BCS Demo Instructions

BASIC BILLING & COLLECTION SYSTEMS DEMONSTRATION

INTRODUCTION

B6 Systems, Inc. has created a new web-browser based billing & collections system for Sewer Authorities. Some of the major features of the new software are:

- Simple, Easy search function to quickly locate accounts
- Quick accessibility to historical information, including PDFs of past bills
- Immediate certification of addresses
- Simple, extensive reports pre-built
- Flexible support for fixed or consumption based charges
- Automatic retrieval and loading of PAWC consumption data.
- Support for new USPS Intelligent Mail barcode
- Custom PDF bills created with any template you need.
- Simple installation and maintenance – Only stored one place on the server.

Thank you for taking the time to review the system. Please call B6 Systems at 724-861-8080, or email mark.berardi@b6systems.com for additional information or questions.

For definitions and a description of the menu options, see the sections at the end of this document.

LOGIN

Simply press the login button for the demo. This view normally has simple username/password boxes.

SEARCH PAGE

OVERVIEW

The first page after logging in is the Account Search page. There are two main sections:

1. **Free Search**: The free search section works similar to a Google search on the internet. Type in the information (account number, or street name from address) from the account you are searching for and press search.
2. **Specific Search**: The specific search section allows you to enter a combination of account information in order to narrow down the results.

Pressing the search button without any of the fields populated will perform a global search and return all accounts.

There is a **quick search** option on the right hand side of the header. It is identical to the Free Search.

For more information on the available menu options, see the Additional Information section at the end of this document.

SELECTED DEMOS

Here are a few selected demonstrations/tours to show some of the basic functionality and value of the system.

ACCOUNT OVERVIEW DEMO

1. **From the Search Page, press the Search button without populating any of the search fields**.
2. **Select Account # B6S45158899-00** (**Smith, Rachael**). This should be the **second** in the list. This will change the page to the Account View.
3. **Features** the Account View / Financials Tab:
    a. The page header is now changed to include quick reference information about the account selected. This is another error-reducing feature; you always know which account you are viewing.
    b. The Financials Tab gives a customizable summary of this account. With a glance, you will know the status of the account.
    c. Notice the Bills & Charges table is highlighted RED. This is an example of how the system presents visual cues for important information. In this case, the account has past due charges during the highlighted periods.
    d. There is an optional Aging Table available at the bottom of the page.
    e. ****On the Bills & Charges table, there is a View option that will immediately bring up a PDF of the bill sent during any specific billing period**.
4. **Switch to the Account tab by clicking on that tab**. This presents detailed information available for the current account.
5. **Switch to the Adjustments tab.** The Adjustments page is a simple way to enter an account adjustment. This page shows you exactly how it is being applied to the account. **Enter an Adjustment:**
    a. From the Type selection box, pick Adjustment
    b. Enter “Demo” for the Note/Reason
    c. Enter the Total Amount as $77.00 and press the CALCULATE button.
    d. Review the Adjustment Credit column of the Adjustment Distribution Table. This shows exactly how the adjustment will be applied to the account. The table can be edited if a different distribution is necessary.
    e. Press the APPLY button, and the adjustment is made! It will now show up in all relevant locations on the Financials Tab.
6. **Switch to the Consumption tab**. The consumption page allows for quick reference of the Account’s historical water consumption, as well as creating additional water consumption debits/credits and easily adding notes to the account.
    a. **Create a pool adjustment** by simply entering the number of gallons in the “Add a Water Consumption table.” Select “Credit Account” and press CREATE NEW CONSUMPTION.

   b. **Create a note on the account** by writing a small note at the bottom of the page and pressing ADD MESSAGE. If you are on the phone reviewing an account with the account owner, you can very quickly jot down information that will be saved with this account.

7. **Switch to the Reconciliation tab.** This easily accessible report shows a Reconciliation Report customizable for ANY historical period of time for the account selected, **as well as a PDF version of the customized report**.

   a. **Change the date range of the report** by selecting the different options in the black bar above the report, OR select "Show Dates," select a custom date range, and press GENERATE.

   b. **Create a PDF version of the report** by selecting the small PDF icon - - next to the report title.

