

# Managing Delinquents & Collections

**Presenter: Therese Powers**

**Monitor: Maria Hornby**

## Organization setup

- Minimum amounts
- Periods

## Review Dates Example

## Customer Inquiry

- Collection notes
- Credit history

## Delinquent Notices

- List
- Notices
  - Forms
- Credit history

## Discuss Payments

## Shutoff Notices

- List
  - Differences with Delinquent
- Notices
  - Forms
- Credit History
- Optional Items
  - Disconnect Charges
  - Collection Codes
  - Service Orders

## Cosigner or Landlord Notices

# Setup in Organization

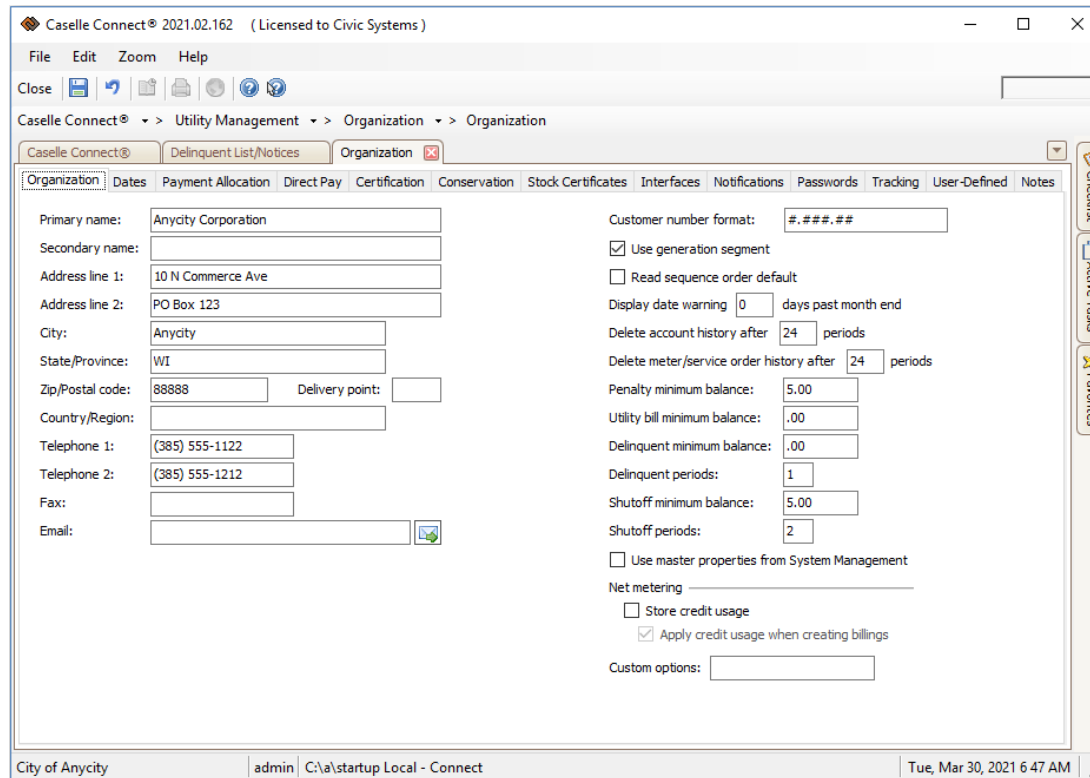
Organization > Organization > Organization tab

**Delinquent Minimum Balance** - Limits the customers that will receive a delinquent notice based on how much is past due.

**Delinquent Periods**– The number of periods a customer is past due to meet the criteria for a Delinquent Notice

**Shutoff Minimum Balance** - Limits the customers that will receive a shutoff notice based on how much is past due.

**Shutoff Periods** – The number of periods a customer is past due to meet the criteria for a Shutoff Notice




The screenshot displays the 'Caselle Connect' application window, version 2021.02.162, licensed to Civic Systems. The interface is divided into several sections. At the top, there's a menu bar with 'File', 'Edit', 'Zoom', and 'Help'. Below it is a toolbar with icons for 'Close', 'Save', 'Print', 'Find', and 'Help'. The main window title is 'Caselle Connect® -> Utility Management -> Organization -> Organization'. The 'Organization' tab is selected, showing a form for setting up an organization. The form is divided into two columns. The left column contains fields for 'Primary name' (Anycity Corporation), 'Secondary name', 'Address line 1' (10 N Commerce Ave), 'Address line 2' (PO Box 123), 'City' (Anycity), 'State/Province' (WI), 'Zip/Postal code' (88888), 'Country/Region', 'Telephone 1' ((385) 555-1122), 'Telephone 2' ((385) 555-1212), 'Fax', and 'Email'. The right column contains fields for 'Customer number format' (###,##), 'Use generation segment' (checked), 'Read sequence order default' (unchecked), 'Display date warning' (0 days past month end), 'Delete account history after' (24 periods), 'Delete meter/service order history after' (24 periods), 'Penalty minimum balance' (5.00), 'Utility bill minimum balance' (.00), 'Delinquent minimum balance' (.00), 'Delinquent periods' (1), 'Shutoff minimum balance' (5.00), 'Shutoff periods' (2), 'Use master properties from System Management' (unchecked), 'Net metering' (unchecked), 'Store credit usage' (unchecked), 'Apply credit usage when creating billings' (checked), and 'Custom options'. The status bar at the bottom shows 'City of Anycity', 'admin', 'C:\a\startup Local - Connect', and the date/time 'Tue, Mar 30, 2021 6:47 AM'.

## Organization > Organization > Dates

**Shutoff Date** – Can setup a default date to print when the Shutoff Date variable is used on forms.

Caselle Connect® > Utility Management > Organization > Organization

Caselle Connect® Customer Inquiry Organization 

Organization Dates Payment Allocation Direct Pay Certification Conservation Stock Certificates Interfaces Notifications Passwords Tracking User-Defined Notes

Cycles per period:  Current cycle:

Maximum periods:


Rotation	Period	Cycle	Date	Due Date	Shutoff Date
2019	4	1	04/30/2019	05/31/2019	06/25/2019
2019	3	1	03/31/2019	04/30/2019	05/25/2019
2019	2	1	02/28/2019	03/31/2019	04/25/2019
2019	1	1	01/31/2019	02/28/2019	03/25/2019
2018	12	1	12/31/2018	01/31/2019	02/25/2019
2018	11	1	11/30/2018	12/31/2018	01/25/2019
2018	10	1	10/31/2018	11/30/2018	12/25/2018
2018	9	1	09/30/2018	10/31/2018	11/25/2018
2018	8	1	08/31/2018	09/30/2018	10/25/2018
2018	7	1	07/31/2018	08/31/2018	09/25/2018
2018	6	1	06/30/2018	07/31/2018	08/25/2018
2018	5	1	05/31/2018	06/30/2018	07/25/2018
2018	4	1	04/30/2018	05/31/2018	06/25/2018
2018	3	1	03/31/2018	04/30/2018	05/25/2018
2018	2	1	02/28/2018	03/31/2018	04/25/2018
2018	1	1	01/30/2018	02/28/2018	03/25/2018
2017	12	1	12/30/2017	01/30/2018	02/25/2018
2017	11	1	11/29/2017	12/30/2017	01/24/2018
2017	10	1	10/30/2017	11/29/2017	12/24/2017
2017	9	1	09/29/2017	10/30/2017	11/24/2017
2017	8	1	08/30/2017	09/29/2017	10/24/2017
2017	7	1	07/30/2017	08/30/2017	09/24/2017
2017	6	1	06/29/2017	07/30/2017	08/24/2017
2017	5	1	05/30/2017	06/29/2017	07/24/2017
2017	4	1	04/29/2017	05/30/2017	06/24/2017


