Caselle ® Hosted Software & Services Proposal

City of The Dalles, OR

November 2, 2015

Proposal Summary

License Type	Hosted
Total Training at Caselle	$0
Total Setup	11,450
Total Conversion	23,030
Total Investment	**$34,480**

A 50% deposit is required with order. The remaining 50% will be due upon completion of training. Hosted Maintenance & Support will be $3,320 per month for eleven workstations and will remain fixed for seven years, provided the City does not license new software applications or add additional users, and subject to the Agreement being renewed per item 9.(a) of the SaaS Agreement. The fixed Hosted Maintenance and Support agreement will be terminated immediately if the SaaS agreement is terminated in accordance with item 9.(a) of the SaaS Agreement. Hosted Maintenance & Support payments will begin for each module thirty (30) days after implementation of the module.

I have read and agree to all terms & conditions proposed herein. I understand if the City of The Dalles is unable to provide data to Caselle in the requested format, additional fees will apply.

_____

Signature

_____

Printed Name & Title

_____

Date

Proposal Detail

Caselle® Application Software	License Fees	Training at Caselle	Setup	Conversion	Total
General Ledger	Hosted	$1,500	$1,700	$4,000	$7,200
Budgeting	Hosted	Included	-	-	-
Bank Reconciliation	Hosted	Included	-	2,500	2,500
GL Excel Add in	Hosted	Included	-	-	-
Accounts Payable	Hosted	375	1,500	1,520	3,395
AP Direct Payment	Hosted	Included	-	-	-
Purchases & Requisitions	Hosted	375	-	-	375
Accounts Receivable	Hosted	750	500	1,000	2,250
Utility Management	Hosted	2,250	1,500	11,010	14,760
Utility Electronic Reading Interface	Hosted	Included	250	-	250
Utility Direct Pay	Hosted	Included	-	-	-
Utility Tax Certification	Hosted	Included	-	-	-
Utility Service Orders	Hosted	375	500	-	875
Utility Backflow Management	Hosted	500	1,500	500	2,500
Maintenance Orders	Hosted	375	500		875
Cash Receipting	Hosted	375	500	-	875
Online/Electronic Payments	Hosted	500	-	-	500
Asset Management	Hosted	375	500	500	1,375
Property Improvements	Hosted	1,500	1,500	1,500	4,500
Materials Management	Hosted	750	500	500	1,750
Project Accounting	Hosted	1,500	500	-	2,000
Caselle Document Management Enterprise Package	Hosted	1,500	-	-	1,500
Eleven (11) Concurrent User Licenses	Included	-	-	-	Included
Sub Total	Hosted	$13,000	$11,450	$23,030	$47,480
Training at Caselle Discount	-	<13,000>	-	-	<13,000>
Grand Total	**Hosted**	**$0**	**$11,450**	**$23,030**	**$34,480**

Notes:

1. The training quoted will take place at Caselle's Education Center, located in Provo, Utah. Any on-site training requested by the City of The Dalles will be quoted using the "Training at Caselle" pricing structure. Actual travel costs will be invoiced when training is complete. Your staff will be trained on your data. Approximately one half of the training time will be spent reviewing and validating your converted data files. Training hours are from 8:30 a.m. to 4:30 p.m., Monday through Friday.

2. Setup costs include separate databases in General Ledger and Accounts Payable for the Columbia Gateway Urban Renewal Agency and the QualityLife (QLife) Intergovernmental Agency. Setup of any additional databases would be on a per bid basis.

3. The Caselle Document Management Enterprise Package quoted above includes: Full Text Search, Encryption, Drag and Drop, Role-Based Security, Versioning, Document Retention, Audit Trail, OCR (25,000 pages/month), eleven (11) Concurrent User Licenses, eleven (11) Advanced Workflow Licenses and the Caselle Suite Integration.

4. On-site pre and/or post implementation assistance is available at the rate of $2,000 per day plus actual travel expenses. Actual travel expenses will be invoiced upon completion and include actual airfare, hotel, and car expenses, plus Caselle's food per diem of $40.00.

5. History Conversion is available on a per bid basis. An estimate for two years General Ledger history is $1,000 and two years Accounts Payable history is $1,000. Additional fees may apply upon review of existing legacy data.

