Gmail

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Paula Burke <paulaswsd19@gmail.com>

PSC Reports

1 message

Johnna Reed <johnnar@united-systems.com> Mon, Nov 21, 2022 at 4:46 PM
To: "paulaswsd19@gmail.com" <paulaswsd19@gmail.com>

Hi Paula.

I did some asking internally and the advice for the most easily followed reports would be to use the Code Summary Report (or the Billing Register) for your billing total and the Transaction Rate Summary for your payment total.

We did talk about how the Transaction History Report combines all of those totals, but as you saw today, is more difficult to follow. Just as a reminder:

Total Charges on the Code Summary Report = 3 numbers from the Transaction History Report: Total Charges Billed + Total Penalties + 058 Ret Check (since it is a service charge that is added on after billing)

Total Payments on the Transaction Rate Summary = 3 numbers from the Transaction History Report: Total Payments + Total Immediate Cash + Total Bad Debt Recovered (this is because those UM Misc transactions record a charge and a payment all at once but are not a regular "charge" type)

Thanks.

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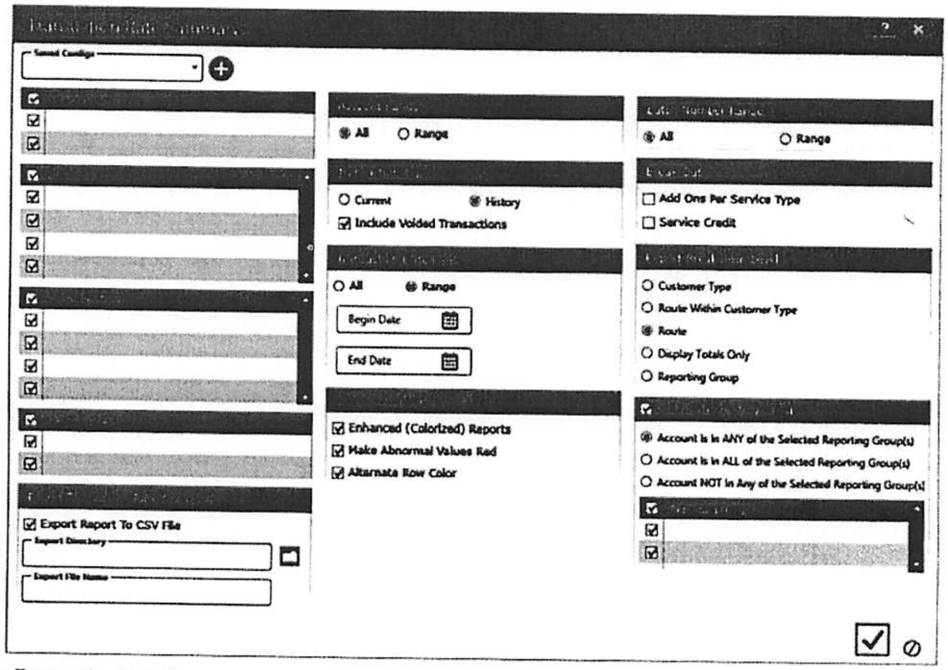
Transaction Rate Summary

Click a field on the image below to learn more



The **Transaction Rate Summary** generates a breakdown of payments and adjustments for each service type's rate for either posted or unposted transactions. This report is normally printed **before** or **after** transactions are posted to show how much money has been paid in for each service type's rate. To generate the report, select the desired parameters, then click the checkmark in the bottom right corner.

To access this screen, from the Alliance main screen, select **Utility Management System > Reports > Receivables > Transaction Rate Summary**

If this report is run for current transactions, this report and information on the **Transaction Report** if using **Counter Receipts**.

Company Division

If using **company divisions** , the information on this report can be limited to only information for a certain division or divisions, or users can view information for all divisions. Choose the divisions for which to view information here.

To select a division, check the box by the division name. To select or unselect all divisions at once, check the box beside the label "Company Divisions."

- If an organization does not use company divisions, this option will not appear.
- Company divisions are set up in the **Company Divisions** screen.

Cycle

Choose whether to view information for all **cycles** or for a specific cycle or cycles. Check the box beside a cycle to select it.

