Billing Tutorial

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To navigate directly to a specific section, hover over the name, ctrl+click to link straight to it.

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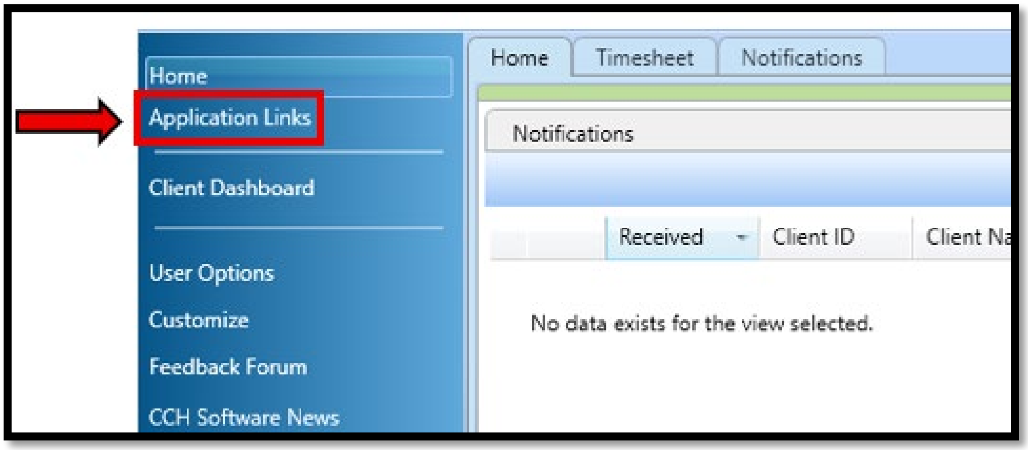
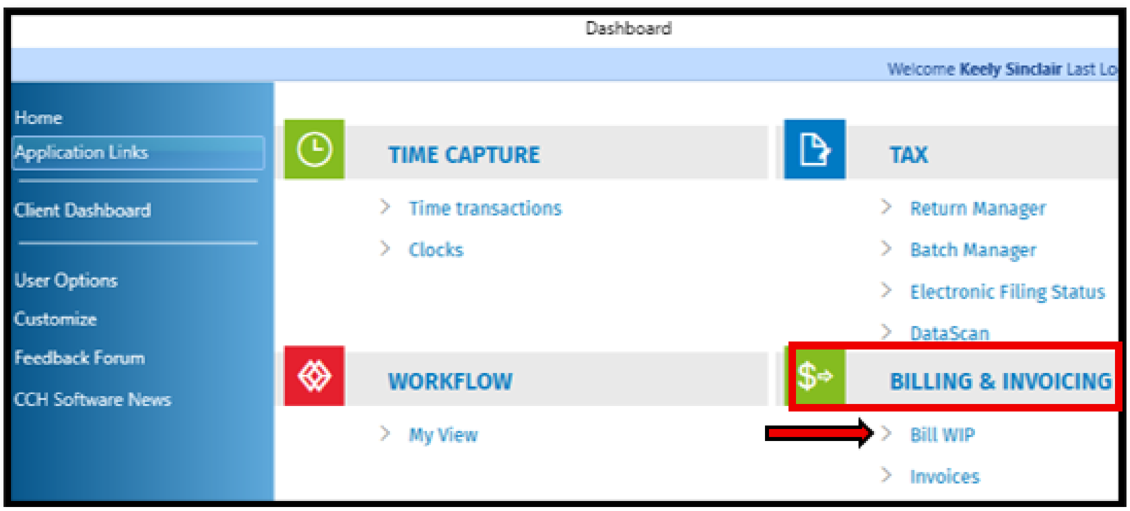
How to Get to the Billing Application

1. From the Axcess dashboard, click on **Application Links**



2. Under Billing & Invoicing, click >**Bill WIP.**



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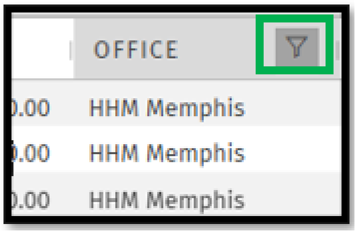
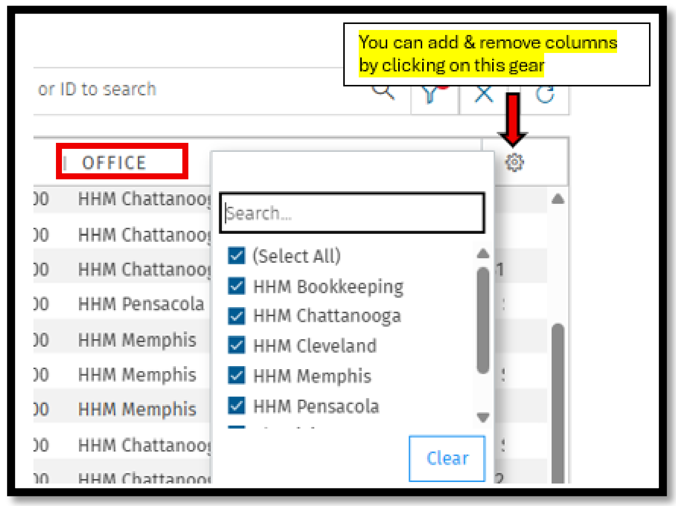
Prepare Your Screen for the Billing Process

1. By default, only the clients you're the bill manager for will show on the billing screen.
2. If you have clients in more than one office, make sure those offices are selected.
3. To make selections for office, etc. hover over the column heading until the funnel appears (1st image below) and check the box next to the offices where you have clients.
4. Don't see the **Office** column? Use the bottom scroll bar (scroll all the way down if you don't see it) to scroll right until the **Office** column is in view.
5. Click the gear under the arrow in the image below to add or remove columns.

