

Utility Management > Customer > Setup New Customers

Caselle Connect® > Utility Management > Customers > Setup New Customers

Caselle Connect® | Setup New Customers [X]

Customer	Location	Meters	Billing Services	Deposits	Direct Pay	Collection Comment
<input checked="" type="checkbox"/> Copy from previous customer:						
Customer number:						
Name:						
Connect date: 09/08/2022						
Address line 1:						
Address line 2:						
City: Anycity						
State/Province: WI						
Zip/Postal code: 88888 Delivery point:						
Mail route:						
Customer type: Residential						
Telephone 1:						
Telephone 2:						
Cosigner:						
<input type="checkbox"/> Owner Account						
Master contact:						
<input type="checkbox"/> Is landlord						

Customer:

Service address:

Meters:

	Meter ID	Service	Reading

Billing services:

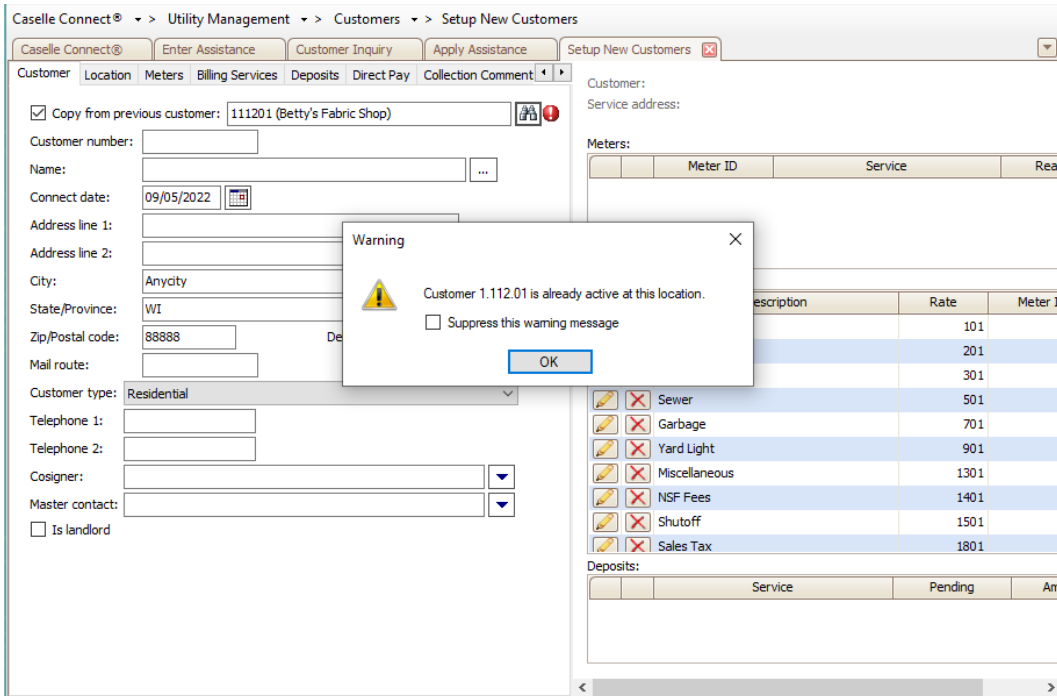
	Description	Rate	Meter ID
	Electric	101	
	PCAC	201	
	Water	301	
	Sewer	501	
	Garbage	701	
	Yard Light	901	
	Miscellaneous	1301	
	NSF Fees	1401	
	Shutoff	1501	
	Sales Tax	1801	
	Penalty	1901	

Deposits:

	Service	Pending	Amount

- 1

- ii. If a customer has not been finalized yet, there will be a Warning reminding you that there is an active customer in that location



The screenshot shows the 'Setup New Customers' window in Caselle Connect. A warning dialog box is open, indicating that 'Customer 1.112.01 is already active at this location.' The dialog box has an 'OK' button and a checkbox for 'Suppress this warning message'. The background window contains various input fields for customer information, including 'Copy from previous customer' (checked), 'Customer number', 'Name', 'Connect date', 'Address line 1', 'Address line 2', 'City', 'State/Province', 'Zip/Postal code', 'Mail route', 'Customer type' (Residential), 'Telephone 1', 'Telephone 2', 'Cosigner', 'Master contact', and 'Is landlord'. On the right, there are tables for 'Meters' and 'Deposits'.

