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

<table>
<thead>
<tr>
<th>4005</th>
<th>Income</th>
<th>Active</th>
</tr>
</thead>
</table>

-OR-

<table>
<thead>
<tr>
<th>Membership Dues, Dues Renewal</th>
<th>Income</th>
<th>Active</th>
</tr>
</thead>
</table>

*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).
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.

* ‘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

* 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.
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.
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.

*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

*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?