

MENU:	Billing (Level 1) / Invoice (Level 2)
PURPOSE:	Groups all the programs that are designed to bill the service orders and group them into invoices that will later be added as A/R entries. You may also skip invoicing and simply close your tickets and add them as A/R entries too.

## PROGRAM SEQUENCE – BILLING RECOMMENDED STEPS

These are the steps that are necessary for billing by invoice:

1. Run a "Pre-billing Report" and make adjustments
2. Backup your data (optional)
3. Invoice processing (INVO)
4. Print your invoices (PRIVST)
5. Invoice Close (IVCL)

**NOTE**  **If you wish not to invoice a customer, and simply close out their tickets when ready, you will need to run “Service Order Close” at the end of these 5 steps. Your customer will need a special setup for it not to be invoiced. Refer to Customer Setup Help Screen – for further assistance on how to achieve this.**

### Pre-Billing Report

#### STEP 1

The pre-billing report (Obtained by setting it on Service Order Report - REPT) serves two functions:

- a) It provides you with a report on the information you are about to process. You can use this report to verify that all of the necessary information is there and accurate before you bill it.
- b) It also exercises the data. This is an important function because if someone pressed a 'bad key' while entering or updating an order, it may not have appeared to do anything to the record but actually it may have put a code into the record that will trigger an error. If the "bad data" is discovered during the pre-billing stage it is easily correctable. Once you have the report and you have made any necessary adjustments you are ready to continue.

#### *Setting up a pre-billing report*

You may emulate an invoice and an invoicing cycle by configuring a Service Order Report with similar parameters as your Invoice Processing would do.

Follow these steps to build a report that would simulate a billing cycle.

- 1) Go to Operations/Service / Report Sub-Directory / Service Order Report
- 2) Select "Configure New Report"

- 3) Choose an available spot from the list or select an existing one to overwrite it
- 4) Give a name to your report ("Pre-Billing Report" would be OK).
- 5) Select "Customer Code" (# 6) as your "Index by" field - this is so because it would be the same the Invoice Processing program does internally
- 6) Leave both, starting and ending customer fields blank to include all customers (unless you need to make this report customer specific - if that is the case, name it "Pre-Billing Report for Customer 'X'")
- 7) Select the items from the order to show – remember we are not trying to imitate an invoice as such here, so just pick those fields that would allow you to tell whether the order information is correct and if it should or not be included on the invoice cycle. The field you selected as index will be shown on the report already, so no need to select it again (or you will have it twice). As this is a pre-billing report, it would be wise to add the following fields: Date, Base, Return, Wait, Weight, Other and Total - as this last is the most important of them all.  
You may, according to your business, add fields like Reference, Shipnum, From, To, Driver, but remember reports have a limited amount of characters they can show. Even if you print the report on the screen (Terminal Print) you will have to scroll side by side to check on the results.

**NOTE**  **To tell which fields are the exact needed ones, you may ask yourself the following questions: what would make you decide whether an order is right or not? What would make you decide whether an order should be billed in a specific run or not?**

Then, if you need to see additional details on the order, you can print the report on the screen (Terminal Print) and check on the order details by clicking on the looking glass icon or even jump to Service Order Update to make any changes.

- 8) Once you are done with selecting your fields, you should decide on a qualifying field. This criterion will allow you to add a sub-filter or sub-indexing logic to your report. If you have set up all your customers to be invoiced "by customer" meaning they will get a single invoice per invoice run (achieved by setting their Terms Code 3rd character to X or Z), and you do not have any other logic that would act as a qualifier to include or not an order on the billing cycle, you will probably do not need a qualifying field - just hit <Enter>.  
If you have set up your customers to be invoiced "by reference", then use Reference as your qualifying field. The same applies to invoice "by shipnum".  
If you have enabled APPROVE and BILLING STRICT, you should use the approve field as your qualifier - and complete the starting and ending criterion fields with "Y".

**NOTE**  **If you are invoicing by Reference or Ship Number AND you also require approve, USE APPROVE AS QUALIFYING FIELD - this will cause your unapproved orders to be excluded, but the sorting of orders will not reflect how invoices will actually come out, you will be able to know the total per customer but not what the actual individual invoices will be.**

- 9) End the report.

You may now select the created report from the list and just key in the needed parameters to emulate the Invoice Processing: range of dates, range or customers, and, provided you have set one, starting and ending qualifying references.

