



GrowthZone Managing Billing – The Basics

Agenda

- Overview of the Billing Module Tabs
- Day to Day Activities
 - Invoicing
 - Payments
 - Credits
 - Refunds
 - Write-offs
- Running Upcoming Billing
- Billing Reports
- Info Hub View of Billing

Billing Module

- Review key stats on the Overview tab
- Click on the item to view details

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 purchases/paid invoices.
 - The refund icon will display for items if available to refund (no icon = already refunded)
 - Delete option may display when viewing reference number, IF not already deposited, IF permissions allow user to delete, IF deletion deadline has not past

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="button" 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](#)

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 ▾

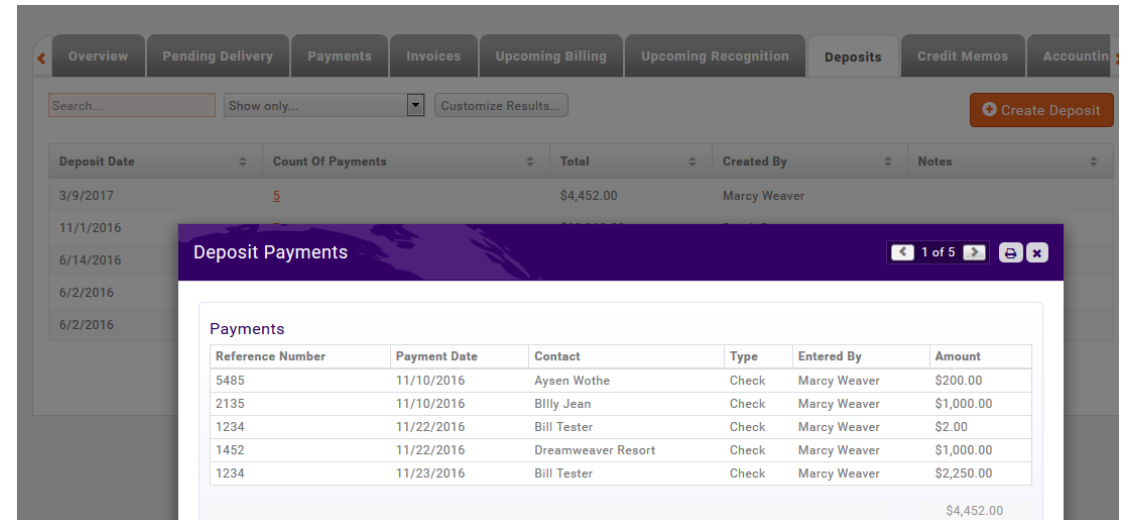
Upcoming Billing

- 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
- Use the “Create Deposit” button to see a list of un-deposited payments and check which items will create your next deposit



The screenshot shows the GrowthZone software interface. At the top, there are navigation tabs: Overview, Pending Delivery, Payments, Invoices, Upcoming Billing, Upcoming Recognition, Deposits, Credit Memos, and Accounting. Below the tabs is a search bar, a 'Show only...' dropdown, and a 'Customize Results...' button. A 'Create Deposit' button is visible in the top right. The main content area shows a list of deposits with columns: Deposit Date, Count Of Payments, Total, Created By, and Notes. A modal window titled 'Deposit Payments' is open, showing a table of payments with columns: Reference Number, Payment Date, Contact, Type, Entered By, and Amount. The total amount of the payments is \$4,452.00.

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

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			

Credit Memos

- View credits created and balance. Create a new credit.
- Click credit, option to Void (creates a reverse transaction).

