

2025

Workhorse Software User Conference

UTILITY BILLING



TABLE OF CONTENTS

PROCESS ACCOUNT MOVE IN/OUT	3
PRINT FINAL BILL	4
BILL ESTIMATE TOOL	4
REVERSE ACCOUNT MOVE IN/OUT	5
REFUND OVERPAYMENT ON AN ACCOUNT	7
QUESTIONABLE BALANCES	9
MARK ACCOUNTS PROCESS	10
TAX ROLL PROCESS	12
NON-SUFFICIENT FUND PAYMENT (NSF)	15

PROCESS MOVE IN/OUT

1. Go to **Process, Account Move In/Out**
2. **Highlight account**
3. Click **Select Account for Move In/Out**

Process Account Move In/Out

Account Nbr Locator: 000-0000-00

Account Nbr	Customer Name	Street	House #	Apt #
000-0101-00	MORENO, SONIA	MAIN ST	6853	
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436	
000-0300-00	GRANT, CLYDE	MAIN ST	133	
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487	
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739	
000-0701-00	BOYD, ROY	MAIN ST	3637	
000-0810-00	PENA, LUCILLE	MAIN ST	7031	
000-0903-00	FOX, AMBER	MAIN ST	1869	
000-1104-00	BURTON, RALPH	MAIN ST	1979	
000-1400-00	MASON, MYRTLE	MAIN ST	4966	
000-1505-00	KNIGHT, VIOLET	MAIN ST	208	

Close

Select Account for Move In/Out: ☒

4. Enter **Final Reading**
5. Click **Final Read**

Process Account Move In/Out

Account Number: 000-0101-00 MORENO, SONIA

6853 MAIN ST

Meter Serial Nbr: 19191502 Route/Seq Nbr: 01-0005

Last Read Final Read

Read Date: 4/30/2025 5/15/2025 ...

Reading: 187 130 188 667

☐ Estimated? ☐ Estimated? Estimate Consumption

Comment: Remote Reading Final Read

Consumption: 1,870 1,537

Final Read: ☒ Cancel

6. On **Old Account** tab

- *****Verify Service Days*****
- 2 Move-In/Outs in a billing period
REQUIRES service days to be adjusted
- If necessary, enter **mailing address** for final bill

Process Account Move In/Out

Old Account New Account Account Nbr: 000-0101-00

Service Days: 15 Account Nbr: 000-0101-02

Mailing Address

Name: MORENO, SONIA

1st Address: 6853 MAIN ST

2nd Address:

City: BADGERVILLE State: WI Zip: 99999

Move In/Out: ☒ Cancel

7. On **New Account** tab

- Enter **Address** and **Phone Nbr**
- **Verify options** in lower left
 - Default in Setup, System Defaults
- *****Verify Service Days*****

Process Account Move In/Out

Old Account New Account Account Nbr: 000-0101-00

Mailing Address Contact Info 2nd Contact: ☒

Name: NEW OWNER Get Address: ☒

1st Address: 6853 MAIN ST

2nd Address:

City: BADGERVILLE State: WI Zip: 99999

Group Code: 00 00

☐ Copy Memo Lines from Old Account?

☒ Carry Reading History Forward?

☒ Carry Work Order History Forward?

☐ Copy History Notes from Old Account? Service Days: 15 Override: ☒

Move In/Out: ☒ Cancel

8. Click **Move In/Out**

PRINT FINAL BILL

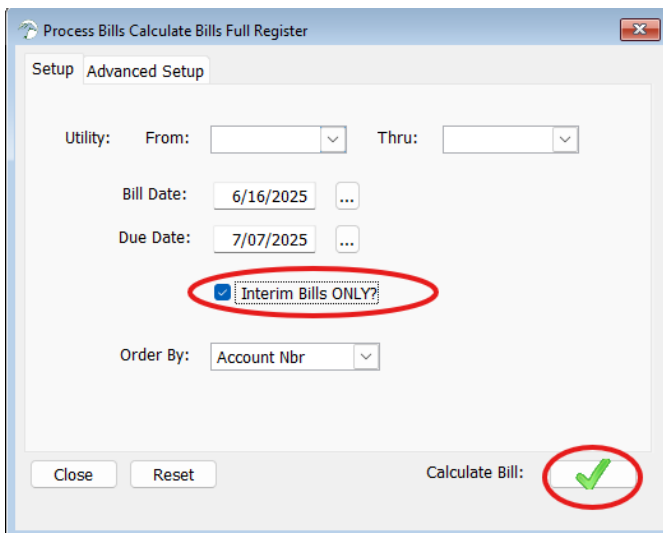
9. Go to **Process, Bills, Reset**

- **Preview** and **Reset** if activity found

10. Go to **Process, Bills, Calculate Bills** (Full or Quick)

11. Enter **Bill** and **Due Date**

12. Check box labeled “**Interim Bills ONLY?**” and **Calculate Bill**



The screenshot shows a software window titled "Process Bills Calculate Bills Full Register". It has two tabs: "Setup" and "Advanced Setup". Under "Setup", there are fields for "Utility:", "From:", "Thru:", "Bill Date:" (6/16/2025), "Due Date:" (7/07/2025), and "Order By:" (Account Nbr). The "Interim Bills ONLY?" checkbox is checked and circled in red. At the bottom, there are "Close" and "Reset" buttons, and a "Calculate Bill:" button with a green checkmark, which is also circled in red.