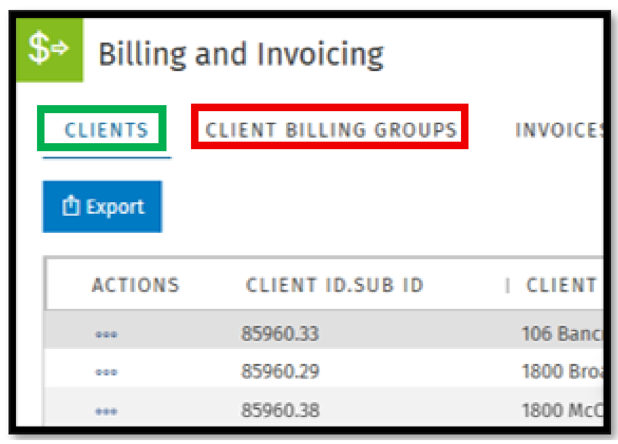




6. You will see two billing tabs: **Clients** and **Client Billing Groups.**

   ***Client Billing Groups** = bills more than one client together (requires the billing group to be set up on *each* client's profile within the group).

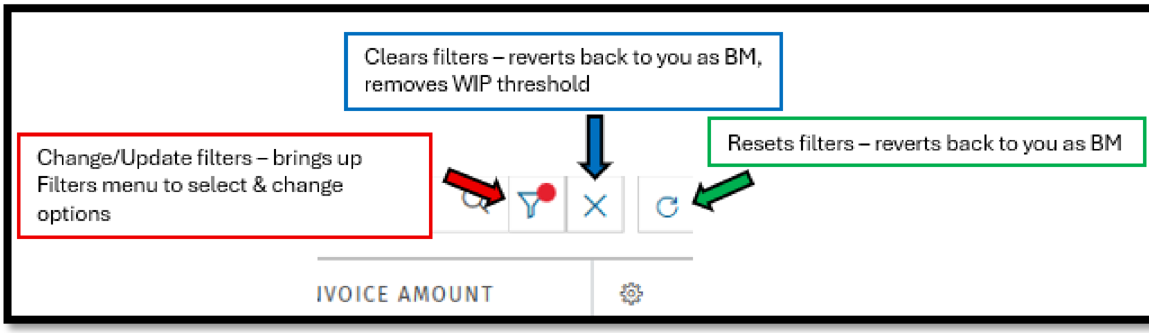
   *For billing group setups or changes, email Axcess Requests.



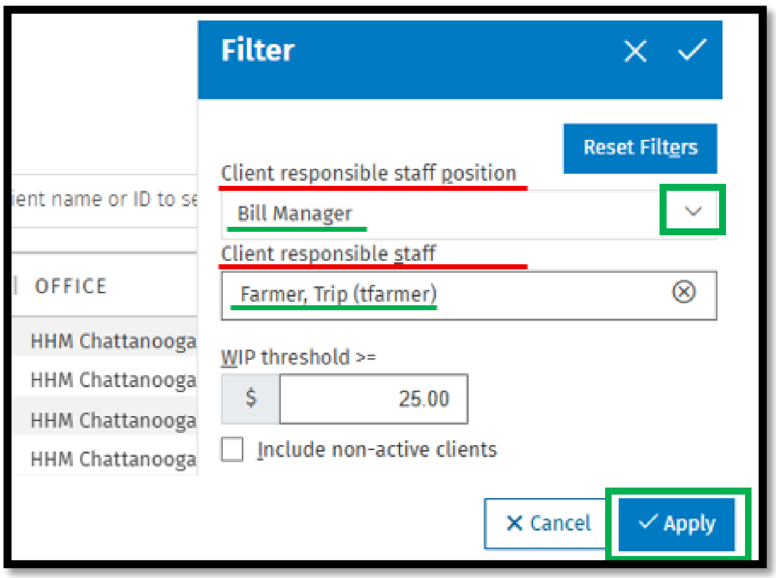
Pro tips:

- To rearrange columns, drag and drop left or right.
- To sort columns in ascending order, click on the desired column heading.
- To sort columns in descending order, click again.
- If multiple columns are sorted at once, a number and arrow next to it will appear, indicating as such.
- The number shows how many columns are sorted at the same time, as seen below (in this case, three).

