

# Balancing Utility Billing to General Ledger

# Balancing UB to GL

Presenter : Therese Powers

Friday 8:30am – 9:30am

## GL Account Setup in UM

- Services
- Rates
- Service Categories
- Journal Codes used in GL

## General Ledger Update

- Customer Inquiry – Transactions

## Balancing UM Accounts Receivable

- UM AR by Service
- UM Transaction Allocation by Service
- GL Account Inquiry or Trial Balance

## Balancing Deposit Liabilities

- UM Deposit Register
- UM Open Deposits
- GL Account Inquiry Customer Deposits

## Balancing Utility Cash Clearing








- Cash Receipting reports
- Utility Management reports
- General Ledger Reports

# GL Account Setup in Utility Management

- The GL Interface is turned on in Utility Management > Organization > Organization on the Interface tab > General Ledger. Once this is set up, no changes should be needed.
- This is where you can find your Update Method, either Accrual or Cash
- Update Payments should normally be checked so the Utility Cash Clearing is updated correctly.

Caselle Connect® 2022.08.69 (Licensed to Civic Systems)

File Edit Zoom Help

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Caselle Connect® > Utility Management > Organization > Organization

Caselle Connect® Organization

Organization Dates Payment Allocation Direct Pay Certification Conservation Stock Certificates Interfaces

General Ledger Bill Provider Prepaid Metering
















Interface: Caselle 4.x

Update method: Accrual


☒ Update payments




General Ledger account numbers are setup on either the Services or the Rates, depending on the detail that is needed in the General Ledger. If more detail is needed, such as a breakdown for residential, commercial, industrial etc. the GL account numbers will be setup at the Rate level. The setup on the Rate will override the setup on the Service.

File Edit Search Other Zoom Help


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Caselle Connect® > Utility Management > Organization > Services

Caselle Connect® Organization Services 

Service:  Service  1 of 11  

Service: 1 (Electric)

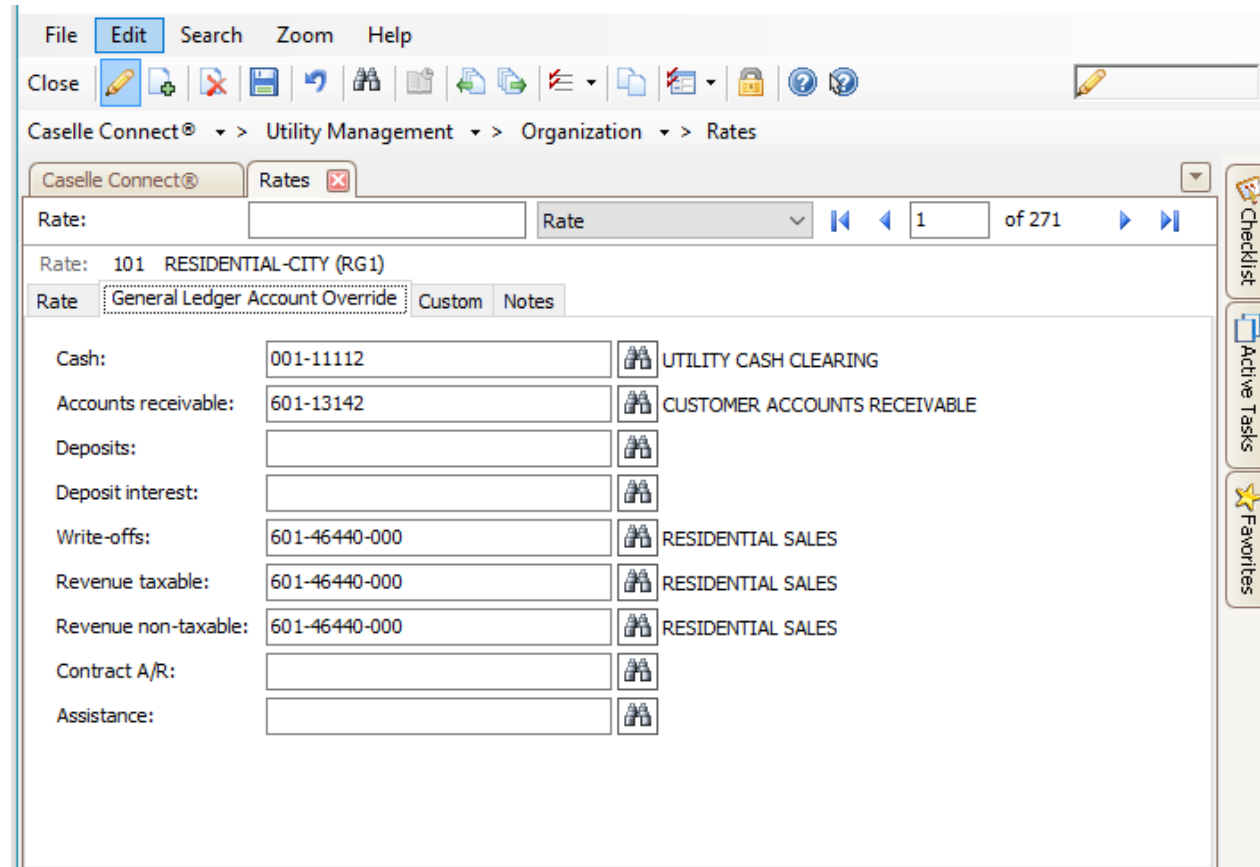
Service Billing Defaults Rates Meter Options High/Low Checks Meter Defaults General Ledger Accounts Credit Calculation Conservation 

Cash:	<input type="text" value="01-10750"/>	 Cash Clearing - Utilities
Accounts receivable:	<input type="text" value="53-11520"/>	 Accts Receivable - Electric
Deposits:	<input type="text" value="53-23000"/>	 Customer Deposits
Deposit interest:	<input type="text" value="53-23400"/>	 Interest Payable
Write-offs:	<input type="text" value="53-80-550"/>	 Bad Debt Expense
Revenue taxable:	<input type="text" value="53-37-100"/>	 Electric Sales
Revenue non-taxable:	<input type="text" value="53-37-100"/>	 Electric Sales
Certification A/R:	<input type="text"/>	
Certification fees:	<input type="text"/>	
Contract A/R:	<input type="text" value="53-11530"/>	 Accts Receivable - Other
Assistance:	<input type="text"/>	

# GL Account Setup on Rates

In UM > Organization > Rates go to the General Ledger Accounts tab for each rate and the GL Account numbers will be populated for each type of transaction.

General Ledger Accounts do not need to be setup on both the Service and the Rates. If you have a more general breakdown, you will have it setup at the Service level.



The screenshot shows the 'Rates' window in Caselle Connect®. The breadcrumb trail is 'Caselle Connect® > Utility Management > Organization > Rates'. The window title is 'Caselle Connect® Rates'. The 'Rate' field is set to '101 RESIDENTIAL-CITY (RG1)'. The 'General Ledger Account Override' tab is selected, showing a table of GL accounts for various transaction types.

Rate	General Ledger Account Override	Custom	Notes
Cash:	001-11112		UTILITY CASH CLEARING
Accounts receivable:	601-13142		CUSTOMER ACCOUNTS RECEIVABLE
Deposits:			
Deposit interest:			
Write-offs:	601-46440-000		RESIDENTIAL SALES
Revenue taxable:	601-46440-000		RESIDENTIAL SALES
Revenue non-taxable:	601-46440-000		RESIDENTIAL SALES
Contract A/R:			
Assistance:			

# Reports for General Ledger setup

The service list can be setup to review the General Ledger account setup.

- UM > Reports > Service List > Service list with GL

Caselle Connect® > Utility Management > Organization > Services List

Caselle Connect® Rates List Services List ☒

Definition: Services List - with GL Filter: All

Report Options Columns Print Settings

Section: Main Report width: 9.02" Section width: 9.02" Line width: 9.02"

Line: All [Advanced options...](#)

Line	Column	Heading	Format	Width	Justification	Total	Font	Borders
<input checked="" type="checkbox"/>	1 Service.Service number	Service,Number	# #0	6 ch	Right			
<input checked="" type="checkbox"/>	1 Service.Description	,Description	30 ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL A/R account	GL A/R, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL assistance acco...	GL Assistance, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL cash account	GL Cash, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL contract A/R acc...	GL Contract, A/R Acco...	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL deposit account	GL Deposit, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL deposit interest ...	GL Deposit, Interest A...	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL nontaxable acco...	GL Nontaxable, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL taxable account	GL Taxable, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Service.GL writeoff account	GL Writeoff, Account	Account No ch		Left			

Anycity Corporation

Services List - with GL

Service Number	Description	GL A/R Account	GL Assistance Account	GL Cash Account	GL Contract A/R Account	GL Deposit Account	GL Deposit Interest Account	GL Nontaxable Account	GL Taxable Account	GL Writeoff Account
1	Electric	5311520		0110750	5311530	5323000	5323400	5337100	5337100	5380550
2	PCAC	5211520		0110750	5211530	5223000	5223400	5237100	5237100	5280550
3	Water	5111520		0110750	5111530	5123000	5123400	5137100	5137100	5180550
5	Sewer	5211520		0110750	5211530	5223000	5223400	5237100	5237100	5280550
7	Garbage	1011520		0110750	1011530	1023000	1023400	1034600	1034600	1062550
9	Yard Light	5311520		0110750	5311530	5323000	5323400	5337100	5337100	5380550
11	Tap Loans									
13	Miscellaneous									
14	NSF Fees									
15	Shutoff									
18	Sales Tax	5311520		0110750	5311530	5323000	5380815	5323700	5323700	5380550
19	Penalty	5311520		0110750	5311530	5323000	5380815	5337300	5337300	5380550

In Report Writer(or Table Lists), there is also a report available to review the General Ledger account setup.

