

**Clients/Billing/
Accounts Receivable**

Chapter 6


CLIENTS/BILLING/ACCOUNTS RECEIVABLE

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Introduction

Client billing is based on jobs, tasks, and the costs you've posted against them. Job tickets track everything you spend by task, whether it's time, buyouts, or out-of-pocket expenses. Invoices are created automatically from jobs and tasks using these unbilled amounts, making billing very fast, accurate, and easy. This chapter explains in detail how to add different kinds of invoices depending on what—and whom—you're billing. You'll see how the billing process works from start to finish. In this chapter you'll learn about:

- managing client accounts
- using the Sales>Maker to manage client contacts and sales campaigns
- using the Meeting>Manager to coordinate staff and client meetings
- client retainers
- job invoices for different kinds of clients
- billing estimates
- billing media insertion orders very easily
- tracking advance billings and retainers
- printing A/R invoices
- using the Billing Worksheet to manage how costs are billed
- printing A/R reports
- tracking client payments

For help using any part of Clients & Profits X, click the  button from any window to open the on-line user guide. This web-based user guide features step-by-step instructions, explanations, tips, demonstrations, and links to FAQs, tech notes, and tutorials from www.cnp-x.com/support. The web site is continually updated, so it's more timely and helpful than a printed user guide.

Clients

Clients are the most essential part of your Clients & Profits X database for a simple reason: A job ticket can't be opened without one. Every job ticket is opened for one client. The client account maintains important details about your customers; name, contacts, address, telephone numbers, and balances. Clients & Profits X can manage jobs, estimates, costs, and billings for hundreds of clients. In fact, there's no real limit to the number of clients in your database (the limitations are based mostly on your hardware and network; more clients require faster systems).

Every client has a unique account number or code. This code identifies the client throughout the system. Everything you do (time sheets, POs, payables, journal entries) gets a client code, which is copied automatically from the job ticket. This makes it easy to print job lists, cost summaries, and profitability reports by client.

For better job tracking, you can have many clients from the same organization. A large corporate client, for example, might have 100 different departments or contacts who initiate jobs. Anyone who authorizes work can be added as a separate client account. When jobs are billed, the work from several different clients can be combined on one invoice—and even billed to an entirely different client account.

Costs, billings, and the unbilled amount are tracked on the client's job(s). Work in Progress reports are printed to subtotal by client, or printed for just one client or job. The unbilled amount on the client's job is updated whenever costs or billings are posted. So you can analyze the client's costs and billings anytime during the month.

Clients can be billed automatically, based on the costs on the job. When the cost is posted, both the cost and the billable amounts update the job ticket. So when it's time to bill, the total unbilled amount—or any part of it—is quickly and accurately invoiced. Many different billing types and options are available to customize invoices for different clients.

Outstanding balances are tracked by client, so you'll always know just who owes you money—and for how long—by printing client account aging reports from Snapshots. You can choose to age each invoice and subtotal by client, or just show totals for each client.

Choosing client numbers

Client numbers are very important, since they appear throughout Clients & Profits X—and are used by everyone. There's a real art to picking the right

client codes. You must choose a number that's easy for everyone to remember, but meaningful enough to distinguish one client from another.

The client number itself can contain up to ten characters, including letters, numbers, and symbols. If your job numbers are set to contain the client number, then your options are much more limited. Since the job number itself can't exceed ten digits, your client codes must be small if the job number is to contain the year, client, a dash, and the sequential number.



Number	Organization	Contact	Phone	Kind
ACU	American Bio/Integrated Systems	Marta Jones	927/324-9283	Active
ANN	Ann Fashions, Inc.	Ann Francis	760-856-8421	Active
ATT	Audience Technologies Inc.	Dawn Gibbs	212-622-6322	Active
BAC	BAC-Channel Partners	Don Shure	404-855-7878	Active
BEN	Benton Chemicals	Sally Northfield	665-855-4545	Active
CBT	CMT Studios	Doug Evens	706-244-8900	Active
DMF	Daryan Media Foundations, Inc.	Angelia Taylor	302-344-2309	Active
ENG	Corporate Engineering & Services	Mary Smith	818/555-5555	Active
FOO	Fotouhi Marketing	Anthony Riviera	401-606-5554	Active
HSA	Household Software	Michelle Williams	818-512-6040	Active
ITP	International Performance Corp.	Jeanette Alper	999/927-9277 x...	Active
IYM	Linux Plus	William Benmet	730-949-5210	Active
MCA	MCA Electronic Publishing	Jene Clark	442-525-9395	Active
ML	Millineum Corp Headquarters	James Howell	714/342-4000	Active
MLI	Millineum Corp.	Michael Simpson	760/234-5000	Active
REE	Reynolds Electronics	Deirdre Huss	811-656-7040	Active
RET	Retainer Client	Karen Crowley	310-714-5242	Active
SED	SED Galaxy Studios	Jeanette Smith	951-445-8444	Active
SKA	Smith Klein & Associates	Arthur Keating	241-746-9823	Active
TER	Tobias Energy Resources Inc.	Adrian Hunter	677-898-2447	Active
TOT	Total Lighting Products	Michael Wheeler	577-898-3000	Active
WLT	Vitronix Computers	Ericka Jackson	714-545-6030	Active

Example: A client code RETAIL won't work if your jobs are numbered with the year and a dash. If the next job is 1024, the new job number for RETAIL would be 02-RETAIL-1024. Since the job number itself can't exceed 10 letters, it would appear as 98-RETAIL-1, missing three important digits. So it's best to use short, simple client numbers (like ABC, RET, FRG, etc.).

■ If you are worried about users not being able to recognize abbreviated client codes, remember that the client lookup list is available throughout the program. The client lookup list shows both the client code and complete client name.

Divisions and departments

Clients & Profits manages different departments and divisions. Both are added as clients into your database. First, the division should be added as a client. Then every department that authorizes jobs should be added as a separate client account. Every client account has its own account number, which you choose.

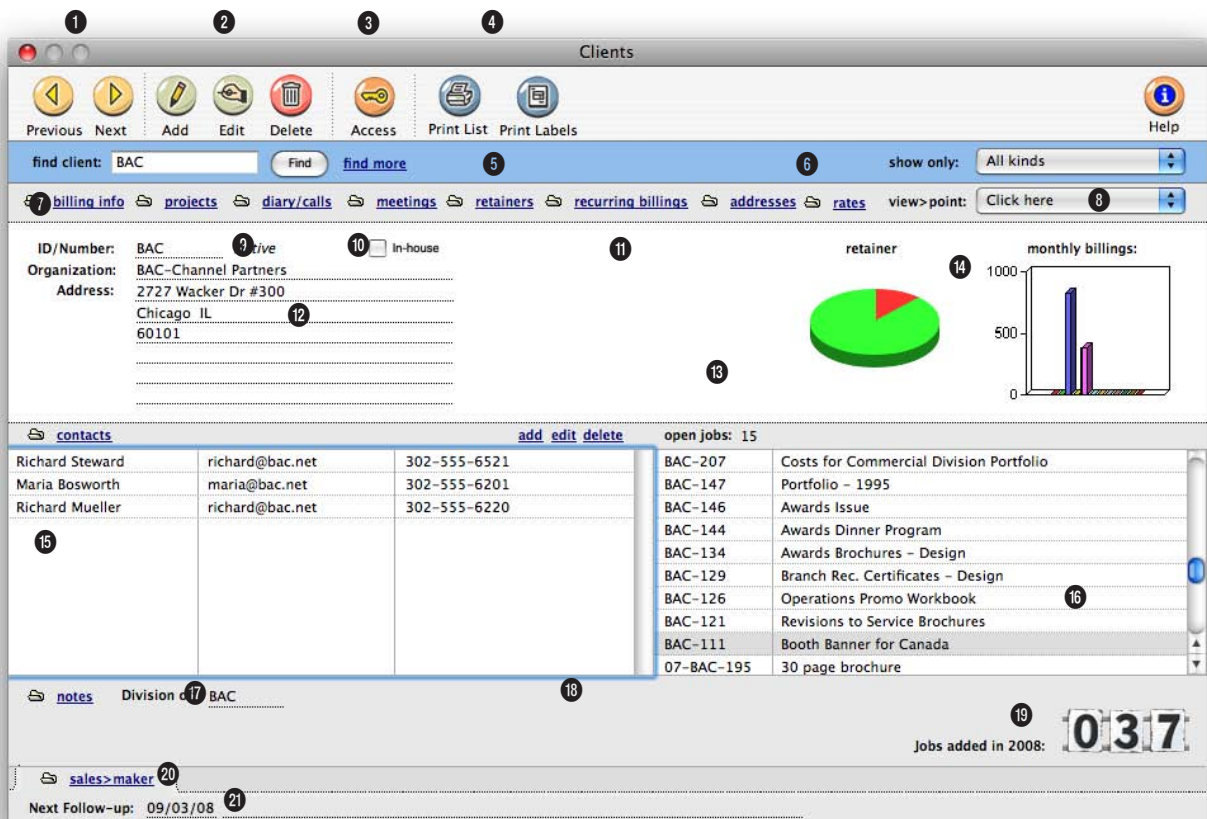
Departments are associated with the division by the division's client number. Each department client has a field for division—this is the division's account number. Client account agings, client statements, profitability, and productivity reports can be run by division.

New job tickets should be opened for the department client number, not the division. This lets you track jobs by department, which is more informative. When a job is billed, you can change the client number on the invoice to another department—or the division itself. By changing the invoice's client number, you're billing the work to a different client. Regardless of who is billed for the work, the job is updated in the same way. For flexibility, the invoice's billing address can be changed. Changing the invoice's billing information only affects the invoice itself.

Client Fea-

Feature	How it works, how it's used
Divisions	A division can have many clients. The division is entered as a client, then the division's client code is entered to each client account in the division field.
Billing information	Default billing information, entered in the client account, is copied to the client's invoice, (i.e. sales tax rate, finance charge, payment terms, a blanket PO number, and where copies are distributed to). Billing rates are copied to job tickets which bill using the client rate. Account and retainer balances are tracked in the client account, as well as media job number, task, commission, and current media estimate number.
Contacts	Contacts include the people responsible for the job, those who receive the statements and "other" contacts that may need to be referenced. A billing address can be entered if different from the client's address.
Account statistics	The client's quarterly billings and a graph comparing each quarter statistically are found in the client account. Last year's totals, if available, are also reported in Client Statistics.
Budgets	Monthly client budgets are entered and tracked against actual billings.
Alerts	Alerts are messages that are added for new jobs, A/R invoices, and payments. When a job or transaction is added for the client, the alert is displayed.
Client diary	The diary records the when, where, and who was involved for major events or meetings. Because the diary is easily accessed, details of conversations and events are preserved. The record can also be e-mailed for streamlined communication.
Automatic e-mail	E-mail is set up to be automatically sent to people working with the client when jobs, invoices, and payments are added for the client.
Projects	A list of the client's projects opens when a job is opened for the client. Enter a project code on a job to track the project's progress on reports.
Staff access privileges	The Staff Access Privileges window restricts staff access to the client's jobs.
Retainer schedules	Schedule the client's retainer billings in the client file. The invoice number is automatically entered to the schedule as the retainers are billed. The balances of unused and unpaid retainers for the client are displayed.
Billing rates	Rates can be set up by task in the client account. These special billing rates are only used if "always use billing rates from client" is chosen on the job's task.
Profit Centers	Many clients can belong to the same profit center. If a profit center is assigned to a client, then only tasks with the client's profit center can be added to the client's job tickets.

The Clients Window



Clients are added, edited, and deleted in the Clients window. The client information is easily changed, but the client code can't be edited once the client has jobs or billings.

1 The arrow toolbar buttons can be used to scroll through the **previous** and **next** clients.

2 Clients can be easily added, edited, and deleted from the Clients window. To add a new client, click on the **add** button. Once the client is added, it can be seen and used immediately by other users. Click on the **edit** button to edit the client's account information such as the status, address, key client contact, phone number, web site, account note, etc. To

delete a client, click on the **delete** button. If a client has a balance or a job ticket, it can't be deleted. Instead, make the client "inactive."

3 Click on the **access privileges** button to view or edit who has access to the client's jobs. A user with access can see the client's jobs including the job tasks, costs, estimates, and billings.

4 To print a hard-copy printout of the client list, click on the

print list button. To print client labels, click on the **print labels** button.

5 Enter in a client code here to **find** a client. Or use the **find more** link to find a client by account number, organization name, cost center, or sequence.

6 Use the **show** pop-up menu to see clients for one specific status or all statuses.

7 These links can be used to add, view, or edit the client's

A client can be assigned to a division. Divisions are used to group together clients who belong to the same organization. Some job reports and accounts receivable reports can be printed by division. Billings can also be added for a division.

information. Click on the **billing info** link to view or edit the client's billing details, sales tax settings, retainer account, media defaults, copies to names, and billing address. To add, view, or edit client projects, click on the **projects** link. The **diary /calls** link can be used to keep track of a client's activity. The **meetings** link is similar to the client diary, except it is used to keep track of the details from all meetings with the client. To set up a retainer schedule for the client, click on the **retainers** link.

8 The **view>point** pop-up menu can be used to view the client's job tickets, invoices, budget recap, account statistics, and job requests.

9 A client **number** is a 10-digit letter or number code that is customizable. It must be unique. It can only be changed on clients without jobs or billings; once a job is opened, the client number can only be renumbered.

10 This is the status of the client. The client status can be selected in the Account Information window. Status levels can be added or edited in Preferences > CRM (Client Relationship Manager).

11 **In-house** clients are used to track internal time. Time for in-house clients won't appear on client Profit & Loss statements.

12 The client's **organization** name and **address** appear on printed estimates, invoices, and statements. A separate billing address can be entered on the Addresses window or Billing Info window.

13 The **retainer graph** shows the client's retainer. To view or edit the retainer schedule, click on the graph or use the retainer link.

14 The **monthly billings graph** shows the client's billings for the year broken down by each month.

15 The client's **contacts** are listed here and can be easily added, edited, and viewed using these links.

16 The client's **open jobs** appear here for easy reference. Double-click on a job number to jump to that job's Job Ticket window.

17 Click on the **notes** link to add a note for the client. Notes can be used to document anything about a client. They don't appear on jobs or invoices, so

they can include proprietary information about your relationship with the client.

18 A **division** is group of clients that belong to the same organization. One client account is set up as a division account; its client number becomes the division number. Both the division itself and its clients are separate client accounts.

19 This field shows the number of job tickets that have been opened for the client in the current accounting year.

20 The **sales>maker** link lets you keep track of sales information for the client, such as sales letters, sales e-mails, call scripts, and campaigns.

21 The **next follow-up** field shows when the client will next be contacted.

The Add Client Account Win-

Add Client Account

ID/Number: ARK **1** Division of: ARK **2**

Organization: **4** ARK Enterprises

Address: **5** In-house
 397 Middleway Drive
 Portland, OR 82244

Key Contact: Cecilia Florez **6**

Main Phone: 677-524-6852 Fax: 677-524-6842

AE/Team: MO **7** Michael Ober

Chg#/Cost Ctr: 24-581245 **8** Divisions: NY **9**

Web site: www.ark-enterprises.com

3 Status: Active

Account Note:
 Client needs to approve all estimates and revisions before work is started.

10 Always Unbillable

Contacts:

First name:	Last name:	Work e-mail:	Work phone:
Sean	Collins	s.collins@ark-ent.com	677-524-6854
Ben	Wallace	b.wallace@ark-ent.com	677-524-6977
Sara	Rawlings	s.rawlings@ark-ent.com	677-524-6421

11

Help Cancel Save

New clients can also be added while you are working elsewhere using the client's Lookup List.

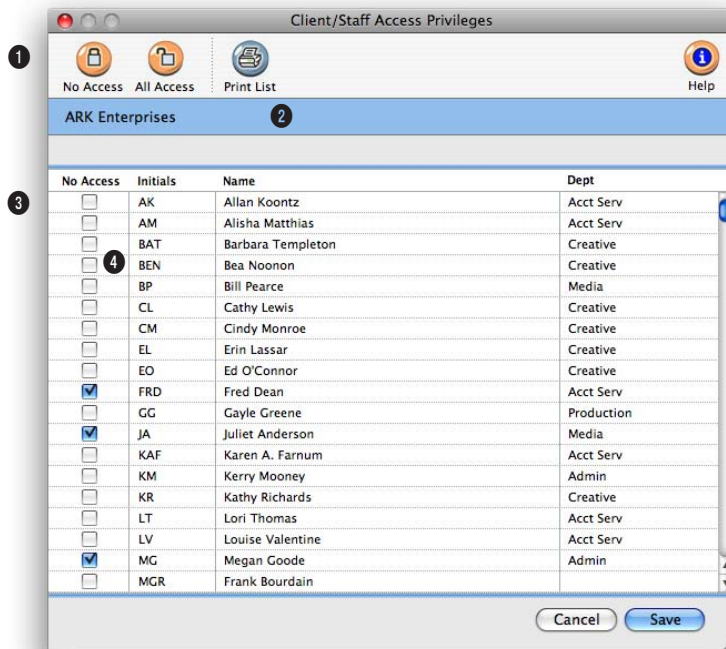
- 1 The client number is a unique customizable, 10-digit letter or number code.
- 2 Each client can belong to a division.
- 3 Use the status pop-up menu to choose a status for the client.
- 4 The client's organization name and address will appear on printed estimates and invoices.
- 5 In-house clients are used to track internal time. Time for in-

- house clients won't appear on client Profit & Loss statements.
- 6 The key contact is the person most responsible for approving the client's jobs. It is copied to new jobs automatically.
- 7 Every client can be assigned an account executive or team.
- 8 For corporate clients, a Chg #/Cost Ctr code can be used for chargeback billing reports.
- 9 An optional profit center groups this client with others

- in the same business unit. If used, only tasks with the same profit center can be added to this client's jobs.
- 10 Clients that will never be billed for their job costs should be marked as **always unbillable**.
- 11 If the client has more than one contact, they can be entered here with their e-mail address and phone number.
- 12 The account note contains any important information about the client, such as billing instructions.

Client/Staff Access Privileges

The client's staff access privileges controls who can see a client's job tasks. If a user is given "no access" to a client, he or she can't see the job's tasks, estimates, costs, or billings. This option lets you define on a client-by-client basis just who can work with certain clients. Staff access privileges for clients only affect a user's access to the job's tasks. Access to other client-related areas in Clients & Profits (which includes most of the database) are not affected by these settings. When new staff members join the company, be sure to check their access to clients. Also, when a staff member leaves be sure to remove them from their client access privileges by clicking the "no access" checkbox.



The staff access privileges are designed for shops with competitive account teams. For security and accountability reasons, they would be prevented from seeing the jobs for other clients.

1 To keep all users from accessing the client's job tasks, click on the no access button. To give all users access to the client's job tasks, click on the all access button.

2 To print a hard-copy printout of the Staff Access List, click on the print list button.

3 All staff members are listed by their staff code. You can change the sort order by clicking on any of the column headings.

4 To deny a staff member access to a client's job tasks, click on the no access box.

Client Contacts

The Client Contacts window is an excellent way to keep track of all the contacts for a client. For each client contact you can enter in their full name, title, phone numbers for both work and home, fax numbers for both work and home, cell phone number, pager number, e-mail address, notes, an address, last time they called, the next expected phone call, and whether or not they are a decision-maker.

The screenshot shows the 'Edit Client Contact' window for 'ARK Enterprises'. The form includes the following fields and callouts:

- 1: First Name (Sean)
- 2: Last Name (Collins)
- 3: Work E-mail (s.collins@ark-ent.com)
- 4: Last call field
- 5: Home E-mail (sean.collins@yoohoo.com)
- 6: Home Phone (677-645-2133)
- 7: Address (397 Middleway Drive, Portland, OR 82244)
- 8: Decision maker checkbox
- 9: Note field

Additional fields include: Salutation (Mr.), Title (CEO), Work Phone (677-524-6854), Home Phone (677-645-2133), Cell (560-944-3677), Pager, and a 'Copy' button next to the address field. At the bottom, there are 'Options' (Send sales e-mail, Decision maker) and 'Approvals' (Jobs and content) checkboxes, a 'Help' icon, and 'Cancel' and 'Save' buttons.

For easy reference, the Clients window lists all client contacts with their work phone number and e-mail address.

1 The client name appears here for reference.

2 Enter the client's **first name**, middle initial, and **last name**. Type the **salutation** you wish to use, including the punctuation (e.g., Mr. Nigash: or Phil,).

3 Enter the client contact's **title**.

4 Make a note here of the last time you contacted the client, then schedule your next call so you'll be sure to follow up.

