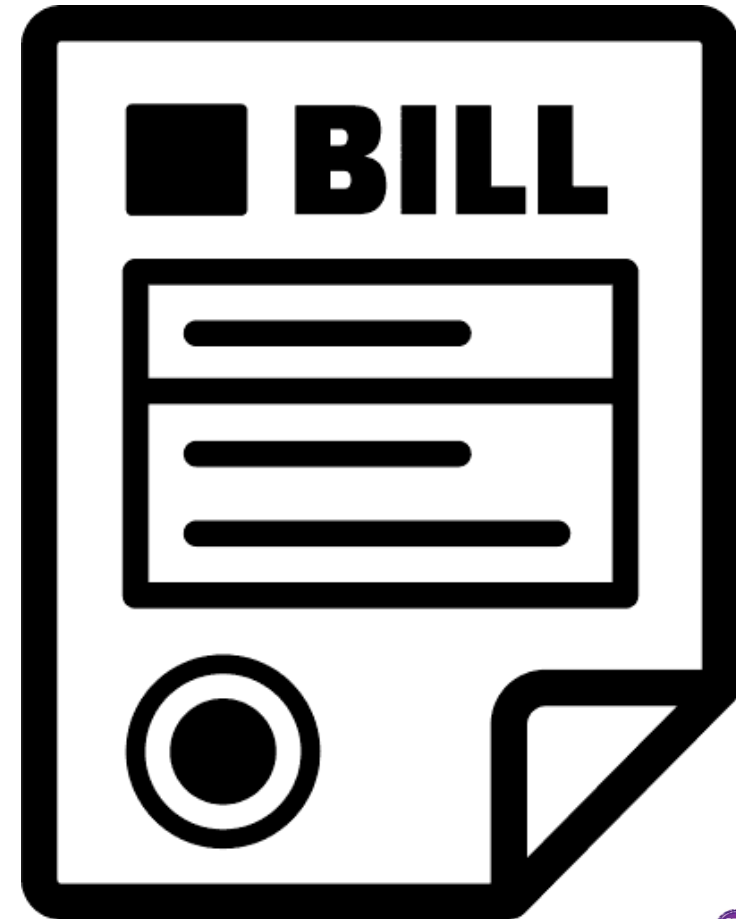


# ChamberMaster/ MemberZone Daily Billing Activities

# Agenda

- Billing Center Overview
- Creating Invoices/Sales Receipts
- Accepting Payments
- Issuing Credits
- Refunds
- Write-offs
- Batch Billing



# Default Finance Settings

- The Billing Options & Settings allow you to define defaults for:
  - Notification in task list of invoices that need to be created
  - Transaction Default Templates
  - Credit Card Processing
  - Manual epayment options
- KB: Billing Options & Settings

### Chamber Management: Billing Options & Settings

**Billing Solution**

Default member record where **non-member** invoices/receipts will be assigned for purchases: [Non-Member Transactions](#)

# of months to look ahead for task list invoice count:

Sales Tax Rate: 0.0% Sales Tax

Payment Deposit Account:  (used when receiving Payments and Sales Receipts)

Bank Deposit Account:  (used when making Deposits)

**QuickBooks Online**

Click the icon to connect to your QuickBooks Online Account.

[CONNECT TO QuickBooks](#)

# Manage Membership Renewals

- Send Notifications
- Create/Deliver Invoice Batches
- Deliver Invoice Batches
- Re-deliver Invoice Batches
- Send Thank You
- KB: Manage Membership Renewals

**Membership Fees & Dues**

Membership Fees & Dues  
Drag fees in the order you want them to appear on the invoices when you run invoice batches and click "Save".