13. Review register

- **Common issue in final bill is service days**
- Can be **adjusted** on **Service tab** in Maintain, Accounts.
- Adjust on **ALL services**
- IF adjusted on move-out account, likely needs adjusted on **move-in** account.

14. Go to **Process, Bills, Send Bills..., to Printer**

15. **Preview** and **Print Bills**

- IF “**No Activity**” check if account is set to Email Bills

16. Proceed to **Process, Bills, Reprint Register** (Full or Quick)

- Click **Create Report**

17. Go to **Process, Bills, Post**

- Enter **Post Date** (Most often same as **Bill Date**)

18. Click **Preview Posting Bills** and **Post Bills**

19. Interface to **Accounting** (if applicable)

BILL ESTIMATE TOOL

1. Go to **Maintain, Accounts**

2. Highlight account and click **change**

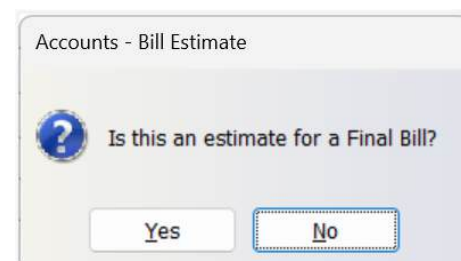
3. Click **Account Review**

4. Click **Bill Estimate**



5. Answer prompt question

- **Yes:** Prorates charges by final read date
- **No:** No prorated charges; reflects what next regular billing would be
- **No Meters:** Prompt is bypassed, and estimates are **not** prorated



The dialog box is titled "Accounts - Bill Estimate". It contains a question mark icon and the text "Is this an estimate for a Final Bill?". There are two buttons: "Yes" and "No".

6. Enter **Read** and click check

Accounts - Bill Estimate

Account Number: 000-0201-00 RHODES, BROOKLYN
6436 MAIN ST

Meter Serial Nbr: 2000041845 Route/Seq Nbr: 01-0010

Last Read → Final Read

Read Date: 4/30/2025 5/15/2025 ...

Reading: 111 200 112 900

☐ Estimated? ☐ Estimated? Estimate Consumption

Comment: Remote Reading Final Read

Consumption: 1,800 1,700

Final Read: Cancel

5. Estimated Bill Calculates

VILLAGE OF PRINCELEY - WH DEMO
1234 PACKER WAY
PRINCELEY, WI 54321
(800)634-4692

ACCOUNT NUMBER
000-0201-00

ENTER AMOUNT PAID
Direct Payment of \$138.86

3758

Name: NEW OWNER

1st Address: 6853 MAIN ST

2nd Address:

City: BADGERVILLE State: WI Zip: 99999

Phone Nbr: (000) 000-0000 Ext.:
Phone Nbr 2: (000) 000-0000 Ext.:

Email:

PSC Classification: Residential

Street: MAIN ST House # 6853 Apt #

Move In Date: 5/15/2025 Final Read Date: ☐ Interim Bill?

OK Cancel Record will be Changed Account Review

PLEASE RETURN TOP PORTION WITH YOUR PAYMENT

READING DATES	BILLING DATE	DUE DATE	ACCOUNT NUMBER
PREVIOUS 4/30/2025	PRESENT 5/25/2025	6/25/2025	000-0201-00

PREVIOUS	PRESENT	USAGE	DESCRIPTION	AMOUNT
			Previous Bal.	74.35
			TRASH FEE	7.32
			RECYCLING FEE	5.61
111200	112900	1700	SEWER USAGE	15.38
			SEWER SERVICE	19.33
111200	112900	1700	WATER USAGE	6.31
			WATER SERVICE	10.56
			AUTOMATIC PAYMENT	138.86

7. IF Creating an **Estimated Final Bill**

- Keep a **copy** of the estimated bill!
- Once the closing is complete, run the Account Move-In/Out process and create the final bill.
- Final bill posted to the account must be **identical** to estimate.

REVERSE MOVE IN/OUT

1. Reverse **Final Bill** on **Move Out** account (If it was posted)

2. Open **Move In** Account in Maintain, Accounts

- Delete **Services**
- **Close account completely**

Update Accounts

☒ Active Account?

Setup Addl Info 2nd Contact Memo Direct Payment **Service** Acct. Bal.

