

Scanning Invoices

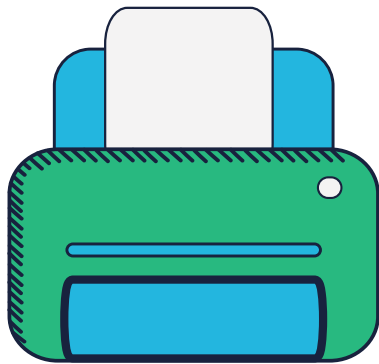
1



Select Invoices

Gather all relevant invoices for scanning, including: Municipal Electricity, Water (water, sewer, fire protection), and Delivered Fuels (gasoline, diesel, propane, kerosene).

No need to scan Eversource Electric, Eversource Natural Gas, United Illuminating, SCG, or CNG invoices - these are uploaded automatically from the vendor.



Scan Invoices

First, review the BillCAPture Scanning Guidelines.

Scan **all pages and sides** of invoices. If possible, invoices should be scanned prior to any marks, or notes.

If it's not possible to scan and save each bill individually, sort invoices by vendor and page count. 1-page bills by one vendor will be scanned into one PDF file, 2-page bills into another PDF file, and so on. Scan each sorted batch separately with separate file names.

Zip Invoices

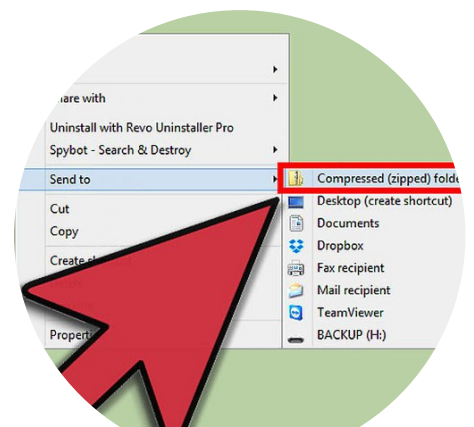
Zip the individual PDF(s) into a zip file. Each zip file can contain multiple PDF types. To do this, select all invoices to be zipped together, right click, and select "Send to" "Compressed (zipped) folder."

Save the file in a designated folder on your computer.

Rename Zipped Folder(s)

Rename zipped file to include agency code, vendor and/or energy type, and date, separated by underscores.

For example, a folder for DEEP April Aquarion would be something like: DEEP_Aquarion_Apr17 or for Dime Oil for the second quarter: DEEP_DimeOil_Jan17toMar17 or DEEP_DimeOil_Q217.



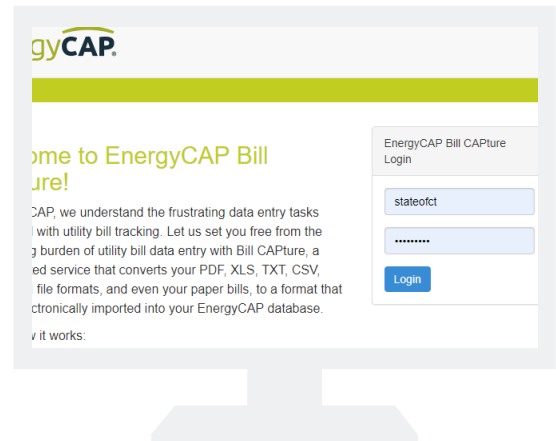
- DEEP_dime_jan19
- DEEP_amer_jan19_2pg
- DEEP_amer_jan19_1pg

Uploading Invoices

Login to BillCAPture

Preferably using Google Chrome, go to billcapture.energycap.com

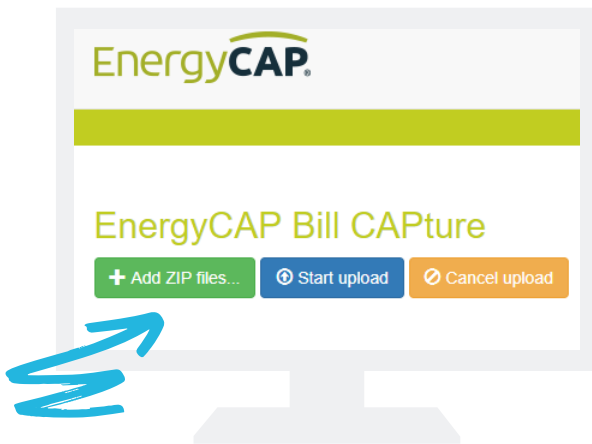
To obtain the necessary login information, please contact your personal EnergyCAP liaison.



Select "Add ZIP files..."

Select the green "Add ZIP files..." box. On the left side pane, browse your computer to find the folder where you stored the zip file(s). Click on the folder name where the zip file(s) are stored and select the zip file to upload. Click the "Open" box.

Click on the blue "Start" Box. The folder will be uploaded and placed in the process queue. Repeat these steps for multiple zip files.



Avoiding Duplicates

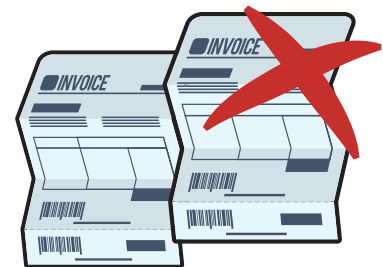
Keep track of which files have been uploaded to BillCAPture to avoid uploading duplicate bills.

Duplicate bills result in unfortunate problems and unnecessary costs. Mark bills with "scanned to BillCapture" as a reminder.



If there are any problems with your scanned files, your EnergyCAP liaison may contact you to help resolve the error.

Also, if you don't see your electric Supplier listed as **Direct Energy** on your current invoice or you are not getting the rate of **7.665 cents/kWh**, please note this with a copy of the invoice to your EnergyCAP liaison.



If There Are Issues

greenergovCT

portal.ct.gov/greenergov

Bill CAPture Scanning Guidelines

Scanner Settings

If your scanner allows, set the following options.

Page Size:	Auto Detect (if unavailable, select 8.5 X 11)
Color Mode:	Black & 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:	200 DPI minimum. 300 DPI preferred for black and white images
Output:	PDF or multi-page TIFF
Orientation:	"Auto Text Orientation Detection" should be checked if available.
Zooming/Scaling:	Do not enable

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. No individual bill file/PDF should exceed 400 pages.

Bill Organization

If it is not possible to scan and save each bill individually, follow these guidelines:

- Organize scanned bills by vendor so that a single PDF contains 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 so that the top of the document is up against the feed rollers.

- **Do not** scan documents sideways (e.g. 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.

Bill CAPture Scanning Guidelines

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. Please 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 that contains a mix of live and historical bills. If you upload a zip file that contains a mix of live and historical bills, the live bills will 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](#) EnergyCAP. You will need to provide a spreadsheet cross-referencing the old account number(s) to the new account number(s).