



Billing Management on Salesforce Spring 2020 User Guide



Table of Contents

| | |
|---|-----|
| About This Guide..... | 5 |
| What's New | 7 |
| About Billing Management | 11 |
| Key Terminology | 13 |
| Apttus Billing Management in the Quote-to-Cash process..... | 14 |
| Using this Book | 16 |
| Links in this Document | 16 |
| Getting Started | 17 |
| Billing Process Overview | 18 |
| Using Apttus Billing Management..... | 20 |
| Navigating Apttus Billing Management..... | 20 |
| Pre-requisite | 21 |
| Billing Management Application..... | 22 |
| Billing Setup | 22 |
| Billing Preferences..... | 22 |
| Product Settings..... | 26 |
| Payment Terms..... | 32 |
| Invoice Template..... | 35 |
| Credit Memo Template..... | 40 |
| Account Settings..... | 43 |
| CPQ Custom Settings for Tax..... | 51 |
| Billing System Properties..... | 51 |
| Payment Email Template..... | 55 |
| Understanding Billing..... | 56 |
| Billing on the Proposal..... | 56 |
| Billing on the Order | 62 |
| Billing Schedules | 64 |
| Billing Plans..... | 71 |
| Usage-based Billing..... | 94 |
| Billing Metrics..... | 105 |
| Invoicing | 106 |
| Pre-requisites for Invoice PDF Generation | 107 |
| Invoice Run | 107 |

| | |
|---|-----|
| Separate Invoicing..... | 118 |
| Invoice Run Results..... | 119 |
| Invoice Life Cycle..... | 120 |
| Invoice Detail..... | 121 |
| Splitting an Invoice..... | 132 |
| Ad-hoc Invoices..... | 134 |
| Credit Memo..... | 136 |
| Scenario 1: The credit amount is less than or equal to the invoiced amount..... | 137 |
| Scenario 2: The credit amount is greater than the invoiced amount..... | 137 |
| Generating Credit Memos..... | 139 |
| Credit Memo Detail..... | 146 |
| Sending Credit Memo Email..... | 148 |
| Real-Time Wallet Updates..... | 149 |
| Consuming a Wallet..... | 150 |
| Single Wallet..... | 152 |
| Multiple Wallets..... | 153 |
| Wallets for Usage Inputs..... | 157 |
| Wallet Updates for Asset Amendments..... | 161 |
| Wallet Manager..... | 169 |
| Before you Begin..... | 169 |
| Adding Funds to Wallets..... | 169 |
| Removing Funds from Wallet..... | 170 |
| Renew Wallet..... | 170 |
| Terminating a Wallet..... | 171 |
| Related AR transactions..... | 172 |
| Managing Assets..... | 175 |
| Billing Schedules for Amended Assets..... | 177 |
| Billing Schedules for Cancelled Assets..... | 201 |
| Single Delta Billing Schedule for Mid-Cycle Amendment..... | 211 |
| Calculating Billing Amount based on the Contract Term..... | 213 |
| Billing Schedules for Merged Assets..... | 213 |
| Taxation..... | 215 |
| Associating a Tax exemption certificate..... | 215 |
| Account Billing Summary..... | 217 |
| Reports..... | 218 |
| A/R Aging Report..... | 219 |
| DSO Report..... | 220 |
| Standard Reports..... | 221 |
| Forecast Invoicing..... | 222 |

| | |
|-----------------------------------|-----|
| Dashboard..... | 225 |
| Payments..... | 226 |
| Creating Payments..... | 226 |
| Applying Payments..... | 227 |
| Apttus Copyright Disclaimer | 229 |

About This Guide

With the Billing Management User Guide, you can find out how Apttus Billing Management works and how to manage your organization's and your customers' billing and invoicing requirements.

| Topic | Description |
|------------------|---|
| What's Covered | This guide walks the Billing Operation Manager through a set-up of the entire billing process. It covers information, step-by-step instructions, and use cases for the features provided by Apttus Billing Management. |
| Primary Audience | Billing Operation Manager, Finance User |
| IT Environment | Refer to the latest Billing Management on Salesforce Release Notes for information on System Requirements and Supported Platforms. |
| Updates | For a comprehensive list of updates to this guide for each release, refer to the What's New topic. |
| Other Resources | <ul style="list-style-type: none"> • Billing Management Admin Guide: Refer to this guide for installing and setting-up Billing Management in your organization. • CPQ Admin Guide: Refer to this guide for setting up products, price lists, and constraint rules. • CPQ User Guide: Refer to this guide for detailed information on Asset Based Operations. • X-Author Contracts User Guide: Refer to this Guide for detailed instructions on setting up templates for Invoices and Credit Memo documents. |

This guide describes the following tasks:

- To oversee and streamline your billing and collections processes.
- To manage the billing for different types of assets including one time, usage, or recurring.
- To adjust billing for an asset-based order.
- To issue billing adjustments, track and approve invoices.
- To view and understand billing schedules, usage schedules, and billing preferences.
- To adjust and customize invoice presentation.
- To coordinate and resolve sales tax issues.
- To approve tax credit requests from customers.
- To create custom billing plans and milestone billing plans.

Before using Billing Management, you must be familiar with the following:

- Basic Salesforce administration

- Apttus CPQ and Apttus CLM administration
- Salesforce and Apttus terms and definitions

If you are new to Apttus Billing Management, begin here: [Getting Started](#) and [About Billing Management](#).

What's New

The following table lists changes in the documentation to support each release.

| Document | Topic | Description |
|-------------------|---|--|
| Spring 2020 Rev A | Set Billing Contacts | Updated topic. |
| Spring 2020 | Understanding Proration | Modified topic. Removed deprecated proration treatment, Combine with the First Period. |
| | From Invoice | Modified topic. Updated the procedure to reflect the new UI. |
| | Forecast Billing at Cart | Removed topic. Deprecated feature. |
| Winter 2019 | Billing Plans from Cart | New topic. New feature for this release. |
| | From Invoice | Modified topic. Updated the procedure to include steps for selecting credit memo attachment template and credit memo template. |
| | Ad-hoc Invoices | New topic. New feature for this release. |
| | Creating a Billing Plan Template | Modified topic. Updated the screenshot to reflect the latest UI. |
| | Late Fees | New topic. New feature for this release. |
| | Changing Standard Billing Frequency to Custom Billing Frequency | New topic. New feature for this release. |
| | Billing Schedules for Merged Assets | New topic. New feature for this release. |
| | Billing Schedules for Bundle Products | New topic. New feature for this release. |

| Document | Topic | Description |
|-------------|--|--|
| | Wallets for Usage Inputs | Modified topic. Updated the procedure to include the new feature, Rating Usage Inputs with Negative Quantity. |
| | Billing Plans for Renewed Assets | Modified topic. Updated the topic to include the new feature, Manual Billing Flow for Asset Renewals. |
| | Account Settings | Modified topic. Updated the topic to include Late Fees field. |
| Summer 2019 | Forecast Billing Schedules for Usage and Evergreen Products | New topic. New feature for this release. |
| | Forecast Billing Schedules and Billing Summaries on the Proposal | Modified topic. Updated the procedure. |
| | Usage Input | Modified topic. Updated the topic to include Rating Usage Inputs with Custom Price Fields feature. |
| | Creating a Billing Plan Template | Modified topic. Updated the topic to include information about the new value Start Type field, Order Start Date. |
| | Creating a Billing Plan | Modified topic. Updated the screenshot to capture the new UI. |
| | Minimum Fee for Usage-based Products | New topic. New feature for this release. |
| | Billing Metrics | New topic. New feature for this release. |
| | Invoice Run | Modified topic. Updated the screenshot to capture the new UI. |
| | Calculating Billing Amount based on the Contract Term | New topic. New feature for this release. |

| Document | Topic | Description |
|-------------|--|---|
| Spring 2019 | Single Delta Billing Schedule for Mid-Cycle Amendment | New topic. New feature for this release. |
| | Billing Schedules for Incremented Assets | New topic. New feature for this release. |
| | Billing Schedules | Modified topic. Added information about Billing Schedule Category. |
| | Sending an Invoice Email | Modified topic. Added information about sending an email from legal entity specific email address. |
| | Sending Credit Memo Email | Modified topic. Added information about sending an email from legal entity specific email address. |
| | Forecast Billing Schedules and Billing Summaries on the Proposal | Modified topic. Added information about Billing Summary. |
| | From Invoice | Modified topic. Updated the procedure to include Auto-Apply Credit Memo step. |
| | Splitting an Invoice | Modified topic. Updated the procedure to include Bill To Account and Account Location step. |
| | Auto Apply Credit Memo | Modified the topic to include the new feature, Auto Apply Credit Memo Order. |
| Winter 2018 | Invoice Life Cycle | Modified the topic to include details about moving an invoice back to draft stage |
| | Splitting an Invoice | New topic. New feature for this release. |
| | Creating a Billing Plan | Modified topic. Included details about how payment term is applied from the account or account location |

| Document | Topic | Description |
|-------------|---|--|
| | Defining Filter Criteria | Modified topic. Updated the screenshots to reflect the latest angular UI. |
| | Auto Apply Credit Memo | New topic. New feature for this release. |
| Summer 2018 | Forecast Billing Schedules on the Proposal | New topic. New feature for this release. |
| | Credit and Rebill | New topic. New feature for this release. |
| | Use Case: Milestone-based billing | Added a use case for the billing plan topic. |
| | Usage Schedules | Modified the topic to include the new feature, Delayed Usage |
| | No Credit on Cancellation | New topic. New feature for this release. |
| | Payments | New topic. New feature for this release. |
| | Processing Options | Modified the topic to include the new feature, Override Credit Memo Template |

About Billing Management

Apttus Billing Management is a cloud-based, native to Salesforce, billing and invoicing application.

You can use **Apttus Billing Management** to manage your billing and invoicing. Apttus Billing Management is built on the Salesforce platform. You can generate complex yet accurate invoices for any combination of products, services, and subscriptions.

The Apttus Billing Management application is the front-end process that you can use to send an effective invoice to your customers on time, with all accurate information and billing terms. While the order is processed, order information that is available in the contract moves to your finance team for them to generate billing schedules based on the contract.

For every bundle of products, services, and subscriptions, it is critical that the invoice clearly lists all the expenses, changes, swaps, cancellations, and additions to an order. The invoice must also include accurate taxes and discounts. This increases the complexity of the invoice. With Apttus Billing Management, you can generate an accurate, up-to-date, and comprehensible invoice so your customers understand it easily and pay quickly. You can rate complex usage scenarios on a daily, monthly or any other frequency of your choosing. Apttus Billing Management also allows you to use pre-payments as a payment mode for usage-based products.

You can create invoices that reflect the latest customer orders, commitments, and purchased products. Apttus Billing Management is designed to meet the billing and invoicing requirements of leading enterprises in Cloud, High-Tech, Manufacturing, Life Sciences, and any industry that employs complex pricing mechanisms. It offers extensive solutions for every business requirement you have with billing and invoicing.

Integrate Apttus Billing Management with Apttus CPQ and Apttus Contract Lifecycle Management to quickly, effectively, and accurately track purchase and contract details until your customers' order is fulfilled. This is the benefit of the full Quote-to-Cash solution. These features all work together to help you accurately track payments and record revenue you earn from every single deal. However, Apttus Billing Management can be easily integrated into any other CPQ running on the Salesforce platform.

Apttus Billing Management allows a user to perform the following tasks:

- Generate billing schedules
 - Generate billing schedules for standalone and bundle products
 - View billing metrics
 - Generate billing schedules for asset-based operations
 - Forecast billing schedules

- Generate usage schedules for usage-based products
 - Capture and process usage inputs
 - Charge a minimum fee for insufficient usage consumption
- Create billing plans
- Create billing plans on the Cart
- Invoice your billing schedules
 - Schedule an invoice run to generate an invoice
 - Submit an invoice run to process immediately
 - Approve, cancel, and delete an invoice
 - Regenerate invoice
 - Split an invoice
 - Generate an invoice statement
 - Create an ad-hoc invoice
 - Schedule or send an invoice email immediately using custom email templates
 - Forecast your invoices
 - Auto-adjust payment on invoice
 - Create a credit memo
 - Perform Credit and Rebill
 - Create direct credit memo or create a credit memo using the invoice run
 - Approve, cancel, and delete a credit memo
 - Send credit memo email using custom email templates
- Use Wallet Manager to manage funds in your Wallet
 - Add funds
 - Remove funds
 - Renew the wallet
 - Terminate the wallet
- Monitor Real-Time Wallet Updates
 - Single wallet
 - Multiple wallets
 - Wallet for usage-based products
 - Wallet updates for asset-based operations
- Capturing Payments
 - Creating a payment
 - Applying a payment to an invoice
- Charge a Late Fee
 - Apply a Late Fee
 - Cancel a Late Fee
- View tax break-ups for each invoice
 - Associate a tax exemption certificate

- View A/R Transaction records to track payments made using different payment modes.
- Generate and view Account Billing Summary
- Create, view and delete Standard reports, A/R Aging reports, and DSO reports
- View Billing Dashboard

Key Terminology

It is important to understand how terms are used when working with Apttus Billing Management.

| Term | Definition |
|--------------------------|--|
| Billing Schedules | For a product, billing schedules are a distribution of the net amount of a contract, based on the chosen Billing Frequency. |
| Credit Memo | A Legal document that states the credit balance. It is issued to counterbalance current invoices or apply to future invoices. |
| Invoice Run | A batch job for generating invoices in bulk. |
| Invoice Template | Used to generate an Invoice document. |
| Invoice | A list of products or services provided, with a statement of a sum due for each product or service sold. |
| Related A/R Transactions | When any payment is made using any third-party payment solution, the payment detail (such as amount, mode, date and other information) is passed on to the Apttus Billing Management system and registered as a Related A/R Transaction that corresponds to that transaction type. |
| Usage Input | An object used to record the usage quantity consumed within a specific duration. |
| Usage Schedule | Detailed usage rating information, including the current total rated quantity. |
| Wallet Manager | A custom button on the UI which allows you to manage funds in your wallet. |

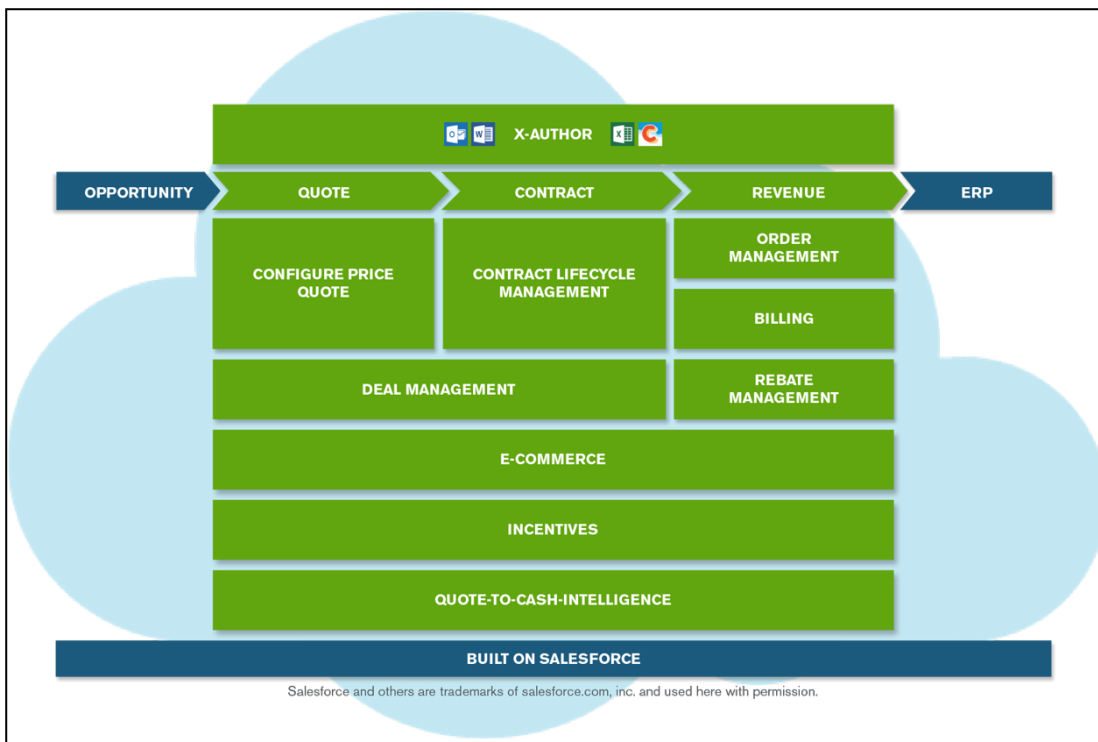
Apttus Billing Management in the Quote-to-Cash process

Apttus provides comprehensive Quote-to-Cash solutions built on the Salesforce platform, designed to increase customer satisfaction and boost revenue. Unlike other systems requiring extensive coding and integration, Apttus Quote-to-Cash provides an integrated view of all customers, quotes, and contracts that you can use to drive revenue growth, reduce errors and delays, and improve customer loyalty. Apttus has enabled over 300 customers and 500,000 users improve time to revenue, prevent revenue leakage, reduce risks and decrease DSO (Days Sales Outstanding).

This end-to-end solution covers your entire sales life cycle, from product and service configuration, pricing, quoting, negotiating, signing the contract, managing invoicing, billing, orders, and revenue recognition.

The Apttus Quote-to-Cash process makes closing deals a highly effective and integrated process that you can manage across geographies and on the cloud.

The following image illustrates the Quote-to-Cash flow.



With applications in the Apttus Quote-to-Cash suite, you can

- Increase your revenue and margins

- Reduce variations in your business process
- Increase speed and agility of every transaction
- Measure cycle time of a deal from opportunity through revenue recognition
- Track your actual revenue against the targets you set
- Identify and mitigate risky deals
- Increase up-selling and cross-selling opportunities
- Define, configure, and execute product promotions, sales incentives, and customer rebates

You can seamlessly integrate Apttus Billing Management with the following applications in the Apttus Quote-to-Cash suite.

- **Apttus CPQ:** Quickly configure, price, and quote even the most complex products and services to increase deal size, shorten sales cycles, and ensure compliance with existing agreements and financial regulations. Asset Manager- a part of CPQ, manages your customer's purchased products by retaining them with renewals, incentives, promotions and rebates along with a variety of billing models to ensure efficient collections and accounting.
- **Apttus Contract Management:** Reduce revenue leakage, legal risks, and operating costs through comprehensive capabilities to easily request, negotiate, and finalize contracts.
- **Apttus Order Management:** Define your own workflow that determines when and how your customers' orders are activated or fulfilled. Make in-flight changes to the quantity, order and delivery dates, and the product type of an order before it is paid for. Process upgrades, downgrades, returns, renewal of subscriptions, and cancellations for purchased products.
- **Apttus Revenue Recognition:** Optimize revenue by managing future deal structures, renewals, payment terms, finance structures, and contract compliance.

As you will see later in this [book](#), Apttus Billing Management works in conjunction with and uses values from several fields and objects in these applications.

Using this Book

With the Apttus Billing Management User guide, you can quickly find out how Apttus Billing Management works and how you can manage your organization's and your customers' billing and invoicing requirements.

If you are a **Billing Administrator**, you will learn,

- create templates for various invoices and invoice statements
- create invoice and usage rating batch jobs for various projects
- maintain logs for all transactions that occur in a day
- to understand billing settings and preferences
- to create various reports as needed

If you are a **Billing Operations Manager**, you will learn,

- to oversee and streamline your billing and collections processes
- to manage billing for a variety of different types of assets including one time, usage, or recurring
- to automatically adjust billing after an asset based order
- issue billing adjustments, track and approve invoices
- to view and understand billing schedules, usage schedules, and billing preferences
- to adjust and customize invoice presentation
- to coordinate and resolve sales tax issues
- to approve tax credit requests from customers
- to create custom billing plans and milestone billing plans

Links in this Document

To access the content provided by external links in this document you must be logged into the Apttus Community Portal. If you encounter a Salesforce login page, enter your Apttus Community login and password. For assistance with your Community credentials, please contact Apttus Support.

If you are new to Apttus Billing Management, let's [get started](#).

Getting Started

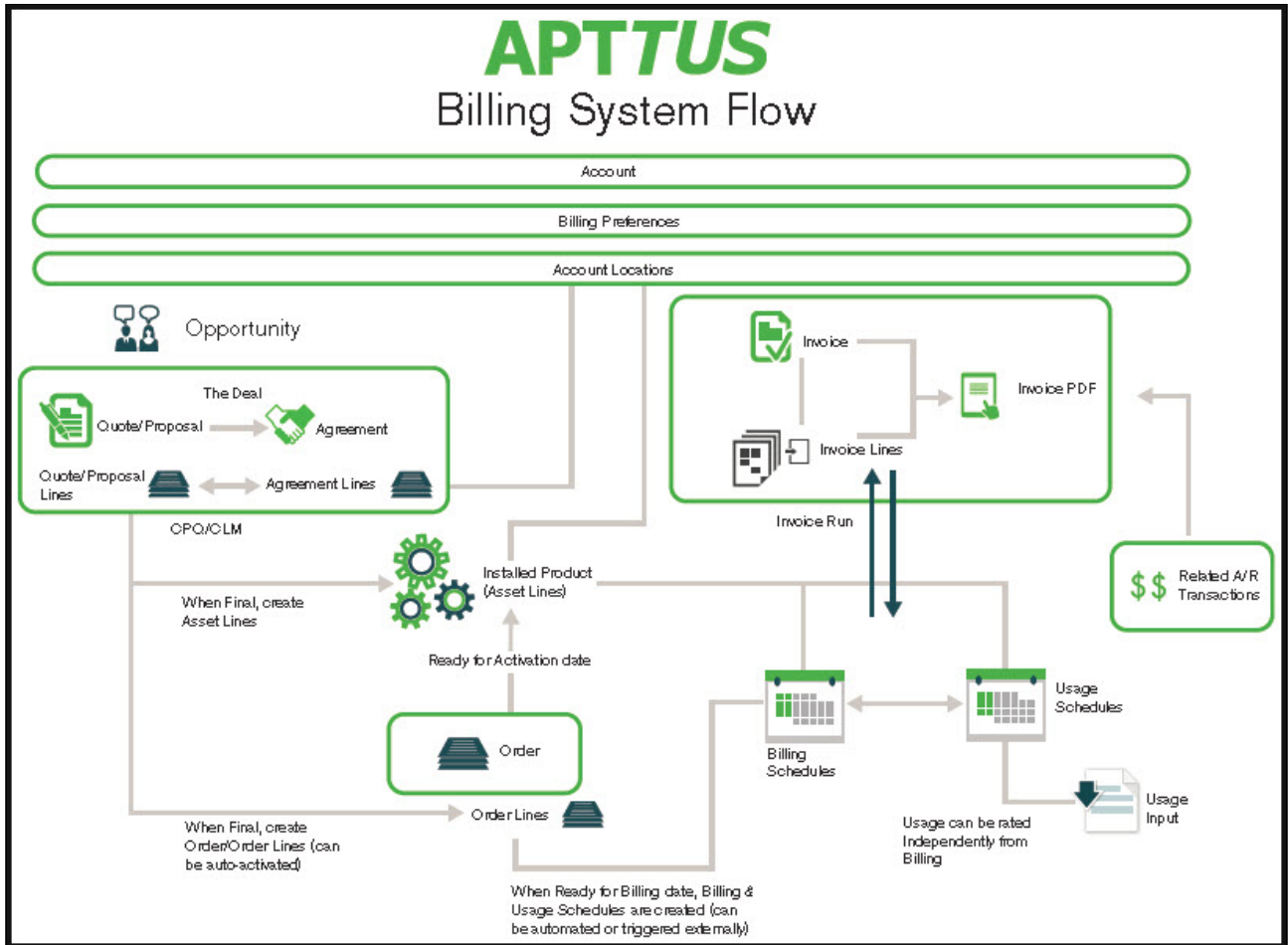
You can use Apttus Billing Management to create invoices for all products and services your customers purchase. However, you must configure products and define the associated prices using Apttus CPQ.

To generate a detailed invoice, you must first complete the following procedures.

| Sr. No. | Task | Application |
|---------|---|--|
| 1 | Select and Configure Products | Apttus CPQ. For more information, see the <i>Apttus CPQ User Guide</i> . |
| 2 | Define Pricing | |
| 3 | Generate Quote | |
| 4 | Accept Contract | Apttus Contract Management. For more information, see the <i>Apttus Contract Management User Guide</i> . |
| 5 | Define Billing Preference | Apttus Billing Management. |
| 6 | Define Billing Dates | |
| 7 | Schedule Invoice Runs | |

Before you select **Apttus Billing Management** from the force.com application menu, it is essential to [understand the invoice](#) you want to create.

Billing Process Overview



Apttus Billing Management functions use several Objects and fields that you must define before you can generate an invoice for your customers.

1. **Account** is a Salesforce object that all Apttus applications inherit defined values from. Apttus Billing Management uses values from the Account Relationship and the Invoice, Invoice Statement, Billing and Shipping address fields defined in the Account object.
2. You can define each customer's **Billing Preference** to suit their requirements and convenience.
3. **Account Locations** are attached to the account so you can associate more than one location to each account. You can use different account locations as shipping address, billing address, and tax invoice address.

4. On the [Proposals](#) page, you can select products, adjust pricing, adjust billing settings, change bill preference, initiate approvals processes and you can automate the process to activate an order, create a Bill, and create revenue.
5. On the [Order](#) detail page, if it is not done automatically, you can define when an order is ready for activation and billing.
6. You can use the [Billing Schedules](#) function to track all billing information related to an asset. With Billing Schedules, you can spread the net amount due, over a period of time that you can define.
7. A [Usage Schedule](#) is associated to Billing Schedules that are Usage-based. Usage or metering data is loaded to an order and then usage rating is associated with a Usage Schedule. You can define usage price tiers that use flat pricing, or tiered pricing.
8. With [Usage Input](#), you can rate usage manually or this object is used while creating Salesforce batch jobs to rate usage.
9. You can define [payment terms](#) and by default, a separate invoice is automatically created for products with different payments. A payment term is a condition or guideline under which you can make or receive a payment.
10. After you complete all the procedures listed above, you can perform an [Invoice Run](#) which is a scheduled invoice generation batch job.
11. Integrate with 3rd party tax engines to display correct taxes on the invoice automatically.
12. You can use the [Related A/R transactions](#) to track, measure, and record incoming payments, credits, debits, and refunds.
13. Finally, you can use reports to track and measure your billing assignments and forecast requirements.

Now that you know the process to create an invoice. Let us go to the [Billing Console](#).

Using Apttus Billing Management

Before using Apttus Billing Management you must be familiar with the following:

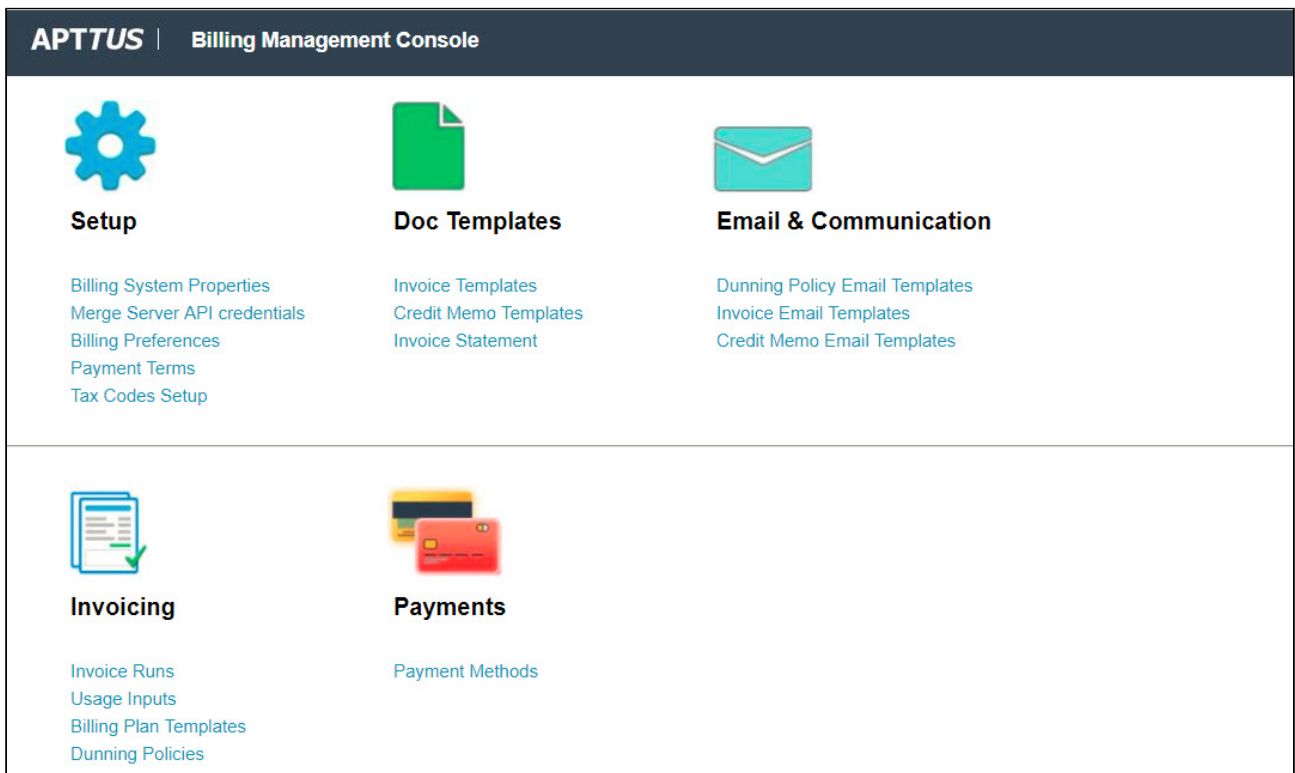
- Basic Salesforce administration
- Apttus CPQ and Apttus CLM administration
- Salesforce and Apttus terms and definitions

See the [Apttus Billing Management Workflow](#) to understand the process, procedures, and objects you require to generate an invoice.

Navigating Apttus Billing Management

You can navigate to all key pages of configuration and execution from the Billing Console.

From the Force.com app menu, select Apttus Billing Management and click **Billing Console** from the header.



Pre-requisite

1. To view Templates tile on the Console, you need to create *List Views* on the **Template** page.
 - a. Go to **All Tabs > Templates** and click **Create New View**.
 - b. Enter the **View Name** and include **Invoice, Credit Memo** and **Invoice Statement** in the Filter Criteria.

- c. Select **Fields to Display** and select **Visible to all users** radio button.

- d. Click **Save**.
 - e. Repeat **steps a to d** for **Invoice Statement** and **Credit Memo**.

Billing Management Application

Managing and Administering the Apttus Billing Management application is broken down into 6 basic functions.

1. Billing Setup
 - a. [Billing Preferences](#)
 - b. [Billing System Properties](#)
2. [Invoicing](#)
3. Finance
4. [Usage Processing](#)
5. [Taxation](#)
6. [Templates](#)
7. Email Templates
 - a. [Invoice](#)
 - b. [Credit Memo](#)

To get started, you must define billing and invoicing related information on the [Account](#) page.

Billing Setup

You must configure following objects before billing a customer's purchase:

1. Settings on the [Account](#) and [Account Location](#) for Billing.
2. Define [Billing Preference](#).
3. Configure Products.
4. On the [Proposals](#) page, you can select products, adjust pricing, adjust billing settings, change bill preference, initiate approvals processes and you can automate the process to activate an order, create a Bill, and create revenue.
5. Set [Payment Terms](#).
6. Add an [Invoice Template](#).
7. Verify [Billing System Properties](#).

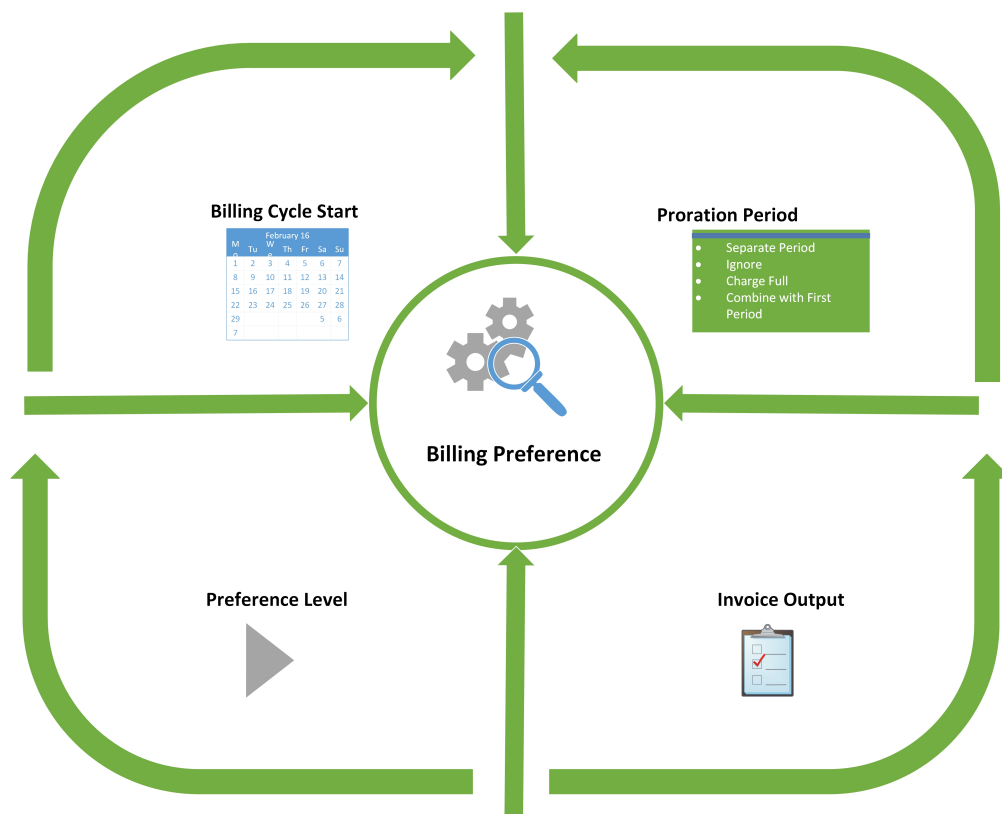
Billing Preferences

As a billing system admin, you have to perform following configurations- for different accounts, generate bills on different days of the month (1st of the month for one account, 15th of the month for other accounts and so forth). For some accounts, the invoices should

be generated in a PDF format and for some, in a word format. Few accounts want the bills to be generated every month and the rest every quarter.

Each of these requirements involves different configuration at account level- making this a tedious task. The best approach would be to group all these settings under one roof and apply them in one go. Billing Preferences does all this; it is a container which holds many key settings that are necessary to drive your Billing. You can feed in your choices for various fields in the Billing Preference and then associate Billing Preferences to an Org, Account or a Quote/Proposal or Quote/Proposal Line. You can use this functionality to define each customer's billing preference to suit their requirements and convenience.

Billing Preferences drive the alignment of Billing Schedules. Later, if you want to make any changes to the preference, you can update the Billing Preference through an asset-based order.



You can create several billing preferences for one customer and set each preference at a different level. The Billing Preference that you define, determines the

- Billing Date and Month,
- Billing frequency,
- Applicable Taxes, and
- Method and format of Invoice delivery.

With this feature, you can select a preference for every new invoice that you generate for that customer. If you do not select a Billing Preference, a default preference is applied when

you generate an invoice. You can generate an Invoice for an account even if the Billing Preference you select is inactive. You must activate only one Billing Preference at a time.

Understanding Proration

The literal meaning of Proration is to divide or distribute proportionally. For Billing, proration means the way a billed amount is distributed over partial billing cycles. Let us take a look at the following scenarios to understand what is proration and why it is required.

Scenario 1

Start Date: 1/1/2016 **End Date:** 12/31/2016

The customer has opted for a monthly subscription of a product, where he starts using the services on 1st of January 2016 and wants the invoice on 1st of each month.

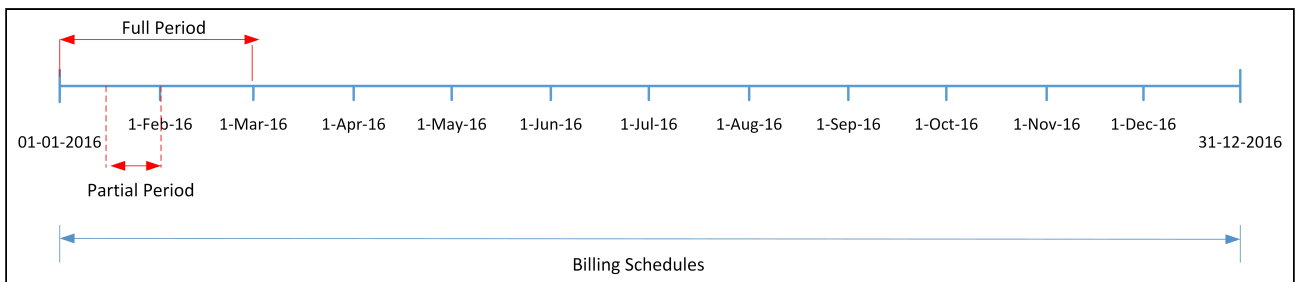
Here, the customer is consuming the product for a full month. This is a non-prorated scenario because Billing Schedules generated for this purchase will be even and uniformly distributed.

Scenario 2

Start Date: 1/20/2016 **End Date:** 1/19/2017

This scenario is similar to Scenario 1, except the change in Start Date. Customer starts using the services on 20th of January 2016 and wants the invoice on 1st of each month.