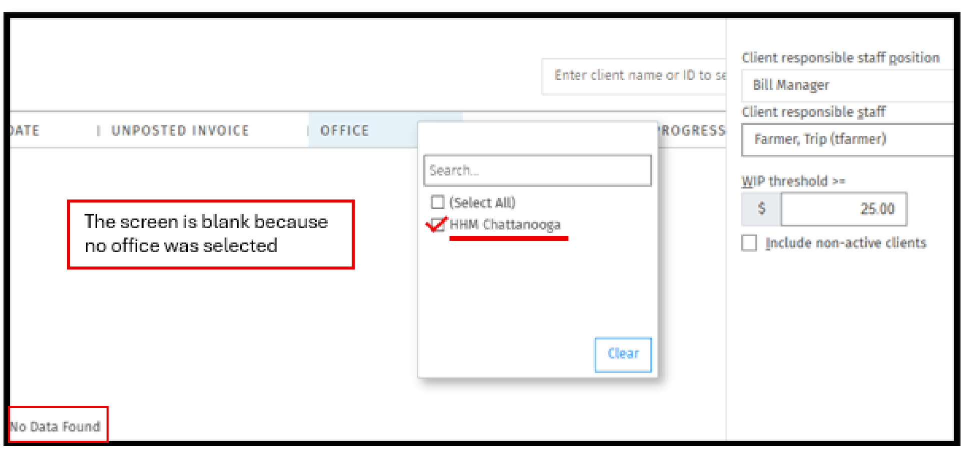
- The top right section, you can click to make the following changes:



- The Filter pop-up menu will allow you to bill for another bill manager and set a WIP threshold.

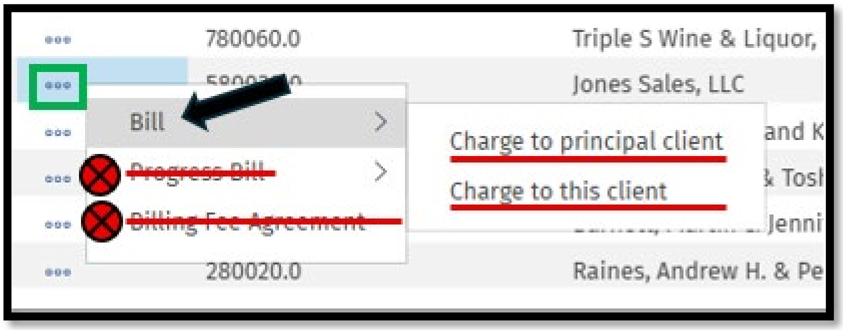


- If you are seeing a blank screen, check your filters. Even if you reset or clear the filters, if you typed in a number or letter in any of the fields, the office & client don't match, or the correct boxes aren't checked, you will need to check & clear each field and/or check the appropriate boxes until the clients populate on screen.

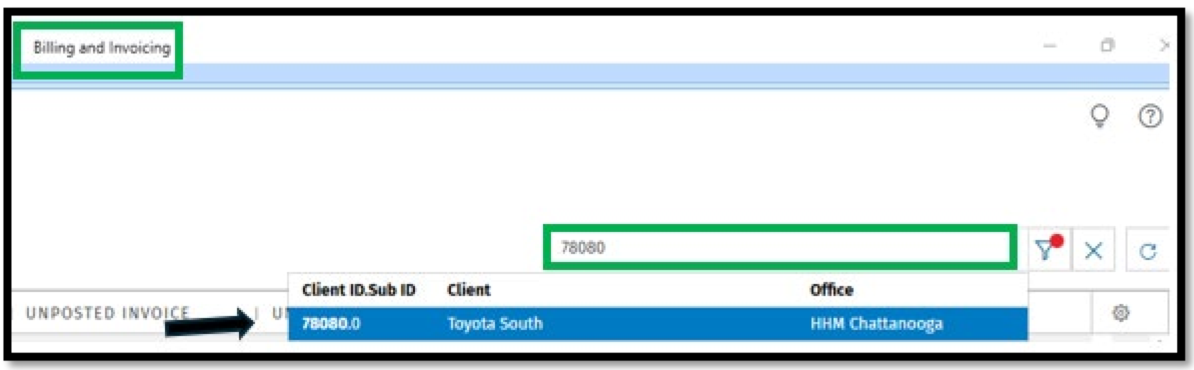


You're Now Ready to Bill

1. **Option 1 (best method)** – Click the 3 dots and click "**Bill**" next to the client you want to bill.
   * ***Do Not*** *select* *Progress Bill* *or* *Billing Fee Agreement* *in the menu. We don't use these.*
2. For clients in billing groups, you'll see "Charge to principal" or "Charge to client".
   Bill to Principal – posts/sends the invoice to the principal client, whether it's a 1040, 1041, 1065, etc., but the WIP stays with the actual client.* ***This is a much better option than transferring time between clients.*



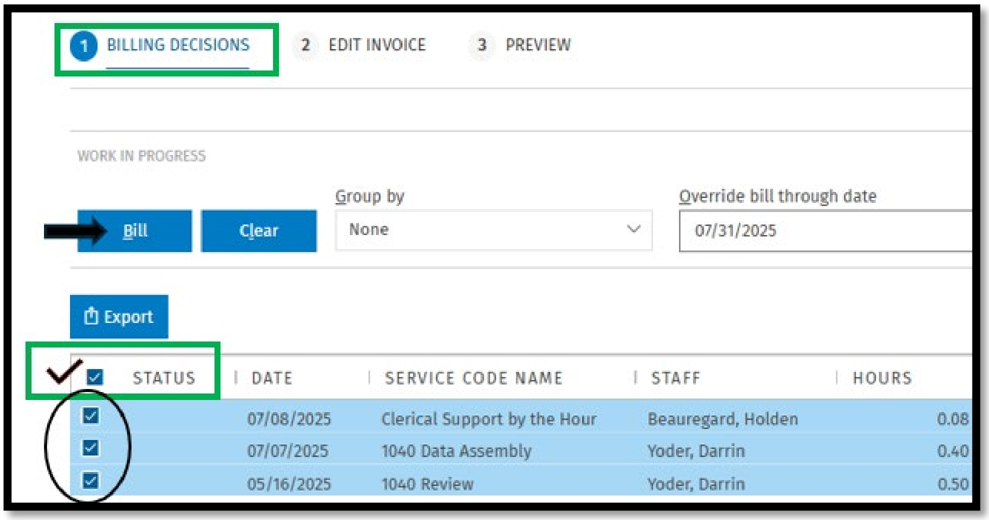
3. **Option 2** – type the full and exact client name or ID in the field below (top right corner of the screen) and click on it after it populates, or hit enter. Once you click on the client name or hit enter, it takes you directly into the billing decisions for this client.
   **If you need to bill to the principal, this billing option won't work.*
   **If you accidentally typed in the wrong ID or click on the wrong client that has a similar name, you won't be able to tell until you go into the edit invoice screen.*