b. Owner Account = Cosigner Trigger

- i. This is an optional feature that can be set up so that when a new customer account needs to be set up in the name of the cosigner (owner), the cosigner information will be automatically populated from the Cosigner table
- ii. The ONLY fields that need to be completed are:
 1. Name - this can be any character as the name will populate
 2. Owner Account – check this box
 3. Cosigner – make sure the cosigner name is in the field
- iii. Make any other changes to the account as necessary; for example: removing a billing service
- iv. Save
- v. New customer is created with the information from the cosigner table

2. Location

- a. If copying from previous customer, this will auto populate with the location information for the service address
- b. If setting up a new customer/new location, this information can be filled out from scratch

3. Meters

- a. Used to verify meter information
- b. Can be used to edit meter for new customer – edit the starting read, change meter location, etc

4. Billing Services

- a. Used to modify the billing services the new customer will have; can remove one-time fee services like NSF or add new services like Miscellaneous
- b. Used to change the rate on a service, modify the unit or quantity if needed

5. Deposits

- a. If applicable, you can apply a deposit to the customer's account here instead of Utility Management > Customers > Apply Deposits once the customer is created
- b. If set up in Cash Receipting to interface Deposits, you can select the customer from the Pending Deposits field

6. Direct Pay

- a. If applicable, you can set up a customer's Direct Pay information – be sure to search for the bank first!

7. Collection Comments

- a. Used to record comments regarding the customer's payment. This comment can be helpful when running Delinquent/Shut Off Notices as it populates on that list

8. Notes

- a. Used to record any additional information about the customer

Modify Existing Customer

Utility Management > Customer > Modify Existing Customer
(Customer Inquiry – use the Modify Existing Customer icon on the top menu bar)

Used to make any modifications to the Customer record including billing services as necessary

Close [Icons]

Caselle Connect® > Utility Management > Customers > Modify Existing Customers

Caselle Connect® Modify Existing Customers [X]

Customer: [] Customer [] 4 of 28 [] []

Customer: 1.104.01 (Smith, Dr. Ronald T.) Location: 665 E Parkway (1104)

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Customer 1 Customer 2 Alternate Mailing

Customer number: 110401 Service address: 665 E Parkway [i]

Name: Smith, Dr. Ronald T. [] Master contact: Smith, Dr. Ronald T. (8) [v]

Secondary name: Smith, Donna [] Cosigner: [] [v]

Address line 1: 665 E Parkway [] [i] Landlord: [] [v]

Address line 2: [] Title company: [] [v]

City: Anycity Cycle: 1 [v]

State/Province: WI Customer type: Agricultural [v]

Zip/Postal code: 88888 Delivery point: [] Group: None [v]

Country/Region: [] Collection code: None [v]

Mail route: [] Connect date: 06/25/2010 [] [i]

Attention: [] [] Final bill date: [] [i]

Telephone 1: 608-444-7215 Final bill reason: []

Telephone 2: [] Alert message: []

Fax: []

Email: RonaldT@deancare.com [] [i]

DL number: []

Secondary DL number: []

SSN: []

Secondary SSN: []

1. Customer

- Customer 1
- Customer 2
- Alternate Mailing
 - Used to keep an alternate mailing address on file while keeping the main mailing address
 - If the box is checked, any time you print something with the mailing address, this address will be used – NOTE: if the address is left blank when the box is checked, an address will not print for that customer

2. Services

- Used to add a service, modify rates, change the Units or Quantity
- Checkout Error: “Service 10 is a metered service, but an active meter does not exist for this customer” – To fix this error: on the Meter tab of the service, there’s a dropdown to select the meter ID

3. Deposits

- A record of any deposit activity including applying the deposit, interest, and refunds

4. Assistance

- a. A record of energy assistance activity including payments, applied amounts, and refunds

