Suburban

Software

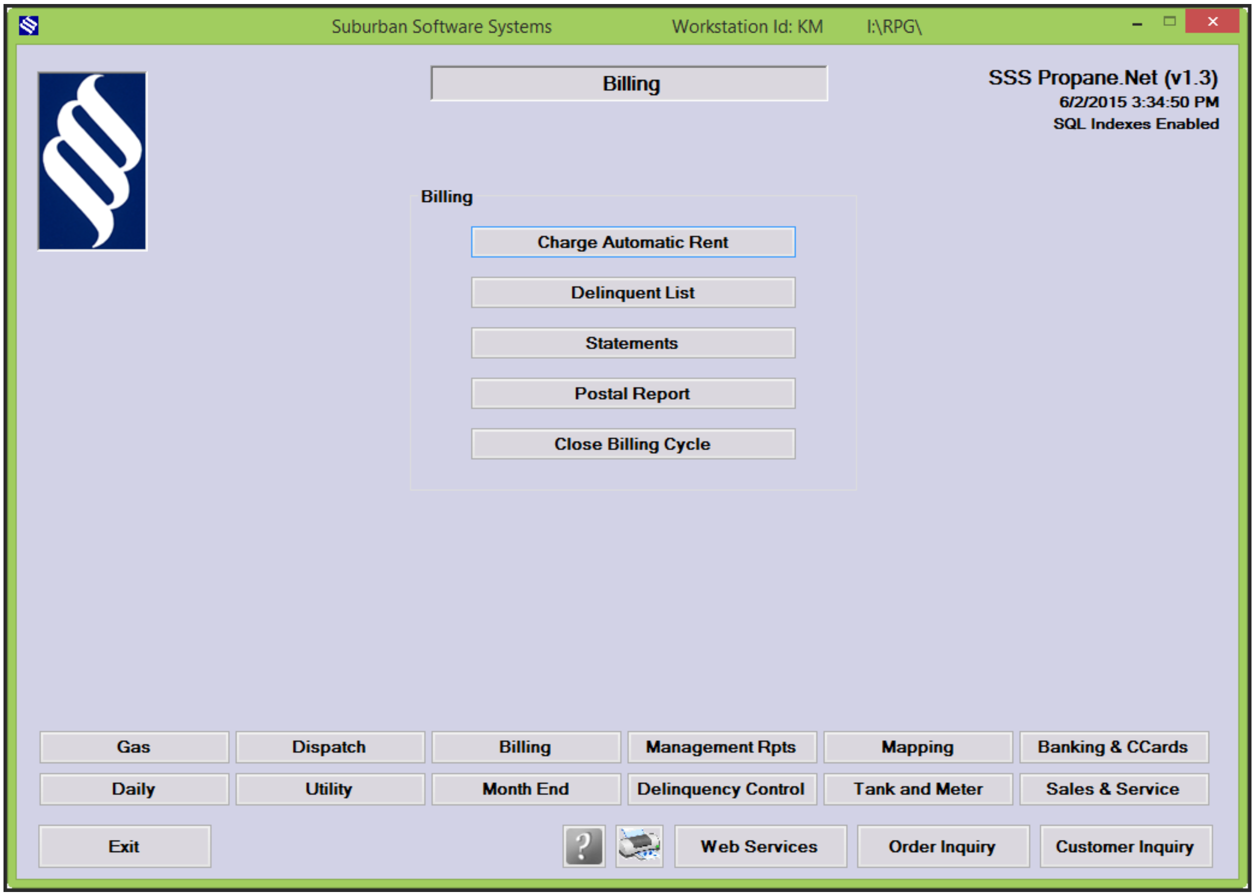
Systems

Billing

Prepared For:______________________________

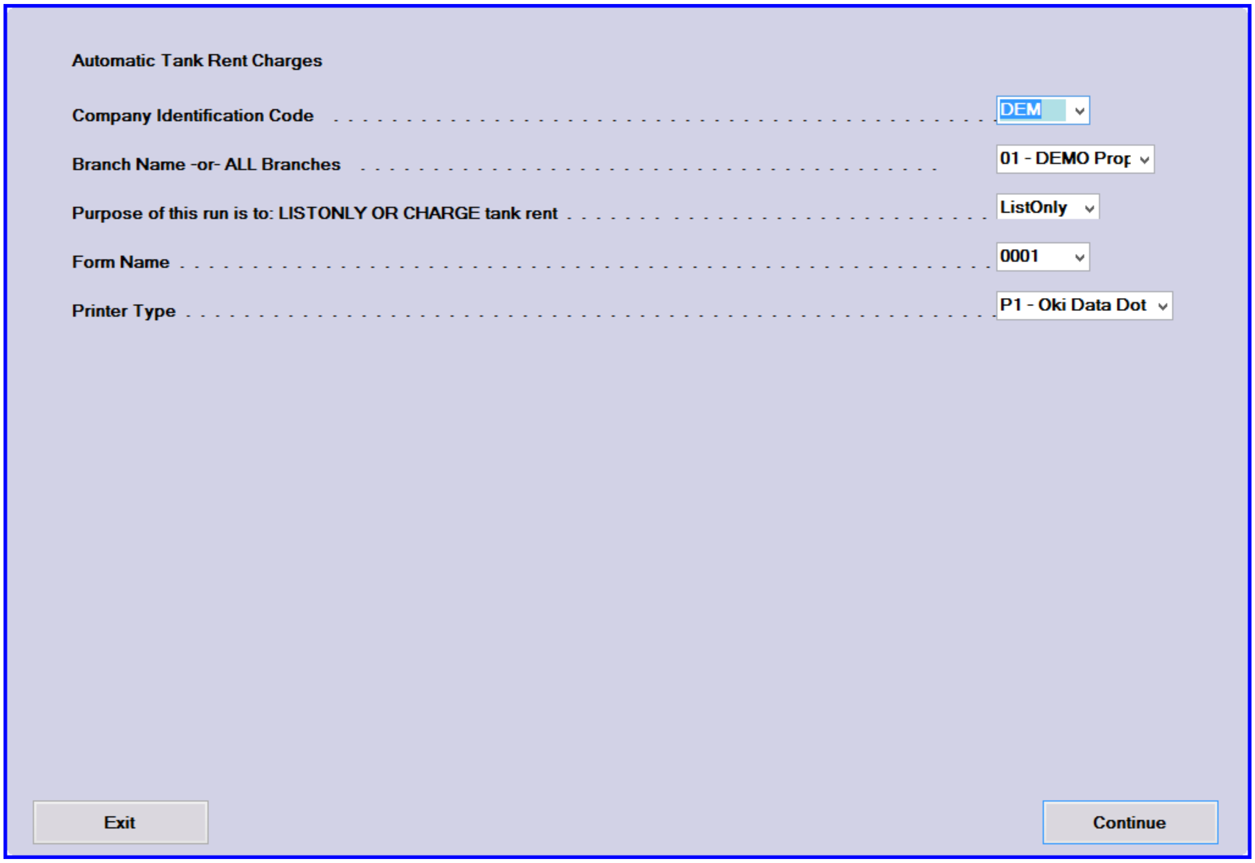
Billing Contents

Billing Menu:



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

<u>Charge Automatic Rent:</u>



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.

Automatic Tank Rent Charge Screen Options:

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

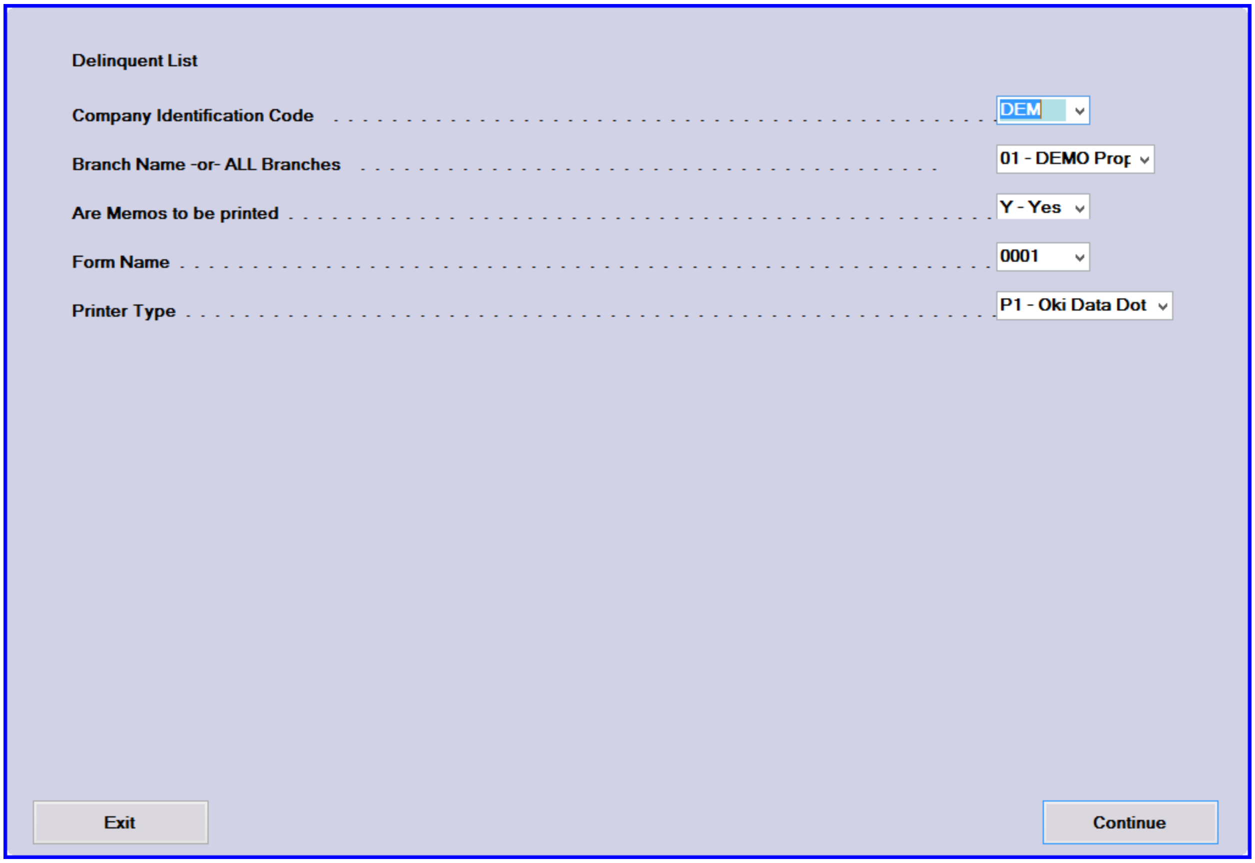
Tank Rent Errors:

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.

Delinquent List:



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".

Delinquent List 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.

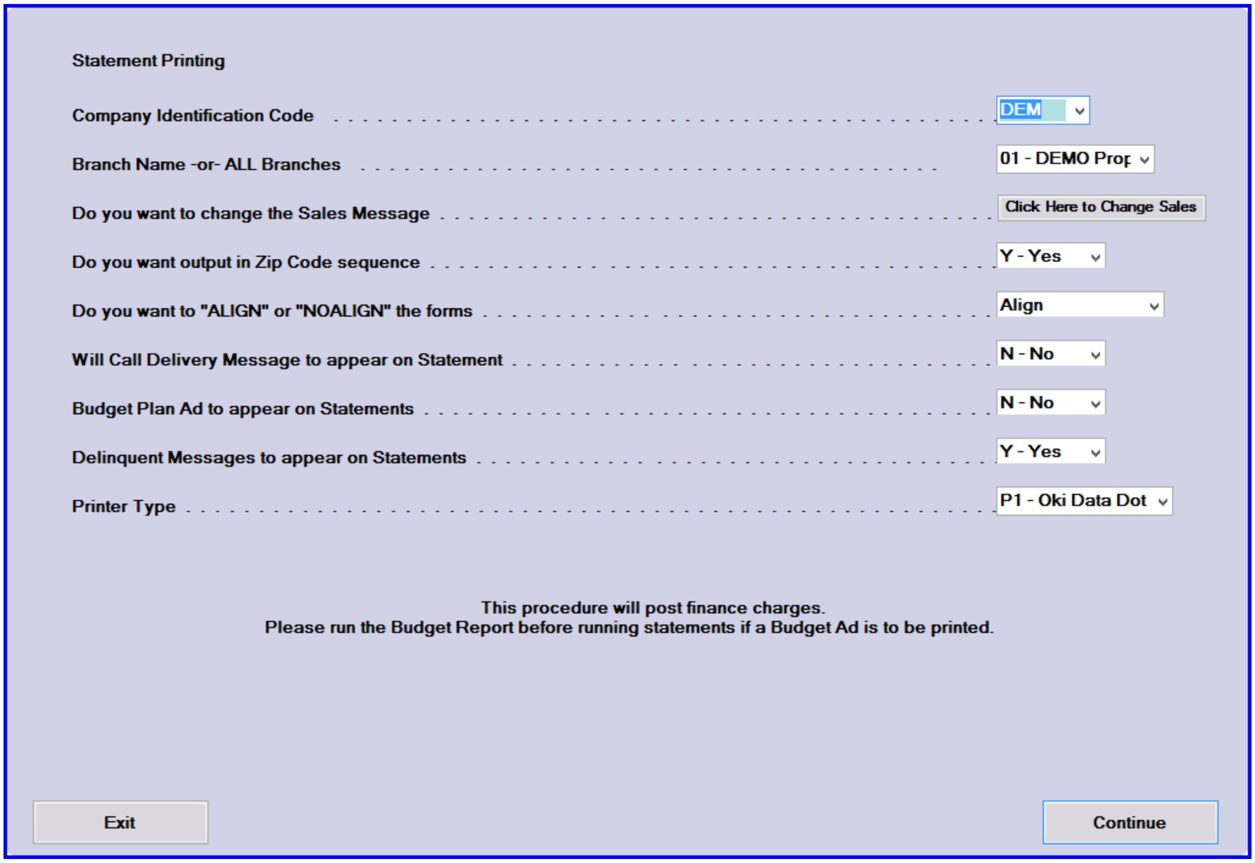
6) Finance charges are only computed for those accounts with delinquent balances greater than the minimum statement balance specified in the Supervisor File.

