

GrowthZone Daily Billing Activities

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

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

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

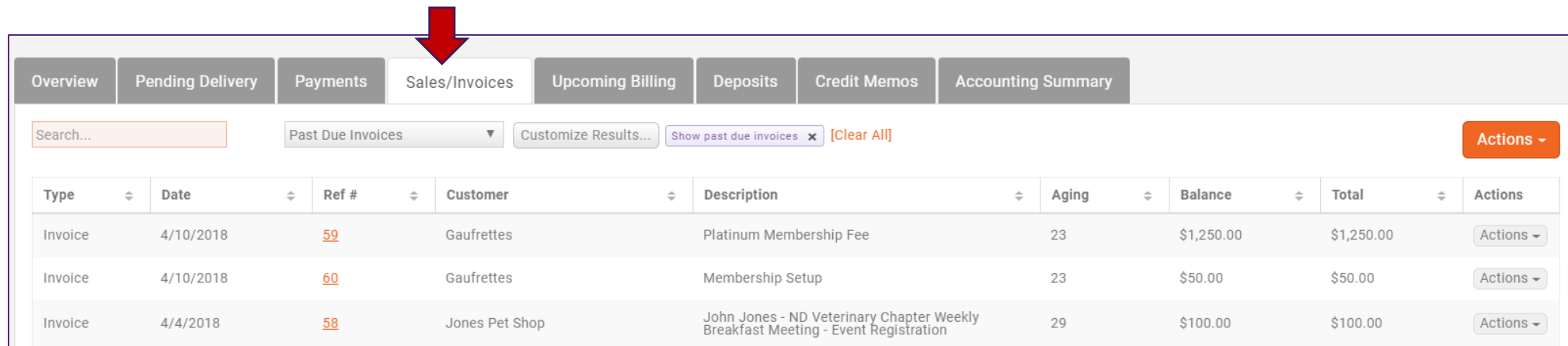
Payments

View all payments received and create deposits

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="Actions"/>				
Reference Number	Payment Date	Contact	Amount	Actions			
6543	2/16/2018	A Place for Dogs	\$510.65	<input type="button" value="Download"/> <input type="button" value="Refresh"/>			
ch_AqKEruHEGadHwB	6/14/2017	Kathryn Faucher	\$34.99	<input type="button" value="Download"/> <input type="button" value="Refresh"/>			

Sales/Invoices

View all invoices generated included paid, open, past due...
Can be used to resend past due invoices



The screenshot shows a software interface for managing sales and invoices. A red arrow points to the 'Sales/Invoices' tab, which is currently selected. The interface includes a search bar, a filter dropdown set to 'Past Due Invoices', and a table of invoice records. The table has columns for Type, Date, Ref #, Customer, Description, Aging, Balance, Total, and Actions. Three invoices are listed, all with a balance of \$100.00 or more.

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

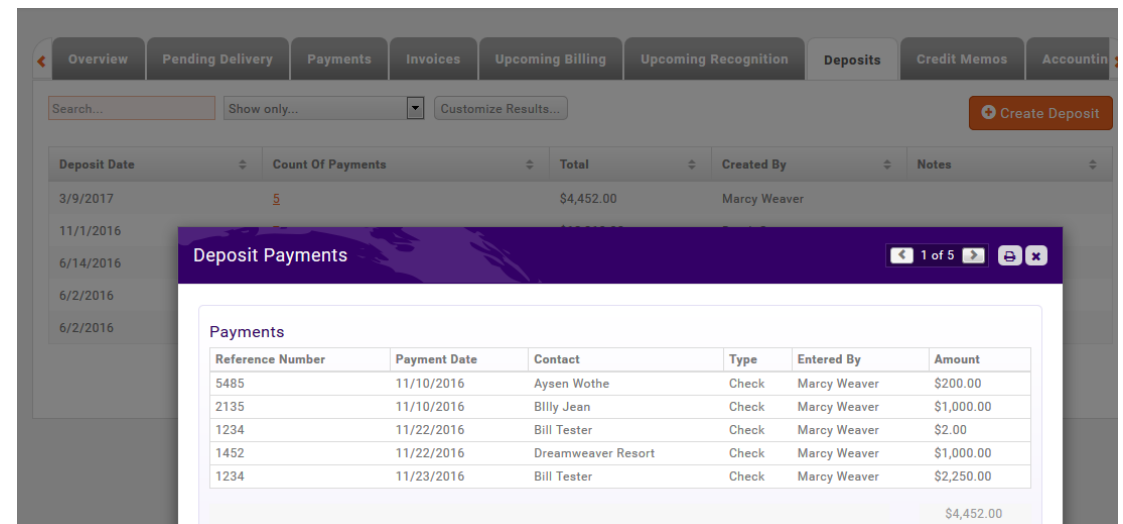
These may be monthly, quarterly or annual recurring items

