

Rock River Water Reclamation District - Enterprise Resource Planning Solution - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". Blank rows will be scored as Not Available.

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
Utility Billing / Customer Information System									
CUSTOMER SERVICE REQUIREMENTS									
UB-CIS	15.001	CUSTOMER MASTER RECORD FIELDS - Includes, at a minimum, the following fields for a Customer Master Record fields:							
UB-CIS	15.002	▪ Municipal Account Number							
UB-CIS	15.003	▪ Old Account Number (with hyperlink to history)							
UB-CIS	15.004	▪ Parcel ID 1 (Current Property Number)							
UB-CIS	15.005	▪ Parcel ID 2 (Old Property Number with description. VENDOR please explain any limitations)							
UB-CIS	15.006	▪ Customer Name							
UB-CIS	15.007	▪ Address							
UB-CIS	15.008	▪ Account Status							
UB-CIS	15.009	▪ Bill Cycle							
UB-CIS	15.010	▪ Route							
UB-CIS	15.011	▪ Customer Type (Owner, Tenant)							
UB-CIS	15.012	▪ Service Start Date							
UB-CIS	15.013	▪ Physical Address							
UB-CIS	15.014	▪ Bill-to-Address							
UB-CIS	15.015	▪ Phone Number (e.g. Home, Work)							
UB-CIS	15.016	▪ Municipal Service Location (e.g., Loves Park, Rockford, etc.) Note: wastewater agency services multiple municipalities.							
UB-CIS	15.017	ONLINE PAYMENTS - Ability to accept customer one-time credit card payments online.							
UB-CIS	15.018	▪ First Bill Date							
UB-CIS	15.019	RECEIPT PRINTING - Provide the ability to print a paper receipt from a PC that is not a cash register, (e.g., paper or PDF).							

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UB-CIS	15.020	EMAIL RECEIPTS - Ability to email receipts (e.g., direct body of email, or as a PDF attachment) to the email account associated with the customer account, with the ability to change the email.							
UB-CIS	15.021	▪ Customer Type (e.g. commercial, residential, etc.)							
UB-CIS	15.022	▪ Land Use Code (numeric)							
UB-CIS	15.023	▪ Penalty Date							
UB-CIS	15.024	▪ NAICS Code							
UB-CIS	15.025	▪ Winter Daily Average							
UB-CIS	15.026	▪ Summer Daily Average							
UB-CIS	15.027	▪ Other Agency-defined							
UB-CIS	15.028	AGENCY-DEFINED FIELDS - Ability to create unlimited agency-defined fields. (Vendor: Please comment on capabilities and/or limitations in the comment field.)							
UB-CIS	15.029	VALID ADDRESS SELECTION - Ability to force the selection of only valid addresses.							
UB-CIS	15.030	MULTIPLE SERVICE ADDRESSES - Ability to track multiple service addresses per single customer (e.g. multi-family, commercial shopping center.)							
UB-CIS	15.031	MULTIPLE SERVICE ADDRESSES - Ability for dropdown options to select multiple service addresses per single customer (e.g. multi-family, commercial shopping center.)							
UB-CIS	15.032	CONTACT NOTES - Ability to maintain notes for every customer contact, including date and assigned type or category of call.							
UB-CIS	15.033	CUSTOMER ACCOUNTS STRUCTURE - AGENCY DEFINED - Ability for the Agency to define its own alphanumeric account number that is not system generated.							
UB-CIS	15.034	CUSTOMER ACCOUNTS STRUCTURE - INCREMENT - Ability for the system to increment the account structure sequentially in the segment that identifies the latest customer (e.g., 01, 02, 03, etc).							
UB-CIS	15.035	CUSTOMER ACCOUNTS STRUCTURE - CUSTOMER/LOCATION - Ability for the system to accommodate an account structure that uniquely identifies a customer and service location (i.e., location ID is static and customer ID stays with customer regardless of location or number of locations).							
UB-CIS	15.036	CUSTOMER ACCOUNTS STRUCTURE - SERVICE AREA ID - Ability for the system to accommodate an account field that identifies the municipal service area.							

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UB-CIS	15.037	CUSTOMER ACCOUNTS STRUCTURE - MUNICIPAL ACCOUNT NUMBER - Ability for the system to accommodate an account structure that includes a municipal account number. Note: wastewater agency services multiple municipalities.							

