Agenda

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

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Finance Settings Review

The Finance General Settings are global settings that allow you to set defaults and enable/disable automated processes

Daily Billing activities are impacted by the following settings:
- Invoice Templates
- Deletions Days
- Trade/External Payments

Billing Module

Pending Delivery

View invoices that have NOT been sent yet

Payments

View all payments received and create deposits

Sales/Invoices

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

Can be used to resend past due invoices

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
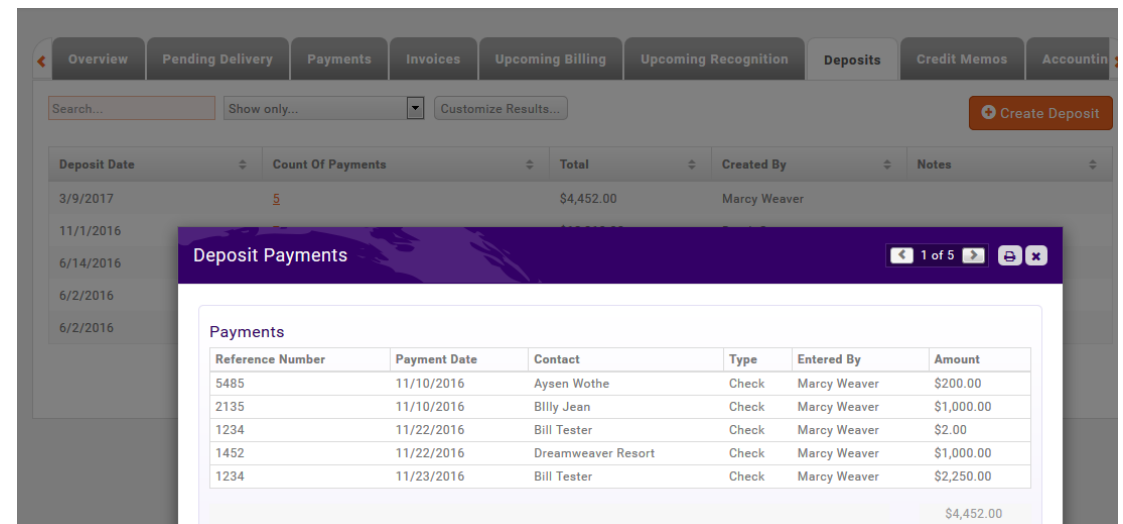
Deposits

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

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

⊕ New Credit

Contact	Reference Number	Issue Date	Amount	Remaining Balance
The Malt Shop	620	4/28/2017	$0.00	$0.00
Nelson's Accounting	761	7/6/2017	$0.00	$0.00
Tulips	1239	7/27/2017	$0.00	$0.00
MicroNet	1512	10/19/2017	$0.00	$0.00
Mckenna Breiby	613	4/14/2017	$25.00	$0.00
Jones Accounting	614	4/17/2017	$25.00	$0.00
Daffy Duck	6821	1/11/2018	$25.00	$0.00

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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](#)

