

Zortec Utility Billing - Penalty Adjustments with Distribution Screen

- Step 1. To adjust off a penalty amount, from the Utility Billing Main Menu select option 3 '**Cash Receipts**' and press the enter key.
- Step 2. Once in the Cash Receipt Menu select option 18 '**Penalty Adjustments**' and press the enter key.
- Step 3. Enter the account number in the '**Acct #** field and press the enter key.
- Step 4. The **Adjustment Date** will default to the current date and should not be changed. Press the enter key to advance to the next field.
- Step 5. The '**Reference**' field can be left blank or may include the cashier's initials or a short reason for the adjustment. Press the enter key to advance to the next field.
- Step 6. In the '**Penalty Adjustment**' field, the amount of penalty from the last bill on the account defaults into the Penalty Adjustment field as a negative amount to adjust the penalty off. If penalty has not been applied to the account, the amount of penalty calculated during the last billing defaults into the Penalty Adjustment field as a positive amount to add the penalty on. This is useful if the account is past due but the penalty hasn't been applied yet. To accept the defaulted amount, just press the F9 key.
- Step 7. If an amount does not default or the amount of penalty to be adjusted is different from the defaulted amount, the correct amount of the penalty to adjust must be entered in the service distribution fields displayed on the screen. Change the amounts for each service as needed. Negative amounts remove the penalty. Positive amounts add on penalty.
- Step 8. These entries go into an adjustment packet which should be processed.

Utility Billing	Penalty Adjustments	1
Acct#? <002-3820-07> [CANADA JOSHUA T] [Active] Cycle: (2)		
Adjustment Date: (4/16/2004)		
Reference: ()		
Penalty Adjustment: (6.16-)		
Electric	(4.17-)	Water Heater Lo (0.00)
Water	(0.66-)	Water Heater Ma (0.00)
Gas	(0.00)	Security Light (0.00)
Sewer	(0.58-)	Demand Electric (0.00)
Garbage	(0.75-)	Gas Turn On (0.00)
Fire Protection	(0.00)	Industrial Inve (0.00)
Heat Pump Loan	(0.00)	Rural Water < 0.00 >
Home Insulation	(0.00)	

The penalty adjustment amount field may default to either a positive or negative amount depending on how office manager is defined and how payments are distributed.

Step 9. If the customer owes a balance, the amount of penalty owed (as shown on screen 3) on an account will default as a negative amount. The amount that defaults may be the following:

- a. The amount of penalty last applied to the account
- b. The amount of penalty applied over 2 or more months
- c. The amount of penalty remaining after a partial payment distribution to penalty or a partial penalty adjustment

Example of a penalty adjustment different from the defaulted amount

Below is the Penalty Adjustment screen that defaults when the account is entered.

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Utility Billing                               Penalty Adjustments                               1
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Acct#? <002-3820-07> [CANADA JOSHUA T           ] [Active   ] Cycle: ( 2)

Adjustment Date:   ( 4/16/2004)
Reference:         (           )
Penalty Adjustment: (      6.16-)

Electric          (      4.17-)  Water Heater Lo   (      0.00 )
Water             (      0.66-)  Water Heater Ma   (      0.00 )
Gas               (      0.00 )  Security Light    (      0.00 )
Sewer            (      0.58-)  Demand Electric   (      0.00 )
Garbage          (      0.75-)  Gas Turn On       (      0.00 )
Fire Protection   (      0.00 )  Industrial Inve   (      0.00 )
Heat Pump Loan   (      0.00 )  Rural Water       <      0.00 >
Home Insulation   (      0.00 )
  
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If the penalty amount to be adjusted off is a total of 3.25 to be distributed as 1.20 electric, 1.05 water, .15 sewer and .85 garbage, the screen should be changed as follows. As the service distribution fields are changed, the Penalty Adjustment amount is automatically updated. Once, the service distribution is complete press F9 key to save the adjustment.

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Utility Billing                               Penalty Adjustments                               1
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Acct#? <002-3820-07> [CANADA JOSHUA T           ] [Active   ] Cycle: ( 2)

Adjustment Date:   ( 4/16/2004)
Reference:         (           )
Penalty Adjustment: (      3.25-)

Electric          (      1.20-)  Water Heater Lo   (      0.00 )
Water             (      1.05-)  Water Heater Ma   (      0.00 )
Gas               (      0.00 )  Security Light    (      0.00 )
Sewer            (      0.15-)  Demand Electric   (      0.00 )
Garbage          (      0.85-)  Gas Turn On       (      0.00 )
Fire Protection   (      0.00 )  Industrial Inve   (      0.00 )
Heat Pump Loan   (      0.00 )  Rural Water       <      0.00 >
Home Insulation   (      0.00 )
  
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