Date


Rotation:

Period:

Cycle:

Date:  

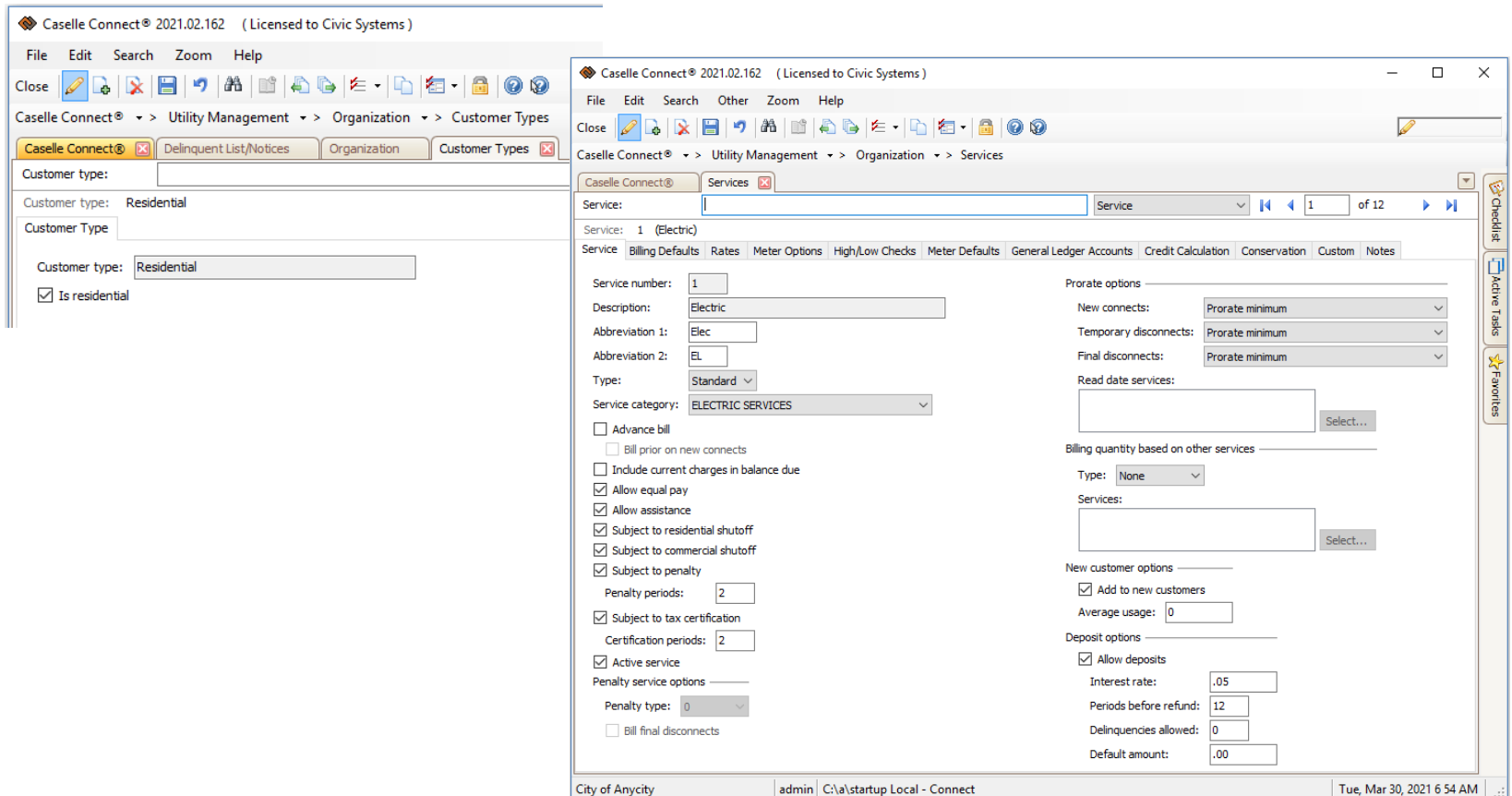
Due date:  

Shutoff date:  

## Organization > Customer Types

**Is residential** identifies the residential customer types and is used in conjunction with **Organization > Services> Service - Subject to Residential shutoff** and **Subject to commercial shutoff** to determine if a service is subject to shutoff for residential and/or commercial customers.

It is also used to determine which customers get residential notices vs commercial notices if you have a different set of delinquent or shutoff criteria for residential and commercial customers.



The image shows two overlapping windows from the Caselle Connect software (version 2021.02.162, licensed to Civic Systems).

**Left Window: Customer Types**

- Menu: File Edit Search Zoom Help
- Navigation: Caselle Connect® > Utility Management > Organization > Customer Types
- Buttons: Caselle Connect®, Delinquent List/Notices, Organization, Customer Types
- Form fields:
  - Customer type: (empty)
  - Customer type: Residential
  - Customer Type: (empty)
  - Customer type: Residential
  - ☒ Is residential

**Right Window: Services**

- Menu: File Edit Search Other Zoom Help
- Navigation: Caselle Connect® > Utility Management > Organization > Services
- Buttons: Caselle Connect®, Services
- Form fields:
  - Service: (empty)
  - 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: (empty) Select...
  - Billing quantity based on other services:
    - Type: None
    - Services: (empty) 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

City of Anycity | admin | C:\a\startup Local - Connect | Tue, Mar 30, 2021 6 54 AM

## Date Discussion

The dates that delinquent and shutoff notices are run and the period end dates are very important when selecting the Delinquent Periods and Shutoff Periods to use when selecting customers to get notices. We normally see two different policies used when processing notices.

1. As soon as an account is past due, a delinquent notice is sent and 10 to 12 days later the shutoff notice/door hanger is sent or posted.

	Period 1				Period 2			
Bill Date/Period End	Close Period	Due Date	Delinquent Notice Sent	Bill Date/Period Close	Close date	Shutoff Notice Sent		
2/28/2021	2/28/2021	3/20/2021	3/25/2021	3/31/2021	3/31/2021	4/14/2021	(4/6/2021)	

2. When an account is 30 days past due the delinquent notice is sent and then 10 to 12 days later the shutoff notice/door hanger is sent or posted.

	Period 1				Period 2				Period 3			
Bill Date/Period End	Close Period	Due Date	Bill Date/Period End	Close Period	Due Date	Delinquent Notice Sent	Bill Date/Period Close	Close date	Shutoff Notice Sent	Due date	Delinquent Notice	
1/31/2021	1/31/2021	2/20/2021	2/28/2021	2/28/2021	3/20/2021	3/25/2021	3/31/2021	3/31/2021	4/14/2021	4/20/2021	4/25/2021	
						for bill due on			for bill due		for bill due	
						2/20/2021			2/20/2021		3/20/2021	

# Customer Inquiry > Credit History

Displays each billing period and the dates a delinquent or shutoff notice was sent.

If multiple were sent on the same date, it will say “multiple” and the detail can be seen by hovering over the word “multiple” with your mouse.

