

Billing Run Processing Guide

TEMPLACMS & SAGE

Version 6.0.0 (2016)



Please Note: this document is intended as a guide only to assist with the billing process in TemplaCMS & Sage. It is solely the responsibility of the customer to ensure that this is correctly completed.

Each step in this document is indicated by a step number and with an 'S' or 'C' in the first column where:

S = Sage

C = TemplaCMS

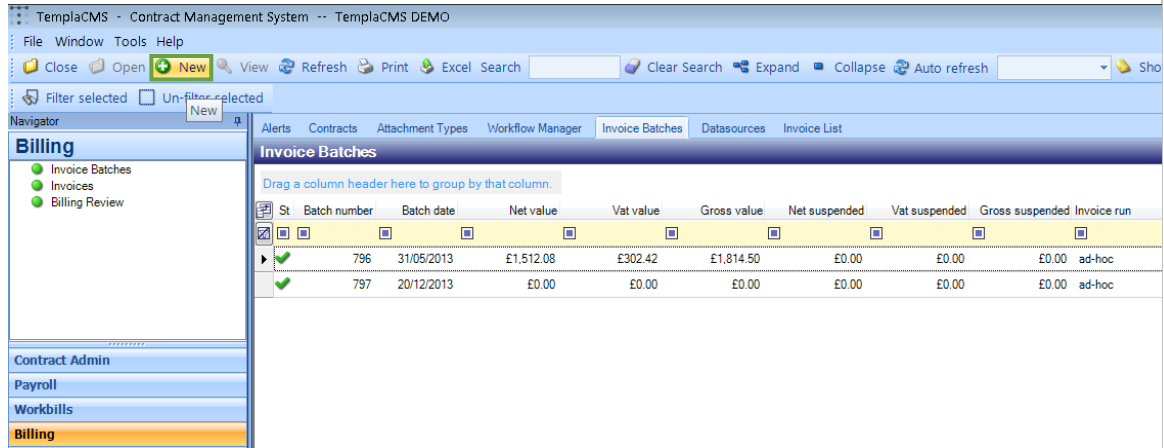
All points where back-ups should be taken are marked in **Red**. The user is welcome to take any additional back-ups if needed.

✓ **Step** **Templa CMS / Sage Billing Run Process**

C **1** **For Contracted Invoicing follow Steps 2 – 7.**
For Ad-hoc Invoicing follow Step 8.

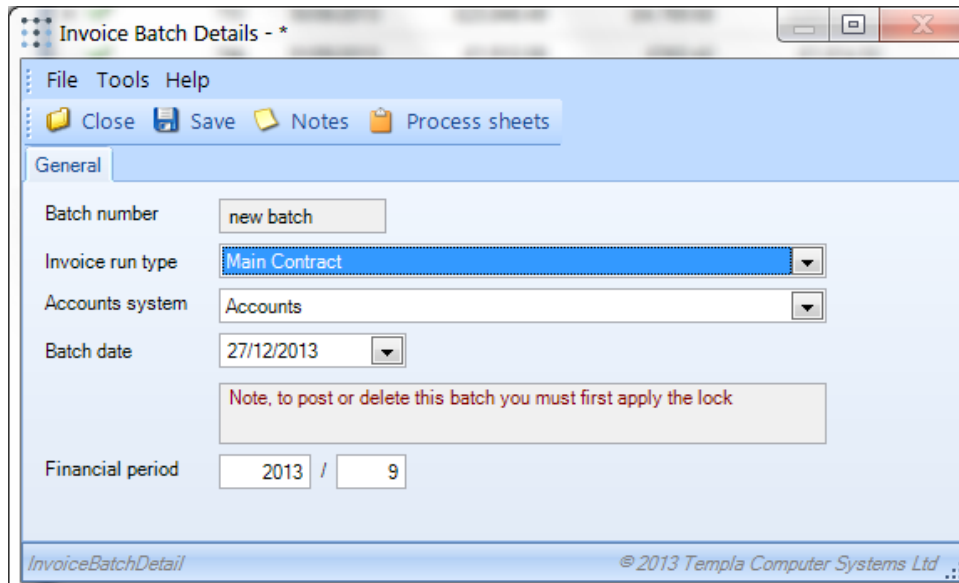
C **2** **Create the Invoice batch (Contracted Invoicing)**

This can be done from the **Billing | Invoice Batches** menu. Select **New**.



The billing run is controlled by a group or 'batch' of invoices for a specific invoice frequency.

Complete the following:



The **Batch number** will be automatically generated by the system.

From the **Invoice run type** option select the relevant invoice run – i.e. ad-hoc invoices or credits or a contracted invoice run.

The **Financial Period** will default to the current Sales Ledger period in Sage. Users can post to future periods, but this will need to be configured in both CMS and Sage.

Once the batch is generated double click on the batch and then on **Invoices** to view the billing lines that will be invoiced.

File Tools Help

Close Previous Next Notes Process sheets

Invoices Summary invoices Delete Post Lock Memos

General

Batch number: 120

Invoice run type: Start of Month

Accounts system: Accounts London

Batch date: 01/04/2016

Note, to post or delete this batch you must first apply the lock

Financial period: 2015 / 7

Notes

In order to view the lines 'per invoice', group the billing line list by dragging and dropping the **Invoice** column header to the section indicated below:

Invoice List

File Tools Help

Close Open View Refresh Print Excel Reinststate Expand Collapse Auto refresh

Filter selected Un-filter selected Pro-formas Change posted period

Drag a column header here to group by that column.


St	Pa	Invoice	Client cod	Client name	Site code	Site name	Type	Dated	Net value	Vat value	Gross value
▶	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£847.21	£169.44	£1,016.65
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£26.52	£5.30	£31.82
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£16.85	£3.37	£20.22
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£31.60	£6.32	£37.92
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£7.07	£1.41	£8.48
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£16.85	£3.37	£20.22
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£16.85	£3.37	£20.22
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£24.23	£4.85	£29.08
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£43.81	£8.76	£52.57
	✓	LIMS - LIMS (22205)	LIMS	LIMS	LIMS/01	LIMS LONDON	Invoice	01/06/2013	£180.50	£36.10	£216.60
									£23,848.49	£4,769.68	£28,618.17

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Check and apply pro-rata invoice calculations if needed:

Where a new billing line is not effective for the entire billing period, for example on a **monthly** billing frequency where the 'effective from date' on the contract billing line is 10/01/2014 and the 'next invoice date' is 31/01/2014, the system will determine that this is a 'pro-rata' invoice when the invoice batch is generated.

