BLACK MOUNTAIN
SOFTWARE

SERVICE APPLICATIONS

Track the date and time of key activities, set order status and fees, assign and track responsibilities, and produce a wide range of configurable reports.

- Automatic utility billing account creation
- Generate application for new service
- Generate service orders for new accounts
- Process charges though Cash Receipting

Integrates with:
Utility Billing, Service Orders, Cash Receipting

FEATURES

Basic Service Application and Account Creation
When a customer applies for service, Service Applications creates a new utility billing account. Once initial account entries are made the remaining actions are automatic.

Service Application Document
Generate and print an application to record new customer information.

Service Order Generation
Service Applications integrates with Service Orders to direct field staff and assign duties such as collect a final meter reading, install a new meter, replace an existing meter, or other actions.

Customizable Applications
Separate service applications can be designed for residential and commercial customers.

Receipting Payments
New customers can pay deposits and/or startup charges through Cash Receipting. Deposits are automatically reflected in Utility Billing.

Transaction Types
Special transaction types can be added to Cash Receipting such as new tap fees, connection fees, and new service fees.

REPORTS
The reports menu includes options to print Service Application documents for selected accounts, print a list of service applications for a date range, and print a list of service applications that includes operator and user ID information.