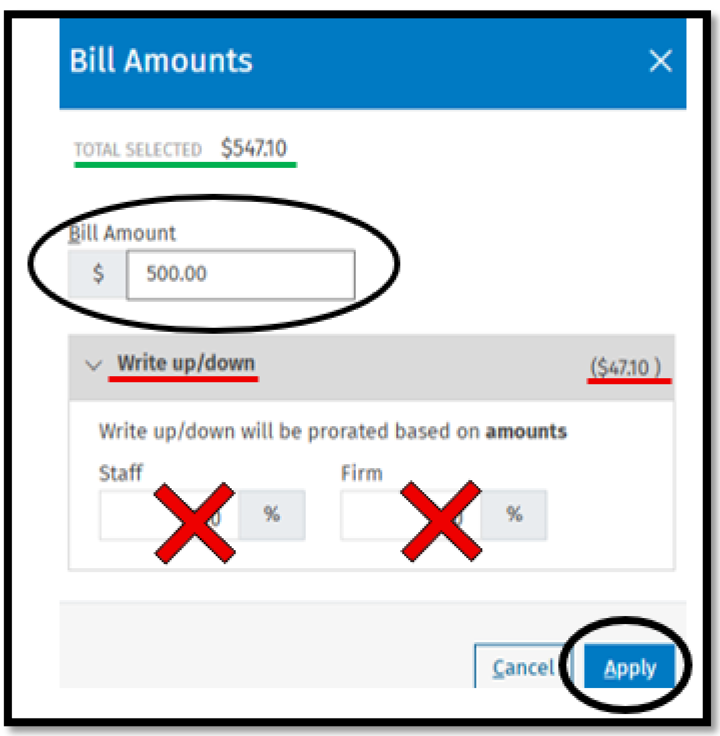
Billing Decisions

Quickbills: To bill all the WIP:

1. Check the box next to **Status & click "Bill"**. This selects all boxes and subsequent WIP below it.



2. In the **Bill Amounts** pop up box (below), the total WIP you've selected to bill will auto populate.
3. If you're billing @ 100%, leave the amount as is and click **Apply**.
4. If you're billing more/less than 100%, enter what you're billing in the **Bill Amount** field to overwrite what's in the box and click **Apply.**
5. The write up/down amount will auto calculate under the **Bill Amount** field.
6. Disregard the staff & firm percentage fields marked with an X below.



