

Billing - Process and Post a Billing Batch

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Pathway: [Accounting > Billing](#)

This article outlines the process of processing and posting a billing batch. Before proceeding with billing, it is recommended to review the Pre-Billing workflow article to avoid any billing errors.



The Process Billing option will only display for billing batches that are in a 'Not Started' status.

Pending and In Process		History								
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFICATION COUNT	AUTO ENRO
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	Processed			7	7		
DAY-ROLF BI-WEEKLY	DAYTON	25884	All Charges	Not Started						
QA Billing Notification	QAWASTE	25854	All Charges	Not Started						
DAY-Q2-FEB-MAY-A...	DAYTON	25886	All Charges	Not Started						
DAY-COMM MONTH...	DAYTON	25887	All Charges	Not Started						
HOU-MANUAL INVO...	HOUSTON	25869	WO and Manu...	Posted			3	3		
DAY-RESI MONTHLY ...	DAYTON	25885	All Charges	Not Started	03/01/2023	03/31/2023				
HOU-COMMERCIAL ...	HOUSTON	25875	WO and Manu...	Not Started	07/09/2024					
Annual Billing	QAWASTE	25841	All Charges	Processed	01/15/2025	01/31/2025	1	1		
HOU-COMMERCIAL ...	HOUSTON	25689	All Charges	Posted	01/31/2024	01/31/2024	1,191	1,145	44	
DAY-ROLF LIBERTY	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	1	

Permissions

The following permissions are required to view, process and post billing batches:

Permission ID	Permission Name
109	View Billing
110	Add Billing Batch
111	Post Billing Batch

Prerequisites:

Consider reviewing the Pre-Billing items to prevent billing errors and revenue loss.

- [Pre-Billing Workflow](#)

Process a Billing Batch

After completing the Pre-Billing review, and addressing any issues to prevent errors or revenue loss, 'Process Billing' can begin. Batches that are in a 'Processed' status will offer additional right-click options: Billing Analysis and View Details, as further detailed in the sections below.

Pending and In Process		History								
+		DIVISION		All				Se		
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFICATION COUNT	AUTO ENRO
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	Processed			7	7		
DAY-ROLF BI-WEEKLY	DAYTON	25884	All Charges	Not Started						
QA Billing Notification	QAWASTE	25854	All Charges	Not Started						
DAY-Q2-FEB-MAY-A...	DAYTON	25886	All Charges	Not Started						
DAY-COMM MONTH...	DAYTON	25887	All Charges	Not Started						
HOU-MANUAL INVO...	HOUSTON	25869	WO and Manu...	Posted			3	3		
DAY-RESI MONTHLY ...	DAYTON	25885	All Charges	Not Started	03/01/2023	03/31/2023				
HOU-COMMERCIAL ...	HOUSTON	25875	WO and Manu...	Not Started	07/09/2024					
Annual Billing	QAWASTE	25841	All Charges	Processed	01/15/2025	01/31/2025	1	1		
HOU-COMMERCIAL ...	HOUSTON	25689	All Charges	Posted	01/31/2024	01/31/2024	1,191	1,145	44	
DAY-ROLF LIBERTY	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	1	

- Right-click within the row of a batch in a 'Not Started' status, and select "Process Billing" from the popup that appears.
 - This will prompt a Confirmation popup; select 'Yes' to proceed with the billing processing.
- Once the screen has finished processing, the batch's status will be updated to 'Processed.'
- Optional: Right-click on the processed batch to review the Billing Analysis and View Details screens.

Billing Analysis

Billing Analysis is available for batches in a 'Processed' or 'Posted' status. From this screen, users can analyze a batch by switching between the different analysis 'Types.'



Open the Billing Analysis Window by right-clicking on a batch that is in a 'Processed' or 'Posted' status and select Billing Analysis.

Pending and In Process History

DIVISION DAYTON

BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFICATION COUNT	AUTO PAY ENROLLED
DAY-ROLF LIBERTY	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	1	
DAY-COMM MONTH...	DAYTON	25848	All Charges	Posted	10/01/2023	10/31/2023	260	257	1	0 / 1
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	Processed	01/01/2023	03/31/2023	2,361	2,360	1	1 / 0
DAY-Q2-FEB-MAY-A...	DAYTON	25886	All Charges	Not Started		9/30/2024				
DAY-COMM MONTH...	DAYTON	25887	All Charges	Not Started		9/30/2023				
DAY-ROLF BI-WEEKLY	DAYTON	25884	All Charges	Not Started		3/01/2023				
DAY-RESI MONTHLY ...	DAYTON	25885	All Charges	Not Started		3/31/2023				
DAY-Q1-JAN-APR-JU...	DAYTON	25647	All Charges	Posted		5/30/2023	6,971	6,965	1	3,088 / 40

