

What is Bill CAPture?

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

Accurate utility bill accounting and effective energy management begin with complete utility bill data. Unfortunately, manual bill data entry can consume way too many hours of valuable time. What is the solution? Let UtilityManagement do the work for you with Bill CAPture, a turnkey utility bill processing and management service.



Utility bill processing

Utility invoice formats and accessibility vary widely from vendor to vendor. Using industry-leading technologies, Bill CAPture processes utility bills in a variety of formats...

- Scanned Images (PDF, TIFF, etc.)
- EDI 810 Files
- Electronic Files (XLS, CSV, TXT, etc.)
- Paper Bills

...by multiple collection methods:

- SFTP Transfer
- Website Upload
- Website Capture
- Email

- Mail Redirect
- VAN Service

Optical character recognition (OCR) is used to convert bill images into UtilityManagement bill files. When bill images are not available, sophisticated electronic mapping tools are employed for EDI and other electronic bills. With either method, all charges and standard line item details are captured, allowing for comprehensive analysis of your utility bill information in UtilityManagement.

Standard line items include use, demand, and costs, but do not include ancillary items such as meter reads or readings, meter multipliers, degree days, interval data, rainfall, and snowfall.

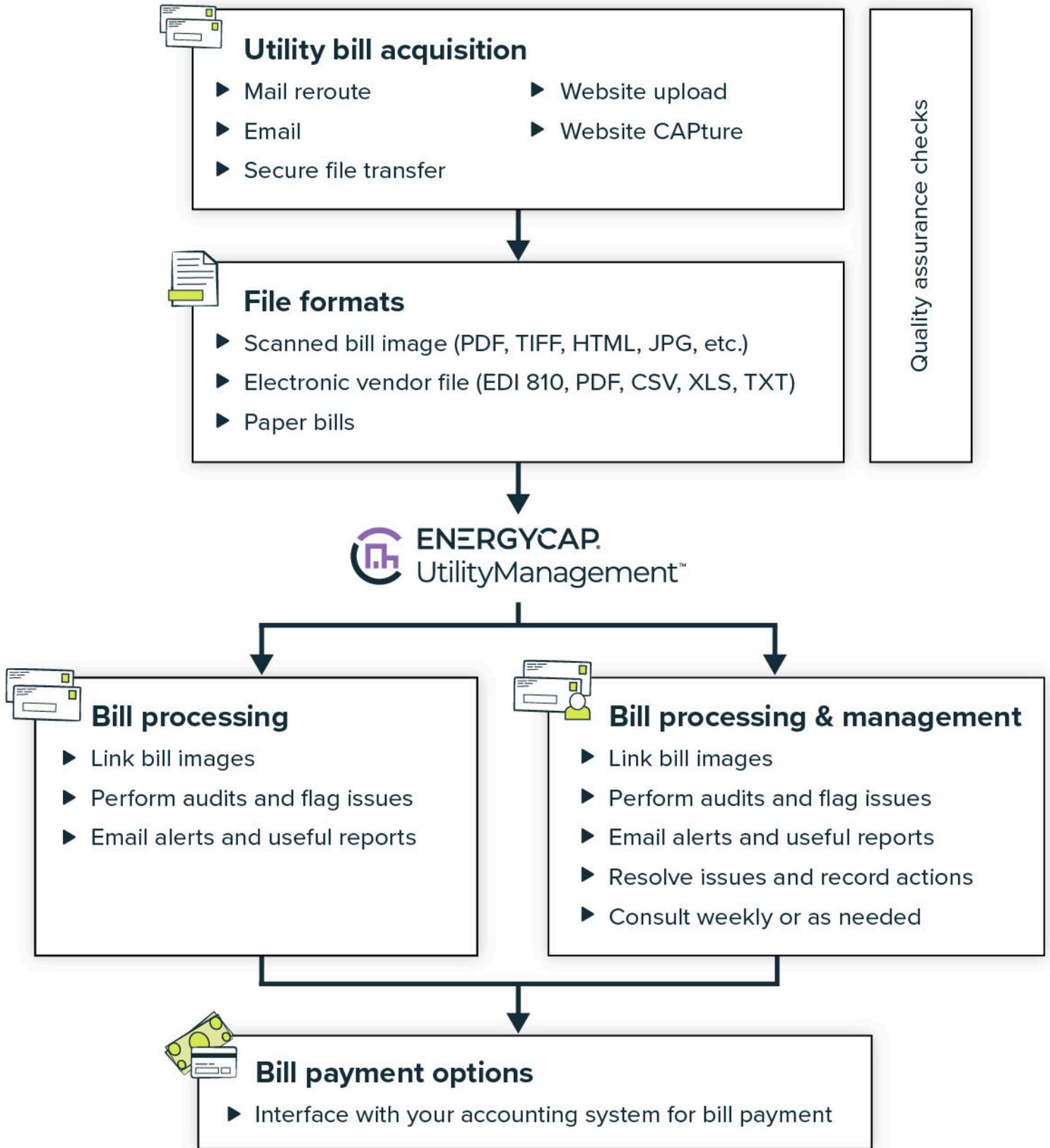
Supplementary workflow steps are built into the Bill CAPture service to ensure accurate data, notifications of data issues, and reporting transparency.

If you host your UtilityManagement database, we transform your bills into a “Ready-to-Import” file that can be easily loaded into your database. When we host your database, we go a few steps further by importing and auditing your bills, uploading your bill images, and distributing batch and audit reports.

Bills are imported into your UtilityManagement database (or delivered to clients hosting on premises) within an agreed-upon Service Level Agreement that is based on your organization’s bill payment process. After entry into UtilityManagement, your utility bill data is immediately accessible for additional auditing, analysis, and reporting.

Billing data can be exported from UtilityManagement in a format that is ready to import into your accounting system. The integration eliminates redundant bill data entry and makes sure that invoices are audited and approved before they are paid.

EnergyCAP Bill CAPtureSM Process



Managed services

The Bill CAPture service does not have to stop with data entry. You may elect to have our experienced staff resolve billing and account-related issues for you.

Every line of billing data is automatically audited by UtilityManagement to confirm accuracy and completeness. If a bill is flagged by UtilityManagement, your assigned Bill CAPture representative reviews the issue and takes appropriate action—setting up new accounts and meters in UtilityManagement, resolving missing, duplicate, or corrected bill issues, and more—to keep the workflow moving.

Our Bill CAPture management activities are based on your organization's business rules and are documented and available for review within UtilityManagement , provided through reports, and discussed during regularly scheduled phone calls or online meetings.

With decades of hands-on experience, we deliver the same value and peace-of-mind with Bill CAPture as with our UtilityManagement utility bill management software. We will set you free from the challenges of bill processing and provide you with more time to perform higher-value duties.

Resolving Bill CAPture kickouts

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

When UtilityManagement hosts your database, a kickout email notifies you when bills fail to import into your database.

Kickouts prevent ALL bills in that batch from being imported into your database, until all kickout errors are resolved.



Thank you for using EnergyCAP Bill CAPture!

Bill CAPture Testing Client 13

You are receiving this email because a recent bill import produced some kicked out records. Below, you will find a summary of the kicked out records.

Original File Name: **bctest13\$20200915.16.04.17_X02.zip**

Reserved Batch Name: **BCTEST13\$20200915.16.04.17_X02**

Total Bills in Batch: **1**

Kickout Bills: **1**

Please note that all bills are placed on hold until kickouts have been resolved.

[How do I resolve these kickouts?](#)

For a Bill CAPture bill to import successfully, specific fields in your UtilityManagement database need to match the vendor bill and your enrollment decisions. Other fields can be customized in your database at any time, with no impact to Bill CAPture's import process.

Changing these fields in your database can cause or resolve Bill CAPture kickouts

- account code
- meter serial number
- vendor code
- commodity type

In general, changing these fields in your database doesn't result in or impact Bill CAPture kickouts

- account name

- meter name
- vendor name
- rate schedule

Below is a list of common kickout messages with potential causes and resolutions

1. **Error: Unable to find Account: XXXXX linked to Vendor Code: XXXXX**

CAUSE: New account has been issued by vendor and account is not in UtilityManagement.

RESOLUTION: Create account in UtilityManagement.

CAUSE: Account code in UtilityManagement does not match account number on bill.

RESOLUTION: Update account code in UtilityManagement to match what appears on bill. These values must match EXACTLY, including spaces, dashes, etc.

CAUSE: Account number has been changed by vendor.

RESOLUTION: Update account code in UtilityManagement to match new account number. These values must match EXACTLY, including spaces, dashes, etc.

CAUSE: Account exists in UtilityManagement, but vendor code in UtilityManagement does not match vendor code in kickout message.

RESOLUTION: If vendor code in kickout message is correct, then update vendor code in UtilityManagement to match vendor code in kickout message. Otherwise, [contact](#) us for assistance.

2. **Error: Unable to find meter with Commodity: XXXXX linked to Account: XXXXX**

CAUSE: Commodity of meter in UtilityManagement does not match the commodity of meter on the bill.

RESOLUTION: [Change commodity](#) in UtilityManagement with correct commodity, OR [contact](#) us to request a change of commodity in processing center.

