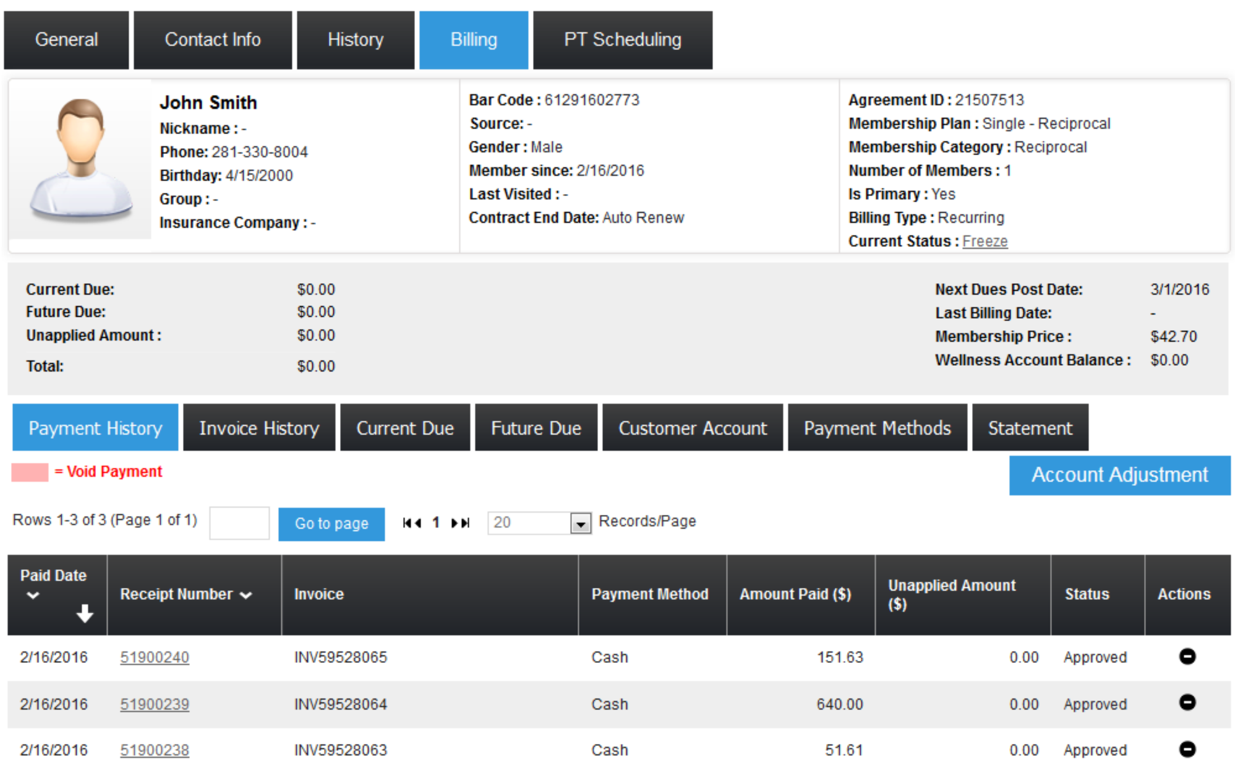
# F113: Working with Billing

(Covers payment history, current and future dues, the Customer Account, payment methods, and statements.)