5 Enter the client's work and home **e-mail** addresses.

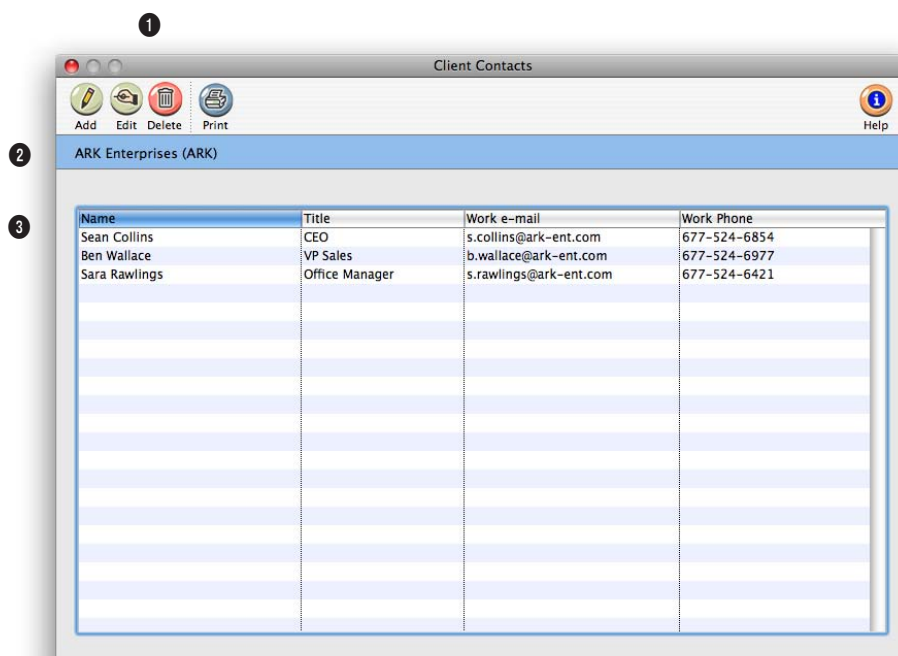
6 You can add up to four different **telephone** numbers, and two **fax** numbers. Additional numbers can be added to the notes window.

7 Enter the contact's primary address here.

8 The **options** checkboxes let you indicate whether a client contact is a decision maker, and whether to send them sales e-mail.

9 Add any notes here about the client to help jog your memory about likes and dislikes, favorite sports teams, who their supervisor is, and more.

You can add an unlimited number of client contacts to each client, so you'll never lose track of someone.



1 Contacts can be easily added, edited, or deleted from the Client Contacts window. To add a new client contact, click on the **add** button. To edit a client contact's information, click on the **edit** button. To delete a contact, click on the **delete** button. To print the contact list, click the **print** button.

2 The client name appears here for reference.

3 The client contacts window lists contacts' name, title, work e-mail, and work phone, since this is the most commonly used information.

Client Billing Information

The screenshot shows a software window titled "Billing Information" for a client named "ARK Enterprises". The window is divided into several sections: "Billing details", "Retainer", "Media", "Sales Tax", and "Print invoices to". Each section contains various input fields and checkboxes. Numbered callouts (1-14) are placed over the interface to highlight specific features and fields. At the bottom right, there are "Cancel" and "Save" buttons.

The Billing Information window offers a wealth of details about the client. This billing information affects the client’s jobs, costs, and A/R invoices.

1 To print a hard-copy printout of the Client Billing Info report, click on the **print** button.

2 The name of the current client you are editing is displayed here.

3 The client’s standard **billing rate** is copied to new job tasks, if the Preference setting is set to always copy billing rate from client. If entered, any time added for this client gets this rate, regardless of who did the work.

4 This **markup** overrides all other markups on job costs, regardless of the vendor. It is copied to job tasks, where it is used on A/P invoices and checks. Don’t enter a markup here unless it is to be used everywhere.

5 This monthly **finance charge** is copied to new invoices. Finance charges are calculated on agings and statements, but don’t affect the General Ledger. If you actually charge—and get paid—the finance charge, it can

be added as an adjustment on the client payment.

6 The **payment terms** are copied to new invoices. They appear on the printed invoice for the client to see. It is a text field, so any kind of terms can be entered.

7 If a client issues a **blanket PO** for its jobs, enter it here. It will be copied to every new job.

8 A **credit limit** can be assigned to a client. When an

A client's billing information can be changed anytime. Some of this information appears on the client list, but most doesn't. Any part of the billing information can be printed using custom reports.

invoice is entered for the client that is over its credit limit, a warning message will appear.

9 Click the **credit hold** box to place a client on hold when they have reached their credit limit or have a history of not paying on time. A client on hold won't be able to have new jobs or billings added for them.

10 Every client can have two different **sales tax rates**. Sales taxes are calculated on taxable job tasks only, using the rates entered here. Sales tax rates can vary by client for flexibility. The sales tax county is used to subtotal invoices on the sales tax report.

11 Up to five **copies** of an invoice can be printed automatically, without using special forms. You can enter up to five distribution names here, which are copied to new invoices. These names appear at the bottom of the printed invoices.

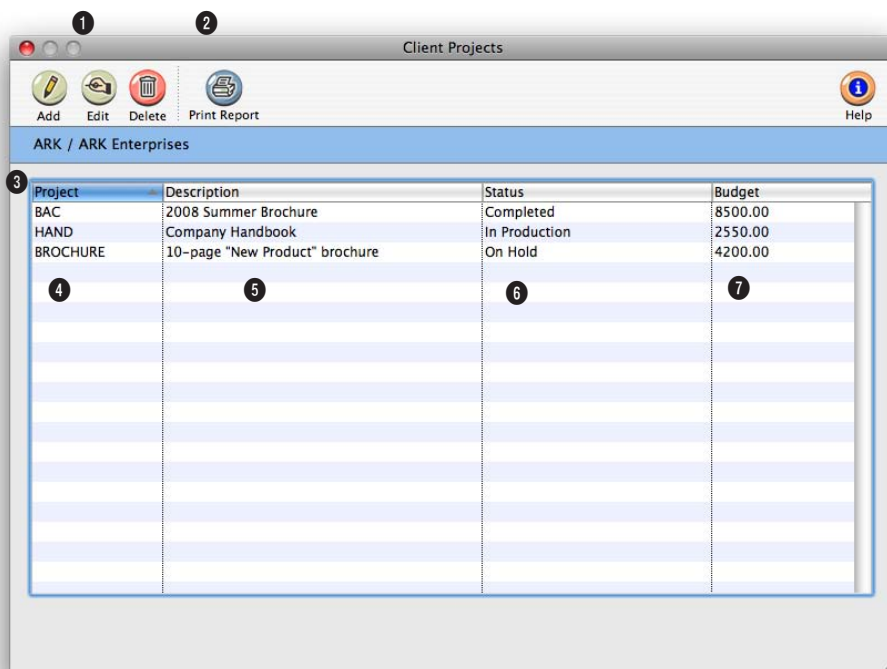
12 The **unused balance** is the balance of the retainers billed to clients (or retainer client payments), less amount applied to invoices. It is the amount you can apply as payments to upcoming invoices. **Retainer dGL**, **cGL** is the client's default debit and credit G/L accounts.

13 The **media job number**, task and standard commission are copied to new media plans added for this client. The client's media **debit G/L** number replaces the default A/R number on invoices when adding a media billing. The **media est#** field shows the media estimate number last used for this client.

14 A separate billing address can be added for the client here. You can use the **copy** link to have the client's address automatically entered for you. To clear the address, click on the **clear** link.

Client Projects

It's common for clients to track what they spend by project, program, or some other kind of category. When a new job is opened for a client, you can enter one of these codes into the project field. To keep your job tracking more consistent, you can establish a standard list of dozens of projects for each client. With projects, you'll be able to easily show your clients how they spent their advertising dollars without creating spreadsheets.



The word “project” is customizable as a system-wide preference. To rename “project,” choose Preferences from the Setup menu, then select the Names preferences.

1 Client projects can be easily added, edited, and deleted. To add a new project, click on the **add** button. You can add dozens of projects for one client. To edit a project's details, click on the **edit** button. Because projects are used for reporting purposes and don't affect the G/L, they can be edited at any time. To delete a project, click on the **delete** button.

2 To print the Client Project List, click on the **print list** button.

3 Client projects are listed by project name. They can be resorted by clicking on any of the column headings.

4 The project **name** identifies the project on job tickets, estimates, invoices, and other reports. The name must be unique and should be a nickname for the project that other users will understand.

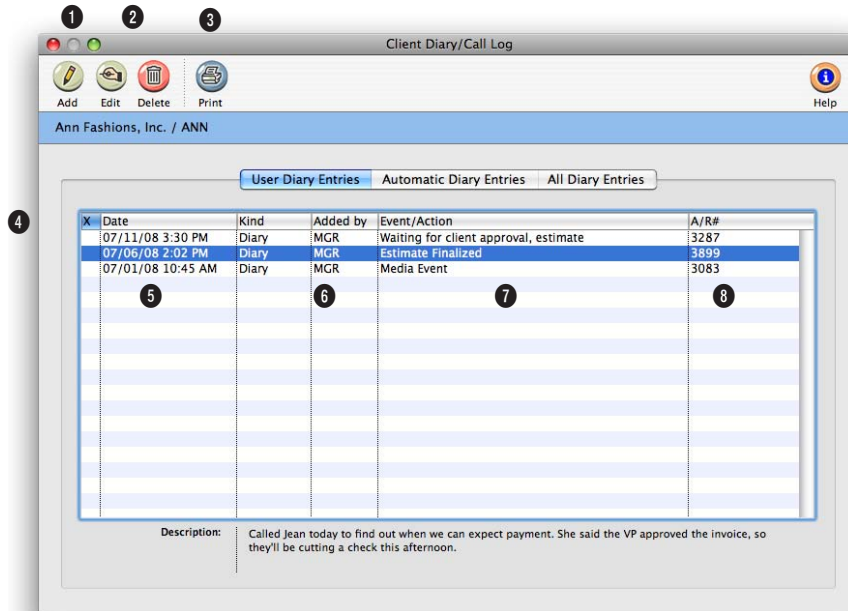
5 The **description** can be used to explain in detail what the project entails.

6 The **status** is used to describe what phase the project is currently in. The status is optional and can be shown in custom reports.

7 The **budget** can be used to show how much the client wants to spend on the project. The budget is optional and can be shown in custom reports.

Client Diary/Call Log

Unlike the job diary, the client diary does not keep an automatic log of every client activity—it would generate an immense number of entries. Instead, the client diary is used like a daily log. Each client diary entry includes the date and time it was added, as well as initials of the staff member who added it. The entry's subject and description are user-defined. Client diary entries can be useful for tracking problems, such as overdue invoices. Since each entry has a "resolved" checkbox, the Client Diary window clearly shows at-a-glance which entries are still pending. Once the client's issue is closed, anyone can mark the entry as "resolved."



Client diary entries are part of the C&P e-mail system, and will automatically notify users at the right time and can be e-mailed to any staff member.

1 To add a new diary entry, click on the **add** button. Client diary entries can also be added from the Accounts Receivable and Client Payments window.

2 Diary entries can be easily edited and deleted. To edit a diary entry, click on the **edit** button. They can be edited at any time. To delete a diary entry, click on the **delete** button. Only diary entries that you've added can be deleted.

3 To print the Client Diary report, click on the **print report** button.

4 Client diary entries are sorted in the window by oldest entries first. The entries can be resorted by clicking on any column heading.

5 **When** is the date a diary entry was added. The checkbox shows which entries have been resolved by marking them with an "X".

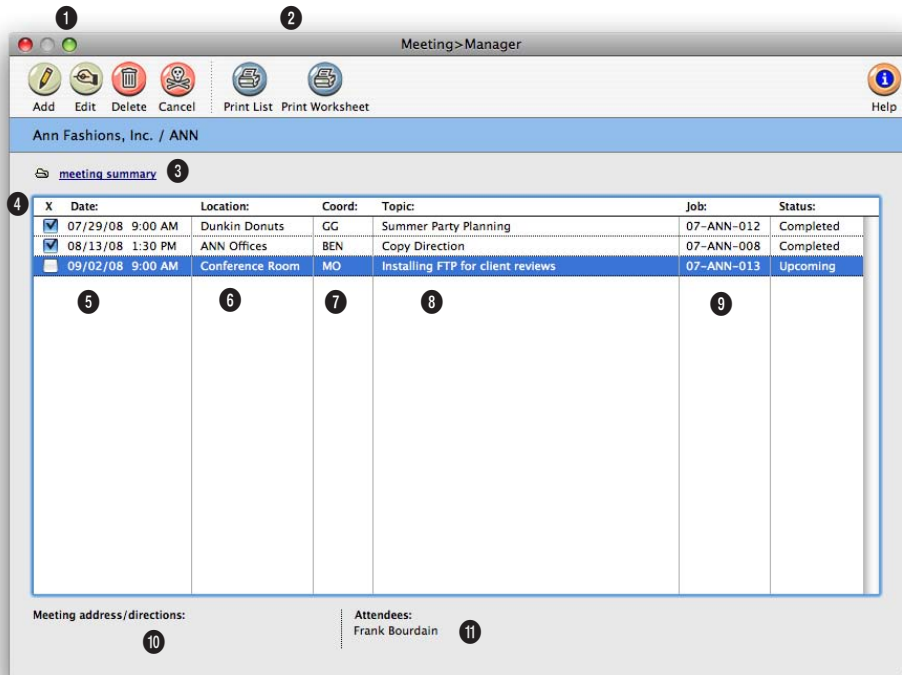
6 **Who** is the person that added the client diary entry.

7 **Event/action** tells you what the subject of the client diary entry is. Double-click on a diary entry to see its full description.

8 An optional **invoice** number can be entered for each client diary entry. This field is useful when adding an entry for changes or notes about a particular client billing.

Meeting>Manager

The meeting manager works like the client diary/call log. It allows account executives and others to keep track of meetings. Anyone working with this client's jobs can add an entry to record the notes, the location, the time, the attendees, the coordinator, and the topic discussed at a client meeting. The meeting manager also allows a meeting coordinator to e-mail all the attendees of a meeting of new changes or for the times of future follow-up meetings.



Instead of deleting planned meetings that never happened, cancel them instead. Canceling lets you keep all the details and makes it easier to reschedule if necessary.

1 Client meeting entries can be easily added, edited, deleted, and canceled. To add a new client meeting entry, click on the **add** button. Client meeting entries can be scheduled in advance or added after they have taken place. To edit the details of a meeting entry, click on the **edit** button. To delete a meeting entry, click on the **delete** button. Entries can be deleted at any time. However, for better accountability, it is better to mark a meeting as "canceled" by clicking on the

cancel button. Cancelling a meeting retains all of the details of a planned meeting for future reference. If an entry is deleted, then no details will appear in the Meetings Manager window.

2 To print the Client Meeting List, click on the **print list** button. To printout a worksheet of a client meeting entry with a summary of the discussion and action items, click on the **print worksheet** button.

3 Click on the **meeting summary** link to add the details of the meeting discussion, to list the action items, to schedule a follow-up meeting, and to e-mail the attendees.

4 Client meeting entries are sorted by most recent entry first. You can resort the list by clicking on any column heading.

5 **Date** is when the meeting took place or when the entry was added. An "X" in the

Use the meeting summary to keep a record of the discussion and action items of a meeting. You can also automatically setup a follow-up meeting and notify via e-mail the attendees of that client meeting.

checkbox, identifies client meeting entries that have a completed meeting summary.

6 The location is the place a meeting took place.

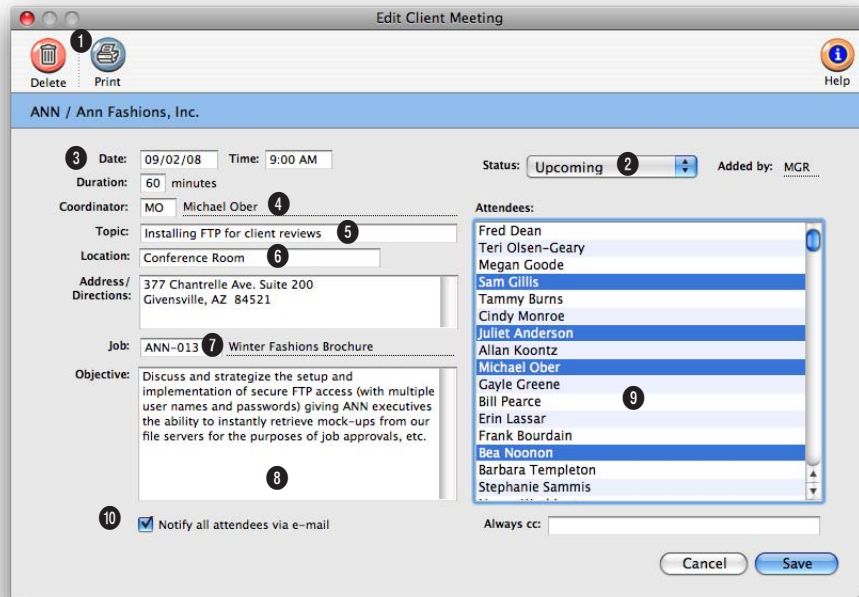
7 Coordinator is the person who was in charge of the meeting. Typically, this person is a department manager or an account executive.

8 Topic is a brief description of what a meeting was about. To see the full details of a meeting entry, double-click on it.

9 Job identifies what job ticket the meeting was called for. It is optional.

10 The meeting address/directions gives you the directions of how to get to the location of a meeting.

11 Attendees shows who attended, or is scheduled to attend, a particular meeting.



Details about a client meeting can be automatically e-mailed to every attendee whenever the meeting’s status changes.

1 Click on the delete button to completely remove information about the meeting from the database. If the meeting is tentative, go ahead and schedule it, then mark it cancelled later, or edit the date and time. Use the print button to print a meeting worksheet—a great tool for keeping notes at the meeting and completing the meeting summary.

2 The status line will be blank until you click save. After saving, the meeting status defaults to upcoming. The initials of the person who added the meeting are automatically filled in.

3 Enter the date and time for the meeting. Time is entered on a 24-hour clock (i.e., military time), but appears with a

12-hour AM/PM configuration.

4 Enter the initials of the person coordinating the meeting. Clients & Profits automatically adds the person who is adding the meeting.

5 Enter a brief description of what the meeting is about in the topic field.

6 The location is where the meeting will be held, such as a conference room, hotel, or client’s office. Enter the location address and any necessary information about getting there, such as parking, tricky exits, or other caveats.

7 If the meeting is about a particular job, enter its job number here. Because this

isn’t required, the Lookup Job Tickets list won’t automatically open, but you can access it by choosing Lookup > Job Tickets.

8 Enter the meeting objectives so everyone knows what the goals are.

9 Click on the names of meeting attendees. To choose several names, hold down the command (Mac) or control (Windows) key.

10 Check the notify all attendees box to send an e-mail to everyone who will be attending the meeting. To send an e-mail to someone who isn’t on the attendees list—but needs to know about the meeting—enter an e-mail address here.

Client Retainers

Client retainers can be automated in Clients & Profits through retainer schedules. Retainers in Clients & Profits are not at monthly fees for certain services. Instead, they are prepayments for services that will eventually be billed. The retainer will then be applied to the future billings.

The retainer schedule lets you plan up to twelve different retainer billings. The retainer description and amount is copied to a special billing type in Accounts Receivable, the retainer invoice. The retainer invoices can bill one or more of the scheduled billings—without rekeying. The retainer schedule window also tracks your retainer invoices. When a retainer invoice is created, the invoice date and number update the retainer schedule. It's easy to see just what retainers have and haven't been invoiced.

You can enter a default debit and credit G/L account for your retainers. These accounts are copied automatically to retainer invoices. If you set up special retainer payable and receivable accounts, you can easily show retainers on your financial statements.

Retainers are tracked separately from regular billings on the client account and aging reports. Payments can be applied to unposted invoices from the retainer balance. When the invoice is posted, the client's retainer balance decreases. When the invoice is printed, its balance due includes the payment from the retainer. Clients & Profits also tracks the retainer balance—based on whether clients have paid their retainer invoices.

Retainers, jobs, and A/R invoices

Scheduling retainers doesn't actually create invoices; instead, it simply sets up standard information for the retainer invoice. You'll still bill a retainer at the beginning of each month, quarter, or other interval. The retainer invoice doesn't have a job or tasks. It isn't taxable, since you're not creating anything. The retainer invoice is posted and printed just like other invoices.

Retainers can be applied to any invoice, including billings for non-job charges like account fees. They are applied to unposted invoices, and act like client payments. The invoice is posted in full to the General Ledger, like other invoices. But the retainer you apply to the invoice debits and credits the G/L just like a client payment.