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File Edit Search Filters Settings Period Other Document Management Zoom Help

Close 04/30/2020

Caselle Connect® > Utility Management > Organization > Customer Inquiry

Customer Inquiry

Customer: 2.149.01 Bates, William S. 733 Palisades Dr Account balance: 237.51  
 733 Palisades Dr Balance due: 04/30/2019 162.51  
 2149 Anycty WI 88888 Last payment: 03/23/2020 53.93-

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

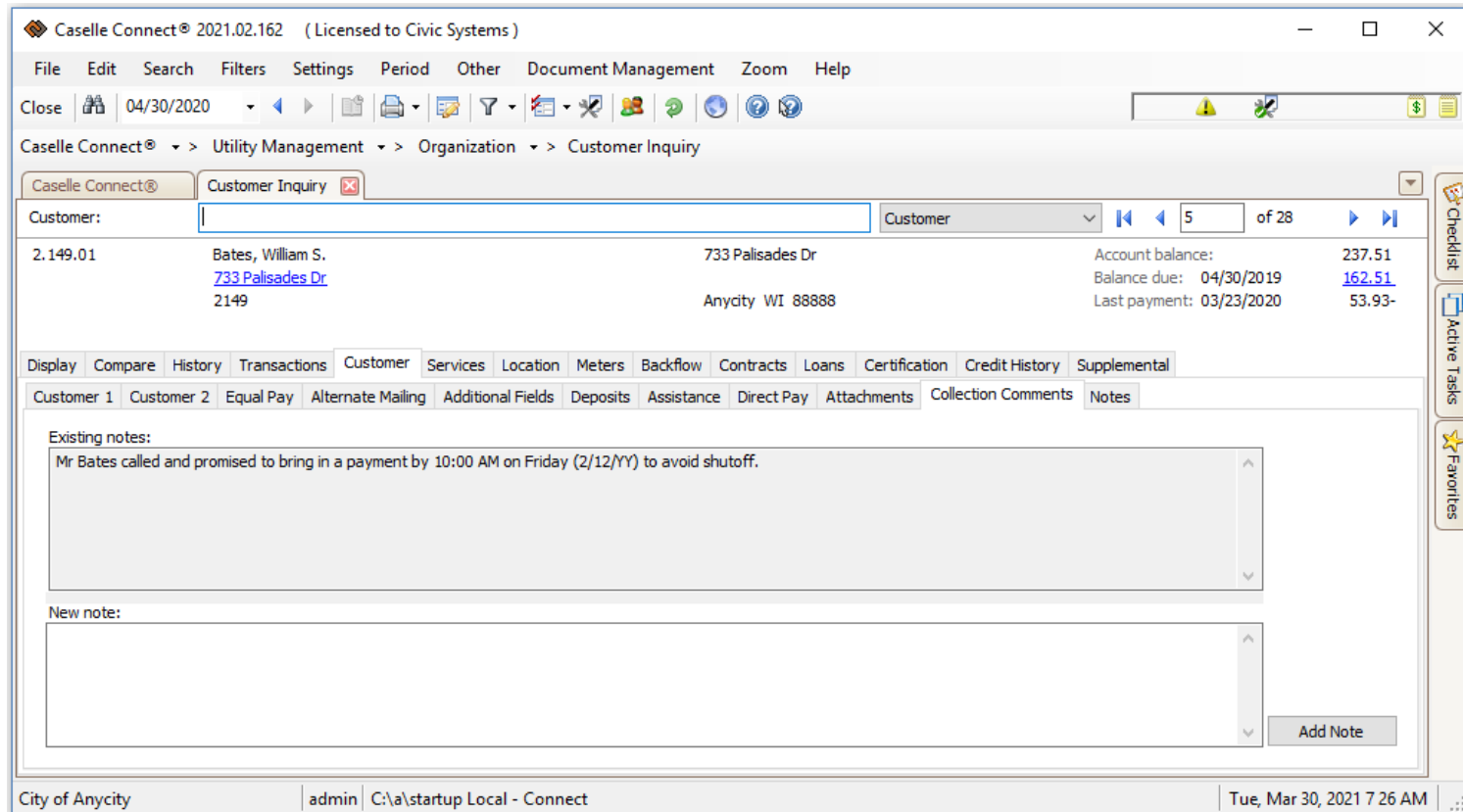
Period	Charges	Due Date	Balance	Delinquent	Shutoff	Collection Code
04/30/2019	56.19	05/31/2018	56.19			
05/31/2019	57.69	06/30/2018	57.69			
06/30/2019	60.84	07/31/2018	60.84			
07/31/2019	67.15	08/31/2018	67.15			
08/31/2019	63.99	09/30/2018	63.99			
09/30/2019	60.84	10/31/2018	124.83	10/30/2019	11/29/2019	
10/31/2019	60.30	11/30/2018	185.13	11/29/2019	12/30/2019	
11/30/2019	57.10	12/31/2018	178.24	12/30/2019	01/30/2020	
12/31/2019	53.93	01/31/2019	171.33	01/30/2020	02/27/2020	
01/31/2020	55.60	02/29/2020	166.63	02/27/2020		
02/29/2020	52.34	03/31/2019	161.87			
03/31/2020	54.57	04/30/2019	162.51			
04/30/2020	75.00	05/31/2019	237.51		08/13/2021	

Periods: 13  
 Active since: 04/18/2009  
 Last shutoff: 08/13/2021  
 Equal pay  
 Amount:  
 Calculated:

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# Customer Inquiry > Collection Comments

Notes entered in **Collection Comments** will be displayed when selecting customers for Delinquent & Shutoff Notices. Enter notes about payment arrangements here.



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File Edit Search Filters Settings Period Other Document Management Zoom Help

Close 04/30/2020

Caselle Connect® > Utility Management > Organization > Customer Inquiry

Caselle Connect® Customer Inquiry

Customer: [Search Box] Customer 5 of 28

2.149.01	Bates, William S. <a href="#">733 Palisades Dr</a> 2149	733 Palisades Dr Anycity WI 88888	Account balance: 237.51 Balance due: 04/30/2019 <a href="#">162.51</a> Last payment: 03/23/2020 53.93-
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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

Existing notes:

Mr Bates called and promised to bring in a payment by 10:00 AM on Friday (2/12/YY) to avoid shutoff.

New note:

Add Note

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# Delinquent List/Notices

Allows you to send a notice before the Shutoff notice/door hanger goes out. By using this in addition to the Shutoff notice you can let the system keep track of who paid between the notice and the door hanger rather than manually tracking it on the Shutoff List.

## Reports Options

**Print delinquent list** – Prints a report of the customers that are eligible to receive notices. If printed at the same time notices are printed it is a list of the customers that received notices.

