GrowthZone – Managing Billing
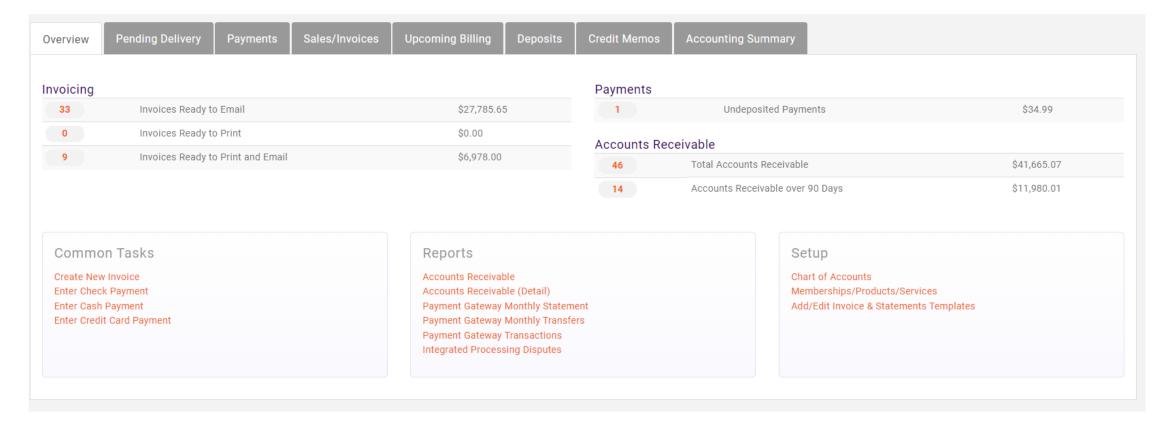
GrowthZone
smarter association software

Agenda

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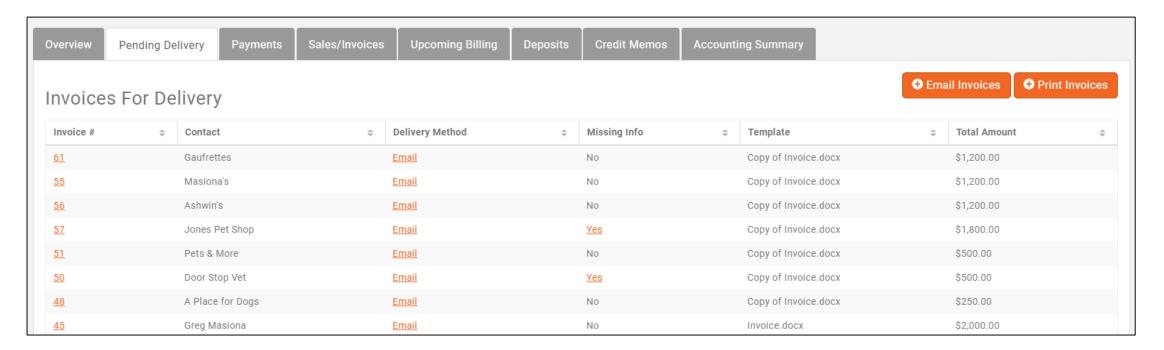- Running Upcoming Billing
- Billing Reports

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 |

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
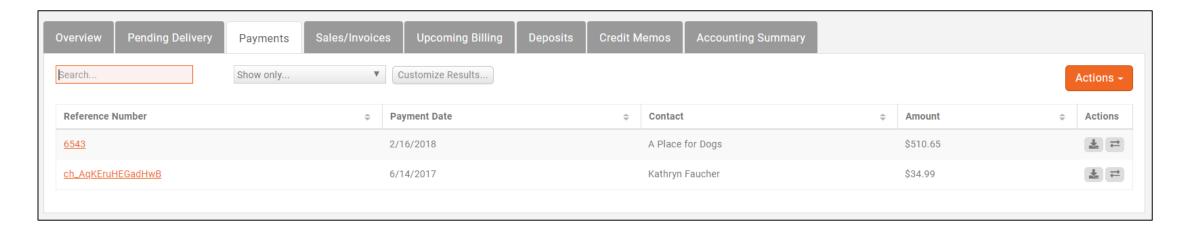Add/Edit Invoice & Statements Templates