6. Connect Online functionality will be included as soon as it is available, at no additional cost.

7. Caselle will maintain the following types of insurance during the Implementation phase and will name the City of The Dalles as additional insured:

TYPE OF INSURANCE	LIMITS OF LIABILITY (Minimum)
Workers Compensation	Statutory Workers Compensation
Commercial General Liability	$500,000/occurrence $1,000,000/aggregate
Automobile Liability	$1,000,000/aggregate
Hired and Non-Owned Automobile Liability	$1,000,000/aggregate
Cyber Liability	
Privacy Liability	
Breach Notification	

8. Caselle will maintain the following type of insurance for as long as the City of The Dalles utilizes Caselle's Hosted Services:

TYPE OF INSURANCE	LIMITS OF LIABILITY
Professional Liability	$3,000,000/aggregate

Onsite Training

Travel expenses will be invoiced when training is complete and include actual airfare, hotel, and car expenses, plus Caselle's food per diem of $40.00. These are not included in the total proposal price.

Onsite Training Requirements

In order to receive the full benefit and value of our software products, it is imperative that the onsite training be conducted in an organized, professional and uninterrupted manner. To insure this, Caselle Inc. requires the following conditions:

- Training class size will be limited to the number of workstations available in the training area.
- Each training area will have one workstation for each student and one workstation for the instructor or data conversion specialist. Each training workstation must have access to a common network.
- Each training room must have a dedicated printer networked to all the training workstations.
- Training rooms must be set up and completely functional before the first day of training.
- Training rooms should provide an education environment and be free from interruptions or distractions for students. Equipment such as a whiteboard or easel, three-hole punch, and stapler should be available in the training room.
- Key personnel must be available before and after normal working hours to discuss data conversion issues, assist with implementation, or if a "live" run of Accounts Payable, Utility Billing or Payroll etc., is to be done. Caselle will be in contact with the customer prior to scheduling the training to insure the above conditions can be met. If delays result from the above conditions not being met during onsite training, additional training fees may apply.

Hosted Maintenance & Support Breakdown per Month	
General Ledger/Budgeting/Bank	$183.00
GL Excel Add-in	33.00
Accounts Payable	183.00
AP Direct Payment	90.00
Purchases & Requisitions	90.00
Accounts Receivable	183.00
Utility Management	183.00
Electronic Reading Interface	90.00
Utility Direct Pay	90.00
Utility Tax Certification	90.00
Service Orders	90.00
Backflow Management	150.00
Maintenance Orders	90.00
Cash Receipting	150.00
Online/Electronic Payments	150.00
Asset Management	110.00
Property Improvements	150.00
Materials Management	150.00
Project Accounting	150.00
Document Management - Enterprise	90.00
Concurrent User Licenses (11)	825.00
Total	**$3,320.00**

Interfaces

Data Flow	Source Application	Target Application	Included	Comments
Import/export of meter readings (radio and handheld)	Itron	Utility Billing module	Yes	No modifications are anticipated.
Utility Bill Customer Bank Drafts	Utility Billing module	Bank of the West	Yes	With Utility Direct Pay module.
Export 1099 State of Oregon & Federal data	Accounts Payable module	State of Oregon and Federal online sites	Yes	No modifications are anticipated.
Import Property Parcel information	Wasco County text file	Land/Parcel and Utility Billing modules	*No	May require custom modification.
Export property/parcel and lien information	Land/Parcel and Utility Billing modules	NetAssets website	Yes	With Utility Tax Certification module.
Export Positive Pay data (for check reconciliation)	Accounts Payable module	Bank of the West and Columbia State Bank	Yes	No modifications are anticipated.
Export ACH Payments for Accounts Payable	Accounts Payable module	Bank of the West and Columbia State Bank	Yes	With AP Direct Payment module.
Import ACH Payments for Accounts Receivable and Utility Billing	Bank of the West and Columbia State Bank	Accounts Receivable and Utility Billing modules	*No	May require custom modification.
Import customer payment data from Checkfree payment services	Online Checkfree payment file	Cash Receipting module (apply to all application modules)	*No	May require custom modification.
Import customer credit/debit card payments made online or via automated phone system	Point n Pay	Cash Receipting module (apply to all application modules)	Yes	With Online/Electronic Payments module.
Export customer lien information to electronic lien docket	Special Assessments/Loans module, Accounts Payable module, and Utility Billing module	NetAssets Conduits Electronic Liens Docket	*No	May require custom modification.
Acquire spatial-related data info in real-time & bring it into the software solution to display various data fields (i.e., addresses, parcels, legal lots, certificate of compliance, zip codes, census tract/blocks, etc.).	GIS (Esri ArcGis - versions 9.3 and 10.x – two-way interface	Licensed Software Applications (ODBC compliant)	*No	May require custom modification.
Import / export of data from / to Excel, Word, etc.	Microsoft Office Professional	Licensed Software Applications (ODBC compliant)	Yes	No modifications are anticipated.
Export of reports, etc. to PDF format	Adobe Acrobat	Licensed Software Applications (ODBC compliant)	Yes	No modifications are anticipated.

