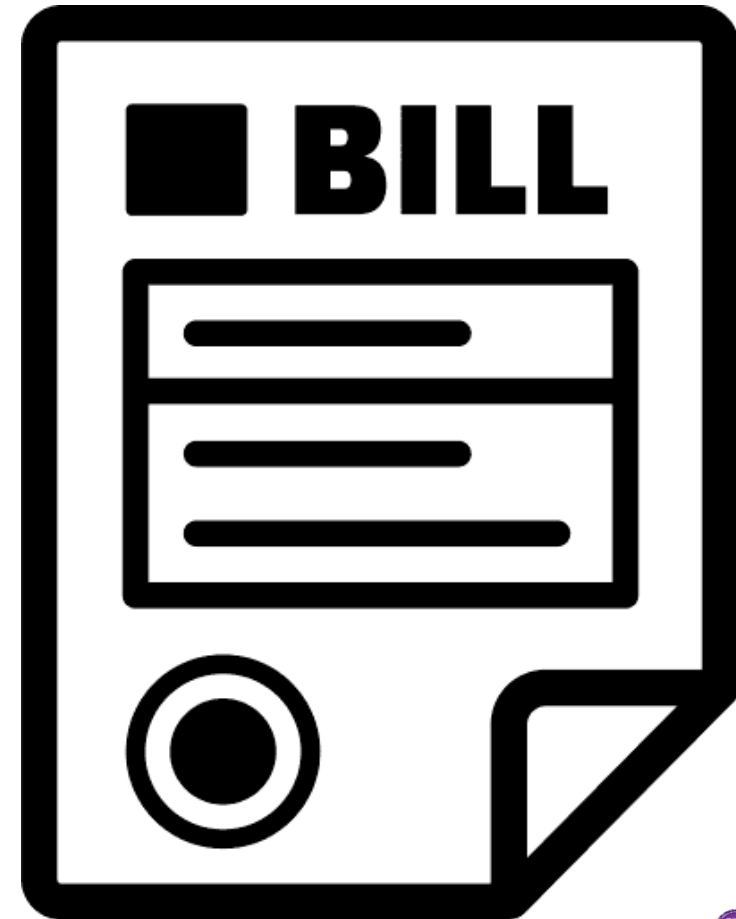


Step-by-Step Guide to Daily Billing in ChamberMaster & MemberZone

Agenda

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



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

Chamber Management: Billing Options & Settings

Billing Solution

Default member record where **non-member** invoices/receipts will be assigned for purchases: [Non-Member Transactions](#) ?

of months to look ahead for task list invoice count:


Sales Tax Rate: 0.0% Sales Tax

Payment Deposit Account: (used when receiving Payments and Sales Receipts)

Bank Deposit Account: (used when making Deposits)

QuickBooks Online ?

Click the icon to connect to your QuickBooks Online Account.



Manage Membership Renewals

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

Membership Fees & Dues

Membership Fees & Dues

Drag fees in the order you want them to appear on the invoices when you run invoice batches and click "Save".

Name	Bill-To Override	Description	Qty	Frequency	Next Billed*	Day Charged	Amount**	<input type="checkbox"/>
Corporate Membership		Corporate Membership Dues 2022	1	Monthly (epayment)	Mar 2022	15	\$600.00	<input type="checkbox"/>
Building Fund		(voluntary)	1	One-Time invoice now	Mar 2022	N/A	\$10.00	<input type="checkbox"/>

Assign Fee Items

Remove Selected Items

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/>



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

Billing

Billing Center Invoices Sales Receipts Payments Credits Statements Reports Deposits

Create Invoices

Batch Type: Monthly Renewal ?
Billing Month: March

A/R Account: Default Accounts Receivable
Invoice Group: Default

Bill To: All Active members with amounts due in the month of March 2019.

Invoice Date: 12/4/2018
Invoice Number: 1039
P.O. Number:
Date Due: 3/1/2019

Message: Thank You edit
Default Class:

Payment Terms: Due on Receipt

Match Found This invoice batch is marked as ready for delivery.