[Overview](#)
[Pending Delivery](#)
[Payments](#)
[Invoices](#)
[Upcoming Billing](#)
[Upcoming Recognition](#)
[Deposits](#)
[Credit Memos](#)
[Accounting](#)

[+ New Credit](#)

Credit Memo Collection

Contact	Reference Number	Issue Date	Amount	Remaining Balance
Dreamweaver Resort	467	5/6/2016	\$10.00	\$10.00
Test 3 test 3	472	5/17/2016	\$15.00	\$15.00
dentist 3-2-1	479	6/7/2016	\$1,200.00	\$1,200.00
dentist 3-2-1	480	6/8/2016	\$10.00	\$10.00
Dereks Donuts	481	6/9/2016	\$10.00	\$10.00
Samantha Rathman	505	9/28/2016	\$10.00	\$0.00
Chris Philen	506	9/29/2016	\$10.00	\$0.00

Creating Invoices

- Invoices may be created from the Billing module, or from a member's Billing tab

Add Invoice
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Invoice Number Auto-Assigned	Invoice Date 5/1/2018	Term Due on Receipt	Due Date 5/1/2018	PO # <input type="text"/>
				Purchase Date 5/1/2018
Payment Gateway -- Select a Payment Gatew ▾				

Customer <input type="text"/>	Contact -- Select a Contact -- ▾	Address -- Select a Address -- ▾	Email -- Select a Email -- ▾
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Message

Internal Memo

Invoice Template
CP - Invoice T ▾

Mark to Print

Mark to Email

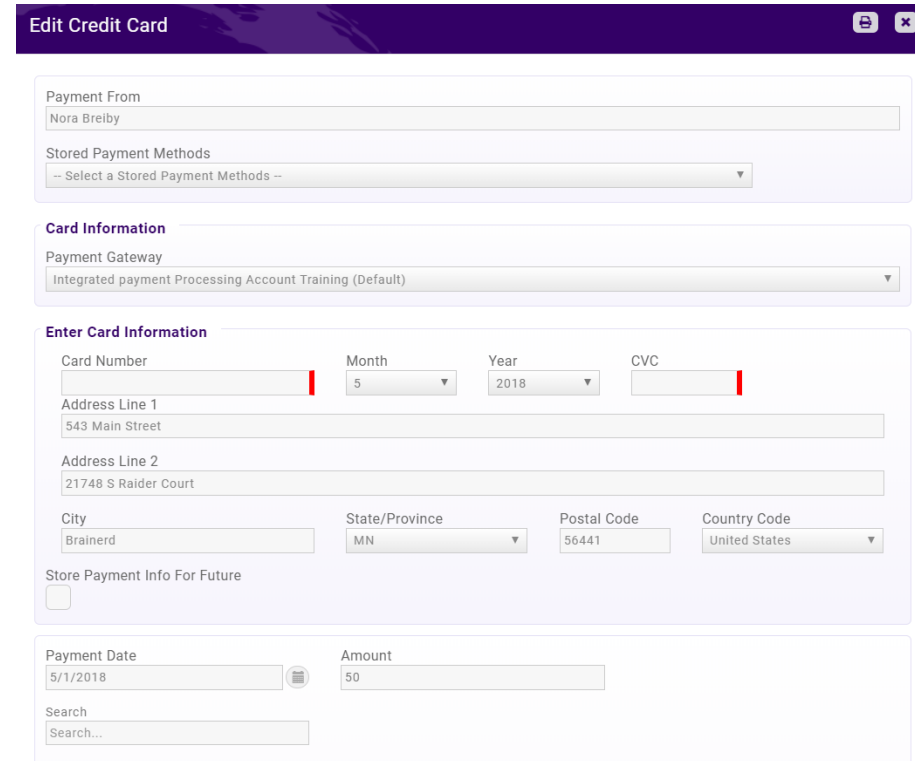
Balance
\$0.00

Item	Description	Qty	Price	Tax	Shipping	Disc	Total
-- Select a Item ▾	<input type="text"/>	0	0	\$0.00	\$0.00	\$0.00	\$0.00

Advanced Options
Cancel
Done

Accept Payments

- The **Invoice** tab will display all of your invoices, whether they have been paid or not. You can use this tab to analyze aging and make payments. The list may be filtered to just open invoices to make it easier to manage payments



The screenshot shows a web application window titled "Edit Credit Card". The form is divided 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 with the placeholder "Search..."