FOR REVIEW PURPOSES ONLY

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UB-CIS	15.038	ON-LINE DRILL DOWN CAPABILITIES - "Drill down" from a summary level to the detail transactions that created it.							
UB-CIS	15.039	DATETIME TRANSACTION STAMP - Ability to capture the transaction date and time on each transaction, with appropriate system end-user information.							
UB-CIS	15.040	ATTACHMENTS - Ability to attach document files, digital pictures, and email communication to the customer record or location.							
UB-CIS	15.041	CUSTOM ALERTS - Ability to generate on-screen, custom alerts at the customer master level (e.g., problematic customer, payment plan, cash/credit only, past due, service order in progress, etc.)							
UB-CIS	15.042	THIRD-PARTY CONTACTS - Provide capability for multiple third-parties to be contacted (in rank order) at various levels of required communication (e.g., bill, late notice, shutoff notice, etc.).							
UB-CIS	15.043	DISTINGUISH FROM OCCUPANT AND OWNER - Ability to maintain owner data where the owner is not the occupant.							
UB-CIS	15.044	CUSTOMER BILLING IDENTIFICATION - Provide the ability to maintain billing address separate from service addresses.							
UB-CIS	15.045	DATE PROTECTION - System should validate dates when performing data entry. Need to ensure that proper dates are being entered (i.e., transaction date vs. period date vs. accounting period date.)							
UB-CIS	15.046	CUSTOMER ACCOUNT AUDIT TRAILS - Ability to track, inquire, and print all transactions for customer accounts, including bills, usage, service orders, cash receipts, penalties, shut-offs, and turn-on's showing user ID, date, time, PC, screen or batch transaction ID.							
UB-CIS	15.047	ACCOUNT NUMBER VIEW RESTRICTIONS - Ability to truncate driver's license number and social security number restricting full access to reports, with ability for users with appropriate security permissions to view full information.							
UB-CIS	15.048	UTILITY BILLING AND INVOICING - PAYMENTS							
UB-CIS	15.049	BILL PRINT - Need bill to print detail adjustments and miscellaneous charges on separate line items.							
UB-CIS	15.050	BILL PRINT TO PDF - Ability to print detail adjustments and miscellaneous charges on separate line items to PDF.							

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UB-CIS	15.051	COMMENTS AND NOTES - Ability to set up standard comments and notes to track all customer contact instances by type and date.							
UB-CIS	15.052	CUSTOMER AND LOCATION COMMENTS/NOTES - Ability to designate comments/notes as location or customer related. Location comments/notes should carry forward/stay with location. Customer comments/notes should always stay with customer, regardless of current location or whether the customer has multiple locations.							
UB-CIS	15.053	BILL PRINT - PAYMENT ARRANGEMENTS - Ability to include and display the payment arrangement amounts on the monthly bill.							
UB-CIS	15.054	STATEMENT TENDER ALERT - Ability to print agency-defined payment note on a customer bill that restricts tender types can be used as payment (e.g., cash or credit card only or no checks, etc).							
UB-CIS	15.055	ELECTRONIC BILLING - Ability to generate and distribute utility bills electronically, via email.							
UB-CIS	15.056	ELECTRONIC BILLING FREQUENCY - Ability to generate and distribute utility bills electronically, via email, at an agency-defined frequency.							
UB-CIS	15.057	BARCODING - Ability to utilize barcoding and OCR-A remittance capabilities on utility bills.							
UB-CIS	15.058	BARCODING - Ability to generate a preprinted barcode label on a bill, which can be scanned by a barcode reader for retrieval of customer bill for over-the-counter payments.							
UB-CIS	15.059	BARCODE SCANNING CAPABILITY - Provide functionality for interfacing scanners to read bar codes or other document information and automatically populate fields in the register for payment (e.g., Account Receivable invoices).							
UB-CIS	15.060	ACH PAY TRANSACTIONS - RECURRING - Ability for an ACH transaction to debit customer bank accounts automatically for monthly payments.							
UB-CIS	15.061	ACH PAY TRANSACTIONS ONE-TIME - Ability for an ACH transaction to debit customer bank accounts for one-time payments.							
UB-CIS	15.062	PAYMENT - EMAIL NOTIFICATION - Ability to provide an email notification to a customer once a payment has been processed (including ACH payments).							
UB-CIS	15.063	CREDIT CARD PAYMENTS - Ability to accept credit card payments into billing system. Agency's current credit card services provider is Authorized.net, but any reputable merchant provider service will be acceptable.							
UB-CIS	15.064	RECURRING CREDIT CARD PAYMENT - Ability to automatically handle recurring credit card payments for monthly billings.							

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UB-CIS	15.065	LOCK BOX - REMITTANCES PROCESSOR - System should provide the ability to interface to Lockbox/Remittance Processing system.							