Batch Name: Membership Dues
Sort By: Member Name

Find Batch

This saved batch excludes 1 members eligible for invoicing in this month. hide

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

Billing Reports

Invoices Transaction Summary

Select Another Report

Filter Options

Invoice Date ▼
From: 1/15/2023 [more...](#)
Through: 1/21/2023

Invoice Status: All Invoices ▼
Item Type: ▼
Item Basis: ▼
Specific Batch: [Choose a Batch \(optional\)](#)

☒ Show **Active/Courtesy** members only.
☐ Include **voluntary fee items**

[Refresh Report](#) [Print Report](#) [Print PDF](#) [Download Report](#) [Reset Options](#)

Invoice Listing
January 15, 2023 - January 21, 2023

Date	Ref #	Member	Description	Due Date	Paid Date	Amount	Balance
1/17/2023	905	Diephouse Realty	\$2400.00 1-year membership \$100.00 Harvest Festival Sponsorship \$500.00 Membership	1/17/2023		3000.00	3000.00
Totals						3000.00	3000.00

Report Generated 1/17/2023 at 04:30 PM

[Resend Invoices](#)

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
- **Event Posting** - add your business' events to the Chamber's Online Events Calendar - 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

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/>



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

Batch Type: Individual Member ? A/R Account: Accounts Receivable

Bill To: Diephouse Realty
Sarah Samuels
123 4th Street
Kalamazoo, MI 49008 edit

Invoice Date: 12/16/2023
Invoice Number: 884 ?
P.O. Number:
Date Due: 12/16/2023
Payment Terms: Due on receipt

Message: Staff App edit
Sales Tax:
Notes/Memo:
Default Class:

☒ Allow member to pay this invoice online

☐ Edit Revenue Recognition ?

Item Name	Description	Class	Price Each	Qty	Sales Tax	Amount
Bronze Membership (Memb	Membership dues for Bronze		800	1	Non	800.00
Enhanced Directory	Fee for adding Enhanced Dir		200	1	Non	200.00
Membership Setup	One time fee assessed at the		30	1	Non	30.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00

☐ Invoice is marked to be Printed Save and Print
☒ Invoice is marked to be Emailed Save and Email Apply Credits

Subtotal: 1030.00
Sales Tax: 0.00
Total Amount: 1030.00

Save Close

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

Member Information

Company Name: Pitt's Chemical	Mbr Status: Active
Primary Phone: (701) 555-7789	Join Date: 8/1/2022
Fax Number:	Drop Date:
Email Address: pittschemical@mailinator.com	Full-Time: 0
Chamber Rep:	Part-Time: 0
Member Type: Platinum	
Billing Contact: Marvin Caine	
PO Box 80	
Minnewakan, ND 58351	
(701) 555-7789	

[New Invoice](#) [New Sales Receipt](#) [New Payment](#) [New Credit](#) [Apply Credit](#)

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

Deposit To: (Undeposited Funds) ▼

Received From: Gabby's Dry Cleaning
Mr. Charles Thomas
788 State Street
Kalamazoo, MI 49007
Member Balance: 2300.00 [edit](#)

Payment Amount: 0.00
Payment Date: 1/17/2023
Reference #: [🔍](#)
Payment Method: CreditCard ▼ [Capture Payment](#)

Notes / Memo:

Outstanding Invoices: Select the invoice(s) to which the payment applies.