Bill Batch Summary, Billing Comparison, Change Report, Lost Business, New Business, Zero Amount Work Orders

BILLING ANALYSIS WINDOW

TYPE Billing Comparison

INVOICEID	SITE NAME	2023-01	2022-12	2022-11	2022-10	2022-09	2022-08	2022-07	2022-06	2022-05	2022-04
18536002	901066 THERESA & DAN SANCHEZ	33.24	0	86.40	0	0	86.34	0	0	78.51	0
18696002	901067 MELISSA HALL	27.28	0	70.92	0	0	70.89	0	0	71.31	0
18698002	901068 GENISIS RODRIGUEZ	28.64	0	74.46	0	0	74.43	0	0	74.24	0
18706002	901069 JACK EARNEST	38.20	0	99.30	0	0	99.24	0	0	90.24	0
18794001	901070 MCALISTER MARY & DAVID	40.92	0	106.38	0	0	87.00	0	0	89.11	0
18849001	901071 SMITH DWAYNE	57.30	0	148.95	0	0	129.99	0	10.00	118.17	0
18981001	901072 HYDE TIM	40.92	0	106.38	0	0	87.15	0	0	79.26	0
19022001	901073 LINDA & JIMMY WALDEN	33.24	0	86.40	0	0	86.34	0	0	78.51	0
19057001	901074 CHRISTINA REYNA	40.92	0	106.38	0	24.95	87.39	0	10.00	79.47	0
19080001	901075 KONARIK KAYLA	40.92	0	106.38	0	0	95.70	0	0	107.03	0
19111001	901076 BARBARA PIKE	40.92	0	106.38	0	0	90.72	0	0	82.50	0
19129001	901077 JERRY RANDOLPH	58.56	0	152.22	0	0	109.56	0	10.00	99.63	0
19300001	901078 CANTRELL TROY	57.30	0	148.95	0	0	143.55	0	0	130.53	0
19346001	901079 DEA ALBERTSON	34.10	0	88.65	0	0	88.62	0	0	80.58	0
19381001	901080 Juan & Martha CARRANCO	45.02	0	117.03	0	0	192.74	10.00	102.78	0	10.00
19463001	901081 ZUNIGA ADRIANA & VICTOR	36.84	0	95.76	0	0	95.70	0	0	87.03	0
19477001	901082 GONZALEZ MONICA	41.71	0	108.42	0	0	108.36	0	0	98.52	0
19520001	901083 CONCEPCION GONZALEZ	38.67	0	100.53	0	0	100.47	0	10.00	91.38	0
19544001	901084 BALKENBERG JAYSON	40.92	0	106.38	0	0	87.45	0	0	79.50	0
19596001	901085 SERITA PARTIN	49.61	0	328.97	0	0	128.91	0	0	117.21	0
19631001	901086 LARRY WEIGLE	55.05	0	143.10	0	10.00	143.01	0	10.00	130.05	0
19688001	901087 PAMELA & TOMMY BELCHER	33.65	0	97.48	0	0	87.45	0	10.00	79.50	0
19846001	901088 REINA NIETO	57.30	0	148.95	0	25.00	129.93	0	10.00	118.14	0
19901001	9010 BECKER KIM	48.31	0	125.58	0	0	125.49	0	0	114.12	0
19922001	901090 SMART BARBARA & M.R.	47.74	0	124.11	0	0	124.05	0	0	112.80	0
19933001	901091 HERNANDEZ SALOMON	40.92	0	106.38	0	0	90.63	0	0	82.41	0

Analysis Types

Type	Description
Bill Batch Summary	Provides a breakdown of accounts, sites, invoices and work orders for the batch.
Billing Comparison	Provides a monthly comparison of the amount a site was invoiced beginning with the most recent invoice.
Change Report	Provides a summary of service changes (increases, decreases and other changes).
Lost Business	Limits the screen to only display invoices of accounts where service has ended.
New Business	Limits the screen to only display invoices of new business.
Zero Amount Work Orders	Only displays invoices with a work order that is billing for a \$0 amount.

View Details

The "View Details" option is accessible for batches in either a "Processed" or "Posted" status, offering a convenient way to review the details of the invoices contained within the batch. A "Display" drop down menu enables the selection of invoices based on specific criteria for viewing.



Open the Billing Analysis Window by right-clicking on a batch that is in a 'Processed' or 'Posted' status and select Billing Analysis.

