

# Daily Billing Activities



# Agenda

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- Overview of Billing Module
- Review Contact Transaction History
- Create Individual Invoices
- Accept Payments
- Process Credits & Refunds
- Manage Write-offs
- Manage Deposits

# Billing Module

Overview | Pending Delivery | Payments | Sales/Invoices | Upcoming Billing | Deposits | Credit Memos | Accounting Summary

### Invoicing

33	Invoices Ready to Email	\$27,785.65
0	Invoices Ready to Print	\$0.00
9	Invoices Ready to Print and Email	\$6,978.00

### Payments

1	Undeposited Payments	\$34.99
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### Accounts Receivable

46	Total Accounts Receivable	\$41,665.07
14	Accounts Receivable over 90 Days	\$11,980.01

#### Common Tasks

- Create New Invoice
- Enter Check Payment
- Enter Cash Payment
- Enter Credit Card Payment

#### Reports

- Accounts Receivable
- Accounts Receivable (Detail)
- Payment Gateway Monthly Statement
- Payment Gateway Monthly Transfers
- Payment Gateway Transactions
- Integrated Processing Disputes

#### Setup

- Chart of Accounts
- Memberships/Products/Services
- Add/Edit Invoice & Statements Templates

# Pending Delivery

View invoices that have NOT been sent yet

Overview	Pending Delivery	Payments	Sales/Invoices	Upcoming Billing	Deposits	Credit Memos	Accounting Summary	
Invoices For Delivery							<a href="#">+ Email Invoices</a>	<a href="#">+ Print Invoices</a>
Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount			
<a href="#">61</a>	Gaufrettes	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00			
<a href="#">55</a>	Masiona's	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00			
<a href="#">56</a>	Ashwin's	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00			
<a href="#">57</a>	Jones Pet Shop	<a href="#">Email</a>	<a href="#">Yes</a>	Copy of Invoice.docx	\$1,800.00			
<a href="#">51</a>	Pets & More	<a href="#">Email</a>	No	Copy of Invoice.docx	\$500.00			
<a href="#">50</a>	Door Stop Vet	<a href="#">Email</a>	<a href="#">Yes</a>	Copy of Invoice.docx	\$500.00			
<a href="#">48</a>	A Place for Dogs	<a href="#">Email</a>	No	Copy of Invoice.docx	\$250.00			
<a href="#">45</a>	Greg Masiona	<a href="#">Email</a>	No	Invoice.docx	\$2,000.00			