CAUSE: New meter has been issued by vendor and meter is not in UtilityManagement.

RESOLUTION: Create meter in UtilityManagement.

CAUSE: No meters exist on the account.

RESOLUTION: Create meter in UtilityManagement.

3. **Error: Too many matching meters linked to Account: XXXXX**

CAUSE: This kickout error is typically caused by either of these scenarios:

- There are multiple meters with the same commodity under the account in UtilityManagement and the meter serial on your utility bill does not match the meter serial field on any of those meters in UtilityManagement.
- There are multiple meters with the same commodity under the account in UtilityManagement and the meter serial number on your utility bill matches the meter serial

field of multiple meters in UtilityManagement.

RESOLUTION:

- If the bill is being kicked out because there is a new meter on your utility bill, then create the new meter in UtilityManagement with the corresponding meter serial and account code listed in the kickout email.
- If the bill is kicked out because the meter serial number for an existing meter has changed on your utility bill, then update the meter serial number in UtilityManagement to reflect the new meter serial.
- Note: When a meter serial number is not present on your utility bill, then Bill CAPture populates the meter serial field with the premises id, service point indicator, NO METER NUMBER, MULTIPLE METERS, etc. If any of these values is listed in the kickout message under the METERSERIAL column, then you must enter this exact value into the meter serial field in UtilityManagement in order for the bill to import successfully.

4. **Error: Bill not imported - account is inactive or bill start/end is outside account service period for Account: XXXXX**

CAUSE: Account exists in UtilityManagement, but is marked as inactive OR service dates are set and the current bill falls outside of those dates.

RESOLUTION: Temporarily activate the UtilityManagement account or adjust the service dates so the bill may be imported.

5. **Error: Unable to find Meter: XXXXX linked to Account: XXXXX**

CAUSE: New meter has been issued by vendor and meter is not in UtilityManagement.

RESOLUTION: Create meter in UtilityManagement.

CAUSE: Meter exists in UtilityManagement, but the meter code in UtilityManagement does not match the value listed in the METERCODE column in the kickout message.

RESOLUTION: If your naming convention allows, update your meter code in UtilityManagement to match the value in the METERCODE column.

After all kickout issues have been resolved, click Reprocess in the Kickout email and enter your Bill CAPture credentials to attempt another import of the current batch.

Once you make the necessary corrections in EnergyCAP, you can resubmit the data for bill entry by clicking the reprocess button below. This button can only be clicked on once, so be sure to make corrections prior to clicking it.

Life has changed, but work goes on. [How can we help?](#)

Reprocess



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The following message is emailed to you if all kickout errors have been resolved.



Thank you for using EnergyCAP Bill CAPture!

Bill CAPture Testing Client 8

Your batch has been processed and is now available in EnergyCAP. The processed batch name is **BCTEST8\$20201026.12.38.14_X03**. Click [here](#) to view a summary of bills in this batch that were imported into EnergyCAP.

Bill CAPture reports specific to this batch can be found below.

[Download BL22](#)

[Download Report-09](#)

[Download Report-12](#)

[Download Report-27](#)

If you have any questions regarding this batch, please [contact us](#).

Life has changed, but work goes on. [How can we help?](#)

If you are redirected to the UtilityManagement home page after selecting Reprocess, take the steps outlined [here](#).

If these steps do not work or you believe the Kickout Report is caused by processing errors, [contact](#) us for assistance.

Web CAPture FAQ's

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

What is Web CAPture?

Web CAPture is a method of bill delivery where bill data, in PDF format, is downloaded directly by UtilityManagement's Bill CAPture service from vendor websites. Unlike other data acquisition methods, Web CAPture is limited to utility vendors verified by UtilityManagement to consistently provide a payment quality bill in a timely manner. Web CAPture monitors the accessibility of bill images and notifies you of vendor website issues, including log in or other website failures. When new utility bill accounts on active vendor website logins are autodiscovered, UtilityManagement notifies you and gives you the option to enroll the account in Web CAPture.

Process time

How long does it take to process a bill enrolled in Web CAPture?

After a bill is on the vendor website, it is typically delivered and processed within 8–10 business days of being posted to the vendor website. In the event of credential failures, missing bills, website changes, or other issues outside of UtilityManagement's control that prevent the system from accessing bill images, this turnaround time may increase in length.

Vendor website down/log in issues

What happens if my vendor website is down?

Web CAPture continues to monitor the website for accessibility and will notify you if issues persist.

What happens if Web CAPture is unable to log in to the vendor website?

If Web CAPture is unable to log in to a vendor website, you are notified.

Add or remove accounts

Do I have to notify you when I add an additional account to the same vendor login account?

Web CAPture monitors your vendor log in and when new accounts are autodiscovered, you are notified and given the opportunity to enroll these accounts in Web CAPture.

How do I add utility bill accounts to Web CAPture for download?

You must request addition of those accounts to the Web CAPture service by submitting a Bill CAPture support ticket and including the account information and website credentials in such ticket.

How do I remove a utility bill account from Web CAPture?

Submit a Bill CAPture support ticket requesting the utility account be removed from download.

If I remove a utility account from Web CAPture, will you remove it from my vendor website?

No, you are responsible for removing utility bill accounts from your online vendor account.

Web CAPture roles

Will you contact my utility vendor for me?

Web CAPture does not communicate directly with a utility bill vendor for any purpose, including but not limited to, website failures, errors in vendor data, and new bills not being posted to the website.

Can you reset my password on my vendor account for me?

Web CAPture does not reset a password on a vendor account for you. You are responsible for generating a new password and informing Bill CAPture of the change to ensure an uninterrupted flow of data.

Change in log in credentials

How do I notify you if I've changed my username or password to log into the vendor website?

Submit a Bill CAPture support ticket with new website credentials to update Web Capture.

Inactive accounts

If I make an account inactive in UtilityManagement, is it automatically removed from Web CAPture?

No, if an account is inactive in UtilityManagement, then submit a Bill CAPture support ticket to have the account removed from Web CAPture.

Notifications

How do I know when Web CAPture has downloaded bills from the vendor website?

You receive an Uploaded File Receipt notification by email. In general, the batch name is a string of numbers, including the date such bills are downloaded.

Bill CAPture problematic scans

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

If the [Scanning Guidelines](#) are not followed, then incorrectly scanned files are not processed. They are removed from the batch and emailed to you as a Problematic Scan notice.

This email includes the incorrectly scanned document(s) and

- The Bill CAPture batch code for the documents.
 - The batch code is a UtilityManagement code and does not directly match the name of the zip file submitted by your organization. The original zip file can be identified by comparing the timestamp from this batch code with the upload timestamp for the zip file in Bill CAPture.
- An error explanation for the rejection.
 - For instance, if a bill is uploaded with missing pages, you might see the message: “Please send all pages for processing.”

You also see the following instructions:

- If you want the attached document to be processed, upload the entire document in a new batch and fix identified errors.
- If other files were uploaded in this batch, and they are not included in this email or any other Problematic Scan notice, they have been processed and should not be uploaded again.

Batches left “In Queue” because of problematic scans

If you upload a batch with only incorrectly scanned documents (all documents in the batch are rejected as Problematic Scans), the status of this batch remains **In Queue**, because there is nothing to process. If you want any batches of this nature to be removed from your Bill CAPture upload history, please submit a [support ticket](#).

Considerations for summary bills and multi-bill PDF files

If only a portion of a multi-bill PDF or summary bill is rejected, then the Problematic Scan notice you receive contains only these specific, rejected bills, and the bills that were not rejected are processed.

Do not upload the entire multi-bill PDF or summary bill again when only a portion is rejected. Only upload the bills specified in the email. Uploading the entire multi-bill PDF or summary bill a second time results in

duplicate bills in UtilityManagement.

Bill CAPture reports

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

When UtilityManagement hosts your database, Bill CAPture emails report links to you – after each batch is successfully processed and imported into your database. You'll receive links to the following reports:

Report 11 – Single Batch Detail

Summarizes all bills processed in the batch.

Report 09 – Bill PDF

Provides a standardized PDF format of bills flagged with bill audits.

Report 12 – Visual Bill Audit

Reports on account/meter history and trend charts for each flagged bill.

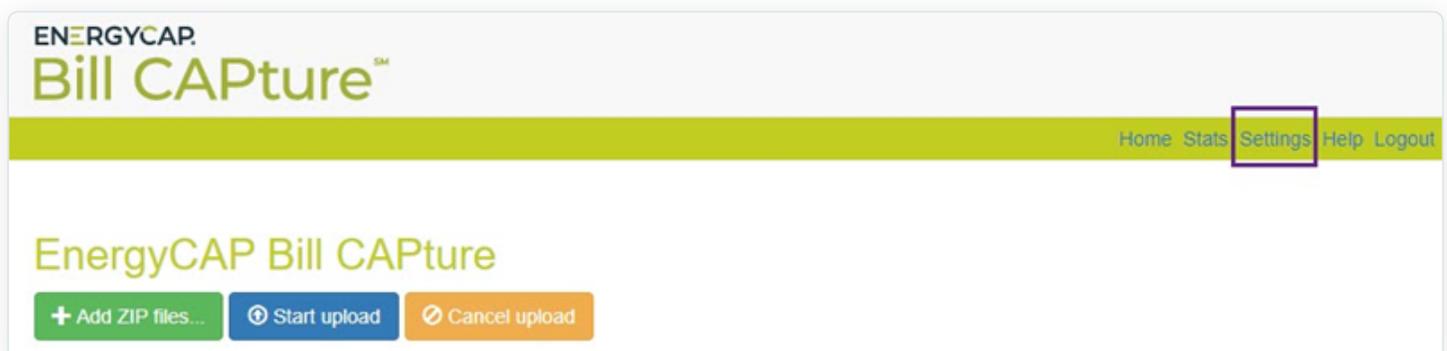
Report 27 – Bill Flags

Generates a list of flagged bill, including flag details.