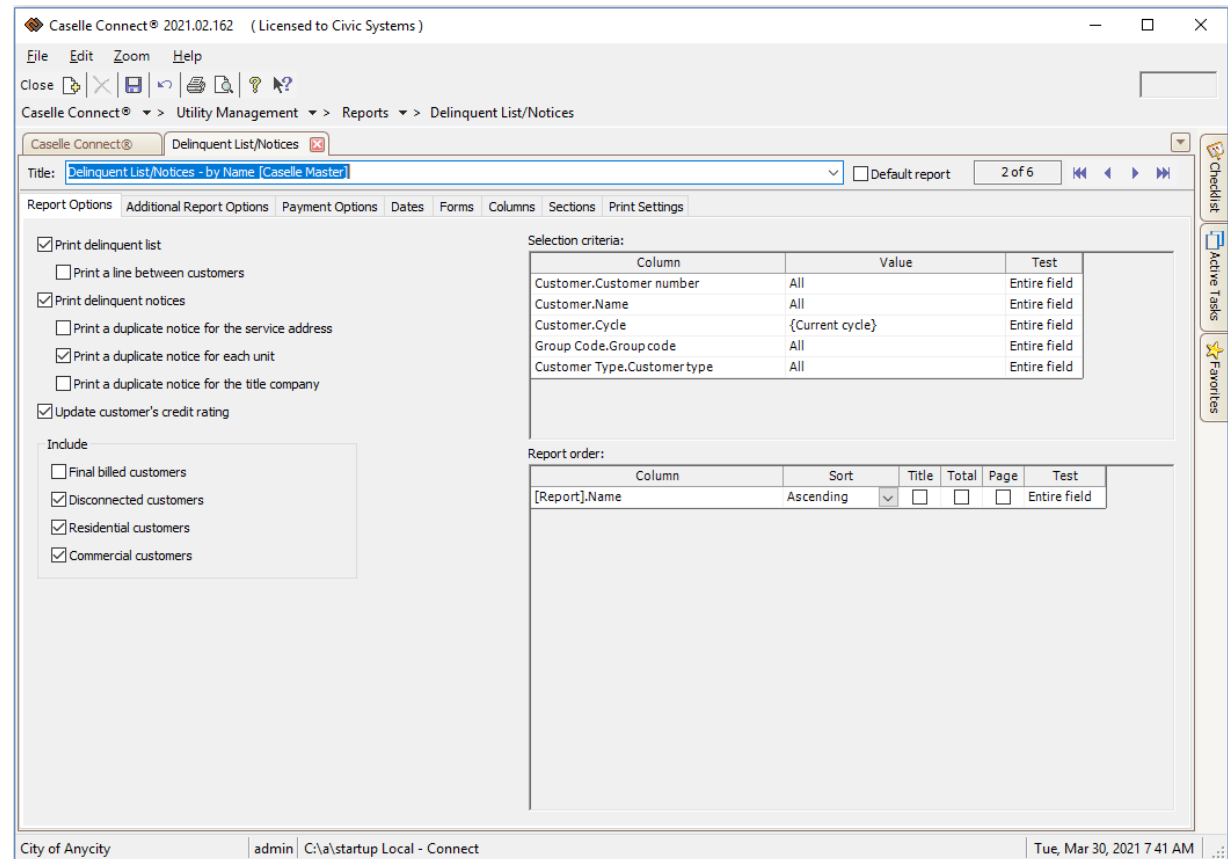
**Print delinquent notices** – Prints the notice for the delinquent customers.

**Update customer's credit rating** – Populates the Credit history table in Customer Inquiry with the date the list/notices were processed.

**Include** – allows you to control which type of customers will get this notice.

**Selection Criteria**– use to be more specific about which customers get notices.

**Report Order**– The order to print the report and notices.



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File Edit Zoom Help

Close [Icons]

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

Title: Delinquent List/Notices - by Name [Caselle Master] ☐ Default report 2 of 6

Report Options Additional Report Options Payment Options Dates Forms Columns Sections Print Settings

☒ Print delinquent list

☐ Print a line between customers

☒ Print delinquent notices

☐ Print a duplicate notice for the service address

☒ Print a duplicate notice for each unit

☐ Print a duplicate notice for the title company

☒ Update customer's credit rating

Include

☐ Final billed customers

☒ Disconnected customers

☒ Residential customers

☒ Commercial customers

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	{Current cycle}	Entire field
Group Code.Group code	All	Entire field
Customer Type.Customer type	All	Entire field

Report order:

Column	Sort	Title	Total	Page	Test
[Report].Name	Ascending	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field

City of Anycity admin C:\a\startup Local - Connect Tue, Mar 30, 2021 7:41 AM



# Additional Report Options

**Print copy...**- Is where you specify which address to use for this notice.

**Selected Services**- Allows you to print separate notice for different metered services.

**Create Service Orders**- If you have the Service Order application, this can be used in Shutoff Notices to create service orders for the customers that meet the report criteria and need to be shut off.

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File Edit Zoom Help

Close [Icons]

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

Caselle Connect® Delinquent List/Notices

Title: Delinquent List/Notices - by Name [Caselle Master] [v] ☐ Default report

Report Options Additional Report Options Payment Options Dates Forms Columns Sections Print Settings

☒ 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

[Empty box] Select...

Assign collection code: [Dropdown]

☐ Create service orders

Service	Action Code
[Dropdown]	[Empty]

☒ Create service orders for all services

☐ Create service orders for the customer's first service only

Department: [None v]

Assigned to: [v]

Created comment: [Text area]

Due date

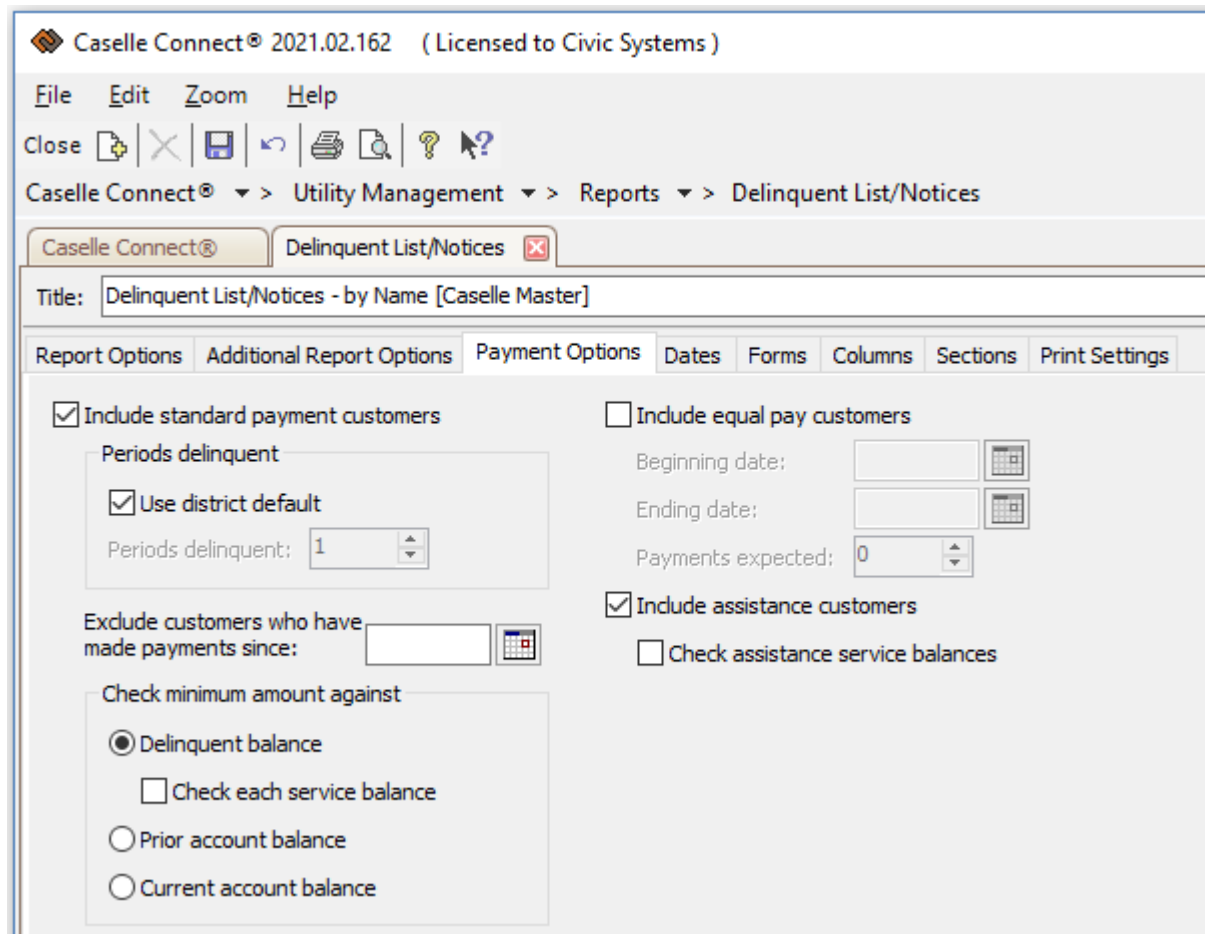
05/31/2019 [Calendar icon] [Left arrow] [Right arrow]

Advanced options...