- UM > Reports > Report Writer > Service Table list w/GL Accounts

Anycity Corporation		Table Lists - Service Table List w/GL Accounts							Page: 1
									Sep 12, 2018 09:11AM
Serv No	Description	GL Cash Acct	GL A/R Acct	Deposit Account	GL Deposit Interest Acct	Writeoff Acct	Taxable Acct	Nontaxable Account	GL Assistance Account
1	Electric	0110750	5311520	5323000	5323400	5380550	5337100	5337100	
3	Water	0110750	5111520	5123000	5123400	5180550	5137100	5137100	
5	Sewer	0110750	5211520	5223000	5223400	5280550	5237100	5237100	
7	Garbage	0110750	1011520	1023000	1023400	1062550	1034600	1034600	
9	Yard Light	0110750	5311520	5323000	5323400	5380550	5337100	5337100	
11	Tap Loans								
13	Miscellaneous								
14	NSF Fees								
15	Shutoff								
18	Sales Tax	0110750	5311520	5323000	5380815	5380550	5323700	5323700	
19	Penalty	0110750	5311520	5323000	5380815	5380550	5337300	5337300	

The Rates list can be setup to review the General Ledger account setup.

- UM > Reports > Rates List > Rates List - with GL

Caselle Connect® > Utility Management > Organization > Rates List

Caselle Connect® Rates List ☒ Services List

Definition: Rates List - with GL Filter: All

Report Options Columns Print Settings

Section: Main Report width: 10.10" Section width: 10.10" Line width: 10.10"

Line: All [Advanced options...](#)

Line	Column	Heading	Format	Width	Justification	Total	Font	Borders
<input checked="" type="checkbox"/>	1 Rate.Rate number	Rate ,Number	#####0		Right			
<input checked="" type="checkbox"/>	1 Rate.Description	,Description	40 ch		Left			
<input checked="" type="checkbox"/>	1 [Report].Service	,Service	15 ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL A/R account	GL A/R, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL assistance account	GL Assistance, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL cash account	GL Cash, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL deposit account	GL Deposit, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL deposit interest ac...	GL Deposit, Interest A...	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL nontaxable account	GL Nontaxable, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL taxable account	GL Taxable, Account	Account No ch		Left			
<input checked="" type="checkbox"/>	1 Rate.GL writeoff account	GL Writeoff, Account	Account No ch		Left			

Anycity Corporation			Rates List - with GL								Sep 08
Rate Number	Description	Service	GL A/R Account	GL Assistance Account	GL Cash Account	GL Deposit Account	GL Deposit Interest Account	GL Nontaxable Account	GL Taxable Account	GL Writeoff Account	
101	Electric - Residential - City	1 (Electric)	5311520	0110100	0110750	5323000	5380815	5337100	5337100	5380550	



In Report Writer(or Table Lists), there is also a report available to review the General Ledger account setup.

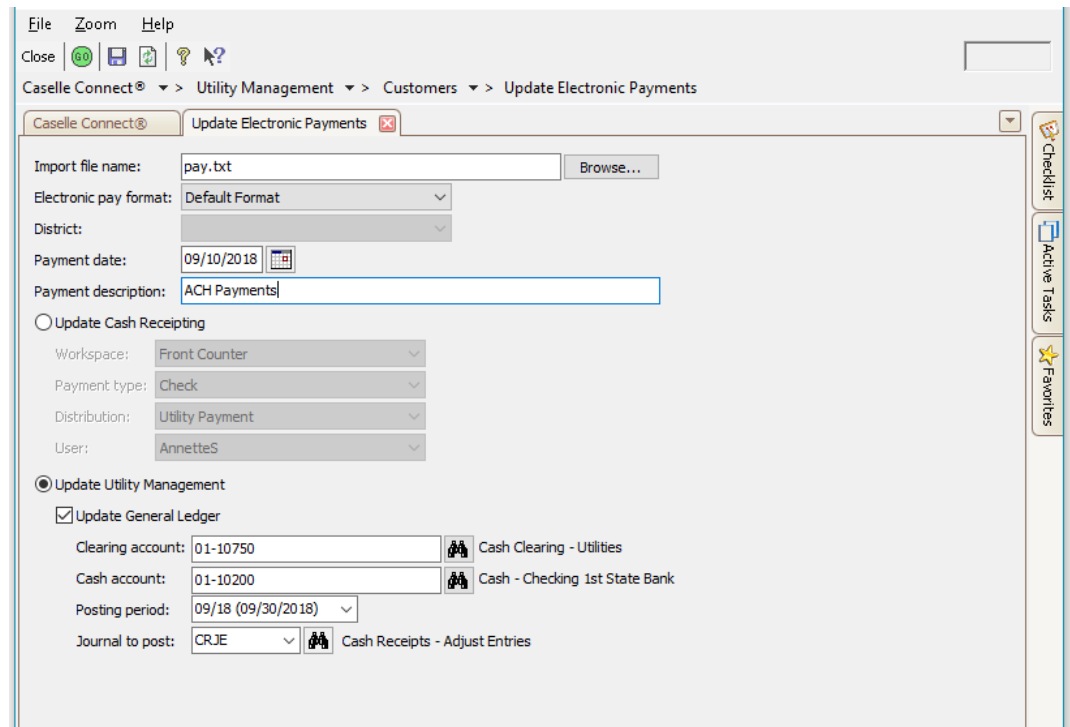
- UM > Reports > Table Lists > Rates with GL

City of Balancing		Table Lists - Rate Table W/GL							Page: 2
									Sep 12, 2018 09:18AM
Rate Table No	Service No	Description	G/L A/R Acct	G/L Cash Acct	G/L Deposit Acct	G/L Deposit Interest Acct	G/L Writeoff Acct	G/L Taxable Acct	G/L Non Taxable Account
1088	10	WATER - 2 INCH PUBLIC AUTH					81014300	81040485	81040485
1087	10	WATER - 3 INCH PUBLIC AUTH					81014300	81040485	81040485
1088	10	WATER - 4 INCH PUBLIC AUTH					81014300	81040485	81040485
1089	10	WATER - 6 INCH PUBLIC AUTH					81014300	81040485	81040485
1070	10	WATER - 8 INCH PUBLIC AUTH					81014300	81040485	81040485
1071	10	WATER - 10 INCH PUBLIC AUTH					81014300	81040485	81040485
1072	10	WATER - 12 INCH PUBLIC AUTH					81014300	81040485	81040485
1075	10	WATER - 4 INCH PUBLIC AUTH-NOBIL					81014300	81040485	81040485
1080	10	WATER - RACE TRACK HYDRANT MT					81014300	81040485	81040485
1081	10	WATER - 5/8 INCH MULTI FAM					81014300	81040488	81040488
1082	10	WATER - 3/4 INCH MULTI FAM					81014300	81040488	81040488
1083	10	WATER - 1 INCH MULTI FAM					81014300	81040488	81040488
1084	10	WATER - 1.25 INCH MULTI FAM					81014300	81040488	81040488
1085	10	WATER - 1.5 INCH MULTI FAM					81014300	81040488	81040488
1086	10	WATER - 2 INCH MULTI FAM					81014300	81040488	81040488
1087	10	WATER - 3 INCH MULTI FAM					81014300	81040488	81040488
1088	10	WATER - 4 INCH MULTI FAM					81014300	81040488	81040488
1089	10	WATER - 6 INCH MULTI FAM					81014300	81040488	81040488
1090	10	WATER - 8 INCH MULTI FAM					81014300	81040488	81040488
1091	10	WATER - 10 INCH MULTI FAM					81014300	81040488	81040488
1092	10	WATER - 12 INCH MULTI FAM					81014300	81040488	81040488
11									
1101	11	DEDUCT METER - 5/8 INCH RES					82014300	82040822	82040822
1121	11	DEDUCT METER - 5/8 INCH COMM					82014300	82040822	82040822
1141	11	DEDUCT METER - 5/8 INCH INDUST					82014300	82040822	82040822
1181	11	DEDUCT METER - 5/8 INCH PUBLIC					81014300	81040485	81040485
12									
1201	12	WATER UNMETERED RESIDENTIAL					81014300	81040480	81040480
1221	12	WATER UNMETERED COMMERCIAL					81014300	81040481	81040481
1241	12	WATER UNMETERED INDUSTRIAL					81014300	81040482	81040482
1261	12	WATER UNMETERED PUBLIC AUTH					81014300	81040485	81040485
1281	12	WATER UNMETERED MULTI FAM					81014300		
14									
1401	14	WTR ONLY-5/8 INCH RESIDENTIAL					81014300	81040480	81040480
1402	14	WTR ONLY-5/8 COMMERCIAL					81014300	81040480	81040480
1403	14	WTR ONLY-5/8 INCH MULTI FAM					81014300		
1480	14	WATER - RACE TRACK HYDRANT MT					81014300	81040485	81040485
15									
1501	15	WATER BASE - 5/8 INCH RES					81014300	81040480	81040480
1502	15	WATER BASE - 3/4 INCH RES					81014300	81040480	81040480
1503	15	WATER BASE - 1 INCH RES					81014300	81040480	81040480

# GL Account Setup for Direct Pay

All of the General Ledger entries from Utility Management are based on the setup in Rates and Services and update with the General Ledger Update except the entries for Direct Pay. The GL entries for Direct Pay can be created immediately when Update Electronic Payments is processed. The associated General Ledger Accounts are setup in UM > Customers > Update Electronic Payments

The entries for Direct Pay will go to the CRJE journal. When Updating Electronic Payments, make sure that the Posting period is correct.