Account Number: 000-0101-00 <----- Mailing Address -----> 3758

Name: NEW OWNER

1st Address: 6853 MAIN ST

2nd Address:

City: BADGERVILLE State: WI Zip: 99999

Phone Nbr: (000) 000-0000 Ext.:
Phone Nbr 2: (000) 000-0000 Ext.:

Email:

PSC Classification: Residential

Street: MAIN ST House # 6853 Apt #

Move In Date: 5/15/2025 Final Read Date: ☐ Interim Bill?

OK Cancel Record will be Changed Account Review

Update Accounts

☒ Active Account?

Setup Addl Info 2nd Contact Memo Direct Payment **Service** Acct. Bal.

Account Number: 000-0101-00

Utility	Rate Type	Method of Volume	Meter Nbr

Insert Change Delete

OK Cancel Record will be Changed Account Review

3. Go to **Maintain, Meters** and search for **Move In** Account

- **Delete Meter then close meter window**

Maintain Meters

Account Nbr Locator: 000-0000-00 Type of Account: Active

Account Nbr[+]	Customer Name	Street	House #	Apt #	Tax
000-0101-00	NEW OWNER	MAIN ST	6853		
000-0101-02	MORENO, SONIA	MAIN ST	6853		
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436		
000-0300-00	GRANT, CLYDE	MAIN ST	133		
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487		
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739		
000-0701-00	BOYD, ROY	MAIN ST	3637		
000-0810-00	PENA, LUCILLE	MAIN ST	7031		

Meter Serial Nbr	Rate Type	Route/Seq Nbr
19191502	5/8" - 3/4"	01-0005

Insert Change Delete Print Close

Update Accounts

Active Account?

Setup Addl Info 2nd Contact Memo Direct Payment Service Acct. Bal.

Account Number: 000-0101-00 <----- Mailing Address -----> 4412

Name: MORENO, SONIA

1st Address: 6853 MAIN ST

2nd Address:

City: BADGERVILLE State: WI Zip: 99999

Phone Nbr: (000) 000-0000 Ext.: Phone Nbr 2: (000) 000-0000 Ext.:

Email:

PSC Classification: Residential

Street: MAIN ST House # 6853 Apt #

Move In Date: 8/30/2021 Final Read Date: Interim Bill?

OK Cancel Record will be Changed Account Review

4. Go to **Maintain, Accounts** and search for **Move In Account**

- **Delete Account**

Maintain Accounts

Account Nbr Locator: 000-0000-00 Type of Account: Active

Account Nbr[+]	Customer Name	Street	House #	Apt #	Tax
000-0101-00	NEW OWNER	MAIN ST	6853		
000-0101-02	MORENO, SONIA	MAIN ST	6853		
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436		
000-0300-00	GRANT, CLYDE	MAIN ST	133		
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487		
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739		
000-0701-00	BOYD, ROY	MAIN ST	3637		
000-0810-00	PENA, LUCILLE	MAIN ST	7031		
000-0903-00	FOX, AMBER	MAIN ST	1869		
000-1104-00	BURTON, RALPH	MAIN ST	1979		291
000-1400-00	MASON, MYRTLE	MAIN ST	4966		
000-1505-00	KNIGHT, VIOLET	MAIN ST	208		

Insert Change Delete Print Close

5. Click change on **Move Out Account** (Acct being restored as current owner)

- Make account **Active**
- Change Acct number back to **"00"**
- Remove **Final Read Date**

6. Open Meter Readings

- Highlight **Final Read** and **Delete**

Update Meters

Account Nbr: 000-0101-00 MORENO, SONIA

Setup Remote Setup Readings Trend Analysis

Meter Serial Nbr: 19191502

Read Date	Reading	Consumption	Est?	Billed?	Comment
5/15/2025	188 667	1,537			Final Read
4/30/2025	187 130	1,870			Remote Reading
3/31/2025	185 260	2,490			Remote Reading
2/28/2025	182 770	2,630			Remote Reading
1/30/2025	180 140	2,320			Remote Reading
12/30/2024	177 820	2,690			Remote Reading
11/29/2024	175 130	2,140			Remote Reading
11/01/2024	172 990	5,570			Remote Reading
10/01/2024	170 830	3,410			Remote Reading
8/29/2024	167 420	3,120			Remote Reading

Insert Change Delete

OK Cancel Record will be Changed

REFUND OVERPAYMENT

1. (If using Municipal Accounting) Go to **Process, Interfaces, Utility Billing**
 - Make sure there's nothing outstanding to be interfaced

2. Got to **Account Balance** tab and verify there's no questionable balance
 - That would need resolved BEFORE refund is processed

	Current	Overdue	Late Fee	Bill Date	Due
FUEL SURCHG	0.00	0.00	0.00		
GARBAGE	6.79	0.00	0.00	4/05/2023	4/2
RECYCLING	-3.91	0.00	0.00	4/05/2023	4/2
SEWER	-15.54	0.00	0.00	4/05/2023	4/2
WATER	-5.90	0.00	0.00	4/05/2023	4/2