☒ Print service orders

# Payment Options

Use district default – may be changed if you are doing notices at a different time then you normally do.



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File Edit Zoom Help

Close [Icons]

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 Settings

☒ Include standard payment customers

Periods delinquent

☒ Use district default

Periods delinquent: 1

Exclude customers who have made payments since: [Calendar Icon]

Check minimum amount against

☒ Delinquent balance

☐ Check each service balance

☐ Prior account balance

☐ Current account balance

☐ Include equal pay customers

Beginning date: [Calendar Icon]

Ending date: [Calendar Icon]

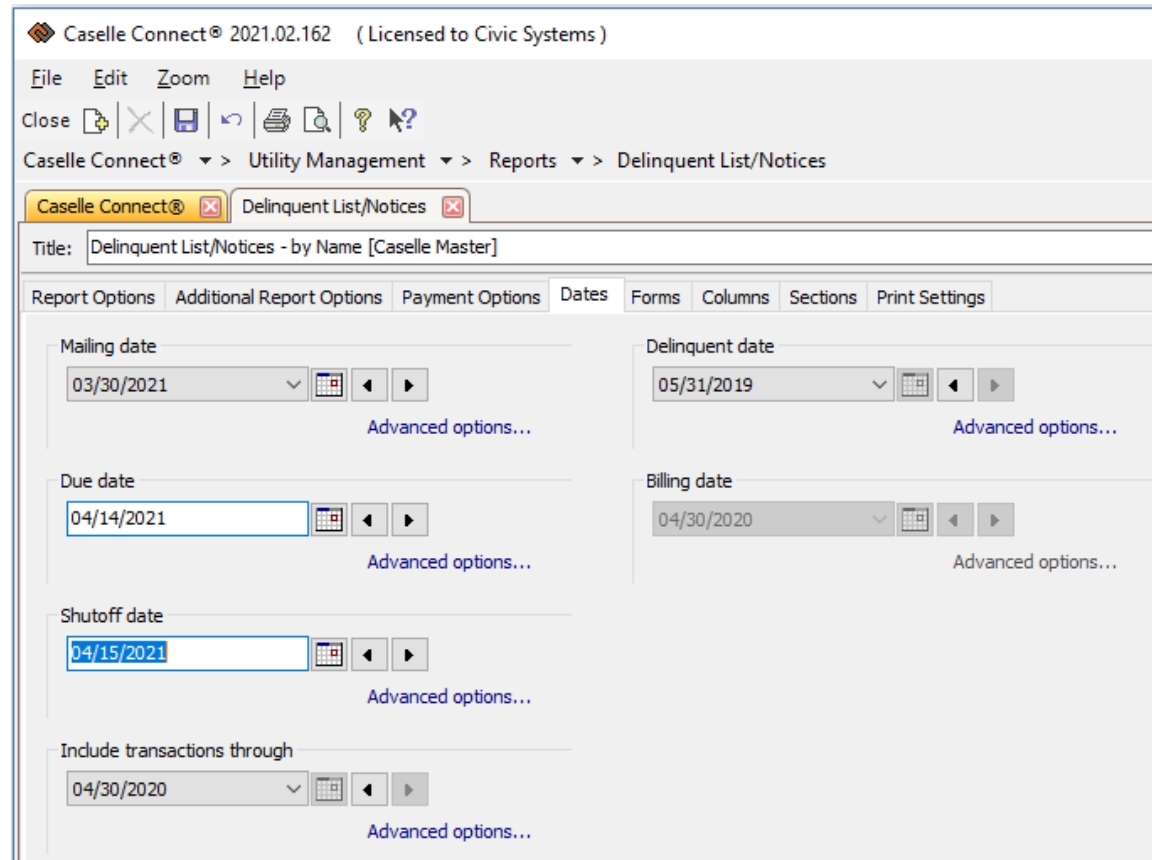
Payments expected: 0

☒ Include assistance customers

☐ Check assistance service balances

# Dates

Dates Selections for the form. If your form uses any of these date fields they can be update here or using **Advanced options...**...they can be set to prompt the user for the dates at the time the process is run.



The screenshot shows the Caselle Connect software interface. The title bar indicates the version is 2021.02.162 and it is licensed to Civic Systems. The menu bar includes File, Edit, Zoom, and Help. The toolbar contains icons for Close, Save, Undo, Redo, Print, Find, and Help. The breadcrumb trail shows the path: Caselle Connect > Utility Management > Reports > Delinquent List/Notices. The active window is titled 'Delinquent List/Notices'. Below the title bar, there is a tabbed interface with the following tabs: Report Options, Additional Report Options, Payment Options, Dates (selected), Forms, Columns, Sections, and Print Settings. The 'Dates' tab contains several date selection fields, each with a dropdown menu, a calendar icon, and navigation arrows. The fields are: Mailing date (03/30/2021), Delinquent date (05/31/2019), Due date (04/14/2021), Billing date (04/30/2020), Shutoff date (04/15/2021), and Include transactions through (04/30/2020). Each field has an 'Advanced options...' link below it.

# Aging Report

Report– Aging Report is the closest report to seeing who may be showing on your delinquent or shutoff lists.

Include active customers

Include customers with a credit balance

Aged using billing periods

Customer Number	Name	Balance	04/30/2019	03/31/2019	02/28/2019	01/31/2019	Last Pmt Date	Last Pmt Amount	Msg	Final Bill Date
1.101.01	Acme Manufacturing	345.95	.00	345.95	.00	.00	03/08/19	379.08-		
1.102.01	Norma's Hair Salon	206.31	.00	206.31	.00	.00	03/15/19	196.47-		
1.103.01	Joe's Drive-In	49.49	.00	49.49	.00	.00	03/15/19	180.70-		
1.104.01	Smith, Dr. Ronald T.	146.27	.00	146.27	.00	.00	03/08/19	139.39-		
1.105.01	Jones, Dr. Harvey D.	276.91	.00	188.05	88.86	.00	03/08/19	188.86-		
1.106.01	Simpson Reception Cen	216.66	.00	216.66	.00	.00	03/15/19	207.91-		
1.108.01	Brown's Garage	180.70	.00	180.70	.00	.00	03/08/19	173.91-		
1.112.01	Betty's Fabric Shop	369.42	3.65	122.70	117.14	125.93	03/15/19	121.71-		
2.145.00	Spencer Properties	55.08	.00	55.08	.00	.00	03/23/19	62.02-	LL Disc	
2.145.01	Richardson, David T.	38.44	.00	38.44	.00	.00		.00		
2.146.01	Clemens, Gordon F.	66.23	.00	66.23	.00	.00	03/08/19	63.16-		
2.147.01	Carter, Clayton	136.38	18.99	21.17	65.77	30.45	03/23/19	71.52-	Final	04/02/19
2.147.02	Welling, Martin E.	25.00	25.00	.00	.00	.00		.00		
2.148.01	Donaldson, Kira	67.97	.00	67.97	.00	.00	03/08/19	64.63-		
2.149.01	Bates, William S.	239.13	76.62	54.57	52.34	55.60	03/23/19	53.93-		
2.153.01	Allan, Cynthia	109.09	15.30	73.58	20.21	.00	03/15/19	66.00-		
2.154.01	Brown, Jack	145.36	.00	70.05	59.59	15.72	03/15/19	66.00-		
2.155.01	Smith, Judy	32.56	.00	32.56	.00	.00	03/23/19	50.57-		
2.171.01	Sessions, Ronald	108.53	.00	108.53	.00	.00	03/23/19	55.11-		

## Processing - Print/Print Preview

When print or print preview is selected, the process will begin. The Delinquent List/Notices Selection box will appear after the system has compared all of the customers to the criteria entered.