- Checking or unchecking the box beside the label "Cycle" in the header selects or unselects all cycles at once.
- Cycles are set up in the Cycles screen. At least one cycle is required for Utility Management to function.

Customer Type

Choose whether to view information for all customer types or for a specific type or types. Check the box beside a type to select it.

- Checking or unchecking the box beside the label "Customer Types" in the header selects or unselects all types at once.
- Customer types are set up in the Customer Types screen. At least one customer type is required for Utility Management to function.

Service Type

Choose whether to view information for all services or for a specific service or services. Check the box beside a service to select it.

- Checking or unchecking the box beside the label "Services" in the header selects or unselects all services at once.
- Services are set up in the Service Types screen. At least one service is required for Utility Management to function.
- If only one service is available, it will be grayed out and cannot be unselected.

Export Transaction Rate Summary

Select the option **Export Report to CSV File** to export the data on the report as a CSV type file.

Use the option **Export Directory** to choose where the export file will be saved. Click the folder icon to open the "Browse For Folder" window. From this window, navigate to the desired folder or click the "Make New Folder" button to create a new folder for storing export files.

Export files have a default filename based on the report name. Enter a name in the **Export File Name** field to change the name for the generated file, if desired.

Account Range

Choose whether to show all applicable customer accounts on the report or a range of accounts based on the customers' account numbers.

- To include all customers, click the radio button beside "All."
- To include a range of accounts based on account numbers, click the radio button beside "Range." In the fields beside "Begin," type the account number of the first customer in the range. Type the account number for the final customer in the range in the fields beside "End."

The default value for this option is "All."

- Accounts are set up in the Billing Accounts screen.

Transaction Type

Use this option to decide whether the Transaction Rate Summary is for current information or for information from some point in the past. Click the radio button beside the desired option.

Current Usage generates a record of currently *unposted* information.

Historical Usage generates a record of information from the past. In addition, choose whether to include transactions which were voided.

Transaction Date Range

Use this option to select the dates from which information will be drawn for the report.

Select "All" to view information from any point in time.

Select "Range" to view information created on a certain date or during a certain time period. Enter the first date in the range in the field beside "Begin Date" and the last date in the range in the field beside "End Date."

Click here for help with entering dates into the Alliance software.

Enhanced Reporting Options

These options change how the report is displayed and can improve readability. Reports printed with these options may require more ink than reports generated without them, and printing in color is more expensive than printing in black and white.

Enhanced (Colorized) Reports generates reports with bright, aqua colored section headings and rows displaying totals, making divisions more visible.

Make Abnormal Values Red displays any values the system reads as abnormal in red.

Alternate Row Color prints grayscale rows behind entries on the report, making it easier to distinguish individual rows.

Batch Number Range

The Alliance software can create a summary that displays all batches or a range of batches based on batch number.

To view all batches, click the radio button beside "All."

To view a range of batches, click the radio button beside "Range." In the fields below, type the number of the first batch in the desired range beside "Beginning Batch Number" and type the number of the last batch in the desired range beside "Ending Batch Number."

Break Out

Choose these options to view extra information about each service type in the Transaction Rate Summary totals.

Add Ons Per Service Type shows the Surcharge 1, Surcharge 2, Local Tax, State Tax, and Penalty amounts broken down for each service type listed in the Transaction Rate Summary totals.

Service Credit separates the service credit amount from the service type payment amount in the Transaction Rate Summary totals.

Report Breakdown Level

Use these options to determine how detailed the summary will be, and how the information will be broken down.

Customer Type means that the report will display transaction summaries for each customer type.

Route Within Customer Type means that the report will be broken down by customer type, and will display transaction summaries for all routes within that customer type.

Route means that the report will display transaction summaries for each route.

Display Totals Only will just show totals. This is the broadest report with the least detailed information.

Reporting Group means that the report will display transaction summaries based on the reporting group.

Reporting Groups

If using account reporting groups, this report can be limited to information from customers who belong to one or more reporting groups. Click "Filter By Reporting Groups," then select the applicable reporting group or groups.

If selecting multiple reporting groups:

Account Is In ANY of the Selected Reporting Group(s) includes customers who belong to *any* of the selected reporting groups.