In this case, you would want to charge customers only for the duration (11 days) they have used the services rather than charging them for the entire month. To account for this partial period you'll need the charge applicable for just this period which is the prorated amount. This prorated amount must be distributed proportionally between the resulting Billing Schedules.



Now there are different ways through which you can choose to distribute the prorated amount in Billing Schedules and thereby in the invoices,

- You could account for only 11 days, and send an invoice on 1st of the month,
- You could combine the 11 days in the first full month and then invoice the customer or
- You might want to account for these 11 days in the last Billing Schedule of the Billing Cycle, thereby invoicing customers at the end of the contract.

Apttus Billing Management offers the following **Proration Treatment** to comply with your business needs and practices:

- Separate Period

Proration, first of all, derives the prorated amount and second, identifies in which Billing Schedules it should distribute this amount. This is based on your selection of the Proration Treatment, each of which is explained in the following sections.

Separate Period

This is the **default** Proration Treatment. The prorated amount is separated out completely in *two partial periods* at the start and end of Billing Schedules.

| Start Date | End Date | Ready for Billing Date | Fee Amount |
|------------|-------------------|------------------------|------------|
| 1/15/2015 | 1/14/2016 | 2/1/2015 | \$100 |
| Schedule | Period Start Date | Period End Date | Fee Amount |
| BS1 | 1/15/2015 | 1/31/2015 | 50 |
| BS2 | 2/1/2015 | 2/28/2015 | 100 |
| BS12 | 12/1/2015 | 12/31/2015 | 100 |
| BS13 | 1/1/2016 | 1/14/2016 | 50 |

The Apttus Billing Management Proration:

- Identifies if the period is a full period or a partial period.
- Derives the number of partial days.
- Calculates the prorated amount for partial days.
- Picks the applicable **Proration Period Treatment** based on the number of days for each partial period.

- Distributes the prorated amount in rest of the Billing Schedules proportionally.

To apply any one of the Proration behaviors, go to **Billing Preferences** and select a **Proration Period Treatment** as Separate Period. For information on Billing Preferences, please refer to [Billing Preferences](#).

Note

Proration period Treatment is always **Separate Period** whenever you Add, Remove, Amend or Terminate services in the middle of the Billing Cycle.

Product Settings

For standalone products, there are no fields that you need to exclusively set for Billing. But you can manage the display of bundle products on an invoice from a field on Product Detail as explained in this section.

You can invoice a bundle product in one of the following ways:

- Invoice Each Bundle Option Item separately.
- Invoice Bundle product and Bundle Option Items separately.
- Invoice Bundle product including all options under the bundle product.

On product, you can specify a value for a **Bundle Invoice Level** field which defines the type of Billing Schedules generated for it and eventually its representation on the Invoice.

| Product Detail | | Edit | Delete | Clone | Submit for Approval | Product Console | Options |
|------------------------------|--------------------|------|--------|-------|---------------------|-----------------|--|
| Product Name | AS_Bundle_Doc | | | | | | Has Options <input checked="" type="checkbox"/> |
| Product Code | P-001 | | | | | | Active <input checked="" type="checkbox"/> |
| Product Family | Telephony Products | | | | | | Must Configure <input checked="" type="checkbox"/> |
| Uom | Each | | | | | | Has Attributes <input type="checkbox"/> |
| Configuration Type | Bundle | | | | | | Has Defaults <input type="checkbox"/> |
| Actual Icon Size | | | | | | | Has Search Attributes <input type="checkbox"/> |
| Bundle Invoice Level | Bundle | | | | | | |
| Effective Date | | | | | | | |

Contracted and Informational Billing Schedules

Billing Schedules drive Invoice generation. You can have two types of Billing Schedules: **Contracted** and **Informational**. Contracted Billing Schedules are included in the Invoice total whereas Informational Billing Schedules are for informational purposes only.

For more information, please refer [Billing Schedules Type](#).

To generate Contracted Billing Schedules for Bundle

On the **Product** page, set **Bundle Invoice Level** to *Bundle* and set the same value of this field for all Bundle options.

This will create a contracted billing schedule for the header and informational billing schedule for all the options.

To hide informational billing schedules on the invoice or not create information schedules at all, configure **Hide Informational** and **Do not Create Informational** fields respectively on Billing Preferences.

To generate Contracted Billing Schedules for Bundle Options

Set **Bundle Invoice Level** to *Detail* and set all options to *Detail* as well.

This will create an informational billing schedule for the header and contracted billing schedule for all the options.

To hide informational billing schedules on the invoice or not create information schedules at all, configure **Hide Informational** and **Do not Create Informational** fields respectively on Billing Preferences.

Let us take a look at other fields on the product PLI that must be configured before Billing. Please see, [Product PLI Settings](#).

Price List Item Settings

Before we start understanding the Billing related settings on a product PLI (Price List Item), it is important to know the concept of **Selling Frequency** and **Billing Frequency**.

In simple terms, **Selling Frequency** is the duration of **unit price** of a product over a given period of time and **Billing Frequency** is how the product price over a period is billed to the account. If you have a product with a \$100/month price and you enter in a contract for a year, you can bill the customer monthly, quarterly or annually as mutually agreed upon. In case you decide to bill customers monthly and sign the contract with \$1200 price for a year, **Selling Frequency** would be **yearly** and **Billing Frequency** would be **monthly**.

For a product, Selling Frequency and Billing Frequency may or may not differ. But they work in conjunction to spread or aggregate the product price based on the configured frequency. For example, a product 'Fitbit Health Tracking App' priced \$3000 has the **Selling Frequency** as **Half-yearly** and **Billing Frequency** as **Monthly**. Here, monthly Billing Schedules will be created and invoiced at a price of \$250/month.

Note

It is Billing Frequency that will drive Billing Schedules, irrespective of the Selling Frequency.

Apart from Billing Frequency, you also need to assign a **Billing Rule** to the product. It determines if your customers are required to pay before they receive the product, after, or on receipt.

In order to provide the flexibility to apply different Billing Rule and Billing Frequency to diverse products, these configurations are done at the PLI level of a product. You can,

- Define Taxes & Billing
- Set Auto Renewal

To define Taxes, Billing Rule, and Billing Frequency

1. Select a Product. Go to **Product Console** and **Edit** Price List Item.
2. Navigate to **Tax and Billing** tab.

| Tax & Billing | |
|---|---|
| Taxable ? <input checked="" type="checkbox"/> | Billing Rule <input type="text" value="Bill In Advance"/> |
| Tax Inclusive ? <input checked="" type="checkbox"/> | Billing Frequency <input type="text" value="Monthly"/> |
| Tax Code <input type="text" value="Code 01A"/> | |

You can configure the following fields:

| Field | Description |
|----------------|---|
| Taxable? | Select this check box if the order is a taxable product or service. |
| Tax Inclusive? | Select the check box if the price of the product is inclusive of taxes. |
| Tax Code | Lookup to select the relevant tax code. |
| Billing Rule | Select one of the following options: <ul style="list-style-type: none"> • Bill in Advance - Enables you to invoice the receivables at the beginning of the schedule. • Bill in Arrears - Enables you to invoice the receivables at the end of the schedule. • Bill on Ready for Billing Date - Enables you to bill your customer with a consolidated invoice, on a day of their choice. |

| Field | Description |
|-------------------|---|
| Billing Frequency | <p>Select one of the following options:</p> <ul style="list-style-type: none"> • Monthly - To generate a bill once every month • Quarterly - To generate a bill once every three months • Half-yearly - To generate a bill once in the middle of a calendar or financial year. • Yearly - To generate a bill once every year • Single Period - To generate a single bill for the entire amount even if the product Price Type is Recurring. Please note that Single Period Frequency cannot be used for a product if its Auto Renewal Type is set to Evergreen. • Usage - To generate a bill based on usage or consumption <p>For products to be billed as one-time, please select the frequency as One Time.</p> <p>For products with recurring billing subscriptions, you can select frequencies such as monthly, quarterly, half yearly and yearly.</p> |

3. Click **Save**.

Auto Renewal and Evergreen Billing

You can also setup a product to be renewed automatically. This is usually for perpetual or evergreen contracts. For example, you are a Sales Representative for a telecommunications company. One of your customers has just signed up for a voice, messaging, and data contract that comes with a new handset. You have decided to provide continued services on the same terms and conditions unless customer cancels the agreement. You can set this purchase up as a perpetual contract.

While the **Billing Frequency** for this purchase could be Monthly, Quarterly, Yearly, or based on usage (for this example, let us consider Yearly), you will typically terminate the billing for such a purchase only when your customer explicitly calls to cancel the subscription. In such a case, you can define the Billing Schedules to renew automatically and define the **Auto Renewal Type** as *Evergreen*. When you define the renewal type as evergreen, a batch job refreshes the number of Billing Schedules to the number you specify as the Auto Renewal Term.

Pre-requisite

1. You need to add the Auto renewal type and type fields on your page. Go to the **Price List Item Object** and click **Edit Layout**.
2. Drag the fields **Auto Renewal Type** and **Auto Renewal Term** to your page layout and **Save**.

The screenshot shows the 'Defaults' tab in the Salesforce configuration interface. The 'Auto Renewal Type' dropdown is set to 'Evergreen' and the 'Auto Renewal Term' text field contains the value '12'. A red rectangular box highlights these two fields.

To define the renewal type for a purchase with a perpetual contract,

1. On the Product Price List Item, click **Defaults** tab.
2. Define values for the fields described in the following table.

| Field | Description |
|--------------------------|---|
| Auto Renew | Select this check box to enable auto-renewal for the product. |
| Auto Renewal Type | Select one of the following options from the picklist: <ul style="list-style-type: none"> • Fixed - If the purchase is not a perpetual contract and the billing must end on a predefined date. • Evergreen - If the purchase is a perpetual contract and the billing must continue until customer explicitly requests a cancellation. |
| Auto Renewal Term | Enter the number of Billing Schedules Apttus Billing Management must refresh to after the first schedule on the list is moved to the Invoiced Status. |

3. Click **Save**.

For more information, you can refer to Price Management section in the CPQ Admin Guide.

You are now ready to start [billing your customer's order](#).

Payment Terms

A payment term is a condition or guideline under which you can make or receive a payment. You must include the Payment Term on the Invoice so your customers know that they must pay outstanding charges within a certain time. You can create multiple payment terms and even define the sequence in which each term is displayed on the Invoice.

With Apttus Billing Management you can define multiple payment terms. Click the **Payment Terms** tab on the console to see a list of predefined payment terms.

To define a Payment Term

1. Click the **Payment Terms** tab.
2. Click **New**.
3. Enter values for the fields described in the following table.

| Field | Description |
|----------|--|
| Name | Enter a unique name for this payment term so that others in your organization can identify it with ease. |
| Sequence | Enter a number to define the sequence in which this term is displayed on the invoice. |

| Field | Description |
|-------------------|--|
| Label | <p>You can select one label from the following options.</p> <ul style="list-style-type: none"> • Net 30 days • Net 45 days • Net 60 days • Net 90 days • Due upon Receipt <p>You can define more options in the Label object pick list. For more information see < <i>Salesforce documentation</i> >.</p> |
| Offset Type | <p>Select the unit of a payment term, either day or month.</p> <p>If you set <i>day</i> as the Offset Type and enter <i>20</i> as the Value, the Payment Term will be set to 20 days.</p> <p>If you set <i>month</i> as the Offset Type and enter <i>1</i> as the Value, the Payment Term will be set to 1 month.</p> |
| Value | <p>The number of days or months in this payment term as selected in the Offset Type.</p> |
| Start Type | <p>The date, month or period, Payment Term is calculated from.</p> |
| Start Value | <p>This defines the start date for a Start Type. Specify the date if you chose <i>Month</i>, <i>Period</i> or <i>Quarter</i> as the Start Type.</p> |
| Offset Occurrence | <p>Frequency associated with the Offset Type. For example, if an invoice is due on second occurrence of 15th, Offset Type should be <i>Specific Day</i> and Offset Occurrence should be 2.</p> |
| Description | <p>Enter a brief description of the Payment Term.</p> |
| Is Default | <p>Select the check box to make this payment term the default for invoices for this account.</p> |

4. Click **Save**.

Let us take a look at a couple of scenarios to understand how you can achieve different configurations with the **Payment Term** fields.

✔ **Use Case 1**

Requirement -Any invoice billed after the 20th of the month (21st to End of Month) will be due on 20th of the second month.

For example: Invoice dated Apr 11, should have the due date of June 20th

Start Type=Specific Day

Start Value=20

Offset Type=Month

Offset Value=2

Offset Occurrence= null

✔ **Use Case 2**

Requirement -Any invoice billed in a month will be due End of Month, two months later.

For example: Invoice dated Jan 20, should have the due date of March 31st.

Start Type=End of Month

Start Value= null

Offset Type=Month

Offset Value=2

Offset Occurrence= null

✔ **Use Case 3**

Requirement -All invoices billed in a Quarter (i.e. Jan - Mar) will be due 20 days from the End of the Quarter.

For example: The due date for all invoices in the period Jan 1st to March 31st will be April 20th.

Start Type=End of Quarter

Start Value= null

Offset Type=Day

Offset Value=20

Offset Occurrence= null

Invoice Template

You require a template to define how you present information on an Invoice. You can use **X-Author for Contracts** to create an Invoice and an Invoice Statement template.

To learn about templates, Term exceptions, merge fields and child objects, see the X-Author Contracts User Guide. To know more about creating a template using Microsoft Word, see Managing Templates and Cloning a Template sections in the X-Author Contracts User Guide.

The screenshot shows the 'New Template' form in the Salesforce interface. The form is titled 'Template Edit' and 'New Template'. It includes a 'Save', 'Save & New', and 'Cancel' button bar. The 'Information' section contains the following fields:

- Name:** A&S Default Template
- Type:** Invoice
- Reference:** (Empty text field)
- Description:** (Empty text area)
- Agreement Types:** Available and Chosen Default (List boxes with arrows)
- Category:** --None--
- Subcategory:** --None--
- IsActive:**
- Owner:** (Empty text field)
- Cloned From:** (Empty text field)
- Cloned From Reference:** (Empty text field)
- Term Exception:** (Empty text field)
- Keywords:** (Empty text area)
- Business Object:** Invoice_c
- Guidance:** (Empty text area)
- Language:** English
- Locale:** English (United States)
- Next Revision Date:** 3/11/2016

To create a new template,

1. Click **+ > Templates > New**.
2. Enter values for the fields described in the following table:

| Field | Description |
|---------------------|---|
| Information section | |
| Name | Give this template a unique name to help you and others in your organization identify it with ease. |

| Field | Description |
|-----------------------|--|
| Type | Select from one of the following options. <ul style="list-style-type: none"> • Invoice - Select this option if you want to create a template for an Invoice • Invoice Statement - Select this option if you want to create a template for an Invoice Statement |
| Reference | Enter a unique external reference identifier to help you and others in your organization identify it with ease. |
| Description | Enter a brief description of the functions and purpose of this template for the benefit of other in your organization who may want to use this template. |
| Agreement type | Select Default. |
| Category | Select Default. |
| Subcategory | Select Default. |
| Is Active? | Select the check box to activate the template and make it available for use. |
| Cloned from? | If you are cloning this template, look up and select the source you are using to clone this template. |
| Cloned from Reference | Enter the unique external reference identifier of the source you are using to clone this template. |
| Term Exception | Lookup and select the Id for the term exception associated with the clause or section. |
| Keywords | enter the keywords that will help other users effectively search for this template. |
| Language | Select the language you want to present your invoice in. |
| Locale | Select the geographical region where you are presenting this invoice. |
| Next Revision Date | Select a date when you want to revise this template. |
| Publishing section | |
| Needs Publishing? | Select the check box to publish this template. |

| Field | Description |
|----------------------------------|---|
| Published Date | Select a date to publish this template. |
| Published Doc ID | Enter the Document ID of this template. |
| Content and Merge fields section | |
| Text Content | Enter the verbiage that you want to include in the template. For more information, contact your manager or the Legal team in your organization. |
| Merge fields | Enter the names of the merge fields and clauses you want to include in the template. |
| Excluded Merge Child Objects | Enter the names of the child objects that you want to reference in the template. |

3. Click **Save**.

Now, you can apply this template to generate an Invoice.

Overriding an Invoice Template

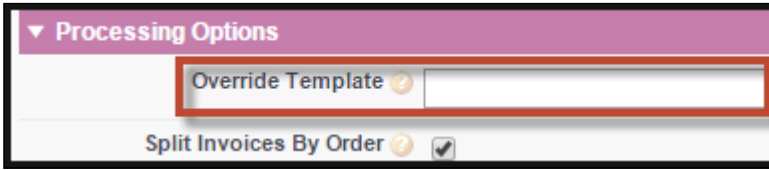
With the Apttus Billing Management application, you can now override the Invoice Template you use.

You can create several templates on which your invoices are based. You can select the Invoice template at the account or account location that you want to use. However, if you want to override this account wide choice and switch to a different template, you can do so with this newly added Invoice Run page.

For example, you work in billing operations at a software company. You want to generate an invoice in a different format only for one invoice run, but do not want to change the default template at the account level. Input the name of the template you wish to override with and run the invoice run to create invoices using a new template.

To Override an Invoice Template,

1. Create a new Invoice run.
2. Enter appropriate values for required fields.
3. In the Processing Options section, enter the name of the Invoice template you want to use.
4. Click **Save**.



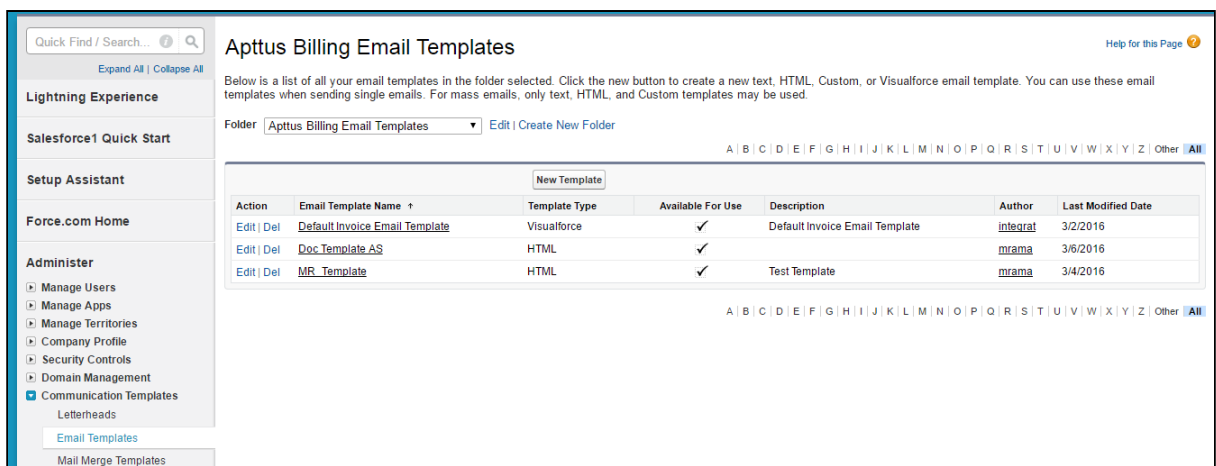
Now that you have a template ready to base the invoice on, you can start to configure fields and define values for these fields to present on the invoice that you send to your customer. So let's [start using the Apttus Billing Management application](#).

Invoice Email Template

You need to create an invoice email template and apply it to the account or account location.


Creating an Invoice Email Template

1. Go to **Setup** and type email in the *quick find* box. Alternately, open **Email Templates** under **Communication Templates**.
2. Select *Apttus Billing Email Templates* as the **Folder**.



3. Click **New Template** and select a template type from the list of options.
 - a. Select **Text** to use merge fields to personalize your email content.
 - b. Select **HTML** to use Salesforce's pre-defined Email layout options to create your own HTML template.
 - c. Select **Custom** to create your own HTML layout from scratch.
 - d. Select **VisualForce** to use Visualforce for creating email templates. Developers and administrators can use this option to perform advance operations on data that'll be sent to recipients.

4. Enter the template information such as **Folder**, **Template Name**, **Email Layout** and **Description**.

 You must select **Available For Use** option to make the template visible and available for selection.

5. Using the **Merge Field Options**, you can add dynamic fields to your email body. As shown in the following screen, on selecting the *Name* field from the **Select Field** picklist, you get a **Copy Merge Field Value** `{!Contact.Name}`.

Paste this value in the **Email body** to display the contact name in the email.

6. Enter the **Subject** and click **Save**.

The templates you create will be added to the *Apttus Billing Email Templates* folder. You can add multiple templates for Invoice and specify one for applicability at the Account or Account Location level.

Credit Memo Template

Credit Memo templates can be created from the Template object located in the header.

Pre-requisite

Before creating a template of the type Credit Memo, you need to add this type as a picklist value on Template object.

Follow the steps to add a Credit Memo type picklist:

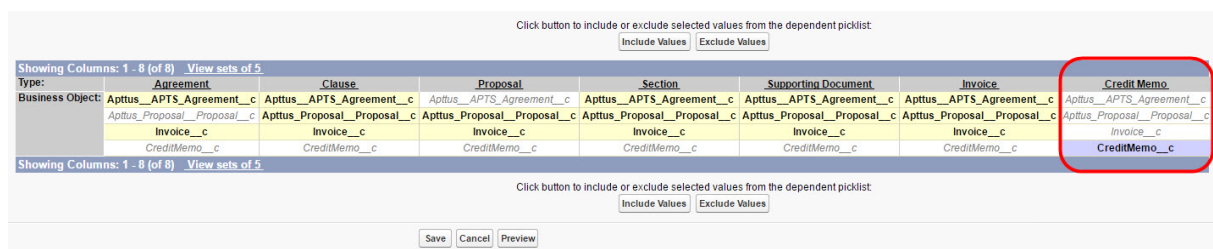
1. Go to the **Template** object, under **Custom Fields & Relationships** click the **Business Object** Field Label.
2. In the **Picklist Values** section, click **New** to add a new value. Enter *CreditMemo__c* as the new picklist value and **Save**.

i If you are adding this value after installing the Billing Package, the picklist value must be a fully qualified object name like *Apttus_Billing__CreditMemo__c*.

3. Go back to the **Custom Fields & Relationships** and click the **Type** Field label.
4. In the **Picklist Values** section, click **New** to add a new value. Enter *Credit Memo* as the new picklist value and **Save**.

Now that you have Credit Memo picklist added to both the fields, next step is to associate the values.

5. In the **Type** field, under **Field Dependencies** section click **Edit** next to the **Business Object** field.



- Under **Credit Memo** column, select **CreditMemo__C** and click **Include Values** button to include the picklist values. Click **Save**.

Creating a Template

You require a template to define how you present information on an Invoice. You can use **X-Author for Contracts** to create an Invoice and an Invoice Statement template.

To learn about templates, Term exceptions, merge fields and child objects, see the X-Author Contracts User Guide. To know more about creating a template using Microsoft Word, see Managing Templates and Cloning a Template sections in the X-Author Contracts User Guide.

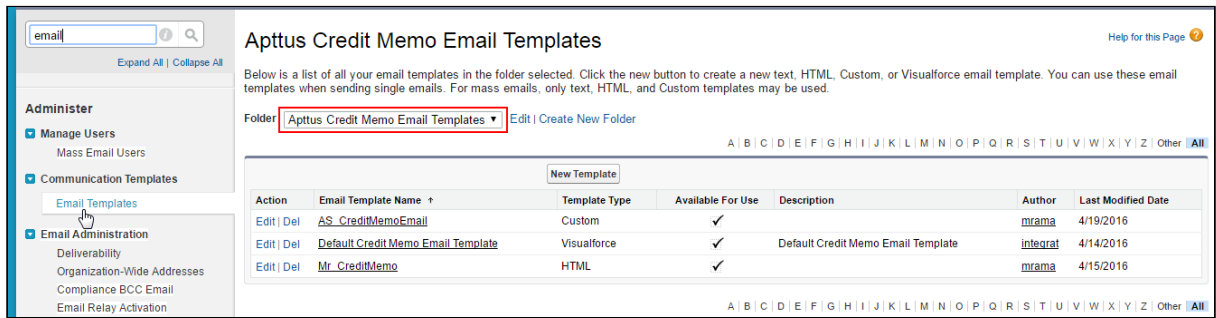
i Please ensure you select **Type** as Credit Memo during the template creation.

Credit Memo Email Template

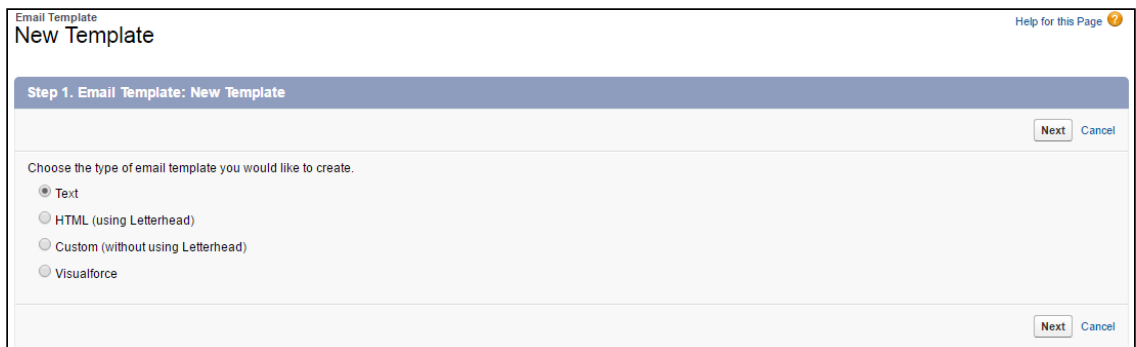
You need to create a credit memo email template and apply it to the account or account location.

Creating a Credit Memo Template

- Go to **Setup** and type email in the *quick find* box. Alternately, open **Email Templates** under **Communication Templates**.
- Select *Apttus Credit Memo Email Templates* as the **Folder**. Click **New Template** and enter values for the fields described in the following table:



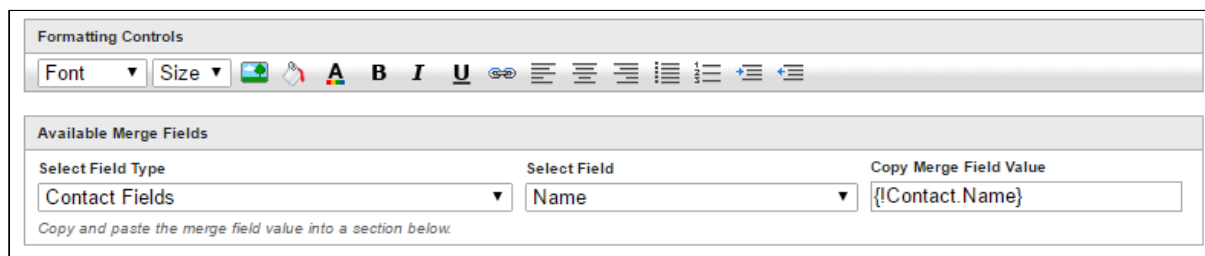
3. Click **New Template** and select a template type from the list of options.
 - a. Select **Text** to use merge fields to personalize your email content.
 - b. Select **HTML** to use Salesforce's pre-defined Email layout options to create your own HTML template.
 - c. Select **Custom** to create your own HTML layout from scratch.
 - d. Select **VisualForce** to use Visualforce for creating email templates. Developers and administrators can use this option to perform advance operations on data that'll be sent to recipients.



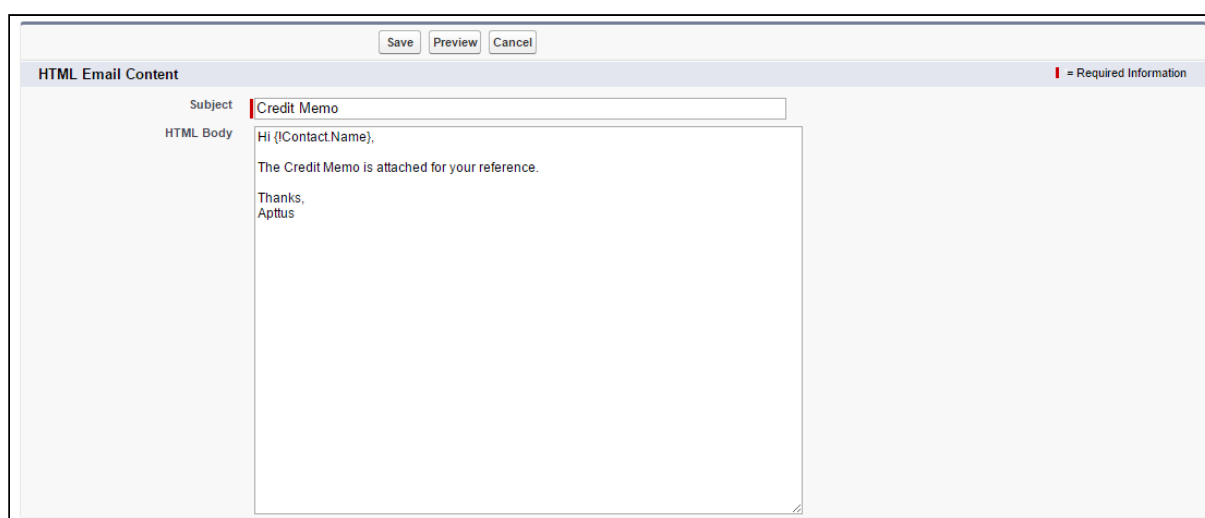
4. Enter the template information such as **Folder**, **Template Name**, **Email Layout** and **Description**.

i You must select **Available For Use** option to make the template visible and available for selection.

5. Using the **Merge Field Options**, you can add dynamic fields to your email body. As shown in the following screen, on selecting the *Name* field from the **Select Field** picklist, you get a **Copy Merge Field Value** `{!Contact.Name}`.



Paste this value in the **Email body** to display the contact name in the email.



6. Click **Save**.

The templates you create will be added to the *Apttus Credit Memo Email Templates* folder. You can add multiple templates for Credit Memos and specify one for applicability at the Account or Account Location level.

Account Settings

You will always generate an invoice for your customers' account.


Account is a standard Salesforce object from which all Apttus applications inherit values that you define. Apttus Billing Management uses values from the fields that you define in the Account object.

The information specific to billing and invoicing that you must define in the Additional Information section of the Accounts page are described in the following table.

| Field | Description |
|---|---|
| Billing Preference | Select a predefined billing preference. For details, see Billing Preference . |
| Billing Day of the Month | The day you want to generate a bill for the account. To apply this configuration, please set Billing Cycle Start to <i>Account Billing Day of Month</i> on Billing Preference associated with this account. |
| Calendar Cycle Start | Select a month to align the account's billing to a specific calendar year. To apply this configuration, please set Calendar Cycle Start to <i>Account Calendar Cycle Start</i> on Billing Preference associated with this account. |
| Payment Term | Select a predefined payment term. For details, see Payment Terms . |
| Default Invoice Template | Select a template on which all invoices you generate for this account will be based. This will be an attachment to the invoice email. |
| Set Invoice Email Template | Set an invoice template that will be applied to the email body for sending invoice emails. Click Set Invoice Email Template and select a template. For information on creating an email template, refer Templates . |
| Default Invoice Statement Template | Select an invoice statement template on which all invoice statements you generate for this account will be based. For information on invoice statement templates, refer Generating an Invoice Statement . |
| Set Billing Contacts | Set filter criteria to pick a Billing Contact where you want to email the automatically generated invoices or credit memos. Refer Set Billing Contacts for details. For more information on Sending Email Invoices, please refer Processing Options , under Invoice Runs . |

| Field | Description |
|---|--|
| Set Credit Memo Email Template | Choose an email template that will be applied to the email body for sending Credit Memo emails from an Account. Click Set Credit Memo Email Template , select an email template from the picklist and Save. For information on creating a custom email template for Credit Memos, please refer Credit Memo Template . |
| Credit Memo Email Template | Value fetched from Set Credit Memo Email Template . The selected email template for Credit Memo will be visible here. You can also type in the email template name. |
| Set Default Credit Memo Template | Choose a template on which all Credit Memos you generate for this Account will be based. This will be an attachment to the emails sent for all Credit Memos from the account. |
| Default Credit Memo Template | Value fetched from Default Credit Memo Template . The selected template for Credit Memo attachment will be visible here. You can also type in the template name. For information on how to add a Credit Memo template, refer Credit Memo Template . |
| Tax Certificate | Select the certificate you want to apply to this account. For details, see Associating a Tax exemption certificate . |
| Tax Exempt? | Select from one of the following options. <ul style="list-style-type: none"> • Yes • No |
| Tax Exempt Status | Select from one of the following options. <ul style="list-style-type: none"> • Processing • Rejected • Approved |
| Billing Address | Enter the address where your customer wants to receive the invoice. |
| Shipping Address | Enter the address where your customer wants to receive the products. |

| Field | Description |
|----------------------|---|
| Dunning Policy | Select a Dunning Policy to override the default dunning policy with an account specific dunning policy. For details, refer to Dunning Policy in Billing Management Admin Guide. |
| Exclude from Dunning | Select this field to disable dunning for this account. |
| Late Fee | Select the late fee to apply penalty charges. |

 For different Account Locations, you can add a different Invoice Template and Billing Contact.

For example, you are an executive in the billing department of a software company. One of your customers is an online university called DigiReads. DigiReads offers several online training programs and skill enhancement initiatives for soldiers on active duty and veterans. This institute is exempt from both, state and federal taxes. You must use the fields described in the table above to define all information required to generate an invoice for this customer.

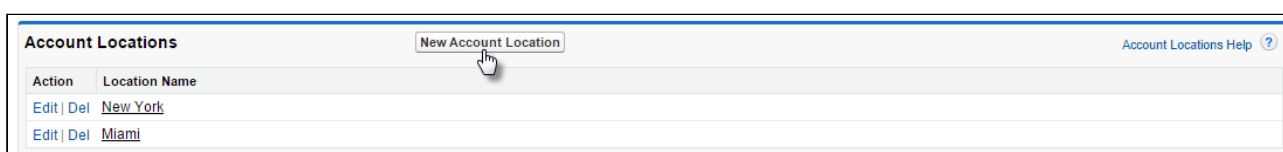
After you save information on the Accounts page, you must define the [Account Location](#).

Account Location

You can associate one or more locations with each customer account. You can use different account locations as shipping address, billing address, and tax invoice address.

You can generate an invoice separately, for purchases made from each account location. Each Account Location may also have a separate tax policy or tax rate.

For example, you are an executive in the billing department of an online university. One of your customers want to add their new location in Miami to their account. With Apttus Billing Management, you can add a new location to your customer's account, and generate a separate invoice for products and services that you bill to this new location.



To add a new location

1. Click the **Accounts** tab.
2. Select the account you want to add a new location for.
3. Go the **Account Locations** related list and click **New Account Location**.
4. Enter values for the fields described in the following table.

| Field | Description |
|--|---|
| Location Name | Enter a name that is unique to this location so other users can distinguish it from other locations for the same account. |
| Type | Describe if the location is a billing address, shipping address, or both. |
| Address (Street, City, State, Postal Code) | Enter the detailed address with specific values for each field. |
| Tax Exempt | Select Yes if the purchases made for this location are exempted from state and federal taxes. |
| Tax Exempt Status | Select the Tax Exempt status- Processing, Approved or Rejected. |
| Tax Certificate | Select the Tax certificate that you want to apply to this account. |

| Field | Description |
|------------------------------------|--|
| Is Default | Select the check box if you want to make this address the default address for Billing. |
| Account | Select the Account (mandatory) for which you want to add this location. |
| Payment Term | Select the Payment Term you want to apply to invoices you generate for this location. |
| Billing Preference | Select the Billing Preference you want to apply for this location. |
| Billing Day of Month | Select the day of the month when you want to generate an invoice for this location of the account. |
| Invoice Separately? | Select Yes if you want to generate a separate invoice for purchases made for this location. |
| Default Invoice Template | Select an Invoice template that you want to apply as default for invoices generated for this location. For more information on Invoice Templates, please refer Invoice Templates . |
| Default Invoice Statement Template | Enter the name of an Invoice Statement template that you want to apply when generating Invoice statement for this Account Location. An Invoice Statement incorporates amount owed from past invoices till the specified date. For more information, please refer Generating an Invoice Statement . |
| Invoice Email Template | Enter the name of an Invoice Template which you want to send as an attachment when the invoice is automatically emailed via Invoice Runs. |
| Dunning Policy | Select a Dunning Policy to override the default dunning policy with a account location specific dunning policy. |
| Exclude from Dunning | Select this field to exclude the account location from dunning policy. |

5. Click **Save**.

You can also [define filters for an Invoice Run](#) based on the Account or Account Location object and view the specific filter applied on the Invoice Run detail page.

After you have defined your customers' account and account location, you can define your customers' [Billing Preference](#).

Account Contacts

Account Contact holds the information on persons looking after the account. For any communication, like sending agreements, invoices, emails etc contact persons added under the Account Contacts can be approached.

Go to **Accounts**, under the **Contacts** related list, click **New Contact**.

Contact Edit
Help for this Page

New Contact

Contacts not associated with accounts are private and cannot be viewed by other users or included in reports.

