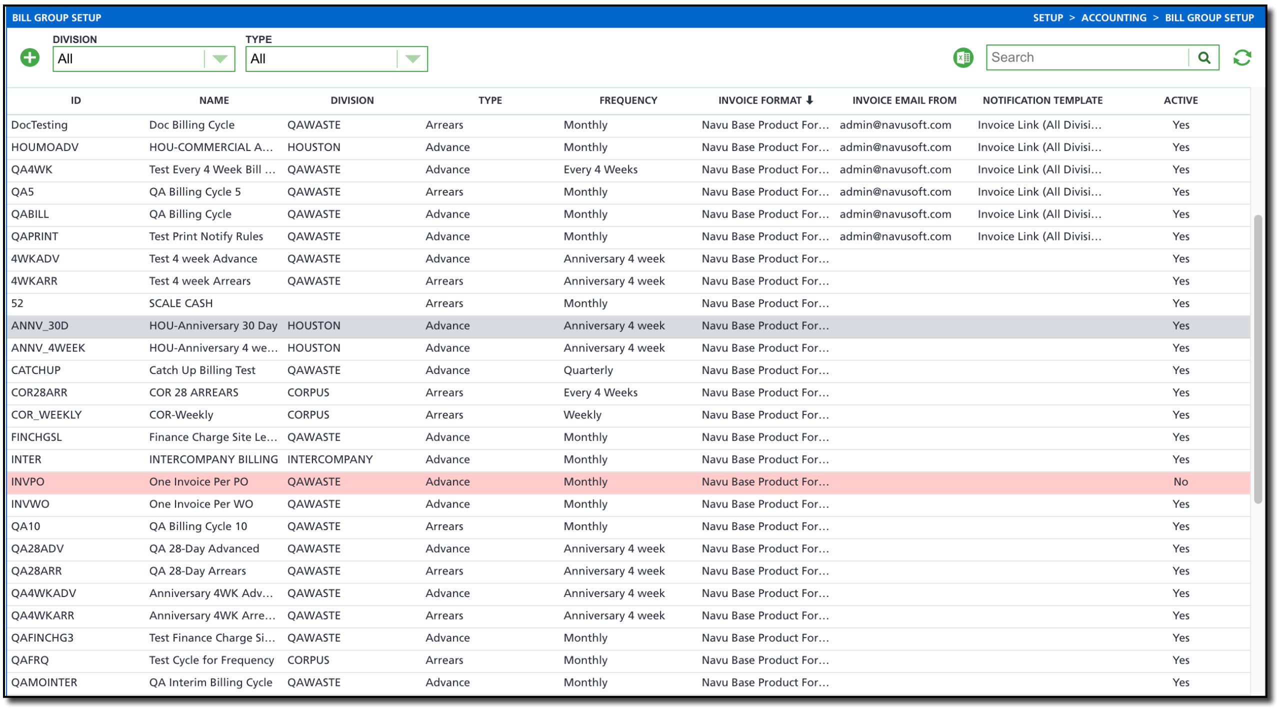
Bill Group Setup

Last Modified on 06/01/2026 1:22 pm PDT

Pathway: *Setup > Accounting > Bill Group*

A Bill Group establishes the billing settings an account will follow and is assigned when an account is created. Because accounts often share the same billing criteria, a single Bill Group can be assigned to multiple accounts. The **Bill Group Setup** screen is the tool used to configure the Bill Groups. Once created and active, the bill group becomes available for selection when creating Billing Batches, filtering, and reporting.



BILL GROUP SETUP SETUP > ACCOUNTING > BILL GROUP SETUP

DIVISION: All TYPE: All Search

ID	NAME	DIVISION	TYPE	FREQUENCY	INVOICE FORMAT	INVOICE EMAIL FROM	NOTIFICATION TEMPLATE	ACTIVE
DocTesting	Doc Billing Cycle	QAWASTE	Arrears	Monthly	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
HOUMOADV	HOU-COMMERCIAL A...	HOUSTON	Advance	Monthly	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
QA4WK	Test Every 4 Week Bill ...	QAWASTE	Advance	Every 4 Weeks	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
QA5	QA Billing Cycle 5	QAWASTE	Arrears	Monthly	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
QABILL	QA Billing Cycle	QAWASTE	Advance	Monthly	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
QAPRINT	Test Print Notify Rules	QAWASTE	Advance	Monthly	Navu Base Product For...	admin@navusoft.com	Invoice Link (All Divisi...	Yes
4WKADV	Test 4 week Advance	QAWASTE	Advance	Anniversary 4 week	Navu Base Product For...			Yes
4WKARR	Test 4 week Arrears	QAWASTE	Arrears	Anniversary 4 week	Navu Base Product For...			Yes
52	SCALE CASH		Arrears	Monthly	Navu Base Product For...			Yes
ANNV_30D	HOU-Anniversary 30 Day	HOUSTON	Advance	Anniversary 4 week	Navu Base Product For...			Yes
ANNV_4WEEK	HOU-Anniversary 4 we...	HOUSTON	Advance	Anniversary 4 week	Navu Base Product For...			Yes
CATCHUP	Catch Up Billing Test	QAWASTE	Advance	Quarterly	Navu Base Product For...			Yes
COR28ARR	COR 28 ARREARS	CORPUS	Arrears	Every 4 Weeks	Navu Base Product For...			Yes
COR_WEEKLY	COR-Weekly	CORPUS	Arrears	Weekly	Navu Base Product For...			Yes
FINCHGSL	Finance Charge Site Le...	QAWASTE	Advance	Monthly	Navu Base Product For...			Yes
INTER	INTERCOMPANY BILLING	INTERCOMPANY	Advance	Monthly	Navu Base Product For...			Yes
INVPO	One Invoice Per PO	QAWASTE	Advance	Monthly	Navu Base Product For...			No
INVWO	One Invoice Per WO	QAWASTE	Advance	Monthly	Navu Base Product For...			Yes
QA10	QA Billing Cycle 10	QAWASTE	Arrears	Monthly	Navu Base Product For...			Yes
QA28ADV	QA 28-Day Advanced	QAWASTE	Advance	Anniversary 4 week	Navu Base Product For...			Yes
QA28ARR	QA 28-Day Arrears	QAWASTE	Arrears	Anniversary 4 week	Navu Base Product For...			Yes
QA4WKADV	Anniversary 4WK Adv...	QAWASTE	Advance	Anniversary 4 week	Navu Base Product For...			Yes
QA4WKARR	Anniversary 4WK Arre...	QAWASTE	Arrears	Anniversary 4 week	Navu Base Product For...			Yes
QAFINCHG3	Test Finance Charge Si...	QAWASTE	Advance	Monthly	Navu Base Product For...			Yes
QAFRQ	Test Cycle for Frequency	CORPUS	Arrears	Monthly	Navu Base Product For...			Yes
QAMOINTER	QA Interim Billing Cycle	QAWASTE	Advance	Monthly	Navu Base Product For...			Yes

