Automation of Account Adjustment And Lien Invoice Creation

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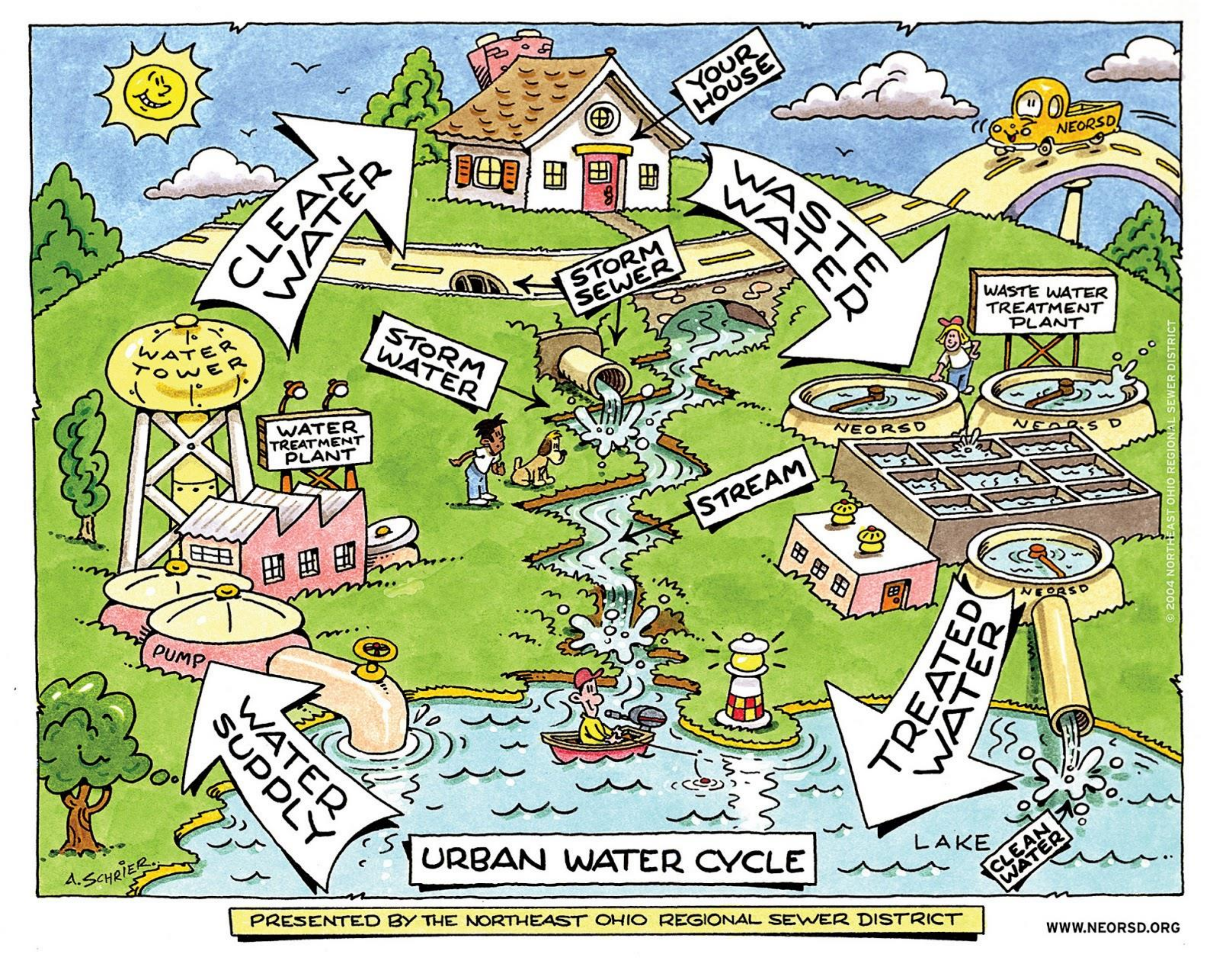
Urban Water Cycle



Northeast Ohio Regional Sewer District

- Independent political subdivision and organized under the laws of the State of Ohio
- It was created in 1972 for the purpose of assuming the operation and management of certain wastewater collection, treatment and disposal facilities serving the Cleveland metropolitan area
- Service area includes more than 350 square miles, 330 miles of sewer, and a 476-mile regional stormwater system
- Encompasses the City of Cleveland and all or portions of 61 suburban communities in Cuyahoga, Lake, Lorain, and Summit Counties
- It serves near 1 million people
- Treats more wastewater than any other wastewater treatment system in the State of Ohio

Ohio Revised Code

- Northeast Ohio Regional Sewer District has been granted authority to certify delinquent sewer service charges and stormwater fees to appropriate County Fiscal Officers pursuant to Section 6119.06 (W) of the Ohio Revised Code.

