Online Billing - tutorial for Admin

Introduction

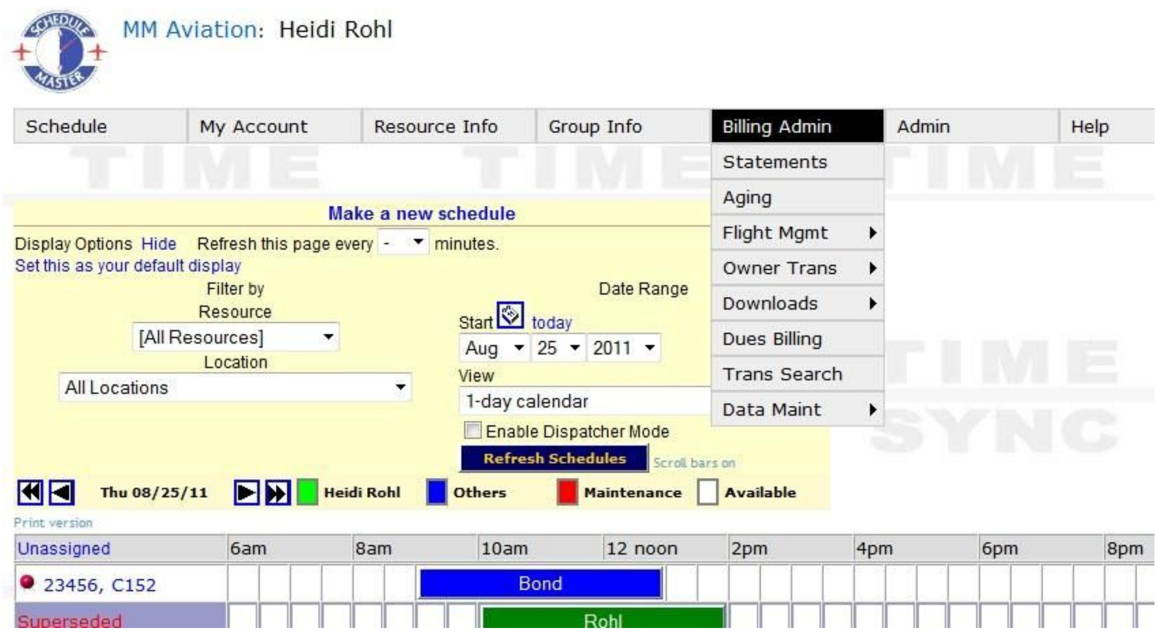
This tutorial outlines administrative usage of the Schedule Master Online Billing module. The tutorial assumes user familiarity with the current Schedule Master system for aircraft scheduling and a prior review of the general user guide for Online Billing.

This tutorial walks through management of user accounts, reconciliation of aircraft flight data, the dues process, online statements and various other screens.

The online knowledgebase is recommended over this document, since the individual articles are maintained more frequently.

Flight Management

If you are authorized for billing administrative tasks, you will see a menu called Billing Admin (see below), which contains all of the administrative screen necessary for managing user accounts (and vendor/owner accounts – if applicable).



Various screens are available for facilitating management of aircraft flight charges and other associated transactions, such as fuel receipts. Under the Flight Mgmt menu, you will find options for the Dispatch Queue, Flight Resolution Queue, Flight Transactions, and Approvals (not necessarily in that order; names are abbreviated).

The Dispatch Queue (pictured next) lists all schedules requiring a preflight or postflight. While the screen that comes up when selecting My Preflight/Post under My Account may look similar, when you select this screen from the Billing Admin menu, it will show the preflights and postflights required for all user's schedules, not just yours. Administrative personnel can complete these postflights, which use the same screens as seen in the general user guide. If there is a missing schedule, you can postflight without a schedule using the link at the bottom labeled 'Click here for postflight w/no schedule'.