The screenshot shows the 'Billing Analysis' window. At the top, there are tabs for 'Pending and In Process' and 'History'. Below the tabs is a 'DIVISION' dropdown menu set to 'DAYTON'. The main table lists various billing groups with columns for 'BILL GROUP', 'DIVISION', 'BATCH ID', 'TYPE', 'STATUS', 'INVOICE DATE', 'TO DATE', 'INVOICE COUNT', 'PRINT COUNT', and 'NOTIFICATION COUNT'. A right-click context menu is open over a 'Processed' batch (DAY-Q3-MAR-JUN-SE...), showing options: 'Billing Analysis', 'View Details', 'Post', and 'Reverse'. Below this, the 'BILLING DETAILS' window is open, showing a list of invoices with columns for 'INVOICE #', 'ACCOUNT ID', 'ACCOUNT NAME', 'SITE ID', 'SITE NAME', 'AMOUNT', 'AUTO PAY', and 'NOTIFICATION / PRINT'. A search bar and filters for 'DISPLAY' (All Invoices), 'DIVISION' (All), and 'ACCOUNT CLASS' (All) are visible at the top of the details window.

Available Display Options

Display Option	Description
All Invoices	Default option and displays all invoices in the batch.
Invoices with a Rate Increase	Filters to only display the invoice of accounts that have had a rate increase. If a rate increase is detected, a green icon indicator will display within the row of the invoice.
Invoices with a Rate Decrease	Filters to only display the invoice of accounts that have had a rate decrease. If a rate decrease is detected, an icon indicator will display within the row of the invoice.
Invoices with a Service Change	Filters to only display the invoice of accounts that have a service change. If a service change is detected, a blue icon indicator will display within the row of the invoice.
Invoices with a Zero Rate	Filters to only display invoices that are billing for a \$0 amount.
Invoices with an Invoice Message	Filters to only display invoices that have a message attached to them. A message icon is displayed within the row of the invoice to indicate a message is attached to it.

Reverse a Batch or Invoice

In the event a processed batch needs to be reversed, a "Reverse" option is available. However, if only select invoices need to be reversed and the batch can remain in a Processed status, the option to manually reverse single invoices is also available.

Reverse a Full Batch

The option to reverse a full batch is available by right-clicking on a processed batch and selecting "Reverse" from the list of options that display.

Pending and In Process		History							
+ DIVISION DAYTON									
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	
DAY-ROLF LIBERTY	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	
DAY-COMM MONTH...	DAYTON	25848	All Charges	Posted	10/01/2023	10/31/2023	260	257	
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	Processed	01/01/2023	03/31/2023	2,361	2,360	
DAY-Q2-FEB-MAY-A...	DAYTON	25886	All Charges	Not Started		09/30/2024			
DAY-COMM MONTH...	DAYTON	25887	All Charges	Not Started		09/30/2023			
DAY-ROLF BI-WEEKLY	DAYTON	25884	All Charges	Not Started		03/01/2023			
DAY-RESI MONTHLY ...	DAYTON	25885	All Charges	Not Started		03/31/2023			
DAY-Q1-JAN-APR-JU...	DAYTON	25647	All Charges	Posted		06/30/2023	6,971	6,965	

- Billing Analysis
- View Details
- Post
- Reverse
- Export
- Print Paper Invoices
- Print All Invoices
- Print Emailed Invoices

Reverse a Single Invoice

The option to reverse a single invoice instead of reversing an entire batch is available by right-clicking within the row of a processed batch and selecting the 'View Details' option. Review the invoices listed and right-click on the invoice you would like to reverse and the "Reverse Invoice" option will be displayed.

BILLING DETAILS							
DISPLAY	DIVISION	ACCOUNT CLASS	ACCOUNT STATUS				
All Invoices	All	All	All	Search			
<input type="checkbox"/> INVOICE # ↑	ACCOUNT ID	ACCOUNT NAME	SITE ID	SITE NAME	AMOUNT	AUTO PAY	NOTIFICATION / PRINT
<input type="checkbox"/> 901066	18536	Example Site			\$ 35.80		Print
<input type="checkbox"/> 901067	18536	Example Site 2			\$ 29.55		Print

Post a Billing Batch

The 'Post' option is available for selection when the batch's status is 'Processed.' Once a batch has been posted, the posting status in the work order will reflect a billed status, preventing users from making any changes to it.

Pending and In Process		History								
+ DIVISION DAYTON		Search								
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFIC... COUNT	AUTO PAY ENROLLED
DAY-ROLF LIB...	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	1	
DAY-COMM ...	DAYTON	25848	All Charges	Posted	10/01/2023	10/31/2023	260	257	1	0 / 1
DAY-ROLF LIB...	DAYTON	25810	WO and ...	Not Started	02/28/2024	02/29/2024				
DAY-Q3-MAR-...	DAYTON	25811	All Charges	Processed	01/01/2023	03/31/2023	2,361	2,360	1	1 / 0
DAY-Q2-FEB-...	DAYTON	25886	All Charges	Not Started		09/30/2024				
DAY-COMM ...	DAYTON	25887	All Charges	Not Started		09/30/2023				
DAY-ROLF BI-...	DAYTON	25884	All Charges	Not Started		03/01/2023				
DAY-RESI MO...	DAYTON	25885	All Charges	Not Started		03/31/2023				
DAY-Q1-JAN-...	DAYTON	25647	All Charges	Posted		06/30/2023	6,971	6,965	1	3,088 ...