Expand All Sections Collapse All Sections

Helpful Tip: To search all text using **CTRL**-F, you must first click on the Expand All Sections button.

The Bill Group Setup includes a list of all bill groups that have been defined. The columns provided are only a few of the configuration fields associated with a Bill Group. Review Filter and Field Descriptions below to learn more about each column of data and the filters provided on this screen.

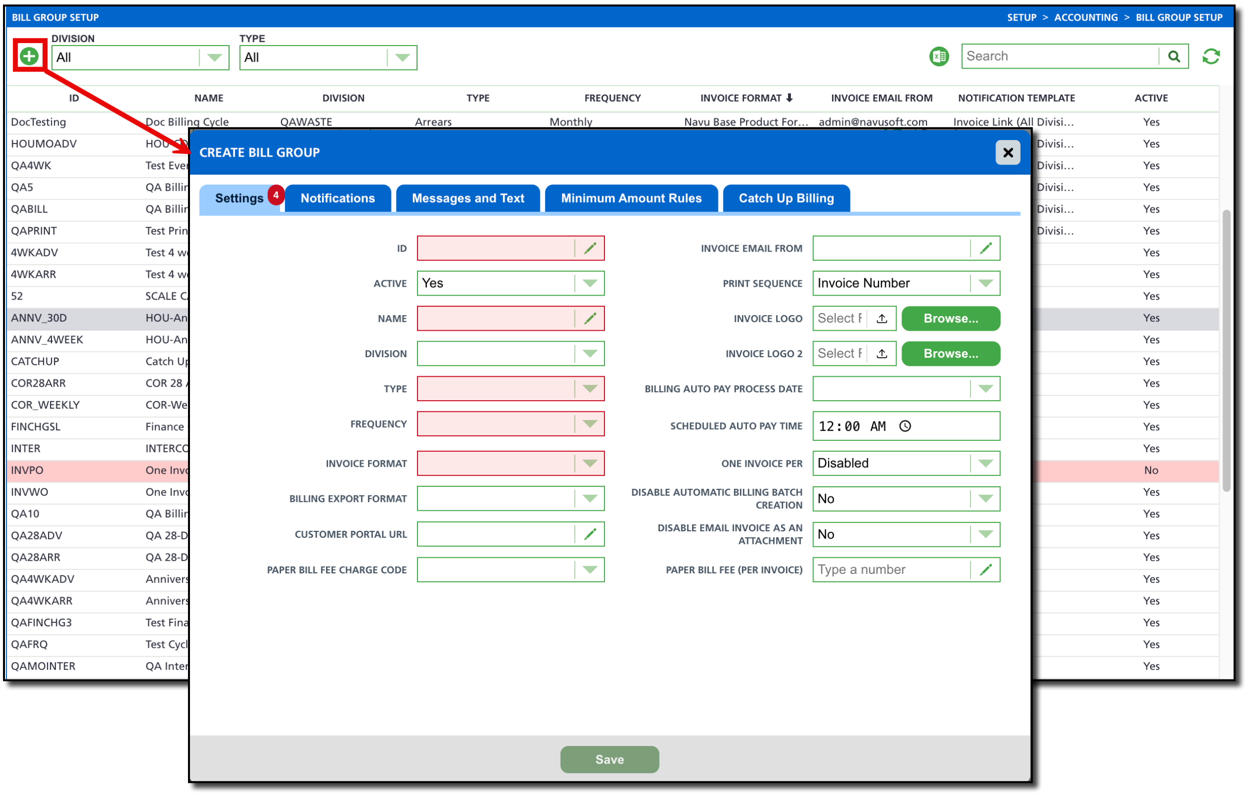
Filter and Field Descriptions

Filters	Descriptions
Division	Select All or one division to view all Bill Groups or just those for a specific division.
Type	Select All to view all or select either Advance or Arrears to view only those types of Bill Groups.
Fields	

ID	A unique alpha-numeric identification for the Bill Group.
Name	The name of the Bill Group.
Division	The division the Bill Group is assigned to. **In Billing, if a billing batch includes a bill group without a specified division, there is an option to omit divisions.*
Type	Dictates when the service is charged. • Advance - Bill ahead for pending services. • Arrears - Bill after service is complete.
Frequency	The billing frequency accounts assigned to the Bill Group will follow. In order to invoice, the UOM for the Service Code needs to match the frequency. Related Documentation: Anniversary 4 Week Billing (28 Day)
Invoice Format	The invoice format accounts assigned to the Bill Group will receive.
Notification Template	The template that will be used for invoices sent as an email link.
Invoice Email From	The Email correspondence that will display on invoices for accounts belonging to the Bill Group.
Active	Indicator if the Bill Group is available for selection when accounts are added or edited. • Yes = Active • No = Inactive

Create/Edit a Bill Group

The **Create/Edit Bill Group** page allows users to create or edit a Bill Group using a five-tab interface. Each tab features a red **tick mark** displaying the number of fields within each tab that needs to be completed before saving. While several fields include default values to speed up entry, these remain fully editable to accommodate your specific requirements. In addition, fields that are mandatory are highlighted in red.



