

W E L C O M E T O
CONNECT

CONNECT 24

The logo for CONNECT 24 features the word "CONNECT" in a bold, teal, sans-serif font. To its right is a stylized "24" where the "2" and "4" are also in teal. The "2" is positioned above the "4". A dashed teal line forms a circle around the "24", with five colored dots (yellow, orange, pink, red, and teal) placed at intervals along the circle.

N e w W o r l d E R P

What's New In Utility Management



Shawn Savaya

Lead Product Analyst

P R E S E N T E D B Y



Shawn Savaya

Lead Product Analyst



Justin Johnson

Implementation Manager

Agenda



- 2023 Design Challenge Enhancements
- Maintenance – UM Settings
- Billing Items
- Customer Service
- Utility Billing
- E-Mail Templates
- eUtilities
- New In Integrated Products

2023 Design Challenge Enhancements



Customer Service - Work Orders

- Scheduled Date and Requested By columns added to the Work Orders grid in Customer Service.

Customer Service

Account
Address
Name

Go **Recent Accounts** **Reset**

Work Orders

Account Number **00004-002** Billing Profile **Cycle 1**
Service Address **983 Boulder~ DR** Account Type **Res**
Troy MI 48085-80 Class **Inside Town**
Name **Siegrist** Date Moved In **05/31/2012**
Phone _____ Number of Units **1**

Number	Type	Priority	Request Date	Scheduled Date	Complete Date	Meter Number	Account Number	Requested By
2018-00004548	METER EXCHANGE		05/04/2018	05/04/2018	04/30/2018	6974904	00004-002	R.L. GRIFFIN ELECTRI
2012-00001471	MISCELLANEOUS		06/05/2012	06/05/2012	06/05/2012		00004-002	JOHNSTON INC
2012-00001308	FINAL READ ON	Holly Glen	05/23/2012	05/31/2012	05/31/2012	6974904	00004-001	IDEXX DISTRIBUTION I
2012-00001278	METER EXCHANGE		05/22/2012	05/22/2012	05/22/2012	6974904	00004-001	JOHNSTON INC
2011-00000191	INSTALL METER	Holly Glen	11/08/2011	11/07/2011	11/17/2011		00004-001	MATRIX OCCUPATIONAL
2011-00000178	INSTALL METER	Holly Glen	11/07/2011	11/07/2011	11/17/2011		00004-001	JOHNSTON INC

New **Delete** **Refresh**

Customer Service
00004-002 - Active
Siegrist
983 Boulder~ DR
Transactions
Services
Garbage
Recycling
Water & Sewer
Yard Waste
Associated Customers (0)
Work Orders (0 open)

Customer Service - Transactions

- Hovering on a transaction's row will display a bubble with summary details.

Customer Service

Account

Address

Name

Go **Recent Accounts** **Reset**

Transactions 05/10/2022 8:48:07 AM - 12/31/2999

Account Number	00004-002	Billing Profile	Cycle 1
Service Address	983 Boulder~ DR Troy MI 48085-80	Account Type	Res
Name	Siegrist	Class	Inside Town
Phone		Date Moved In	05/31/2012
		Number of Units	1

Date	Type	Amount	Billed Consumption	Penalty Date
02/08/2024	Payment	(\$12.02)		

Payment Summary

Status **Posted**

Spread **System**

Date **02/08/2024**

Amount **\$12.02**

Receipt Number **2024-00000102**

Collection Station **Online Payments**

Cashier **NWS**

Payment Type **Charge**

Payment Sub Type **eSuite Credit Card**

Entry Date **02/08/2024**

Post Date **02/08/2024**

00004-002 - Active

Siegrist

983 Boulder~ DR

Transactions

Services

- Garbage ✗
- Recycling ✗
- Water & Sewer ✗
- Yard Waste ✗

Associated Customers (0)

Work Orders (0 open)

Billing Items (0)

Deposits (1)

Bank Drafting

Payment Plan

Audit Viewer

- Utility Audit Viewer expanded to include the following Customer Service areas:
 - Customer Service Location – Service Address
 - Customer Details
 - Non-Metered Unit Information
 - Metered Unit Information
 - Override Units
 - Billing Profile
 - Billing Items
 - Work Orders
 - Meter Rates

Utility Billing Audit Viewer - Account Number 30666-007

Type	Description	Field Name	Prior Value	Changed Value	Changed Date	Changed User	Source
	▽ Contains...	▽ Contains...	▽ Contains...	▽ Contains...	▽ On...	▽ Contains...	
Work Order	2024-00000016	Print on Save	No	Yes	05/06/2024 11:05 AM	Alex Gorodinsky	NWERP
Work Order	2024-00000016	Type		METER ANALYSIS 2 - METE	05/06/2024 11:05 AM	Alex Gorodinsky	NWERP
Work Order	2024-00000016	Request Date		05/02/2024	05/06/2024 11:05 AM	Alex Gorodinsky	NWERP
Work Order	2024-00000016	Scheduled Date		05/02/2024	05/06/2024 11:05 AM	Alex Gorodinsky	NWERP
Work Order	2024-00000015	Request Date		05/01/2024	05/06/2024 08:54 AM	NWERPTester 4	NWERP
Work Order	2024-00000015	Scheduled Date		05/01/2024	05/06/2024 08:54 AM	NWERPTester 4	NWERP
Work Order	2024-00000015	Print on Save	No	Yes	05/06/2024 08:54 AM	NWERPTester 4	NWERP
Work Order	2024-00000015	Type		METER ANALYSIS 2 - METE	05/06/2024 08:54 AM	NWERPTester 4	NWERP

Account Information Report

- Created Account Information Report to gather contact details for utility accounts.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Account Information Report

Load Saved Report
Override Report Title

Distribution Group
Email Group

Associated Contacts	Billing Profile	Service Characteristics	Address Location	Balance	Account Characteristics
Primary Customer <input checked="" type="checkbox"/>					
Owner <input type="checkbox"/>					
Bill <input type="checkbox"/>					
Primary Bill <input type="checkbox"/>					
Notice <input type="checkbox"/>					
Primary Notice <input type="checkbox"/>					
All Associated <input type="checkbox"/>					

Account Information Report

- Created Account Information Report to gather contact details for utility accounts.