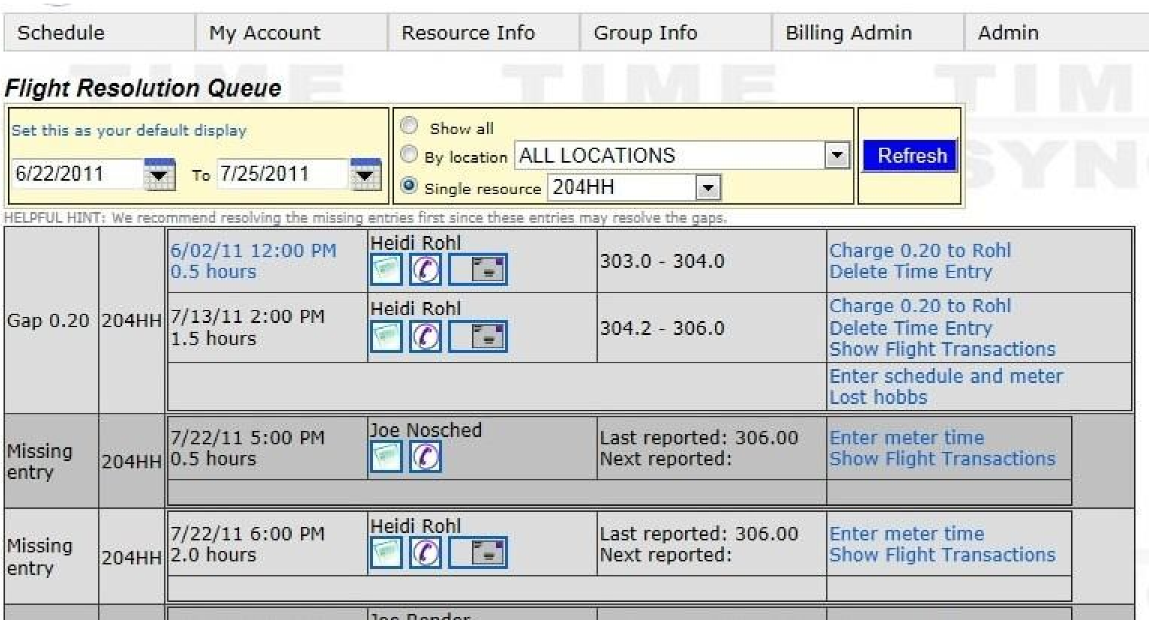
OUTSTANDING PREFLIGHTS - Click on a schedule to preflight

99887	Heidi Haverlock	1/29/19 12:00AM to 1/29/19 1:30AM
99887	Heidi Haverlock	1/30/19 12:00AM to 1/30/19 1:30AM

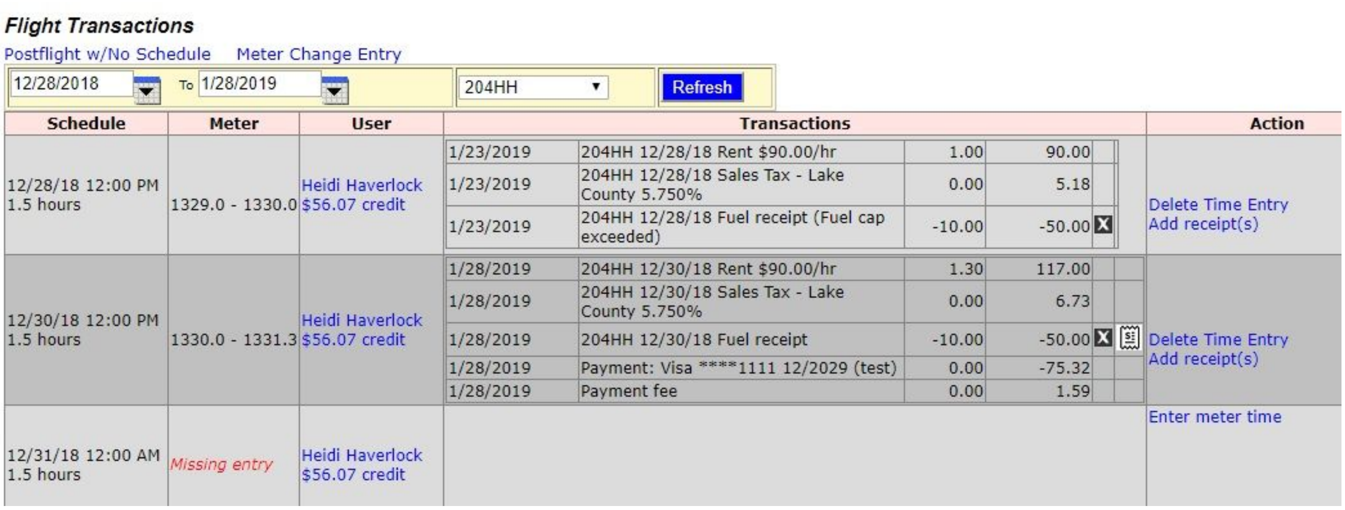
OUTSTANDING POSTFLIGHTS - Click on a schedule to postflight