Goals

Streamline the certification process

Increasing accuracy

Increase efficiency

Improve Time Management

Objective

Automate Account Adjustment and Lien Invoice Creation

Create	Create a map of the current process
Identify	Identify bottlenecks
Find	Find areas of improvements
Meet	Meet with IT and deliver requirements
Test	Test the new process
Implement	Implement the new process

Manual Process

Process in Oracle

- Submit Accounting and sales journal

Create

- Create new lien accounts in Oracle for every certified account

Adjust

- Adjustment old accounts and close out open invoices for lien

Create

- Create Invoices for new lien accounts.

Manual Steps Process
Page 1

- **1. Review the Certification lists produced by the NEORSD Billing Department.** A separate list is produced for Cuyahoga and Lorain Counties. Included for each County"
  - A summary list by customer and amount certified.
  - A detailed list by customer of individual delinquent invoices and outstanding amount that totals to the amount in the summary list.
- **2. Create a new "Lien" account in Oracle.** The new lien account does not require all of the "active" account characteristics such as Discount Program, Summer Sprinkling, etc. Create the new Lien account with the following information:
  - Open Oracle – Go to NEORSD AR USER - Click Customers - then click Standard.
  - Verify customer type at the top of the screen. (Change if needed). Then click **Create**.
  - In Account Description – enter "LIEN ACCOUNT" so that it allows for clear identification when an account search is done by customer name
  - In Profile Class – select "LIEN" from the drop-down list. This Profile Class has been configured to not produce Dunning Letters
  - In Customer Group – Select "LIEN" from the drop-down list. This Customer Group will trigger the required entry of Parcel Number (DFF Field)
  - Enter the Parcel Number in the DFF Field
  - Reference Field – enter the customer's active Oracle Account ID (e.g. 6474). This entry will allow anyone looking at the lien account to quickly determine the counterpart account actively billing and/or containing transaction activity not involved in the lien/certification.
  - In the Account Site Address section enter the property (service) address. Only the property service address is needed since no bills or dunning letters will be sent.
  - In the Business Purpose section select "Bill To" and check the primary box. Create another line item and select "Service Address" then check the primary box.
  - Click Save then Apply.

Manual Steps Process
Page 2

- 3. **Make old account adjustments and close out open invoices for lien.** The old account invoices need to be adjusted to stop billing and collection efforts.
  - Go back and reselect NEORSD AR USER – Click Transactions – then Click Transactions – select Run – close screen – enter Customers Accounts.
  - Enter old account number
  - Go to Account Details find and highlight matching invoice number to be adjusted. Then click Adjust.
  - Activity Name – Adjust
  - Type – Invoice
  - Reason – Charge
  - Comments – Certification
  - Click Save. *amount should now be 0 and status say close.*
- **4. Create Invoices for new lien account.**
  - Go back and reselect NEORSD AR USER – Click Transactions – then Click Transactions – select Run – close screen – Transactions.
  - Source – Manual Invoices
  - Class – Invoice
  - Type – type in the one that applies
    - LIEN RLCWA – for Rural Lorain customers
    - LIEN DB – for direct bill customers
    - LIEN WELL WATER – for well water customers
  - In the second box under "Bill to" type in **new lien account number**. Verify that all customer information is correct.
  - Select Line items. In the Comments section in all Caps type in Year Month Certification. Example: 2017 SEPTEMBER CERTIFICATION.
  - Select Line Items
  - Num - 1
  - Description - Click corner to find the one that applies.
    - NEORSD SEWAGE CHARGE 201? RLCWA
    - NEORSD SEWAGE CHARGE 201? WELL

Manual Steps Process

Page 3

- The quantity will be “1” and unit of measure will be “EA”
- Unit Price – Enter the amount that is the total involved in the Certification/Lien. This is the total of the one or more open invoice amounts adjusted in step 3.
- Save *Notice the amount in the lines box will move to the Transaction total amount*
- Note in the free form description field that the invoice is the transferred amount from the active account to the Lien account
- Close this screen, create column on the Summary spread sheet, and enter invoice number.
- Select Complete and use the arrow down key on the keyboard to start new invoice.
- Do not mail the invoice to the customer.