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.

Statements:



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.

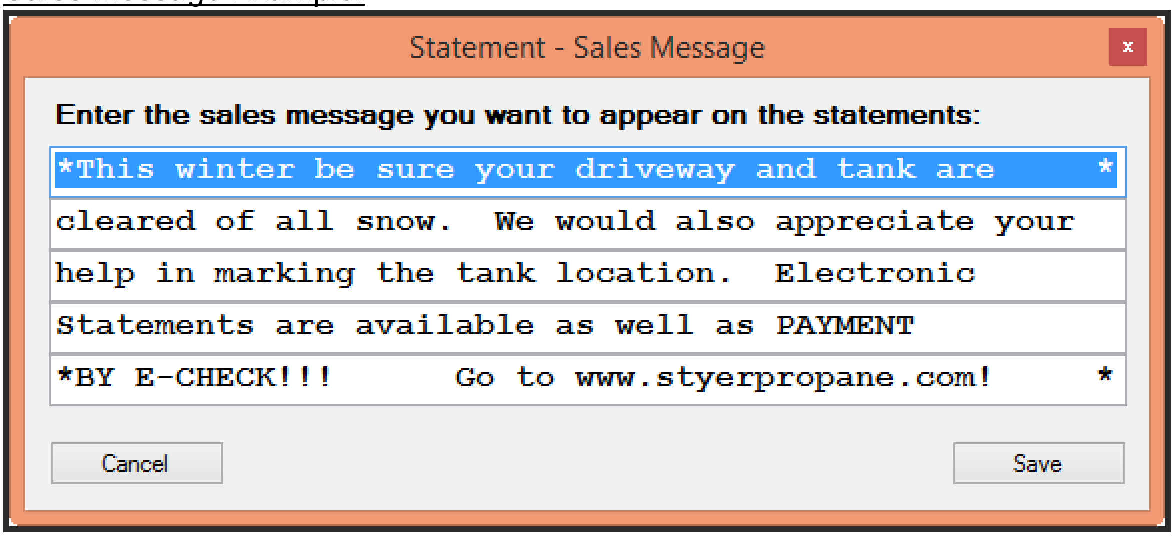
Statement Printing Options:

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

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

Change Sales Message?: Click here to change the Sales Message:

Sales Message Example:



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.

Will Call Delivery Message to Appear on Statement? Enter {Y} to have a Will Call delivery message appear on the statement.

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.

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.

Notes:

1) This Procedure will post Finance Charges.

2) Please run the Budget Report before running statements if a Budget Ad is to be printed.

3) The Statement procedure may not be run until the Delinquent List procedure has been run.

4) The Statement procedure may only be run one branch at a time.

5) 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.

6) 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.

7) Statements may be printed on one of four form types:

S Statements. Pre-sealed statement envelopes with return envelopes (mailers).

P Postcards

B *Both. Print Statement Postcards for accounts with current balances and print Pre-sealed 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.*

8) 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:

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.
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.

