

# 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

Search...

Show only...

Customize Results...

Actions

Reference Number	Payment Date	Contact	Amount	Actions
6543	2/16/2018	A Place for Dogs	\$510.65	<div><div></div><div></div></div>
ch_AqKEruHEGadHwB	6/14/2017	Kathryn Faucher	\$34.99	<div><div></div><div></div></div>

# 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

[Clear All]

Actions

Type	Date	Ref #	Customer	Description	Aging	Balance	Total	Actions
Invoice	4/10/2018	59	Gaufrettes	Platinum Membership Fee	23	\$1,250.00	\$1,250.00	Actions
Invoice	4/10/2018	60	Gaufrettes	Membership Setup	23	\$50.00	\$50.00	Actions
Invoice	4/4/2018	58	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

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..."/>		<input type="button" value="Add Billing"/> <input type="button" value="Run Upcoming Billing"/>			
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 displays the GrowthZone software interface. At the top, there is a navigation bar with tabs: Overview, Pending Delivery, Payments, Invoices, Upcoming Billing, Upcoming Recognition, Deposits (selected), Credit Memos, and Accounting. Below the navigation bar, there is a search bar and a 'Show only...' dropdown menu. A 'Create Deposit' button is visible on the right. The main content area shows a table with columns: Deposit Date, Count Of Payments, Total, Created By, and Notes. The table lists several deposits, including one for 3/9/2017 with a total of \$4,452.00. 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 table lists five payments, all of which are checks entered by Marcy Weaver. The total amount for these 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_0Htek9QaiKbG3VYIOVkdY8wj</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 the 'Add Invoice' form with the following fields and values:

- Invoice Number: Auto-Assigned
- Invoice Date: 5/1/2018
- Term: Due on Receipt
- Due Date: 5/1/2018
- PO #:
- Purchase Date: 5/1/2018
- Payment Gateway: -- Select a Payment Gateway --
- Customer:
- Contact: -- Select a Contact --
- Address: -- Select a Address --
- Email: -- Select a Email --
- Message:
- Internal Memo:
- Invoice Template: CP - Invoice T
- Mark to Print: ☐
- Mark to Email: ☒
- Balance: \$0.00
- Item: -- Select a Item --
- Description:
- Qty: 0
- Price: 0
- Tax: \$0.00
- Shipping: \$0.00
- Disc: \$0.00
- Total: \$0.00

At the bottom right, there are buttons for 'Advanced Options' (checked), 'Cancel', and 'Done'.

# 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](#)

Overview

Pending Delivery

Payments

Sales/Invoices

Upcoming Billing

Deposits

Credit Memos

Accounting Summary

Invoices For Delivery

+ Email Invoices

+ Print 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

Edit Credit Card

Payment From

Nora Breiby

Stored Payment Methods

-- Select a Stored Payment Methods --

Card Information

Payment Gateway

Integrated payment Processing Account Training (Default)

Enter Card Information

Card Number

Month

Year

CVC

Address Line 1

Address Line 2

City

State/Province

Postal Code

Country Code

Store Payment Info For Future

Payment Date

Amount

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

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# 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)

Items

Saleable Item	Description	Class	Amount	Qty	Tax Amount	Total

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  
Edibles

Purchase Date  
7/10/2018

Invoice Number  
492

Purchase Total  
\$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: 1330 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: Mark to Print: ☐ Mark to Email: ☒ Balance: \$2,229.00 Internal Memo:

Item	Description	Class	Qty	Price	Hide	Tax	Shipping	Disc	Total
Apparel	Apparel	-- Select a Class --	1	\$0	<input checked="" type="checkbox"/>	\$4.00	\$0.00	\$0.00	\$4.00
Cooler	Cooler	-- Select a Class --	100	\$25	<input type="checkbox"/>	\$160.00	\$0.00	\$500.00	\$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	\$2,229	Actions
Payment (Voided)	10458368		11/30/2021	\$3,229	Actions

Created on: 11/30/2021 1:41 PM | Created By: Cheri Petterson | Last Modified: 11/14/2022 8:23 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?