





Administrative Policy

Title: Web Pay Procedures				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.514	05-18-05 (08-10-09)	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: 05-18-05
Revised: 08-10-09

DEPARTMENT OF WATER AND POWER/ UTILITY BILLING PROCEDURES

<i>SUBJECT:</i>		<i>Page 1 of 2</i>		
WEB PAY PROCEDURES				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
Utility Billing	CUSTOMER SERVICE REP I/II	5/18/05	8/10/09	

The purpose of the Web Pay is for customers to pay their utility accounts over the internet using MasterCard and Visa. Payments are posted for each day they are received, including non-working days. Any payment received after 5:00.m. will be posted the following day. **All payments are balanced to the PRI report.**

A. MICROSOFT OUTLOOK,

- Proxy over to UTILBILL. You will see an e-mail from the Corona store sent at approximately 5:05pm daily. (Example – THE CORONA STORE 88 Online Transactions)
- Open the file and save the attachment to G:\Cust Svc\Web Pays.
- Flag the e-mail as having been completed.

B. CIS

- Open the Cash/Adjustment/Deposit Processing Form.
- Add a batch called WEB PAYS (DATE), in all caps. The date will be the date of the payments.
- The Payment Type is “Cash”
- The Transaction Code is “Payment – Web CC”
- The Transaction Date is the date of the payments.
- Check “Disable Batch Total”
- Click on Save
- Click on Import file, a new box will come up.
- Find the file that you previously saved to G:/Cust Svc/Web Pays. Make sure you are picking up the .dat file. The files listed are by date, so the file you need will be at the end.
- Double Click on the file, and start to import to the Cash Receipts batch.
- Once the system is done importing the file, another text box will appear telling you that the batch was imported successfully. Click OK.

C. E-NET

- Log on to E-NET (<http://infoweb/ENET>).
- Click on “View-Print Reports”

- Click on “Daily (DWP) Detail Report”
- Click on the Calendar Icon for the date.
- Click on the current date, then click on “Go”.
- Print the report.

D. PRI

- Log on to PRI (<https://www.oc2net.net/billing/countercheck/login.asp>).
- Click on “Reports”
- Click on “Settled Detail Report”
- Change the date from the drop down menu to the current date, then click “Apply Filters”
- Print the report. If a report is not yet available, the CSR may need to wait until approximately 5:15pm and it should be available by that time.

E. BALANCING

- Once you have all of your reports, make sure that the E-Net report and the CIS batch balance to the PRI report. The PRI report is what has actually been paid and will be deposited in our bank. **Therefore the E-NET and CIS must balance to PRI.**
- If you are out of balance, using your calculator, find the difference. Continue entry into the CIS batch, and look for that dollar amount.
- Once you find the difference, add/remove payments using “Continue Entry” into the batch. Make sure that voided payments have been removed.
- If there is a difference, print out a 2nd copy of the last page of E-net for Finance.
- Run a tape using your calculator to reflect any changes.
 - The tape should include the following:
 - E-net total
 - # PRI number
 - # Bill number (if available, in 2nd column on PRI report)
 - # Customer number
 - # Account number
 - (+/-) Payment amount
 - *Total (which must match total on PRI report)

You must include the above information for each added/removed payment.

- Run a 2nd tape with same information. One tape is attached to the full Enet report, the second is attached to Finance’s copy.
- Print out 2 copies of the journal. Verify that the total matches the tapes, E-net report, and PRI report.