Name	Bill-To Override	Description	Qty	Frequency	Next Billed*	Day Charged	Amount**	<input type="checkbox"/>
<a href="#">Corporate Membership</a>		Corporate Membership Dues 2022	1	Monthly (epayment)	Mar 2022	15	\$600.00	<input type="checkbox"/>
<a href="#">Building Fund</a>		(voluntary)	1	One-Time <a href="#">invoice now</a>	Mar 2022	N/A	\$10.00	<input type="checkbox"/>

[Assign Fee Items](#) [Remove Selected Items](#)

# Send Notifications

- Notification letters may be sent prior to the member's billing month
  - Thanking them for their membership
  - Notifying them that their membership dues will soon be billed
- Can customize as needed
- KB: Notification Letters

Dear Barry's Boats,

Thank you for your partnership with the Kalamazoo Area Chamber over the last year! With your membership renewal coming up next month, we'd love to share how we can help your business grow and connect with our members. We're excited about all the opportunities we can offer to you. Have you fully utilized these benefits?

- **Online Informational Brochure** - your own page on Kalamazoo Area Chamber's website which can include your business description, hours of operation, location information, and up to eight keywords (these help identify your business when a website visitor does a keyword search on the Business Directory)
- **Job Postings** - add your own job openings to Kalamazoo Area Chamber's website
- **Hot Deals** - include store coupons and special offers on Kalamazoo Area Chamber's website
- **Event Posting** - add your business' events to Kalamazoo Area Chamber's Online Events Calendar - Kalamazoo Area Chamber website visitors can add your event to Outlook, e-mail the details to a friend and request an automatically generated email reminder for your event

Please keep an eye out for a renewal notice next month. We can't wait to hear from you.

Thank you for being part of the Kalamazoo Area Chamber and helping to support our community!

Sincerely,

Kalamazoo Area Chamber  
1903 W. Michigan Ave.  
Kalamazoo, MI 49008  
555-555-5555  
kalamazoochamberinfo@mailinator.com  
<http://minnewaukan.smartcms.site/>



# Creating Batches

- When creating invoices – note if “*Match Found*” is displayed
  - Indicates that some or all the invoices have already been batched
  - If there are un-batched invoices – click New Batch!
- KB: Create Batch of Recurring Invoices

Billing

Billing Center Invoices Sales Receipts Payments Credits Statements Reports Deposits

### Create Invoices

Batch Type: Monthly Renewal ⓘ  
Billing Month: March

A/R Account: Default Accounts Receivable  
Invoice Group: Default

Bill To: All **Active** members with amounts due in the month of **March 2019**.

Invoice Date: 12/4/2018  
Invoice Number: 1039 ⓘ  
P.O. Number:  
Date Due: 3/1/2019  
Payment Terms: Due on Receipt

Message: Thank You edit  
Default Class:

**Match Found** This invoice batch is marked as ready for delivery.

Batch Name: Membership Dues [redacted] Find Batch ⓘ  
Sort By: Member Nar

This saved batch excludes **1 members** eligible for invoicing in this month. hide

# Re-Deliver Invoice Batches

- Find overdue invoices and resend
- Invoice Summary Report
  - Used to identify and resend overdue invoices
- KB: Resend Overdue Invoices
- KB: Invoice Summary Report

The screenshot displays the 'Billing Reports' section of the ChamberMaster software. The 'Invoices Transaction Summary' report is selected, showing filter options for 'Invoice Date' (From: 2/1/2021, Through: 2/23/2021), 'Invoice Status' (All Invoices), 'Item Type', and 'Item Basis'. There are checkboxes for 'Show Active/Courtesy members only' and 'Include voluntary fee items'. A 'Specific Batch' dropdown is set to 'Choose a Batch (optional)'. Action buttons include 'Refresh Report', 'Print Report', 'Print PDF', 'Download Report', and 'Reset Options'. Below the filters is an 'Invoice Listing' table for the period 'February 1, 2021 - February 23, 2021'. The table has columns for Date, Ref #, Member, Description, Due Date, Paid Date, Amount, and Balance. A 'Generate Report' button is located below the table. At the bottom, it shows 'Totals' with Amount 0.00 and Balance 0.00, and a 'Resend Invoices' button. The footer indicates 'Report Generated 2/22/2021 at 12:17 PM'.