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UB-CIS	15.066	CUSTOMER REFUNDS - Ability to automatically create an accounts payable payment entry for customer refunds (including customer deposit reimbursement) or apply the refund as a credit on the account.							
UB-CIS	15.067	CUSTOMER REFUNDS DROPDOWN - Ability to automatically create an accounts payable payment entry for customer refunds (including customer deposit reimbursement) with the option for a drop down menu for staff to choose how or where to apply the refund (e.g., as a credit on the account or refund, etc).							
UB-CIS	15.068	CREDIT BALANCES APPLIED TO TOTAL BILL - System should have the ability to cross apply credit balance to all active utilities (e.g., apply credits to total bill amount, not a particular utility) on one bill, with appropriate agency-defined user permissions.							
UB-CIS	15.069	RETURNED PAYMENTS - Ability to void payment in the system for returned payments (NSF, closed account, stop Payments, etc.) and apply a penalty amount, and print a shut-off notice for payment.							
UB-CIS	15.070	RATES AND CHARGES							
UB-CIS	15.071	PRO-RATED CHARGES - Automatically calculate pro-rated charges for all services on first final customer bills by the number of days into the billing cycle and by actual meter read (e.g., nine days in bill period.)							
UB-CIS	15.072	ONE-TIME AND RECURRING MISCELLANEOUS CHARGES - Ability to handle one-time or recurring miscellaneous utility charges.							
UB-CIS	15.073	VOLUME UNIT BY GALLONS - Ability to configure a volume unit equal to 1,000 gallons.							
UB-CIS	15.074	VOLUME UNIT BY CUBIC FT - Ability to configure a volume unit equal to 100 cubic feet.							
UB-CIS	15.075	POUNDAGE CACLUATION - Ability to calculate consumption in pounds (e.g., Lbs. = Waste Water Characteristic X Consumption X 0.00624).							
UB-CIS	15.076	LINE ITEMS / CHARGES - Ability to have unlimited charges per bill. Explain any limitations in comments field.							
UB-CIS	15.077	ISSUE CREDIT/DEBIT MEMOS - Ability to issue one-time credit/debit memos for standard/miscellaneous adjustments and charges.							
UB-CIS	15.078	ADJUSTMENT REASON - Ability to require a user to provide a reason for an adjustment							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
UB-CIS	15.079	WASTE WATER RATE STRUCTURE - Rate structure includes (Vendor: see attached rate ordinance - PDF):							
UB-CIS	15.080	▪ Residential/Domestic Single Family							
UB-CIS	15.081	▪ Fixed Monthly service charge of \$X.XX							
UB-CIS	15.082	▪ Billed Flow (Rate x CcF)							
UB-CIS	15.083	▪ BOD (Rate x Lbs.)							
UB-CIS	15.084	▪ NH4 (Rate x Lbs.)							
UB-CIS	15.085	▪ Industrial							
UB-CIS	15.086	▪ Fixed Monthly service charge of \$X.XX							
UB-CIS	15.087	▪ Billed Flow (Rate x CcF)							
UB-CIS	15.088	▪ BOD (Rate x Lbs.)							
UB-CIS	15.089	▪ TSS (Rate x Lbs.)							
UB-CIS	15.090	▪ NH4 (Rate x Lbs.)							
UB-CIS	15.091	▪ Compatible Pollutants (Flat charge)							
UB-CIS	15.092	▪ Incompatible Pollutants (Flat charge)							
UB-CIS	15.093	▪ Commercial							
UB-CIS	15.094	▪ Fixed Monthly service charge of \$X.XX							
UB-CIS	15.095	▪ Billed Flow (Rate x CcF)							
UB-CIS	15.096	▪ BOD (Rate x Lbs.)							
UB-CIS	15.097	▪ TSS (Rate x Lbs.)							
UB-CIS	15.098	▪ NH4 (Rate x Lbs.)							
UB-CIS	15.099	▪ Compatible Pollutants (Flat charge)							
UB-CIS	15.100	▪ Incompatible Pollutants (Flat charge)							
UB-CIS	15.101	▪ Governmental							
UB-CIS	15.102	▪ Fixed Monthly service charge of \$X.XX							
UB-CIS	15.103	▪ Billed Flow (Rate x CcF)							
UB-CIS	15.104	▪ BOD (Rate x Lbs.)							
UB-CIS	15.105	▪ TSS (Rate x Lbs.)							
UB-CIS	15.106	▪ NH4 (Rate x Lbs.)							
UB-CIS	15.107	▪ Compatible Pollutants (Flat charge)							
UB-CIS	15.108	▪ Incompatible Pollutants (Flat charge)							

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UB-CIS	15.109	SEASONAL DISCOUNTS - Ability to for the system to calculate a summer (or non-summer) discount rate based on the parameters below:							
UB-CIS	15.110	▪ The winter average period is from January 1st through February 28th.							
UB-CIS	15.111	▪ The summer discount period is from April 1st through September 30th.							
UB-CIS	15.112	▪ Consumption during the winter average period must be at least 75% of actual reads (i.e., actual consumption between periods. Cannot be estimates).							
UB-CIS	15.113	▪ If the reads are less than 75% actual, the account will be given a zero Winter Daily Average and the account is not eligible for a summer discount.							
UB-CIS	15.114	▪ The Winter Daily Average is calculated and stored on the customer's account to be used later for any billing that contains data from the summer discount period.							
UB-CIS	15.115	▪ If the Winter Daily Average is less than the Summer Daily Average, recalculate the billed consumption using the Winter Daily Average for the days that fall in the summer discount period.							
UB-CIS	15.116	▪ Any days that are being billed outside of the summer discount period will be billed at the Summer Daily Average.							
UB-CIS	15.117	▪ Calculate Summer Discount: (Number of Summer Days) x (Winter Daily Average + 20%) = Summer Consumption							
UB-CIS	15.118	▪ Calculate Non-Summer Discount: (Number of Non-Summer Days) x (Daily Average) = Non-Summer Consumption							
UB-CIS	15.119	▪ Billed Consumption Discount: (Summer Consumption) + (Non-Summer Consumption) = Summer Discount Billed Consumption (rounded) Note to Vendor: See attached sample							
UB-CIS	15.120	▪ Winter Daily Average consumption: Total Winter Consumption/Total Winter Days. Note to Vendor: See attached sample							
UB-CIS	15.121	RATE CHANGING TOOLS - System should include tools which aid in the determination of new and future rates (e.g., current rates are based on historical and upcoming rate changes), with appropriate agency-defined user permissions.							
UB-CIS	15.122	RATE CHANGES - Allow effective dates on rates and provide for pro-rating between old and new rates when a rate change occurs in a billing period.							
UB-CIS	15.123	GROUP SAMPLING - Ability to accommodate sampling calculations for groups of accounts based on land use codes (LUC) (e.g., calculate Waste Water Characteristics and bill their share of the sampling charges). Vendor Note: This group sampling affects about 300 customers.							

