

Version 4.04.04:

What's New:

- Enhanced customer search to allow for new Grinder Pump settings
- Allow Grinder pump to be removed from customer settings
- Created FTP Functionality for online billing module (*See Below*)
- Enhanced Configuration Maintenance to allow more room for options
- Created Complaint Tab in customer maintenance (*See Below*)
- Added Average Plant Totals to Flow Reports
- Added Unbilled credit amounts to Delinquent report

Created FTP Functionality for online billing module:

1. Go to customer maintenance. Search and select customer to edit. A new tab is available for approving online customer account requests.

The screenshot displays the 'Customer Maintenance' window for customer 'DIPIAZZA, DOUGLAS - 3274'. The window has a menu bar (File, Action, Window, Help) and a toolbar. A red circle highlights a button in the toolbar. Below the toolbar is a tabbed interface with the following tabs: Information, Current Billing Balance, Billing Detail, Consumption History, Payment History, ACH, Deduct Meter, Letter History, Grinder Pump Notes, and Online Approval. The 'Information' tab is active, showing the following fields:

Customer Parameters:

Account Number:	3274	Bill District:	Pollock Run	Phone Number:	() -
Water Co. Number:	527436200	Bill Class:	Procle/Lynn Resident	Email Address:	doug.dipiazza@3ddevelopmentolutions.com
Property Number:	1052196	Consumption Period:	Quarterly	Start Date:	08/24/2009
Status:	Active	Water Company:	MAWC	End Date:	00/00/0000
Grinder Pump:		Number of Units:	1	Initial Entry Date:	
Verified:	<input checked="" type="checkbox"/>	Area Identifier:		Mail Route:	
New from Water Company:	<input type="checkbox"/>				

Current Balance: \$0.00

Service Address:

First Name/MI:	DOUGLAS
Last/(CO) Name:	DIPIAZZA
Address:	1239 ROSTRAVER RD
City/State/Zip:	BELLE VERNON PA 15012
Tenant:	<input type="checkbox"/>

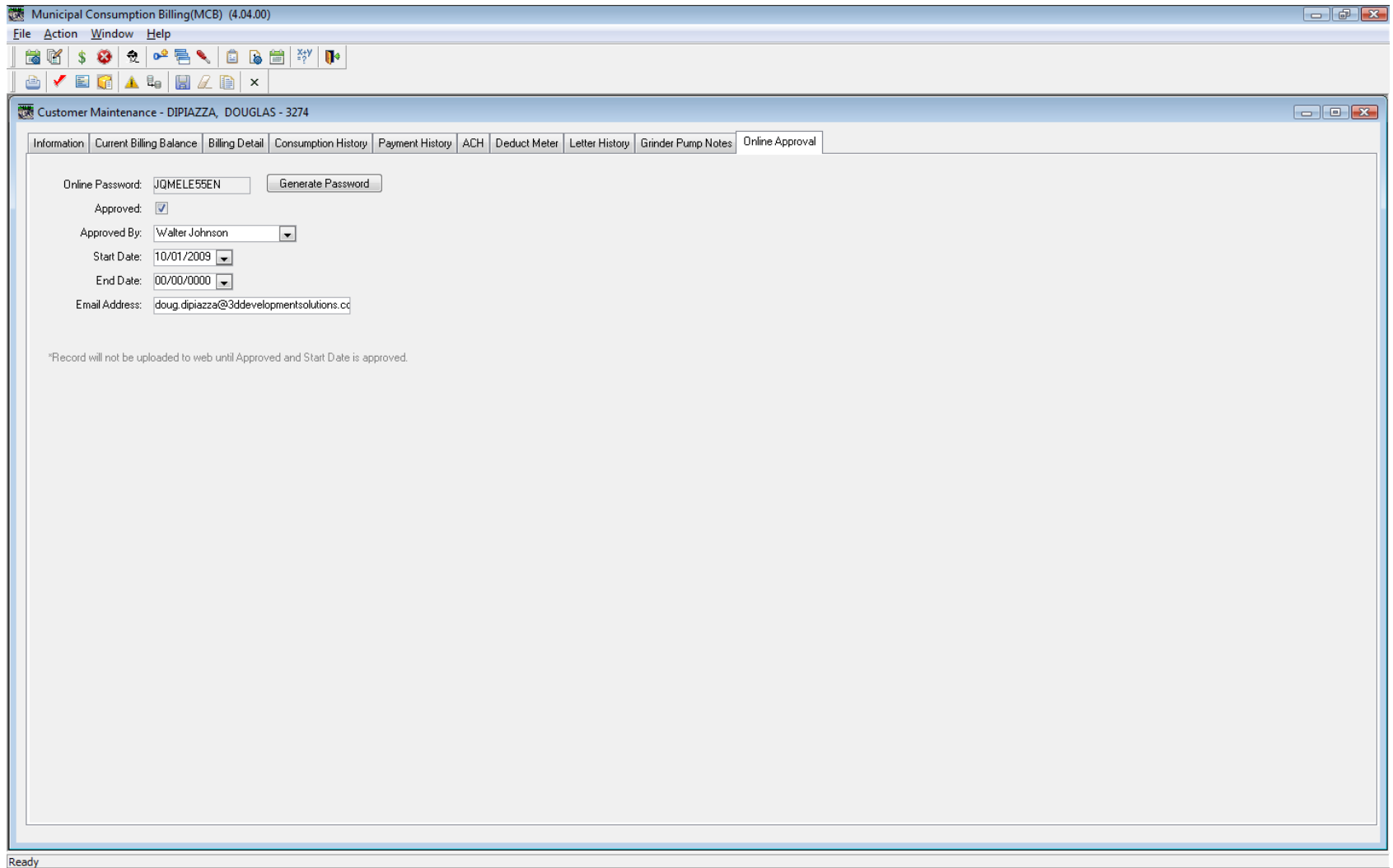
Billing Address:

Same as Service Address:	<input checked="" type="checkbox"/>
First Name/MI:	DOUGLAS
Last/(CO) Name:	DIPIAZZA
Address:	1239 ROSTRAVER RD
City/State/Zip:	BELLE VERNON PA 15012

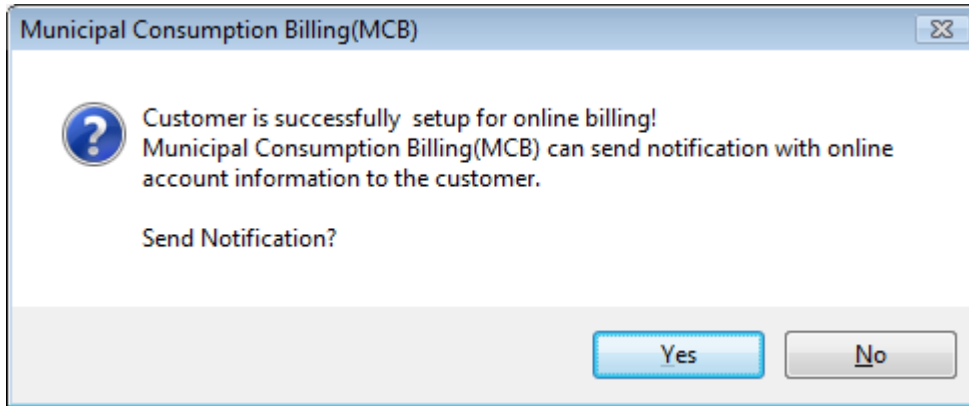
Notes:

Ready

2. Click on tab to setup the online account. Click on the "Generate Password" button to create a password for the online user. Fill in the rest of the information And click save.



