



Administrative Policy

Title: Adjustment Pickup Routines				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.507	09-30-08 (10-13-09)	01-03-17		

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)
Issued: 09-30-08
Revised: 10-13-09

DWP- UTILITY BILLING

SUBJECT:

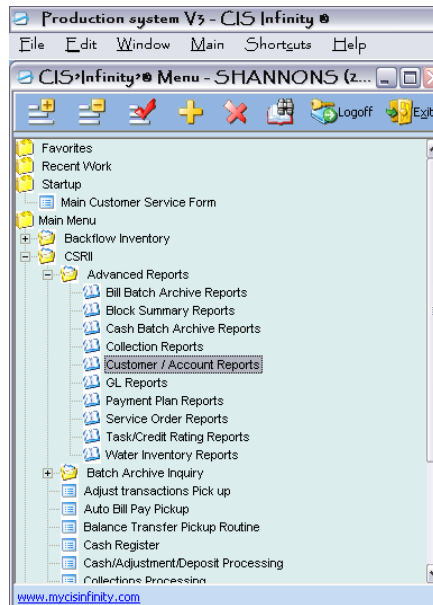
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Adjustment Pickup Routines

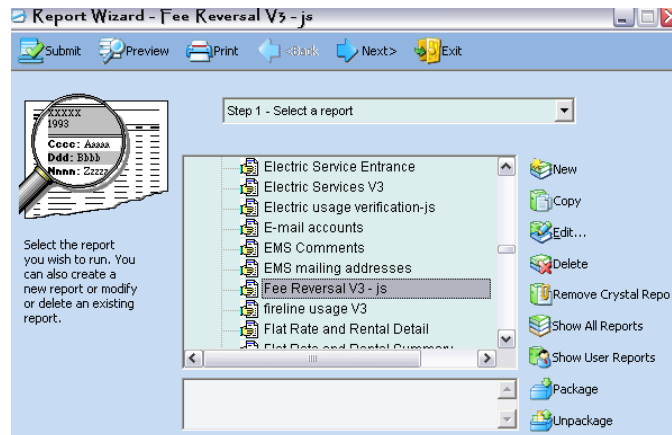
Section:	Position:	Issue Date:	Revision Date:	Supervisor Approval:
Utility Billing	Cust Svc. Rep Sr. Cust Svc Rep I &II	09/30/2008	10/13/09	

Procedure

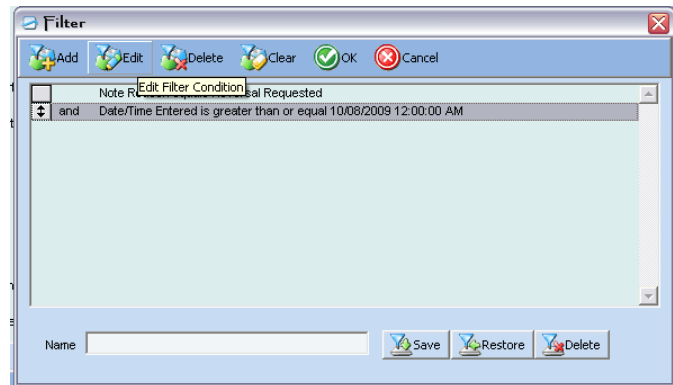
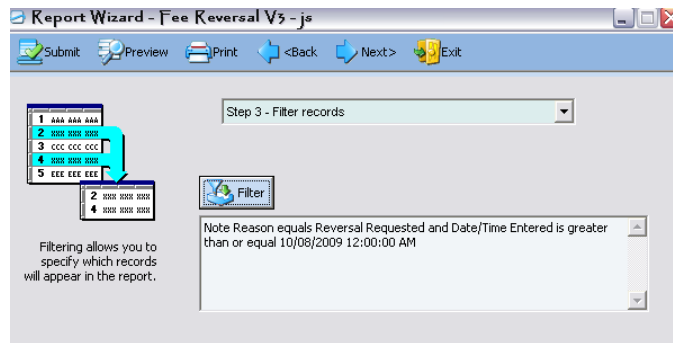
1. From the **CIS** menu screen, select “**Advanced Reports**” and open the “**Customer / Account Reports**”