# Payments

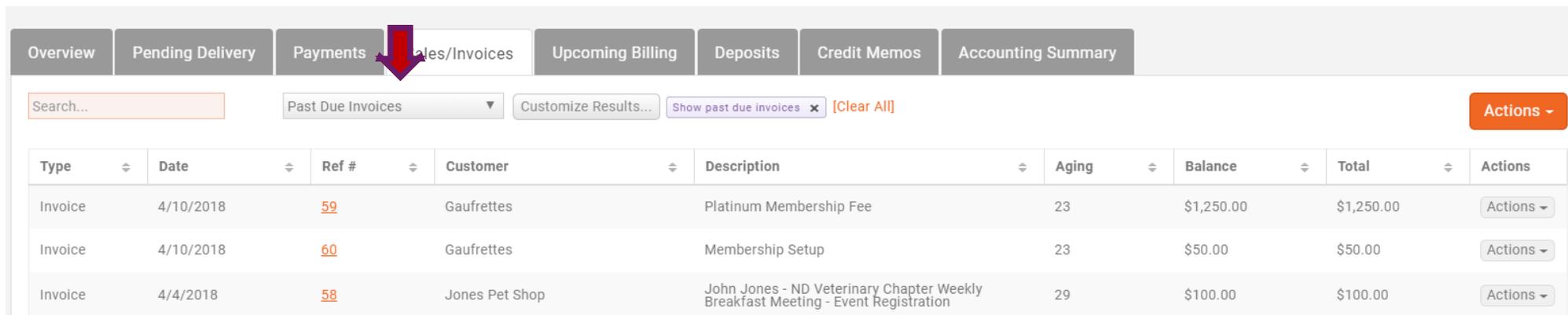
View all payments received

Overview	Pending Delivery	Payments	Sales/Invoices	Upcoming Billing	Deposits	Credit Memos	Accounting Summary		
<input type="text" value="Search..."/>	<input type="text" value="Show only..."/>	<input type="text" value="Customize Results..."/>						<b>Actions -</b>	
Reference Number	Payment Date	Contact	Amount	Actions					
<a href="#">6543</a>	2/16/2018	A Place for Dogs	\$510.65						
<a href="#">ch_AqKEruHEGadHwB</a>	6/14/2017	Kathryn Faucher	\$34.99						

# Sales/Invoices

View all invoices generated included paid, open, past due....

Can be used to resend past due invoices



Overview Pending Delivery Payments **Sales/Invoices** Upcoming Billing Deposits Credit Memos Accounting Summary

Search... Past Due Invoices Customize Results... Show past due invoices x [Clear All] Actions

Type	Date	Ref #	Customer	Description	Aging	Balance	Total	Actions
Invoice	4/10/2018	<a href="#">59</a>	Gaufrettes	Platinum Membership Fee	23	\$1,250.00	\$1,250.00	Actions
Invoice	4/10/2018	<a href="#">60</a>	Gaufrettes	Membership Setup	23	\$50.00	\$50.00	Actions
Invoice	4/4/2018	<a href="#">58</a>	Jones Pet Shop	John Jones - ND Veterinary Chapter Weekly Breakfast Meeting - Event Registration	29	\$100.00	\$100.00	Actions

# Upcoming Billing

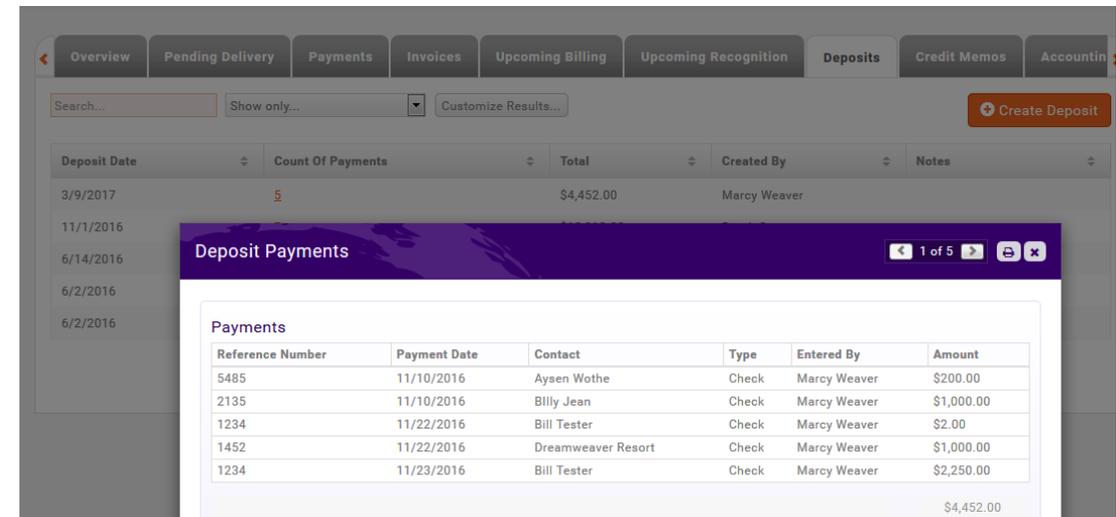
Displays all the anticipated recurring fee items that are scheduled to be billed in a month