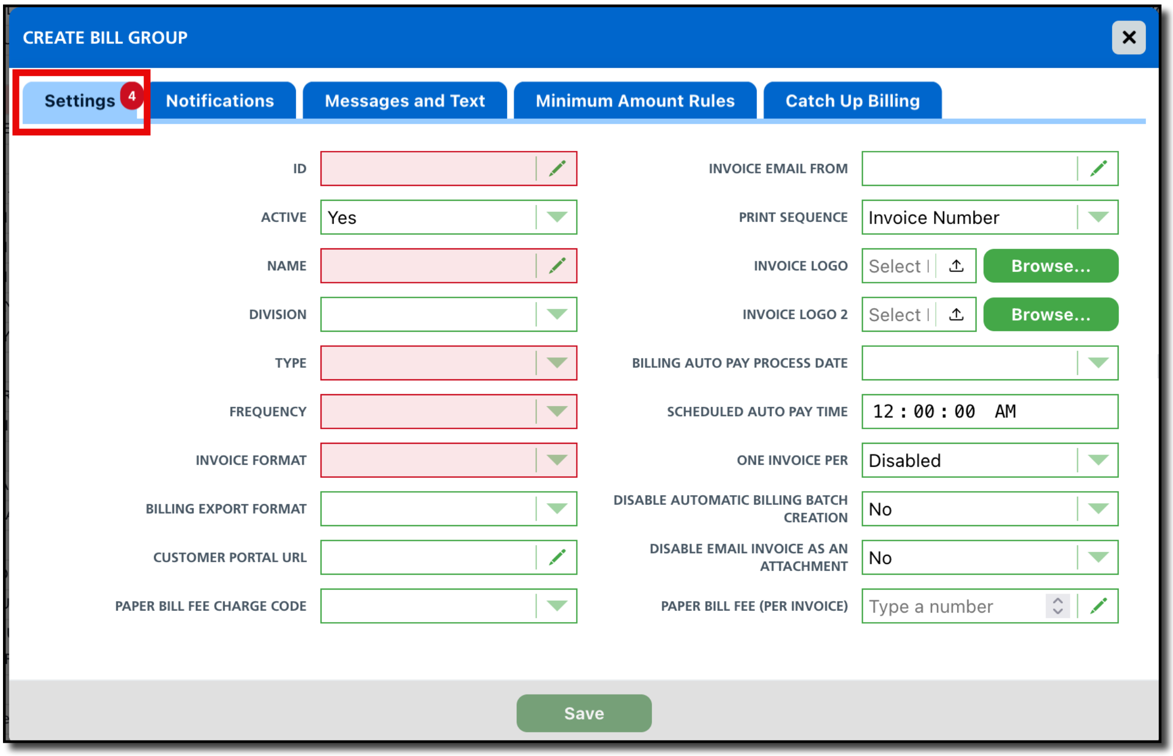
Attention: Once setup configurations are established, changes to required fields can negatively impact accounts, particularly in service and billing. Make changes with caution and system awareness.

To create a Bill Group, follow the steps below. To modify an existing Bill Group, simply double-click the record to open the editor.

1. Click the **green +** icon to display the *Create Bill Group* editor.
2. Enter the **required** fields needed to create a Bill Group.
   a. Unique, alpha-numeric **ID**
   b. Descriptive **Name**
   c. Billing **Type**, whether it is Arrears or Advance
   d. Billing **Frequency**, how often the billing will occur
   e. **Invoice Format,** format to be used when generating the invoice
3. Follow your established practice and procedures to complete the other fields on this tab and the other tabs.
   *Refer to the sections below to learn more about each field on each tab.
4. To make sure the Bill Group is visible and usable, set **Active** to 'Yes'.
5. Click **Save** when finished.

Settings Tab

The Settings tab captures the billing details specific to the Bill Group and the accounts it will be assigned to.



Field Descriptions

Attention: Once setup configurations are established, changes to required fields can negatively impact accounts, particularly in service and billing. Make changes with caution and system awareness.

Fields	Descriptions
ID *Required*	The ID for the Bill Group. *Alphanumeric, 10 character limit*
Active *Required*	Controls if the Bill Group is available for selection when accounts are added or edited. • Yes = Active • No = Inactive
Name *Required*	A descriptive name of the Bill Group.
Division	Controls if the Bill Group is division specific, or available to all divisions. **In Billing, if a billing batch includes a bill group without a specified division, there is an option to omit divisions.*
Type *Required*	How the Bill Group is billed: • Advance - Bill ahead for pending services. • Arrears - Bill after service is complete.

