Step-by-Step Guide to Daily Billing in ChamberMaster & MemberZone

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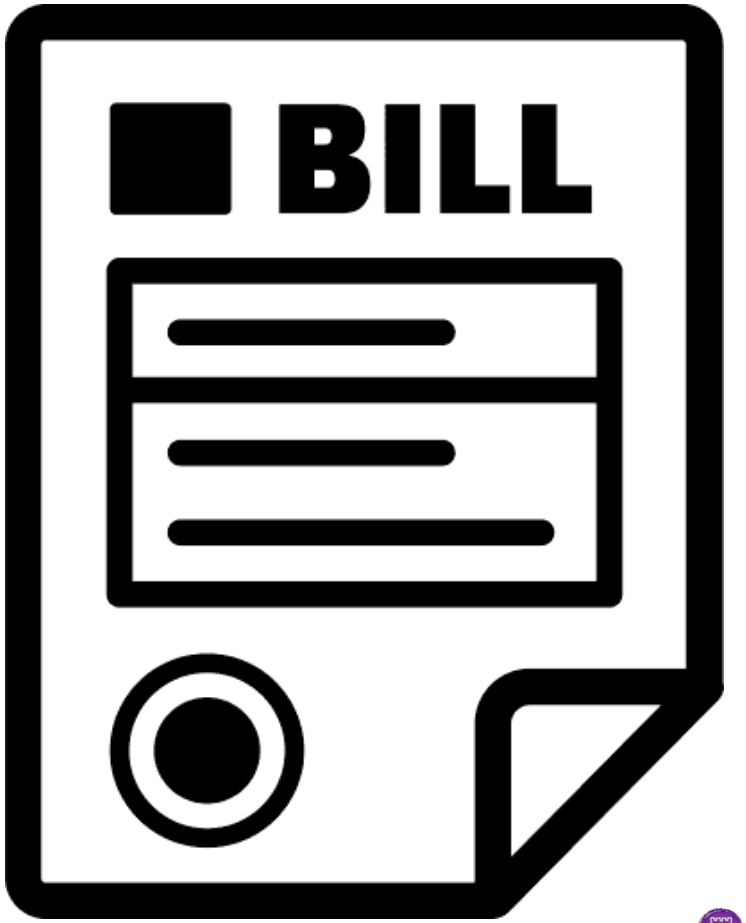
Agenda

- Billing Center Overview
- Creating Invoices
  - Delivering invoices
- Sales Receipts
- Accepting Payments
- Issuing Credits
- Write-Offs
- Refunds



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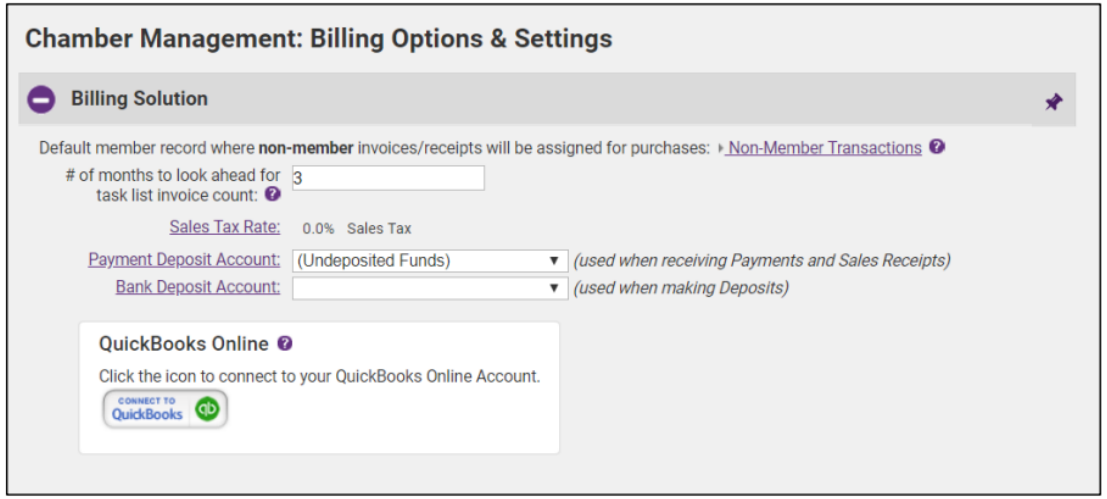
Default Finance Settings

- Billing Options & Settings allow you to define defaults for:
  - Notification in task list of invoices that need to be created
  - Payment Deposit and Bank Deposit accounts
  - Transaction Default Templates
  - Credit Card Processing
  - Autopay options
    - Requires GrowthZone Pay



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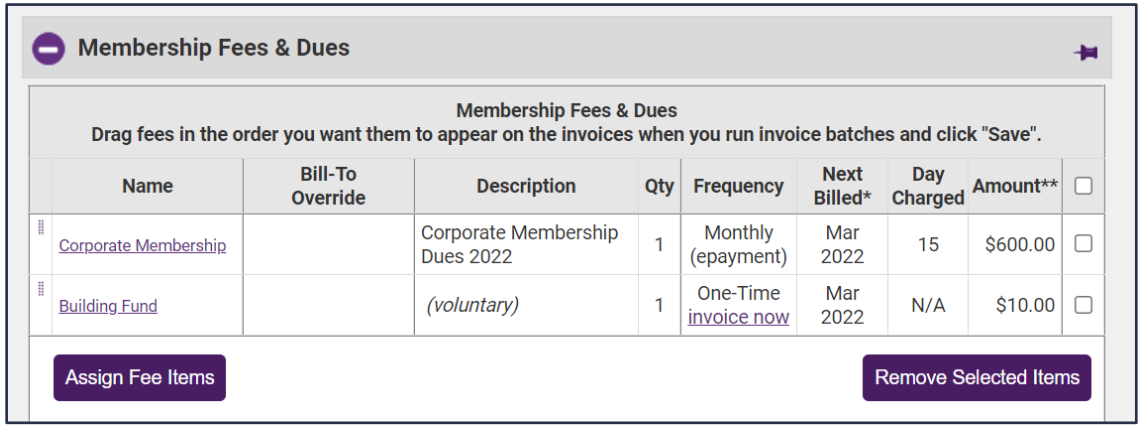
Manage Membership Renewals

- Send Notifications
- Create/Deliver Invoice Batches
- Resend Invoice Batches
- Send Thank You Letters
- KB: Manage Membership Renewals