Pending Delivery

- View invoices that have NOT been sent yet
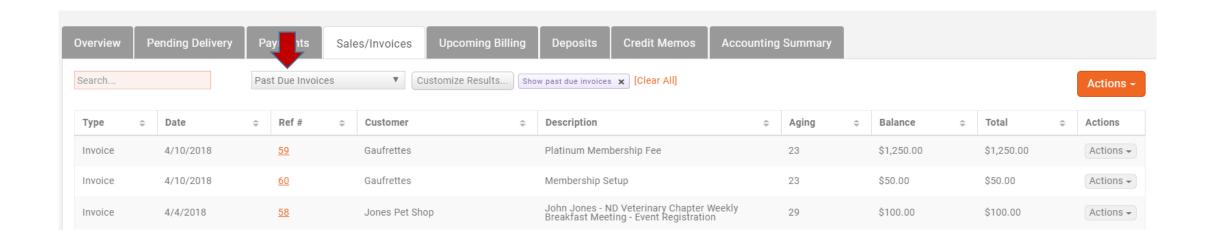
Payments

- 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
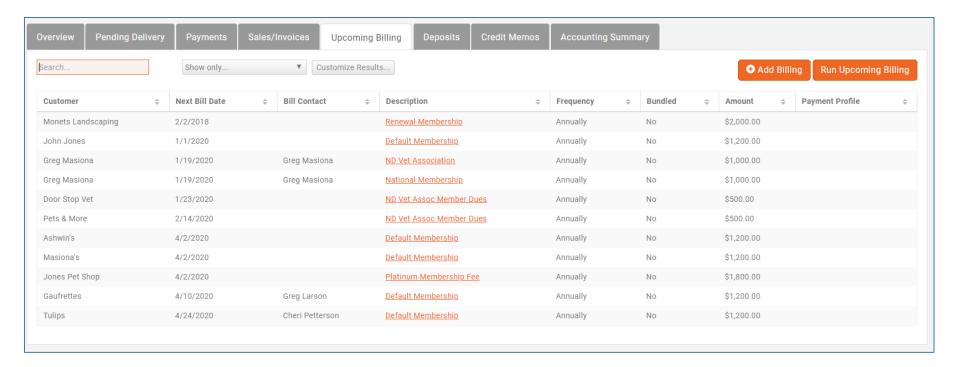
Sales/Invoices

- View all invoices generated included paid, open, past due....
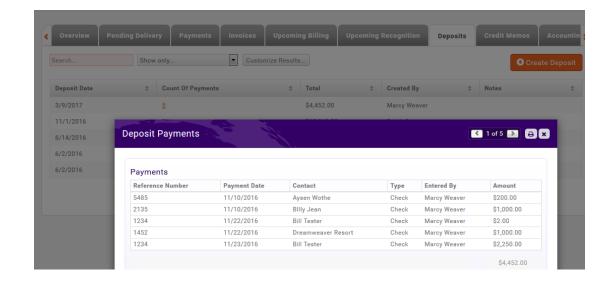- [Can be used to resend past due invoices](#)

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

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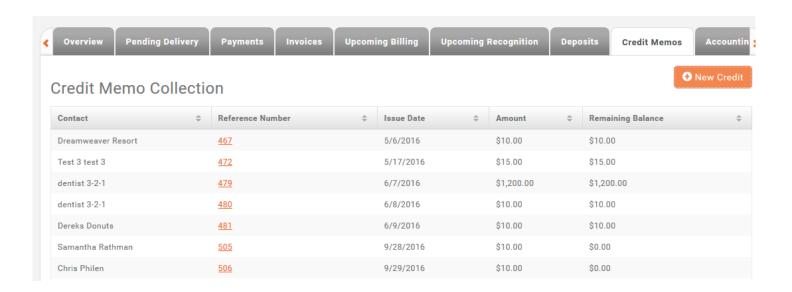
Credit Memos

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

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Creating Invoices

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

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

Credit Memos

Deposits

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

Create a Write-off

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

Generating Invoices for Upcoming Billing

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

| Overview | Pending Delivery | Payments | Sales/Invoices | Upcoming Billing | Deposits | Credit Memos | Accounting Summary |