Frequency *Required*	The billing frequency that the accounts assigned to the Bill Group will follow. In order to invoice, the UOM for the Service Code needs to match the frequency. Related Documentation: Anniversary 4 Week Billing (28 Day)
Invoice Format *Required*	The invoice format accounts assigned to the Bill Group will receive.
Billing Export Format	The Export format for multiple invoices to export and to be sent out. The export format to be used for a batch billing file to send to a third party vendor for the case when a third party is used to print and mail invoices offsite.
Customer Portal URL	The unique Account Portal URL for accounts assigned to the Bill Group.
Paper Bill Fee Charge Code	The charge code that displays on the invoice and on the customer service screen for paper billing. *Paper billing is enabled once a charge code has been selected and a Paper Bill Fee amount entered.*
Invoice Email From	The Email correspondence that will display on invoices for accounts belonging to the Bill Group.
Print Sequence	The order in which the Invoices should be organized to print.
Invoice Logo	The logo that will display on invoices for accounts belonging to the Bill Group.
Uploaded Invoice Logo	Displays an image of the logo.
Invoice Logo 2	If supported by the invoice format, option to add a second logo to the invoice for the bill group.
Uploaded Invoice Logo 2	Displays an image of Logo 2.
Billing Auto Pay Process Date	Controls when auto pay processing is run. These values are not configurable. • **Process Immediately** - Processes the payment once all fields have been completed and saved. • **Invoice Date** - Payment is processed the same day the invoice was generated. • **10 Days After Invoice Date** - Payment is processed 10 days after the Invoice was generated.
Scheduled Auto Pay Time	The time of day auto pay is processed for accounts belonging to the bill group. Recommended to be set before Credit Card Settlement time.
One Invoice Per	Establishes a default setting for the bill group to control how invoices are billed. Options include: • Disabled • PO Number - creates one invoice for each purchase order. • Work Order Number - creates one invoice for each completed work order.

Disable Automatic Billing Batch Creation	Option to disable the system from creating a new billing batch after a batch has been marked complete.
Disable Email Invoice As An Attachment	Option to disable the system from allowing invoices to be emailed as an attachment. If set to Yes (disabled), then the option to Email with PDF Attachment will not be provided in the Invoice By Email drop-down list on the Create or Edit Account screen and in the Customer Portal.
Paper Bill Fee (Per Invoice)	The amount that will be automatically applied to the invoice for paper billing. *Paper billing is enabled once a charge code has been selected and a Paper Bill Fee amount entered.*

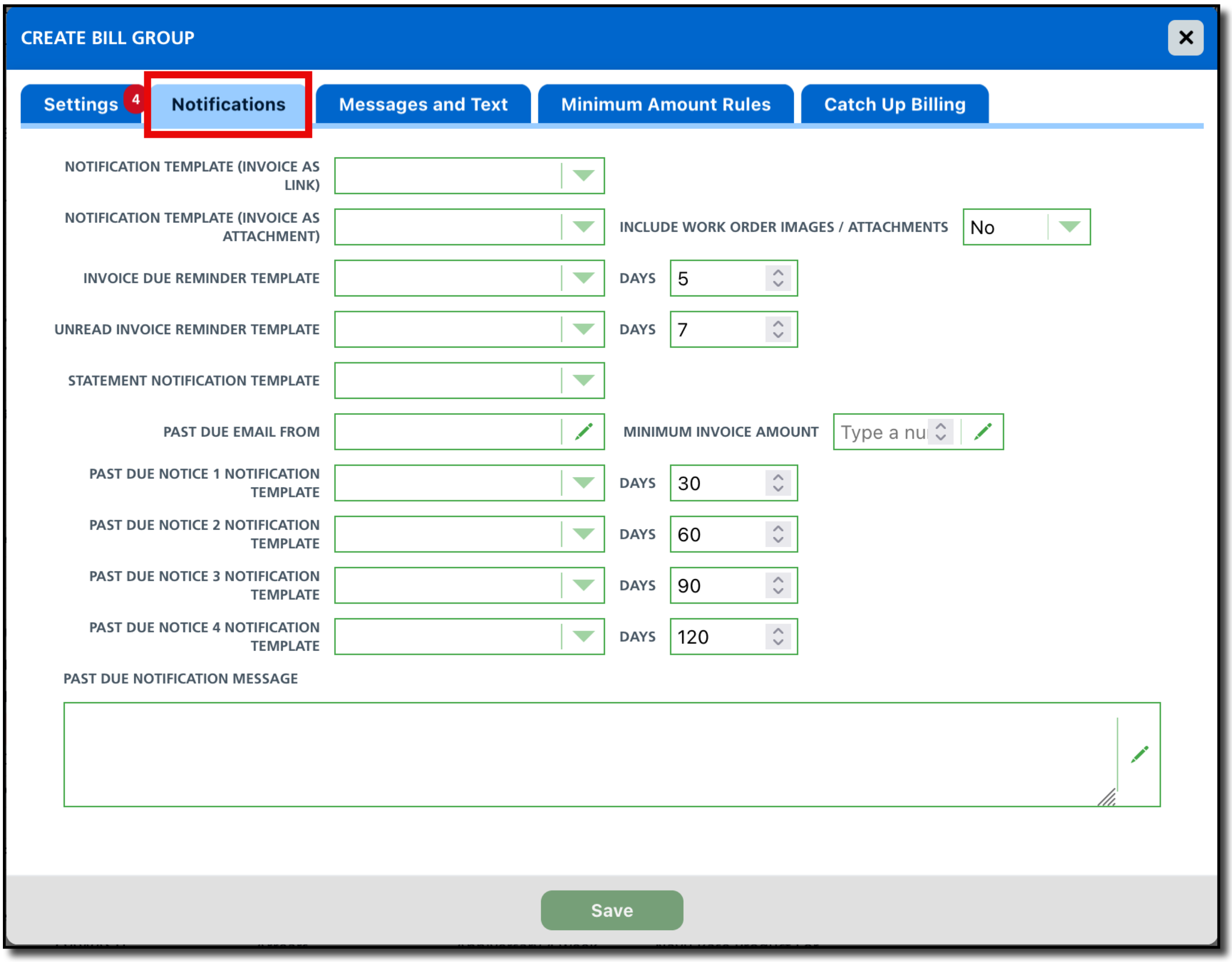
Notifications Tab

From the Notifications tab, assign notification templates and control when notifications are issued to accounts belonging to the Bill Group.

Account contacts will receive a past due notification if the following conditions are met:

1. The past due amount for an account is in an aging bucket that corresponds with the notification's Days entered value.
2. The account has yet to receive a notification using the identical template within the last 30 days.
    - Recommendation: select a different template for each Past Due Notice notification.