Retainer invoices are different from advanced billings. Retainers are billings to clients, but not for a specific job. To bill a job for a deposit, an advance billing should be used instead. An advanced billing invoices a selected job for a prepayment. Advances don't have tasks and aren't taxable. Advance billings don't affect the job's total billings; instead, they update the job's advanced billings totals.

To edit the client's retainer schedule

- 1 Choose My > My Clients.
- 2 Find the client whose retainer billings you wish to schedule.
- 3 Click the Retainers link.

The Retainer Schedule window opens, displaying the client's retainer schedule, retainer billings, and balances. If the client has been previously billed for retainers, you'll see their billing dates and invoice numbers.

- 4 Enter the retainer's description (i.e., the month) and retainer billing amount.

This description is copied to retainer invoices, so the client sees it.

- 5 Click Save.

Client Retainer Schedule

Retainer Schedule

Ann Fashions, Inc.

Period/Description:	Amount:	Status:	Date:	Invoice #:
January	\$300.00	<input type="checkbox"/> Billed		
February	\$1,250.00	<input type="checkbox"/> Billed		
March	\$2,500.00	<input type="checkbox"/> Billed		
April	\$500.00	<input type="checkbox"/> Billed		
May	\$300.00	<input type="checkbox"/> Billed		
June	\$1,100.00	<input type="checkbox"/> Billed		
July	\$3,000.00	<input type="checkbox"/> Billed		
August	\$500.00	<input type="checkbox"/> Billed		
September	\$500.00	<input type="checkbox"/> Billed		
October	\$300.00	<input type="checkbox"/> Billed		
November	\$1,250.00	<input type="checkbox"/> Billed		
December	\$2,200.00	<input type="checkbox"/> Billed		
TOTAL:	\$13,700.00			

Unused retainers: \$500.00

cGL: 222000.00 (e.g., deposits)

dGL: 1210.00 (e.g., A/R)

Buttons: Cancel, Save

A client's retainer balance can also be seen in the Clients window in graph form. To access the Retainer Schedule window, double-click on the graph.

1 The retainer schedule can be printed by clicking **print**. Click **clear** to erase the client's retainer schedule.

2 This **description** is copied to the retainer invoice when it is created. It can be changed anytime as needed.

3 The **retainer amount** is copied to retainer invoices automatically, but it can be edited anytime. Once a retainer is billed, it can't be changed.

4 The **date** and **invoice number** are updated when the retainer is invoiced, for quick reference.

5 The **unused retainers** amount shows the balance of the retainer billings that haven't been applied to invoices yet. This is the amount you can apply as a payment to unposted invoices. This amount is usually a liability on your financials, since it represents unearned income.

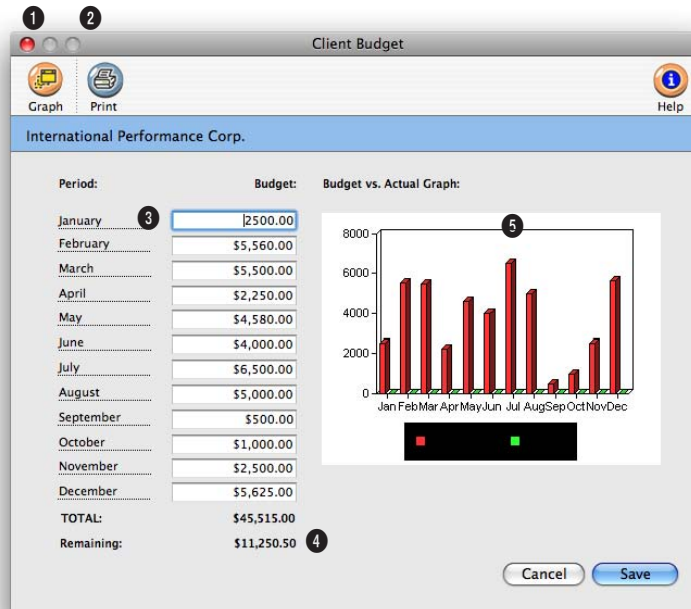
6 The **unpaid retainers** amount is the balance due from the

client for retainer invoices. As the client pays their retainer billings, this balance decreases.

7 You can enter default **debit** and **credit G/L accounts** for retainers. These accounts are copied automatically to retainer invoices. If you set up retainer payable and receivable accounts, you can automatically track retainer balances on the balance sheet.

Client Budgets

Monthly budget amounts can be entered for each client account. These budget numbers are summarized with the client's billings on the Budget Recap report. The Budgets window shows the year's current billings (including sales tax). The Client Budget Recap shows billings for the current fiscal year, You'll see the year's invoices subtotaled by period, compared with the monthly budget you've entered for the client. This report is only available if you've entered budgets for the client; if not, you'll see a simple invoice list instead.



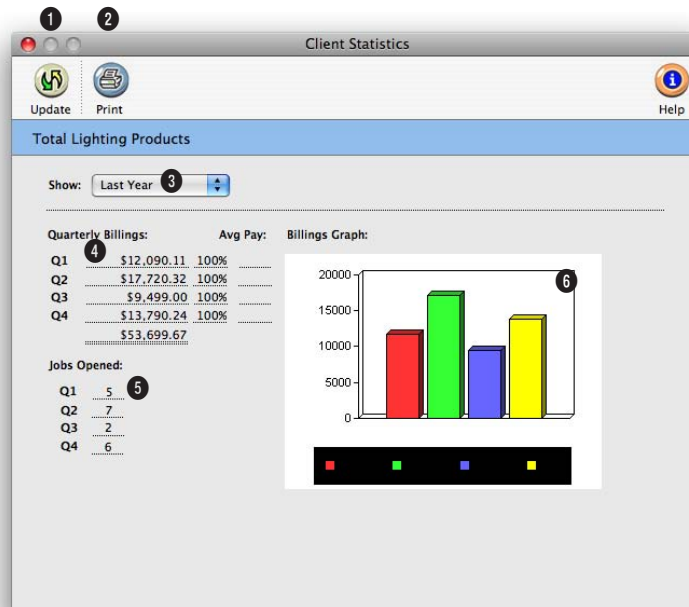
Budgets entered into the Client Budgets window are used on the View Budget Recap report found under the view>point pop-up menu.

- 1 Clicking on the **graph** button displays a colorful bar graph.
- 2 To print the graph and budget numbers simply click on the **print** button.
- 3 Client budgets can be entered for each period of the current accounting year.
- 4 The remaining amount shows how much of the budget has not been used.
- 5 The client budget vs actual

graph shows visually the client's monthly billing totals compared the monthly budget amounts entered for a client.

Client Statistics

While Clients & Profits keeps track of each client's billings forever, the Client Statistics window conveniently graphs the last two years billings. The Stats window is a great place for account people and agency principals to see a snapshot of a client's billing. The Client Statistics window shows the billings by quarter, using invoice totals posted in Accounts Receivable. For each quarter you'll see the total billings, the percent of total billings, and the average payment information.



The Client Statistics window and the report don't show the client's profitability, so are relatively safe to show to clients and agency staff members.

1 To see the client quarterly billings graph, click on the **update graph** button.

2 To print the Client Stats report, click on the **print** button.

3 The Client Stats window can show statistics for this year or last year. To select which year you want to see stats for, use the **show** pop-up menu.

4 The **quarterly billings** amount is the sum of the invoices for the three periods that make

up each quarter. The percent field lets you easily see trends in each client's billing. It can help you see the highs and lows for each client, helping you better plan next year's budget and cash flow. The **avg pay** number counts the number of days the client needed to pay off each invoice added during the quarter. You can use this information to analyze how quickly or how slowly a client is paying their invoices from quarter to quarter. It's a great way to spot clients whose pay-

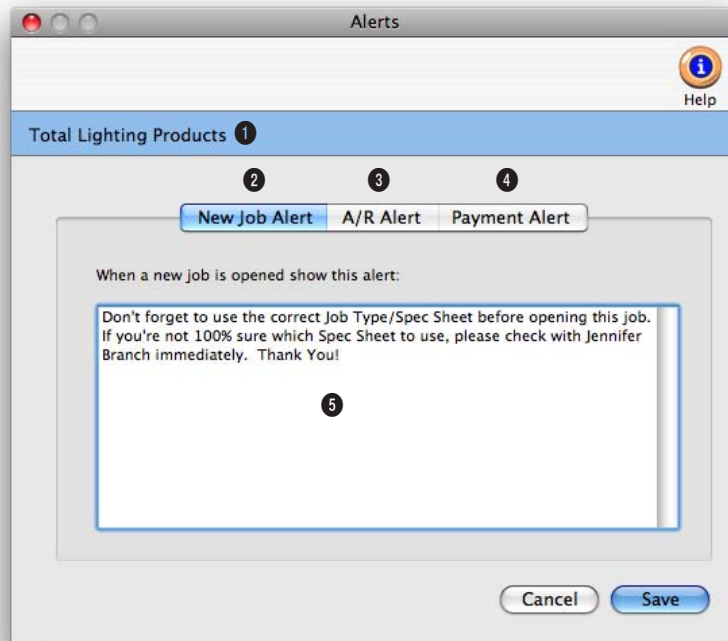
ments are slowing down—a sure danger sign that the account is in trouble.

5 The total number of **jobs opened** during each quarter are shown for comparison. The ratio of jobs opened to total billings can provide an interesting insight into the client's work from quarter to quarter (i.e., more jobs with the same billings means those jobs were smaller, etc.).

6 The clients quarterly **billings graph** shows visually what the billings were for the client per quarter.

Client Alerts

Client alerts are customizable, on-line warnings that appear when you add jobs, billings, or payments for a client. They're optional, and can be changed anytime. These alerts don't stop anyone from working with this client; instead, they simply warn the user regarding something about this client. For example, the job alert can inform users to use a certain status code, markup, or spec sheet. Or, the billing alert can remind users how to compose an invoice.



Alerts are unique to each client. They can be set up to prompt the user when adding a new job, A/R invoice, or client payment. Remember, alerts only warn—not stop—users.

1 Since alerts are customized for each client, the name of the client appears here for reference.

2 Three kinds of events trigger an automatic e-mail: when a client opens a new job, when a client is invoiced, and when a client payment is added. The e-mail message itself is customizable for each client and each kind of event. Click the **New Job Alert!** button to add a customized message, which will pop up on the user's screen

when they add a new job for the client.

3 To add a customized alert that pops up when an Accounts Receivable invoice is added, click on the **A/R Alert!** button.

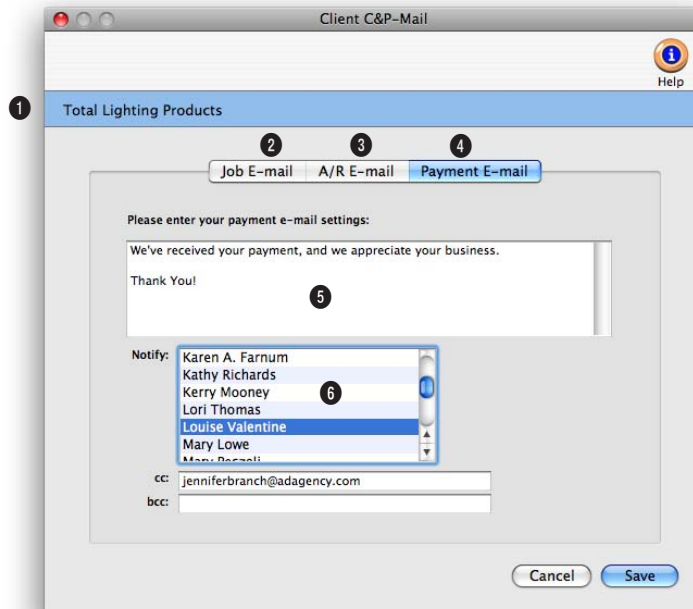
4 You can add a customized alert for client payments by clicking on the **Payment Alert!** button. This alert will pop up when a client payment is added.

5 Enter the message here.

You'll have plenty of room to type whatever you want, but remember—the staffer has to read it too!

Client E-mail

If Clients & Profits is connected to an SMTP-based mail server, it can send electronic mail when a client opens a job, is billed, or makes a client payment. Each client can have its own special e-mail settings, which Clients & Profits uses to automatically notify the client's account manager or agency principal. These messages are sent via the internet to e-mail programs such as Netscape Mail, Microsoft Outlook, Eudora, etc. It enables a staff member to keep up to date about a client's new jobs, billing, and payments without actually using Clients & Profits.



C&P e-mail can be sent to e-mail-enabled cell phones, papers, and PDAs. Each message is unique to each client.

1 Since alerts are customized for each client, the name of the client appears here for reference.

2 The **job e-mail** will send an e-mail message whenever a new job is opened for this client.

3 The **A/R e-mail** will send an e-mail message when this client is billed.

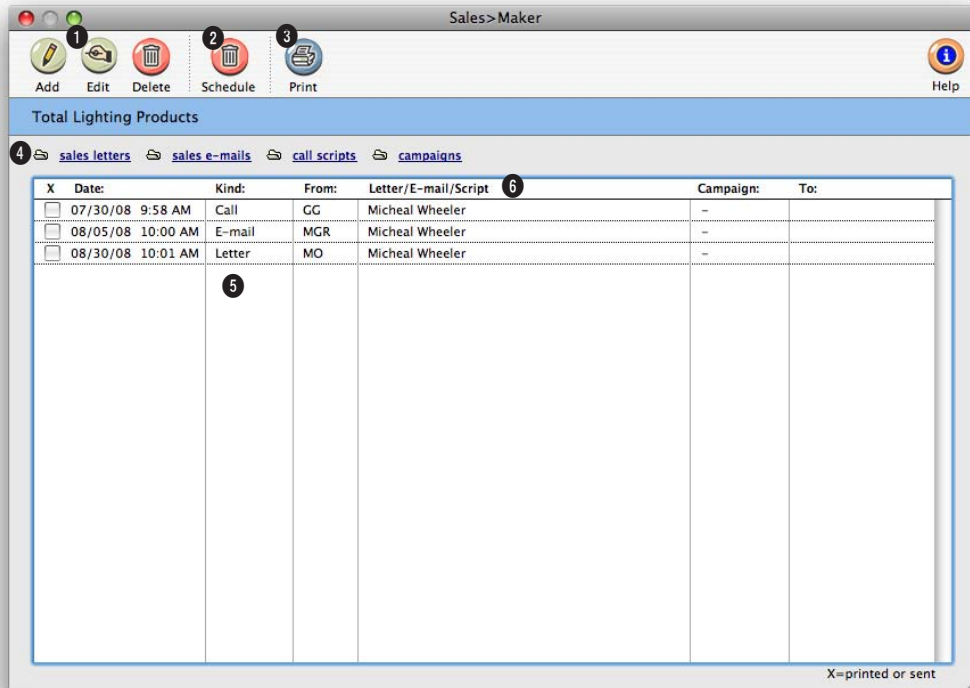
4 The **payment e-mail** is sent when this client pays an invoice.

5 The e-mail message itself is customizable for each client and each kind of event (e.g., "here's a new job!" or "the client just paid!").

6 Each message can be sent to one or more Clients & Profits staff members. For example, the "new job" e-mail can be sent to the accounting department, while the "payment" e-mail might be sent to the agency principal.

Sales>Maker

The Sales>Maker is part of Clients & Profits' client relationship manager. It lets marketing directors and business development managers create integrated marketing campaigns that include printed sales letters, follow up e-mail, and script-based telemarketing. Automatic sales campaigns can be scheduled for individual clients and their contacts.



The Sales>Maker keeps track of all your standard sales letters, e-mails, call scripts, and campaigns in one place for everyone in Account Service to use.

1 Sales actions can be easily added, edited, and deleted from the Sales > Maker window. To add a new sales action, click on the **add** button. To edit a sales action, click on the **edit** button. To delete a sales action, click **delete**.

2 To schedule a campaign for future sales follow-up actions, click on the **schedule campaign** button.

3 To print a hard-copy printout of a list of sales actions, click on the **print list** button.

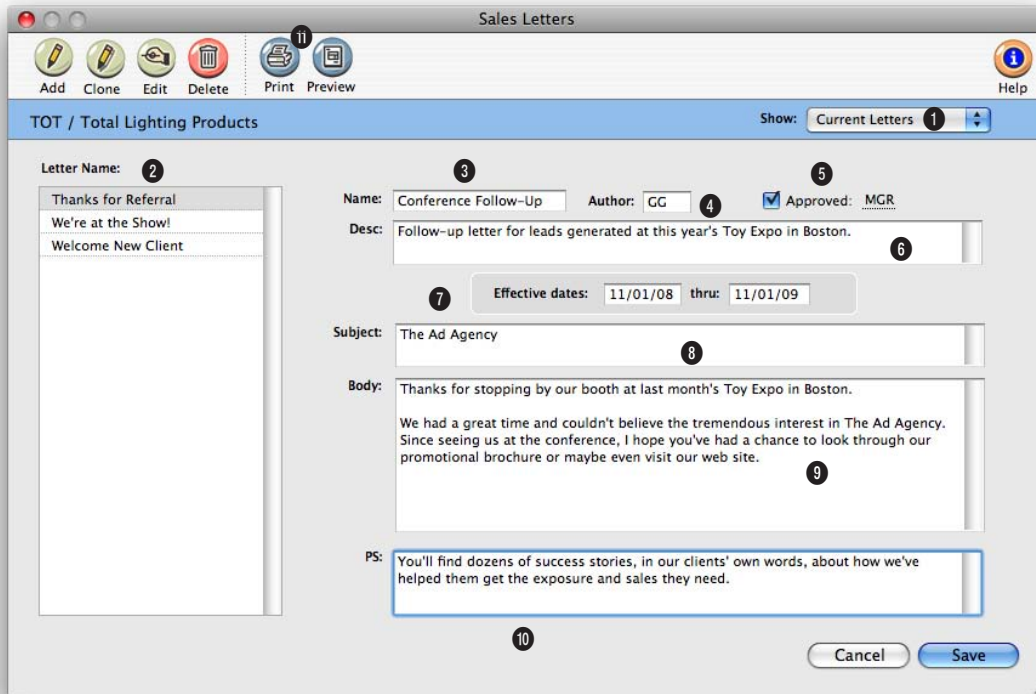
4 There are several types of sales actions that can be sent to the client. Click on the **sales letters** link to view, add, edit, clone, delete, or print a list of current and expired sales letters. Click on the **sales e-mails** link to view, add, edit, clone, delete, or print a list of current and expired sales e-mails. Click on the **call scripts** link to view, add, edit, clone, delete, or print a list of current and expired sales calls.

5 Dozens of campaigns can be

added for a client. Campaigns make scheduling follow-up sales actions easy. To view, add, edit, clone, delete, or print a list of campaigns, click on the **campaign** link.

6 Every sales action for a client are listed by date, but the sort can be changed by clicking on any column heading.

Once created and approved, a sales campaign can be scheduled for individual client contacts. Campaigns can be used repeatedly for different contacts.



Sales letters, e-mails, and call scripts must be approved before they can be used on campaigns. Every piece has an expiration that keeps it from being used too long.

1 From the pop-up show menu, choose either expired or current letter.

2 All the the letters entered into Clients & Profits are listed here. To view the letter, just click on its letter name.

3 When adding a new letter, give it a descriptive name so you can easily find in in the letters list.

4 The initials of the person who entered the letter automatically appear in the author field.

5 When the letter is approved by a user with the right access privileges, their initials will appear here.

6 Enter a description about the letter's purpose here.

7 Enter the effective dates for the letter here to prevent an old letter from being used inadvertently.

8 Enter the letter's subject here. The subject prints on the letter.

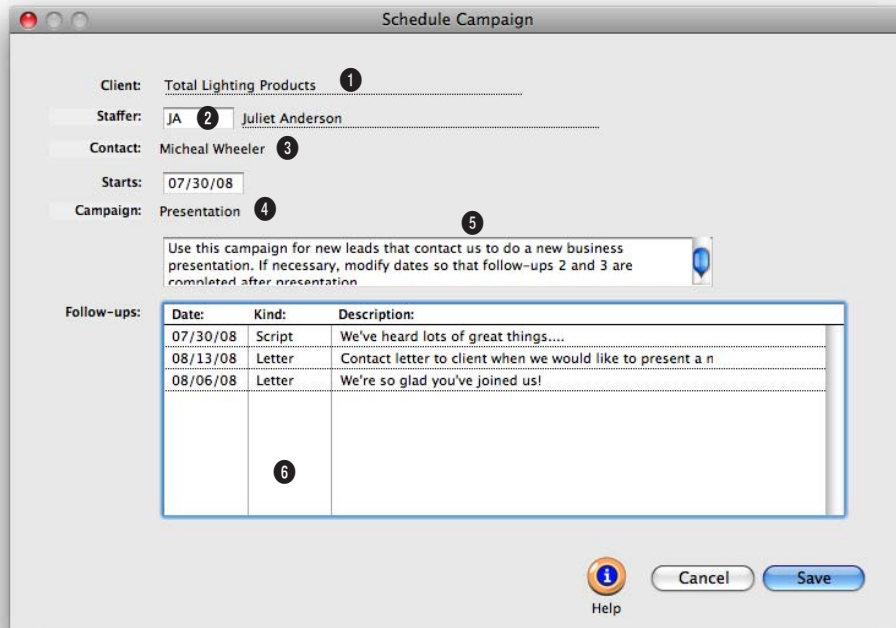
9 Enter the body of the letter here. You can type it directly into Clients & Profits, or paste it from a word processing application.