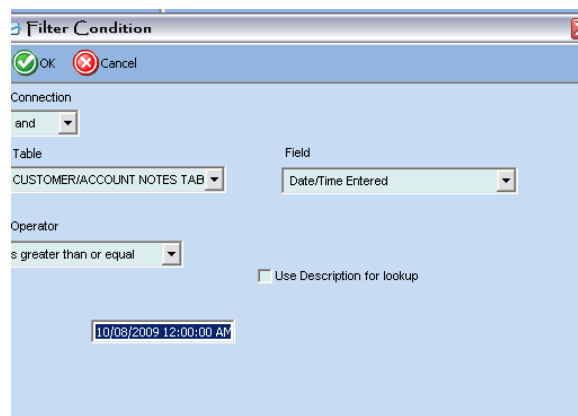
Select the “**Fee Reversal V3 – js**” Report



Select “Next” 2 times and select “Filter” and select the 2nd line and hit “Edit”

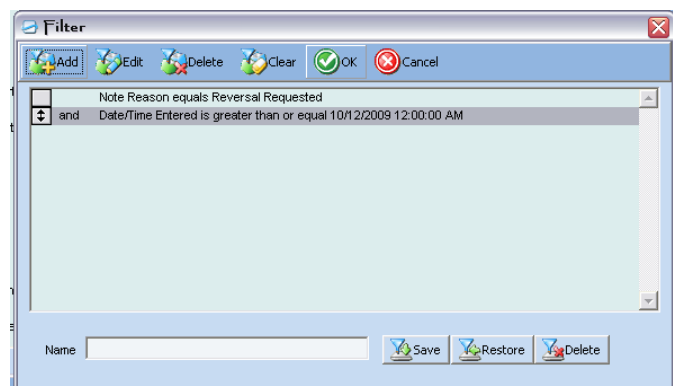


Highlight and change the date to reflect the date you are requesting (usually same day)

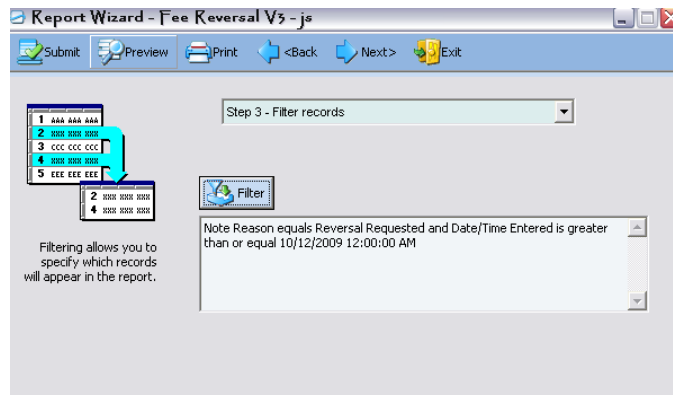


DO NOT CHANGE ANY INFORMATION EXCEPT FOR TODAY’S DATE

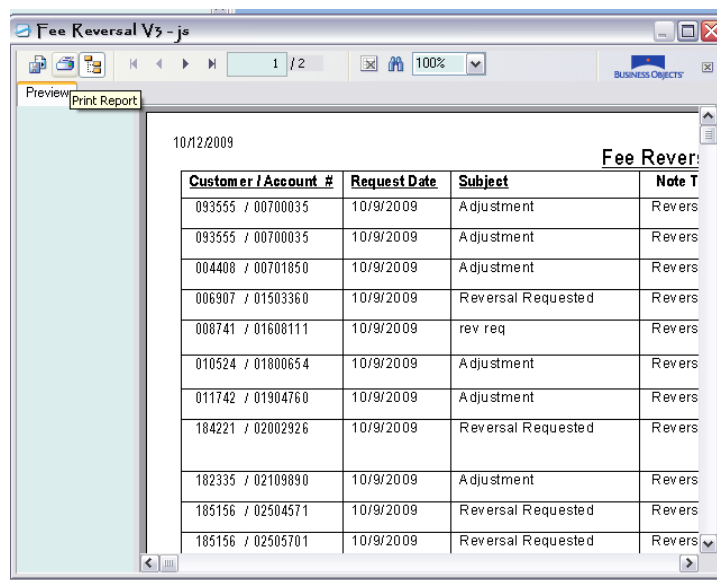
Select “OK” and “OK”