These may be monthly, quarterly or annual recurring items

Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
Monets Landscaping	2/2/2018		<a href="#">Renewal Membership</a>	Annually	No	\$2,000.00	
John Jones	1/1/2020		<a href="#">Default Membership</a>	Annually	No	\$1,200.00	
Greg Masiona	1/19/2020	Greg Masiona	<a href="#">ND Vet Association</a>	Annually	No	\$1,000.00	
Greg Masiona	1/19/2020	Greg Masiona	<a href="#">National Membership</a>	Annually	No	\$1,000.00	
Door Stop Vet	1/23/2020		<a href="#">ND Vet Assoc Member Dues</a>	Annually	No	\$500.00	
Pets & More	2/14/2020		<a href="#">ND Vet Assoc Member Dues</a>	Annually	No	\$500.00	
Ashwin's	4/2/2020		<a href="#">Default Membership</a>	Annually	No	\$1,200.00	
Masiona's	4/2/2020		<a href="#">Default Membership</a>	Annually	No	\$1,200.00	
Jones Pet Shop	4/2/2020		<a href="#">Platinum Membership Fee</a>	Annually	No	\$1,800.00	
Gaufrettes	4/10/2020	Greg Larson	<a href="#">Default Membership</a>	Annually	No	\$1,200.00	
Tulips	4/24/2020	Cheri Petterson	<a href="#">Default Membership</a>	Annually	No	\$1,200.00	

# Deposits

- View deposits already posted. Use deposit list to take with you to the bank for reconciling deposits with your teller
- Create Deposits on the Payments tab



The screenshot shows a software interface with a navigation bar at the top containing tabs: Overview, Pending Delivery, Payments, Invoices, Upcoming Billing, Upcoming Recognition, Deposits, Credit Memos, and Accounting. The 'Deposits' tab is active. Below the navigation bar, there is a search bar, a 'Show only...' dropdown, and a 'Customize Results...' button. A 'Create Deposit' button is visible in the top right corner. The main content area displays a table with columns: Deposit Date, Count Of Payments, Total, Created By, and Notes. A modal window titled 'Deposit Payments' is open, showing a table of payments with columns: Reference Number, Payment Date, Contact, Type, Entered By, and Amount. The total amount for the payments is \$4,452.00.

Reference Number	Payment Date	Contact	Type	Entered By	Amount
5485	11/10/2016	Aysen Wothe	Check	Marcy Weaver	\$200.00
2135	11/10/2016	Billy Jean	Check	Marcy Weaver	\$1,000.00
1234	11/22/2016	Bill Tester	Check	Marcy Weaver	\$2.00
1452	11/22/2016	Dreamweaver Resort	Check	Marcy Weaver	\$1,000.00
1234	11/23/2016	Bill Tester	Check	Marcy Weaver	\$2,250.00

# Credit Memos

View credits created and balance. Create a new credit.  
Click credit, option to Void (creates a reverse transaction).

Overview	Pending Delivery	Payments	Sales/Invoices	Upcoming Billing	Deposits	Credit Memos	Accounting Summary
Credit Memo Collection							<a href="#">+ New Credit</a>
Contact	Reference Number	Issue Date	Amount	Remaining Balance			
The Malt Shop	<a href="#">620</a>	4/28/2017	\$0.00	\$0.00			
Nelson's Accounting	<a href="#">761</a>	7/6/2017	\$0.00	\$0.00			
Tulips	<a href="#">1239</a>	7/27/2017	\$0.00	\$0.00			
MicroNet	<a href="#">1512</a>	10/19/2017	\$0.00	\$0.00			
Mckenna Breiby	<a href="#">613</a>	4/14/2017	\$25.00	\$0.00			
Jones Accounting	<a href="#">614</a>	4/17/2017	\$25.00	\$0.00			
Daffy Duck	<a href="#">6821</a>	1/11/2018	\$25.00	\$0.00			

# Contact Transaction History

All transactions for an individual contact can be viewed on the Contact's billing tab

KB: [View an Individual Contact's Transaction History](#)

Billing History

Search... Show only... Customize Results...

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Payment	<a href="#">ch_0Htek9OaiKbG3VYIOVkdY8wj</a>	\$950.00 Over Payment	12/1/2020	\$950.00	-\$950.00	Actions
Invoice	<a href="#">79</a>	\$20.00 Logo Hat	2/17/2021	\$20.00	\$20.00	Actions
Invoice	<a href="#">42</a>	\$50.00 Gale Alan - Ye Old BBQ - Event Registration	4/30/2020	\$50.00	\$50.00	Actions
Invoice	<a href="#">41</a>	\$900.00 Default Membership	4/30/2020	\$900.00	\$900.00	Actions

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# Create Invoices

Most invoices will be automatically created, for example if you allow invoicing for event registrations.