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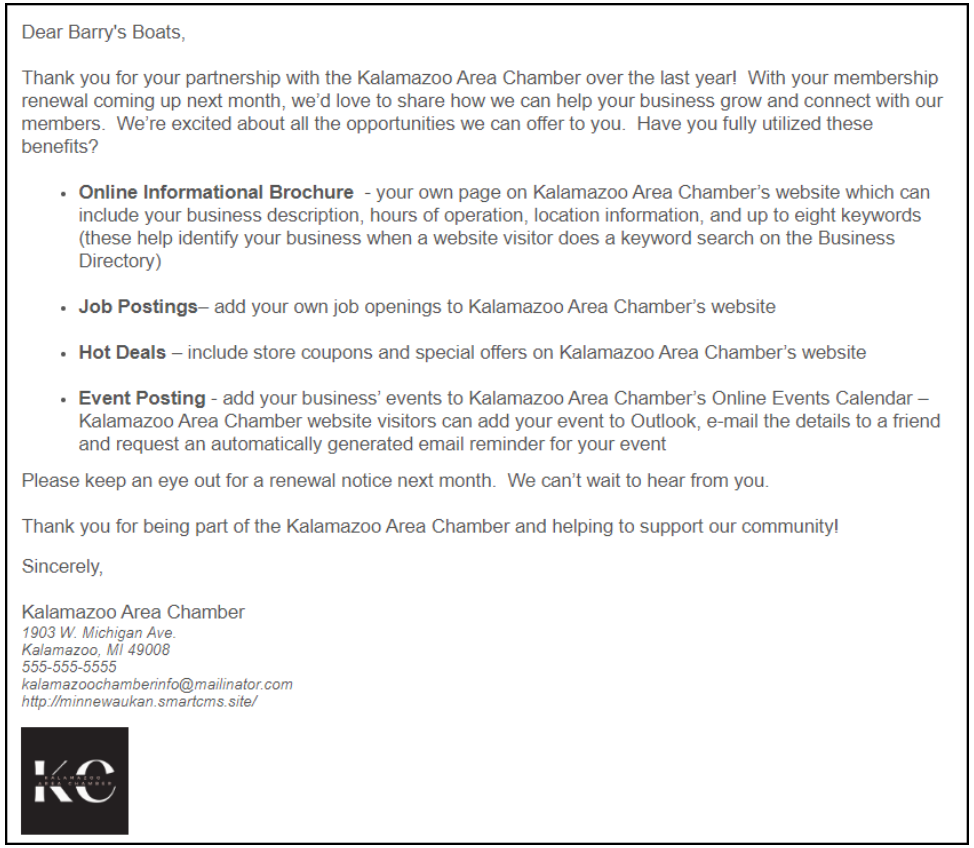
Send Notifications

- Notification letters may be sent prior to the member's billing month
  - Thanking them for their membership
  - Notifying them that their membership dues will soon be billed
- Can customize as needed
- KB: Notification Letters



Dear Barry's Boats,

Thank you for your partnership with the Kalamazoo Area Chamber over the last year! With your membership renewal coming up next month, we'd love to share how we can help your business grow and connect with our members. We're excited about all the opportunities we can offer to you. Have you fully utilized these benefits?

- **Online Informational Brochure** - your own page on Kalamazoo Area Chamber's website which can include your business description, hours of operation, location information, and up to eight keywords (these help identify your business when a website visitor does a keyword search on the Business Directory)
- **Job Postings**– add your own job openings to Kalamazoo Area Chamber's website
- **Hot Deals** – include store coupons and special offers on Kalamazoo Area Chamber's website
- **Event Posting** - add your business' events to Kalamazoo Area Chamber's Online Events Calendar – Kalamazoo Area Chamber website visitors can add your event to Outlook, e-mail the details to a friend and request an automatically generated email reminder for your event

Please keep an eye out for a renewal notice next month. We can't wait to hear from you.

Thank you for being part of the Kalamazoo Area Chamber and helping to support our community!

Sincerely,

Kalamazoo Area Chamber
1903 W. Michigan Ave.
Kalamazoo, MI 49008
555-555-5555
kalamazoochamberinfo@mailinator.com
http://minnewaukan.smartcms.site/

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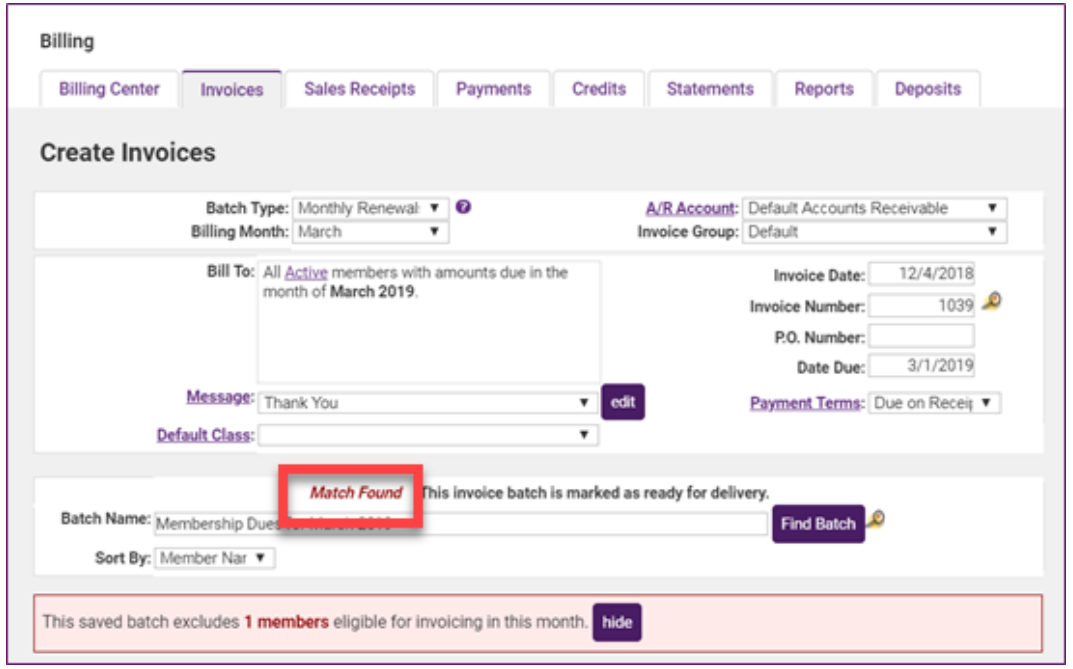
Creating Batches