These reports, and many others, are available on demand in the Reports module in UtilityManagement. You can read more about UtilityManagement reports in the [Reports Overview](#).

Bill CAPture reports distribution

Bill CAPture reports are distributed to those emails listed in your organization's Bill CAPture distribution list. Bill CAPture notifications and alerts are also sent to your Bill CAPture distribution list. Emails can be configured in your Bill CAPture portal, under Settings.



Bill CAPture frequently asked questions

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

Review these questions and answers. If your question is not answered, [contact us](#) for assistance.

Process time

I uploaded a batch of utility bills to the Bill CAPture website. How long will it take for this batch to be processed?

If you have completed the Bill CAPture enrollment process and are uploading bills on an ongoing basis, your batch is processed according to your contract.

- **Pre-Payment Bills:** Processed within **3 business days** of receipt by ENC from you or your vendor(s).

Pre-Payment Bills are defined as live current bills. In general, these bills have not yet been processed for payment by you - you use the Bill CAPture service as part of your bill payment process. Current bills are defined as bills with an end date within 60 days of the upload date.

- **Post-Payment Bills:** Processed within **5 business days** of receipt by ENC from you or your vendor(s).

Post-Payment Bills are defined as live current bills already processed for payment, and the Bill CAPture service is not part of your bill payment process. Current bills are defined as bills with an end date within 60 days of the upload date.

- **Historical Bills:** Processing time varies based on volume. Typical turnaround time is the greater of 8 weeks or 1,000 transactions per week after receipt by ENC from you or your vendor(s).

Historical bills are defined as bills having an end date greater than 60 days from the upload date.

Do not upload a mixed batch of live and historical bills. If the batch you upload contains a mix of live and historical bills, the live bills will take longer to process than if uploaded separately.

Accidental upload

I accidentally uploaded bills to Bill CAPture that should not be processed. What steps should I take next?

UtilityManagement is **not** able to intercept and delete batches.

When an accidental batch upload occurs, you will need to delete the bills from your UtilityManagement database after the batch is processed.

i Do not upload the same zip file again to Bill CAPture minus the bills you do not want to have processed.

Meter enrollments

What is a meter enrollment? What are the circumstances when I am charged a meter enrollment fee?

A meter enrollment occurs when a meter is enrolled for the first time in Bill CAPture. Typical scenarios that result in meter enrollments:

- New vendor or commodity is enrolled in Bill CAPture.
- Vendor [changes account number\(s\)](#) and you do not notify ENC in advance.
- You require significant changes to the way Bill CAPture bills are mapped in UtilityManagement. Meter swap outs do not result in meter enrollments.

When you exceed your contracted amount of meter enrollments, you will be charged an overage fee at the end of your Bill CAPture term.

A meter is defined as a point of service as itemized on a vendor bill and/or tracked in UtilityManagement as a meter. A meter may represent a point of service for which no physical meter exists, such as sewer, fire lines, outdoor lighting, fuel oil tanks, etc.

How to remove duplicate bills

Why do I see duplicate Bill CAPture bills in UtilityManagement? How do I clean them up efficiently?

The most likely reason for duplicates is the same bill was uploaded to Bill CAPture multiple times. Except in extreme circumstances, all bills that are uploaded to Bill CAPture are processed. Bill CAPture does not reject duplicate bills. Your responsibility is to create a workflow to prevent duplicate vendor bills from being uploaded.

One way to verify duplicate uploads is through the timestamp at the top of the vendor bill image in UtilityManagement. These timestamps indicate when the image files are received and they provide a clue

as to the origin of the duplicates. For example:

The image displays two screenshots of PG&E Energy Statements. Both statements are for account number 6262199949-9 and have a statement date of 02/13/2015 and a due date of 03/02/2015. The top screenshot shows a bill with a 'RECEIVED ON:06/12/2015' stamp, and the bottom screenshot shows a bill with a 'RECEIVED ON:02/17/2015' stamp. The top screenshot also includes a 'Details of Gas Charges' section for the period 12/10/2014 - 01/08/2015 (30 billing days) and a 'Service Information' section with meter # 61202166 and current meter reading 414,150.

Report-27 identifies duplicate/overlapping bills and is emailed to you after each bill batch is processed.

Use this report to void or delete duplicate bills one at a time.

How to fix incorrect billing periods

Why are the billing periods of some Bill CAPture bills incorrect? How do I fix this without editing one bill at a time?

UtilityManagement billing periods are NOT determined by Bill CAPture. Billing Periods are determined by UtilityManagement's bill import processor.

The likely causes of misaligned billing periods are:

- Vendor bills uploaded and processed out of order
- Gap between vendor bills
- Overlapping vendor bills

The circumstances above (as well as a few less common scenarios) have been known to cause bills to shift forward or backward.

If this happens to you, and it affects more than a handful of billing periods, feel free to [contact us](#) for assistance.

No start or end service dates on vendor bill

My vendor bill lists a statement (or invoice) date but does not list start/end dates for service or a service or billing period. How does Bill CAPture determine the start and end dates for my vendor bill?

Bill CAPture follows this logic to determine start and end dates for Statement Date Only bills:

- **1st Bill*:**
 - Start Date = Statement Date minus 1 Day
 - End Date = Statement Date
- **Ongoing Bills:**
 - Start Date = End Date from Previous Bill**
 - End Date = Current Statement Date

*1st bill loaded to Bill CAPture will always be a one-day bill, because the previous End Date isn't stored. You may want to adjust these one-day bills in UtilityManagement through a one-time effort.

**Exception: If the length of the resulting bill varies 50% higher/lower than the normal billing cycle, then 1st Bill rules apply (that is, 1 Day Bill).

My vendor bill lists a meter read date but does not list start and end dates for service. How does Bill CAPture determine the start and end dates for my vendor bill?

Bill CAPture follows the logic below to determine start and end dates for Read Date Only bills:

- If Days of Service **are not** present on the vendor bill, then the “Statement Date Only” rules above apply, except that Meter Read Date is substituted for Statement Date.
- If Days of Service **are** present on the vendor bill:
 - Start Date = Read Date minus Days of Service
 - End Date = Read Date

Pay amount mismatch error

I received a bill flag saying the Total Due line on my vendor bill does not match the calculated Total Pay Amount in UtilityManagement? What does this mean? What should I do?

When the line item Total Pay Amount is added to the following audit and either Flag or Flag and Hold is selected then this audit:

1. Compares the Total Due line on your vendor bill against the calculated Total Pay Amount in UtilityManagement and
2. Flags any bills where the Total Due and Total Pay Amount values don't match. If the audit is set to Flag and Hold, then UtilityManagement will hold the bill from export for your manual review and resolution.

You can read more about how to release bills from export in [Manage Bill Exports](#).

> Total cost mismatch
Calculated total bill cost does not match provided total bill cost from the following line item types

Total Pay Amount × |

Skip Flag Flag & Hold

Often, this mismatch is caused by a carried balance from a prior bill (for example, Past Due or Balance Forward) or by an error in a vendor bill. You can read more about bill audits and how to resolve them in [Bill CAPture Audits](#) and [Bill Audits Overview](#).

To reduce the amount of manual effort required to handle account-level balance lines (for example, Balance Forward, Past Due, etc.) from month to month, Bill CAPture provides two automated ways of treating balances from previous bills:

1. Treat Credits/Debits as **informational** values. (Does not impact pay amount.) This is the default handling.
2. Treat Credits/Debits as **included** values. (Impacts pay amount.)

Account number changed

The vendor changed the account numbers on my bills. Do I need to notify ENC ?

When the account number on a bill is changed by the vendor, ENC 's processing center will treat the bill(s) as new meter enrollment(s) **unless** you [notify](#) ENC in a timely manner and provide ENC with a spreadsheet cross-referencing the old account number(s) to the new account number(s).

Begin day mismatch

For imported bills, if the begin date is one day after the end date of the previous bill, UtilityManagement will modify the begin date of the current bill to match the previous bill's end date.

This logic accommodates utility vendors with invoices that do not share the same end and begin date from month to month. (For example, instead of service dates of 1/1-2/1 and 2/1-3/1, they use 1/1-1/31 and 2/1-2/28) Modifying the begin date of the imported bill when there is only a one-day difference is the most efficient method for correcting some date-specific logic in key UtilityManagement processes. This logic cannot be disabled.

More information on begin and end dates and their effect on cost avoidance calculations can be found in [Bill Start and End Date Rules](#).

How to import bills for self-hosted databases

My UtilityManagement database is not hosted by ENC. How are my Bill CAPture bills imported into my UtilityManagement database?