Add deadlines, etc. to calendars & send emails from software apps for *billings, reminders, etc.	Licensed Software Applications (ODBC compliant) – two-way interface	Microsoft Exchange	No	Not available in current version.

*May require custom modifications – these would have to be evaluated on a case-by-case basis.

Implementation Services

Data conversion is an involved, sometimes complicated procedure that must be completed with a high level of accuracy and precision. To make this process run smoothly, Caselle requires your assistance in providing the required materials for preliminary data conversion, offering clarification as needed during the conversion process, and supplying updated materials for the final data conversion. ***Please read the following information carefully.***

Gathering Preliminary Data
Assemble the following information and send it to Caselle.

- Complete the **Information Worksheets** during each phase of the conversion.
- Provide **data to be converted**.
    - You may need to clarify the data, as needed, during the conversion process.
    - Caselle will not convert the prior period detail during data conversion unless optional history conversion is specified in the contract.
- Send **printed or PDF reports** to verify account balances at the time data is sent to Caselle for preliminary conversion and again for final data conversion.

Submitting Conversion Data
You will be provided a file layout *(See Attachment A)* for each application that will have data conversion. The file layout details the required and/or optional fields that Caselle will need to provide the conversion. The cost of conversion quoted in this proposal is based on your submission of the necessary data in the requested formats. If data cannot be supplied in this format, additional costs will be billed to get your existing data into the desired formats ready for conversion, and could delay any proposed timeline. We may also need file layouts or descriptions of tables and where all of the necessary information is located within your existing data to complete the conversion.

Data Conversion Timeline
The timeline begins when the requested data and all required preliminary information has been received by Caselle. The timeline to complete an accurate data conversion can range from 90 – 120 days. This is dependent upon the condition of the data and the client's willingness to review the preliminary information for accuracy, including information requested in the discovery phase of the conversion.

Scheduling Training
Important! Training will only be scheduled after Caselle has completed the mock conversion and the customer has reviewed and approved the conversion.

After training is scheduled, a representative from the Implementation team will review the remaining steps to ensure a successful implementation, prior to going Live on Caselle.

Software Setup & Data Conversion

This section contains the items, per directory, that will be setup and converted in each module. Since estimating the exact quantity may be difficult, we will adjust the calculated conversion cost if the actual number of items converted is greater than or less than 25% of the original estimate.

Data conversion requires that data be submitted in the required format. *(See Attachment A)* It is the responsibility of the customer to provide data to Caselle. Conversion services to retrieve or modify your data to the required formats are available at an additional cost. These services will be billed at Caselle's current hourly rate and are not included in this proposal.

General Ledger Setup

- Set up the control table in the General Ledger and Account Masks with the appropriate segments for funds, departments, revenue sources, object codes, and other account classifications.
- Modify the existing chart of accounts to utilize the advanced reporting features available with Caselle, if needed.
- Format five standard financial statements:
  - Balance Sheet with Revenue/Expenditures compared to budget
  - Allocation Reconciliation
  - Income Statement (All Funds)
  - Balance Sheet (All Funds)
  - Fund Summary Income Statement

  Note: Fees may be required to set up additional financial statements.

- Establish all necessary journals for interfaced subsystems to allow the subsystems to update transactions to the General Ledger.
- Create a custom Checklist to document your organization's daily, monthly, and fiscal year-end steps; as well as budget procedures.

Data Conversion

- The current year-to-date trial balance and budget will be entered and balanced to your existing system. Caselle will provide supporting reports that document the balance sheet accounts, revenues, and expenditure balance for auditing purposes. A trial balance period will be established and all periods from that period forward will contain detail transaction information, if provided.

  2,000 accounts are included

Bank Reconciliation Data Conversion

- Bank reconciliation for the desired cash accounts with outstanding deposits and checks will be established. A bank reconciliation will be completed and balanced to cash for the appropriate beginning period.

  5 bank accounts are included

Accounts Payable Setup
- Establish vendor defaults.
- Format one check form with requested stub detail.
- Create a Checklist to document Accounts Payable procedures, including the printing of 1099's.

Data Conversion
- Each vendor's information will be converted. This information includes the vendor name, street address, mailing address, remittance addresses, city, state, zip code, and 1099 status.
  – Exception: 1099 balances can be established, if provided.

  760 vendors are included

AP Direct Pay Setup
- Set up header and batch information with the appropriate ACH/NACHA file information.
- Set up vendors with necessary routing and account numbers.
- Format one direct pay voucher.