5. Meters

- a. A list of which meters are attached to this customer, however to modify a meter, you must use Enter Meter Activity – there is an icon with a shortcut on this tab

6. Contracts

- a. A record of any contract activity including payment schedule

7. Loans

- a. A record of any loan activity including payment schedule

8. Direct Pay

- a. A record of a customer's bank information for ACH payments

9. Backflow

- a. A record of backflow prevention information interfaced from the Backflow Management module

10. Attachments

- a. Used to create a file path to a document saved on a shared drive
- b. Can be any document but typically will see Utility Bills attached – ask about Splitter program

11. User-Defined (UDF)

- a. Client specific fields – can be check box, date, text box
- b. Civic Systems standard UDF include Owner Account, OptOut, Subject to Tax Certifications, Tax Cert Payor
- c. Email Bills – very common

12. Collection Comments

- a. A place to record notes about a customer's payments that will also be seen when running Delinquent/Shut Off Notices

13. Notes

- a. A place to keep notes on a specific customer
- b. Best practice to add notes in Customer Inquiry which adds a timestamp for you; in Modify Existing Customer, it is very easy to accidentally delete the entire section

Cosigners

Utility Management > Organization > Cosigners

Cosigners share joint responsibility for an account; typically the landlord or owner of a property.

1. Set up a New Cosigner

- a. Utility Management > Organization > Cosigners OR
- b. Utility Management > Customers > Modify Existing Customer you can click on the Add New button in the drop down in the Cosigner field

c. Fill out information as necessary

Caselle Connect® > Utility Management > Organization > Cosigners

Caselle Connect® Cosigners

Name: Name

Name: ABC Management Group

Cosigner Customers Notes

Name: ABC Management Group ...

Address line 1: 7237 Holiday Square

Address line 2: PO Box 70397

City: Anywhere

State/Province: WI

Zip/Postal code: 99999 Delivery point:

Country/Region:


Mail route:

Attention: John Michaels ...

Telephone 1: (385) 521-4109

Telephone 2:

Fax:

Email: 

Driver license number:

Social Security number:

☒ Send utility bill

☒ Send delinquent notice

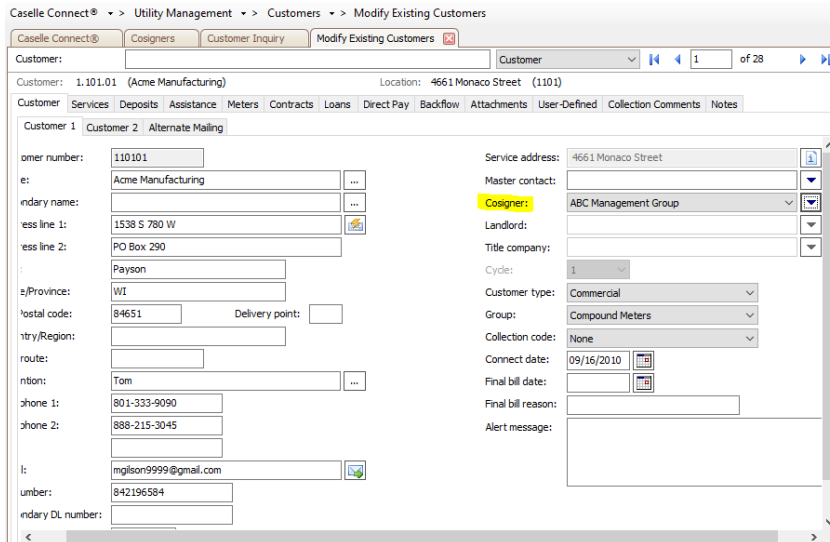
☒ Send shutoff notice

☒ Send certification notice

2. Attach a cosigner to a customer

- Utility Management > Customers > Modify Existing Customers – Customer 1 tab
- If Cosigner is already created, use the dropdown to search/select correct cosigner

- c. If Cosigner needs to be created, click Add New and complete



Caselle Connect® > Utility Management > Customers > Modify Existing Customers

Customer: 1.101.01 (Acme Manufacturing) Location: 4661 Monaco Street (1101)