- When creating invoices – note if "*Match Found*" is displayed
  - Indicates that some or all the invoices have already been batched
  - If there are un-batched invoices – click New Batch!
- KB: Create Batch of Recurring Invoices



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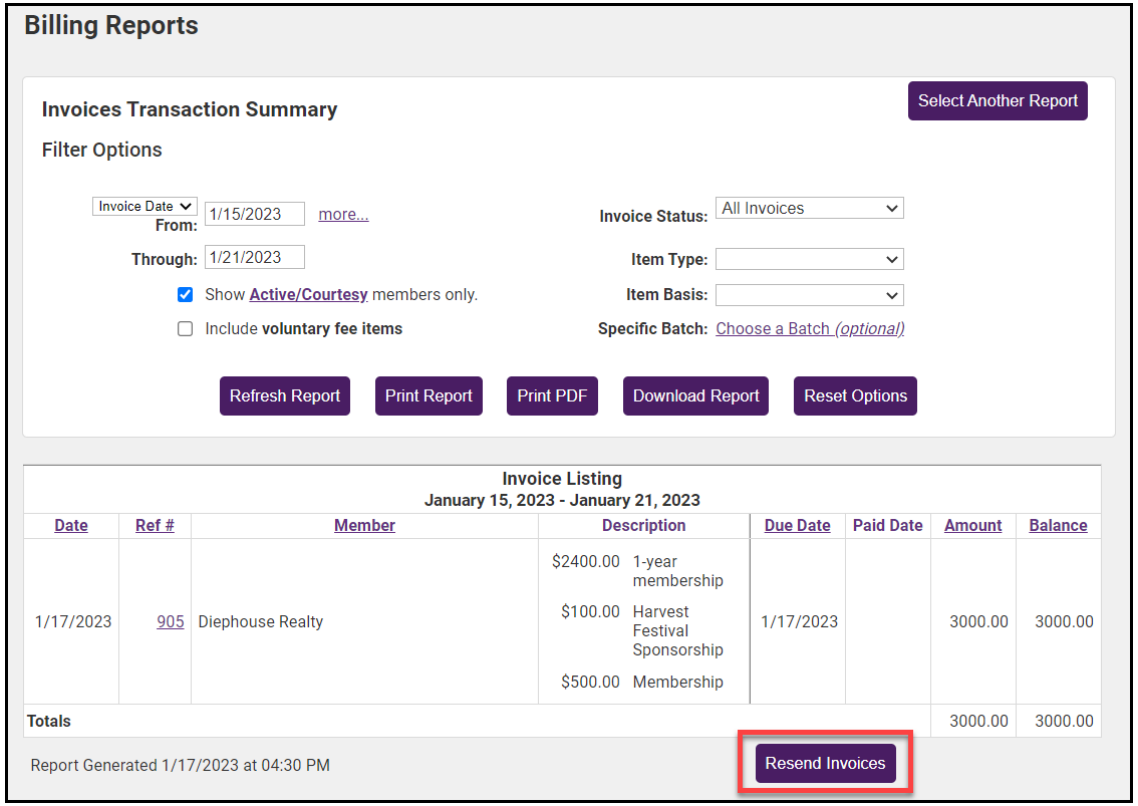
Redeliver Invoice Batches

- Find overdue invoices and resend
- Invoice Summary Report
  - View all open and past due invoices
  - Specify date range
  - Resend overdue invoices directly from report



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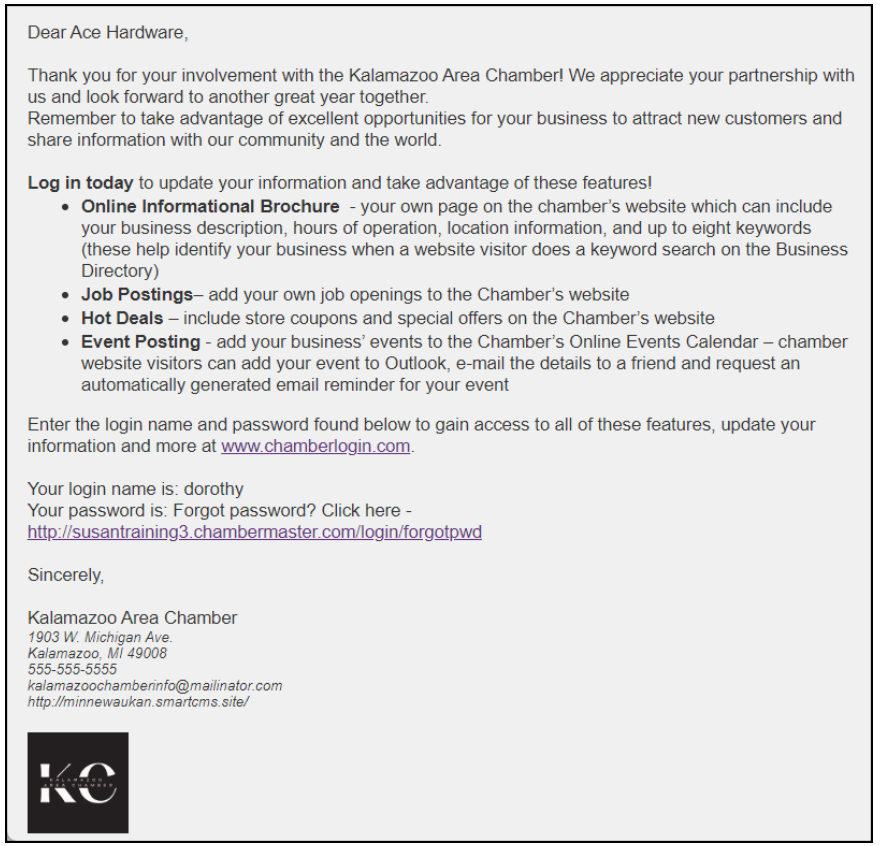
Send Thank You Letters

- Thank You Letter Report
  - Can be generated for those members who have paid their invoices
  - Once generated, easily send Thank You letters via email or print
- KB: Create/Customize Thank You Letters



Dear Ace Hardware,

Thank you for your involvement with the Kalamazoo Area Chamber! We appreciate your partnership with us and look forward to another great year together.
Remember to take advantage of excellent opportunities for your business to attract new customers and share information with our community and the world.

Log in today to update your information and take advantage of these features!

