

Pre-Billing Workflow

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Pathway: Accounting > Billing

This article details the Pre-billing work flow that should be followed to prevent billing errors and revenue loss. This process is completed in the Billing tool for billing batches marked 'Not Started'.

Pending and In Process		History							
	DIVISION	All							
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFICATION COUNT
COR-ROLF MONTHLY	CORPUS	25675	All Charges	Processed	11/30/2022	11/30/2022	21	21	
DAY-ROLF LIBERTY	DAYTON	25810	WO and Manu...	Not Started	02/28/2024	02/29/2024			
DAY-Q3-MAR-JUN-SE...	DAYTON	25811	All Charges	Not Started	01/01/2023	03/31/2023			
Test 2		25879	All Charges			06/30/2024	7	7	
DAY-ROLF BI-WEEKLY	DAYTON	25884	All Charges			03/01/2023			
QA Billing Notification	QAWASTE	25854	All Charges			05/31/2024			
DAY-Q2-FEB-MAY-A...	DAYTON	25886	All Charges			09/30/2024			
DAY-COMM MONTH...	DAYTON	25887	All Charges			09/30/2023			
HOU-MANUAL INVO...	HOUSTON	25869	WO and Manu...			06/01/2024	3	3	
DAY-RESI MONTHLY ...	DAYTON	25885	All Charges	Not Started	03/01/2023	03/31/2023			



Review each of the tabs in the Pre-Billing Analysis screen before processing billing.
Work Orders | Service Changes | Manual Charges | Pending Approval Adjustments

Review: Work Orders

Use the drop down Filter field in the Work Orders tab to review work orders for possible billing discrepancies. Reviewing work orders will help prevent revenue loss

PRE-BILLING ANALYSIS										
Work Orders		Service Changes		Manual Charges		Pending Approval Adjustments				
FILTER	WO Completed - Not Posted	COUNT	4	REVENUE	100.00	Search				
ROUTE	LOCATION	SCHEDULED DATE	WO#	SERVICE TYPE	QTY	EQUIPMENT	REVENUE	COST	POSTING STATUS	PHOTOS
COR RS ...	42834001 1234 COUNTY ROAD 52...	Mon 6/21/21	* 1954763	RS_DELIVER	1	96 Gallon ...	25	0	Ready to post	
COR RS ...	34103001 1111 COUNTY ROAD 26...	Thu 7/1/21	* 1960544	RS_REMOVE	1	96 Gallon ...	25	0	Ready to post	
COR RS ...	42923001 1212 FM 673, BEEVILLE	Thu 7/1/21	* 1992265	RS_DELIVER	1	96 Gallon ...	25	0	Ready to post	
COR RS ...	42963001 5678 DONEGAL STREET ,...	Fri 7/9/21	* 2057624	RS_DELIVER	1	96 Gallon ...	25	0	Ready to post	

Filter Options

Filter	Description
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<p>WO Completed - Not Posted</p> <p>*Review Important</p>	<p>Displays a list of Work Orders marked with a Work Status marked 'Service Completed' and the Posting Status is not marked 'Posted'. Only Work Orders in a Posted status are included in billing.</p>
<p>Work Orders with Minimum</p>	<p>Displays a list of Work Orders where the Posting Status is 'Posted', the sum of the work order charges do not equal '0' and the total charge amount of the work order is less than or equal to the WO Minimum.</p>
<p>Work Orders with Revenue</p>	<p>Displays a list of all Work Orders in the billing batch that have revenue attached. Review this list to confirm the revenue amount displayed matches your expected revenue amount.</p>
<p>Work Orders with Zero Revenue</p> <p>*Review Important</p>	<p>Displays a list of all Work Orders in the billing batch that DO NOT have revenue attached. If no revenue is attached the work order will bill for \$0.</p>

Review: Service Changes

Review the Service Changes tab to verify the amount in the Rate Change column is correct. Incorrect amounts must be fixed on the account. By default, all service changes are displayed. Use the Filter field to limit the screen to only a specific set of service changes you would like to review.

PRE-BILLING ANALYSIS						
Work Orders Service Changes Manual Charges Pending Approval Adjustments						
FILTER		All Changes	COUNT 4	REVENUE (111.00)	Search	
SUBMITTED DATE	ACCOUNT	START DATE	RATE CHANGE	REASON	CONTRACT EXP.	VENDOR
12/10/21 04:42pm House Account	Example Account - COR-3421 123 COUNTY ROAD 111, GEORGE ...	01/01/22	\$(33.00)	End - End Service CORPUS		
12/10/21 04:45pm House Account	Example Account - COR-3421 123 COUNTY ROAD 111, GEORGE ...	01/01/22	\$(8.00)	End - End Service CORPUS		
10/21/22 10:51am House Account	Example Account 2 - COR-2252 456 COUNTY ROAD 222, MATHIS	10/01/22	\$(37.00)	End - End Service CORPUS		
11/11/22 09:35am House Account	Example Account 3 - COR-6059 789 ELM, BEEVILLE	10/01/22	\$(33.00)	End-Frontier Initiated CORPUS		

Review: Manual Charges

Review the Manual Charges tab to verify the manual charges billing will include are correct. Charges that are incorrect, or missing, must be corrected/added on the account.

