Billing: Invoicing and Collections

Batch invoicing and collection reporting

Create all of your renewal invoices in one location

- Invoices are created in a Batch format based on the assignment of fees to members

Two options for accessing the batch invoice area

- Billing->Invoices
  - ✓ Batch Type=Monthly Renewals

- Task List->Invoices
  - ✓ Batch Group=Default

- Select appropriate Billing Month

NOTE: Once the Billing Month has been chosen, verify that the batch is a NEW BATCH before going any further. If it does not state 'New Batch', click New Batch at the bottom of the screen

- As with individual invoices, go through and set the dates and messages
- Verify all of the invoices listed in the Batch are ready to be created
  - ✓ uncheck any that should not be created
- Set the Output option transaction by transaction or for all invoices based on selection at the bottom
- Click 'Deliver Invoices'

- At the Deliver Customer Invoices screen, for Email delivery:
  - ✓ Set the general email options
  - ✓ If set up with CC Processing, choose to enable the online bill pay link, or not
  - ✓ Attach invoice as PDF or embed in email body

- When ready, click 'Send Emails'

- At the Deliver Customer Invoices screen, for Print delivery:
  - ✓ If not printing mailing labels, place checkmark next to 'Mark Invoices as Delivered after printing. This clears the print queue. If printing mailing labels as well, select that option at the time of printing labels.
  - ✓ OPTIONAL: record communication record to member account by selecting that option.
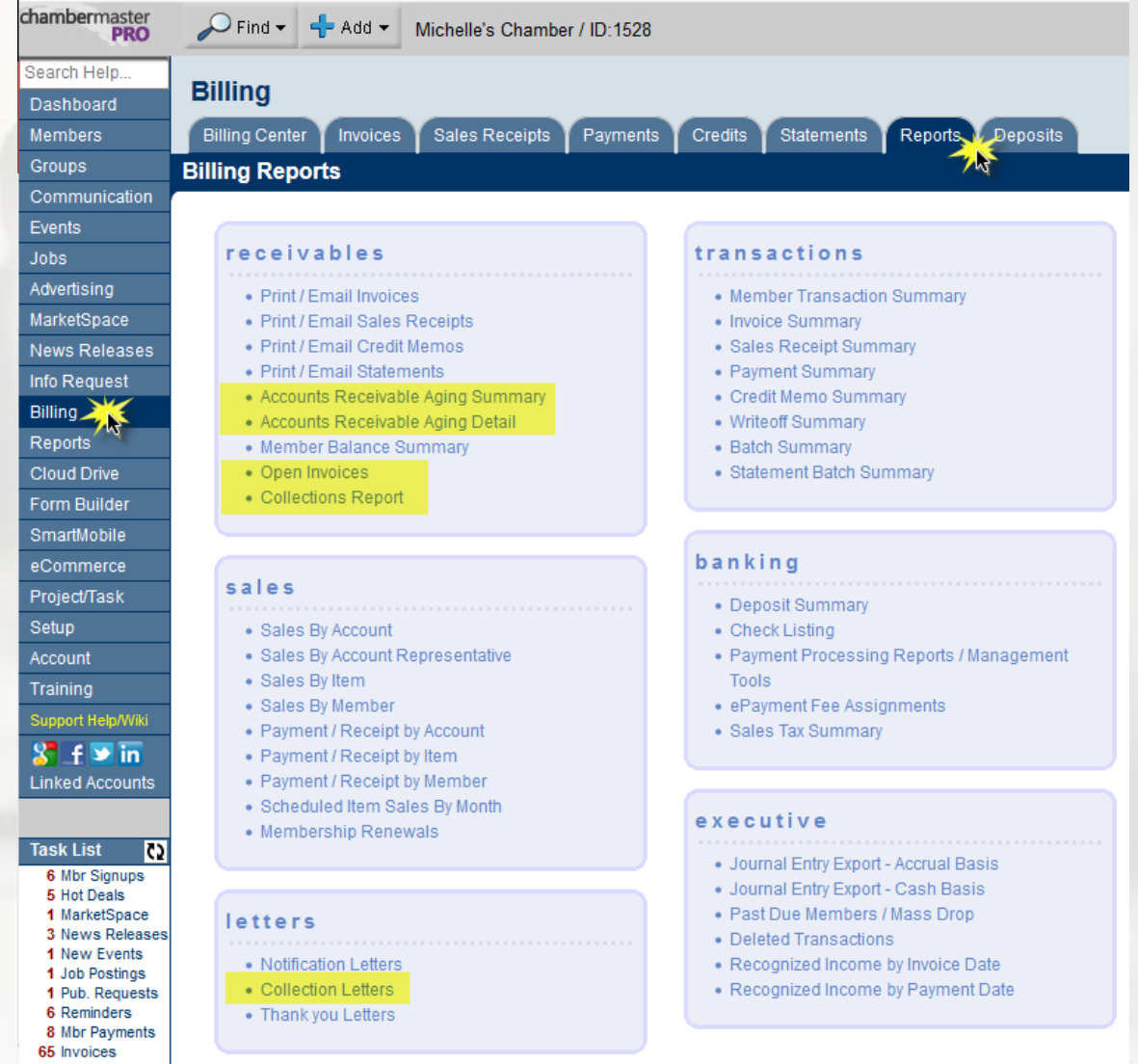 - ✓ Change invoice template, if needed
- When ready click 'Print Invoices'

Collections

- Run reports to see past due invoices
- Resend multiple invoices easily
- Prepare collections letters based on aging range

Suggested Reports

- Billing->Reports
  - ✓ Accounts Receivable Aging (Summary or Detail)
  - ✓ Open Invoices
  - ✓ Collections Report
  - ✓ Collection Letters

- Accounts Receivable Aging Summary
  - ✓ Easily see total outstanding balances grouped by aging for each customer and as a whole
  - ✓ Interval and Report Through dictates how the columns display
  - ✓ Uncheck the 'Show Active/Courtesy members only' option to see ALL activity

- Accounts Receivable Aging Detail
  - ✓ Shows each outstanding transaction grouped by aging
  - ✓ Interval and Report Through dictates how the sections display
  - ✓ Uncheck the 'Show Active/Courtesy members only' option to see ALL activity

- Open Invoices
  - ✓ Shows ALL outstanding transactions grouped by customer
  - ✓ Open Transactions option allows for filtering by transaction type
  - ✓ Uncheck the 'Show Active/Courtesy members only' option to see ALL activity
  - ✓ Additional filtering available by Item Type and Batch
  - ✓ Resend option at the bottom of report

- Collections Report
  - ✓ Shows PAST DUE outstanding transactions grouped by customer
  - ✓ Uncheck the 'Show Active/Courtesy members only' option to see ALL activity
  - ✓ Filter to specific date ranges
  - ✓ Additional filtering available by Item Type and Batch
  - ✓ Resend option at the bottom of report

- Collection Letters
  - ✓ Filter by Aging groups
  - ✓ Customize Letter Templates for each aging group
  - ✓ Filter by Item Type or Batch

SUGGESTION: Include link in templates that will log members into their MIC so they can view billing history and pay bills.