Purchases & Requisitions Setup
- Format one purchase order form.
- Create a Checklist to document Purchase Order procedures.

Additional Options (available at Caselle's current hourly rate):
- Format additional custom purchase order forms.

Accounts Receivable Setup
- Set up the appropriate billing categories and penalty rates.
- Format standard reports for reporting and balancing of customer accounts.
- Format one of each of the following: statements, invoices, and delinquent notices.
- Create a Checklist to document Accounts Receivable procedures.

Additional Options (available at Caselle's current hourly rate):
- Format additional form layouts for statements, invoices, and delinquent notices.

Data Conversion
- Each customer's account information will be converted. This information includes the customer's name, street address, mailing address, bill to information, city, state, and zip code.
- Customer balances will be converted.

  500 accounts are included

Utility Management Setup	• Set up services, taxes, rate tables, and other fees for billing.

Utility Management Setup

- Set up services, taxes, rate tables, and other fees for billing.
- Format one form for each of the following: utility bills, delinquent notices, and shut-off notices.
- Set up default reports for billing, meter proofing, and reviewing customer information.
- Create table lists to generate customer labels, reports for new connects, terminated customers with credit balances, and terminated customers with a zero balance.
- Create a Checklist to document daily, monthly, and billing procedures.

Additional Options (available at Caselle's current hourly rate):

- Formatting of additional forms.

Data Conversion

- Each customer's information will be entered and verified. This information depends on what is provided. Information will be converted as is and normally includes the customer number, name, service address, mailing address, city, state, zip code, telephone numbers, meter number, location, balances, and previous reads.
- All appropriate transactions for balancing the billing will be converted.
- Balancing totals, billing totals, receivable by service totals, if provided, will be balanced to the existing system using supporting reports.
- Caselle will provide reports of the converted data for auditing purposes.

  5,505 meters or customers are included

Utility Electronic Reading Interface Setup

- Create the appropriate import/export formats and test with the interfaced meter reading equipment.

Utility Direct Pay Setup

- Set up header and batch information with the appropriate information for the direct payment file.
- Set up bank options with bank account and routing information.

Service Orders Setup

- Set up the Service Order options (including user, department, and actions).
- Customize Service Order data entry screens.
- Format three Service Order form layouts.
- Set up the Utility Management interface.

Additional Options (available at Caselle's current hourly rate):

- Formatting additional form layouts.

Backflow Management Setup

- Assembly types, approved assembly models, action codes, notification cycles, organization, testers, and a maximum of eight forms will be set up. Forms include:
  - Testers Certification Notice
  - Testing Renewal Notifications
  - Assembly Install Notifications
  - Assembly Failure Notices

Data Conversion
- All active backflow assemblies will be attached to the utility location table including all applicable information to start the tracking process.

  500 assemblies are included

  No historical assembly information will be included.

Maintenance Orders Setup
- Set up the Maintenance Order options (including personnel, department, and actions).
- Customize Maintenance Order data entry screens.
- Format three Maintenance Order form layouts.
- Set up organization information.

  Additional Options (available at Caselle's current hourly rate):
- Formatting additional form layouts.

Cash Receipting Setup
- Set up the General Ledger accounts for bank deposits and standard receipting revenue.
- Set up category and distribution codes.
- Set up payment types, for example, check, cash, and credit card, and associated reports for balancing.
- Create default reports to assist in daily operation.
- Create a Checklist to document procedures for daily cash receipting transactions, updates, and posting of receipts.

Asset Management Setup
- Establish the default depreciation frequency and method, with the asset number format.
- Set up departments, classifications, and asset types.
- Create a Checklist to document procedures, including the asset creation and General Ledger updates.

Data Conversion
- Asset number, description, department, classification, and type will be converted. The depreciation start date, life, and method of depreciation will be converted for each asset, if provided.
- Accumulated depreciation can be converted to ensure an accurate beginning balance.

Property Improvements Setup
- Set up the organization table and the property and account masks.
- Set up basic district information, including period dates and rates.
- Set up appropriate billing options for late fees, penalties, principal, and interest.
- Set up property, owner, and account defaults.
- Format forms for the assessment billing statement and delinquent account notices.
- Create a Checklist to document daily, monthly, and district period end steps.