PRE-BILLING ANALYSIS							
Work Orders		Service Changes		Manual Charges		Pending Approval Adjustments	
COUNT	8	REVENUE	0.00	<input type="text" value="Search"/>			
DIVISION	ACCOUNT	SITE	CHARGE CODE	AMOUNT	QUANTITY	DATE	NOTE
CORPUS	Example Account 1 (33428)	Example Account 1 (33428001)	Adjustment-Residential	75.00	1	10/13/2022	MELTED CAN
CORPUS	Example Account 2 (48720)	Example Account 2 (48720001)	Residential Cart Delivery	55.00	1	11/07/2022	
CORPUS	Example Account 3 (32932)	Example Account 3 (32932001)	Cancel Fee	55.00	1	11/17/2022	
CORPUS	Example Account 4 (45795)	Example Account 4 (45795001)	Cancel Fee	55.00	1	11/17/2022	
CORPUS	Example Account 5 (42407)	Example Account 5 (42407001)	Cancel Fee	55.00	1	11/17/2022	
CORPUS	Example Account 6 (42458)	Example Account 6 (42458001)	Cancel Fee	55.00	1	11/17/2022	
CORPUS	Example Account 7 (32444)	Example Account 7 (32444001)	Cancel Fee	55.00	1	11/17/2022	
CORPUS	Example Account (47918)	Example Account (47918001)	Late Fee	10.00	1	10/01/2022	Please pay to avoid service...

Review: Pending Approval Adjustments

Review the Pending Approval Adjustments tab for outstanding invoice adjustments that have not been approved. Invoices will be billed for the original amount if an adjustment is rejected or still pending approval. The following actions can be taken for a pending adjustment:

- **Approve:** Select the green check mark to approve the adjusted amount for billing.
- **Reject:** Select the red 'X' to reject the adjusted amount and the account will be billed for the original amount.
- **Edit:** Double click within the row of an account to open the Invoice Adjustment editor to edit the Adjustment Amount.

PRE-BILLING ANALYSIS

Work Orders
Service Changes
Manual Charges
Pending Approval Adjustments

COUNT 1
TOTAL \$(25.00)

Search

ADJUSTMENT ID	DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER
10839	NAVUSOFT	12345	Example Account	853662	\$(25.00)	COURTESY	02/28/23	Dee Jones

Note: remove late fee - payment was received

INVOICE ADJUSTMENT

INVOICE 853662
02/28/23
AMOUNT \$ 148.68
CREATED BY Dee Jones
Feb 28, 2023 08:06 pm

REASON CODE Courtesy Credit
PERIOD 2022-09
NOTE remove late fee - payment was received

CREDIT ENTIRE INVOICE

DATE	SITE ID	SITE NAME	WO#	QUANTITY	DESCRIPTION	INVOICE AMOUNT	PREVIOUS ADJUSTMENT	PENDING ADJUSTMENT(S)	ADJUSTMENT AMOUNT
02/28/23	42834001	Example Account		0.00	Late Fee	\$ 25.00	\$ 0.00	\$ 0.00	\$(25.00)
02/28/23	42834001	Example Account		1.00	96 Gal Trash	\$ 37.00	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		1.00	96 Gallon Extra Cart	\$ 37.00	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		1.00	96 Gallon Extra Cart	\$ 12.00	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		1.00	96 Gallon Extra Cart	\$ 12.00	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Surcharge	\$ 6.74	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Surcharge	\$ 2.19	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Surcharge	\$ 6.74	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Surcharge	\$ 2.19	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Tax	\$ 0.42	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Tax	\$ 0.75	\$ 0.00	\$ 0.00	
02/28/23	42834001	Example Account		0.00	Tax	\$ 0.19	\$ 0.00	\$ 0.00	

TOTAL

POST

Edit Adjustment Amount

1. Double click within the row of the account with a pending adjustment to open the Invoice Adjustment editor.
2. Click within the **Adjustment Amount** field and enter a new amount. Amounts must be entered as a negative value.
3. Select **Post** when finished and close the Invoice Adjustment screen.
4. Select the **Approve** icon from the Pending Approval Adjustments screen to approve the change for billing.

Related Articles

[Billing Screen Overview](#)

[Create a Billing Batch](#)

[Billing - Process and Post a Billing Batch](#)