After you receive an Import File Available email, click the link to retrieve your zip file with your Bill CAPture bills.

Import this zip file into your UtilityManagement database using the Advanced Import File Format.

[Documentation](#) on importing bills.

Bill CAPture notifications

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

Notifications

When UtilityManagement hosts your database, several emails are generated throughout the Bill CAPture process:

1. An **Uploaded File Receipt** any time bills are uploaded.

Your Bill CAPture upload was successful and is currently processing. You will receive another notification when the upload has been processed.

Filename: LIVE_UserDesignBills.zip\$cdf4a668-5622-440d-b7cf-84b76b941314.zip
Uploaded on: 03/20/2024 at 09:00 am

[View Uploads](#)

You received this message because you are [subscribed](#) to the **System Message** notification.

2. A **Batch Successfully Processed**, when a batch is successfully processed and loaded into your database. This email includes links to [Bill CAPture reports](#).

Your upload **VNEXT_DEMO\$20240321.13.48.03_X02.zip** is processed and the bills are imported in the following batch.

Batch: VNEXT_DEMO\$20240321.13.48.03_X02
Imported on: 03/21/2024 at 09:53 am

You can view batch details in one of these reports:

- [Bill Transfer Format \(Excel only\) \(Report-11\)](#)
- [Bill PDF \(Report-09\)](#)
- [Visual Bill Audit \(Report-12\)](#)
- [Bill Flags \(Report-27\)](#)

Or view the bills in the application with the button below.

[View Bills](#)

3. A **Kickout Report** when a batch cannot be processed because of import errors in your database. You can read more about kickouts (errors) and how they are resolved [here](#).

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Thank you for using EnergyCAP Bill CAPture!

Bill CAPture Testing Client 3

You are receiving this email because a recent bill import produced some kicked out records. Below, you will find a summary of the kicked out records.

Original File Name: bctest3\$20200702.10.02.12_X02.zip
Reserved Batch Name: BCTEST3\$20200702.10.02.12_X02

Total Bills in Batch: 5
Kickout Bills: 1

Please note that all bills are placed on hold until kickouts have been resolved.

[How do I resolve these kickouts?](#)

Error: Bill line item type: INFO_LATEFEE is not defined. Account: 2912 381 0029 Start Date: 1/14/2020 and End Date: 2/14/2020

ACCOUNTCODE	STARTDATE	ENDDATE	METERCODE	DUEDATE	STATEMENTDATE	VENDORCODE	RATECODE	IMAGE	METER SERIAL	*Meter Reference	*Bill Reference	*ClientID	*ORIGINAL FILE NAME
2912 381 0029	20200114	20200214	AUTO:ELECTRIC	20200315	20200219	Z00012258	B2-LARGE GENERAL-SECONDARY	Click Here	5042200		1982458	neu	Isec temp bad (old).pdf
2912 381 0029	20200114	20200214		20200315	20200219	Z00012258	NONE	Click Here		NONE	1982458	neu	Isec temp bad (old).pdf

Once you make the necessary corrections in EnergyCAP, you can resubmit the data for bill entry by clicking the reprocess button below. This button can only be clicked on once, so be sure to make corrections prior to clicking it.

Life has changed, but work goes on. [How can we help?](#)

Reprocess

4. A **Kickout Report Reminder** within X days of the original Kickout Report, if any errors remain. X is configurable but defaults to 3 days for prepay customers and 5 days for postpay customers. You continue receiving Kickout Report Reminders until the errors in the Kickout Report are resolved.

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Thank you for using EnergyCAP Bill CAPture!

Bill CAPture User,

This is an overdue kickout reminder. The original kickout date was on 2020-11-05 10:08:19. Please fix the following error(s).

Original File Name: Winter Park - September.zip
Reserved Batch Name: BCTEST\$20201009.15.08.17_02

Total Bills in Batch: 28
Kickout Bills: 1

Please note that all bills are placed on hold until kickouts have been resolved.

[How do I resolve these kickouts?](#)

Error: Unable to find Account: 10582-46247 linked to Vendor Code: WINTERPARK

ACCOUNTCODE	STARTDATE	ENDDATE	METERCODE	DUEDATE	STATEMENTDATE	VENDORCODE	RATECODE	IMAGE	METER SERIAL	*Meter Reference	*Bill Reference	*ClientID	*ORIGINAL FILE NAME
10582-46247	20200728	20200828	AUTO:ELECTRIC	20201004	20200909	WINTERPARK	GS-1	Click Here	1N8024389072		2162846	Scopsfl	City of Winter Park 9.17.2020.pdf
10582-46247	20200728	20200828		20201004	20200909	WINTERPARK	NONE	Click Here		NONE	2162846	Scopsfl	City of Winter Park 9.17.2020.pdf

Once you make the necessary corrections in EnergyCAP, you can resubmit the data for bill entry by clicking the reprocess button below. This button can only be clicked on once, so be sure to make corrections prior to clicking it.

Life has changed, but work goes on. [How can we help?](#)

Reprocess

Self hosted databases

When your organization's database is self-hosted, you receive two notifications from Bill CAPture:

1. An **Uploaded File Receipt** any time bills are uploaded.



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Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

Bill CAPture User,

Your ZIP file **CBU 201186-003.zip** was successfully submitted on **2020-11-17 13:21:24**.
Another email will follow when the batch has been processed.

2. An **Import File Available**, when a batch is successfully processed and the resulting import file is available.



ENERGYCAP.
Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

Bill CAPture User,

Your file has been processed and is ready to be downloaded and imported into your EnergyCAP database. The original uploaded file name was **B266.zip**. The new filename is .
Please click [here](#) to retrieve your import file. If you have any questions regarding this batch, please [contact us](#).

Use Alerts

On the first of the month, Bill CAPture distributes monthly Use Alerts when you are outpacing or exceeding the number of Bill CAPture meters or transactions in your contract.

Processing overages are invoiced at the end of the current processing year.

Pace Alert is a monthly email sent when an organization is on pace to exceed its contracted number of live transactions.

You receive this alert when live transactions outpace expected numbers by 10%. Contact us if you'd like this percentage to be adjusted to a different threshold.

ENERGYCAP.

Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

[REDACTED],

Our records indicate that you are on pace to exceed your contracted number of **Live Transactions** by the end of the current processing year. If this trend continues and an overage occurs, a charge will be assessed at the rate specified in your Bill CAPture contract.

As of today, you are **33%** into the current processing period and have used **49%** of your contracted number of **Live Transactions**.

To review processing statistics, please log into your [Bill CAPture upload account](#) and click on the "Stats" tab. If you have any questions or would like to turn off this alert, please [contact us](#).

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Overage Alert is a monthly email sent when an organization has exceeded its contracted number of meter enrollments or live/historical transactions.

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Thank you for using EnergyCAP Bill CAPture!

Our records indicate that you have exceeded your contracted number of **Meter Enrollments**. **(Contracted = 550 | Actual = 634)** At the end of the current processing year, a charge will be assessed for this overage at the rate specified in your Bill CAPture contract.

To review processing statistics, please log into your [Bill CAPture upload account](#) and click on the "Stats" tab. If you have any questions or would like to turn off this alert, please [contact us](#).

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Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

Our records indicate that you have exceeded your contracted number of **Live Transactions**. **(Contracted = 5400 | Actual = 5421)** At the end of the current processing year, a charge will be assessed for this overage at the rate specified in your Bill CAPture contract.

To review processing statistics, please log into your [Bill CAPture upload account](#) and click on the "Stats" tab. If you have any questions or would like to turn off this alert, please [contact us](#).

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If additional transactions or meter enrollments (contractual changes) are needed, please reach out to your Sales Account Manager.

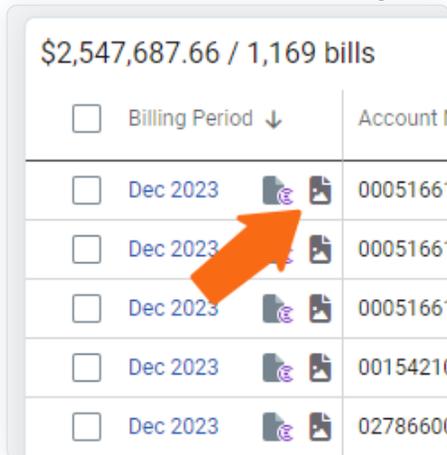
Accessing vendor bill images

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

Any bill images uploaded and processed by Bill CAPture always remain connected to your UtilityManagement bill. No vendor bills images are created from bills generated from EDI, HTML, Excel, or CSV bills.

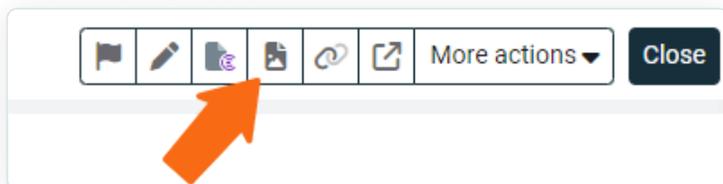
Access a bill image

In a bill list, access bill images.



