Utility Billing | Arrears

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The instructions in this article relate to *Utility Billing* | Arrears. The icon may be located on your *StrataMax Desktop* or found using the *StrataMax Search*.

This article is designed to guide users through the setup areas required to process arrears for debtors in the *Utility Billing* area. The process for running the arrears against debtors from the *Utility Billing* area. If you want to review the process for owners in arrears and producing notices for levy arrears, please check out this article.

When the arrears notice is issued, the fee will*report only* on the arrears notice but will not be *charged* until the following billing period. When the arrears notice is printed, StrataMax automatically enters a sundry charge against the account on a *once-only* basis, which then *posts* on the next bill.

The utility arrears cycle must be completed within 21 days and before the next bill is issued, as the system uses the *current* Utility Bill to determine the days overdue and the amount overdue.

There is a configuration setting 'Clear Arrears Flag' under*Receipt Entry* > File > Configure to 'Clear the lot from the arrears notice log when a receipt reduces the lot balance to less than or equal to the Clear Arrears Flag Tolerance setting'.

Arrears Notice Fee Setup

The arrears notice fee setup refers to any fees the Strata Manager may charge for issuing the Utility arrears. These steps will ensure that the correct accounts are configured globally, and offer a local setup option for those buildings that require such a setup.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Click the Arrears tab, and click the Arrears Notice Setup button on the right.
- 3. Click *File > Arrears Fees Setup.*
- 4. Click the *Change* button next to the *Manager Account Code* field, which should be the strata manager's creditor account code (usually 08200002).
- 5. Click the *Change* button next to the *Fees Account* field to select the building's income code for these types of fees, which will display on the Financial Statement.

- 6. Click the Change button next to the Invoice Code field and select 18 (other).
- 7. Export to: This can be either TRMax or No Export.
 - If *TRMax* is selected, the *Invoice Code* field should be the *Invoice Code* number for the arrears fees that has been set up in the *Edit Invoice List* menu, in GLMax.
 - If *No Export* is selected, the fees will post to the account code in the*Fees Account* field, and immediately create a *Standing Journal* to credit the Strata Management Company creditor account, 08200***.
- 8. Next to the *Invoice Code* field, click the *Change* button to select an invoice code for the utility arrears fee.
- 9. Choose either the *Global* to set the above settings for all buildings, or*Local* radio button to just set them for the current building.
- 10. Click Save and Close.

🔋 Arrears Fees Setup 🛏	NUMBER OF STREET	×
Managers Account Code:	08200002	Change
Fees Account:	061003	Change
Invoice Code:	18 Change	
Export Export to: TRMa Invoice Code: 03	ax Change	Change
Global ○ Local Local	Save	Close

Global Utility Arrears Fee Tariff

This section covers setting up an arrears schedule globally for all buildings. The steps below include how to create the Debit Sundry Tariff used for the setup, including the income account used, amount charged for the arrears notice, supply type and the calculation style (per bill).

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select the *Tariff Maintenance* tab.
- 3. Click the Add button.
- 4. From the *Type* drop-down menu, select *Debit Sundry*.
- 5. Enter the *Sundry Title*. Enter the *Sundry Code* (this Code will be used to define the tariff type from the list of tariffs).
- 6. Select the Income Account Code from the drop-down list.
- 7. Enter the *Sundry Amount,* which is the fee for the selected cycle.
- 8. Click the *Calculated each* drop-down list to select whether the sundry item is calculated per bill or daily.
- 9. Click the *Supply Type* drop-down list and select the appropriate type.

- 10. Click Save to make this debit tariff available in the list.
- Repeat for any further arrears notices that are to exist in the schedule. Example, Notice 2 is \$15.00, Notice 3 is \$25.00 etc.

Utilities Entry OCEANIA KEEP E101023 30 January 202	13		-	
File Options GoTo Special Help				
Reading Entry Meter Maintenance F	Process Billing Print Bills D	Deposits Arrears	Edit Bill Item	
		Tariff/Re		Add
Code Name	Income Code Type		4 Type Debit Sundry	
GAF Global Arrears Fees	105 Sundry		Sundry title	Edit
			Global Arrears Fees GAF	Delete
			Income account code	
			Sundry amount 5.50000 Calculated each Per Bill v	
		9	Supply Type Water Comparison n/a	
			Building Overrides	
			Building Income A/c Sundry amount Start date End date	
			Add Override Remove Override	
			10 Save Cancel	
L				
				Close

Local Utility Arrears Fee Tariff

This section covers the process for setting up an arrears schedule for buildings with a different fee schedule than the global arrears schedule, whether the days, amount or arrears fee charged.