10 Enter the letter's postscript here, including "P.S."

11 To see how the letter will look when printed, click the print preview button. The client address won't print; instead, you'll see several lines for data.

Sales>Maker (con't)

Sales campaigns are scheduled for specific client contacts, giving each sales piece a personal touch. This also allows for different contacts to get different sales campaigns, each running concurrently or at different times. All of the day's scheduled sales letters, e-mails, and calls are processed together when someone runs the Sales>Maker Follow-ups.



Once added, the campaign can be assigned to many different clients and client contacts—and used several times.

1 Since campaigns are scheduled for specific clients, the **client** name fills in automatically.

2 Enter the initials for the **staffer** who will be responsible for handing the sales campaign. This person's name will appear on printed letters.

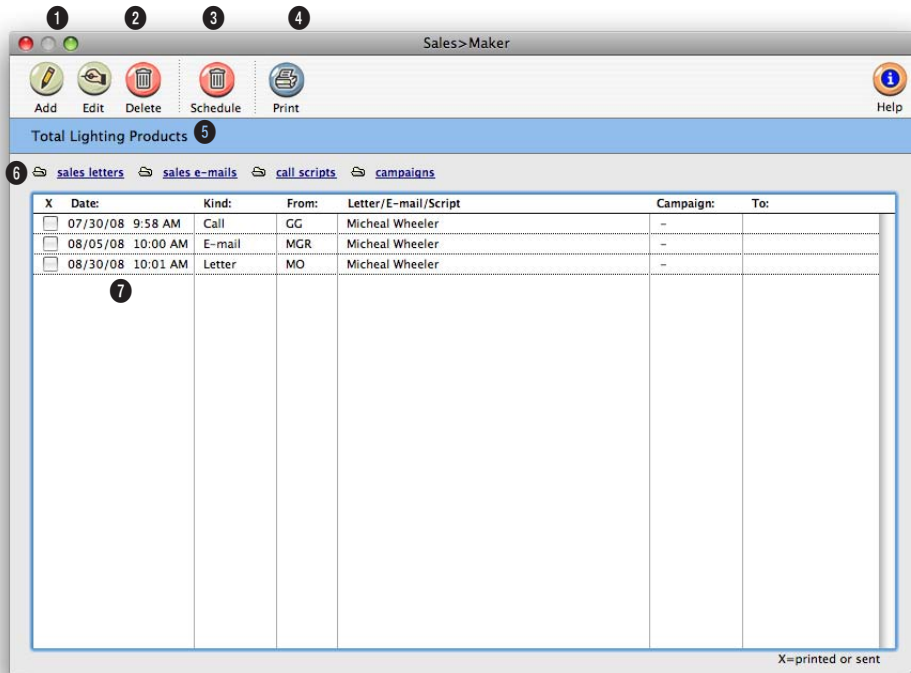
3 Choose the **client contact** from the pop-up menu.

4 Enter the date on which the campaign will **start**. Clients & Profits will automatically schedule the follow-up pieces (from your campaign) based on this start date.

5 Choose the campaign from the pop-up **campaign** menu. A description of the campaign appears below the menu.

6 The **follow-ups** scheduled for the campaign are listed here for easy reference.

The Sales>Maker Follow-up window lists all of today's scheduled sales letters, e-mails, and calls in chronological order, making it easy for account executives to review the day's follow-ups.



Clicking the toolbar buttons will print any unsend sales letter, send any unsend sales e-mail, and print the day's call scripts.

1 To add a sales letter, click the **add** button. To edit a sales letter, select it from the list, then click the **edit** button.

2 Delete a sales letter by selecting it in the list below, then click the **delete** button.

3 To schedule a campaign, click the **schedule** button.

4 Sales>Maker follow-up report are accessible using the **print** report button.

5 The client's name appears here for reference.

6 Sales letters, e-mails, call scripts, and campaigns can be accessed here by clicking on the appropriate link.

7 Every sales action for a client are listed by **date**, but the sort can be changed by clicking on any column heading. This at-a-glance screen includes the **kind** of action, which staffer in the agency the action is **from**, **to**

which client contact it's going, which sales follow-up it is, and which **campaign** the follow-up is linked to.

Billing/Accounts Receivable

Everything you do for a client is billed by adding an invoice into Accounts Receivable. Clients can be billed for anything you do—whether you're billing an estimate, an advance, a retainer, a service charge, or a job's final costs. A/R invoices are seamlessly integrated with jobs and costs, so billing is particularly quick and easy—and can be mostly automatic.

Every kind of client invoice—including deposits, retainers, advances, credits, and discounts—should be added into Accounts Receivable. Invoices have one or more line items, which contain the actual billing amounts. Every task on a job can be billed as a separate line item on an invoice, providing your clients with a clear, detailed billing—one that looks like their estimate.

Invoices can be created for job tickets, anytime, one at a time or all jobs at once. All you need to know is the job number; Clients & Profits X copies the job's tasks, descriptions, and unbilled amounts to the invoice automatically. The printed invoice shows the job's details, such as specifications, contacts, and billing information.

■ A job can be billed at anytime, as many times as needed. An invoice can bill one job ticket, or contain billings for many different jobs and tasks—even jobs for different clients.

Billing is one of the job's most important steps. It summarizes all of the work you've done on a job—including payables, time, checks, and expenses—on a simple, concise printed invoice. Invoices can be added at the end of the month, or throughout the month as jobs are completed. Billing works like this:

- 1) Unbilled jobs are reviewed on work in progress reports to see what's ready to bill;
- 2) Account executives can adjust unbilled amounts, if needed, to fine-tune what will be billed. Costs, time, and expenses can be transferred between jobs to the same task;
- 3) From these work in progress reports, invoices are added for each job's unbilled tasks. The auto-bill option can bill these jobs automatically in one step;
- 4) These new invoices are proofed, edited, then posted. Posting updates the client's balance, job totals, and the financial statements;
- 5) The new invoices are printed, then mailed to clients;
- 6) When the client sends a payment, it is added into Client Payments and applied to these unpaid invoices.

This completes the billing cycle. Everything you bill affects the client account and the General Ledger when invoices are posted. Invoices are posted to update clients, jobs, and the General Ledger. Posting an A/R invoice creates G/L journal entries automatically. The invoice's total makes a debit entry, usually updating the A/R account; each invoice line item makes a credit

entry, usually for an income account. Posted invoices appear on job reports, billing reports, statements, and client aging reports.

Where do billing amounts come from?

An invoice's billing amounts come from job tasks. Each job task keeps a running total of its costs, time, checks, and expenses from the day the job began. The job task's unbilled balance shows its unbilled gross costs (which includes markups, commissions, and billing rates) less what's been billed before.

Job costs aren't literally billed on the invoice. Instead, the invoice bills the job's tasks—specifically, each task's unbilled amount. When you bill a job, every task that has unbilled costs can appear on the invoice (either automatically or manually, your choice). The invoice's billing amount is copied from the job task's unbilled amount. So clients don't see every cost, time entry, and expense on invoices; instead, they only see job tasks.

You can freely change the invoice's billing amounts. The job's costs are unaffected, giving you the flexibility to bill any amount you wish without making complex, time-consuming adjusting entries.

How do I know what to bill?

Job tickets keep running balances of billings and unbilled costs, so knowing what's to be billed at any point is easy: just look at the job ticket. Instead of reviewing jobs separately, work in progress reports search your database for unbilled jobs.

WIP reports make it easy to pinpoint which jobs need to be billed now, which is especially useful when there are hundreds of open jobs. Work in progress reports select jobs by status. A job has a different production and billing status, for flexibility. Billing status can be used by account executives to track billable jobs, without interfering with the production manager's job status.

Before billing, WIP reports can be distributed to your various account executives for review. Once the unbilled jobs have been adjusted as needed, these reports can be used as checklists for the month's invoicing.

Credits, adjustments, and finance charges

Credits can be made for a client by entering an invoice with negative billing amounts. When a credit invoice is added as a job billing, the credits will reduce the amount billed on the job ticket; if not, the credit will only affect the client balance and the General Ledger. Credits, as well as finance charges, can also be applied when the client payment is added (which doesn't affect the job either). Finance charges can also be billed separately.

A/R Features

Feature	How it works, how it's used
Integrated with job tickets	When a job ticket is referenced on a cost or billing, the job ticket is updated when the invoice or check is posted to the G/L. So the job tracks what needs to be billed and what's already been billed.
Automatic billing	The amount to be billed is copied from the job ticket to the invoice automatically.
Flexible billing styles	There's a billing style for every need. Billing types include estimate, progress/final, multi-job, media, retainer, advance, miscellaneous, finance charge, and job billing.
Invoice options	Options allow you to show more or less detail to customize the client's invoice. Tasks can be rolled up, grouped, or totaled with the group and hidden. For more detail, the description or hours billed can be included. The estimate and previous billings can also be shown as an option.
Billing worksheet	The Billing Worksheet shows which costs are billed on the invoice. The amounts, per cost, can be edited as long as the total of the invoice total remains the same.
Two sales tax rates	Up to two sales tax rates can be entered on each task. The sales tax account(s) to be credited and the rates are copied from the client account when the job is open.
Non-job invoices	Miscellaneous or finance charge invoices update the client account, but don't affect the job.
Retainers and advances	Retainers are deposits from clients which do not update the job. When the job is billed, the retainer is applied to it. Advance billings are deposits for a specific job, and are applied to the same job when it is billed.
Distribution copies	Up to five copies of each invoice can be printed without using expensive multipart forms.
Client diary	The diary records the when, where, and who was involved for major events or meetings. Because the diary is easily accessed, details of conversations and events are preserved. The record can also be e-mailed for streamlined communication.

Billing/Accounts Receivable (con't)

When do I bill something?

There are no real rules when it comes to billing in Clients & Profits. Any kind of invoice can be added, posted, and printed anytime during the month. A job can be billed when it is opened, using its estimate (or any percentage of its estimate). Jobs can be billed progressively, or at completion.

Invoices can be added for anything that needs billing, whether or not it involves a job. This means you can bill client retainers, finance charges, consulting fees, and more where no job exists. Whatever way you choose to bill, jobs always remember what you've billed so far. The Job Ticket window shows the job's billings and unbilled totals. You can see at a glance what's to be billed on a job ticket

Invoices and Work in Progress

Every job cost remembers when it was billed, including the invoice number, date, and billed amount. Costs are billed when the invoice is created, automatically.

The process starts when a cost is added: All job costs are marked as unbilled (unless the job task is unbillable). When the job is billed, its unbilled amount is copied to the invoice—task by task—where you can change it. When the invoice is saved, the billing amount for each task is applied to its costs—starting with the oldest first, until no billing amount remains. The costs that aren't billed remain on the work in progress report, providing the dollar amount of your unbilled costs for your financial statements. It's all automatic, so there's very little you need to do.

Sales Tax

Sales tax is calculated automatically on invoices. Sales tax is based on two factors: the client's sales tax rate, and whether or not the invoice's billing amounts are taxable. Two different sales taxes can be tracked, such as a local sales tax and a state sales tax. A sales tax report shows invoices and tax you have billed your clients.

There are standard sales tax rates, names, and liability accounts in Preferences. Job tasks are set as taxable/nontaxable in the Task Table. Tax rates aren't part of the job task; instead, they are part of the client account. The client sales tax rate is copied to new invoices, but can be changed. Changing the invoice's sales tax rates doesn't affect the client account. When the invoice is posted, sales tax will be calculated using the invoice's rates—not the rates found in the client account. Taxable settings are copied from the job task to the invoice, where they can be changed.

Making a billing amount taxable (or not taxable) only affects that invoice. Sales tax isn't calculated until posting. Once posted, the sales tax rate and account can't be changed. Posting creates journal entries that credit your sales tax liability accounts, which appear on your balance sheet. When

you write a check to pay your sales tax, the check should debit the sales tax liability account.

Billing hints, tips, and shortcuts

- A Progress/Final Billing invoice is the fastest way to bill a job's costs completely. This option creates the invoice for one job, copying the billing amounts and description from each job task in one step.
- Using the auto-billing option for one client can instantly add invoices for the client's unbilled jobs, without time-consuming data entry.
- The job's specifications can be shown on the invoice by checking the Show Job Specs option, instead of retyping them onto the invoice.
- The invoice's credit G/L accounts, which track income on the financial statements, are copied from the job tasks. Job tasks, in turn, get their cGLs from the Task Table. If you set up your default cGL accounts on the Task Table, you won't have to worry about the G/L accounts on new invoices, saving time and making your reports more accurate.
- The billing address can be changed on the invoice itself without affecting the client account or other invoices.
- A job can be billed to any client. To bill a different client, simply enter a new client number over the old number. The jobs on the invoice will show the right billings, even though a different client got the bill.

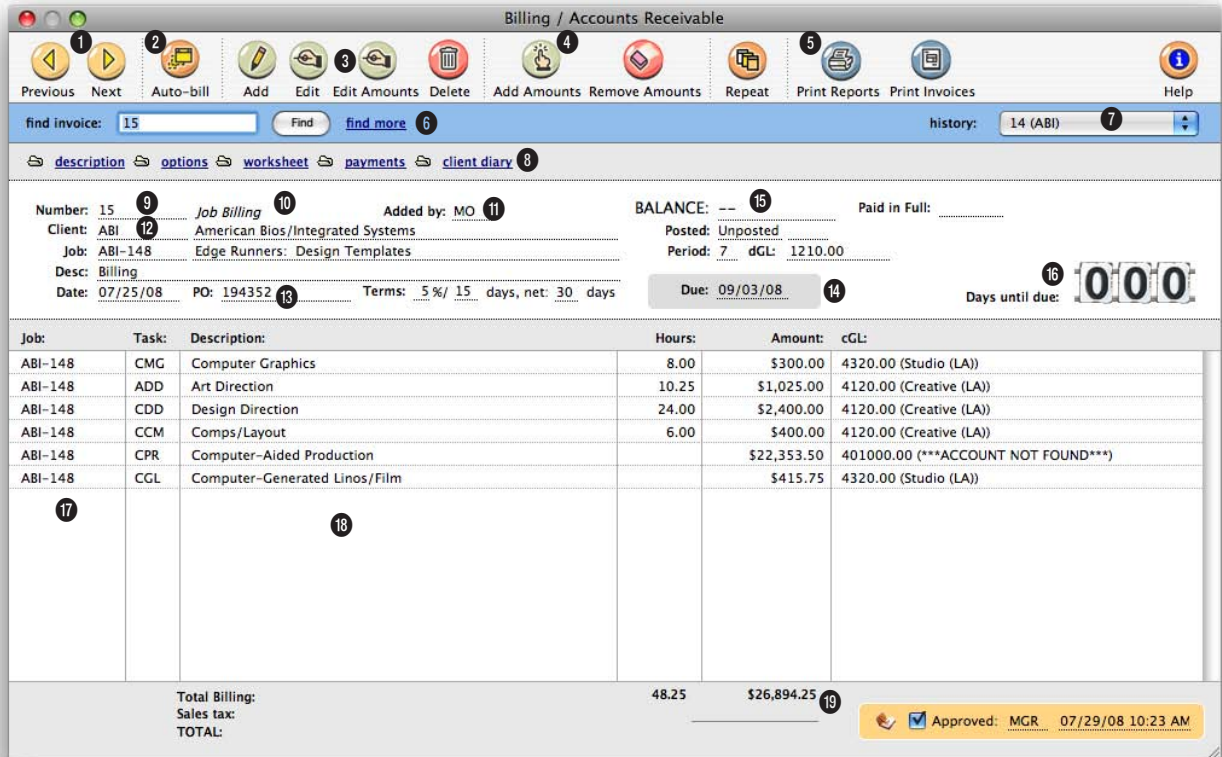
A/R invoices and client payments

Clients & Profits X makes it easy to view the payments a client makes on its invoices. The invoice's unpaid balance due appears at top-right corner of the Accounts Receivable window. It is updated automatically every time a client payment is posted. An invoice's payment history can be viewed by clicking the Payments button on the A/R window, which opens the Client Payments window. The Client Payments window lists the invoice's payments, oldest first. For each payment you'll see the date the payment was added, who added the payment, the client's check number, and any discounts taken. A list of an invoice's payments can be printed by clicking the Print button.

Billing Types

Billing type:	How it works:
Job Billing	Job billings lets you create an invoice by selecting any job's tasks.
Advance Billing	Advances bill jobs from their estimates, before work has begun. Tasks aren't billed; instead, the client only sees an advance billing amount. You can bill all or part of the estimate. The job's total billings aren't affected; instead, it updates the job's advance billing total. Advance billings can be applied like a payment to later invoices. Additionally, they don't affect income, instead they credit a liability account (e.g., unearned income).
Progress/Final Billing	Invoices a job's unbilled tasks in one step.
WIP Billing	WIP billing lets you bill unbilled job costs for any user-defined time period, such as a month. The WIP billing window lists costs one-by-one, prompting you to choose which ones should be billed on the invoice. When the invoice is saved, the selected costs will be billed together by job task.
Estimate Billing	Estimate billings invoice a job's estimates, showing tasks. Unlike advances, they increase the job's billed totals.
Media Billing	This option lists unbilled insertion orders or broadcast orders. Each insertion appears as a separate billing amount, showing its publication, issue date, ad#/caption, and gross cost.
Multi-job Billing	This option lets you bill one client for one or more jobs and their tasks.
Miscellaneous	This billing type invoices clients for non-job charges like consulting fees.
Retainer	Retainers bill clients for account service fees, based on a schedule. They don't affect jobs. Retainers can be applied as payments to upcoming invoices. Additionally, they don't affect income, instead they credit a liability account (e.g., deposits).
Finance Charge	This option invoices clients for non-job finance charges.

The Billing/Accounts Receivable Window



Double-click on a billing amount to edit the task's description. The task code can't be changed. Only the task description appears on the printed invoice.

1 Use the arrow toolbar buttons to scroll through the previous and next accounts receivable invoices.

2 To automatically bill clients or projects for selected unbilled job tickets, click on the auto-bill button.

3 Accounts Receivable invoices can be easily added, edited, and deleted. To add a new job billing invoice, click on the add button. To add another type of billing (i.e., estimate billing,

progress/final billing, etc.), choose Edit > Add New Invoice. Clicking on the edit button lets you edit the billing's invoice description. If the billing is unposted you can edit the client, invoice date, period, payment terms, due date, description, dGL, contacts, AE/team, PO number, and sales tax rates. If the billing has already been posted, only the description can be edited. To change billing amounts, click on the edit amounts button. Billing amounts can be edited for only

unposted invoices. Remember that changing an invoice line item's billing amount doesn't change the cost's billing information for the task. If you change a billing amount for a job billing, you may need to adjust your cost's billed amount in the billing worksheet. To delete a billing, click on the delete button. Only unposted invoices can be deleted. If the invoice has already been posted you can either unpost the invoice and then delete it or you can add another invoice that adjusts

The Delete All Unposted Invoices can be used to delete any kind of invoice—not just automatic billings—regardless of how it was added. In fact, it will delete every A/R invoice that isn't posted.

the account balance.

4 Amounts can be easily added and removed from an unposted billing using the **add amount** and **remove amount** buttons.

5 Use the **print reports** and **print invoices** buttons to print Accounts Receivable reports and invoices.

6 Enter the invoice number here to **find** a billing. Or use the **find more** link to find invoices by sequence, invoice number, job number, client number, date, PO number, or due date.

7 Use the **history** pop-up menu to jump to a previously viewed billing.

8 Click on these links to quickly see the most important parts of an invoice, then make changes. Click on the **description** link to view or edit the billing's client, invoice date, period, payment terms, due date, description, dGL, contacts, AE/team, po number, and sales tax rates. If the billing has already been posted, only the description can be edited. Click on the **options** link to view or edit the billing's display options, copies to names, finance charge, or

billing address. Click on the **worksheet** link to view or edit the billing's worksheet, which lists the billing's job costs. Click on the **payments** link to view all client payments posted for this billing. Click the **client diary** link to add, view, or print the client's diary entries.