Date	Ref #	Member	Description	Due Date	Paid Date	Amount	Balance
						0.00	0.00

# Send Thank You Letters

- Thank You Letter Report
  - Can be generated for those members who have paid their invoices
  - Once generated, easily send Thank You letters via email or print
- KB: Send Thank You Letters

Dear Ace Hardware,

Thank you for your involvement with the Kalamazoo Area Chamber! We appreciate your partnership with us and look forward to another great year together. Remember to take advantage of excellent opportunities for your business to attract new customers and share information with our community and the world.

**Log in today** to update your information and take advantage of these features!

- **Online Informational Brochure** - your own page on the chamber's website which can include your business description, hours of operation, location information, and up to eight keywords (these help identify your business when a website visitor does a keyword search on the Business Directory)
- **Job Postings** - add your own job openings to the Chamber's website
- **Hot Deals** - include store coupons and special offers on the Chamber's website
- **Event Posting** - add your business' events to the Chamber's Online Events Calendar - chamber website visitors can add your event to Outlook, e-mail the details to a friend and request an automatically generated email reminder for your event

Enter the login name and password found below to gain access to all of these features, update your information and more at [www.chamberlogin.com](http://www.chamberlogin.com).

Your login name is: dorothy

Your password is: Forgot password? Click here -

<http://susantraining3.chambermaster.com/login/forgotpwd>

Sincerely,

Kalamazoo Area Chamber  
1903 W. Michigan Ave.  
Kalamazoo, MI 49008  
555-555-5555  
[kalamazoochamberinfo@mailinator.com](mailto:kalamazoochamberinfo@mailinator.com)  
<http://minnewaukan.smartcms.site/>





# Create an Invoice

- Most invoices will be created in batches
- May need to create a single one-off invoice
- Can be created within Billing Center or in a member's Account tab
- KB: Create One-Off Invoice

Batch Type: Individual Member ⓘ A/R Account: Accounts Receivable

Bill To: Diephouse Realty  
Sarah Samuels  
123 4th Street  
Kalamazoo, MI 49008 edit

Invoice Date: 12/16/2023  
Invoice Number: 884 🔍  
P.O. Number:  
Date Due: 12/16/2023  
Payment Terms: Due on receipt

Message: Staff App edit ⓘ  
Sales Tax:  
Notes/Memo:  
Default Class:

Allow member to pay this invoice online

Edit Revenue Recognition ⓘ

Item Name	Description	Class	Price Each	Qty	Sales Tax	Amount
Bronze Membership (Memb	Membership dues for Bronze	▼	800	1	Non	800.00
Enhanced Directory	Fee for adding Enhanced Dir	▼	200	1	Non	200.00
Membership Setup	One time fee assessed at the	▼	30	1	Non	30.00
▼		▼	0.00	1	▼	0.00
▼		▼	0.00	1	▼	0.00
▼		▼	0.00	1	▼	0.00
▼		▼	0.00	1	▼	0.00
▼		▼	0.00	1	▼	0.00

Invoice is marked to be Printed Save and Print  
 Invoice is marked to be Emailed Save and Email Apply Credits

Subtotal: 1030.00  
Sales Tax: 0.00  
Total Amount: 1030.00

Save Close

# Create a Sales Receipt

- Sales Receipt should only be created for items not previously invoiced
  - If invoice already created but payment recorded with Sales Receipt, will result in a duplicate payment record
- Sales Receipt Summary Report
  - Displays Sales Receipt transactions
- KB: [Create Sales Receipt](#)