- **Online Informational Brochure** - your own page on the chamber's website which can include your business description, hours of operation, location information, and up to eight keywords (these help identify your business when a website visitor does a keyword search on the Business Directory)
- **Job Postings**– add your own job openings to the Chamber's website
- **Hot Deals** – include store coupons and special offers on the Chamber's website
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Enter the login name and password found below to gain access to all of these features, update your information and more at www.chamberlogin.com.

Your login name is: dorothy
Your password is: Forgot password? Click here -
http://susantraining3.chambermaster.com/login/forgotpwd

Sincerely,

Kalamazoo Area Chamber
1903 W. Michigan Ave.
Kalamazoo, MI 49008
555-555-5555
kalamazoochamberinfo@mailinator.com
http://minnewaukan.smartcms.site/

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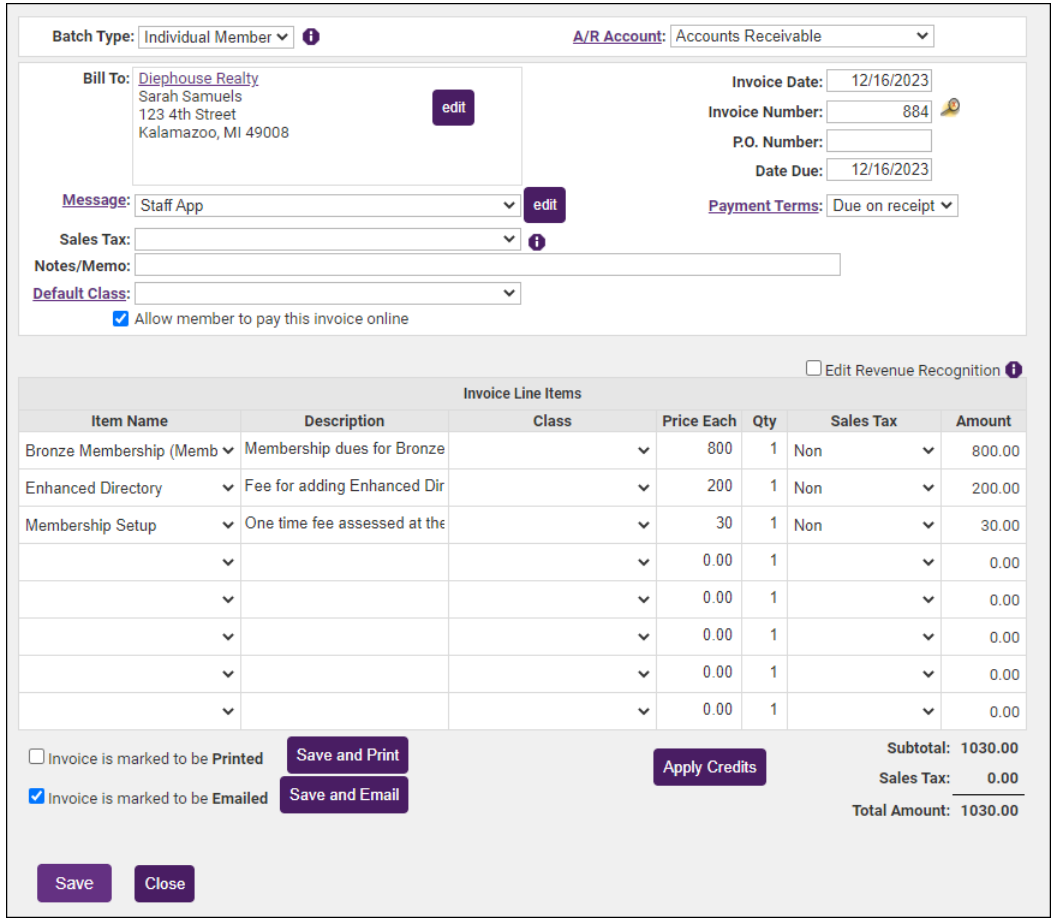
Create an Invoice

- Most invoices will be created in batches
- May need to create a single one-time invoice
- Can be created within Billing Center or in a member's Account tab
  - Deliver immediately or mark to be printed/emailed



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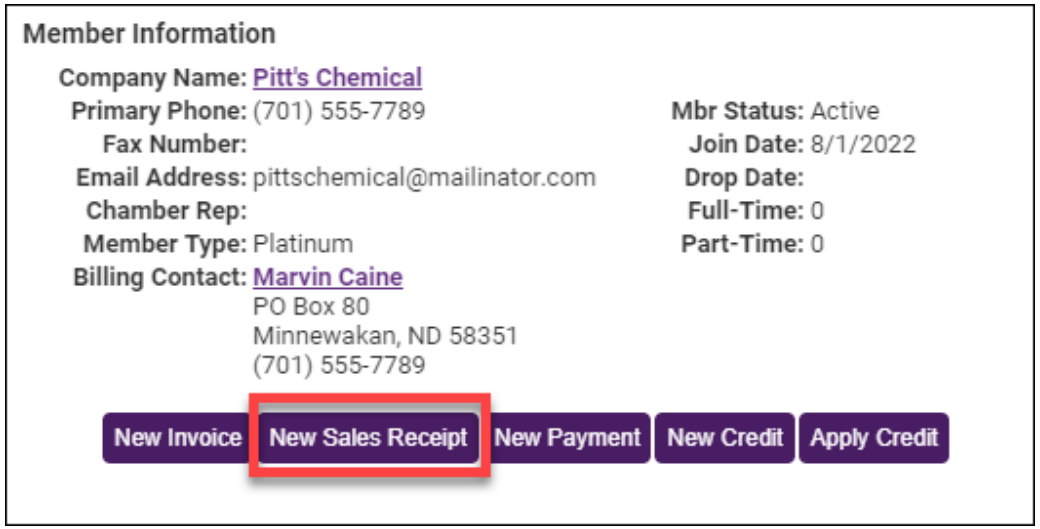
Create Sales Receipt

- Sales Receipt should only be created for items not previously invoiced
  - If invoice already created but payment recorded with Sales Receipt, will result in a duplicate payment record
- Sales Receipt Summary Report
  - Displays Sales Receipt transactions