## Backup your data

### STEP 2

Although this is an optional step, we encourage you carry out this practice to ensure data integrity.

The system is designed to bill each job only once. This being the case, you may only run the invoicing programs (INVO, IVCL) one time. Because invoicing is a one time process, it is very important to do a full backup before you run any of the billing programs. If you do not do a backup and you enter a date wrong or you tag the wrong group of customers then there would be no way to fix it. If you do a full backup then the best fix would be to restore from your backup and it would be as if you had not ever done billing at all.

**NOTE**  Restoring a full backup will “undo” every new piece of information on your system from the moment the backup was done. Make sure you run the backup right before running your billing and when nobody is performing any action on the system. After running your billing, if results were not the expected ones, you may restore your backup safely.

**DO NOT** restore a full backup if data has been added or changed after it was performed or it will be lost forever.

**NOTE**  If you are a SaaS Customer, you may ask your Support Representative to run a full backup of your system for you – as long as the maximum disk quota is not met.

Ascar offers an "undo" option that will rollback a full open billing run. The program is Open Up (undo) Billing can be found on Configuration/Maintenance menu/Files.

**NOTE**  The Open Up Billing is a very delicate procedure and it is by no means a tool that should be run carelessly; and it will only work on OPEN invoices.

**NOTE**  Invoices that have been closed cannot be undone.

## Invoice Processing

### STEP 3

This is the step where you select which service orders are to be processed. It is very important to put the correct information in each field because this program can only be run once for each batch of orders. To select a customer range for billing you need to enter the appropriate customer codes. To select a date range for billing you need to put the correct information in the field for service order number, paying special attention to the ending reference field.

**NOTE**  Pay special attention to the Billing Date selected since it will determine the invoices' date and it will be required to close this billing cycle.

**NOTE**  Please, have in mind that this program filter by **ORDER NUMBER** and not by date. Then starting and ending Service Order Number fields can be used as dates but this does not mean that the program will inspect the actual pickup or delivery dates – **IT WILL ONLY CONSIDER THE ORDER NUMBER YYMMDD**. Refer to Invoice Processing Help Screen for further assistance.

**NOTE**  Please, **DO NOT** run Invoice Processing **BEFORE** closing your previous billing cycle. Have in mind that should you need to run Open Up Billing after Invoice Processing, it will undo **ALL** open invoices from all open billing cycles.

## Invoice Print

### STEP 4

Once the service orders have been processed and put into the invoice file you are ready to print (or email) your invoices. To do this, you need to run Reprint Invoices. You may run this program as many times as you need to at any point. You may print or email the open (those just processed) or closed invoices as many times as you like. You may print, email or export the invoices depending on your system settings.

We strongly encourage to print/email **ALL** the open invoices after running Invoice Processing. This will allow you to know exactly what has been processed, provided you only keep one open invoice cycle at a time, as we recommend.

After you have carefully revised your billing, you may proceed with the next step.

**NOTE**  Please, have in mind that **there is no undo action after this point**. Should you notice anything wrong, you should contact your Support Representative before running Open Up Billing. Once Support has analyzed your case, they will suggest the best path to solution.

**NOTE**  Revise your billing before you send it out to your customers, should you need to undo it, you will not need to contact them for amendments.

**NOTE**  Should you need to run Open Up Billing, please, contact your Support Representative for advise before performing this action.

## Invoice Close

### STEP 5

Once the invoices have been printed, you are ready for the final step of billing. This is the program that will put the invoices into your Accounts Receivables. Once this step is completed, your billing is finished.

**NOTE** ✍ **Revise your billing before you close it.**

**NOTE** ✍ **Close your billing cycle before running a new one.**

**NOTE** ✍ **Invoices that have been closed cannot be undone.**

**ALTERNATE PROGRAM SEQUENCE**

You may wish not to invoice a customer, and simply close out their tickets when ready. This can be achieved by running “Service Order Close”.

If you are planning to have all your customers set like this, then refer to Customer Setup Help Screen for further assistance on how to achieve this and follow this sequence:

1. Run a "Pre-billing Report" and make adjustments
2. Backup your data (optional)
3. Run Service Order Close

If you are planning to have both types of customers, then follow this sequence:

1. Run a "Pre-billing Report" and make adjustments
2. Backup your data (optional)
3. Invoice processing (INVO)
4. Print your invoices (PRIVST)
5. Invoice Close (IVCL)
6. Run Service Order Close

**SEQUENCE FLOW CHART**