	Date	Ref #	Line Items	Orig. Amt	Amt Due	Payment
<input type="checkbox"/>	10/5/2022	401	Advertisements in State publication magazine.	200.00	200.00	0.00
<input type="checkbox"/>	10/11/2022	749	Membership dues for new Gold Membership.	2100.00	2100.00	0.00
Total				2300.00	2300.00	0.00

Payment Total: 0.00
Payment Applied: 0.00
Available Amount: 0.00
Credits/Discounts: 0.00

[Save](#) [Close](#)

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

The screenshot displays the 'Transaction History' section of the Chambermaster Memberzone. On the left is a sidebar with navigation options: Account Settings, Personal, Company, Billing (selected), Payment Profiles, Make a Payment, Autopay & Billing, Transaction History, and Shopping Cart. The main area shows 'Filter Options' with 'From Date' set to 8/12/2023 and 'Thru Date' empty. Below are 'Apply Filter' and 'Clear Filter' buttons. The 'Account Activity' section shows 'Billing Transactions (76 total transactions)'. A table lists transactions, with one credit transaction highlighted by a red border. The credit transaction has a Type of 'CREDIT', Ref # '34', and a detail explaining it was applied by the Kalamazoo Area Chamber. It also states the credit expires in January 2026 and was applied to an invoice on 8/12/2024. The Amount is 65.00 and the Balance is -65.00. Below this, a 'WRITEOFF' transaction is partially visible.

Type	Ref #	Detail	Date	Amount	Balance	Action
CREDIT	34	65.00 Miscellaneous This credit has been applied to your account by the Kalamazoo Area Chamber. Credits may be used for event registrations only. Please contact our office to use this credit. This credit expires in January 2026. 65.00 applied on 08/12/2024 to Inv: [unnamed]	8/12/2024	65.00	-65.00	
WRITEOFF	[unnamed]	416.67 applied on 08/12/2024 to Inv: 1425	8/12/2024	416.67	0.00	

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

The screenshot displays the Chambermaster Memberzone interface for an invoice. The 'Invoice Line Items' table shows a 'Copper Membership (Meml)' for \$500.00. Below the table, there are checkboxes for 'Invoice is marked to be Printed' and 'Invoice is marked to be Emailed', along with 'Print Now' and 'Email Now' buttons. A 'Hide Balance Summary' button is also present. The 'Balance Summary' table shows the invoice details. A red box highlights the 'New Transaction:' dropdown menu, which includes options like 'Receive Payment', 'Apply Credit', 'Add Discount', and 'Writeoff Balance' (which is highlighted in blue). The 'Subtotal' is \$500.00, 'Sales Tax' is \$0.00, and 'Total Amount' is \$500.00.

Item Name	Description	Class	Price Each	Qty	Sales Tax	Amount
Copper Membership (Meml)	Copper Membership		500.00	1	Non	500.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00
			0.00	1		0.00

Type	Ref #	Date	Description	Amount	Balance
INVOICE	144	4/4/2018	\$500.00 Copper Membership	500.00	500.00

Subtotal: 500.00
Sales Tax: 0.00
Total Amount: 500.00

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

Transaction History

New Invoice

New Sales Receipt

New Payment

New Credit

View: All Transactions

Transaction Date: 1/10/2022 to

more...

☐ Include voluntary fee items in balance.

☐ Don't filter dates

Refresh

☐ Show bill-to information

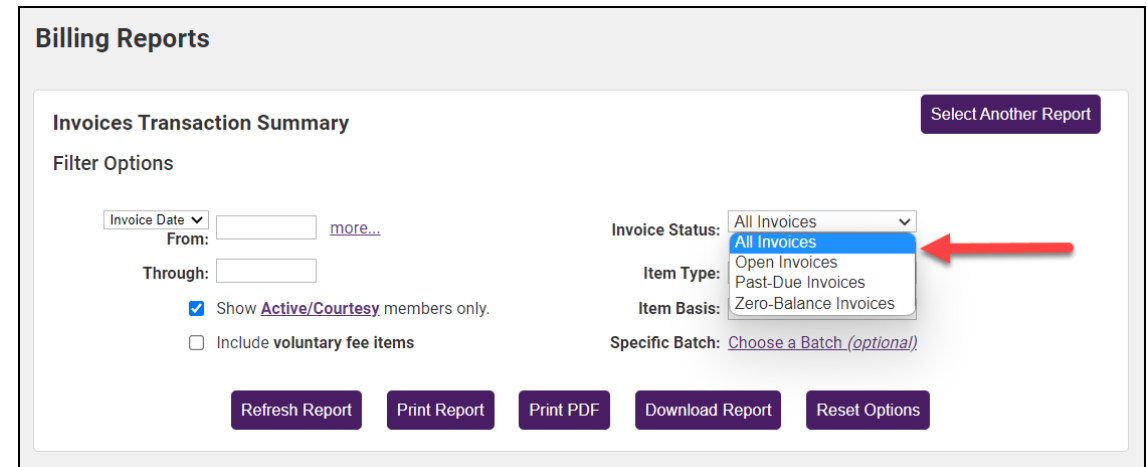
Rep Txns:

Billing Transactions (41 total transactions)

Type	Ref #	Invoice #	Detail	Date	Amount	Balance
PAYMENT	VISA*4242	887	Backoffice payment - 60207292682	1/10/2023	50.00	0.00
RECEIPT	144	887	-50.00 Refund for Annual Gala (Mary West)	1/10/2023	-50.00	0.00

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



The screenshot displays the 'Billing Reports' section of a software interface. It features a 'Select Another Report' button in the top right corner. Below this is the 'Invoices Transaction Summary' header. The 'Filter Options' section includes an 'Invoice Date' dropdown menu with 'From' and 'Through' date input fields, and a 'more...' link. There are two checkboxes: 'Show Active/Courtesy members only.' (checked) and 'Include voluntary fee items' (unchecked). To the right, the 'Invoice Status' dropdown menu is open, showing options: 'All Invoices' (highlighted with a red arrow), 'Open Invoices', 'Past-Due Invoices', and 'Zero-Balance Invoices'. Below this are 'Item Type' and 'Item Basis' labels. The 'Specific Batch' field has a 'Choose a Batch (optional)' link. At the bottom, there are five buttons: 'Refresh Report', 'Print Report', 'Print PDF', 'Download Report', and 'Reset Options'.

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

Billing Reports

A/R Aging Detail

[Select Another Report](#)

Filter Options

Report Date: 12/16/2022

Interval: 30 days

Report Through: 120 days past due

Item Type:

Item Basis:

A/R Account:

Specific Batch: [Choose a Batch \(optional\)](#)

☒ Show **Active/Courtesy** members only.

☐ Show invoices with only unpaid **voluntary fee** items.

☐ Show **line items** in report.

☐ Include **voluntary fee items** in balance.

☐ Don't show **payments** in report.

Refresh Report

Print Report

Print PDF

Download Report

Reset Options

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

Find + Add Logged in to: ID:3035, ChamberMaster Mem...

Billing

Billing Center Invoices Sales Receipts Payments Credits Statements Reports Deposits

Billing Reports

Scheduled Sales By Item - Summary [Select Another Report](#)

Filter Options

Sales Month: Full Year Item Type: Use Specific Fee Item [change items \(0\)](#)

Member Join Date From: Through: Item Basis:

View: Summary ☒ Show Active/Courtesy members only.

Refresh Report Print Report Print PDF Download Report Reset Options

Scheduled Item Sales (Full Year)
report date: September 13, 2019

Fee Item	Basis	Voluntary	Avg Price	% of Sales*	Quantity	Amount
CP-Membership Dues	Accrual	No	662.91	72.2%	42	27842.35
Emerald Membership Fee Item	Accrual	No	1020.57	18.5%	7	7144.00
General Membership	Cash	No	800.00	6.2%	3	2400.00
MD-Membership Dues	Cash	No	1200.00	3.1%	1	1200.00
Total					53	38586.35

*Percentage of Sales is calculated based only on those sales included in the report results.
Report Generated 9/13/2019 at 09:44 AM
Selected Item Types: CP-Membership Dues, Emerald Membership Fee Item, General Membership, MC-Membership dues, MD-Membership Dues, New Membership Fee

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

Journal Entry Export - Accrual Basis

Select Another Report

Filter Options

Report From:

Through:

☐ Show exported transactions

☐ Show refunds ?