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Customer 1 Customer 2 Alternate Mailing

Customer number: 110101
 Name: Acme Manufacturing
 Secondary name:
 Address line 1: 1538 S 780 W
 Address line 2: PO Box 290
 City: Payson
 State/Province: WI
 Postal code: 84651 Delivery point:
 Country/Region:
 Route:
 Attention: Tom
 Phone 1: 801-333-9090
 Phone 2: 888-215-3045
 Email: mgilson9999@gmail.com
 Number: 842196584
 Secondary DL number:

Service address: 4661 Monaco Street
 Master contact:
 Cosigner: ABC Management Group
 Landlord:
 Title company:
 Cycle: 1
 Customer type: Commercial
 Group: Compound Meters
 Collection code: None
 Connect date: 09/16/2010
 Final bill date:
 Final bill reason:
 Alert message:

3. Print Utility Bills/Delinquent Notices/Shut Off Notices for Cosigners

- Utility Bills – on the main Report Options tab, you can click on the Print copy for cosigners with cosigner name and address and an additional copy of the customer's bill will print with the cosigner's mailing address
- Delinquent Notices – click on the Additional Report Options tab and click on the Print copy for cosigners with cosigner name and address
- Shut Off Notices – click on the Additional Report Options tab and click on the Print copy for cosigners with cosigner name and address
- Note: if you want the bill to say LANDLORD COPY or something similar, a separate form will need to be created and the bills will need to be run separately from the customers/tenants



Caselle Connect® > Utility Management > Reports > Utility Bills

Caselle Connect® Utility Bills

Title: Utility Bills - by Name [Caselle Master]

Report Options Dates Shutoff Options Forms Print Settings

Report dates

04/30/2022

Advanced options...

Include

- ☒ Disconnected customers
- ☐ Zero-balance customers
- ☒ Credit balance customers

- ☐ Print final billed customers only
- ☒ Print copy for customer accounts
 - ☒ Use customer mailing address
 - ☐ Substitute cosigner mailing address for customer address
 - ☐ Substitute landlord mailing address for customer address
- ☒ Print copy for cosigners with cosigner name and address
- ☐ Print copy for landlords with landlord name and address
- ☐ Print copy for title company with title company name and address

Caselle Connect® > Utility Management > Reports > Shutoff List/Notices

Caselle Connect® Shutoff List/Notices

Title: Shutoff List/Notices - by Name [Caselle Master]

Report Options Additional Report Options Payment Options Dates Forms Columns Sections

- ☒ Print copy for customer accounts
 - ☒ Use customer mailing address
 - ☐ Substitute cosigner mailing address for customer address
 - ☐ Substitute landlord mailing address for customer address
- ☒ Print copy for cosigners with cosigner name and address
- ☐ Print copy for landlords with landlord name and address

Selected services

- ☒ Include all metered services

Electric Water

Select...

- ☐ Create billing transactions

Assign collection code:

Select...

Due date: 02/28/2022

☒ Print

Caselle Connect® > Utility Management > Reports > Delinquent List/Notices

Caselle Connect® Delinquent List/Notices

Title: Delinquent List/Notices - by Name [Caselle Master]

Report Options Additional Report Options Payment Options Dates Forms Columns Sections

- ☒ Print copy for customer accounts
 - ☒ Use customer mailing address
 - ☐ Substitute cosigner mailing address for customer address
 - ☐ Substitute landlord mailing address for customer address
- ☒ Print copy for cosigners with cosigner name and address
- ☐ Print copy for landlords with landlord name and address

Selected services

- ☒ Include all metered services

Electric Water

Select...

- ☐ Create billing transactions

Assign collection code:

Select...

Due date: 05/31/2022

☒ Print service

Master Contacts

System Management > Master Records > Setup/Modify Contacts

Master Contacts are used to combine accounts between modules in Connect in order to assist with taking payments, such as a customer in Utility Management that is also a vendor in Accounts Receivable

1. Cash Receipting

- a. Creating a master contact will allow you to receipt one payment for multiple accounts across various modules

Caselle Connect® > Cash Receipting > Payments > Enter Payments

Caselle Connect® Setup/Modify Contacts Enter Payments

Payment date: Thursday, April 14, 2022 User: AnnetteS Workspace: Office

Receipt number: 5.000006 Customer information

Category: 1: Utilities (1) Customer number: 2.146.01 [View/Pay Related Accounts](#)

Customer: Clemens, Gordon F. Name: Clemens, Gordon F.