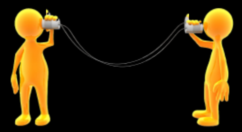
5. Perform all normal Oracle processing functions including:

- Submit Accounting
- Sales Journal
- The NEO invoicing process

Resources and Timeline

2 billing analysts

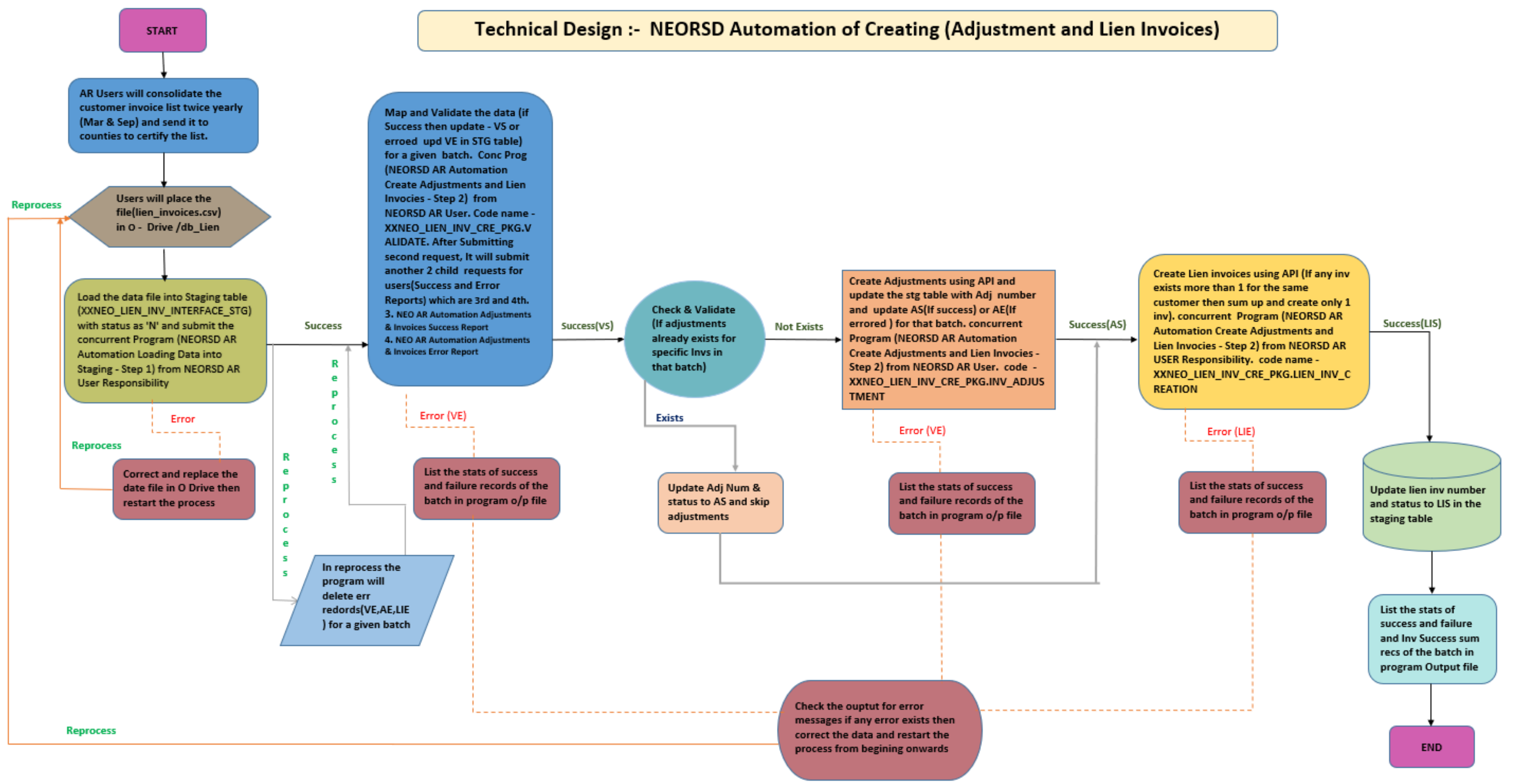
2 weeks period



Timely Communication with Accounting

Automated Process

- Load data
- Create Adjustment Request
- Create Lien Invoice Request
- Print reports