8. **Switch to the Setup tab.** This editable page allows you to very quickly update all personal information for the account, including a landlord address if applicable.

   a. **Notice here that there is an option to certify each address with the USPS for bulk mail shipping.** On the print bills page (Collections → Print → Print Bills), there is an option to output all certified addresses to a data file for quick and easy import into CASS certification software, such as Envelope Manager. ***This eliminates any need to certify using the CASS software, and then reload the certified data back into the application!***

9. **Switch to the Notes tab.** This easily accessible page allows you to add a note to the account very quickly. If you have just spoken to an account holder regarding an issue, write a quick note so that your coworkers know that someone has already followed up with this account!

CUSTOMER OVERVIEW DEMO

1. **From the menu**, **select Customer → Select Customer → B6S**.
2. **Notice the header**. The header now contains data that is relevant to the Customer overall.
3. **The Home tab** is a summary of the Customer information. The Customer can be the Sewer Authority or multiple Sewer Authorities if the application is used by a collections service.
4. **Switch to the Charge Methods tab by selecting that tab.** This page is used to set up the different methods of charging for multiple different charge types.

   a. Each one has a specified date range for which it is valid. Previously used Charge Methods are not removed from the system in order to maintain historical integrity. It is very easy to place an existing Charge Method with rates from the new year by simply pressing the Replace Charge Method button - .

   b. **Press the Replace Charge Method button** for the Interest Charge Method. The bottom of the screen changes to show a non-editable existing method on the right for reference, and a replacement charge method, pre-populated with the existing information, on the left. **Notice that the dates have been changed so that the current method ends today, and the replacement method starts today.**

   c. **Change the Factor to 0.0085 and press REPLACE CHARGE METHOD**.

   d. The Charge Method is now replaced with a new charge method. **Unselect the "View Active Charge Methods Only" checkbox above the table**. The old charge method still exists for historical purposes, but is highlighted RED to indicate it is inactive.

5. **Switch to the Print Groups tab.** This tab allows very detailed access to set up print groups in the database. A print group is a way to sort the bills for printing so that they can be easily put into trays for USPS mailing.
6. **Switch to the Billing Calendars tab.** This tab is a quick reference for important dates for different billing periods.
7. **Switch to the Setup tab.** The setup tab is very similar to the Account View setup tab. It is very easy to update Customer information. **Notice, also on this tab are**:
    a. **The remit-to address** for this customer.
    b. PAWC login information. The system is able to automatically log in to PAWC, retrieve the current data file, and extract and import it into the application. **No human interaction is necessary, it is completely automatic!**
    c. **The USPS Intelligent Mail barcode information for the customer**. The system will use Postnet or USPS Intelligent Mail. Postnet is the default if this information is left blank.

ADD / PROCESS PAYMENTS DEMO

1. **From the menu, select Collections → Add Payments**.
2. **Copy and paste this Account # into the text box**: B6S45159799-00
3. **Press FIND ACCOUNT**. If using a barcode set up to read in the barcode followed by a carriage return, this button is triggered automatically!
4. **Notice** that the payment amount is pre-populated with the account balance. If the amount on the bill that is being processed matches this amount, the payment can be entered immediately.
5. **Change the amount in the "Amount" box to $350**. Notice that you are warned. This is another error-reduction feature to help prevent input errors.
6. **Change the amount in the "Amount" box to $100**. And press ENTER PAYMENT. This saves the payment and returns to the "Enter Account #" Page.
7. **Enter the same account # again and press FIND ACCOUNT**. Notice that you are warn about the possible duplicate entry.
8. **Enter $100 again and press Enter Payment**.
9. **Press VIEW PENDING PAYMENTS**.
10. **Notice that the duplicate entry is highlighted RED**. This is another error-reduction feature that will prevent errors PRIOR to payments being entered into the General Ledger.
11. **Remove one of the duplicate entries by pressing the REMOVE button**. Amounts for the bills can be verified and changed on this page prior to entering them into the General Ledger.
12. **Press ACCEPT PAYMENTS** to process the payment(s) into the General Ledger.

CREATE BILLS DEMO

1. **From the menu, select Collections → Create Bills**. If the option is not available, make sure a customer is selected by performing step 1 of the Customer Overview Demo.