Customers can be deselected individually, all on the screen below the highlighted line or all customers below the highlighted line.

Delinquent List/Notices Selection

Other

Default: Yes

Customer Number	Name	Collection Comments	Past Due	Balance	Print
2.153.01	Allan, Cynthia		93.79	108.79	<input checked="" type="checkbox"/>
2.172.01	Barber, Devin A.		34.46	34.46	<input checked="" type="checkbox"/>
2.149.01	Bates, William S.	Mr Bates called and promised to br	162.51	237.51	<input checked="" type="checkbox"/>
1.112.01	Betty's Fabric Shop		365.77	365.77	<input checked="" type="checkbox"/>
1.108.01	Brown's Garage		180.70	180.70	<input checked="" type="checkbox"/>
2.146.01	Clemens, Gordon F.		66.23	66.23	<input checked="" type="checkbox"/>
2.148.01	Donaldson, Kira		67.97	67.97	<input checked="" type="checkbox"/>
2.173.01	Hamilton, Bryan		71.89	71.89	<input checked="" type="checkbox"/>
1.103.01	Joe's Drive-In		24.65	49.49	<input checked="" type="checkbox"/>
1.105.01	Jones, Dr. Harvey D.		188.05	188.05	<input checked="" type="checkbox"/>
1.102.01	Norma's HairSalon		206.31	206.31	<input checked="" type="checkbox"/>
2.145.01	Richardson, David T.		38.44	38.44	<input checked="" type="checkbox"/>
2.171.01	Sessions, Ronald		108.53	108.53	<input checked="" type="checkbox"/>
1.106.01	Simpson Reception Center		216.66	216.66	<input checked="" type="checkbox"/>

Collection comments:

Mr Bates called and promised to bring in a payment by 10:00 AM on Friday (2/12/YY) to avoid shutoff.

Help

OK

Cancel

# Delinquent List

Anycity Corporation

Delinquent Account List

Page: 1

Mar 30, 2021 07:51AM

**Report Criteria:**

Standard payment customers

Current period: 04/30/2020 - Transactions included through: 04/30/2020

No delinquent minimum amount

Customer.Customer number = All

Customer.Name = All

Customer.Cycle = {Current cycle}

Group Code.Group code = All

Customer Type.Customer type = All

Customer Number	Name	Balance	Non-Delinq	03/31/2020	02/29/2020	01/31/2020	Last Pmt Date	Last Pmt Amount	Message
2.153.01	Allan, Cynthia	108.79	15.00	73.58	20.21	-	03/15/2020	66.00	Zeroth Time
2.172.01	Barber, Devin A.	34.46	-	34.46	-	-	04/30/2020	34.46	Eighth Time
2.149.01	Bates, William S.	237.51	75.00	54.57	52.34	55.60	03/23/2020	53.93	Fifteenth Tim
1.112.01	Betty's Fabric Shop	365.77	-	122.70	117.14	125.93	03/15/2020	121.71	Thirteenth Ti
1.108.01	Brown's Garage	180.70	-	180.70	-	-	03/08/2020	173.91	Ninth Time
2.146.01	Clemens, Gordon F.	66.23	-	66.23	-	-	03/08/2020	63.16	Ninth Time
2.148.01	Donaldson, Kira	67.97	-	67.97	-	-	03/08/2020	64.63	Fifth Time
2.173.01	Hamilton, Bryan	71.89	-	36.88	35.01	-	03/23/2020	37.69	Fourteenth Ti
1.103.01	Joe's Drive-In	49.49	-	24.65	-	-	03/15/2020	180.70	Seventh Tim
1.105.01	Jones, Dr. Harvey D.	188.05	-	188.05	-	-	03/08/2020	188.86	Second Time
1.102.01	Norma's Hair Salon	206.31	-	206.31	-	-	03/15/2020	196.47	Third Time
2.145.01	Richardson, David T.	38.44	-	38.44	-	-	-	-	Zeroth Time
2.171.01	Sessions, Ronald	108.53	-	108.53	-	-	03/23/2020	55.11	Eighth Time
1.106.01	Simpson Reception Center	216.66	-	216.66	-	-	03/15/2020	207.91	Ninth Time
2.155.01	Smith, Judy	32.56	-	32.56	-	-	03/23/2020	50.57	Zeroth Time
2.145.00	Spencer Properties	55.08	-	55.08	-	-	03/23/2020	62.02	Fourth Time
Grand Totals:		2,028.44	90.00	1,507.37	224.70	181.53			

# Delinquent Notice

After the report is printed a Forms window will pop up to remind you to put forms in the printer, if necessary. Click Yes and the Print setup window will appear, make changes, if necessary, click OK and the notices will print or display.

ANYCITY CORPORATION  
10 N Commerce Ave  
Anycity UT 88888  
333-555-1212

Bates, William S.  
733 Palisades Dr  
Anycity WI 88888

ACCOUNT #: 2.149.01

DATE: 03/30/2021

---

## REMINDER OF PAST DUE ACCOUNT

We are sending you this friendly reminder calling your attention to your past due balance.

YOUR PROMPT PAYMENT OF THIS BILL WILL BE APPRECIATED.

If you have recently made payment, please disregard this reminder and accept our sincere thanks.

Delinquent Amount Due: 162.51

[www.civicsystems.com](http://www.civicsystems.com) 1-888-241-1517

# Shutoff List/Notices

The process functions the same way as Delinquent List/Notices. The options are the same, usually with a different number of periods back selected. This will pull in the customers that did not pay after they received the Delinquent Notice. This can be run multiple times if you want to do Door Hangers and then the next day create Service Orders or Disconnect Charges.

Caselle Connect® 2021.02.162 (Licensed to Civic Systems)

File Edit Zoom Help

Close [Icons]

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

Caselle Connect® Shutoff List/Notices

Title: Shutoff List/Notices - by Name [Caselle Master] [v] ☐ Default report 2 of 5 [Navigation icons]

Report Options Additional Report Options Payment Options Dates Forms Columns Sections Print Settings

☒ Print shutoff list

☐ Print a line between customers

☒ Print shutoff notices

☐ Print a duplicate notice for the service address

☒ Print a duplicate notice for each unit

☐ Print a duplicate notice for the title company

☒ Update customer's credit rating

Include

☐ Final billed customers

☒ Disconnected customers

☒ Residential customers

☒ Commercial customers

Selection criteria:

Column	Value	Test
Customer.Customer number	All	Entire field
Customer.Name	All	Entire field
Customer.Cycle	{Current cycle}	Entire field
Group Code.Group code	All	Entire field
Customer Type.Customer type	All	Entire field

Report order:

Column	Sort	Title	Total	Page	Test
Customer.Name	Ascending [v]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Entire field



