Billing Process Workflow

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The billing process is designed to help you efficiently manage, review, and finalize your financial transactions in structured groups called **batches**. To learn about the Billing screen, check out the Billing Screen Overview article.

This article outlines the billing batch lifecycle in Navusoft from creation to completion.



1. Create a Billing Batch

Groups transactions or accounts by Bill Group and Division and establishes the Invoice Date. Further documentation can be reviewed here: Create a Billing Batch.

- Billing batch is created with a unique identifier
- Status is set to 'Not Started'

2. Pre-Billing Analysis

A **critical** review step to identify errors, missing information, or discrepancies before finalizing charges. This is a very important step to ensure the integrity of your billing and further documentation can be reviewed here: Pre-Billing Workflow.

- Work Orders: Reviewed for discrepancies to prevent revenue loss.
- Service Changes: Validated to ensure accurate Rate Change amounts. Incorrect amounts must be corrected on the account.
- Manual Charges: Verified for accuracy; incorrect charges must be corrected on the account.
- Unapproved invoice adjustments: Reviewed to ensure correct amounts are billed; unapproved adjustments revert to the original billing amount.

3. Process a Billing Batch

Executes the billing calculations. After calculations, perform billing analysis again. If billing is accurate, proceed to posting. If not, the batch can be reversed for corrections. Further documentation can be reviewed here: Process and Post a Billing Batch.

- Billing calculations are completed.
- Status set to 'Processed'

4. Post a Billing Batch

Locks the batch and commits the financial transactions to the system ledger. Further documentation can be reviewed here: Process and Post a Billing Batch.

- Triggers the Process Auto Pay option for any accounts with Auto-Pay setup.
- Status set to "Posted"

5. Export a Billing Batch *(optional)*

Allows the posted batch data to be exported to an external accounting system. Further documentation can be

reviewed here: Export a Billing Batch

6. Complete a Billing Batch

This is the final administrative closure of the billing cycle. A billing batch can only be marked 'Completed' after sending notifications and if:

- There are **no** outstanding system notifications.
- There is no outstanding Auto Pay processing.

 After the first billing batch is processed and posted, the system generates future bill batches **automatically** based on the how the assigned Bill Group is defined (monthly, annually, quarterly, etc.). This auto generation can be disabled via the **Disable Automatic Billing Batch Creation** option on the Bill Group setup screen.