Data Conversion	• Owner's name and mailing address will be converted. Property with location description and physical address will be converted.
	• Account balances, as specified, will be converted with all applicable account information.
	• Billing procedures will be duplicated to ensure billing accuracy and account setup.
	• Account balances will be verified for accuracy using supporting reports.
	• Caselle will provide reports of the converted data for auditing purposes.
	500 accounts are included

Materials Management Setup	• Create the inventory number mask.
	• Set up the Department, Category, and Location files.
	• Establish inventory levels, turnover, and valuation reports.
	• Create a Checklist to document daily, monthly, and inventory procedures.

| **Data Conversion** | • Inventory items will be converted. This includes the inventory number, description, location, category, quantity, and unit cost for each item. Inventory valuation will be balanced if available. |

Project Accounting Setup	• Set up organization settings and all system defaults.
	• Determine job number mask with segments and values for all projects.
	• Determine and set up General Ledger accounts for WIP, depreciation, accumulated depreciation, and clearing accounts for labor and purchases.
	• Interface all applicable Caselle applications.
	• Set up the Crew Rate, Departments, and Jobs for creation, approval, and completion procedures.

ATTACHMENT A

General Ledger Conversion Layout

The following tables detail the required format for your data migration to Caselle General Ledger. All exported data should be delivered in a CSV format, Access or SQL database, or an additional format previously approved by a Caselle migration specialist.

Please review the following tables, and notice that each required field is marked with an 'R' for required, while optional fields are marked 'O' for optional.

Account Table – Stores all information for the Organizations Chart of Accounts.

Field	Req/Opt	Format	Comments
Account Number	R	Text, 30 char	Account number; must be unique
Title	R	Text, 30 char	Account title
Expanded Title	O	Text, 60 char	Expanded account title
Closing Account	R	Yes/No	Each fund must have only one closing account
Normal Balance	R	Text, 6 char	Debit or Credit
Account Type	R	Text, 11 char	Asset, Liability, Equity, Revenue or Expenditure
Header Account	R	Yes/No	Yes indicates that the account is non-posting
Notes	O	Text	Account notes

Bank Table – Stores the banks that will be used in the General Ledger for Reconciliation purposes.

Field	Req/Opt	Format	Comments
Bank Name	R	Text, 50 char	Bank of America, Wells Fargo, etc.
Account Description	R	Text, 15 char	Checking, savings, etc.
Routing Number	O	Numeric, 9	R if this bank is to be used for direct deposit
Bank Account	O	Text, 20 char	Account number at bank

Budget Transaction Table – Stores all transactions that are only related to the Budget.

Field	Req/Opt	Format	Comments
Account Number	R	Text, 30 char	GL Account number
Date	R	Date	Budget date
GL Period	R	Numeric	MMYY
Amount	R	Numeric	Budget amount; negative if revenue
Reference Number	O	Numeric	Reference number
Sequence Number	O	Numeric	Sequence within Reference Number
Description	R	Text, 60 char	Budget transaction description

Transaction Table – Stores all of the transactions that make up the account actual balances. All period balances will be determined by the actual transactions that are identified in the Data. For example the 12/21/2012 date will be stored within the 12/31/2012 General Ledger period.

Field	Req/Opt	Format	Comments
Account Number	R	Text, 30 char	GL Account number
Date	R	Date	Transaction date
GL Period	R	Numeric	MMYY
Amount	R	Numeric	Transaction amount
Journal Code	O	Text, 10 char	Journal Code if transactions are grouped by journal
Reference Number	O	Numeric	Check numbers, etc.
Sequence Number	O	Numeric	Sequence within Reference Number
Description	R	Text, 60 char	Transaction description

Accounts Payable Conversion Layout

The following tables detail the required format for your data migration to Caselle Accounts Payable. All exported data should be delivered in a CSV format, Access or SQL database, or an additional format previously approved by a Caselle migration specialist.

Please review the following tables, and notice that each required field is marked with an 'R' for required, while optional fields are marked 'O' for optional.

Vendor Table – Stores all information for the Accounts Payable Vendors.

Field	Req/Opt	Format	Comments
Vendor Number	R	Numeric	Vendor number
Sequence	R	Numeric	Should be 1 unless multiple addresses are provided
Name	R	Text, 40 char	Vendor name
Address 1	R	Text, 40 char	Vendor address – line 1
Address 2	O	Text, 40 char	Vendor address – line 2
City	R	Text, 30 char	Vendor city
State	R	Text, 30 char	Vendor state
Zip	R	Text, 10 char	Vendor zip code
Phone 1	O	Text, 18 char	Vendor phone 1
Phone 2	O	Text, 18 char	Vendor phone 2
Fax	O	Text, 18 char	Vendor fax
Email	O	Text, 250 char	Vendor email
Contact	O	Text, 40 char	Contact name
Vendor Type	R	Text, 15 char	Normal or 1099
GL Account	O	Text, 30 char	Default GL account for this vendor
1099 ID number	O	Text, 15 char	Federal tax ID number; required if 1099 vendor
1099 Type	O	Text, 20 char	Type of 1099 – Nonemployee, Rent, Attorney, etc.
Department	O	Text, 30 char	Department that uses this vendor
Terms	O	Text, 30 char	Terms – 2/10 net/30, etc.
Notes	O	Text	Notes about this vendor

Invoice / Invoice Detail Tables – Stores the invoice information that is tied to the vendors.