Any pro-rata invoices in the batch will be flagged to the user via the pro-rata icon: 

The invoice will be generated for **the full value of the month** irrespective of the fact that the new rate only took effect from the 10/01/2014.

Filter selected | Un-filter selected

Invoice List

File Tools Help

Close Open New View Refresh Print Excel Reinststate Expand Collapse Auto refresh

Filter selected Un-filter selected Pro-formas Change posted period

Drag a column header here to group by that column.

St Pa	Invoice	Client cod	Client name	Site code	Site name	Type	Dated	Net value	Vat value	Gross value	Sales analysis	Acc
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£381.90	£76.38	£458.28	4000	0
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£25.00	£5.00	£30.00	4040	0
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£18.75	£3.75	£22.50	4040	0
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£12.52	£2.50	£15.02	4010	0
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£0.00	£0.00	£0.00	4000	0
✓	AEFH - AEFH (22573)	AEFH	AEFH	AEFH/01	AEFH 2ND	Invoice	01/07/2013	£350.59	£70.12	£420.71	4000	0
✓	AEFH - AEFH (22573)	AEFH	AEFH	AEFH/01	AEFH 2ND	Invoice	01/07/2013	£43.26	£8.65	£51.91	4040	0
✓	AEFH - AEFH (22573)	AEFH	AEFH	AEFH/01	AEFH 2ND	Invoice	01/07/2013	£0.00	£0.00	£0.00	4000	0
✓	AILB - AILB (22574)	AILB	AILB	AILB/01	AILB 2	Invoice	01/07/2013	£832.00	£166.40	£998.40	4000	0
✓	AILB - AILB (22574)	AILB	AILB	AILB/01	AILB 2	Invoice	01/07/2013	£50.00	£10.00	£60.00	4040	0
								£699,178.98	£139,835.82	£839,014.80		

Hovering over the pro-rata icon will indicate to the user how many days the system has calculated the invoice should be for:

✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£12.52	£2.50	£15.02	4010	
✓	ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013	£0.00	£0.00	£0.00	4000	
✓	AEFH - AEFH (22573)	AEFH	AEFH	AEFH/01	AEFH 2ND	Invoice	01/07/2013	£350.59	£70.12	£420.71	4000	
✓	Part period invoice (5/31)	AEFH	AEFH	AEFH/01	AEFH 2ND	Invoice	01/07/2013	£43.26	£8.65	£51.91	4040	
✓	AFFH - AFFH (22573)	AFFH	AFFH	AFFH/01	AFFH 2ND	Invoice	01/07/2013	£0.00	£0.00	£0.00	4000	

The user can double click on the line with the **Pro-Rata** icon next to it and then the relevant invoice line which will give the option to apply the pro-rata rate:

Invoice Item Details - Invoice for AEFH dated 01/07/2013

File Tools Help

Close Accept Accept and new Previous Next **Apply pro-rata**

Invoice item

Invoice text
MONTHLY CHARGE DAILY CLEANING

Qty	Price	Net	VAT	Gross
1.00	£350.59	£350.59	£70.12	£420.71

Site: AEFH 2ND

Task type: Daily office cleaning

Revenue type: DOC revenue

Sales analysis: 4000 -- Contracted Daily Office Cleaning

VAT code: Standard Rate Client order ref:

Source details: Contract billing AEFH/01 -- AEFH 2ND 01

When **Apply pro-rata** is selected, the number of days that should be invoiced is calculated. The following prompt will appear:

Confirm action

This will function will pro-rata the invoice value based on the part period proportion. Continue?

Yes No

Select **Yes** to continue

The invoice value along with the pro-rata icon will be displayed with a **blue tick**:

Invoice

Invoice header

Batch: batch 803 - Main Contract for Accounts ending 01/07/2013

Client: AEFH

Site: AEFH 2ND

Internal inv Ref: 22573 Accounts invoice No: 0

Invoice: 01/07/2013

AEFH 2ND
AEFH 2ND
W1J 01A

Pa	Site	Text	Qty	Price	Net	VAT	Gross	VAT code
	AEFH/01 - AEFH 2ND	Period - 01/07/2013 to 05/07/2013	0.00	£0.00	£0.00	£0.00	£0.00	1 - Standar
	AEFH/01 - AEFH 2ND	MONTHLY CHARGE DAILY CLEANING	1.00	£56.55	£56.55	£11.31	£67.86	1 - Standar
	AEFH/01 - AEFH 2ND	M TOILET DEEP CLEAN	1.00	£43.26	£43.26	£8.65	£51.91	1 - Standar

If the user is not happy with the calculated value it can be overridden by double clicking on the line and manually entering the required value.

Changes can be made here as required e.g. changing an existing Invoice line or adding additional lines to an invoice

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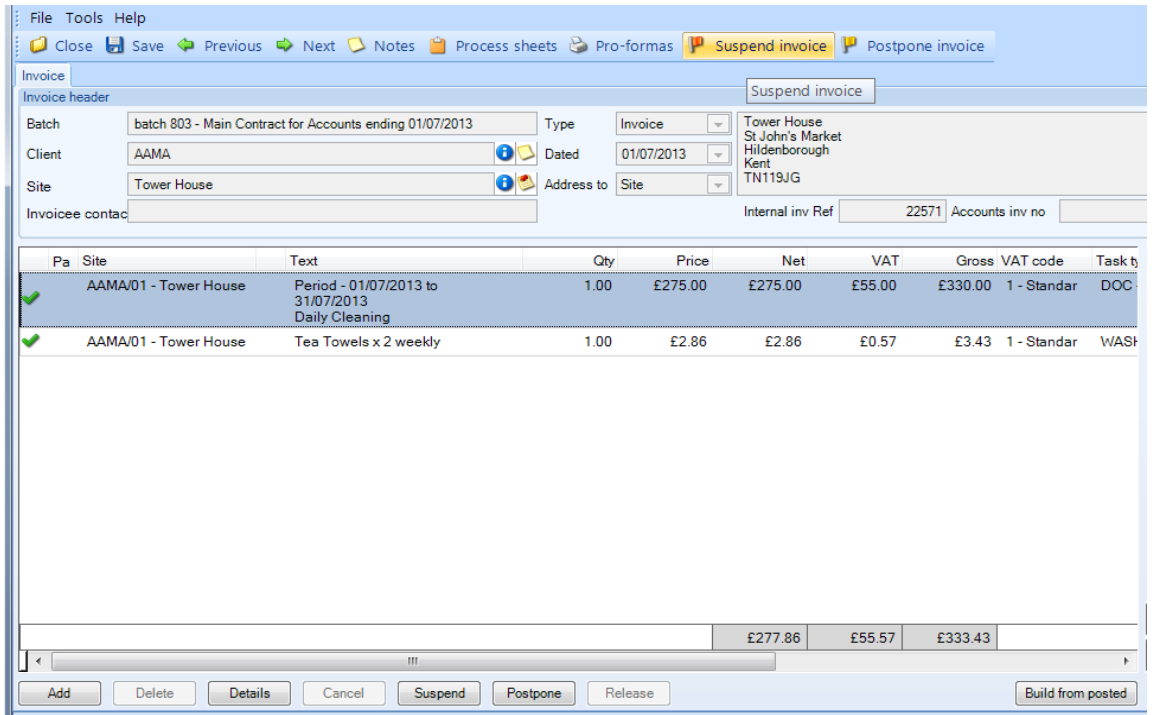
Suspend / Release billing lines if needed:

Please note the following billing line ‘types’ cannot be suspended:

- Manually (ad-hoc) entered invoice lines
- Stores re-charge invoice lines
- Workbill invoice lines

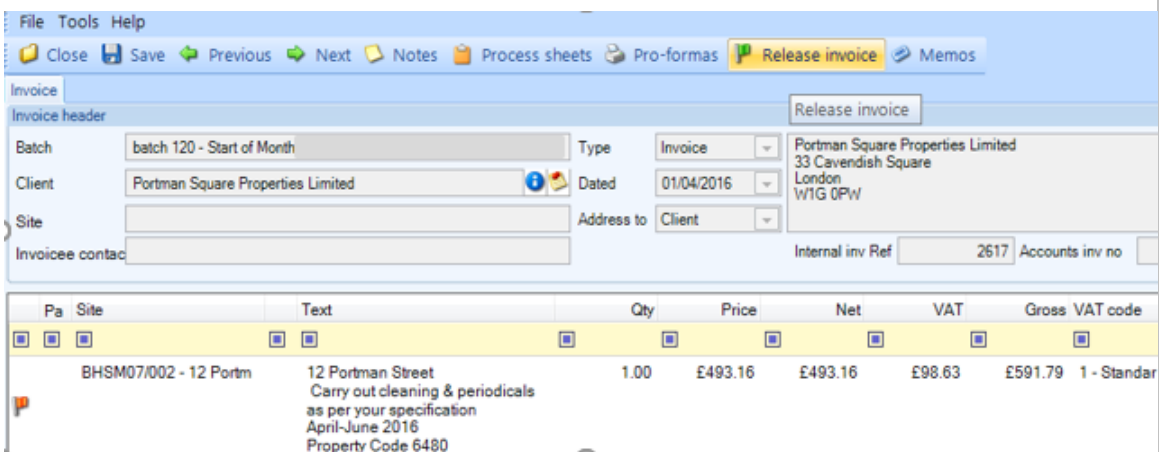
To suspend an invoice:

- From within the invoice batch double select the line to be suspended
- Select **Suspend Invoice:**



To release a suspended invoice:

- From within the invoice batch, select the suspended line you wish to release
- Select **Release invoice:**



On posting a batch containing suspended invoice lines, the contract billing line **next invoice date** will be advanced based on the defined frequency and therefore the same invoice line will NOT be generated in a subsequent batch. However, the original invoice lines will remain in the invoice batch, clearly identified as suspended, thus providing full traceability of suspended invoices lines.

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Postpone / release invoice lines if needed:

The **postpone** option is only applicable to invoice lines generated from standard contract billing. As such a user cannot postpone:

- Manually entered invoice lines
- Stores recharge invoice lines
- Workbill invoice lines

On posting a batch containing postponed invoice lines, **the contract billing line ‘next invoice date’ will NOT be advanced and therefore the same invoice line WILL be generated in a subsequent batch.** As with suspend, the original invoice lines will now remain in the invoice batch, clearly identified as postponed, thus providing full traceability of postponed invoices lines.

Status	Pa	Ze	Invoice	Client cod	Client name	Site code	Site name	Type	Dated	Net value
Suspended (will not post)			AAMA - AAMA (22571)	AAMA	AAMA	AAMA/01	Tower House	Invoice	01/07/2013 0	£275.00
Suspended (will not post)			AAMA - AAMA (22571)	AAMA	AAMA	AAMA/01	Tower House	Invoice	01/07/2013 0	£2.86
Postponed (will not post)			ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013 0	£381.90
Postponed (will not post)			ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013 0	£25.00
Postponed (will not post)			ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013 0	£18.75
Postponed (will not post)			ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013 0	£12.52
Postponed (will not post)			ACFS - ACFS (22572)	ACFS	ACFS	ACFS/01	ACFS 3RD	Invoice	01/07/2013 0	£0.00

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Cancel / release invoice lines if needed

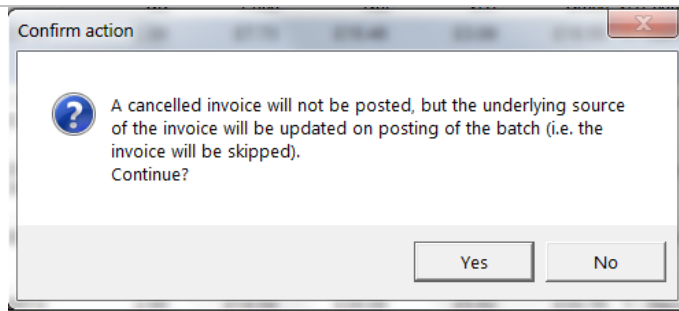
Cancel is only applicable to Workbill and stores recharge invoice lines, and cannot cancel:

- Manually entered invoice lines
- Standard contract billing invoice lines

When cancelling an invoice line, the user is required to provide notes to justify the cancellation, which will be stored on the Workbill or stores order.

Before posting a batch, a cancelled invoice line can be ‘released’ if it has been cancelled in error.