Before setting up a local arrears tariff, the global arrears tariff should exist first as outlined in the Global Utility Arrears Fee Tariff above.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select the Tariff Maintenance tab.
- 3. Select the Arrears Fee tariff from the list.
- 4. Click the *Edit* button.
- 5. In the *Edit Bill Item* window, click the *Add Override* button at the bottom of the screen within the *Building Overrides* section.
- 6. Select the Building from the list, and click OK.
- 7. Double-click the cell under the *Income A/c* column to enter a code if it needs to be different to code in the *Income account code* drop-down field in the **Global** section.
- 8. Double-click the cell under the *Sundry Amount* column to enter an amount if it needs to differ from the *Sundry Amount* field in the **Global** section.
- 9. Enter the *Start Date* and *End Date* (if applicable).
- 10. Click the Save button.

11. Repeat if there are any other arrears fee tariffs in the list.

Type Debit Sundry Global Sundry code Global Arrears Fees GAF Income account code 105 Sundry amount 5.50000 Calculated each Per Bill Supply Type Water Building Overrides Start date End date	Edit Bill Ite	em					>
Global Sundry title Sundry code Global Arrears Fees GAF Income account code 105<▼ Sundry amount 5.50000 Calculated each Supply Type Water Comparison Building Overrides Building Income A/c Sundry amount					Туре	Debit S	Sundry 🗠
Sundry title Sundry code Global Arrears Fees GAF Income account code 105 Sundry amount 5.50000 Calculated each Per Bill Supply Type Water Building Overrides Building Income A/c	Global						
Global Arrears Fees GAF Income account code 105 ▼ Sundry amount 5.50000 Calculated each Per Bill Supply Type Water * Comparison n/a Building Overrides Building Income A/c Sundry amount Start date End date	Sundry title				Sundry co	de	
Income account code 105 ▼ Sundry amount 5.50000 Calculated each Per Bill Supply Type Water Comparison n/a Building Overrides Building Income A/c Sundry amount Start date End data	Global Arre	ears Fees			GAF		
Sundry amount 5.50000 Calculated each Per Bill Supply Type Water Comparison n/a Building Overrides Building Income A/c Sundry amount Start date End date	Income acco	ount code	105 💌				
Supply Type Water Comparison n/a Building Overrides Building Income A/c Sundry amount Start date End date	Sundry amo	unt	5.50000	Calculated each	Per Bill		Ŷ
Building Overrides Building Income A/c Sundry amount Start date End date	Supply Type	2	Water *	Comparison		n/a	•
Building Income A/c Sundry amount Start date End da	Building Ov	verrides					
	Building	Income A/c	Sundry amount		Star	t date	End dat
E221010 1041 18.00 01/01/2023	E221010	1041	18.00		01/0	1/2023	
	Add Overrid	de Remove O	verride				
Add Override Remove Override					Save		Cancel

Utility Arrears Schedule

Following through from the *Global Utility Arrears Fee Tariff* setup above, each arrears tariff required should include a notice / letter set up where the templates are selected, including the deposit slip. The below will guide you through this process.

Arrears Notices can be included within the setup and theBill Title changed to match the Utility Type. Letters can also be included with customised text as noted below in the Utility Arrears Letter instructions. If a letter is preferred, configure this first before completing the notice setup.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Click the Arrears tab and the Arrears Notice Setup button on the right.
- 3. Click the *Global Settings* button (it will turn green) to set up a schedule for all buildings.
 - <u>OR</u>
- 4. Don't click the *Global Settings* button to create an arrears schedule for the currently selected building.
- 5. Click the Insert button.
- 6. Click the required type of *Arrears Notice Template*, then click the *Select* button to confirm the template selection. To preview any notices, select them and click *Preview* to review the layout of

the template.

Tip: Arrears Notices are hard coded for field output and are all types without<u>Letter</u> in <i>the Description.

- 7. Highlight *Deposit* from the deposit area, then click the *Select* button to make this the default.
- 8. Click Close.
- 9. In the new window
 - Enter the *Days Overdue*, the basis of what the system will use to calculate the days overdue and produce arrears notice(s) with.
 - Enter the *Amount of Arrears*, the amount the system will pre-check for the outstanding balance when running this process.
 - Select the Arrears Fee Tariff from the drop-down list.
- 10. Click Save to finish entering this arrears notice in the schedule.
- 11. Select the notice or
- 12. Repeat for any further notice types and ensure that the arrears fee tariff is selected correctly for each type.