Account Is In ALL of the Selected Reporting Group(s) includes customers who belong to all of the selected reporting groups, which may omit customers who belong to a single group only.

Account NOT In Any of the Selected Reporting Group(s) includes customers who belong to a reporting group, but *not* the ones which have been selected.

- Reporting groups are set up in the **Reporting Groups** screen.

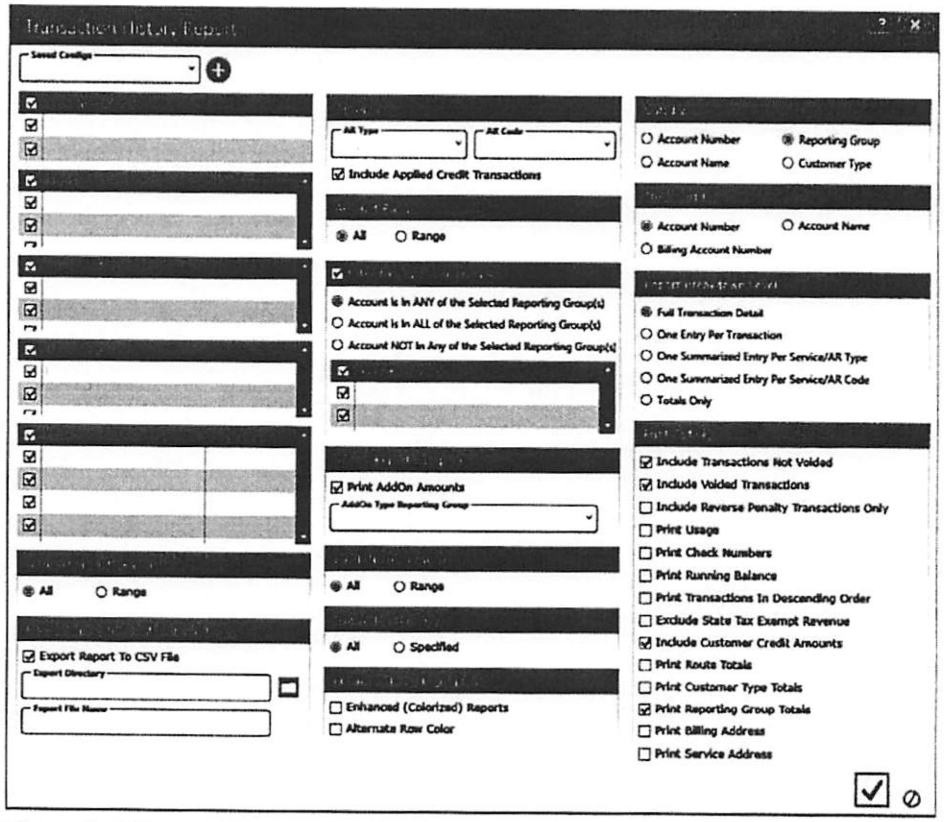
OK/Cancel

☑ When all required fields have been filled, click the checkmark. The Alliance software will generate a printable/savable **Transaction Rate Summary** based on the specified parameters. For help with Alliance reports, **click here**.

⊘ Click the cancel icon to cancel the selections and return to the Alliance main window.

Transaction History Report

Click a field on the image below to learn more



The **Transaction History** report is a report of activity for customers and their current balances for a range of dates. This activity includes what has been paid, adjusted, billed, etc. To generate the report, select the desired parameters, then click the checkmark in the bottom right corner.

To access this screen, from the Alliance main screen, select **Utility Management > Reports > Receivables > Transaction History Report**

Company Division

If using **company divisions** , the information on this report can be limited to only information for a certain division or divisions, or users can view information for all divisions. Choose the divisions for which to view information here.

To select a division, check the box by the division name. To select or unselect all divisions at once, check the box beside the label "Company Divisions."

- If an organization does not use company divisions, this option will not appear.
- Company divisions are set up in the Company Divisions screen.

Cycle

Choose whether to view information for all **cycles** or for a specific cycle or cycles. Check the box beside a cycle to select it.

