

Billing and Business Management

presented by a la mode



Course Highlights

- ❑ All-new Business Management functions in your XSite
- ❑ Invoicing and billing can now be managed independent of your formfilling tools
- ❑ Reducing your receivables is simple with online credit card processing
- ❑ Invoice clients and mark payments in WinTOTAL

Billing and Business Management

Introduction to Billing and Business Management

Creating the greatest appraisal report in the world may be satisfying, but it won't do you much good if you don't get paid for it. This course teaches you how to manage your office to ensure proper billing, manage your accounts receivables and improve your bottom line. Plus, learn how to ensure prompt payment through the use of integrated credit card processing.

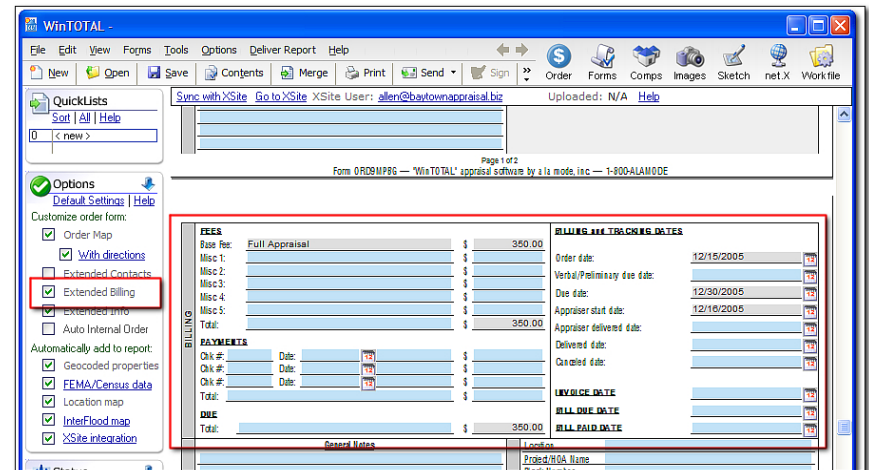
Day to day billing in WinTOTAL

While your XSite comes complete with powerful invoicing, reporting, and billing tools, unless you have a dedicated office manager, it's often easier and more natural to perform your daily billing tasks inside of WinTOTAL. In fact, not only does WinTOTAL come complete with all of the same billing tools as you found in previous versions of WinTOTAL, but those same tools are now able to keep your XSite up to date as you work on your reports. In WinTOTAL you can:

- Create new orders
- Invoice clients
- Log payments

Extended Billing

When you create new orders in WinTOTAL, you're first taken to the **Order PowerView**. The first time that you begin a new order in Aurora, you need to configure some options that tell WinTOTAL how you want to handle all new orders in the future, including what content you wish to include. Amongst the new order options on the left, check the Extended Billing box. Doing so adds a section to your order form that allows you to record invoice data such as bill dates, dues dates, miscellaneous fees and partial payments. While you can also add an invoice to your report, by adding the Extended Billing section to your order, you're able to edit the invoice data on the fly in the Appraisal Desktop without opening and unsigned your report.



Invoicing your appraisal work

To invoice clients for appraisal reports that you've completed for them:

1. Click **Contents** in the toolbar from either the **Order** or **Forms** PowerView.
2. Scroll down to the folder labeled **Invoices** and click the + symbol beside it to expand the list of invoices you can chose from.
3. Find an invoice that suits your needs and double-click it to add it to your report.

Hint: Using an **Automatic** invoice helps you save time by inserting information from your order and report into the appropriate locations on your invoice, and will be required if you plan to use online billing with your XSite.

When you're ready to deliver your invoice, you can include it in the PDF that you send to your clients or send it separately by delivering your report as a PDF a second time and including just the invoice in the PDF instead of the entire appraisal.

Billing and Business Management

Logging payments

You can record payments in WinTOTAL in one of two different ways depending on whether you've received a full or partial payment for your appraisal work. By utilizing these methods, you can save time so that you don't need to open and unsign the report to log your payments.

For partial payments:

1. In the Appraisal Desktop, find the report for which you received a partial payment. When you find it, click to select it.
2. Click **Report's Order form** in the **Views** pane on the left.
3. Once the order form appears below the list of reports, click **Edit** in the toolbar and scroll down the order form to the **Extended Billing** section.
4. Record your partial payment in the available **Payment** fields in the **Extended Billing** section and click **Save** when finished.

Your partial payment is recorded in the invoice and order form for that report. In addition, if you have tied WinTOTAL with your XSite, WinTOTAL updates the billing data for this report on your XSite so you can use the advanced billing and reporting tools there to continue managing the report as necessary.

