the + symbol on the form, the operator selects the appropriate option to "Release" the printout to the printer or to "Continue" printing the current entry (depending on the factors listed above).
8. The statements print on the printer.

## **Aligning Statements - DOS Single User Systems:**

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The following messages will be issued and responses required when aligning forms on the DOS PC Operating System.

1. **1038 Align Form xxxS on LPT1 (0=More 1=Restart 2=Release 3=Hold).**

The operator should press {0} followed by {ENTER} to print the alignment characters (\*\*). The alignment characters (\*\*) will print on the form.

2. **1039 SPL-Enter to Pause for Align of Form xxxS on LPT1.**

At this message, PRESS {ENTER} to stop the system from sending to the printer.

3. **1038 SPL-Align form xxxS on LPT1 (0=More 1=Restart 2=Release 3=Hold)**

If the alignment characters (\*\*) print over the crosshair (+) on the form, proceed to number 4. Otherwise adjust the form and press {0} and {ENTER} to print the next line of the printout. Keep repeating number 2 and number 3 until the statement lines are lined up properly on the statement form. When the statement lines are printing correctly on the form, proceed to number 4.

4. **1038 SPL-Align form xxxS on LPT1 (0=More 1=Restart 2=Release 3=Hold)**

When the alignment is correct, press {2} to release the remainder of the print job.

## Aligning Statements - System 36 Systems:

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The following messages will be issued and responses required when aligning forms on the System 36 Operating System.

1. ***On printer XXX change to form xxxS.***  
***Options (0,1,2)***

The available options represent the following . . .

Option 0 is used to continue with forms loaded.

Option 1 is used to continue after mounting specified forms.

Option 2 is used to stop the spool writer.

Load the statement forms into the printer and press {1} to print a set of alignment characters (\*\*) on the statement.

***Note:*** *Option 0 will also issue the following alignment messages but if option 0 is selected, the system may not stop for unloading after the statements have printed. This will cause other reports waiting in the queue to be printed on statement forms. Do not use option 0.*

2. ***Align forms on printer XX.***  
***Options (0,1,2)***

The available options represent the following . . .

0 = Print Next Line. Message will appear again.

1 = Print Same Line. Message will appear again.

2 = Continue printing this entry.

Check the alignment characters (\*\*) that was printed on the statement form. If the alignment characters (\*\*) printed over the crosshair character (+) on the statement form, proceed to step 6. Otherwise, adjust the statement forms and press {1} to print the same line again. The alignment characters will be reprinted on the statement form.

3. ***Align forms on printer XX.***  
***Options (0,1,2)***

The available options represent the following . . .

0 = Print Next Line.. Message will appear again.

1 = Print Same Line.. Message will appear again.

2 = Continue printing this entry.

Check the position of the printed alignment characters (\*\*). If the alignment characters cover the crosshair (+) on the statement, press {2} to release the spool job. Otherwise, press {1} and repeat number 3.

## **Zip + 4 Websites**

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To get a list of available vendors that will CASS certify your set of files, go to the following site:

<http://ribbs.usps.gov/files/vendors/>

To get actual form itself, go to the following site:

<http://ribbs.usps.gov/files/addressing/pubs/PSF5603.PDF>

Please note that in order to view the following form, you will need the freeware installed onto your system. This freeware can be obtained at Adobe's website at:

<http://www.adobe.com>

## 4 Print Postal Report:

**Procedure:** ZIPDMM

**Purpose:** To print a Zip + 4 postal report as required by the U.S. Postal Service for people bar coding or pre-sorting statement. This procedure is not required at month end and is not needed unless bar coding statements.

Your Propane Company	First-Class	5/16/04	
	DMM 563 Presort		
<u>3/5 Presort Tier</u>			
5 - Digit Packages			
Zip	3/5 Zip+4 (Z+4 Coded)	3/5 Presort (Not Z+4 Coded)	Cumulative Total
35351	372	46	418
35365	120	94	214
35456	252	68	320
35459	38	12	50
35463	52	24	76
<b>TOTALS</b>	<b>834</b>	<b>244</b>	<b>1078</b>
3 - Digit Packages			
Zip	3/5 Zip+4 (Z+4 Coded)	3/5 Presort (Not Z+4 Coded)	Cumulative Total
355	74	14	88
358	94	4	98
<b>TOTALS</b>	<b>168</b>	<b>18</b>	<b>186</b>
<u>Residual/Basic Presort Tier</u>			
Zip	3/5 Zip+4 (Z+4 Coded)	3/5 Presort (Not Z+4 Coded)	Cumulative Total
323	0	2	2
352	2	0	2
370	2	0	2
371	0	2	2
<b>TOTALS</b>	<b>4</b>	<b>4</b>	<b>8</b>
<u>SUMMARY</u>			
		Postage (Per Piece)	Postage Charges
Total at Basic 3/5 Z+4 Rate	1002	.242	242.484
Additional Basic ZIP+4 Charges	4	.034	.068
Additional 3/5 Presort Charges	262	.006	1.572
Additional Charges at Basic Rate	4	.048	.192
<b>TOTAL POSTAGE DUE FOR MAILING</b>			<b>244.32</b>
Total Pieces With ZIP+4 code:	1006		
Total Pieces Without ZIP+4 code:	266		
Total Pieces in the Mailing:	1272		
Percentage of ZIP+4 coded pieces	79.09%		

**Notes:** *This menu option allows companies with multiple branch locations to run the postal report after all branch statements have been printed. For companies with only one branch location, the Zip + 4 postage report will be automatically printed at the end of printing statements. This menu option will not work for companies with only one branch location.*

The Zip + 4 report is now required by the postal service for Zip + 4 pre-sorted or bar coded mailing. The report is divided into three major tier levels and each level contains the package count with zip + 4 code, without zip + 4 code and as a cumulative total:

**1> 5 digit pre-sort tier:** The zip-code groups that qualify to be charged at the 5-digit zip code pre-sort rate. Their must be at least 10 mailout pieces within a 5-digit zip code group to qualify for this level. For example, in the above report there are more than 10 pieces of mail going to zip-code 35351 so it qualifies for the 5-digit level.

**2> 3 digit pre-sort tier:** The zip-code groups that qualify to be charged at the 3-digit zip-code pre-sort rate. Their must be at least 50 mailout pieces within a 3-digit prefix group to qualify for this level. Currently the 5-digit and 3-digit presort rates are the same (.242 w/zip+4 and .006 without zip+4 codes).

**3> Residual pre-sort tier:** Includes all 3-digit zip-code groups that did not qualify for the special tier one or tier two pre-sort rates.

At the bottom of the report, totals are presented for each rate category. The "Total at Basic 3/5 Z+4 Rate" count includes all Zip+4 coded packages that qualified for level one or for level two presort. The "Additional Basic Zip+4 Charges" count is a total of the zip+4 coded packages that did not qualify for level one or level two presort. The "Additional 3/5 Presort Charges" count is the count of all level one and level two presort packages without a zip+4 code. The "Additional Charges at Basic Rate" count is the count of all packages without a zip+4 code that did not qualify for level one or level two presort. The "Total Postage Due for Mailing" amount is the total postage cost for this mailout. The Percentage of Zip+4 Coded Pieces is calculated by dividing the total number of pieces with a zip+4 code by the total number of pieces in the mailing. This percentage must be 85% or greater to take advantage of the special zip+4 rates.

## 5 **Close Billing Cycle**

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**Procedure called:** CYCLOSE

**Purpose:**

- (1) Performs closing of current billing cycle.
- (2) Applies finance charges, creates statements, and marks customer master file as billed for the month.