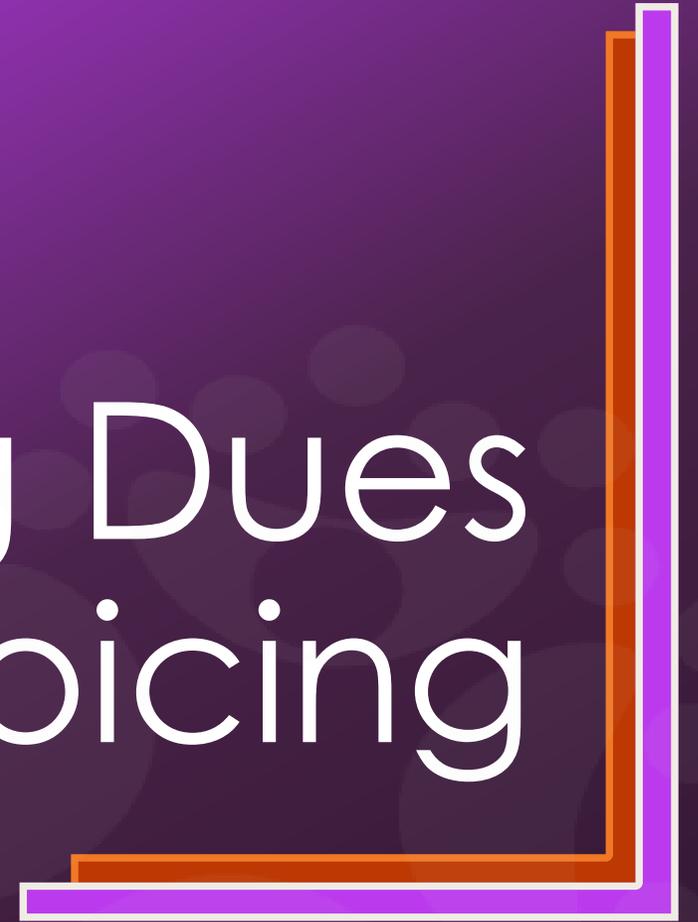


Managing Dues Invoicing



Agenda

Understanding Recurring Billing

Best Practices

Generate Renewal Invoices

Deliver Renewal Invoices

Understanding Recurring Billing

To make it efficient and easy for you to generate your invoices for recurring billing, your GrowthZone software track:

- *Which members need to be billed*
- *What membership(s) they should be billed for*
- *How much they should be billed*
- *When they should be billed*
- *How they wish to receive their invoice*

Understanding Recurring Billing

Who needs to be billed...

- GrowthZone relies on the Recurring Fee schedule on a members Billing tab to identify who needs to be billed
- All members who must be billed for membership dues should have a scheduled billing, which is **automatically generated** when a membership is added to a contact (either through the back office, or via the Membership Application)

Scheduled Billing 									
Description	Membership	Bill Contact	Frequency	Amount	Discount	Payment Profile	Start Date	Next Bill Date	End Date
National Dues	Realtor		Annually	\$116.00	\$0.00		1/21/2021	1/21/2022	
State Membership Dues	Realtor		Annually	\$75.00	\$0.00		1/21/2021	1/21/2022	
Association Dues	Realtor		Annually	\$50.00	\$0.00		1/21/2021	1/21/2022	

Understanding Recurring Billing

What memberships they need to be billed for...

- The memberships assigned to a member are added on the member's profile tab, then any recurring fees for those memberships will be scheduled on the Member's Billing Tab

Scheduled Billing 									
Description	Membership	Bill Contact	Frequency	Amount	Discount	Payment Profile	Start Date	Next Bill Date	End Date
National Dues	Realtor		Annually	\$116.00	\$0.00		1/21/2021	1/21/2022	
State Membership Dues	Realtor		Annually	\$75.00	\$0.00		1/21/2021	1/21/2022	
Association Dues	Realtor		Annually	\$50.00	\$0.00		1/21/2021	1/21/2022	

Understanding Recurring Billing

How much they should be billed...

The system relies on the information defined by the membership type setup, and scheduled on the members Billing tab, to determine how much a member should be billed

Scheduled Billing									
Description	Membership	Bill Contact	Frequency	Amount	Discount	Payment Profile	Start Date	Next Bill Date	End Date
National Dues	Realtor		Annually	\$116.00	\$0.00		1/21/2021	1/21/2022	
State Membership Dues	Realtor		Annually	\$75.00	\$0.00		1/21/2021	1/21/2022	
Association Dues	Realtor		Annually	\$50.00	\$0.00		1/21/2021	1/21/2022	

Understanding Recurring Billing

When should they be billed...