**Member Information**

<b>Company Name:</b> <a href="#">Pitt's Chemical</a>	<b>Mbr Status:</b> Active
<b>Primary Phone:</b> (701) 555-7789	<b>Join Date:</b> 8/1/2022
<b>Fax Number:</b>	<b>Drop Date:</b>
<b>Email Address:</b> pittschemical@mailinator.com	<b>Full-Time:</b> 0
<b>Chamber Rep:</b>	<b>Part-Time:</b> 0
<b>Member Type:</b> Platinum	
<b>Billing Contact:</b> <a href="#">Marvin Caine</a>	
PO Box 80	
Minnewakan, ND 58351	
(701) 555-7789	

[New Invoice](#) [New Sales Receipt](#) [New Payment](#) [New Credit](#) [Apply Credit](#)

# Accept Payments

- Can enter a payment in one of three locations when received
  - Billing Center tab
  - Payments tab in the Billing module
  - Account tab in Members module
- KB: Process Payments

Deposit To: (Undeposited Funds)

Received From: Espresso Drive Thru  
Michelle Scanlan  
312 Coffee Bean Dri  
Lattetown, WI 54545

Member Balance: 1700.00

Payment Amount: 0.00  
Payment Date: 4/20/2018  
Reference #:   
Payment Method: Check

Notes / Memo:

Outstanding Invoices: Select the invoice(s) to which the payment applies.

Date	Ref #	Line Items	Orig. Amt	Amt Due	Payment
12/13/2017	21	Gold Membership Package	1000.00	1000.00	0.00
2/20/2018	128	1/4 Page Ad in Chamber Magazine	100.00	100.00	0.00
3/26/2018	146	Gold Membership Package	600.00	600.00	0.00
Total			1700.00	1700.00	0.00

Payment Total: 0.00  
Payment Applied: 0.00  
Available Amount: 0.00  
Credits/Discounts: 0.00

Save Close

# Create Credits

- Created for member ahead of time or created when receiving payment
- Do not have to be associated with a particular invoice when created
- Can be done using any Fee Item that exists on your Fee Items list
- KB: Process Credits

A/R Account: Accounts Receivable

Sold To: Janee's Messy Table  
Janee Auten  
555 Foody Lane  
Somewhere, OK 55555

edit

Credit Amount: 0.00  
Credit Date: 4/20/2018  
Credit Number: 5  
P.O. Number:

Message: edit

Notes:

Outstanding Invoices: Select the invoice(s) to which the credit applies.

Date	Ref #	Line Items	Orig. Amt	Amt Due	Credit
12/13/2017	33	Gold Membership Package	1000.00	990.00	0.00
Total			1000.00	990.00	0.00

Available Amount: 0.00  
Assigned Item:

Member Balance: 990.00  
Credit Applied: 0.00

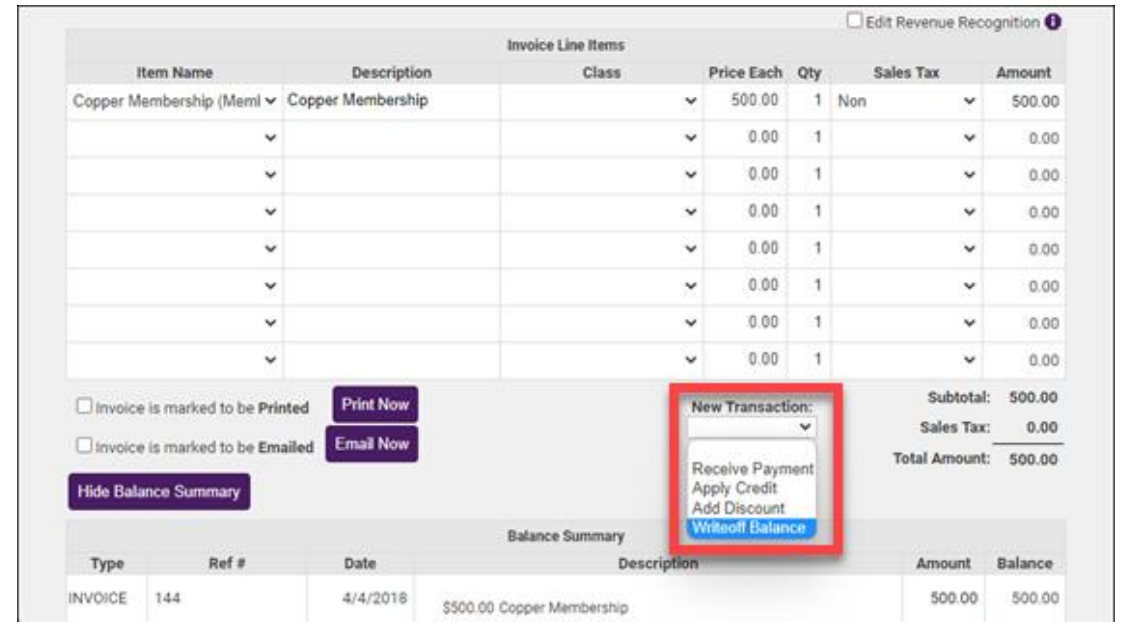
Credit is marked to be Printed **Print Now**