204HH	Steven Rohl (maint)	12/06/18 3:51PM to 12/07/18 1:10PM
204HH	Steven Rohl (maint)	12/06/18 3:51PM to 12/08/18 3:30PM
204HH	Heidi Haverlock	12/30/18 12:00PM to 12/30/18 1:30PM
204HH	Heidi Haverlock	12/31/18 12:00AM to 12/31/18 1:30AM
99887	Heidi Haverlock	1/02/19 10:15AM to 1/02/19 10:23AM

After the majority of the flight entries are complete, and you are ready to check for discrepancies, you might want to check the Flight Resolution Queue (pictured next). This screen shows any discrepancies in the flight entries, including gaps, overlaps, and missing entries. Various links are available for quick resolution to the issues.



For a more complete view of the flight transactions, you can go to the Flight Transaction screen, which shows all flights along with the associated transactions. This screen also lists various links to help with resolving the issues. Note: If there are any mistakes in the entries for a flight, they should be handled through these methods. Making manual adjustments to the user statement will cause various problems due to the relationships with the data.



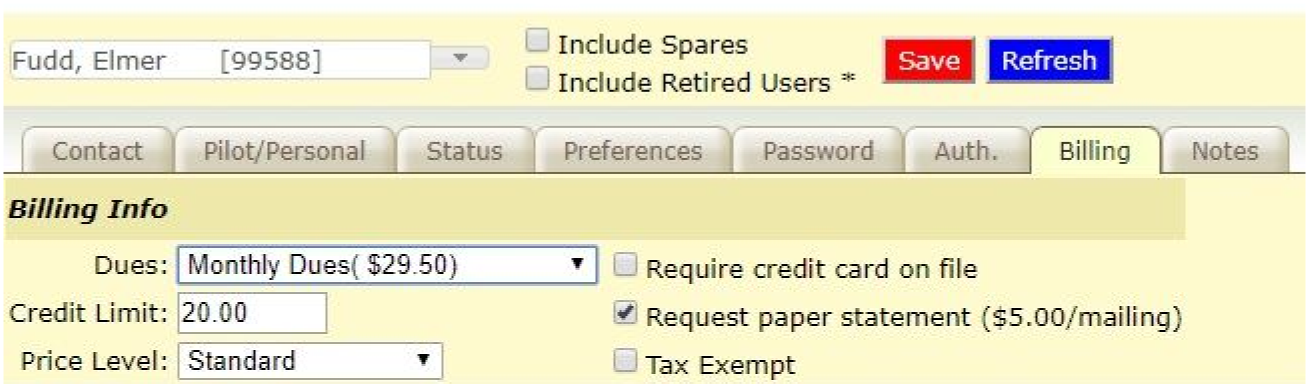
Fuel Receipt/Aircraft Credits

Fuel credits entered during postflight automatically get added to an approvals queue. This screen allows you to approve, reject, or adjust the amount credited. If the receipt is rejected, the credit amount is automatically charged back to the user's statement. If a receipt image has been uploaded, you can click on the receipt icon to see the image. Receipts can also be approved, rejected and viewed in the Flight Transaction screen pictured above.