View:

Format: ?

Deposits:

Item Type:

Class:

Export Batch:

☒ Save Export Batch

Most recent export: 10/21/2022 [view history](#)

Refresh Report

Print Report

Print PDF

Reset Options

Best Practice Steps: ?

1. View your current Chart of Accounts (COA) list. - [View COA list](#)
2. View a list of Member name changes for this same date range. - [View Report](#)
3. Compare these reports with the COA and Member names in your accounting software.
4. Fix any discrepancies.

Export

Useful Billing Reports

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

receivables

- Print / Email Invoices
- Print / Email Sales Receipts
- Print / Email Credit Memos
- Print / Email Statements
- Accounts Receivable Aging Summary
- Accounts Receivable Aging Detail
- Member Balance Summary
- Open Invoices
- Collections Report

sales

- Sales By Account
- Sales By Account Representative
- Sales By Item
- Sales By Member
- Payment / Receipt by Account
- Payment / Receipt by Item
- Payment / Receipt by Member
- Scheduled Item Sales By Month
- Membership Renewals

letters

- Notification Letters
- Collection Letters
- Thank you Letters

transactions

- Member Transaction Summary
- Invoice Summary
- Sales Receipt Summary
- Payment Summary
- Credit Memo Summary
- Writeoff Summary
- Batch Summary
- Statement Batch Summary

banking

- Deposit Summary
- Check Listing
- Payment Processing Reports / Management Tools
- ePayment Fee Assignments
- Sales Tax Summary

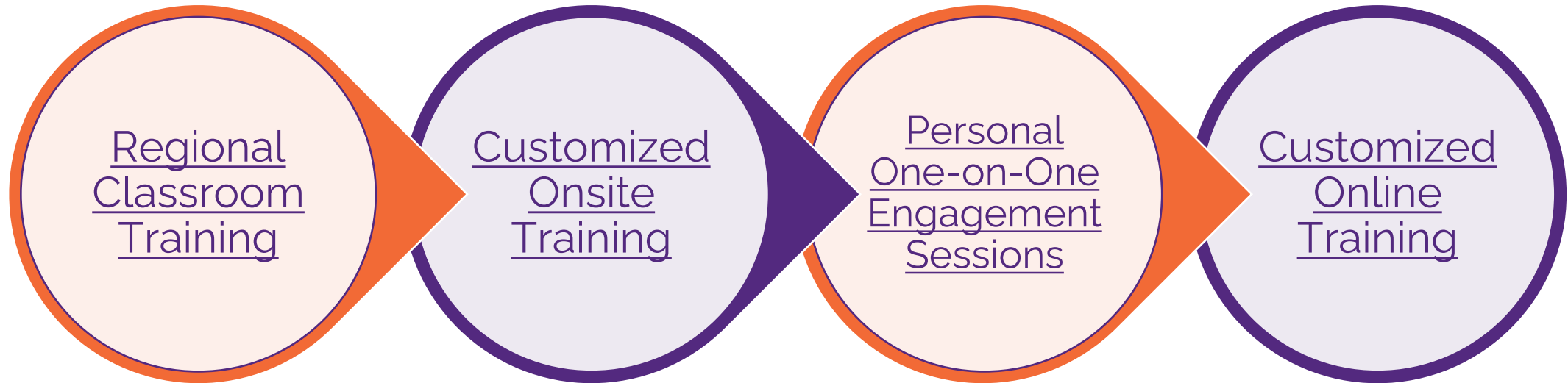
executive

- Journal Entry Export - Accrual Basis
- Journal Entry Export - Cash Basis
- Past Due Members / Mass Drop
- Deleted Transactions
- Recognized Income by Invoice Date
- Recognized Income by Payment Date

Training Resources



Expanded Training Offerings



Questions?