Credit Memos

Add Credit

Issued To Contact Issue Date

Notes (Visible to Recipient)



Items

Saleable Item	Description	Amount	Qty	Total
-- Select a Saleable It	<input type="text"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	\$0.00

Cancel Done

Deposits

- You may view previous deposits, and the payments associated to those deposits on the Billing module Deposits 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

Create a Write-off

- When needed, you may create a write-off on the Billing module Invoices tab

Edit Create Write Off
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Write Off Date

Notes

Purchase Details

Contact Name	Purchase Date	Invoice Number	Purchase Total
Edibles	<input type="text" value="7/10/2018"/>	492	\$100.00

Write Off Items

Item Description	Debit Account	Item Total	Item Balance	Write Off Amount
Special Olympics	<input type="text" value="-- Select a Debit Account --"/>	\$50.00	\$50.00	<input type="text" value="50"/>
Special Olympics	<input type="text" value="-- Select a Debit Account --"/>	\$50.00	\$50.00	<input type="text" value="50"/>
				\$100.00

Generating Invoices for Upcoming Billing

- The **Upcoming Billing** tab displays a list of all recurring billing (i.e. recurring membership dues)

Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
Nora Breiby	9/1/2018	Nora Breiby	Special Olympics	Monthly	No	\$25.00	
Dirty Shoes	9/1/2018		Building Fund	Monthly	No	\$10.00	
Jimbo Petterson	9/10/2018	Jimbo Petterson	Building Fund	Monthly	No	\$50.00	
Edibles	9/10/2018		Special Olympics	Monthly	No	\$50.00	
Anderson's Plumbing	9/14/2018	Joanne James	Premium Membership	Monthly	No	\$2,000.00	
Crab Shack	9/24/2018		Basic Association Membership	Monthly	No	\$150.00	
Tower Pizza	11/28/2018	Roger Houselog	Basic Association Membership	Annually	No	\$1,200.00	

Delivering Invoices

The **Pending Delivery** tab in the Billing Module will provide a list of invoices that have not been sent out. These invoice would include invoice created when you run your recurring billing, or invoices created when a member requested to be invoice, for example for an event

Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount
90	Tulips	Both	No	Invoice.docx	\$2,000.00
68	Mckenna Breiby	Both	Yes	Invoice.docx	\$250.00
511	Ruff McRuff	Email	No	Invoice.docx	\$100.00
510	John Smith	Email	No	Invoice.docx	\$120.00
508	Ruff McRuff	Email	No	Invoice.docx	\$120.00
507	Cherry Blossom	Email	No	Invoice.docx	\$35.00