Invoices may be created from the Billing module, or from a member's Billing tab

KB: Create Invoices

The screenshot shows a web-based form titled "Add Invoice". The form is organized into several sections:

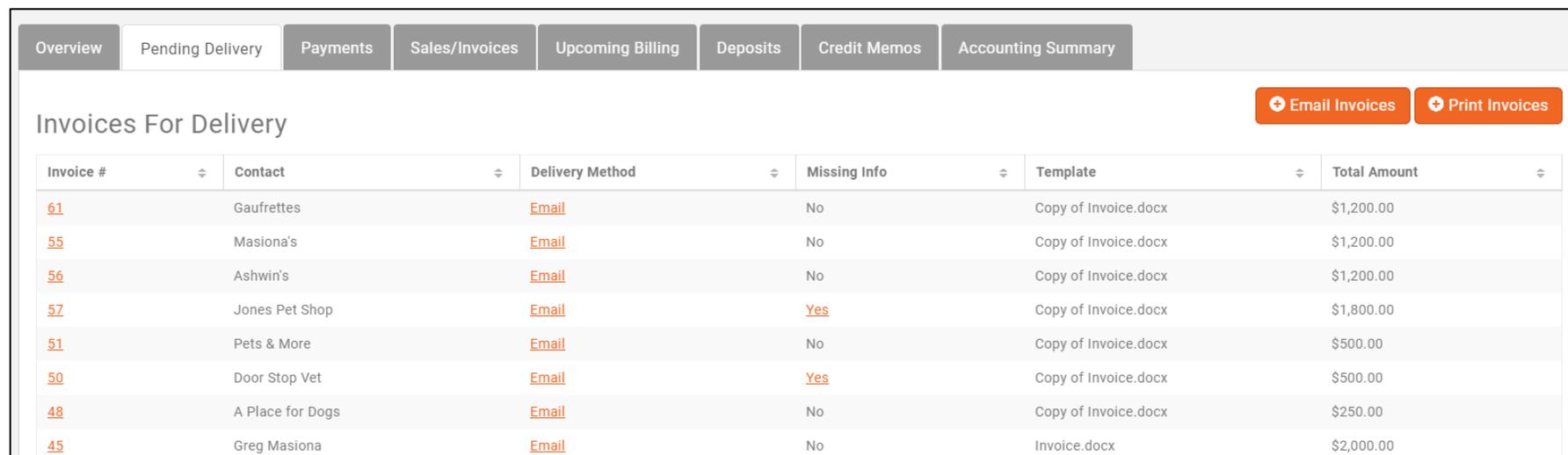
- Invoice Details:** Includes fields for Invoice Number (Auto-Assigned), Invoice Date (5/1/2018), Term (Due on Receipt), Due Date (5/1/2018), PO #, and Purchase Date (5/1/2018).
- Payment Gateway:** A dropdown menu with the option "-- Select a Payment Gatew --".
- Customer Information:** Fields for Customer, Contact (dropdown), Address (dropdown with a plus icon), and Email (dropdown with a plus icon).
- Message and Internal Memo:** Two text input areas for "Message" and "Internal Memo".
- Invoice Template and Marking Options:** A dropdown for "Invoice Template" (CP - Invoice T), a checkbox for "Mark to Print", and a checked checkbox for "Mark to Email".
- Balance:** A field showing "Balance \$0.00".
- Item Table:** A table with columns: Item (dropdown), Description, Qty (0), Price (0), Tax (\$0.00), Shipping (\$0.00), Disc (\$0.00), and Total (\$0.00). There is a plus icon in the top right corner of the table.
- Footer:** Includes "Advanced Options" (checked), "Cancel", and "Done" buttons.