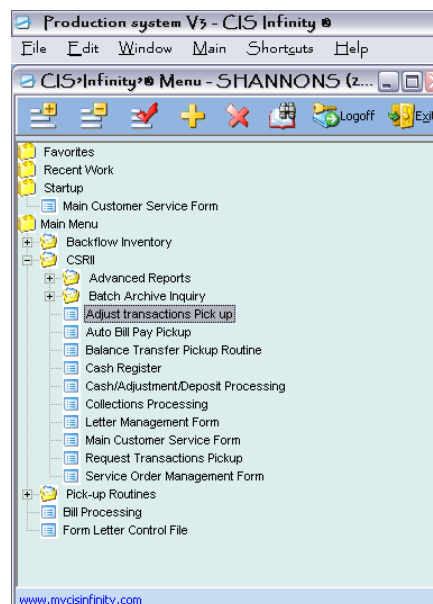
Select **“Preview”**



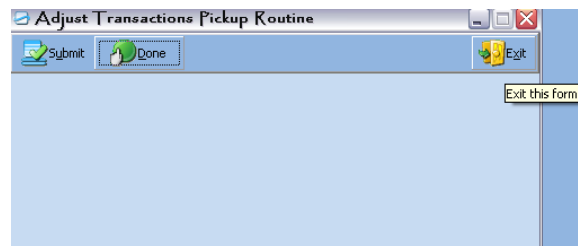
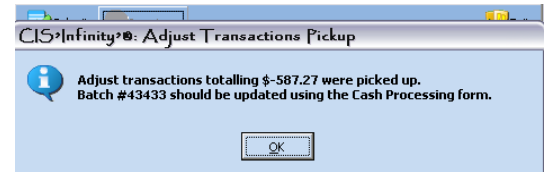
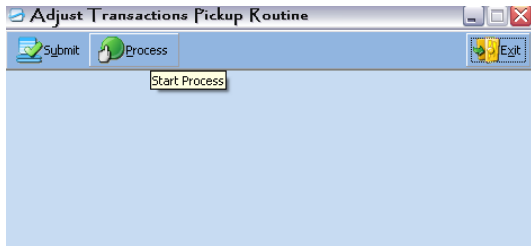
Print the journal and the exit (ok to close out of Customer / Account Reports)



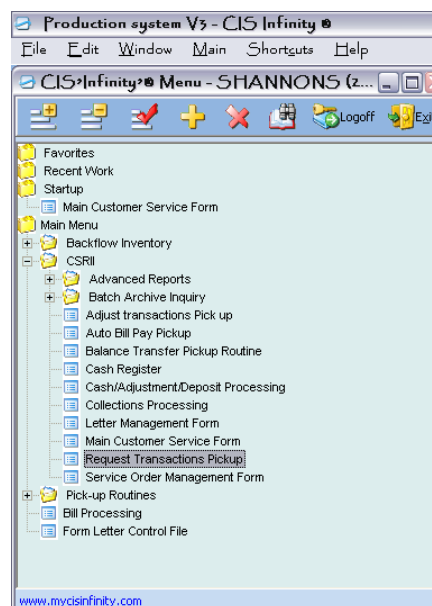
2. From the **CIS** menu screen, select **“Adjust Transaction Pickup”**



Select “**Process**” and select “**OK**” and “**Exit**”