1. Payment History
2. Current Due
3. Future Due
4. Customer Account
5. Payment Methods
6. Statement

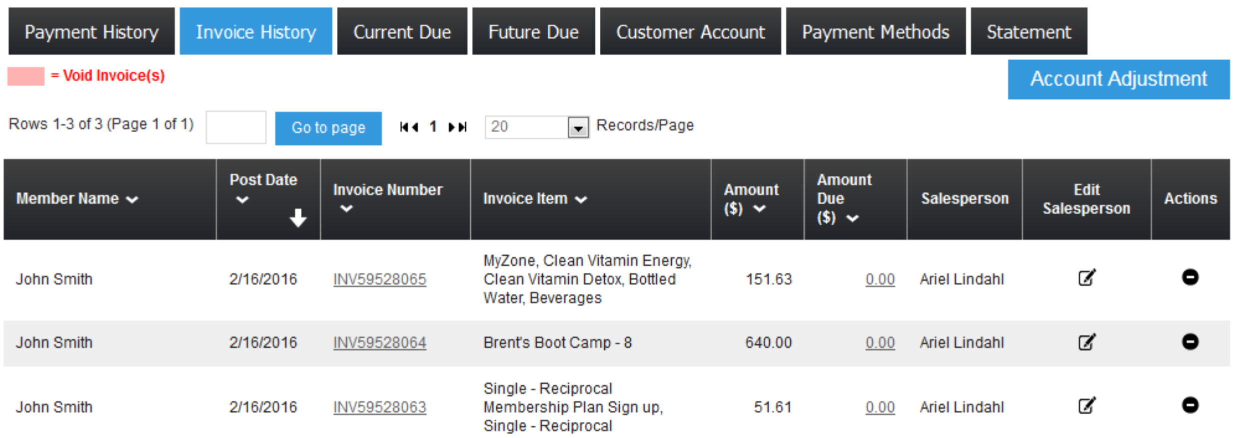
## Payment History

1. Click **Customers** > **Search**, then enter the member's name; this takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Payment History** tab at the center of the screen.
3. The Payment History is displayed. Each item is a link; clicking on it will display the original invoice/receipt for that item:




## Invoice History

1. Click **Customers** > **Search**, then enter the member's name; this takes you to their member record.
2. Click on the **Billing** tab. Then click on the Invoice History tab at the center of the screen.
3. The Invoice History is displayed.  Each item is a link; clicking on it will display the original invoice/receipt for that item if available:



Payment History | Invoice History | Current Due | Future Due | Customer Account | Payment Methods | Statement

= Void Invoice(s)

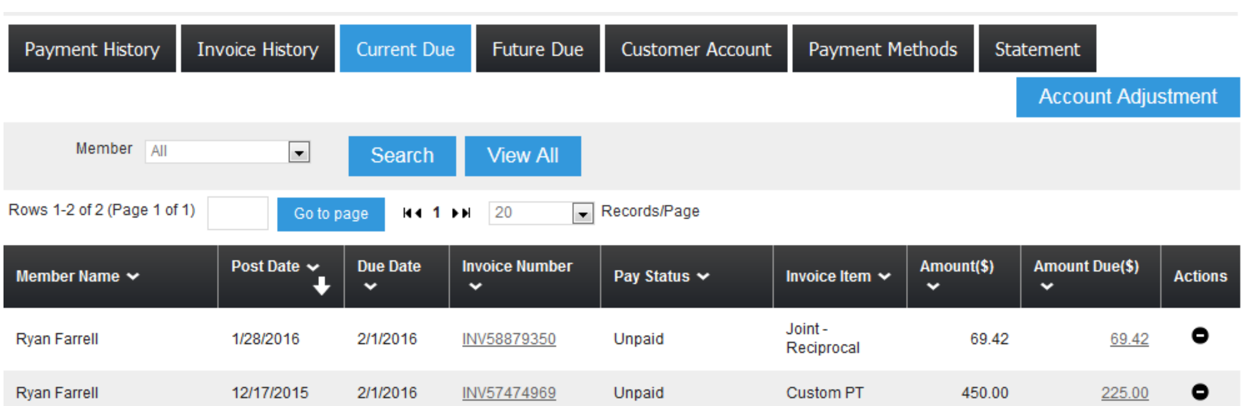
Account Adjustment

Rows 1-3 of 3 (Page 1 of 1) Go to page 1 20 Records/Page

| Member Name | Post Date | Invoice Number | Invoice Item | Amount ($) | Amount Due ($) | Salesperson | Edit Salesperson | Actions |
|---|---|---|---|---|---|---|---|---|
| John Smith | 2/16/2016 | INV59528065 | MyZone, Clean Vitamin Energy, Clean Vitamin Detox, Bottled Water, Beverages | 151.63 | 0.00 | Ariel Lindahl | | |
| John Smith | 2/16/2016 | INV59528064 | Brent's Boot Camp - 8 | 640.00 | 0.00 | Ariel Lindahl | | |
| John Smith | 2/16/2016 | INV59528063 | Single - Reciprocal Membership Plan Sign up, Single - Reciprocal | 51.61 | 0.00 | Ariel Lindahl | | |

## Current Due

1. Click **Member** > **View All**, than enter the member's name. This takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Current Due** tab at the center of the screen.
3. Current Due items are displayed:



Payment History | Invoice History | Current Due | Future Due | Customer Account | Payment Methods | Statement

