

# Pre-Billing Workflow

Last Modified on 06/01/2026 1:10 pm PDT

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'.

BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFICATION COUNT	AUTO PAY ENROLLED	AUTO PAY PROCESSED	INVOICES WITH MESSAGE	AMOUNT
Monthly Billing 1	QAWASTE	26045	All Charges	Not Started	04/01/2025	04/30/2025							\$ 0.00
One Invoice Per WO	QAWASTE	26745	All Charges	Processed	03/31/2026	03/31/2026	5	5					\$ 40,847.87
QA 28	QAWASTE	26086	All Charges	Not Started	05/02/2025								\$ 0.00
QA 28-Day Arrears	QAWASTE	26084	All Charges	Not Started	06/09/2025								\$ 0.00
QA Billing Cycle			All Charges	Not Started	05/01/2026	05/31/2026							\$ 0.00
QA Billing Cycle 5			All Charges	Posted	04/30/2026	04/30/2026	3	1	1				\$ 558.20
QA Billing Notificati...			All Charges	Not Started	01/02/2027	01/31/2027							\$ 0.00
QA Billing Quarterly			All Charges	Not Started	04/01/2026	06/30/2026							\$ 0.00
QA Test Only Frequ...			All Charges	Not Started	03/29/2024	03/31/2024							\$ 0.00
QA_Doc_4 Week An...			All Charges	Processed	11/12/2024								\$ 0.00
Roll Off Billing	QAWASTE	26345	All Charges	Processed	02/17/2026	02/17/2026	4	4					\$ 1,597.74
Surcharge Test Billing	QAWASTE	26096	All Charges	Processed	05/15/2025	05/31/2025	1	1					\$ 6,204.54
Test 4 week Advance	QAWASTE	26051	All Charges	Not Started	04/25/2025								\$ 0.00

Review each of the four 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

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)	Tue 3/28/23	5680713	RO_DUMPRET	1	10 Yard Roll Off	\$ 10.00		Pending	

### Filter Options

Filter	Description
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<p><b>WO Completed - Not Posted</b></p> <p><b>*Review Important</b></p>	<p>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. This correlates directly with the Operations &gt; Dispatch &gt; Work Order Posting list.</p>
<p><b>Work Orders with Minimum</b></p>	<p>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.</p>
<p><b>Work Orders with Revenue</b></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><b>Work Orders with Zero Revenue</b></p> <p><b>*Review Important</b></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/Modify Work Orders

- To investigate details about a work order, double click on a row to open the full service record.
- Depending on the state and status of the work order and your permission settings, there are certain actions to take to resolve any billing issues identified.
  - For **all**: Review the work order details to determine if it is correct or not.
  - For **Completed but Not Posted**: Change the status to "Posted".
  - For **Minimum, With Revenue, or With No Revenue**: Modify as needed.

To make any corrections, the work order cannot be in the "Posted" state. With the correct permission, this record can be moved back into "Pending" and then changes can be made.

EDIT ON CALL - WORK ORDER: 10823249
?
✕

<p>Site # 49517002</p> <p>Lex / Site 2</p> <p>1 S Broad St Philadelphia, PA 19107-3426</p> <p>CREATED BY Alex Littleton - Software Engineer (Operations) on 1/9/26 2:15 pm</p> <p>ORDER REASON</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"><b>WORK ORDER</b></td> <td style="width: 10%;">10823249</td> <td style="width: 10%;">QTY</td> <td style="width: 10%;">1</td> <td style="width: 25%;">SERVICE CODE</td> <td style="width: 20%;">2 Yard Recycle Service (39293)</td> <td style="width: 10%;">EQUIPMENT</td> <td style="width: 10%;">2YD</td> <td style="width: 10%;">WORK TYPE</td> <td style="width: 10%;">FL_EXTRAPU</td> <td style="width: 10%;">ORDER TYPE</td> <td style="width: 10%;">On Call</td> </tr> <tr> <td colspan="12"><b>ORDER NOTES</b></td> </tr> <tr> <td colspan="12"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="12"><b>ROUTE</b></td> </tr> <tr> <td colspan="12"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="3"><b>PO NUMBER</b></td> <td colspan="9"><b>EXTERNAL ID</b></td> </tr> <tr> <td colspan="3"><input style="width: 100%; height: 20px;" type="text"/></td> <td colspan="9"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="4"><b>SCHEDULED DATE</b></td> <td colspan="2"><b>SEQUENCE</b></td> <td colspan="6"><b>DESTINATION / ORIGIN</b></td> </tr> <tr> <td colspan="4"><input style="width: 100%; height: 20px;" type="text" value="01/09/26 Friday"/></td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text" value="0"/></td> <td colspan="6"><input style="width: 100%; height: 20px;" type="text"/></td> </tr> <tr> <td colspan="7"><b>WORK STATUS</b></td> <td colspan="3"><b>EXCEPTION REASON</b></td> <td colspan="2"><b>POSTING STATUS</b></td> </tr> <tr> <td colspan="7"><input style="width: 100%; height: 20px;" type="text" value="Completed"/></td> <td colspan="3"><input style="width: 100%; height: 20px;" type="text"/></td> <td colspan="2"><input style="width: 100%; height: 20px;" type="text" value="Posted"/></td> </tr> <tr> <td colspan="12"><small><a href="#">Update History</a> Alex Littleton - Software Engineer (C)</small></td> </tr> </table>	<b>WORK ORDER</b>	10823249	QTY	1	SERVICE CODE	2 Yard Recycle Service (39293)	EQUIPMENT	2YD	WORK TYPE	FL_EXTRAPU	ORDER TYPE	On Call	<b>ORDER NOTES</b>												<input style="width: 100%; height: 20px;" type="text"/>												<b>ROUTE</b>												<input style="width: 100%; height: 20px;" type="text"/>												<b>PO NUMBER</b>			<b>EXTERNAL ID</b>									<input style="width: 100%; height: 20px;" type="text"/>			<input style="width: 100%; height: 20px;" type="text"/>									<b>SCHEDULED DATE</b>				<b>SEQUENCE</b>		<b>DESTINATION / ORIGIN</b>						<input style="width: 100%; height: 20px;" type="text" value="01/09/26 Friday"/>				<input style="width: 100%; height: 20px;" type="text" value="0"/>		<input style="width: 100%; height: 20px;" type="text"/>						<b>WORK STATUS</b>							<b>EXCEPTION REASON</b>			<b>POSTING STATUS</b>		<input style="width: 100%; height: 20px;" type="text" value="Completed"/>							<input style="width: 100%; height: 20px;" type="text"/>			<input style="width: 100%; height: 20px;" type="text" value="Posted"/>		<small><a href="#">Update History</a> Alex Littleton - Software Engineer (C)</small>											
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Charges \$ 30.00 1