Field	Req/Opt	Format	Comments
Vendor Number	R	Numeric	Vendor number
Invoice Number	R	Text, 20 char	Invoice number
Sequence	R	Numeric	Invoice line number
Invoice Date	R	Date	Date of invoice
Payment Due Date	R	Date	Date payment is due
Terms	O	Text, 30 char	Payment terms
Description	R	Text, 250 char	Description of goods/services purchased
Amount	R	Numeric	Amount to pay
GL Account	R	Text, 30 char	GL Account number this expenditure posts to
IRS 1099 Type	O	Text, 20 char	If purchase qualifies for 1099 reporting

Check / Check Detail Tables – This table stores the check information that is tied to the vendors.

Field	Req/Opt	Format	Comments
Vendor Number	R	Numeric	Vendor number
Check Number	R	Numeric	Check number
Check Sequence	R	Numeric	Line number on check
Invoice Number	R	Text, 20 char	Invoice number paid by this check
Invoice Sequence	R	Numeric	Invoice line number paid by this check sequence
Check Issue Date	R	Date	Date of payment
Amount	R	Numeric	Amount to pay
Bank	R	Text, 50 char	Name of bank this check is drawn on

Utility Management Conversion Layout

The following tables detail the required format for your data migration to Caselle Utility Management. All exported data should be delivered in a CSV format, Access or SQL database, or an additional format previously approved by a Caselle migration specialist.

Please review the following tables, and notice that each required field is marked with an 'R' for requiredhile optional fields are marked 'O' for optional. Required tables will be noted in the table description.

Location Table – Stores service address (or location) information. ***This is a required table.***

Field	Req/Opt	Format	Other Info
LocationNumber	R	Numeric	Requires unique value
ServiceAddress	R	Text, 40 char	Requires unique value
City	R	Text, 30 char	Service Address City
State	R	Text, 30 char	Service Address State
Zip	R	Text, 10 char	Service Address Zip
DeliveryPoint	O	Text, 3 char	
MailRoute	O	Text, 14 char	

Location Table (continued)

Field	Req/Opt	Format	Other Info
Country	O	Text, 30 char	
ParcelID	O	Text, 30 char	
InCity	O	1, 0, or NULL	Yes/No
NumberOfUnits	O	Numeric	
WeatherRegion	O	Text, 20 char	
Latitude	O	Text, 15 char	
Longitude	O	Text, 15 char	
Notes	O	Text	Location Notes Only
NotesDTS	O	Date/Time	Date/Time Stamp for Location Notes

Customer Table – Stores data specific to the customer including mailing information, customer types, and Billing Cycles. ***This is a required table.***

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Must be unique for each customer
Name	R	Text, 40 char	
Location Number	R	Numeric	Should be the same as location number listed for the Location table
Address1	R	Text, 40 char	Billing Address Line 1
City	R	Text, 30 char	Billing City
State	R	Text, 30 char	Billing State
Zip	R	Text, 10 char	Billing Zip
Cycle	R	SmallNumeric	Default is "1"
Final Bill Date	R	Date	Needs to be termination date; If no date is available set inactive customers to 1/01/YY
Customer Type	R	Text	Customer Type (Residential, Industrial, etc.)
Address2	O	Text, 40 char	Billing Address Line 2
Country	O	Text, 30 char	
Delivery Point	O	Text, 3 char	
Mail Route	O	Text, 14 char	
Attention	O	Text, 40 char	
Telephone 1	O	Text, 18 char	
Telephone 2	O	Text, 18 char	
Fax	O	Text, 18 char	
Email	O	Text, 250 char	
Social Security #	O	Numeric	
DL Number	O	Text, 20 char	
Print Shutoff Notice	O	1, 0, or NULL	Yes/No
Print DelinqntNotice	O	1, 0, or NULL	Yes/No
Print Statement	O	1, 0, or NULL	Yes/No
Connect Date	O	Date	Date/Time
Alert Message	O	Text, 250 char	
Secondary Name	O	Text, 40 char	

Customer Table (continued)