Service address: 840 Palisades Dr

Account balance: 66.23

Balance due: 66.23

Distributions

Distribution: 101: Utility Payment

GL account: 01-10750

GL activity: 0

Job number:

Description: Utility Payment

Amount: 66.23

Payments

Type: 1: Check

GL account: 01-10200

Payor: Clemens, Gordon F.

Check number:

Amount: .00

Distribution total: .00 Payment to Difference:

View/Pay Related Accounts

Select the related accounts that will be paid with this receipt. A distribution will be created for each selected account. Click on the top selection box to include all the related accounts.

Master contact: Clemens, Gordon F. (1)

<input type="checkbox"/>	Account Number	Name	Balance Due	Payment
<input checked="" type="checkbox"/>	Application: Accounts Receivable (Total Balance = \$0.00)			
<input checked="" type="checkbox"/>	Application: Utility Management (Total Balance = \$66.23)			
			66.23	66.23

Help OK Cancel

Caselle Connect® > Cash Receipting > Payments > Enter Payments

Caselle Connect®

Setup/Modify Contacts

Enter Payments

Payment date: Thursday, April 14, 2022

User: AnnetteS

Workspace: Office

Receipt number: 5.000006

Category: 2: Accounts Receivable (2)

Customer: Clemens, Gordon F.

Distributions

Distribution: 201: Payment on Account

GL account: 01-10770

GL activity: 0

Job number:

Description: Payment on Account

Amount: .00

Payments

Type: 1: Check

GL account: 01-10200

Payor: Clemens, Gordon F.

Check number:

Amount: .00

Distribution total: 116.23

Payment total: .00

Difference: 116.23-

Customer information

Customer number: 141 [View/Pay Related Accounts](#)

Name: Clemens, Gordon F.

Address: 840 Palisades Dr
PO Box 27

Balance due: .00

		Distribution	Customer Number	Description
		Utility Payment	214601	Utility Payment
		Payment on Account	141	Payment on Account

<

|||

		Payment Type	GL Account	Check Number
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2. Create a new Master Contact in System Management > Master Records > Setup/Modify Contacts
 - a. Click on the New icon and fill out the customer information as necessary
 - b. Related Contacts – you can add the customer accounts using the Add New icon here, or in the individual modules under Modify Existing Customers

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Caselle Connect® > System Management > Master Records > Setup/Modify Contacts

Caselle Connect®

Setup/Modify Contacts

Modify Existing Customers

Contact:

Contact

Contact: 1 Clemens, Gordon F.

Master Contact

Related Contacts

Notes

Contact number:

1

Social Security Number:

Name:

Clemens, Gordon F.

Driver license number:

Address line 1:

840 Palisades Dr

Driver license state:

Address line 2:

PO Box 27

☐ Business

City:

Anycity

State/Province:

WI

Zip/Postal code:

88888

Delivery point:

Country/Region:

Telephone 1:

Telephone 2:

Fax:

Email:

Caselle Connect® > System Management > Master Records > Setup/Modify Contacts

Caselle Connect®

Setup/Modify Contacts

Modify Existing Customers

Contact:

Contact

Contact: 1 Clemens, Gordon F.