3. From the **CIS** menu screen, select “**Request Transactions Pickups**”

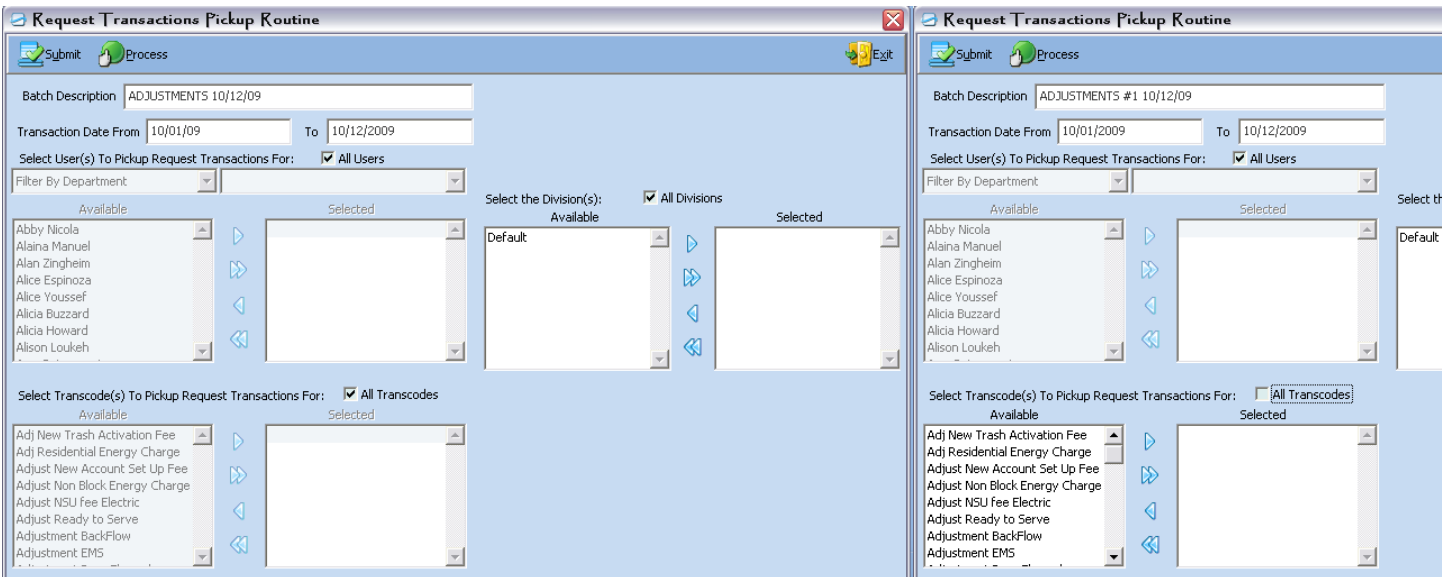


* Write *ALL IN CAPS*: **ADJUSTMENTS and Today's date**

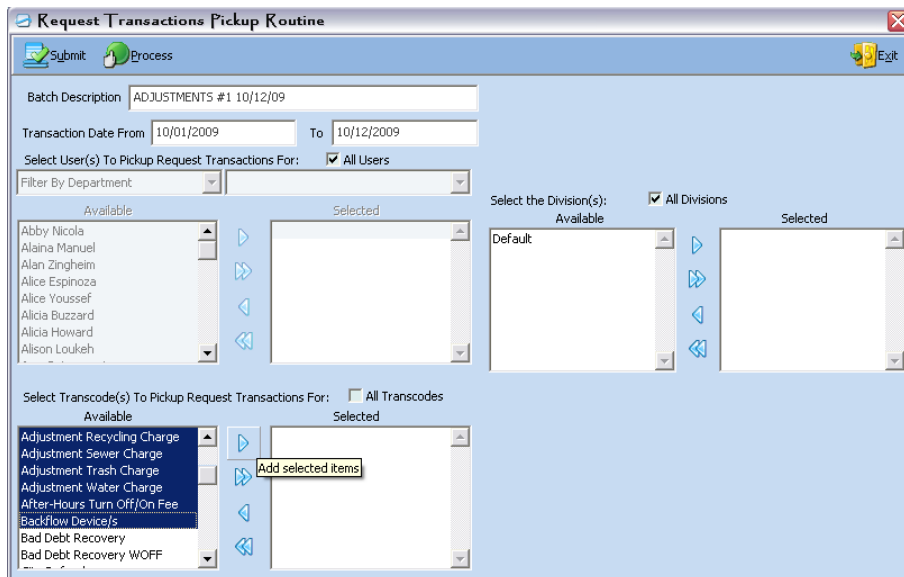
* Transaction Date – (First of the month) – (Today's date)

