



Overall Billing Best Practices

What can I do to make sure that everything works properly?

- Setup is paramount
- Create a transaction for everything
 - Don't delete
 - Don't alter (change) existing transactions
- Verify information regularly

Chart of Accounts Setup->Billing->Chart of Accounts

- ✓ Exact match is crucial
- ✓ Account name or number-which one do I use*?
- ✓ Account type

4005	Income		Active
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-OR-

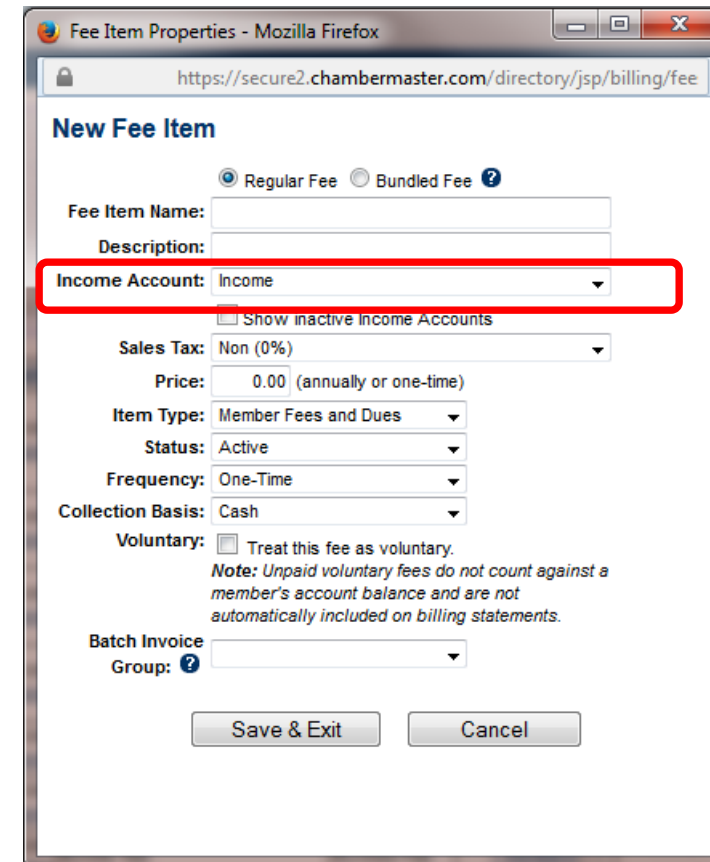
Membership Dues:Dues Renewal	Income		Active
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◆ 4000 · Membership Dues	Income
◆ New Membership Dues	Income
◆ Re-instated Membership	Income
◆ Renewal Membership	Income
◆ 4005 · Dues Renewal	Income

*Notice that account 4005 is a sub-account of 4000 – if using the account name then ALL of the accounts need to be included when adding to database with a colon separating each. If using account number then only the specific account needs to be entered (this only applies to QB users).

Fee Items List Setup->Billing->Fee Items List

- ✓ Assigning to the correct account is crucial*
- ✓ What item type do I choose?
- ✓ Cash or Accrual?
- Must have a minimum of one item per account, but any number of items can be assigned to the same account.
- Item type designates the module where that the item may be assigned.
- Collection basis does not affect the journal entry export – it is a filter on various other billing reports.



Fee Item Properties - Mozilla Firefox

https://secure2.chambermaster.com/directory/jsp/billing/fee

New Fee Item

Regular Fee Bundled Fee ?

Fee Item Name:

Description:

Income Account: Income

Show inactive Income Accounts

Sales Tax: Non (0%)

Price: 0.00 (annually or one-time)

Item Type: Member Fees and Dues

Status: Active

Frequency: One-Time

Collection Basis: Cash

Voluntary: Treat this fee as voluntary.
Note: Unpaid voluntary fees do not count against a member's account balance and are not automatically included on billing statements.

Batch Invoice Group:

Save & Exit Cancel

* 'Income' appears as a system default – this is not an actual account. If not changed it will show on the journal entry export as a [account missing: id=0] and cause problems if imported.

Transaction Classes* Setup->Billing->Transaction Classes

- ✓ Exact match is crucial
- ✓ Used the same way as in QuickBooks
- ✓ Included in Journal Entry Export

Billing Transaction Classes	
Name	
Administrative	x
Administrative:Chamber Dues	x
Administrative:Test	x
Administrative:Tourism	x
Administrative:West	x
Administrative:golf	x
EAST	x
EAST:test	x
NORTH	x
NORTH:test	x
SOUTH	x
<input type="button" value="Add New Class"/>	

* Applies to QuickBooks users only.