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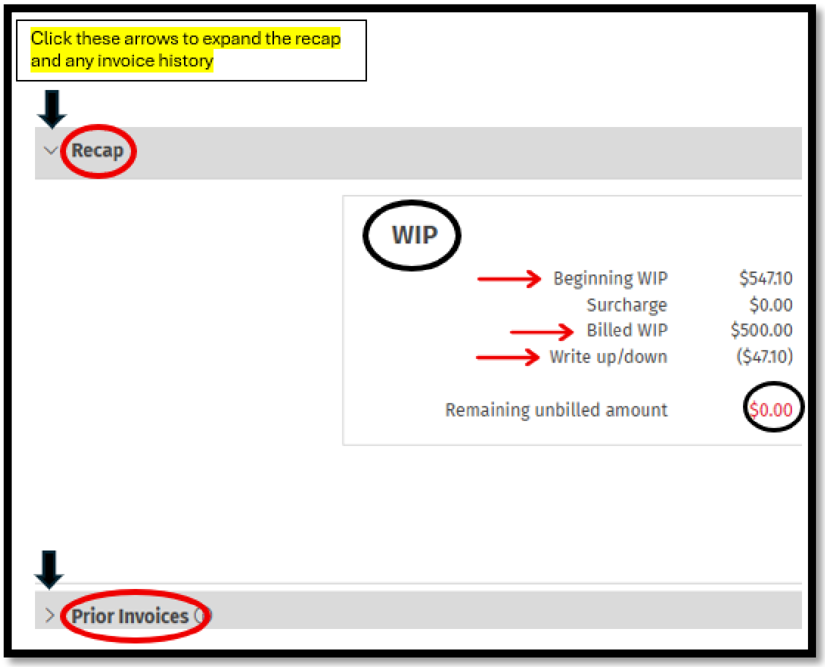
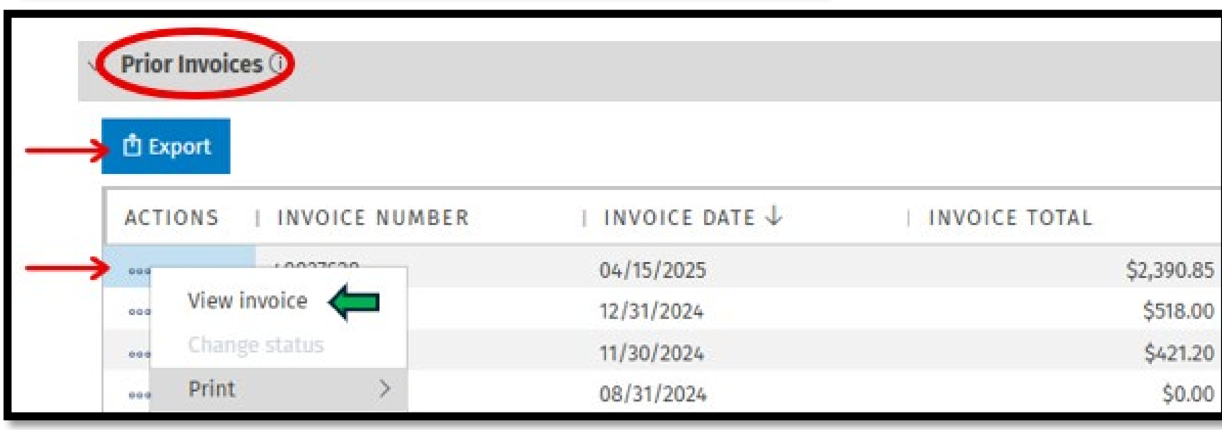
7. After you've entered the bill/invoice amount, you will still be in the billing decisions.
8. Any WU/WD amount will appear in WU/WD column:
    - ↑ indicates write ups
    - ↓ indicated write downs
    - √ indicates billed at 100%
9. The lower half of the billing decisions screen has a **Recap** section and a **Prior Invoices** section.
10. The **Recap** gives you a snapshot of what you just billed, write-up/down and what was left unbilled if you're not billing all of the WIP in the current invoice.
11. The P**rior invoices** section has the list of prior invoice dates, amounts and the write-up/down.
12. To view the paragraph that was used on the last invoice, click on the 3 dots (circled below) then click **View invoice** (list can be exported if needed).