Field	Req/Opt	Format	Other Info
Secondary DL #	O	Text, 20 char	
Secondary SS #	O	Numeric	
UseAlternateAddress	O	1, 0, or NULL	Yes/No
Alternate Address 1	O	Text, 40 char	Alternate Address Line 1
Alternate Address 2	O	Text, 40 char	Alternate Address Line 2
Alternate City	O	Text, 30 char	Alternate Address City
Alternate State	O	Text, 30 char	Alternate Address State
Alternate Zip	O	Text, 10 char	Alternate Address Zip
Alternate Telephone1	O	Text, 18 char	
Alternate Telephone2	O	Text, 18 char	
Landlord	O	1, 0, or NULL	Yes/No
Taxable	O	1, 0, or NULL	Yes/No
Notes	O	Text	Customer Notes Only
Notes DTS	O	Date	Date/Time Stamp for Customer Notes

Meter Table – Stores information relevant to the physical meter. ***This table is required if you have at least one metered service.***

Field	Req/Opt	Format	Other Info
Meter ID	R	Text, 20 char	Only one meter ID per Meter ID field
Service	R	Text, 20 char	Service that the meter is tied to
StatusCode	R	Text, 15 char	"Active", "Inventory", "Retired", or "Disconnected"
Multiplier	R	Numeric	Default value is "1"; Include if you use multiple multipliers
ReadRoute	O	SmallNumeric	Meter reading route
ReadSequence	O	Numeric	Meter reading sequence (for manually read meters)
Manufacturer	O	Text, 20 char	Meter Manufacturer Name
OtherID	O	Text, 20 char	Additional Identification
EMRCode	O	Text, 5 char	Include if you purchased the Electronic Reading Interface
EMRID	O	Text, 15 char	Include if you purchased the Electronic Reading Interface
MXUID	O	Text, 5 char	Include if you purchased the Electronic Reading Interface
MXUType	O	Text, 15 char	Include if you purchased the Electronic Reading Interface
MXUPortID	O	Text, 15 char	Include if you purchased the Electronic Reading Interface
MXUPortPosition	O	Text, 2 char	Include if you purchased the Electronic Reading Interface
Latitude	O	Text, 15 char	Meter location latitude
Longitude	O	Text, 15 char	Meter location longitude
MIUCallbackTime	O	Date	Date/Time
CallbackSystemID	O	Text, 5 char	Include if you purchased Electronic Reading Interface

Meter Table (continued)

Field	Req/Opt	Format	Other Info
Size	O	Text, 10 char	Meter size
MeterLocation	O	Text, 250 char	Example: "10 feet south of building."
Notes	O	Text	Meter notes only
NotesDTS	O	Date	Date/Time Stamp
RegisterType*	O		*Available for 6 registers. If you provide Electric service to your customers, ask about available types.
RegisterTitle*	O		*Available for 6 registers. If none provided use Type.
RegisterDials*	O		*Available for 6 registers
RegisterCode*	O		*Available for 6 registers. For electonic reading.

Meter Activity Table – Stores current and historical information pertaining to the meters identified in the meter table. *This table is required if you have at least one metered service.*

Field	Req/Opt	Format	Other Info
Meter ID	R	Text, 20 char	Must be exactly the same as in Customer Table
Date	R	Date	Meter reading date; if not tracking, use month-end date
Reading*	R	Numeric	*Available for 6 registers
Usage*	O	Numeric	*Available for 6 registers
Multiplier	O	Numeric	Default value is 1; include if others exist
Description	O	Text, 60 char	Description of reading action

Billing Table – Stores the service, rate and billing frequency for each active customer. *This is a required table.*

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Service	R	Text, 20 char	Example: Water, Electric
Frequency	R	Text, 20 char	Example: Monthly
Rate	R	Text, 20 char	Rate code name or rate number; Example: 101
Description	R	Text, 30 char	Rate code description; Example: Water - Residential
Units	O	Numeric	Number of units on billing record
DiscountPercentage	O	Text, 20 char	Discount amount/percentage
ConnectDate	O	Date	Date/Time
Temp.DisconnectDate	O	Date	Date/Time
FinalDisconnectDate	O	Date	Date/Time
NumberOfOccupants	O	Float	Used with Water Conservation Module
AllowanceOverride	O	Float	Used with Water Conservation Module
Meter ID	O	Text, 20 char	Must be exactly the same as in Meter Table
Notes	O	Text	Billing notes only
NotesDTS	O	Date	Date/Time Stamp

Transaction Table – Stores current and historical financial information such as billings, payments and adjustments. *This is a required Table.*

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Date	R	Date	Date for Billing or Balance transactions should be the period end date unless instructed otherwise.
Service	R	Text, 20 char	Should be the same as in Billing Table
Rate	O	Text, 20 char	Should be the same as in Billing Table
Amount	R	Money	Transaction amount to two decimals
Description	R	Text, 60 char	Transaction Description (Billing, Adjustment, Payment)
Check Number	O	Text, 12 char	Typically for payments
Comment	O	Text	
Comment DTS	O	Date	Date/Time Stamp
Quantity	O	Numeric	For metered services or services that calculate from metered services
Quantity Billed	O	Numeric	For metered services or services that calculate from metered services

TABLES THAT ARE NOT REQUIRED FOR CONVERSION

Deposit Table – Stores customer deposits.