Credit is marked to be Emailed **Email Now**

**Save** **Close**

# Write-Off Balance

- Can write-off balance if a member does not pay
  - Useful for years-old invoices
- Can also write-off balance when dropping members with the Mass Drop feature
- KB: Process Write Offs
- KB: Mass Drop/Mass Write-Off



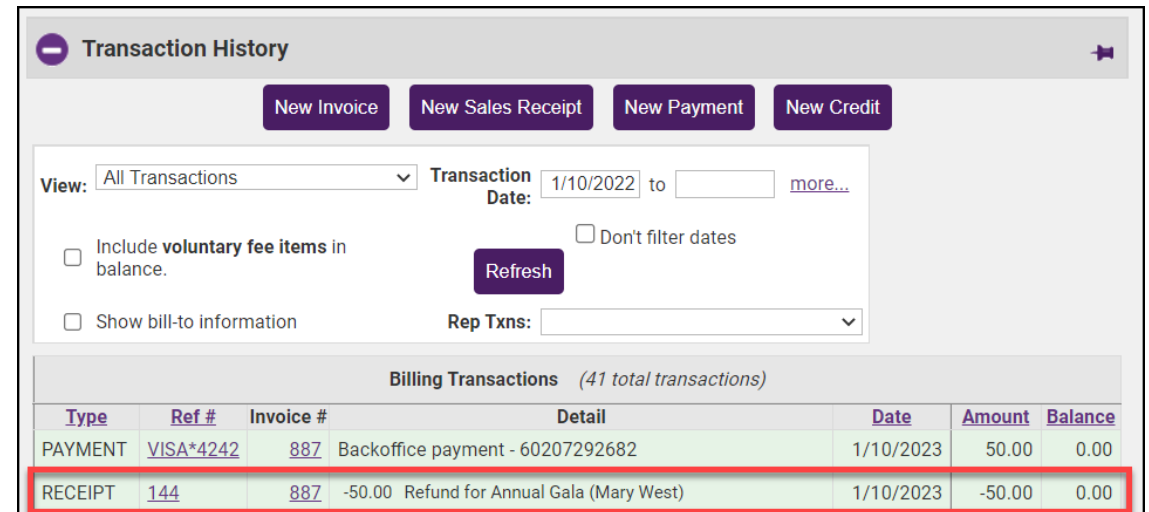
The screenshot displays an invoice management interface. At the top right, there is a checkbox for 'Edit Revenue Recognition'. Below this is a table titled 'Invoice Line Items' with columns: Item Name, Description, Class, Price Each, Qty, Sales Tax, and Amount. The first row shows 'Copper Membership (Meml)' with a price of 500.00 and a quantity of 1. Below the table are several buttons: 'Print Now', 'Email Now', and 'Hide Balance Summary'. A 'New Transaction:' dropdown menu is open, showing options: 'Receive Payment', 'Apply Credit', 'Add Discount', and 'Writeoff Balance' (which is highlighted in blue). To the right of the dropdown, the 'Subtotal' is 500.00 and the 'Total Amount' is 500.00. At the bottom, there is a 'Balance Summary' table with columns: Type, Ref #, Date, Description, Amount, and Balance. The first row shows 'INVOICE' with Ref # 144, Date 4/4/2018, Description '\$500.00 Copper Membership', Amount 500.00, and Balance 500.00.