# Additional Report Options

**Print copy...**- Is where you specify which address to use for this notice.

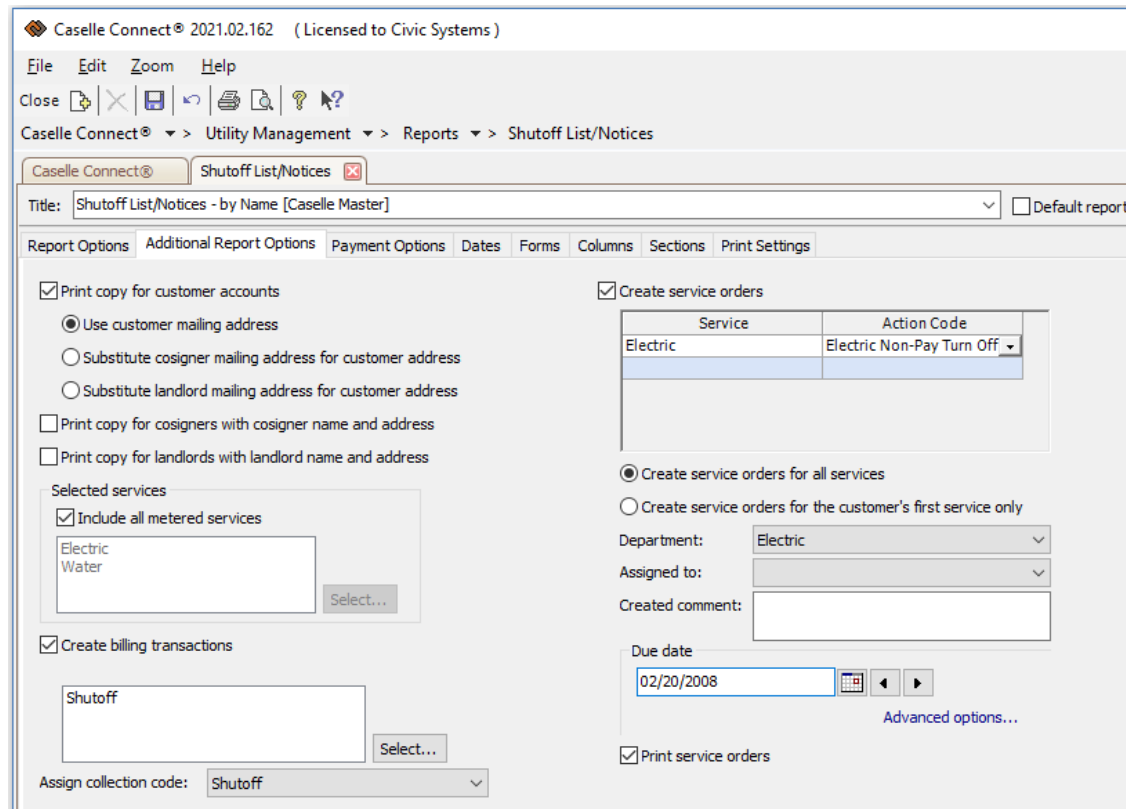
**Selected Services**– Allows you to print separate notice for different metered services.

**Optional items:**

**Create Billing Transactions**– Will create billing for a Shutoff or Disconnect charge. Note the service type needs to be Penalty.

**Assign Collection Code**– A Shutoff for Non-Payment collection code can be added to customers.

**Create Service Orders**– If you have the Service Order module, this can be used in Shutoff Notices to create service orders for the customers that meet the report criteria and need to be shut off.



Caselle Connect® 2021.02.162 (Licensed to Civic Systems)

File Edit Zoom Help

Close [Icons]

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

Caselle Connect® Shutoff List/Notices

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

Report Options Additional Report Options Payment Options Dates Forms Columns Sections Print Settings

☒ 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

Shutoff

Select...

Assign collection code: Shutoff

☒ Create service orders

Service	Action Code
Electric	Electric Non-Pay Turn Off

☒ Create service orders for all services

☐ Create service orders for the customer's first service only

Department: Electric

Assigned to:

Created comment:

Due date: 02/20/2008

Advanced options...





☒ Print service orders

## Processing - Print/Print Preview

When print or print preview is selected, the process will begin. The Shutoff List/Notices Selection box will appear after the system has compared all of the customers to the criteria entered. Customers can be deselected individually, all on the screen below the highlighted line or all customers below the highlighted line.

Shutoff List/Notices Selection

Other

Default: Yes

Customer Number	Name	Collection Comments	Past Due	Balance	Print
2.153.01	Allan, Cynthia		20.21	108.79	<input checked="" type="checkbox"/>
2.149.01	Bates, William S.	Mr Bates called and promised to br	107.94	237.51	<input checked="" type="checkbox"/>
1.112.01	Betty's Fabric Shop		243.07	365.77	<input checked="" type="checkbox"/>
2.173.01	Hamilton, Bryan		35.01	71.89	<input checked="" type="checkbox"/>

Collection comments:

Mr Bates called and promised to bring in a payment by 10:00 AM on Friday (2/12/YY) to avoid shutoff.

Help

OK

Cancel

Once the customers have been selected a print window will come up for the list, make any changes necessary, Click OK and the report will print or display.

Anycity Corporation

Shutoff Account List by Name

Page: 1

Mar 30, 2021 08:07AM

Report Criteria:

Standard payment customers

Current period: 04/30/2020 - Transactions included through: 04/30/2020

Shutoff minimum of \$5.00 compared to delinquent balance

Customer.Customer number = All

Customer.Name = All

Customer.Cycle = {Current cycle}

Group Code.Group code = All

Customer Type.Customer type = All

Customer Number	Name/Service Address	Mailing Address	Telephone Number	Message	Past Due	Balance
2.153.01	Allan, Cynthia 530 Oak Hills Dr	530 Oak Hills Dr Anycity WI 88888		First Time	20.21	108.79
2.149.01	Bates, William S. 733 Palisades Dr	733 Palisades Dr Anycity WI 88888		Ninth Time	107.94	237.51
1.112.01	Betty's Fabric Shop 40 N Commerce Ave	40 N Commerce Ave PO Box 56 Anycity WI 88888		Thirteenth Time	243.07	365.77
2.173.01	Hamilton, Bryan 1875 S Lake Rd	1875 S Lake Rd PO Box 195 Anywhere WI 99999		Fourteenth Time	35.01	71.89
Grand Totals:					406.23	783.96

## Service Orders (optional)

After the report is printed a Forms window will pop up to remind you to put forms in the printer, if necessary. Click Yes and the Print setup window will appear, make changes, if necessary, click OK and the notices will print or display. The Service Orders will print first if they were selected.

### Ancity Corporation SERVICE ORDER

Service Order No: 625      Created By: admin      Created Date: 03/30/2021

---

**Service Information:**

Service Address: 530 Oak Hills Dr

Due Date: 02/20/2008

Comments:

---

**Customer Information:**

Customer No: 2.153.01

Customer Name: Allan, Cynthia

Phone Number:

---

Action: **Electric Non-Pay Turn Off**

**Current Meter Information:**

Meter ID: 476256KL

EMR Code:

Manufacturer: Ampking

EMR ID:

Size: 100

MXU ID:

Serial No: 63391AK

MXU Type:

Last Reading: 40,771

MXU Port ID:

Current Reading: \_\_\_\_\_

MXU Port Position:

---

Comments:

Completed By: \_\_\_\_\_

Completed Date: \_\_\_\_\_

# Shutoff Notice or Door Hanger

After the report is printed a Forms window will pop up to remind you to put forms in the printer, if necessary. Click Yes and the Print setup window will appear, make changes, if necessary, click OK and the notices will print or display. The Shutoff Notice or Door Hanger will print next.

ANYCITY CORPORATION  
10 N Commerce Ave  
Anycity UT 88888  
333-555-1212

Allan, Cynthia  
530 Oak Hills Dr  
Anycity WI 88888

ACCOUNT #: 2.153.01

DATE: 04/14/2021

---

## SHUT OFF NOTICE

Your Utility Account is Past Due and services are subject to SHUT OFF. Your immediate payment of this bill will insure continuous services. Unless Payment is made before the shut off date, service will be discontinued.

## SHOULD SERVICES BE DISCONTINUED

Before services shall be continued, the account must be paid in FULL plus a \$50.00 turn on fee.

The delinquent amount due is: \$ 20.21

The account balance is \$ 93.79

SHUT OFF DATE: 04/15/2021

If for economic reasons you are unable to pay your balance in full, please contact the City Office before the shut off date.