When a membership is first added to a contact, the system will look at the membership term and frequency at which a member wishes to be billed to determine a “Next Bill Date”

For Example: A member joins on 1/1/2021. The membership term is 12 months and the billing frequency is annual. After the initial membership invoice is generated, the system will setup the Scheduled Billing with a next bill date of 1/1/2022

Scheduled Billing 									
Description	Membership	Bill Contact	Frequency	Amount	Discount	Payment Profile	Start Date	Next Bill Date	End Date
National Dues	Realtor		Annually	\$116.00	\$0.00		1/21/2021	1/21/2022	
State Membership Dues	Realtor		Annually	\$75.00	\$0.00		1/21/2021	1/21/2022	
Association Dues	Realtor		Annually	\$50.00	\$0.00		1/21/2021	1/21/2022	

Best Practices

When adding a membership, validate that the next bill date and fee schedule is correct!

- *When adding the membership, you will see the next bill date as the current date – this is correct until you save the membership and an invoice is generated for the new membership.*
- *Once this invoice has been generated, you will see on the member's Billing tab, the actual next bill date which is derived from the term of the membership and the billing frequency*

Scheduled Billing									
Description	Membership	Bill Contact	Frequency	Amount	Discount	Payment Profile	Start Date	Next Bill Date	End Date
National Dues	Realtor		Annually	\$116.00	\$0.00		1/21/2021	1/21/2022	
State Membership Dues	Realtor		Annually	\$75.00	\$0.00		1/21/2021	1/21/2022	
Association Dues	Realtor		Annually	\$50.00	\$0.00		1/21/2021	1/21/2022	

Best Practices

Ensure all of your active members have a recurring fee schedule...

- *Use the Membership Report with Membership Status = Active, and include an additional filter “Scheduled Fee Amount is Empty”*
- *If a member does not have a schedule, use the Upgrade/Downgrade function to assign a fee schedule*

Best Practices

- Ensure all of your inactive members do not have a recurring fee schedule...
 - Use the **Membership Report** with Membership Status **Non Member and Dropped**, and include an additional filter “**Scheduled Fee Amount is NOT empty**”

The screenshot shows the 'Membership Report' interface. At the top left is a 'Back' link. At the top right is a 'Run Report' button. The main area contains several filter dropdowns: 'Membership Type' (None Selected), 'Level' (None Selected), 'Membership Status' (Dropped, Non Member), 'Membership Category' (None Selected), 'Start Month' (-- No Choice --), 'Renewal Month' (-- No Choice --), 'Good/Service Item' (None Selected), and 'Bill Frequency' (-- No Choice --). Below these is an 'Additional Criteria / Filters' section with a plus sign icon. It contains a filter for 'Total Recurring Fees' set to 'Not Equals' with a value of '0'. At the bottom is a 'Display Options' section.

Best Practices

Ensure that you have accurate Billing Contact Information...

- *When you assign a membership, you will also assign the billing contact and contact information (If this is not assigned, the contact information of the membership owner will be used)*
- *The **Membership Report** can be used to check billing contact information, and the IsMissing operator can be used identify any missing information*

Results: 3

Contact Name ↕	Next Bill Date ↕	Membership Billing Contact ↕	Membership Billing Contact Email ↕	Scheduled Billing Amount	Membership ↕	Membership Start Date ↕	Membership Status ↕
Linda Stanford	6/8/2021	Linda Stanford		\$241.00	Realtor	6/8/2020	Active
Granson Home Improvements	6/19/2021	Laura Gransom	gransom@mailinator.com	\$693.00	Corporate Package 2020 - 500001 - 75000	2/19/2021	Active
Semple's	6/22/2021	Semple's	cheri.petterson@growthzone.com	\$1,225.00	Corporate Membership	6/22/2020	Active
Count 3							



Best Practices

Only generate renewal invoices from the Upcoming Billing tab in the Billing Module!