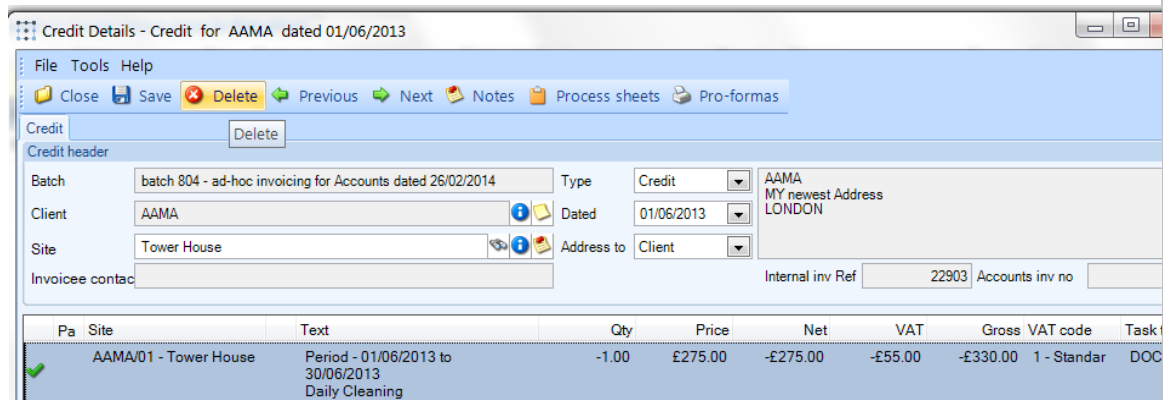
Pa	Site	Text	Qty	Price	Net	VAT	Gross	VAT code
✓	GACS/01 - GACS 1COL	Ref:7573/1, Del Date:01/05/2013 - KRUGER SOFTLINE 320 TOILET ROLLS	2.00	£7.73	£15.46	£3.09	£18.55	1 - Standar
✓	GACS/01 - GACS 1COL	Ref:7573/1, Del Date:01/05/2013 - WYPALL L20 CENTREFEED AIRFLEX x6 WHITEE 1PLY	4.00	£15.29	£61.16	£12.23	£73.39	1 - Standar



On posting a batch containing cancelled invoice lines, the associated workbill or GRN will be updated to identify it as **invoice cancelled**, and the contract item will be advanced as-if the invoice had been processed. The cancelled invoice will remain in the batch clearly identified as cancelled, thus providing full traceability of cancelled invoices.

C 7 Delete invoice lines if needed

The ability to delete either a line from an invoice, or an entire invoice is only available on manually entered lines and invoices.

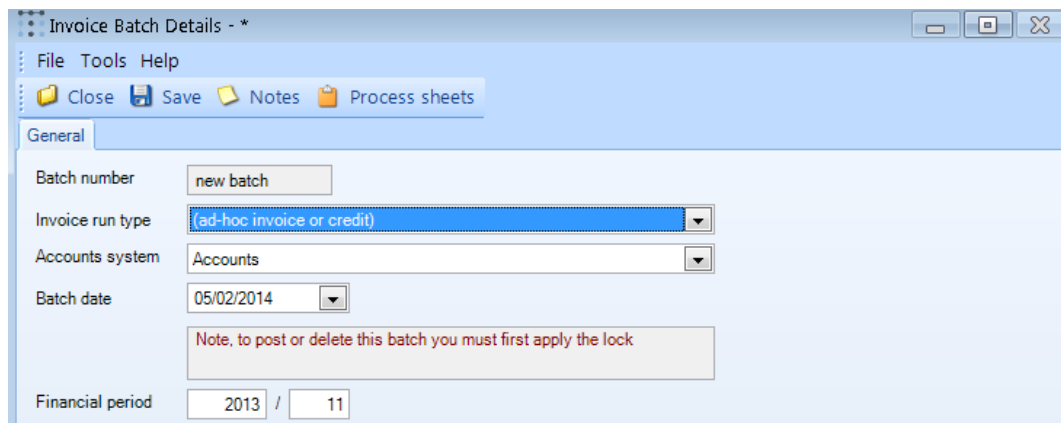


Once a manual line or invoice is deleted, no trace of it will remain within the batch.

C 8 Ad-hoc invoices and credit notes

From the **Billing | Invoice Batch** menu:

- Select **New**
- Select **(ad-hoc invoice or credit)** as the **Invoice run type**
- Select the relevant **Accounts system**
- Enter the **Batch date**
- Ensure that the **Financial period** is correct in relation to the **Batch date**
- Select **Save** to generate the batch



Once the batch has been created select **Lock**. Then select **Invoices**:

Invoice Batch Details - ad-hoc invoicing for Accounts dated 05/02/2014

File Tools Help

Close Notes Process sheets

Invoices Summary invoices Delete Post Lock

General Lock

Batch number 800

Invoice run type (ad-hoc invoice or credit)

Accounts system Accounts

Batch date 05/02/2014

Note, to post or delete this batch you must first apply the lock

Financial period 2013 / 11

On the following screen, select **New** to start entering the invoice or credit note:

Invoice List

File Tools Help

Close Open New View Refresh Print Excel Reinstate Expand Collapse Auto refresh

Filter selected New

Drag a column header here to group by that column.

St	Pa	Invoice	Client cod	Client name	Site code	Site name	Type	Dated	Net value	Vat value	Gross value
----	----	---------	------------	-------------	-----------	-----------	------	-------	-----------	-----------	-------------

Select the **Client** and **Site** and whether this is an **Invoice** or **Credit**:

Invoice Details

File Tools Help

Close Save Notes Process sheets Pro-formas

Invoice

Invoice header

Batch batch 800 - ad-hoc invoicing for Accounts dated 05/02/2014

Client AAMA

Site AAMA 8th

Internal inv Ref 0 Accounts invoice No 0

Invoice Invoice Credit

AAMA
AAMA
LONDON

Address to site

Pa	Site	Text	Qty	Price	Net	VAT	Gross	VAT code	Task type
----	------	------	-----	-------	-----	-----	-------	----------	-----------

£0.00 £0.00 £0.00

Add Remove Details Cancel recharge Build from posted

Select **Add** to enter the line details manually.

Alternatively, line details can be automatically added via the **Build from posted** option which can be used to retrieve the details from earlier posted transactions.