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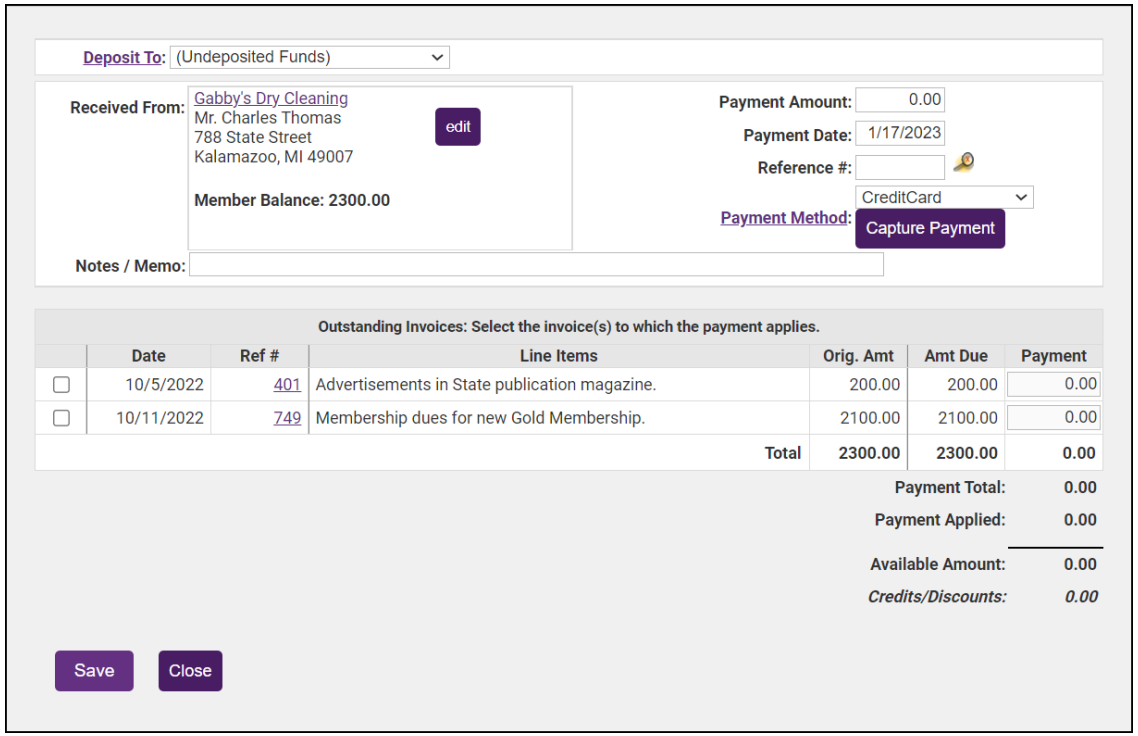
Accept Payments

- Can enter a payment in one of three locations when received:
  - Billing Center tab
  - Payments tab in the Billing module
  - Account tab in Members module
- Delete and/or unapply payments



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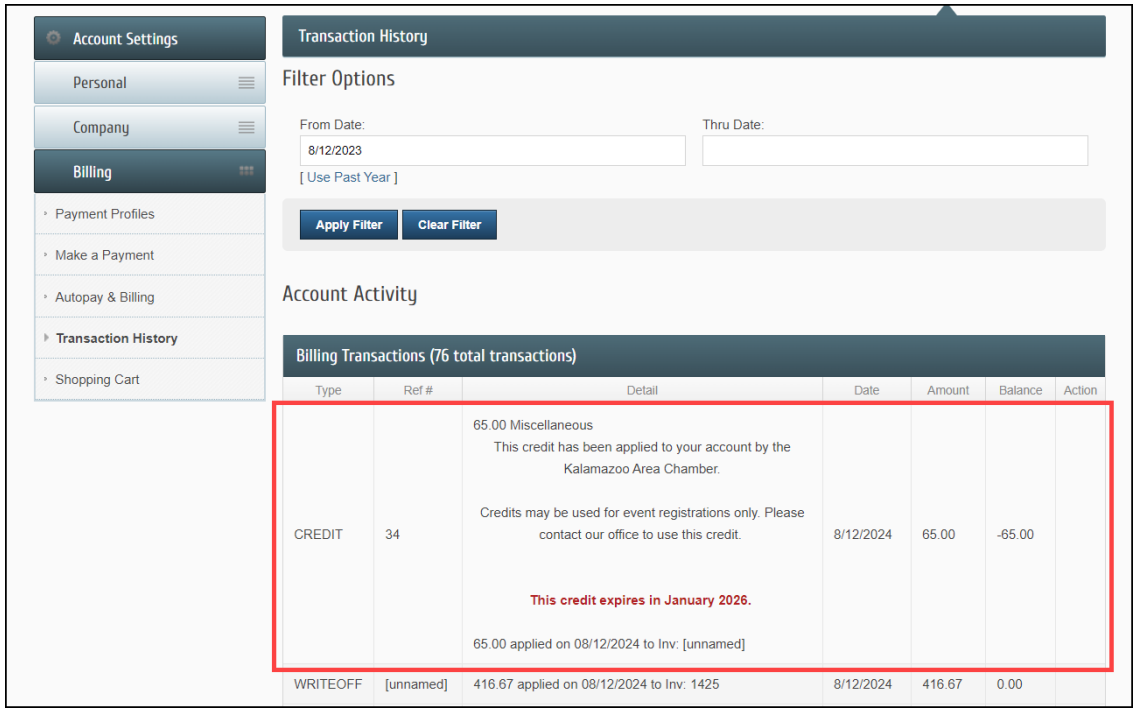
Create Credits

- Created for member ahead of time or created when receiving payment
- Does not have to be associated with a particular invoice when created
- Member can view credit in MIC
  - Staff must apply credit via back office
- KB: Process Credits



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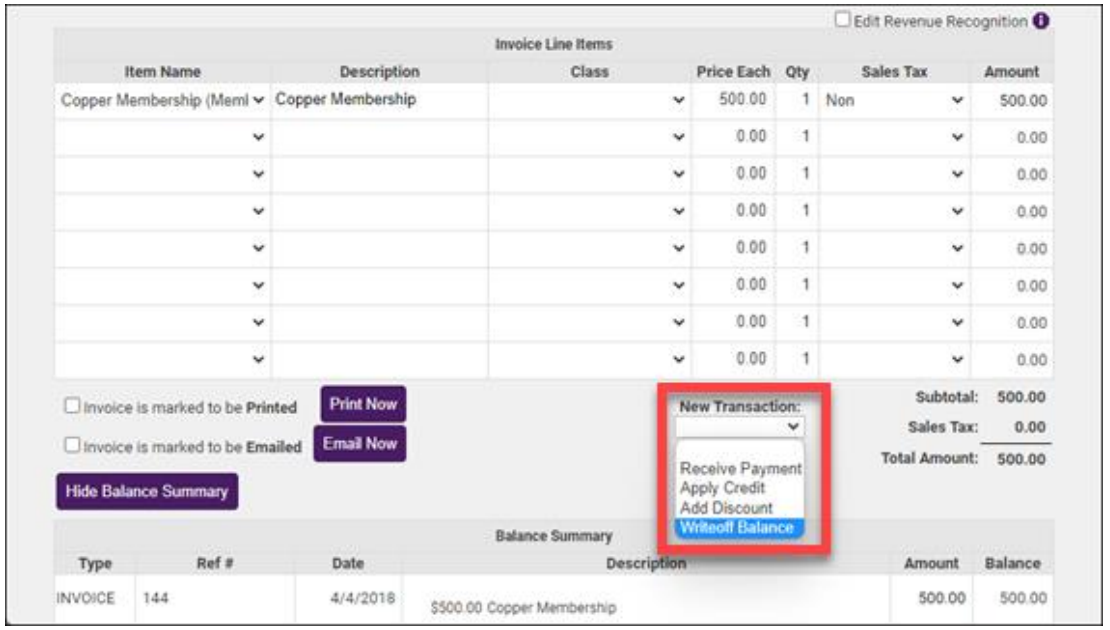
Write-Off Balance