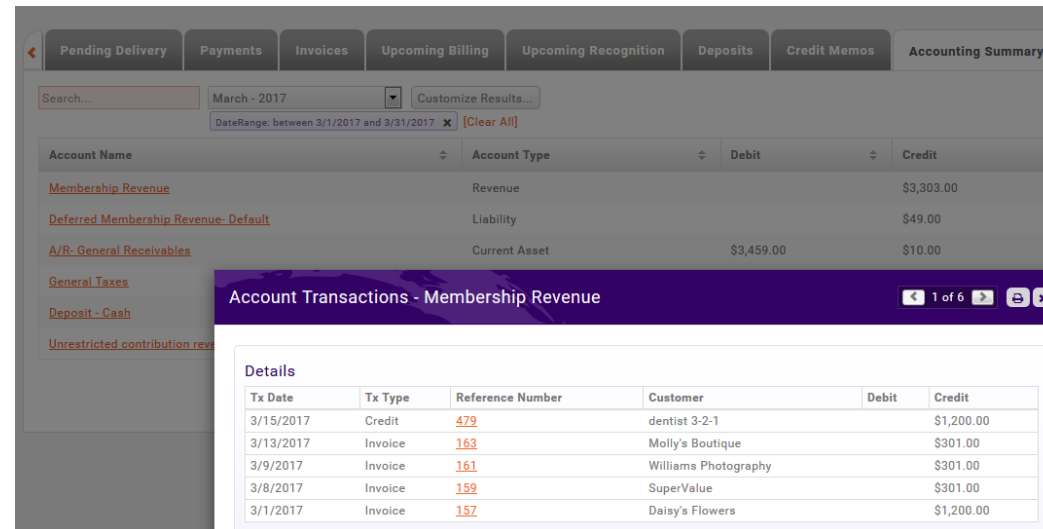
Re-delivering Overdue Invoices

You can view all invoices on the **Sales/Invoices** tab. To view only overdue invoices select **Past Due Invoices** from the **Show Only** drop-down list. The list of invoices will refresh displaying on your past due invoices.

Overview Pending Delivery Payments Sales/Invoices Upcoming Billing Deposits Credit Memos Accounting Summary										
Search...		Past Due Invoices		Customize Results...		Show past due invoices x		[Clear All]		Actions
Type	Date	Ref #	Customer	Description	Aging	Balance	Total	Actions		
Invoice	4/7/2017	57	Daphne Duck	Special Olympics	359	\$100.00	\$100.00	Actions		
Invoice	4/27/2017	87	Cherie Swanson	Special Olympics	369	\$100.00	\$100.00	Actions		
Invoice	5/8/2017	93	Deliah Christenson	Spring Wine Dinner & Auction - Deliah Christenson	328	\$75.00	\$75.00	Actions		
Invoice	5/8/2017	96	The Fish	Default Annual Membership	328	\$675.00	\$725.00	Actions		
Invoice	5/8/2017	98	Skinnies	Default Annual Membership	328	\$2,025.00	\$2,025.00	Actions		
Invoice	5/8/2017	99	Marinaras	Default Annual Membership	328	\$2,025.00	\$2,025.00	Actions		

Accounting Summary

- View monthly summary of transactions to each account.
 - Detail of transactions is available to print.
- If using a third party solution, post a general journal entry for each debit/credit.



Accounting Summary

Search... March - 2017 Customize Results...
DateRange: between 3/1/2017 and 3/31/2017 [Clear All]

Account Name	Account Type	Debit	Credit
Membership Revenue	Revenue		\$3,303.00
Deferred Membership Revenue-Default	Liability		\$49.00
A/R- General Receivables	Current Asset	\$3,459.00	\$10.00
General Taxes			
Deposit - Cash			
Unrestricted contribution rev			

Account Transactions - Membership Revenue 1 of 6

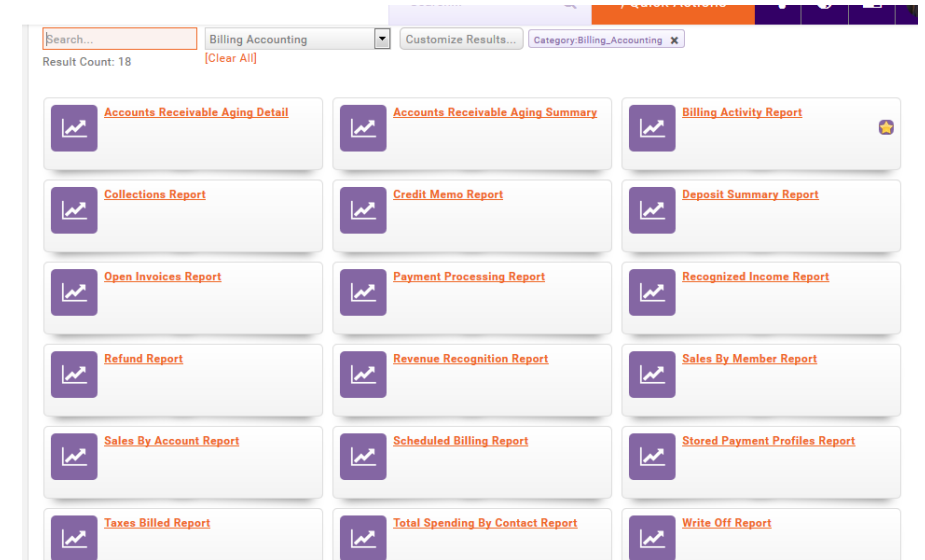
Tx Date	Tx Type	Reference Number	Customer	Debit	Credit
3/15/2017	Credit	479	dentist 3-2-1		\$1,200.00
3/13/2017	Invoice	163	Molly's Boutique		\$301.00
3/9/2017	Invoice	161	Williams Photography		\$301.00
3/8/2017	Invoice	159	SuperValue		\$301.00
3/1/2017	Invoice	157	Daisy's Flowers		\$1,200.00