Am I following proper accounting procedures?

As a general guideline it is always best to create a transaction for every action that needs to be taken. This assures that you will be able to trace activity back to its original information.

- Never delete a transaction
 - An adjusting entry is not created in your database
 - Historical reports will change
- Never change an existing transaction
 - An adjusting entry is not created in your database
 - Historical reports will change

Adjustments can be made by using write-offs, credits, etc.

Common reasons why transactions are deleted or changed and the recommended process (always confirm with your accountant):

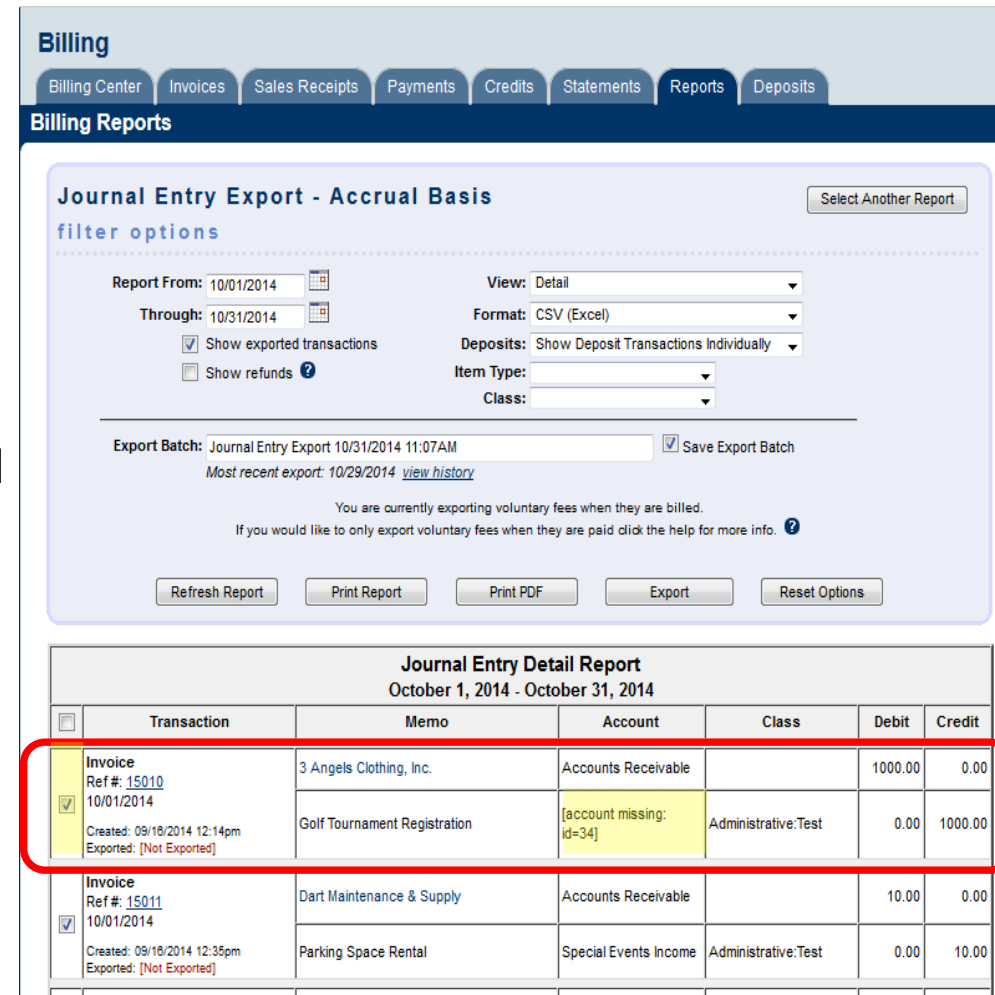
- Invoice isn't going to be paid – WRITEOFF
- Invoice amount isn't correct – WRITEOFF AND CREATE NEW, CORRECT, INVOICE or CREATE CREDIT AND APPLY TO INVOICE (applicable to invoices that need to be decreased only)
- Invoice date is wrong – UNIQUE CASE; in this instance it is ok to change the date BUT if the transaction has been included in a journal entry export it is necessary to address things in the financial software as an adjusting entry will not be generated.
- Invoice due date is wrong – this is ok to change as it does not affect any of the financial reports other than Accounts Receivable type reports

How do I know that I'm importing correct information?