3. Got to Process, **Balance Adjustment** in Utility Billing
 - Highlight Account and click **Insert**
 - Enter balance adjustment on each service to **zero out** account balance

- **Balance Adjustment** amount is the refund due to resident
- **Resulting Balance** will be \$0

	Current Balance	Overdue Balance	Late Fee Balance
Beginning Balances:	-90.58	0.00	0.00
Utility Adjustment:			
WATER	22.88	0.00	0.00
SEWER	44.06	0.00	0.00
RECYCLING	10.26	0.00	0.00
GARBAGE	13.38	0.00	0.00
Resulting Balances:	0.00	0.00	0.00

4. Go to **Process, Balance Adjustments, Register** (Full or Quick)
5. **Process, Balance Adjustments, Post**
6. **Interface** Balance Adjustment to Accounting

Process Interfaces Utility Billing

Bank Account:

Utility:

Preview

Number of Receipts: 0 Gross: 0.00

Debits: 90.58 Credits: 90.58

Preview Interfacing Utility Billing: ☒

Interface Utility Billing: ☒

----- Quick Post Processing -----

Post date JEs:

Preview JEs: ☒

Quick Post JEs: ☒

Close

Journal Entry

---- Journal Entry ----				
Number	Date		Debit	Credit
UTILITY	6/25/2025	Utility Adjust. - GARBAGE - 06/25/2025		
100-00-46420-000-000		GARBAGE & REFUSE		13.38
		GARBAGE Residential - Adjust.		
100-00-13100-000-000		A/R	13.38	
		GARBAGE Receivable - Adjust.		
		Total	13.38	13.38
UTILITY	6/25/2025	Utility Adjust. - RECYCLING - 06/25/2025		
100-00-46420-000-000		GARBAGE & REFUSE		10.26
		RECYCLING Residential - Adjust.		
100-00-13100-000-000		A/R	10.26	
		RECYCLING Receivable - Adjust.		
		Total	10.26	10.26
UTILITY	6/25/2025	Utility Adjust. - SEWER - 06/25/2025		
620-00-46411-000-622		SEWER REVENUES RESIDENTIAL		44.06
		SEWER Residential - Adjust.		
620-00-13100-000-000		A/R	44.06	
		SEWER Receivable - Adjust.		
		Total	44.06	44.06
UTILITY	6/25/2025	Utility Adjust. - WATER - 06/25/2025		
610-00-46451-000-461		SALES OF WATER RESIDENTIAL		22.88
		WATER Residential - Adjust.		
610-00-13100-000-000		A/R	22.88	
		WATER Receivable - Adjust.		
		Total	22.88	22.88
		Grand Total	90.58	90.58

7. Click **Interface Utility Billing**

- **DO NOT Quick Post YET**

8. (With Interface Window Open) Go to **Process, Journal Entry, Register Report, Full**

- **Create Report and Print**

Check

Voucher Nbr	Check Date	Payee	Amount
	6/25/2025	ORTIZ, HANNAH	
		REFUND UTILITY ACCOUNT OVERPAYMENT	
100-00-46420-000-000		GARBAGE & REFUSE	13.38
100-00-46420-000-000		GARBAGE & REFUSE	10.26
620-00-46411-000-622		SEWER REVENUES RESIDENTIAL	44.06
610-00-46451-000-461		SALES OF WATER RESIDENTIAL	22.88
		Total	90.58
		Grand Total	90.58

Process Journal Entries Register Report Full

Dated From: Thru:

Account Number Locator: 000-00-00000-000-000

Account Number	Short Description	
100-00-13100-000-000	A/R	0.00
100-00-46420-000-000	GARBAGE & REFUSE	
610-00-13100-000-000	A/R	90.58
610-00-46451-000-461	SALES OF WATER RESIDENTIAL	
620-00-13100-000-000	A/R	
620-00-46411-000-622	SEWER REVENUES RESIDENTIAL	

Account Number: From ==>> Source: ALL

Thru ==>>

Close Reset Create Report ☒

Close

9. Navigate back to **interface**

- **Enter Date, Preview, Post**

10. Go to **Maintain, Checks** in Accounting

- Insert resident as a Vendor
- Use **revenue** lines and amounts from journal entry to enter check

QUESTIONABLE BALANCES

What is a Questionable Balance?

When an account carries a CREDIT on one service and a DEBIT on another.

Why do I need to resolve Questionable Balances?