This is especially useful for crediting an existing invoice as this would allow the user to pull in all the details from the invoice that is to be credited.

The screenshot shows the 'Credit Details' window with the following data:

Pa	Site	Text	Qty	Price	Net	VAT	Gross	VAT code	Task type
	AAMA/01 - AAMA 8th	Period - 01/04/2013 to 30/04/2013 Daily Cleaning	1	£275.00	£275.00	£55.00	£330.00	1 - Standar	DOC - Dai
	AAMA/01 - AAMA 8th	Tea Towels x 2 weekly	1	£2.86	£2.86	£0.57	£3.43	1 - Standar	WASH - W
	AAMA/01 - AAMA 8th	Period - 01/05/2012 to 31/05/2012 Daily Cleaning	1	£275.00	£275.00	£55.00	£330.00	1 - Standar	DOC - Dai
	AAMA/01 - AAMA 8th	Tea Towels x 2 weekly	1	£2.86	£2.86	£0.57	£3.43	1 - Standar	WASH - W
	AAMA/01 - AAMA 8th	Period - 01/04/2013 to 30/04/2013 Daily Cleaning	1	£275.00	£275.00	£55.00	£330.00	1 - Standar	DOC - Dai
							£830.72	£166.14	£996.86

Where the invoice type of the selected line(s) differs from the invoice type being edited the user is prompted with the option to reverse the sign of the invoices.

The dialog box contains the following text:

One of the selected invoice line(s) differs in invoice type from the invoice being added/amended.
Would you like to reverse their values?

Buttons: Yes, No

Where a 'Credit note' is entered it is important to ensure that the values entered are negative.

On saving the credit note the following message will appear to inform the user if the credit is for a positive value (it will behave the same as an invoice).

The dialog box contains the following text:

WARNING -- this CREDIT is for a POSITIVE value (i.e. it is an invoice).
Continue?