For full payments:

1. In the Appraisal Desktop, find the report(s) that you wish to log a full payment for and click to select them.

Hint: Press and hold **Shift** while you click reports in your **Files** list to select a list of contiguous reports. Press and hold **Ctrl** while you select reports to choose a variety of unrelated reports.

2. Right-click any file(s) that you've selected and choose **Mark as Paid** from the menu that appears.

3. When the **Mark report(s) as Paid** screen appears, record the check number and date for the full payment you've received and click **Mark As Paid** when finished.

Report	Total Fee	Total Paid	Total Due
3705 W Memorial Rd	375.00		375.00
12700 N Pennsylvania	375.00		375.00
1837 Kings Crossing	350.00	200.00	150.00

Full payments are recorded in your invoice(s) and order form(s). As with partial payments, if WinTOTAL is linked with your XSite, the billing data for these reports is updated on your XSite as well.

Online billing

Once you've linked WinTOTAL with your XSite, you can use the advanced Billing and Business Management tools in available in your XSite to continue managing your invoices and billing data anywhere you have an Internet connection. Just log in to your XSite, place your cursor over **Business Management** in the toolbar and then click **Invoices** in the toolbar that appears below.

Billing and Business Management

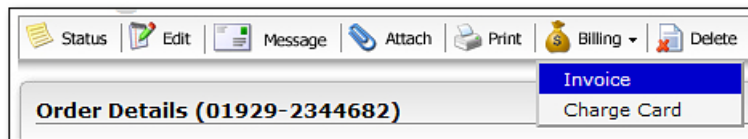
Creating invoices

Using the Business Management tools, you can create an invoice directly from your XSite instead of doing it in WinTOTAL. This offers you more flexibility and mobility for your invoicing process. Now, from anywhere you have internet access, you can create invoices for the appraisal work your company has completed and ensure that your clients get them in a timely fashion. Plus, a staff member can handle your billing and invoicing without having to run WinTOTAL on their system.

Create and send an invoice from an order

Creating an invoice from an existing order in your XSite is as simple as one click of a button.

1. From your XSite's Business Management tools, click **Orders** in the **Navigation** pane on the left.
2. When the **Orders** screen appears, double-click any order you'd like to invoice.
3. The **Order Details** screen appears outlining the specifics for your order. Now click **Billing** in the toolbar at the top of the screen and choose **Invoice** from the drop-down menu.



4. Fill out the remaining details for your invoice and click **Save**.
5. Once you have completed your invoice, you can preview it before sending it, send it directly to your client, print it to a PDF or save it in your XSite by clicking on the appropriate buttons.

Create and send a stand-alone invoice

To create a new invoice in your Appraiser XSite:

1. From your XSite's Business Management tools, click **Invoices** in the **Navigation** pane on the left.
2. When the Invoicing screen loads, click the **Create a New Invoice** link that appears below the **Navigation** pane.
3. Fill out your invoice including any payments or fee splits that may pertain to the order in question.
4. Once you have completed your invoice, you can preview it before sending it, send it directly to your client, print it to a PDF or save it in your XSite by clicking on the appropriate buttons.

Entering client payments

When your customer sends in a payment, you can quickly apply this credit to a specific invoice.

1. From your XSite's Business Management tools, click **Invoices** in the **Navigation** pane on the left.
2. When the **Invoices** screen appears, click the **Enter Client Payments** link below the **Navigation** pane on the left.
3. In the screen that appears, choose a client from the available drop-down menu.
4. A list of the outstanding invoices for that client appear below. Enter a check number, date, and amount in the fields available.
5. Finally, mark each of the invoices you wish to lean the payment against by checking the corresponding boxes. By default, your XSite fills in full payments for each invoice you mark until the full payment has been used. If you need to alter those payment amounts for each invoice, do so in the payment amount boxes on the right.
6. Click **Apply Payments** when finished.

All payments invoices which are paid in full are marked as paid in your XSite and WinTOTAL and any partial payments are automatically logged in the invoices you selected.

Billing and Business Management

Paying your employees

Using your XSite you can mark jobs as paid whenever you pay one of your staff appraisers as well.

Note: This is an accounting entry only and doesn't actually "pay" the employee and put money in their bank account.

1. From your XSite's Business Management tools, click **Invoices** in the **Navigation** pane. Then, click **Pay Employees** just below it.
2. Enter the check number and date.
3. Select the employee from the drop-down list. Only employees you have included at the bottom of an invoice form with an amount due will show in this list.
4. Enter a date range for the orders you want to see.
5. Click **Display Orders** to see a list of orders for that appraiser.
6. Mark the orders for which you want to log the appraiser as paid and the amount they were paid for each one.
7. Finally, click **Pay Items** to mark them as paid.