Item Name	Description	Class	Price Each	Qty	Sales Tax	Amount
Copper Membership (Meml)	Copper Membership		500.00	1	Non	500.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00

Type	Ref #	Date	Description	Amount	Balance
INVOICE	144	4/4/2018	\$500.00 Copper Membership	500.00	500.00

# Process Refunds

- Process for creating a refund will vary, dependent on the processor used, and on whether the payment was received against an invoice or a receipt
- KB: Manage Refunds

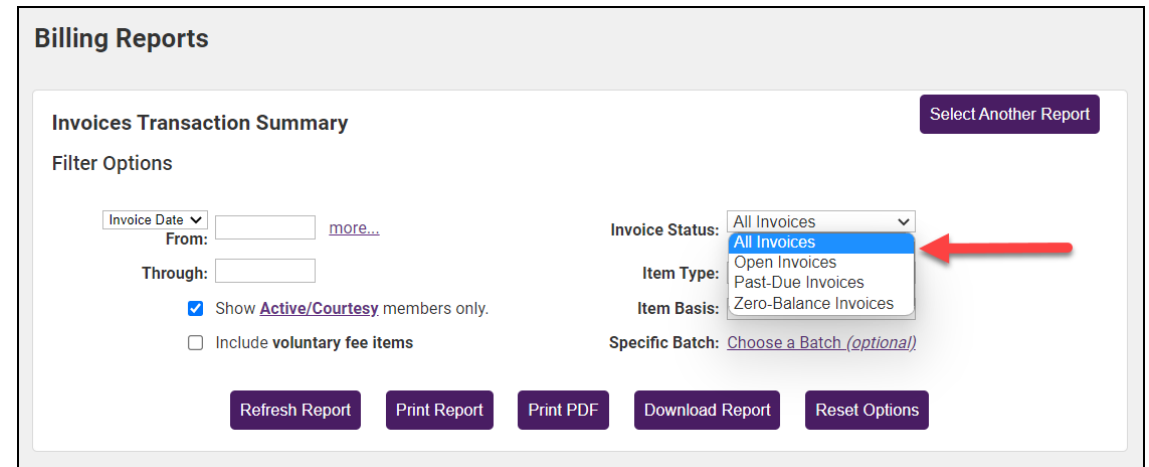


The screenshot displays the 'Transaction History' interface. At the top, there are buttons for 'New Invoice', 'New Sales Receipt', 'New Payment', and 'New Credit'. Below these are filters for 'View' (set to 'All Transactions'), 'Transaction Date' (1/10/2022 to [blank]), and a 'Refresh' button. There are also checkboxes for 'Include voluntary fee items in balance' and 'Show bill-to information', and a 'Rep Txns' dropdown menu. The main section is titled 'Billing Transactions (41 total transactions)' and contains a table with the following data:

Type	Ref #	Invoice #	Detail	Date	Amount	Balance
PAYMENT	<a href="#">VISA*4242</a>	<a href="#">887</a>	Backoffice payment - 60207292682	1/10/2023	50.00	0.00
RECEIPT	<a href="#">144</a>	<a href="#">887</a>	-50.00 Refund for Annual Gala (Mary West)	1/10/2023	-50.00	0.00

# Invoice Summary Report

- Invoice Summary report can be used to view all invoices, open invoices, past due invoices or invoices with a zero balance, in a certain date range
- KB: Invoice Summary Report