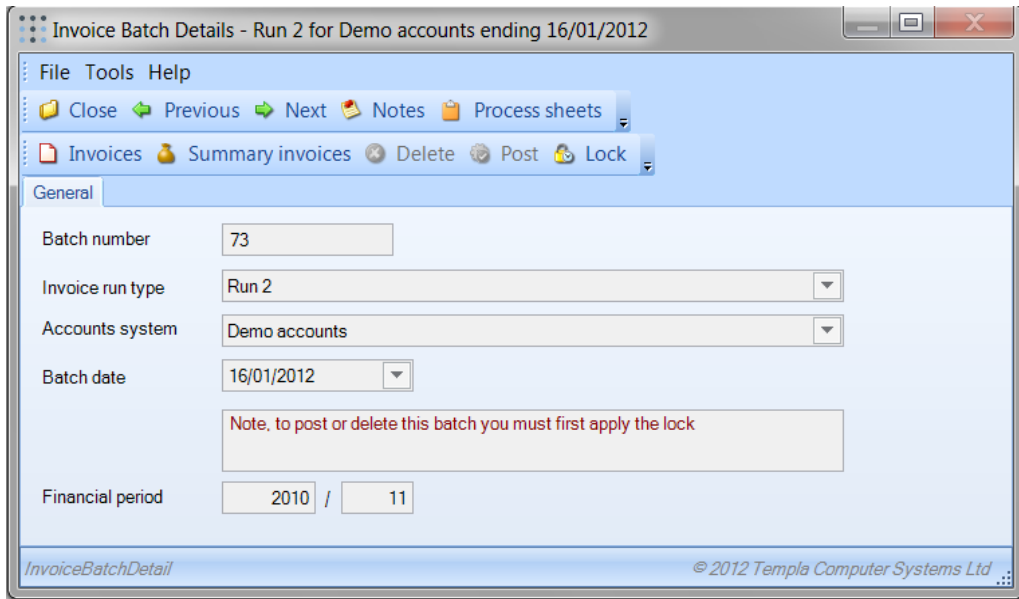
Buttons: Yes, No

C

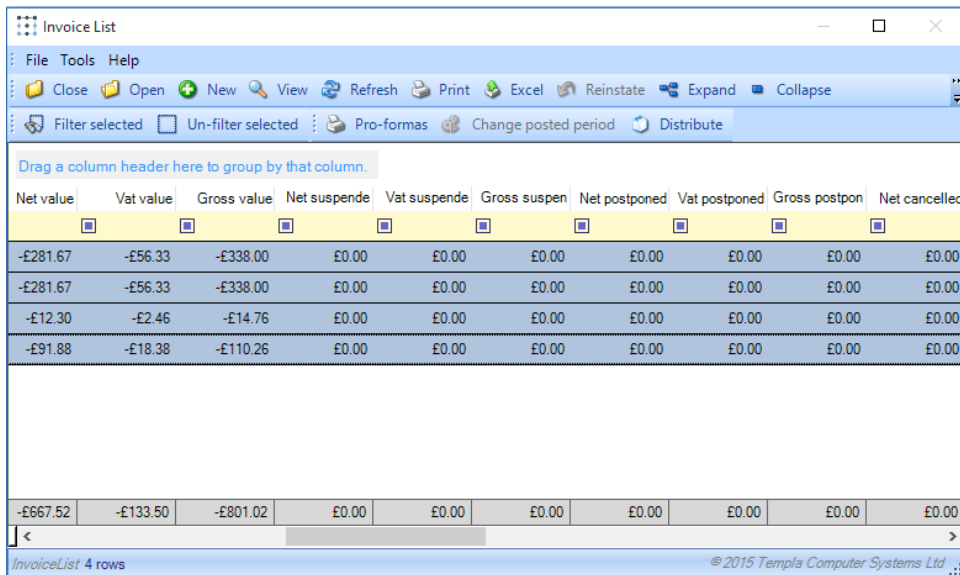
9

Posting an Invoice batch

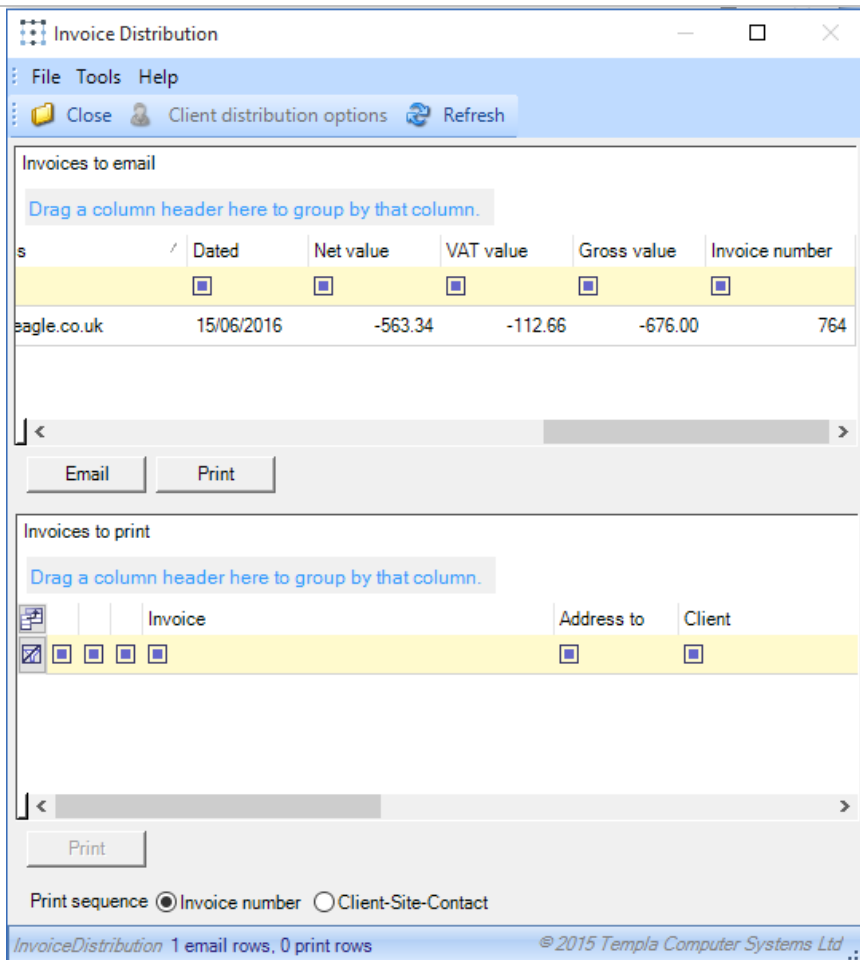
This process is the same regardless of the 'Type' of batch (contracted, ad-hoc or credit notes). When the batch is ready to be posted, go back to **Billing | Invoice Batches**, double click on the batch and then select **Lock**:



Once the batch has been locked, the invoices must be distributed. To do this click on invoices, then highlight all rows and select **distribute**:



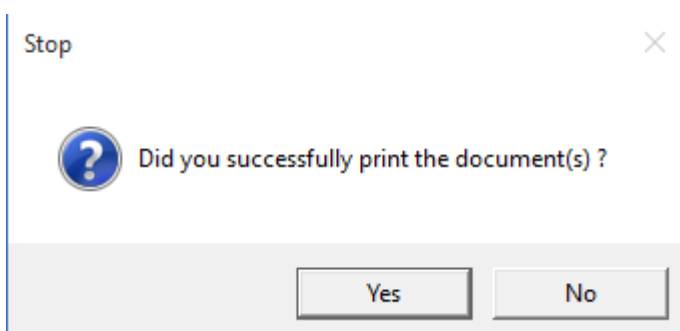
On clicking **distribute** a window showing the breakdown of invoices to email and print will appear:



Please Note:

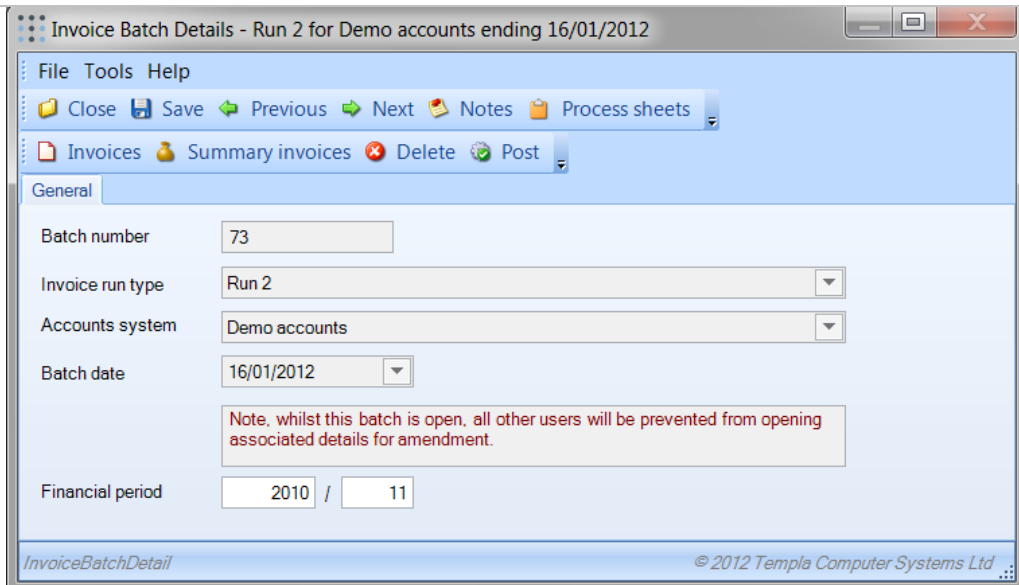
- By selecting **Print** (under the email or print section), a PDF file will be created. If a hard copy of the file PDF is required, this should be printed in the associated application when the file is opened (e.g. from within Adobe Acrobat viewer)
- Meanwhile, by selecting **Email**, a message will automatically be created, sending the invoices to the email address provided

After printing the user will be prompted as follows:

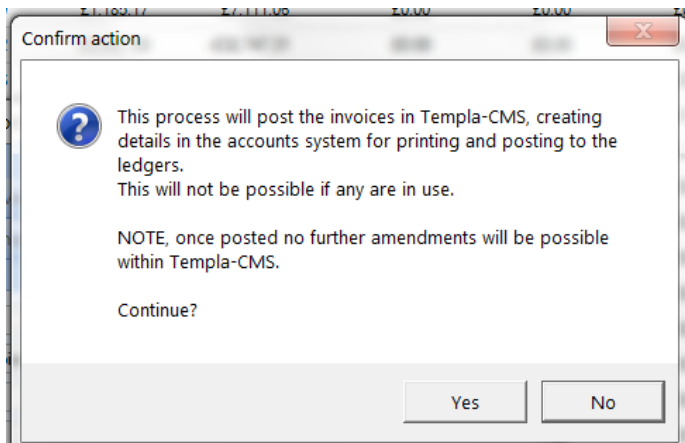


If the invoices printed/ emailed successfully select **Yes**, if not, select **No** and try again.