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

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
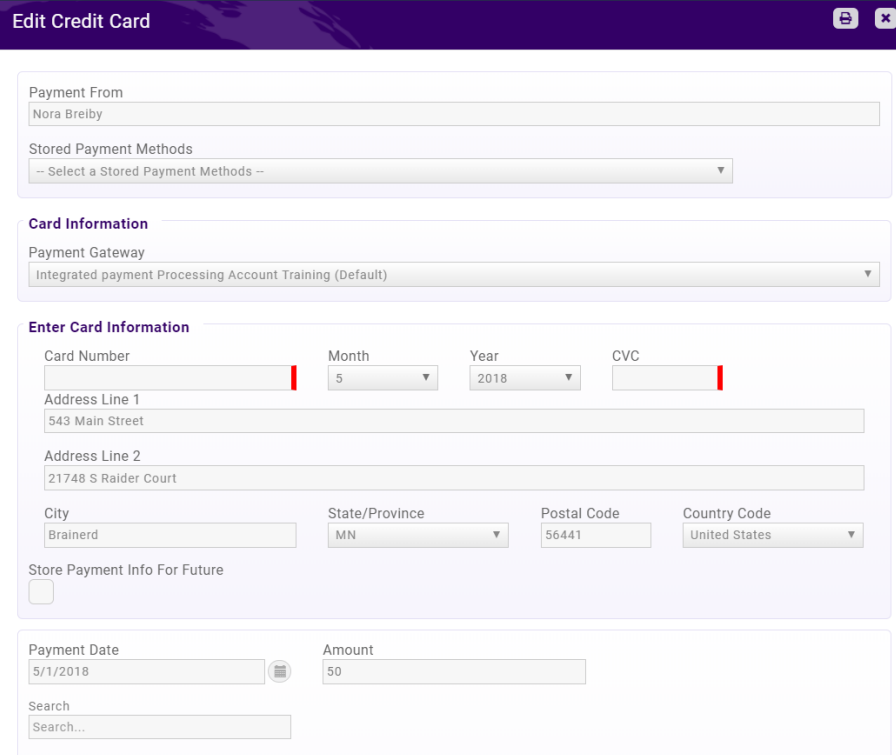
KB: Deliver Invoices

Accept Payments

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

- KB: Accept Payments

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

Un-apply a Payment

- 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

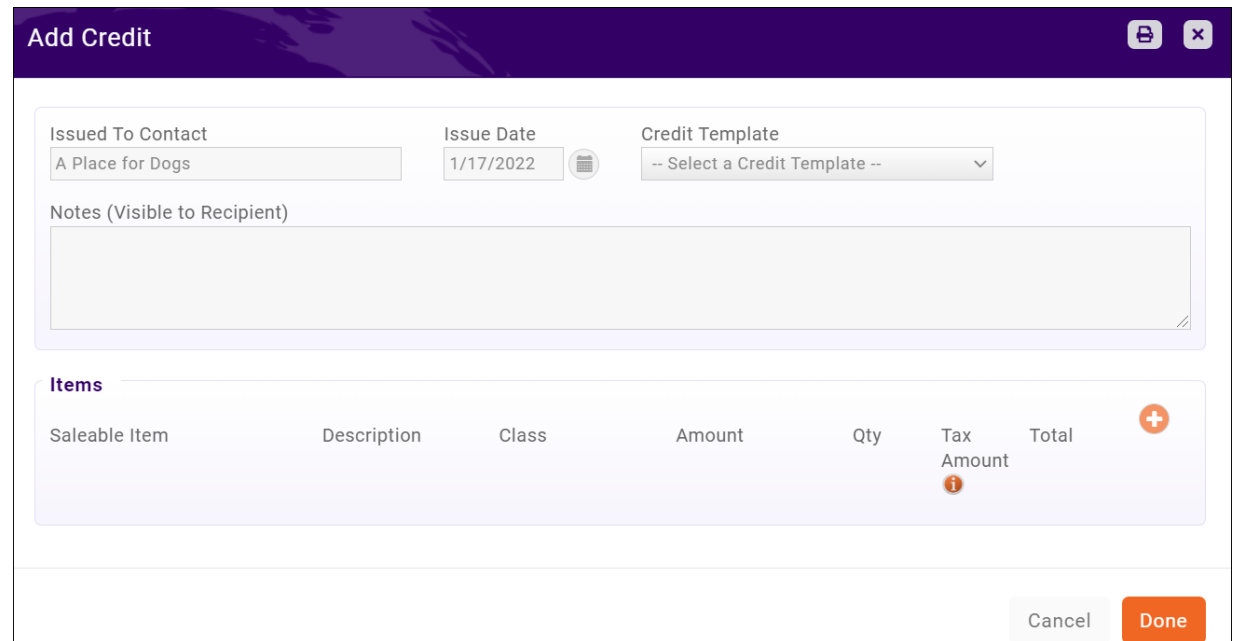# Issue a Credit Memo

- 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

Issue a Credit Memo against a specific invoice

- 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

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

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

Questions?

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