Utility Billing | Other Billing Processes

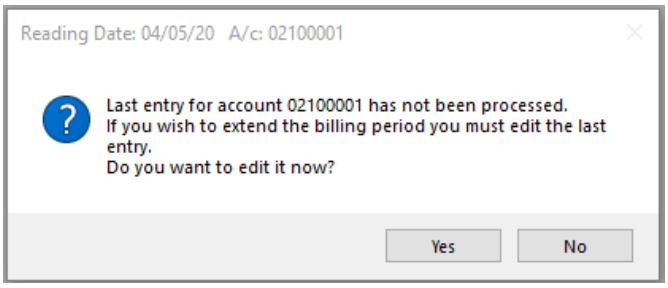
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This article covers the various other common processes that are carried out in the ***Utility Billing*** menu. This does not cover the standard billing process, please see the Utility Billing | Electricity Billing Procedures article for that.

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*.



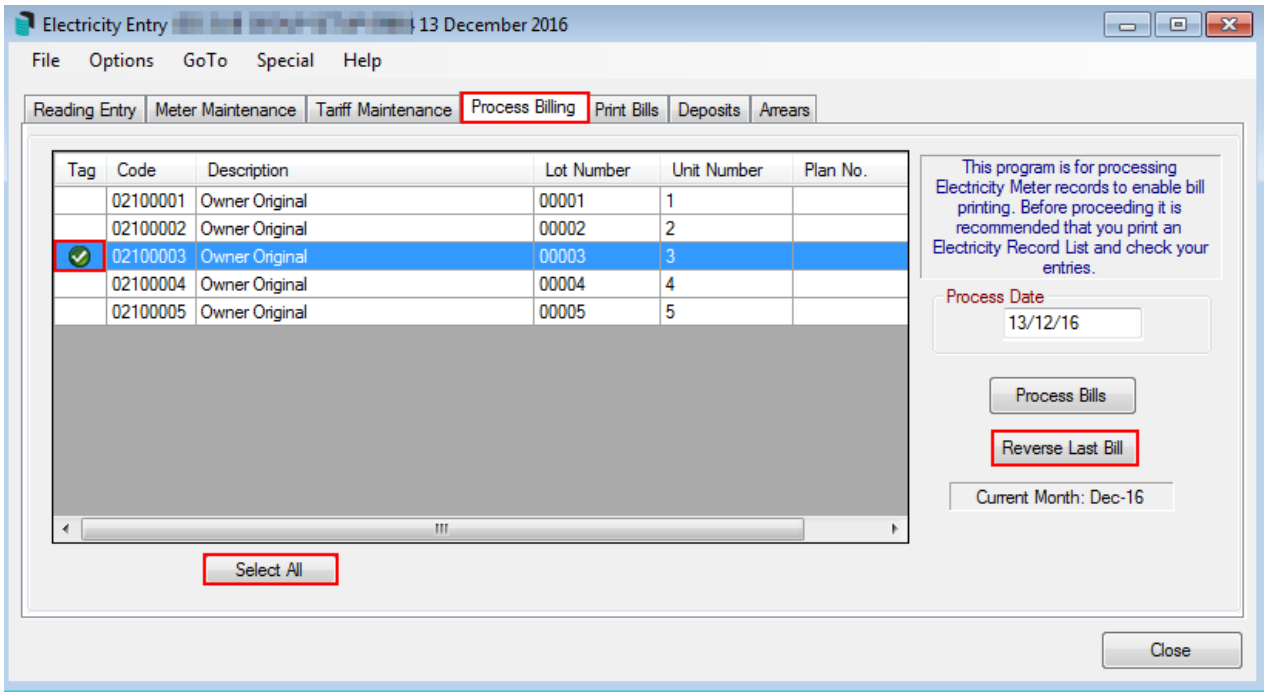
7. The reading can then be amended and saved.
8. Select any other Lots for which the reading may need to be amended.
    - Proceed to Utility Billing | Electricity Billing Procedures.