The screenshot displays the 'Billing Reports' interface. At the top, it says 'Billing Reports' and 'Invoices Transaction Summary' with a 'Select Another Report' button. Below this is the 'Filter Options' section. On the left, there are fields for 'Invoice Date' (with a dropdown arrow), 'From:' (with a text input and a 'more...' link), and 'Through:' (with a text input). There are two checkboxes: one checked for 'Show Active/Courtesy members only.' and one unchecked for 'Include voluntary fee items'. On the right, there are three dropdown menus: 'Invoice Status:' (with a dropdown arrow and a red arrow pointing to the 'All Invoices' option), 'Item Type:' (with a dropdown arrow), and 'Specific Batch:' (with a dropdown arrow and the text 'Choose a Batch (optional)'). At the bottom, there are five buttons: 'Refresh Report', 'Print Report', 'Print PDF', 'Download Report', and 'Reset Options'.

# A/R Aging Detail Report

- Accounts Receivable Aging Detail report displays detailed information on aging customer accounts
- KB: Accounts Receivable Aging Detail

### Billing Reports

#### A/R Aging Detail

Select Another Report

Filter Options

Report Date:  Item Type:

Interval:  days Item Basis:

Report Through:  days past due A/R Account:

Specific Batch: [Choose a Batch \(optional\)](#)  Show **Active/Courtesy** members only.

Show invoices with only unpaid **voluntary fee** items.  Show **line items** in report.

Include **voluntary fee items** in balance.  Don't show **payments** in report.



# Scheduled Sales by Month

- Helps in budgeting for the following year as well as planning for cash-flow in the coming year
- Report, filtered by month, provides overview of recurring fees assigned to current active members
- KB: Scheduled Sales by Month Report

The screenshot displays the ChamberMaster software interface. At the top, there is a navigation bar with 'Find', '+ Add', and a user login 'Logged in to: ID:3035, ChamberMaster Mem...'. Below this is a 'Billing' section with tabs for 'Billing Center', 'Invoices', 'Sales Receipts', 'Payments', 'Credits', 'Statements', 'Reports', and 'Deposits'. The 'Reports' tab is active, leading to the 'Billing Reports' section. The main report is titled 'Scheduled Sales by Item - Summary' with a 'Select Another Report' button. Under 'Filter Options', there are dropdowns for 'Sales Month' (set to 'Full Year'), 'Member Join Date From', 'Through', and 'View' (set to 'Summary'). There are also fields for 'Item Type' (set to 'Use Specific Fee Item') and 'Item Basis'. A checkbox for 'Show Active/Courtesy members only' is checked. Action buttons include 'Refresh Report', 'Print Report', 'Print PDF', 'Download Report', and 'Reset Options'. Below the filters is a table titled 'Scheduled Item Sales (Full Year)' with a report date of 'September 13, 2019'. The table has columns for 'Fee Item', 'Basis', 'Voluntary', 'Avg Price', '% of Sales\*', 'Quantity', and 'Amount'. The data rows are: 'CP-Membership Dues' (Accrual, No, 662.91, 72.2%, 42, 27842.35), 'Emerald Membership Fee Item' (Accrual, No, 1020.57, 18.5%, 7, 7144.00), 'General Membership' (Cash, No, 800.00, 6.2%, 3, 2400.00), and 'MD-Membership Dues' (Cash, No, 1200.00, 3.1%, 1, 1200.00). A 'Total' row shows 53 items and 38586.35 amount. A footnote states: '\*Percentage of Sales is calculated based only on those sales included in the report results. Report Generated 9/13/2019 at 09:44 AM Selected Item Types: CP-Membership Dues, Emerald Membership Fee Item, General Membership, MC-Membership dues, MD-Membership Dues, New Membership Fee'.