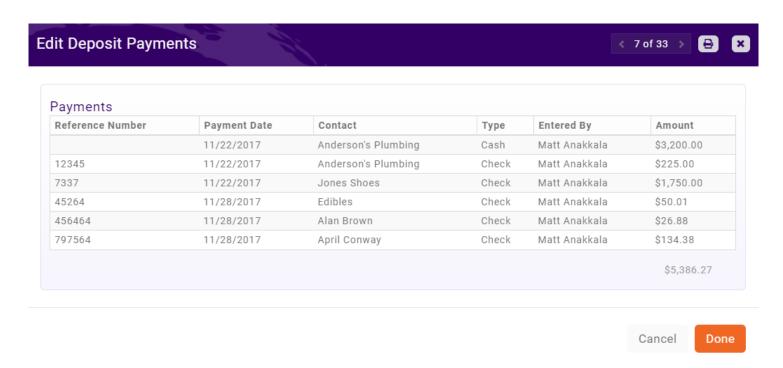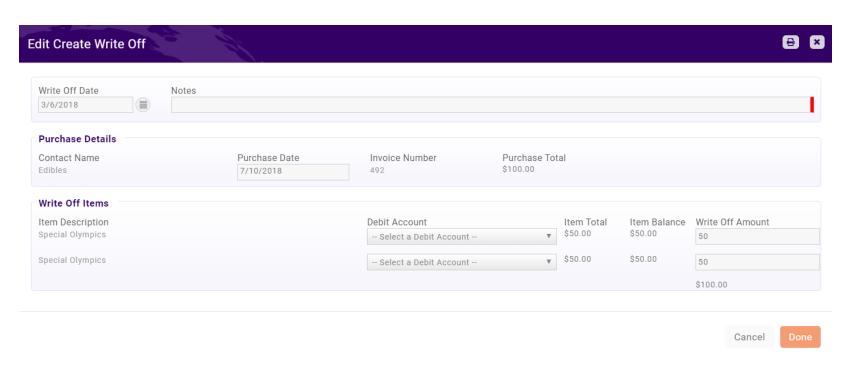| Customer	Next Bill Date	Bill Contact	Description	Frequency	Bundled	Amount	Payment Profile
Nora Breiby	9/1/2018	Nora Breiby	Special Olympics	Monthly	No	$25.00	
Dirty Shoes	9/1/2018		Building Fund	Monthly	No	$10.00	
Jimbo Petterson	9/10/2018	Jimbo Petterson	Building Fund	Monthly	No	$50.00	
Edibles	9/10/2018		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

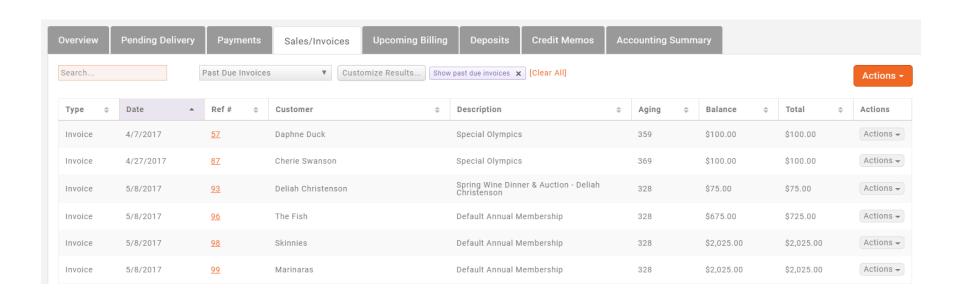| Overview	Pending Delivery	Payments	Sales/Invoices	Upcoming Billing	Deposits	Credit Memos	Accounting Summary