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



Deposit Payments

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

\$4,452.00

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							+ 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			

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	ch_0Htek9QaiKbG3VYIOVkdY8wj	\$950.00 Over Payment	12/1/2020	\$950.00	-\$950.00	Actions
Invoice	79	\$20.00 Logo Hat	2/17/2021	\$20.00	\$20.00	Actions
Invoice	42	\$50.00 Gale Alan - Ye Old BBQ - Event Registration	4/30/2020	\$50.00	\$50.00	Actions
Invoice	41	\$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:

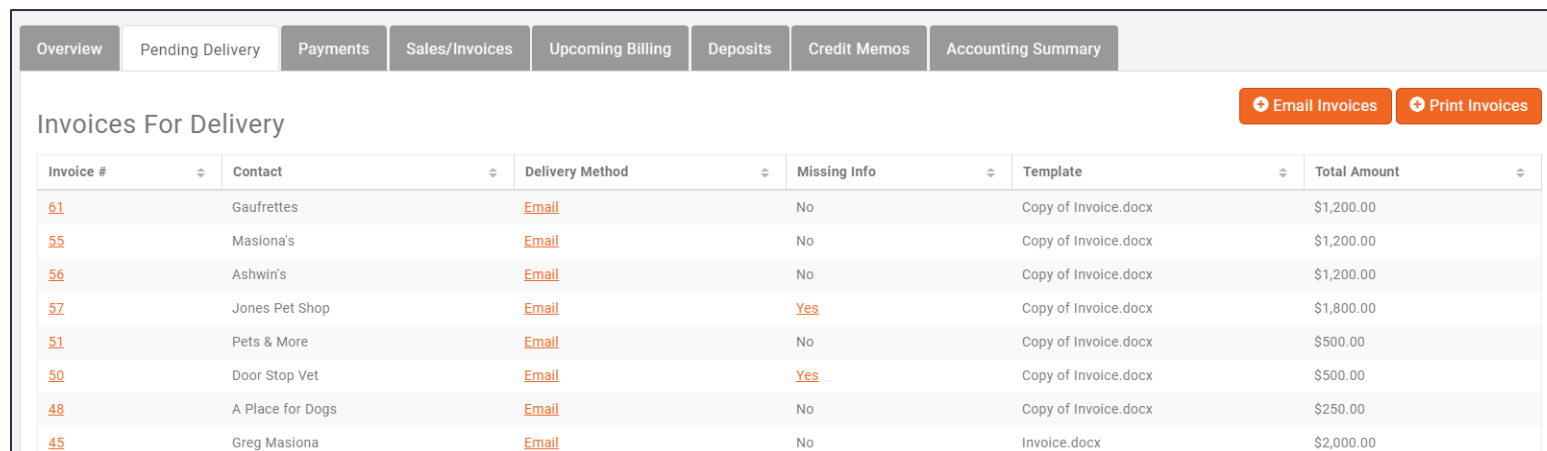
- Invoice Details:** Includes fields for "Invoice Number" (Auto-Assigned), "Invoice Date" (5/1/2018), "Term" (Due on Receipt), "Due Date" (5/1/2018), "PO #", and "Purchase Date" (5/1/2018).
- Payment Gateway:** A dropdown menu with the option "-- Select a Payment Gatew --".
- Customer Information:** 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.
- Invoice Template and Marking Options:** A dropdown for "Invoice Template" (CP - Invoice T), and checkboxes for "Mark to Print" (unchecked) and "Mark to Email" (checked).
- Balance:** A label "Balance" with the value "\$0.00".
- Item Table:** A table with columns: Item, Description, Qty, Price, Tax, Shipping, Disc, and Total. The "Item" column has a dropdown "-- Select a Item --". The "Qty" column has a value of "0". The "Price" column has a value of "0". The "Tax" column has a value of "\$0.00". The "Shipping" column has a value of "\$0.00". The "Disc" column has a value of "\$0.00". The "Total" column has a value of "\$0.00".
- 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