Account Num...	Status	Contact Name	Service Ad...	City	State	Zipcode	Mailing Addr...	Mailing Addr...	Mailing Addr...	Mailing City	Mailing State	Mailing Zip
2-003	Active	REEN CORT...	1 76TH AVE N	Troy	MI	48084-687	1 76TH AVE N			Troy	MI	48084-687
0-003	Active	N CERBERU...	100 74TH WAY N	Troy	MI	48084-693	100 74TH WAY N			Troy	MI	48084-693
3-003	Active	YN INGLAND	1000 73RD WAY...	Troy	MI	48084-695	1000 73RD WAY...			Troy	MI	48084-695
0-001	Active	RICK & PAM...	1000 74TH AVE N	Troy	MI	48084-692	1000 74TH AVE N			Troy	MI	48084
1-003	Active	I HEINSOHN	1000 80TH AVE N	Troy	MI	48084-649	1000 80TH AVE N			Troy	MI	48084-649
7-003	Active	IAM ECLIPS...	1000 81ST AVE N	Troy	MI	48084-645	1000 81ST AVE N			Troy	MI	48084-645
0-001	Active	V KOEB	1000 82ND AVE N	Troy	MI	48084-652	1000 82ND AVE N			Troy	MI	48084
3-002	Active	TINA VAUG...	1000 83RD AVE N	Troy	MI	48084-626	1000 83RD AVE N			Troy	MI	48084-626
3-001	Active	ALD C GAU...	1000 85TH AVE N	Troy	MI	48085-397	1000 85TH AVE N			Troy	MI	48084
1-002	Active	ECH OCWE...	1000 PEARSON ...	Troy	MI	48084-647	1000 PEARSON ...			Troy	MI	48084
9-001	Active	DLYN DAH...	1000 SUNKIST P...	Troy	MI	48084-673	1000 SUNKIST P...			Troy	MI	48084

Maintenance – UM Settings

Usage Charges Report Threshold

- A setting to control volume on the Consumption Usage Charges Report is added.

The screenshot shows the 'City of NWS' web application interface. The top navigation bar includes a search field and a menu with options like 'myFavorites', 'Financial Management', 'Human Resources', 'Utility Management', 'Community Development', and 'Maintenance'. Below this is a red header for 'UM Settings' with a sub-menu containing 'General', 'Work Flow', 'Accounts', 'Consumption', 'Bills', 'Receipts', 'Delinquencies', 'Adjustments', 'Work Orders', 'Deposits', and 'Counters'. The 'Consumption' tab is selected, showing two columns of settings: 'Miscellaneous' and 'Form Types'. In the 'Miscellaneous' section, the 'Usage Charges Report Threshold' is set to 25,000 and is highlighted with a red border. Other settings include 'Company' (City of NWS), 'Utility Department' (431 - Utility Billing), and 'Aging Balances Report Threshold' (50,000). The 'Form Types' section includes settings for 'Bill', 'Work Order', 'Exception Bill', 'Aggregate Bill', 'Transaction Statement', and 'Consumption Trend Report'. Below these are 'Route' and 'Remittance Address' sections. The 'Route' section has 'Route Level 1' set to 'Route'. The 'Remittance Address' section includes fields for 'Remit to', 'Address', 'Zip Code', 'City', and 'State'. At the bottom left, there are 'Save' and 'Reset' buttons. The footer contains the 'CONNECT 4' logo and the text '© Tyler Technologies 2024'.

Move Out Date Setting

- Added setting to set move out dates to a day prior to the move in date.

The screenshot displays the 'UM Settings' application interface, specifically the 'Work Flow' tab. The interface is organized into several sections:

- General:** Includes tabs for General, Work Flow (selected), Accounts, Consumption, Bills, Receipts, Delinquencies, Adjustments, Work Orders, Deposits, and Counters.
- New Account Process:** A list of services with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Add New Service:** A list of services with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Move In/Out Process:** A list of services with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Customer Service:** A list of services with checkboxes for 'Use'. 'Transactions, Used' is checked for 'Use'.
- Move In/Out Automation:** Contains two settings: 'Automatically Create Move Out on Move In' (checked) and 'Set Move Out Date to One Day Prior to Move In' (checked and highlighted with a red box).
- Meter Entry:** Contains one setting: 'Allow Quick Meter Entry from Meter Service Maintenance' (checked).
- Billing:** A list of settings, all of which are checked: 'Use Non-Metered Entry', 'Use Non-Metered Audit', 'Use Meter Audit', 'Use Billing Audit', 'Use Billing Register', 'Use Bill Export', 'Confirm Meter Audit Rejection', and 'Confirm Non Metered Audit Rejection'.
- Show Consumption Graph Collapsed:** A checkbox that is currently unchecked.

Billing Items

Billing Items – Default Rate

- Default Rate in Billing Item is increased to allow usage up to 9,999,999.99

Billing Item List
Billing Item - NWERP-68630, 9,999,999.99 Billing Item

Billing Item: NWERP-68630
Description: 9,999,999.99 Billing Item
Active:
Effective Date: 01/01/2000 - < Open >
Start Date: 01/01/2000
Charge Category: Water Misc. - Water Miscellaneous
Charitable Donation:
Calculation Type: Quantity x Rate
Default Quantity: 1
Default Rate: \$9,999,999.99
No. of Times to Apply: 1

Save Save/New Delete Reset Copy

Billing Items – Description Added To Bill Exports

- The billing item description is added to the cycle bill and exception bill exports.

Billing Items

Account Number 36643-003
Service Address 7537 62ND CT N
Troy MI 48084-163
Name WESLEY OSWALD
Phone

Billing Profile Cycle 1
Account Type Residential
Class Townhouse
Date Moved In 06/30/2015
Number of Units 1

Billing Item	Billed Amount	Billed Date	Times to Apply	Times Applied	Work Order Number	Description	Quantity	Amount
Meter Test Chg	\$40.00		1	0		Testing BI Description	1	\$40.00

```
<SERVICE Service="Water and Sewer" ServiceStart="06/30/2015" NumberOfUnits="1" ServiceStatus=" Active"/>  
<BILLINGITEMS BillingItemCode="Meter Test Chg" BillingItemQuantity="1" BillingItemAmount="40" TimesToApply="1" TimesRemaining="0" BillingItemDescription="Testing BI Description"/>  
<CHARGES ChargeCategoryDescription="Water" Amount="81.39" Parent="1"/>  
<CHARGES ChargeCategoryDescription="Water Usage" Amount="34" Parent="0" ReportingService="Water">
```

Customer Service



Message Types

- Inactive Account added as an option on Message Types.

The screenshot displays a web application interface for account management. The top navigation bar includes links for myFavorites, Financial Management, Human Resources, Utility Management, and Community D. The main content area is titled "Account Message List" and "Account Message".

On the left, there is a "Customer Service" section with input fields for Account (3476-001), Address, and Name, along with "Go", "Recent Accounts", and "Reset" buttons. Below this is a list of customer service items, including "3476-001 - Inactive JOHNSON, BELLE B 553 N FAYETTEVILLE ST".

The central "Account Information" section shows details for Account Number 3476-001, Service Address 553 N FAYETTEVILLE ST, Troy MI 48084-2858, Carrier Route, Delivery Point, Billing Profile 2, Billing Address 553 N FAYETTEVILLE ST, Troy MI 48084-2858, and Customer 84675, Name BELLE B JOHNSON, and Phone (242) 641-9921.

The "Account Message Information" section displays a message: "Inactive : Account is no longer active." with an "OK" button.

At the bottom, there is a "Balance" section showing \$277.57 as of 08/10/2023, and an "Events" table with columns for Event, Date, Details, and Status. The table contains one entry: "Work Order" on 08/03/2023, with a status of "Scheduled".

On the right side, there is a "Message Type" dropdown menu that is open, showing a list of options: Aggregate Billing, Bad Debt, Bank Drafting, Billing Items, Budget Billing, Credit Balance, Credit Card Autopay, Custom, Delinquent, Inactive Account (highlighted), Meter Malfunction, Payment Assistance, Payment Plan, and Shut Off. Other controls include "Active" (checked), "Priority" (1), "Notify with Message Box" (unchecked), and "Attach To" (Account).