Date	Name	Description	Quantity	Amount	Action	
11/27/2018	James Bond	99887 11/27/18 Fuel receipt	3.00	$15.00	Approve Reject Adjust amount	
11/27/2018	James Bond	99887 11/27/18 Fuel receipt	4.00	$20.00	Approve Reject Adjust amount	

Automated Dues

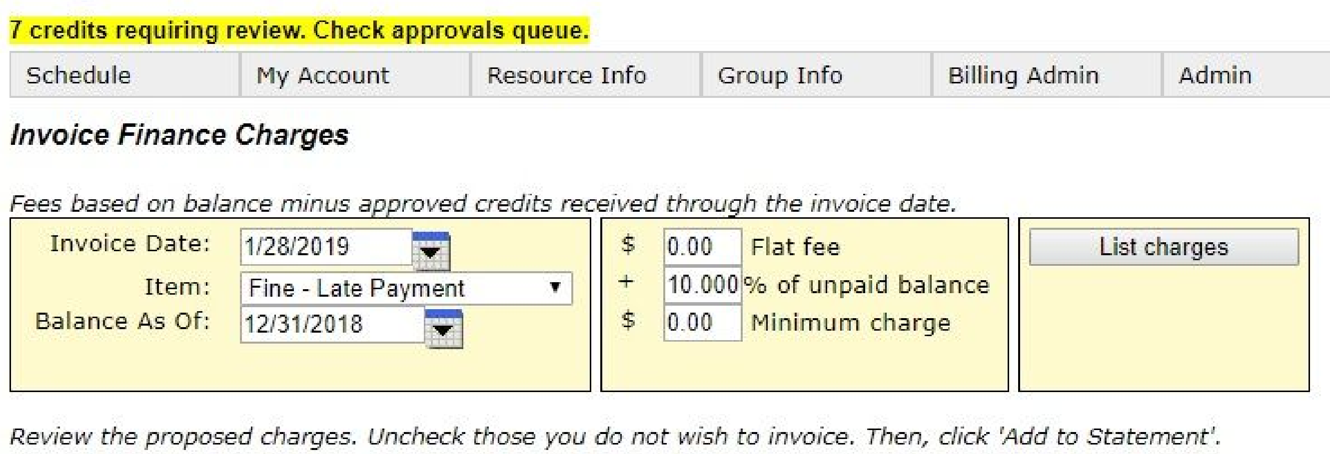
If your organization requires dues, an automated job can be configured to charge dues at specified cycles (i.e. monthly, yearly). Dues can be customized by pilot if that flexibility is desired. Or, dues items can be defined (e.g. Officer Dues, Standard Dues, Inactive Dues) and assigned to the users. Dues items allow you to maintain the dues rates in a single place (the item list) instead of having to update each user. You can choose to have dues immediately paid by credit card or eCheck, or simply put on account.