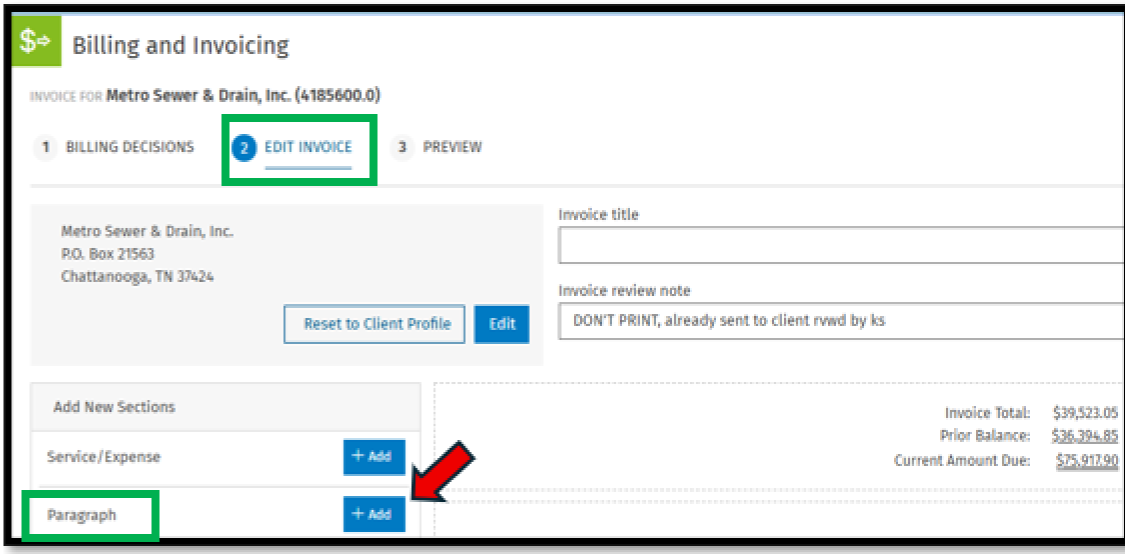




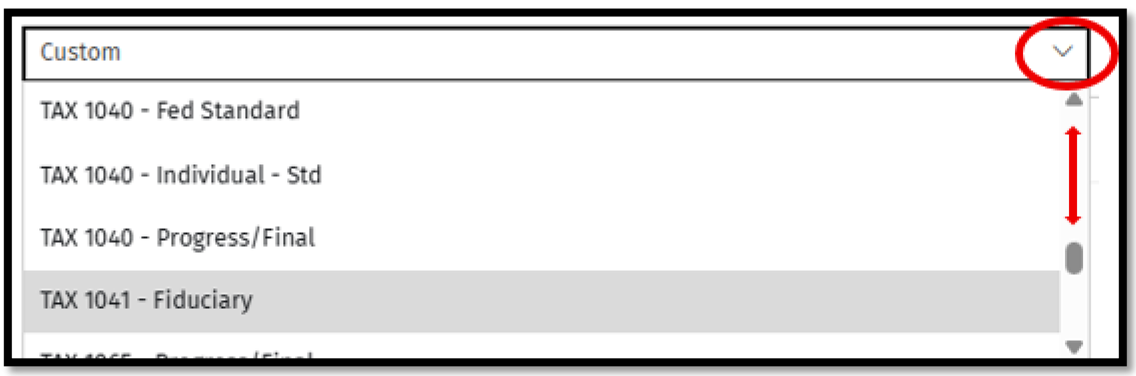
Invoicing

Click Edit Invoice

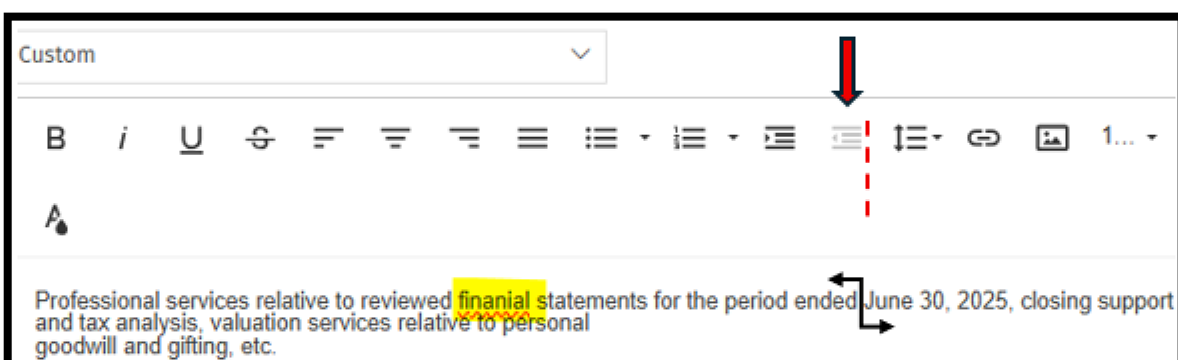
1. Click **+Add** paragraph.



2. You can begin typing your memo into the paragraph box. Defaults for paragraph font and size are set and ready to go.
3. Biling has a list of pre-typed standard memos to save you time. Click the drop-down arrow, browse the options, and select your desired memo. It will auto-populate in the billing paragraph and you can edit/add as needed.



4. Use **"Shift+enter"** to move to the 2nd line when you get to the indent paragraph shortcut (before the red doted line below), so your paragraph doesn't run into the invoice amount.
5. Paragraphs will catch misspellings with red underlined words but won't work for incorrect grammar.



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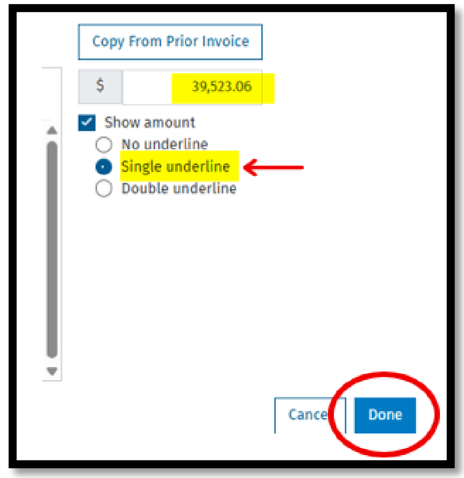
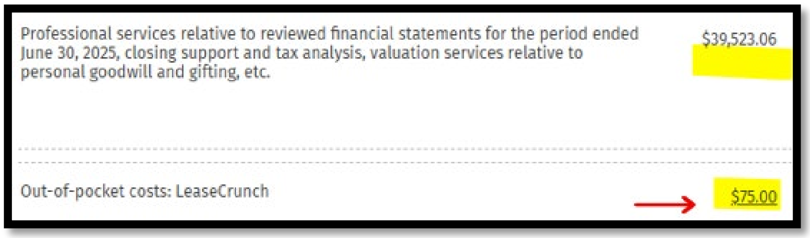
6. For invoices with only a single line item/memo, enter the invoice amount in the field next to the $ sign to the right of the paragraph (highlighted & circled below) and select <u>Single underline</u> and then <u>Done.</u>

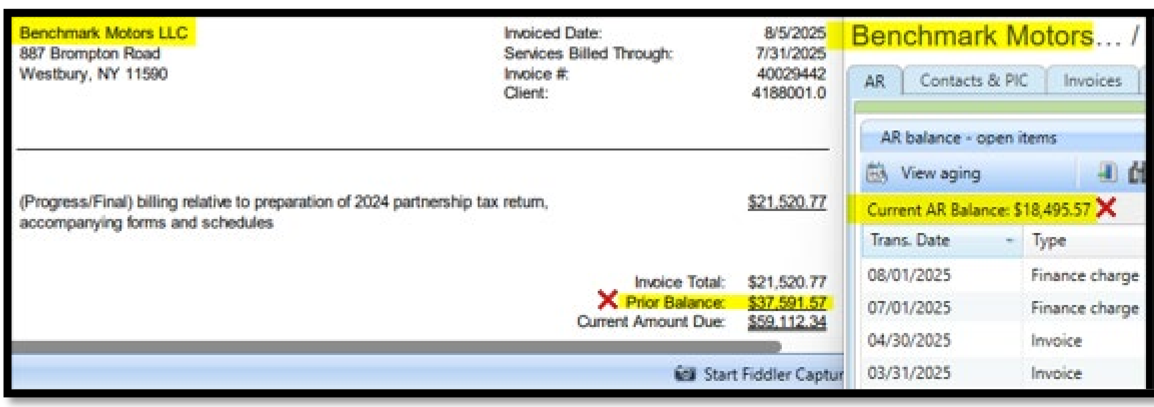


7. For invoices with multiple line items/memos, click +Add paragraph and repeat the steps above. **The "Single Underline" is only used for the last amount on the invoice.** (*E.g. if you have two or more paragraphs, click* ***no underline*** *for the ones above).*