Customer Service Search

- x added to clear Account and Name search fields in Customer Service.

The screenshot displays the 'New World ERP' interface for 'Customer Service'. At the top, there is a navigation bar with the company logo, the text 'New World ERP', and a 'Search' button. Below this is a secondary navigation bar with links for 'myFavorites', 'Financial Management', 'Human Resources', and 'Utility Manag'. The main content area is titled 'Customer Service' and contains three search input fields: 'Account' (with the value '1234-567'), 'Address' (empty), and 'Name' (with the value 'John Doe'). Each field has a red 'x' icon in a small box to its right, indicating a clear function. To the right of the search fields is a sidebar with a green header 'Account Informat' and a section titled 'Location' containing 'Account Number' and 'Service Address'.

Customer Service Events Grid

- Mailing address changes added as events on Events grid.

Customer Service

Account

Address

Name

Go **Recent Accounts** **Reset**

Customer Service

- 31111111-001 - Active
Laprise
291 W Richards ST

Account Information

Location	Details
Account Number: 31111111-001	Status: Active
Service Address: 291 W Richards ST Troy MI 48085-153	Type: Residential
Carrier Route	Class
Delivery Point	Move In: 01/01/2000
Billing Profile: Monthly (Zones 1-3)	Move Out
Billing Address: 4240 Circle Rd. TROY, MI 48098	G/L Distribution Profile: City of Sntzd
Customer 57454	Number of Units: 1
Name: Laprise	Exemptions and Exceptions
Phone	No exemptions or exceptions.

Balance \$105.75 as of 05/10/2024

Events

Event	Date	Details	Status	Customer Contact
▼ Contains...	▼ On...	▼ Contains...		Laprise
Edit Associated Custo...	05/10/2024	Mailing Address Chan...		New Mailing Address: 4240 Circle Rd. TROY MI 48098
				Old Mailing Address: 5023a Lake Overlook Dr Troy MI 48084

Customer Service Events Grid

- RCC enrollment and unenrollment create events in Customer Service.

Account Information

<p>Location </p> <p>Account Number 00004-002 </p> <p>Service Address 983 Boulder~ DR Troy MI 48085-80 </p> <p>Carrier Route</p> <p>Delivery Point</p> <p>Billing Profile Cycle 1</p> <p>Billing Address 983 Boulder~ DR Troy MI 48085-80</p> <p>Customer 34758 </p> <p>Name Siegrist</p> <p>Phone</p>	<p>Details </p> <p>Status Active</p> <p>Type Res</p> <p>Class Inside Town</p> <p>Move In 05/31/2012</p> <p>Move Out</p> <p>G/L Distribution Profile Residential - In Town</p> <p>Number of Units 1</p> <p>Exemptions and Exceptions</p> <p>No exemptions or exceptions.</p> <p>Utility Access</p> <p>Auto Pay </p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Balance \$499.58 as of 05/10/2024

Events

Event	Date	Details	Status
▼ Contains...	▼ On...	▼ Contains...	
Edit Associated Custo...	05/10/2024	Mailing Address Chan...	
Payment	02/08/2024	\$12.02	
Autopay	01/04/2024	Unenroll	
Autopay	01/04/2024	Enroll	
Recurring Credit Card	01/04/2024	Unenroll	
Recurring Credit Card	01/04/2024	Enroll	

Activity **Recurring Credit Card Enroll**

Date **01/04/2024 9:29:23 AM**

Email **sg@notreal.com**

Card Type **Visa**



Customer Service Events Grid

- Shutoff Date added for shutoff statement notice in Customer Service Events.

Account Information

<p>Location </p> <p>Account Number 00004-002</p> <p>Service Address 983 Boulder~ DR Troy MI 48085-80</p> <p>Carrier Route</p> <p>Delivery Point</p> <p>Billing Profile Cycle 1</p> <p>Billing Address 983 Boulder~ DR Troy MI 48085-80</p> <p>Customer 34758</p> <p>Name Siegrist</p> <p>Phone</p>	<p>Details</p> <p>Status Active</p> <p>Type Res</p> <p>Class Inside Town</p> <p>Move In 05/31/2012</p> <p>Move Out</p> <p>G/L Distribution Profile Residential - In Town</p> <p>Number of Units 1</p> <p>Exemptions and Exceptions</p> <p>No exemptions or exceptions.</p> <p>Utility Access</p> <p>Auto Pay ✗</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Balance \$499.58 as of 05/10/2024

Events

Event	Date	Details	Status
Bill	07/31/2019	\$78.89	
Statement	05/15/2019	Door Tags	
Work Action	05/15/2019	Door Tags	
Work Action	05/15/2019	\$35 Delinquent/Cut O...	
Statement	05/14/2019	final call	

Billing Cycle **Cycle 1 - 04/01/2019**

Description **Door Tags**

Date **05/15/2019**

Bill Due Date **04/25/2019**

Identify Date **03/19/2024 9:12:17 AM**

Shut Off Date 05/15/2019

Overdue Amount **\$255.30**

Exempted By **Jeff Donut**

Customer Service Addresses

- Customer service displays notification icon when account is primary and mailing address differs from service address.

The screenshot displays the 'Customer Service' interface. On the left, there is a search panel with fields for 'Account', 'Address', and 'Name', each with a search icon and a checkbox. Below these fields are buttons for 'Go', 'Recent Accounts', and 'Reset'. A list of accounts is shown below, with the selected account '00004-002 - Active' by 'Siegrist~, Trevion REED' at '983 Boulder~ DR' highlighted. The main content area is titled 'Account Information' and shows details for the selected account. Under 'Location', it lists 'Account Number 00004-002', 'Service Address 983 Boulder~ DR Troy MI 48085-80', 'Carrier Route', 'Delivery Point', 'Billing Profile Cycle 1', and 'Billing Address 983 Boulder DR Troy, MI 48085-80'. Under 'Customer', it lists 'Customer 34758' and 'Name Siegrist'. A red box highlights a notification icon in the customer information section, and a message at the bottom right states 'Service Address is different than Mailing Address'.

Customer Service

Account

Address

Name

Go **Recent Accounts** **Reset**

Customer Service

- 00004-002 - Active
Siegrist~, Trevion REED
983 Boulder~ DR

Account Information

Location

Account Number 00004-002

Service Address 983 Boulder~ DR
Troy MI 48085-80

Carrier Route

Delivery Point

Billing Profile Cycle 1

Billing Address 983 Boulder DR
Troy, MI 48085-80

Customer 34758

Name Siegrist

Phone

Service Address is different than Mailing Address

Utility Billing



Meter Read Audit

- Class, Rate and Meter Type columns are added to the Meter Read Audit grid.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Billing - Meter Read Audit

Meter Read Audit

Status: Bills scheduled for printing on 11/01/2023, scheduled for automatic posting on 11/01/2023

Billing Cycle: RCC - 11/01/2023
Route: RCC, ,
Service Class: <All>
Meter Type: <All>
Audit Type:

Search Reset

	Route	Account No.	Meter No.	Seq	Audits	Read Type	Previous Read	Current Read	Consumption	Measurement Type	Class	Rate	Meter Type
<input type="checkbox"/>	RCC	15994-001	8940001	1		Manual	20168	20168	0	Water Reading	Water & Sewer - Water & Sewer	Multiple Rates	1 1/2" ALLEGRO METER
<input type="checkbox"/>	RCC	15994-001	9015882	2		Manual	454081	454081	0	Water Reading	Water & Sewer - Water & Sewer	S/S - IRRIGATION WATER	1" ALLEGRO COMMERCIAL IRRIGA...