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UB-CIS	15.124	SET UP BILLING AGING RULES - Ability to set up user-defined rules for aging billings, which will control the calculation of late charges, delinquencies, printing of late notices, etc.							

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UB-CIS	15.125	CYCLE BILLING AND PROCESSING							
UB-CIS	15.126	CYCLE BILLING - Allow billings to be generated by selected cycle and on-demand.							
UB-CIS	15.127	UTILITY BILLING BATCH PROCESSING - Ability to process utility billing in an online, interactive manner, with an option to handle batch process of updates either immediately or on an after-hours schedule.							
UB-CIS	15.128	OFF-CYCLE BILLING - Ability to pull exceptions for later off-cycle billing.							
UB-CIS	15.129	BILL DIFFERENT ACCOUNTS OR CYCLES - Ability to bill different accounts or cycles (i.e., residential or commercial, water, etc.) on different frequencies.							
UB-CIS	15.130	BILL MULTIPLE METERS ON SAME BILL - Ability to bill multiple types of meters on same bill, but with different rates for each.							
UB-CIS	15.131	BILL MULTIPLE ACCOUNTS ON SAME BILL - Ability to consolidate multiple same customer accounts (multiple locations) on single bill (invoice).							
UB-CIS	15.132	MANUAL INVOICE FOR SPECIAL SERVICES - Ability to create a manual invoice for special services/charges.							
UB-CIS	15.133	BILL ESTIMATION - Ability to estimate bill based upon past consumption for customers whose meters have not been read.							
UB-CIS	15.134	RECALCULATE AND RE-BILL - Allow to cancel and re-bill a previous bill, ensuring the correct rate that was in effect is used for the calculation.							
UB-CIS	15.135	FINAL BILL PROCESS - Ability to process final bills at a agency-defined frequency or on-demand. (VENDOR: please comment on whether your system has a wizard function for this feature.)							
UB-CIS	15.136	FINAL BILL PROCESS - Ability to calculate final bills based on the number of days in billing cycle, multiplied by the average daily usage of the past four (4) bills.							
UB-CIS	15.137	FINAL BILLS - Run final bills as a separate weekly cycle, including credit balance bills for refunds due.							

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UB-CIS	15.138	ADJUSTMENTS							
UB-CIS	15.139	ACCOUNT ADJUSTMENTS - Allow multiple adjustments to a customer's account in one period, with appropriate audit trail and itemize on the bill.							
UB-CIS	15.140	ACCOUNT TRANSFERS - Allow a customer's itemized balance to be transferred to another account and maintain correct aging of charges, with agency-defined user permissions.							
UB-CIS	15.141	ACCOUNT TRANSFERS FORCE-OFF - Ability to auto force off existing customer when a new customer orders new service on the same account.							
UB-CIS	15.142	TRANSITION BILLING OF OLD OCCUPANT TO NEW - Ability to enter owner or occupant data for a new resident before the final bill of the old resident has been paid, without loss of the previous resident's history. (VENDOR: please comment on whether your system has a wizard function for this feature to create a new customer account.)							
UB-CIS	15.143	REAL-TIME PAYMENT/ADJUSTMENT POSTING - Allow payments/adjustments to post immediately (i.e., same day) after the batch is released/approved for posting, with the ability to show pending transactions.							
UB-CIS	15.144	ONLINE CUSTOMER ACCESS							
UB-CIS	15.145	CUSTOMER INTERNET ACCESS - Ability to allow customers to inquire into account balances, status, consumption history, accept credit card payments, and electronic check payments, via the Web.							
UB-CIS	15.146	ONLINE REAL-TIME UPDATES - Ability for customers to access "real-time" account and usage information from their online accounts.							
UB-CIS	15.147	INTERNET PAYMENTS - Provide for customer payment, via the Internet, for one-time or recurring basis.							
UB-CIS	15.148	INTERNET PAYMENT CHARGE - Ability to apply a percentage or amount credit card charge to users utilizing online credit card payments.							

