

Utility Billing

- With the ease of high speed internet and most banks having their own website, the transferring of information to a bank to use automated payments is even easier.
- B. How simple is the move from Bank Drafts to ACH?**
- It is a simple move to go from one to the other. You will change the type of draft taking place. You will need to contact the bank that will be your central bank for ACH and set up time with your LGC representative to make sure that the ACH control is set up before you use this option.

IV. Reporting

- A. How do the reports help me in the Utility Billing software?**
- Reports will help in finding balances, service information, and history information for either services or customers.
 - Quick way to generate necessary information for departments or for customers.
- B. Overview of different reports within the Utility Billing software**

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II. General Ledger Interface

A. What is the general ledger interface?

- The general ledger interface is the link by which the utility billing system and the general ledger can stay balanced with one another. It has the ability to post all or just some of the transactions based upon your office's needs.
- The general ledger interface is a must for the customer who is balancing the accounts receivable.

B. How does the general ledger interface and balancing my accounts receivables work together?

- By using this option, one is making sure that the utility system stays balanced with the ledger.
- You will use the balancing reports within the utility system to verify the amounts that will be sent to your general ledger.
- By allowing the utility billing software to make the entry, you are letting the software pull from all the transactions that you used for the designated date range. You can control which entries hit your ledger and to which accounts they hit. You will get G/L pre-post reports to see how the transactions will affect your general ledger.

C. What do I have to do to start using this option?

- Contact LGC and your field rep to see about using this option
- Must pick a time to start from in balancing and may have to make audit adjustments to get the numbers to start from the same beginning point.

III. Bank Draft to ACH Transition

A. Why move from Bank Drafts to ACH?

- More cost efficient to use ACH.
- Easier to send to the bank than paper drafts.

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This class is a review of some features within the Utility Billing software. We will be looking at the how balancing the accounts receivable and the general ledger interface will benefit your office. We will also be discussing how you can move from bank drafts to ACH within the Utility Billing software. We will also look at how different reports within the software can be beneficial to you and your office.

I. Balancing the Accounts Receivables

A. Why is balancing my accounts receivables important?

- It allows you to make sure that your utility billing system is in balance. It helps to also make sure that the balances for all entries into the utility system are being done correctly. You will balance the billing, payments, adjustments, and penalties. It is very important to make sure that the utility billing accounts receivables are in balance with the general ledger accounts receivables.

B. How do I balance my accounts receivables?

- This process is done by taking multiple reports in the utility billing system and making sure that the totals balance. One of the main reports that you will use is the Accounts Receivable Balancing Worksheet. This report will show you all your activity from the last time that the time stamp was done. Time stamping is the step in which you are marking your utility accounts as being in balance. On the worksheet you will see billing, receipt, adjustment, and penalty totals. These all need to be balanced to this report to ensure that your totals are correct. There are other reports such as the Adjustments Report, Payments Report, and the Transactions Reports that can help you balance all of the aforementioned items. You will also want to run the Customer Balance Summary and the Write-off Balance Summary to see if your ending totals on the A/R Balancing worksheet equals the amount of both of these reports. The ending balance on the A/R balancing worksheet should balance to your Accounts Receivables amount on your general ledger.
- You will have to pick a point in time from which to start.
- You will want to contact your field rep to help you with this process.
- Refer to the PowerPoint presentation on how to balance utility billing accounts receivables.