File Zoom Help  
Close [Icons]  
Caselle Connect® > Utility Management > Customers > Update Electronic Payments

Caselle Connect® Update Electronic Payments

Import file name: pay.txt Browse...  
Electronic pay format: Default Format  
District:   
Payment date: 09/10/2018  
Payment description: ACH Payments

☐ Update Cash Receipting  
Workspace: Front Counter  
Payment type: Check  
Distribution: Utility Payment  
User: AnnetteS

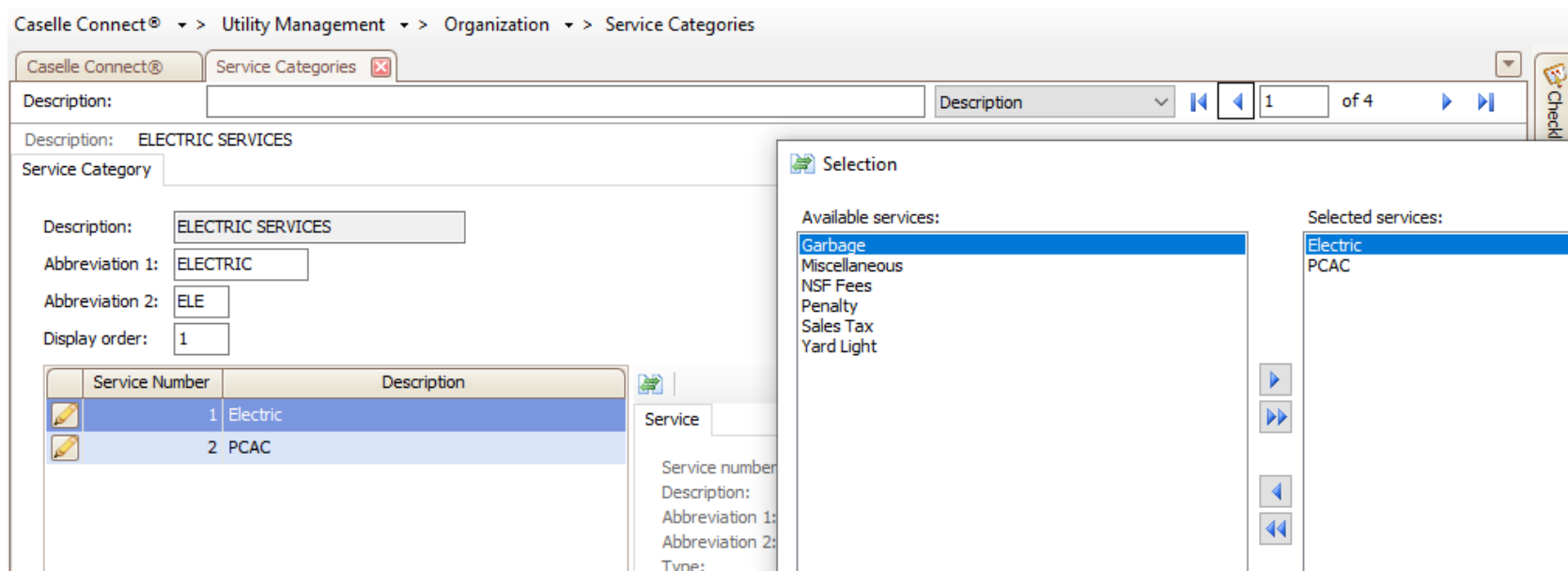
☒ Update Utility Management  
☒ Update General Ledger  
Clearing account: 01-10750 Cash Clearing - Utilities  
Cash account: 01-10200 Cash - Checking 1st State Bank  
Posting period: 09/18 (09/30/2018)  
Journal to post: CRJE Cash Receipts - Adjust Entries

Checklist  
Active Tasks  
Favorites

# Service Categories

Service Categories can be setup based on the GL Fund and services can be assigned to the service category for the correct fund. Reports can be run by Service Category to make them easier to balance to the General Ledger

To setup Service Categories go to UM > Organization > Service Categories. Setup the Description, Abbreviation 1, Abbreviation 2 and Display Order and select the services that belong to that category.



Caselle Connect® > Utility Management > Organization > Service Categories

Caselle Connect® Service Categories

Description:  Description 1 of 4

Description: ELECTRIC SERVICES

Service Category

Description: ELECTRIC SERVICES

Abbreviation 1: ELECTRIC

Abbreviation 2: ELE

Display order: 1

Service Number	Description
1	Electric
2	PCAC

Selection

Available services:

- Garbage
- Miscellaneous
- NSF Fees
- Penalty
- Sales Tax
- Yard Light

Selected services:

- Electric
- PCAC

Service

Service number

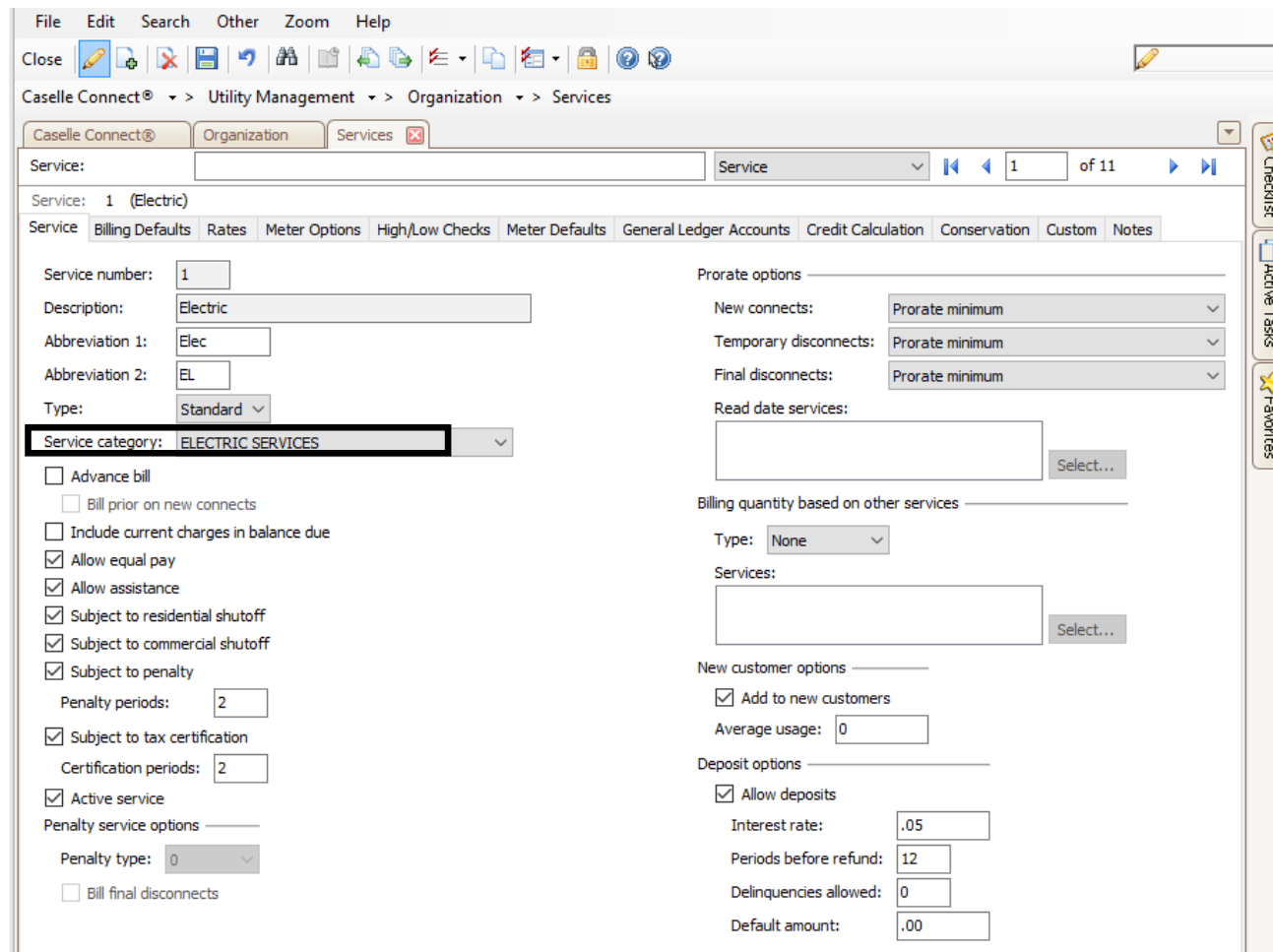
Description:

Abbreviation 1:

Abbreviation 2:

Type:

Once Service Categories are setup they can be attached to services in UM > Organization > Services. On the service tab, Select the service category.



File Edit Search Other Zoom Help

Caselle Connect® > Utility Management > Organization > Services

Caselle Connect® Organization Services

Service: 1 of 11

Service: 1 (Electric)

Service Billing Defaults Rates Meter Options High/Low Checks Meter Defaults General Ledger Accounts Credit Calculation Conservation Custom Notes

Service number: 1

Description: Electric

Abbreviation 1: Elec

Abbreviation 2: EL

Type: Standard

**Service category: ELECTRIC SERVICES**

☐ Advance bill

☐ Bill prior on new connects

☐ Include current charges in balance due

☒ Allow equal pay

☒ Allow assistance

☒ Subject to residential shutoff

☒ Subject to commercial shutoff

☒ Subject to penalty

Penalty periods: 2

☒ Subject to tax certification

Certification periods: 2

☒ Active service

Penalty service options

Penalty type: 0

☐ Bill final disconnects

Prorate options

New connects: Prorate minimum

Temporary disconnects: Prorate minimum

Final disconnects: Prorate minimum

Read date services:

Select...