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UB-CIS	15.149	REPORTING AND INQUIRES							
UB-CIS	15.150	CUSTOMER ACCOUNT INQUIRY SEARCHING - Ability to inquire into customer account information by entering the following:							
UB-CIS	15.151	▪ Account number							
UB-CIS	15.152	▪ Account name (occupant or owner, first, last)							
UB-CIS	15.153	▪ Primary phone number							
UB-CIS	15.154	▪ Mobile phone "text" number							
UB-CIS	15.155	▪ Street address							
UB-CIS	15.156	▪ Mailing address							
UB-CIS	15.157	▪ Email address							
UB-CIS	15.158	▪ Meter ID							
UB-CIS	15.159	▪ Old account number							
UB-CIS	15.160	ADJUSTMENT REPORTS - Provide a summary of adjustments made during a user-defined period. Report should show account number, customer name, adjustments (reading, penalty, etc.), adjustment explanations, and account notes.							
UB-CIS	15.161	PRINT PRE-BILLING REGISTER - Ability to print a billing register before printing bills.							
UB-CIS	15.162	BILLING REGISTER - Print listing of bills generated during a billing run.							
UB-CIS	15.163	PRINT BILLING REGISTER - Ability to print a mandatory billing-register report.							
UB-CIS	15.164	DELINQUENCY NOTICES/ACTIONS - Ability to generate payment reminder notices XX days after bill date, delinquent notices XX days after, and shut-off notices XX days later.							
UB-CIS	15.165	BILLING INVOICE REPRINT - Ability to reprint a corrected bill, reflecting all appropriate period dates and original bill information.							
UB-CIS	15.166	BILL CALCULATIONS EXCEPTION REPORTS - Generate Bill Calculation Exception reports showing any non-regular charges or missing charges such as penalties, non-services, and new account application fees.							
UB-CIS	15.167	EXCEPTION BILLING - Ability to pull exceptions and bill those separately from billing cycle.							
UB-CIS	15.168	NOTICES - Ability to create standard correspondence letters using MS Word with system auto-populating account information and system tracking what type of letter was sent (e.g., letter requesting appointment to repair a meter.)							
UB-CIS	15.169	BATCH PRINTING NOTICES - Ability to batch print notices by route/address/cycle, dollar amount, and aging status with exceptions (i.e., ability to exclude accounts using specific criteria.)							

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UB-CIS	15.170	AGED BALANCE REPORT - Print a report showing outstanding balances (including credit balances) combined by aging periods using a specific date.							
UB-CIS	15.171	SERVICE ORDER PRINT - Ability to change service order print-out format by service-order type.							
UB-CIS	15.172	PRINT MASTER FILE UPDATE SECURITY AUDIT LIST - Ability to print a master file maintenance-edit report showing the date of the last file change.							
UB-CIS	15.173	PRINT ACCOUNT HISTORY - Ability to generate an on-demand report or screen display for individual customer account history, including billings, payments, adjustments, penalties, amounts charged, checks returned for insufficient funds, etc.							
UB-CIS	15.174	YEARLY UNBILLED REPORT - Ability to generate a year-end unbilled Utility report.							
UB-CIS	15.175	MISCELLANEOUS REPORTS AND INQUIRIES - Ability to produce the following reports:							
UB-CIS	15.176	▪ Payments: Listing of uploaded payments by source (counter, night box/mail, bank, lockbox, etc.)							
UB-CIS	15.177	▪ Service Orders: Listing of outstanding service orders by type, status, and creator							
UB-CIS	15.178	▪ Service Locations: Service locations by address.							
UB-CIS	15.179	▪ ACH Customer List: List of customers on the ACH program with their banking information							
UB-CIS	15.180	▪ Auto-pay program by payment type							
UB-CIS	15.181	▪ Debit/Credit Memo Listing: Listing of debit and credit memos by customer or cycle							
UB-CIS	15.182	▪ Pending Prepayments: List of pending pre-payment deposits or charges							
UB-CIS	15.183	▪ Payment Extensions: List of customers with payment extensions							
UB-CIS	15.184	▪ Prepayment List: List of all customers with prepayments or deposits							
UB-CIS	15.185	▪ Delinquency (dunning) Report: List of delinquent customers (active or inactive) by aging interval days (current, 30, 60, 90).							
UB-CIS	15.186	▪ Fund Splits Report: Fund split report for accounts to be sent to collections (aid in writing off accounts to the proper fund type)							
UB-CIS	15.187	DELINQUENT ACCOUNTS							
UB-CIS	15.188	AUTO CALCULATION PAST DUE - Ability to automatically classify an account as past due if a bill is not paid by the due date.							
UB-CIS	15.189	ONE-DAY LATE FEE - Ability for system to apply a XX% delinquency fee to an account when one day late.							
UB-CIS	15.190	MAILING LABELS - Ability to generate mailing labels from multiple customer accounts and contacts, in batch or as-needed.							