Arrears Notice Setup OCEAN	NIA KEEP E101023	Electricity Reminder		×						
File Help This program is for set	ing up a schedule of	Days Overdue	14	s.						
	Arrea	Amount of Arrears	10.00							
Title Template .	2nd Template	Arrears Fee Tariff		e Style						
Electricity Remin ELECAR01	DEPOSIT	ARR1 - Water Arrears	Notice Fee - Min Ch 🔻	-						
		Save	Close]						
<										
Insert Edit	Dele	ete Edit Letter	View Log	Close						
 Include Journal arrears in Not Du Print Notice only if there are Levy Default Overdue Days (used for Other 	e calculation In Arrears M er) 14	iclude Other balance in Arrears lanage Arrears by Notice Sets	Copy Global Set	Global Settings						

Include Journal arrears in Not Due Calculation

When ticked, the arrears calculation will include amounts billed, but not yet due, as well as any balance in the 'Other' invoice code.

Include Other balance in Arrears

When ticked the arrears calculation will include any balance in the 'Other' invoice code (Recommended).

Print Notice only if there are Levy Arrears

When ticked, the *Arrears Notice* menu will only observe balances from overdue levies (in the*Levy Management* menu), and will ignore balances in the *Overdue Interest* and *Other* invoice codes (Recommended).

Default Overdue Days (used for Other)

This is the number of days a balance can remain in the lot'sOther invoice code before the Arrears

Notice menu observes the balance and produces an arrears notice. This setting is only observed when there are no overdue levy or invoice balances.

Utility Arrears Letter

This section describes how to edit an existing *Utility Arrears Letter* from the available list and customise the text to meet the required standards. Using an arrears letter is the alternative option to an arrears notice.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Click the Arrears tab and the Arrears Notice Setup button on the right.
- Click the *Global Settings* button (it will turn green) to set up a schedule for all buildings.
 <u>OR</u>
- 4. Don't click the *Global Settings* button to create an arrears schedule for the currently selected building.
- 5. Click the Insert button.
- 6. Click the required type of *Arrears Notice Letter*, then click the *Select* button to confirm the template selection.

Tip: All templates with the <u>description</u> including the word <u>Letter</u> within it are a letter type.

- Highlight *Deposit* from the deposit area, then click the *Select* button to make this the default. Click *Close* to the template selection window.
- 8. In the new window:
 - Enter the *Days Overdue*, the basis of what the system will use to calculate the days overdue and produce arrears notice(s) with.
 - Enter the *Amount of Arrears*, the amount the system will pre-check for the outstanding balance when running this process.
 - Select the Arrears Fee Tariff from the drop-down list.
- 9. Click Save.
- 10. From the *Arrears Notice Setup* menu, select the relevant letter that has been inserted from the schedule.
- 11. Click Edit Letter / confirm Edit Letter.
- 12. From the notepad window, the template used will have pre-populated text and merge fields. Amend this text to be applicable for the type of letter being sent.
 - Please refer to the Notepad .LET Merge Fields article for formatting and merge field instructions.
- 13. When finalised, select File and Save.
- 14. Click *Edit Letter*, click *Preview* to preview the letter (recommended to check the letter is formatted as desired and includes merge fields).
- 15. Click *Finished* once checked and the letter is as required.

Utility Arrears Overlay

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Click File / Configure Arrears Overlay.
- 3. Select the relevant template, then click OK, and the new configuration screen will open.
- 4. Edit the *Message* field if required, as well as the *Position*.
- 5. Click Save.

P Configu	ure Arrears Overlay ELECAC14 $ imes$.
Message:	[Date] Charges not included in Amount
Format:	Text
Position:	29 Left (X) 1,975 Top (Y)
Font:	Arial 20pt Medium 🗸
	Gancel

Arrears Pre-Issue Report

The Arrears Pre-Issue Report is one type of report available for running before issuing the arrears. This report includes the days overdue, the amount unpaid, the last notice date and type (which will indicate the next notice type to be generated for the current process), and the arrears fees of what was charged for the previous notice. The other fields include the Legal Action date and Account Manager.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select the Arrears Tab.
- 3. Click *Pre-Issue Report*. From the preview window, select *Print Report* to produce report to screen, *Show In Exce*/to export the results or *OK* to close the preview window.