Questionable balances affect the aged report, interfere with the late fee process, and prevent accounts from being added to the Tax Roll

Account Nbr:	001-5700-03	Inactive
Customer Name:	GIBSON, MARK	
Service Address:	4736 CASTLE ST	
Account Balance:	0.00	

Utility	Utility	Overdue	Late Fee
GARBAGE	-0.20	0.00	0.00
RECYCLING	-0.17	0.00	0.00
SEWER	0.24	0.00	0.00
WATER	0.13	0.00	0.00

1. To check if you have any go to **Reports, Accounts, Questionable, Balances**

2. Enter **Balance Adjustment** to use credits

- Balance Adjustment amount is \$0
- Account balance doesn't change

	Current Balance	Overdue Balance	Late Fee Balance
Beginning Balances:	0.00	0.00	0.00
Utility Adjustment:			
GARBAGE	0.20	0.00	0.00
RECYCLING	0.17	0.00	0.00
SEWER	-0.24	0.00	0.00
WATER	-0.13	0.00	0.00
Resulting Balances:	0.00	0.00	0.00

3. Process **Balance Adjustment Register**

4. **Post Balance Adjustment**

5. Account Balance for services is now \$0

- ALL services should either be negative or positive afterwards

	Current	Overdue	Late Fee	Bill Date	Due
GARBAGE	0.00	0.00	0.00	12/31/2021	1/2
RECYCLING	0.00	0.00	0.00	12/31/2021	1/2
SEWER	0.00	0.00	0.00	12/31/2021	1/2
WATER	0.00	0.00	0.00	12/31/2021	1/2

What about an account where the balance isn't \$0?

6. Total the amount of the credit to be used. In below example, the credit amount is \$6.02.

	Current	Overdue	Late Fee	Bill Date	Due
FUEL SURCHG	0.00	0.00	0.00		
GARBAGE	-3.32	0.00	0.00	11/30/2023	12/7
RECYCLING	-2.70	0.00	0.00	11/30/2023	12/7
SEWER	23.65	26.34	0.79	4/30/2025	5/7
WATER	12.86	14.37	0.50	4/30/2025	5/7

7. Enter **balance adjustment**.

Select the service to which you will apply the credit. Apply the credit in the following order:

First to late fees, then to overdue, finally to the current balance.

Credit amount to use **\$6.02**

Selected service: **SEWER**

Late Fee Balance: Applied **-0.79** to zero that out first

Overdue Balance: Applied **-5.23** (Remainder of total credit)

Current Balance: Nothing happens as no credit amount is left

Update Balance Adjustments

Account Nbr: 000-6801-00 SMITH, MELVIN

Utility: SEWER

Adjustment

Current Balance:	23.65	0.00
Overdue Balance:	26.34	-5.23
Late Fee Balance:	0.79	-0.79

OK Cancel Record will be Changed

Note: Balance Adjustment is \$0 and Resulting (account) Balance is the same.

Update Balance Adjustments

Account Nbr: 000-6801-00 SMITH, MELVIN

Balance Adjustment: 0.00

Trans ID: Transaction Date: 6/25/2025

Description: Balance adjustment

	Current Balance	Overdue Balance	Late Fee Balance
Beginning Balances:	30.49	40.71	1.29
Utility Adjustment:			
GARBAGE	3.32	0.00	0.00
RECYCLING	2.70	0.00	0.00
SEWER	0.00	-5.23	-0.79
Resulting Balances:	36.51	35.48	0.50
Resulting Balance:	72.49		

Insert Change Delete OK Cancel Record will be Added

MARK ACCOUNTS

1. Go to **Process, Mark Accounts**

2. Change Unmark/Mark drop box to **Unmark**

Process Mark Accounts

Enter Account Nbr Search

Account Nbr	Customer Name	Street	House #	Apt #
000-0101-00	MORENO, SONIA	MAIN ST	6853	
000-0101-01	JENSEN, LOGAN	MAIN ST	5403	
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436	
000-0300-00	GRANT, CLYDE	MAIN ST	133	
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487	
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739	
000-0701-00	BOYD, ROY	MAIN ST	3637	
000-0810-00	PENA, LUCILLE	MAIN ST	7031	
000-0810-01	WOOD, JOANNE	MAIN ST	1849	
000-0810-02	MYERS, CHERLY	MAIN ST	7663	
000-0810-03	POWELL, BOB	MAIN ST	6969	
000-0810-04	STEWART, ANDREW	MAIN ST	2237	
000-0903-00	FOX, AMBER	MAIN ST	1869	
000-1104-00	BURTON, RALPH	MAIN ST	1979	
000-1104-01	WILLIAMS, JOSEPHINE	MAIN ST	2068	
000-1400-00	MASON, MYRTLE	MAIN ST	4966	
000-1505-00	KNIGHT, VIOLET	MAIN ST	208	
000-1505-01	FISHER, MEGHAN	MAIN ST	2591	