9 Invoices are automatically numbered or you can enter your own invoice **number**. The next invoice number can be set in Preferences. It can contain up to 10 numbers.

10 The **billing type** indicates what kind of charges were billed on this invoice (e.g., estimate, progress/final, media, advance, retainer, miscellaneous, etc.).

11 The **added by** initials show which user added the invoice.

12 Every invoice includes one **client number**, one or more **job numbers**, a **description**, and an **invoice date**. This information appears on the printed invoice.

13 The client's **PO** number is copied from the job ticket. The payment **terms** are copied from the client account. Both appear on the printed invoice.

14 The **due** date is the date

on which the invoice's payment is expected, and is used by the Cash Flash report. Clients never see the due date.

15 The **Balance due** shows the invoice's total charges (including sales tax) less any retainer, advance, or client payments. The **posted** date shows when the invoice was finalized and posted to the G/L. Posting updates the client account, jobs and tasks, and the General Ledger. Posting an invoice updates the G/L based on its accounting **period**.

16 The **days due** box shows a countdown of how many days are left until the invoice reaches its due date.

17 Each invoice line item can include a job, task, description, and billing amount. Double-click on a line item to see and edit a billing amount.

18 If a retainer or advance payment was applied to an invoice, its description and amount appear at the bottom of the window—and the printed invoice.

19 The total amount of the billing includes sales tax plus the total of all invoice line item amounts.

Billing a job for its unbilled costs is the easiest, fastest way to add an invoice. All you need to know is the job number. Since jobs are integrated with billing and accounts receivable, there's no rekeying to make an invoice.

only; the client never sees it.

7 The client's **purchase order** and **charge number** are copied from the job ticket. The invoice's **payment terms** are copied from the client account. The terms appear on the printed invoice.

8 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 An invoice can include dozens of different billing amounts, each of which contain a job task, billing amounts, hours billed, and an income G/L account. Billing amounts are subtotaled by group, just like amounts on printed estimates.

11 The **roll up billing amounts by task** option lets you customize how billing amounts appear on the printed invoice. The roll-up option gives you the most flexibility in billing, since it combines selected tasks into another task.

12 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice. Click the **traffic button** to update the job's traffic status, including milestones, while adding the invoice.

Estimate Billing

Number: 2002 (1)

Job: ITP-212 (2) Riot! single page ad

Bill to: ITP (3) International Performance Corp. [edit billing address](#)

Date: 07/29/08 (4) Period: 7 - July 2008 (5)

PO#: 2939 (7) Terms: 2 %/ 30 days, Net: 30 Due Date: 08/28/08 (6) Charge #: 390893

dGL: 1210.00 (8) Accounts Receivable

Notes: Billing for work done through July. (9)

Bill estimate: 100.00 % (10)

X	Task:	Amount:	cGL:
<input checked="" type="checkbox"/>	MISC Miscellaneous Job Costs	\$1,600.00	4120.00
<input checked="" type="checkbox"/>	ADD Art Direction	\$1,125.00	4120.00
<input checked="" type="checkbox"/>	LYT Layout	\$850.00	401000.00
<input checked="" type="checkbox"/>	CGP Computer-Generated Color Proofs	\$150.00	4320.00
<input checked="" type="checkbox"/>	TYPG Typesetting (11)	\$851.00	4320.00
<input checked="" type="checkbox"/>	MSG Messenger Service	\$45.00	401000.00
<input checked="" type="checkbox"/>	PJC Project Coordination	\$421.00	401000.00
<input checked="" type="checkbox"/>	PRF Proofreading	\$239.00	401000.00
<input checked="" type="checkbox"/>	FED Federal Express	\$75.40	401000.00
<input checked="" type="checkbox"/>	CXR Color Xeroxes	\$65.25	401000.00
		\$5,421.65	

Options: Include change orders (12) Roll up billing amounts by task (13)

Buttons: Help, Cancel, Save

An estimate billing is fast (and accurate) because it creates an invoice using the job's estimate amounts, not costs. All you need to know is the job's number.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 The **job number** indicates which job was billed on an invoice. The last-used job number is used entered automatically as a time saver, but it can be changed. Invoices usually bill one job at a time

(but the multi-job billing type lets you bill several on the same invoice).

3 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice. The client number is copied automatically from the job, but it can be changed—which allows you to bill the job to a different client.

4 The invoice **date** appears on the printed invoice. It is used by the aging reports to calculate

the age of unpaid invoices.

5 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

6 The **due date** is the date on which payment is expected. It's for internal cash-flow planning

If you always bill jobs based on a fixed estimate, then you'll use the estimate billing option often. If you generally bill jobs at completion, the estimate billing option is useful when you sometimes need to bill a job—or any part of it—up front (such as a big printing job).

only; the client never sees it.

7 The client's **purchase order** and **charge number** are copied from the job ticket. The invoice's **payment terms** are copied from the client account. The terms appear on the printed invoice.

8 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 The billing amounts will be calculated using a **percentage** of the job's estimate. Billing amounts are copied for every task on the estimate. Any portion of the job's estimate can be billed, depending on your agreement with the client.

11 Job tasks are billed on estimate billings by checking the "X" checkbox. If you don't want a particular task to appear on this estimate, uncheck it. The task's description, billing amount, and income cGL number can be changed. Editing the task's billing amount does not affect its estimate—the change only appears on the estimate billing.

12 The **include change orders** option causes the task's change order total to be added into its

billing amount.

13 The **roll up billing amounts by task** option lets you customize how billing amounts appear on the printed invoice. The roll-up option gives you the most flexibility in billing, since it combines selected tasks into another task.

14 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice. Click the **traffic button** to update the job's traffic status, including milestones, while adding the invoice.

Progress/Final Billing

Add Job Progress/Final Billing Invoice

Number: 2003 **1**

Job: ABI-148 **2** Edge Runners: Design Templates

Bill to: ABI **3** American Bios/Integrated Systems [edit billing address](#)

Date: 07/29/08 **4** Period: 7 - July 2008 **5**

Terms: 2 % / 30 days, Net: 30 **6** Due Date: 08/28/08 **7** Charge #: 128-ABI-08 PO#: 194352

dGL: 1210.00 **8** Accounts Receivable

Notes: Billing for work completed through July. **9**

Bill costs at: 100.00 % **10**

X	Task:	Hours:	Amount:	cGL:
<input type="checkbox"/>	DES Design/Concept			401000.00
<input checked="" type="checkbox"/>	ADD Art Direction	10.25	\$1,025.00	4120.00
<input checked="" type="checkbox"/>	CCM Comps/Layout	6.00	\$400.00	4120.00
<input type="checkbox"/>	COL Color Marking			401000.00
<input type="checkbox"/>	PDD Photography Direction			401000.00
<input type="checkbox"/>	PRD Mechanical Art Assembly			401000.00
<input checked="" type="checkbox"/>	CMG Computer Graphics	8.00	\$300.00	4320.00
<input checked="" type="checkbox"/>	CPR Computer-Aided Production		\$22,353.50	401000.00
		54.25	\$26,894.25	

Options: Include change orders

Include unbilled POs/IOs

Roll up billing amounts by task

Show hours billed **12**

13 Help Cancel Save

A progress/final billing is a faster, easier way to invoice a job's costs. It's fast because billing amounts are created automatically for the job's tasks for the job number entered.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 The **job number** indicates which job was billed on an invoice. The last-used job number is entered automatically as a time saver, but it can be changed. Invoices usually bill one job at a time (but the multi-

job billing type lets you bill several on the same invoice).

3 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice. The client number is copied automatically from the job, but it can be changed--which allows you to bill the job to a different client.

4 The invoice **date** appears on the printed invoice. It is used by the aging reports to calculate the age of unpaid invoices.

5 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

6 The invoice's payment **terms** are copied from the client account. The terms appear on the printed invoice.

There's no distinction between a progress billing and a final billing. Both kinds of billings are treated the same way: both create an invoice using the job's unbilled tasks. Use the progress/final option when you need to bill a job for costs, even if it isn't finished.

7 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

8 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 The billing amounts will be calculated using a **percentage** of the job's estimate. Billing amounts are copied for every task on the estimate. Any portion of the job's estimate can be billed, depending on your agreement with the client.

11 The job task's description, unbilled amount, unbilled hours, and cGL are copied to the invoice. The billing **amount** is copied from the job task, but

can be freely modified. You can bill any amount, whether the job task has costs or not. The billing amount will be credited to the job task's **cGL** (i.e., income) account. The line item's cGL can be changed to a different account, if needed, without affecting the job task.

12 The **include change orders** option causes the task's change order total to be added into its billing amount. The **include unbilled POs/IOs** option causes the task's unbilled order totals to be added into its billing amount. The **roll up billing amounts by task** option lets you customize how billing amounts appear on the printed invoice. The roll-up option gives you the most flexibility in billing, since it combines selected tasks into another task. The **show hours billed** option will show each task's billed hours on the printed invoice.

13 The client's **purchase order** and **charge number** are copied from the job ticket.

WIP Billing

Add WIP Billing Invoice

Number: 11029 **1**

Job: 07-TOT-1 **2** New Facility Brochure

Bill to: TOT **3** Total Lighting Products [edit billing address](#)

Date: 04/10/07 **4** Period: 11 - February 2006/2007 **5**

PO#: TOT93883 **6** Terms: Net 30 **7** Due Date: 05/10/07 **8**

dGL: 1210.00 **9** Accounts Receivable Charge #: **10**

Notes: Work in Progress Billing, April - first period. **14**

11 Select unbilled costs from: 02/01/07 to: 04/10/07 Roll up billing amounts by task **12**

Task:	Number:	Date:	Vendor:	Kind:	Notes:	Amount:	Hours:
CRE	16676	03/12/07	MP 13	Time	Creative Concepting	\$192.50	3.50
FLM	16701	03/16/07	SCAN/LINE	Int Charge	Line Scans	\$1,350.00	12.50
FLM	16702	03/20/07	SCAN/GRAY	Int Charge	Greyscale Scans	\$160.00	1.00
						\$1,702.50	17.00

Help Cancel Save

WIP billings are fast and easy. Your unbilled costs are entered automatically based on a date range that you specify.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 The **job number** indicates which job was billed on an invoice. The last-used job number is used entered automatically as a time saver, but it can be changed. Invoices usually bill one job at a time

(but the multi-job billing type lets you bill several on the same invoice).

3 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice. The client number is copied automatically from the job, but it can be changed—which allows you to bill the job to a different client.

4 The invoice **date** appears on the printed invoice. It is used by the aging reports to calculate

the age of unpaid invoices. **5** The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

6 The client's **purchase order** is copied from the job ticket.

7 The invoice's **payment terms**

What's the difference between a progress/final billing and a WIP billing? Progress/final billings pull every unbilled costs. WIP billings only pull unbilled costs for your specified date range. WIP billing makes it easy for you to bill costs for a certain month without having to add your billing on the first or last day of the month.

are copied from the client account. The terms appear on the printed invoice.

8 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

9 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

10 The **charge number** is copied from the job ticket.

11 **Unbilled job costs** are selected from the job ticket for a specified date range.

12 The **roll up billing amounts by task** option lets you customize how billing amounts appear on the printed invoice. The roll-up option gives you the most flexibility in billing, since it combines selected tasks into another task.

13 The unbilled job costs that are dated within your selected date range will be automatically listed here with their billing detail. The amounts and hours can be edited.

14 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

Multi-Job Billing

Multi-job billings can be created to bill for many jobs and tasks on a single invoice. You can consolidate jobs from various clients onto a single invoice—for one client. Multi-job invoices can make billing large companies much easier, especially when you do work for many departments or divisions of a corporation. Multi-job invoices also work well when one client has a tremendous volume of work to bill at once.

Job:	Task:	Amount:	Hours:	cGL:
SED-219	PHOS Photoshop	\$1,250.00	10.00	4120.00
SED-133	DES Design + Concept	\$850.00	13.50	4120.00
SED-133	ART Art Design	\$61.75	3.25	4320.00
		\$2,161.75	26.75	

Multi-job billings let you consolidate jobs from various clients onto a single invoice—for one client. It makes billing large companies with various departments much easier.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice.

3 The invoice **date** appears on the printed invoice. It is used

by the aging reports to calculate the age of unpaid invoices.

4 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

5 The **due date** is the date on which payment is expected. It's

for internal cash-flow planning only; the client never sees it.

6 The client's **purchase order** and **charge number** can be entered here. The invoice's payment **terms** are copied from the client account. They all appear on the printed invoice.

7 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

The printed invoice for a multi-job billing is tightly formatted, so it doesn't have all display options available as do other billing types.

8 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

9 Every invoice line item gets a **job number**. Any client's jobs can be included on multi-job billings.

10 Tabbing past the job's **task** copies its description, unbilled amount, unbilled hours, and cGL to the invoice.

11 The billing **amount** is copied from the job task, but can be freely modified. You can bill any amount, whether the job task has costs or not.

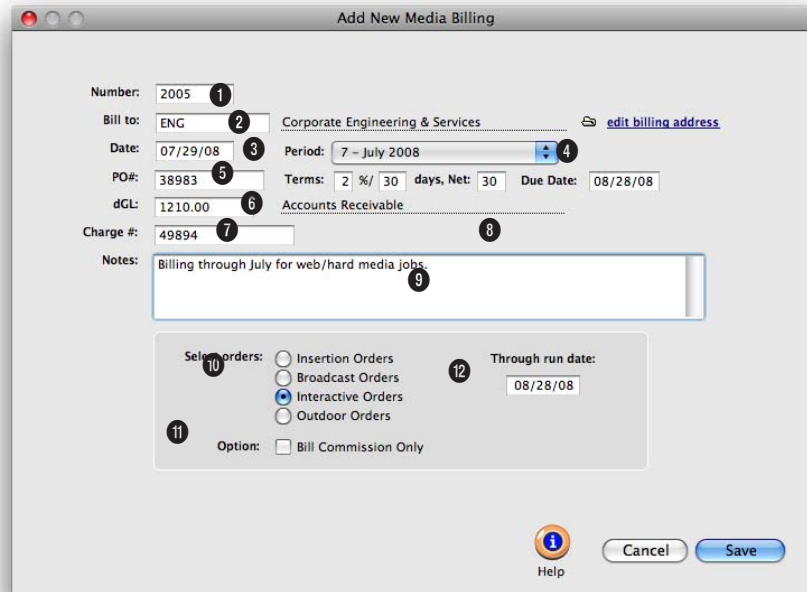
12 The billing amount will be credited to the job task's cGL (i.e., income) account. The line item's cGL can be changed to a different account, if needed, without affecting the job task.

13 The **roll up billing amounts by task** option lets you customize how billing amounts appear on the printed invoice. The roll-up option gives you the most flexibility in billing, since it combines selected tasks into another task.

14 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice. Click the **traffic button** to update the job's traffic status, including milestones, while adding the jobs to the invoice.

Media Billing

Billing broadcast, print, interactive, and outdoor orders is a snap—a completed invoice is just a few clicks away. There's nothing to rekey, since invoices are based on media orders. All you need to know is the client number and the run date.



Multi-job billings let you consolidate jobs from various clients onto a single invoice—for one client. It makes billing large companies with various departments much easier.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice. The client number is copied automatically from the job, but it can be changed—which allows you to bill the job

to a different client.

3 The invoice **date** appears on the printed invoice. It is used by the aging reports to calculate the age of unpaid invoices.

4 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to

next month's financial period.

5 The client's **purchase order** can be entered here. The invoice's payment **terms** are copied from the client account. They both appear on the printed invoice.

6 The **debit** account, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total, including sales tax, when the invoice is posted.

Unlike pre-billings, media billings can be added after insertion or broadcast orders have their costs invoiced by the publication/station. Each media invoice can contain dozens of insertion or broadcast orders which will each appear as separate billing amounts on the printed invoice.

7 The client's charge number can be entered here. It appears on the printed invoice.

8 The due date is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

9 Invoice notes explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 A media billing can be added to bill a client's insertion orders or broadcast orders.

11 If a client pays the media directly, it can be billed for commission amounts only by choosing the **bill commission only** option. Every media buy from the insertion or broadcast order will appear on the invoice. The media commission is calculated as the difference between the media buy's gross amount less its net amount.

12 If you selected to bill the client for insertion orders, then enter in the **space close** date here. This is the date that unbilled insertion orders will be pulled from. If you selected to bill the client for broadcast orders, then enter in the broadcast month here. Unbilled broadcast orders will be pulled for this month only.

X	Number	Publication	Issue date	Net:	Gross:	Bill Amt:
<input checked="" type="checkbox"/>	30000	School Mates of America	300x250	\$8,500.00	\$10,000.00	10000.00
		Solaris for Summer	06/1-30/07			
<input checked="" type="checkbox"/>	30001	School Mates of America	300x250	\$8,500.00	\$10,000.00	\$10,000.00
		Solaris for Summer	07/1-30/07			
<input checked="" type="checkbox"/>	30002	School Mates of America		--	--	--
<input checked="" type="checkbox"/>	50050	www.smw.biz	300x250	\$4,250.00	\$5,000.00	\$5,000.00
		Summer style	06/01-30/07			
<input checked="" type="checkbox"/>	50051	www.smw.biz/messages	15x15 70 char.jpg	\$637.50	\$750.00	\$750.00
		Catalog	06/01-30/07			
				\$21,887.50	\$25,750.00	\$25,750.00

5 insertion order(s) listed

1 The Media Billings window will list unbilled orders by number, generally with the oldest ones shown first.

2 Insertion orders and broadcast orders are added to media invoices by checking the "X" checkbox.

17 The order's publication/station and ad name/program appear here for reference. The ad's issue date appears on the printed invoice.

3 The media buy's net and gross amounts are shown for reference.

4 Depending on the option chosen when the invoice was added, the media buy's gross amount, net amount, or commission only amount will be included on the invoice as the **bill amount**. You can change the media buy's billing amount by entering a new number. Media buys that are billed as net not gross (i.e., if the "bill net, not gross" option was checked) are

indicated with a small "n" next to the amount.

Retainer Billing

Client retainers are special-purpose invoices that bill clients, but don't count as income. Instead, retainers are billed as deposits against future billings. Retainers can only be billed from each client's retainer schedule which contains descriptions and amounts for up to twelve monthly billings. When you add a retainer invoice, you'll be prompted to select a retainer to bill from the client's schedule copying in all the details from the client account. When a retainer is posted, the balance updates the client's retainer balance.

Bill these:	Period/Description:	Amount:	
<input type="checkbox"/>	January	1200.00
<input type="checkbox"/>	February	1200.00
<input type="checkbox"/>	March	1200.00
<input type="checkbox"/>	April	1200.00
<input type="checkbox"/>	May	200.00
<input checked="" type="checkbox"/>	June	300.00	07/30/08
<input checked="" type="checkbox"/>	July	1400.00	07/30/08
<input checked="" type="checkbox"/>	August	800.00	07/30/08
<input type="checkbox"/>	September	1400.00
<input type="checkbox"/>	October	1000.00
<input type="checkbox"/>	November	1800.00
<input type="checkbox"/>	December	3000.00

When a retainer is applied to an unposted invoice, the retainer amount appears after the invoice's line items and billing amounts, sales tax, and grand total.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 A retainer invoice can be billed to only one **client**.

3 Invoice **date** appears on the printed invoice. It is used by the aging reports to calculate the age of unpaid invoices.

4 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

5 The client's **purchase order** is copied from the client account.

6 The invoice's **payment terms** are copied from the client ac-

count. They all appear on the printed invoice.

7 The **debit** account, which is usually Accounts Receivable, is copied from the client's retainer schedule.

8 The **credit** account, which is usually a liability account (e.g., deposits), is also copied from the client's retainer schedule.

9 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

If a client pays you a flat monthly fee that isn't applied to job billings, then it shouldn't be billed as a retainer. These fees, which usually cover the client's account service hours, are really earned income because you won't give the money back if you do no work.

10 To add a retainer billing to this invoice, click the "X" checkbox for a selected month. Previously billed retainers will have the checkbox already marked.

11 When a scheduled retainer is actually billed (by clicking on the "X"), its billed date is entered automatically. The billed date appears for reference on previously billed retainers.

Advance Billing

Advances are special invoices that bill a job's estimate before the work has started. They are special because the billing amounts on advance invoices aren't considered income; instead, they are counted as unearned revenue, or a liability on the financial statements.