Meter Read Audit

- Setting added to confirm Meter Read Audit rejection in the Work Flow tab of UM Settings.

The screenshot shows the 'UM Settings' application with the 'Work Flow' tab selected. The interface is divided into several sections:

- New Account Process:** A list of items with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Add New Service:** A list of items with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Move In/Out Process:** A list of items with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Customer Service:** A list of items with a 'Use' checkbox. 'Transactions, Used' is checked.
- Move In/Out Automation:** Two checkboxes: 'Automatically Create Move Out on Move In' (checked) and 'Set Move Out Date to One Day Prior to Move In' (checked).
- Meter Entry:** One checkbox: 'Allow Quick Meter Entry from Meter Service Maintenance' (checked).
- Billing:** A list of checkboxes: 'Use Non-Metered Entry' (checked), 'Use Non-Metered Audit' (checked), 'Use Meter Audit' (checked), 'Use Billing Audit' (checked), 'Use Billing Register' (checked), 'Use Bill Export' (checked), 'Confirm Meter Audit Rejection' (checked and highlighted with a red box), and 'Confirm Non Metered Audit Rejection' (checked).

Meter Read Audit

- Setting to confirm Meter Read Audit rejection added to Work Flow tab of UM Settings.

The screenshot displays the 'Billing - Meter Read Audit' interface. At the top, there is a navigation bar with links for 'myFavorites', 'Financial Management', 'Human Resources', 'Utility Management', 'Community Development', and 'Maintenance'. Below this is a title bar 'Billing - Meter Read Audit' and a toolbar with various icons. A status message reads: 'Status: Bills scheduled for printing on 06/01/2019, scheduled for posting on 06/01/2019'. The main area contains several dropdown menus: 'Billing Cycle' (Cycle 2 - 06/01/2019), 'Route' (<List All>), 'Service Class' (<All>), 'Meter Type' (<All>), and 'Audit Type'. Below these are 'Search' and 'Reset' buttons. A table with columns 'Route', 'Account No.', 'Meter No.', 'Seq', 'Audits', 'Read Type', and 'Previous R' is visible. The first row is selected, and a 'Reject' dialog box is overlaid on the table. The dialog asks 'Are you sure you want to reject the selected audit reads?' and has 'Yes' and 'No' buttons.

Route	Account No.	Meter No.	Seq	Audits	Read Type	Previous R
<input checked="" type="checkbox"/> 22	37128-0					
<input type="checkbox"/> 22	37176-0					
<input type="checkbox"/> 22	37174-0					

Meter Read Audit

- Prev, Next, Accept/Next buttons added to Meter Read Audit Analysis popup.



Analysis

Service Address: Troy MI 48085-11
Name: MAXWELL GESUKA
Phone: (248) 555-0162
Class: Single Family
Date Moved In: 01/31/1977
Number of Units: 1




Audit Read - Water Reading

Current Meter - ARB42616097


Previous Read		Current Read		Results	Billed Consumption
Read Date	10/02/2023	Read Date	12/12/2023	71	412
Read	1588	Read	2000	412	



Audits  

Consumption Grid for Measurement Type Water Reading

Read Date	Billing Cycle	Type	Status	Prev. Read	Current Re...	Billed Cons.	Audits
▼ On...	▼ Contains...	▼ Contains...	▼ Contains...	▼ Equals...	▼ Equals...	▼ Equals...	▼ Contains...
12/12/2023	Cycle 3-02/06/2024	Manual Read		1588	2000	412	
10/02/2023	Cycle 3-05/01/2019	Estimate		1568	1588	20	

1 - 2 of 2 records ← ◀ Prev **1** Next ▶ → Show 50 records

[More](#)  [Show Malfunction Overrides](#)

Read History   +

Audit History +

OK **Prev** **Next** **Accept/Next**

Non-Metered Consumption Audit

- Class and Rate display on Non-Metered Consumption Audit grid.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Billing - Non-Metered Consumption Audit

Non-Metered Consumption Audit

Status: Bills scheduled for printing on 12/02/2020, scheduled for automatic posting on 12/02/2020

Billing Cycle: Cycle A - 12/02/2020
 Route: Route A,
 Service Class: <All> Issue Type:
 Non-Metered Unit:

Search Reset

Account Number	Non-Metered Type	Audits	Billed Consumption	Consumption Com...	Class	Rate
01208-001	SWF Consumption		15	41	SWF - SWF	ComSWFMulti - Com...
01250-001	SWF Consumption		16	36	SWF - SWF	Multiple Rates

1 - 2 of 2 records

Refresh Accept Reject Audit Report

Non-Metered Consumption

- Account Number
- Non-Metered Status
- Non-Metered Type
- Default Consumption
- Quantity
- Current Consumption
- Previous Billed Consumption
- Billed Consumption
- Comparison Consumption
- Previous Consumption Date
- Consumption Date
- Days

Non-Metered Consumption Audit

- Setting to confirm Non-Metered Consumption Audit rejection added to Work Flow tab of UM Settings.

The screenshot shows the 'UM Settings' application with the 'Work Flow' tab selected. The interface is divided into several sections:

- New Account Process:** A list of options with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Add New Service:** A list of options with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Move In/Out Process:** A list of options with checkboxes for 'Use', 'Required', and 'Required Before Next'. 'Deposits, Used' is checked for 'Use'.
- Customer Service:** A list of options with a 'Use' checkbox. 'Transactions, Used' is checked for 'Use'.
- Move In/Out Automation:** Two checkboxes: 'Automatically Create Move Out on Move In' (checked) and 'Set Move Out Date to One Day Prior to Move In' (checked).
- Meter Entry:** One checkbox: 'Allow Quick Meter Entry from Meter Service Maintenance' (checked).
- Billing:** A list of checkboxes: 'Use Non-Metered Entry' (checked), 'Use Non-Metered Audit' (checked), 'Use Meter Audit' (checked), 'Use Billing Audit' (checked), 'Use Billing Register' (checked), 'Use Bill Export' (checked), 'Confirm Meter Audit Rejection' (checked), and 'Confirm Non Metered Audit Rejection' (checked and highlighted with a red box).