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UB-CIS	15.191	PAST DUE NOTICE - Ability to print first, second, and final past-due notices after agency-defined number of days.							
UB-CIS	15.192	FINAL NOTICE FEE - Ability to apply a District standard shutoff fee of \$50, plus an additional fee of \$X.XX by municipal jurisdiction after final past due notice.							
UB-CIS	15.193	PENALTY - Ability to apply a X.X% penalty on an outstanding balance every month (including previous penalties), with the ability to change the penalty percentage or make a customer account exempt from late fees.							
UB-CIS	15.194	WRITE-OFF ACCOUNTS - Ability to write-off account balances and optionally send to collections, with appropriate agency-defined user permissions.							
UB-CIS	15.195	LIENS - Ability to assess a lien to an account for non-payment.							
UB-CIS	15.196	PAYMENT ARRANGEMENTS							
UB-CIS	15.197	PAYMENT ARRANGEMENTS - Ability to set up payment arrangements (i.e., extension of due date or monthly payments).							
UB-CIS	15.198	PAYMENT ARRANGEMENTS - Ability to set up payment arrangements at agency-defined periods (e.g., 3 months or beyond).							
UB-CIS	15.199	PAYMENT ARRANGEMENTS - EXEMPTIONS - Ability to prevent door-tag issuances or meter disconnects for accounts with active payment arrangements.							
UB-CIS	15.200	PAYMENT ARRANGEMENT - PAST DUE - System to remove customers from payment arrangement and require all amounts due immediately if customer is again past due.							
UB-CIS	15.201	PAYMENT ARRANGEMENT - PAST DUE - Ability for the system to automatically generate a final disconnect notice when a customer payment arrangement becomes past due.							
UB-CIS	15.202	PAYMENT ARRANGEMENT - INELIGIBILITY - Ability for system to automatically make a customer ineligible for future installments if an installment amount is not paid.							
UB-CIS	15.203	PAYMENT ARRANGEMENT - INELIGIBILITY FLAG - Ability to flag a customer as not allowed for a payment arrangement.							
UB-CIS	15.204	MANUAL OVERRIDE OF PENALTY CHARGES - Ability to override manual penalty charges, by individual account, producing an audit trail.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
UB-CIS	15.205	SERVICE ORDERS							
UB-CIS	15.206	DASHBOARD - Ability to display a dashboard to show number of service orders by user-defined period (e.g., day, week, etc).							
UB-CIS	15.207	CHARGE CODES AND FEES - Ability to set up service order to pre-establish charge codes and fees.							
UB-CIS	15.208	SERVICE ORDER CHARGES - Ability to itemize service-order changes on the next bill.							
UB-CIS	15.209	SERVICE ORDER CHARGES - System to automatically apply service order charges when the service orders created or closed.							
UB-CIS	15.210	TRACK ORIGINATING SOURCE OF SERVICE ORDERS - Ability to track origin of initiated service orders.							
UB-CIS	15.211	AUTOMATIC UPDATE - Service order processing to automatically update account information and change status.							
UB-CIS	15.212	PAYMENT UPDATES - Ability for payment of delinquency disconnect fee to automatically issue a reconnect service order.							
UB-CIS	15.213	CODE TYPES - Ability to have service-order code types.							
UB-CIS	15.214	ATTACHMENTS - Ability to attach document files and digital pictures to service orders.							
UB-CIS	15.215	NOTES - Provide unlimited notes field for service orders.							
UB-CIS	15.216	TEMPLATE NOTES - Ability to pre-define notes for non-service reasons.							
UB-CIS	15.217	GEOGRAPHIC ZONE CATEGORIES - Ability to divide service orders into geographic zones for reporting purposes.							
UB-CIS	15.218	SERVICE ORDER ROUTING - Ability to refer to the route in the service-order update and creation process.							
UB-CIS	15.219	MOBILE ACCESS - Mobile application access in the field for service orders.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
UB-CIS	15.220	INTERFACES AND INTEGRATION							
UB-CIS	15.221	INTEGRATION - GENERAL LEDGER - Provide for the ability to send final day-end Cash Receipts from this module to the General Ledger accounts.							
UB-CIS	15.222	INTERFACE - CASHIERING - Ability to interface with Cashiering Module.							
UB-CIS	15.223	INTEGRATION - BILL PRINTING - Ability to integrate with BillTrust for data processing, printing, and mailing services.							
UB-CIS	15.224	INTERFACE - PARCEL/ADDRESS MANAGEMENT - Provide ability to feed the Utility Billing module from either Parcel/Address Management, ESRI ArcGIS (Vendor to include which ESRI license versions and license types are required for integration to proposed system) to utilize addresses and location information.							
UB-CIS	15.225	EXPORTS - Ability to export to Microsoft Excel, CSV or PDF formats.							
UB-CIS	15.226	INTERFACE - GIS/MAPPING - User should have the ability to select Utility Billing data and make available to a GIS module for purposes of mapping meters, infrastructure, etc.							
UB-CIS	15.227	INTEGRATION - FIELD COLLECTION SYSTEM - Ability for integration with the District's FCS MV-RS meter software.							
UB-CIS	15.228	INTEGRATION - LABORATORY INFORMATION MANAGEMENT SYSTEM - Ability for integration with the District's Horizon Laboratory Information Management System (LIMS)(Horizon).							
UB-CIS	15.229	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - System must integrate with Electronic Document Management System (To Be Determined).							