Technical Design :- NEORSD Automation of Creating (Adjustment and Lien Invoices)
START
AR Users will consolidate the customer invoice list twice yearly (Mar & Sep) and send it to counties to certify the list.
Users will place the file(lien_invoices.csv) in O - Drive /db_Lien
Reprocess
Load the data file into Staging table (XXNEO_LIEN_INV_INTERFACE_STG) with status as 'N' and submit the concurrent Program (NEORSD AR Automation Loading Data into Staging - Step 1) from NEORSD AR User Responsibility
Error
Reprocess
Correct and replace the date file in O Drive then restart the process
Success
Reprocess
Reprocess
Map and Validate the data (if Success then update - VS or erroed upd VE in STG table) for a given batch. Conc Prog (NEORSD AR Automation Create Adjustments and Lien Invocies - Step 2) from NEORSD AR User. Code name - XXNEO_LIEN_INV_CRE_PKG.VALIDATE. After Submitting second request, It will submit another 2 child requests for users(Success and Error Reports) which are 3rd and 4th.
3. NEO AR Automation Adjustments & Invoices Success Report
4. NEO AR Automation Adjustments & Invoices Error Report
Error (VE)
List the stats of success and failure records of the batch in program o/p file
In reprocess the program will delete err redords(VE,AE,LIE) for a given batch
Success(VS)
Check & Validate (If adjustments already exists for specific Invs in that batch)
Exists
Update Adj Num & status to AS and skip adjustments
Not Exists
Create Adjustments using API and update the stg table with Adj number and update AS(If success) or AE(If errored) for that batch. concurrent Program (NEORSD AR Automation Create Adjustments and Lien Invoices - Step 2) from NEORSD AR User. code - XXNEO_LIEN_INV_CRE_PKG.INV_ADJUSTMENT
Error (VE)
List the stats of success and failure records of the batch in program o/p file
Success(AS)
Create Lien invoices using API (If any inv exists more than 1 for the same customer then sum up and create only 1 inv). concurrent Program (NEORSD AR Automation Create Adjustments and Lien Invocies - Step 2) from NEORSD AR USER Responsibility. code name - XXNEO_LIEN_INV_CRE_PKG.LIEN_INV_CREATION
Error (LIE)
List the stats of success and failure records of the batch in program o/p file
Success(LIS)
Update lien inv number and status to LIS in the staging table
List the stats of success and failure and Inv Success sum recs of the batch in program Output file
END
Check the ouptut for error messages if any error exists then correct the data and restart the process from begining onwards
Reprocess

SWOT Analysis

Strengths:

- In house experts
- Competent workforce
- Approved budget
- Established current process

Weaknesses

- Limited resources
- Excessive testing

Opportunities

- Billing analysts can use their time to focus on other processes and projects
- New reports generated

Threats

- New customer groups added in the future
- Errors in coding

Results

ONE EMPLOYEE

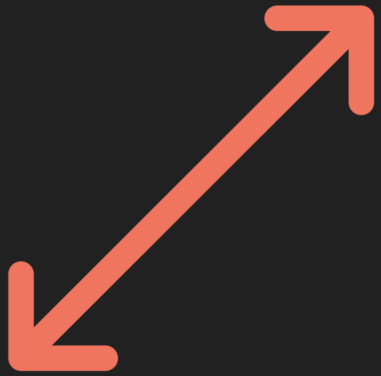
2-3 HOURS

INSTANT COMMUNICATION WITH ACCOUNTING

99.9% ACCURACY

INCREASED EFFICIENCY

Unexpected Results



The success of this new project gave us ideas for other areas of improvement not only within the Billing Department but also Accounting. Several new projects are being submitted to our IT Department to streamline and automate different processes, reducing man hours, increasing accuracy and efficiency.

Employees will benefit from these processes as they'll be getting away from some heavily manual processes and will dedicate their time to more significant projects within the company, while putting themselves in a better position to learn new things and advance professionally.