Accounting, Dashboard and Reporting

As you continue to invoice clients and log payments from clients or to employees, it's important to keep track of your progress. As with all good accounting tools, there are a variety of different methods you can use to summarize your billing activities. Your XSite comes complete with a check register, custom reports, and a simple breakdown explaining your performance over a given time period.

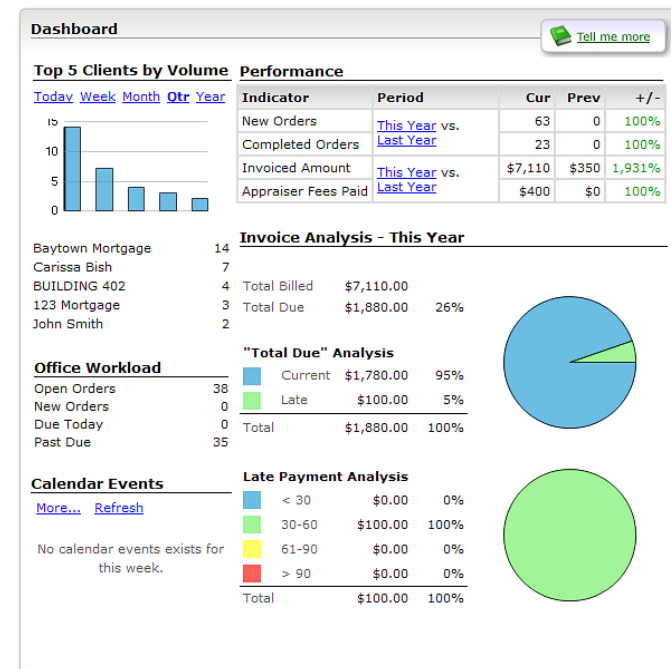
Accounting

One alternative view into your finances is available through the **Accounting** area of Business Management. Here, in one list, you can see cash flow — both debits and credits — for a given date range and/or for a client specific filter.

- ❑ Click any of the links describing an item to edit its invoice information.
- ❑ Choose a client from the drop-down list to limit the accounting view to billing activities involving that client.
- ❑ Click **Pay Employees** to record payments to employees
- ❑ Click **Enter Client Payments** to log any payments you receive for your appraisal work.

Dashboard

Your XSite's Business Management **Dashboard** provides an overview of your present business situation. From your **Top 5 Clients to Progress Indicators to Invoice tracking**, this section allows you to keep your finger on the pulse of your business and provides the information you need to monitor your improvement.



Billing and Business Management

Here's a brief description of each of the sections found in the **Dashboard**:

- ❑ **Top 5 Clients by Volume** – As the name indicates, this section of the Dashboard indicates who your top 5 clients are as indicated by the quantity of appraisal orders. You can control the time range for this "report" by clicking the Today, Week, Month, Qtr, and Year links.
- ❑ **Performance** – Allows you to monitor your current business progress against a prior time range of your choice. You can monitor the quantity of your new and completed appraisal orders or monitor your volume by dollar figure.
- ❑ **Office Workload** – This section gives you a breakdown of your current order progress. It displays the current number of Open, New, Due, and Past due orders you have.
- ❑ **Invoice Analysis – This Year** – Gives you a snapshot of your invoicing, including Total Due, Total Billed, Current Due and Overdue invoices. In addition, you can monitor the frequency of overdue payments throughout the year using the **Late Payment Analysis** section of the Invoice Analysis.
- ❑ **Calendar Events** – By clicking the **More** link in this section you can view or modify your online calendar to keep track of your activities throughout the month.

Performance

Using the Performance section of the Dashboard in your XSite's Business Management tools, you can track the progress of your business against prior days, weeks, quarters, or years. The default time ranges for comparison are **This Year** and **Last Year** to help you compare this year's performance against last year's.

Performance				
Indicator	Period	Cur	Prev	+/-
New Orders	This Year vs.	63	0	100%
Completed Orders	Last Year	23	0	100%
Invoiced Amount	This Month vs.	\$4,480	\$1,075	317%
Appraiser Fees Paid	November 2005	\$0	\$400	-100%

To change the time ranges:

1. Click the time range link for the item you'd like to change. For instance, if you want to view the percentage of new orders today vs. new orders yesterday, you would click either the **This Year** or **Last Year** link in the **Period** column of the **Performance** section.
2. When the **Select Period** window appears, click the current time frame from the **Compare:** drop-down menu and the time period you'd like to measure against from the **vs.** drop-down menu. For instance, to compare your company's performance this month against last month, you'd choose **This Month** in the **Compare:** field and choose the previous month in the **vs.** field.
3. Click **OK** to update your performance comparison in the **Dashboard**.