Rock River Water Reclamation District - Enterprise Resource Planning Solution - Feature Function Requirements

Please input a "1" in the appropriate column to the right of the feature/function/capability statement. Further explanations, or information regarding 3rd party software and/or modification costs should also be provided in the comments column and Project Costs worksheet (Appendix G), if applicable. Each "non-title" row (?000) should have only one "1". **Blank rows will be scored as Not Available.**

Legend:

Standard - Current	Available in current software release
Standard - Next Release	Guaranteed available in next release of software
Report Writer	Report Writer function through Standard Reports or Ad Hoc Report Writer
3rd-Party Application	Please estimate general cost estimates in comments not a quote, unless available due to your resell arrangement.
Custom Modification	Custom programming by vendor (not meant to be a set-up configuration that is standard process through implementation. Please estimate general costs in comments (not a quote).
Not Available	Not available in current or next release; interfaced/integrated third-party application or through custom modification.

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
		Cashiering							
		CASH RECEIPTS GENERAL FEATURES							
CASH	16.001	FULLY FUNCTIONAL CASHIERING WORKSTATION - All cashiering workstations must support other software applications (e.g., Microsoft Office Suite).							
CASH	16.002	DATETIME TRANSACTION STAMP - Ability to capture the transaction date and time on each transaction, with appropriate system end-user information.							
CASH	16.003	OFFLINE CASHIERING FUNCTIONALITY - Ability to support an offline cashiering function in case the network becomes disabled. This includes saving transaction data locally and synchronizing the data once connectivity is restored.							
CASH	16.004	AGENCY-DEFINED CASH RECEIPT FIELDS - Ability to create user-defined fields by cash receipt type.							
CASH	16.005	AGENCY-DEFINED PAYMENT CODES - Ability to create agency-defined payment types.							
CASH	16.006	CUSTOMER ALERTS							
CASH	16.007	TENDER TYPE ALERT - Ability to flag person/entities and addresses as cash or credit card only (no checks.)							
CASH	16.008	COLLECTIONS ALERT - Ability to flag person/entities that are being managed through collection.							
CASH	16.009	PAYMENTS							
CASH	16.010	OVERPAYMENT ALERT - Ability to automatically alert users of an overpayment prior to payment.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
CASH	16.011	MIX RECEIPT OF TENDERS - Ability to simultaneously process the following tendering situations: cash, check, credit/debit card, money orders, cashier's checks, ACH, wire transfer, etc.)							
CASH	16.012	CHECK PAYMENT ENDORSEMENT - Provide for the endorsement of checks. Endorsement to include entity name, bank name, bank account number, receipt number, customer account number, date, and time.							
CASH	16.013	ADVANCED PAYMENTS - Ability to accept advanced payments that do not have an outstanding receivable (e.g., deposits).							
CASH	16.014	PENDING AND END OF THE DAY POST - Provide ability to apply a "pending post" status to all modules' customer accounts during the day, so that sub-modules immediately reflect correct account/invoice balances (e.g., utility billing, accounts receivable, permits, etc.).							
CASH	16.015	PAYMENT - MULTIPLE INVOICES - Ability for a payment to be applied to multiple invoices.							
CASH	16.016	ONLINE PAYMENTS							
CASH	16.017	ONLINE PAYMENTS - Ability to accept customer one-time credit card payments online.							
CASH	16.018	RECEIPT GENERATION							
CASH	16.019	RECEIPT PRINTING - Provide the ability to print a paper receipt from a PC that is not a cash register, (e.g., paper or PDF).							
CASH	16.020	EMAIL RECEIPTS - Ability to email receipts (e.g., direct body of email, or as a PDF attachment) to the email account associated with the customer account, with the ability to change the email.							
CASH	16.021	PARTIAL CREDIT CARD # ON RECEIPT - Ability to only print a partial credit card number on a receipt.							
CASH	16.022	RECEIPT COMMENTS - Ability to print comments on receipts.							
CASH	16.023	RECEIPT LAYOUTS BY TRANSACTION TYPE - Ability to define receipt layouts by transaction type.							