- Checking or unchecking the box beside the label "Cycle" in the header selects or unselects all cycles at once.
- Cycles are set up in the **Cycles** screen. At least one cycle is required for Utility Management to function.

Customer Type

Choose whether to view information for all **customer types** or for a specific type or types. Check the box beside a type to select it.

- Checking or unchecking the box beside the label "Customer Types" in the header selects or unselects all types at once.
- Customer types are set up in the **Customer Types** screen. At least one customer type is required for Utility Management to function.

Service Type

Choose whether to view information for all **services** or for a specific service or services. Check the box beside a service to select it.

- Checking or unchecking the box beside the label "Services" in the header selects or unselects all services at once.
- Services are set up in the **Service Types** screen. At least one service is required for Utility Management to function.
- If only one service is available, it will be grayed out and cannot be unselected.

Rate

Choose whether to view information for all **rates** or for a specific rate or rates. Check the box beside a rate to select it.

- Checking or unchecking the box beside the label "Rates" in the header selects or unselects all rates at once.
- Rates are set up in the **Rates** screen. At least one rate is required for Utility Management to function.
- Only rates for the Service(s) selected will be available for selection.

Transaction Date Range

Use this option to select the dates from which information will be drawn for the report.

Select "All" to view information from any point in time.

Select "Range" to view information created on a certain date or during a certain time period. Enter the first date in the range in the field beside "Begin Date" and the last date in the range in the field beside "End Date."

Click here for help with entering dates into the Alliance software.

Export Transaction History Report

Select the option **Export Report to CSV File** to export the data on the report as a CSV type file.

Use the option **Export Directory** to choose where the export file will be saved. Click the folder icon to open the "Browse For Folder" window. From this window, navigate to the desired folder or click the "Make New Folder" button to create a new folder for storing export files.

Export files have a default filename based on the report name. Enter a name in the **Export File Name** field to change the name for the generated file, if desired.

AR Options

Select an option here to show only transactions of a particular AR Type or AR Code on the report. Leave the selection at (All) to show *all* transactions, regardless of AR Type or Code.

AR Type narrows transactions to only those with the selected AR Type. There are eleven types to choose from. **Click here** for more information about the AR Types.

AR Code narrows transactions to only those with the selected AR Code. AR Codes are user-defined and are set up in the **AR Codes** screen.

Include Applied Credit Transactions prints applied credit transactions. This option is available when **printing** full detail *or* one entry per transaction and *all* is selected for both AR Code and AR Type

Account Range

Choose whether to show all applicable customer **accounts** on the report or a range of accounts based on the customers' account numbers.

- To include all customers, click the radio button beside "All."
- To include a range of accounts based on account numbers, click the radio button beside "Range." In the fields beside "Begin," type the account number of the first customer in the range. Type the account number for the final customer in the range in the fields beside "End."

The default value for this option is "All."

- Accounts are set up in the **Billing Accounts** screen.

Reporting Groups

If using account reporting groups, this report can be limited to information from customers who belong to one or more reporting groups. Click "Filter By Reporting Groups," then select the applicable reporting group or groups.

If selecting multiple reporting groups:

Account Is In ANY of the Selected Reporting Group(s) includes customers who belong to *any* of the selected reporting groups.

Account Is In ALL of the Selected Reporting Group(s) includes customers who belong to all of the selected reporting groups, which may omit customers who belong to a single group only.

Account NOT In Any of the Selected Reporting Group(s) includes customers who belong to a reporting group, but *not* the ones which have been selected.

- Reporting groups are set up in the **Reporting Groups** screen.

Add On Reporting Options

Check the box beside **Print AddOn Amounts** to include add on information in the report, then select an **add on reporting group** to use from the dropdown menu.

Batch Number Range

Use this field to either show all applicable transactions or a range of transactions based on the transaction's associated batch number.

To include all transactions, click the radio button beside "All."

To include a range based on batch numbers, click the radio button beside "Range." In the fields beside "Beginning," type the batch number of the first batch in the range. Type the batch number for the final batch in the range in the fields beside "Ending."

The default value for this field is "All."

- If this option is selected, the ability to ability to print the running balance and start at zero are not available.

Transaction Amount

Use this field to either show all applicable transactions or specific transactions based on the transaction amount.