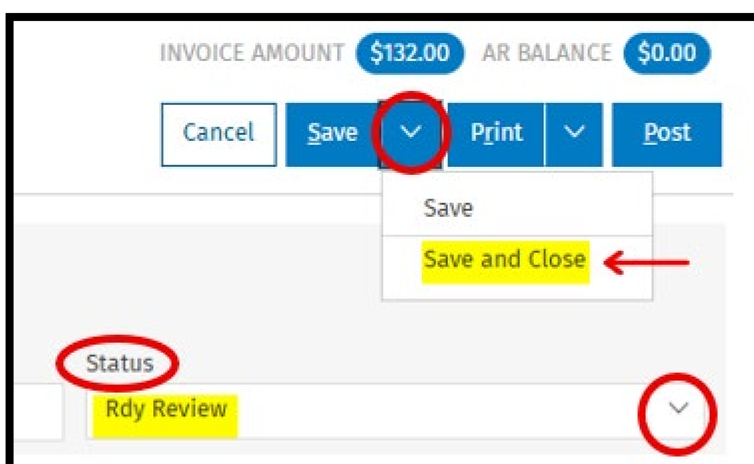
8. If there is a prior balance on the invoice, it **<u>must match the client's A/R balance on the client's dashboard</u>**. ****Any client that is billed in and/or out of a billing group, their open A/R balance automatically pulls into the principal's balance on the invoice.*

   EG, the prior balance on this client below does <u>NOT</u> match the A/R balance on their dashboard. This means this client is part of a billing group and another's balance is being included on the invoice.

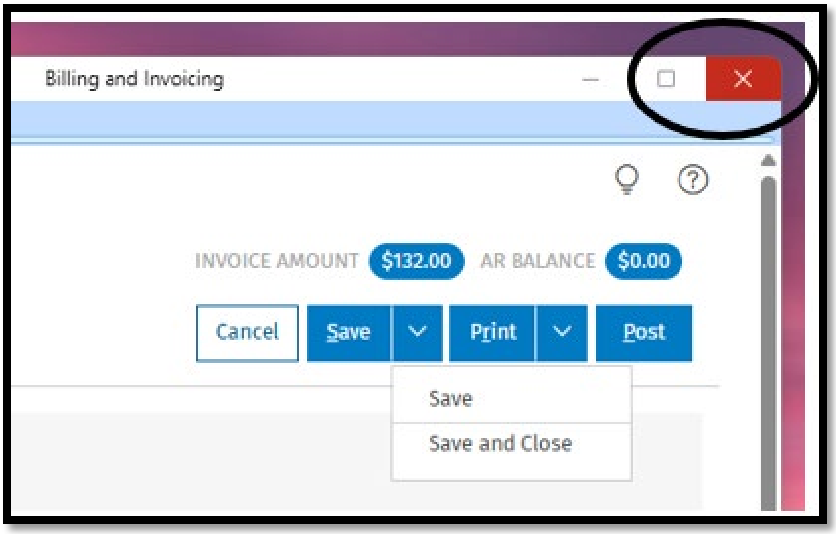


***The prior balance, current amount due, the page break and the statement **must** be removed to avoid confusing the client. This has led to the client overpaying.

9. If the prior balance matches the client dashboard, you can save and close the invoice.
10. Change the status (upper righthand side) to **Rdy Review**.
11. Click the drop-down arrow next to <u>**Save**</u>, then click **Save & Close.**

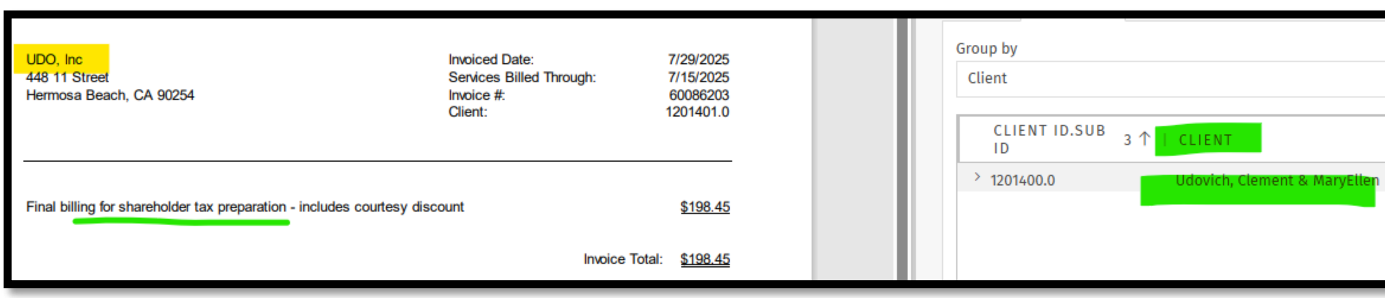


12. **DO NOT CLICK THE X** in the top right corner to close the screen when you're done with your invoice. When we go to review/proof the invoice, we get a pop that says "so-and-so has been billing the client for 1584 hours, do you want to override the billing decisions" and prevents others from opening the invoice. Always **Save & Close.**