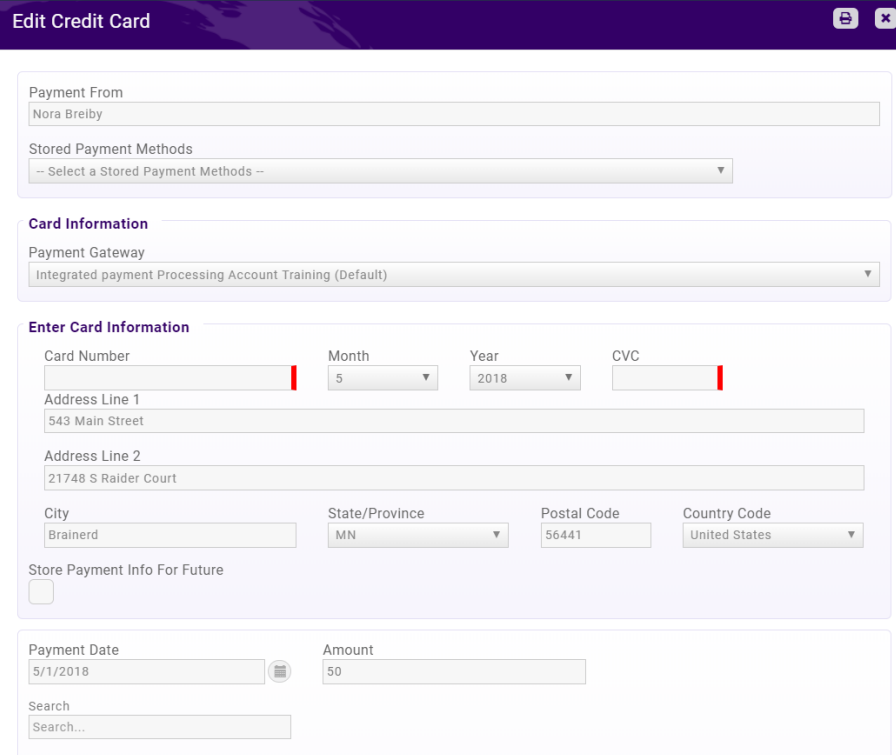
KB: [Deliver Invoices](#)



Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount
61	Gaufrettes	Email	No	Copy of Invoice.docx	\$1,200.00
55	Masiona's	Email	No	Copy of Invoice.docx	\$1,200.00
56	Ashwin's	Email	No	Copy of Invoice.docx	\$1,200.00
57	Jones Pet Shop	Email	Yes	Copy of Invoice.docx	\$1,800.00
51	Pets & More	Email	No	Copy of Invoice.docx	\$500.00
50	Door Stop Vet	Email	Yes	Copy of Invoice.docx	\$500.00
48	A Place for Dogs	Email	No	Copy of Invoice.docx	\$250.00
45	Greg Masiona	Email	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 form titled "Edit Credit Card" with a purple header bar. 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:** An unchecked checkbox.
- Payment Date:** A text input field containing "5/1/2018".
- Amount:** A text input field containing "50".
- Search:** A text input field containing "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)	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