Contact Edit
Save Save & New Cancel

Contact Information
! = Required Information

| | |
|---|--|
| <p>Contact Owner Manjunath Ramachandra</p> <p>First Name Mr. Joe</p> <p>Last Name Mcguire</p> <p>Account Name Grazing Goats_AS </p> <p>Title Finance Manager</p> | <p>Phone (832) 555-2002</p> <p>Mobile (832) 555-2002</p> <p>Email joemcguire@inforcorp.com</p> <p>Reports To </p> |
|---|--|

Address Information
Copy Mailing Address to Other Address

| | |
|--|---|
| <p>Mailing Street A-101 Avenue</p> <p>Mailing City South Street</p> <p>Mailing State/Province </p> <p>Mailing Zip/Postal Code </p> <p>Mailing Country United States</p> | <p>Data.com Key </p> <p>Other Street </p> <p>Other City </p> <p>Other State/Province </p> <p>Other Zip/Postal Code </p> <p>Other Country </p> |
|--|---|

Additional Information

| | |
|---|---|
| <p>Fax </p> <p>Home Phone </p> <p>Other Phone </p> <p>Assistant </p> <p>Asst. Phone </p> | <p>Lead Source --None--</p> <p>Birthdate </p> <p>Department </p> |
|---|---|

Description Information

Description

Save Save & New Cancel

After you are done with adding all contact related information, click **Save**.

Set Billing Contacts

You might have multiple contacts linked to an account. For sending emails to a few selected contacts from the [Account Contacts](#), click **Set Billing Contacts** on the Account.

You can add filter criteria for picking out contacts you wish to email Invoice or Credit Memo documents.

For example, you wish to add all support contacts on an Account to your mailing list, your filter condition can be

<Filter> Contact: Email

<Operator> Equal to

<Value> support@tierone.com

The screenshot shows the 'Billing Contacts' configuration page. At the top, there are buttons for 'Save', 'Save and Preview Contacts', 'Preview Contacts', and 'Cancel'. Below this is a 'Filter Criteria' section with a table. The table has columns for 'Field', 'Operator', and 'Value'. One row is filled with 'Contact: Email' in the Field column, 'equal to' in the Operator column, and 'support@tierone.com' in the Value column. There are 'Add' and 'Delete' buttons next to the row. Below the table is an 'Advanced Options' link. At the bottom, there are buttons for 'Save', 'Save and Preview Contacts', 'Preview Contacts', and 'Cancel'.

After adding the filter conditions, you can **Save and Preview** to save the filter criteria and preview added contacts.

If you have already saved the filter criteria and wish to see the included contacts, click **Preview Contacts**. If you make any modifications to the filter criteria and click Preview, you will not get the accurate preview.

Note

To see the Preview with recent results, you must **Save** the Filter Criteria. Therefore it is recommended that you **Save and Preview** after updating the filter conditions.

The screenshot shows the 'Contacts' list view. At the top, there are buttons for 'Back to Account' and 'Back to Filter Criteria'. Below this is a table with columns for 'Name', 'Email', 'Phone', 'First Name', and 'Last Name'. The table contains three rows of data: Jon Davies (support@tierone.com), Kelli Grazia (support@tierone.com), and TierOne Support (support@tierone.com). Below the table, there is a pagination bar showing 'View 10 records per page', 'First', 'Previous', 'Showing page 1 of 1', 'Next', and 'Last'. At the bottom right, it says 'Total number of records: 3'. At the bottom, there are buttons for 'Back to Account' and 'Back to Filter Criteria'.

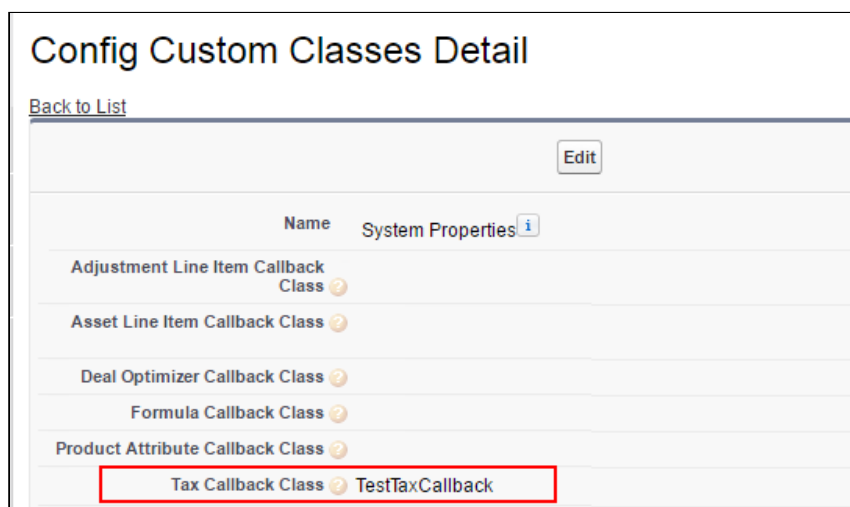
For the given example, all contact emails matching the given value will be added to the mailing list.

⚠ If you set Billing Contact Format as **Comma Separated Values**, you cannot configure the email templates for invoices and credit memos. The email is sent along with the email attachment, with the text: *Please find the invoice attached to this email.*
Apttus recommends using **Filter Criteria** as Billing Contact Format.

CPQ Custom Settings for Tax

You must register a **Tax Callback class** which is called for tax calculation on Invoice generation.

From **Setup**, enter **Custom Settings** in the *Quick Find box* and look for **Config System Classes**. Click **Manage** to see **System properties**. Edit System properties to add a **Tax Callback Class**.



For information on Tax Certificates and Exemption, please refer [Associating a Tax exemption certificate](#).

Billing System Properties

You can drive the functioning of certain features in the application from the fields available in Billing System Properties.

From **Setup**, enter **Custom Settings** in the *Quick Find* box and search for Billing System Properties. Then select **Billing System Properties** and click **Manage** to see **System properties**. **Edit** System properties to provide value for the fields.

The following table lists the fields available for edit, their significance and the functionalities they impact.

| Field | Description | Pre-requisite for Functionalities |
|--|---|-----------------------------------|
| Allow Billing Preference Override | A default Billing Preference is applicable to all account org-wide. Select this checkbox to allow <i>overriding</i> the default Billing Preference. | |

| Field | Description | Pre-requisite for Functionalities |
|---|---|-----------------------------------|
| Billing Org-Wide Email Address | <p>Enter the <i>display name</i> of the org-wide email address which you want to use for sending invoice emails. If you want the email invoices to be sent from the email address 'admin@abc.com', instead of writing the email address, specify the display name. If you do not provide a default email address name here, the system will send emails using the email address of the user who is generating invoices.</p> <p>If you see sender's email address as no-reply@salesforce.com on invoice emails, go to Setup > Administration Setup > Email Administration > Deliverability and clear Enable Sender ID compliance check box. This way you can send emails on behalf of the email address you set on Billing Org-Wide Email Address.</p> | Invoice Email Delivery |
| Create redundant Billing Schedules | <p>For a product with invoiced Billing Schedules, if you perform a mid-cycle amend without changing the amount, redundant credit and debit Billing Schedules that cancel each other are created. Select the check box to enable the creation of such redundant Billing Schedules.</p> | |
| Currency Decimal Places | <p>Enter the number of decimal places to scale the currency fields.</p> | |
| Generate Invoice Documents | <p>Select this option to generate an invoice document in the required format (DOC, DOCX, RTF or PDF) during the Invoice Generation Batch job.</p> <p>You can set the format from the field Invoice Output Format on the Billing Preference.</p> | Invoice Email Delivery |

| Field | Description | Pre-requisite for Functionalities |
|---------------------------------------|--|-----------------------------------|
| Invoice Email Delivery Period | This period accounts for invoices generated within the specified <i>number of days</i> from the day of Invoice Run. For example, if the Invoice Email Delivery period is set to 5, the invoices generated in the past 5 days (with Status <i>Approved</i> and Delivery Status <i>Pending</i>) from the day of Invoice Run will qualify for the email delivery. | |
| Invoice Generation Batch Size | Enter the number of accounts you want the Invoice Runs to process in one batch for generating invoices. | Invoice Runs |
| Tax Level | Enter the <i>object name</i> to which you want to apply taxes by default. You can mention either Account or Product object for the default tax applicability. | |
| Generate Credit Memo Documents | Select this option to generate a document for Credit Memo in the required format (DOC, DOCX, RTF or PDF) as part of the Invoice Run. You can set the format from the field Invoice Output Format on the Billing Preference . | Credit Memo |
| Same Day Cancellation | Select this option if you want the Asset Cancellation applicable on the same day. For example, while performing Termination on an Asset you enter the Termination Date as 5/11/2016. If you select Same Day Cancellation , the cancellation will be effective from 5/11/2016. Otherwise, the cancellation will be in effect a day later which is 5/12/2016. Same Day Cancellation is applicable by default. Clear the checkbox to apply cancellations after a day. | |

| Field | Description | Pre-requisite for Functionalities |
|---|--|-----------------------------------|
| Create Activity for Billing Emails | <p>Select this option to create an email activity record for all Invoice or Credit Memo emails sent to the Account Contacts.</p> <p>You can see the records under Activity History related list on the related Invoice/ Credit Memo detail page. For details, refer Credit Memo Detail.</p> | |

Payment Email Template

You need to create a payment email template and apply it to the account or account location.

Creating a Payment Email Template

1. Go to **Setup** and type email in the *quick find* box. Alternately, open **Email Templates** under **Communication Templates**.
2. Select *Apttus Payment Email Templates* as the **Folder**. Click **New Template**.
3. Click **New Template** and select a template type from the list of options.
 - a. Select **Text** to use merge fields to personalize your email content.
 - b. Select **HTML** to use Salesforce's pre-defined Email layout options to create your own HTML template.
 - c. Select **Custom** to create your own HTML layout from scratch.
 - d. Select **VisualForce** to use Visualforce for creating email templates. Developers and administrators can use this option to perform advance operations on data that'll be sent to recipients.

4. Enter the template information such as **Folder**, **Template Name**, **Email Layout** and **Description**.

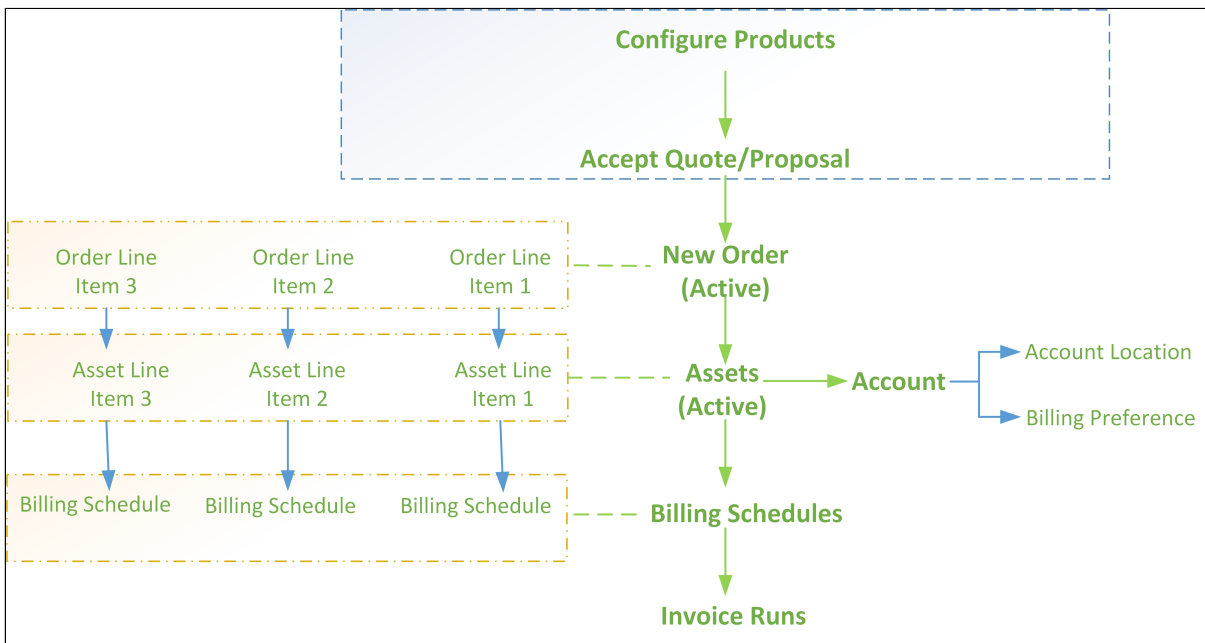
i You must select **Available For Use** option to make the template visible and available for selection.

5. Using the **Merge Field Options**, you can add dynamic fields to your email body. Paste this value in the **Email body** to display it in the email.
6. Click **Save**.

The templates you create will be added to the *Apttus Payment Email Templates* folder. You can add multiple templates for Payments and specify one for applicability at the account level or specify it when you apply the payment.

Understanding Billing

After setup, you can start configuring the products on a quote/proposal or accept an already presented proposal to generate Order, Assets and respective Billing Schedules.



Billing on the Proposal

To get started,

1. Go to the **Proposal** tab and Click **New**.
or
Go to the **Opportunities** tab and click the **Create Quote/Proposal** button.
2. Type a mandatory **Proposal Name**.
3. Select a **Price List** and an **Account**.
The Price List determines the categories and products you see in the configuration.
The Account is auto-populated if the proposal is created from an opportunity.
4. Enter the **Expected Start** and **End Date** of the Proposal.
To generate Billing Schedules, you must provide the Expected Start and End Date.
5. Select a **Billing Preference** from the lookup.
A default Billing Preference will be applied to the quote if you do not set a Billing Preference here.
6. Click **Save**.

You now have a **Draft** proposal ready which you can present to your potential customer through an email. For more information on presenting the proposal, please refer to the Presenting a Quote/Proposal section in the CPQ User Guide.

You can also **Clone** an existing Quote/Proposal using the Clone button on the Quote detail page. For more information, refer to the Cloning existing Quote/Proposal section in the CPQ User Guide.

After the **Approval Stage** changes from **Draft** to **Presented**, the **Accept** button is enabled. Click the **Accept** button to signify the quote acceptance.

As soon as you click **Accept**, an **Order** is generated and activated (if automatic order activation is enabled) and **Assets** are created.

To activate Order generation on proposal acceptance, go to **Custom Settings > Proposal System Properties** and check **Auto Create Order**.

 **Note**

Please ensure your Quote/Proposal has an **Account**, a **Price List**, **Expected Start Date**, **Expected End Date** and a **Billing Preference**.

Additionally, please confirm that your products have a valid Billing Rule and Billing Frequency for Order creation.

Check out the [Billing Schedules](#) generated for the Assets.

Creating Quote/Proposal for Asset Based Operations

If you are performing amendment, cancellation or any other operation on assets the resulting amount should not exceed the existing Credit Amount. If it does, you will see the following error message.

Asset Based Order for AssetLineItemId='x' cannot be executed as Available Credit Balance (from Credit Memo Amount) is less than the credit Generated (revised amount) for Action = Amended

You will see this error message on entering the 'Ready for Activation Date' for such order.

 **Note**

If the auto-activation of order is enabled, an order will not be created for such operations. You can check the resulting error message from **Setup > Jobs > Apex Jobs**.

To Automate Order Activation

On the Proposals page, you can configure Apttus Billing Management to automate the following tasks:

- Activating an Order
- Creating a Bill
- Creating Revenue

For example, you are an Internet service provider and charge your customers \$9.99 every month. Your customers must pay in advance and you want to enable them to use your service as soon as they make the payment. You can use Apttus Billing management to automate the creation of the bill and revenue, and also auto-activate the order if you have no requirement for advanced or complex back office procedures.

1. Click the **Proposals** tab.
2. Open the Proposal for which you want to automate order generation.

| Quote/Proposal Detail | | Edit Delete Clone | |
|------------------------------------|----------------------------------|-----------------------|---|
| ▼ Billing Info | | | |
| Proposal ID | Q-00001647 | Opportunity | Oppo |
| Proposal Name | MyProp_AS | Configure Products | Configure Products |
| Expected Start Date | 3/27/2016 | Net Amount | \$0.00 |
| Expected End Date | 3/26/2017 | Billing Preference | MR BP PSD |
| Price List | MR Price List | Auto Activate Order ? | <input checked="" type="checkbox"/> |
| Account | Grazing Goats AS | Auto Create Revenue ? | <input checked="" type="checkbox"/> |
| Ready For Revenue Recognition Date | | Auto Create Bill ? | <input checked="" type="checkbox"/> |
| Ready For Fulfillment Date | | | |

3. Select the check boxes for the following fields:

- Auto Activate Order?
- Auto Create Bill?
- Auto Create Revenue?

4. Click **Save**.

Forecast Billing Schedules and Billing Summaries on the Proposal

For a Quote/Proposal, you can create Forecast Billing Schedules and Forecast Billing Summaries.

Forecast Billing Summary

Forecast billing summary is a grouped snapshot of the forecast billing schedules. Forecast billing summary provides a graphical view of each billing period.

Forecast Billing Schedules

Forecasting billing schedules give you a preview of the billing schedules that are generated on the proposal. Forecast billing schedules at a glance provide information about the entire billing cycle.

Generating Forecast Billing for a Quote/Proposal

For a proposal, you can generate forecast billing schedules and present them to your customers on the proposal document.

Prerequisites: Create a Quote/Proposal for an Opportunity. Enter the expected start date and end date for the Quote/Proposal.

1. On the Quote/Proposal, Click **Configure Products**.
On the cart page, select the products that you want to purchase and save the cart.
2. Click **Present** to present the proposal.

3. Click **Forecast** to view the forecast billing schedules.
4. Select Forecast Term.
 - a. Current Term: Select this option to generate forecast billing schedules for the current term only.
 - b. Current Term + Renewal Term: Select this option to include the renewal term as well in the forecast data.
5. Select the Quote Line Item to generate forecast billing.
6. Click **Forecast**.

Forecast billing summary and billing schedules are visible.

The screenshot displays the 'Forecasted Billing Summary' and 'Forecasted Billing Schedule (Line Level Information)' for a quote/proposal. The interface includes a sidebar with quote details and a main content area with a summary table, a bar chart, and a detailed schedule table.

Quote Information:
 Quote Id: Q-0000231
 Proposal Name: deltaQuarterly_newTrue1
 Bill To: deltaQuarterly_newTrue
 Price List: Anshu PriceList
 Expected Start Date: 01/01/2019
 Expected End Date: 12/31/2019

Additional Information:
 Payment Term: Auto Activate Order ? true
 Billing Preference: AS_Preference

FORECASTED BILLING SUMMARY

| Invoice Date | Due Date | Bill To Account | Payment Term | Total Invoice Amount |
|--------------|------------|------------------------|--------------|----------------------|
| 01/01/2019 | 01/01/2019 | deltaQuarterly_newTrue | | 25.00000 |
| 04/01/2019 | 04/01/2019 | deltaQuarterly_newTrue | | 25.00000 |
| 07/01/2019 | 07/01/2019 | deltaQuarterly_newTrue | | 25.00000 |
| 10/01/2019 | 10/01/2019 | deltaQuarterly_newTrue | | 25.00000 |

FORECASTED BILLING SUMMARY (BY BILLING PERIOD)

Bar chart showing Total Recurring Fees (USD) for four periods: Jan '19, Apr '19, Jul '19, and Oct '19. Each bar represents a value of 25.00000.

FORECASTED BILLING SCHEDULE (LINE LEVEL INFORMATION)

Filters: All Invoice Dates, All Products, All Price Types, All Charge Types, All Billing Frequencies, Reset Filter

| Product Name | Price Type | Charge Type | Period Start Date | Period End Date | Fee Amount | Status |
|---|------------|----------------|-------------------|-----------------|------------|-----------------|
| Ready For Invoice Date: 01/01/2019 | | | | | | |
| AS_Managed_SFA_BFD | Recurring | Standard Price | 01/01/2019 | 03/31/2019 | 25.00000 | Pending Billing |
| Ready For Invoice Date: 04/01/2019 | | | | | | |
| AS_Managed_SFA_BFD | Recurring | Standard Price | 04/01/2019 | 06/30/2019 | 25.00000 | Pending Billing |

Forecast billing schedules are added to the related list of the Quote/Proposal.

If you make changes to the product configuration or perform asset-based amendments, forecast billing schedules are recalculated based on the changes made to the product or the asset. New forecast schedules are created to reflect the change. To see the impact of asset-based amendments on billing schedules, refer to [Managing Assets](#).

⚠️ Forecast billing schedules functionality is not supported for:

- Quote/Proposal associated with a billing plan
- Informational line items of bundle and option products

To delete forecast billing schedules once the actual billing schedules are generated, select **Delete Forecast** checkbox in [Billing System Properties](#).

For information on forecasting evergreen or usage products, refer to [Forecast Billing Schedules for Usage and Evergreen Products](#).

Forecast Billing Schedules for Usage and Evergreen Products

Forecast Billing Schedules for Evergreen Products

Unlike standalone products, evergreen products usually do not have an end date for the contract. Forecast billing for evergreen products is based on **Average Customer Life**. Average Customer Life indicates the average length of time your customer continues business with your company. Forecast for evergreen products considers the price uplift to take into account inflation or a regular increase in price. With price uplift, you can increase the subscription price of the product by a fixed amount regularly.

For evergreen products, the renewal term is calculated based on the average customer life. The unit of Average Customer Life is dictated by the unit of your billing frequency which is calculated as:

Renewal Term = (Average Customer Life / Billing frequency in Years)

To illustrate this, if your billing frequency is monthly and you enter 60 as Average Customer Life, the renewal term becomes 5 years. Therefore, 60 forecast billing schedules are created for your evergreen product. Forecast Amount is calculated based on the uplift percentage.

Generating Forecast Billing for Evergreen Products

Description: This use case describes how forecast billing schedules are generated for evergreen products.

Prerequisites: Create a Quote/Proposal for an Opportunity. Enter the expected start date for the Quote/Proposal.

1. On the Quote/Proposal, Click **Configure Products**.
On the cart page, select the evergreen products to purchase and save the cart.
2. Click **Present** to present the proposal.
3. Click **Forecast** to view the forecast billing schedules.
4. Select Forecast Term.
 - a. Current Term: Select this option to generate forecast billing schedules for the current term only.
 - b. Current Term + Renewal Term: Select this option to include the renewal term as well in the forecast data.
5. Select the **Quote Line Item** to generate forecast billing.

6. Enter the **Average Life, Uplift %**, and **Uplift After**.
7. Click **Forecast**.

Forecast billing summary and billing schedules are created.

Forecast Billing Schedules for Usage-based Products

For usage-based products, the forecast is done by considering the estimated usage units.

Generating Forecast Billing for Usage-based Products

Description: This use case describes how forecast billing schedules are generated for usage-based products.

Prerequisites: Create a Quote/Proposal for an Opportunity. Enter the expected start date for the Quote/Proposal.

1. On the Quote/Proposal, Click **Configure Products**.
On the cart page, select the usage-based products to purchase and save the cart.
2. Click **Present** to present the proposal.
3. Click **Forecast** to view the forecast billing schedules.
4. Select Forecast Term.
 - a. Current Term: Select this option to generate forecast billing schedules for the current term only.
 - b. Current Term + Renewal Term: Select this option to include the renewal term as well in the forecast data.
5. Select **Forecast for Estimated Usage** to calculate forecast based on estimated usage.
6. Select the Quote Line Item to generate forecast billing.
7. Enter the **Estimated Usage, Uplift %**, and **Uplift After**.
8. Click **Forecast**.

Forecast billing summary and billing schedules are created.

Billing on the Order

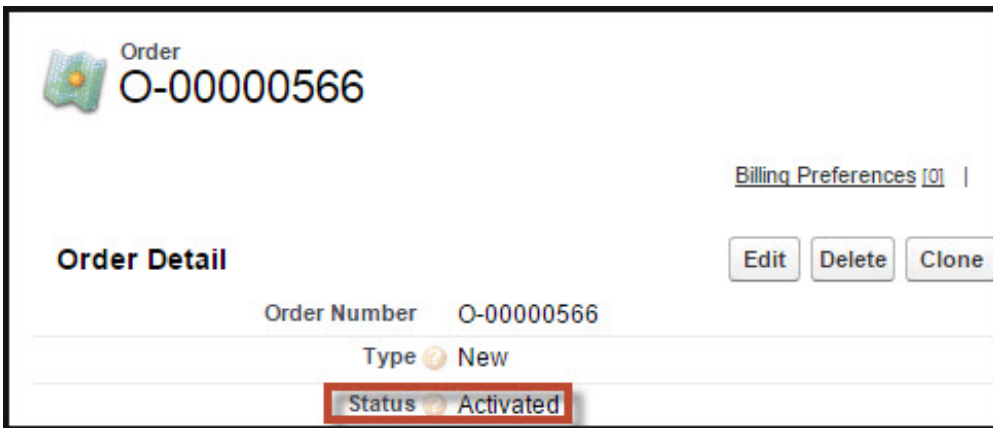
Apttus Order Management has three functions,

1. **Creating Orders** – You can create orders on Apttus CPQ from a proposal or an agreement.
2. **Orchestrating or Modifying orders** – You can use Apttus Order management to define your own workflow that determines when and how your customers' orders are activated or fulfilled. This is called order orchestration. With Apttus Order

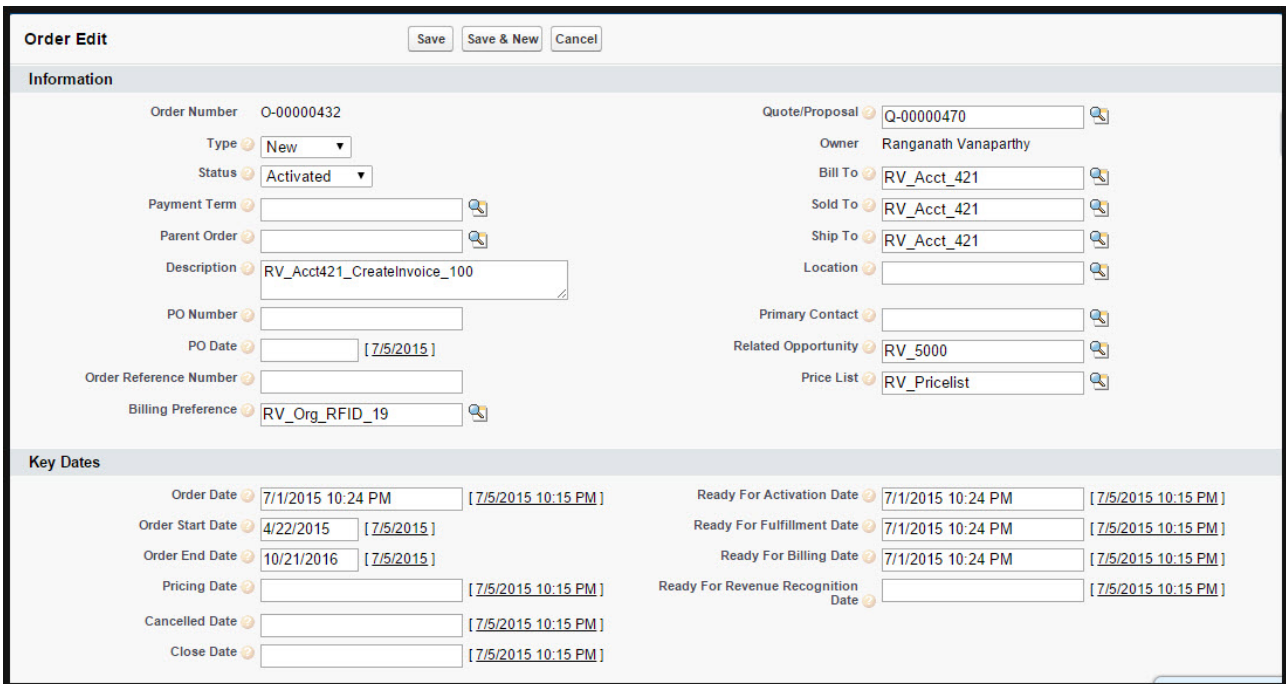
Management, you can validate, provision, and split an order. You can also make in-flight changes to the quantity, order and delivery dates, and the product type of an order before it is paid for.

3. **Asset based Ordering** – An order that is paid for becomes your customer’s asset. At this stage, you have initiated billing and have also recorded revenue from completing the order. All actions for orders that are paid for, such as upgrades, downgrades, returns, renewal of subscriptions, and cancellations are asset based orders.

You can generate an invoice only for an active order.



The Order Detail page displays key information relevant to generate an invoice.



The Order Detail page displays all the information about the order. The following table describes the fields related to billing and invoicing the order, and the values you must define on the Order Detail page.

| Field | Description |
|------------------------------------|---|
| Bill To | Enter the billing address of your customer. |
| Payment Term | Select the term you want to you want in the invoice. |
| Billing Preference | Lookup and select this customer's billing preference. |
| Ready for Activation Date | Select the date you want this order to be activated. |
| Ready for Billing Date | Enter the date you want to start billing your customer for this purchase. |
| Ready for Revenue Recognition Date | Enter the date you want to start recognizing payments from this customer, as revenue. |

To auto-activate an order, on the Proposal page, select the **Auto Activate Order** check box.

Order line items are the details of each product in the order that are created for each quote line item. Each order line creates an asset line item which is activated after the ready for activation date.

Apttus Billing Management automatically creates a [Billing Schedule](#) for every activated order. However, if you want to disengage Order Activation from Billing Schedule creation, you can do so with the help of a Custom Setting.

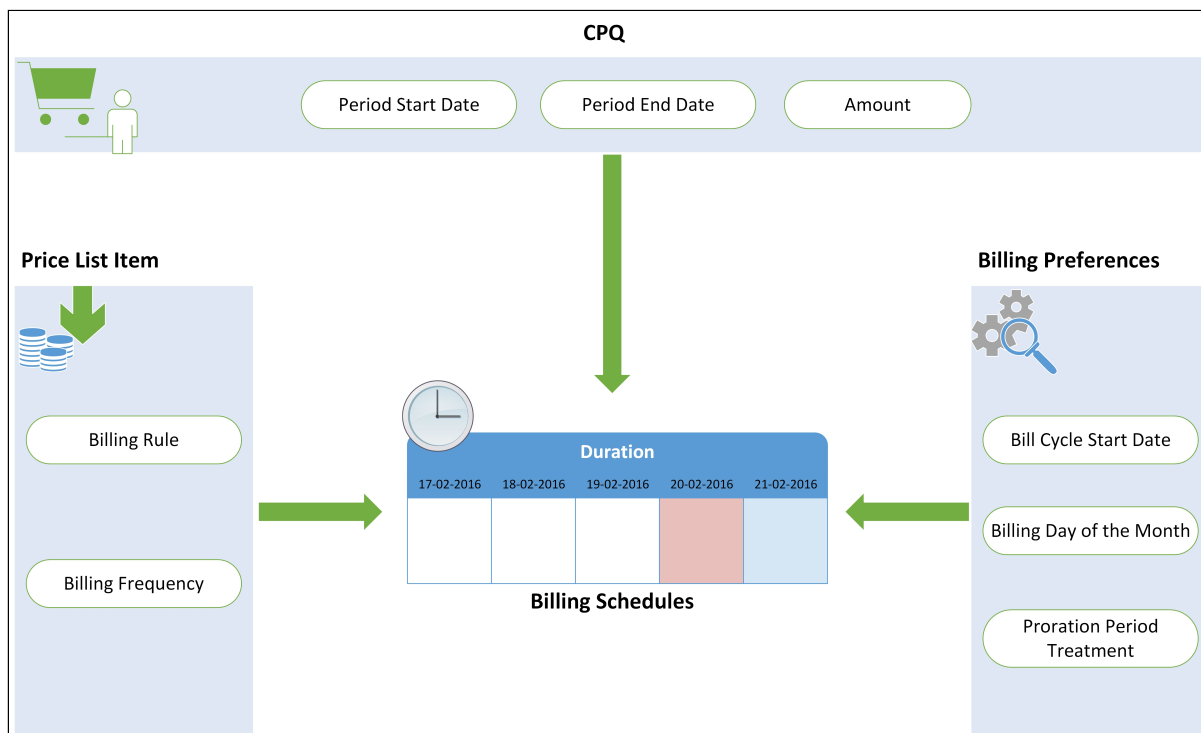
Go to **Custom Settings > Order System Properties > InitiateBillingOnOrderActivation** and

- Select this property to create Billing Schedules when Order Line Item is activated. This is the default system behavior.
- Clear the checkbox to create Billing Schedules when 'Ready for Bill Date' on the Order Line Item is populated.

Billing Schedules

Billing Schedules for a product (whether one-time or recurring) are a distribution of the net amount of a contract, based on the chosen Billing Frequency. Billing Schedules determine the amount that should be billed to the customer once or over a period of time.

With every order and subsequent Asset that you Activate, Apttus Billing Management automatically creates a Billing Schedule for that Asset. You can use the Billing Schedules function to track all billing information related to an Asset and Order. These Billing Schedules are adjusted for proration and Asset Based Orders.



Billing Schedules take input from a variety of sources - CPQ, Price List Item and Billing Preferences, as shown in the above diagram.

For subscription-based recurring products, the net amount is distributed over a series of Billing Schedules. Each schedule displays the amount that may be invoiced for a specific duration based on billing frequency, along with the date when payments are due based on payment term.

When you perform **Invoice Runs** to generate invoices, the appropriate Billing Schedules with **Ready for Invoice Date** less than or equal to the Invoice **Process Through Date** are picked and mapped to the invoice line items.

You can see your customer's Billing Schedule for each of the Assets on their Accounts page as shown in the following screenshot.

| Action | Schedule Id | Is Superseded | Ready For Invoice Date | Period Start Date | Period End Date | Status | Type | Fee Amount | Quantity | Location |
|--|-----------------------------|-------------------------------------|------------------------|-------------------|-----------------|--------------------|------------|---------------|----------|----------------------------|
| Edit Del | BS-00030413 | <input type="checkbox"/> | 2/10/2016 | 7/21/2016 | 1/31/2017 | Invoiced Cancelled | Contracted | \$105.91400 | 1.00000 | |
| Edit Del | BS-00030414 | <input type="checkbox"/> | 2/10/2016 | 7/21/2016 | 1/31/2017 | Pending Billing | Contracted | (\$105.91400) | 1.00000 | |
| Edit Del | BS-00030415 | <input checked="" type="checkbox"/> | 3/20/2016 | 1/1/2016 | 6/30/2016 | Superseded | Contracted | \$200.00000 | 1.00000 | Location A |
| Edit Del | BS-00030416 | <input type="checkbox"/> | 3/20/2016 | 1/1/2016 | 3/31/2016 | Pending Billing | Contracted | \$100.68100 | 1.00000 | Location A |
| Edit Del | BS-00030417 | <input type="checkbox"/> | 3/20/2016 | 4/1/2016 | 6/30/2016 | Cancelled | Contracted | \$99.31900 | 1.00000 | Location A |
| Edit Del | BS-00029824 | <input type="checkbox"/> | 3/20/2016 | 2/1/2016 | 2/19/2016 | Pending Billing | Contracted | \$612.90320 | 10.00000 | Location A |

Let us understand what each of the fields on Billing Schedule means,

| Field | Description |
|------------------------|---|
| Is Superseded | A system flag that denotes if a Billing Schedule has been superseded due to an amendment or cancellation. |
| Ready for Invoice Date | The date on which this Billing Schedule is ready for invoicing. |
| Period Start Date | The date when the customer starts getting billed for this purchase. |
| Period End Date | The date till when the customer is billed for this purchase. |
| Status | The stage at which the Billing Schedule is in the entire process. |
| Type | <p>There are two types of Billing Schedules:</p> <ul style="list-style-type: none"> • Contracted Contracted Billing schedules carry the volume and amount details as decided in the contract from Quote/ Proposal. Only contracted Billing Schedules are picked by the Invoice run. • Informational These are only intended for informational purposes and not included in the invoice total. Invoices Runs do not pick Informational Billing Schedules for invoice generation. |
| Fee Amount | The bill amount corresponding to a Billing Schedule. |
| Order Line Item | The Order Line item for which this billing schedule is created. |
| Payment Term | <p>The payment term you want to apply to the invoice. This is the number of days until invoice payment is due. The standard payment terms are:</p> <ul style="list-style-type: none"> • Net 30 • Net 45 • Net 60 |
| Account Location | The Account Location this order is billed to. |
| Ship to Account | The Account from which the purchase was made. |

| Field | Description |
|--------------|---|
| Billing Rule | The Billing Rule you defined on the product PLI (Bill in Advance, Bill in Arrears or Bill on Ready for Billing Date). |

Note

The **Period Start Date** and **Period End Date** on the Billing Schedule for a one-time product reflect the same Start Date and End Dates that you define on the Quote/ Proposal page. The same behavior applies to products with a recurring or usage frequency. This is beneficial in tracking mid-term product cancellations.

You can invoice these Billing Schedules through [Invoice Runs](#). To update Assets, please refer the section [Managing Assets](#).

Billing Schedule Status

A regular Billing Cycle will see below-mentioned statuses on the Billing Schedules for a product. The Billing Schedule will move to each of the statuses sequentially:

- **Pending Billing**
Whenever a new Billing Schedule is created, its status is marked as 'Pending Billing'. Unless the schedule is not filtered for invoicing, this status will not change.
- **Pending Invoice**
After an Invoice Run, if a Billing Schedule qualifies for invoicing, the status will change to 'Pending Invoice'.
- **Invoiced**
If an Invoice is approved, the status will change to 'Invoiced'.

For Amendments and Cancellations, the Status can change to:

- **Superseded**
If a Billing Schedule is overwritten by new Billing Schedules.
- **Cancelled**
If you terminate a product with the status 'Pending Billing' or 'Pending Invoice', the Billing Schedules after the termination date will be marked as 'Cancelled'. No further action will be taken for the Billing Schedules with Cancelled status.
- **Invoice Cancelled**
If you terminate a product with the status 'Invoiced', the Billing Schedules after the termination date will be marked as 'Invoice Cancelled'.