Advances act like client retainers, but are associated with one specific job. They let you bill up front for a job, then apply these billings later when the actual costs are billed.

How it works: When an advance billing is posted, a debit journal entry is posted into Accounts Receivable and a credit journal entry is posted into Client Advances. Unlike retainers, advance billings do increase the client's balance. Advance invoices appear on aging reports, and are paid off in Client Payments just like other invoices.

■ Advance billing is only available in Clients & Profits Pro X and Clients & Profits SQL X.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice number appears on all windows, reports, and forms.

2 The job number shows which job was billed on the invoice. Only one job can be billed on each advanced billing.

3 An invoice can be billed to only one client. This is the one

who will eventually pay for the invoice. The client number is copied automatically from the job, but it can be changed—which allows you to bill the job to a different client.

4 Invoice date appears on the printed invoice. It is used by the aging reports to calculate the age of unpaid invoices.

5 The accounting period specifies which month in the General Ledger should be affected when an invoice is posted.

The advance billing amount appears on the bottom right side of the Job Snapshot window (Production > Job Tickets > view>point > Job Snapshot). It is the running total of the job's advance billings, less any amounts applied to the job's invoices.

6 The client's **purchase order** is copied from the job ticket. The invoice's payment **terms** are copied from the client account. They all appear on the printed invoice.

7 The **debit** account, which is usually Accounts Receivable, is copied from Preferences.

8 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 The **estimate** and **advance billed-to-date** totals are copied from the job ticket. Any **percentage**, up to 100%, of this job's estimate can be billed. The **billing amount** is calcu-

lated, based on the estimate, by tabbing past the percentage. The **advance billing cGL** account number should be a liability account (e.g., unearned revenue).

11 To print a copy of the job's estimate at the same time the invoice is printed, select the option **also print estimate with this invoice**.

12 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice. Click the **traffic button** to update the job's traffic status, including milestones, while adding the invoice.

Miscellaneous Billing

Miscellaneous billings don't affect jobs. They're ideal for onetime billings for small charges like consulting, royalties, expense reimbursements, and fees.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice.

3 The invoice **date** appears on the printed invoice. It is used

by the aging reports to calculate the age of unpaid invoices.

4 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

5 The client's **purchase order** can be entered here. The

invoice's **payment terms** are copied from the client account. They both appear on the printed invoice.

6 The **debit account**, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total when the invoice is posted.

7 The client's **charge number** can be entered here. It appears on the printed invoice.

Invoices don't have to reference a job numbers or tasks. These billings, called miscellaneous invoices (as opposed to job invoices), let you bill clients for non-job charges such as consulting fees, commissions, and service charges—as well as credits and adjustments—without affecting job tickets.

8 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 The **description** field can be used to describe the billing amount. It appears in the body of the printed invoice. When the invoice is posted, this description becomes the credit journal entry's description in the General Ledger.

11 This is the **amount** the invoice is being billed for.

12 The **credit** G/L account is entered automatically from preferences, but it can be changed.

13 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice.

Finance Charge Billing

The screenshot shows a window titled "Add Finance Charge" with the following fields and values:

- Number: 2005 (1)
- Bill to: HSA (2) Household Software
- Date: 10/05/08 (3) Period: 10 - October 2008 (4)
- PO#: HSA2987 (5) Terms: Net 30
- dGL: 1210.00 (5) Accounts Receivable (6)
- Charge #: 39893 (7) Due Date: 10/28/08 (8)
- Notes: Finance charge for September's overdue billings - as per our agreement. (9)
- Desc: Finance charges - September (10)
- Amount: \$186.77 (11)
- cGL: 4020.00 (12) Account Management (LA)

Buttons: Help, Cancel, Save

Finance charge billings are used to bill a late-paying client for finance or service charges. They look like regular invoices, and aren't handled differently by Clients & Profits.

1 Invoices are numbered automatically based on a user-defined number in Preferences. The invoice number can be changed by selecting it and then entering your own number. The invoice **number** appears on all windows, reports, and forms.

2 An invoice can be billed to only one **client**. This is the one who will eventually pay for the invoice.

3 The invoice **date** appears on the printed invoice. It is used by

the aging reports to calculate the age of unpaid invoices.

4 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

5 The client's **purchase order** can be entered here. The

invoice's **payment terms** are copied from the client account. They both appear on the printed invoice.

6 The **debit account**, which is usually Accounts Receivable, is copied from Preferences. This account is debited for the invoice's total when the invoice is posted.

7 The client's **charge number** can be entered here. It appears on the printed invoice.

While finance charges are calculated on aging reports, they aren't automatically billed to clients. Instead, separate finance charge invoices are added then printed for the client.

8 The **due date** is the date on which payment is expected. It's for internal cash-flow planning only; the client never sees it.

9 Invoice **notes** explain what you've billed. They appear on the printed invoice, above the billing amounts.

10 The **description** field can be used to describe the billing amount. It appears in the body of the printed invoice. When the invoice is posted, this description becomes the credit journal entry's description in the General Ledger.

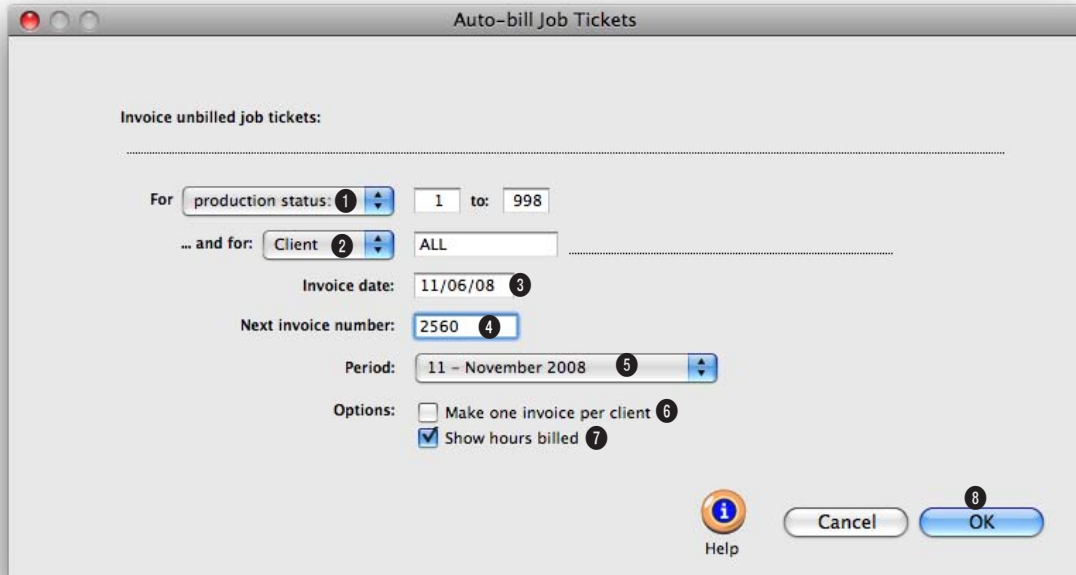
11 This is the **amount** the invoice is being billed for.

12 The **credit G/L** account is entered automatically from preferences, but it can be changed.

13 The client's billing address is copied to invoices automatically. Click the **billing address button** to customize the bill-to address on this invoice.

Automatic Job Billing

Clients & Profits X provides a unique feature that creates invoices automatically for all of your unbilled jobs. It's the same result as if you'd entered an invoice for each of your unbilled jobs. Instead, auto-billing does the work for you. The auto-billing process is simple: unbilled jobs are chosen by production or billing status. Invoices are made automatically, including a line item for every unbilled task on the job ticket. There's no retyping.



When auto-billing, costs are billed automatically as invoices are saved. Use the Billing Worksheet window to change billing amounts on a job cost before posting an invoice.

1 Choose **production status** or **billing status** from the **from** pop-up menu, then enter a range of status codes. To bill all jobs with unbilled tasks, enter the status range of 0 to 999. This range of status codes will include jobs without a billing status. To only bill jobs with a specific status, enter a more limited range of status codes (e.g., 30 - 50).

2 Choose **client** or **project** from the **and for** pop-up menu, then enter a client number or

project code. Unbilled jobs can be selected for one client or project or all clients and all projects. This option lets you easily bill one client's unbilled at the same time. It also gives you the option to easily bill one project's jobs together on the same invoice.

3 The **invoice date** is the date that appears on the printed invoice. The client sees this date as the date of the billing. It is used by the aging reports to calculate an invoice's age (i.e., 30

days, 60 days, 90 days). The date defaults to today, but can be changed. It does not affect the posted date.

4 The **next invoice number** lets you set the numbering sequence for this batch of invoices. The next number, based on the last invoice, is entered automatically. If the last invoice number contained letters, the next number can't increment—and you'll have to enter your own number.

If for some reason you want to delete all of the auto-billed invoices and start the process over again, use the Delete All Unposted A/R command. Keep in mind that it will delete all unposted invoices, not just your automatic billings.

5 The **accounting period** specifies which month in the General Ledger should be affected when an invoice is posted. The invoice date and the accounting period can be different, for flexibility. This means an invoice can be dated in this month, but the invoice can be posted to next month's financial period.

line items are then compiled together by job number to complete the finished invoices.

6 Instead of creating a separate invoice for each job with unbilled amounts, the **make one invoice per client** option will combine the client's jobs on one invoice.

7 To show the hours billed on the printed invoices, select the **show hours billed** option.

8 Clicking **OK** automatically creates the invoices. The auto-bill function creates invoices by first compiling a list of unbilled jobs, based on your selections. The unbilled job's tasks are analyzed, then invoice billing amounts are saved. These

The Billing Worksheet

Although the job's costs don't actually appear on the invoice, they are billed when you add an invoice. This means that you'll always know when vendor invoices, time entries, checks, and expenses were billed to a client, the amount billed, and the client's invoice number. Because Clients & Profits X automatically applies what you're billing to job costs, extra data entry isn't needed. Instead, billing amounts are applied to each task's costs, oldest first.

Every cost tracks when it was billed, the invoice number, the invoice date, and the amount billed. This information makes it easy for anyone in the agency to see when (or if) a cost was billed. Every cost window (A/P, checkbook, time sheets, and expenses) shows billing information.

■ Client billings are based on job tasks, not literally the job's costs. This means when you bill a job, the amount that's billed is copied from the job task. The job task gets the unbilled total from job costs, but it's a separate amount. This gives you the ability to bill for more or less than the job's costs, without making adjusting cost entries. Instead, you simply bill what you want to bill—and Clients & Profits keeps track of the unbilled work in progress automatically.

The automatic cost billing will work for most of your invoices, since most billings are straightforward. However, in some cases you may need to selectively bill some costs, but not others. So the invoice's Billing Worksheet window lets you change how the billings are distributed to the job's costs.

■ Editing the Billing Worksheet has no direct effect on your General Ledger. That's because costs update the General Ledger when they are posted as accounts payable and checks.

How does billing work in progress affect the General Ledger?

Costs from Accounts Payable or from the Checkbook debit the G/L when the vendor invoices or checks are posted. Posting vendor invoices credits the A/P liability account, while posting checks credits the Cash asset account.

Posting client invoices credits your income account only. A separate credit JE is posted for each line item/billing amount on your invoice. The invoice total debits your A/R asset account. These are the only G/L entries posted by Accounts Receivable.

The journal entries posted from A/P and A/R are automatic. You may need to make adjusting G/L entries to accommodate complete inventory accounting for job costs. You've got complete control over which debit and credit accounts are used.

Since WIP reports show costs by billing status (e.g., unbilled, unbillable, billed, on-hold, partial, etc.) you can easily run a month-end report showing everything billed, unbilled, etc. These reports can be used as the source for your inventory journal entries. For more information see the WIP FAQ on the

Clients & Profits web site.

How billing amounts are applied to a job's costs

The distribution of billing amounts to job costs is automatic. Costs are updated as billing amounts are saved (e.g., after a new task is added to an invoice). You'll see a progress message while the line item is being saved. At this point, the line item's billing amount is applied to the task's oldest, unbilled cost first. Then billing amounts are applied methodically to the next-oldest cost, and so on until there is no billing amount left.

For example: A job task ART has \$1,000 in unbilled costs, based on 10 time entries, 4 vendor purchases, and 1 check. When you add an invoice for the job, then enter the task ART, the line item's billing amount becomes \$1,000 automatically (it is copied from the task's unbilled total). When the line item is saved, the \$1,000 billing amount is applied to the task's costs (oldest costs first). Its costs are marked as billed, one-by-one, until no billing amount remains. If you bill less than the task's unbilled amount, some of your costs will remain unbilled or maybe partially billed.

■ Costs with a billing status of on-hold or unbillable don't get billing amounts. You can change the cost's billing status in the job ticket's Work in Progress window prior to adding the invoice.

You can change the distribution of billing amounts to job costs before posting, letting you change how costs were billed by an invoice.

To use the Billing Worksheet

- 1 From the Accounts Receivable window, find an invoice.
- 2 Click on the Worksheet button, or choose Edit > Billing Worksheet.

The costs that were billed by this invoice are listed in order by date. Each cost shows the date, number, cost amount, gross (i.e., billable) amount, hours, and amount billed. You can change the invoice's cost billing any time before posting. Once an invoice is posted, its costs can't be changed.

- 3 Make your changes the cost status and billing amounts, then click Save.

Tabbing past the status field saves your changes to the cost and the next cost is selected for editing. There are no restrictions on the billing amount, including billing a cost for more than its gross amount. Changing a cost's billing information doesn't affect the invoice, the client balance, or the General Ledger. Instead, the changes you make will appear only on the job's cost reports and on the work in progress summary, which shows unbilled costs for all jobs.

To see a cost's billing information

Every job cost remembers when and how it was billed. The cost's billing information is easy to see:

■ To see when an Accounts Payable invoice was billed: From the Accounts Payable window, find the invoice. Then double-click on any of its line items. You'll see the billing information at the bottom of the window. Since each cost on an A/P invoice could be billed at different times, they may have different billing dates and invoice numbers.

■ To see when a time entry was billed: From the Time Sheets window, find the time sheet. Then double-click on any of its entries. You'll see the time entry's billing information at the bottom of the window.

■ To see when a check was billed: From the Checkbook window, find a check, then double-click on any of the line items. You'll see the billing information at the bottom of the window. Since each cost on a check could be billed at different times,

they may have different billing dates and invoice numbers. Checks for payments to vendor accounts won't have billing information, since they aren't job costs.

■ To see when an expense was billed: From the Expenses window, find the expense (by number or date, for example). You'll see the expense's billing information at the bottom of the window.

To see your job's unbilled costs

Costs and their billing information can be reviewed by task or for the entire job.

■ To see costs for one task: From the Job Tickets window, click once on a

job task. Then choose View Task Costs from the pop-up view>point menu. The date when the cost was billed appears on the right side of the report.

■ To see costs for one job: From the Job Ticket window, choose File > Print Job Reports. Click on the Job Accounting reports heading, then click on Job Costs reports. The billing status for each job cost appears on the right side of the report.

■ To see costs and billing information for all jobs: Choose Snapshots > Work in Progress. From the Unbilled Cost reports, select Unbilled Costs by Job, then enter a range of job status codes. Costs will be shown for all jobs within the status range selected.

Billing Worksheet										
A/R#1002 / Danyan Media Foundations, Inc. (DMF)										
BILLING \$4,431.80 12.50 hours										
Task:	Number:	Kind:	Date:	Vendor:	Hours:	Net:	Gross:	Bill Now:	Hours:	Status:
CGL	16009	Time	07/21/06	GG	6.50	\$162.50	\$650.00	\$558.80	6.50	Partial
TYPG	232	Cost	06/22/06	CITY		\$790.00	\$948.00	\$903.00		Partial
TYPG	16007	Time	07/19/06	GG	6.00	\$150.00	\$540.00	\$540.00	6.00	Billed
TOTAL:					12.50	\$1,102.50	\$2,138.00	\$4,431.80	12.50	

The cost's billing status affects the job's unbilled total. The job's unbilled total is the sum of its unbilled costs. Only costs having the status of unbilled or partial (for partially-billed costs) will be included in the job task's unbilled total.

Applying Advances

When a job is billed in advance, its billing is saved on the job ticket like a deposit. Advance billings (see page 38), which are usually added to pre-bill for printing, postage, or creative, don't affect the job's total billings. Instead, advances only appear on prepayments on the job's Snapshot window. Advances have no effect on the income statement of job profit and loss.

When the job is finally billed, either with a job billing, a multi-job billing, or a progress/final billing, its unbilled costs are billed in full. Once the invoice is saved, the job's advance billing can be applied to the invoice like a payment. The Apply Advance Billings window makes it easy (see illustration).

■ A job's advance billing can only be applied to its own invoices. It can't be applied to a different client or a different job.

When the invoice is posted, the invoice's total—not including the advance payment you applied—debits your Accounts Receivable G/L account. The advance payment is posted as separate journal entries, but with the same reference number. (If you look up the transaction in the General Ledger, you'll see both the invoice's charges and the advance payment.) The advance payment credits A/R and debits your advance billings liability account.

To apply an advance billing to an invoice

1 First, add the invoice for the job with the advance billing.

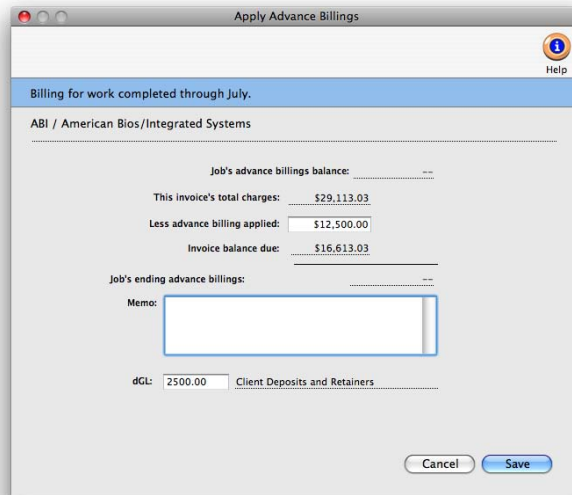
Advance billings can only be applied to invoices added for the same job number. However, you can apply a job's advance billings to any kind of job billing (i.e., job billing, progress/final billing and estimate billing). Advances can only be applied to unposted invoices, so don't post it yet.

2 Once the invoice is saved, choose Edit > Edit > Apply Advance Billings.

The Apply Advance Billing window opens, displaying the invoice's total charges and the job's advance billing balance. The invoice's total charges includes all of its billing amounts plus sales tax. This is the total to which the job's advance billing is applied.

3 Enter the amount of the advance billing that should be applied to this invoice.

Typically you'd apply the entire advance billing to this invoice. However, you can apply any portion of the job's advance billing now, then save the balance for future invoices. In any case, the payment applied can't exceed the invoice's total.



Clients see the advance's memo. The memo field appears on the printed invoice to explain why and how the job's advance billing was applied. It's completely customizable.

payment memo.

5 Enter the payment's debit G/L account, then click Save.

The payment's dGL is debited when the invoice is posted. During posting a separate set of debit and credit entries are posted for the amount of the payment—just as if you'd added the payment yourself in Client Payments. The amount of the payment credits Accounts Receivable, since the client owes less money, then debits the "deposits/advances" liability account (which should have been set up before the advance was billed, as well as entered in the Preferences as a default G/L account).

Once the payment is applied, you'll see it and the payment's memo at the bottom of the Accounts Receivable window. The advance payment amount can be changed any time before the invoice is posted.

Advance billings are applied to unposted job billings, where they appear as payments. The client sees the invoice's total, including sales tax, but the balance due is less the advance payment you've made. You can apply all or some of the job's advance billings to an invoice. If you apply the same amount as the invoice's total, then the invoice's balance will be zero.

■ Press Tab and you'll see the invoice's new balance due.

↓ Enter the payment's memo.

The payment memo appears at the bottom of the printed invoice, next to the advance payment amount. You can use this memo to describe what you've applied as payment, or why it was applied at all. Each invoice has its own advance

Applying Retainers

Retainers are applied to unposted invoices, where they appear as payments. The client sees the invoice's total, including sales tax, but the balance due is reduced by the retainer's payment. You can apply all or some of the client's retainer balance to an invoice. If you apply the same amount as the invoice's total, then the invoice's balance will be zero.

When the invoice is posted, the invoice's total—not including the retainer—debits your accounts receivable G/L account. The retainer is posted as separate journal entries, but with the same reference number. (If you look up the transaction in the General Ledger, you'll see both the invoice's charges and the retainer payment.) The retainer payment credits A/R and debits your client deposit/retainers account.

■ Unlike advances, retainers can be applied to any invoice added for the client. This means any job billing, progress/final billing, multi-job billing, media billing, or miscellaneous billing can be paid off by applying the client's retainer.