- Can write-off balance if a member does not pay
  - Useful for years-old invoices
- Can also write-off balance when dropping members with the Mass Drop feature
  - Write-off balance of multiple members
- Run report on write-offs
  - Writeoff Summary Report



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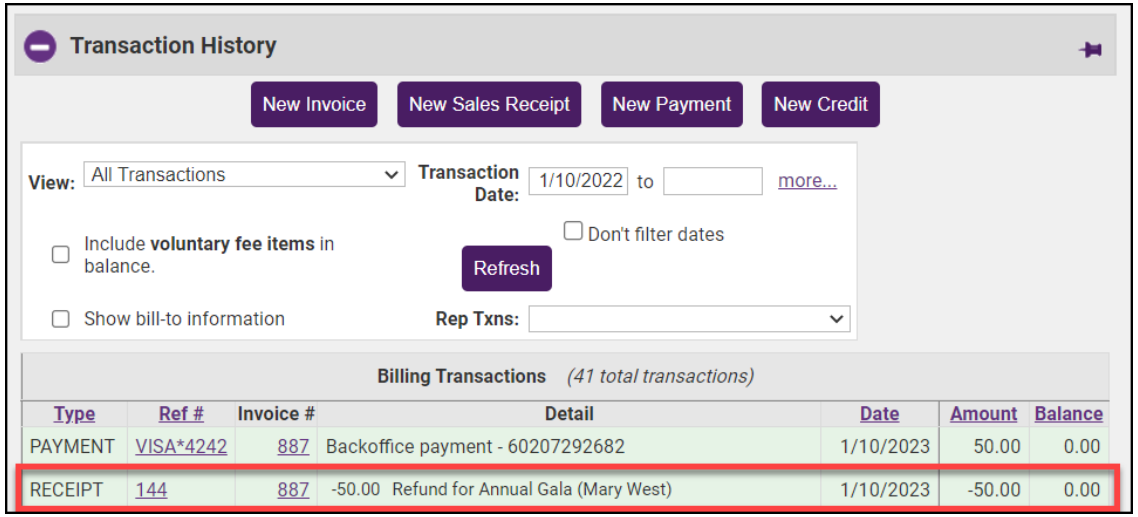
Process Refunds

- Process will depend on the processor used, and on whether the payment was received against an invoice or a receipt
- Process refunds for GrowthZone Pay
- Run reports on refunds
- KB: Manage Refunds



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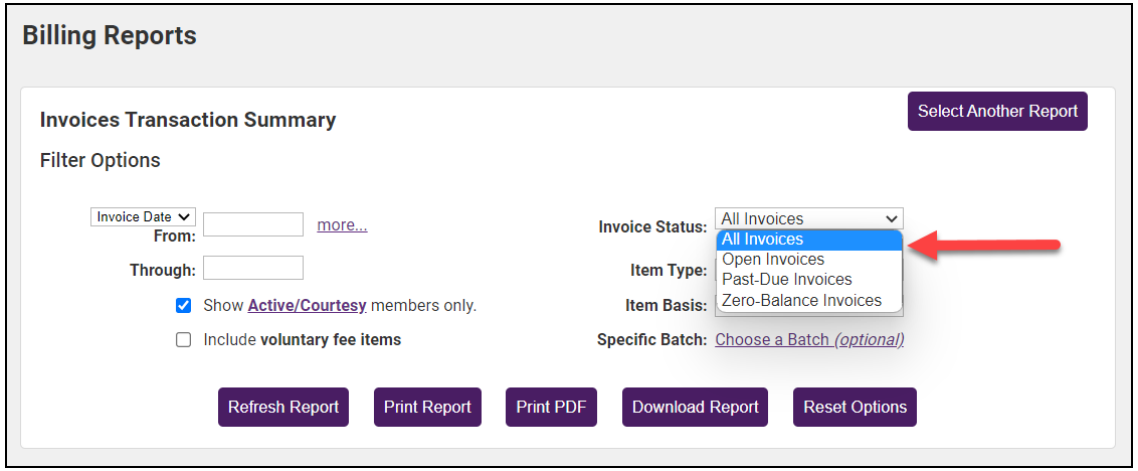
Invoice Summary Report

- View all invoices, open invoices, past due invoices or invoices with a zero balance, in a certain date range
- Resend overdue invoices directly from report
- KB: Invoice Summary Report