Reporting

The **Reporting** feature of your XSite's Business Management tools improves on the best of the Management Reports found in previous versions of WinTOTAL. You can now choose between a list of pre-built management reports or define completely custom reports to keep track of your business. In addition, as reports are now in XSites, they are both portable and reliable in ways that weren't previously possible in WinTOTAL. And any of the reports you generate can be exported into PDF, HTML, Excel, and Word formats so you can view and use them regardless of the software on your computer.

Billing and Business Management

To run a report:

1. From your XSite's Business Management tools, click **Reports** in the **Navigation** pane on the left.
2. Click any of the links beneath the **Navigation** pane to filter the list of reports that appear.
3. Finally, click **Run** to the right of the report you wish to launch. The report compiles and you're presented with an Adobe Acrobat version of the results.

To create a new report, or edit an existing one:

1. From your XSite's Business Management tools, click **Reports** in the **Navigation** pane on the left.
2. Click any of the links beneath the **Navigation** pane to filter the list of reports that appear.
3. Now, click **Create a New Report**. Or, if you prefer, you can click the **Copy** link to the right of an existing report to use that as a starting point. Alternately, click the **Edit** link beside any existing custom report to edit it.
4. In the **Report Data** tab, use the arrows in the center of the screen to add any of the available fields on the left to your report.
5. When you're finished adding fields, use the up and down arrows to the right of the **Fields in Report** column to prioritize the fields in your report.
6. Next, click the **Report Filter** tab and add any filters you desire to control the results of your report. For instance, you may want to limit your report to generating results for the current month. To do so, you'd simply add a filter, choose **Invoiced Date** from the drop-down **Criteria** box, choose **Between** in the adjacent drop-down, and then pick the first and last dates of the current month from the final boxes.

7. You can sort and group the data in your report by clicking the **Report Sorting** tab and choosing the fields you'd like to sort by or group by, using the respective drop-down menus.

Create/Edit Report

This screen is where you create and edit reports. First choose a report name and then select the data you want included in your report from the tabs below.

Report Name: Category:

Report Data | Report Filter | **Report Sorting** | Report Summary

This is where you indicate which fields are used when sorting and grouping.

Sorting

Primary Sort Column:

Secondary Sort Column:

Third Sort Column:

Sort Ascending
 Sort Descending

Grouping

Group by:

Show count for each group
 Print each group on a separate page

8. Finally, click the **Report Summary** tab and add a summary to your report such as a **Subtotal** by **Amount Due** or an **Average** by **Order Turn Around** time for your reports. Just click Add a new summary and indicate which field you wish to average or subtotal using the appropriate fields.
9. When you're finished, click **Save**.

Billing and Business Management

Credit Card Processing

Once you've enabled the credit card processing tools on your XSite, you can immediately begin collecting credit card payments for any appraisal orders that you have on your XSite or for any miscellaneous charges not recorded in your XSite's **Orders** tools.

Charging a credit card for a specified order

To charge a credit card for an appraisal order:

1. From your XSite's Business Management tools, click **Orders** in the **Navigation** pane on the left.
2. Double-click any existing order in your list.
3. When the **Order Details** screen appears, click **Billing** and then choose **Charge Card** from the drop-down menu.
4. Now, simply fill out the client contact and credit card information and click **Charge Credit Card** when you're finished.

Charging a credit card for multiple orders

In addition to charging credit cards for individual orders, you can process a credit card payment for a lump sum and apply the payment across multiple orders.

1. From your XSite's Business Management tools, click **Invoices** in the **Navigation** pane on the left.
2. Click the **Enter Client Payments** link below the **Navigation** pane and choose a client to charge from the drop-down list.
3. Switch the **Payment Type** from **Check** to **Credit Card** and then check the boxes beside each invoice for which you are charging.
4. Click **Charge Card** when finished and verify the client information in the screen that appears.

Client Payments

Instructions: To charge your client's credit card, verify the information below then click 'Charge Credit Card'.

First Name: Stuart
Last Name: Longhorn
Address: 3705 W Memorial Rd
Building 402
City: Oklahoma City
State: Oklahoma
Zip: 73134
Card Number:
Card Type: Visa
Expiration Date: 01 / 2005
Fee: \$ 425
Client E-mail Address: stuart.longhorn@alamode.co
 E-mail Invoice?

Back Charge Credit Card Close

5. Finally, enter the client's credit card information in the fields provided, and indicate whether you want to e-mail your client an invoice reflecting the transaction.
6. Click **Charge Credit Card** when finished to accept the payment via credit card and mark invoices you specified as paid.

Entering a miscellaneous charge not tied to a specific order

To process credit card charges for miscellaneous orders not associated with any order in your XSite, you need to first create an invoice for the charge. (See "Create and send a stand-alone invoice" above.) Then, to charge for this miscellaneous invoice, just follow the steps outlined in the previous section and mark only the miscellaneous invoice when indicating which invoices for which you are charging.