* Uncheck “**All Transcodes**”

* This part is tricky... The point of the following step is to select which transactions were requested for the day that would need to be picked up from all the accounts. Certain adjustments will be picked separately by the individuals that requested them, ie. Returned Checks, Refunds, Transfers, Write Off's, ect., therefore we would omit them from our selection.

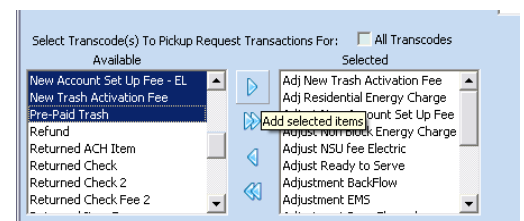
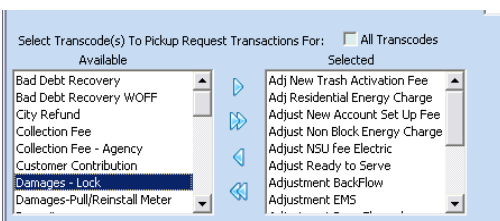


Highlight the first available transcode “Adj New Trash Activation Fee”, hold the Shift Key, scroll down and select the “Backflow Device/s”



Select the single arrow pointing to the right which will move your selected items to the “Selected” column

Next, Highlight the “Damages – Lock” transcode”, hold the Shift Key, scroll down and select the “Pre-Paid Trash” transcode



Select the single arrow pointing to the right which will move your selected items to the “Selected” column

Select "Process" at the top

The screenshot shows the 'Request Transactions Pickup Routine' window. At the top, there are two buttons: 'Submit' and 'Process'. The 'Process' button is highlighted with a mouse cursor. Below the buttons, the window contains several input fields and lists:

- Batch Description: ADJUSTMENTS #1 10/12/09
- Transaction Date From: 10/01/2009 To: 10/12/2009
- Select User(s) To Pickup Request Transactions For: All Users
- Filter By Department: [Dropdown]
- Available Users List: Abby Nicola, Alaina Manuel, Alan Zingheim, Alice Espinoza, Alice Youssef, Alicia Buzzard, Alicia Howard, Alison Loukeh
- Selected Users List: [Empty]
- Select the Division(s): All Divisions
- Available Divisions List: Default
- Selected Divisions List: [Empty]
- Select Transcode(s) To Pickup Request Transactions For: All Transcodes
- Available Transcodes List: Refund, Returned ACH Item, Returned Check, Returned Check 2, Returned Check Fee 2, Returned Item Fee, Service Establishment Fee, Small Cms Processing Fee
- Selected Transcodes List: Adj New Trash Activation Fee, Adj Residential Energy Charge, Adjust New Account Set Up Fee, Adjust Non Block Energy Charge, Adjust NSU fee Electric, Adjust Ready to Serve, Adjustment BackFlow, Adjustment EMS

Select "OK" and "Exit"