Disposal / Ship
Payments
Completion
Lab Tests
Attachments
Labels
Photos
Timeline

Charges must match Equipment

Charges must match Material

**WO MINIMUM**

[CALCULATE LAB QTY AND DISCOUNT](#)

GROSS QTY	LABELS	NO CHARGE QTY	CHARGE QTY	UOM	CHARGE CODE	PER UNIT	VENDOR RATE	MINIMUM TYPE	MINIMUM	TOTAL
1			1	each	Front Load 02YD Extra Pickup	\$ 30.00		None		\$ 30.00

Select Print Format ⌂

[SAVE \(F2\)](#)

## Review Tab: Service Changes

Review the Service Changes tab to verify the amount in the Rate Change column is correct. This tab represents if there were any changes that occurred to a service causing a rate change. Incorrect amounts must be fixed on the account.

PRE-BILLING ANALYSIS							
Work Orders		Service Changes	Manual Charges	Pending Approval Adjustments			
FILTER		All Changes	COUNT 4	REVENUE (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			
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			
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			
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			

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. The filter options are based on Reason Codes.

## Review Rate Change

1. Double click within the row to view details about the rate change.
2. There are hyperlinks to the account and the work order (if applicable). Click on these for even more information.

PRE-BILLING ANALYSIS							
Work Orders		Service Changes	Manual Charges	Pending Approval Adjustments			
FILTER		All Changes	COUNT 4	REVENUE (85.00)	Search		
SUBMITTED DATE	ACCOUNT	START DATE	RATE CHANGE	REASON	CONTRACT EXP.	VENDOR	
02/25/25 06:10 pm Rob Smith - Sales Rep (Sa...	WOOLDRIDGE APARTMENTS (COR-5028) 5929 WOOLDRIDGE RD, CORPUS CHRISTI	03/01/25	\$ 5.00	CHG-Price Increase CORPUS			
02/25/25 06:11 pm Rob Smith - Sales Rep (Sa...	MANHATTAN APARTMENTS (COR-5027) 7001 LIPE BLVD, CORPUS CHRISTI	03/01/25	\$ 5.00	CHG-Price Increase CORPUS			
02/25/25 06:11 pm Rob Smith - Sales Rep (Sa...	MANHATTAN APARTMENTS (COR-5027) 7001 LIPE BLVD, CORPUS CHRISTI	03/01/25	\$ 5.00	CHG-Price Increase CORPUS			
01/01/26 05:06 am House Account - House A...	testing 37910 3820 Sherwood Ln, Houston	08/16/25	\$(100.00)	END-End Service CORPUS			
Previous: 1 Monthly standard Unit - BSTD		1x per week	\$ 100.00 per month	N/A			
Removal Work Order: 08/16/2025							
Change Posted							
Date: 01/01/26 05:06am							
By: David Davis - Admin-NS (Admin)							

## 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	<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 Manual Charge

1. Review the Charge Code, Amount, Quantity and Date.
2. If something looks off or you just need to investigate further, click on the Site hyperlink and use the calendar to find the charge.
3. From the site, make changes to the manual charge if needed. Reload the page to confirm change.

## 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:	<b>\$(647.08)</b>			
11240	QAWASTE	43696	JUICE IT UP	891477	<b>\$(120.00)</b>	COURTESY	03/05/24	Paul Gonzalez ...
Requires 2 Approvals								
11370	QAWASTE	49050	Nothing Bundt Cakes	895475	<b>\$(90.00)</b>	INV_PRICE	06/13/24	Joan Hal - Disp...
11453	QAWASTE	49101	IKEA	900159	<b>\$(85.00)</b>	ADJ	11/25/24	David Navarro ...
11386	QAWASTE	49096	Food4Less	901052	<b>\$(352.08)</b>	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

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	<b>\$(125.00)</b>	\$ 0.00	\$ 0.00	
05/30/24	49101001	IKEA		1	Adjustment-Comme...	\$ 1,000.00	<b>\$(354.00)</b>	\$ 0.00	\$ 0.00	<b>\$(85.00)</b>
05/30/24	49101001	IKEA		1	Paper Bill Fee	\$ 2.50	\$ 0.00	\$ 0.00	\$ 0.00	
<b>TOTAL</b>										<b>\$(85.00)</b>

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](#)