

simplifying IT for utilities & local government

OVERVIEW

- Accommodates billing for water, sewer, sanitation, gas, electric, taxes, and other defined charges
- Maintains unlimited transaction history for each customer account
- Manages customer deposits, memberships and connection fees
- Fast “smart” searches for account look-up’s on virtually every data field plus look-up’s based on multiple data elements for more powerful parsing of data
- Interfaces available for all major meter reading systems & backflow device management application
- Consumption/usage analysis tools available with special processes for billing rate analysis & rates studies
- Utility bills available in postcards, full-page statements & billing export for outsourced bill production via fulfillment services
- Highly efficient payment entry processing with options available for payment scanning, ACH payment processing, lockbox, IVR, credit & debit card processing and full point-of-sale (POS)
- Flexible procedures for penalties, secondary penalties, penalty adjustments & general delinquent account management
- Automatic CIS integration with the ALLIANCE General Ledger application

Utility Management System - CIS



Customer Information Systems—CIS

The ALLIANCE™ Utility Management System (UMS) is a customer information system (CIS) designed for management of customer accounts, utility billing & receivables along with meters. UMS is fully integrated and designed to ease the processes of daily utility operations while improving decision-making with enhanced information and reporting.

Utility Billing Management- Streamline utility billing procedures including initial customer set-up, meter reading entry or interface, editing, and bill printing.

Accounts Receivables Management- Improve the task of managing customer receivables and payments. Information is furnished that assists in cash-flow forecasting, delinquent account management, and financial reporting.

Meter Inventory Tracking- Maintain meter inventory and monitor meter information with efficiency. This application tracks individual meter data, meter test records, and historical information.

Serve Your Customers with Efficiency

UMS is fully integrated system with flexible set-up that enables each utility to tailor system parameters to their operational procedures. The application offers a variety of user-maintainable/user-defined rates, taxes, service charges and general parameters.

The application accommodates regular, cycle, estimate, final, budget, contract and ACH electronic billing scenarios. Arrangements are also offered for billing compound meters, service deductions, demand, power factor and gas temperature normalization.

A variety of online tools are available for your CSR's to better serve customers. An on-line "bill calculator" is provided allowing your CSR's calculate ad hoc billing computations. Service orders and GIS mapping integration allows quick access directly from the customer service application.

Customer accounts receivable offers an array of tools and functions allowing efficient account management. Barcode scanners are supported for quick payment entry in POS mode or batch entry mode. Account notes, reminders and alerts also assist in handling accounts. Bad debt processing is also available including collection letters, collection agency reports, collection agency “exchange” integration, bad debt write-off and recovery routines.

As the “cash register” of the utility, accurate metering is an essential element to great customer service. UMS maintains meter information including purchase date, meter history, meter tests and service orders.



flexible solutions for utilities & local government

Features

General & Billing Overview-

- User-maintainable/user-defined rates, taxes and service charges
- Automated meter "changeout" processing
- Customer account "attachments" allow for appending photo ID's, contracts, service photos, etc.

Receivables Management-

- AR transactions tracked by user-defined types (e.g. check, cash, money order, credit card)
- Handles partial-, over-, and pre-payments with efficiency
- Tracks AR transaction entry by batch number & operator for internal control

Meters-

- Maintains extensive meter information including test & purchase data
- Maintains complete history for each meter including customers associated
- Produces meter test service orders on-demand or upon the appropriate "dated" meter test cycle
- Accommodates "Periodic", "Complaint", or "Request" meter test service orders

Reports-

- Robust reporting functionality with built-in report suite offering user-defined report parameters for tailoring
- Reports allow the user to simply view the reports on screen, print on demand and save in standard, Word, Excel and PDF formats

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Design

As you look into the future, take comfort in the design of the ALLIANCE™ Windows Suite. Application software and middleware components are building upon a Microsoft.NET development environment. The database considerations are exclusive to Microsoft's robust SQL Server data platform.

This design ensures that your investment in these client-server, enterprise-class applications is well protected.

About Us

United Systems & Software, Inc. (USS) specializes in providing technology to the public sector. Founded in 1977, USS serves over 500 customers throughout the central United States. We are recognized as a Microsoft Certified Partner, Hewlett-Packard Business Partner, Panasonic Toughbook Partner, and Lexmark Printer Partner.

Since 1999, United Systems has also been a distributor for Itron Corporation. We currently represent Itron within a nine state region and specialize in delivering radio-based, mobile & fixed network solutions.

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