FOR REVIEW PURPOSES ONLY

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
CASH	16.024	END OF DAY PROCESSING							
CASH	16.025	CASH RECEIPTS JOURNAL - Provide for the ability to print Cash Receipts Journal by cashier and by totals.							
CASH	16.026	▪ Bank account							
CASH	16.027	▪ General Ledger account number							
CASH	16.028	▪ Receivable type							
CASH	16.029	▪ Payment type							
CASH	16.030	▪ Customer account							
CASH	16.031	▪ Date							
CASH	16.032	▪ Time							
CASH	16.033	▪ Cashier							
CASH	16.034	▪ Dollar amount							
CASH	16.035	▪ Description							
CASH	16.036	BANK DEPOSIT SLIP - Ability to print a bank deposit slip. VENDOR NOTE: Should print multiple deposit slips if using multiple bank accounts.							
CASH	16.037	TENDER PROCESSING - Ability for receipts to be processed while the prior day's receipts have not yet been closed.							
CASH	16.038	REJECT BATCH NOT IN BALANCE - Ability for the system to reject or suspend batches that do not balance on either item or dollar totals.							
CASH	16.039	CASH RECEIPT CORRECTIONS - Ability to correct cash receipts made in error before posting the batch to the general ledger.							
CASH	16.040	INQUIRY AND REPORTS							
CASH	16.041	TRACKING OF TENDER TYPES - Ability to maintain the transaction and the dollar totals by the tender type.							
CASH	16.042	TRACKING OF USER COLLECTION TYPES - Ability to maintain the transaction and the dollar totals by the user collection type.							
CASH	16.043	RECEIPT AMOUNTS BY G/L ACCOUNT - Ability to report on daily total receipt amounts by General Ledger account number.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
CASH	16.044	CASH RECEIPTS INQUIRY - Allow inquiry of Cash Receipts by each of the following:							
CASH	16.045	▪ Customer account number							
CASH	16.046	▪ Name							
CASH	16.047	▪ Address							
CASH	16.048	▪ Operator ID							
CASH	16.049	▪ General Ledger Account Number							
CASH	16.050	▪ Payment Date							
CASH	16.051	▪ Payment Amount							
CASH	16.052	▪ Payment Type							
CASH	16.053	▪ Invoice Number							
CASH	16.054	CUSTOMER INQUIRY/REPORT - Provide for user online inquiry/report across modules by customer name, account number, or location showing customer transaction history (both open and paid invoices) including:							
CASH	16.055	▪ Related payment history							
CASH	16.056	▪ Adjustments							
CASH	16.057	▪ Date of statement(s)							
CASH	16.058	DAILY DECLINED TRANSACTIONS - Ability to generate daily reports for rejected bank and credit card transactions.							
CASH	16.059	RECONCILIATION - CASH RECEIVED FROM CASHIERS - Provide reports for reconciliation of monies collected by cashiers.							
CASH	16.060	BALANCING REPORT - Provide for a report at end of day to assist with bank reconciliation and generation of a bank deposit.							
CASH	16.061	AUDIT TRAIL OF CORRECTED CASH RECEIPTS - Ability to produce a full audit trail of cash-entry error corrections and/or adjustments.							
CASH	16.062	SECURITY							
CASH	16.063	CASH DATA ENTRY DEFAULT OVERRIDES - Ability to override the system-displayed default amount during cash-receipts entry.							
CASH	16.064	END USER OVERRIDE - Ability for to allow for an agency-defined override capability by specific end-users.							

Application	Feature Number	Feature / Function / Capability	Standard - Current	Standard - Next	Report Writer	3rd-Party Application	Custom Modification	Not Available	Comments
CASH	16.065	OVERRIDE G/L CODE - Ability to enter or override a default general ledger code at time of receipt.							
CASH	16.066	PAYMENT BATCH APPROVALS - Ability for only authorized users to approve of payment batches.							
CASH	16.067	PCI COMPLIANCE - Application is subject to the payment card information data security standard (PCI-DSS). If not, please describe how payment card transactions are handled and what information is stored to allow reconciliation of payment card transactions.							
CASH	16.068	PCI CERTIFICATION - Application has been certified as meeting the Payment Application Data Security Standard (PA-DSS) by a Payment Application Qualified Security Assessor (PA-QSA). If not, please state when the vendor expects certification to be completed.							
CASH	16.069	INTEGRATION							
CASH	16.070	ACCESS TO ACCOUNT INFORMATION - Provide online inquiry access to, and validation of, customer account information from all integrated modules (e.g., Accounts Receivable, Utility Billing, and permitting).							
CASH	16.071	ONLINE PAYMENTS - Provide for customer payments via the web portal:							
CASH	16.072	▪ Accounts Receivable invoice							
CASH	16.073	▪ Utility Bill							
CASH	16.074	BARCODE SCANNING CAPABILITY - Provide functionality for interfacing scanners to read bar codes or other document information and automatically populate fields in the register for payment (e.g., Account Receivable invoices).							
CASH	16.075	INTEGRATION - PERSON/ENTITY - Ability to maintain cash receipt history by person/entity and address, including notes.							
CASH	16.076	INTEGRATION - GENERAL LEDGER - Provide the automatic generation of journal entries to the general ledger, insuring balancing and non-duplicate transaction posting for all cash receipts.							
CASH	16.077	INTEGRATION - ACCOUNTS RECEIVABLE - Ability for Cash Receipt transactions to immediately update (in a temporary or pending mode) Accounts Receivable accounts.							
CASH	16.078	INTEGRATION - UTILITY BILLING - Integrate in real-time with Utility Billing for payment processing and updating of customer balances.							
CASH	16.079	INTEGRATION - PERMITTING - Integrate in real time to Permitting for payment processing.							
CASH	16.080	INTEGRATION - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM - Integrate with Electronic Document Management System (To Be Determined)							