1. Right-click within the row of the batch.
2. Select **Post** from the drop down menu that displays.
 - This will prompt a Confirmation popup; select 'Yes' to proceed with the posting.
3. Once the batch has posted, "Posted" will display in the Status column for the batch.

Un-post a Posted Batch

If a batch was accidentally posted, the option to un-post and return it to the previous 'Processed' status is available.

Pending and In Process		History								
+ DIVISION DAYTON		Search								
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	NOTIFIC... COUNT	AUTO PAY ENROLLED PROCES...
DAY-ROLF LIB...	DAYTON	25766	All Charges	Posted	01/15/2024	12/31/2023	8	6	1	
DAY-COMM ...	DAYTON	25848	All Charges	Posted	10/01/2023	10/31/2023	260	257	1	0 / 1
DAY-ROLF LIB...	DAYTON	25810	WO and ...	Not Started	02/28/2024	02/29/2024				
DAY-Q3-MAR-...	DAYTON	25811	All Charges	Processed	01/01/2023	03/31/2023	2,361	2,360	1	1 / 0
DAY-Q2-FEB-...	DAYTON	25886	All Charges	Not Started		09/30/2024				
DAY-COMM ...	DAYTON	25887	All Charges	Not Started		09/30/2023				
DAY-ROLF BI-...	DAYTON	25884	All Charges	Not Started		03/01/2023				
DAY-RESI MO...	DAYTON	25885	All Charges	Not Started		03/31/2023				
DAY-Q1-JAN-...	DAYTON	25647	All Charges	Posted		06/30/2023	6,971	6,965	1	3,088 ...

Process Auto Pay

When you are ready to process auto-pay, review the following Auto Pay articles to guide you through the process:

- [Process Auto Pay During Billing](#)
- [Posting a Future Dated Auto Pay Batch](#)

Mark Batch 'Completed'

Marking a batch 'Completed' moves it from the Pending and In Process tab and over to the History tab. In order to mark a billing batch as 'Completed', the following must be true:

1. Notifications have been sent (if any).
2. Auto Pay has been processed (if any).

Pending and In Process		History							
+		DIVISION		All					
BILL GROUP	DIVISION	BATCH ID	TYPE	STATUS	INVOICE DATE	TO DATE	INVOICE COUNT	PRINT COUNT	
COR-ROLF MONTHLY	CORPUS	25675	All Charges	Processed	11/30/2022	11/30/2022	21	21	
DAY-ROLF LIBERTY	DAYTON	25810	WO and Manual ...	Not Started	02/28/2024	02/29/2024			
DAY-Q3-MAR-JUN-SEP-...	DAYTON	25811	All Charges	Not Started	01/01/2023	03/31/2023			
Test 2	DAYTON	25879	All Charges	Processed	06/01/2024	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	05/01/2024	05/31/2024			
DAY-Q2-FEB-MAY-AUG-...	DAYTON	25886	All Charges	Not Started	06/01/2024	09/30/2024			
DAY-COMM MONTHLY ...	DAYTON	25887	All Charges	Not Started	09/01/2023	09/30/2023			
HOU-MANUAL INVOICES	HOUSTON	25869	WO and Manual ...	Processed	06/29/2024	06/01/2024	3	3	
DAY-RESI MONTHLY AD...	DAYTON	25885	All Charges	Not Started	02/28/2024	03/31/2023			
HOU-COMMERCIAL AR...	HOUSTON	25875	WO and Manual ...	Not Started	02/28/2024	03/31/2023			
Annual Billing	QAWASTE	25841	All Charges	Not Started	01/31/2025	01/31/2025	1	1	
HOU-COMMERCIAL AR...	HOUSTON	25689	All Charges	Not Started	01/31/2024	01/31/2024	1,191	1,145	
DAY-ROLF LIBERTY	DAYTON	25766	All Charges	Not Started	12/31/2023	12/31/2023	8	6	
DAY-COMM MONTHLY ...	DAYTON	25848	All Charges	Not Started	10/31/2023	10/31/2023	260	257	
COR-Q1-JAN-APR-JUL-O...	CORPUS	25537	All Charges	Not Started	03/01/2023	03/01/2023	1,751	1,750	
QA Billing Cycle	QAWASTE	25880	All Charges	Not Started	07/31/2024	07/31/2024			
COR-COMM MON ARRE...	CORPUS	25783	All Charges	Not Started	09/30/2023	09/30/2023			

Related Articles

[Billing Screen Overview](#)

[Create a Billing Batch](#)

[Pre-Billing Workflow](#)

[Export a Billing Batch \(Including Setup\)](#)