Print Unmark/Mark: Unmark Unmark Close

3. Press **"Ctrl A"** on keyboard to select all accounts

4. Click **Unmark**

Process Mark Accounts

Enter Account Nbr Search

Account Nbr	Customer Name	Street	House #	Apt #
000-0101-00	MORENO, SONIA	MAIN ST	6853	
000-0101-01	JENSEN, LOGAN	MAIN ST	5403	
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436	
000-0300-00	GRANT, CLYDE	MAIN ST	133	
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487	
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739	
000-0701-00	BOYD, ROY	MAIN ST	3637	
000-0810-00	PENA, LUCILLE	MAIN ST	7031	
000-0810-01	WOOD, JOANNE	MAIN ST	1849	
000-0810-02	MYERS, CHERLY	MAIN ST	7663	
000-0810-03	POWELL, BOB	MAIN ST	6969	
000-0810-04	STEWART, ANDREW	MAIN ST	2237	
000-0903-00	FOX, AMBER	MAIN ST	1869	
000-1104-00	BURTON, RALPH	MAIN ST	1979	
000-1104-01	WILLIAMS, JOSEPHINE	MAIN ST	2068	
000-1400-00	MASON, MYRTLE	MAIN ST	4966	
000-1505-00	KNIGHT, VIOLET	MAIN ST	208	
000-1505-01	FISHER, MEGHAN	MAIN ST	2591	

Print Unmark/Mark: Unmark Unmark Close

5. **Double-click** account to mark

- Double-click again to unmark account
- Green accounts are "marked"
- White accounts are "unmarked"

Process Mark Accounts

Enter Account Nbr: Search

Account Nbr	Customer Name	Street	House #	Apt #
000-0101-00	MORENO, SONIA	MAIN ST	6853	
000-0101-01	JENSEN, LOGAN	MAIN ST	5403	
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436	
000-0300-00	GRANT, CLYDE	MAIN ST	133	
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487	
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739	
000-0701-00	BOYD, ROY	MAIN ST	3637	
000-0810-00	PENA, LUCILLE	MAIN ST	7031	
000-0810-01	WOOD, JOANNE	MAIN ST	1849	
000-0810-02	MYERS, CHERLY	MAIN ST	7663	
000-0810-03	POWELL, BOB	MAIN ST	6969	
000-0810-04	STEWART, ANDREW	MAIN ST	2237	
000-0903-00	FOX, AMBER	MAIN ST	1869	
000-1104-00	BURTON, RALPH	MAIN ST	1979	
000-1104-01	WILLIAMS, JOSEPHINE	MAIN ST	2068	
000-1400-00	MASON, MYRTLE	MAIN ST	4966	
000-1505-00	KNIGHT, VIOLET	MAIN ST	208	
000-1505-01	FISHER, MEGHAN	MAIN ST	2591	

Print Unmark/Mark: Unmark ✓ Unmark Close

Reports Accounts Labels

Setup Advanced

Status: ALL Order By: Account Nbr ☐ First Name First? ☐ 2nd Contact Labels? ☐ Exclude Duplicates? ☐ Exclude Account ID? ☒ Marked Accounts?

Group: From: Carrier Route: From: Thru: Utility: PSC Classification:

Label Type & Size: 8162 (1 1/3" by 4" labels, 14 per page)

Print Adjustment: Horizontal: 0 Vertical: 0

Begin Printing At: Row: 1 Column: 1

Close Reset Print Labels: ☒

5. Change drop-down to **Mark** and click **Print** to view list of marked accounts

Process Mark Accounts

Enter Account Nbr: Search

Account Nbr	Customer Name	Street	House #	Apt #
000-0101-00	MORENO, SONIA	MAIN ST	6853	
000-0101-01	JENSEN, LOGAN	MAIN ST	5403	
000-0201-00	RHODES, BROOKLYN	MAIN ST	6436	
000-0300-00	GRANT, CLYDE	MAIN ST	133	
000-0403-00	ORTIZ, HANNAH	MAIN ST	1487	
000-0600-00	GRIFFIN, TIFFANY	MAIN ST	5739	
000-0701-00	BOYD, ROY	MAIN ST	3637	
000-0810-00	PENA, LUCILLE	MAIN ST	7031	
000-0810-01	WOOD, JOANNE	MAIN ST	1849	
000-0810-02	MYERS, CHERLY	MAIN ST	7663	
000-0810-03	POWELL, BOB	MAIN ST	6969	
000-0810-04	STEWART, ANDREW	MAIN ST	2237	
000-0903-00	FOX, AMBER	MAIN ST	1869	
000-1104-00	BURTON, RALPH	MAIN ST	1979	
000-1104-01	WILLIAMS, JOSEPHINE	MAIN ST	2068	
000-1400-00	MASON, MYRTLE	MAIN ST	4966	
000-1505-00	KNIGHT, VIOLET	MAIN ST	208	
000-1505-01	FISHER, MEGHAN	MAIN ST	2591	

Print Unmark/Mark: Mark ✓ Mark Close

6. When done proceed to the desire **report** or **process**

7. Check '**Marked Accounts?**'

8. Click **create report**

Processes and Reports With This Option:

- Process Late Fees
- Resend Bills to Printer
- Reprint Bill Register
- Reprint Bill Reversal Register
- Account Reports (Quick or Full)
- Account History
- Account Labels
- Reprint Work Orders

TAX ROLL PROCESS

Running **Past Due Notice** is NOT the same as running **Tax Roll Notice**.

The **Tax Roll process** should be used in Workhorse.