Accounting Summary Best Practice

- Why is the monthly Accounting Summary recommended over duplicating all your contact transaction details into your accounting system?
- Maintaining one set of detail will:
- Eliminate errors resulting from mismatched contact/customer names (e.g. names change, have an extra space or different spelling).
- Not require your accountant to remember to keep an exact match on Chart of Account names in both systems.
- Avoid errors when backdating changes that already posted into your accounting system. For example, has your staff ever made changes AFTER you posted?
 - Deleted past invoices?
 - Corrected or altered an existing invoice?

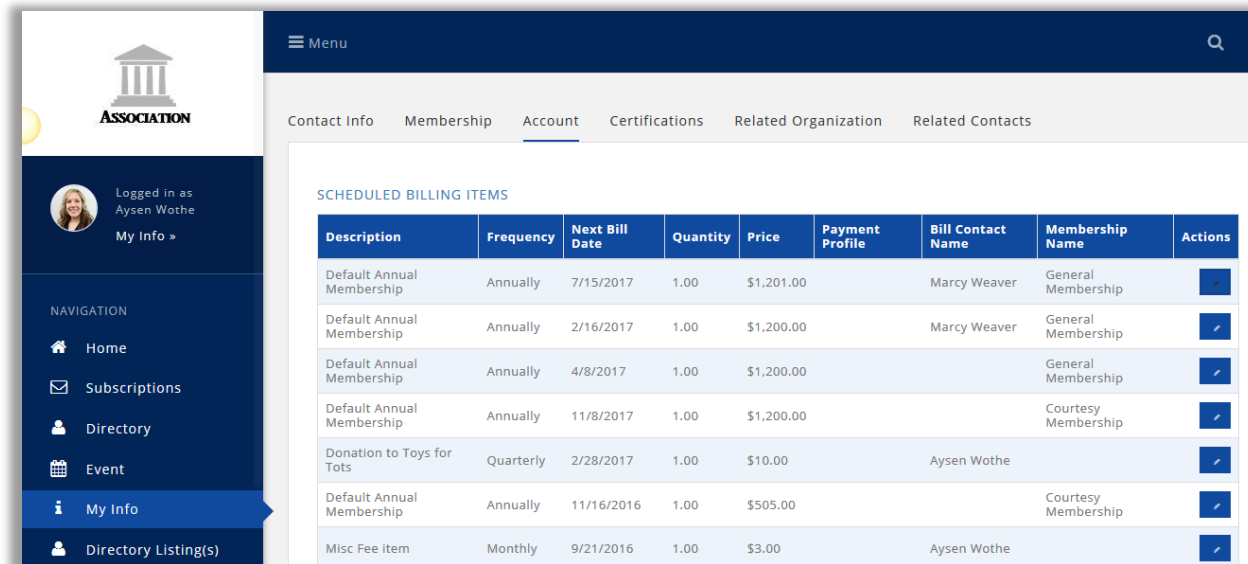
Billing Reports

- Filter reports by “Billing Accounting” to view full list
- Star your favorites
- Use filters and then “save as new report” to name and create your own customized version
- Use report results to “Add to List” if you wish to then use to send a mass email to that list



How can contacts view Billing?

