



### OUR COMPLETE SUITE INCLUDES:

- Serenic DonorVision
- Serenic OneCare
- General Ledger
- Bank Management
- Multi-currency
- Consolidations
- Multiple Languages
- Budget Planning & Control
- Advanced Allocations
- Grant Management
- Investment Management
- Microsoft Excel Report Writer
- Commitments/Encumbrances
- Purchase Requisitions
- Purchase Orders
- Accounts Payable
- EFT and MICR Payments
- Fixed Assets
- Inventory
- Warehouse Management
- Reimbursement Billing
- Accounts Receivable
- Human Resources
- Payroll
- Project Management
- Workflow with Approvals
- Time and Expense Sheets
- Web Requisitions
- Web Time/Expense Entry
- Integrated Revenue Management
  - Permits
  - Utility Billing
  - Licenses
  - Fees

Utility Billing is a fully integrated and flexible solution that provides comprehensive functionality to meet the demanding needs of both the customer and the utility provider. Complete integration out-of-the-box eliminates the need to manually enter financial data into the general ledger and subsidiary ledgers. Utility Billing integrates directly with Serenic Navigator's General Ledger, Purchases and Payables, Sales and Receivables, Jobs, Resources, Fixed Assets, Inventory, Payroll, Budgeting, and Workflow Approvals.

### UTILITY BILLING ALLOWS YOU TO:

- Link the customer, property, and meters into a cohesive billing system
- Individually track customers, property, and meters
- Provide true multi-utility billing on a single invoice
- Link to electronic hand-held meter-reading devices
- Have complete flexibility in creating a rate structure based upon the needs and demands of the organization and regulatory authorities
- Invoice clients using both paper and electronic processes
- Have flexible customer payment processing and management of customer receivables
- Manage work orders and staff scheduling
- Manage data with reporting tools
- Integrate with geographical information systems (GIS)
- Scan-in supporting documentation using Matriks Document

### CREATE A COHESIVE BILLING SYSTEM

**Customers** – Utility Billing is customer-based, meaning each customer has his/her own identification number, as opposed to being identified by the property at which they currently live. Also included is life-cycle management with tenancy, meter and rate history, consumption history, payment analysis history, tenancy change procedures, individual or group customer discounts, and multiple address options.

**Property** -- Details of where the utilities are supplied and customer tenancy history is recorded by Utility Billing. The property addresses are imported from official verifiable sources, property tax roles for example, to insure accurate and complete addresses.

**Meters and Meter Readings** -- To support sophisticated metering, many types of meters may be set-up. This includes multi-rate, time-of-day, key meters, and the processing of readings captured automatically. Sub-metering and combined meter billing is also addressed. Meter reading functionality includes flexible estimating capabilities as well as the ability to accurately track unread meters. Links to hand-held reading systems have also been developed, which allow accurate transmittal of meter reading requests and subsequent meter readings.



## UTILITY BILLING

### ABOUT SERENIC

Serenic Corporation is a Microsoft Industry Solutions Vendor with a mission to deliver highly functional software solutions for not-for-profits and governments. We believe passionately in developing quality software which will solve the unique requirements of our clients while lowering the total cost of ownership proposition. We measure success by the satisfaction of our clients and business partners.



**SERENIC CORPORATION**  
*Enabling Strong Communities  
By Supporting Those Who Serve*  
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### THE SERENIC/MICROSOFT CONNECTION

We are a certified Microsoft Industry Solutions Vendor and we use the Microsoft Business Solutions Navision product as the basis for our Serenic Navigator product. Because the Navision product provides us complete access to its source code, we have been able to develop a fully-integrated vertical product. Our partnership with Microsoft and Microsoft products assures you of software designed to fit your needs as well as a secure long-term investment.



### CREATE FLEXIBLE RATE STRUCTURES

Utility Billing provides the flexibility to create client-specific rate structures. The system supports multi-rate, time-of-day, seasonal, maximum demand, stepped, banded based upon usage, regional/location adjustments, flat fee, and other rate calculation methods.

### PAPER AND ELECTRONIC INVOICING

Invoices may be produced at any time and may be processed using e-mail, internet, via third-party printing providers, or by being printed and sent internally. For those customers who pay using payment schedules, Utility Billing automatically produces statements showing rolling balance details. In addition, the system provides a variety of options to invoice customers for unread meters using estimated billing information.

### MANAGE CUSTOMER ACCOUNTS

Out-of-the-box payment and debt management functions enable efficient collection and processing of customer payments. Utility Billing has been designed to accept a variety of payment methods including direct debit, standing order, automated credit card payments, and cash. To further assist with late payments, user-definable debt strategies are available. This covers reminders, finals and the disconnection process, which is linked to work orders. Group billing capabilities allow major customers to have all their properties linked and billed centrally.

### MANAGE STAFF SCHEDULING

Work orders provide a way of assigning customer related jobs to technicians with the requisite skills. The scheduling function in Utility Billing allows you to manage workload and availability of staff. Jobs can be classified into a variety of types (customer inquiries, meter change, new meters, etc.) as well as being assigned to specific departments.

### IMPROVED DATA MANAGEMENT

Data management is provided by trendscaping, dimension analysis, and budget reporting. In addition, Utility Billing provides integration to GIS systems from within the product. Plus, supporting documentation can be scanned-in using Matriks, which allows you to import all of the relevant documents with each transaction and maintain online records.