Account Adjustment

Member All Search View All

Rows 1-2 of 2 (Page 1 of 1) Go to page 1 20 Records/Page

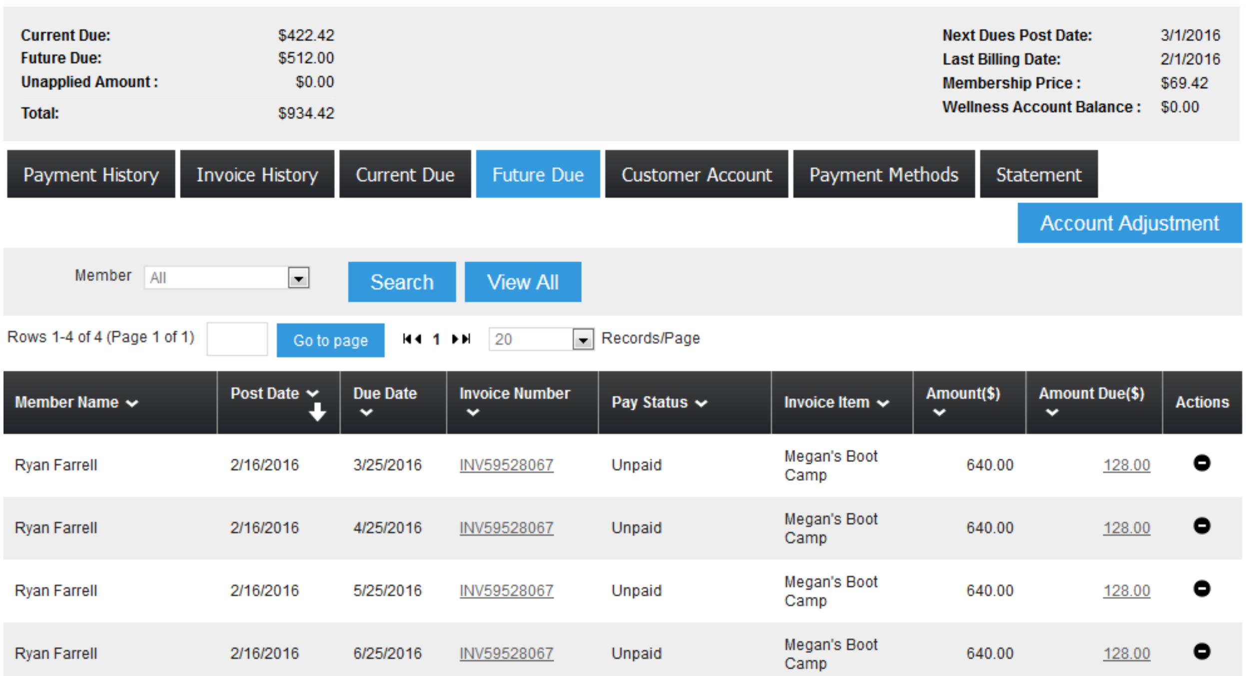
| Member Name | Post Date | Due Date | Invoice Number | Pay Status | Invoice Item | Amount($) | Amount Due($) | Actions |
|---|---|---|---|---|---|---|---|---|
| Ryan Farrell | 1/28/2016 | 2/1/2016 | INV58879350 | Unpaid | Joint - Reciprocal | 69.42 | 69.42 | |
| Ryan Farrell | 12/17/2015 | 2/1/2016 | INV57474969 | Unpaid | Custom PT | 450.00 | 225.00 | |

4. Any declined payments are automatically moved to the *Current Due* section.
5. Any payments that were part of a payment plan, which have come, are also automatically moved to the *Current Due* section.

6. Any items in the Current Due tab *__are automatically added__* to a member's invoice and charged at the time of the next regularly scheduled dues payment.

## __Future Due__

1. Click **Customers** > **Search**, then enter the member's name; this takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Future Due** tab at the center of the screen.
3. Future Due items are displayed:




| Member Name | Post Date | Due Date | Invoice Number | Pay Status | Invoice Item | Amount($) | Amount Due($) | Actions |
|---|---|---|---|---|---|---|---|---|
| Ryan Farrell | 2/16/2016 | 3/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | 128.00 | |
| Ryan Farrell | 2/16/2016 | 4/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | 128.00 | |
| Ryan Farrell | 2/16/2016 | 5/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | 128.00 | |
| Ryan Farrell | 2/16/2016 | 6/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | 128.00 | |