Fee Item	Basis	Voluntary	Avg Price	% of Sales*	Quantity	Amount
<a href="#">CP-Membership Dues</a>	Accrual	No	662.91	72.2%	42	27842.35
<a href="#">Emerald Membership Fee Item</a>	Accrual	No	1020.57	18.5%	7	7144.00
<a href="#">General Membership</a>	Cash	No	800.00	6.2%	3	2400.00
<a href="#">MD-Membership Dues</a>	Cash	No	1200.00	3.1%	1	1200.00
<b>Total</b>					<b>53</b>	<b>38586.35</b>

# Journal Entry Export Process

- Best Practices:

1. Review your current Chart of Accounts (COA)
2. Review a list of Member Changes
3. Compare these with COA and Member names in accounting software
4. Fix discrepancies

- KB: Exporting Journal Entries for QuickBooks Desktop

**Journal Entry Export - Accrual Basis** Select Another Report

Filter Options

Report From:  View:

Through:  Format:  ⓘ

Show exported transactions Deposits:

Show refunds ⓘ Item Type:

Class:

Export Batch:   Save Export Batch

*Most recent export: 10/21/2022 [view history](#)*

Refresh Report Print Report Print PDF Reset Options

**Best Practice Steps:** ⓘ

1. View your current Chart of Accounts (COA) list. - [View COA list](#)
2. View a list of Member name changes for this same date range. - [View Report](#)
3. Compare these reports with the COA and Member names in your accounting software.
4. Fix any discrepancies.

Export

# Useful Billing Reports

- KB: Batch Summary Report
- KB: Invoice Summary Report
- KB: Accounts Receivable Aging Detail

## receivables

- Print / Email Invoices
- Print / Email Sales Receipts
- Print / Email Credit Memos
- Print / Email Statements
- Accounts Receivable Aging Summary
- Accounts Receivable Aging Detail
- Member Balance Summary
- Open Invoices
- Collections Report

## sales

- Sales By Account
- Sales By Account Representative
- Sales By Item
- Sales By Member
- Payment / Receipt by Account
- Payment / Receipt by Item
- Payment / Receipt by Member
- Scheduled Item Sales By Month
- Membership Renewals

## letters

- Notification Letters
- Collection Letters
- Thank you Letters

## transactions

- Member Transaction Summary
- Invoice Summary
- Sales Receipt Summary
- Payment Summary
- Credit Memo Summary
- Writeoff Summary
- Batch Summary
- Statement Batch Summary

## banking

- Deposit Summary
- Check Listing
- Payment Processing Reports / Management Tools
- ePayment Fee Assignments
- Sales Tax Summary

## executive

- Journal Entry Export - Accrual Basis
- Journal Entry Export - Cash Basis
- Past Due Members / Mass Drop
- Deleted Transactions
- Recognized Income by Invoice Date
- Recognized Income by Payment Date

# Future Training

- Check out the [Training Calendar](#) to register for your continued and future training!

## ChamberMaster/MemberZone Training

Looking for on-demand training? Follow the links below to find the session you're looking for! Live sessions will be added to the calendar as they are scheduled.


**ChamberMaster Essentials:** These sessions cover the basics of your ChamberMaster software. Sessions available are: Solution Overview, Administrative Setup, Working with Communications, Working with Groups, Member Management, Member Information Center (aka MIC), Billing Setup, Daily Billing Activities, Event Setup, and Event Management. Several Advanced Topics are also available.

**ChamberMaster "5 Ways"...** Our series of "5 ways" videos covers a variety of topics to enhance and expand your knowledge of what ChamberMaster/MemberZone can do for you.

What are you looking for? Categories Show Events Happening... Search

1/1/2023 - 12/31/2023 X

Results: 23

TUE	January 3	 TRAINING WORKSHOP	<b>LIVE ChamberMaster/MemberZone: Solution Overview</b> 12:00 PM - 1:00 PM New to ChamberMaster/MemberZone? Need a refresher on what is available in your software? Are you an Exec with a desire to understand the resources available in ChamberMaster/MemberZone? Join us for a big picture overview of ...	Register
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# Questions?