\$2,547,687.66 / 1,169 bills		
<input type="checkbox"/> Billing Period ↓		Account I
<input type="checkbox"/> Dec 2023		00051661
<input type="checkbox"/> Dec 2023		00051661
<input type="checkbox"/> Dec 2023		00051661
<input type="checkbox"/> Dec 2023		00154210
<input type="checkbox"/> Dec 2023		02786600

In bill view or edit.



Control code

The **Control Code** uniquely identifies and links your UtilityManagement bill to the original bill image. The link is broken if you edit the control code.

2014 N BROAD ST - WTR_SWR [11427-128106] Account	City of Meriden [CITYOFMERIDEN] Vendor	\$20190306.11.48.12 _X02 Batch	09/04/2018-12/03/2018 90 days
2014 N BROAD ST Meriden, CT 06450 Service address	128106 Invoice number	03 2019 Accounting period	03/01/2019 Statement date
	1181156_CITYOFMERIDEN_1142 7-128106_20190301 Control code	813950 Bill ID	

Summary bill images

The bill image provided by Bill CAPture contains all the originally processed pages of the vendor bill.

However, if the bill is a summary bill (containing a sub-bill per page that adds up to a total charge on the first page), then the bill image typically only contains the sub-bill page for the relevant sub-account followed by the summary page(s).

Bill CAPture email delivery

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

With this service, Bill CAPture provides your organization with a custom “@energycap.com” email address for the sole purpose of obtaining bills to be processed. Any emails delivered to this address are sent through an automation process. The automation process extracts attachments from incoming email and submits them directly into the Bill CAPture processing queue.

Delivery requirements

- Bills must be attached to an email to be extracted by the automation system. The automation is not able to extract linked or hyperlinked files.
- The automation system extracts files in the following formats: PDF, XML, XLSX, XLS, TIF, TIFF, CSV, TXT. All other formats, including compressed/zipped files, are not extracted by the automation or retained in the system.
- To be processed through Bill CAPture automation, PDF bills must adhere to the [Scanning Guidelines](#).
- Password protected files cannot be processed through Bill CAPture.

File size limitations and batch processing

- Bill CAPture’s email server can accept up to 25 MB of attachments per email. Keep in mind your organization’s email server may be configured with its own file size limitation for outbound mail.
- One Bill CAPture batch is created per each email received, containing all the files attached to that particular email.
- Bill CAPture is not able to process batches containing a mix of file types. Emails sent to Bill CAPture should contain only one file type per each individual email (that is, only PDF bills, or only electronic files, in a single email).

Other considerations

- The inbox associated with your organization’s “@energycap.com” email address is not monitored, aside from the automation process extracting any attachments. Emails sent to this address are not retained in the system; they are deleted after any attachments have been extracted.
- Emails can be sent to your organization’s “@energycap.com” address from the utility vendor directly, or from members of your organization. Regardless of who the sender is, attachments are automatically extracted and submitted to the Bill CAPture processing queue.

- If the utility vendor sends emails directly to your organization's "@energycap.com" email address, it's recommended to have at least one contact from your organization, or an internal distribution list, copied on the utility vendor's emails. That way, these emails are retained for your organization's records.
 - Bill CAPture automation does not filter out duplicate bills or rebills. If bills of this nature are sent to your organization's "@energycap.com" inbox, they are processed by Bill CAPture.
-

Bill CAPture website overview

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

The Bill CAPture website allows users to upload batches of vendor bills, review previous uploads, adjust account settings, and monitor contracted versus actual transactions.

What's new

Submitting a Bill CAPture ticket

Support tickets can be submitted directly from the Bill CAPture website by clicking **Support** at the top of the page.

Filter and Sort Functionality

“Bill Upload History” and “Monthly and Batch Details” can be sorted and filtered. Sort by clicking the up and down arrows in the column headers. Filter by entering one or more words in the Search box.

Note: **Filters within filters can be created in the Search Box.** For example, if you’d like to search for all .zip files (1) with “Corrections” in their names and (2) are in kickout status, simply type “Corrections Kicked Out” in the Search box.

Export functionality

Information in the “Bill Upload History” and “Monthly and Batch Details” can also be copied or exported to Excel or PDF with a simple click of a button.

Adjustable list

The number of batch entries listed in “Bill Upload History” and “Monthly and Batch Details” is adjustable.

Bill CAPture website sections

Home page

EnergyCAP Bill CAPture

+ Add ZIP files... Start upload Cancel upload

BCDEMO\$20210125.14.54.00_X02.zip	0.72 KB
LL_ARDEM_Test.zip	610.09 KB

Bill Upload History

Show Deleted Batches

Show 10 entries

Copy PDF Excel

Search:

Filename	Upload Date	Batch Code	Last Activity	Status
LL_ARDEM_Test.zip	2021-03-30 16:47:53			In Queue
BCDEMO\$20210125.14.54.00_X02.zip	2021-01-25 12:11:06	BCDEMO\$20210125.14.54.00_X02	2021-01-25 12:11:13	Kicked Out
bcdemo\$20200123.14.54.00_X02.zip	2020-01-24 11:26:06	BCDEMO\$20200123.14.54.00_X02	2020-01-24 11:26:11	Processed
bcdemo\$20191115.15.45.00_X02.zip	2019-11-15 15:51:06	BCDEMO\$20191115.15.45.00_X02	2019-11-15 15:51:09	Processed
bcdemo\$20190807.15.29.06_X02.zip	2019-10-31 10:03:04	BCDEMO\$20190807.15.29.06_X02	2019-10-31 10:03:14	Processed

Filename	Upload Date	Batch Code	Last Activity	Status
----------	-------------	------------	---------------	--------

Showing 1 to 9 of 9 entries

Previous 1 Next

Status = Status of the current batch

- **In Queue** = File has been loaded and is currently at the processing center.
- **Kicked Out** = An attempt to import bill(s) into UtilityManagement was made, but an import error caused the entire batch to be put on hold. You must correct the kickout error in UtilityManagement and then reprocess.

Kickout reports can be loaded, reviewed, and addressed directly through this page by clicking the Eye button. Kicked out batches can also be resolved by clicking the Reprocess Button within the emailed kickout reports and entering your Bill CAPture credentials.

- **Processed** = File has been processed and successfully imported into UtilityManagement.
- **Partial** = Original upload was divided into multiple UtilityManagement batches during processing. The batch has been successfully processed into UtilityManagement but needs to be manually closed by ENC staff. Contact us for assistance in closing a batch with a status of **Partial**.

Stats

The Stats page allows you to review processing statistics and renewal date. This information is helpful to determine if you are on track to exceed your contracted transactions and meters for the year.

Processing Summary

Copy PDF Excel

	Live Transactions	Historical Transactions	Enrollments
Contracted	100	1000	300
Actual	16	0	0
Adjustments	-10		
Remaining	94	1000	300
% Used	16%	0%	0%

Renewal Detail

Renewal Date	Days until Renewal	% into Period
2100-01-01	28763	34

Monthly Detail

Year	Month	Transaction Type	Count
2021	3	FTP Image File	-10
2021	1	EDI	1
2020	1	EDI	2
2019	11	EDI	1
2019	10	FTP Image File	6
2019	10	EDI	6

Batch Detail

Show 10 entries

Copy PDF Excel

Search:

Filename	Batch Code	Uploaded	Processed	Transaction Type	Count
Adjustment <i>10 duplicates sent by processing center. See ticket 123-ABC-789</i>			2021-03-19 00:00:00	FTP Image File	-10
BCDEMO\$20210125.14.54.00_X02.zip	BCDEMO\$20210125.14.54.00_X02	2021-01-25 12:11:06	2021-01-25 12:11:13	EDI	1
bcdemo\$20200123.14.54.00_X02.zip	BCDEMO\$20200123.14.54.00_X02	2020-01-24 11:26:06	2020-01-24 11:26:11	EDI	1
bcdemo\$20200123.14.54.00_X02.zip	BCDEMO\$20200123.14.54.00_X02	2020-01-24 11:24:06	2020-01-24 11:24:13	EDI	1
bcdemo\$20191115.15.45.00_X02.zip	BCDEMO\$20191115.15.45.00_X02	2019-11-15 15:51:06	2019-11-15 15:51:09	EDI	1

Settings

Edit Settings

Email Notifications:

Batch Prefix (Live) ?

Batch Prefix (Historical) ?

Batch Prefix (Maintenance) ?

Kickout Email Frequency ?

 Days

Batch Override ?

On Off

Processing Hold ?

On Off

Save Settings

Edit settings

- **Email Notifications** - Add or remove email addresses to receive notifications.
- **Batch Prefix** - Specify custom prefixes for the standard Bill CAPture batch codes in UtilityManagement.
- **Kickout Email Frequency** - Set email reminder frequency.
- **Batch Override** - Override the standard batch naming convention. When set to On, the uploaded zip file name is used as the batch name in UtilityManagement.
- **Processing Hold** - Temporarily hold bills from being processed. When set to On, no bills are processed by Bill CAPture into UtilityManagement.

Bill CAPture billing batches

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

When UtilityManagement hosts your database, processed bills are entered as batches.

Batch information

For every zip file uploaded to Bill CAPture, a batch is created. This logic gives you the ability to group bills into batches by vendor, date, etc.