Invoices For Delivery

⊕ Email Invoices   ⊕ Print Invoices

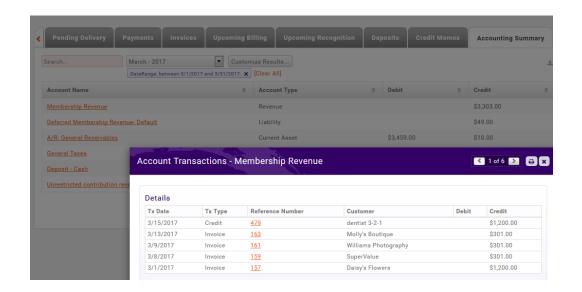| Invoice #	Contact	Delivery Method	Missing Info	Template	Total Amount
90	Tulips	Both	No	Invoice.docx	$2,000.00
68	Mckenna Breiby	Both	Yes	Invoice.docx	$250.00
511	Ruff McRuff	Email	No	Invoice.docx	$100.00
510	John Smith	Email	No	Invoice.docx	$120.00
508	Ruff McRuff	Email	No	Invoice.docx	$120.00
507	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 over-due invoices select **Past Due Invoices** from the **Show Only** drop-down list. The list of invoices will refresh displaying on your past due invoices.

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.
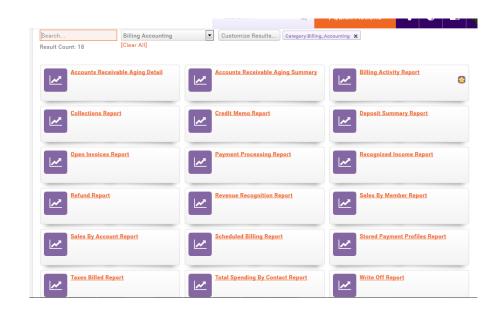
Accounting Summary Best Practice

- 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?
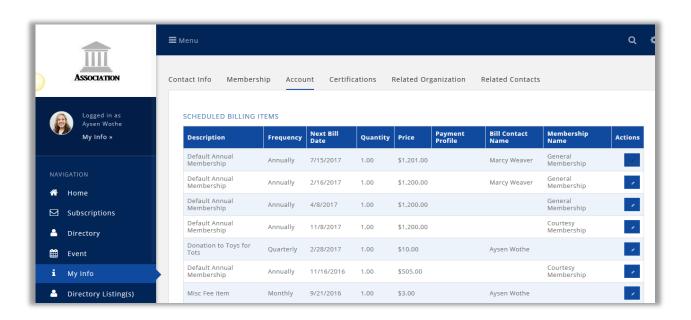
Billing Reports

- 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
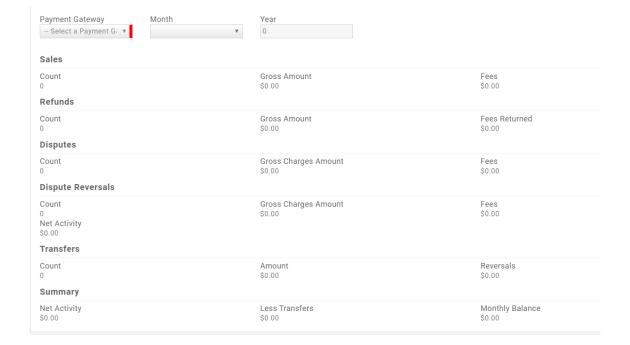
How can contacts view Billing?

- 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

Monthly Statement

- The **Integrated Processing Monthly Statement** provides a monthly view of all integrated processing, including sales, refunds, disputes, dispute reversals, and transfers
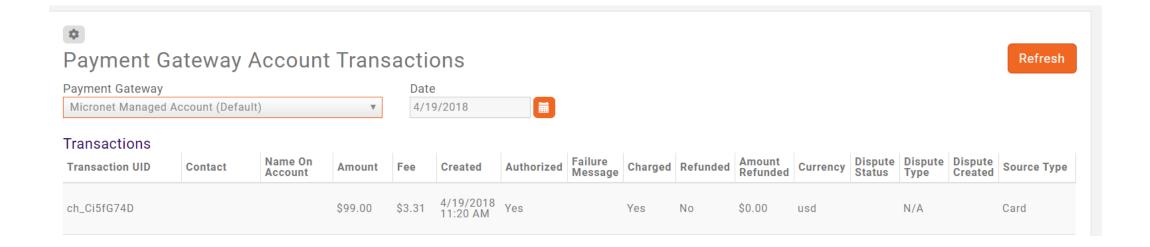
Payment Gateway	Month	Year
-- Select a Payment G▼	▼	0

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.

Payment Gateway Account Transactions

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_BgfYeprI3	$254.00			11/1/2017	12/13/2017	lost

Questions?