Billing quantity based on other services

Type: None

Services:

Select...

New customer options

☒ Add to new customers

Average usage: 0

Deposit options

☒ Allow deposits

Interest rate: .05

Periods before refund: 12

Delinquencies allowed: 0

Default amount: .00

# General Ledger Journal Codes that are used for Utility Management Transactions.

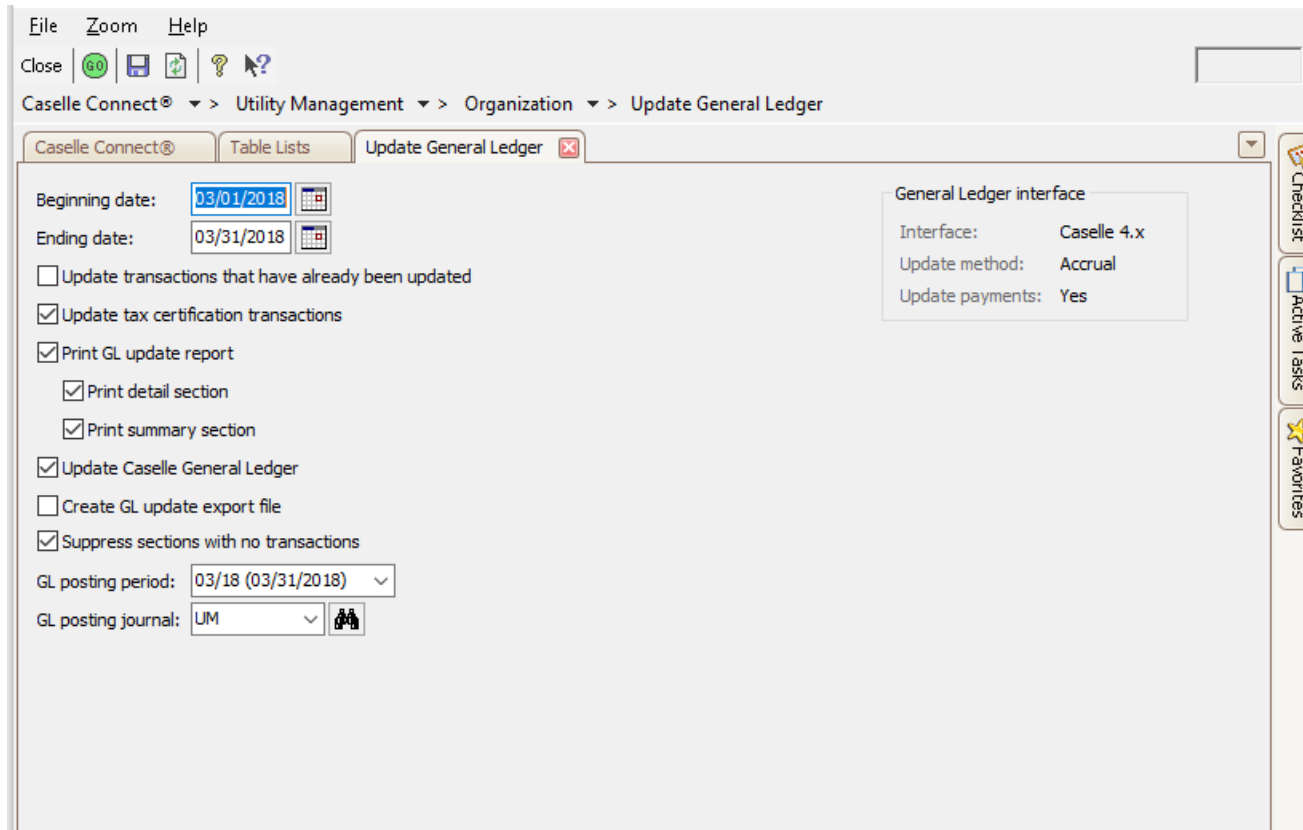
**UM** – The UM Journal is all of the financial transactions created in the Utility Managements system based on the setup in Services and Rates. This journal is populated with the Update to General Ledger Process.

**CRJE** – The CRJE Journal is populated when Update Electronic Payments in processed.






**CR** – The CR journal is populated when Update to General Ledger is processed in Cash Receipting. The Utility Cash Clearing entries for the payments are created in Cash Receipting.

# Update General Ledger

Update General Ledger is normally run monthly and populates the UM journal with the utility transactions for the month. It generates the GL Update Report that shows the UM journal entries.





File Zoom Help

Close     

Caselle Connect® > Utility Management > Organization > Update General Ledger

Caselle Connect® Table Lists Update General Ledger

Beginning date: 03/01/2018 

Ending date: 03/31/2018 

☐ Update transactions that have already been updated

☒ Update tax certification transactions

☒ Print GL update report

☒ Print detail section


☒ Print summary section

☒ Update Caselle General Ledger

☐ Create GL update export file

☒ Suppress sections with no transactions

GL posting period: 03/18 (03/31/2018) ▼

GL posting journal: UM ▼ 

General Ledger interface

Interface: Caselle 4.x

Update method: Accrual

Update payments: Yes

Checklist

Active Tasks

Favorites

# General Ledger Update Report

Anycity Corporation General Ledger Update Report Page: 1  
Sep 12, 2018 10:16AM

Report Criteria:  
GL posting period: 04/18 (04/30/2018)  
GL posting journal: UM  
Date range: 04/01/2018 - 04/30/2018  
GL update method: Accrual  
Report only

Billings					
Electric	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable	53-11520	4.45	Revenue-Taxable	53-37-100	4.45 -
Water	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable	51-11520	10.93	Revenue	51-37-100	10.93 -
Sewer	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable	52-11520	6.00	Revenue	52-37-100	6.00 -
Garbage	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable	10-11520	5.33	Revenue	10-34-800	5.33 -
Miscellaneous	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable		50.00	Revenue		50.00 -
NSF Fees	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable		15.00	Revenue		15.00 -
Shutoff	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable		50.00	Revenue		50.00 -
Sales Tax	GL Account Number	Amount		GL Account Number	Amount
Accounts Receivable	53-11520	.14	Revenue	53-23700	.14 -

Billings Summary	
GL Account Number	Amount
10-11520	5.33
10-34-800	5.33 -
51-11520	10.93
51-37-100	10.93 -
52-11520	6.00
52-37-100	6.00 -
53-11520	4.59
53-23700	.14 -
53-37-100	4.45 -
Proof:	.00

The General Ledger Update report will have a section for each type of transaction. (i.e. Billing, Billing Adjustments, Payments, Payment Adjustments etc.)

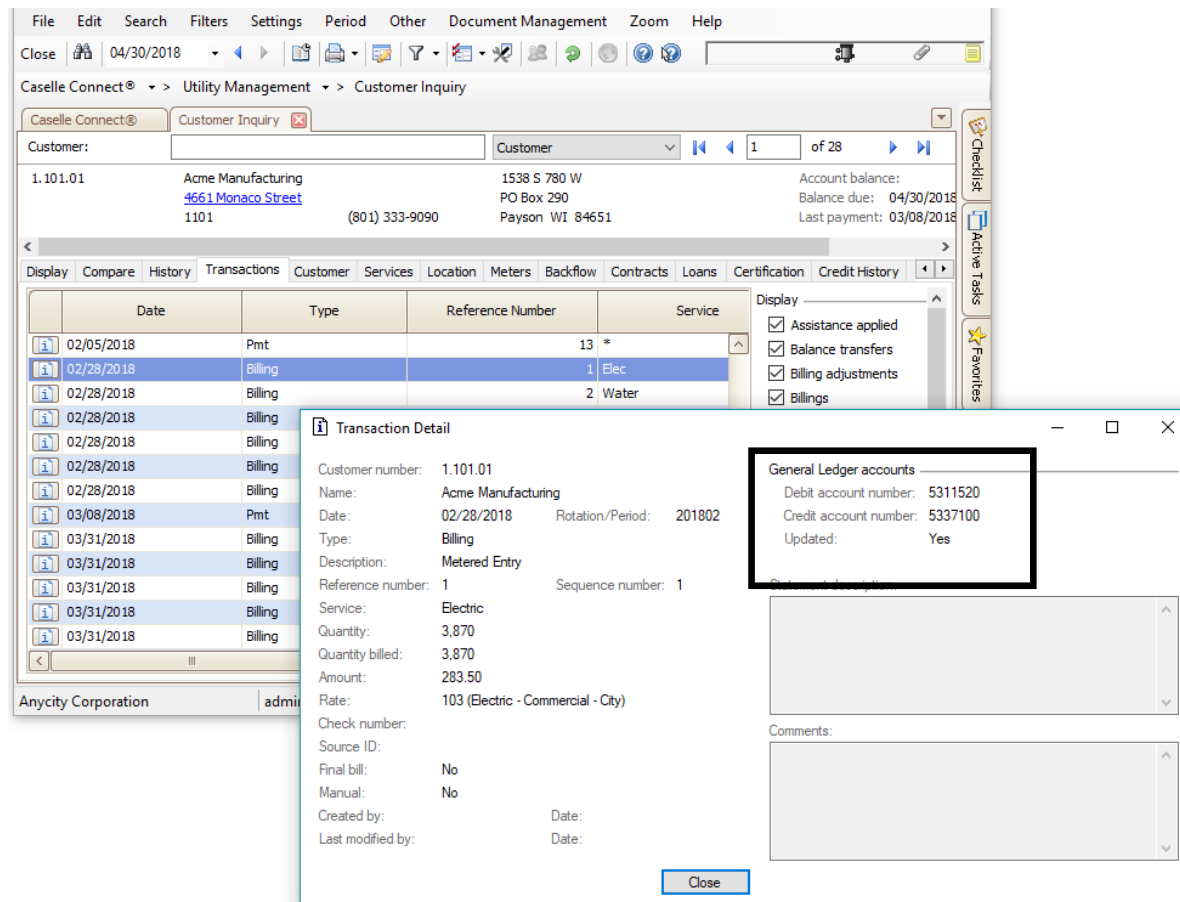
The last page will be a summary of the General Ledger Accounts that are being updated.