Typical Timelines (both acceptable):

OPTION 1

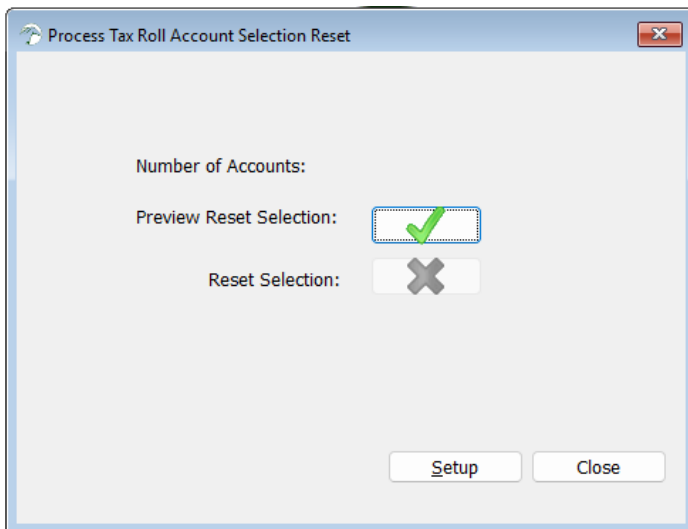
- Run Tax Roll Notices Oct 15
- Apply penalties Nov 1
- Send to county Nov15

OPTION 2

- Run Tax Roll Notices Oct 15
- Apply penalties AND send to county Nov15

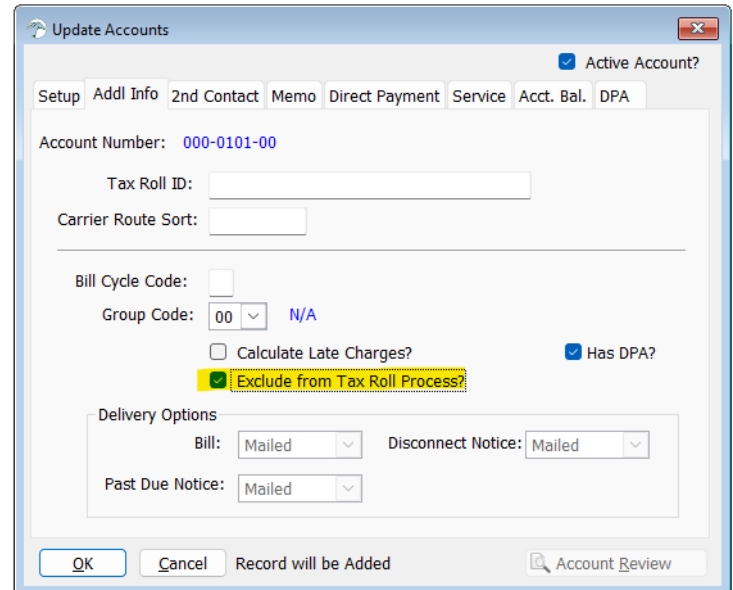
1. Go to **Process, Tax Roll, Account Selection, Reset**

- Clears previous account selections

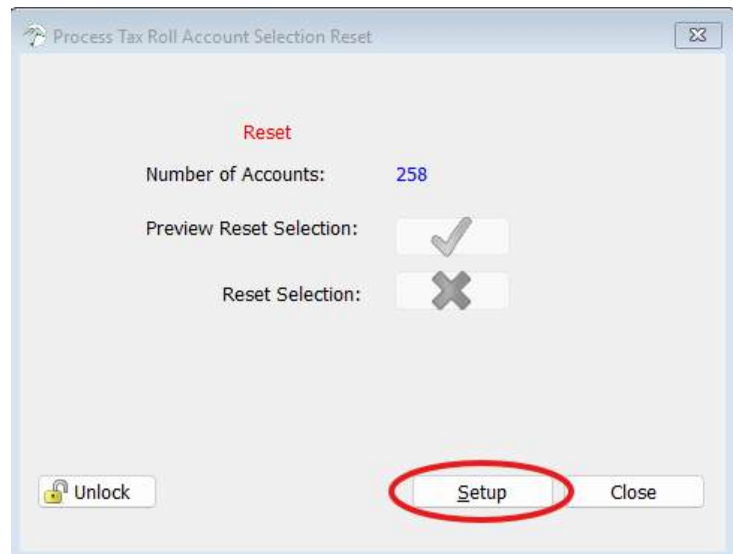


- Reset restores account selection based on the setting under Maintain > Accounts > Addl Info.

- When you click Reset, any account marked as “Exclude” in the Addl Info tab will be excluded, and all other accounts will be included.