> To complete fields in the Notifications tab, a notification template must be created first in Setup > System > Notification Template.



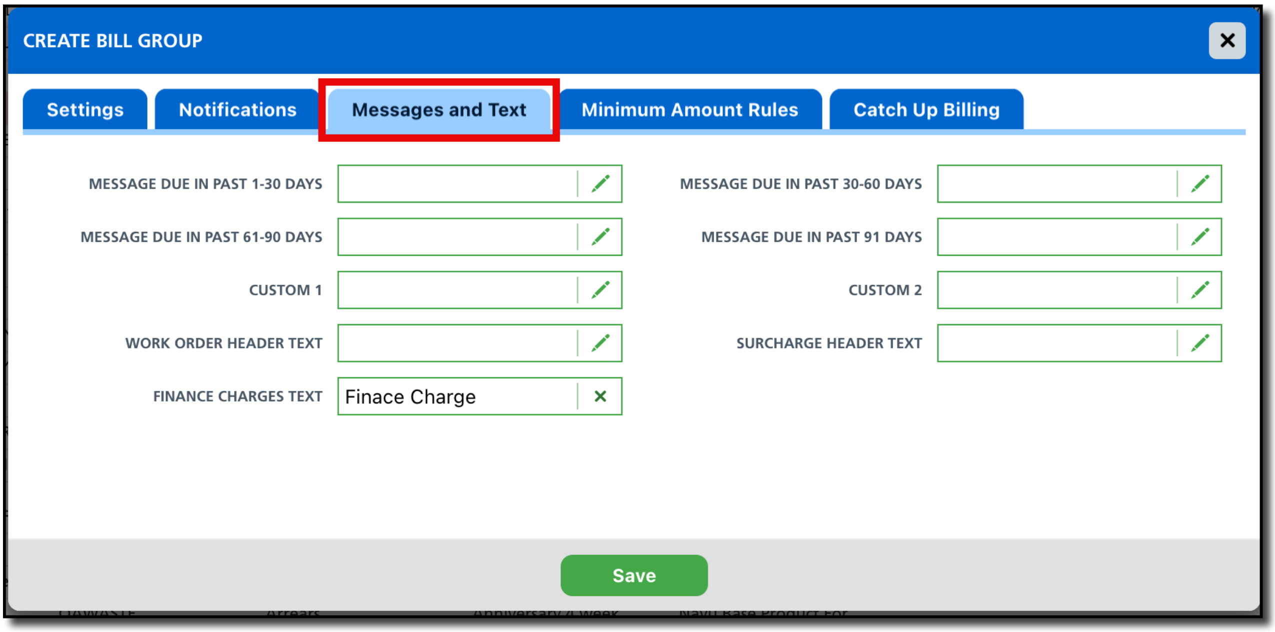
Field Descriptions

Fields	Descriptions
Notification Template (Invoice As Link)	The template that will be used for invoices sent as an email link.
Notification Template (Invoice As Attachment)	The template that will be used for invoices sent as an email attachment.
Invoice Due Reminder Template	The template that will be used for invoice due reminders. **Days** field: Enter the number of days before the payment is due a reminder is sent out.
Unread Invoice Reminder Template	The template that will be used for invoice due reminders if the previous reminder's status is 'unread'. **Days field:** Enter the number of days an invoice email must have an an 'Unread' status before the Unread Invoice Reminder is sent.
Statement Notification Template	The template that will be used for emailed statements.
Past Due Email From	The email that past due emails are from. Enter a name, email address or business name.

Minimum Invoice Amount	The minimum amount of an invoice before a Past Due Notification is sent.
Past Due Notice Notification Templates (1-4)	The templates that will be used for past due notifications. Option to create up to four Past Due Notice templates. **Days field:** Enter the number of days after the payment is past due the notification is sent.
Past Due Notification Message	The message preset to send to notify a customer of a past due payment.

Messages and Text Tab

From the Messages and Text tab, assign notification templates and control when notifications are issued to accounts belonging to the Bill Group.