# Deliver Invoices

Invoices that you create manually, created from event registrations, etc. will be placed on the pending delivery tab

On a regular basis, you will want to review the pending delivery tab and send out the invoices as appropriate

KB: [Deliver Invoices](#)



Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount
<a href="#">61</a>	Gaufrettes	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00
<a href="#">55</a>	Masiona's	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00
<a href="#">56</a>	Ashwin's	<a href="#">Email</a>	No	Copy of Invoice.docx	\$1,200.00
<a href="#">57</a>	Jones Pet Shop	<a href="#">Email</a>	Yes	Copy of Invoice.docx	\$1,800.00
<a href="#">51</a>	Pets & More	<a href="#">Email</a>	No	Copy of Invoice.docx	\$500.00
<a href="#">50</a>	Door Stop Vet	<a href="#">Email</a>	Yes	Copy of Invoice.docx	\$500.00
<a href="#">48</a>	A Place for Dogs	<a href="#">Email</a>	No	Copy of Invoice.docx	\$250.00
<a href="#">45</a>	Greg Masiona	<a href="#">Email</a>	No	Invoice.docx	\$2,000.00

# Accept Payments

- Payments can be processed in the Billing module on the payments tab, or from an individual's contact history
- KB: Accept Payments

The screenshot shows a web application window titled "Edit Credit Card". The form is organized into several sections:

- Payment From:** A text input field containing "Nora Breiby".
- Stored Payment Methods:** A dropdown menu with the text "-- Select a Stored Payment Methods --".
- Card Information:**
  - Payment Gateway:** A dropdown menu with "Integrated payment Processing Account Training (Default)".
- Enter Card Information:**
  - Card Number:** A text input field with a red vertical bar on the right.
  - Month:** A dropdown menu with "5".
  - Year:** A dropdown menu with "2018".
  - CVC:** A text input field with a red vertical bar on the right.
  - Address Line 1:** A text input field containing "543 Main Street".
  - Address Line 2:** A text input field containing "21748 S Raider Court".
  - City:** A text input field containing "Brainerd".
  - State/Province:** A dropdown menu with "MN".
  - Postal Code:** A text input field containing "56441".
  - Country Code:** A dropdown menu with "United States".
- Store Payment Info For Future:** A checkbox that is currently unchecked.
- Payment Date:** A text input field containing "5/1/2018" with a calendar icon to its right.
- Amount:** A text input field containing "50".
- Search:** A text input field with the placeholder text "Search...".

# Un-apply a Payment

- At times, members or staff may make payments to the wrong invoice. Being able to unapply a payment allows you to apply the payment to a different invoice instead.
- KB: Un-apply a Payment

Billing History

Search... Show only... Customize Results...

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Payment - Check (Unapplied)	76544	\$0.00 1350	1/13/2022	\$2,229.00	\$0.00	Actions
Payment - Check	76544	\$2,229.00 Over Payment	1/13/2022	\$2,229.00	-\$2,229.00	Actions
Payment - Check (Voided)	<del>10468368</del>	\$0.00 Over Payment	11/30/2021	\$3,229.00	\$0.00	Actions
Invoice	1350	\$54.00 Apparel	11/4/2021	\$2,229.00	\$2,229.00	Actions

# Un-apply a Payment

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- Once unapplied the payment is only available to be applied to other invoices belonging to the same contact
- Un-apply is not an available option if the payment was made through a Bill Highway or NAR Ecommerce payment gateway
- Payments may be unapplied if they have been deposited already

# Apply an Overpayment

- Over-payments may occur because an invoice was not selected when an payment was entered, the payment was entered in error, or simply because a member has sent you additional funds towards future purchases.
- KB: [Apply an Overpayment](#)

Billing History

Search... Show only... Customize Results...

Type	Reference Number	Detail	Transaction Date	Amount	Balance	Actions
Payment - Check (Unapplied)	76544	\$0.00 1350	1/13/2022	\$2,229.00	\$0.00	Actions
Payment - Check	76544	\$2,229.00 Over Payment	1/13/2022	\$2,229.00	-\$2,229.00	Actions
Payment - Check (Voided)	10468368	\$0.00 Over Payment	11/30/2021	\$3,229.00	\$0.00	Actions
Invoice	1350	\$54.00 Apparel	11/4/2021	\$2,229.00	\$2,229.00	Actions

# Issue a Credit Memo

- Over-payments may occur because an invoice was not selected when an payment was entered, the payment was entered in error, or simply because a member has sent you additional funds towards future purchases.
- KB: Managing Credit Memos