To include all transactions, click the radio button beside "All."

To include transactions based on the transaction amount, click the radio button beside "Specified." Enter an amount. Use the limiter menu to choose whether to view transaction that are equal to, greater than, less than, etc. to the amount entered.

Click here for more help with the search limiter menu before this field.

The default value for this field is "All."

- If this option is selected, the ability to ability to print the running balance and start at zero are not available.

Sort By

Select the order in which customers will appear on the report here:

Account Number shows customers in numerical order based on their account numbers.

Account Name shows customers in alphabetical order based on the name on the account.

Reporting Group divides customers by reporting group; reporting groups will be in alphabetical order.

Customer Type divides customers by type; customer types will be in alphabetical order.

> If selecting *Reporting Group* or *Customer Type*, users must select how customers are ordered within these groups.

> When this report created with a sort order of **reporting group** and there are accounts in multiple groups, the account's details and totals will show in **each** group it is in. The reporting group totals will have the amount added to each group, but the report totals, customer type, and route totals only include the account amounts once. The report totals will **not** match the sum of each reporting group, as an account is counted only once for the report totals, regardless of the number of groups it is in.

Then Sort By

If *Reporting Group* or *Customer Type* was selected under Sort By, choose how customers are ordered within these groups.

Account Number - Customers will be in numerical order based on their account numbers.

Account Name - Customers will be in alphabetical order based on the name on the account.

Billing Account Number - Customers will be in numerical order based on their billing account numbers.

Report Breakdown Level

Use these options to decide how much information will be printed on the report.

Full Transaction Detail shows all transactions for each customer account.

One Entry Per Transaction shows a summary of all transactions per account for the specified time period.

One Summarized Entry Per Account/Service/AR Type shows totals for the AR Types.

One Summarized Entry Per Account/Service/AR Code shows totals for the AR Codes.

Print Totals Only shows route and report totals for the AR Types and AR Codes.

Print Options

These options are used to select extra information to print on the report.

Include Transactions Not Voided show transactions which were not voided on the report.

Include Transactions Not Voided show transactions which were voided on the report.

- If printing only voided transactions, the report title will change to *Voided Transaction History Report*.

> If printing both voided and not voided transactions, the voided transaction lines will be shown in red.

Include Reverse Penalty Transactions Only shows only reverse penalty transactions on the report.

- If this option is selected, the ability to ability to print the running balance and start at zero are not available. The ability to narrow down by AR Code or Type is also not available.

Print Usage shows an extra column on the report to display usage for metered services.

Usage for Service Type shows only usage for the selected service.

- This option is only available if the report breakdown level is *One Entry Per Transaction*.

Reading Factor displays the usage for each customer multiplied by the reading factor.

Check Numbers includes a column to display the check number, if any, for a transaction.

Running Balance displays an extra column, "Balance," to show the running balance for the account.

Start with Zero Balance

- This option is only available if the option *Running Balance* is selected.

Print Transactions in Descending Order orders transactions from most recent to earliest.

Exclude State Tax Exempt Revenue excludes any transactions which are *not* subject to state taxes.

Customer Credit Amounts includes information about transactions that involved customer credit.

Route Totals prints totals information about all customers in a route after the final customer listed in each route on the report.

Customer Type Totals adds total values for each customer type on the report at the end of the report.

Reporting Group Totals adds total values for each reporting group on the report at the end of the report.

Print Billing Address additionally prints the billing address.

Print Service Address additionally prints the service address.

Enhanced Reporting Options

These options change how the report is displayed and can improve readability. Reports printed with these options may require more ink than reports generated without them, and printing in color is more expensive than printing in black and white.

Enhanced (Colorized) Reports generates reports with bright, aqua colored section headings and rows displaying totals, making divisions more visible.

Alternate Row Color prints grayscale rows behind entries on the report, making it easier to distinguish individual rows.

OK/Cancel

☑ When all required fields have been filled, click the checkmark. The Alliance software will generate a printable/savable **Transaction History** report based on the specified parameters. For help with Alliance reports, click here.

⊘ Click the cancel icon to cancel the selections and return to the Alliance main window.

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