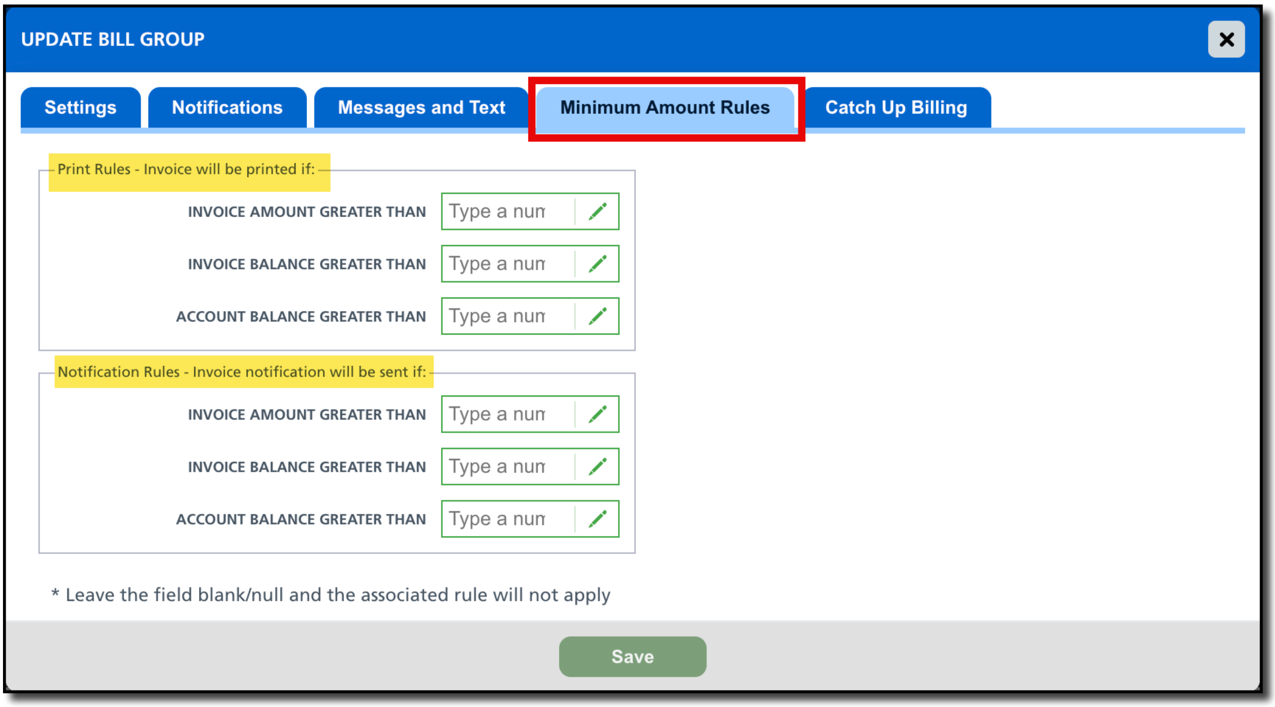
Field Descriptions

Fields	Descriptions
Message Due In: Past 1- 30 Days Past 30 - 60 Days Past 61 - 90 Days Past 91 Days	A custom message into the Message Due fields that will display on invoices of supported formats.
Custom 1 & 2	A custom message that will be sent out with notification for the first and then second past due warning.
Work Order Header Text	If supported by the invoice format, Work Order text entered here will display on the invoice for accounts of the bill group.
Surcharge Header Text	If supported by the invoice format, Surcharge Header text entered here will display on the invoice for the accounts of the bill group.

Finance Charges Text	If supported by the invoice format, displays the Finance Charge text on the invoice for accounts of the bill group.

Minimum Amount Rules Tab

From the Minimum Amount Rules tab, set restrictions or criteria for when an invoice will be printed and when invoice notifications will be sent based on the invoice amount.



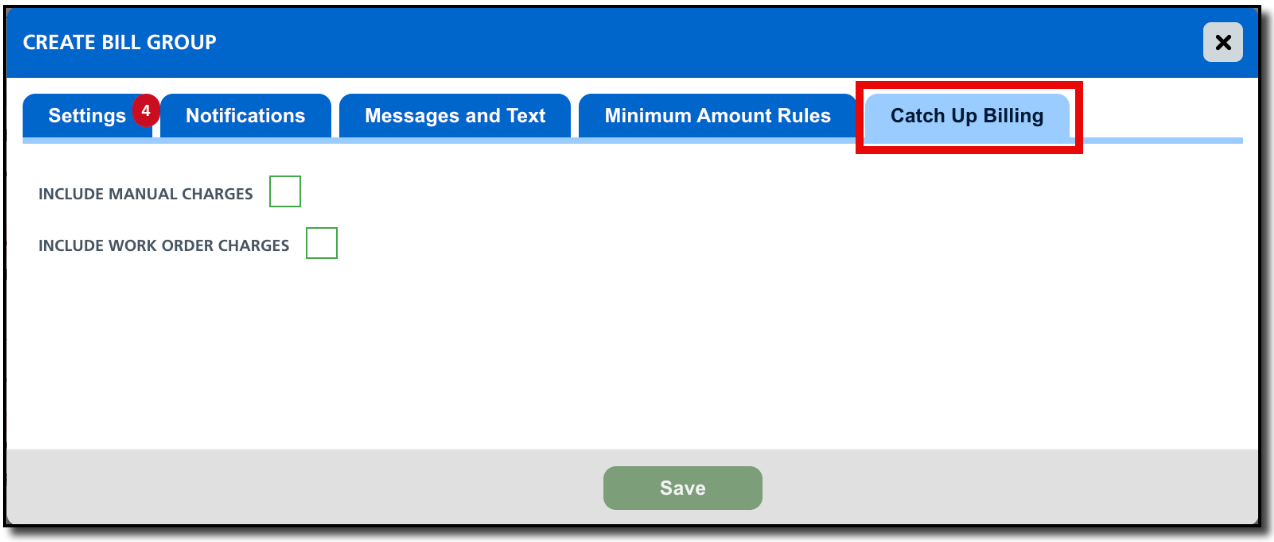
Field Descriptions

Fields	Descriptions
Print Rules - Invoice will be printed if:	
Invoice Amount Greater Than	Invoice will be printed only if the **invoice amount** is greater than the amount entered here.
Invoice Balance Greater Than	Invoice will be printed only if the **invoice balance** is greater than the amount entered here.
Account Balance Greater Than	Invoice will be printed only if the a**ccount balance** is greater than the amount entered here.
Notification Rules - Invoice notification will be sent if:	
Invoice Amount Greater Than	Customer to be notified only if the **invoice amount** is greater than the amount entered here.
Invoice Balance Greater Than	Customer to be notified only if the **invoice balance** is greater than the amount entered here.

Account Balance Greater Than	Customer to be notified only if the **account balance** is greater than the amount entered here.

Catch Up Billing Tab

The **Catch Up Billing** tab allows you to set two specific types of charges in addition to your flat rate fees for recurring services: **Manual Charges** and **Work Order Charges**. When enabled, the system scans for any unbilled items from prior billing periods and pulls them into the current Bill Group batch. This ensures that missed services, such as a forgotten extra pickup or a late-entered charges are automatically captured and invoiced, preventing revenue leakage.