**Add Credit**

Issued To Contact: A Place for Dogs | Issue Date: 1/17/2022 | Credit Template: -- Select a Credit Template --

Notes (Visible to Recipient)

Saleable Item	Description	Class	Amount	Qty	Tax Amount	Total
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Buttons: Cancel, Done

# Issue a Credit Memo against a specific invoice

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- Write-offs are generally used when an invoice is considered "bad debt". However, if a contact chooses not to pay because they simply have changed their mind about the "product" (i.e. membership, event registration, store item, etc.) this may not be considered bad debt.
- In this case, you can create a credit against that particular invoice
- KB: [Create Credit Memo against Specific Invoice](#)

# Create a Write-off

When needed, you may create a write-off on the Billing module Invoices tab

KB: Create a Write Off

Edit Create Write Off ⌵ ✕

Write Off Date: 3/6/2018 📅 Notes:

**Purchase Details**

Contact Name	Purchase Date	Invoice Number	Purchase Total
Edibles	7/10/2018	492	\$100.00

**Write Off Items**

Item Description	Debit Account	Item Total	Item Balance	Write Off Amount
Special Olympics	-- Select a Debit Account --	\$50.00	\$50.00	50
Special Olympics	-- Select a Debit Account --	\$50.00	\$50.00	50
				\$100.00

Cancel Done

# Void an Invoice

Voiding an invoice cancels a particular payment or invoice. Voiding an invoice will keep the invoice number and list it in reports but changes the amounts to zero.

KB: Void an Invoice

**Edit Invoice**

Invoice Number: 1350 | Invoice Date: 11/4/2021 | Term: Due on Receipt | Due Date: 11/4/2021 | PO #:

Customer: A Place for Dogs | Contact: Barry White | Address: 24400 Smiley Road Nisswa MN(Billing) | Email: cheri.petterson@growthzone.com

Message: | Internal Memo:

Mark to Print:  | Mark to Email:  | Balance: \$2,229.00

Item	Description	Class	Qty	Price	Hide	Tax	Shipping	Disc	Total
Apparel	Apparel	-- Select a Class --	1	50	<input checked="" type="checkbox"/>	\$4.00	\$0.00	\$0.00	\$54.00
Cooler	Cooler	-- Select a Class --	100	25	<input type="checkbox"/>	\$140.00	\$0.00	\$300.00	\$2,160.00
Class fee	Fee for on-site classes; room rental; beverages + snacks	-- Select a Class --	1	15	<input type="checkbox"/>	\$0.00	\$0.00	\$0.00	\$15.00
									\$2,229.00

**Payment History**

Type	Reference Number	Created By	Transaction Date	Amount	Actions
Payment (Unapplied)	76544		1/13/2022	\$2229	Actions+
Payment (Voided)	10468368		11/30/2021	\$3229	Actions+

Created on 11/30/2021 1:41 PM | Created By: Cheri Petterson | Last Modified: 11/14/2022 8:28 AM | Modified By: Cheri Petterson

**Void** | Ability to modify this invoice is not available since it has passed the Deletion Days threshold. If there are edits required on this invoice, please Void and recreate this invoice. | Advanced Options  | Cancel | Done

# Deposits

- You may view previous deposits, and the payments associated to those deposits on the Billing module Deposits tab
- To create a deposit, you will do this on the Payments tab

## Edit Deposit Payments

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### Payments

Reference Number	Payment Date	Contact	Type	Entered By	Amount
	11/22/2017	Anderson's Plumbing	Cash	Matt Anakkala	\$3,200.00
12345	11/22/2017	Anderson's Plumbing	Check	Matt Anakkala	\$225.00
7337	11/22/2017	Jones Shoes	Check	Matt Anakkala	\$1,750.00
45264	11/28/2017	Edibles	Check	Matt Anakkala	\$50.01
456464	11/28/2017	Alan Brown	Check	Matt Anakkala	\$26.88
797564	11/28/2017	April Conway	Check	Matt Anakkala	\$134.38

\$5,386.27

Cancel

Done

Questions?