Billing Schedule Category

Billing Schedule Category is as follows:

- Fee
A billing schedule generated for a regular product has Category as Fee.
- Cart Credit
A billing schedule generated for a product with negative price has Category as Cart Credit.

Billing Schedules for Bundle Products

For bundled products, billing schedules are generated based on the bundle product and option products configuration. The Fee amount of the billing schedules is calculated based on the net price of the bundle.

Consider the following bundle configuration:

| Product | Start Date | End Date | Net Price | Billing Frequency |
|-----------------------|-------------|-------------|-----------|-------------------|
| Bundle Product BP | 01 Jan 2019 | 31 Dec 2019 | \$1800 | Monthly |
| Option Product OP1 | 01 Jan 2019 | 31 Dec 2019 | \$1200 | Monthly |
| Option Product OP2 | 01 Apr 2019 | 30 Jun 2019 | \$600 | Monthly |

When you accept the Quote/Proposal and activate an order for this bundle product, the total Net Price of the bundle, \$1800 is equally divided in the contract term based on the Start Date and End Date of the bundle product. The following billing schedules of Type Contracted are generated:

| Billing Schedule | Start Date | End Date | Net Price | Type |
|------------------|-------------|-------------|-----------|------------|
| BS1 | 01 Jan 2019 | 31 Jan 2019 | \$150 | Contracted |
| BS2 | 01 Feb 2019 | 28 Feb 2019 | \$150 | Contracted |
| BS3 | 01 Mar 2019 | 31 Mar 2019 | \$150 | Contracted |
| BS4 | 01 Apr 2019 | 30 Apr 2019 | \$150 | Contracted |
| BS5 | 01 May 2019 | 31 May 2019 | \$150 | Contracted |

| Billing Schedule | Start Date | End Date | Net Price | Type |
|------------------|-------------|-------------|-----------|------------|
| BS6 | 01 Jun 2019 | 30 Jun 2019 | \$150 | Contracted |
| BS7 | 01 Jul 2019 | 31 Jul 2019 | \$150 | Contracted |
| BS8 | 01 Aug 2019 | 31 Aug 2019 | \$150 | Contracted |
| BS9 | 01 Sep 2019 | 30 Sep 2019 | \$150 | Contracted |
| BS10 | 01 Oct 2019 | 31 Oct 2019 | \$150 | Contracted |
| BS11 | 01 Nov 2019 | 30 Nov 2019 | \$150 | Contracted |
| BS12 | 01 Dec 2019 | 31 Dec 2019 | \$150 | Contracted |

For the option products OP1 and OP2, informational billing schedules are generated.

Bundle Rollup for Co-Terminating Options

In the previous scenario, the net price was distributed equally in the contract term of the bundle product. The Start Date of the option products, the billing frequency of the option products was not considered. If the **End Date** of the bundle product and all the option products is the same, bundle roll-up is done based on the Start Date of the option products.

Consider the following bundle configuration:

| Product | Start Date | End Date | Net Price | Billing Frequency |
|-----------------------|-------------|-------------|-----------|-------------------|
| Bundle Product BP | 01 Jan 2019 | 31 Dec 2019 | \$3000 | Monthly |
| Option Product OP1 | 01 Jan 2019 | 31 Dec 2019 | \$1200 | Monthly |
| Option Product OP2 | 01 Apr 2019 | 31 Dec 2019 | \$1800 | Monthly |

When you accept the Quote/Proposal and activate an order for this bundle product, the total Net Price of the bundle, \$3000 is divided in the contract term based as follows:

| Billing Schedule | Start Date | End Date | Net Price | Type |
|------------------|-------------|-------------|-----------|------------|
| BS1 | 01 Jan 2019 | 31 Jan 2019 | \$100 | Contracted |

| Billing Schedule | Start Date | End Date | Net Price | Type |
|------------------|-------------|-------------|-----------|------------|
| BS2 | 01 Feb 2019 | 28 Feb 2019 | \$100 | Contracted |
| BS3 | 01 Mar 2019 | 31 Mar 2019 | \$100 | Contracted |
| BS4 | 01 Apr 2019 | 30 Apr 2019 | \$300 | Contracted |
| BS5 | 01 May 2019 | 31 May 2019 | \$300 | Contracted |
| BS6 | 01 Jun 2019 | 30 Jun 2019 | \$300 | Contracted |
| BS7 | 01 Jul 2019 | 31 Jul 2019 | \$300 | Contracted |
| BS8 | 01 Aug 2019 | 31 Aug 2019 | \$300 | Contracted |
| BS9 | 01 Sep 2019 | 30 Sep 2019 | \$300 | Contracted |
| BS10 | 01 Oct 2019 | 31 Oct 2019 | \$300 | Contracted |
| BS11 | 01 Nov 2019 | 30 Nov 2019 | \$300 | Contracted |
| BS12 | 01 Dec 2019 | 31 Dec 2019 | \$300 | Contracted |

For the months of January, February, and March, only the Fee Amount of \$100 of Option OPI is charged. For the months of April to December, the Fee Amount of Option OPI(\$100) and the Fee Amount of Option OP2(\$200) is charged,

ⓘ Bundle Rollup for Co-Terminating Options scenario is valid only if:

- The Asset Line Items are not linked to a Billing Plan
- The Bundle and all the option products:
 - Have same Billing Frequency
 - Have same End Date
 - Have same Billing Preference
 - Do Not Create Informational option is set to false
 - Have same Billing Day of the Month
 - Have same Charge Type

Billing Plans

Billing Plans are used when you want a customized billing arrangement. You can create a Billing Plan when you want to bill a customer over certain periods throughout the year or on achieving a predefined milestone. Billing Plans are always created from the Quote/ Proposal page. Each Proposal Line Item can have a separate Billing Plan.

You can create a Billing Plan Template and apply it to a Billing Plan. The pre-configured Billing Plan template will auto-fill a Billing Plan by aligning the schedule and percentage amount for each stage.

See the section on [Billing Plan Templates](#) to know how to create one.

You can create three types of Billing Plans:

Fixed Billing Plan

You can create this plan when the billing for a product is duration specific. For example, a recurring service like maintenance would require periodic bill generation such as monthly, quarterly, yearly etc. This plan can be designed primarily for Maintenance, Leasing or Periodic contracts.

Milestone Billing Plan

You can create this plan when the billing for a product is based on the completion of a milestone corresponding to various stages. You can bill your customers as each milestone is successfully reached, either a percentage of the entire cost or a pre-defined amount. This plan can be designed primarily for complex and large, long-term projects.

Full Term Billing Plan

You can create this plan when the billing for a product is based on the contract period. Full Term Billing Plan aligns the Billing Plan with the Start Date and End Date of the Quote.

Note

You must create a Billing Plan from the Proposal line item before activating the order. Once an order is activated, you cannot create or update a Billing Plan.

Pre-requisite

- Proposal/Quote configuration should be **finalized** with products, which means **Proposal Line Item(s)** should exist.
- The **Approval Stage** of the proposal should not be 'Accepted'.
- Go to **View Object** from the Billing Plan screen. From **Buttons, Links, and Actions** edit **New** label and select **ManageBillingPlan** Visualforce page.

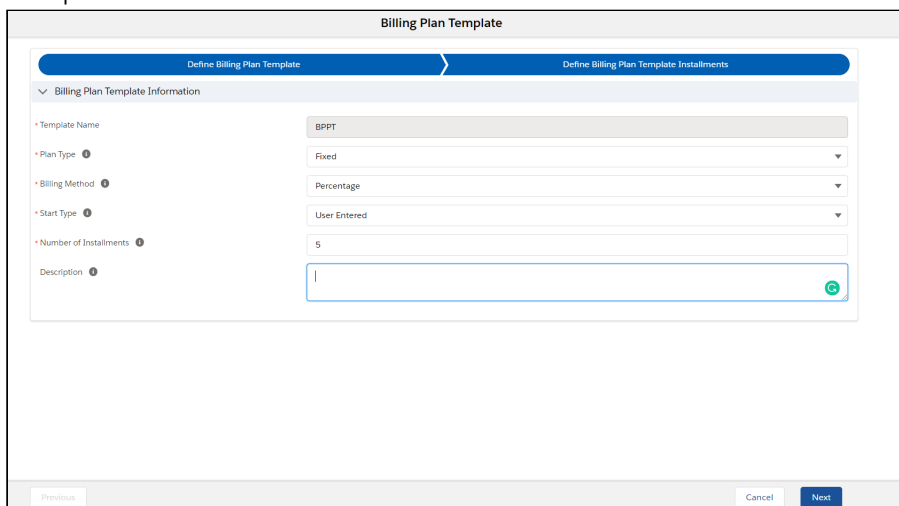
i Select **ManageBillingPlan2** Visualforce page to use *Full Term Billing Plan* Functionality.

Creating a Billing Plan Template


Billing Plan Templates define a framework which can be applied to create a Billing Plan for one or more Line Items. You can define the number of Installments, schedule the Billing on completion of each stage and store its corresponding percentage amount. If needed, you can apply the same Billing Plan Template to multiple quotations instead of creating a new Billing Plan every time.



Creating a template is a two-step process - 1) Provide high-level information of the plan and 2) Enter Billing Plan Stage details for each installment.

1. Go to Billing Plan Templates from All Tabs. Click New to create a Billing Plan Template.



The following table lists down the Billing Plan Template fields and their descriptions.

| Field | Description |
|-------------------------------|--|
| Template Name | Enter a unique name for the Template. |
| Plan Type | <p>Select one of the following options from the picklist:</p> <ul style="list-style-type: none"> • Fixed - If your plan is duration specific. • Milestone - If your plan is milestone specific. • Full Term - If your plan is for the entire duration of the contract. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p> You need to manually add the Full Term picklist value. Go to Billing Plan Template custom object. Under Custom Fields & Relationships search for Plan Type field. Click Plan Type and scroll down to see the Picklist Values. Click New to add a new picklist value. Enter Full Term and click save.</p> </div> |
| Number of Installments | Enter the number of stages your plan will be divided into. Billing Plan Items are created on the basis of this number. |

| Field | Description |
|------------------------------|---|
| <p>Start Type</p> | <p>Date from when you want the Plan to start. You can select,</p> <ul style="list-style-type: none"> • Quote Start Date - To initiate the Billing Plan from the Start Date mentioned on the Quote. • User Entered - To enter a Billing Plan Start Date manually. <div data-bbox="841 577 1426 703" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p> User Entered Start Date is applicable only for Plan Type as <i>Fixed</i>.</p> </div> <ul style="list-style-type: none"> • Order Start Date - To set the Ready for Invoice Date on the billing schedule based on the changes in the Order Line Item Start Date. <div data-bbox="841 842 1426 1126" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <p> You need to manually add the Order Start Date picklist value to Start Type field in Billing Plan Template object. For more information, refer to Post-Installation Configurations.</p> </div> |
| <p>Description</p> | <p>A description for the plan.</p> |
| <p>Billing Method</p> | <p>Select from one of the following options:</p> <ul style="list-style-type: none"> • Percentage - To bill your customers a percentage of the total amount due at each installment. • Split Evenly - To equally divide the Total Amount into the Number of Installments. <p>If you're upgrading the Billing package, you need to add the <i>Split Evenly</i> option manually to the Billing Method picklist on the Billing Plan object.</p> |

2. Detail out the **Billing Plan Template** in this step. You will see Billing Plan Lines based on the **Number of Installments**.

| Field | Description |
|-----------------|--|
| Plan Item Name | Unique name for a Plan Item. |
| Percent | Enter the percent share for each Plan Item. |
| Offset Type | Each Billing Plan Item will have a Start Date and an End Date. Select the Offset Type in Days or Month to chart out schedules for each installment. At the time of Billing Plan creation, based on the Offset Type, the specified number of months or days will be added to the Start Date of the Billing Plan. |
| Offset | Enter a value for the selected Offset Type. If you want the first schedule after 3 months from the Start Date, select Offset Type as <i>Month</i> and set Offset to 3. |
| Start Date Hint | Displays the formula (<i>Start Type + Offset</i>) for calculating the Start Date for each Plan Item. If Start Type is <i>Quote Start Date</i> and Offset is 5 months, you will see the formula as <i>Quote Start Date + 5 Month</i> . For the remaining Plan Items, Start Date is <i>Previous Item Start Date + Offset</i> . |
| Payment Term | Select a Payment Term from the Lookup. You can associate different Payment Terms with each Plan Item based on the requirement. However, you will get separate Invoice for every Plan Item that has a different Payment Term. |

Use-Case 1

Requirement: To create a fixed Billing Plan template that can be applied to any Billing Plan. For a contract of 13 months, you want to Bill the customer 15% of the contract amount on 1st of the first month and 1st of every third month thereafter.

Configuration:

Let us assume the **Start Type** is *User Entered*. According to the requirement, you will need 5 installments, one of 15 and others of 21.25 (to total the percentage to 100) and **Offset Type** as Month. Your template should be similar to:

| Plan Item Name | Percent | Offset Type | Offset | Start Date Hint (<i>visible after saving the template</i>) | Payment Term |
|----------------|---------|-------------|--------|---|--------------|
| Plan Item 01 | 15 | Month | 0 | User Entered | - |
| Plan Item 02 | 21.25 | Month | 4 | Plan Item 01 Start Date + 4 Month | - |
| Plan Item 03 | 21.25 | Month | 3 | Plan Item 02 Start Date + 3 Month | - |
| Plan Item 04 | 21.25 | Month | 3 | Plan Item 03 Start Date + 3 Month | - |
| Plan Item 05 | 21.25 | Month | 3 | Plan Item 04 Start Date + 3 Month | - |

i For each Plan Item, the Offset value would refer to the previous Plan Item's Start Date. The column **Start Date Hint** populates the formula of deriving Start Date for each Plan Item. You can also select a **Payment Term** based on the requirement.

If you associate this template to a Billing Plan where **Start Date** is 1 Jan 2016 and **End Date** is 31 Jan 2017, the Plan will be auto-filled with the following information:

| Plan Item Name | Percent | Period Start Date | Period End Date | Ready for Invoice Date |
|----------------|---------|-------------------|-----------------|------------------------|
| Plan Item 01 | 15 | 1/1/2016 | 4/30/2016 | 1/1/2016 |
| Plan Item 02 | 21.25 | 5/1/2016 | 7/31/2016 | 5/1/2016 |
| Plan Item 03 | 21.25 | 8/1/2016 | 10/31/2016 | 8/1/2016 |
| Plan Item 04 | 21.25 | 11/1/2016 | 1/31/2016 | 11/1/2016 |
| Plan Item 05 | 21.25 | 2/1/2017 | 2/1/2017 | 2/1/2017 |

3. After your template is ready, **Save** your changes.

This template is now ready to be attached to a Billing Plan.

Note

You cannot make changes to a Billing Plan Template once it is associated with a Billing Plan.

Custom Percentage Field

You can configure a custom field to calculate the value of Percentage and Amount till 10 decimal places. To configure the custom field,

1. Create a custom field on Billing Plan Template Item object. with **Data Type** as *Percent* and **Decimal Places** as *10*.
2. Register the API name of the field under Billing System Properties in Custom Billing PlanItem Percent API Name field. For more details, refer to *Billing System Properties in Billing Management Admin Guide*.

Note The API name of the custom field created on the Billing Plan Item object and the Billing Plan Template Item should be same.

Note To apply custom percentage field to existing billing plan templates, refer to Post-Installation Configurations in Billing Management Admin Guide.

Next, let us see how you can create a [Billing Plan](#).

Creating a Billing Plan

You can create a billing plan using an already created billing plan template or you can directly create a billing plan.

Billing Plan using a Billing Plan Template

Follow these steps to create a Billing Plan:

1. Open your Quote/Proposal page and go to the **Billing Plan** related list. Click **New Billing Plan** to create a Billing Plan.
2. Select a **Billing Plan Template** from the lookup.
3. Because a plan is always associated to a proposal, you can create a plan only for products configured on that proposal. From the list of products, select product(s) for which you want to create a Billing Plan. You can filter products based on their Price Type: One-time and Recurring from **Filter by Price Type** picklist.
4. Enter **Billing Start Date** and **Billing End Date**.
Number of Installments and **Billing Method** is auto-filled based on the template.
5. Click **Next**.
Plan Item schedules are populated based on the selected template. Refer the section on [Billing Plan Templates](#) to understand how the schedule is created.
6. Verify the dates and **Save** all changes.

Billing Plan without applying a Billing Plan Template

To create a new Fixed Billing Plan,

1. Click **New Billing Plan** from the Quote/Proposal.

2. Select the products and provide the Billing Plan Details by entering values described in the following table:

| Field | Description |
|----------------|---|
| Plan Name | Enter a unique name for this Billing Plan. Consult your administrator for the naming convention that you are required to follow. |
| Billing Method | <p>Select from one of the following options:</p> <ul style="list-style-type: none"> • Percentage - To bill your customers a percentage of the total amount due at each installment. • Amount - To bill your customers a specific amount for each installment. • Split Evenly - To equally divide the Total Amount into the Number of Installments. <p>If you're upgrading the Billing package, you need to add the <i>Split Evenly</i> option manually to the Billing Method picklist on the Billing Plan object.</p> |


| Field | Description |
|------------------------|---|
| Plan Type | <p>Select one of the following options:</p> <ul style="list-style-type: none"> • Full Term • Fixed • Milestone <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p>i You need to manually add the Full Term picklist value. Go to Billing Plan Template custom object. Under Custom Fields & Relationships search for Plan Type field. Click Plan Type and scroll down to see the Picklist Values. Click New to add a new picklist value. Enter Full Term and click save.</p> </div> |
| Number of Installments | Enter the number of billing schedules by which you want to divide the total amount due. |
| Billing Start Date | Enter the date you want to begin billing your customer for this order. This field is available only for Billing Plan type as Fixed. |
| Billing End Date | Enter the date you want to complete billing your customer for this order. This field is available only for Billing Plan type as Fixed. |
| Description | Enter an appropriate description of this Billing Plan for ease of use. |

3. Click **Next**.

4. For each Billing Plan Item, enter values described in the following table:

| Field | Description |
|-------------------|---|
| Plan Item Name | Enter a unique name each Plan item. |
| Amount/Percentage | Based on the selected Billing Method (Amount or Percentage) and Number of Installments , Apttus Billing Management automatically calculates and populates this value. |

| Field | Description |
|------------------------|--|
| Period Start Date | Enter the date when you want to start the billing for this specific Plan Item. |
| Period End Date | Enter the date when you want to complete the billing for this specific Plan Item. |
| Ready for Invoice Date | Enter the date when you want to generate the invoice for a Plan Item. |
| Payment Term | Lookup and select a predefined Payment Term. If You do not specify a payment term, the payment term specified on the quote is used. If a payment term is not specified on the quote, payment term specified on the account or account location is used. If no payment term is attached at the account or account, the payment term,'Due upon Receipt' is used. |

 The Amount/Percentage value of the last billing plan item is uneditable.


5. Click **Save**.

The Fixed Billing Plan is successfully created. You can go to the Quote/Proposal related list to see this Billing Plan.

Custom Percent Field

You can configure a custom field to calculate the value of Percentage and Amount till 10 decimal places. This helps in avoiding rounding errors. To configure the custom field,

1. Create a custom field on Billing Plan Item object. with **Data Type** as *Percent* and **Decimal Places** as *10*.
2. Register the API name of the field under Billing System Properties in Custom Billing Plan Item Percent API Name field.

 The API name of the custom field created on the Billing Plan Item object and the Billing Plan Template Item should be same.

i To apply custom percentage field to existing billing plans, refer to Post-Installation Configurations in Billing Management Admin Guide.

Bundle and Option Products on the Billing Plan

The visibility of bundle and options product on the billing plan is driven by the **Bundle Invoice Flag** on the Product.

Bundle and options products are visible on the billing plan for any of the following configuration:

| Product Type | Bundle Invoice Level |
|-----------------------------|----------------------|
| Standalone Product/ Service | Bundle |
| Standalone Product/ Service | Blank |
| Option | Detail |
| Option | Blank |

Bundle and options products are not visible on the billing plan for any of the following configurations:

| Product Type | Bundle Invoice Level |
|-----------------------------|----------------------|
| Standalone Product/ Service | Detail |
| Option | Bundle |

For more details on product configuration, refer to **Configuration for Bundle Products** in *Billing Management Admin Guide*.

Use Case: Milestone-based billing

Description: This use case describes how to implement milestone-based billing for your organization.

Suppose you are a billing administrator of a company selling computer hardware and your client has placed an order for 1000 laptops. Your client has agreed to pay in 4 installments, each of 250 laptops.

To implement milestone based billing

1. For a Quote/Proposal, Configure Products and add 1000 laptops to your cart.
2. Finalize your cart.

3. Click New Billing Plan from the related Billing Plan line item.
4. Create billing plan with **Plan Type** as *Milestone* and Billing Method as Split Evenly. Enter Number of Installments as 4.
5. Enter the expected date for all the billing plan line items.
6. Accept the Quote/Proposal.
7. Activate the Order.


Result:

- 4 Milestones are created
- 4 Billing Schedules are created with Fee Amount as \$250 and Status as 'Pending Milestone'.

Next Step: When a milestone is achieved, edit the milestone and enter Actual Date. This changes the milestone status to Completed. The status of the billing schedules is changed to Pending Billing.

Billing Plans for Asset-Based Ordering

If you amend an asset, new billing schedules will be created, and these will supersede the existing schedules. You can use billing plans to drive the creation of new billing schedules.

 Only billing plans with **Plan Type** as *Full Term* are supported for asset-based operations.

The following sections explain the impact of each asset action on billing schedules and how to align them with billing plans:

- [Billing Plans for Changed Assets](#)
- [Billing Plans for Terminated Assets](#)
- [Billing Plans for Renewed Assets](#)

Billing Plans for Changed Assets

For Asset-based transactions, you can create a new billing plan and associate it with your new quote/Proposal. If you do not create a new billing plan, billing schedules are auto-adjusted based on the existing billing plans.

 After changing a quote, you need to manually reattach the billing plan to the proposal line item.

Scenario: Reducing the Term of the Asset

If you reduce the term of the asset and do not create a new billing plan, negative billing schedules that are auto-adjusted based on the existing billing plan are created.

Scenario: Increasing the Term of the Asset

If you increase the term of the asset and do not create a new billing plan, the newly created billing schedules are auto-adjusted based on the existing billing plan.

Apttus recommends using a new Billing Plan for each asset based transactions.

Use Case: Creating New Billing Plan for an Asset Based Transaction

Description: This use case describes how you can create and associate a new billing plan to your Quote/Proposal when you perform an asset-based transaction.

Suppose you are a billing administrator of a company selling software services and you need to change the change the start date of your customer's subscription service. After changing the start date you want to bill the customer in 2 installments. The customer was initially billed in 3 installments and the billing plan was configured as follows:

| Billing Plan Name | Plan Type | Billing Method | Number of Installments |
|-------------------|-----------|----------------|------------------------|
| Billing Plan BP1 | Full Term | Amount | 3 |

Pre-requisite: Make sure the quote is associated with an appropriate billing plan and the asset is activated.

Before modification the asset line item is as follows:

| Start Date | End Date | Net Price | Asset TCV |
|------------|------------|-------------|-------------|
| 1/1/2018 | 31/12/2018 | \$1,000,000 | \$1,000,000 |

Before termination, you see the following billing schedules:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|----------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$375,000 | Invoiced |

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS2 | 1/1/2018 | 31/12/2018 | 10/6/2018 | \$375,000 | Pending Billing |
| BS3 | 1/1/2018 | 31/12/2018 | 22/3/2018 | \$375,000 | Pending Billing |

Modify the asset as follows:

1. Create a new quote for the same account.
2. Click **Config Products**.
3. On the installed products page, select the asset Item and click **Change**
4. Enter start date as 15/3/2018.
5. Finalize the Quote.

After Modification, the asset line item is as follows:

| Start Date | End Date | Net Price | Asset TCV |
|------------|------------|-----------|-------------|
| 15/3/2018 | 31/12/2018 | \$895,700 | \$1,000,000 |

6. On the quote page, click **New Billing Plan**.
7. Select the line item.
8. Define the new Billing Plan as follows:

| Plan Type | Billing Method | Number of Installments |
|-----------|----------------|------------------------|
| Full Term | Amount | 2 |

9. Define the Invoice Date and Amount as follows:

| Billing Plan Item Name | Invoice Date | Payment Term | Amount | Percent |
|------------------------|--------------|--------------|-----------|---------|
| Installment 1 | 15/6/2018 | Net 30 | \$500,000 | 68.96 |
| Installment 2 | 10/9/2018 | Net 30 | \$225,000 | 31.03 |

10. Click Save.
11. Activate the order.

Result:

New billing scheules are created as under:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$375,000 | Invoiced |
| BS2 | 1/1/2018 | 31/12/2018 | 10/6/2018 | \$375,000 | Superseded |
| BS3 | 1/1/2018 | 31/12/2018 | 22/3/2018 | \$250,000 | Superseded |
| BS4 | 1/1/2018 | 15/3/2018 | 15/1/2018 | \$500,000 | Pending Billing |
| BS5 | 1/1/2018 | 15/3/2018 | 10/6/2018 | \$225,000 | Pending Billing |

Billing Plans for Terminated Assets

Asset termination is of two types:

1. Full-term Termination
2. Mid-term Termination

Full-term Termination

In full-term asset termination, the cancellation date of the asset is equal to the Asset Start Date.

Use Case: Full Term Asset Termination

Description: This use case describes the effect of full-term asset termination on billing schedules when a billing plan was used to bill the customer.

Suppose you are a billing administrator of a company selling computer hardware and you need to terminate a customer's standalone product 'Installation Device MF9' costing \$4,000,000. The customer was billed in 3 installments and the billing plan was configured as follows:

| Billing Plan Name | Plan Type | Billing Method | Number of Installments |
|-------------------|-----------|----------------|------------------------|
| Billing Plan BP1 | Full Term | Amount | 3 |

Pre-requisite: Make sure the quote is associated with an appropriate billing plan and the asset is activated.

Before termination, the asset line item is as follows:

| Product | Start Date | End Date | Net Price | Asset TCV |
|-------------------------|------------|------------|-------------|-------------|
| Installation Device MF9 | 1/1/2018 | 31/12/2018 | \$4,000,000 | \$4,000,000 |

Before termination, you see the following billing scheules:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|-------------|-----------------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$1,500,000 | Invoiced |
| BS2 | 1/1/2018 | 31/12/2018 | 10/3/2018 | \$1,500,000 | Pending Billing |
| BS3 | 1/1/2018 | 31/12/2018 | 22/6/2018 | \$1,000,000 | Pending Billing |

To perform a full term asset termination using the ABO flow, perform the following steps:

1. Create a new quote for the same account.
2. Click **Config Products**.
3. On the installed products page, select the asset Item and click **Terminate**.
4. Enter end date as the start date of the asset.
5. Finalize the Quote.
6. Activate the order.

Result:

New billing scheules are created as under:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$375,000 | Invoiced |
| BS2 | 1/1/2018 | 31/12/2018 | 10/3/2018 | \$375,000 | Superseded |
| BS3 | 1/1/2018 | 31/12/2018 | 22/6/2018 | \$250,000 | Superseded |
| BS4 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$936,500 | Pending Billing |
| BS5 | 1/1/2018 | 31/12/2018 | 10/3/2018 | \$937,500 | Pending Billing |
| BS6 | 1/1/2018 | 31/12/2018 | 22/6/2018 | \$625,000 | Pending Billing |

After asset termination, the asset line item is as follows:

| Product | Start Date | End Date | Net Price | Asset TCV |
|-------------------------|------------|----------|-----------|-----------|
| Installation Device MF9 | 1/1/2018 | 1/1/2018 | \$0 | \$0 |

Remaining billable amount is **\$2,500,00**.

Mid-term Termination

In mid-term asset termination, the cancellation date is any date between the asset start date and asset end date.

Use Case: Mid-Term Asset Termination

Description: This use case describes the effect of mid-term asset termination on billing schedules when a billing plan was used to bill the customer.

Suppose you are a billing administrator of a company selling computer hardware and you need to terminate a customer's **one-time** product 'Installation Device MF9' costing \$4,000,000. The customer was billed in 3 installments and the billing plan was configured as follows:

| Billing Plan Name | Plan Type | Billing Method | Number of Installments |
|-------------------|-----------|----------------|------------------------|
| Billing Plan BP1 | Full Term | Amount | 3 |

Pre-requisite: Make sure the quote is associated with an appropriate billing plan and the asset is activated.

Before termination, the asset line item is as follows:

| Product | Start Date | End Date | Net Price | Asset TCV |
|-------------------------|------------|------------|-------------|-------------|
| Installation Device MF9 | 1/1/2018 | 31/12/2018 | \$4,000,000 | \$4,000,000 |

Before termination, you see the following billing schedules:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|-------------|-----------------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$1,500,000 | Invoiced |
| BS2 | 1/1/2018 | 31/12/2018 | 10/3/2018 | \$1,500,000 | Pending Billing |
| BS3 | 1/1/2018 | 31/12/2018 | 22/6/2018 | \$1,000,000 | Pending Billing |

To perform a full term asset termination using the ABO flow, perform the following steps:

1. Create a new quote for the same account.
2. Click **Config Products**.
3. On the installed products page, select the asset item and click **Terminate**.
4. Enter end date as 15/3/2018.
5. Finalize the Quote.
6. Activate the order.

Result:

New billing schedules are created as under:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|--------------------|
| BS1 | 1/1/2018 | 31/12/2018 | 15/1/2018 | \$375,000 | Invoiced |
| BS2 | 1/1/2018 | 31/12/2018 | 10/3/2018 | \$375,000 | Supersede d |
| BS3 | 1/1/2018 | 31/12/2018 | 22/6/2018 | \$250,000 | Supersede d |
| BS4 | 1/1/2018 | 15/3/2018 | 15/1/2018 | \$250,000 | Pending Billing |
| BS5 | 1/1/2018 | 15/3/2018 | 10/3/2018 | \$250,000 | Pending Billing |
| BS6 | 1/1/2018 | 15/3/2018 | 15/3/2018 | \$166.667 | Pending Billing |

After asset termination, the asset line item is as follows:

| Product | Start Date | End Date | Net Price | Asset TCV |
|-------------------------|------------|-----------|-----------|-----------|
| Installation Device MF9 | 1/1/2018 | 15/3/2018 | \$833,333 | \$833,333 |

Remaining billable amount is \$666,667.

Billing Plans for Renewed Assets

For Asset-based transactions, when you renew an asset, the billing schedules for the renewal contract term are created based on the existing billing plan.

Use Case: Billing Schedules for Asset Renewals

Description: This use case describes how billing schedules are auto-created for the renewal term using the existing plan of the asset.

Suppose you are a billing administrator of a company selling software services and you need to renew your customer's subscription service for another year.

The customer was initially billed in 3 installments and the billing plan was configured as follows:

| Billing Plan Name | Plan Type | Billing Method | Number of Installments |
|-------------------|-----------|----------------|------------------------|
| Billing Plan BP1 | Full Term | Amount | 3 |

Pre-requisite: Make sure the quote is associated with an appropriate billing plan and the asset is activated.

Before renewal, you see the following billing schedules:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS1 | 1/1/2019 | 31/12/2019 | 15/1/2019 | \$375,000 | Invoiced |
| BS2 | 1/1/2019 | 31/12/2019 | 10/6/2019 | \$375,000 | Pending Billing |
| BS3 | 1/1/2019 | 31/12/2019 | 22/9/2019 | \$375,000 | Pending Billing |

Renew the Asset as follows:

1. Create a new quote for the same account.
2. Click **Config Products**.
3. On the installed products page, select the asset Item and click **Renew**.
4. Enter the renewal date as 31/12/2020.
5. Finalize the Quote.
6. Activate the order.

Result:

New billing scheules are created as under:

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS1 | 1/1/2020 | 31/12/2020 | 15/1/2020 | \$375,000 | Pending Billing |
| BS2 | 1/1/2020 | 31/12/2020 | 10/6/2020 | \$375,000 | Pending Billing |

| Billing Schedule | Period Start Date | Period End Date | Ready for Invoice Date | Fee Amount | Status |
|------------------|-------------------|-----------------|------------------------|------------|-----------------|
| BS3 | 1/1/2020 | 31/12/2020 | 22/9/2020 | \$375,000 | Pending Billing |


Manual Billing Flow for Asset Renewals

You can also add a new billing plan or edit an existing billing plan, before accepting the Quote/Proposal. The resultant billing schedules are created based on the new billing plan.

For Billing Term as **Full Term**, if you click New Billing Plan from the Quote/Proposal detail page, the Billing Plan fields are auto-populated based on your existing billing plan.

Billing Plans to Accommodate Changes in the Quote

A quote can undergo a change after the creation of the Billing Plan. Changes in the quote can happen if a customer comes back with a request to change the net price, date or quantity. In such case, you need to edit the billing plan before finalizing the quote.

 After changing a quote, you need to manually reattach the billing plan to the proposal line item.

The following scenarios show the use cases for quote changes and how to change the billing plans accordingly:

Scenario: Changing the Quote Line Item after a billing plan is created

If you change the quote line item and do not update the billing plan, the amount per installment is calculated based on the original percentage set on the billing plan.

Alternatively, after making changes to the quote, you can edit the associated billing plan to bill the customers according to the changes made to the new quote.

Scenario: Adding a new quote line item to cart

In such scenario, the user needs to edit the billing plan to include the new proposal line item.

Scenario: Deleting a Proposal Line Item

No action item is required if you delete an existing proposal line item.

Scenario: Removing a Proposal Line Item from the billing plan

To remove a particular proposal line item from billing plan, edit the billing plan and deselect the proposal line item.

Billing Plans from Cart

You can also create billing plans and billing plan templates directly from your shopping cart.

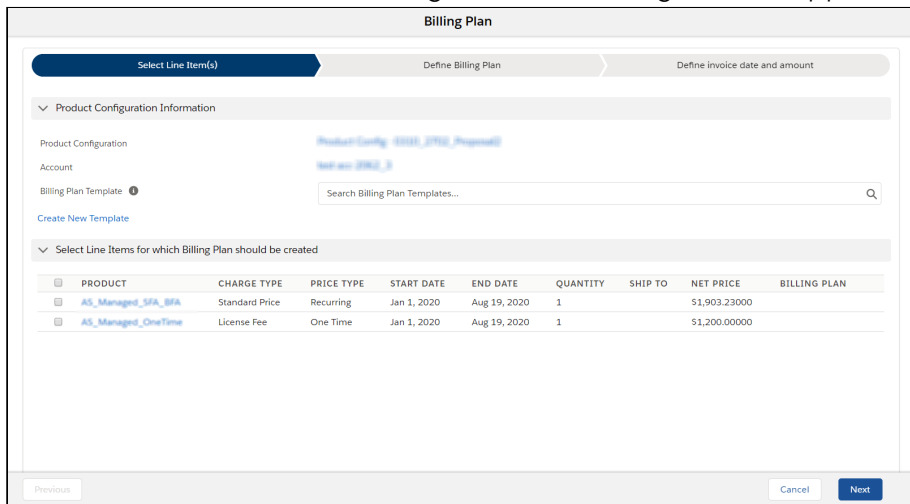
Prerequisites

Billing administrators need to add **Manage Billing Plan** action button the cart page. For information on adding **Manage Billing Plan** button on the layout, refer to [Manage Billing Plans on Cart](#).

Creating Billing Plans from Cart UI

To create a billing plan from the cart page,

1. From your quote/proposal, Click **Configure Products**.
2. Add products and services in your cart.
3. Click **Manage Billing Plans**.
4. Click **New** button next to Billing Plan. The Billing Plan UI appears.




The screenshot shows the 'Billing Plan' configuration interface. It has three tabs: 'Select Line Item(s)', 'Define Billing Plan', and 'Define Invoice date and amount'. The 'Select Line Item(s)' tab is active. Below the tabs, there is a section for 'Product Configuration Information' with fields for 'Product Configuration' (Product Config: 0000_0700_Proposal), 'Account' (Account: 0000_0700_0), and 'Billing Plan Template' (with a search field). Below this is a section for 'Select Line Items for which Billing Plan should be created' containing a table with the following data:

| PRODUCT | CHARGE TYPE | PRICE TYPE | START DATE | END DATE | QUANTITY | SHIP TO | NET PRICE | BILLING PLAN |
|--------------------|----------------|------------|-------------|--------------|----------|---------|---------------|--------------|
| AS_Managed_SFA_SFA | Standard Price | Recurring | Jan 1, 2020 | Aug 19, 2020 | 1 | | \$1,903.23000 | |
| AS_Managed_OneTime | License Fee | One Time | Jan 1, 2020 | Aug 19, 2020 | 1 | | \$1,200.00000 | |

At the bottom of the form are 'Previous', 'Cancel', and 'Next' buttons.

5. Configure your billing plan. For information on Billing Plans, refer to [Billing Plans](#).
6. Click **Save**.
7. Click **Go To Cart** to navigate back to your cart page.

 If you make changes to your product configuration before finalizing your cart, the billing plan is not auto-updated to reflect the changes in your product configuration.
Click **Manage Billing Plans** and make changes to your billing plan.

8. Finalize your cart.

Your billing plan is now linked with the Quote/Proposal.

If you delete an associated billing plan from the cart, the billing frequencies are recalculated based on your default billing preference.