Field Descriptions

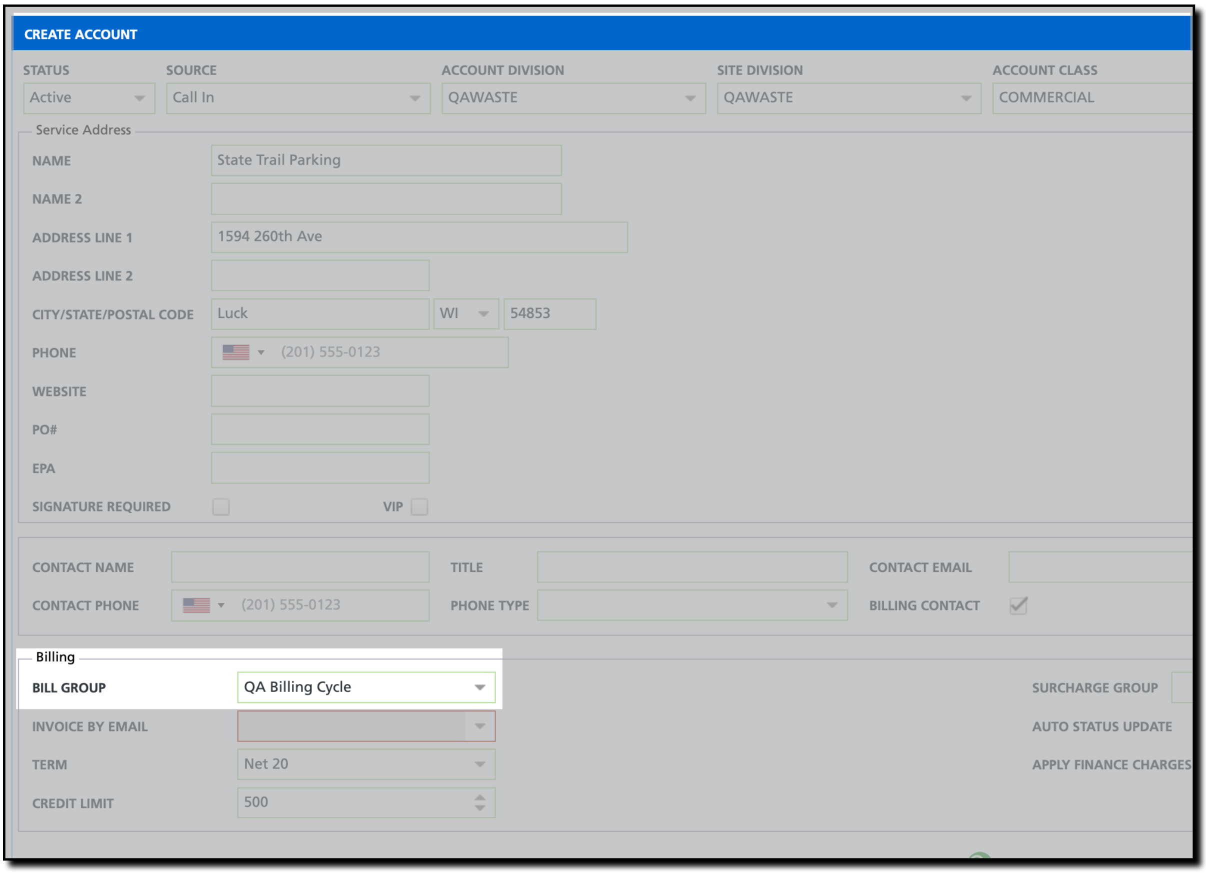
Fields	Descriptions
Include Manual Charges	Check the box to include unbilled manual charges added to an account in the catch-up billing process.
Include Work Order Charges	Check the box to include actual service tickets that were completed in the past but weren't "Posted" in time for the last billing run in the catch-up billing process.
Note: If enabled and if Catch Up is selected as the Type of Billing Batch when Creating a Billing Batch, then Catch Up billing will not only include the Recurring Services but also Manual Charges and/or Work Order charges depending on what has been enabled here.	

Application of Billing Group

Billing Groups that are set up here (given they are active) are visible and used in many areas with respect to Accounting.

Creating an Account or Editing an Existing Account

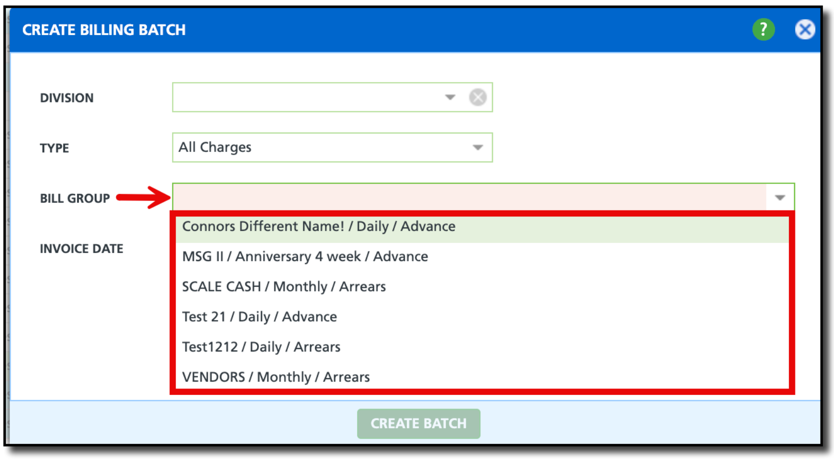
A Bill Group is assigned to an account at the time the account is created and can later be changed from the Edit Account screen.