Master Contact

Related Contacts

Notes

Name	Account
<input type="checkbox"/> Application: Accounts Receivable	
Clemens, Gordon F.	141
<input checked="" type="checkbox"/> Application: Utility Management	
Clemens, Gordon F.	214601



Application: Utility Management
Account: 214601
Name: Clemens, Gordon F.
Address 1: 840 Palisades Dr
Address 2: PO Box 27
City: Anycity
State/Province: WI
Zip/Postal code: 88888 Delivery point:
Country/Region:
Telephone 1: 608-854-7463
Telephone 2:
Fax:
Email:



Caselle Connect® > Utility Management > Customers > Modify Existing Customers

Caselle Connect® Setup/Modify Contacts Modify Existing Customers

Customer: 2.146.01 (Clemens, Gordon F.) Location: 840 Palisades Dr (2146)

Customer Services Deposits Assistance Meters Contracts Loans Direct Pay Backflow Attachments User-Defined Collection Comments Notes

Customer 1 Customer 2 Alternate Mailing

Customer number: 214601

Name: Clemens, Gordon F. ...

Secondary name: ...

Address line 1: 840 Palisades Dr

Address line 2: PO Box 27

City: Anycity

State/Province: WI

Zip/Postal code: 88888 Delivery point:

Country/Region:

Mail route:

Attention: ...

Telephone 1: 608-854-7463

Telephone 2:

Fax:

Email:

DL number:

Secondary DL number:

Service address: 840 Palisades Dr

Master contact: Clemens, Gordon F. (1)

Cosigner:

Landlord:

Title company:

Cycle: 1

Customer type: Residential

Group: None

Collection code: None

Connect date: 02/23/2009

Final bill date:

Final bill reason:

Alert message:

Caselle Connect® > Accounts Receivable > Customers > Modify Existing Customers

Caselle Connect® Setup/Modify Contacts Modify Existing Customers Modify Existing Customers

Customer: 141 Clemens, Gordon F.

Customer Bill-To Recurring Billings Recurring Invoices Attachments User-Defined Notes

Customer number: 141

Name: Clemens, Gordon F. ...

Address line 1: 840 Palisades Dr

Address line 2: PO Box 27

City: Anycity

State/Province: WI

Zip/Postal code: 88888 Delivery point:

Country/Region:

Mail route:

Attention: ...

Telephone 1:

Telephone 2:

Fax:

Email:

Social Security number:

Driver license number:

☒ Subject to penalty

☒ Send statement

☒ Send paper statement

Master contact: Clemens, Gordon F. (1)

Tax status: Taxable

Default tax rate:

Activation date:

Termination date:

Statement type: Balance forward

Collection code: None

Terms: Net 30

Customer type: Ambulance

Alert message:

Contracts


Utility Management > Customers > Setup Contracts


Contracts are a great way to setup a payment plan with a customer that gets paid on a period-basis. A set amount of the customer's account balance is set aside and then a set amount is posted each period on top of the current amount with the period bill.

1. Contracts have their own tab on the Customer account which you can find either in Customer Inquiry or Modify Existing Customers
2. Utility Management > Customers > Setup Contracts
 - a. Setup Contracts allows you to manage which services and amounts you want to be included in the contract as well as how many payments or a fixed amount each period that is paid.

Caselle Connect® > Utility Management > Customers > Setup Contracts

Caselle Connect® Modify Existing Customers Customer Inquiry **Setup Contracts**

Customer: 111201 

Contract setup date: 04/18/2022 

Description: Payment Plan

Amount: 360.15

Delinquent service detail:

Service	Arrears	Current Charges	Balance	Contract Amount
Electric	207.88	.00	207.88	207.88
Water	52.20	.00	52.20	52.20
Sewer	69.60	.00	69.60	69.60
Garbage	18.00	.00	18.00	18.00
Shutoff	.00	50.00	50.00	.00
Sales Tax	12.47	.00	12.47	12.47
Penalty	5.62	.00	5.62	.00
	365.77	50.00	415.77	360.15

Customer information

Customer number: 1.112.01

Name: Betty's Fabric Shop

Address: 40 N Commerce Ave
PO Box 56

Service address: 40 N Commerce Ave

Payment option: Number of payments

Number of payments: 6 Payment amount: 60.03

Starting period: 05/2022

Payment frequency: Monthly

Notes:

3. Customer Inquiry will show the contract with the payment schedule and any notes you may need to add

Caselle Connect® > Utility Management > Customer Inquiry

Caselle Connect® x Modify Existing Customers Customer Inquiry x Setup Contracts

Customer: Customer 9 of 28

1.112.01 Betty's Fabric Shop 40 N Commerce Ave Account balance: 55.62
Shutoff 40 N Commerce Ave PO Box 56 Balance due: 04/30/2022 5.62
1112 608-854-7496 Anycity WI 88888 Last payment: 03/15/2022 121.71-