Misc. Batch Invoicing and Finance Charges

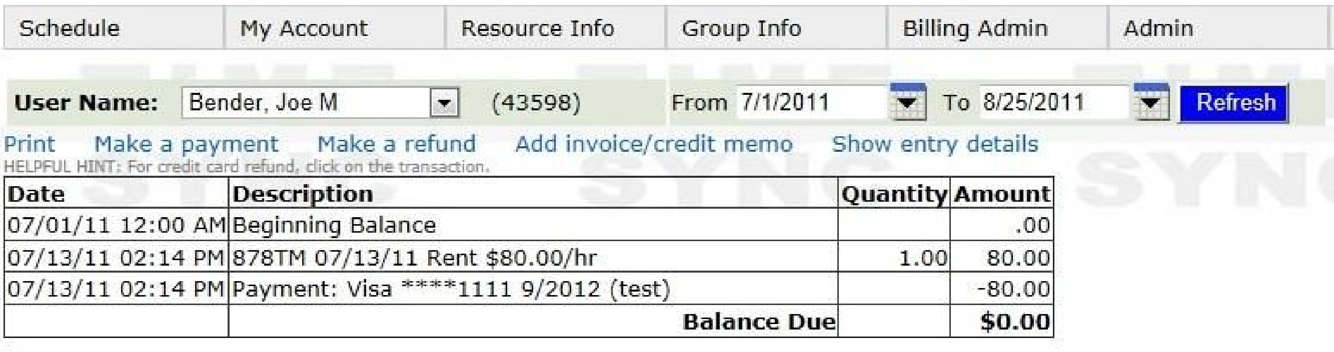
If there is a fixed fee that you want to invoice to all (or almost all users), you can use our Miscellaneous Assessment function. First you need to set up an item (Billing Admin >> Data Maint >> Item) with a rate and GL account. Then, you can go to the screen pictured below, where you can list the charges, unselect any users that you want to exempt, and then click the button to 'Add to statement'.

If your organization charges finance charges, there is a similar process for invoicing finance charges. You will need to set up a finance charge item, enter the finance charge parameters, list the charges, uncheck any exempt users and then add them to the statement. Notice that the system will require you to approve any user-entered credits before running this process to make sure the balances are correct.



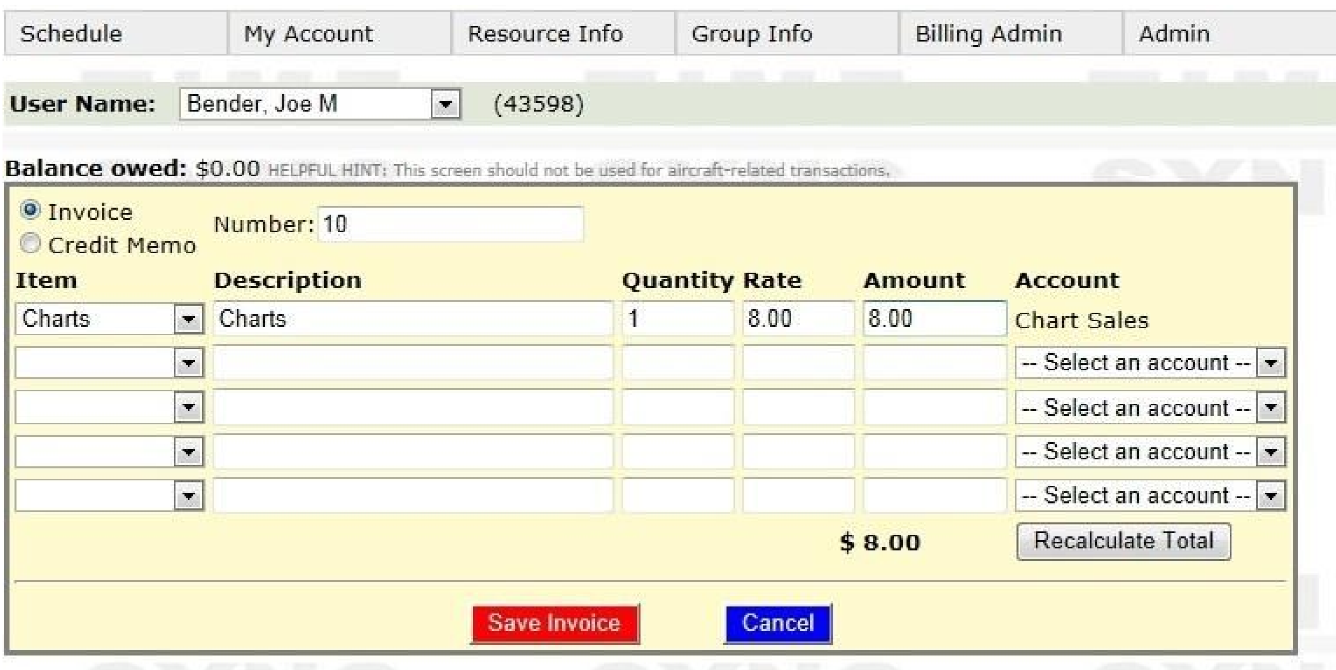
Online Customer Statements/Other Invoicing and Credits