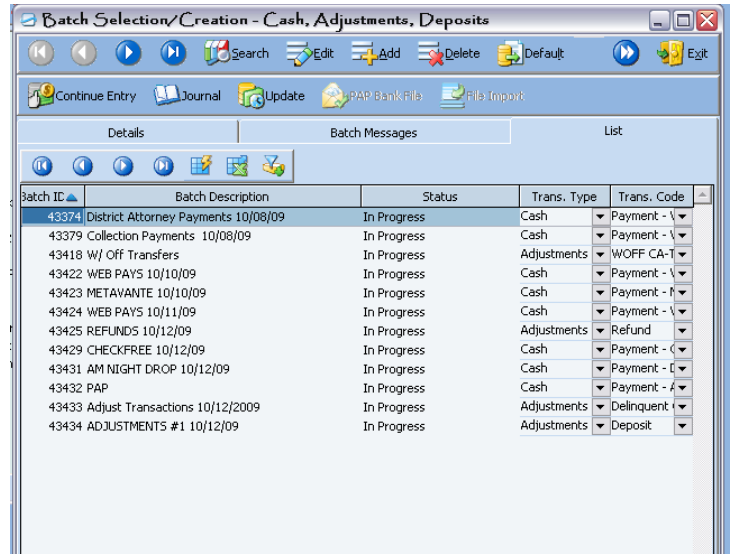
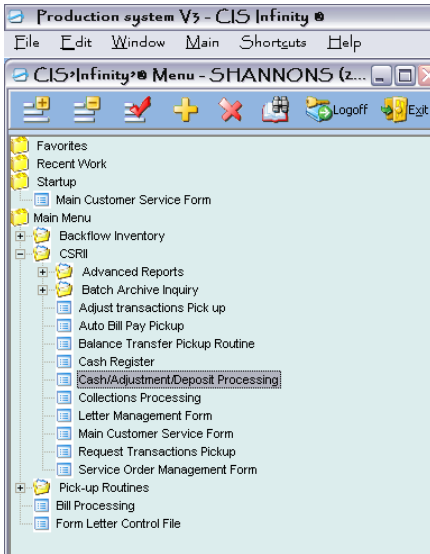
This screenshot shows the same 'Request Transactions Pickup Routine' window, but with a confirmation dialog box overlaid in the center. The dialog box has the title 'CIS InFINITY Request Transactions Pickup' and contains the following text:

Request transactions totalling \$-1088.78 were picked up.
Batch #43434 should be updated using the Cash Processing form.

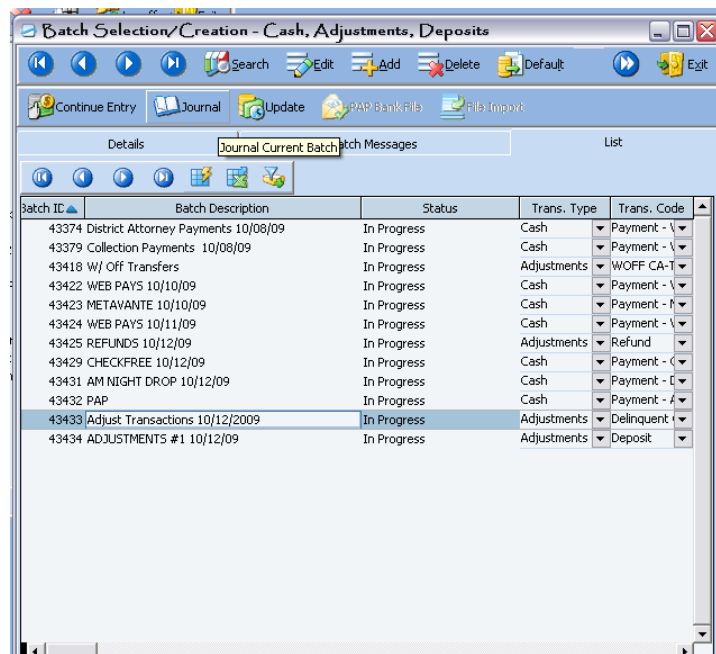
Below the text is an 'OK' button. At the bottom of the dialog box, there are two radio buttons: 'Create cash batch header' (which is selected) and 'Create cash transactions'. A progress bar below the radio buttons shows '100%' completion.

This screenshot shows the 'Request Transactions Pickup Routine' window after the dialog box has been closed. The 'Exit' button in the top right corner is now highlighted with a mouse cursor. The window content is identical to the previous screenshot, showing the same input fields and lists.