 You cannot create or edit a billing plan when terminating an asset.

You can also create a billing plan without a quote using the **createBillingPlanWithProductConfiguration** API. For more information, refer to [Creating Billing Plan without Quote API](#).

Usage-based Billing

Traditionally One-time, Recurring, and Usage are the three types of billing models. With the advent of service based industries, usage-based billing model is quite popular because customers wish to pay only for what they consume.

For example, a high-tech company may offer a monthly cloud-based data storage product. For this product, the pricing is set up so the price per unit decreases as the total usage increases. This pricing model promotes increased usage volume per customer which in turn creates higher recurring revenue. Usage inputs are totaled monthly and rated using a pricing matrix.

The pricing matrix can be tiered as follows:

- 1 GB to 999 GB: \$10 per GB
- 1000 GB to 1999 GB: \$9 per GB
- 2000 GB to 2999 GB: \$8 per GB

In this scenario, you need to use usage-based billing to successfully rate the usage inputs and invoice your customers the correct rated amount.

 Flat or rated amount can be set by a matrix, and it cannot be set by tier.

If a product has the **Price Type** set to *Usage*, it is a usage-based product and hence qualifies for the Usage-based billing. When an order containing a usage-based product is activated, Apttus Billing Management generates a Usage Schedule in addition to the Billing Schedule.

You can input the usage volume/quantity through Usage Inputs and Apttus Billing Management will derive the usage amount for that input. The net amount due at the time you generate an invoice then depends on the quantity of the units consumed and the per unit price of the product or service.

You must provide a **Usage Input** to record the usage quantity consumed within a specific duration.

The process flow:

1. Create an order with a usage-based product. The product which is now an activated asset will have a **Usage** and a **Billing Schedule** generated automatically.
2. Enter **Usage Input** to record the quantity consumed over a period.
3. This quantity is reflected in the **Usage Schedules** for the effective period.
4. The rated amount derived from the Usage Input is reflected in the **Billing Schedules** for the effective period.

In a nutshell, Usage Schedules contain the usage quantity entered through Usage Inputs. Whereas Billing Schedules contain the usage amount corresponding to the usage quantity.

Usage Input

Usage input taps the raw, unrated usage in the system based on the quantity consumption. Usage price tiers and ratings are also associated to the Usage input object.

You can,

- Enter the quantity through Usage Input
- Process it to rate or
- Unrate the usage.

You could also run a batch job to process or unrate the usage automatically.

For example, you are an executive in the Billing department of an Internet Service Provider. You must capture and process the amount of data your customers have used so that you can calculate the amount that you will generate an invoice for. In the Apttus Billing Management, you would create a new **Usage Input** and process it in order to rate that usage.

With a scheduled batch job, Apttus Billing Management processes the Usage Input to rate the usage and automatically updates the rated amount to the associated Billing Schedule and quantity to Usage Schedule.

The screenshot shows the 'Usage Input Edit' interface. At the top, there's a title 'Usage Input Edit' and 'New Usage Input'. Below this are buttons for 'Save', 'Save & New', and 'Cancel'. The 'Information' section shows the owner as 'Manjunath Ramachandra'. The 'System Information' section contains several fields: 'Asset Line Item' (MR_Usage_SA), 'Asset Number' (A100034005), 'Message' (empty), 'Quantity' (200), 'Status' (Loaded), 'Description' (Usage input to calculate the charge for the amount of data consumed), 'Start Date' (3/18/2016), 'End Date' (3/31/2016), 'Product Uom' (Each), 'Rated Amount' (empty), and 'Usage Date' (3/18/2016). At the bottom, there are 'Save', 'Save & New', and 'Cancel' buttons.

Refer to the following sections for more details around Usage Inputs.

- [Creating a New Usage Input](#)
- [Processing Usage Input](#)
- [Rating Usage Inputs with Custom Price Fields](#)
- [Rating Usage Inputs with price tiers adjustments](#)
- [Usage Input Status](#)

Creating a New Usage Input

1. Click **Usage Input > New**.
2. Enter values for the fields described in the following table:

| Field | Description |
|-----------------|--|
| Asset Line Item | Lookup and select the Asset Line Item for which you want to process the Usage Input. |
| Asset Number | Enter the Asset Number you for which you want to process the Usage Input. |
| Description | Describe the purpose of this Usage Input. |

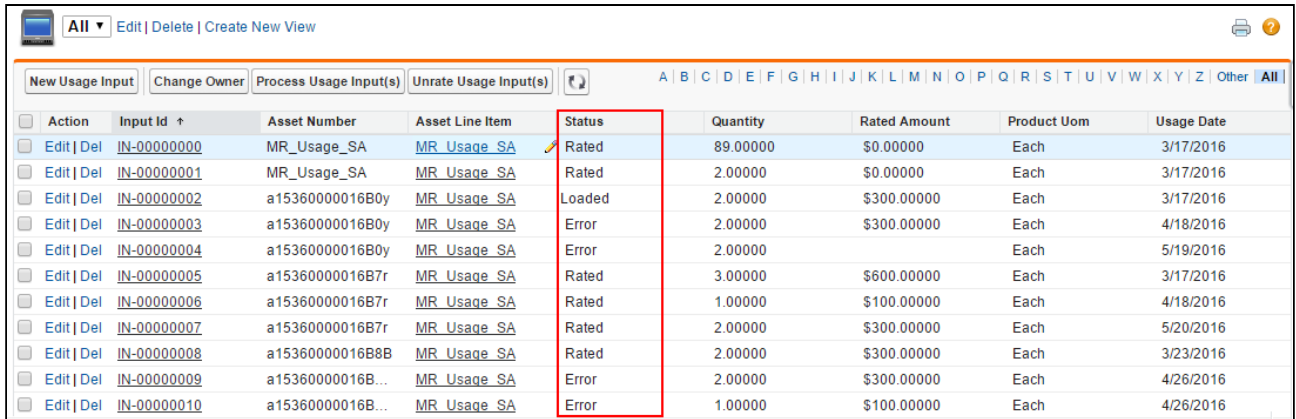
| Field | Description |
|--------------|--|
| Message | Auto-generated after the input processing. The message corresponds to the Processing Status. Please refer Usage Input Status . |
| Status | <p>The stage of the usage input processing. It can be any one of the following options:</p> <ul style="list-style-type: none"> • Loaded - If this Usage Input is ready to be processed. • Assigned - If this Usage Input is assigned to a user for processing. • Ready - If this Usage Input is ready to be rated. • Rated - If this Usage Input is rated and ready to be loaded. • Error - If some parameters to process this usage input are incorrect or unavailable. <p>For more details, please refer Usage Input Status.</p> |
| Usage Date | From the calendar, select the date when you want to calculate the Usage Input. |
| Start Date | From the calendar, select the date from when you want to calculate the start of the usage. |
| End Date | From the calendar, select the date until when you want to calculate the end of the usage. |
| Quantity | Enter the number of units of the asset for which you want to process the Usage Input. |
| Product UoM | <p>Select any one of the following options to calculate the Product Unit of Measure:</p> <ul style="list-style-type: none"> • Each • Hour • Day • Month • Year • Quarter • Case • Gallon |
| Rated Amount | This field is automatically populated with the amount based on Quantity after you process the Usage Input. |

3. Click **Save**.

Processing Usage Input

Usage Input processing is a batch process run by the system that derives rated amount from a given quantity, updates the Usage and Billing Schedules and sets the **Input Status** to *Rated* if the input data is accurate.

You can process multiple usage inputs in one go from the **Usage Inputs** Homepage. At the top of the page, next to **View**, Click **Go** to see all Usage Inputs entered in the system.



| Action | Input Id | Asset Number | Asset Line Item | Status | Quantity | Rated Amount | Product Uom | Usage Date |
|-------------------------------------|-------------|------------------|-----------------|--------|----------|--------------|-------------|------------|
| <input type="checkbox"/> Edit Del | IN-00000000 | MR_Usage_SA | MR_Usage_SA | Rated | 89.00000 | \$0.00000 | Each | 3/17/2016 |
| <input type="checkbox"/> Edit Del | IN-00000001 | MR_Usage_SA | MR_Usage_SA | Rated | 2.00000 | \$0.00000 | Each | 3/17/2016 |
| <input type="checkbox"/> Edit Del | IN-00000002 | a15360000016B0y | MR_Usage_SA | Loaded | 2.00000 | \$300.00000 | Each | 3/17/2016 |
| <input type="checkbox"/> Edit Del | IN-00000003 | a15360000016B0y | MR_Usage_SA | Error | 2.00000 | \$300.00000 | Each | 4/18/2016 |
| <input type="checkbox"/> Edit Del | IN-00000004 | a15360000016B0y | MR_Usage_SA | Error | 2.00000 | | Each | 5/19/2016 |
| <input type="checkbox"/> Edit Del | IN-00000005 | a15360000016B7r | MR_Usage_SA | Rated | 3.00000 | \$600.00000 | Each | 3/17/2016 |
| <input type="checkbox"/> Edit Del | IN-00000006 | a15360000016B7r | MR_Usage_SA | Rated | 1.00000 | \$100.00000 | Each | 4/18/2016 |
| <input type="checkbox"/> Edit Del | IN-00000007 | a15360000016B7r | MR_Usage_SA | Rated | 2.00000 | \$300.00000 | Each | 5/20/2016 |
| <input type="checkbox"/> Edit Del | IN-00000008 | a15360000016B8B | MR_Usage_SA | Rated | 2.00000 | \$300.00000 | Each | 3/23/2016 |
| <input type="checkbox"/> Edit Del | IN-00000009 | a15360000016B... | MR_Usage_SA | Error | 2.00000 | \$300.00000 | Each | 4/26/2016 |
| <input type="checkbox"/> Edit Del | IN-00000010 | a15360000016B... | MR_Usage_SA | Error | 1.00000 | \$100.00000 | Each | 4/26/2016 |

Select the check box for those Usage Inputs which you want to process and click **Process Usage Input(s)**.

Note

You can process usage only for those inputs which have the **Status** as *Loaded*.

Similarly, to unrate the processed inputs in bulk, select the check box for multiple inputs and click **Unrate Usage Input(s)**.

The processing is unsuccessful in case,

- The Asset Line Item does not exist for the given Asset Number.
- There is no usage schedule found for the Asset as mentioned on the Usage Date.

In both cases, the Usage Input **Status** will be set to *Error*. Go to **Usage Input Detail** page to view the **Message** to understand the cause of error.

| Usage Input Detail | | Edit Delete Clone Process Usage Input Unrate Usage Input | |
|--------------------|--|--|---|
| Input Id | IN-00000002 | Owner | Manjunath Ramachandra [Change] |
| Asset Line Item | MR Usage SA | Last Modified By | Manjunath Ramachandra , 3/16/2016 1:57 AM |
| Asset Number | a15360000016B0y | Description | |
| Created By | Manjunath Ramachandra , 3/16/2016 1:51 AM | Start Date | 3/16/2016 |
| Message | No Usage Schedule could be found for the specified Asset Number a15360000016B0y and Usage Date 2016-03-17. | | |
| Quantity | 2.00000 | End Date | 3/15/2017 |
| Status | Error | Product Uom | Each |
| Usage Schedule | Usage Schedule | Rated Amount | \$300.00000 |
| | | Usage Date | 3/17/2016 |

You can also Unrate a processed usage Input from the **Usage Input Detail** view if inaccurate quantity or pricing has been processed. Click **Unrate Usage Input**.

With the Apttus Billing Management application, when you process usage inputs, you will receive an email notification at the conclusion of the process with the following information:

- Number of Usage Inputs processed: X
- Number of Usage Inputs processed successfully: X
- Number of Usage Inputs processed with errors: X

Check out [Usage Schedules](#) for the successfully *Rated* Usage Inputs.

Rating Usage Inputs with Custom Price Fields

When you process a usage input, the Rated Amount is calculated based on the List Price of the Asset. You can also rate the usage input based on the Net Price or a custom price field. To rate the usage input based on a custom price field,

1. Create a custom field with Data Type as Currency on the Asset Line Item object.
2. Register the API name of the field in the **Usage Rating Price Field Override** field in your [Billing Preference](#). To override the list price with your custom field at the global, register the custom field name in the **Usage Rating Price Field Override** field in [Billing System Properties](#).

Usage Inputs are now rated based on your custom field.

i For usage products with price tiers, rating the usage inputs with custom price field is not supported. Usage Inputs are rated based on the list price of the asset.

Rating Usage Inputs with price tiers adjustments

For a usage-based product, you can modify its price tiers mid billing cycle. Let us take a scenario, where a customer is billed at a per unit rate based on the volume consumed for a product 'StarKit'. A flat rate is defined for each price tier as following:

- 1 to 10 units = \$100

- 11 to 20 units = \$200
- 21+ units = \$500

The billing cycle for the product is from 1/1/2017 to 12/31/2107.

Now, let's assume that on 5/1/2017 the price tiers were modified as

- 1 to 10 units = \$150
- 11 to 20 units = \$250
- 20+ units = \$550

You will now need to bill the customer as per the new price tiers if the usage date is greater than 5/1/2017.

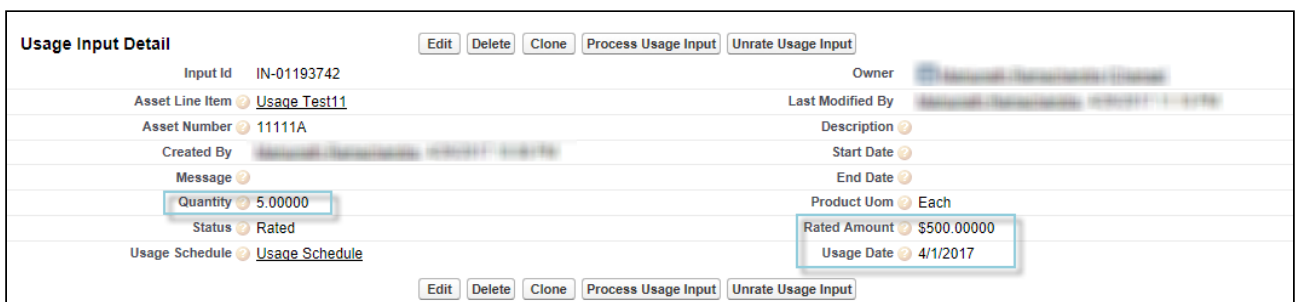
i To modify the price tiers, make sure that **Is Usage Tier Modifiable** is selected at the product PLI.

To modify the price tiers, use the asset manager and change the price tiers for the product 'StarKit' as mentioned above and change the start date to 5/1/2017.

i Under Display Column Settings, for the **Display Type** as *Cart Line Item*, make sure that the field **Start Date** is present in the corresponding flow. Ensure that *Is Editable* is selected for **Start Date**.

The usage inputs are now processed with the modified price tier if the Usage Date is greater than 5/1/2017.

For example, if you specify **Quantity** as 5 and **Usage Date** as 4/1/2017, you will see the **Rated Amount** as \$500 (5 * 100).



If you specify **Quantity** as 5 and **Usage Date** as 7/1/2017, you will see the **Rated Amount** as \$750 (5*150).

| Usage Input Detail | | Edit | Delete | Clone | Process Usage Input | Unrate Usage Input | |
|--------------------|--------------------------------|------|--------|-------|---------------------|--------------------|-------------|
| Input Id | IN-01193743 | | | | | Owner | [Redacted] |
| Asset Line Item | Usage Test11 | | | | | Last Modified By | [Redacted] |
| Asset Number | 11111A | | | | | Description | |
| Created By | [Redacted] | | | | | Start Date | |
| Message | | | | | | End Date | |
| Quantity | 5.00000 | | | | | Product Uom | Each |
| Status | Rated | | | | | Rated Amount | \$750.00000 |
| Usage Schedule | Usage Schedule | | | | | Usage Date | 7/1/2017 |
| | | Edit | Delete | Clone | Process Usage Input | Unrate Usage Input | |

Usage Input Status

| Action | Status (Pre) | Message | Status (Post) |
|---------------------|--------------|---|---------------|
| Process Usage Input | Loaded | - | Rated |
| | Error | <ul style="list-style-type: none"> <i>No Usage Schedule could be found for the specified Asset Number and Usage Date</i> (Verify the Start Date and End Date) <i>Invalid Asset Number</i> (Confirm if the Asset Number is valid) <i>Invalid Usage Date</i> (The Usage Start and End Date should lie between the Billing Schedules) | No change |
| | Rated | Usage Input with Status as Loaded can only be processed. | No change |
| Unrate Usage Input | Loaded | Usage Input with status as Rated can only be unrated. | No change |
| | Error | Usage Input with status as Rated can only be unrated. | No change |
| | Rated | Usage Input has been unrated. | Error |

Usage Schedules

On the creation of a usage-based asset, Usage Schedules are automatically generated. Usage Schedules record the quantity consumed for each Billing Schedule.

1. On the **Account** page, go to **Assets** to view the **Usage Schedules** under the Asset related lists.

| Usage Schedules | | | | | | | | |
|--|-----------------------------|-----------------------------|--------------------------|-------------------|-----------------|-----------------|-------------------|--------------------------|
| Action | Schedule Id | Billing Schedule | Is Superseded | Period Start Date | Period End Date | Actual Quantity | Included Quantity | Actual Included Quantity |
| Edit Del | US-00000051 | BS-00000708 | <input type="checkbox"/> | 3/17/2016 | 3/31/2016 | | 1.00000 | |
| Edit Del | US-00000052 | BS-00000709 | <input type="checkbox"/> | 4/1/2016 | 4/30/2016 | | 1.00000 | |
| Edit Del | US-00000053 | BS-00000710 | <input type="checkbox"/> | 5/1/2016 | 5/31/2016 | | 1.00000 | |
| Edit Del | US-00000054 | BS-00000711 | <input type="checkbox"/> | 6/1/2016 | 6/30/2016 | 200.00000 | 1.00000 | |
| Edit Del | US-00000055 | BS-00000712 | <input type="checkbox"/> | 7/1/2016 | 7/31/2016 | | 1.00000 | |

[Show 5 more »](#) | [Go to list \(13\) »](#)

Field Description

| Field | Description |
|--------------------------|--|
| Billing Schedule | The corresponding Billing Schedule for this Usage Schedule. |
| Is Superseded | Checked if the usage schedule is superseded due to amendments. |
| Period Start Date | Select the date from which you want to calculate your customer's usage. |
| Period End Date | Select the date until which you want to calculate your customer's usage. |
| Actual Quantity | The quantity included at no charge in the billing schedule. |
| Included Quantity | The number of units of the product you want to include for billing your customer. |
| Actual Included Quantity | The actual quantity consumed during the billing schedule. For example, if your package has 100 included minutes, 100 minutes will be the Actual Quantity and the consumed minutes will be the Actual Included Quantity . |

You must enter the usage or metering data associated with an order and then link this usage rating to a Usage Schedule. You can do so by entering a [Usage Input](#).

Delayed Usage

Delayed Usage functionality allows you to process usage after the end of the contract. If the usage is for a billing schedule with status as 'Pending Billing', the fee amount is updated to the rated amount of the usage input. If the usage is for an invoiced billing schedule, new

billing schedule is created with start date and end date as the usage date. The existing billing schedule is superseded. The ready for invoice date on the billing schedules is set to the usage date.

Minimum Fee for Usage-based Products

You can charge a minimum fee to your customers if no usage or insufficient usage is recorded in the contract term. If usage consumption is less than the minimum amount or no usage consumption is recorded, the customers are invoiced with the minimum fee charge.

Prerequisites

1. Create a custom field with Data Type as Currency on the Asset Line Item.
2. Enter the API name of the custom field in the **Usage Minimum Field API Name** setting in Billing Product Settings.

Applying Minimum Fee

For example, you are a finance user in the Billing department of an Internet Service Provider. The pricing matrix can be tiered as follows:

- 1 GB to 999 GB: \$10 per GB
- 1000 GB to 1999 GB: \$9 per GB
- 2000 GB to 2999 GB: \$8 per GB

You want to charge your customer a minimum fee of \$5 if no usage consumption is recorded. To apply a minimum fee, select **Always Apply Usage Minimum** from [Billing System Properties](#)

To apply the minimum fee

1. Add the usage product in your cart.
2. Accept the Quote and activate the order.
3. Edit the Asset Line Item and capture the minimum fee in your custom field.
4. Rate the usage input.

If Always Apply Usage Minimum is selected, a minimum fee of \$5 is charged in the billing schedule after you activate your customer's order.

If you do not select Always Apply Usage Minimum, the minimum fee is only charged after you rate your customer's usage input and the rated amount is less than the minimum fee amount.

Minimum Fee for Bundle Products

For bundle products, you can set the minimum fee at the bundle level or set it at the individual option product level.

Minimum Fee at Bundle Level

Consider the following bundle product configuration:

| Product | Charge Type | Per Unit Price | Monthly Minimum |
|-----------|-------------|----------------|-----------------|
| Bundle B1 | Usage | | \$1,000 |
| Option O1 | Usage | \$1 | |
| Option O2 | Usage | \$2 | |

Here, the monthly minimum is set at the bundle level.

The usage consumption for the option products is as follows:

| Asset Line Item | Quantity | Per Unit Price | Rated Amount |
|-----------------|----------|----------------|--------------|
| Option O1 | 200 | \$1 | \$200 |
| Option O2 | 300 | \$2 | \$600 |

As the total rated amount, \$800 is less than the monthly minimum charge of \$1000, an invoice is generated for **\$1000** amount for the bundle product.

| Invoice | | |
|-------------------|------------|---------|
| Invoice Number | Due Amount | |
| INV-0001 | \$1,000 | |
| Invoice Line Item | Product | Amount |
| ILI-0001 | Bundle B1 | \$1,000 |

Minimum Fee at Option Level

Consider the following bundle product configuration:

| Product | Charge Type | Per Unit Price | Monthly Minimum |
|-----------|-------------|----------------|-----------------|
| Bundle B1 | Usage | | |
| Option O1 | Usage | \$1 | \$300 |
| Option O2 | Usage | \$2 | |

Here, the monthly minimum is set at the option level.

The usage consumption for the option products is as follows:

| Asset Line Item | Quantity | Per Unit Price | Rated Amount |
|-----------------|----------|----------------|--------------|
| Option O1 | 200 | \$1 | \$200 |
| Option O2 | 300 | \$2 | \$600 |

As the rated amount for Option O1 is less than the monthly minimum charge of \$300, an invoice is generated for **\$900** amount as follows:

| Invoice | | |
|-------------------|------------|--------|
| Invoice Number | Due Amount | |
| INV-0001 | \$9000 | |
| Invoice Line Item | Product | Amount |
| ILI-0001 | Bundle B1 | \$0 |
| ILI-0002 | Option O1 | \$300 |
| ILI-0003 | Option O2 | \$600 |

Billing Metrics

Billing Metrics functionality lets you preview the billing effect of asset-based operations without actually performing the actions. It allows you to see the financial impact of canceling or amending a particular asset for a given account. For an account, you can perform the following three actions:

- Info
- Cancel
- Change

Info action provides you the all the details based on the current state of the billing schedules of the asset.

Change and Cancel operation allows you to make changes to the asset by modifying the Start Date, End Date, Net Price, and Billing Frequency.

To evaluate billing metrics for an Asset,

1. Click **Billing Metrics API** button from the asset line item.
2. Select Action Type.
3. Enter the Start Date, End Date, Net Price, and Billing Schedules.
4. Click **Evaluate**.

The evaluated Billing Metrics and Billing Schedules are displayed.

Evaluate Billing Metrics Evaluate Cancel

| | | |
|---|---|--------------------------------|
| Action Type: <input type="text" value="Change"/> | New Net Price: <input type="text" value="696"/> | Asset Name: AS_Managed_SFM_BFM |
| Effective Date: <input type="text" value="03/01/2019"/> | Billing Frequency: <input type="text" value="Quarterly"/> | Product: AS_Managed_SFM_BFM |
| New End Date: <input type="text" value="12/31/2019"/> | Selling Term: 10 00000 | Bill To: simplediscount1 |

Calculated Metrics

| | | | |
|----------------------------|---|--|---|
| Pending Billing: 896.00000 | Asset TCV: 896.00000 | Current Contract TCV: 896.00000 | Current Asset TCV: 746.66667 |
| Cancelled Billing: 0.0 | Invoiced: 600.00000 | Current Contract Invoiced: 600.00000 | Current Asset Invoiced: 400.00000 |
| Total Cancelled: 0.0 | Invoice Credits: 600.00000 | Current Contract Credited Invoiced Amount: 600.00000 | Current Asset Credited Invoiced Amount: 400.00000 |
| Paid Amount: 0.0 | Invoiced Through Date: Sun Jun 30 00:00:00 GMT 2019 | Current Contract Pending Billing Amount: 896.00000 | Current Asset Pending Billing Amount: 746.66667 |

Evaluate Cancel

Evaluated Billing Schedules

| Schedule Id | Status | Fee Amount | Period Start Date | Period End Date | Ready For Invoice Date | Order Line Item | Is Superseded | Invoiced Schedule Id | Type |
|-------------|-----------------|---------------|-------------------|-----------------|------------------------|-----------------|---------------|----------------------|------------|
| BS-00265478 | Invoiced | \$100.00000 | 1/1/2019 | 1/31/2019 | 1/1/2019 | OI-0000002725 | ✓ | | Contracted |
| BS-00265490 | Superseded | (\$25.00000) | 1/1/2019 | 1/31/2019 | 1/1/2019 | OI-0000002726 | ✓ | BS-00265478 | Contracted |
| BS-00265502 | Pending Billing | (\$100.00000) | 1/1/2019 | 1/31/2019 | 1/1/2019 | OI-0000002727 | ☐ | BS-00265478 | Contracted |
| BS-00265504 | Pending Billing | \$149.33333 | 1/1/2019 | 2/28/2019 | 3/1/2019 | OI-0000002727 | ☐ | | Contracted |
| BS-00265479 | Invoiced | \$100.00000 | 2/1/2019 | 2/28/2019 | 2/1/2019 | OI-0000002725 | ✓ | | Contracted |
| BS-00265491 | Superseded | (\$25.00000) | 2/1/2019 | 2/28/2019 | 2/1/2019 | OI-0000002726 | ✓ | BS-00265479 | Contracted |
| BS-00265503 | Pending Billing | (\$100.00000) | 2/1/2019 | 2/28/2019 | 2/1/2019 | OI-0000002727 | ☐ | BS-00265479 | Contracted |

For detailed information on the impact of Change and Cancel operation on assets, refer to [Managing Assets](#).

Invoicing

After the Billing Schedules are generated for assets, the next step is to generate invoices for accounts that contain information on the usage, applicable charges, and payment due date. You can send invoices in advance or after the services in addition to the generation frequency such as daily, weekly or monthly as required. An invoice is a legal document that is issued by the seller to the buyer.

Before you can generate an invoice using Apttus Billing Management, you must define all the information you want to include in the invoice.

With Apttus Billing Management you can create, deliver, and manage invoices that are precise and scalable.

Different organizations follow an invoice pattern aligned to their business requirements. However, a standard invoice incorporates,

- Invoice Number
- Customer name and Address
- Total Amount of purchase or usage
- Due Date

- Applicable Taxes and Discount
- Payment Terms

You can use different templates, billing preferences, billing schedules, and payment terms for each type of invoice.

Before you create an invoice, you must determine if the invoice is for payment on receipt, in-advance, or scheduled for a later period.

With an invoice, you can notify your customers of their most recent order, the fees, discounts, and taxes that are applicable. Invoices also include a current account balance of payments owed.

To generate an Invoice, you will need an Invoice template that you can create a template on which the invoice is modelled. To create an Invoice template, see [Invoice Template](#).

The invoice object displays the fee amounts from the correlating billing schedules. Invoices are generated through the invoice run. Invoices are generated in draft mode and can be approved or cancelled. After invoices are cancelled they can be deleted or recreated by running the invoice run again.

Invoice line items are created for each asset line item and relate to the corresponding invoice.

Pre-requisites for Invoice PDF Generation

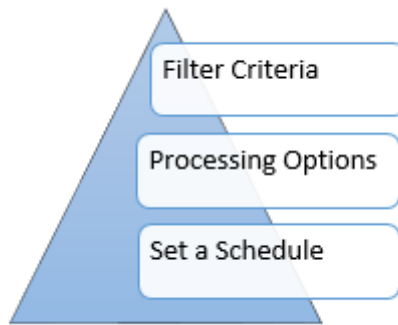
For invoice generation in the PDF format, you must perform the following configurations:

1. Go to **Billing Console** and click **Billing Settings**. Enter the **Api user name** and **Password**. The Password is your salesforce login password followed by the security token.
2. Go to **Setup > Custom Settings > Comply System Properties** and set the **Merge Webserivce End point** to `https://mwsdev.apttus.net/cgi-bin/Janus/MergeServer/Bin/MMCGI.exe` under **Comply System Settings**.
3. Go to **Setup > Remote Site Settings** and click **New remote site** to add a remote site. Specify **Remote Site Name** and set **Remote Site URL** to the base URL of production merge server, for example, `https://mwsdev.apttus.net`.

Invoice Run

An Invoice run is a scheduled batch job to generate invoices in bulk. The invoice run batch job creates invoices by selecting billing schedules with **Status** as *Pending Billing* and **Ready for Invoice Date** with less than or equal to *Process Through Date*.

You can initiate an Invoice run immediately or schedule it for the future and filter it by Account, Account Location, Product, or a custom filter based on your business requirements.



Pre-requisite

You must override the standard Invoice Run page with a Visualforce page to drive the Invoice Run behavior as required.

Go to **Invoice Runs** object. Under **Buttons, Links, and Actions** section, edit **New** label to select a VisualForce page, *InvoiceRunCreate[InvoiceRunCreate]*.

To initiate an Invoice Run

1. Click the **Invoice Run > New**.

Invoice Run

| | | |
|--|--|--|
| <p>Invoice Run Information</p> <p>* Invoice Run Name <input type="text"/></p> <p>* Run Type Immediate</p> | <p>Invoice Options</p> <p><input type="checkbox"/> Auto Approve Invoices</p> <p>Suppress Invoices --None-- Amount</p> <p>Invoice Override Template --None--</p> <p><input type="checkbox"/> Split Invoices By Order</p> | <p>Credit Memo Options</p> <p><input type="checkbox"/> Auto Approve Credit Memos</p> <p>Credit Memo Creation Option --None--</p> <p><input type="checkbox"/> Auto Apply Credit Memo</p> <p>Credit Memo Override Template --None--</p> |
|--|--|--|

Filter Criteria

Account Account Location Product Billing Schedule

| Field | Operator | Value | | |
|-------|----------|-------|-----|--------|
| None | None | | AND | Delete |
| None | None | | AND | Delete |
| None | None | | Add | Delete |

[Advanced Options](#)

2. Enter a unique name for this specific Invoice Run instance. A unique name enables you and others in your organization to track, report, and troubleshoot this batch job.

3. Define a **Filter Criteria** to determine the scope of the Invoice Run. To define the filter criteria by selecting the **Account**, **Account Location**, **Product**, or the **Billing Schedule** object, a field from these objects, the operator, and the value for the field. Please refer, [Defining Filter Criteria](#).
4. To define the processing options, enter values for the fields described in the following table. Please refer, [Processing Options](#) to know more on this.

| Field | Description |
|--------------------------------------|---|
| Invoice Override Template | Enter the name of the invoice template you want to use instead of the default. |
| Credit Memo Override Template | Enter the name of the credit memo template you want to use instead of the default. |
| Auto Approve Invoices | Select this check box to automatically approve the Invoice Run. |
| Split Invoices by Order | Select the check box to generate separate invoices for each order on the customer's account. |
| Suppress Invoices | Select one from the available modifiers and enter an amount. <ul style="list-style-type: none"> • Less than • Less than or Equal to • Equal to |

5. To initiate an invoice run immediately or schedule later, select the **Run Type** Radio button from Scheduling Options. Please refer [Scheduling Options](#) to know more on this.
6. Click **Save**.

Defining Filter Criteria

Invoice Runs enable you to define the filtering criteria that will determine which Accounts and Billing Schedules are picked for invoice generation.

You can define the filter criteria on Four key objects- Account, Account Location, Product, and/or Billing Schedule.

For example, you are an executive in the Billing department of a software company and want to perform an invoice run to generate invoices for only those customers whose Account Location is San Francisco. In all cases similar to this example, filter criteria can help you generate appropriate invoices.

Let us see how you can apply filter criteria for the following scenarios in Apttus Billing Management,

- Generate Invoices only for the accounts whose Billing Day of the Month is 5th of the Month.

The screenshot shows the 'Filter Criteria' interface with the 'Account' tab selected. The table below represents the filter criteria:

| Field | Operator | Value | | |
|--------------------------------|----------|----------|-----|--------|
| Account : Billing Day Of Month | equal to | 5/5/2018 | AND | Delete |
| None | None | | AND | Delete |
| None | None | | Add | Delete |

Advanced Options

- Generate Invoices only for one Account Location. Under Filter Criteria, select Account location and select the field 'Account Location: City'. Use 'equal to' for an exact match of the value you enter.

The screenshot shows the 'Filter Criteria' interface with the 'Account Location' tab selected. The table below represents the filter criteria:

| Field | Operator | Value | | |
|-------------------------|----------|----------|-----|--------|
| Account Location : City | equal to | New York | AND | Delete |
| None | None | | AND | Delete |
| None | None | | Add | Delete |

Advanced Options

- Generate Invoices only for products with a Product Code that starts with CD-00. Additionally, only products with an Effective Date greater than or equal to 1/1/2016 should be included in the invoice.

The screenshot shows the 'Filter Criteria' interface with the 'Product' tab selected. The table below represents the filter criteria:

| Field | Operator | Value | | |
|------------------------|----------|-------|-----|--------|
| Product : Product Code | equal to | CD-00 | AND | Delete |
| None | None | | AND | Delete |
| None | None | | Add | Delete |

Advanced Options

- Generate Invoices for all Billing Schedules having Billing Rule as Bill in Advance. You select any standard or custom fields from the billing schedule object as filter criteria

during the invoice run

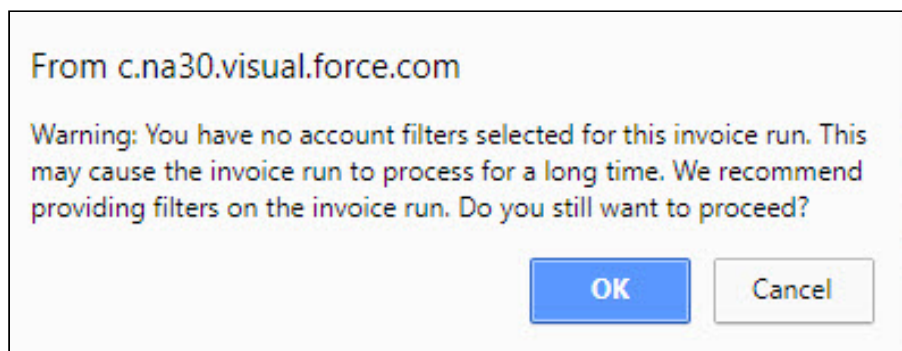
| Field | Operator | Value | | |
|---------------------------------|----------|-----------------|-----|--------|
| Billing Schedule : Billing Rule | equal to | Bill In Advance | AND | Delete |
| None | None | | AND | Delete |
| None | None | | Add | Delete |

Advanced Options

Note

The filters on Account, Account Location, Product, and Billing Schedule grouped by AND operator by default. For example, if the filter on Account is 'Account Name', 'Country' on Account Location and 'Product Code' on the product, only the invoices which match the specified account name, location and product are selected.

If you do not specify any filter for the invoice run, the invoice run batch job takes into consideration all the accounts present in your Salesforce Org. Running the Invoice Run batch job without any filters takes a long time to process. We recommend providing filters on the invoice run. Running the Invoice Job without any filters gives the following warning:



Click **Ok** to proceed without adding any filters.

Advance Filter Criteria

Advance filter criteria provide you the flexibility to specify a logical relationship between various filter criteria. Consider the following conditions:

- Account
 - a. Account Name is DigiSpeakers

- Product
 - a. Product Name as 'Micro-Stone'
 - b. Product Name as 'Wello'
- Account Location
 - a. Location is Brazil
 - b. Location is Mexico

The screenshot shows the 'Filter Criteria' configuration page. It has tabs for 'Account', 'Account Location', 'Product', and 'Billing Schedule'. The 'Account Location' tab is active. Below the tabs is a table with columns for 'Field', 'Operator', and 'Value'. There are three rows of filter criteria:

| | Field | Operator | Value | |
|---|----------------------------|----------|--------|------------|
| 1 | Account Location : County | equal to | Brazil | Delete |
| 2 | Account Location : Country | equal to | Mexico | Delete |
| 3 | None | None | | Add Delete |

Below the table, there is a 'Clear Advanced Options' link and an 'Advanced Filter Condition' text box containing the text '1 AND 2'.

For generating invoices with Account Location as either 'Brazil' or 'Mexico', set the Advance Filter Criteria as 1 OR 2. This expression determines the scope of the Invoice run batch job.

Custom Filters

Apart from the three filters- Account, Account Location, Product, and Billing Schedule, you can create **Custom Filters** to sort and process Invoices. To define Custom Filters for Invoice Runs, please see **Creating Custom Filters for Invoice Runs** under Billing Custom Classes.

Processing Options

Invoice Processing Options help you restrain the invoice generation by providing advance controls on invoice selection, format, and approvals. This makes the invoice generation process more efficient.