Customer statements can be viewed online by going to Billing Admin Statements. From this screen, additional invoices and credits can be added, and payments and refunds can be recorded.The image below shows the links available to management. A user will only have the ‘Make a payment’ link if electronic payment options are available.



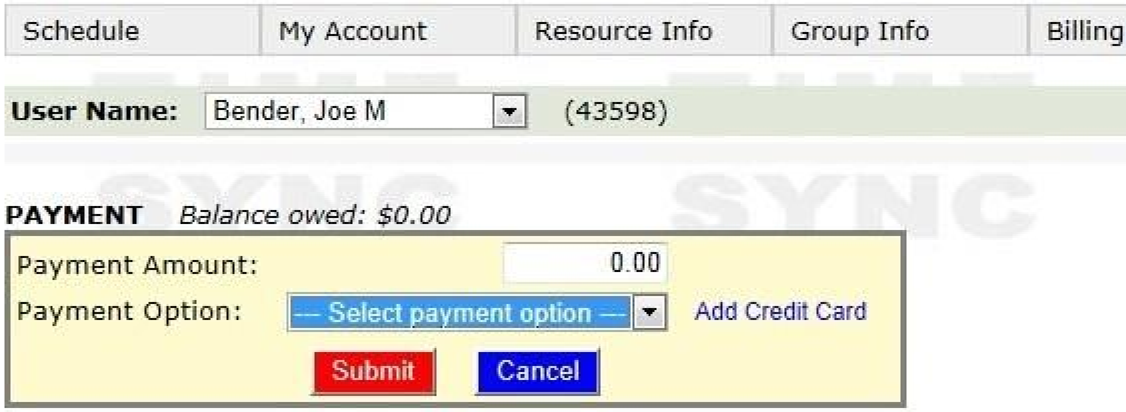
Date	Description	Quantity	Amount
07/01/11 12:00 AM	Beginning Balance		.00
07/13/11 02:14 PM	878TM 07/13/11 Rent $80.00/hr	1.00	80.00
07/13/11 02:14 PM	Payment: Visa ****1111 9/2012 (test)		-80.00
	Balance Due		$0.00

For example, clicking on the ‘Add invoice/credit memo’ link takes you to the following screen, where you can enter charges or credits using predefined items with default rates or custom items by leaving the item blank and instead entering the description and an account. Be sure to change the option from Invoice to Credit Memo if you are crediting the user account. If you club has sales tax, there will be an additional column for checking whether or not the item is taxable.



To define additional items or accounts, you can go to Billing Admin -> Data Maint -> Accounts or Billing Admin -> Data Maint -> Items.

If you need to make a payment on behalf of a customer, you can click on ‘Make a payment’, which will take you to the following screen:

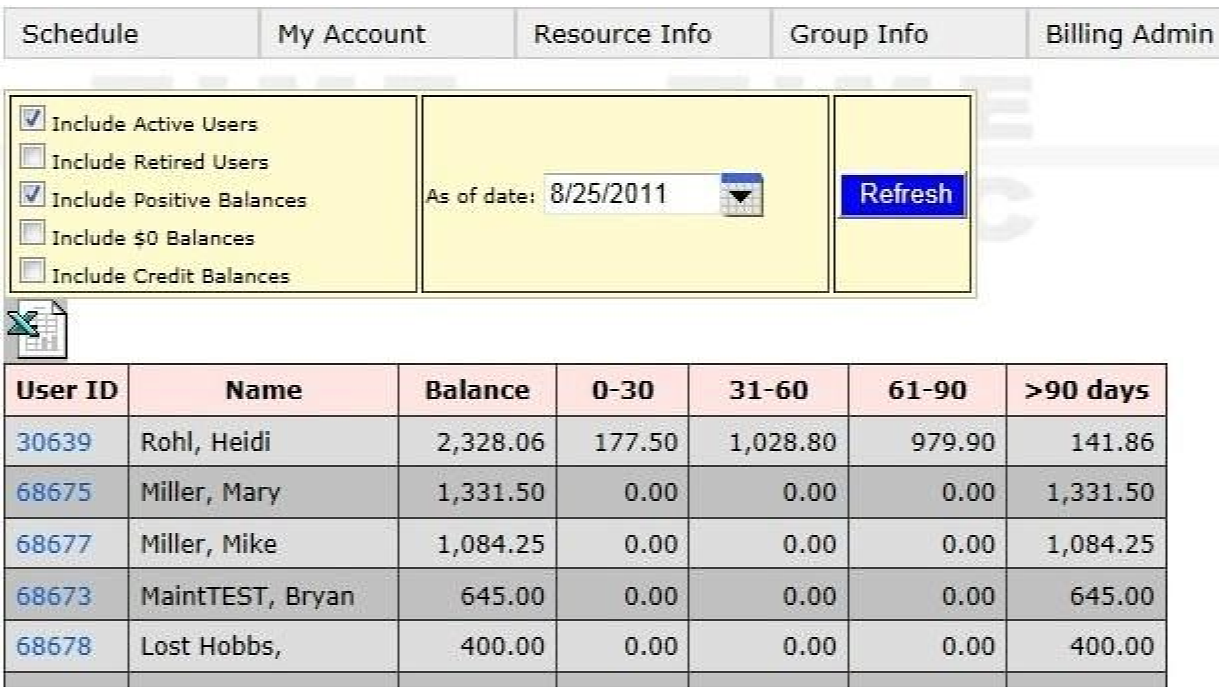


Administrative personnel can charge a credit card that is kept on file, assuming you have been authorized by the cardholder. However, other payment options, such as eCheck or PayPal can only be initiated by the account holder.

Be sure that all customer payments and refunds are entered through the payment or refund link and not through the invoice/credit memo link. While both types of transaction affect the customer balance, the invoice/credit memo affects income and expenses, while the payment/refund transactions affect the Accounts Receivable and banking accounts.

Customer Balance Management

For a view of users that are delinquent on their accounts, you can go to the Aging screen (pictured next).