Pro tips:

- The client name and address are pulled from the mailing address (where the invoice is to be mailed) on the client profile.
- If the invoice is emailed, you still need to ensure the correct client name and address are on the invoice and that we have the correct email address set up on the client's profile.
- The default invoice template for the client is set up on the client profile.
- The CPA firms have the same letterhead across offices and thus the default standard template is HHM Invoice Paragraph (All).
- Make sure the correct client is being billed, or the correct principal, especially when billing in a group.
- If you're billing to a principal client, the principal client is the name & address that will pull on the invoice. Best practice is to name or reference the client being billed to the principal in the invoice paragraph. (See example) below



- Changes made on an invoice only pertain to that invoice. For permanent client profile changes/updates, you must email @Axcessrequests to update the client profile in Axcess.

FAQs & TIPS

- I need to bill a client but I'm not the bill manager.
    - Axcess auto defaults to you as bill mgr. To change this in billing, click the funnel (on the top, righthand side) to enter into the filter selections.
    - Under **Client responsible staff,** override your name with the bill manager you are billing for (last name first).
    - Click **Apply** to pull their client list into billing.
    - Hover over the column heading fields and click the funnel next to the Client ID.Sub ID or client name and enter the client you need to bill.

- How do I narrow down my billing list?
    - You can filter out clients by setting a WIP threshold and/or by office.
    - In billing, click the funnel (top, righthand side) to enter into the filter selections.
    - In the WIP threshold field, enter in an amount that will filter out the clients' WIP amounts you don't want to bill at the moment.

- I don't want to bill all the WIP.
    - In billing decisions where you see the client's wip, you can click the boxes next to the items you specifically want to bill.
    - Any WIP items **left unchecked** will remain unbilled and roll to the next month.

- I only want to bill tax or audit time and WIP expenses, etc.
    - In the billing decisions screen:
        - You can sort your columns and drag them left or right until you have the information on the screen and in the order that you want to see.
        - You can group the WIP, and sort it to make it easier to bill specific tasks, clients (in groups) or WIP.
    - Click the down arrow in the field under **Group By.** You can group by category, service code, staff, client, etc.
    - Click the side arrow next to the category, service code, etc. and that expands the WIP under that grouped selection.
    - You can check the box next to the service code, expenses, etc. and bill the entire selection, or check specific WIP and/or expenses you want to bill within the grouped by selection.

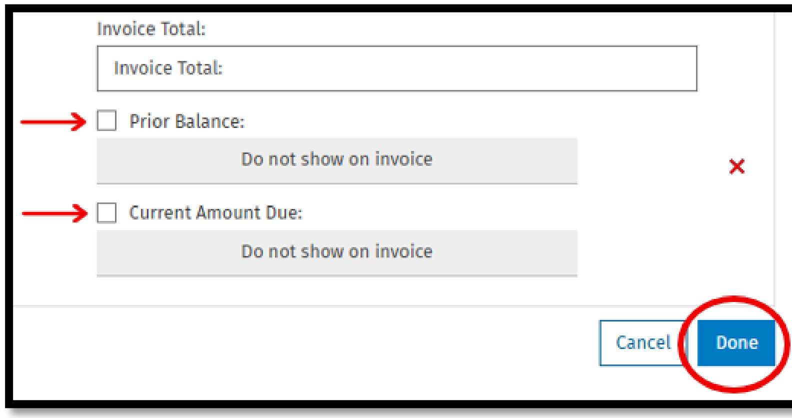
- How do I bill specific WIP/items @ 100%? (two ways)

  #1
    - In the billing decisions, only check the boxes next to the item(s) you're wanting to bill @100% first, and then click bill.
    - When the bill amount box pops up, it automatically brings up the WIP@ 100%, leave the amount as is.
    - Then go back and select the remaining items that you're wanting to bill with a write down/up.
    - You must uncheck the items you've already billed @100% or you'll end up clearing those billing decisions and they'll end up getting written down (or up).
    - You must also deduct the 100% items from your bill amount.

  #2
    - You can select the items you're wanting to bill with the write down and bill those first.
    - Then go back and only check the items you want to bill @100% and then bill those items without changing the amount that pops up.
    - This adds those items to the top of the bill.

- How do I write off WIP?
  - Select all WIP and click bill.
  - In the bill amount box, enter 0.00 and click apply.

- How do I remove the prior balance, page break and statement?
  - The prior balance automatically generates and needs to stay unless it's $0.00 or doesn't match the client's A/R balance on their dashboard.
  - To remove $0.00 balances, hover over to the right of the amounts until you see Edit, then click it.
  - When the following box opens, uncheck the boxes next to Prior Balance and Current Amount Due and then click Done.



  - If the AR balance is negative, this means they have a credit balance. They may have paid an invoice twice, or been given a credit, etc. In this case, we overwrite Prior Balance: and replace with Less Payment, Less Credit Adjustment, etc. If the balance left is still a credit amount (with a negative) we change Current Amount Due: to Remaining Amount: and click Done.