Anycity Corporation General Ledger Update Report

Summary			
GL Account Number	Debit	Credit	Net
01-10750	226.07	.00	226.07
10-11520	5.33	27.84 -	22.51 -
10-34-800	.00	5.33 -	5.33 -
51-11520	10.93	49.72 -	38.79 -
51-37-100	10.00	10.93 -	.93 -
52-11520	6.00	43.80 -	37.80 -
52-37-100	.00	6.00 -	6.00 -
53-11520	4.59	243.04 -	238.45 -
53-23000	108.33	8.33 -	100.00
53-23400	8.33	.00	8.33
53-23700	.00	.14 -	.14 -
53-37-100	20.00	4.45 -	15.55
Proof:	514.58	514.58 -	.00

# Customer Inquiry

During the Update General Ledger, the GL account numbers for each transaction are populated. You can view these in Customer Inquiry > Transactions in Transaction Detail.



The screenshot displays the 'Caselle Connect' software interface, specifically the 'Customer Inquiry' window. The main window shows a list of transactions for customer 1.101.01, 'Acme Manufacturing'. The transactions are listed with columns for Date, Type, Reference Number, and Service. A 'Transaction Detail' window is open, showing details for a specific transaction (Date: 02/28/2018, Type: Billing, Reference number: 1, Service: Electric). In the 'Transaction Detail' window, the 'General Ledger accounts' section is highlighted with a red box, showing the Debit account number (5311520) and Credit account number (5337100). The 'Updated' status is 'Yes'.

Date	Type	Reference Number	Service
02/05/2018	Pmt	13 *	
02/28/2018	Billing	1	Elec
02/28/2018	Billing	2	Water
02/28/2018	Billing		
02/28/2018	Billing		
02/28/2018	Billing		
02/28/2018	Billing		
03/08/2018	Pmt		
03/31/2018	Billing		
03/31/2018	Billing		
03/31/2018	Billing		
03/31/2018	Billing		
03/31/2018	Billing		

**Transaction Detail**

Customer number: 1.101.01  
 Name: Acme Manufacturing  
 Date: 02/28/2018 Rotation/Period: 201802  
 Type: Billing  
 Description: Metered Entry  
 Reference number: 1 Sequence number: 1  
 Service: Electric  
 Quantity: 3,870  
 Quantity billed: 3,870  
 Amount: 283.50  
 Rate: 103 (Electric - Commercial - City)  
 Check number:  
 Source ID:  
 Final bill: No  
 Manual: No  
 Created by: Date:  
 Last modified by: Date:

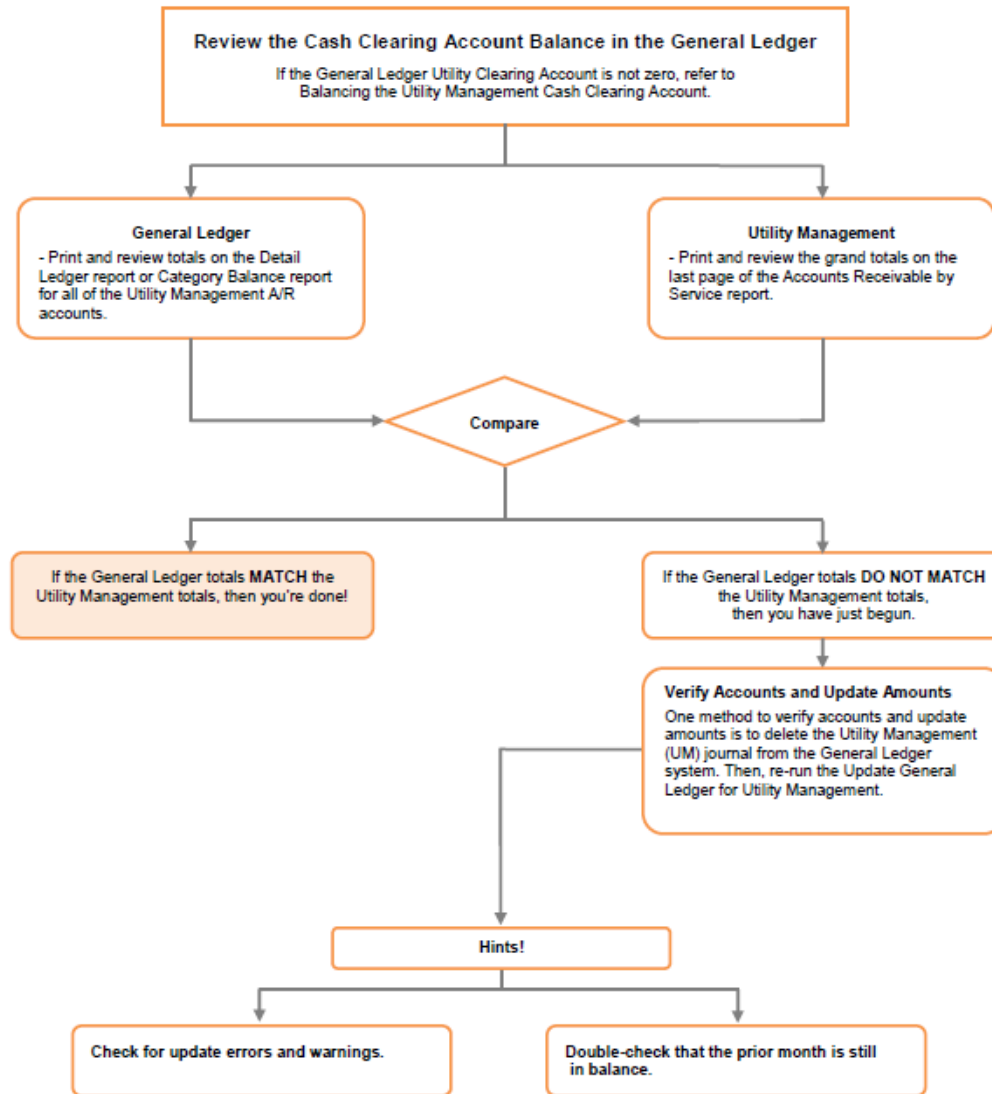
**General Ledger accounts**

Debit account number: 5311520  
 Credit account number: 5337100  
 Updated: Yes

Comments:



## Balancing the General Ledger A/R Account to the Utility Management A/R Accounts



# Balancing Utility Management Accounts Receivable to General Ledger Accounts Receivable Accounts

# Accounts Receivable by Service Report

File Edit Zoom Help

Close [Icons]

Caselle Connect® > Utility Management > Reports > Accounts Receivable by Service Report

Caselle Connect® Trial Balance Services Working Trial Balance Accounts Receivable by Service...

Title: Accounts Receivable by Service Report - Summary Report of AR [v] [ ] Default report 1 of 3 [Navigation]

Report Options Columns Sections Print Settings

Report dates: 04/30/2018 [v] [Navigation] Advanced options...

☐ Include customers with an A/R balance of zero

☐ Print final billed customers only

☐ Print customers with credit services only

☒ Summarize by service category

Selected services

☒ Include all services

WATER  
DEDUCT METER  
WATER UNMETERED  
WATER BASE FEE  
WATER EXTRA METER  
SEWER  
PRIVATE FIRE PROTECT

Select...

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	All	Entire field
Group Code.Group code	All	Entire field

Report order:

Column	Sort	Title	Total	Page	Test
Customer.Customer number	Ascending	[v]	[ ]	[ ]	Entire field

In Utility Management > Reports > Accounts Receivable by Service Report, setup a report that has the Summarize by service category box checked and in the Sections tab, uncheck Detail. This will give you a report that shows the Accounts Receivable totals for each Service Category (or Fund).

Caselle Connect® Rates Trial Balance Accounts Receivable by Service...