Non-Metered Consumption Audit

- Setting to confirm Non-Metered Consumption Audit rejection added to Work Flow tab of UM Settings.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Billing - Non-Metered Consumption Audit

Non-Metered Consumption Audit

Status: Bills scheduled for printing on 07/01/2019, scheduled for posting on 07/01/2019

Billing Cycle: Cycle 1 - 07/01/2019
Route: <List All>
Service Class: <All> Issue Type:
Non-Metered Unit:

Search Reset

<input type="checkbox"/>	Account Number	Non-Metered Type	Audit	Bill of Consumption	Consumption	Class	Rate
<input checked="" type="checkbox"/>	24033-005	Recycling				recycling - Recycling	Recycle-Single
<input type="checkbox"/>	24034-003	Street Lights				Street Lights - Street/...	SLT Stand/Pub
<input type="checkbox"/>	24034-003	Recycling				recycling - Recycling	Recycle-Single
<input type="checkbox"/>	24034-003	Storm Sewer				Water & Sewer - Wat...	Storm SE Town
<input type="checkbox"/>	24035-002	Recycling				recycling - Recycling	Recycle-Single
<input type="checkbox"/>	24293-001	Water - Flat		165	2	Water & Sewer - Wat...	WA Fire Protect
<input type="checkbox"/>	24312-001	Water - Flat		25	2	Water & Sewer - Wat...	WA Fire Protect

1 - 7 of 7 records

Refresh Accept Reject Audit Report

Meter Read Entry

- Previous Consumption column added to Meter Read Entry grid.

Billing - Meter Read Entry

 Meter Read Entry

Status: Bills Printed by the system on 03/11/2024 as scheduled, scheduled for automatic posting on 05/01/2024

Billing Cycle

Route

Read Date

Account Number	Xchg	Meter Number	Meter Type	Seq	Read Type	Previous Read	Current Read	Previous Consumption	Consumption	Measurement Type
<input type="text" value="▽ Contains..."/>	<input type="text" value="▽"/>	<input type="text" value="▽ Contains..."/>	<input type="text" value="▽ Contains..."/>	<input type="text" value="▽ Equals..."/>	<input type="text" value="▽ Contains..."/>	<input type="text" value="▽ Equals..."/>	<input type="text" value="▽ Equals..."/>	<input type="text" value="▽ Equals..."/>	<input type="text" value="▽ Equals..."/>	<input type="text" value="▽ Contains..."/>
00000000-000		ny - meter	ny - device type	20	Final Read	3	4	1	1	Water Reading
00000002-000		8350448	3/4" ALLEGRO IRRIGATION...	40	Manual	1003	1004	1	1	Water Reading
00000002-000		ny - meter - 3	ny - device type	60	Manual	132	133	1	1	Water Reading
00000001-000		ny - meter - 2	ny - device type	80	Manual	5	6	1	1	Water Reading

Non-Metered Consumption Entry

- Previous Consumption column added to Non-Metered Consumption Entry grid.

Billing - Non-Metered Consumption Entry

Non-Metered Consumption Entry

Status: Bills Printed by the system on 04/29/2024 as scheduled, scheduled for automatic posting on 01/01/2021

Billing Cycle: Cycle A - 01/01/2021

Route: Route A, ,

Consumption Date: 05/10/2024

Account Number	Non-Metered Type	Status	Default Consumption	Quantity	Previous Consumption	Consumption	Billed Consumption
01206-001	SWF Consumption	Active	36.00	1.00	36.00	36.00	36.00
01208-001	SWF Consumption	Active	72.00	1.00	72.00	72.00	72.00
01211-001	SWF Consumption	Active	612.00	1.00	612.00	612.00	612.00
01212-001	SWF Consumption	Active	252.00	1.00	252.00	252.00	252.00
01213-001	SWF Consumption	Active	36.00	1.00	36.00	36.00	36.00
01214-001	SWF Consumption	Active	72.00	1.00	72.00	72.00	72.00
01215-001	SWF Consumption	Active	36.00	1.00	36.00	36.00	36.00
01216-001	SWF Consumption	Active	36.00	1.00	36.00	36.00	36.00
01217-001	SWF Consumption	Active	72.00	1.00	72.00	72.00	72.00
01219-001	SWF Consumption	Active	36.00	1.00	36.00	36.00	36.00

Meter Read Audit Report

- Meter Read Audit Report indicates number of consecutive cycles meters registered zero consumption.

City of NWS

Meter Read Audit Report

Cycle A - 10/02/2020

Account Number	Account Status	Name / Address	Meter Type	Meter Number	Meter Billable	Route Sequence	Prev. Read	Current Read	Actual Consumption
Route A, , 6425-003	Active	Blair EUGENE Beegle~ 651 Rice~ RD	3/4" HOUSE METER	0050	Y	1	4	4	0
<i>Zero Consumption 3 Consecutive Cycles</i>									

Non-Metered Consumption Audit Report

- Non-Metered Consumption Audit Report indicates number of consecutive cycles meters registered zero consumption.

F1: B.P. DB-FSS-OpenEdge-Hub
Non-Metered Consumption Audit Report

Account	Status	Address	Non-Metered Type	Quantity
Tyler Monthly... 10532-002	Active	616 N Shropshire~ ST, Troy, MI 48084	Storm Sewer	1.00
Zero Consumption 5 Consecutive Cycles				
10552-002	Active	616 N Shropshire~ ST, Troy, MI 48084	Street Lights	1.00
Zero Consumption 5 Consecutive Cycles				

E-Mail Templates

Profile Information Updated E-Mail Template

- Added [AccountNumber] and [ServiceAddress] tags to the Profile Information Updated e-mail template.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Email Template Setup

Template Setup

Application
Utility Management

Module
eSuite User Profiles

Template
Profile Information Updated

From Address *
someone@newworlderp.com

Subject Line *
eSuite UM Account [AccountInformationChangeType]

SAVE RESET

Rich Text Editor:

Application: eSuite UM Account [AccountInformationChangeType]
Greeting: Hello [UserName],
Body: Your user profile has been [AccountInformationChangeType] a...
Body: If you believe this was in error and can no longer connect to yo... or.
Sign-off: Best regards,
Signature: **New World Utility Management**

Preview:

Nathan - Testing
[AccountNumber]
[ServiceAddress]

Dropdown menu options:

- [AccountInformationChangeType]
- [AccountNumber]
- [RequestDate]
- [ServiceAddress]
- [UserName]

eBill E-Mail Template

- Add eBill E-Mail Templateed [DueDate] and [PaymentDraftType] tags to the eBill e-mail template.

myFavorites | Financial Management | Human Resources | Utility Management | Community Development | Maintenance

Email Template Setup

Template Setup

Application
Utility Management

Module
eBill

Template
Bill Link Email

From Address *
utilitybill@mycity.gov

Subject Line *
Your Utility Name Here - Your bill is ready for viewing

View Your eBill

Dear [FullName],

Thank you for being a **New World Utilities** customer. Your bill is ready to be viewed into your account via our ?Self-Service? website. View My Bill.

If you are not enrolled and feel that you have received this email in error, please contact us. If you have any questions or concerns about the eBill service.

You have enrolled using the email address [ToEmail]. If you wish to view your bill, please click here. For additional tools visit the "Self-Service" web site.

Once again, thank you for choosing to use the eBill program. We appreciate your business.

Payment Draft Type: [PaymentDraftType]

Best regards,
New World Utilities

[AccountNumber]
[BillAmount]
[DueDate]
[FirstName]
[FromEmail]
[FullName]
[LastName]
[PaymentDraftType]
[PortalHomePage]

due by [DueDate] To view your bill, please log
service at 888-555-1212. Use this number if
so by visiting the self-service portal or
tools to help you manage your bill.

eUtilities

CONNECT 24

© Tyler Technologies 2024

 **tyler**
technologies

eUtilities Recurring Credit Card Notice

- Account Summary and Make a Payment pages display message if account is active on Recurring Credit Card.