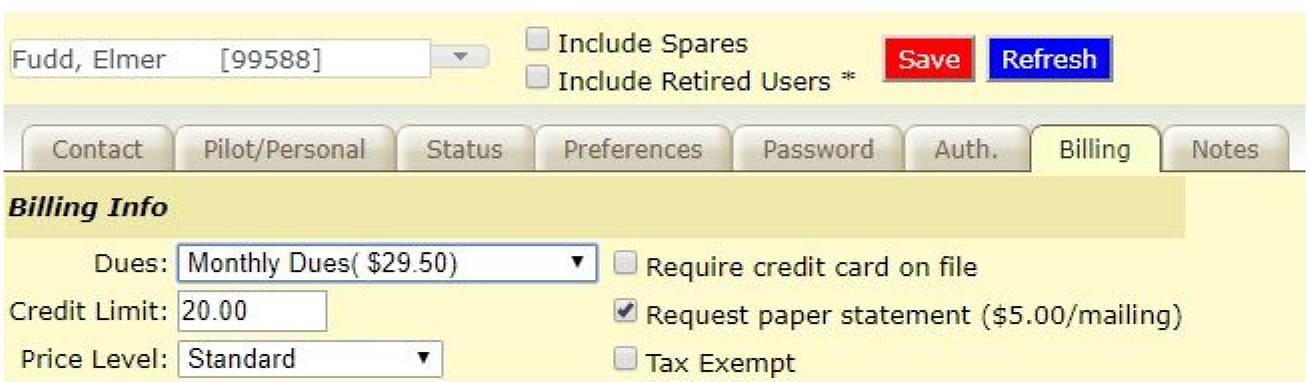


User ID	Name	Balance	0-30	31-60	61-90	>90 days
30639	Rohl, Heidi	2,328.06	177.50	1,028.80	979.90	141.86
68675	Miller, Mary	1,331.50	0.00	0.00	0.00	1,331.50
68677	Miller, Mike	1,084.25	0.00	0.00	0.00	1,084.25
68673	MaintTEST, Bryan	645.00	0.00	0.00	0.00	645.00
68678	Lost Hobbs,	400.00	0.00	0.00	0.00	400.00

There are also various options for managing balances. A credit limit can be entered in the billing tab of the user profile. The system can then be configured to do any of the following options:

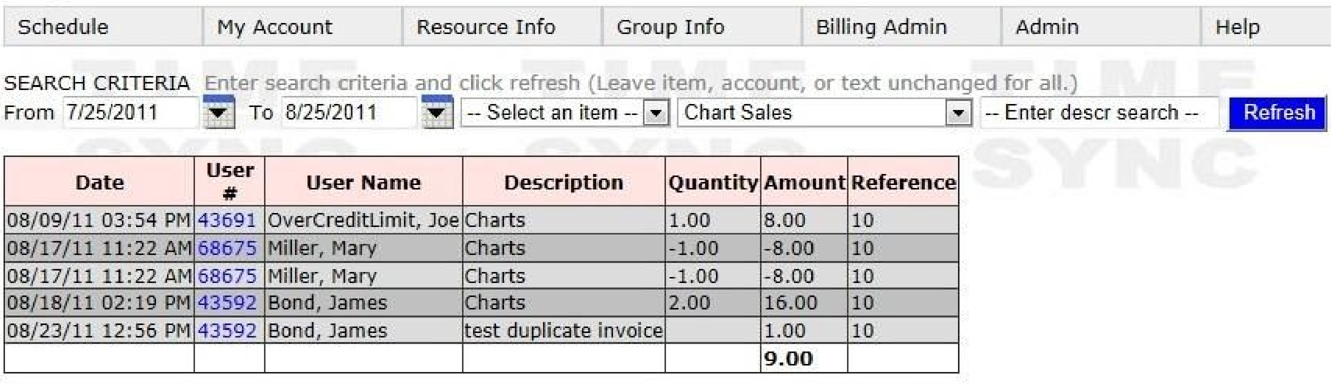
- suspend scheduling over this balance
- pop up a reminder to pay and/or send an email reminder
- redirect the user to the payment page

Note: The suspend and redirect options are not recommended unless an organization has electronic payment options.



Miscellaneous Accounting

For miscellaneous research of transactions, we have a transaction search screen that allows administrative personnel to search on item, account, description. Enter as few fields as necessary. If you enter the wrong information, you may not get any transactions.



Date	User #	User Name	Description	Quantity	Amount	Reference
08/09/11 03:54 PM	43691	OverCreditLimit, Joe	Charts	1.00	8.00	10
08/17/11 11:22 AM	68675	Miller, Mary	Charts	-1.00	-8.00	10
08/17/11 11:22 AM	68675	Miller, Mary	Charts	-1.00	-8.00	10
08/18/11 02:19 PM	43592	Bond, James	Charts	2.00	16.00	10
08/23/11 12:56 PM	43592	Bond, James	test duplicate invoice		1.00	10
					9.00	