Title: Accounts Receivable by Service Report - Summary Report of AR

Report Options Columns Sections Print Settings

☐ Use this report title: [ ]

☒ Include page header on report ☒ Include selection criteria at beginning of report

☒ Include page footer on report ☒ Include selection criteria at end of report

Report sections:

Section	Headings	Detail	Totals	Page Breaks
Main	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contract Summary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Loan Summary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

City of Balancing		Accounts Receivable by Service Report - Summary Report of AR						Page: 1
		Report Date: 04/30/2018						Sep 11, 2018 04:59PM
Report Criteria:								
Summarized by Service Category								
Customer Number	Name	Balance	NSF	REFUSE	SEWER	WATER	STWATER	TAXCERT
Grand Totals:		207,728.82	-	18,231.06	88,035.23	92,553.04	8,909.49	-

# GL Trial Balance - Accounts Receivable

Caselle Connect® > General Ledger > Reports > Trial Balance

Caselle Connect® Accounts Receivable by Service... Trial Balance

Definition: Trial Balance - by Account Number [Caselle Master] Filter: All 1 of 1

Report Options Additional Options Columns Print Settings

Report dates  
To: 04/22 [Advanced options...](#)

Amount type: Actual  
Accounts to include: All

☐ Include pending amounts  
☐ Include report only transactions  
☐ Include net income total

Selection criteria:

Column	Value	Compare
Account.Account number	All	Entire field

Report order:

Column	Sort	Title	Total	Line	Page	Use
[Report]. Fund	Ascending	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Entire field
Account.Account number	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

Report sections:

Section
Main

City of Balancing Trial Balance - Accounts Receivable Page: 1  
 GL Period: 04/18  
 GENERAL FUND Sep 12, 2018 10:31AM

Report Criteria:  
 Actual Amounts  
 All Accounts  
 Print FUND Titles  
 All Segments Tested for Total Breaks  
 [Report].Account Number = "10013920","24014210","61014210","62014210"

Account Number	Title	Debit Amount	Credit Amount
<b>GENERAL FUND</b>			
100-13920	GARBAGE RECEIVABLES	18,231.06	
<b>STORMWATER UTILITY</b>			
240-14210	CUSTOMER ACCOUNTS RECEIVABLE	8,909.49	
<b>WATER FUND</b>			
610-14210	CUSTOMER ACCOUNTS RECEIVABLE	92,553.04	
<b>SEWER FUND</b>			
620-14210	CUSTOMER ACCOUNTS RECEIVABLE	88,035.23	
Grand Totals:		207,728.82	.00

In General Ledger > Reports > Trial Balance, setup a report that shows the Accounts Receivable totals for each Fund.

# Utility Billing balancing AR report to GL

## The amounts should match

Utility Management > Accounts Receivable by Service Report

General Ledger > Trial Balance – Accounts Receivable Report

City of Balancing		Accounts Receivable by Service Report - Summary Report of AR						Page: 1
		Report Date: 04/30/2018						Sep 11, 2018 04:59PM
Report Criteria:								
Summarized by Service Category								
Customer Number	Name	Balance	NSF	REFUSE	SEWER	WATER	STWATER	TAXCERT
Grand Totals:		207,728.82	-	18,231.08	88,035.23	92,553.04	8,909.49	-

City of Balancing

Trial Balance - Accounts Receivable

Page: 1

GL Period: 04/18

Sep 12, 2018 10:31AM

GENERAL FUND

Report Criteria:

Actual Amounts

All Accounts

Print FUND Titles

All Segments Tested for Total Breaks

[Report] Account Number = "10013920","24014210","61014210","62014210"

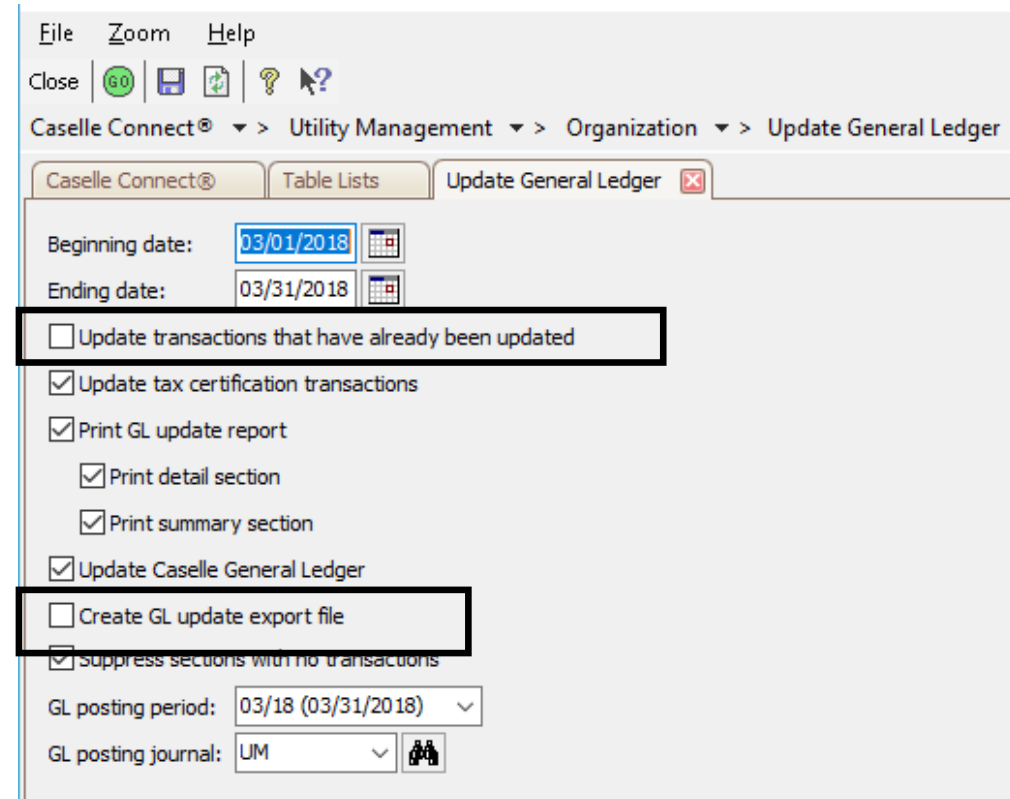
Account Number	Title	Debit Amount	Credit Amount
<b>GENERAL FUND</b>			
100-13920	GARBAGE RECEIVABLE	18,231.08	
<b>STORMWATER UTILITY</b>			
240-14210	CUSTOMER ACCOUNTS RECEIVABLE	8,909.49	
<b>WATER FUND</b>			
610-14210	CUSTOMER ACCOUNTS RECEIVABLE	92,553.04	
<b>SEWER FUND</b>			
620-14210	CUSTOMER ACCOUNTS RECEIVABLE	88,035.23	
Grand Totals:		207,728.82	.00

### Accounts Receivable by Service report

- Should agree with the Customer Receivable asset account in the applicable fund. These balances can be found in Account Inquiry or the Trial Balance report
- What to do if it doesn't balance? Look for a journal code posting other than CR or UB using Inquiry.

# Utility Billing – All transactions updated?

- If you suspect all transactions are not updated, run the General Ledger update for the applicable accounting period and the system will update those previously un-posted transactions.
- To preview the report showing transactions that have not been updated, deselect the Update Caselle General Ledger box to preview the report showing transactions that have not been updated.
- If nothing shows up on that GL Update report, Run the report again. Deselect the Update Caselle General Ledger box and Select Update transactions that have already been updated to see the transactions that are flagged as update.
- Compare this report to the report generated when Update General Ledger was originally run.
  - If they do not match, this means there was an issue with the Update GL and not everything was updated.
  - To fix, delete the UM Journal in General Ledger and rerun Update General Ledger with Update Transactions that have already been updated selected.



File Zoom Help

Close | GO | [Save] | [Print] | [Help] | [Mouse]

Caselle Connect® > Utility Management > Organization > Update General Ledger

Caselle Connect® Table Lists Update General Ledger [X]

Beginning date: 03/01/2018 [Calendar]

Ending date: 03/31/2018 [Calendar]

☒ Update transactions that have already been updated

☒ Update tax certification transactions

☒ Print GL update report

☒ Print detail section

☒ Print summary section

☒ Update Caselle General Ledger

☒ Create GL update export file

☒ Suppress sections with no transactions

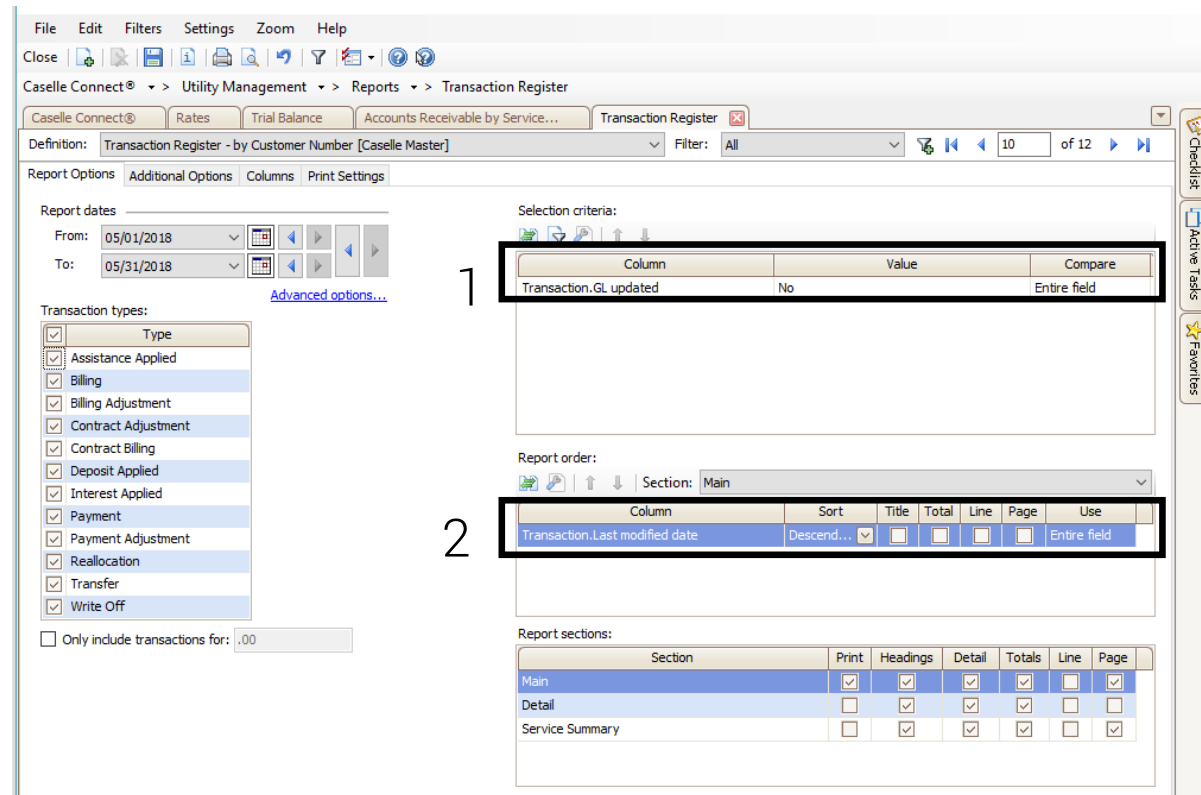
GL posting period: 03/18 (03/31/2018) [v]

GL posting journal: UM [v] [Icon]

# Utility Billing – Transaction Register

1. While Utility Management does not have an Un-updated Transaction Report like you see in other applications, one can be setup in the Transaction Register.