You can perform the following processing actions on the invoice each of which is detailed in this section:

- Invoice Override Template
- Credit Memo Override Template
- [Auto Approve Invoices](#)
- Auto Approve Credit Memos
- [Auto Send Invoice Email](#)

- Auto Send Credit Memo Email
- Split Invoices by Order
- [Suppress Invoices](#)
- [Credit Memo Creation Option](#)
- [Auto Apply Credit Memo](#)

From **Override Template**, you can select a template you want to apply to the invoices generated as part of this Invoice Run instead of the default one set on Account. For more information on templates, please refer the section [Invoice Templates](#) or [Credit Memo Template](#)

To generate separate invoices for each order on the account, select the **Split Invoices by Order** checkbox.

For information on Credit Memos, refer [Credit Memo Generation](#).

Auto Approve Invoice

You can define the threshold for an Invoice run with the help of **Auto Approve Invoices**.

When you process an Invoice Run, you can define the Invoices that you want to Auto Approve, by the value of the **Invoice Amount**.

For example, as an administrator, if you want to automatically approve only selected invoices with an Invoice Amount **less than or equal to** \$1000, you can do by specifying the threshold amount in the **Auto Approve Threshold**. Apttus Billing Management automatically approves the processing of such Invoices based on the defined threshold.

Go to **Invoice Runs** page and create a New invoice. Under Processing Options, do the following to add a threshold value for the Invoice auto approval:

1. Select the **Auto Approve Invoices** check box. The **Auto Approve Threshold** is now visible.
2. From the **Auto Approve Threshold** picklist, select one of the following modifiers:
 - Less Than
 - Less Than or Equal To
 - Greater Than
 - Greater than or Equal To
3. In the adjoining text box, define the amount (numerical value) of the threshold.
4. Click **Save**.

Similarly, you can automatically approve all Credit Memos generated as part of Invoice Runs by selecting the **Auto Approve Credit Memos** check box

Auto Send Invoice Email

You can automatically email the approved invoices to a customer with the help of **Auto Send Invoice Email** option on the Invoice Runs Processing Options.

Note

It is recommended to configure certain system properties before you proceed. To enable PDF generation of invoices, please refer [Pre-requisites for Invoice PDF](#). For configurations related to the emails, batch sizes etc, please take a look at the [Billing System Properties](#).

Select **Auto Approve Invoices**, enter a threshold value and select **Auto Send Invoice Email**. As soon as the invoices are generated, Invoice Runs will send an email to your account contact along with the invoice attachments.

The Invoice template and Contacts can be configured at the Account level. Please see, [Account Settings](#).

Note

Unless you select Auto Approve Invoices, you cannot see the Auto Send Invoice Email option. It ensures that only **Approved invoices** are automatically emailed to your customer.

Similarly, you can automatically email Credit Memos by selecting the **Auto Send Credit Memo Email** option. Please refer Pre-requisites for sending Credit Memo Emails from the section [Sending Credit Memo Email](#).

Suppress Invoices

You can use the Suppress Invoice feature to exclude or suppress certain invoices while performing an invoice run. In some situations like invoices with zero amount or with a small value (low amount) you might not want to generate an invoice for sending it to the customer. Such invoices can be removed from the Invoice Runs, so that they are not sent out.

For example, you are an executive in the Billing department of a software company. You want to perform an invoice run but want to suppress invoices for accounts that have a due

amount less than \$0. To achieve this configuration, you can select a modifier 'Less than or equal to' from the picklist and specify the amount (Zero in this case).

The amount you specify must include all applicable taxes.

If you cannot see 'Equal to' modifier in the Suppress Invoices picklist, please refer Custom Settings to add it to the list.

Auto Apply Credit Memo

You can auto-apply the credit memos generated to the unpaid or partially paid invoices. With this functionality, the already approved credit memos and credit memos created as part of the invoice run are auto-applied to the invoices. The Total Due Amount of the invoice line items is reduced and a Related A/R Transaction record is created to capture the transaction.

Use Case: Auto Applying Credit Memos

Description: This use case describes how credit memos are auto-applied during an invoice run batch job. You might use this functionality differently, depending on your business case.

Suppose you are a finance administrator of a company selling a product, Starkit. Starkit is billed recurringly with price as \$10,000 per month. Your customer has bought this product for a term of 6 months and you have already invoiced your customer. The billing schedules are created as under:

| Billing Schedules | Start Date | End Date | Status |
|-------------------|------------|-----------|----------|
| BS1 | 1/1/2019 | 1/31/2019 | Invoiced |
| BS2 | 2/1/2019 | 2/28/2019 | Invoiced |
| BS3 | 3/1/2019 | 3/31/2019 | Invoiced |
| BS4 | 4/1/2019 | 4/30/2019 | Invoiced |
| BS5 | 5/1/2019 | 5/31/2019 | Invoiced |
| BS6 | 6/1/2019 | 6/30/2019 | Invoiced |

Invoice Due Amount is \$60,000.

If the price of the product reduces by 50% after three months, you need to return the customer \$15,000.

Auto-Applying Credit Memos

1. Perform Asset amendments and activate the order to supersede BS4, BS5, and BS6 with negative billing schedules.
2. Submit an invoice run. To auto-apply credit memos, set Auto Approve Credit Memo and Auto Apply Credit Memo as true when submitting an invoice run.

Result:

- Three credit memos are created with amount as \$500 each
- Credit memos created are already applied to the invoice line items.
- Invoice Status changes to Partially Paid and Invoice Due Amount is reduced to \$45,000.

Destination and Source Related A/R Transactions are created as under:

| Destination Related A/R Transactions (Destination Invoice Id) | | | | | | | | | | | | | Destination Related A/R Transactions (Destination Invoice Id) Help | | |
|---|----------------|------------|------------------|-------------------|---------------|------------------|-------------|-------------------|------------------|----------------|----------------------------|------------------------|--|-----------------------|-------------------|
| Action | Related Txn Id | Txn Number | Txn Type | Txn Date | Txn Amount | Description | Reason Code | A/R Impact Amount | Starting Balance | Ending Balance | Destination Credit Memo Id | Destination Payment Id | Source Invoice Id | Source Credit Memo Id | Source Payment Id |
| Edit Del | TX-0000153729 | | Invoice Creation | 12/3/2018 5:30 AM | \$6,000.00000 | Invoice Creation | | \$6,000.00000 | \$0.00000 | \$6,000.00000 | | | | | |
| Edit Del | TX-0000153742 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$6,000.00000 | \$5,500.00000 | | | | CM-00121324 | |
| Edit Del | TX-0000153744 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$5,500.00000 | \$5,000.00000 | | | | CM-00121325 | |
| Edit Del | TX-0000153746 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$5,000.00000 | \$4,500.00000 | | | | CM-00121326 | |

| Source Related A/R Transactions | | | | | | | | | | | | | Source Related A/R Transactions Help | | |
|---------------------------------|----------------|------------|-------------|-------------------|-------------|-------------|-------------|-------------------|------------------|----------------|------------------------|----------------------------|--------------------------------------|-----------------------|-------------------|
| Action | Related Txn Id | Txn Number | Txn Type | Txn Date | Txn Amount | Description | Reason Code | A/R Impact Amount | Starting Balance | Ending Balance | Destination Invoice Id | Destination Credit Memo Id | Destination Payment Id | Source Credit Memo Id | Source Payment Id |
| Edit Del | TX-0000153741 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$500.00000 | \$0.00000 | | | | CM-00121324 | |
| Edit Del | TX-0000153743 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$500.00000 | \$0.00000 | | | | CM-00121325 | |
| Edit Del | TX-0000153745 | | Credit Memo | 12/3/2018 5:30 AM | \$500.00000 | Credit Memo | | \$500.00000 | \$500.00000 | \$0.00000 | | | | CM-00121326 | |

Order of Credit Memo Application

For a given account, you can specify the order of invoices to apply credit memos when submitting the invoice run.

Under processing options tab, select one of the following:

- Oldest Invoices 1st: Select this option to start auto-apply the credit memo from the oldest invoice first to the most recently created invoice.
- Most Recent Invoice 1st: Select this option to start auto-applying the credit memos from the most recently created invoices to the oldest invoice.

For an invoice, all the existing credit memos are applied before applying the newly created credit memos.

Scheduling Options

Invoice Runs provide two scheduling options:

Immediate

You can generate ad hoc invoice for any product or service that you do not want automatically invoiced. Under **Invoice Runs > Scheduling Options**, select the **Run Type** as *Immediate*.

| Field | Description |
|----------------------|---|
| Invoice Date Type | You can select any one value from the following: <ul style="list-style-type: none"> • User-defined: Choose this value to apply the date of your choice on the invoices. • Ready for Invoice Date: Choose this value to copy Ready for Invoice Date from the corresponding Billing Schedules to the Invoice Date on each of the invoices. Please note that the invoices will be grouped or split by the Ready for Invoice Date of the processed Billing Schedules. |
| Invoice Date | Select the date which you want to stamp on the invoices as the Invoice Creation Day. |
| Process through date | Billing Schedules with the Ready for Billing Day equal to or less than the date specified in this field will qualify for invoice generation. |

Scheduled

You can generate invoices in bulk for your customers on a defined schedule. Under **Invoice Runs > Scheduling Options**, select the **Run Type** as *Scheduled*.

Define values for the fields described in the following table and click **Save**.

| Field | Description |
|----------------------|---|
| Schedule Type | Select from one of the following options: <ul style="list-style-type: none"> • Weekly - To perform this Invoice Run every week. • Monthly by date - To perform this Invoice Run every month on a specific date. • Monthly by day - To perform this Invoice Run every month on a specific day. |
| Preferred Start Time | Define the specific hour and minutes of the day when you want to schedule this Invoice Run. |

| Field | Description |
|-----------------------------|---|
| Week Day | Select a day of the week when you want to perform the Invoice Run. |
| Invoice Date Type | You can select any one value from the following: <ul style="list-style-type: none"> • User-defined: Choose this value to apply the date of your choice on the invoices. • Ready for Invoice Date: Choose this value to copy Ready for Invoice Date from the corresponding Billing Schedules to the Invoice Date on each of the invoices. Please note that the invoices will be grouped or split by the Ready for Invoice Date of the processed Billing Schedules. |
| Invoice Date Offset | From the drop-down menu, select the number of days by which you want to advance or delay performing the Invoice Run. |
| Process through date Offset | From the drop-down menu, select the number of days by which you want to advance or delay processing the Invoice Run. |
| Schedule Run from | Enter the date you want to start this Invoice Run. |
| Schedule Run To | Enter the date you want to stop this Invoice Run. Invoice Run batch job runs indefinitely if you do not specify this date. |

Select the **Schedule Type** to *Weekly*, select **Week Day** as *Monday*, Invoice date offset to *-1*, and process thru Date offset to *+6* days.

The Invoice Run batch will run every Monday picking invoices with Ready for Invoice Date less than or equal to Saturday.

Separate Invoicing

Apttus Billing Management, by default consolidates assets onto a single invoice. Therefore, if you add products or make any amendments over time, those will be included a single invoice.

However, you have to option to generate separate invoices for each of the Billing Schedules.

Assume that for an asset, Ready for Invoice Date for 4 Billing schedules is 3/20/2016, 4/20/216, 5/20/2016 and 6/20/216. Create a new **Invoice Run** and set **Process Through Date** as 6/30/2016; only 1 invoice will be generated.

| Invoices (Bill To) | | New Invoice | | Invoices (Bill To) Help ? | |
|--|------------------------------|----------------------|------------------|---------------------------|--|
| Action | Invoice Number | Total Invoice Amount | Total Due Amount | | |
| Edit Del | INV-00001716 | \$30.00000 | \$30.00000 | | |

Now go to **Custom Settings > Billing Custom Class** and set **Invoice Grouping Callback Class** to *testinvoicegroupingcallback*. After this configuration, the invoices will be segregated on the basis of **Ready for Invoice Date** for Billing Schedules.

For the same asset, now 4 invoices will be generated.

| Invoices (Bill To) | | New Invoice | | Invoices (Bill To) Help ? | |
|--|------------------------------|----------------------|------------------|---------------------------|--|
| Action | Invoice Number | Total Invoice Amount | Total Due Amount | | |
| Edit Del | INV-00001612 | \$30.00000 | \$30.00000 | | |
| Edit Del | INV-00001613 | \$30.00000 | \$30.00000 | | |
| Edit Del | INV-00001614 | \$30.00000 | \$30.00000 | | |
| Edit Del | INV-00001615 | \$30.00000 | \$30.00000 | | |

Also, we can separate invoices by order, or by location based on the filter options you set on the Invoice Run. Please refer [Filter Options](#) for more information.

Note

If **Billing Rule** is set to **Ready For Billing Date**, only one invoice will be generated irrespective of this configuration.

Invoice Run Results

After you complete processing an Invoice Run, you can see the results of the Invoice on the Invoice Run Detail page.

| Invoice Run Result Detail | | Edit Delete Clone | | Status Completed | |
|-------------------------------------|---|-------------------|--|--------------------------|-------------------------------|
| Invoice Run Result Name | RVBIL583_1000_3 12/15/2015 5:22:13 PM PST | | | Owner | Apttus Technical Publications |
| Created By | Apttus Technical Publications | | | Total Accounts Selected | 1 |
| Invoice Run Id | RVBIL583_1000_3 | | | Callback Status | Taxes were calculated. |
| Schedule Job Id | 707Z000000YsEoolAF | | | Total Invoices Generated | 3 |
| Accounts with Invoices generated | 1 | | | Total Invoices Supressed | 0 |
| Accounts Without Invoices Generated | 0 | | | Last Modified By | Apttus Technical Publications |

Invoice Life Cycle

The status of an invoice can be

- Draft
- Approved
- Canceled
- Distributed
- Credited

The initial stage of an invoice is Draft. From the Draft stage, an Invoice can be approved or canceled.

When you cancel an invoice in the Draft state, all Billing Schedules are reset to Pending Billing status. You cannot delete an Approved invoice. However, an approved invoice, which is unpaid can be canceled. Auto-approved invoices can be automatically sent to your account's contact through email.

Change the Invoice Status


To change the status of an Invoice, click the Invoice Number to go to the Invoice detail page.

At the top of the Invoice detail, you can see the action buttons to **Approve, Cancel, Delete or Move to Draft** the Invoice.

To move an invoice back to the draft stage,

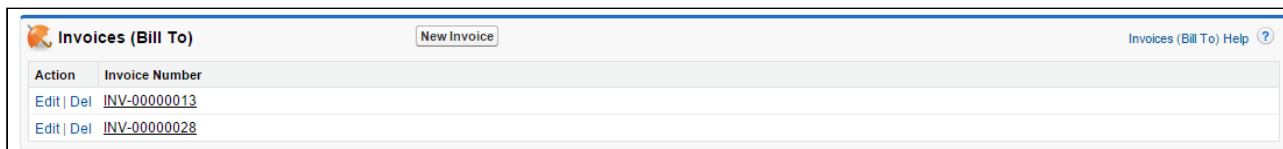
1. Go to Invoice Detail page.
2. Click **Move to Draft** button.

When you click Move to Draft, the status of the Invoice and all Invoice Line Items changes to draft. Status of all the billing schedules related to the invoice line item changes to Pending Invoiced.

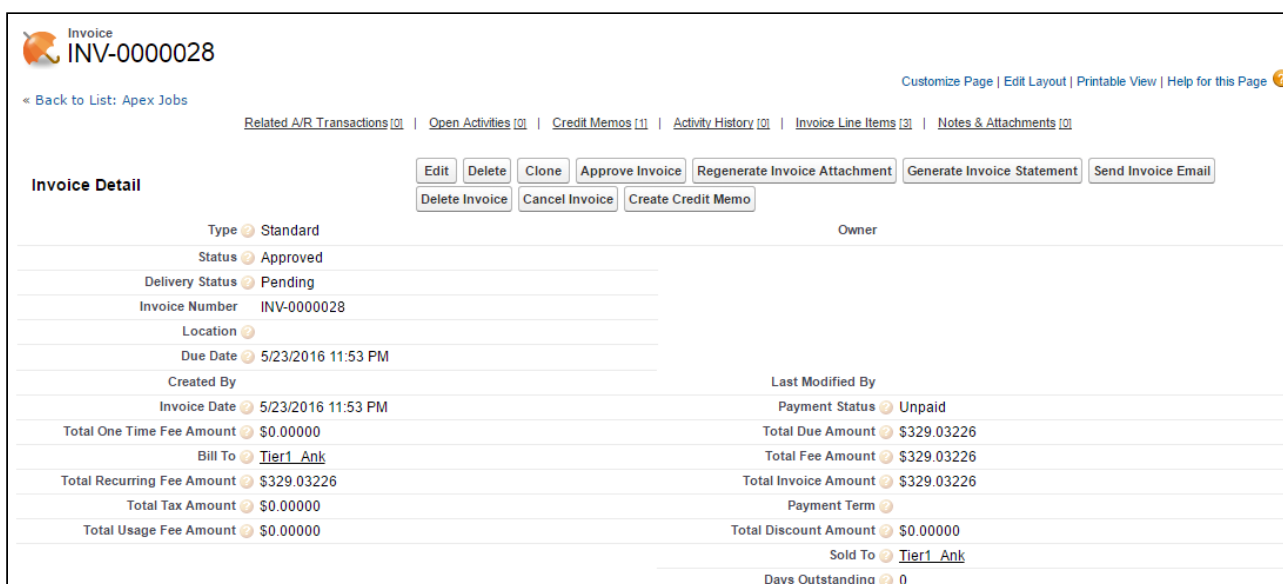
-  You cannot move an invoice back to the draft stage if,
- The status of the invoice is Draft Obsolete.
 - The invoice has credit memos or payments related to it.
 - The invoice has billing schedules with status as Invoiced and Is Superseded set to true.

Invoice Detail

You can see the invoices generated for an Account under the **Invoices** related list on the **Accounts** page.



Click the **Invoice Number** link to open an invoice.



Let us understand what each of the fields on Invoice Details means,

| Field | Description |
|-----------------|---|
| Type | The default Invoice Type which is Standard. |
| Status | The stage at which the invoice is in the entire process. An invoice can move to three statuses: Draft, Approved or Cancelled. For more information, please refer Invoice Life Cycle . |
| Delivery Status | The status of invoice email delivery. The status is 'Pending' if the invoice is not delivered. If the invoice email is sent successfully, the status changes to 'Delivered'. |

| Field | Description |
|-----------------------------|---|
| Invoice Number | A unique number which serves as identification for the invoice. For invoice numbering, you can either use a standard Salesforce field or add a custom field by modifying the page layout. For details on custom numbering, please refer Custom Numbering Callback Class in Billing Management Administrator Guide. |
| Due Date | The date by when this invoice should be paid by the customer. |
| Total Invoice Amount | The sum of all charges and applicable taxes associated with this invoice. Please note that due to the precision configuration, the Total Tax Amount might differ from the sum of Tax Amount on the Invoice Line Items. |
| Total Tax Amount | The Tax amount derived from aggregating the tax amount on each invoice line item. |
| Days Outstanding | The number of days taken to collect the revenue from the invoice due date. |
| Error Status | If you manually or automatically approve an invoice, any error during custom numbering or tax callback will be shown here. The status can be either "Custom Numbering Error" or "Tax Calculation Error". |
| Error Message | The details of exactly what went wrong during custom numbering or tax callback execution. |

Invoice objects contain Bill To Address, Ship To Address, and Sold To Address details.

- **Bill To Address:** The **Billing Address** of the **Bill To** account is used as the Bill To address of the invoice.
- **Ship To Address:**
 - **Scenario: All invoice line items have the same Ship To Account.**

If all invoice line items have the same Ship To Account, use that account as the Ship To Account of the invoice.

Refer to the following table to determine which address is used as the Shipping Address of the Invoice.

| Account | Type of Address | Address Present? | Outcome |
|-----------------|------------------|------------------|---|
| Ship To Account | Shipping Address | Is Present | Used as the Shipping Address of the Invoice |
| | | Not Present | Checks for Billing Address |
| | | | |
| | Billing Address | Is Present | Used as the Shipping Address of the Invoice |
| | | Not Present | Shipping Address of the Invoice is left blank |

- **Scenario: All invoice line items do not have Ship To Account.**

If all invoice line items do not have Ship To Account, the Ship To Account of the invoice is left blank.

Refer to the following table to determine which address is used as the Shipping Address of the Invoice.


| Account | Type of Address | Address Present? | Outcome |
|-----------------|------------------|------------------|---|
| Bill To Account | Shipping Address | Is Present | Used as the Shipping Address of the Invoice |
| | | Not Present | Checks for Billing Address |
| | | | |
| | Billing Address | Is Present | Used as the Shipping Address of the Invoice |
| | | Not Present | Shipping Address of the Invoice is left blank |

- **Scenario: All invoice line items have different Ship To Accounts.**

If all invoice line items do not have different Ship To Account, the Ship To Account along with the Shipping Address is left blank.

- **Sold To Address:** If all the invoice line items have the same Sold To account, the Sold To account of all the invoice line items is used as the Sold To account of the invoice. The **Billing Address** of the **Sold To** account is used. If there is no Billing Address associated with the Sold To account, the Sold To account and the Sold to Address is left blank.

It is left blank if all the invoice line items have different Sold To accounts or there are no Sold To accounts associated with all the invoice line items.

 An Address is not considered valid if the **Street** field is missing in the address.

You can perform following actions on an invoice:

- **Approve Invoice:** The initial status of an invoice is *Draft*. The moment you click **Approve Invoice**, the invoice moves to *Approved* state. Similarly, you can Cancel or Delete an invoice. Please see [Invoice Lifecycle](#) for details.
- **Regenerate Invoice Attachment:** To regenerate Invoice document, click **Regenerate Invoice Attachment**. The invoice document will be available as an attachment under Notes & Attachment related list.
If Custom Invoice Numbering is activated, the Invoice document name will have the format - '**Custom Invoice Number**'_'**Template Name**'_Date. If not, the document name will consist of the Salesforce Auto Number.
- **Send Invoice Email:** To email this invoice, click **Send Invoice**. The Delivery Status will change from *Pending* to *Delivered* after the invoice is emailed to the contact. Please see [Sending an Invoice Email](#).
- **Generate Invoice Statement:** To generate an invoice statement that lists all purchases till the specified date, click **Generate Invoice Statement**. Please see [Generating an Invoice Statement](#).
- **Create Credit Memo:** To generate a Credit Memo manually from the invoice, click **Create Credit Memo**. Please see [Generating Credit Memos from Invoice](#).

If your invoice contains a large number of invoice line items, a batch job is submitted in the background to process them.

You can also check the **Activity History** related list on this page to track the email activities for this Invoice. Check out [Billing System Properties](#) to turn off the activity tracking.

Invoice Line Items

You can also see the **Invoice Line Items** related list under Invoice. Each **Invoice Line Item** represents the purchased product and its price. Invoice Line Items together form an Invoice.

| Invoice Line Items | | | | | | | |
|--|-------------------------------|------------|-----------|----------|------------|------------|--|
| Action | Line Item Id | Start Date | End Date | Quantity | Type | Amount | |
| Edit Del | II-0000000643 | 1/1/2016 | 1/31/2016 | 1.00000 | Contracted | \$10.00000 | |
| Edit Del | II-0000000644 | 2/1/2016 | 2/29/2016 | 1.00000 | Contracted | \$10.00000 | |
| Edit Del | II-0000000645 | 3/1/2016 | 3/31/2016 | 1.00000 | Contracted | \$10.00000 | |
| Edit Del | II-0000000646 | 4/1/2016 | 4/30/2016 | 1.00000 | Contracted | \$10.00000 | |
| Edit Del | II-0000000647 | 5/1/2016 | 5/31/2016 | 1.00000 | Contracted | \$10.00000 | |

[Show 5 more »](#) | [Go to list \(12\) »](#)

Click **Invoice Line Item Id** to open the **Invoice Line Item Detail** page.

| Invoice Line Item Detail | |
|--|-------------------------------------|
| <input type="checkbox"/> Taxable ? | <input checked="" type="checkbox"/> |
| Tax Amount | \$30.00000 |
| Location | |
| <input type="checkbox"/> Tax Inclusive ? | |
| Line Item Id | II-0000000668 |
| Invoice | INV-000000085 |
| Created By | Last Modified By |

Let us understand what each of the fields on Invoice Line Item Detail means,

| Field | Description |
|---------------|---|
| Taxable | Indicates if the purchase represented by the line item is taxable. |
| Tax Amount | The amount of tax on the purchase associated with an individual invoice line item. This amount is aggregated to show the Total Tax Amount on the Invoice. |
| Location | The location of the associated Account. |
| Tax Inclusive | Indicates if the fee includes a tax amount. |

| Field | Description |
|--------------|--|
| Line Item Id | A unique number for each Invoice Line Item identification. |
| Invoice | ID which this invoice line item is a part of. |

Invoice Line Item contains Bill To Address, Ship To Address, and Sold To Address details.

- **Bill To Address:** The **Billing Address** of the parent invoice is used as the Bill To Address for the invoice line item.
- **Ship To Address:** Refer to the following table to determine which address is used as the Shipping Address of the Invoice Line Item.

| Account | Type of Address | Address Present? | Outcome |
|-----------------|------------------|------------------|---|
| Ship To Account | Shipping Address | Is Present | Used as the Shipping Address of the Invoice Line Item |
| | | Not Present | Checks for Billing Address |
| | | | |
| | Billing Address | Is Present | Used as the Shipping Address of the Invoice Line Item |
| | | Not Present | Shipping Address of the Invoice Line Item is left blank |

- **Sold To Address:** The Sold To account mentioned in the Invoice is used as the Sold To account of the Invoice Line Item. The **Billing Address** of the **Sold To** account is used as the Sold To address for the invoice line item. It is left blank if there is no Billing Address with the Sold To account or there is no account mentioned in the Sold To field.

 An Address is not considered valid if the **Street** field is missing in the address.

Generating an Invoice Statement

An invoice statement incorporates amounts owed from past invoices till the specified date. An Invoice Statement Template includes the current outstanding balance owed by your customer and that amount includes all of the A/R transactions related to that invoice. For instance, one of your customers requires an updated statement of all the purchases they have made with the amount paid to date, and the total remaining invoice balance. To fulfill this requirement, you can go to the last generated invoice for this customer account and generate an Invoice Statement.

You can generate an Invoice statement from the **Invoice Detail** page.

Before generating an invoice statement, you will need a template to base the Invoice statement on. You will also have to create a new picklist of type Invoice Statement for the **Type** field of the **Template** object. You must then edit the Additional Information section of the customer Account or Account Location to include the **Default Invoice Statement Template**.

| ▼ Additional Information | |
|--------------------------|---------------------------------------|
| Type | Active |
| Industry | Billing Day Of Month 1st of the Month |
| Billing Preference | Default Invoice Template |
| Payment Term | Tax Certificate |
| | Tax Exempt? No |
| | Employees |
| | Default Invoice Statement Template |
| | Annual Revenue |
| Description | |
| Tax Exempt Status | |

To generate an Invoice Statement for a customer account

1. Select the last invoice you generated for the specific customer account.

Invoice
INV-00000662

[Open Activities \[0\]](#) | [Invoice Line Items \[3\]](#) | [Related A/R Transactions \[1\]](#) |

Invoice Detail

Edit Delete Clone Approve Invoice

Generate Invoice Statement

2. Click **Generate Invoice Statement**.
3. In the **Notes and Attachments** section, click the latest attachment.

4. On the Attachment detail page, click **View File**.

Scheduling Invoice Email Delivery

You can use the Apex Scheduler to run *InvoiceEmailDeliveryScheduler* class to schedule email delivery of invoices on a regular basis. Invoices that are not auto-approved, cannot be emailed as part of the Invoice Runs. You might also not want to email invoices as soon as they are generated. For sending such invoices through email, you can schedule this batch job to run at a weekly or monthly frequency.

1. Go to **Setup**, enter **Apex Classes** in the *Quick Find box*, select Apex Classes (under **Develop**), and then click **Schedule Apex** button located at the top.
2. Enter **Job Name**.
3. From the **Apex Class** lookup, select *InvoiceEmailDeliveryScheduler* class.
4. Under Schedule Apex Execution, specify how often the Apex class should run.
 - a. For **Weekly**—Select one or more days of the week for the job to run (such as Monday and Thursday).
 - b. For **Monthly**—Select either date or day of the job to run (such as second Monday of every month).
5. Enter the **Start** and **End** dates for the Apex scheduled class.
6. Specify a **Preferred Start Time**.
7. Click **Save**.

Sending an Invoice Email

You can email approved invoices in three ways:

- Auto send email as part of Invoice Runs
- Send email manually from the Invoice Details page
- Schedule a batch job

You can automatically send approved invoices through email as part of the Invoice Runs. However, if you want to manually email an invoice in your preferred format, you can do so from the **Invoice Details** page.

If there are a lot of invoices that you want to send through email which were somehow not sent via the Invoice Runs, you can schedule a batch job instead; please refer [Schedule Invoice Email Delivery](#). Check out [Invoice Runs- Processing Option](#) to know how you can auto send Invoice Email.

Pre-requisite

1. Select **Generate Invoice Documents** from [Billing System Properties](#).
2. Perform the configuration required for Invoice PDF generation from [Invoicing](#).
3. Add document and email templates at the Account level from the fields **Set Invoice Email Template** and **Set Default Invoice Template**. Refer [Account Settings](#) for more information.
4. You must have an Invoice document available under the **Notes & Attachments** related list. If not, click **Regenerate Invoice Attachment** to generate an Invoice document.

Go to the Invoice Details page of an Invoice and click **Send Invoice Email**.

Invoice
INV-00000030

Open Activities [0] | Activity History [0] | Invoice Line Items [5+] | Notes & Attachments [0]

Customize Page | Edit Layout | Printable View | Help for this Page

Invoice Detail

Edit Delete Clone Approve Invoice Regenerate Invoice Attachment Generate Invoice Statement
Delete Invoice Cancel Invoice Send Invoice Email

Type Standard Status Approved Delivery Status Pending Invoice Number INV-00000030 Due Date 3/1/2017 11:23 PM

Generate Invoice Generate

Created By Invoice Date 3/1/2017 11:23 PM Last Modified By Payment Status Unpaid

Total One Time Fee Amount \$0.00000 Total Due Amount \$1,800.00000
Bill To DSO17 Total Fee Amount \$1,800.00000
Total Recurring Fee Amount \$1,800.00000 Total Invoice Amount \$1,800.00000
Total Tax Amount \$0.00000 Payment Term
Total Usage Fee Amount \$0.00000 Total Discount Amount \$0.00000
Sold To DSO17
Days Outstanding 35

Next, please select the email attachment template which you want the apply to the invoice.

Invoice
Send Email

Send Invoice Email Send Email Cancel

Invoice Email Template MR_Template Invoice Number INV-00000028
Bill To Grazing Goats AS Location

Select Email Attachment(s)

| File Name | Content Type | Created Date |
|--|--------------------|--------------------|
| <input type="checkbox"/> INV-00000028_Doc_Template_AS_2016-03-13.pdf | application/pdf | 3/13/2016 11:06 PM |
| <input type="checkbox"/> INV-00000028_Doc_Template_AS_2016-03-12.doc | application/msword | 3/12/2016 12:12 AM |

Send Email Cancel

1. Select a template from the **Invoice Email Template** picklist. This lists all the available templates in the system.
2. Select an **Email Attachment**. The listed files are the *generated invoices* available under the Notes & Attachments.
3. After selecting the options, click **Send Email**.

The invoice email is sent to the configured email address on Account. To know more on the email address configuration, please refer [Set Billing Contacts](#) on Accounts.

Email is sent from the email address mentioned in the Org Wide Email Address under Billing System Properties. To send email from legal entity specific email address, enter the email address in the **From Email** field of the legal entity.

Late Fees

You can charge your customers a Late Fee, if they do not complete their payment by the Due Date. You can charge a late fee on an *Approved* invoice, if the **Payment Status** is *Unpaid* and **Due Date** is greater than today's date.

You can charge a fixed amount as a late fee or you can charge your customers a percentage of the **Total Due Amount** of the invoice as late fees.

Defining a Late Fee

To define a Late Fee,

1. From All tabs, click **Late Fees**.
2. Click **New**.
3. Enter values for the following fields:

| Field | Description |
|-----------------|--|
| Name | Enter a unique name |
| Currency | Select the currency to capture late fee |
| Late Fee Type | Select one out of the following: <ul style="list-style-type: none"> • Amount: Select this option to add a fix amount to your invoice • Percentage: Select this option to a a percentage of your Total Due Amount of the invoice as late fees |
| Late Type Value | For Late Fee Type as Amount, enter the amount to add to your Invoice. For Late Fee Type as Percentage, enter a number between 0 to 100. |

4. Click **Save**.

Applying a Late Fee

1. Navigate to your invoice.
2. Click **Apply Late Fee**.
3. Select your *Late Fee* from **Late Fee Options** dropdown menu.
4. Click Apply.

Late Fee Amount is calculated based on the Late Fee Type selected in your Late Fee option. A confirmation popup with the calculated late fee amount appears, click **Ok** to proceed.

The late fee charge is added to the Invoice Due Amount and a Destination-Related A/R Transaction record is created with transection type as Apply Late Fee.

i You cannot cancel or move an invoice back to the draft stage if there is a late fee applied to it.

Canceling a Late Fee

To cancel a late fee,

1. Click the **Cancel Late Fee** button from your invoice detail page..
2. Enter descrpitoin.,
3. Click **Remove Late Fee**.

The applied last fee charge is deducted from the Invoice Due Amount and a Destination-Related A/R Transaction record is created with transection type as Cancel Late Fee.

i Billing Administrators can schedule a batch job to apply late fees periodically. For information, on Late Fee batch job, refer to [Late Fee Batch Job](#). You can also apply a Late Fee using the [applyLateFeesToInvoice](#) API.


Splitting an Invoice

You can split your customer's invoice into two or more invoices. Splitting an invoice is useful when your customers want to spread their payments across multiple invoices. Suppose your customer has a \$100,000 invoice. The customer wants to make 3 payments for this invoice across multiple billing periods. You can split the invoice into 3 based on a percentage that equals 100% of the original invoice.

To Split an Invoice

1. From the invoice detail page, click **Split Invoice**. Split Invoice UI appears.
2. Enter the number of splits that you want to create for the invoice.
3. Enter the Split Percentage and Payment Term for each split.
4. Select **Auto Approve Split Invoices** to auto-approve the split invoices on creation.

5. Select **Bill To** account and **Location** for each Split Invoice.
6. Click **Split Invoice**.

 You can only split an approved invoice.

When you split an invoice, the status of the source invoice changes to Distributed status. The split invoices are created based on the values provided by the user. Split invoices are created with the same number of invoice line item as that of the source invoice. The amount for the split invoice is distributed based on the split % value. Taxes are recalculated based for the split invoices and Destination Related A/R Transactions are created for each split invoice.

You can generate invoice statement for a split invoice. To generate an invoice statement, refer to [Generating an Invoice Statement](#).

 You cannot split an invoice if it linked to a Wallet.


Re-splitting a Split Invoice

You can re-split your split invoices if you want to change the split invoices. To re-split an invoice, go to the source invoice and click Split. The Split Invoice UI appears. Splitting a split invoice is only allowed for source invoices that are in draft or distributed status.

You can not re-split a split invoice once the split invoices are approved, credited or paid.

Canceling a Split Invoice

You cannot cancel a single split invoice. If you cancel a split invoice, all the split invoices belonging to the same source invoice are canceled. After you cancel a split invoice, the status of the source invoice changes back to Approved status. Canceling a split invoice is same as undoing a split.

 You can not cancel an approved split invoice if it has,

- Applied payments or
- Credit memos

Credit and Rebill on Split Invoices

You cannot perform credit and rebill action on Split invoices and Source Invoices in **Distributed** status

To perform credit and rebill, cancel all the split invoices and navigate to the source invoice. For more information, see [Credit and Rebill](#).

Ad-hoc Invoices

Ad-hoc invoices are invoices that are generated independently of the billing cycle. You can create ad-hoc invoices when you want to invoice your customer for any extra charges that are not linked to any billing schedule.

Creating Ad-hoc Invoice

To create an Ad-hoc invoice:

1. Click the **Invoices** tab.
2. Click **New**.
3. Enter a value for the following fields:

| Field | Description |
|-----------------------------|---|
| Bill To* | The name of the billing account. |
| Sold To | The name of the Sold To account. |
| Status* | Status of the invoice. It can be: <ul style="list-style-type: none"> • Draft • Approved • Canceled • Pending Approved • Draft Obsolete |
| Invoice Date* | The date invoice comes into effect. |
| Invoice Attachment Template | The template to use for invoice statement generation. |
| Payment Term | The Payment term to apply to the invoice. Invoice Due Date is calculated based on the selected payment term. Invoice Due Date is set to Invoice Date if the payment term is set to null. |
| Invoice Email Template | Email template to use for sending the invoice email |
| Due Date | The date the invoice is due for payment. This field is auto-populated based on the Payment Term. |

4. For the invoice line items, enter a value for the following fields:

| Field | Description |
|---------------|---|
| Product Name* | Name of the Product for which you want to invoice your customer. |
| Ship To | Name of the shipping account. If you do not specify a Ship To account, the Bill To account of the invoice is used as the Ship To account. |
| Start Date | Start date of the product consumption. |
| End Date | End date of the product consumption. |
| Quantity | Quantity of the Product. |
| Amount* | The amount charged for the product. |
| Tax Code | Id of the Tax Code associated with the product. |
| Taxable? | Select this field if your product is taxable. |
| Tax Inclusive | Select this field if the fee amount is inclusive of the tax amount. |
| Description | Product Description |

5. Click **Create**.

Your Invoice is generated. For invoices with multiple invoice line items having the same Ship To Account, the common Ship To Account of the invoice line items is set as the Ship To Account of the invoice. For invoices with multiple invoice line items having different Ship to Accounts, the Bill To Account of the invoice is set as the Ship To Account.