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.



Recalculating Current Bills

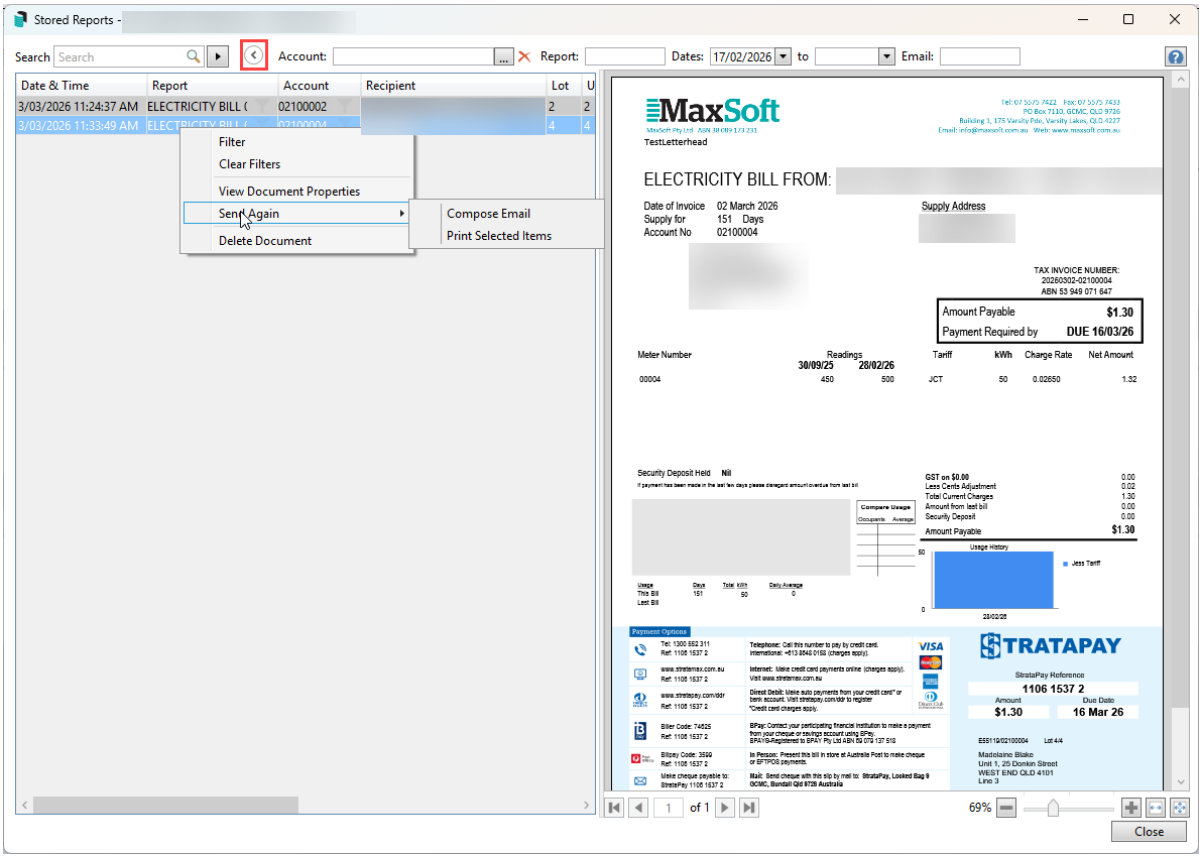
If readings have been entered, but have *not yet been processed,* the tariff rates can be altered and a recalculation of the current bills made prior to processing

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. You can sort the columns to your preference, which will present the information alphabetically or numerically.
3. Highlight the line item for the required lot, and either expand the *Filter* area or use the filter icon in the table.
4. Right-click, 'Send Again' / 'Compose Email' to send using ***Communications*** or *Print Selected Items* to preview.



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.