

Pre-Billing Workflow

Last Modified on 01/16/2025 7:16 am PST

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 | DAYTON | 25879 | All Charges | Not Started | 06/30/2024 | 06/30/2024 | 7 | 7 | |
| DAY-ROLF BI-WEEKLY | DAYTON | 25884 | All Charges | Not Started | 03/01/2023 | 03/01/2023 | | | |
| QA Billing Notification | QAWASTE | 25854 | All Charges | Not Started | 05/31/2024 | 05/31/2024 | | | |
| DAY-Q2-FEB-MAY-A... | DAYTON | 25886 | All Charges | Not Started | 09/30/2024 | 09/30/2024 | | | |
| DAY-COMM MONTH... | DAYTON | 25887 | All Charges | Not Started | 09/30/2023 | 09/30/2023 | | | |
| HOU-MANUAL INVO... | HOUSTON | 25869 | WO and Manu... | Not Started | 06/01/2024 | 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 Tab: 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 | 13 | | REVENUE | 888.80 | | Search |
| ROUTE | SITE | SCHEDULED | WO # | SERVICE TYPE | QTY | EQUIPMENT | REVENUE | COST | POSTING STATUS | PHOTOS |
| DAY 205 | Example Site 1 (48907001) 506 E Business Way, Cincinnati | Tue 12/27/22 | 5352565 | FL_DELIVER | 1 | 3 Yard FL | \$ 44.00 | | Pending | |
| DAY 205 | Example Site 1 (48907001) 506 E Business Way, Cincinnati | Fri 12/30/22 | 5352573 | FL_SERVICE | 1 | 3 Yard FL | \$ 44.00 | | Pending | |
| DAY-601 | Example Site 2 (48910001) 6416 Staffordshire Ct, West Chester | Wed 3/15/23 | 5714901 | RMW_SVC | 1 | | \$ 41.00 | | Pending | |
| | Example Site 3 (48936001) 2669 Polk St Croix Rd, Somerset | Mon 3/27/23 | 5808423 | RMW_ONCALL | 1 | | \$ 100.00 | | Pending | |
| DAY 301 | Example Site 4 (48924001) 112... | Tue 3/28/23 | 5680713 | RO_DUMPRET | 1 | 10 Yard Roll Off | \$ 10.00 | | Pending | |

Filter Options

| Filter | Description |
|--------|-------------|
|--------|-------------|

| | |
|--|--|
| WO Completed - Not Posted *Review Important | Displays a list of Work Orders with a Work Status of 'Service Completed' and a Posting Status of 'Not Posted.' Only Work Orders with a 'Posted' status are included in billing. Reviewing this ensures no revenue is overlooked. |
| Work Orders with Minimum | Displays a list of Work Orders with a Posting Status of 'Posted,' where the sum of charges is not '0,' and the total charge amount is less than or equal to the WO Minimum. |
| Work Orders with Revenue | 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. |
| Work Orders with Zero Revenue *Review Important | 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. |



Review Tab: 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 | | ACCOUNT | COUNT | REVENUE | SEARCH | | |
| All Changes | | | 4 | (192.53) | Search | | |
| SUBMITTED DATE | ACCOUNT | START DATE | RATE CHANGE | REASON | CONTRACT EXP. | VENDOR | |
| 12/15/21 11:36 am House Account - House A... | PLATINUM COPIERS (DAY-1882) 3930 FM 1960, HUMBLE | 01/01/22 | \$(112.00) | END-End Service DAYTON | | DAYTON | |
| 03/25/22 09:49 am House Account - House A... | ESPINO CARLOS (DAY-12582) 695 FM 1909, LIBERTY | 03/01/22 | \$(95.00) | END-End Service DAYTON | | DAYTON | |
| 06/08/23 01:41 pm House Account - House A... | R&T ELLIS EXCAVATING (DAY-7316) 445 COUNTY ROAD 2301, CLEVELAND | 06/01/23 | \$ 11.75 | CHG-Price Increase DAYTON | | DAYTON | |
| 01/15/24 12:10 pm House Account - House A... | BAKERY DONUTS (DAY-15249) 5790 N MAIN, BAYTOWN | 02/02/24 | \$ 2.72 | CHG-Price Increase QAWASTE | | QAWASTE | |

Review Tab: 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 |  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 Tab: 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.



If an **Adjustment Approval Limit** is defined in [Role Setup](#), only adjustments within that limit will display approve/reject and edit options for the user. For further information about invoice adjustments review the [Adjustment History and Pending Approval](#) documentation.

PRE-BILLING ANALYSIS

Work Orders | Service Changes | Manual Charges | **Pending Approval Adjustments**

Search

| ADJUSTMENT ID | DIVISION | ACCOUNT | ACCOUNT NAME | INVOICE | AMOUNT | REASON CODE | DATE | |
|---|----------|---------|---------------------|---------------|-------------------|-------------|----------|--|
| Count: 4 | | | | Total Amount: | \$(647.08) | | | |
| 11240 | QAWASTE | 43696 | JUICE IT UP | 891477 | \$(120.00) | COURTESY | 03/05/24 | Paul Gonzalez ... |
| Requires 2 Approvals | | | | | | | | |
| 11370 | QAWASTE | 49050 | Nothing Bundt Cakes | 895475 | \$(90.00) | INV_PRICE | 06/13/24 | Joan Hal - Disp... ✓ ✗ |
| 11453 | QAWASTE | 49101 | IKEA | 900159 | \$(85.00) | ADJ | 11/25/24 | David Navarro ... ✓ ✗ |
| 11386 | QAWASTE | 49096 | Food4Less | 901052 | \$(352.08) | ADJ | 07/19/24 | Aliena Somers ... ✓ ✗ |
| Requires 2 Approvals - First Approval - Aliena Somers - Admin-NS (Admin) at 7/19/24 8:23 am | | | | | | | | |

INVOICE ADJUSTMENT - 900159 - 5/30/24 - \$ 1,307.50 - CREATED BY DAVID NAVARRO - ADMIN-NS (ADMIN) ON 11/26/24 7:37 AM

REASON CODE: Adjustment Test | PERIOD: 2024-11 | NOTE: []

CREDIT ENTIRE INVOICE

Search

| DATE | SITE ID ↑ | SITE NAME | WO # | QUANTITY | DESCRIPTION ↑ | INVOICE AMOUNT | PREVIOUS ADJUSTMENTS | PENDING ADJUSTMENTS | REJECTED ADJUSTMENTS | ADJUSTMENT AMOUNT |
|--------------|-----------|-----------|---------|----------|---------------------|----------------|----------------------|---------------------|----------------------|-------------------|
| 05/21/24 | 49101001 | IKEA | 7898010 | 2 | Disposal Trash | \$ 90.00 | \$ 0.00 | \$ 0.00 | \$ 0.00 | |
| 05/21/24 | 49101001 | IKEA | 7898010 | 1 | Roll Off Haul | \$ 215.00 | \$(125.00) | \$ 0.00 | \$ 0.00 | |
| 05/30/24 | 49101001 | IKEA | | 1 | Adjustment-Comme... | \$ 1,000.00 | \$(354.00) | \$ 0.00 | \$ 0.00 | \$(85.00) |
| 05/30/24 | 49101001 | IKEA | | 1 | Paper Bill Fee | \$ 2.50 | \$ 0.00 | \$ 0.00 | \$ 0.00 | |
| TOTAL | | | | | | | | | | \$(85.00) |

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](#)