- If invoices are created as one off for memberships vs. from the Upcoming Billing tab, the system will not recognize that you have generated an invoice for the next bill date and will not advance the next bill date, nor will it recognize a renewal activation*

Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
East Realty - Matton	1/1/2021		Basic Membership Dues	Annually	No	\$456.00	
East Realty - Matton	1/1/2021		National Dues	Annually	No	\$23.75	
East Realty - Matton	1/1/2021		1 - 5 Employees	Annually	No	\$23.75	
Crooked Lake Coffee	1/1/2021		Association Dues 2021	Annually	No	\$325.00	C
Franson's Manufacturing	1/1/2021		Association Dues 2021	Annually	No	\$325.00	C
Jone's Pet Shop	1/1/2021		Association Dues 2021	Annually	No	\$325.00	C
Daniels Haberdashery	1/1/2021		Membership Dues 2020	Annually	No	\$594.00	C
Daniels Haberdashery	1/1/2021		Membership dues 2020	Annually	No	\$99.00	C
Franny Floral	1/13/2021		Cooler	Annually	No	\$0.00	
Floral Shop	1/13/2021		Documentation Services	Annually	No	\$100.00	

Review Finance Settings

- ✓ Are you configured for automated scheduled billing?
- ✓ Is your system setup to auto-apply credits/overpayments?
- ✓ Is your system setup to generate invoices prior to auto-charge?

Finance Settings

Logo for Invoices and Statements

Suggested logo size: 500px wide by 150px high (.jpg or .png)
(Using this size will ensure printed invoices will properly display addresses in a standard window envelope.)



Default Income Account
System Default Income Account (MEM-REV) - Revenue

Default Accounts Receivable Account
System Default Accounts Receivable Account (ACCT-RECV) - Current Asset

Default Discount Account
System Default Discount Account (DEF-DIS) - Revenue

Default Legacy Taxes Payable Account
-- Select a Default Legacy Taxes Payable Account --

Default Payment Template
-- Select a Default Payment Template --

Default Deposit Account
System Default Deposit Account (DEP-CASH) - Current Asset

Default Deferred Revenue Account
System Default Deferred Revenue Account (DEF-MEM-REV) - Current Liability

Default Deferred Discount Account
System Default Deferred Discount Account (DEF-DEF-DIS) - Current Liability

Default Invoice Template
Training Invoice.docx

Default Credit Template
-- Select a Default Credit Template --

Save

Preparation

Clear out the Pending Delivery tab

KB: [Deliver Invoices Pending Delivery](#)

You are currently in a staging database. Please note: **any changes made to the data in this database will not transfer** to your live database.

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

Search... Show only... Customize Results... Email Invoices Print Invoices

Result Count: 47

Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount	Balance
2466	Laura Willaims	Email	No	Default	\$445.00	\$445.00
2465	Joe Waltz	Email	No	Default	\$245.00	\$245.00
2449	Carrie Lee	Email	No	Default	\$470.00	\$470.00
2464	Joey Balloon	Email	No	Default	\$245.00	\$245.00
2448	Jamie Perd	Email	No	Default	\$240.00	\$240.00

Preparation

Review your email template, and make any adjustments as needed

Review your invoice template, and make any adjustments as needed

Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
East Realty - Matton	1/1/2021		Basic Membership Dues	Annually	No	\$456.00	
East Realty - Matton	1/1/2021		National Dues	Annually	No	\$23.75	
East Realty - Matton	1/1/2021		1 - 5 Employees	Annually	No	\$23.75	
Crooked Lake Coffee	1/1/2021		Association Dues 2021	Annually	No	\$325.00	☹
Franson's Manufacturing	1/1/2021		Association Dues 2021	Annually	No	\$325.00	☹
Jone's Pet Shop	1/1/2021		Association Dues 2021	Annually	No	\$325.00	☹
Daniels Haberdashery	1/1/2021		Membership Dues 2020	Annually	No	\$594.00	☹
Daniels Haberdashery	1/1/2021		Membership dues 2020	Annually	No	\$99.00	☹
Franny Floral	1/13/2021		Cooler	Annually	No	\$0.00	
Floral Shop	1/13/2021		Documentation Services	Annually	No	\$100.00	

Run Upcoming Billing

From the Upcoming Billing tab in the Billing Module, you have the ability to filter to those invoices that you wish to generate.

Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
Rachel's Florist	3/7/2021	Macy Fansone	16 - 30 Employees - 2020	Annually	No	\$50.00	☒
Danielle's Shoes	3/10/2021		Corporate Membership	Annually	No	\$1,200.00	
Danielle's Shoes	3/10/2021		1 - 15 Employees 2020	Annually	No	\$25.00	
Florianas	3/13/2021	Floriana Jones	Documentation Services	Annually	No	\$25.00	
Jill Haugene	3/27/2021	Jill Haugene	2020 Small Business Donations	Annually	No	\$75.00	
Bouillabaise	3/30/2021		Default Membership	Annually	No	\$260.00	☒
Dale's Fish House	3/30/2021		Default Membership	Annually	No	\$260.00	☒

Run Upcoming Billing

When you select the **Run Upcoming Billing** option, you will view a summary of the invoices and number of items that will be billed

KB: [Run Upcoming Billing](#)

Run Upcoming Billing

Note
Clicking Run will immediately generate invoices and charge payment profiles. Confirm that the summary information below is correct.

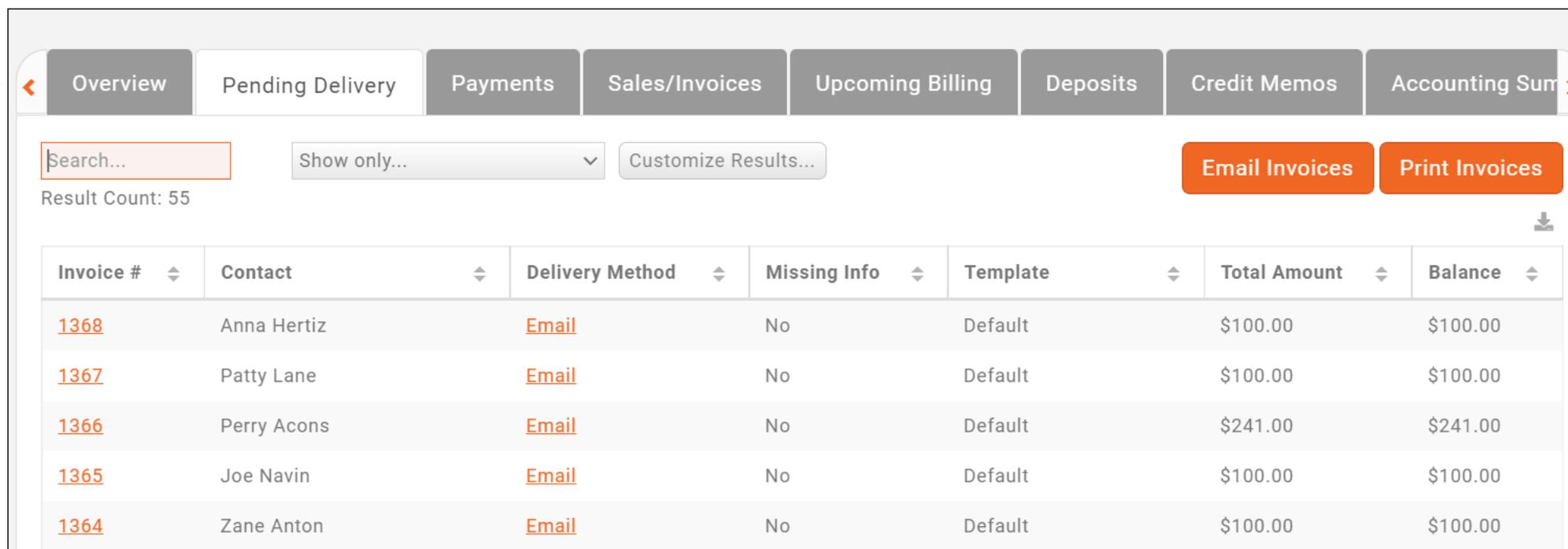
Invoices to Create	Scheduled Billing Items	Next Bill Date Range	Value of Invoices
6	7	3/7/2021 - 3/30/2021	\$1,895.00

Cancel Run

Deliver Invoices

The Pending Delivery tab in the Billing Module will provide a list of invoices that have not been sent out

KB: [Deliver Invoices Pending Delivery](#)



The screenshot displays the 'Pending Delivery' tab in a software interface. At the top, there is a navigation bar with tabs for Overview, Pending Delivery (selected), Payments, Sales/Invoices, Upcoming Billing, Deposits, Credit Memos, and Accounting Summary. Below the navigation bar, there is a search bar with the text 'Search...', a dropdown menu for 'Show only...', and a 'Customize Results...' button. To the right of these are two orange buttons: 'Email Invoices' and 'Print Invoices'. Below the search bar, it says 'Result Count: 55'. A download icon is visible to the right of the result count. The main content is a table with the following columns: Invoice #, Contact, Delivery Method, Missing Info, Template, Total Amount, and Balance. The table contains five rows of data.

Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount	Balance
1368	Anna Hertz	Email	No	Default	\$100.00	\$100.00
1367	Patty Lane	Email	No	Default	\$100.00	\$100.00
1366	Perry Acons	Email	No	Default	\$241.00	\$241.00
1365	Joe Navin	Email	No	Default	\$100.00	\$100.00
1364	Zane Anton	Email	No	Default	\$100.00	\$100.00

Deliver Invoices

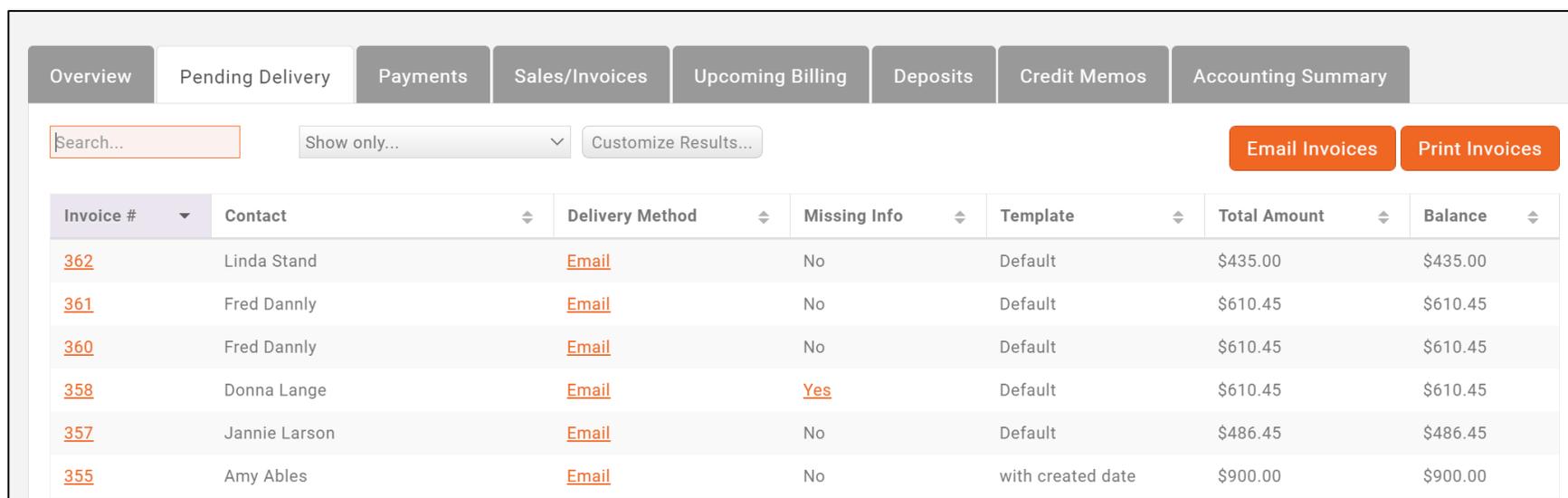
How do invoices get placed on the Pending Delivery tab?

- *When billing is run on the Upcoming Billing tab, all invoices with Mark to Print and/or Mark to Email enabled will display on the Pending Delivery tab.*
- *If Automated Scheduled Billing is enabled under Setup > Finance > General Settings.*
- *If Allow Invoicing is enabled for events, fundraisers, sponsorships, etc.*
- *When a one-off invoice is created and Mark to Print and/or Mark to Email is selected.*
- *When membership applications are submitted, and you have allowed the applicant to request to be invoiced*

Run Upcoming Billing

Once you have generated your invoices, deliver the invoices from the Pending Delivery tab

KB: [Deliver Invoices Pending Delivery](#)



Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount	Balance
362	Linda Stand	Email	No	Default	\$435.00	\$435.00
361	Fred Danny	Email	No	Default	\$610.45	\$610.45
360	Fred Danny	Email	No	Default	\$610.45	\$610.45
358	Donna Lange	Email	Yes	Default	\$610.45	\$610.45
357	Jannie Larson	Email	No	Default	\$486.45	\$486.45
355	Amy Ables	Email	No	with created date	\$900.00	\$900.00

Questions?