To apply a retainer

- 1 Find a client's unposted invoice.
- 2 Choose Edit > Edit > Apply Retainer.

The Apply Retainer window opens, displaying the client's current retainer balance and the invoice's total charges, including sales tax. Any part of the client's retainer balance can be applied to the invoice's total.

- 3 Enter the payment amount that should be applied from the retainer balance to this invoice.

You can apply any amount of the retainer to this invoice, but the retainer payment can't exceed the invoice's total. As you enter the payment amount and press Tab, you'll see the invoice's new recalculated balance due.

- 4 Enter the payment's memo.

The memo appears at the bottom of the printed invoice, next to the retainer payment amount. You can use this memo to describe what you've applied as payment, or why it was applied at all. Each invoice has its own retainer

payment memo.

- 5 Enter the payment's debit G/L account, then click Save.

The payment's dGL is debited when the invoice is posted. During posting a separate set of debit and credit entries are posted for the amount of the payment—just as if you'd added the payment yourself in Client Payments.

The amount of the payment credits Accounts Receivable, since the client owes less money, then debits the "deposits/advances" liability account (which should have been set up before the advance was billed, as well as entered in the Preferences as a default G/L account).

ABI's Current Retainer Balance:	\$45,000.00
This Invoice's Total Charges:	\$29,113.03
Less Amount Applied To This Invoice:	\$13,500.00
Invoice Balance Due:	\$15,613.03
ABI's Ending Retainer Balance:	\$31,500.00

Memo:

dGL: 222000.00

The retainer's memo is customizable. The memo explains why the retainer amount was applied as a payment to an invoice. It appears on the printed invoice, so clients will see it

Printing Invoices

Client invoices can be printed any time after they are posted. Invoices can be printed individually, or in batches for a range of invoice numbers. A batch of invoices can also be printed for the same client and a range of invoice dates; this option lets you print the month's invoices for one client quickly and easily.

The printed invoice shows the line items, billing amounts, descriptions, and notes you've entered into the invoices. Each invoice can have its own set of options and settings (e.g., display options, group and sort, show or hide totals, etc.) that affect the look of the billing. So printing a large number of invoices at the same time may show a wide variety of invoice styles.

Invoices are designed to print on your letterhead. The invoice margins are customizable, and can be set by choosing Invoice Options from the Preferences pop-up menu. None of the invoice's options can be changed at the time invoices are printed.

To change these options you must make your changes first, then print the invoice. The optional agency billing address is printed from Agency Information, where it can be changed.

An invoice can be printed then reprinted any number of times. As an option, a job cost report can be printed showing costs billed on these invoices. This invoice detail report can be used to back up the billing amounts on invoices, if you bill strictly based on costs. If you bill for more than your costs, don't print this report—your client will wonder why you're overbilling them.

■ Unposted invoices will print if they are part of the selection, but will be printed as "billing previews" until they are posted.

To print client invoices

1 Click on the Print Invoices button, or choose File > Print Invoices.

The Print Invoices window lets you select a batch of invoices selected by invoice number (e.g., 6006 - 6015), one particular client, and a range of invoice dates. The currently display invoice's number is entered by default, but can be changed.

2 Enter a range of invoice numbers and an optional client number.

Any invoice numbered within the range of numbers you enter will be printed (or reprinted, in some cases). Enter a client number to print only invoices added for one client; the option is useful when a client asks for a reprint of the month's billings.

3 Enter an optional range of invoice dates and options.

The currently displayed invoice's date is entered by default. Use this option only when you need to print a set of invoices added on the same day or within the same time period.

Use the print invoice detail report option to include a copy of the job cost report with each invoice. Since job costs and billing amounts are linked, your clients can easily see the costs billed specifically on an invoice. The Invoice Detail Report shows gross amounts only,

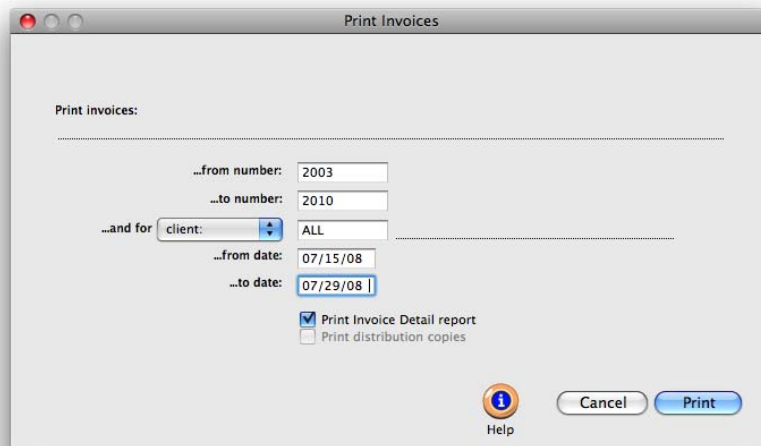
so clients won't actually see what the agency paid for the job's costs.

Since each invoice can contain up to five distribution names, up to five copies of an invoice can be printed automatically. Since laser printers don't handle multipart forms, Clients & Profits prints the distribution name (e.g., Acct Exec, Client, Job Jacket, etc.) at the bottom of each invoice. The print distribution copies option should be unchecked when printing invoices on multipart forms to high-speed dot-matrix printers.

4 Click Print.

■ Since an invoice can be reprinted many times, be careful not to mail out duplicate copies of the same invoice just because it printed again.

■ If you have Adobe Acrobat, invoices can be printed as PDF files and attached to e-mails sent directly to client contacts from Clients & Profits. To save or e-mail an invoice as a PDF file, choose PDF from the print to pop-up menu.



The printed invoice



print | web | interactive 555.555.5555

Invoice

Corporate Communications
7405 Von Karmen Avenue
Los Angeles CA 90012

Don Gibbs
Audience Technologies Inc.
200 Long Canyon
Palm Springs CA
93029

Number 11027
Date 01/01/07
Job Number ATT-150
PO# --
Charge# --

Job Name: Reseller Channel Web Site
Agency Exec. Tammy Burns
Description: Monthly web site management - Reseller Channel web site

Description	Hours Billed	Amount
Creative Concepting	8.00	\$800.00
Copywriting	5.00	\$500.00 *
Creative Subtotal:	13.00	\$1,300.00
Photography	5.00	\$750.00 *
Production Subtotal:	5.00	\$750.00
Computer Graphics/Programming	15.00	\$1,500.00 *
Fulfillment Subtotal:	15.00	\$1,500.00
Project Management	2.50	\$225.00 *
Account Management Subtotal:	2.50	\$225.00
SUB-TOTAL:	35.50	\$3,775.00
*7.7500% State Sales Tax:		\$230.56
TOTAL:	35.50	\$4,005.56

PAYMENT TERMS: Net 15

Thank you for your business and prompt payment!

Printing A/R Reports

Accounts receivable reports summarize invoices, showing what you've billed to clients, jobs, and G/L accounts. A/R reports can be used for reporting sales, tracking billings by client, and auditing your accounting. There are several different reports that show your billings from various perspectives; all reports, however, are based on posted invoices.

Invoices can be summarized for any period of time (choosing either invoice date or date posted), for one period or all periods, and for one client or all clients. These options let you find the billings for a specific purpose, such as the quarter's billings for client ABC.

A/R reports show only posted invoices; unposted invoices appear only on proof lists.

Tips for printing A/R reports

■ Invoices are selected primarily by invoice date or date posted. This option lets you show only invoices added in July, for example, instead of the entire year. By entering a range of dates, you can select all invoices added today, last week, or all month—whatever time period you need. There's no limit to which range of dates you can use.

■ Reports can be printed one at a time by clicking on a report name. The print window remains open after print the report. This allows you to run another report with the same criteria, or edit the selections and rerun the same report. Reports can be printed then reprinted with different selections, as often as needed.

■ You can print A/R reports to the window (for a quick on-screen preview), the printer (for a hard copy), to export (to create a file that can be opened and edited in a spreadsheet program), or to clipboard (so it can be copy pasted into a spreadsheet program like Excel).

■ To show the invoice description, click on the Show Description option. This option makes your billing reports longer, but more descriptive.

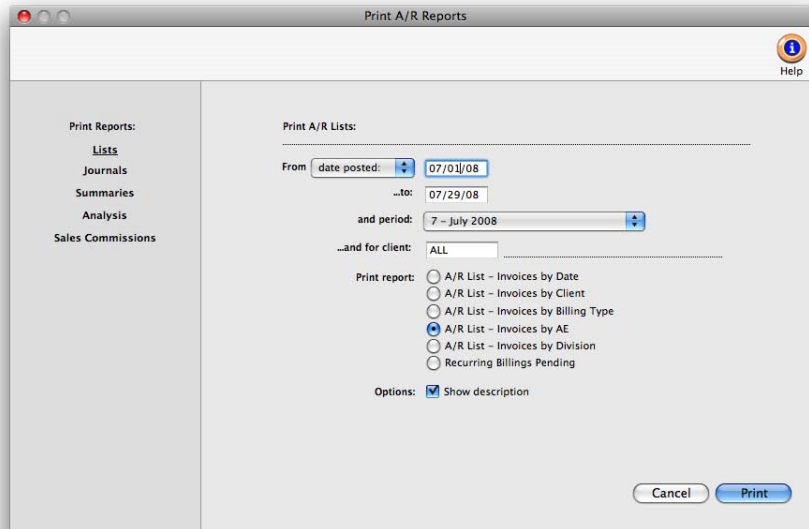
To print A/R reports

1 Click the Print Reports button, or choose File > Print A/R Reports.

2 Select invoice date or date posted from the From pop-up menu, then enter a range of dates.

3 Select an accounting period, or choose All Periods to see invoices by date only.

4 Enter a client number, or leave the selection as ALL.



To see invoices for one accounting period only, regardless of date, choose a period from the pop-up menu then enter a very large range of dates (e.g., 1/1/02 - 12/31/02).

5 Select the report you wish to print.

6 Click Print.

To print another report repeat steps 2-6.

Billing and A/R Reports

Lists	
A/R List - Invoices by Date	The A/R List - Invoices by Date provides a concise checklist of all invoices added for a time period, but does not show the line item detail.
A/R List - Invoice by Client	The A/R List - Invoices by Client shows all invoices added for a time period and subtotals by client number.
A/R List - Invoice by Billing Type	The A/R List - Invoices by Billing Type shows all invoices added for a time period and subtotals by billing type. It prints one page per billing type.
A/R List - Invoice by AE	The A/R List - Invoices by AE shows all invoices added for a time period for an AE and subtotals them by client. It prints one page per AE.
A/R List - Invoice by Division	The A/R List - Invoices by Division shows all invoices added for a time period for a division and subtotals them by client. It prints one page per division.
Journals	
A/R Journal	The A/R Journal shows invoices along with line item and G/L details. Use the A/R Journal to get a detailed listing of billings for a time period.
Summaries	
A/R Summary - Billings by cGL	The A/R Summary - Billings by cGL lists all invoices added for a time period and subtotals by credit account. It is a helpful auditing report since it corresponds to the G/L audit trail for income accounts.
Group Billings	The Group Billings report shows billing amounts subtotaled by task groups. Choose to show line-by-line detail (i.e. individual invoices) or task group totals only.
Client Billing Summary (Cover Sheets)	The Client Billing Summary is a cover sheet for a batch of printed invoices. It can be attached to a large batch of client invoices (which are printed together) to make the billing amounts clearer to the client's accounting department.
Sales Tax	The Sales Tax report is useful when preparing sales tax returns.
Analysis	
Billing Analysis - by AE	The Billing Analysis by AE lists invoices by added for each account executive, which subtotals by client. Together with the Billing Recap, these reports can be used to compare billings for each account exec or account team.
Billing Recap - by AE	The Billing Recap by AE report show each AE's billings as a percentage of total billings. Account execs and account teams are ranked by total billings.
Billing Analysis - by Project	The Billing Analysis by Project lists invoices added for each project, subtotaled by client.
Billing Analysis - by Group	The Billing Analysis by Group lists invoices added for each task group, subtotaled by client.

Client Payments

Entries that affect accounts receivable are entered into Client Payments—including payments from clients, adjustments, and write-offs. Entries added into Client Payments affect client balances, unpaid client invoices, and the general ledger at the same time. Client Payments is where you'll account for most of the shop's incoming cash.

Client payments are typically entered each day as you receive checks from clients. Payments are added using the open-item method, which means you'll apply each payment to specific unpaid invoices. Here's how it works: The client's check is added, then saved. The client's unpaid invoices are listed by date, oldest first. The check's amount is applied to invoices automatically, until the payment is fully applied. For flexibility, you can adjust how a payment is applied to invoices.

Client payments must be balanced, which means the payments to invoices must equal the check's amount. If not, the check can't be saved. Early-payment discounts can be applied to unpaid invoices, which post to a special discount account in the general ledger.

Client payments aren't posted automatically. A new client payment can be saved, then edited or deleted, any time before it is posted. Posting makes the client payment permanent. Reports can be printed from Client Payments showing payments made by clients for any range of dates and an accounting period. These reports can be compared to audit trails and journals from the G/L for easy auditing.

■ Only entries added into Client Payments affect client balances and unpaid A/R invoices. If you post entries into the general ledger to update your A/R or cash balances, these entries will not affect client invoices.

■ Other kinds of cash deposits, such as interest income, media commissions paid, and tax refunds, can be added in Client Payments. These entries aren't added for clients, so they don't affect accounts receivable or client balances. Instead, journal entries are posted into the general ledger only.

■ Client payments can be grouped together in batches. The batch can be shown as a single-line item on the Bank Reconciliation.

■ A payment sent from a large corporation, that pays invoices from several different divisions, can be entered as one payment and split among the divisions (which are set up as separate clients).

Splitting client payments between clients

If your shop has large corporations for clients, you probably work on jobs for different departments within the corporation. In most corporations, checks are written from a centralized accounting department. These checks typically cover all of the agency's billings for some time period, which could include dozens of different department's invoices. How are these payments handled in Clients & Profits? There are two options:

Bill all jobs to the accounting department: Although each job is opened by the department that is requesting the work, the invoices can be billed to the accounting department. When the invoice is added, you'll replace the job's client number with the client number for the accounting department (which assumes that you set one up). The advantage here is that all of the corporation's invoices appear together on the aging report and on billing reports. The drawback is that you can't easily track down unpaid invoices for each department (because they weren't directly billed for them).

Split the client payment: With this option, all jobs are billed to the job's client—not a central accounting department. But when the payment arrives, it is split between all of the department's invoices paid on the check. When a client payment is added, you'll mark the split option; you'll be prompted to enter the client number and invoice number for each payment. Unlike regular client payments, split payments can't be automatically allocated to unpaid invoices (which is the only drawback). The advantage is that a single check can elegantly pay off any client's unpaid invoices.

How client payments affect the general ledger

Client payments are seamlessly integrated with the general ledger. Whenever client payments are posted, debit and credit journal entries are created automatically. Every client payment makes a debit (usually cash) and one or more credits (usually accounts receivable). Default debit and credit accounts are entered for you automatically.

■ The debit account is your primary cash account, and is copied from your G/L account preferences. Client payments increase your cash balance. You can change the payment's debit account to deposit the funds into an alternate account, such as a money-market account.

■ The credit account is usually your accounts receivable account, and is copied from the client's invoice. Client payments decrease your A/R balance, since the client now owes less. You can change the payment's credit account separately, invoice-by-invoice. However, the credit account usually isn't changed.

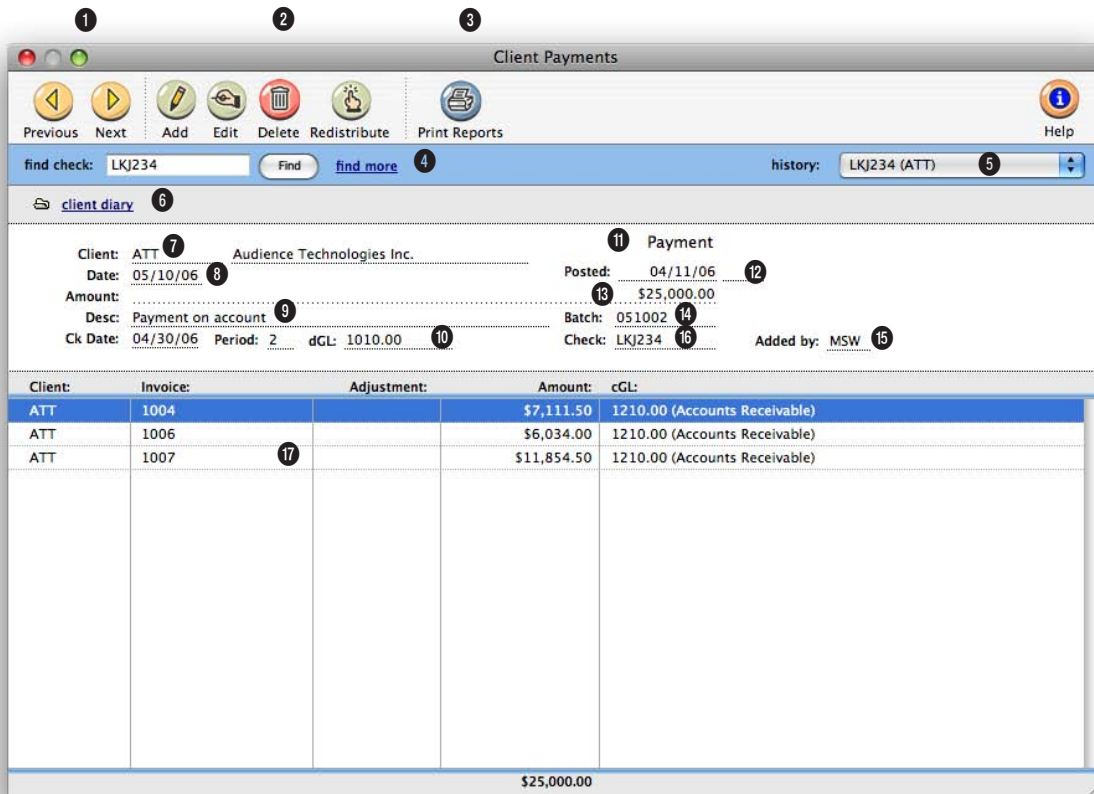
■ Journal entries from client payments are posted into the Cash Receipts journal. The entry's reference number is a combination of the prefix PMT# and the client's check number.

■ Journal entries aren't created, and the G/L account balances aren't updated, until a client payment is posted.

Client Payment Features

Feature	How it works, how it's used
Auto-allocated payments	When a client payment is added, it's payments can be automatically allocated to the client's unpaid invoices, oldest first. This can be a significant time saver for clients with large numbers of invoices, since it saves users the tedious step of applying payments one-by-one. The auto-allocation is flexible, though, and can be fine-tuned by the user before the payment is saved.
Splits	A single payment can be split between different client's unpaid invoices. This allows, for example, a check for a corporation accounting department to pay off invoices from its various departments.
Accounting periods	Client payments can be posted into any accounting period, not just the current period. This lets you properly account for payments in the proper period, regardless of when they were actually added.
Automatic C&P e-mail	When a client payment is added, Clients & Profits can send an automatic e-mail notification to an account supervisor, agency principal, CFO, or any other staff member. This convenient feature keeps management better informed about incoming cash. This can be especially important when slow-paying clients finally pay their bills.
Deposit batches	Every client payment can be given a batch number. Batch numbers match the number pre-printed on most deposit slips. They can be used to track bank deposits with client checks. Also, the Bank Reconciliation can reconcile deposits in batches, which can be simpler than reconciling hundreds of separate client payments.
Unlimited distribution	There is no limit to the number of invoices that can be paid off by one client payment.
Client paid A/P invoices	Because Clients & Profits is an integrated accounting system, a client payment automatically updates the client's unpaid job costs (i.e., Accounts Payable invoices). Each vendor invoice keeps track of when it was billed, then when the client paid it. The A/P Aging report has a special column showing whether or not the client has paid the job's invoice; if so, then the vendor's invoice is ready to be paid. This feature is essential if you don't pay your vendors until the client pays you.
Retainers, advances	Client prepayments, deposits, and advances can be added as retainers without actually creating an invoice in Accounts Receivable. Payments added as retainers update the client's retainer balance, then can be applied later to unpaid A/R invoices.
Discounts, adjustments	Adjusts to an invoice's balance can be made on-the-spot while distributing a client payment. These adjustments, which can account for service charges, late fees, or early-payment discounts, update the General Ledger when the payment is posted.
Client Diary	The diary records the when, where, and who was involved for major events or meetings. Because the diary is easily accessed, details of conversations and events are preserved. The record can also be e-mailed for streamlined communication.
Bank deposits	When a check is received that doesn't pay off a client's invoice balance due, a bank deposit can be used. Deposits don't affect accounts receivable and do not affect the client agings.