2. Another way to find Transactions that have not been updated is to run a Transaction Register sorted by Date Modified. Compare this to the last modified date on the General Ledger account that is off. If any transactions on the Transaction register were after the last modified date on the GL account, those transactions have not been updated to the GL.



The screenshot shows the 'Transaction Register' window in the 'Caselle Connect' application. The 'Report Options' tab is active, showing the report definition as 'Transaction Register - by Customer Number [Caselle Master]'. The report dates are set from '05/01/2018' to '05/31/2018'. The 'Transaction types' list includes various transaction types, all of which are checked. The 'Selection criteria' table is highlighted with a black box and labeled with a '1'. The 'Report order' table is also highlighted with a black box and labeled with a '2'. The 'Report sections' table is visible at the bottom.

Column	Value	Compare
Transaction.GL updated	No	Entire field

Column	Sort	Title	Total	Line	Page	Use
Transaction.Last modified date	Descend...					Entire field

Section	Print	Headings	Detail	Totals	Line	Page
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Detail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Summary	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

# Balancing Revenue Accounts

- Print the Trial Balance for Revenue Accounts for the prior period.
- Print the Trial Balance for the period being balanced.
- Print the Transaction Allocation by Service report for billing and billing adjustments for the period being balanced.
- Add the totals for each Service Category to the Fund's Revenue from the prior period. The totals should match the Fund's Revenue from the period being balanced.

# Trial Balance from prior period

# Plus

City of Balancing

Trial Balance

GL Period: 02/18

GENERAL FUND

Report Criteria:

Actual Amounts

All Accounts

Total by FUND

All Segments Tested for Total Breaks

[Report].Account Number = "10044440","24044620","24044631","61040460","61040474","62040622","62040631"

Account Number	Title	Debit Amount	Credit Amount
100-44440	GARBAGE SERVICE		30,659.07-
Total GENERAL FUND:		.00	30,659.07-
240-44620	FEES		16,805.34-
240-44631	PENALTIES		18.74-
Total STORMWATER UTILITY:		.00	16,824.08-
610-40460	METERED SALES - RESIDENTIAL		58,792.23-
610-40461	METERED SALES - COMMERCIAL		11,477.53-
610-40462	METERED SALES - INDUSTRIAL		45,659.81-
610-40463	PRIVATE FIRE PROTECTION		1,419.00-
610-40464	PUBLIC FIRE PROTECTION		48,650.28-
610-40465	OTHER SALES TO PUBLIC AUTHORIT		7,780.24-
610-40466	METERED SALES-MULTI-FAMILY		3,209.71-
610-40470	PENALTIES		291.62-
610-40471	MISC. SERVICE REVENUES	.00	
610-40472	RENT FROM WATER PROPERTY	.00	
610-40474	OTHER WATER REVENUES		350.00-
Total WATER FUND:		.00	177,630.42-
620-40622	MEASURED SERVICE		156,901.09-
620-40631	PENALTIES		740.88-
Total SEWER FUND:		.00	157,641.97-
Grand Totals:		.00	382,755.54-

# Transaction Allocation by Service – period balancing

City of Balancing			Transaction Allocation by Service Report - Monthly Transactions Register								Page: 1
			Report Dates: 03/01/2018 - 03/31/2018								Sep 12, 2018 05:14PM
Report Criteria:											
Types Selected: Billings, Billing Adjustments											
Summarized by Service Category											
Customer Number	Name	Date	Reference Number	Amount	NSF	REFUSE	SEWER	WATER	STWATER	TAXCERT	
Billing											
Billing Adjustment											
Grand Totals:				177,017.16	-	15,370.85	70,321.50	82,910.99	8,414.02	-	



# Equals Trial Balance from period balancing

City of Balancing

Trial Balance  
 GL Period: 03/18  
 GENERAL FUND

Report Criteria:

Actual Amounts

All Accounts

Total by FUND

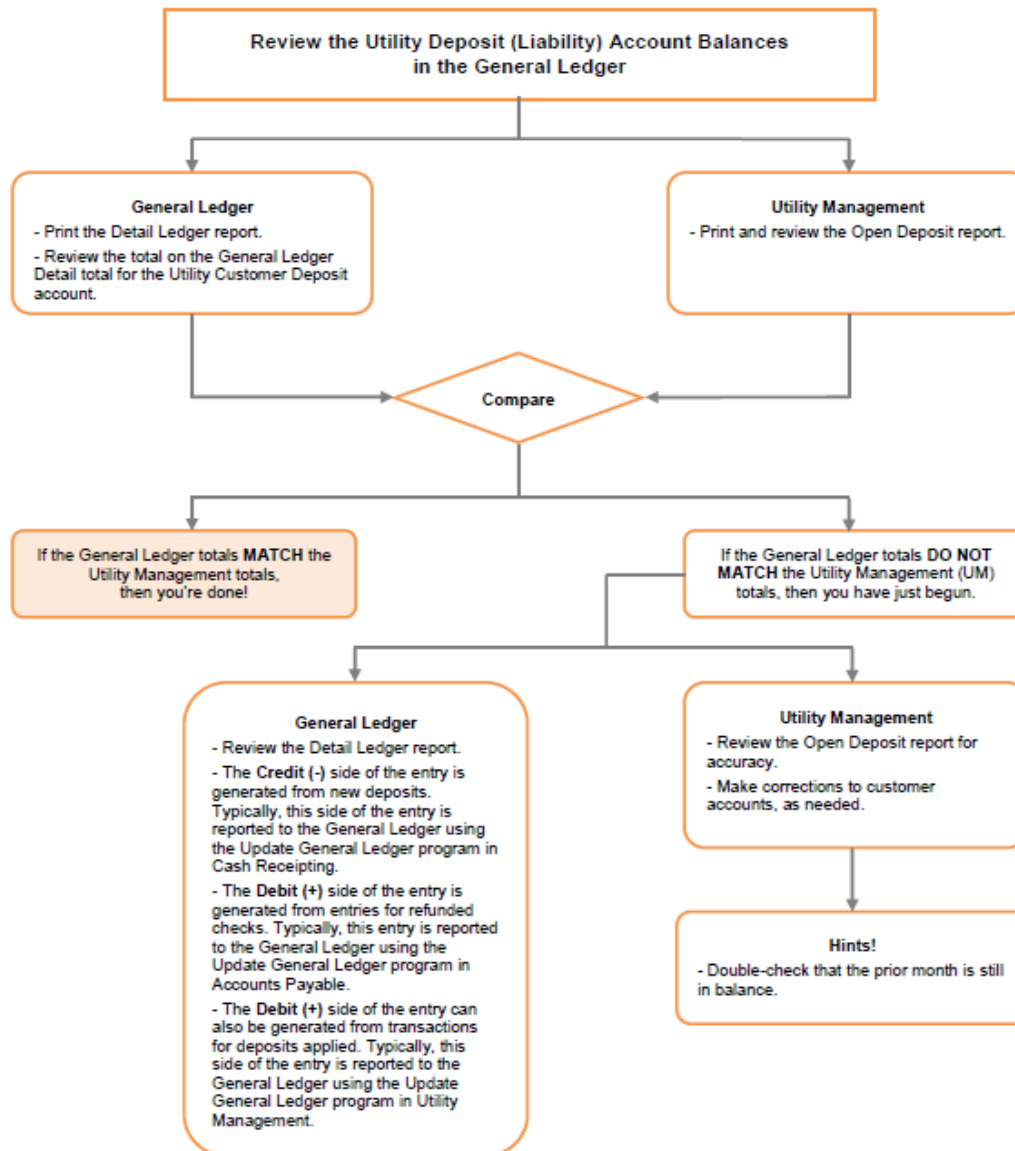
All Segments Tested for Total Breaks

[Report].Account Number = "10044440","24044620","24044631","61040460","61040474","62040622","62040631"