3. When you click save, you will have the option to send the customer an email with their new account information.



4. If "Yes" is clicked, an email will be sent to the customer with their online account information, the email will read as follows:

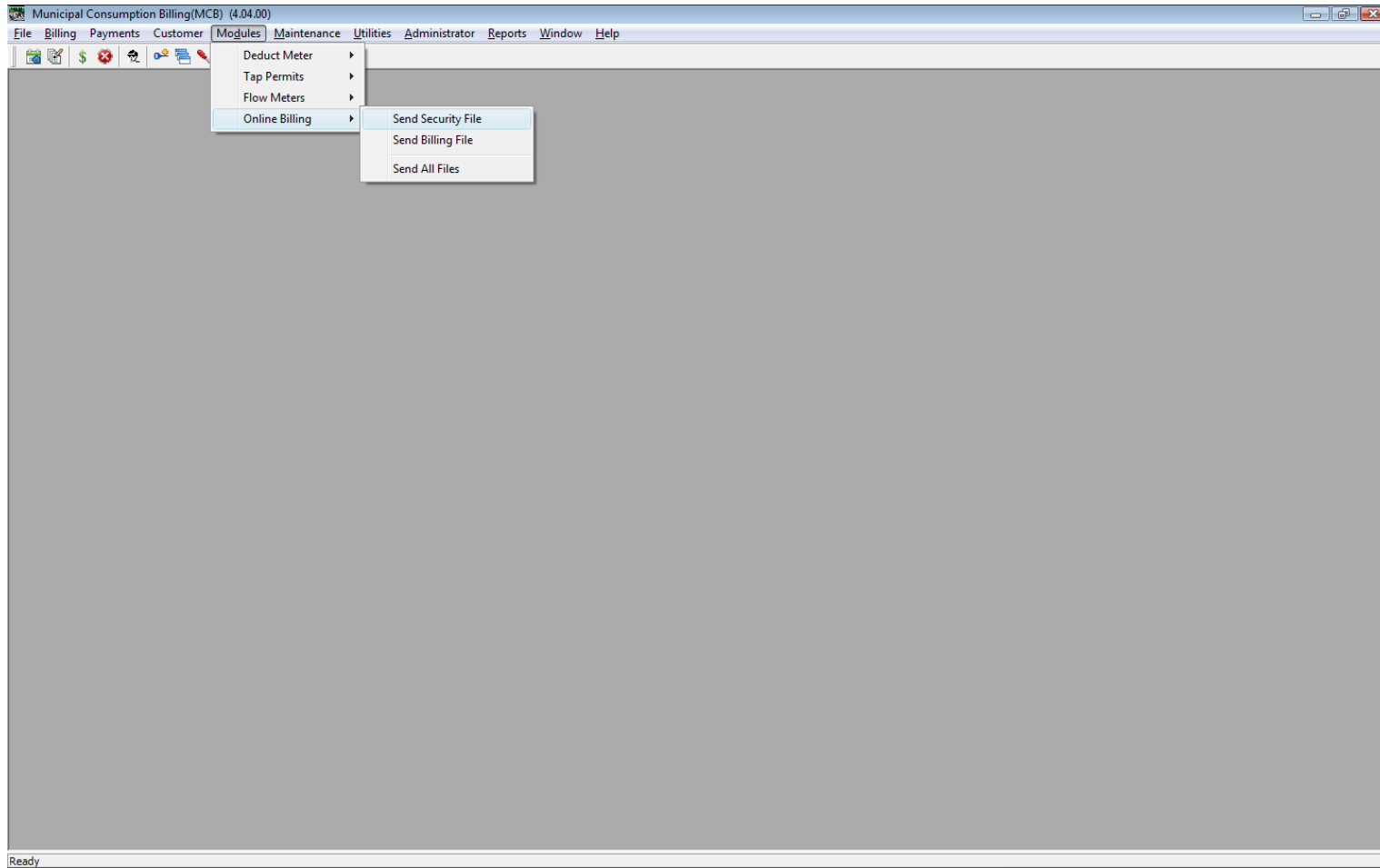
Here is your Rostraver Township Sewage Authority Online Billing Account Information