2. The first page presented allows you to select the cutoff period for the prior billing period, and create a new billing period. **Change the Cut-off date to one day after the Last Billing period's due date. Press Update Periods. Press NEXT: BILLING CHECKLIST**.

3. The billing checklist contains multiple important tasks that must be completed prior to creating the bills. The application performs checks prior to presenting you with this checklist. It determines which tasks have been completed, and which are still necessary. **Each completed task is checked off for you. The Actions list allows you to navigate away from the checklist, perform the task, and return to the checklist via a BACK button**.

4. **Test the checklist actions**. Some will have no data because it has been processed or does not exist at this time. **Then, check all of the checkboxes, type in the password 'matt', and press NEXT: CALCULATE CHARGES**. This checklist requires a password as another error-reduction feature because bills will be created.

5. The Calculate Charges page presents a summary of the billing period and the charge methods that will be used. **Press CALCULATE CHARGES**.

6. There is one more summary page that shows detailed information about the new bills in comparison to the previous month's bills. This creates a "sanity check" to make sure there is relative consistency, and that no major part is missing prior to submitting the bills.

7. **Press SUBMIT**. The detailed information about the new bills is presented, and an option to go directly to print the bills. **Press PRINT BILLS**.

8. **Press SELECT PERIOD**. The current billing period is selected automatically.

9. **The Print Bills page presents all of the print groups** defined for this Customer. **Press the Open/View button** -  - **for Group ALL to view all of the bills concatenated into a single PDF file**. This PDF can easily be sent to any printer set up on your PC or network.

REPORTING DEMO

There are many reports, and this demo will look at two. Other reports are created in a very similar way.

1. **From the menu, select Collection → Reports → Billing Register Summary Report**.

2. **Press CREATE REPORT**. To customize the report, select alternate values from the "Account Status" and "Billing Calendar" selection boxes.

3. **Notice** that a preview of the report (or the whole report in the case of summary reports) is presented on the page. **Press the PDF - - icon to create a PDF version of the report**. Summary reports generally export to PDF, while Detail reports export to Microsoft Excel.

4. **From the menu, select Collection → Reports → Billing Register Detail Report**.

5. **Press CREATE REPORT**. To customize the report, select alternate values from the "Account Status" and "Billing Calendar" selection boxes.

6. Detail reports contain a lot of data, so the information on the page is limited to 3 rows. The table can be scrolled right to view all of the columns. **Press the Excel - - icon to export the report to Excel. Notice** that the report is formatted in Excel with summations at the bottom of the relevant columns.

ADDITIONAL INFORMATION

MENU DESCRIPTIONS

This is a summary of the menu and some options available.

- **Collections**:
  - **Process Payments:** This option goes directly to a page that displays all payments that have been entered into the application, but not processed into the General Ledger. It allows for a review of payments prior to processing, and offers various error-reduction features, such as warnings to notify the user when an account has been entered more than once.
  - **Add Payments:** This option is designed for easily entered payments into the system via barcode pen. Simply "beep" in the account number barcode on the bill, or enter the account number manually, and enter the payment through a "wizard" style interface. This feature contains additional checks and information to streamline payment entry and reduce errors.
  - **Create Bills:** This option starts the wizard style interface for creating bills for a bill period. It includes many error-reduction features to make sure that bills are created correctly.
  - **Print**: The print menu offers various printer related options, such as viewing the status of current print jobs.
  - **Reports**: The reports submenu has a listing of the available reports
- **Customer**: This menu allows direct selection of a customer as well as a couple of options that are global to all Accounts for that customer.
- **Account**: The account menu contains an option to return to the Search page as well as an option to create a new Account in the system.
- **Admin**: The Admin menu contains features that allow a person designated as System Administrator to add users, setup user permissions, add customers.

DEFINITIONS

- **Billing Period**: A billing period is typically monthly, quarterly, or annual. This corresponds to when the bills are sent out, and it used internally in the application for applying charges such as penalty and interest.
- **Customer**: The customer would be the Sewer Authority itself, or it could be multiple authorities handled by a collections agency. The system has the ability to handle multiple “customers,” so an authority may setup up Sewage as one customer and Garbage/Solid Waste as a separate customer. If the authority one handles one service, such as sewage, then there will only be a single customer set up in the system.
- **Account**: An Account refers to the actual sewage user (and premise) who is billed.