When using the journal entry export it is recommended that the information is verified prior to exporting. Billing->Reports->Executive

- Nothing makes its way into your accounting software until it's imported
 - Verify entries prior to export
 - Exclude entries that appear incorrect

If a transaction is not reporting to the proper account, if a class is missing, if an amount doesn't look correct, etc. then uncheck the box to the left, and the transaction will be excluded from the export. Once it has been corrected it can then be exported.



Billing

Billing Center | Invoices | Sales Receipts | Payments | Credits | Statements | Reports | Deposits

Billing Reports

Journal Entry Export - Accrual Basis Select Another Report

filter options

Report From: 10/01/2014 📅 View: Detail ▼
 Through: 10/31/2014 📅 Format: CSV (Excel) ▼
 Show exported transactions Deposits: Show Deposit Transactions Individually ▼
 Show refunds ? Item Type: ▼
 Class: ▼

Export Batch: Journal Entry Export 10/31/2014 11:07AM Save Export Batch
 Most recent export: 10/29/2014 [view history](#)

You are currently exporting voluntary fees when they are billed.
 If you would like to only export voluntary fees when they are paid click the help for more info. ?

Refresh Report Print Report Print PDF Export Reset Options

Journal Entry Detail Report
 October 1, 2014 - October 31, 2014

<input type="checkbox"/>	Transaction	Memo	Account	Class	Debit	Credit
<input checked="" type="checkbox"/>	Invoice Ref #: 15010 10/01/2014 Created: 09/18/2014 12:14pm Exported: [Not Exported]	3 Angels Clothing, Inc.	Accounts Receivable		1000.00	0.00
<input checked="" type="checkbox"/>		Golf Tournament Registration	[account missing: id=34]	Administrative:Test	0.00	1000.00
<input checked="" type="checkbox"/>	Invoice Ref #: 15011 10/01/2014 Created: 09/18/2014 12:35pm Exported: [Not Exported]	Dart Maintenance & Supply	Accounts Receivable		10.00	0.00
<input checked="" type="checkbox"/>		Parking Space Rental	Special Events Income	Administrative:Test	0.00	10.00

How do I verify that what has been imported is correct?

- A summary view of the journal entry export will show the totals for each account during a specific period. Billing->Reports->Executive
 - This can be compared to various reports in your financial software for accuracy.

Billing

Billing Center Invoices Sales Receipts Payments Credits Statements Reports Deposits

Billing Reports

Journal Entry Export - Accrual Basis Select Another Report

filter options

Report From: 10/01/2014 📅 View: Summary ▼

Through: 10/31/2014 📅

Show refunds ?

Include deposit transactions

Display all accounts

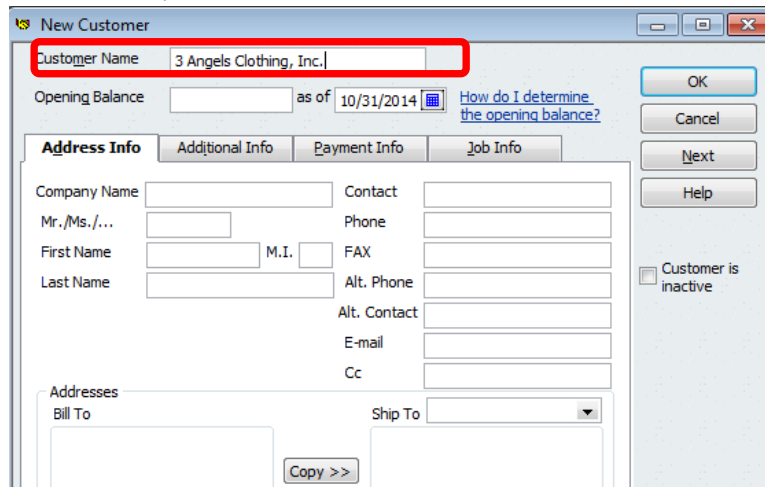
Refresh Report Print Report Print PDF Export Reset Options