Example of a standard Bill CAPture batch code.

```
-- CLIENTCODE$20190324.13.54.02_X02
```

Batch categories

- **Bills.zip = Live Batch**
No prefix indicates a live batch of bills. Live bills are bills with an end date within 60 days of the upload date. See [Uploading Live Bills](#).
- **HIST_Bills.zip = History Batch**
HIST_ prefix indicates a batch contains historical bills. Historical bills are bills with an end date greater than 60 days from the upload date OR bills less than 60 days old but are not intended for export to accounting systems. See [Uploading Historical Bills](#).
- **MAINT_Bills.zip = Maintenance Batch**
MAINT_ prefix indicates a batch contains maintenance bills. Maintenance bills are bills Bill CAPture intends to process for free. **Only use this prefix with permission.**
- **SETUP_Bills.zip = Enrollment Batch**
The SETUP_ prefix typically indicates a batch contains initial Bill CAPture enrollment bills, but it also indicates if a batch of bills contains ten or more new meters for enrollment after the enrollment phase is complete. See [Preparing for Bill Processing](#).

You can override the standard batch name convention in the settings menu of the Bill CAPture website. This is set through the [Bill CAPture website](#). When you turn on **Batch Override**, the original name of the zip file uploaded to Bill CAPture is the name of the Batch Code in UtilityManagement. Underscores (_) replace any spaces in the original file name.

Because duplicate batch codes are not allowed within UtilityManagement, all zip files uploaded must have unique file names. Prefixes like SETUP_, MAINT_, or HIST_ do not make a .zip file name unique. For example, **SETUP_Xcel Energy Bills.zip** and **Xcel Energy Bills.zip** are considered duplicate names and are rejected. Bill CAPture rejects uploads with duplicate names.

A single large zip file containing historical bills MAY be broken out into multiple batches in UtilityManagement. If this happens, Bill CAPture applies the standard naming convention and includes a sequence number to indicate the original upload has been divided into multiple UtilityManagement batches.

Filename	Upload Date	Batch Code
Historical Load.zip	2015-02-10 10:32:42	BCTEST\$20150210.10.33.0_1_X02
Historical Load.zip	2015-02-10 10:32:42	BCTEST\$20150210.10.33.0_2_X02
Historical Load.zip	2015-02-10 10:32:42	BCTEST\$20150210.10.33.0_3_X02

Customization of batch prefix

Batch prefixes are customizable in the settings menu of the Bill CAPture website. Users set one prefix string per batch type.

Here are some sample **prefixes**

- Maintenance = **999**_CLIENTCODE\$20190324.13.54.02_X02
- Historical = **NOPAY**_CLIENTCODE\$20190324.13.54.02_X02
- Live = **PAY**_CLIENTCODE\$20190324.13.54.02_X02

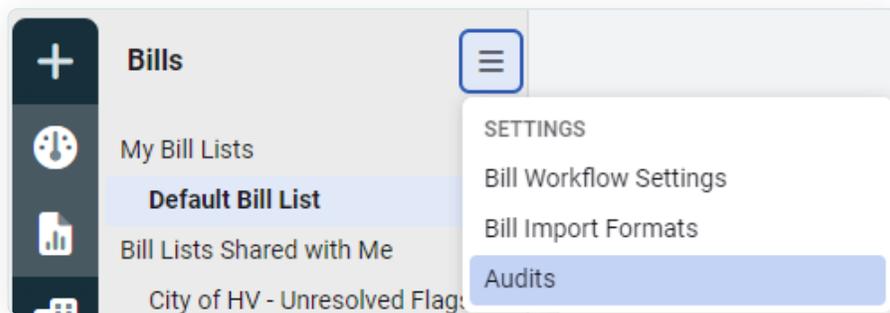
Bill CAPture audits

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

When a Bill CAPture batch is successfully imported, UtilityManagement executes [bill audits](#) on the bills within the batch. When UtilityManagement hosts your database, Bill CAPture also automatically generates and distributes [reports](#) for each batch of bills imported.

Audit settings for your UtilityManagement database are set at a global level. Regardless of whether your bills are imported through Bill CAPture, or are [created manually](#) or through [bill import](#), the same audits automatically run on your bills.

You can view and configure audit settings in the Bills module, under Audits.

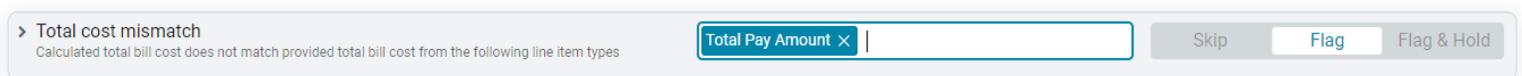


You can read more about audit settings and bill flags in [Bill Audits Overview](#).

Total pay amount audit

When the line item Total Pay Amount is added to the Total cost mismatch audit and either Flag or Flag and Hold is selected, then this audit:

1. Compares the Total Due line on your vendor bill against the calculated Total Pay Amount in UtilityManagement and
2. Flags any bills where the Total Due and Total Pay Amount values don't match



If the audit is set to Flag and Hold, then UtilityManagement holds the bill from export for manual review.

Clients are responsible for manually reviewing and resolving any flagged bills, except if such audit message is assigned reference error code (EDI 99).

Reference error code EDI 99

If a Total Pay Amount audit message is assigned reference error code EDI 99, then UtilityManagement actively works to identify and resolve, if necessary, the discrepancy between the Total Due and the calculated Total Pay Amount.

You can read more about the Total Pay Amount audit, including the reference error code EDI 99, in the [Bill CAPture FAQ](#).

Bill CAPture adjustment audit

When an adjustment, refund, or cancellation exceeds the current charges on your vendor bill, the items are assigned to the line item **Bill CAPture Adjustment** and placed as a counted charge at the account level.

When **Bill CAPture Adjustment** is added to the audit **Bill contains one of the following line item types** and either Flag or Flag and Hold is selected, then this audit:

1. Flags any bills with a Bill CAPture Adjustment item; or
2. Flag and Hold from export any bills with a Bill CAPture Adjustment item.

Flagged line item type found
Bill contains one of the following line item types

Bill CAPture Adjustment x

Skip Flag Flag & Hold

Minimum bill total cost: \$

Default assignees: Search for one or more users

Clients are responsible for manually reviewing and resolving any flagged bills.

For example, if you want the adjustment to be moved to the meter or for the adjustment to be an informational charge, then you edit and save the bill. See [Edit a Bill](#) for more details.

Upload historical bills

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

1. Zip bill file(s). **Follow these instructions to avoid processing delays.**

- Follow the [Scanning Guidelines](#).
- Name the zip file with the prefix “HIST_” and include month and year of the bills contained within the file.
For example, a zip file containing historical bills from January 2016 might have the name of HIST_January2016_Bills.
- **DO NOT UPLOAD** a zip file with a mix of live and historical bills. If you upload a zip file with a mix of live and historical bills, the live bills take longer to process. See [FAQ](#) for definitions of historical bills and live bills.
- Each historical zip file should only contain individual bills or PDFs from the same month and year. Prefix each historical zip file with the prefix HIST_ and include the month and year in the name of the file. Upload zip files in chronological order, starting with the earliest month and year in the first zip file.
- If you are aware of any account number changes affecting historical bills, [notify](#) Bill CAPture support before uploading files. You also need to provide a spreadsheet cross-referencing old account number(s) to new account number(s).

2. Log in to Bill CAPture.

Site: <https://billcapture.energycap.com>

User: [USER]

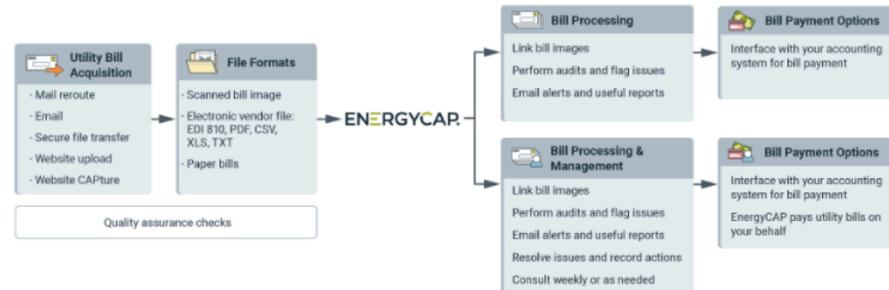
Password: [PASSWORD]

Welcome to EnergyCAP Bill CAPture!

At EnergyCAP, we understand the frustrating data entry tasks associated with utility bill tracking. Let us set you free from the challenging burden of utility bill data entry with Bill CAPture, a sophisticated service that converts your PDF, XLS, TXT, CSV, and/or EDI file formats, and even your paper bills, to a format that can be electronically imported into your EnergyCAP database.

Here's how it works:

Bill CAPtureSM Process

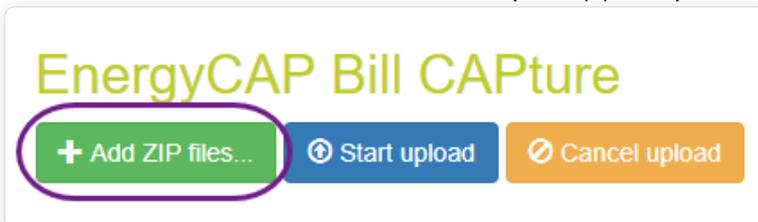


[Learn more](#)

EnergyCAP Bill CAPture Login

Login

- Click **Add ZIP Files** and select the zip file(s) to upload for processing.



