



# Financial Services Procedure

**SUBJECT: Utility Account Manual Adjustment Procedure**

**NO: UBO P1.10**

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**Director of Financial Services**

**EFFECTIVE: August 10, 2015**

- The Utility Billing Office (UBO) division of the Financial Services Department receives adjustment request forms via email from the UBO Resolutions section to the person designated to enter adjustments for the UBO billing section, which is the billing team lead.

Step 1 Review the adjustment request form for possible adjustments. Once research is completed by the adjustment entry person; she then submits to the Billing Supervisor for approval and sign off on the form.

Step 2 The adjustment person enters the approved adjustments into H.T.E. following the process below. Adjustments must be entered in a timely manner, as soon as email is received and no later than 3 days. We do allow two weeks for adjustments to be approved and entered into the system.

- a. Misc charge entry>Loc #> Transaction center>Cust ID> Loc ID>>Add Adjustment> Magnifier>Search Bill date>Adjustment applied to proper bill date and amount
- b. If account is termed or final we must enter adjustment through adjustment entry. Adjustment entry>enter until adjustment entry screen>add>adjustment category>service/code>enter>enter amount>enter>

Step 3 After entering the adjustments the billing team lead will notate the account and scan any necessary documents to image documents.

Step 4 The team lead enters her manual adjustments for water or gas in a spreadsheet which is located:

K:\UBO\Billing Supervisor\Adjustments\Adjustments 2015

- Retention policy is three years.