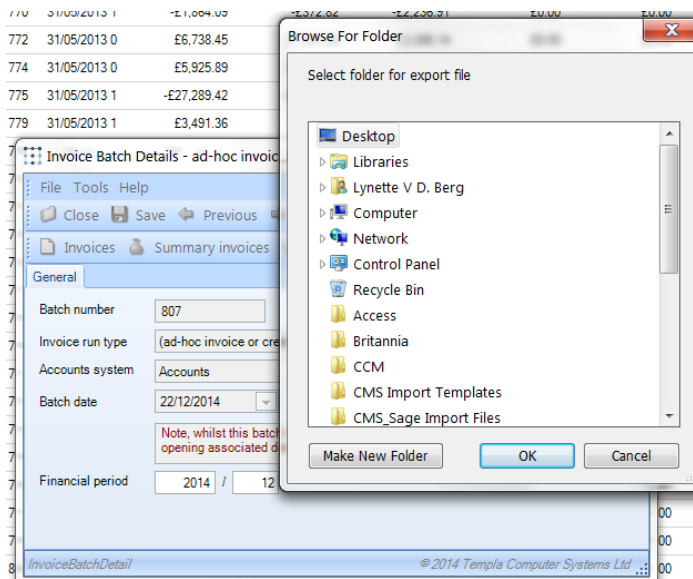
Once the invoices have been distributed, **Post** will become enabled:



When **Post** has been selected, the following message will appear:



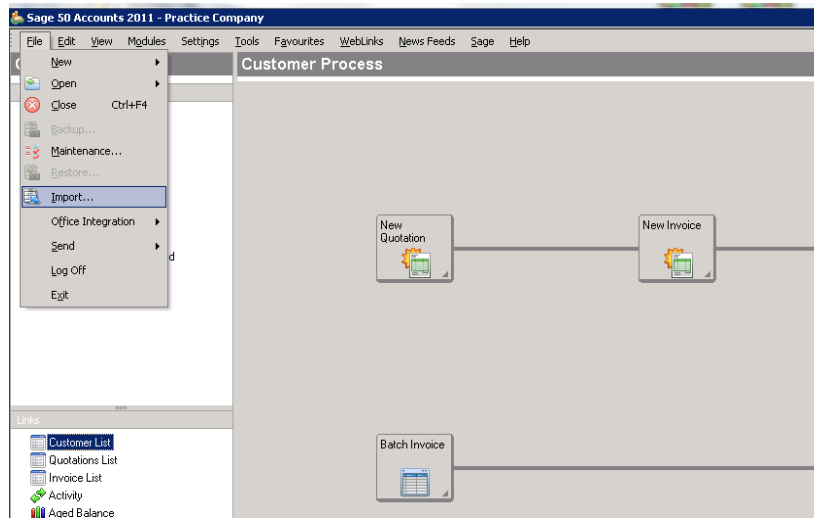
Select **Yes** to continue.



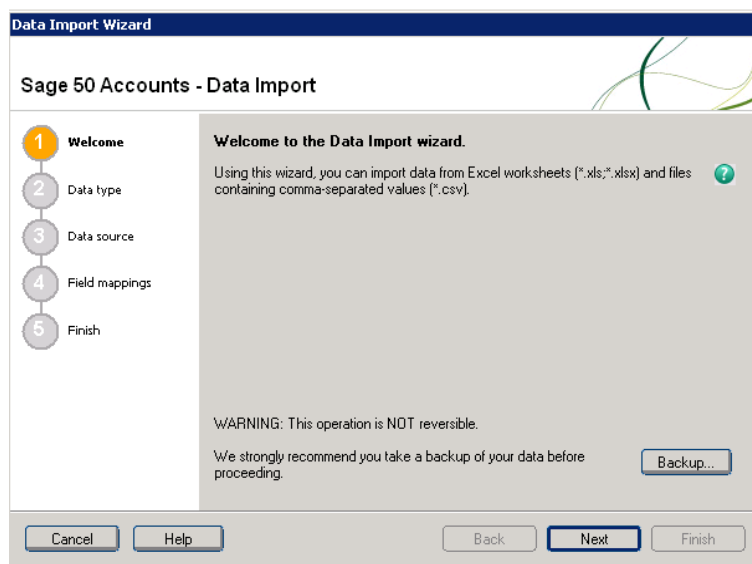
Browse to the folder or location where the Sage Import files will be stored. Select **OK**. A .csv file will be generated in this location ready to be imported into Sage.

S **10** **Take a back-up of Sage before Importing the above file**

S **11** In Sage select **File**
Select **Import**



From the **Data Import Wizard** screen, select **Backup...**

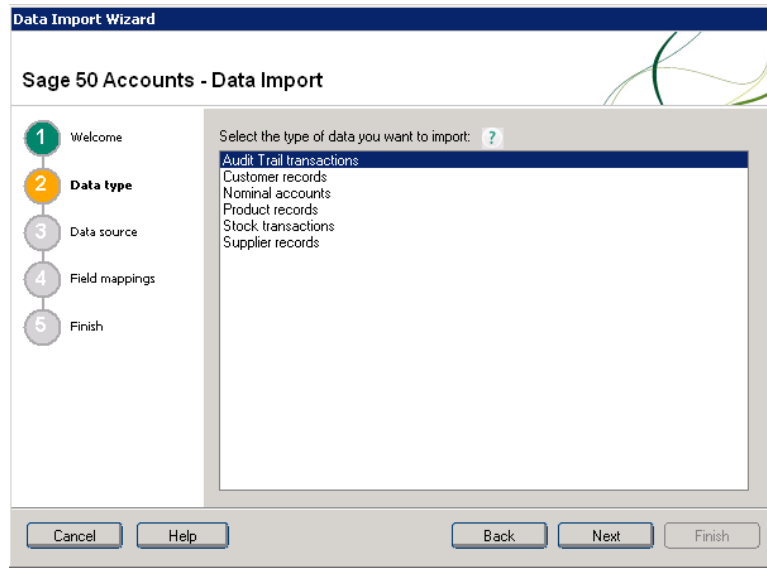


Ensure a back-up is taken before continuing with any further steps.

