

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:

| General | Contact Info | History | Billing | PT Scheduling | | | |
|--|--------------------------|--|----------------|--|-----------------------|------------------------------------|---------|
|  <p>John Smith Nickname : - Phone: 281-330-8004 Birthday: 4/15/2000 Group : - Insurance Company : -</p> | | <p>Bar Code : 61291602773 Source : - Gender : Male Member since: 2/16/2016 Last Visited : - Contract End Date: Auto Renew</p> | | <p>Agreement ID : 21507513 Membership Plan : Single - Reciprocal Membership Category : Reciprocal Number of Members : 1 Is Primary : Yes Billing Type : Recurring Current Status : <u>Freeze</u></p> | | | |
| <p>Current Due: \$0.00 Future Due: \$0.00 Unapplied Amount : \$0.00 Total: \$0.00</p> | | <p>Next Dues Post Date: 3/1/2016 Last Billing Date: - Membership Price : \$42.70 Wellness Account Balance : \$0.00</p> | | | | | |
| Payment History | Invoice History | Current Due | Future Due | Customer Account | Payment Methods | Statement | |
| <p>■ = Void Payment</p> | | | | | | Account Adjustment | |
| <p>Rows 1-3 of 3 (Page 1 of 1) <input type="text"/> Go to page ◀ 1 ▶ <input type="text" value="20"/> Records/Page</p> | | | | | | | |
| Paid Date | Receipt Number | Invoice | Payment Method | Amount Paid (\$) | Unapplied Amount (\$) | Status | Actions |
| 2/16/2016 | 51900240 | INV59528065 | Cash | 151.63 | 0.00 | Approved | ⊖ |
| 2/16/2016 | 51900239 | INV59528064 | Cash | 640.00 | 0.00 | Approved | ⊖ |
| 2/16/2016 | 51900238 | INV59528063 | Cash | 51.61 | 0.00 | Approved | ⊖ |

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 | Account Adjustment | | | |
|-----------------------------|-----------------|-----------------------------|---|------------------|-----------------|---------------|--------------------|-------------------|--------------|--|
| = Void Invoice(s) | | | | | | | | | | |
| Rows 1-3 of 3 (Page 1 of 1) | | | | | | | Go to page | 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**, then 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: <input type="text" value="All"/> | | | | | | | Search | View All | | |
| Rows 1-2 of 2 (Page 1 of 1) | | | | | | | Go to page | 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.

- 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

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

| | | | |
|--------------------|----------|----------------------------|----------|
| Current Due: | \$422.42 | Next Dues Post Date: | 3/1/2016 |
| Future Due: | \$512.00 | Last Billing Date: | 2/1/2016 |
| Unapplied Amount : | \$0.00 | Membership Price : | \$69.42 |
| Total: | \$934.42 | Wellness Account Balance : | \$0.00 |

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

Member

Rows 1-4 of 4 (Page 1 of 1)

| 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 | <u>128.00</u> | ⊖ |
| Ryan Farrell | 2/16/2016 | 4/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | <u>128.00</u> | ⊖ |
| Ryan Farrell | 2/16/2016 | 5/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | <u>128.00</u> | ⊖ |
| Ryan Farrell | 2/16/2016 | 6/25/2016 | INV59528067 | Unpaid | Megan's Boot Camp | 640.00 | <u>128.00</u> | ⊖ |

- Future Due items represent payments with a future due date, made as part of an arranged payment plan.
- Future Due items do **not** include regularly scheduled dues payments.
- 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) <input type="text"/> Go to page <input type="text" value="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 |
| <input checked="" type="radio"/> | Sara Kaufman | *****3801 | -/ | 4/7/2014 | Checking Account | 2474975 | PENDING-SUBMISSION | | Edit |
| <input type="radio"/> | 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

- 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.

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

The screenshot shows the 'Member Statement' interface. At the top, there are navigation tabs: 'Payment History', 'Invoice History', 'Current Due', 'Future Due', 'Customer Account', 'Payment Methods', 'Statement', and 'Account Adjustment'. Below the tabs, the 'Member Statement' section has a header and a form for selecting a date range. The 'Start Date' is set to 2/1/2016 and the 'End Date' is set to 2/16/2016. There are 'View Statement', 'Send', and 'Cancel' buttons. Below the form is a table with the following data:

| Due Date | Description | Amount | Due now |
|--------------------|---|------------|-------------------|
| 2/16/2016 | Invoice # 59528064, Posted 2/16/2016 Brent's Boot Camp - 8 | \$640.00 | \$0.00 |
| 2/16/2016 | Invoice # 59528065, Posted 2/16/2016 Beverages, Bottled Water, MyZone, Clean Vitamin Energy, Clean Vitamin Detox | \$151.63 | \$0.00 |
| 2/16/2016 | Invoice # 59528068, Posted 2/16/2016 | (\$50.00) | \$0.00 |
| 2/16/2016 | Invoice # 59528069, Posted 2/16/2016 New Year's Special | \$1,000.00 | \$1,000.00 |
| Balance Due | | | \$1,000.00 |

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