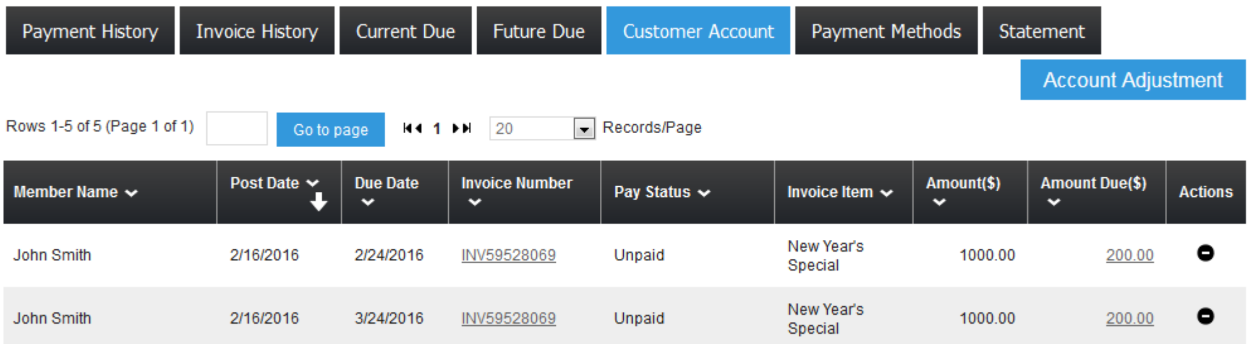
4. Future Due items represent payments with a future due date, made as part of an arranged payment plan.
5. Future Due items do ***__not__*** include regularly scheduled dues payments.
6. When an item's due date arrives, it is automatically moved to the *Current Due* tab, and then added and charged with the next regularly scheduled dues payment.

## __Customer Account__

Every member has a Customer Account. This account may be used as a payment method (complete or partial) for any amount due. Credits may also be issued to the Customer Account.

As a result, the overall Customer Account balance may be positive (indicating the member owes money), negative (meaning the member has a credit), or zero.

1. Click **Customers** > **Search**, then enter the member's name. This takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Customer Account** tab at the center of the screen.
3. Items in the Customer Account are displayed:



Payment History | Invoice History | Current Due | Future Due | Customer Account | Payment Methods | Statement

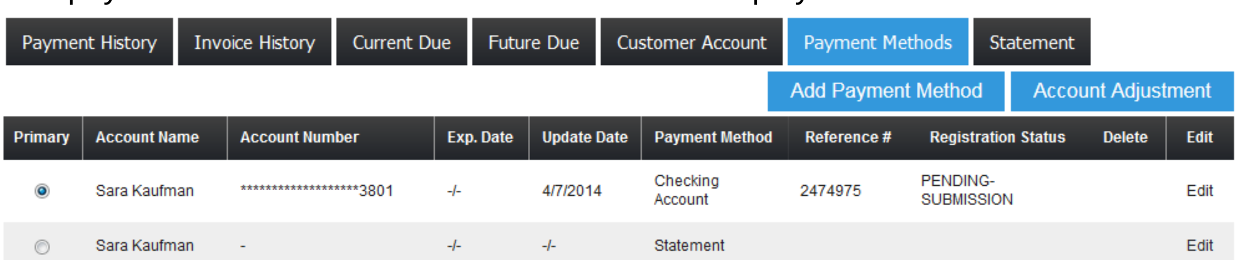
Account Adjustment

Rows 1-5 of 5 (Page 1 of 1) Go to page 1 20 Records/Page

| Member Name | Post Date | Due Date | Invoice Number | Pay Status | Invoice Item | Amount($) | Amount Due($) | Actions |
|---|---|---|---|---|---|---|---|---|
| John Smith | 2/16/2016 | 2/24/2016 | INV59528069 | Unpaid | New Year's Special | 1000.00 | 200.00 | |
| John Smith | 2/16/2016 | 3/24/2016 | INV59528069 | Unpaid | New Year's Special | 1000.00 | 200.00 | |

## Payment Methods

1. Click **Customers** > **Search**, then enter the member's name; this takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Payment Methods** tab at the center of the screen.
3. The payment methods on file for this member are displayed:



Payment History | Invoice History | Current Due | Future Due | Customer Account | Payment Methods | Statement

Add Payment Method | Account Adjustment

| Primary | Account Name | Account Number | Exp. Date | Update Date | Payment Method | Reference # | Registration Status | Delete | Edit |
|---|---|---|---|---|---|---|---|---|---|
| | Sara Kaufman | ******************3801 | -/- | 4/7/2014 | Checking Account | 2474975 | PENDING-SUBMISSION | | Edit |
| | Sara Kaufman | - | -/- | -/- | Statement | | | | Edit |