City of Tyler Utilities Services
Powered by Tyler Technologies

City of Tyler Utilities Services
Powered by Tyler Technologies

Account Summary Account Details Payments

Account Summary Account Details Payments

Account Summary

Billing Status

[View Bill](#) [Make a Payment](#)

Balance on Last Bill (\$3,195.26)
All Activity Since Last Bill \$0.00
Total Due (\$3,195.26)

****Credit Balance on Account****
****Active on Recurring Credit Card****
Current Bill Due Date 5/27/2019

Account Information

Account # 56073-001
Service Address 840 W LONG LAKE RD
TROY, MI 48083

Balance Summary

Balance On Last Bill (\$3,195.26)
New Activity \$0.00
Total Due (\$3,195.26)

****Credit Balance on Account****
****Active on Recurring Credit Card****

Make a Payment

Payment

* Payment Amount \$
UM Service Fee % \$0.00
Total Charge to Credit Card \$0.00

I agree to the [Terms and Conditions](#)

[Continue with Payment](#)

eUtilities eBill Enrollment

- Account Number and Service Address added to eBill Enrollment page.

TestHeader Utilities Services

Powered by Tyler Technologies

 Account Summary  Account Details  Payments  eBill Enrollment

eBill Enrollment

eBills is a service where you can receive new bill notifications electronically and view your bill as a PDF. To sign up simply fill out the form below.

Enrollment Status

Not Currently Enrolled

Account Information

Account # 00004-002
Service Address 983 Boulder~ DR
Troy, MI 48085

* Your Email Address (THIS IS WHERE WE WILL SEND YOUR EBILL NOTIFICATIONS)

* Your Delivery Preference





- eBill Only
 eBill and Paper Invoice

ENROLL NOW


eUtilities Account List

- eBill status is added to the eUtilities Account List page.



eSuite Utilities Services
Powered by Tyler Technologies

 123456 N MAIN
000004099-001 \$0.00 ▼  Account Summary  Account Details ▼  Payments ▼

Primary Account

 123456 N MAIN 000004099-001	\$0.00
------------------------------------------------------------------------------------------------------------------	--------

Available Accounts [Add Account](#)

 123456 N MAIN 000004099-001 Bill Delivery: Paper	\$0.00 
---------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------

eUtilities Payments

- Making payment on inactive account with \$0.00 balance displays warning.

The screenshot displays the eSuite Utilities Services interface. The top navigation bar includes links for Account Summary, Account Details, Payments, and eBill Enrollment. The main content area is titled "Make a Payment" and features a "Payment" form with a "Payment Amount" field and a checkbox for "I agree to the Terms and Conditions". A "PAY WITH CREDIT CARD" button is visible below the form. On the left, a "Balance Summary" table shows a "Total Due" of \$0.00. A red box highlights the "INACTIVE ACCOUNT" warning. A modal dialog box is open, displaying the warning message: "trodsvema19p04.corp.tylertechnologies.com says Utility account is inactive with a balance of \$0.00. Are you sure you want to proceed with the payment?" with "OK" and "Cancel" buttons.

eSuite Utilities Services
Powered by Tyler Technologies

Account Summary Account Details Payments eBill Enrollment

This is where they put in their content with the hyperlink to their bank.

INACTIVE ACCOUNT

Balance Summary	
Balance On Last Bill	\$0.00
New Activity	\$0.00
Total Due	\$0.00

Make a Payment

Payment

* Payment Amount \$

I agree to the [Terms and Conditions](#)

PAY WITH CREDIT CARD

eSuite Utilities Services
Powered by Tyler Technologies

Account Summary Account Details Payments eBill Enrollment

This is where they put in their content with the hyperlink to their bank.

INACTIVE ACCOUNT

Balance Summary	
Balance On Last Bill	\$0.00
New Activity	\$0.00
Total Due	\$0.00

Make a Payment

Payment

* Payment Amount \$

I agree to the [Terms and Conditions](#)

PAY WITH CREDIT CARD

trodsvema19p04.corp.tylertechnologies.com says
Utility account is inactive with a balance of \$0.00. Are you sure you want to proceed with the payment?

OK **Cancel**

eUtilities – Deposit Payments

- Ability to pay deposits is available through eUtilities. Setup and configuration:



Home | eHR | ePermits | eRFA | eSupplier | eMiscBilling | eUtilities | eLicen

Set Page Security

This page allows you to control what pages are visible based on the current user's role. Simply click Allow Access or Deny Access for each page and click "Save."

Page Name	Allow Access	Deny Access
Account History	<input checked="" type="radio"/>	<input type="radio"/>
Consumption Visualization	<input checked="" type="radio"/>	<input type="radio"/>
Pay Online	<input checked="" type="radio"/>	<input type="radio"/>
View Bill	<input checked="" type="radio"/>	<input type="radio"/>
Billing Enrollment	<input checked="" type="radio"/>	<input type="radio"/>
Credit Card Enrollment	<input checked="" type="radio"/>	<input type="radio"/>
Detail Consumption Analysis (Tyler)	<input checked="" type="radio"/>	<input type="radio"/>
Detail Consumption Analysis (Interface)	<input checked="" type="radio"/>	<input type="radio"/>
Payment Plan	<input checked="" type="radio"/>	<input type="radio"/>
Deposit Payments	<input checked="" type="radio"/>	<input type="radio"/>

Save

Virtual Payment Source List

Virtual Payment Source

Payment Source Type: eSuite

Collection Batch Defaults

Department: ADM*ADM - Admin.Administrative Services

Batch End Time: 3:00 AM

User: NWS

Override Cash Account: []

Collection Station: esuite

Description: eSuite

Receipt Management Settings

Allow Users to Void Receipt:

Allow Users to Modify Receipt:

Allow Users to Add Manual Receipt:

Module

Module	Payment Code
Contains...	Contains...
MbCashOnAccount	eMB Customer
MbPayment	eMB Invoice
Permits	ePermit Fees
Licenses	ESUITE LICENSE
UtilityDeposits	UM Deposit
Utilities	UM eSuite



eUtilities – Deposit Payments

- Ability to pay deposits is available through eUtilities under Payments menu.