- Click **Start upload** to upload the files.



- After file upload, you or your UtilityManagement representative receives an email confirmation. The file is also visible in your upload history.

Note that the processing time for historical bills is different from live bills. See this [FAQ](#) for more information.

Bill Upload History

Show Deleted Batches

Show entries

[Copy](#)

[PDF](#)

[Excel](#)

Search:

Filename	Upload Date	Batch Code	Last Activity	Status
\$.150190913.15.46.07_X02.zip	2019-12-10 21:45:02	\$.150190913.15.46.07_X02	2019-12-10 21:45:14	Processed
\$.210190913.15.46.07_X02.zip	2019-12-10 20:23:51	\$.210190913.15.46.07_X02	2019-12-10 20:24:00	Processed
\$.190190913.15.46.07_X02.zip	2019-12-10 16:26:01	\$.190190913.15.46.07_X02	2019-12-10 16:26:09	Kicked Out 
EnergyCAP.6.3.SP3.Build.126.zip	2019-12-16 16:37:40			In Queue
EnergyCAP.6.3.SP3.Build.126.zip	2019-12-16 16:36:00			In Queue

Filename	Upload Date	Batch Code	Last Activity	Status
----------	-------------	------------	---------------	--------

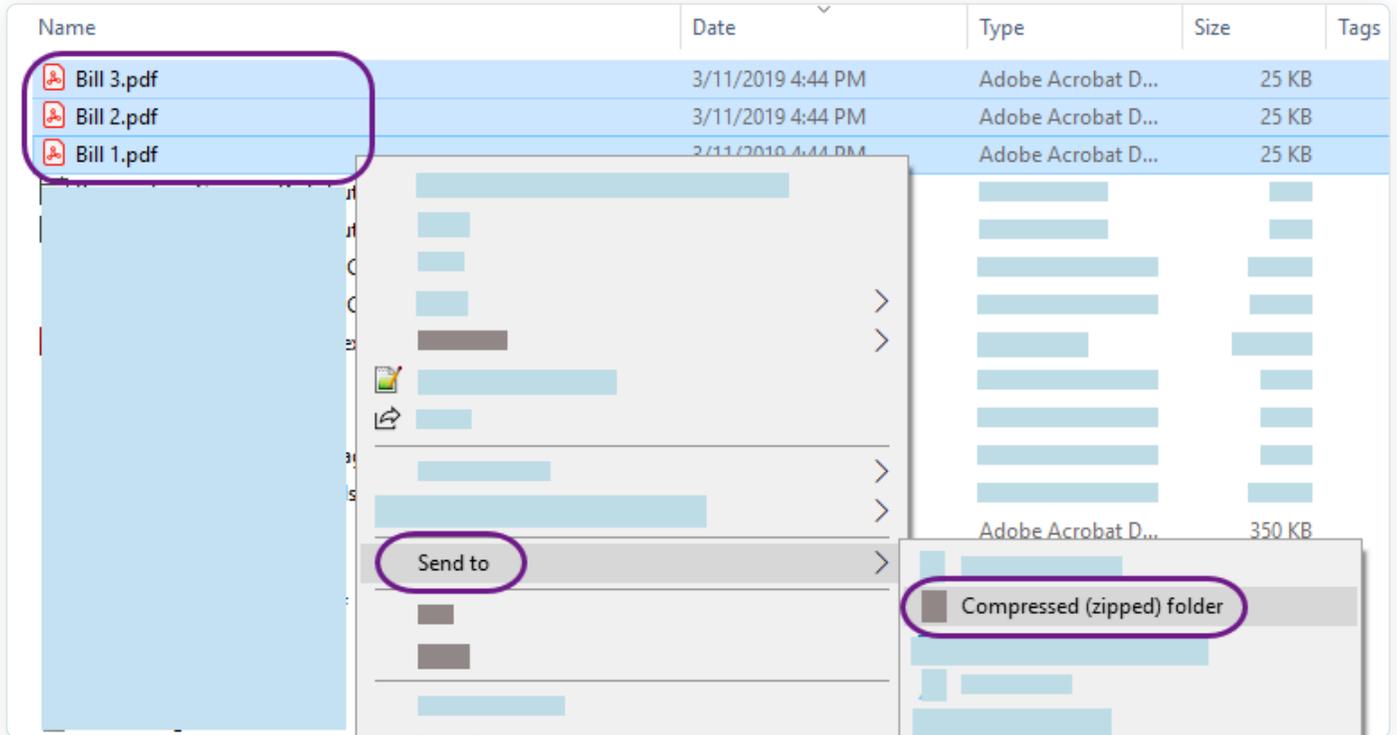
Showing 1 to 5 of 5 entries

[Previous](#) [1](#) [Next](#)

Upload live bills

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

1. Zip bill file(s).



DO NOT UPLOAD a zip file with a **mix** of live and historical bills. If you upload a zip file with a mix of live and historical bills, the live bills take longer to process. See this [FAQ](#) for definitions of historical bills and live bills.

2. Log in to the Bill CAPture website.

Site: <https://billcapture.energycap.com>

User: [USER]

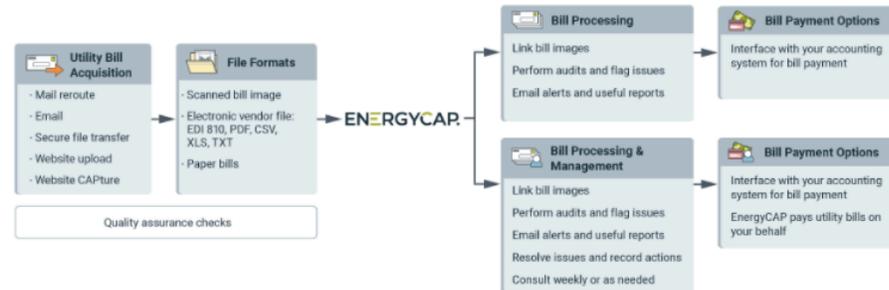
Password: [PASSWORD]

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At EnergyCAP, we understand the frustrating data entry tasks associated with utility bill tracking. Let us set you free from the challenging burden of utility bill data entry with Bill CAPture, a sophisticated service that converts your PDF, XLS, TXT, CSV, and/or EDI file formats, and even your paper bills, to a format that can be electronically imported into your EnergyCAP database.

Here's how it works:

Bill CAPtureSM Process

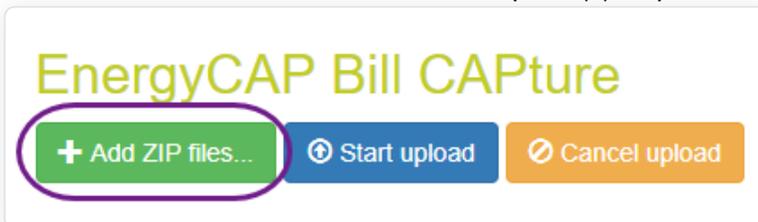


[Learn more](#)

EnergyCAP Bill CAPture Login

Login

3. Click **Add ZIP Files** and select the zip file(s) to process.



4. Click **Start upload** to upload the files.



5. After file upload, you or your UtilityManagement representative receives an email confirmation. The file is also visible in your upload history.

ENERGYCAP.
Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

Your ZIP file **UtilityInvoices_20210520.zip** was successfully submitted on **2021-05-20 05:02:06**. Another email will follow when the batch has been processed.

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6. You are notified when your bills have been processed.

ENERGYCAP.
Bill CAPtureSM

Thank you for using EnergyCAP Bill CAPture!

Your batch has been processed and is now available in EnergyCAP. The processed batch name is **TBR\$20210519.02.17.52_X02**. Click [here](#) to view a summary of bills in this batch that were imported into EnergyCAP.

Bill CAPture reports specific to this batch can be found below.

[Download BL22](#)

[Download Report-09](#)

[Download Report-12](#)

[Download Report-27](#)

If you have any questions regarding this batch, please [contact us](#).

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Bill CAPture scanning guidelines

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) page.

Follow these guidelines when scanning bills. If you are unable to follow these guidelines, [contact us](#) to discuss other Bill CAPture services (for example, web download or mail redirect).

Incorrectly scanned document(s) are not processed. They are removed from the batch and emailed to you as a [Problematic Scan](#) notice.

Scanner settings

If your scanner allows, set the following options.

Page Size:	Auto Detect (if unavailable, select 8.5 X 11)
Color Mode:	Black and White or Auto Color
Duplex Mode:	Duplex mode for documents having pertinent information on BOTH sides of the paper
Simplex Mode:	Simplex mode for documents having pertinent information on ONE side of the paper
Resolution/DPI:	300 DPI is the minimum
Output:	PDF or multi-page TIFF
Orientation:	Select Auto Text Orientation Detection if available.
Zooming/Scaling:	Do not turn on

Scanning instructions

Scan every page

Scan every page of your utility bill. **Do not** skip pages, even if they seem irrelevant. Summary bills should include the summary page(s) and pages for every sub-account bill.