Account Number	Title	Debit Amount	Credit Amount
100-44440	GARBAGE SERVICE		46,029.72-
Total GENERAL FUND:		.00	46,029.72-
240-44620	FEES		25,213.33-
240-44631	PENALTIES		24.77-
Total STORMWATER UTILITY:		.00	25,238.10-
610-40460	METERED SALES - RESIDENTIAL		85,192.75-
610-40461	METERED SALES - COMMERCIAL		16,887.69-
610-40462	METERED SALES - INDUSTRIAL		66,471.37-
610-40463	PRIVATE FIRE PROTECTION		2,122.00-
610-40464	PUBLIC FIRE PROTECTION		73,072.02-
610-40465	OTHER SALES TO PUBLIC AUTHORIT		11,294.91-
610-40466	METERED SALES-MULTI-FAMILY		4,674.35-
610-40470	PENALTIES		376.32-
610-40471	MISC. SERVICE REVENUES	.00	
610-40472	RENT FROM WATER PROPERTY	.00	
610-40474	OTHER WATER REVENUES		450.00-
Total WATER FUND:		.00	260,541.41-
620-40622	MEASURED SERVICE		226,910.87-
620-40631	PENALTIES		1,052.60-
Total SEWER FUND:		.00	227,963.47-
Grand Totals:		.00	559,772.70-

	Trial Balance - Previous Period	Transaction Allocation by Service - Period Balancing	Sum of Prior Period Trial Balance and Trans Allocation	Trial Balance - Period Balancing	Difference
Garbage	30659.07	15370.65	46029.72	46029.72	0.00
Storm	16824.08	8414.02	25238.10	25238.10	0.00
Water	177630.42	82910.99	260541.41	260541.41	0.00
Sewer	157641.97	70321.50	227963.47	227963.47	0.00
	382755.54	177017.16	559772.70	559772.70	0.00

## Balancing Utility Management Customer Deposits to the General Ledger



# Balancing Utility Deposit Liabilities to General Ledger Deposit Account

# Utility Management Open Deposits Report

Print Utility Management > Reports > Open Deposit Report to use to compare the Deposit account balance in GL.

Caselle Connect® > Utility Management > Reports > Open Deposit Report

Caselle Connect® Open Deposit Report Account Inquiry Deposit Register Account Inquiry

Definition: Open Deposit Report - by Customer Number [Caselle Master] Filter: All 2 of 3

Report Options Columns Print Settings

Report dates  
To: 01/31/2018 [Advanced options...](#)

Services:

- ☒ Service
- ☒ 10 (WATER USAGE)

Selection criteria:

Column	Value	Compare
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	All	Entire field
Group Code.Group code	All	Entire field

Report order:

Section: Main

Column	Sort	Title	Total	Line	Page	Use
Customer.Customer number	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field
[Report].Original deposit date	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

Report sections:

Section	Print	Headings	Detail	Totals	Line	Page
Main	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pending Deposits	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service Summary	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

# General Ledger Account Inquiry - Deposits

Compare the Open Deposit Report total to the General Ledger account balance via Account Inquiry

The City of Staunton

Open Deposit Report - by Customer Number

Report Date: 12/31/2017

Service Summary

Description	Formatted GL Account And Title	Balance
WATER USAGE		
Deposit	51.00.257.0 (WATER CUSTOME	82,200.00
Total: WATER USAGE		82,200.00
Grand Totals:		82,200.00

Caselle Connect® > General Ledger > Account Inquiry

Caselle Connect®

Open Deposit Report

Account Inquiry

Account:

WATER FUND - OPER AND MAINT

Account: 51.00.257.0 WATER CUSTOMER DEPOSITS

Single Account

Detail

Budget

Account

Multiple Accounts

Transactions

Period Amounts	12/17 12/31/2017	11/17 11/30/2017	10/17 10/31/2017	09
Debits	(1,350.00)	(2,450.00)	(3,150.00)	
Credits	2,600.00	1,650.00	2,050.00	
YTD Balance	82,600.00	81,350.00	82,150.00	

If they don't match, the first thing to look for is deposits that have been transferred to another account. When deposits are moved, they are assigned a new date.

Deposit Register - by Customer Number								Page: 1
Report Dates: 03/01/2018 - 03/31/2018								Sep 12, 2018 08:14PM
Customer Number	Name	Service Address	Srv	Date	Type	Description	Amount	Deposit Balance
102-0014-02			WT	03/08/2018	Deposit Refund	TRF TO 210-13	200.00-	.00
102-0059-08			WT	03/08/2018	Deposit	Deposit	200.00	200.00
102-0067-14			WT	03/12/2018	Deposit	Deposit	200.00	200.00
102-0062-02			WT	03/22/2018	Deposit Refund	Refund - OWNS	200.00-	.00
102-0148-20			WT	03/02/2018	Deposit	PD BY HIS SER	200.00	200.00
104-0419-04			WT	03/23/2018	Deposit Refund	Refund - OWNS	150.00-	.00
104-0497-01			WT	03/09/2018	Deposit	Deposit	200.00	200.00
105-0513-18			WT	03/17/2018	Deposit	Deposit	200.00	200.00
209-1172-13			WT	03/31/2018	Deposit	Deposit	200.00	200.00
209-1305-12			WT	03/27/2018	Deposit Applied	Termination Dep	200.00-	.00
209-2554-05			WT	03/01/2018	Deposit Applied	Termination Dep	146.12-	.00
209-2554-05			WT	03/01/2018	Deposit Refund	Termination Ref	53.88-	.00
209-2796-08			WT	03/28/2018	Deposit Applied	Termination Dep	43.46-	.00
209-2796-08			WT	03/28/2018	Deposit Refund	Termination Ref	106.54-	.00
209-2796-09			WT	03/29/2018	Deposit	Deposit	200.00	200.00
210-1334-09			WT	03/08/2018	Deposit	TRF FROM 102	200.00	200.00
210-1363-04			WT	03/21/2018	Deposit	Deposit	200.00	200.00
210-1405-08			WT	03/08/2018	Deposit Applied	Termination Dep	45.58-	.00
210-1405-08			WT	03/08/2018	Deposit Refund	Termination Ref	154.42-	.00
210-1511-00			WT	03/22/2018	Deposit Applied	Termination Dep	31.56-	.00
210-1511-00			WT	03/22/2018	Deposit Refund	Termination Ref	68.44-	.00
211-1843-05			WT	03/02/2018	Deposit	Deposit	200.00	200.00
213-1782-14			WT	03/31/2018	Deposit Applied	Termination Dep	73.37-	.00
213-1782-14			WT	03/31/2018	Deposit Refund	Termination Ref	128.63-	.00
214-2371-10			WT	03/12/2018	Deposit	Deposit	200.00	200.00
215-2222-04			WT	03/02/2018	Deposit	TRF FROM 209	100.00	.00
215-2222-04			WT	03/02/2018	Deposit	Deposit	100.00	200.00
317-0138-04			WT	03/23/2018	Deposit Applied	Termination Dep	24.48-	.00
317-0138-04			WT	03/23/2018	Deposit Refund	Termination Ref	175.52-	.00
317-0167-18			WT	03/27/2018	Deposit	Deposit	200.00	200.00
<b>Grand Totals:</b>							<b>800.00</b>	<b>2,800.00</b>

# GL Account Inquiry

## General Ledger

- Review the Detail Ledger report.
- The Credit (-) side of the entry is generated from new deposits. Typically, this side of the entry is reported to the General Ledger using the Update General Ledger program in Cash Receipting.
- The Debit (+) side of the entry is generated from entries for refunded checks. Typically, this entry is reported to the General Ledger using the Update General Ledger program in Accounts Payable.
- The Debit (+) side of the entry can also be generated from transactions for deposits applied. Typically, this side of the entry is reported to the General Ledger using the Update General Ledger program in Utility Management.

File Edit Search Filters Settings Period Other Document Management Zoom Help

Close Period: 01/17 to 01/17

Caselle Connect® > General Ledger > Account Inquiry

Caselle Connect® Table Lists Update General Ledger Transaction Register Account Inquiry

Account: ELECTRIC FUND  
Account: 53-23000 Customer Deposits

Period: (01/17) 01/30/2017  
Activation date:  
Termination date:

Single Account Detail Budget Account Multiple Accounts Transactions Segments Segment Amounts Categories

Date	Journal	Reference	Description	Debit Amount	Credit Amount	Balance
<b>12/30/2016 (12/16) Balance</b>				<b>.00</b>	<b>.00</b>	<b>(4,429.40)</b>
01/07/2017	CR	1008258.0...	RENTERS DEPOSIT - JOHNSON, VICKIE	.00	(50.00)	(4,479.40)
01/11/2017	CR	1008381.0...	RENTERS DEPOSIT - MCAFFEE, DIANE	.00	(20.00)	(4,499.40)
01/19/2017	CR	1008658.0...	RENTERS DEPOSIT - LATU, TERESA	.00	(50.00)	(4,549.40)
01/26/2017	CR	1008925.0...	RENTERS DEPOSIT - DUKE, JEFF	.00	(50.00)	(4,599.40)
01/27/2017	CR	1008967.0...	RENTERS DEPOSIT - FARNSWORTH, KIRK	.00	(50.00)	(4,649.40)
01/30/2017	UM	28.0001	UM - Dep Appl. - WATER	58.14	.00	(4,591.26)
01/30/2017	UM	30.0001	UM - Dep Appl. - SEWER	26.13	.00	(4,565.13)
01/30/2017	UM	32.0001	UM - Dep Appl. - STREETS	3.95	.00	(4,561.18)
01/30/2017	UM	34.0001	UM - Dep Appl. - TRASH	9.74	.00	(4,551.44)
01/30/2017	UM	36.0001	UM - Dep Appl. - PENALTY	2.04	.00	(4,549.40)
<b>01/30/2017 (01/17) Period Totals ***</b>				<b>100.00</b>	<b>(220.00)</b>	<b>(4,549.40)</b>

Amount Type  
☒ Actual  
☐ Report-only  
☐ Budget  
☐ Encumbrance  
 Display  
☒ Reference detail  
☐ Journal summary

# Questions?