Journal Entry Summary Report				
October 1, 2014 - October 31, 2014				
Account Name	Class	Account Type	Debit	Credit
Accounts Receivable details				
Accounts Receivable		Accounts Receivable	12033.25	14279.97
Undeposited Funds		Asset	8626.99	0.00
Membership Dues		Income	0.00	25.00
Sales Tax Payable		Other Current Liability	0.00	3.25
Write-Off Expense		Expense	299.59	0.00
Deferred Revenue Test Account		Other Current Liability	0.00	170.00
Event Income:Annual Dinner		Income	50.00	0.00
Event Income:Annual Dinner	Administrative:Tourism	Income	50.00	0.00
Accounts Receivable Total:			26313.22	26313.22

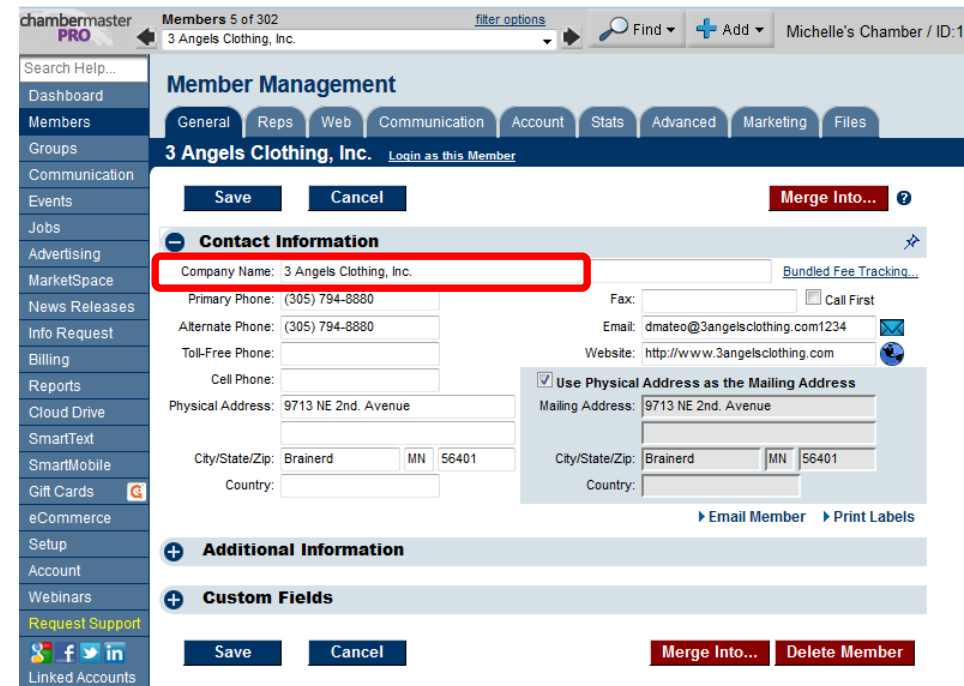
What do I do when I have new members*?

- Add new members to your QuickBooks customer list prior to importing journal entries.
 - ✓ Prior to importing journal entries be sure to add new members to the customer list in QuickBooks as an exact match.
 - ✓ This prevents import issues.

The Company Name field from the database needs to match the Customer Name in QuickBooks.



The screenshot shows the 'New Customer' form in QuickBooks. The 'Customer Name' field is highlighted with a red box and contains the text '3 Angels Clothing, Inc.'. Below this, there are sections for 'Address Info', 'Additional Info', 'Payment Info', and 'Job Info'. The 'Company Name' field is also highlighted with a red box and contains the text '3 Angels Clothing, Inc.'. Other fields include 'Opening Balance', 'as of' date, 'Mr./Ms./...', 'First Name', 'Last Name', 'Contact', 'Phone', 'FAX', 'Alt. Phone', 'Alt. Contact', 'E-mail', 'Cc', 'Addresses', 'Bill To', and 'Ship To'.