Display Compare History Transactions Customer Services Location Meters Backflow Contracts Loans Certification Credit History Supplemental

Description	Date	Status
Payment Plan	04/18/2022	Active

Contract date: 04/18/2022
Description: Payment Plan
Delinquent service detail:

Service	Contract Amount
Electric	207.88
Water	52.20
Sewer	69.60
Garbage	18.00
Sales Tax	12.47

Amount: 360.15
Number of payments: 6
Payment amount: 60.03
Starting period: 5/2022
Payment frequency: Monthly

Energy Assistance

Utility Management > Energy Assistance

Energy Assistance is used when a large payment is received that is intended to be applied to energy services throughout the heating season.


If the payment were traditionally applied directly to the customer's account, it would most likely create a credit balance for the period the payment is applied and then the customer wouldn't pay the balance of their other services with each subsequent billing.

1. Enter Payment in Cash Receipting
 - a. This payment will NOT be interfaced to Utility Management
2. Enter Assistance
 - a. Utility Management > Energy Assistance > Enter Assistance

- b. Used to enter assistance payment into Utility Management on the customer's account


Caselle Connect® > Utility Management > Energy Assistance > Enter Assistance

Caselle Connect® Enter Assistance ☒ Customer Inquiry

Date: 04/12/2022 

Reference number: 1

Type: Assistance payment

Customer: 214901 ("Bates, William S.") 

Check number:

Source ID:

Description: Assistance Payment

Amount: 285.00

Reference Number	Customer Number	Customer Name	Amount

Customer information

Customer number: 2.149.01

Name: Bates, William S.

Service address: 733 Palisades Dr

Collection code: Shutoff

Account balance: 237.51

Assistance information

Approve assistance: No

Assistance balance: .00

Assistance services:

Service	Amount
Electric	89.72

3. Customer Inquiry

- a. You can view a customer's Assistance history on the Customer > Assistance tab including payments paid, assistance applied and any assistance refunded

Caselle Connect® > Utility Management > Customers > Customer Inquiry

Caselle Connect® Enter Assistance Customer Inquiry ☒

Customer: Customer 16 of 28

2.149.01 Bates, William S. 733 Palisades Dr Account balance: 237.51
Shutoff [733 Palisades Dr](#) Balance due: 04/30/2022 [162.51](#)
2149 920-745-6789 Anycity WI 88888 Last payment: 03/23/2022 53.93-

Display Compare History Transactions Customer Services Location Meters Backflow Contracts Loans Certification Credit History Supplemental

Customer 1 Customer 2 Equal Pay Alternate Mailing Additional Fields Deposits Assistance Direct Pay Attachments Collection Comments Notes

Assistance activity:

Date	Type	Source ID	Reference Number	Sequence Number	Description	Amount
04/12/2022	Assistance payment		1	1	Assistance Payment	285.00

Approve assistance: Yes
Balance: 285.00
Summarize

☒ Assistance applied
☒ Assistance payments
☒ Assistance refunded

4. Applying Assistance

- a. Utility Management > Energy Assistance > Apply Assistance
- b. Only apply assistance right before printing bills
- c. Assistance will only be applied to a balance on specifically marked services; if there is not a balance on the specific service, there will be no assistance applied

Casele Connect® > Utility Management > Energy Assistance > Apply Assistance

Casele Connect® Enter Assistance Customer Inquiry Apply Assistance ✕

District:

Cycle: 1

Services to apply assistance to:

Electric

Apply assistance as of: 04/30/2022 📅

☒ Remove assistance approved designation when assistance balance is applied

Print: Report

Selection criteria:

Column	Value	Compare
Customer.Approve assistance	Yes	Entire field

If interested in further information in adding this module, contact Mike Laesch:
mlaesch@civicsystems.com

Need more help? Civic Support Line: 1-888-241-1517