Demo City Corporation  
Utility Department

# Customer Inquiry after Shutoffs with all Options

Customer Inquiry after Shutoffs:  
 The Collection Code has been assigned.  
 The Transaction has been added.  
 The pending Service Order is on the customer.

Caselle Connect® 2021.02.162 (Licensed to Civic Systems)

File Edit Search Filters Settings Period Other Document Management Zoom Help

Close 04/30/2020

Caselle Connect® > Utility Management > Customer Inquiry

Caselle Connect® Shutoff List/Notices Customer Inquiry

Customer: 2.149.01 Bates, William S. 733 Palisades Dr Account balance: 237.51  
 Shutoff 733 Palisades Dr Balance due: 04/30/2019 162.51  
 2149 Any City WI 88888 Last payment: 03/23/2020 53.93-

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

Date	Type	Reference Number	Service	Quantity Billed	Description	Amount
01/31/20...	Billing	53	S Tax	0	Automatic Billing	.93
01/31/20...	Billing	53	Pnity	0	Automatic Billing	.86
02/11/20...	Pmt	35	*	0	Utility Payment	57.10-
02/29/20...	Billing	27	Elec	370	Metered Entry	28.48
02/29/20...	Billing	28	Water	26	Metered Entry	11.20
02/29/20...	Billing	53	Sewer	0	Automatic Billing	6.00
02/29/20...	Billing	53	Garb	0	Automatic Billing	5.00
02/29/20...	Billing	53	S Tax	0	Automatic Billing	.85
02/29/20...	Billing	53	Pnity	0	Automatic Billing	.81
03/23/20...	Pmt	7	*	0	Utility Payment	53.93-
03/31/20...	Billing	27	Elec	399	Metered Entry	30.23
03/31/20...	Billing	28	Water	28	Metered Entry	11.60
03/31/20...	Billing	53	Pnity	0	Automatic Billing	.83
03/31/20...	Billing	78	Sewer	0	Automatic Billing	6.00
03/31/20...	Billing	78	Garb	0	Automatic Billing	5.00
03/31/20...	Billing	78	S Tax	0	Automatic Billing	.91
04/15/20...	Billing	1	Misc	0		25.00
04/30/20...	Billing	29	Shutoff	0	Shutoff Notice- 03/30/21...	50.00

Display Assistance applied  
 Balance transfers  
 Billing adjustments  
 Billings  
 Contract adjustments  
 Contract billings  
 Deposits applied  
 Interest  
 Payment adjustments  
 Payments  
 Reallocations  
 Write-offs

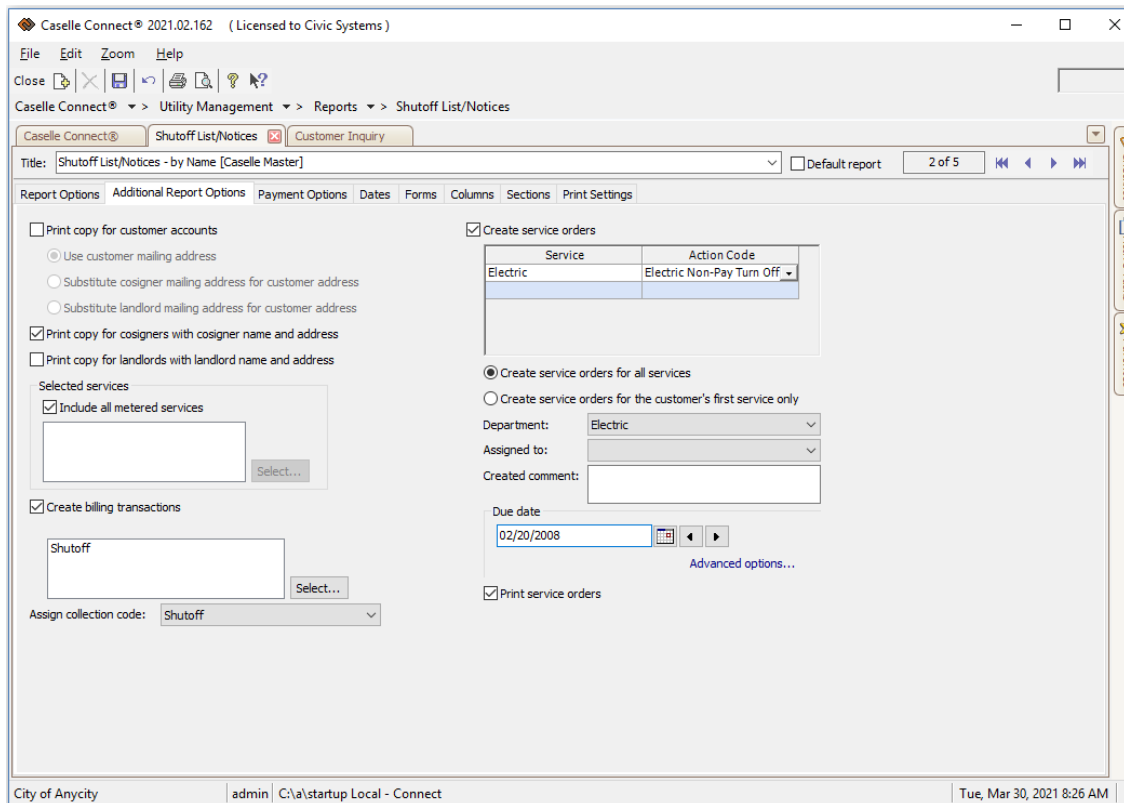
Summarize  
 Adjustments  
 Billings  
 Interest  
 Payments

City of Any City admin C:\a\startup Local - Connect Tue, Mar 30, 2021 8 22 AM

# Cosigner or Landlord Notices

The Delinquent List/Notice or Shutoff List Notice can also be used to print Cosigner or Landlord Notices based on the same criteria the customer notices use. There are two options for this on the Additional Report Options tab.

1. These can be run as a separate process by selecting substitute cosigner or landlord mailing address for the customer address. Using this option, the notice for the cosigner/landlord can have different verbiage than the customer's notice.
2. As part of the same process as the customer by selecting Print Copy for Cosigners or Print Copy for Landlord in addition to the Print copy for customer accounts.



The screenshot displays the 'Caselle Connect' application window, version 2021.02.162, licensed to Civic Systems. The interface is set to the 'Reports' > 'Shutoff List/Notices' section. The title bar indicates 'Caselle Connect® 2021.02.162 (Licensed to Civic Systems)'. The main menu includes File, Edit, Zoom, and Help. The toolbar shows various icons for file operations. The breadcrumb trail is 'Caselle Connect® > Utility Management > Reports > Shutoff List/Notices'. The active tab is 'Shutoff List/Notices', with 'Customer Inquiry' also visible. The title field is 'Shutoff List/Notices - by Name [Caselle Master]'. The 'Default report' checkbox is unchecked. The page number is '2 of 5'. The 'Report Options' tab is selected, showing various configuration options. Under 'Print copy for customer accounts', the 'Use customer mailing address' radio button is selected. The 'Print copy for cosigners with cosigner name and address' checkbox is checked. The 'Create service orders' checkbox is checked, and the 'Create service orders for all services' radio button is selected. The 'Department' dropdown is set to 'Electric'. The 'Assigned to' dropdown is empty. The 'Created comment' text box is empty. The 'Due date' is set to '02/20/2008'. The 'Print service orders' checkbox is checked. The 'Assign collection code' dropdown is set to 'Shutoff'. The status bar at the bottom shows 'City of Anycity', 'admin', 'C:\a\startup Local - Connect', and the date 'Tue, Mar 30, 2021 8:26 AM'.

Service	Action Code
Electric	Electric Non-Pay Turn Off

# QUESTIONS?