City of Tyler Utilities Services
Powered by Tyler Technologies

2000 WHITEWATER ... 30224-003 \$404.85 Account Summary Account Details Payments eBill Enrollment

Deposit Payments

Select Deposits for Payment

Payment Status	Deposit Type	Date	Amount Due
<input type="checkbox"/> Unpaid	Water Deposit	1/1/2023	\$50.00
<input checked="" type="checkbox"/> Unpaid	Electric Deposit	2/1/2023	\$20.00

Payment Amount

Fee Amount	\$20.00
UM Service Fee %	\$6.00
Total	\$26.00

I agree to the [Terms and Conditions](#)

[PAY WITH CREDIT CARD](#)

Make a Payment
Credit Card Enrollment
Deposits

eUtilities – Deposit Payments

- Ability to pay deposits is available through eUtilities. Payment made:

Receipt - 2024-0000029

Payment Date	02/26/2024
Received From	eDep 1
Description	Online Payment

Receipt Summary

Transactions	\$20.00
Sales Tax	\$0.00
Net Receipt	\$20.00

Transactions +

Payment Code: UM Deposit - UM Deposit

Amount: \$20.00

Description:

Payments +

Default Amount:

Amount: \$20.00

Type: Charge | Process Credit Card

Authorization Number: 5

Credit Card: [Dropdown]

Number: [Input]

Invoice Number: 28932

Expiration Date: [Calendar]

Receipt Payment Summary

Cash	\$0.00	Received	\$20.00
Check	\$0.00	Change	\$0.00
Charge	\$20.00	Net Receipt	\$20.00
EFT	\$0.00		
Other	\$0.00		
Fees			
UM Service Fee %	\$6.00		

Payment Receipt

Thank you! Your credit card payment was successful. While unlikely, it may take some time to post the payment to We recommend you that click the "Print Charge Confirmation

Confirmation # 000000037543
Payment Description 30224-003
Date 2024-02-26 08:00:39
Payment Amount \$26.00
Deposit Payments Electric Deposit \$20.00
Total Charge \$26.00

Payments may take 24-48 hours to post to your account.

[PRINT CHARGE CONFIRMATION](#) [RETURN TO UTILITIES](#)



eUtilities – Deposit Payments

- Ability to pay deposits is available through eUtilities and sends e-mail notification.

Email Template Setup

Template Setup

Application

Utility Management

Module

Deposits

Template

Payment Received

From Address *

someone@newworlderp.com

Subject Line *

Deposits - Payment Received

Additional Emails



Your payment was received for a deposit on the account. The following tags are supported:

Account Number: [AccountNumber]

Payer Name: [PayerName]

Paid Amount: [PaidAmount]

Authorization Code: [AuthorizationCode]

Deposit Type: [DepositType]

Deposit Amount: [DepositAmount]

Service Address: [ServiceAddress]

Account Name: [AccountName]

Itemized Deposit Items: [ItemizedDepositItems]

Deposits - Payment Received



someone@newworlderp.com

To: nwerptester4; Savaya, Shawn

Your payment was received for a deposit on the account. The following tags are supported:

Account Number: 30224-003

Payer Name: eUM Conv Percent

Paid Amount: 53.94

Authorization Code: 5

Deposit Type: Multiple Deposit Types Paid

Deposit Amount: Multiple Deposit Types Paid

Service Address: 2000 WHITEWATER TR N, Troy, MI 48084

Account Name: A HARDY TREE SERVICE INC

Itemized Deposit Items:

Electric Deposit \$20.00

Liz Test \$24.95

New In Integrated Products

Notify – Utility Delinquencies

Notify – Delinquency

- Notify e-mail, text and phone call integration for Utility Management Delinquencies

The screenshot displays the 'Notify Configuration Settings' interface. On the left is a sidebar menu with options: Database Connections, Configuration Settings (selected), Search Settings, Paperclip, Web API Vendors, Tyler Payments, and Notify. The main content area is titled 'Notify Configuration Settings' and has a breadcrumb trail: Authentication > Utility Management Processes > Community Development. Below the breadcrumb is a table with columns for 'Process', 'Text', 'E-Mail', and 'Phone Call'. The 'UM Delinquency Notices' process has all three notification methods enabled, indicated by green toggle switches. At the bottom right, there are 'Cancel' and 'Save' buttons.

Process	Text	E-Mail	Phone Call
UM Delinquency Notices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Notify – Delinquency

- Notify e-mail, text and phone call integration for Utility Management Delinquencies

Email Template Setup

Template Setup

Application
Utility Management

Module
Delinquent Notice

Template
Notify (Text)

From Address *
N/A

Campaign Title *
Delinquent Notice - Notify (Text)

SAVE RESET

B I U S x₂ x² A T

This is a utilities delinquent notice delivered via Tyler Notify. This message is being delivered via Text.

Account Number: [AccountNumber]

Amount Due: [AmountDue]

Delinquent Date: [DelinquentDate]

Full Name: [FullName]

Service Address: [ServiceAddress]

Something else

Delinquent Processing

Delinquent Calendar

◀ Previous Week Next Week ▶

Event Date

Billing Profile

Event

Filter Reset

Sun, Mar 24 2019	Mon, Mar 25 2019

Quick Summary

\$10 Delinquent Late Fee - 03/29/2019
Cycle 1 - 03/04/2019

	Status	In Progress
Total Charges		\$66,340.00
Accounts to Process		6634

Actions

Identify
Maintain
Statements
Verify
Post

Post

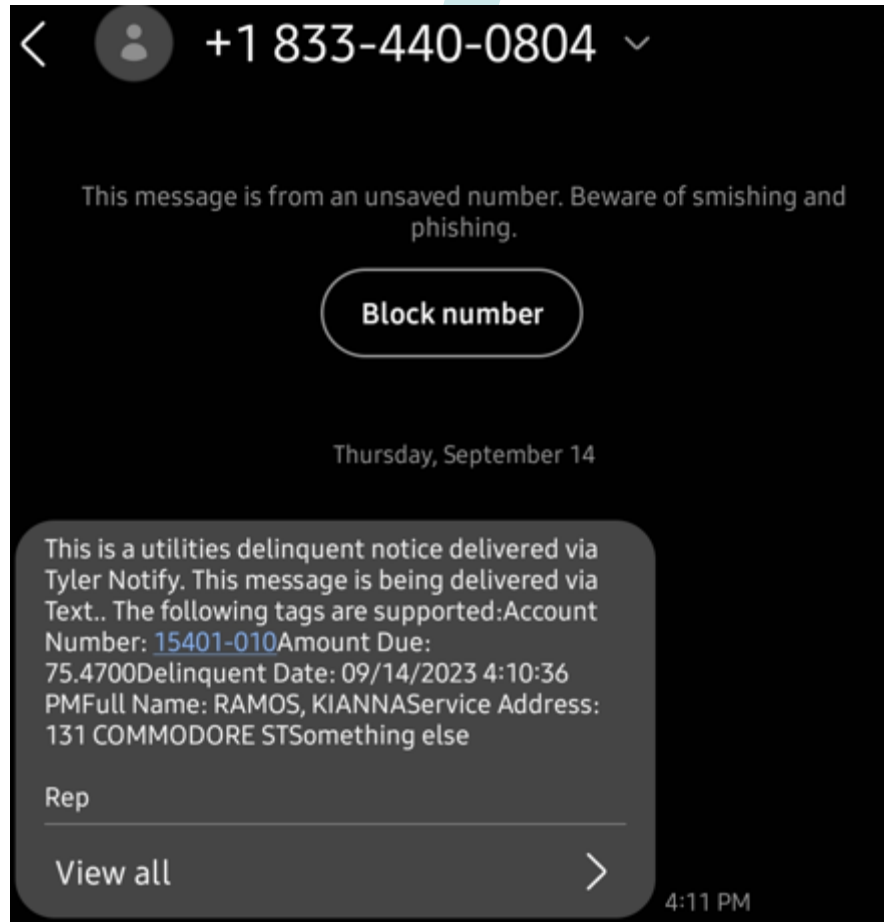
Post & Notify

Post

Total Billed Accounts 8040	
• Accounts to Process	6634 (82% of total billed accounts)
Delinquent Charges	\$66,340.00
Current Delinquent Balance	\$804,822.35
Past Delinquent Balance	\$651,350.64
• User Exceptions	0 (0% of total billed accounts)
Delinquent Charges	\$0.00
Current Delinquent Balance	\$0.00
Past Delinquent Balance	\$0.00
• System Exceptions	5394 (67% of total billed accounts)
Delinquent Charges	\$580.00
Current Delinquent Balance	\$5,749.60
Past Delinquent Balance	\$700,603.03