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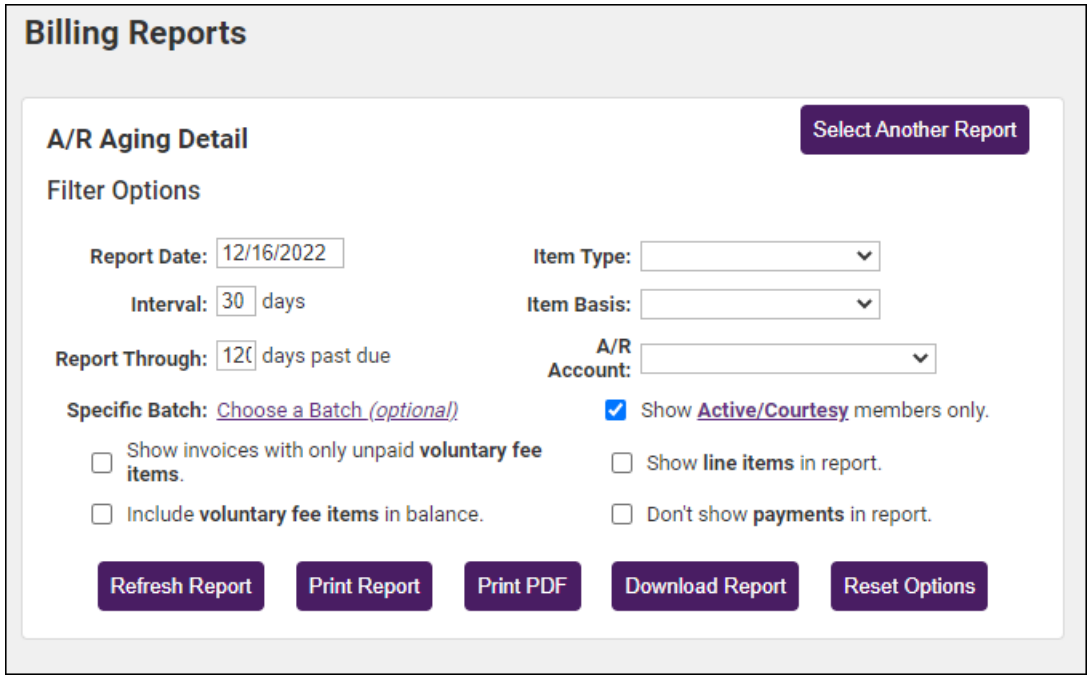
A/R Aging Detail Report

- Detailed information on aging customer accounts
  - Includes individual transactions
- Can be used by collections personnel
  - Determine which invoices overdue
- Accounts Receivable Aging Summary report
- KB: Accounts Receivable Aging Detail



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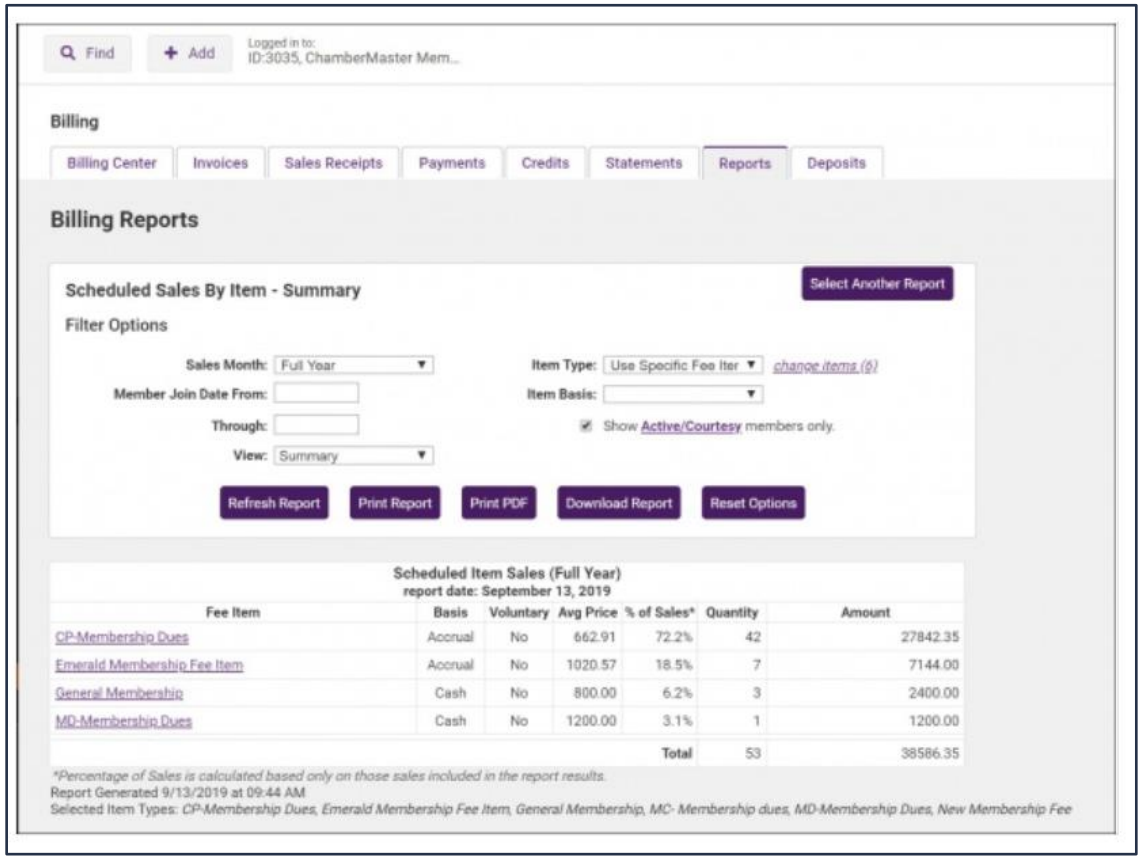
Scheduled Sales by Month

- Assists with budgeting for following year
  - Planning for cash-flow in coming year
- Provides overview of recurring fees assigned to current, active members
  - Filter by month
- KB: Scheduled Sales by Month Report



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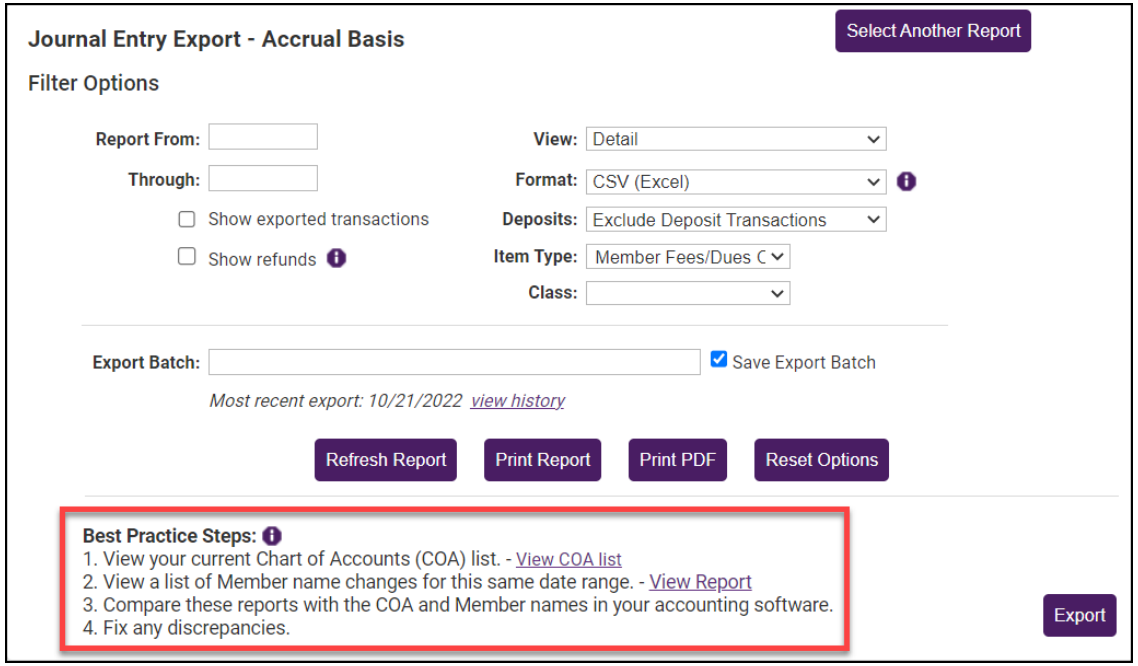
Journal Entry Export Process