When possible, scan each bill into an individual bill image file and then compress multiple bill image files into a zip file. Do not exceed 400 pages in an individual bill file/PDF. Do not include a zip file within a zip file, Bill CAPture rejects the batch.

File name

Do not include periods or commas in PDF or electronic file names. Exception: The period indicating the file extension (like .pdf) is fine. Each PDF or electronic file in a batch must have a unique name.

Folders within folders

Do not place scanned bills in a folder within another folder in the .zip file.

Bill organization

If you cannot scan and save each bill individually, follow these guidelines

- Organize scanned bills by vendor, a single PDF should contain bills from only one vendor.
- Organize scanned bills by page count. In other words, all one page bills together, two page bills together, and so on.
- **Do not** mix both single and duplex bills together in the same PDF.

Scanner setup

Use a stand-alone scanner whenever possible as it offers more options than a multi-function printer/scanner.

Scan each document with the top of the document up against the feed rollers.

- **Do not** scan documents sideways (for example, long edge first) unless Auto Text Orientation Detection or its equivalent option is enabled.
- **Orient every page right-side-up** and not sideways or upside-down.
- Align images from top to bottom and not skewed or at an angle.

Odd size bills

For post-card sized bills, scan one bill per page.

- **Do not** combine multiple postcards onto a single page, even if space allows.

PDF rules

Bill CAPture cannot process password-protected PDFs. Remember to remove all password protection before submitting.

Do not place multiple files into a PDF Portfolio as they require manual intervention to break out the original files.

Marking bills

Do not make pen marks on bills, especially over critical pieces of billing information.

- If marking bills is unavoidable, use a yellow highlighter (many other highlighter colors—such as blue or pink—are converted to black during processing).
- The Bill CAPture process does not preserve non-vendor electronic markings.

Don't Mix Bills

Do not upload a zip file with a mix of live and historical bills. If you upload a zip file with a mix of live and historical bills, the live bills take longer to process.

Scanning and upload instructions for historical bills

Follow the **Scanning Instructions** referenced above.

Each historical zip file should only contain individual bills or PDFs from the same month and year.

Prefix each historical zip file with the prefix HIST_ and include the month and year in the name of the file.

Upload zip files in chronological order, starting with the earliest month and year in the first zip file.

When the vendor changes an account number, Bill CAPture treats the bill(s) as new meter enrollment(s) **unless** you immediately [notify](#) Bill CAPture. You need to provide a spreadsheet cross-referencing the old account number(s) to the new account number(s).

Preparing for bill processing

i This is documentation for Legacy Bill CAPture, if you are using Bill CAPture that is integrated with UtilityManagement use this updated [help](#) article.

You need to enroll accounts first with Bill CAPture before bills can be processed.

To enroll accounts in Bill CAPture

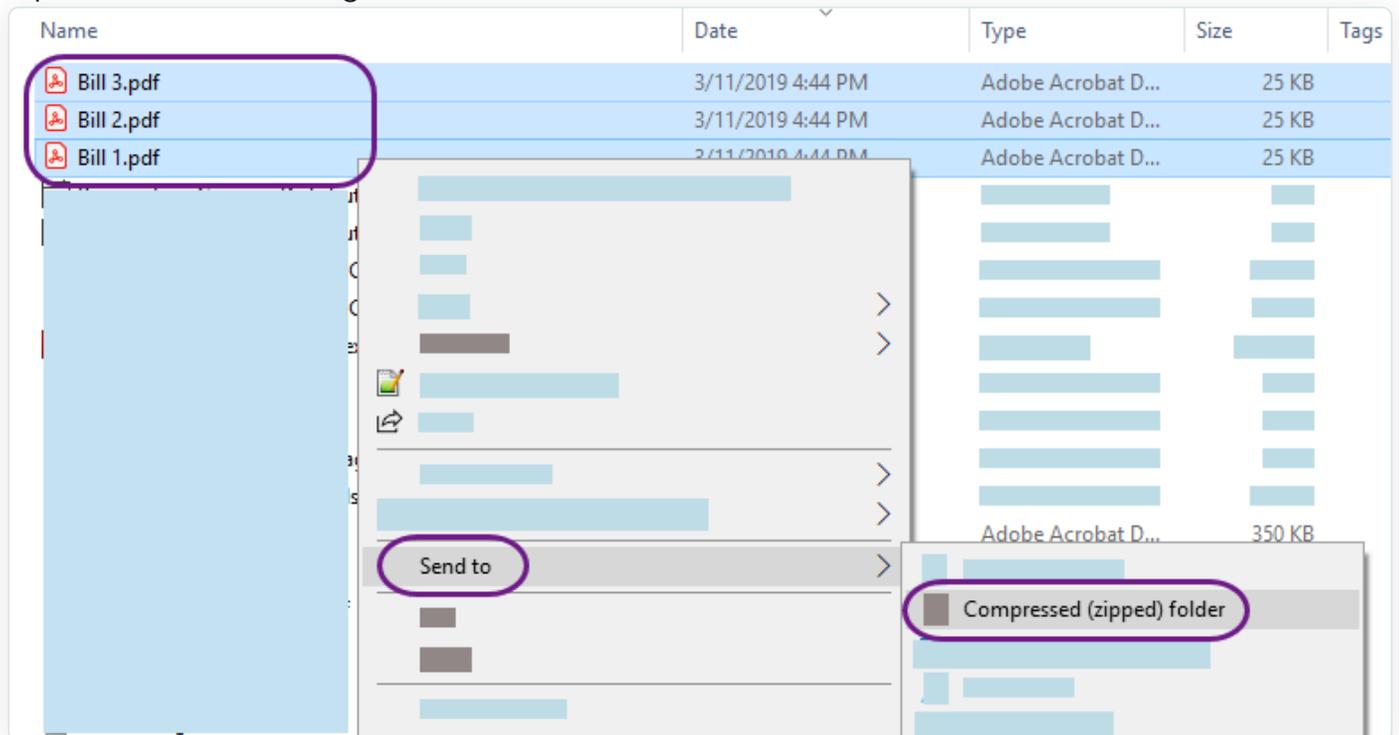
1. Gather one bill for each account.

- All bills need an end date/read date in the same calendar month. This month is determined after a discussion with your Bill CAPture representative.
- If any accounts are billed bimonthly, quarterly, or greater and there is no bill available with an end date/read date in the designated month, provide the most recent bill available before the enrollment month.

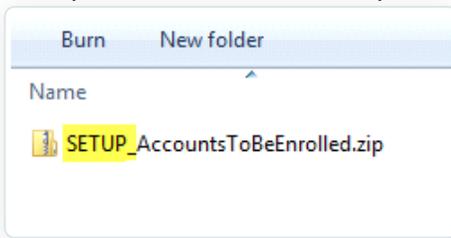
2. Scan each bill in accordance with Bill CAPture's [Scanning Guidelines](#).

Enrollment delays result if you fail to follow scanning guidelines.

3. Zip the scanned bill images.



4. Add prefix of SETUP_ to zip file name.



5. Log into <https://supportftp.energycap.com> with username and password provided.

Username: [USERNAME]

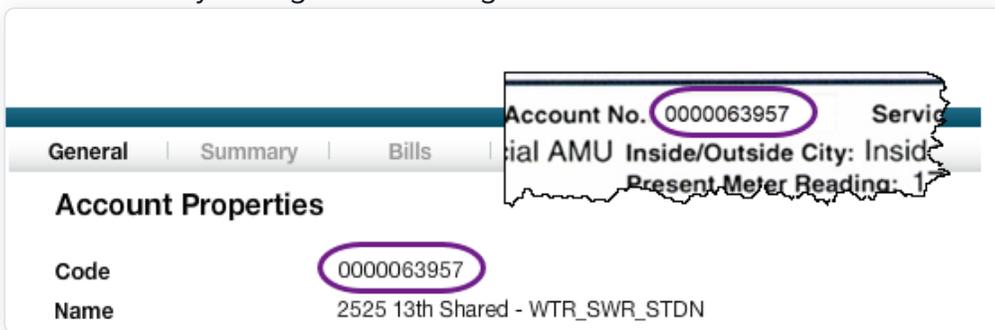
Password: [PASSWORD]

6. Add ZIP Files to the **Enrollment Bills** folder.

7. Bill CAPture sends a notification when account enrollment is complete.

8. **If you are an active user of UtilityManagement that is also subscribing to Bill CAPture, the steps below must be performed before or during the enrollment process.**

9. Verify the account number on your utility bill matches the account code in UtilityManagement. These values must match exactly (including spaces, hyphens, etc.). This match is required for bills to flow into UtilityManagement through the Bill CAPture service.



10. If your utility account has multiple meters OF THE SAME COMMODITY, verify the meter identifier, if any, on the utility bill matches the meter code and/or meter serial number in UtilityManagement. These values must match exactly (including spaces, hyphens, etc.) in order for bill data to flow smoothly to the correct meters.

If you aren't permitted to update the meter code because of your organization's naming convention, instead, populate and/or update the serial number in UtilityManagement. The meter identifier is typically the meter serial number or service ID on the utility bill.