2. From Reset go right to **Setup**



3. Once inside **Account Selection**

- Accounts in **white** are **INCLUDED** in the tax roll process
 - **INCLUDED** allows the system to look at that account and determine **IF** it has a balance that **SHOULD** go on the tax roll

- If no past due balance is found, no amount will be placed on the tax roll for the account
- Accounts in **orange** are **EXCLUDED** from the tax roll process
 - **EXCLUDED** tells the system NOT to look at that account
 - If this account has a past due balance, it will NOT be placed on the tax roll
- Accounts in **red** are **INACTIVE** and **INCLUDED** in the tax roll process

- **INACTIVE** accounts that are INCLUDED will go on tax roll if past due balance is found
- Double-click on INACTIVE account to turn orange and EXCLUDE from tax roll

4. **Double-click** on an account to **manually** change exclude/include for individual

Process Tax Roll Account Selection Reset

*** Exclude from Tax Roll Process ***

Account Nbr Locator: 000-0000-00 Type of Account: ALL

Account Nbr	Customer Name
000-0101-00	MORENO, SONIA
000-0101-01	JENSEN, LOGAN
000-0201-00	RHODES, BROOKLYN
000-0300-00	GRANT, CLYDE
000-0403-00	ORTIZ, HANNAH
000-0600-00	GRIFFIN, TIFFANY
000-0701-00	BOYD, ROY
000-0810-00	PENA, LUCILLE
000-0810-01	WOOD, JOANNE

Exclude/Include: Exclude Exclude: ☒

Reset Print Close

5. To **EXCLUDE ALL**, select Exclude in drop-down and click green check

- Helpful if you have a small list of accounts you wish to INCLUDE
- Manually search and double-click accounts to Include

Exclude/Include: Exclude Exclude: ☒

6. To **INCLUDE ALL**, select Include in drop-down and click green check

- Overrides option on account to exclude from Tax Roll
- System looks at ALL accounts

Exclude/Include: Include Include: ☒

7. Print **Include/Exclude list** to review

- Once list is correct- do **NOT** reset

Exclude/Include: Include Include: ☒

Reset Print Close

8. Go to **Process Tax Roll, Tax Roll Notices, Print**

- Enter **Date to Print on...**
- Enter **“All Amounts Posted Before”** date
 - “Before” not “on or before”
- Enter minimum amount in **“Overdue Balances Greater Than”**

9. Enter information on **Messages** tab

10. **Preview** and **Print** notices

- Check “print register on preview” for register report

11. **Apply Penalties** (On Nov 1 or 15)

- Go to **Process Tax Roll, Apply Penalty, Reset**
- **Process Tax Roll, Apply Penalty, Calculate**
- Click **calculate**

- **Print Register**
- **Process, Tax Roll, Apply Penalty, Post**

12. **Send to County**

- Go to **Process, Tax Roll, Send to County Reset**
- **Process, Tax Roll, Send to County, Calculate** (Full or Quick)
- Click **Calculate Tax Roll**

13. Create **Export** for County

- Go to **Process, Tax Roll, Send to County, Export Data**
- Click **Send To**
- Click on **file folder** to place and name file
- Click **“Save”**

14. Post Tax Roll

- Go to **Process, Tax Roll, Send to County, Post**
- Enter **Post Date**
- **Preview**
- Click **Post Tax Roll Information**

15. Interface to Municipal Accounting (if applicable)

NOTE: If a customer pays AFTER tax roll is posted

- **IF you accept the payment, do not record it in Utility Billing. Consult with your auditor or Workhorse Support for proper handling.**

NON-SUFFICIENT FUNDS (NSF)

1. NSF should NOT be handled with a balance adjustment

- **WHY:** Balance adjustments don't touch cash
- **WHAT DOES THAT MEAN:** You'll be off in reconciliation
- For our example, this check (#5468) was returned on 5/26/2025

5/24/2025	5/24/2025	Receipt:	5468	-74.35	0.00
000-0201-00 - Ending Balance:					0.00

2. Reverse the receipt for the payment that was NSF

- **Date** is when payment was returned at bank
- Transaction ID should be **NSF**
- Receipt amount is the same but **negative**
 - This gets confusing because it shows in history -74.35 and you are entering a **-74.35**. This is correct! 😊
 - Pay attention to the **beginning** and **resulting** balances to confirm processing.

Update Receipts

Account Nbr: 000-0201-00 RHODES, BROOKLYN

Setup Split

Beginning Balance: 0.00

Trans ID: NSF

Transaction Date: 5/26/2025

Amount Received: -74.35

Resulting Balances: 74.35

RECEIVED FROM RHODES, BROOKLYN

Batch Nbr: 00

Past Due: ☒

OK Cancel Record will be Added Balance: ☒

3. IF **ACH** is rejected- treat the same as an NSF but notate **ACH NSF** in the Transaction ID

Update Receipts

Account Nbr: 000-0201-00 RHODES, BROOKLYN

Setup Split

Beginning Balance: 0.00

Trans ID: ACH NSF

Transaction Date: 5/26/2025

Amount Received: -74.35

Resulting Balances: 74.35

RECEIVED FROM RHODES, BROOKLYN

Batch Nbr: 00

Past Due: ☒

OK Cancel Record will be Added Balance: ☒