

Fact Sheet – Account Relationships

A carefully thought-out Account structure is the key to effective revenue management information. While the Account is itself a business object, with its own numbering rules and attributes, it also draws on other stand alone business objects such as the address or parcel of land and customer names, also known as Contacts.

Some of the stand alone objects that are drawn into a relationship with the Account are the customer, the address or parcel (for property-based bills such as tax or utility bills), the services or valuations being billed on the address or parcel, the permits associated with the address (if property-based) or the customer, and the licences that customer holds or that have been granted for the business. Utility billing applications will also have information about the meter and its reading route and sequence.

All of these objects exist independently of the Account but are drawn together through the Account's existence. In particular the services or valuations being billed on the address or parcel should show up on an enquiry or report against that address/parcel, irrespective of their status – pending, available, out of service, disconnected – and who pays for them (owner or tenant), let alone who is currently liable (customer account).