Pathway: *Accounts > Add Account*

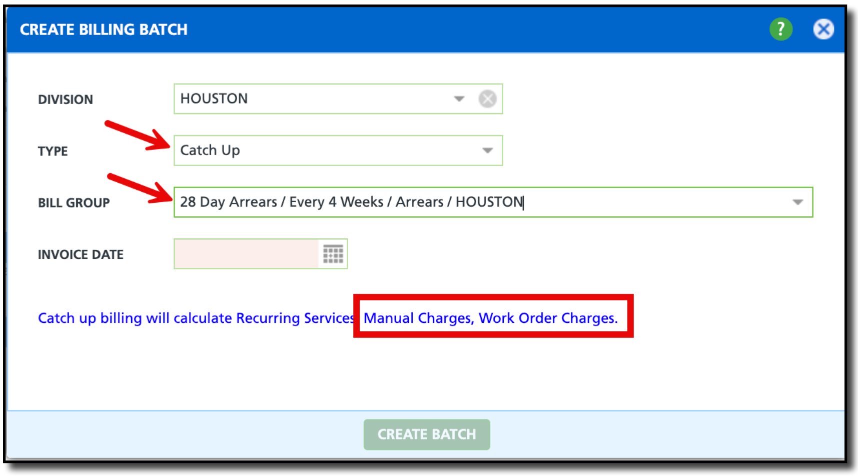
Creating a Billing Batch

The Bill Group field is a mandatory field when creating a Billing Batch.



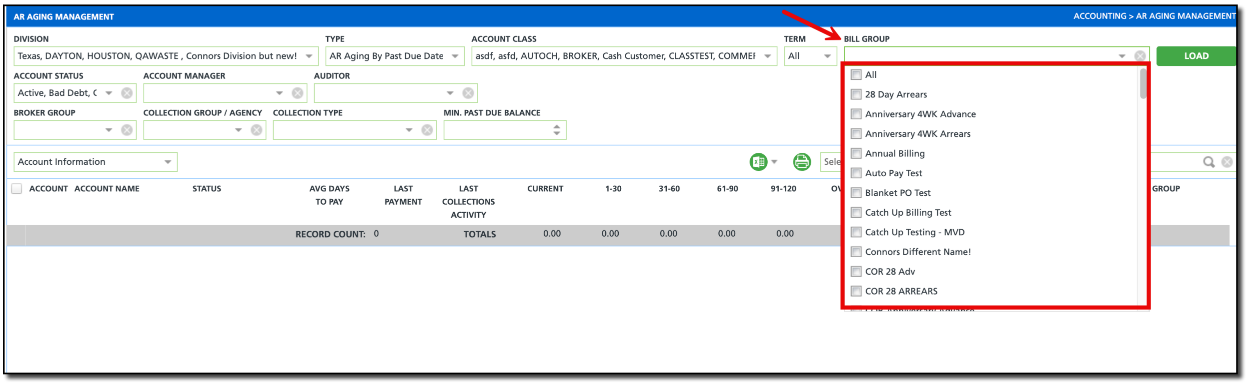
Pathway: *Accounting > Billing > Select + icon to create*

If the Type of a Billing Batch is Catch Up and if the Catch Up fields on the Bill Group setup were enabled, then either one or both of Manual and Work Order charges will be included.



Filtering

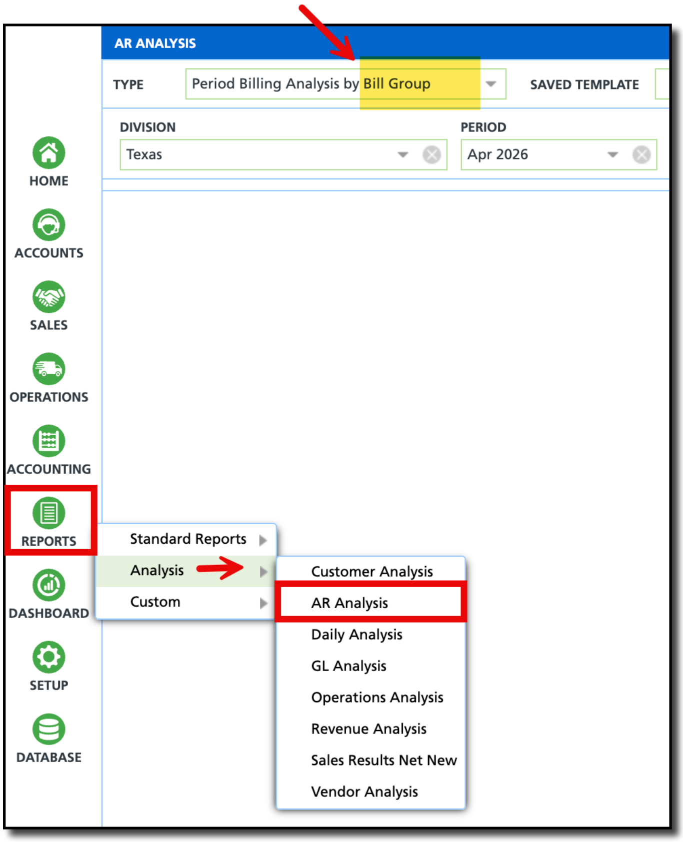
Many of the Accounting screens, provide a Bill Group filter as shown here:



Pathway: *Accounting > AR Aging Management*

Reporting

Specific reports geared towards Bill Group are provided as shown below and can also be generated using tools such as the Database Query Tool.



Permission

The following permission is required to view and edit in the Bill Group Setup screen:

Permission Name	Permission ID
22	Setup \ Accounting

Database Query Mapping

Use the Database Query Tool to view Bill Group information.

Database > Database Query

The table below provides the entities and the fields that can be used to view details about Bill Groups.

Entity	Fields Relevant to Bill Group
Accounts and Sites	`Account Bill Group Name` The main billing category for a customer `Site Bill Group Name` Used if specific sites under one account are billed differently
Revenue	`Bill Group Name` Join with *Accounts and Sites* to run a sales reports by bill group.
AR History	`Bill Group Name` Use this to see payment history for a bill group.
Aging Results	`billgroup name` Join with Accounts and Sites to see which Bill Groups have the most overdue balances.

Bill Batch Summary	`Bill Group Name` / `Bill Group ID` Key identifier for a bill group `Invoice Count` How many invoices were generated for that group `Billing Batch Status` The status of billing batch; find those that are "pending" `Billingbatch Amount` Total value fo that specific billing run

Related Articles

Billing Screen Overview