An invoice line item is created for each product line item. For invoices created with Status set to Approved, A/R Transaction records are also created.

Approving an Ad-hoc Invoice

For invoices generated in the draft stage, you can manually approve them using the **Approve Invoice** option from the more menu. When you approve an invoice,

- The status of the invoice is set to Invoiced.
- The status of invoice line items is set to Invoiced.
- Related A/R Transaction records are created.


Canceling an Ad-hoc Invoice

You can cancel an Ad-hoc invoice using the **Cancel Invoice** option from the more menu.

When you cancel an invoice,

- The status of the invoice is set to Cancelled
- The status of invoice line items is set to Cancelled.

Ad-hoc invoices are not linked to any billing schedules. You can also create direct credit memos from ad-hoc invoices.

-  The following operations are currently not supported for an ad-hoc invoice:
- Splitting an invoice
 - Credit and Rebill

Credit Memo

During financial transactions, you might need to provide credit to the customers for accommodating situations where goods are returned, there is a pricing dispute or where the buyer is not required to pay the full amount of the invoice. In such cases, you can issue a Credit Memo to store the credit balance and offset it against a transaction.

A Credit Memo is a legal document that states the credit balance. The Credit Memos can be issued to counterbalance current invoices or apply to future invoices.

 **Note**

You can create a Credit Memo only when you have already invoiced your customer. Also when issuing a credit memo against an invoice, you must ensure that you issue it for the same amount or amount lower than the total amount of all the invoices in the billing schedule for an asset.

Let us take a couple of scenarios to understand the concept of Credit Memos.

Scenario 1: The credit amount is less than or equal to the invoiced amount

If the credit amount is less than the invoiced amount, the credit is calculated from the same invoice.

For example, your customer purchased a product 'CloudStream' with a base price \$100 for 6 months. Therefore each Billing Schedule would carry an amount of \$100 spread across 6 months. You've invoiced the customer for \$600 in advance.

Now due to a price downgrade (\$10) effective from the 3rd month you have to amend the product price. Post-amendment, the existing Billing Schedules are revised to \$90 from 3rd month onward. On comparing the old and new Billing Schedules, you can deduce that \$40 needs to be credited back to the customer's account for the last 4 months owing to the downgrade. So you must issue a Credit Memo document which has a total amount of \$40.

Scenario 2: The credit amount is greater than the invoiced amount

If the credit amount exceeds the invoiced amount for which it was credited, the maximum possible amount is credited from the corresponding invoice. The remaining amount is credited from all the invoices in the billing schedule, starting from the first invoice.

For example, your customer purchased a product 'CloudStream' with a base price \$100 for 3 months. Therefore each Billing Schedule would carry an amount of \$100 spread across 3 months. You've invoiced the customer for \$300 in advance.

Now, let's assume that for the billing schedule BS1, a direct credit memo of \$65 was created and for the billing schedule BS2, a direct credit memo of \$80 was created. After credit memos are generated and approved, the amount remaining in BS1 is \$35 and in BS2 is \$20.

| Billing Schedule | Start Date | End Date | Fee Amount | Status | Is Superseded? | Debit Schedule | Available Credit |
|------------------|------------|-----------|------------|----------|----------------|----------------|------------------|
| BS1 | 3/1/2017 | 3/31/2017 | 100.00 | Invoiced | | | 35.00 |
| BS2 | 4/1/2017 | 4/30/2017 | 100.00 | Invoiced | | | 20.00 |

| Billing Schedule | Start Date | End Date | Fee Amount | Status | Is Superseded? | Debit Schedule | Available Credit |
|------------------|------------|-----------|------------|----------|----------------|----------------|------------------|
| BS3 | 5/1/2017 | 5/31/2017 | 100.00 | Invoiced | | | 100.00 |

Now if you amend the contract and reduce the rate of the asset to \$70 per month, you will have to provide your customer with a \$30 credit for each billing schedules. After the contract is amended and the renewed quote/proposal is accepted, a new order is created. Once the order is activated, new billing schedules are generated as mentioned in the following table:

| Billing Schedule | Start Date | End Date | Fee Amount | Status | Is Superseded? | Debit Schedule | Available Credit |
|------------------|------------|-----------|------------|-----------------|----------------|----------------|------------------|
| BS1 | 3/1/2017 | 3/31/2017 | 100.00 | Invoiced | Yes | | 0.00 |
| BS4 | 3/1/2017 | 3/31/2017 | -30.00 | Pending Billing | | BS1 | |
| BS2 | 4/1/2017 | 4/30/2017 | 100.00 | Invoiced | Yes | | 0.00 |
| BS5 | 4/1/2017 | 4/30/2017 | -20.00 | Pending Billing | | BS2 | |
| BS6 | 4/1/2017 | 4/30/2017 | -5.00 | Pending Billing | | BS1 | |
| BS7 | 4/1/2017 | 4/30/2017 | -5.00 | Pending Billing | | BS3 | |
| BS3 | 5/1/2017 | 5/31/2017 | 100.00 | Invoiced | Yes | | 65.00 |
| BS8 | 5/1/2017 | 5/31/2017 | -30.00 | Pending Billing | | BS3 | |

 You need to invoice the billing schedules, for the credit memos to get generated.

For BS4, \$30 credit is calculated from BS1 which had \$35 amount. For BS5, only \$20 credit is calculated from BS2 as only \$20 is available in this billing schedule. For the remaining \$10, the system starts calculating from the first billing schedule, which is BS1. As BS1 has only \$5

left, a billing schedule BS6 is created with an amount of \$5 with BS1 as the debit schedule. The remaining \$5 credit is calculated from BS3. For BS8, \$30 credit is calculated from BS3.

Check out how you can generate Credit Memo documents from the section [Generating Credit Memos](#).

Generating Credit Memos

There are two ways to generate a Credit Memo,

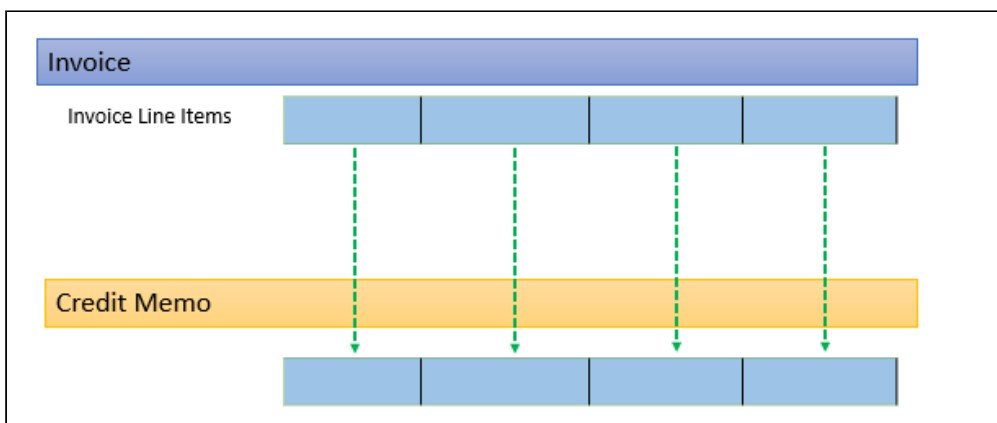
- [From an Invoice](#)
- [Through the Invoice Run](#)

Pre-requisite

- Create a **Credit Memo Template** and a **Credit Memo Email Template**. Add these templates on Account or Account Location.
- Go to **Setup > Custom Settings > Billing System properties** and check the **Generate Credit Memo Documents** to generate Credit Memos in DOC, DOCX, PDF or RTF format. Refer, [Billing System Properties](#) for other key settings.
- Go to **View Object** from the Credit Memo object. From **Buttons, Links, and Actions**, edit **New** label. Add a VF page 'SetAccountDefaultCMTemplate' to set the default Credit memo template.

From Invoice

You can generate a direct Credit Memo for an Invoice, where each Credit Memo Line Item will have a reference to the source Invoice Line Item. Please note that a Credit Memo Line Item will always have a one-to-one relationship with the Invoice Line Item.



You can create a Credit Memo manually against an Invoice from the Invoice Detail page. You must add a Create Memo Email Template on the Account, confirm the [Pre-requisites](#) before going further.

To Create a Direct Credit Memo

1. Click **Create Credit Memo** located at the top of the page.
2. Select either one of the **Credit Type**.
 - a. **Full Credit:** Select this value to set the entire available credit amount of all the invoice line items as the credit amount.
 - b. **Line Level Credit:** Select this value to enter an individual credit memo amount against individual invoice line items. If you select this value, you can use the filter to narrow down the list of invoice line items. You can filter the listed invoice line items by **Product Type, Line Type, Price Type** and **Charge Type**.
3. The Invoice Line Items corresponding to the Invoice are populated along with their available Credit Amount.

Credit Memo Creation

Select Credit Type | Select Invoice Line Items And Issue Credit | Processing Options

NOTE: Since you have selected "Full Credit" in the previous step, there is no action item here. Click Next to proceed further.

Select Invoice Line Items And Issue Credit

| INVOICE LINE ITEM | ASSET LINE ITEM | LINE TYPE | CHARGE TYPE | PRICE TYPE | PRODUCT TYPE | STATUS | LINKED CREDIT ... | TOTAL AMOUNT | AVAILABLE CRE... | CREDIT AMOUNT |
|-------------------|------------------|-----------------|----------------|------------|--------------|----------|-------------------|--------------|------------------|---------------|
| II-0003507096 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507097 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507098 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507099 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507100 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507101 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507102 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507103 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507104 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |
| II-0003507105 | 2210_Standalone1 | Product/Service | Standard Price | Recurring | | Approved | | 110 | 100 | 100 |

Previous | Cancel | Next

i The fields displayed on the create credit memo page are configurable through a system property. To configure the display fields, go to Setup → Custom Settings → Billing System Properties. Enter the API names of the field that you want to display in the **Display Credit Memo Fields** setting.

4. Select Invoice Line Item(s) and enter the **Credit Amount** to offset against the Total Amount.
Please note that you cannot specify a **Credit Amount** that exceeds the **Available Credit Amount** for a single Invoice Line Item. Also, the individual credit amount from invoice line items is aggregated to display the **Total Credit Amount**.

5. Click **Next**. You can now provide processing options for your credit memo.
6. Select **Auto-Approve** if you want to create credit memos in the approved status.
7. Select **Auto-Apply Credit to Invoice** to auto-apply the created credit memo to the invoice. Auto-Apply option is only visible if you select Auto-Approve. For more information on auto-applying credit memos, refer to [Auto Apply Credit Memo](#).
8. Select **Credit Memo Attachment Template**.
9. Select **Credit Memo Email Template, Reason Code** and then click **Finish**.

A credit memo is created with credit memo line items that hold information of the source invoice line items.

Approving the credit memo updates the **Total Due Amount** of the invoice by deducting the credit memo amount from the Total Due Amount and creates a Destination Related A/R Transaction on the related invoice.

Credit Memos for Unpaid/ Partially Paid Invoices

Approving a credit memo creates a destination-related A/R transaction record on the related invoice. For unpaid or partially paid, you have the option to not apply it to an invoice. This is useful in a scenario where your customer cancels the subscription mid-plan or when the subscription is canceled before the customer had paid for it.

When you approve an unpaid or partially paid invoice, clear the **Auto Apply Credit to Invoice** checkbox. A destination-related A/R Transaction will not be created on the related invoice.

Note

If you forgot to add a Credit Memo template at the Account level, the moment you click Create Credit Memo, you will see a warning 'Could not find suitable credit memo template.' This indicates that Credit Memo is created but the document is not because of the unavailability of a template. Go to the related Account, add a Credit Memo template and then click Redirect to Credit Memo. This action will take you to the Credit Memo detail page from where you can regenerate the Credit Memo by clicking Regenerate Attachment.

Credit and Rebill

Credit and Rebill functionality allow you to credit the entire the invoice and rebill it. This functionality is helpful when you want to make any changes to the invoice without any pricing change or any impact the billing schedules.

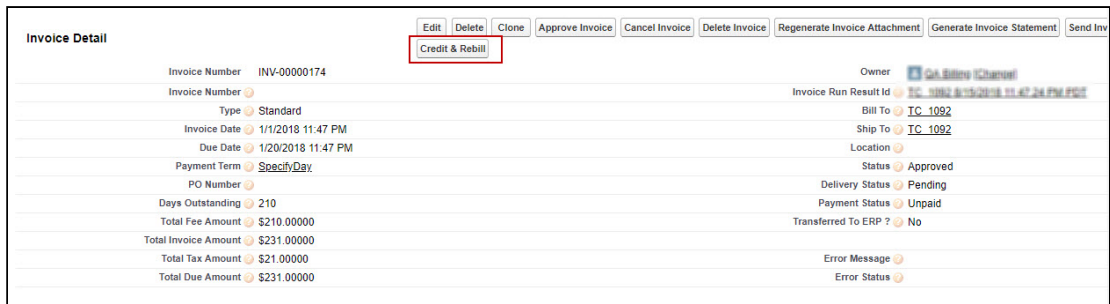
Credit and Rebill functionality create credit memo line items for each invoice line item. The credit amount is equal to the invoice amount. When you approve the credit memo, a Related A/R transaction record is created with the reason code *Credit and Rebill*. The status of all the billing schedules changes to Pending Billing.

i Credit and Rebill functionality is applicable only for:

- Approved Invoices
- Invoices that do not have credit memos associated to them.

To apply credit and rebill

1. Navigate to the invoice on which you want to apply credit and rebill.
2. Click **Credit and Rebill**.



3. Following page displays the summary of the credit memo line items that are created and the impact on the existing billing schedules.

The following credit memo will be created

| Credit Memo | | | | |
|-----------------|------------------|--------|---------------------|-----------------|
| Credit Memo Id | Credit Memo Date | Status | Total Credit Amount | Reason Code |
| To be generated | 8/19/2018 | Draft | \$231.00000 | Credit & Rebill |

Credit Memo Line Items

| Line Item Id | Status | Amount | Invoice Line Item |
|-----------------|--------|-------------|-------------------|
| To be generated | Draft | \$50.00000 | II-0000001153 |
| To be generated | Draft | \$21.42857 | II-0000001154 |
| To be generated | Draft | \$160.00000 | II-0000001155 |
| To be generated | Draft | \$68.57143 | II-0000001156 |

The following billing schedules will be updated to pending billing

| Billing Schedules | | | | | |
|-------------------|-------------------|-----------------|-------------|------------------------|----------|
| Schedule Id | Period Start Date | Period End Date | Fee Amount | Ready For Invoice Date | Status |
| BS-00001604 | 1/1/2018 | 2/28/2018 | \$50.00000 | 2/28/2018 | Invoiced |
| BS-00001605 | 1/1/2018 | 2/28/2018 | \$21.42857 | 2/28/2018 | Invoiced |
| BS-00001606 | 3/1/2018 | 3/31/2018 | \$160.00000 | 3/1/2018 | Invoiced |
| BS-00001607 | 3/1/2018 | 3/31/2018 | \$68.57143 | 3/1/2018 | Invoiced |

Processing Options

Auto Approve credit memo
Check this box if you need to auto-approve the credit memo. You cannot rebill until the credit memo is approved.

4. Select the credit memo processing options

If you select Auto Approve Credit Memo, the credit memo line items are created with the Approved status. Related A/R Transaction record is created and the status of all the billing schedules changes to Pending Billing.

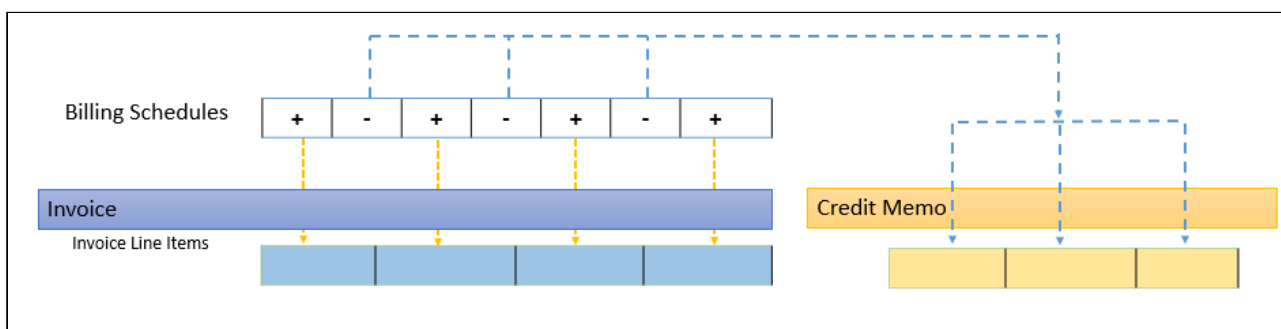
If you do not select Auto Approve Credit Memo, credit memo line items are created in the Draft Status. Related A/R Transaction record and the status of all the billing schedules changes to Pending Billing after you manually approve the credit memo.

5. Click **Submit**.

Invoice the billing schedules to rebill them.

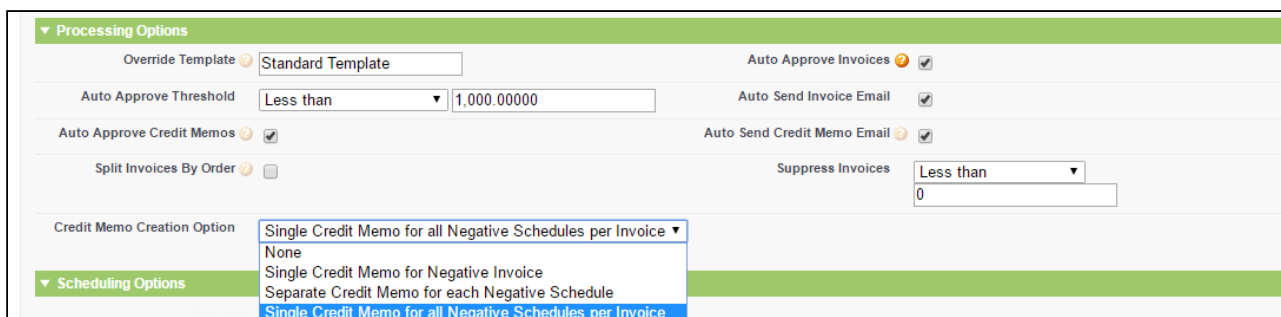
Through Invoice Runs

You can generate Credit Memo automatically as part of the Invoice Runs. As shown in the following diagram, positive Billing Schedules are picked to generate Invoices and the negative ones translate to Credit Memos.



Apttus Billing Management offers three different ways for automatically generating Credit Memos as part of the Invoice Runs:

- Single Credit Memo for Negative Invoice
- Separate Credit Memo for Each Negative Billing Schedule
- Single Credit Memo for all Negative Schedules per Invoice



Let us assume that Company A purchases Product A (priced at \$100) for 6 months starting in Jan (01/16). Company A paid a total amount of **\$400** upfront while signing the contract.

The product is billed monthly, distributing the amount across 6 months. The Billing Schedules would be similar to the following table:

| Product | Amount | Effective Period | Billing Status |
|-----------|--------|------------------|-----------------|
| Product A | \$100 | Jan | Invoiced |
| | \$100 | Feb | Invoiced |
| | \$100 | March | Invoiced |
| | \$100 | April | Invoiced |
| | \$100 | May | Pending Billing |
| | \$100 | June | Pending Billing |

Within a month, Company A decides to switch from Product A's Primary service to the Secondary service and therefore product's price per unit is **reduced by \$50** with effect from **Feb**. Because couple of schedules are already invoiced, the new Billing Schedules will supersede the older ones and carry a **Credit of \$50** each.

| Product | Amount | Effective Period | Billing Status |
|-----------|--------|------------------|-----------------|
| Product A | \$100 | Feb | Invoiced |
| | -\$50 | Feb | Pending Billing |
| | \$100 | March | Invoiced |
| | -\$50 | March | Pending Billing |
| | \$100 | April | Invoiced |
| | -\$50 | April | Pending Billing |
| | \$50 | May | Pending Billing |
| | \$50 | June | Pending Billing |

We will see how Credit Memos are generated using each option on the Invoice Run:

- **Single Credit Memo for Negative Invoice**

Select this option to generate a **single Credit Memo** against a **negative invoice amount**. The way it works is that during Invoice Run, the negative and positive Billing

Schedules are net out to give the Total Amount. If the Total Amount is negative, Credit Memo is generated else Invoice is generated. For the above example,

| Total Positive Billing Schedules | Total Negative Billing Schedules | Total Invoice Amount |
|----------------------------------|----------------------------------|----------------------|
| \$100 | -\$150 | -\$50 |

The Total Invoice Amount is negative and therefore a Credit Memo will be generated.

- **Separate Credit Memo for Each Negative Billing Schedule**


Select this option to generate a **separate Credit Memo** for each **negative Billing Schedule**. Each Credit Memo will carry the reference of a source negative Billing Schedule. For the above example, four Credit Memos each with a value of -\$50 will be generated.

| Credit Memo Id | Amount |
|----------------|--------|
| CM1 | \$50 |
| CM2 | \$50 |
| CM3 | \$50 |

- **Single Credit Memo for all Negative Billing Schedules per Invoice**

Select this option to generate a **single Credit Memo** grouping all **negative Billing Schedules per invoice**. You can generate multiple invoices using Invoice Run. Each of these invoices can have multiple negative Billing Schedules and the same number of Credits as well. This option gives you a single Credit Memo which totals all negative Billing Schedules that are part of an invoice.

| Credit Memo Id | Amount |
|----------------|--------|
| CM1 | \$150 |

 Credit Memo Creation Option is mandatory to generate credit memos.

Approving the Credit Memo updates the **Total Due Amount** of the invoice by deducting the credit memo amount from the Total Due Amount.

You can also email Credit Memos directly as part of the Invoice Runs by selecting the **Auto Send Credit Memo Email** option.

To generate a Credit Memo directly from an Invoice, refer [Generating Credit Memo from Invoice](#).

Credit Memo Detail

You can see the Credit Memos generated for Account under the **Credit Memo** related list on the **Accounts** page.

Credit Memo
CM-00000149

Customize Page | Edit Layout | Printable View | Help for this Page

[Credit Memo Line Items \(4\)](#) | [Destination Related A/R Transactions \(1\)](#) | [Source Related A/R Transactions \(Source Credit Memo Id\) \(0\)](#) | [Credit Memo Tax Breakups \(0\)](#) | [Approval History \(0\)](#) | [Notes & Attachments \(0\)](#)

Credit Memo Detail [Edit] [Delete] [Clone] [Approve Credit Memo] [Regenerate Attachment] [Send Email] [Cancel Credit Memo] [Delete Credit Memo]

Credit Memo Id: CM-00000149 | Owner: [Owner]

Bill To: 913c | Billing Street: [Billing Street]

Credit Amount: \$105.00000 | Billing City: [Billing City]

Credit Memo Date: 5/18/2016 | Billing State: [Billing State]

Applied Amount: \$0.00000 | Billing Postal Code: [Billing Postal Code]

Status: Approved | Billing Country: [Billing Country]

Payment Status: Uncredited | Invoice Run Result Id: 913cc 5/18/2016 9:30:22 AM PDT

Reason Code: Write Off from Invoice | Total Tax Amount: \$0.00000

Delivery Status: Pending | Total Credit Amount: \$105.00000

Description: [Description]

Invoice: [Invoice]

Location: [Location]

Generate Credit Memo [Generate]

Created By: [Created By] | Last Modified By: [Last Modified By]

[Edit] [Delete] [Clone] [Approve Credit Memo] [Regenerate Attachment] [Send Email] [Cancel Credit Memo] [Delete Credit Memo]

Credit Memo Line Items [New Credit Memo Line Item] [Credit Memo Line Items Help](#)

| Action | Line Item Id | Amount | Invoice Line Item | Quantity | Status | Tax Amount | Type | Bill To |
|--|------------------------------|-------------|------------------------------|----------|--------|------------|------------|----------------------|
| Edit Del | CMI-00000205 | \$120.00000 | I-0000000993 | 1.00000 | Draft | \$0.00000 | Contracted | 913c |
| Edit Del | CMI-00000206 | (\$5.00000) | | 1.00000 | Draft | \$0.00000 | Contracted | 913c |

Let us understand what each of the fields on Credit Memo mean,

| Field Name | Description |
|-------------------------|---|
| Bill To | The account to which this Credit Memo is issued. |
| Credit Amount | The total amount to set off against a balance from invoice or other transactions. |
| Credit Memo Date | The Credit Memo creation date. |
| Applied Amount | The amount reconciled against an invoice or other transactions. If the Credit Amount is \$100 and you paid off \$30, the Applied Amount will be \$30. |
| Status | Approval status of the Credit Memo whether Draft, Cancelled or Approved. |

| Field Name | Description |
|-----------------------|---|
| Payment Status | Payment Status of the Credit Memo whether Uncredited, Credited or Partially Credited. |
| Reason Code | The reason for generating this Credit Memo. It could be any one from the following- Write off from Invoice, Refund, Billing Error or Goodwill Service Credit. |
| Delivery Status | Status to track the Credit Memo Delivery; Pending or Delivered. |
| Description | Description or notes on why Credit Memo is created. |
| Invoice | The Invoice ID to which this Credit Memo corresponds to. |
| Location | The Account Location which this Credit Memo corresponds to. |
| Invoice Run Result Id | This Id is automatically populated if Credit Memo is generated as part of the Invoice Run. |
| Total Tax Amount | The Tax amount if any. |
| Total Credit Amount | The Total Credit Amount which is an aggregation of Credit Line Item Amount. |

You can perform following actions on a Credit Memo:

- **Approve, Cancel and Delete** - Initially Credit Memo is in the Draft stage. From the Draft stage, a Credit Memo can be Approved or Cancelled. You can delete only a cancelled Credit Memo. On selecting **Auto Approve Credit Memos** on the Invoice Run, resulting Credit Memos will be in the Approved stage. You can cancel Approved, Unpaid Credit Memos in case of any ambiguities or disagreements on the Credit Amount. However, Credit Memos that result from a set of superseded Billing Schedules cannot be Cancelled.
- **Regenerate Attachment** - For regenerating a Credit Memo document, use **Regenerate Attachment** action.
- **Send Email** - To email a Credit Memo manually, click **Send Email**. For details, refer the section [Send Credit Memo Email](#).

You can also check the **Activity History** related list on this page to track the email activities for this Credit Memo. Check out [Billing System Properties](#) to turn off the activity tracking.

| Activity History | | | | | | Activity History Help ? |
|--|---|-------------|------|-----------|-------------|---|
| Log a Call Mail Merge Send an Email View All | | | | | | |
| Action | Subject | Name | Task | Due Date | Assigned To | Last Modified Date/Time |
| Edit Del | Email: Credit Memo for 1018 | JEFY WRITER | ✓ | 7/15/2016 | | 7/15/2016 8:22 AM |
| Edit Del | Email: Credit Memo for 1018 | JEFY WRITER | ✓ | 7/15/2016 | | 7/15/2016 8:14 AM |
| Edit Del | Generated Document | | ✓ | 7/15/2016 | | 7/15/2016 8:08 AM |

Sending Credit Memo Email

You can automatically email Credit Memo as part of Invoice Runs. Refer, [Processing Actions](#) to know which field triggers the auto email.

For sending Credit Memo manually through emails, you can access the Credit Memo Detail page.

Pre-requisite

1. Select **Generate Credit Memo Documents** from [Billing System Properties](#).
2. Add Credit Memo document and email templates at the Account level from the fields **Set Credit Memo Email Template** and **Set Default Credit Memo Template**. Refer [Account Settings](#) for more information.
3. You must have Credit Memo document available under the **Notes & Attachments** related list. If not, click **Regenerate** to generate a Credit Memo document.

After ensuring the templates are defined, go to the Credit Memo Detail page of a Credit Memo and click **Send Email**.

Credit Memo
CM-00000181

Customize Page | Edit Layout | Printable View | Help for this Page

Credit Memo Line Items [2] | Destination Related A/R Transactions [1] | Source Related A/R Transactions (Source Credit Memo Id) [0] | Credit Memo Tax Breakups [0] | Approval History [0] | Notes & Attachments [0]

Credit Memo Detail

Edit Delete Clone Approve Credit Memo Regenerate Attachment **Send Email** Cancel Credit Memo Delete Credit Memo

Credit Memo Id CM-00000181 Owner

Bill To Tier1_Ank Billing Street 4901 Heavner Court

Credit Amount \$209.03226 Billing City VAN

Credit Memo Date 5/24/2016 Billing State West Virginia

Applied Amount \$0.00000 Billing Postal Code 3208711

Status Draft Billing Country USA

Payment Status Uncredited Invoice Run Result Id

Reason Code Refund Total Tax Amount \$0.00000

Delivery Status Pending Total Credit Amount \$209.03226

Description

Invoice INV-00000370

Location

Generate Credit Memo Generate

Created By Last Modified By

Next, select a **Credit Memo Template** from the list.

Credit Memo
Send Email

Send Credit Memo Email Send Email Cancel

Credit Memo Email Template AS_CreditMemoEmail Credit Memo Id CM-00000181

Bill To Tier1_Ank Location

Select Email Attachment(s)

| File Name | Content Type | Created Date |
|--|-----------------|--------------------|
| <input checked="" type="checkbox"/> CM-00000181_AS_CreditMemo_2016-05-24.pdf | application/pdf | 5/24/2016 11:51 PM |
| <input type="checkbox"/> CM-00000181_AS_CreditMemo_2016-05-24.pdf | application/pdf | 5/24/2016 11:47 PM |

Send Email Cancel

Select an **Email Attachment** from the list. The listed documents are *generated* Credit Memo documents under **Notes & Attachments**. Click **Send Email** after finalizing the selection.

The email for Credit Memo is sent to the configured email address on Account. To know more on the email address configuration, please refer [Set Billing Contacts](#) on Accounts.

Email is sent from the email address mentioned in the Org Wide Email Address under Billing System Properties. To send email from legal entity specific email address, enter the email address in the **From Email** field of the legal entity.

Real-Time Wallet Updates

Many enterprises conduct business by collecting a prepaid upfront amount from their customers for the future purchase of product/service or usage consumption.

To support such business processes, Apttus Billing Management introduces wallet functionality. The wallet functionality allows the billing administrator to:

- Setup one or multiple wallets
- Track real-time wallet balance based on product/service sold against the wallet
- Track real-time wallet balance based on usage consumed against the wallet
- Manage wallet balance automatically based on asset amendments

Real-Time Wallet updates provide the billing admin with the functionality to maintain and view the wallet balance on a real-time basis. It avoids conflicts of insufficient funds when there are multiple orders that are not invoiced against a wallet. It also shows real-time balance updates for usage products.

Consuming a Wallet

The wallet balance is updated as soon as the Billing Schedules are created or updated for an asset line item. The asset line item should first be linked to a wallet. For details on how to link a wallet with an asset, refer to *Associating a Wallet with an Asset in Billing Management Administrator Guide*.

Wallet introduces two new fields, Total Balance and Available Balance on the Asset Line Item of the wallet.

- Total Balance: Total balance reflects the total amount added to the wallet.
- Available Balance: Available balance reflects the amount available for consumption in the wallet. Net Price on the Asset Line Item shows the initial price or amount of the wallet.

When the wallet balance is updated, the following events occur:

- The Fee amount of each billing schedules is deducted from the available balance of the Wallet.
- Wallet drawdowns are created to keep an audit track of each billing schedule that uses the wallet balance
- Two Related A/R transactions are created.

For example, consider a wallet with Total Balance and Available Balance as \$50,000.

| Asset Line Item Detail | | Edit Delete Clone Evaluate Billing Metrics | |
|------------------------|--------------------------|--|------------------------------|
| Asset Number | | Billing Preference | LV |
| Asset Name | PWallet5 | Quote Line Item | QL-0000029883 |
| Asset Code | | Owner | |
| Is Option Rollup Line | <input type="checkbox"/> | Quote/Proposal | Q-00008253 |
| Available Balance | \$50,000.00000 | Parent Bundle Number | |
| Total Balance | \$50,000.00000 | Taxable ? | <input type="checkbox"/> |
| Is Read Only | <input type="checkbox"/> | Asset TCV | \$50,000.00000 |
| Inactive | <input type="checkbox"/> | Location | |
| Option | | Business Object | a0aZ0000004I7DxIAI |
| Asset Status | Activated | Payment Term | |
| Line Number | 1 | Business Object Type | Apttus_Proposal__Proposal__c |
| Line Type | Product/Service | Attribute Value | |
| Item Sequence | 1 | Price List | PPriceList |

After billing schedules are generated for a product worth \$1,200, the Total Balance of the wallet is \$50,000 and Available Balance is \$48,800.

Impact of Wallet on Invoice and Credit Memo

When a product/service is purchased against a wallet, an invoice is generated for it. However, the invoice amount is adjusted from an auto-created credit memo that adjusts the due amount of the invoice based on the wallet drawdown that was created at the time of billing schedule creation.


The Prepaid Amount field on the Invoice Line Item shows the amount of the invoice that is paid from the wallet.

The Ending Amount field on the Destination Related A/R Transactions for each Invoice shows the amount that is not paid from the wallet and is due for payment.

 You cannot cancel an approved invoice if it is linked to a wallet.

Consuming a wallet auto-creates a credit memo with Reason Code as Prepayment and Status as Approved.

The field Wallet Id on Credit Memo Line Item shows the wallet from which the credit memo is created and the field Applied Invoice Line Item Id shows the invoice line item which consumes the wallet amount.

 You cannot cancel a credit memo if it is created towards wallet adjustments.

Single Wallet

You can start consuming your wallet once the asset line items for the product and assets are linked. The total fee amount of all the billing schedules generated for the asset is deducted from the available balance of the wallet.

Use Case: Single wallet consumed by a single product

Description: This use case describes how to consume a wallet for a single product.

Real-time wallet allows you to view the available balance of the wallet before the orders are invoiced.

Suppose you are a billing administrator for a company selling software licenses. The cost of licenses for each month is \$60,000. Your customer has paid you \$100,000 in advance. The customer has opted for quarterly billing frequency.

Pre-requisite:

- Set up the PLI for Wallet and software license.
- Create and accept the quote for creating assets.
- Link the Wallet asset and Software License asset.

To consume the wallet for software license payment

1. Activate the order line item for Wallet.
2. Invoice the Wallet.

On Wallet asset line item, the net price and available balance are as follows:

| Net Price | Available Balance |
|-----------|-------------------|
| \$100,000 | \$100,000 |

3. Activate the order for Software Licenses.
4. Billing schedules are created as under:

| Billing Schedules | Fee |
|-------------------|----------|
| BS1 | \$60,000 |
| BS2 | \$60,000 |
| BS3 | \$60,000 |
| BS4 | \$60,000 |

5. The available balance for the wallet is now reduced to \$0.
6. Wallet drawdowns are created for the first and second billing schedules.

| Wallet Drawdown 1 | |
|-------------------|----------|
| Wallet | WalletID |
| Billing Schedule | BS1 |
| Amount | \$60,000 |
| Wallet Drawdown 2 | |
| Wallet | WalletID |
| Billing Schedule | BS2 |
| Amount | \$40,000 |

Here, the fee amount for the BS1 is paid entirely from the wallet. For BS2, \$40,000 is from the wallet.

Result:

- Wallet drawdowns are created.
- Billing Schedule fee is deducted from the wallet balance.

Next Step:

- Invoice the customer for \$20,000 for BS2
- Invoice BS3 and BS4.

Multiple Wallets

You can link a single asset to multiple wallets. When an asset is linked to multiple wallets, the wallets are consumed in the order in which they were linked to the product.

Use Case: Multiple wallets consumed by a single product

Description: This use case describes how multiple wallets are consumed for a single product.

Suppose you are a billing administrator for a company selling software licenses. The cost of licenses for each month is \$60,000. The customer has opted for quarterly billing frequency. Your customer has given you multiple prepayments.

| Wallet | Amount |
|--------|-----------|
| W1 | \$100,000 |
| W2 | \$40,000 |
| W3 | \$15,000 |
| W4 | \$10,000 |

Pre-requisite:

- Set up the PLI for Wallets and software license.
- Create and accept the quote for creating assets.
- Link the Wallet assets and Software License asset. For details on how to link multiple wallets with an asset, refer to Associating a Wallet with an Asset in Billing Management Administrator Guide.

To consume the wallet for software license payment

1. Activate the order line item for Wallet.
2. Invoice the Wallet.

On Wallet asset line items, the net price and available balance are as follows:

| Wallet | Net Price | Available Balance |
|--------|-----------|-------------------|
| W1 | \$100,000 | \$100,000 |
| W2 | \$40,000 | \$40,000 |
| W3 | \$15,000 | \$15,000 |
| W4 | \$10,000 | \$10,000 |

3. Activate the order for Software Licenses.
4. Billing schedules are created as under.

| Billing Schedules | Fee |
|-------------------|----------|
| BS1 | \$60,000 |
| BS2 | \$60,000 |
| BS3 | \$60,000 |
| BS4 | \$60,000 |

5. Wallets are consumed in the following manner.

- **Consumption for Billing Schedule 1**

After Billing Schedule BS1 is consumed, the available balance for each wallet is:

| BS1 | | |
|--------------------------|------------------|--------------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$40,000 |
| W2 | \$40,000 | \$40,000 |
| W3 | \$15,000 | \$15,000 |
| W4 | \$10,000 | \$10,000 |
| Wallet Drawdown 1 | | |
| Wallet | W1 | |
| Billing Schedule | BS1 | |
| Amount | \$60,000 | |
| Delta Amount | \$0 | |

Here, the fee amount for the BS1 is paid entirely from the wallet.