Electr	ricity Arrears Repo	ort-E6543								-
				Tag Records f	or Arrears Notice					
Tag	Account Code	Name	Amount overdue	Days overdue	Last Notice Date	Туре	Arrears Fee	Legal Action Date	Account Manager	
	02100001		346.35	47	30/01/23	1	10.00			
	02100008		13.55	178	30/01/23	1	10.00			
	02110001		366.30	447	30/01/23	1	10.00			
			3							
1	or 3									
			Report Setup Print	Report Show	In Excel	ж	Cancel			
				0.00			22.00			

Click *Report Setup* to configure the displayed columns of information.

Arrears Manager Report

The *Arrears Manager Report* lists the Total Balance; Aged Balances; Lot number; Unit Number; Phone and Email; Last Arrears Notice issued; type of Last Arrears Notice issued; and lists the different account balances for Utilities, Security Deposits, Fees etc.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select GoTo / Arrears Manager.
- 3. Tick and select the required options for configuration as required, and clickClose.
 - The Arrears Manager window will display with any relevant lot accounts and details.
- 4. Click the Show in Exce/button to export the table to Excel.

🔋 Arrears Manager		E6543	Repo	rt Date: 30/01/23				_		×
File										
Account Number	Name	Balance		Current	30 Days	60 Days	90 Days		120+ C	ays
02100001		346.35		0.00	0.00	346.35	0.00		0.00	
02100008		13.55		0.00	0.00	0.00	0.00		13.55	
02110001		366.30		0.00	0.00	0.00	0.00		366.30	
			2							
1 of 3										
- Amagine Notes Catego	0.00								Configure	
Electricity	Uly .	Change	Building	Owner In	fo	Notes	Show in Excel		Close	

File / Set No Send Arrears Notice can be applied to exclude a debtor from receiving arrears. This is a manual action to add and remove the debtor from this area.

Overdue Report

The *Overdue Report* lists the Total Balance; Days Overdue; Lot number; Last Notice Date; Type of Last Arrears Notice issued; Arrears Fees; Legal Action Date. This is similar for output as per the Pre-Issue report described above.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select GoTo / Overdue Report.

- Enter / review the Days Overdue.
- Include Already Legal Action; this will be set to 'N' for No. To see the accounts that have been added to *Legal Action*, change this to a 'Y.'
- *Include Already Payment Plan*, this will be set to 'N' for No. To see the accounts that have been added to *Legal Action*, change this to a 'Y.'
- *Set Clear Flag*, This should be left as an 'N'. If this is changed to a 'Y' it will reset the arrears schedule once the process has been produced.
- *Minimum Arrears Amount*, Enter a minimum arrears balance to report on.
- Include Already Issued Arrears, By default this is set to 'Y'. Change to an 'N' to include arrears that have already been issued.
- 3. Select OK.

Aged Balance List

This report can be run from the Utility Sub-Group building, and will offer the standard column reporting for *Current*, 30+ Days, 60+ Days, 90+ Days, 120+ Days and report the last arrears date. There is also the option to change the Template to SABLIST1 - Second Debtors Aged Balance List - which will output the Email Address and the Last Invoice Date.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Search or select Aged Balance List.
- 3. Click OK.

Tip: Adjust the Utility Aged Balance List Template selection to SABLIST1 - Second Debtors Aged Balance List.

Legal Action Overdue Accounts Report

This report offers the ability to report the legal action style report, and can be set to include Electricity (Sub-Group) only, or both the main and sub-group arrears.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select the Arrears tab and click Legal Action.
- 3. Options / Overdue Report / Tag all buildings.
- 4. From the reporting parameters, set the *Include Electricity* field to *Only*. Address any other reporting fields as needed.
- 5. Select Yes or No message: *Do you want to save Include Electricity Only as default?* Apply a sort preference if desired. Click *OK*.

6. Click OK to view Overdue Report on screen.

Legal Action						\times
File Options Help						
		×			Change	Agent
- Overage Accounts report					Change	Letter
Days Overdue	15	ct t	o legal action			
Include Already Legal Action	N		A/c Code	Name		
() () () () () () () () () () () () () (02100012			
nclude Already Payment Plan	N		02100005			
la altoria - Electricator	Only		02100014			
	only		02100001	•		
Set Clear Flag	N		02100002	• • • • • •		
-			02100001			
Minimum Arrears Amount	50.00		02100087			
Include Already Issued Arrears	Y					
		Pos	sible			
ОК	Cancel		Add	Delete	Clo	
			/100	Delete	CIU	30

7. From the preview window, select *Print Report* to produce report to screen, *Show In Excel* to export the results, or *Cancel* to close the preview window.

