

Monthly Billing Using an Export Report

This document outlines steps used to check and prepare data in order to produce an Export File for invoicing tenants. Prior to performing these steps your database must be configured for export. These steps are applicable to most of the Export files available in the Logbook module. See your system administrator if you are not sure whether these steps apply to your particular situation.

You may perform Steps 1 through 5 as many times as needed. Step 6 is run only when all billing is 100% correct.

- Step 1 – Check for Open Work Orders that should be Closed
- Step 2 – Check for Billable Work Orders
- Step 3 – Check for Accounts
- Step 4 – Run the Export File
- Step 5 – Run Work Order Invoice Backup
- Step 6 – Lock all Billed Work Orders

Step 1 – Check for Open Work Orders that should be Closed

Only closed work orders will appear in invoicing reports. Follow these steps to review your work orders to ensure all work orders to be included in the month-end billing have been closed.

1. Select **Logbook / Run Report / REQUEST REPORTS**.
2. Select the **Request Summary**.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Requested** “from” date to the earliest date a work order could have been previously requested but never closed and billed.
5. Set the **Date Requested** “to” date to the last day of your billing cycle for which you are processing invoices.
6. In the Other Options section found at the bottom of the page, set the **All Open WO?** option to “Yes”.
7. If you do not do any billable scheduled work, you can set the **Search Filter** to “**Unscheduled Requests Only**”. Otherwise leave it set to “**All Requests**”.
8. Leave the **Billable?** set to “All”.
9. Set the **Report Type** to “**Excel**”. (Or you can set it to HTML and use the hyperlinks to navigate back to the work orders to make changes. Note – only the Excel report will display the dollar amounts associated with the ticket. If you see a dollar amount for an open ticket, this is an indicator that the ticket may need to be closed to be included in the billing.)
10. Click **OK**.

11. Review the Report: All work orders in this report are open and therefore will not be included in the final reports unless you close them.
 - a. If there are any open work orders that should be included in the current billing, update these and close them.
 - b. TIP: If there is a dollar amount for an open work order, this is an indicator that the work order may need to be closed to be included in the billing. (Note if the work is in progress, it should not be billed until completed. The system does not bill on partially completed work orders.)

Step 2 – Check for Billable Work Orders

This step checks to ensure all Work Orders are properly marked as Billable or Non-Billable and have the proper codes.

1. Select **Logbook / Run Report / WORK ORDER REPORTS**.
2. Select the **Work Order Review/Update**.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Closed** “from” date to the start of the billing cycle.
5. Set the **Date Closed** “to” date to the end of the billing cycle.
6. Set the **Billing Status** to “**Not Billed**”.
7. Set **Billable?** to “**All**”.
8. **IMPORTANT:** Set **Run in Update Mode?** to “**No**”.
9. Leave **Invoice Date** and **GL Date** blank.
10. Click **OK**.
11. Review the Report: Sort by the **Billable** column.
 - a. Review this report to ensure that everything marked Billable “No” is indeed not billable, and everything marked Billable “Yes” is indeed billable. It may be helpful to expand the column **Original Message** to review the request description. Make changes to any work orders in the database as needed.
 - b. Review the **Bill Type** to ensure that all Bill Types are consistent with your designation (e.g., “Services”). If any work orders require editing, open the work orders and use **Reclassify WO** to access the Bill Code field to make the change. (The Bill Code will set the Bill Type.)
 - c. Review the **Bill Code**. All Bill Codes should be based on your requirements (e.g., “OTSR”). If any work orders require editing, open the work orders and use **Reclassify WO** to access the Bill Code field.
 - d. Review all billable work orders (flagged as “Yes”) to ensure they have a dollar amount. If they do not because they are not billable, edit the work orders to set **Billable?** to “No”. If they should have a dollar amount, update the **Work Order Financial** screen for those work orders for Labor, Material, or Other Costs.

Step 3 – Check for Accounts

Check that all entries have an Account Description and Account Code.