- Log into the Info Hub and view the My Info “Account” tab.
 - View scheduled billing
 - Pay online and/or save a payment profile to automatically pay scheduled items



The screenshot shows a user interface for an association. The user is logged in as Aysen Wothe. The 'Account' tab is selected, displaying a table of scheduled billing items.

Description	Frequency	Next Bill Date	Quantity	Price	Payment Profile	Bill Contact Name	Membership Name	Actions
Default Annual Membership	Annually	7/15/2017	1.00	\$1,201.00		Marcy Weaver	General Membership	
Default Annual Membership	Annually	2/16/2017	1.00	\$1,200.00		Marcy Weaver	General Membership	
Default Annual Membership	Annually	4/8/2017	1.00	\$1,200.00			General Membership	
Default Annual Membership	Annually	11/8/2017	1.00	\$1,200.00			Courtesy Membership	
Donation to Toys for Tots	Quarterly	2/28/2017	1.00	\$10.00		Aysen Wothe		
Default Annual Membership	Annually	11/16/2016	1.00	\$505.00			Courtesy Membership	
Misc Fee Item	Monthly	9/21/2016	1.00	\$3.00		Aysen Wothe		

Monthly Statement

- The **Integrated Processing Monthly Statement** provides a monthly view of all integrated processing, including sales, refunds, disputes, dispute reversals, and transfers

Payment Gateway	Month	Year
-- Select a Payment G. ▾	▾	0
Sales		
Count	Gross Amount	Fees
0	\$0.00	\$0.00
Refunds		
Count	Gross Amount	Fees Returned
0	\$0.00	\$0.00
Disputes		
Count	Gross Charges Amount	Fees
0	\$0.00	\$0.00
Dispute Reversals		
Count	Gross Charges Amount	Fees
0	\$0.00	\$0.00
Net Activity		
\$0.00		
Transfers		
Count	Amount	Reversals
0	\$0.00	\$0.00
Summary		
Net Activity	Less Transfers	Monthly Balance
\$0.00	\$0.00	\$0.00

Integrated Processing Monthly Transfers

- The **Integrated Processing Monthly Transfers** report provides a list of all transfers from a selected gateway, month and year.

Integrated Processing Account Monthly Transfers

[Refresh](#)

Payment Gateway: Month: Year:

Transfers

Id	Date Created	Date Paid	Status	Amount	Bank	
po_1AwmX6JGS7uhz	8/31/2017	9/1/2017	paid	\$30.60	BANK	**** 2017
po_1AwmTMJGS7uh	8/31/2017	9/1/2017	paid	\$188.17	BANK	**** 2017
po_1AwPz4JGS7uhz	8/30/2017	8/31/2017	paid	\$29.95	BANK	**** 2017
po_1AwPrMJGS7uhz	8/30/2017	8/31/2017	paid	\$63.47	BANK	**** 2017
po_1Aw3ZaJGS7uhz	8/29/2017	8/30/2017	paid	\$446.65	BANK	**** 2017
po_1Aw3QGJGS7uhz	8/29/2017	8/30/2017	paid	\$238.65	BANK	**** 2017

Payment Gateway Account Transactions

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Payment Gateway Account Transactions

Refresh

Payment Gateway

Micronet Managed Account (Default) ▼

Date

4/19/2018

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Transactions

Transaction UID	Contact	Name On Account	Amount	Fee	Created	Authorized	Failure Message	Charged	Refunded	Amount Refunded	Currency	Dispute Status	Dispute Type	Dispute Created	Source Type
ch_Ci5fG74D			\$99.00	\$3.31	4/19/2018 11:20 AM	Yes		Yes	No	\$0.00	usd		N/A		Card

Disputes

Disputed Transactions

Transaction ID	Amount	Contact	Gateway	Charge Date	Dispute Date	Status
ch_BV3aEP0f	\$254.00			10/1/2017	12/13/2017	lost
ch_BgfYeprl3	\$254.00			11/1/2017	12/13/2017	lost



Questions?