Legal	Action - Overdue	Report									
				Tag Re	cords for Instituting Leg	al Action					
Tag	Building Number	Building Name	Account Code	Name	Amount overdue	Days overdue	Last Notice Date	Туре	Arrears Fee	Legal Action Date	Account Manager
			02100028		276.25	69	12/12/22	1	0.00		
			02100047		193.95	69	12/12/22	1	0.00		
			02100048		61.20	69	12/12/22	1	0.00		
			02100051		285.05	69	12/12/22	1	0.00		
			02100055		75.85	69	12/12/22	1	0.00		
			02100115		69.85	69	12/12/22	1	0.00		
			02100199		87.40	69	12/12/22	1	0.00		
			02100203		188.95	61	12/12/22	2	0.00		
	_	·	02100001		346.35	47	30/01/23	1	10.00		
		s	02110001		366.30	447	30/01/23	1	10.00		
				60							
	1										
1	of 10										
				Report Setup Print	Export	OK	Cancel				

Click *Report Setup* to configure the displayed columns of information.

Processing Utility Arrears

After setting up the Sub-Group arrears areas, this process can be applied to each sub-group building.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- Select the Arrears tab and run one of the desired arrears report: Arrears Pre-Issue Report, Overdue Report, Legal Action to confirm which debtors will receive an arrears notice / letter. Save this report to refer to when completing the process.

- 3. Based on the results of the report, ensure that the building selected is included in the report. If not, change to the first building on the arrears report and go to the *Arrears* tab.
- 4. Review *Screen* or *Printer* mode and ensure that this is selected to the correct output.
- 5. Review the *Message* tab, and include any relevant messages to print on the notice (printing availability will be based on the template in use).
- 6. Review the *Conditions* tab and set *Email/Print as per Contact Preferences* (click *Set as Default* to save this setting as the default).
- 7. Click *Print Arrears*. Based on the screen / printer output, these notices will either come to screen for preview, or print / email directly. Check at this stage and ensure output is as expected, and click the *Print* icon to generate both the email and hard copies. If printer is the output method, all debtors will print / email without a preview.
- 8. *Stored Reports* can be checked from the Sub-Group to confirm that these have been sent as expected if required.
- 9. Repeat for the next building as per the arrears report, and process each building with the above steps.

Processing Recoveries for Utility Arrears

If the tariff for the arrears has been set to charge, when running, the process will create a TRMax recovery record ready to process in a similar way that the main levy arrears process occurs. Please review *How to Process Recoveries* for instructions on recovering these fees. These fees will be available to collect when the process is applied, and the arrears fee for the debtor will be included in the amount payable on the current bill, but not printed on the account until the next billing cycle.

Example of Arrears Notice: Includes the amount overdue, and the account total includes the arrears fees.

		OCEANIA KEEP (CTS 10	1023U		
	Date of Issue: 23 Jur	ne 2023				
					0	Account Number 02100003
Г		REMINDER	NOTIC	E		
	Our records indic	cate that your Water Usage Payme	nt was no	t received by	the paym	ient due date.
	Should you have disregard the not	already paid you Water Account s tice.	ince the l	ssue date of	this Notice	e please
	To avoid further a Notice.	actions please pay any outstandinç	g amount	within 7 days	from the	Issue date of this
Payme	nt Options Tel: 1300 552 311 Ref: 9706 6736 9	Telephone: Call this number to pay by credit card. International: +613 8648 0158	VISA	R 🚯	FRA	ΓΑΡΑΥ
<u>@</u>	www.stratamax.com.au Ref: 9706 6736 9	Internet: Make credit card payments online Visit www.stratamax.com.au			StrataPay R	eference
	www.stratapay.com/ddr Tel: 1300 552 311 Ref: 9706 6736 9	Direct Debit: Make auto payments from your credit card or bank account. Visit stratapay.com/ddr to register	Diners Club	Amo \$67	9706 6 ount .25	/36 9 Due Date 23 Jun 23
i3	Biller Code: 74633	BPay: Contact your participating financial institution to make	a payme n t	Return &	ddrees I isffs	

TRMax Recovery available from the arrears process:

										-			
39726	101023	OCEANIA KEEP	10	Arrears Fees	14605	Jessica	Carroll	JC	23/06/23	1	15.00	15.00	Arrears Fee-02100003
39727	101023	OCEANIA KEEP	10	Arrears Fees	14605	Jessica	Carroll	JC	23/06/23	1	15.00	15.00	Arrears Fee-02100004
39728	101023	OCEANIA KEEP	10	Arrears Fees	14605	Jessica	Carroll	JC	23/06/23	1	15.00	15.00	Arrears Fee-02100007
39729	101023	OCEANIA KEEP	10	Arrears Fees	14605	Jessica	Carroll	JC	23/06/23	1	15.00	15.00	Arrears Fee-02100008
39730	101023	OCEANIA KEEP	10	Arrears Fees	14605	Jessica	Carroll	JC	23/06/23	1	15.00	15.00	Arrears Fee-02100010

The *Meter Maintenance* tab confirms the standing charges for this arrears process. These will print on the bill when the next billing period is entered.

📔 Utilities E	ntry OCEANIA KEEP E101023 23 June 2023										-	- 🗆	×
File Opti Reading Ent Account Co	ons GoTo Special Help y Meter Maintenance Tariff Maintenance ode 02100003 Account Name Charler	Process Billing s Ronald	Print Bills	Deposits Arrears								Sungly Ch	arges
Code	Description	Lot Number	Unit N				Mete	rs for 02100	003			<u> </u>	
02100001	CATTERALL R & S	1	1	Meter Number	Bill Item	Last Reading Date	Last Reading	Activity	Last Entry Processed	Account	Factor		
02100002	Smith Alan	2	2	00003	MRECW	30/11/22	400	Y	Y	02100003			
02100003	Charles Ronald	3	3										
02100004	D B Bailey	4	4		2	Standing Charges				×			
02100005	MONK C A	5	5										
02100006	MCLAREN C D	6	6		FI	le				_			
02100007	CHERYL KELLY	7	7		Sel	ected Account 0210000	Charles Ronald		Add				
02100008	POWMAN & SMITH	8	8		A	ccountCode Tariff	Date Processed			-			
02100003	Charles Bonald	10	10		02	100003 ARRE1	02/01/79		Edit				
02100010		10	10		02	100003 ARRE2	02/01/79						
									Delete				
									Apply to				
										-			
									esci)				
						0. 41.			Citac	_			
						Show All [Date Processed 02/	'01/79 is for (Once Only				
<			>										
										Edit	Add	Delet	te
												Clos	se

Credit Utility Arrears Fees

If the Utility Arrears fees are to be reversed, the following process can be applied to remove the standing charge from the account.

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Select the *Meter Maintenance* tab and select the debtor that the arrears fee is to be removed from.

Vilities Entry OCEANIA KEEP E101023 23 Juni Options GoTo Special Help	e 2023										- 0	
ding Entry Meter Maintenance Tariff Mainten	ance Process Billing	Print Bills	Deposits Arrears									
count Code 02100003 Account Name	Charles Ronald										Sundry Cha	harge
Code Description	Lot Number	Unit Nu				Met	ters for 021000	03				
2100001 CATTERALL R & S	1	1	Meter Number	Bill Item	Last Reading Date	Last Reading	Activity	Last Entry Processed	Account	Factor		
2100002 Smith Alan	2	2	00003	MRECW	30/11/22	400	Y	Y	02100003			Ι.,
2100003 Charles Ronald	3	3	Character Cha					~				
2100004 D B Bailey	4	4	Standing Cha	irges				^				
100005 MONK C A	5	5	File									
100006 MCLAREN C D	6	6	Selected Account	02100003 Char	fes Ronald							
100007 CHERYL KELLY	7	7	AccountCode	Twiff Dw	a Processed		Add					
100008 Helen Carroll	8	8	AccountCode		01 (70							
100009 BOWMAN & SMITH	9	9	02100003	ADDE2 02/	01/79		Edit					
100010 Charles Ronald	10	10	02100003	Annez 02/	51775			-				
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			Show All	Date F	Processed 02/01/79 is for	or Once Only						
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- 3. Click Sundry Charges, and within this list will be any re-occurring tariffs, including any of the arrears tariffs. Select the arrears tariff that is to be removed and click *Delete*.
- 4. From the *Select Tariff* screen, click *OK to* delete the tariff and click *Yes* to confirm.

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5. This will remove the arrears fee for the account.