Field	Req/Opt	Format	Other Info
Date	R	Date	Date of Deposit
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Service	R	Text, 20 char	Must be exactly the same as in Billing Table
Amount	R	Money	Deposit amount to two decimals
Description	R	Text, 30 char	Examples: "Deposit Applied", "Deposit Refunded", etc.
Check Number	O	Text, 12 char	Deposit check number
Comment	O	Text	Deposit Notes
Comment DTS	O	Date	Date/Time Stamp

Landlord Table – Stores information regarding property landlords.

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Customer number that landlord is tied to; if landlord is tied to multiple customers, include one instance for each customer.
Name	R	Text, 40 char	Requires unique value
Address1	O	Text, 40 char	Landlord Billing Address Line 1
Address2	O	Text, 40 char	Landlord Billing Address Line 2
City	O	Text, 30 char	Landlord Billing City
State	O	Text, 30 char	Landlord Billing State
Zip	O	Text, 10 char	Landlord Billing Zip
Delivery Point	O	Text, 3 char	

Landlord Table (continued)			
Field	**Req/Opt**	**Format**	**Other Info**
Mail Route	O	Text, 14 char	
Country	O	Text, 30 char	
Attention	O	Text, 40 char	
Telephone1	O	Text, 18 char	
Telephone2	O	Text, 18 char	
Fax	O	Text, 18 char	
Email	O	Text, 250 char	
Social Security #	O	Numeric	Long Integer
DL Number	O	Text, 20 char	
Notes	O	Text	Landlord notes only
Notes DTS	O	Date	Date/Time Stamp

Cosigner Table – This table is used when cosigners are present.

Field	**Req/Opt**	**Format**	**Other Info**
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Name	R	Text, 40 char	Cosigner Name
Address1	O	Text, 40 char	Cosigner Address Line 1
Address2	O	Text, 40 char	Cosigner Address Line 2
City	O	Text, 30 char	Cosigner City
State	O	Text, 30 char	Cosigner State
Zip	O	Text, 10 char	Cosigner Zip
Delivery Point	O	Text, 3 char	
Mail Route	O	Text, 14 char	
Country	O	Text, 30 char	
Attention	O	Text, 40 char	
Telephone1	O	Text, 18 char	
Telephone2	O	Text, 18 char	
Fax	O	Text, 18 char	
Email	O	Text, 250 char	
Social Security #	O	Numeric	Long Integer
DL Number	O	Text, 20 char	
Notes	O	Text	Cosigner notes only
Notes DTS	O	Date	Date/Time Stamp

Bank Table – This table is used to store customer bank information.

Field	Req/Opt	Format	Other Info
Bank Number	R	Small Numeric	All banks used for Utility Purposes
Name	R	Text, 50 char	Bank Name
Abbreviated Name	R	Text, 15 char	Bank Name Abbreviation
Account Description	R	Text, 30 char	Example: "Direct Pay"
Routing Number	R	Text, 20 char	Bank routing number
GL Cash Account	O	Text, 30 char	
GL Void Check Acct.	O	Text, 30 char	

Disbursement Table – Stores information regarding customer ACH information for Utility Direct Pay.

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Bank	R	SmallNumeric	Must be exactly the same as in Bank Table
AccountNumber	R	Text, 17 char	Employee's Bank Account Number
TransactionType	R	Text, 17 char	"Checking Payment" or "Savings Payment"
Type	R	Text, 7 char	"Amount" or "Percent"
Amount	R	Money	Amount or percent to be deposited. Set to 0 for full or remaining amount.
Status	R	Text, 15 char	"Active", "Inactive", or "Prenotification"

Credit Rating Table – Stores information regarding the customer's credit rating.

Field	Req/Opt	Format	Other Info
Customer Number	R	Numeric	Must be exactly the same as in Customer Table
Date	R	Date	Last Date Delinquent Notice was sent.
Type	O	Text, 20 char	"Delinquent"
Description	O	Text, 30 char	"Imported Delinquent Date"