

MODULES	TOPICS	PRE-REQUISITES	Duration +1 hr for exercises/questions	Number of People per Course
Cayenta Utilities Overview	0101 Introduction to Cayenta Utilities	Basic Computer Skills		
	0102 CIS Inquiry			
Fundamentals I	0201 Persons, Accounts and Relationships	Cayenta Utilities Overview		
	0202 Locations and Services			
Fundamentals II	0301 Alerts	Fundamentals I		
	0302 Basic Bill Inquiry			
	0303 Landlord Auto Connect Agreement			
	0304 Documenting Comments Call Log			
Payments/Cashiering	0305 Tips and Tricks	Cayenta Utilities Overview		
	0401 Entering and Querying Payments			
	0402 Reverse and Repost Current Payments			
	0403 Reverse and Repost Previous Payments			
	0404 Balance Transfers			
0405 Managing Payments				
Service Orders/Dispatching	0501 Service Order Console	Cayenta Utilities Overview		
	0502 Closing Service Orders Examples			
	0503 Dispatching/Mass Scheduling			
	0504 Console - Closing and Cancelling Service Orders			
Financials	0601 AR an Overview	Cayenta Utilities Overview		
	0602 AR Upload and AR Suspense			
	0603 Managing AR Groups			
Meters/Meter Reading	0701 Managing Meter Inventory	Cayenta Utilities Overview		
	0702 Meter Reading Management			
	0703 Mass Meter Exchanges			
	0704 Routes and Cycles - Resequencing Routes			
	0705 Meter Testing			
CSR I	0801 Introduction to Collections	Fundamentals I		
	0802 Returned Payments NSF			
	0803 Set Pay Arrangements			
CSR II	0901 AR Headers	Fundamentals I		
	0902 Creating Refunds			
Move ins/Move outs	1001 Move-ins	Fundamentals II		
	1002 Initiating New Services			
	1003 Creating Service Order Examples			
	1004 Bill and Tax Codes			
Billing I (Basic)	1101 Introduction to Billing	Move Ins/Move Outs		
	1102 Budget Billing			
	1103 Installment Billing			
	1105 Linked Meters Setup			
	1106 BOD and TSS Surcharges			
Billing II (Exceptions)	1201 Move in/out Advanced Scenarios and Errors	Billing I		
	1202 Cancel Rebill Processing			
	1203 Correcting Bills			
	1204 Handling Hi-Lo Exceptions			
	1205 Entering and Adjusting Reads			
	1206 Managing Your Unbilled Account			
Billing III (Miscellaneous)	1301 AR Adjustments	Billing I		
	1302 Cycle Billing Management			
	1303 Bankruptcies			
	1304 Write offs			
	1305 Winter Average Billing			