<u>Aligning Statements- Overview:</u>

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 3 symbol in the upper left hand corner of the statement form If the asterisks (**) do not cover the 3 symbol, the operator must adjust the form to make the asterisks print in the correct position next time. If the asterisks (**) do cover the 3 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 3 symbol on the form can (by moving the form). Therefore, the 3 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 3 symbol), the statement form must be moved UP.

b. If the asterisks (**) print too low (below the 3 symbol), the statement form must be moved DOWN.

c. If the asterisks (**) print too far left (to the left of the 3 symbol), the statement form must be moved LEFT.

d. If the asterisks (**) print too far right (to the right of the 3 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 3 symbol on the statement form.

7. When the (**) covers the 3 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.

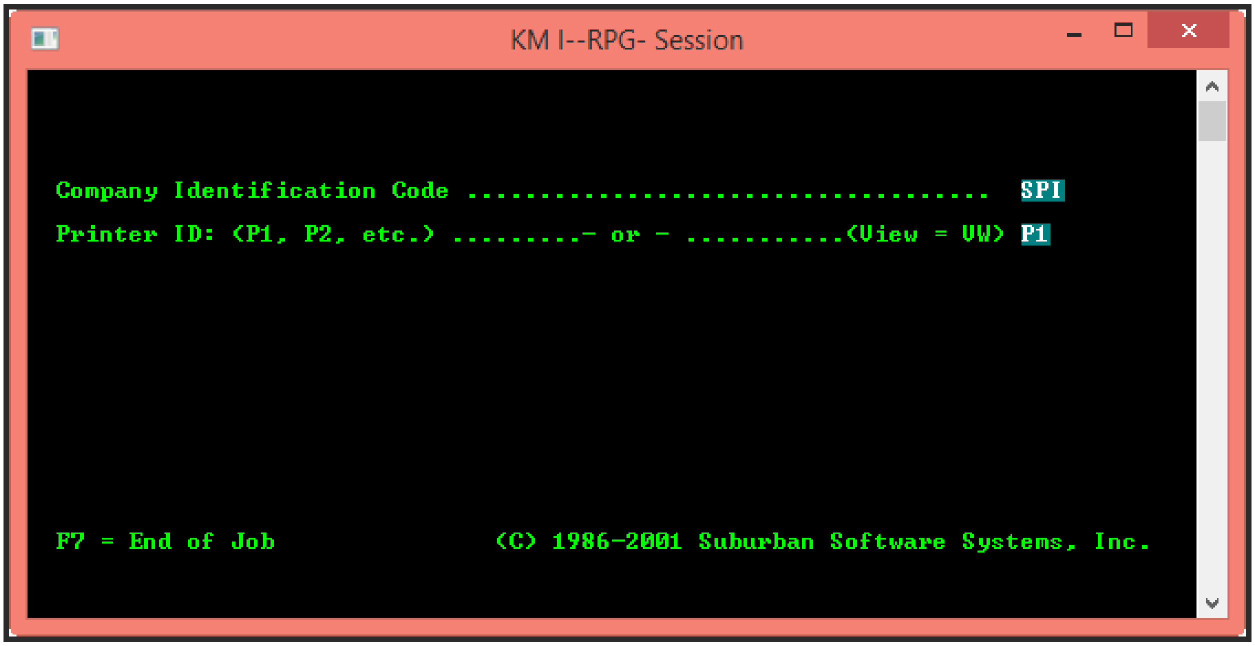
Zip +4 Websites:

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

Postal Report:



Purpose: To print a Zip + 4 postal report as required by the U.S Postal Service for bar coding or pre- sorting statement.

Note: This procedure is not required at month end and is not needed unless bar coding statements.

Example:

Your Propane Company   First-Class   5/16/04
DMM 563 Presort

3/5 Presort Tier

5 - Digit Packages

Zip Code	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
TOTALS	834	244	1078

3 - Digit Packages

Zip Code	3/5 Zip+4 (Z+4 Coded)	3/5 Presort (Not Z+4 Coded)	Cumulative Total
355	74	14	88
358	94	4	98
TOTALS	168	18	186

Residual/Basic Presort Tier

Zip Code	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
TOTALS	4	4	8

SUMMARY		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
TOTAL POSTAGE DUE FOR MAILING			244.32

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. There must be at least 10 mail-out 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. There must be at least 50 mail-out 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 mail-out. 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.

<u>Closing Billing Cycle:</u>

Purpose:

1. Performs closing of current billing cycle.

2. Applies finance charges, creates statements, and marks customer master file as billed for the month.