Utility Billing | Other Billing Processes

Last Modified on 09/01/2023 5:03 pm AEST

This article covers the various other common processes that are carried out in the *Utility Billing* menu. This does not cover the standard billing process, please see the Utility Billing | Electricity Billing Procedures article for that.

Editing Incorrect Meter Reads

Meter reads can only be edited if they have not been processed. If the meter read has been processed, the bill will need to be reversed first.

- 1. From the Utility Sub-Group open the Utility Billing menu.
- 2. Select the Reading Entry tab.
- 3. Enter the *Reading Date*.
- 4. Set the Supply Type.
- 5. Select Change A/C and select the required lot.
- 6. A message will appear, asking to confirm, click Yes.



- 7. The reading can then be amended and saved
- 8. Select any other Lots for which the reading may need to be amended.
 - Proceed to Utility Billing | Electricity Billing Procedures.

Reversing Processed Bills

This process is for reversing utility bills that have been processed to enable editing meter readings or updating a tariff that has changed.

- 1. From the Utility Sub-Group, open the Utility Billing menu.
- 2. Search the Process Billing tab.

- 3. Tag all lots that need to be reversed (to tag all click Select All or Ctrl + A on the keyboard).
- 4. Select Reverse Last Bill.
- 5. Confirm Yes to reverse bill.

dina E	Entry Meter	r Maintenance	Help Tariff Maintenance	Process Billing Prir	nt Bills Deposits Am	ears	
							-
Tag	Code	Description		Lot Numb	er Unit Number	Plan No.	This program is for processing
	02100001	Owner Original		00001	1		printing Before proceeding it is
	02100002	Owner Original		00002	2		recommended that you print an
\bigcirc	02100003	Owner Original		00003	3		Electricity Record List and check you
	02100004	Owner Original		00004	4		Process Data
	02100005	Owner Original		00005	5		12/12/16
							Process Bills Reverse Last Bill Current Month: Dec-16
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		Select All					

Recalculating Current Bills

If readings have been entered, but have *not yet been processed,* the tariff rates can be altered and a recalculation of the current bills made prior to processing

- 1. From the Utility Sub-Group, open the Utility Billing menu.
- 2. Select the Tariff Maintenance tab.
- 3. Select the *Tariff* to be edited, click *Edit*.
- 4. Change the charge rate (or Add Override).
- 5. Click Save.
- 6. Select Reading Entry tab.
- 7. Click Options > Recalculate Current Bill.
- 8. Tag the required lots (to tag all click *Select All* or press *Ctrl* + *A* on the keyboard).
- 9. Select Recalculate.
 - Proceed to Utility Billing | Electricity Billing Procedures.

Utility Stored Report

Like a normal levy notice, the Utility bills are stored when printed or emailed, and these can be retrieved from the *Stored Report* menu to reproduce to resend where required.

- 1. From the *Utility Sub-Group*, open the *Stored Report* menu (we recommend maximising this menu screen for ease of use).
 - Alternatively, open the Utility Billing menu, then click Go To > Print Stored Bills.
- 2. The columns can be sorted into user preference display, which will allow the information to be presented alphabetically or numerically.
- 3. Highlight the line item for the required lot and click the *Filter* button to view only notices applicable to that particular name or account.
- 4. Tag the bills required.
 - For bills that were e-mailed, the e-mail address will be displayed in the *Email Address* field, these can be resent from the *Stored Report* menu.
 - Tick the *Send Emails Only* > Proceed.
- 5. To send via hard copy, select Printer Setup > Proceed.
- 6. Based on the original sending, tag the required method for resending.
- 7. Click Proceed.

Print Stored Report												
File	Help Options											
Report	Report File 16348002.BIL											
	Printer Setup											
Report												
Report	Preview											
Prin	Close											
Send Emails Only Show Deposit Sin Background												
Ser	nd Emails Where Pre	esent 📃 Single	Print									
Tag Select Entry for Report - total of 11												
Tag	Account	Name	EntryDate	Report Name	Report Group	Notes	Email Address					
	02100001	Owner Original	09/12/16	ELECTRICITY BI	16344001.BIL							
	02100002	Owner Original	09/12/16	ELECTRICITY BI	16344001.BIL							
	02100003	Owner Original	09/12/16	ELECTRICITY BI	16344001.BIL							
	02100001	Owner Original	09/12/16	ELECTRICITY BI	16344002.BIL							
	02100002	Owner Original	09/12/16	ELECTRICITY BI	16344002.BIL							
	02100003	Owner Original	09/12/16	ELECTRICITY BI	16344002.BIL							
	02100001	Owner Original	12/12/16	ELECTRICITY BI	16347001.BIL							
	02100002	Owner Original	12/12/16	ELECTRICITY BI	16347001.BIL							
	02100003	Owner Original	12/12/16	ELECTRICITY BI	16347001.BIL							
	02100004	Owner Original	13/12/16	ELECTRICITY BI	16348001.BIL							
0	02100004	Owner Original	13/12/16	ELECTRICITY BI	16348002.BIL		jess.carroll@stratamax.com					
11	of 11						Show All Filter					

Change Due Date for existing bills

This process would only be required to re-print the utility bills with a new due date, which differs from the global days due, or if the days for payment has changed.

- 1. From the Utility Sub-Group, open the Utility Billing menu.
- 2. Select Options > Change due date for existing bills.
- 3. Highlight all current bills, then click OK.
- 4. When prompted 'The due date in selected records will be changed.' Click Yes
- 5. Select Print Bills, and reprint.