Notify – Delinquency

- Notify e-mail, text and phone call integration for Utility Management Delinquencies



TD Tyler Notify Demo <noreply.notify@tylertech.com>
To: Young, Nathan

Notify Email Template

20302-001

47.4600

09/12/2023 8:19:53 AM

BRUTON, AMY LEE

132 WINSLOW LN

[Reply](#) [Forward](#)

Utility Access

Utility Access

- Add Override Cash Account For Utility Access

Tyler Cashiering Payment Codes

MB Invoice Payment Code	1002 - Miscellaneous Billing Invoice
MB Customer Payment Code	1001 - Miscellaneous Billing Customer
UM Account Payment Code	UT Payment - Utility Payment
UM Deposit Payment Code	UT Deposits - UT Deposits
UM Bad Debt Payment Code	
CD Permit Payment Code	
CD License Renewal Payment Code	
CD License Application Payment Code	
CD License Bond Payment Code	
CD Licensee Payment Code	
CD Project Plan Payment Code	
SA Receivable Payment Code	

new world ERP Special Payment Types

Convenience Fees

Use Tyler Cashiering Tracking Numbers in Revenue Collections

Use Tyler Cashiering Batch Number

Use Tyler Cashiering Receipt Number

Payment Code Presentation Format in Tyler Cashiering

Payment Code - Part 1

Payment Code - Part 2

Receipt Transaction / Tender Amount discrepancies

Other Payment Type

EnerGov CD Payments - Defaults

EnerGov Cashier

EnerGov Payment Code

Utility Access

Override Cash Account

Utility Access

- Edit Utility Access Batch Criteria

Revenue Collection Batch - 2024-05000036

General ▾ Approvals Summary ▾ Documents ⁰

Batch

Department: 413 - Finance ▾

G/L Date: 11/30/2023

Collection Station: Online Payments

Batch Type: eSuite ▾

Position Cursor: Receipt Received From ▾

Single Cashier Batch:

Print Receipts:

Number of Copies: 1 ▾

Validate Checks:

Auto Print Merchant Receipt:

Defaults

Payment Category: ▾

Payment Code: ▾

Payment Type: Cash ▾

Payment Date: 11/30/2023

Special Conditions

Waive Delinquent Charges:

Use Barcode Forms:

Auto Process Payments:

Funds Pre-Deposited:

Checks Electronically Deposited:

Override Cash G/L Account: 10 101.03 - Cash First National Bank

Override Deposit Bank Account: ▾

Save Save/New Delete Reset Void Batch Unvoid Batch

Receipt Number	Amount	Void	Void Reason	Print	Received From
2024-00000051	\$8.75				Jack Burton

Utility Access

- Edit Utility Access Batch Criteria

Revenue Collection Batch - 2024-05000036

General ▾ Approvals Summary ▾ Documents ⁰

Batch

Department: 413 - Finance ▾

G/L Date: 11/30/2023

Collection Station: Online Payments

Batch Type: eSuite ▾

Position Cursor: Receipt Received From ▾

Single Cashier Batch:

Print Receipts:

Number of Copies: 1 ▾

Validate Checks:

Auto Print Merchant Receipt:

Defaults

Payment Category: ▾

Payment Code: ▾

Payment Type: Cash ▾

Payment Date: 11/30/2023

Special Conditions

Waive Delinquent Charges:

Use Barcode Forms:

Auto Process Payments:

Funds Pre-Deposited:

Checks Electronically Deposited:

Override Cash G/L Account: 10 101.03 - Cash First National Bank

Override Deposit Bank Account: ▾

Save Save/New Delete Reset Void Batch Unvoid Batch

Receipt Number	Amount	Void	Void Reason	Print	Received From
▽ Contains...	▽ Equals...	▽	▽ Contains...	▽	▽ Contains...
2024-00000051	\$8.75				Jack Burton

Utility Access

- QR Codes added to standard Utility Bills to direct users to Quick Pay page

The screenshot displays the Tyler ePay configuration interface. At the top, there are three main sections: 'Hub' (Version 2021.8.23053.1), 'Tyler ePay', and 'Tyler Time & Attendance' (Not Configured). A modal dialog box titled 'Edit Utility Online Services' is open, showing the 'Utility Access' tab. The dialog contains the following fields:

- Server Url: <https://insite.lbkdev.tyler/>
- QR Code Url: <https://insite.lbkdev.tyler/newworlddev/utilities/payments>

At the bottom of the dialog, there are 'Cancel' and 'Save' buttons. The background interface shows a 'Utility' section with a checkmark icon.

Utility Access

- QR Codes added to standard Utility Bills to direct users to Quick Pay page

Account No.	Due Date	Amount Due	After Due Date
11544-001	1/29/2024	359.24	359.24

Service Address	Remit Address
257 N Shropshire~ ST Troy, MI 48084-302 QR Stub Code Test	Tyler Technologies, Inc. 840 W Long Lake Rd. Troy, MI 48098, MI 48098

Mailing Address

Diana Dimpson~
3677a Shenandoah Pkwy~
P O Box 93162
Troy, MI 48084



Account No.	Service Address
11544-001	257 N Shropshire~ ST

Service Period	Meter Readings						
12/4/2023 - 12/31/2023	Water & Sewer						
	Meter No.	Read Dates	Days	Previous	Current	Usage	Unit Of Measure
	10776968	3/11/2024 3/12/2024	1	112	212	100	Gallon
	10776969	3/11/2024 3/12/2024	1	93	175	82	Gallon

Previous Balance

314.34


Utility Access

- QR Codes added to standard Utility Bills to direct users to Quick Pay page

← Make a Payment


11544-001 257 N Shropshire~ ST	Due 1/1/2024	Balance \$314.34	Payment amount 314.34
			Subtotal \$314.34
			<input type="button" value="Cancel"/> <input type="button" value="Continue"/>

Announcement



Office Hours are Monday through Friday from 8am to 5pm.

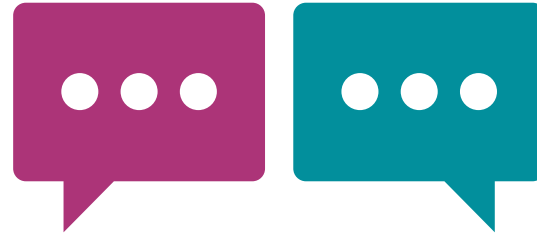
Contact us



555-555-5555

Questions?





Your feedback is important

Please complete the session survey via the mobile app

We read every submission

We use your input to guide content for future sessions and
to improve our presentations



CONNECT