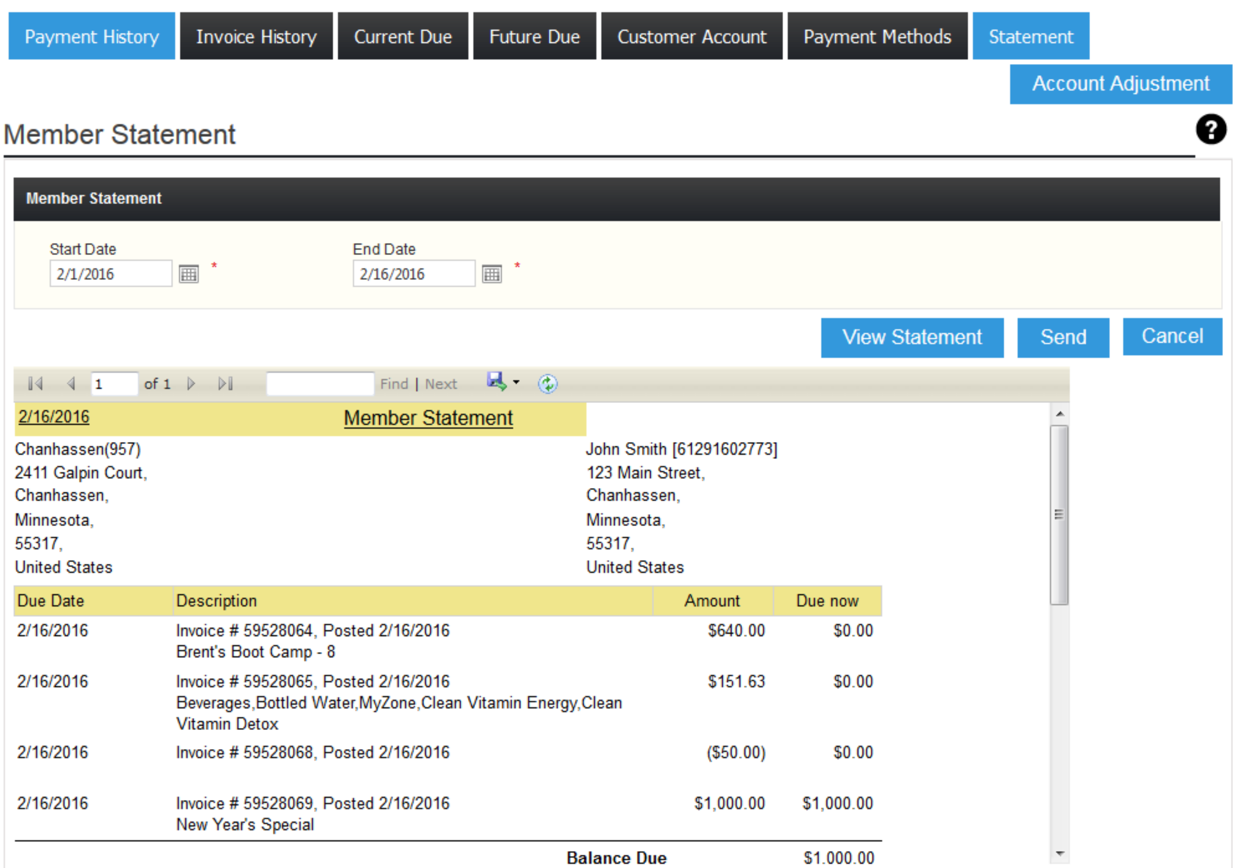
4. In the example shown above, the member has two payment methods on file: a credit card, and a bank account. The credit card is indicated as the primary (in the column at the left), meaning it is used for regular recurring dues.
5. To add a new payment method, click the **Add Payment Method** button.
6. To delete or edit a payment method, click on the icon in the *Delete* or *Edit* column

7. **Note**: The primary payment method cannot be deleted. If it is no longer to be used, add a new payment method first, and indicate it as the primary.

## Statement

The *Statement* function allows you to easily send a statement to any member (by email) reflecting what they owe for any date range.

1. Click **Customers** > **Search**, then enter the member's name. This takes you to their member record.
2. Click on the **Billing** tab. Then click on the **Statement** tab at the center of the screen.
3. Select a *Start Date* and *End Date*, then click the **View Statement** button. A member statement will be generated for the selected date range:




4. Click the **Send** button, and the statement will be emailed to the email address on file for the member.