Processing invoices in Sage

After taking a backup, select **Continue**.

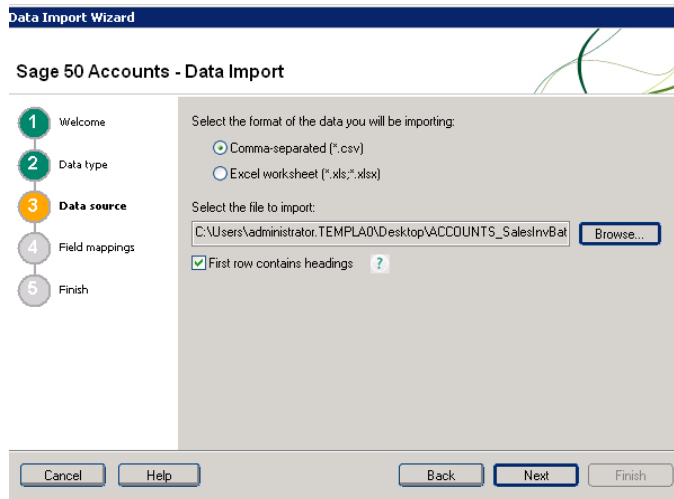
From the **Data type** screen select **Audit Trail transactions**



Select **Next** to continue to the **Data source** screen.

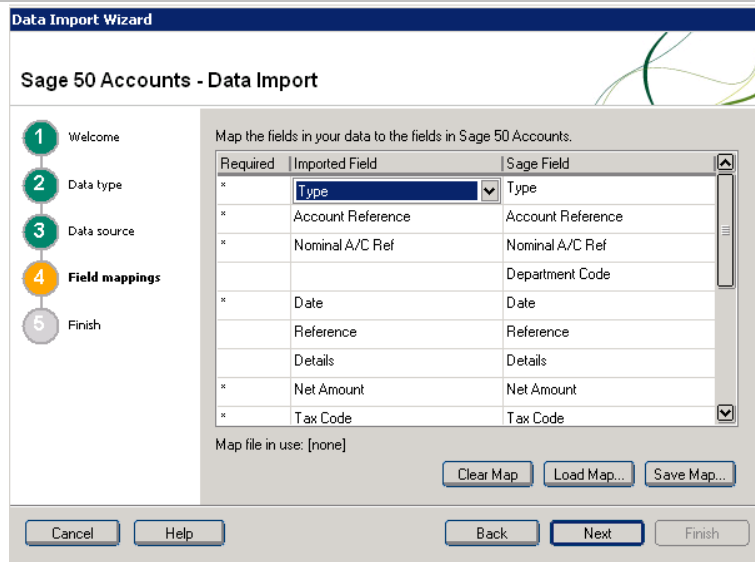
Select **Browse** and locate the .csv file that was generated when posting the invoice batch. Ensure you select the correct file to import.

Ensure **Comma-separated (*.csv)** and **First row contains headings** are both checked.



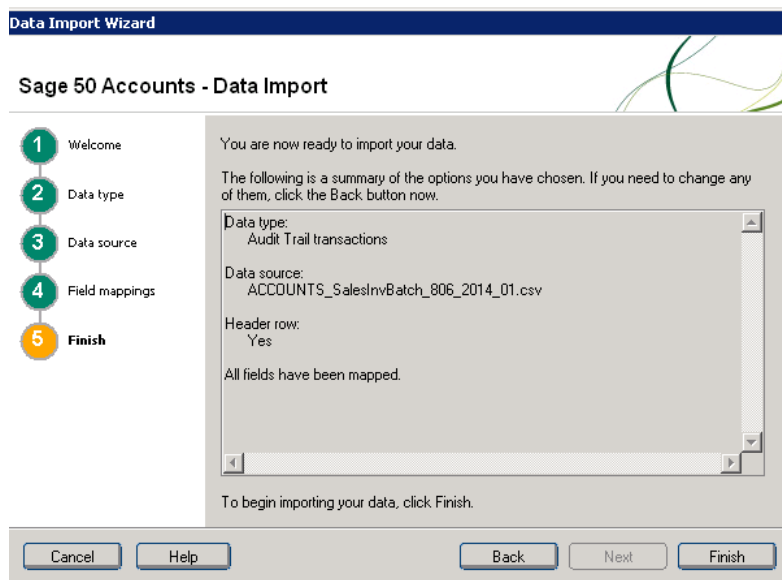
Select **Next** to continue.

There should be no need to make any changes on the 'Field mappings' screen.

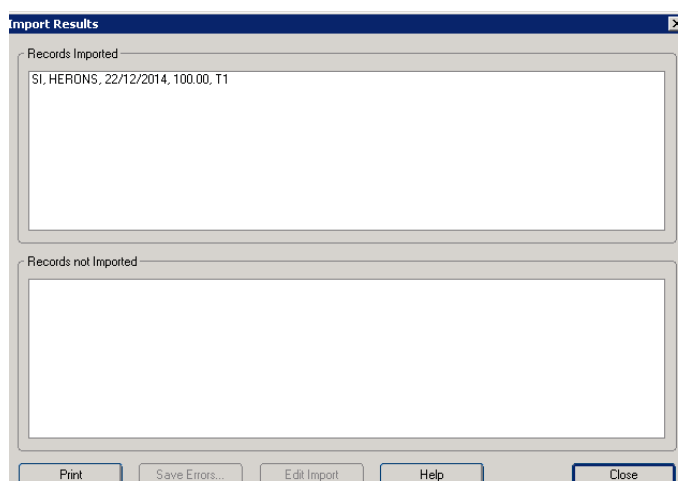


Select **Next** to continue.

The final screen gives a brief summary of the import settings and data source. Select **Finish** to import the selected file.



A summary of imported and not-imported records will be shown. If any records did not import the issue needs to be identified and corrected.





TEAM Software develops market-leading solutions for companies with distributed workforces. TEAM has a focus on the cleaning and security industries helping the companies who serve these sectors manage and optimise their business; from front line service delivery to back office financial management. TEAM's technology is designed to help improve productivity, employee engagement and profitability, and at the same time help control cost, risk and compliance. For more information, visit teamsoftware.com.