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](#)

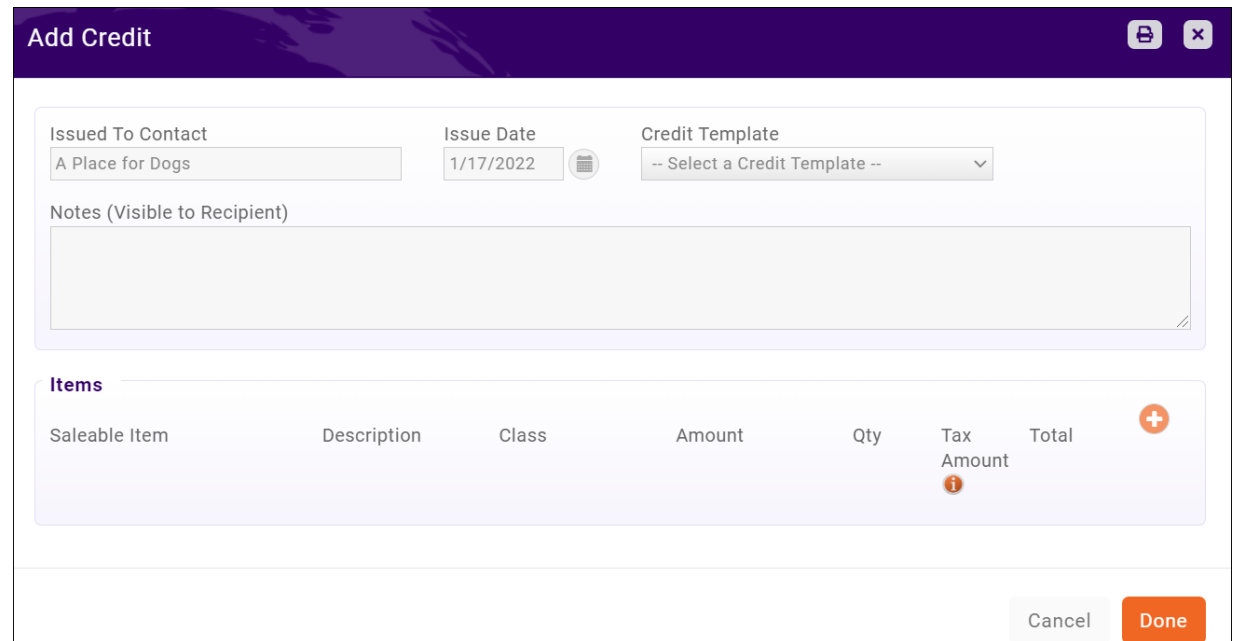
Billing History

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](#)



The screenshot shows the 'Add Credit' form in the GrowthZone software. The form is titled 'Add Credit' and has a dark purple header. It contains the following fields and sections:

- Issued To Contact:** A text input field containing 'A Place for Dogs'.
- Issue Date:** A date input field containing '1/17/2022'.
- Credit Template:** A dropdown menu with the text '-- Select a Credit Template --'.
- Notes (Visible to Recipient):** A large text area for entering notes.
- Items:** A table with columns for 'Saleable Item', 'Description', 'Class', 'Amount', 'Qty', 'Tax Amount', and 'Total'. There is a plus sign icon in the top right corner of the table area.
- Buttons:** 'Cancel' and 'Done' buttons at the bottom right.

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](#)

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: 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: | 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	\$4.00
Cooler	Cooler	--Select a Class--	100	25	<input type="checkbox"/>	\$160.00	\$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	\$2,229	Actions
Payment (Voided)	10608358		11/30/2021	\$3,229	Actions

Created on: 11/30/2021 1:41 PM | Created By: Cheri Petterson | Last Modified: 1/14/2022 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 < 7 of 33 >  

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?