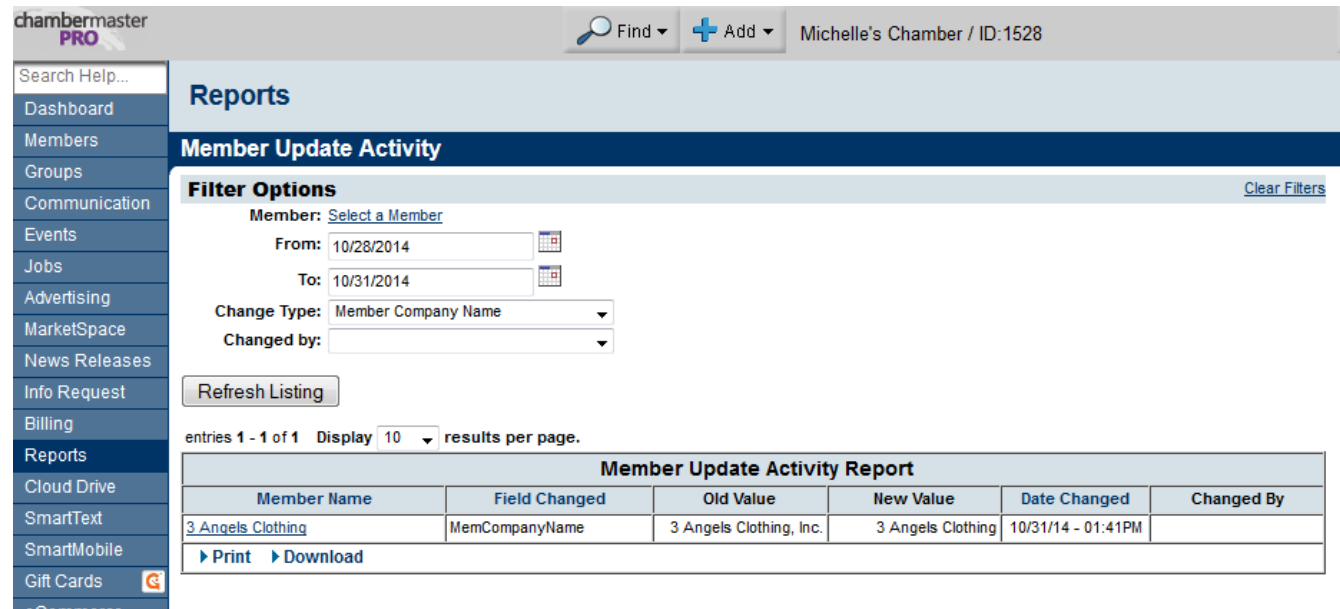


The screenshot shows the 'Member Management' form in ChamberMaster. The 'Company Name' field is highlighted with a red box and contains the text '3 Angels Clothing, Inc.'. Below this, there are sections for 'Contact Information', 'Additional Information', and 'Custom Fields'. The 'Contact Information' section includes fields for 'Primary Phone', 'Alternate Phone', 'Toll-Free Phone', 'Cell Phone', 'Physical Address', 'City/State/Zip', 'Country', 'Fax', 'Email', and 'Website'. The 'Additional Information' section includes a checkbox for 'Use Physical Address as the Mailing Address' and a 'Mailing Address' field. The 'Custom Fields' section is currently empty. Buttons for 'Save', 'Cancel', 'Merge Into...', and 'Delete Member' are visible at the bottom.

*This only applies to QuickBooks users

How do I know if member names have changed*?

- Member names always need to stay matched across systems.
 - ✓ Run a Member Record Updates report and look for Company Name changes since your last export.
 - Reports->Membership->Member Record Updates
 - ✓ Update QuickBooks Customer Name to match the New Value



The screenshot shows the ChamberMaster PRO interface. The top navigation bar includes a search function, an 'Add' button, and the user's chamber information: 'Michelle's Chamber / ID:1528'. A left-hand menu lists various features like Dashboard, Members, Groups, etc. The main content area is titled 'Reports' and 'Member Update Activity'. It features a 'Filter Options' section with fields for 'Member' (a dropdown), 'From' (10/28/2014), 'To' (10/31/2014), 'Change Type' (Member Company Name), and 'Changed by'. A 'Refresh Listing' button is present. Below the filters, it indicates 'entries 1 - 1 of 1' and 'Display 10 results per page'. The main report table is titled 'Member Update Activity Report' and contains one entry for '3 Angels Clothing'.

Member Name	Field Changed	Old Value	New Value	Date Changed	Changed By
3 Angels Clothing	MemCompanyName	3 Angels Clothing, Inc.	3 Angels Clothing	10/31/14 - 01:41PM	

*This only applies to QuickBooks users



Video links for common issues (QB user errors)

[Correcting 'Bad' Accounts on the QB COA](#)

[How to troubleshoot a journal entry import error for QB users.](#)

[if import has an error in QB, what happens if you do not ignore the 2nd pop up?](#)