- Best Practices:
  1. Review your current Chart of Accounts (CoA)
  2. Review a list of Member Changes
  3. Compare these with CoA and Member names in accounting software
  4. Fix discrepancies
- KB: Exporting Journal Entries for QuickBooks Desktop



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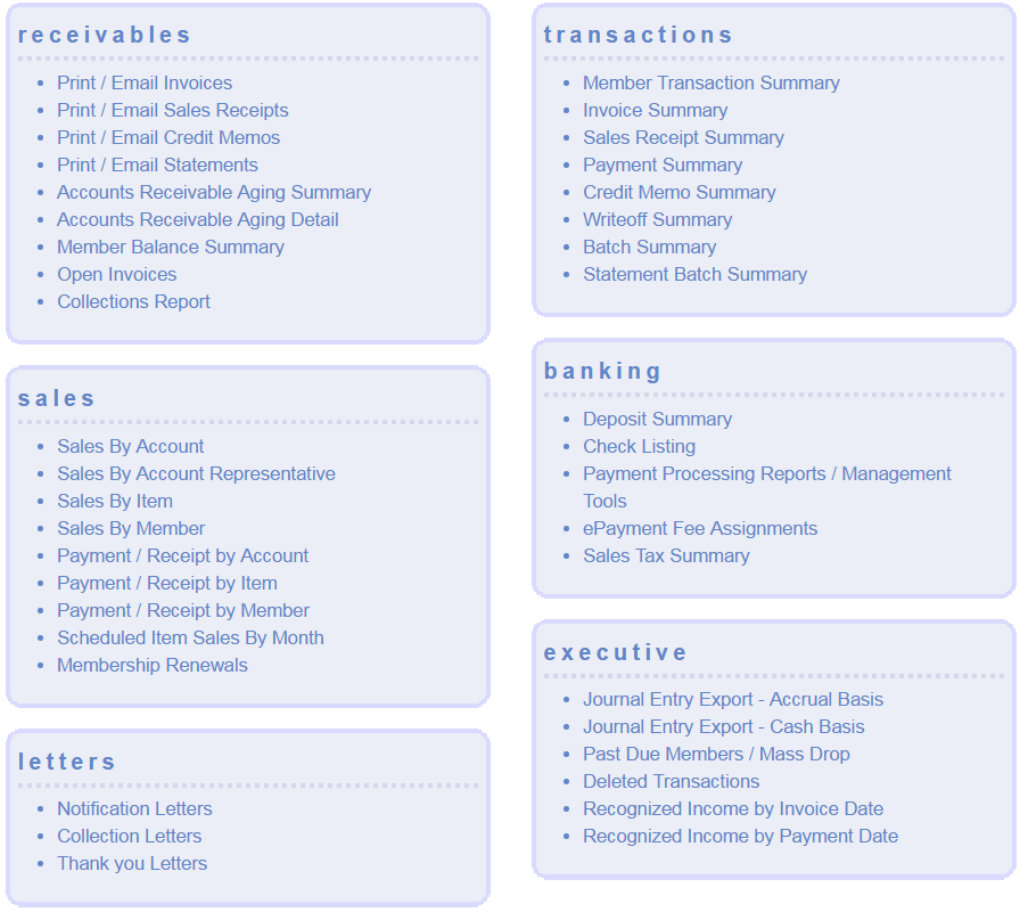
Useful Billing Reports

- KB: Batch Summary Report
- KB: Invoice Summary Report
- KB: Accounts Receivable Aging Detail



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Training Resources

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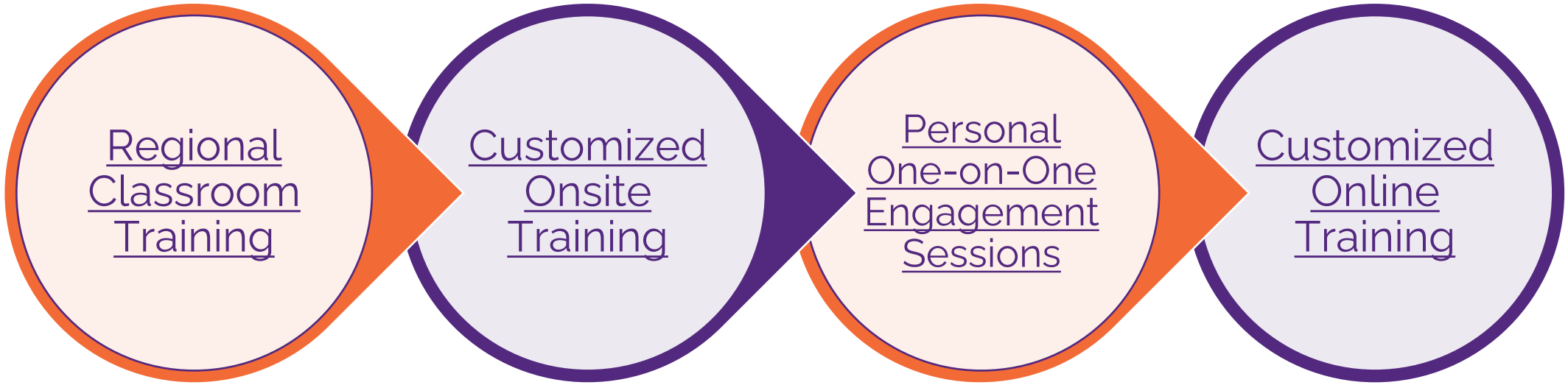
Expanded Training Offerings



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Questions?

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