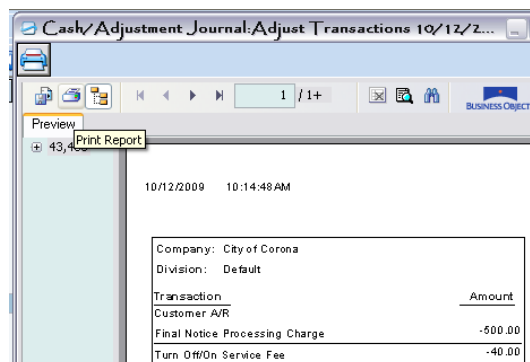
4. From the **CIS** menu screen, select **“CASH/ADJUSTMENT PROCESSING”** and go to the **“List”** tab



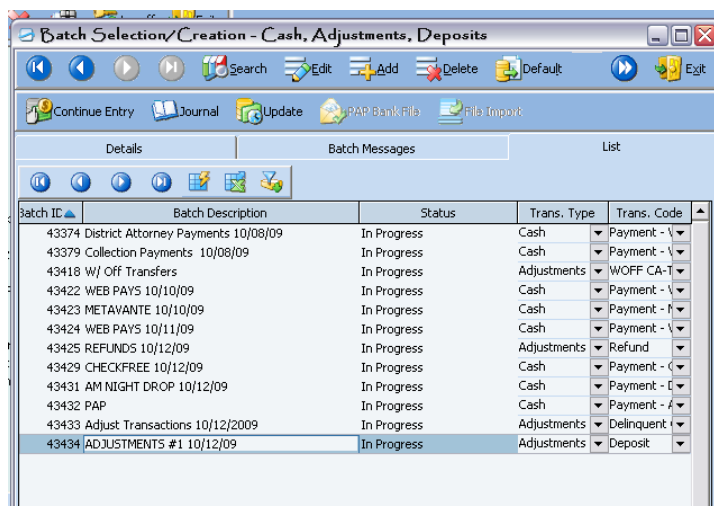
Highlight the batch **“Adjust Transaction”** and print the journal



Print the whole journal



Highlight the batch “ADJUSTMENTS” and print the journal as well



Batch ID	Batch Description	Status	Trans. Type	Trans. Code
43374	District Attorney Payments 10/08/09	In Progress	Cash	Payment - V
43379	Collection Payments 10/08/09	In Progress	Cash	Payment - V
43418	W/ Off Transfers	In Progress	Adjustments	WOFF CA-T
43422	WEB PAYS 10/10/09	In Progress	Cash	Payment - V
43423	METAVANTE 10/10/09	In Progress	Cash	Payment - F
43424	WEB PAYS 10/11/09	In Progress	Cash	Payment - V
43425	REFUNDS 10/12/09	In Progress	Adjustments	Refund
43429	CHECKFREE 10/12/09	In Progress	Cash	Payment - C
43431	AM NIGHT DROP 10/12/09	In Progress	Cash	Payment - C
43432	PAP	In Progress	Cash	Payment - A
43433	Adjust Transactions 10/12/2009	In Progress	Adjustments	Delinquent
43434	ADJUSTMENTS #1 10/12/09	In Progress	Adjustments	Deposit

5. Check the “Adjust Transaction” batch against the “Fee Reversal” notes. Each reversal in the batch should have a corresponding note. In the event there is s a reversal and not a note, remind the representative who requested the reversal to note the account. If there is a note, but not reversal requested, ask the representative who wrote the note to request the reversal.

MAKE SURE THAT THERE ARE NOT ANY PAYMENTS BEING ADJUSTED!!

6. Check the “Adjustments” batch to make sure that all deposits have been requested accurately. Make sure that any special adjustments have back up and have been requested by a representative with the proper authority. Verify that if the EMS charge has been adjusted that the account reflects the appropriate bill code for the request.

AFTER CHECKING, DON'T FORGET TO UPDATE BOTH