1. Select **Logbook / Run Report / WORK ORDER REPORTS**.
2. Select the **Work Order Summary by Account**.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Closed** “from” date to the start of the billing cycle.
5. Set the **Date Closed** “to” date to the end of the billing cycle.
6. Set the **Billing Status** to “**Not Billed**”.
7. Set **Billable?** to “**Yes**”.
8. Set **Billing Type** to the appropriate designation (e.g., “Services”) if applicable.
9. Click **OK**.
10. Review the Report: Each line entry should have an Account Code and Account Name. If any records are missing this data, edit the **Charge To** field for all charges on the Work Order Financial screen for those work orders.

Step 4 – Run the Export File

This is the step to produce the export file.

1. Select **Logbook / Run Report / WORK ORDER REPORTS**.
2. Select the appropriate export file.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Closed** “from” date to the start of the billing cycle. (This must be exactly the same as the “from” date used in the previous step.)
5. Set the **Date Closed** “to” date to the end of the billing cycle. (This must be exactly the same as the “to” date used in the previous step.)
6. Set the **Billing Status** to “**Not Billed**”.
7. Set **Billable?** to “**Yes**”.
8. Set **Billing Type** to the appropriate designation (e.g., “Services”) if applicable.
9. Set the **Invoice Date** to the desired date.
10. Click **OK**.
11. Save the file.
12. **NOTE: To eliminate the chance of a user updating a work order that would affect the billing process, you should run the following steps immediately after this step.**
13. **NOTE on MRI Export:** The MRI Export can be run as a CSV file or an Excel file. If you are using the Excel file type, you should save the file to your hard drive and open the file in Excel. Click “Save As” and save in Excel 97-2003 format so that MRI will read the file properly.

Step 5 – Run Work Order Invoice Backup

This step is run in order to print a backup copy for your records of what is included in the Export file.

1. Select **Logbook / Run Report / WORK ORDER REPORTS**.
2. Select the **Invoice Backup**.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Closed** “from” date to the start of the billing cycle. (This must be exactly the same as the “from” date used in the previous step.)
5. Set the **Date Closed** “to” date to the end of the billing cycle. (This must be exactly the same as the “to” date used in the previous step.)
6. Set the **Billing Status** to “Not Billed”.
7. Set **Billable?** to “Yes”.
8. Set **Billing Type** to the appropriate designation (e.g., “Services”) if applicable.
9. Click **OK**.
10. Review the Invoices: If you have any work orders that still have a zero value, they will be listed at the top as an exception. You must go back and correct these and run the Export and Invoice Backup reports again.
11. To Print the Report:
 - a. From the menu bar on your browser, go to **File / Page Setup**.
 - b. Change the **Orientation** to “Landscape”.
 - c. Select **File / Print** from the browser bar.
 - d. After you have printed the report, change the **Orientation** back to “Portrait”.
 - e. Save this report for your records.

Step 6 – Lock all Billed Work Orders - VERY IMPORTANT

Do not perform this step until you are satisfied with all the previous steps. This step updates the work orders for the billing cycle from “Not Billed” to “Billing Sent” and locks the work orders.

1. Select **Logbook / Run Report / WORK ORDER REPORTS**.
2. Select the **Work Order Review/Update**.
3. Set the **Property** to the desired property, or clear the Property and select an appropriate **Region**.
4. Set the **Date Closed** “from” date to the start of the billing cycle. (This must be exactly the same as the “from” date used in the previous step.)
5. Set the **Date Closed** “to” date to the end of the billing cycle. (This must be exactly the same as the “to” date used in the previous step.)
6. Set the **Billing Status** to “Not Billed”.
7. Set **Billable?** to “Yes”.
8. Set **Billing Type** to the appropriate designation (e.g., “Services”).
9. Set Run in **Update Mode?** to **Yes**.
10. Set the **Invoice Date** to the desired date.
11. Leave the **GL Date** blank.
12. Click **OK**.