Client Payments window



Entries added into Client Payments affect client balances, unpaid client invoices, and the general ledger at the same time.

1 The arrow toolbar buttons can be used to scroll through the **previous** and **next** client payments.

2 Client payments can be easily added, edited, redistributed, and deleted using these four toolbar buttons. To add a new client payment, click on the **add** button. (To add a bank deposit, choose Edit > Add Bank Deposit.) To edit a client payment, click on the **edit** button. If the client payment is unposted, you can change

the payment's check number, date, check date, accounting period, dGL, description, bank ID number, and batch number. If posted, only the payment's description can be edited. You can't change the payment's client number because it is distributed to specific client invoices. The amount can't be changed either to prevent an unbalanced entry. If these fields need to be changed, you'll need to delete the payment using the **delete** button and re-add it. Once a payment has been posted it can't be de-

leted, you will need to unpost it first. When you need to change the payment's distribution, click on the **redistribute** button. Redistributing a payment erases its existing line items and allows you to apply the payment's total amount to a new set of client invoices.

3 To print client payment reports, click on the **print reports** button.

4 Enter a client payment number here to **find** a payment.

Batch numbers simplify bank deposits. Deposit slips can be printed from Clients & Profits totaling checks by batch number. The batch number is entered from the pre-printed deposit slip and any user-defined number or date.

Or use the **find more** link to find one or more payments by check number, date, client, check date, deposit batch, amount, or sequence.

5 Use the **history** pop-up menu to jump to a previously viewed client payment.

6 Click on the **client diary** link to view, add or delete client diary entries.

7 Every payment (except split payments) gets a **client** number. The client number links the payment to the client's invoices.

8 This is the **date** the client payment was added.

9 The **description** explains something about a payment (e.g., payment on account). It is copied to the payment's journal entries, so appears on G/L reports.

10 The **check date** is the date on which the client's check was

written and the G/L accounting **period** is the period the client payment was posted. The **dGL** is the client payment's debit G/L account, usually the cash account. The dGL is copied automatically from your G/L preferences.

11 **Type** identifies a payment record as a client payment, a write-off, a bank deposit, or some other user-defined type.

12 This is the date the client payment was **posted** into the General Ledger.

13 This is the total **amount** the client paid, including any discounts or adjustments. This amount is applied to the client's unpaid invoices.

14 The payment's **batch** number is used to group the day's checks together. It can be the preprinted number from the bank's deposit slip, or a user-defined code (such as the date).

15 **Added by** are the initials of the person who added the client payment.

16 This is the **number** printed on the client's check. It is used for finding checks later, so it should be unique. It is required.

17 Client payments are distributed to one or many unpaid invoices. Every invoice payment can include a discount amount and a discount G/L account. Every client payment must be applied to at least one invoice. Double-clicking on a line item shows its details.

The Add Client Payment Window

The screenshot shows the 'Add Client Payment' window with the following fields and callouts:

- 1: Client number (IVM)
- 2: Balance due (\$11,654.87)
- 3: Split Payment checkbox
- 4: Payment type radio buttons (Payment selected)
- 5: Auto-allocate checkbox
- 6: Amount (\$9,500.00)
- 7: Description (Payment on account)
- 8: Check date (10/20/08)
- 9: Period (10 - October 2008)
- 10: Check number (3987)
- 11: Bank ID (3989-3999)
- 12: Deposit Batch (489398)
- 13: dGL (1010.00) Accounts Receivable

Buttons at the bottom: Help (info icon), Cancel, Save.

Client payments should be added when you receive the client's check. You'll track your cash better, since deposits will be accounted for faster. Client payments are applied to unpaid invoices. When the payment is posted, the invoices will appear as paid.

1 The client number links the payment with the client's unpaid invoices.

2 Tabbing past the client looks up its up-to-the-minute balance due.

3 To split the payment between several clients use the **split payment** option. A single check from a large corporation can be split and distributed to outstanding invoices from several divisions or departments.

4 A client payment can be

added as either a **payment on account**, a **write-off**, **retainer/deposits/advances**, or a user-defined type of payment. Payments, write-offs, and user-defined payment types are applied to unpaid invoices. Only retainer/deposits/advances are handled differently. They are added to the client's retainer balance and you'll need to enter a cGL account (e.g., client retainers or deposits) for them.

5 The **auto-allocate** option automatically applies a payment amount to the client's unpaid

invoices. If you don't select this option, you'll have to apply payments to invoices manually.

6 The **payment amount** is entered from the client's check. It will be applied to the client's unpaid invoices.

7 The **description** describes this payment. It defaults to "payment on account", but can be changed. The payment's description is copied to journal entries and appears on client payment reports.

The auto-allocate option is a time saver. If selected, clicking the Save button will automatically apply the payment's total amount to the client's oldest unpaid invoices for you. If necessary, the actual amounts applied to invoices can be changed.

8 Check date is the date from the client's check. It is the date the client wrote the check.

9 A client payment can be posted into any unlocked accounting period.

10 This is the check number from the client's check. You can find client payments by check number. Payment date is the date on which the payment was added. Client payment reports can be printed for this payment date.

11 The bank ID number is the bank's identification number that appears on the check and prints out on deposit tickets.

12 The deposit batch is a

user-defined field that groups the payments with the same batch number together. Enter the number from the preprinted deposit slips, if available; otherwise, enter the deposit date. Reports can be printed showing payments by deposit date, which is useful for reconciling your cash account. Deposits can also be consolidated on the Bank Reconciliation window to show as one batch total.

13 The client's check amount debits your cash account in the General Ledger, and is applied to unpaid invoices. The payment's debit account, which is usually the primary checking account, is copied from the G/L preferences but can be changed.

Distribute Payments

	Balance:	Adjust	Disc GL:	Payment:	cGL:
<input checked="" type="checkbox"/> 1028	\$107,874.72			\$2,100.00	1210.00
<input checked="" type="checkbox"/> 1034	\$82,500.00			\$500.00	1210.00
<input checked="" type="checkbox"/> 11008	\$38,500.00			\$250.00	1210.00
	\$228,874.72			\$2,850.00	

Unallocated payment: \$750.00

Once a payment is saved, the Distribute Payment window opens, listing the client's unpaid receivables. Only posted invoices appear on the payment distribution window.

1 The client payment's client, description, and amount appear here for reference.

2 The client's unpaid invoices are listed here. Clicking on an invoice in this list selects it for payment, then prompts you to enter a payment amount.

3 The client's unpaid invoices are sorted by **invoice number**, but can be sorted by clicking on any column heading.

4 The invoice's **balance**

includes any prior payments. Only posted payments affect the invoice's balance.

5 Enter any early-payment discount, finance charge, or any other kind of **adjustment** to the invoice's balance here. Adjustment amounts affect the invoice, client, and General Ledger; jobs are not affected by adjustments.

6 The **discount G/L** number is a debit account.

7 Enter the **payment** amount here. When the payment is posted, both the adjustment amount and the payment amount updates the invoice.

8 The payment's cGL is copied from the invoice's dGL (i.e., A/R)

9 The **unallocated payment** is the amount of the payment that has yet to be applied to the client's invoices. The client payment can't be saved until this amount is zero—which means the payment is fully applied to receivables.

Split Client Payments

Split client payments are added like standard client payments, but have a few differences: the auto-allocate option isn't applicable, and you'll be prompted to enter a combination of client and invoice numbers for every invoice that will be paid by a split payment. Since split payments can't be automatically allocated, you'll need to have a list of invoices (including client numbers) that will be paid with the split client payment.

Client:	Invoice:	Balance:	Adjust:	Disc GL:	Payment:	cGL:	
SED	SED Galaxy Studios	1011	\$4,310.00	\$2,500.00	1210.00	\$4,310.00	1210.00

Unallocated Payment: \$690.00

\$1,810.00

Cancel Save

Split client payments makes it easy to pay invoices from several different divisions of a large corporation.

1 Enter in the client number.

2 Enter the client's **invoice number**. If you don't know the exact invoice number, leave the field blank then press Tab. The Client Invoices lookup list opens, listing the client's unpaid invoices. Double-clicking on an invoice copies it to the Distribute Client Payments window.

3 Tabbing past the invoice number displays its **balance due** and the credit G/L number

(i.e., A/R).

4 Enter the **discount** amount and **discount G/L** account, if applicable. The discount amount will affect the invoice, client, and General Ledger; jobs are not affected by adjustments.

5 Enter the invoice **payment** amount. This is the amount of the client payment that will be applied to this client invoice.

6 The **credit G/L** account already appears, but it can be

changed.

7 The **unallocated payment** box shows you how much of the payment that has yet to be applied to client invoices. The split client payment can't be saved until this amount is zero—which means the payment is fully applied to receivables.

Bank Deposits

Add Bank Deposit

Type: Deposit

Date Added: 08/08/08 ¹

dGL: 1010.00 Checking - Chase ²

Amount: \$2,780.00 ³

Desc: Payment from client ABI - Advanced Business Solutions ⁴

Check Date: 08/05/08 ⁵


Check No.: 3889 ⁶ Period: 8 - August 2008 ⁷

Bank ID: 39277-8399 ⁸

Deposit Batch: 3892867 ⁹

cGL:	Account:	Amount:
1210.00 ¹⁰	Accounts Receivable	2780.00 ¹¹

\$2,780.00

 Help

Since deposits aren't added for a client, they do not affect accounts receivable or client balances. When posted, they update the General Ledger and Bank Reconciliation only.

1 The date added is the date on which the bank deposit was added.

2 The bank deposit amount debits your cash account in the General Ledger. The payment's **debit account**, which is usually the primary checking account, is copied from the G/L preferences but can be changed.

3 This **amount** is entered from the bank deposit's check.

4 The description describes

this bank deposit. The bank deposit's description is copied to journal entries.

5 **Check date** is the date from the bank deposit's check. It is the date the check was written.

6 This is the **check number** from the bank deposit's check. You can find client payments by check number.

7 A bank deposit can be posted into any unlocked accounting **period**.

8 The **Bank ID number** is the bank's identification number that appears on the check and prints on deposit tickets.

9 The **deposit batch** is a user-defined field that groups the payments and/or bank deposits with the same batch number together. Enter the number from the preprinted deposit slips, if available; otherwise, enter the deposit date. Reports can be printed showing payments by deposit date, which is useful for reconciling your cash account.

Bank deposits are a special payment type used when your agency receives a check that doesn't pay off a client's invoice. Bank deposits can be used to add checks for such things as cash deposits, interest income, media commissions paid, or tax refunds.

Deposits can also be consolidated on the Bank Reconciliation window to show as one batch total.

10 The bank deposit can be distributed to one or more cGL accounts.

11 This is the total amount of the bank deposit's distribution amounts. This total must equal the amount shown on the deposit slip.

Printing Client Payment Reports

Client payment reports summarize payments, write-offs, and other transactions that affect client account balances. These reports show what has been paid by clients, including invoice numbers and G/L accounts.

There are several different reports that show your client payments from various perspectives; all reports, however, are based on posted payments. Payments can be summarized for any period of time (choosing either payment date or date posted), for one period or all periods, and for one client or all clients. These options let you find the clients for a specific purpose, such as the year's payments by client ABC.

Client payment reports show only posted payments; unposted payments appear only on proof lists.


Tips for printing client payment reports

■ Payments are selected primarily by payment date or date posted. These options let you show only payments added in July, for example, instead of the entire year. By entering a range of dates, you can select all payments added today, last week, or all month—whatever time period you need. There's no limit to which range of dates you can use.

■ You can print client payment reports to the window (for a quick on-screen preview), the printer (for a hard copy), to export (to create a file that can be opened and edited in a spreadsheet program), or to clipboard (so it can be copy pasted into a spreadsheet program like Excel).

■ To show the payment's description, click on the Show Description option. This option makes your payment reports longer, but more descriptive.

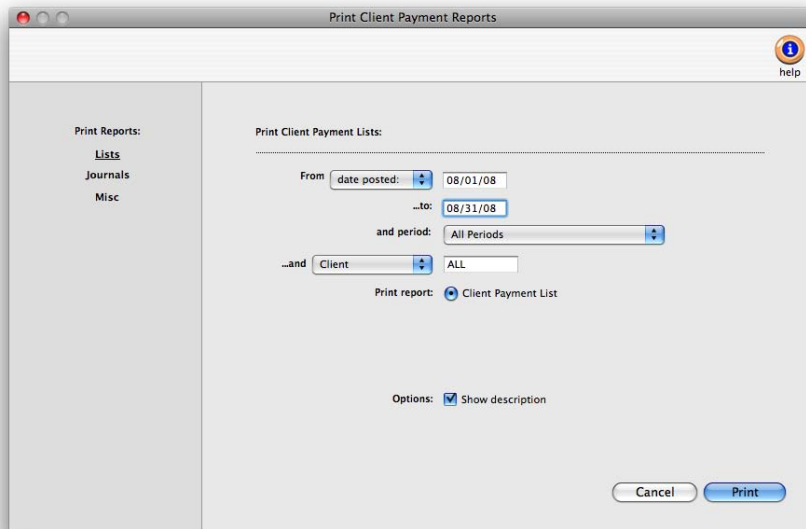
To print client payment reports

- 1 Click the  (i.e., Print Reports) button, or choose File > Print Client Payment Reports.
- 2 Select date added or date posted from the From pop-up menu, then enter a range of dates.
- 3 Select an accounting period, or choose All Periods to see invoices by date only.

4 Enter a client number, or leave the selection as ALL.

To see invoices for one accounting period only, regardless of date, choose a period from the pop-up menu then enter a very large range of dates (e.g., 1/1/02 - 12/31/02).

■ Client payment reports can also be printed by deposit batch numbers by choosing Deposit Batch from the ...and pop-up menu, then entering the batch number.



5 Select the report you wish to print.

6 Click Print.

To print another report repeat steps 2-6.

To print deposit tickets

Deposit tickets can be printed for any batch of client payments, deposits, or retainers that have been posted. Since deposit tickets can be printed directly from Clients & Profits (using standard preprinted forms), it saves you the time and effort of filling out your

bank deposit tickets by hand.

Clients & Profits uses a standard laser-compatible deposit ticket form from Deluxe Business Forms. Any deposit ticket form can be used, but remember to test print a deposit ticket before ordering from another vendor.

- 1 Choose File > Print Deposit Tickets.
- 2 Enter the batch number, or leave the selection as ALL.
- 3 Enter a range of posted dates.
- 4 Click Print.

Client Payment Reports

Lists

Client Payment List The Client Payment List provides a concise checklist of all payments added for a time period, but does not show line item detail. The report can be run for one client or one deposit batch.

Journals

Client Payment Journal Client Payment Journal to get a detail listing of payments for a time period.

Miscellaneous

Client Payment Summary The Client Payment Summary lists payments by credit account.

Deposit Summary The Deposit Slip report lists the client payments subtotaled by the deposit batch number and shows individual check numbers, check dates, and amounts.

Print Deposit Slips

For batch: ALL

From posted date: 08/01/08 to 10/01/08

Print total

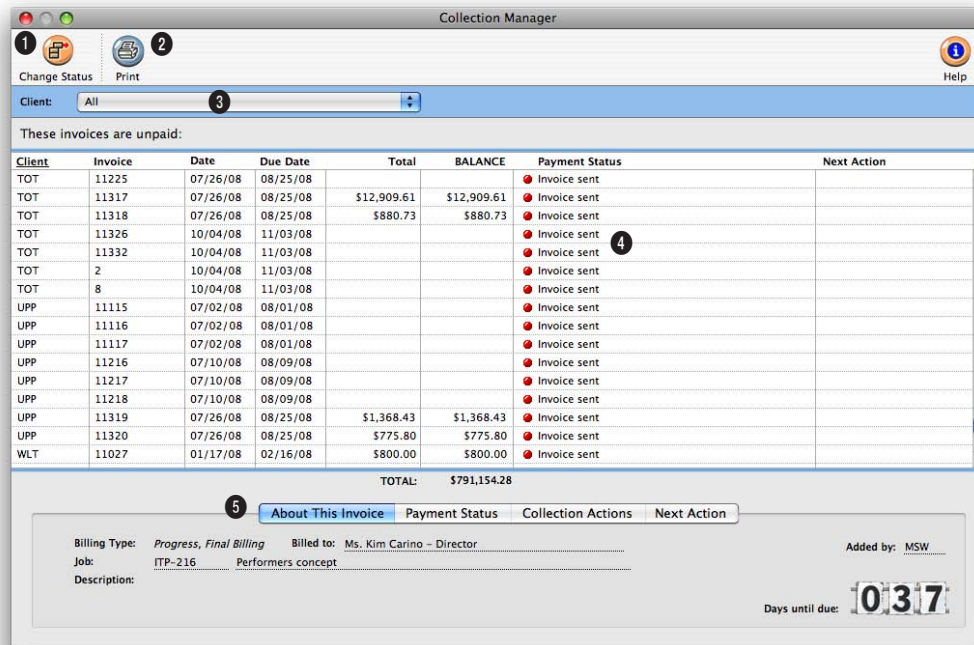
To order Laser Deposit forms, call:
Deluxe @ (800)336-4168
Form #80200

Cancel Print

Clients & Profits uses a standard laser-compatible deposit ticket form from Deluxe Business Forms. Any deposit ticket form can be used, but remember to test print a deposit ticket before ordering from another vendor.

Collection Manager

The Collection Manager is a terrific tool for improving how you get paid. It's like a Daily Job Status report for your unpaid invoices, listing everything owed to you by your clients. Receivables are color-coded by age, highlighting the problem invoices so that they can get the top priority by the billing department.



Clicking on an unpaid invoice displays helpful information, including payment status and past collection calls. It also lets you plan the next follow-up action.

When the Collection Manager window is opened, it lists every posted, unpaid invoice from Accounts Receivable. Every invoice for every account executive or account team is included.

Only C&P X users with access to the Collection Manager can open this window.

Invoices are grouped together by client then sorted by invoice number. For each invoice you'll see its billing date, due date,

total billed, balance due, and payment status. Clicking on an invoice displays its billing, payment, and collection status in the tab area at the bottom of the window.

1 Clicking the **change status** button will update the payment status on one or more selected invoices. The payment statuses documents what has last happened to get the bill paid. They are preset in Clients & Profits X (they can't be customized) and are arranged in roughly the

order they should be performed. They include: Invoice sent, courtesy call, resent invoice + reminder, sent statement, follow-up call, account on credit hold, sent demand letter, last chance call, sent FINAL NOTICE, payment doubtful, sent to collections, write-off, and disputed billing.

2 Click the print button to get a hard-copy report of the Collection Manager window, which subtotals all unpaid receivables by client.

Use the collection status to track what you've done to get an invoice paid, similar to the billing work flow for unbilled jobs. The different statuses methodically walk through the collection process until the invoice is paid—or written off as uncollectable.

3 To focus on unpaid invoices for one client, choose the client from the **client pop-up menu**.

4 The **payment status** classifies each invoice by the last collection follow-up. Newly posted A/R invoices automatically get the invoice sent payment status. When an invoice is paid, it stops appearing on the Collection Manager. Color coding identifies each invoice's age. Invoices less than 60 days past due appear in green, while invoices less than 90 days old appear in yellow. Invoices past due 90 days or more appear in red. In addition, an optional payment status note can be included to better explain the invoice's payment status.

5 Clicking on an invoice in the Collection Manager displays

billing and payment details. Clicking on a tab displays the invoice description, payment status, past collection actions, and the next collection action.

About This Invoice shows the invoice's billing type (e.g., progress/final billing, estimate billing, advance billing, etc.), the client contact to whom the invoice was billed, the invoice's job number, the invoice description, who added the invoice, and the invoice's days until due (or past due).

Payment Status displays the invoice's current status, which you can change by selecting a status from the pop-up menu. In addition, you can enter an optional note to document more about the invoice's payment status. To change an

invoice's collection status, enter your changes then click on another tab or click on a different invoice in the list, which will prompt you to save the changes.

Collection Actions lists prior phone calls, letters, and meeting notes from the client diary that were added with an invoice number.

Next Action lets you schedule a follow-up phone call, letter, or e-mail for the selected invoice. You can assign an upcoming collection action to any staff number (for example, the client's account executive) by entering their initials in the "by" field. These collection actions will appear on the Accounting Calendar and in the staff member's personal calendar.

To change an invoice's next action, add your changes then click on another tab or click on a different invoice in the list, which will prompt you to save the changes.