Login/Account: 3274
Password: JQMELE55EN

You can log in at: <http://www.rostraversewage.com>

Thank you
Rostraver Township Sewage Authority

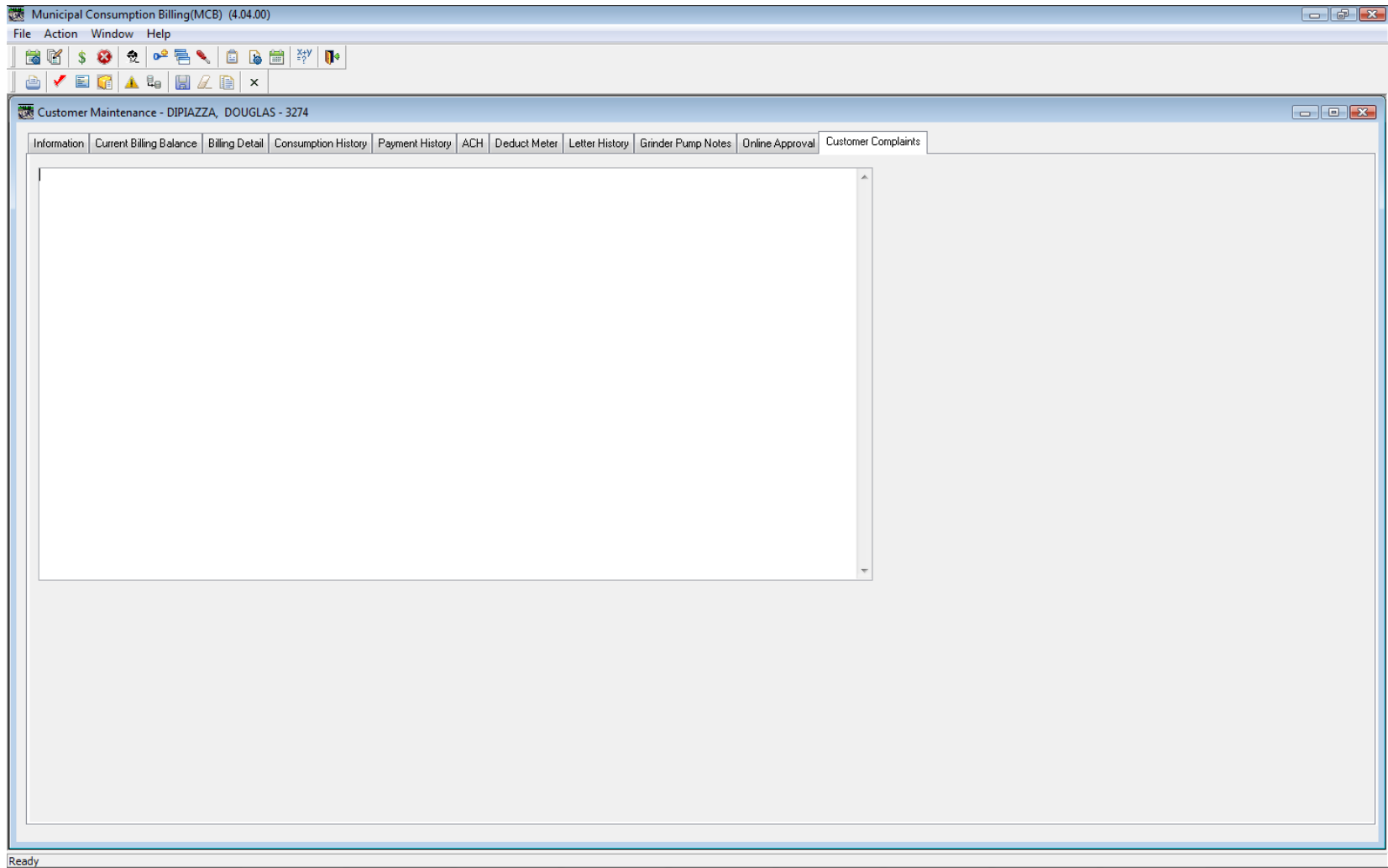
5. To upload this information to the server, go to Modules → Online Billing → Send Security File



6. This invokes an FTP Process to send the new security file to the server so the customer can log in.

Complaint Tab:

1. Go to customer maintenance. Search and select customer to edit. A new tab is available for entering customer complaints/comments



2. Enter the complaint and click save.