- **Consumption for Billing Schedule 2**

After Billing Schedule BS2 is consumed, the available balance for each wallet is:

| BS2 | | |
|--------------------------|------------------|--------------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$40,000 | \$20,000 |
| W3 | \$15,000 | \$15,000 |
| W4 | \$10,000 | \$10,000 |
| Wallet Drawdown 2 | | |
| Wallet | W1 | |
| Billing Schedule | BS2 | |

| Wallet Drawdown 2 | |
|-------------------|----------|
| Amount | \$40,000 |
| Delta Amount | \$20,000 |

| Wallet Drawdown 3 | |
|-------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS2 |
| Amount | \$20,000 |
| Delta Amount | \$0 |

Here, \$40,000 is paid from W1 and \$20,000 is paid from W2.

• **Consumption for Billing Schedule 3**

After Billing Schedule BS3 is consumed, the available balance for each wallet is:

| BS3 | | |
|--------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$40,000 | \$0 |
| W3 | \$15,000 | \$0 |
| W4 | \$10,000 | \$0 |

| Wallet Drawdown 4 | |
|-------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS3 |
| Amount | \$20,000 |
| Delta Amount | \$40,000 |

| Wallet Drawdown 5 | |
|-------------------|----|
| Wallet | W3 |

| Wallet Drawdown 5 | |
|-------------------|----------|
| Billing Schedule | BS3 |
| Amount | \$15,000 |
| Delta Amount | \$25,000 |

| Wallet Drawdown 6 | |
|-------------------|----------|
| Wallet | W4 |
| Billing Schedule | BS3 |
| Amount | \$10,000 |
| Delta Amount | \$15,000 |

Result:

- Wallet drawdowns are created.
- Billing Schedule fee is deducted from the wallet balance.

Next Step:

- Invoice the customer for \$15,000 for BS3
- Invoice BS4.

Wallets for Usage Inputs

Wallets can be used for making prepayments for usage-based products. For usage-based products, invoicing is done at the end of the contract period. However, usage rating occurs on a recurring basis. Real-time wallet updates reflect the change in the available balance as soon as the usage is rated or unrated.

Use Case: Wallet consumption for usage-based products.

Description: This use case describes how multiple wallets are consumed for a usage-based product.

Suppose you are a billing administrator for a company selling software licenses. Your customer is billed according to the flat rate defined for each fix quantity for a product 'StarKit'.The cost of each unit is \$100. Your customer has recorded two usage ratings.

| Units | Amount |
|-------|----------|
| 750 | \$75,000 |
| 700 | \$70,000 |

The customer has opted for quarterly billing frequency. Your customer has given you multiple prepayments.

| Wallet | Amount |
|--------|-----------|
| W1 | \$100,000 |
| W2 | \$40,000 |
| W3 | \$15,000 |

Pre-requisite:

- Set up the PLI for Wallets and StarKit Product.
- Create and accept the quote for creating assets.
- Link the Wallet assets and the product.

To consume the wallet for software license payment

1. Activate the order line item for Wallet.
2. Invoice the Wallet.

On Wallet asset line item, the net price and available balance are as follows:

| Wallet | Net Price | Available Balance |
|--------|-----------|-------------------|
| W1 | \$100,000 | \$100,000 |
| W2 | \$40,000 | \$40,000 |
| W3 | \$15,000 | \$15,000 |
| W4 | \$8,000 | \$8,000 |

3. Activate the order for StarKit Product.
4. Billing schedules are created as under:

| Billing Schedules | Fee |
|-------------------|-----|
| BS1 | \$0 |
| BS2 | \$0 |
| BS3 | \$0 |
| BS4 | \$0 |

5. Rate the usage inputs. For details on processing the usage inputs, refer to [Usage Input](#).

- **Consumption for Billing Schedule 1**

After rating the first usage input with 750 units, the Fee Amount for Billing Schedule BS1 is updated to \$75,000.

| BS1 | | |
|-------------------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$25,000 |
| W2 | \$40,000 | \$40,000 |
| W3 | \$15,000 | \$15,000 |
| W4 | \$8,000 | \$8,000 |
| Wallet Drawdown 1 | | |
| Wallet | W1 | |
| Billing Schedule | BS1 | |
| Amount | \$75,000 | |
| Delta Amount | \$0 | |

Here, the fee amount for the BS1 is paid entirely from the wallet W1.

- **Consumption for Billing Schedule 2**

After rating the second usage input with 700 units, the Fee Amount for Billing Schedule BS2 is updated to \$70,000.

| BS2 | | |
|-------------------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$40,000 | \$0 |
| W3 | \$15,000 | \$10,000 |
| W4 | \$8,000 | \$10,000 |
| Wallet Drawdown 2 | | |
| Wallet | W1 | |
| Billing Schedule | BS2 | |
| Amount | \$25,000 | |
| Delta Amount | \$45,000 | |
| Wallet Drawdown 3 | | |
| Wallet | W2 | |
| Billing Schedule | BS2 | |
| Amount | \$40,000 | |
| Delta Amount | \$5,000 | |
| Wallet Drawdown 4 | | |
| Wallet | W3 | |
| Billing Schedule | BS2 | |
| Amount | \$5,000 | |
| Delta Amount | \$0 | |

Here, \$25,000 is paid from W1, \$40,000 is paid from W2 and \$5,000 is paid from W3.

Result:

- Wallet drawdowns are created.
- Billing Schedule fee is deducted from the wallet balance.

Rating Usage Inputs with Negative Quantity

If you rate a usage input with a negative quantity, the rated amount is added back to your wallet amount. The wallet drawdown is also updated to reflect the negative rated amount.

Wallet Updates for Asset Amendments

Billing schedules are superseded or canceled if ABO transactions are done on an asset. The available balance of the wallet also reflects real-time balance if a billing schedule is superseded or canceled. For canceled or superseded billing schedules, the delta amount is added back to the wallet.

Use Case: Wallet updates for superseded and canceled billing schedules

Description: This use case describes how wallet balance is updated to reflect ABO transactions.

Suppose you are a billing administrator for a company selling software licenses. The cost of licenses for each month is \$60,000. The customer has opted for quarterly billing frequency. Your customer has given you multiple prepayments.

| Wallet | Amount |
|--------|-----------|
| W1 | \$100,000 |
| W2 | \$80,000 |
| W3 | \$50,000 |
| W4 | \$40,000 |

Pre-requisite:

- Set up the PLI for Wallets and software license.
- Create and accept the quote for creating assets.
- Link the Wallet assets and Software License asset.

To consume the wallet for software license payment

1. Activate the order line item for Wallet.

2. Invoice the Wallet.

On Wallet asset line item, the net price and available balance are as follows:

| Wallet | Net Price | Available Balance |
|--------|-----------|-------------------|
| W1 | \$100,000 | \$100,000 |
| W2 | \$80,000 | \$80,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |

3. Activate the order for Software Licenses.

4. Billing schedules are created as under.

| Billing Schedules | Fee |
|-------------------|----------|
| BS1 | \$60,000 |
| BS2 | \$60,000 |
| BS3 | \$60,000 |
| BS4 | \$60,000 |

5. Wallets are consumed in the following manner.

- **Consumption for Billing Schedule 1**

After Billing Schedule 1 is consumed, the available balance for each wallet is:

| BS1 | | |
|-------------------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$40,000 |
| W2 | \$80,000 | \$80,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |
| Wallet Drawdown 1 | | |
| Wallet | W1 | |
| Billing Schedule | BS1 | |

| Wallet Drawdown 1 | |
|-------------------|----------|
| Amount | \$60,000 |
| Delta Amount | \$0 |

Here, the fee amount for the BS1 is paid entirely from the wallet.

- **Consumption for Billing Schedule 2**

After Billing Schedule 2 is consumed, the available balance for each wallet is:

| BS2 | | |
|--------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$60,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |

| Wallet Drawdown 2 | |
|-------------------|----------|
| Wallet | W1 |
| Billing Schedule | BS2 |
| Amount | \$40,000 |
| Delta Amount | \$20,000 |

| Wallet Drawdown 3 | |
|-------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS2 |
| Amount | \$20,000 |
| Delta Amount | \$0 |

Here, \$40,000 is paid from W1 and \$20,000 is paid from W2.

- **Consumption for Billing Schedule 3**

After Billing Schedule 3 is consumed, the available balance for each wallet is:

| BS3 | | |
|--------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$0 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$10,000 |

| Wallet Drawdown 4 | |
|-------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS3 |
| Amount | \$60,000 |
| Delta Amount | \$0 |

• **Consumption for Billing Schedule 4**

After Billing Schedule 4 is consumed, the available balance for each wallet is:

| BS3 | | |
|--------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$0 |
| W3 | \$50,000 | \$0 |
| W4 | \$40,000 | \$30,000 |

| Wallet Drawdown 5 | |
|-------------------|----------|
| Wallet | W3 |
| Billing Schedule | BS4 |
| Amount | \$50,000 |
| Delta Amount | \$10,000 |

| Wallet Drawdown 6 | |
|-------------------|----------|
| Wallet | W4 |
| Billing Schedule | BS4 |
| Amount | \$10,000 |
| Delta Amount | \$0 |

6. Invoice BS1.
7. Perform ABO and upgrade the software licenses for full term at a charge of \$300,000. Billing Schedules BS1, BS2, and BS3 are superseded and new billing schedules are created as under.

| Billing Schedules | Fee |
|-------------------|----------|
| BS5 | \$15,000 |
| BS6 | \$75,000 |
| BS7 | \$75,000 |
| BS8 | \$75,000 |

For Wallet drawdowns W2, W3, W4, W5, and W6, the backout flags are updated to true.

The available balance for each wallet is updated as:

| Wallet | Net Price | Available Balance |
|--------|-----------|-------------------|
| W1 | \$100,000 | \$40,000 |
| W2 | \$80,000 | \$80,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |

8. For each billing schedule the wallet drawdowns are created as follows:

- **Billing Schedule 5**

After Billing Schedule 5 is consumed, the available balance for each wallet is:

| BS5 | | |
|-------------------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$25,000 |
| W2 | \$80,000 | \$80,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |
| Wallet Drawdown 7 | | |
| Wallet | W1 | |
| Billing Schedule | BS5 | |
| Amount | \$15,000 | |
| Delta Amount | \$0 | |

Here, the fee amount for the BS5 is paid entirely from the wallet.

- **Billing Schedule 6**

After Billing Schedule 6 is consumed, the available balance for each wallet is:

| BS6 | | |
|-------------------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$30,000 |
| W3 | \$50,000 | \$50,000 |
| W4 | \$40,000 | \$40,000 |
| Wallet Drawdown 8 | | |
| Wallet | W1 | |
| Billing Schedule | BS6 | |
| Amount | \$25,000 | |
| Delta Amount | \$50,000 | |

| Wallet Drawdown 9 | |
|-------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS6 |
| Amount | \$50,000 |
| Delta Amount | \$0 |

Here, \$25,000 is paid from W1 and \$50,000 is paid from W2.

- **Billing Schedule 7**

After Billing Schedule 7 is consumed, the available balance for each wallet is:

| BS7 | | |
|--------|-----------|-------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$0 |
| W3 | \$50,000 | \$5,000 |
| W4 | \$40,000 | \$10,000 |

| Wallet Drawdown 10 | |
|--------------------|----------|
| Wallet | W2 |
| Billing Schedule | BS7 |
| Amount | \$30,000 |
| Delta Amount | \$45,000 |

| Wallet Drawdown 5 | |
|-------------------|----------|
| Wallet | W3 |
| Billing Schedule | BS7 |
| Amount | \$45,000 |
| Delta Amount | \$0 |

Here, \$30,000 is paid from W2 and \$45,000 is paid from W3.

• **Billing Schedule 8**

After Billing Schedule 8 is consumed, the available balance for each wallet is:

| BS7 | | |
|---------------|------------------|--------------------------|
| Wallet | Net Price | Available Balance |
| W1 | \$100,000 | \$0 |
| W2 | \$80,000 | \$0 |
| W3 | \$50,000 | \$0 |
| W4 | \$40,000 | \$40,000 |

| Wallet Drawdown 11 | |
|---------------------------|----------|
| Wallet | W3 |
| Billing Schedule | BS8 |
| Amount | \$5000 |
| Delta Amount | \$70,000 |
| Wallet Drawdown 12 | |
| Wallet | W4 |
| Billing Schedule | BS8 |
| Amount | \$40,000 |
| Delta Amount | \$30,000 |

Here, \$5000 is paid from W3 and \$40,000 is paid from W4.

Result:

- Wallet drawdowns are created.
- On performing ABO transactions, Fee amount from billing schedules with status as Pending Billing is added back to the wallet.
- Backout flag for wallet drawdown is set to true if the fee amount is added back to the wallet.
- New wallet drawdowns are created to accommodate ABO changes.

Next Step:

- Invoice the customer for \$30,000 for BS8

For Assets having **Auto Renewal** set to True and **Renewal Type** as Evergreen, new billing schedules are created according to the renewal term. Wallet amount is consumed in a similar manner for the newly created billing schedules.

Wallet Manager

Wallet Manager is a custom button on the UI which allows you to manage funds in your wallet. You can use the Wallet Manager to perform the following actions:

- Add funds
- Remove funds
- Terminate Wallet
- Renew Wallet

Before you Begin

Ensure that you have configured the required settings for Wallet Manager. For more information about configuring the Wallet Manager, refer to [Wallet Manager Configuration](#) in [Billing Management Administrator Guide](#).

Adding Funds to Wallets

You can add funds to your wallet through the Wallet Manager.

To Add funds to Wallets:

1. Click **Wallet Manager** from your Account.
The **Installed Products Cart Page** is displayed. The **Asset Filter Callback Class** only displays the **Wallet Assets** for that account.
2. Select a wallet to **Add funds**.
3. Click **Change**.
4. Select **Adjustment Type** as *Markup Amount*.
5. Enter the **Adjustment Amount**.
6. Finalize the Cart to create an Order.
7. Activate the Order.

Verifying the funds

Adding funds to the Wallet increases the Total Balance and the Available Balance of the Wallet Asset by the Adjustment Amount.

Total Balance and the Available Balance of the Wallet are updated to reflect the added funds.

Removing Funds from Wallet

You can remove funds to your wallet through the Wallet Manager. Funds are removed from the Wallet by giving a discount to t

To Remove funds from Wallet:

1. Click Wallet Manager from your Account.
The Installed Products Cart Page is displayed. The Asset Filter Callback Class only displays the Wallet Assets for that account.
2. Select a wallet to remove funds.
3. Click **Change**.
4. Select **Adjustment Type** as *Discount Amount*.
5. Enter the **Adjustment Amount**.
6. Finalize the Cart to create an Order.
7. Activate the Order.

Verifying the funds

Removing funds from the Wallet decreases the Total Balance and the Available Balance of the Wallet Asset by the Adjustment Amount.

Total Balance and the Available Balance of the Wallet are updated to reflect the removed funds.

Renew Wallet

You can renew a wallet through the Wallet Manager.

To Renew a Wallet:


1. Click Wallet Manager from your Account. Click Continue.
2. The Installed Products Cart Page is displayed. The Asset Filter Callback Class only displays the Wallet Assets for that account.
3. Select a wallet to renew.
4. Click Renew. Select the Renewal option.
5. Click Confirm. The selling term and the net price is updated based on the renewal date.
6. Finalize the cart.
7. Activate the Order.

Verifying the Renewal

Renewing the wallet updates the Available Balance by adding the Asset TCV to the available balance.

Terminating a Wallet

You can terminate a wallet through the Wallet Manager. Wallet Asset is terminated when the Net Price of the wallet product is equal to \$0. Wallet termination results in the generation of a negative billing schedule with fee amount equal to the available balance of the wallet, and ready for invoice date equal to the current system date. The generated billing schedule has Period Start Date and Period End Date equal to the asset start date and asset end date respectively.

 Register the Asset Validation Callback Class in Config System Properties, to ensure that the value of Adjustment Amount in % Discount is never greater than 100. For more details, refer to Asset Line Item Validation Callback Class in Billing Management Administrator Guide.

To Terminate a Wallet:

1. Click Wallet Manager from your Account.
The Installed Products Cart Page is displayed. The Asset Filter Callback Class only displays the Wallet Assets for that account.

2. Select a wallet to terminate.
3. Click **Change**.
4. Select **Adjustment Type** as *% Discount*.
5. Enter the **Adjustment Amount** as 100.
6. Finalize the Cart to create an Order.
7. Activate the Order.

Verifying the Termination

Terminating a Wallet updates the Total Balance and Available Balance to \$0.

Related AR transactions

Apttus Billing Management communicates with third-party secure payment gateways to receive the payment information on invoices.

When customer receives an invoice and pays using any third-party payment solution, the payment detail such as amount, mode, date and other information is passed on to the Apttus Billing Management System and registered as a related A/R transaction corresponding to that transaction type. Transactions can be of different types like payment, invoice, credit memo, refunds etc. In order to handle a variety of transactions, A/R Transaction object is categorized into

- Source Related A/R transactions
- Destination Related A/R Transactions

The aim is to have many to one relationship between the Source and the Destination transactions. For example, there can be multiple sources like Credit Memo or Payment which are issued against an invoice which is the destination object. Therefore, whenever a new invoice is generated, a **Destination Related A/R Transaction** (under **Invoice** related list) is created.

For payment against an invoice, a **Source Related A/R** of the type *Payment* is added under the invoice related list. If you issue a Credit Memo against an invoice, a **Source Related A/R** of the type *Credit Memo* is added under the invoice related list.

Following illustrations would help you understand how this works.

| Invoice Creation | | | | | | | | |
|---------------------------------------|------------------|----------------|-------------------|------------------------|-------------------|------------------------|-----------------------|----------------------------|
| Invoice ID- INV101 | | | | | | | | |
| Source A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| | | | | | | | | |
| Destination A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Invoice Creation | \$0 | \$1200 | | INV-101 | | | | |
| After Applying a Credit Memo of \$500 | | | | | | | | |
| Source A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Credit Memo | \$800 | \$300 | INV-101 | | | | | CM1-01 |
| Destination A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Invoice Creation | \$0 | \$1200 | | INV-101 | | | | |
| Credit Memo | \$1200 | \$700 | | INV-101 | | | CM-101 | |

The above diagram shows the Related A/R Transactions entry on the Invoice object. Please note that the Source and Destination A/R entries are updated on creation and payments.

| Credit Memo Creation | | | | | | | | |
|------------------------------|------------------|----------------|-------------------|------------------------|-------------------|------------------------|-----------------------|----------------------------|
| Source A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| | | | | | | | | |
| Destination A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Credit Memo Creation | \$0 | \$800 | | | | | | CM-101 |
| After Applying to an Invoice | | | | | | | | |
| Source A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Credit Memo | \$1200 | \$700 | | INV-101 | | | CM-101 | |
| Destination A/R | | | | | | | | |
| Txn Type | Starting Balance | Ending Balance | Source Invoice ID | Destination Invoice ID | Source Payment ID | Destination Payment ID | Source Credit Memo ID | Destination Credit Memo ID |
| Credit Memo Creation | \$0 | \$800 | | | | | | CM-101 |
| Credit Memo | \$800 | \$300 | INV-101 | | | | | CM-101 |

Source and Destination entries for A/R transactions help you track payments made using different payment modes.

The **Starting** and **Ending Balance** will keep changing as the payments are realized and transactions are synchronized. For example, you are a Billing Operations Manager and want to generate an invoice for a customer whose starting balance is \$2,000.00. When you generate an invoice for this customer, Apttus Billing Management automatically creates an Accounts Receivable transaction related to this invoice, and sets the **Starting Balance** as zero and **Ending Balance** as \$2,000.00. If customer performs a partial payment and pays only \$500.00, the **Starting Invoice Balance** will be \$2,000.00 and the **Ending Invoice Balance** will be \$1,500.00.

The third-party payment systems would interact with the Apttus Billing Management and mark or update an entry in the related A/R transaction, confirming that the payment is made. Related A/R transactions help you track, measure, and record incoming payments, credits, debits, and refunds. Apttus Billing Management web-service can be used to update the A/R transactions for integration.

Please go through the following table to know about the fields available on the Related A/R Transactions:

| Field | Description |
|--|---|
| Txn Id | Transaction Id of the Related A/R Transaction. |
| Transaction Type | Type of transaction such as Invoice Creation, Credit Memo or Payment. |
| A/R Impact Amount | Payment done by the customer in the current transaction. |
| Created Date | The date when related A/R transaction is created. |
| Starting Invoice Balance | The Invoice Balance before applying the transaction. |
| Ending Invoice Balance | The Invoice Balance after applying the transaction. |
| Txn Amount | Payment done for the current transaction. Same as A/R Impact Amount. |
| Transaction Number | Auto-generated number to identify a transaction. |
| Transaction Effective Date | The date of transaction. This can be updated to have back-dated or future date. |
| Source Invoice/Credit Memo/Payment/ Credit Memo | The object to which the payment is applied. |
| Destination Invoice/Credit Memo/Payment | The object from where the payment originated. |

Managing Assets

After you finalize a proposal and accept a customer's order, you can activate purchased orders as the customer's assets. Every time you create an asset based order, you must already have assets installed on the account. You must create a new quote to cancel or amend each Asset Based Order.

You can begin creating an Asset Based Order by creating a quote on the account that contains the installed products or assets. After you create the quote, go to product cart, click **Installed Products**, and select one of the following actions:

- Renew
- Terminate
- Swap
- Change

Each action results in a change in the existing **Billing Schedule**, **Invoice Status**, and the **Bill Cycle Start and End Date** for that asset line item or Installed Product.

Let's first understand the impact of each asset action on the status of the Invoice. The following table lists the Invoice Status resulting from asset actions on different states of the Billing Schedule.

| Original Billing Schedule Status | Asset Action | New Billing Schedule Status | Invoice Status |
|----------------------------------|--------------|-----------------------------|--|
| Invoiced and Not Approved | Terminate | Superseded | Draft Obsolete or Pending Billing - if the <i>End Period Date</i> is before the <i>effective date of cancellation or amendment</i> . |
| <i>Invoiced</i> and Approved | Terminate | <i>Cancelled</i> | <i>Invoiced Cancelled</i> |
| Pending Invoiced | Swap | Pending Billing | Draft |

Renewal of an asset will impact the Billing Schedules because the asset **Start Date** and **End Date** will change. On renewal, the **Asset Status** will change to **Renewed** on the Asset Line Item. New Billing Schedules will be created based on the **New Start Date** and **End Date**.

When you change an asset, you can update values for fields such as the Net Price and Selling Term. Apttus Billing Management, by default assigns the *Start Date* of the Asset Line Item to the effective date of the *change*.

Every changed or amended order has a new set of Billing Schedules that Apttus Billing Management creates automatically and these new schedules depend on the Start and End dates that you define for the changed asset line item. When you change an asset, it is critical to align the Bill Cycle Start Date with the Billing Preference of the asset line item. The following table lists the Bill Cycle Start options and the value you must enter.

| Bill Cycle Start Option | Value |
|-----------------------------|--|
| Billing Day of Month | Enter the Billing Day of Month defined in the Billing Preference for this asset line item. |


| Bill Cycle Start Option | Value |
|------------------------------|---|
| Account Billing Day of Month | Enter the <i>Account Billing Day of Month</i> specified on the <i>Bill To Account</i> of the Asset Line Item. |
| Period Start Date | Enter the start date you defined for the original asset line item. |
| Ready for Invoice Date | Enter the <i>Ready for Invoice Date</i> that you defined for the new asset line item. |
| Order Date | Enter the <i>Order Date</i> on the new Order. |

Let us now understand the impact of each asset action on Billing Schedules and how you can manage this change.

Billing Schedules for Amended Assets

The Billing and Usage schedules for an order or asset line item change when you perform one or more of the following actions between the billing cycle.

- [Increase the net price of the asset.](#)
- [Decrease the net price of the asset.](#)
- [Extend the End Date.](#)
- [Shorten the End Date.](#)
- [Change the Billing Frequency.](#)

 You cannot perform amendments on an asset with negative price list.

Creating Redundant Billing Schedules

When you amend an asset and the outstanding value for the amended asset is same as the original one, Apttus Billing Management cancels out the resulting Debit and Credit Billing Schedules that are for the same amount.

To create and display these redundant Billing Schedules,

1. Click **Setup > Custom Settings > Billing System Properties > System Properties > Edit**.
2. Select the **Create Redundant Billing Schedules** check box.
3. Click **Save**.

Changing Billing Schedules when you change the Billing Frequency of an Asset

Example 1

You are a customer service representative for a software company and you must change the Billing frequency from Quarterly to Monthly for a customer's software subscription plan, mid-cycle when the status of each Billing Schedule is Pending Billing.

Before you change the Billing frequency of the subscription from Quarterly to Monthly, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 7/1/2015 | 9/30/2015 | Invoiced | 90.00 | |
| BS2 | 10/1/2015 | 12/31/2015 | Invoiced | 90.00 | |
| BS3 | 1/1/2016 | 3/31/2016 | Pending Billing | 90.00 | |

After you extend the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 7/1/2015 | 9/30/2015 | Invoiced | 90.00 | Yes |
| BS4 | 8/1/2015 | 9/30/2015 | Pending Billing | -60.00 | |
| BS5 | 8/1/2015 | 8/31/2015 | Pending Billing | 20.00 | |
| BS6 | 9/1/2015 | 9/30/2015 | Pending Billing | 20.00 | |
| BS2 | 10/1/2015 | 12/31/2015 | Invoiced | 90.00 | Yes |
| BS7 | 10/1/2015 | 12/31/2015 | Pending Billing | -90.00 | |
| BS8 | 10/1/2015 | 10/31/2015 | Pending Billing | 20.00 | |
| BS9 | 11/1/2015 | 11/30/2015 | Pending Billing | 20.00 | |
| BS10 | 12/1/2015 | 12/31/2015 | Pending Billing | 20.00 | |
| BS3 | 1/1/2016 | 3/30/2016 | Superseded | 90.00 | Yes |
| BS11 | 1/1/2016 | 1/31/2016 | Pending Billing | 20.00 | |
| BS12 | 2/1/2016 | 2/29/2016 | Pending Billing | 20.00 | |
| BS13 | 3/1/2016 | 3/31/2016 | Pending Billing | 20.00 | |
| BS14 | 4/1/2016 | 4/30/2016 | Pending Billing | 20.00 | |

Note

The new Term is now 8/1/2015 - 4/30/2016 (9 months) and the new Net Price is 180.00, the Fee amount is 20.00 per month. When you transition from a less frequent Billing Frequency (like quarterly) to more frequent Billing Frequency (like monthly), a credit Billing Schedule is created for each whole period Billing Schedule that is invoiced.

Because the billing frequency change is mid-cycle and the July-September Billing Schedule has been invoiced it will remain as invoiced and will be augmented with the following new Billing Schedules.

- BS4 reflects the amount for the partial period that is being amended (at the original billing frequency and rate) and will appear as a credit when an Invoice is generated.

- BS5 reflects the amount to charge for the first month within the amended partial period of the quarter.
- BS6 reflects the amount to charge for the second month within the amended partial period of the quarter.

Also, the October-December Billing Schedule has been invoiced it will remain as invoiced and will be augmented with the following new Billing Schedules.

- BS7 is a credit for the amount that was invoiced.
- BS8 reflects the amount to charge for the first month within the 2nd quarter.
- BS9 reflects the amount to charge for the second month within the 2nd quarter.
- BS10 reflects the amount to charge for the third month within the 2nd quarter.

The January-March Billing Schedule is unbilled and is marked as Superseded and augmented with the following new Billing Schedules.

- BS11 reflects the amount to charge for the first month within the 3rd quarter.
- BS12 reflects the amount to charge for the second month within the 3rd quarter.
- BS13 reflects the amount to charge for the third month within the 3rd quarter.

The End Date of the Asset Line Item is extended by 1 month to 4/30/2016 an additional Billing Schedule, BS14 is created to accommodate the extension.

Example 2

Consider another example where you must change the Billing frequency from Monthly to Quarterly, for a customer's software subscription plan, mid-cycle when the status of some Billing Schedules is Pending Billing and others is Invoiced.

Before you change the Billing frequency of the subscription from Monthly to Quarterly, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|----------|------------|------------|
| BS1 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | |
| BS2 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | |
| BS3 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | |
| BS4 | 6/1/2015 | 6/30/2015 | Invoiced | 100.00 | |
| BS5 | 7/1/2015 | 7/31/2015 | Invoiced | 100.00 | |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS6 | 8/1/2015 | 8/31/2015 | Pending Invoiced | 100.00 | |

After you extend the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | |
| BS2 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | Yes |
| BS7 | 4/16/2015 | 4/30/2015 | Pending Billing | -50.00 | |
| BS8 | 4/16/2015 | 5/31/2015 | Pending Billing | 50.00 | |
| BS3 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | Yes |
| BS4 | 6/1/2015 | 6/30/2015 | Invoiced | 100.00 | Yes |
| BS9 | 6/1/2015 | 8/31/2015 | Pending Billing | 100.00 | |
| BS5 | 7/1/2015 | 7/31/2015 | Invoiced | 100.00 | Yes |
| BS6 | 8/1/2015 | 8/31/2015 | Superseded | 100.00 | Yes |

The new Term is now 4/16 - 8/31 (4 ½ months) and the new Net Price is 450.00, the Fee amount is 300.00 every quarter. The amendment was performed on 4/16 with the Billing Cycle Start defined as the Period Start Date and the Calendar Cycle Start is June, the 1st period is from 4/16 to 5/31. After this period the quarters is aligned with 6/1 so the next period is from 6/1 to 8/1.

Because the billing frequency change is mid-cycle and the April Billing Schedule has been invoiced it will remain as invoiced and will be augmented with one new Billing Schedule. The new Billing Schedule reflects the amount for the partial period that is being amended (at the original billing frequency and rate) and will appear as a credit when an Invoice is generated

Because the billing frequency change goes into effect 4/16 and the 16th does not align with the Start Period Date (3/1) a partial period will be created for the 1st new quarter. The Billing Schedule for May has already been invoiced, remains as invoiced, and is superseded by BS8. BS9 is created with a quarterly billing frequency that is from 6/1/2015 - 8/31/2015. It supersedes the 3 Billing Schedules for the months of June, July, and August. The Fee Amount

is 300.00 but, because you Invoiced the schedules for June and July, the Fee amount is reduced to 100.00.

Changing Billing Schedules when you Decrease the Net Price of an Asset

Example 1

You are a customer service representative for a software company and you decrease the Net Price of the customer's software subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you decrease the Net Price of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Pending Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Pending Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Billing | 100.00 | |

After you decrease the Net Price of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------|------------------|------------------|------------------------|--------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Superseded | 100.00 | Yes |
| BS4 | 4/1/2015 | 4/15/2015 | Pending Billing | 50.00 | |
| BS5 | 4/16/2015 | 4/30/2015 | Pending Billing | 25.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Superseded | 100.00 | Yes |
| BS6 | 5/1/2015 | 5/31/2015 | Pending Billing | 50.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Superseded | 100.00 | Yes |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS7 | 6/1/2015 | 6/30/2015 | Pending Billing | 50.00 | |

Because the amendment is *mid-cycle* and the April Billing Schedule is unbilled it will be *superseded* and *augmented* with the following new Billing Schedules.

- BS1 reflects the amount (at the old rate) to charge for the partial period before the amendment date.
- BS2 reflects the decreased amount for the partial period that was amended.

Also, the Billing Schedules for May and June are *unbilled* and are *superseded* and replaced by Billing Schedules that reflect the decreased amount.

Example 2

Consider another example where for a software company and you decrease the Net Price of the customer's software subscription plan mid-cycle when the status of some Billing Schedules is **Pending Billing** and others is **Invoiced**.

Before you decrease the Net Price of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Billing | 100.00 | |

After you decrease the Net Price of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | Yes |
| BS4 | 4/16/2015 | 4/30/2015 | Pending Billing | -50.00 | |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS5 | 4/16/2015 | 4/30/2015 | Pending Billing | 25.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | Yes |
| BS6 | 5/1/2015 | 5/31/2015 | Pending Billing | -50.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Superseded | 100.00 | Yes |
| BS7 | 6/1/2015 | 6/30/2015 | Pending Billing | 50.00 | |

Because the amendment is *mid-cycle* and the April Billing Schedule is already invoiced it remains as invoiced and is *augmented* with the following new Billing Schedules.

- BS1 reflects the amount (at the old rate) that was invoiced for the partial period at/ after the amendment date and will appear as a *credit* when an Invoice is generated.
- BS2 reflects the decreased amount for the partial period that was amended and will appear as a *charge* when an Invoice is generated.

Also, the Billing Schedule for May has been invoiced it will be remain as invoiced and will be augmented with one new Billing Schedule. This new Billing Schedule contains the new amount to charge for and appears on the next Invoice generated for that Asset. The Billing Schedule for June is then unbilled (in draft state) it is superseded and replaced by a Billing Schedule that reflects the decreased amount

Changing Billing Schedules when you Extend the End Date of an Asset

Example 1

You are a customer service representative for a software company and you extend the End Date of a customer's software subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you extend the End Date of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 200.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 200.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Invoiced | 200.00 | |

After you extend the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|-------------|------------------|------------------|------------------------|----------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 200.00 | Yes |
| BS4 | 4/16/2015 | 4/30/2015 | Pending Billing | -100.00 | |
| BS5 | 4/16/2015 | 4/30/2015 | Pending Billing | 50.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 200.00 | Yes |
| BS6 | 5/1/2015 | 5/31/2015 | Pending Billing | -100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Superseded | 200.00 | Yes |
| BS7 | 6/1/2015 | 6/30/2015 | Pending Billing | 100.00 | |
| BS8 | 7/1/2015 | 7/31/2015 | Pending Billing | 100.00 | |
| BS9 | 8/1/2015 | 8/31/2015 | Pending Billing | 100.00 | |
| BS10 | 9/1/2015 | 9/15/2015 | Pending Billing | 50.00 | |

Because the amendment is *mid-cycle* and the April Billing Schedule has been invoiced it will remain as invoiced and *augmented* with two new Billing Schedules.

- BS1 reflects the overpaid amount for the partial period that was amended and will appear as a *credit* when an Invoice is generated.
- BS2 reflects the new amount for the partial period that was amended and will appear as a *debit* when an Invoice is generated.

Also, the Billing Schedule for May has been invoiced it will be augmented with one new Billing Schedule. This new Billing Schedule contains a credit for the overpaid amount that was invoiced and will appear on the next Invoice generated for the corresponding Asset. The Billing Schedule for June is unbilled it will be superseded and replaced by a Billing Schedule that reflects the new amount. The **End Date** was extended by 2.5 months and 3 new Billing Schedules are created with the appropriate *fee amount*. The last Schedule created is only for half a month.

Example 2

Consider another example where you extend the End Date of the customer's software subscription plan mid-cycle when the status of some Billing Schedules is **Pending Billing** and others is **Invoiced**.


Before you extend the End Date of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Billing | 100.00 | |

After you extend the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------|-----------------|------------------|------------------------|----------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 200.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 200.00 | Yes |
| BS4 | 5/1/2015 | 5/31/2015 | Pending Billing | -100.00 | |
| BS3 | 6/1/2015 | 6/15/2015 | Superseded | 100.00 | Yes |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS5 | 6/1/2015 | 6/30/2015 | Pending Invoiced | 100.00 | |
| BS6 | 7/1/2015 | 7/31/2015 | Pending Invoiced | 100.00 | |

 The **End Date** of the Asset Line Item was extended by 1.5 months and Net Price was set to 300.00 for the new *Term* (5/1/2015 – 7/31/2015). This reduces the Fee from \$200 per month to \$100.00 per month.

Because the amendment is at the *period start* and the May Billing Schedule has been invoiced it will remain as invoiced and will be *augmented* with one new Billing Schedule. The new Billing Schedule reflects the overpaid amount for the whole period that was amended and will appear as a *credit* when an Invoice is generated. The Billing Schedule for June is unbilled it will be superseded and replaced by a Billing Schedule that reflects the new amount.

Because the original Schedule for June was for a partial period and the End Date of the Asset Line Item is extended by 1.5 months, the replacement Billing Schedule period is extended to a full period. Extending the End date by a period of 1.5 months results in the following changes.

- The partial period for June is extended to a full period and the fee amount is updated accordingly.
- A new Billing Schedule is created for July with the appropriate *fee amount*.

Changing Billing Schedules when you Increase the Net Price of an Asset

Example 1:

You are a customer service representative for a software company and you increase the Net Price of the customer's software subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you increase the Net Price of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 3/1/2015 | 3/31/2015 | Pending Invoiced | 100.00 | |
| BS2 | 4/1/2015 | 4/30/2015 | Pending Invoiced | 100.00 | |
| BS3 | 5/1/2015 | 5/31/2015 | Pending Billing | 100.00 | |
| BS4 | 6/1/2015 | 6/30/2015 | Pending Billing | 100.00 | |

After you increase the Net Price of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------|------------------|------------------|------------------------|---------------|------------|
| BS1 | 3/1/2015 | 3/31/2015 | Pending Invoiced | 100.00 | |
| BS2 | 4/1/2015 | 4/30/2015 | Superseded | 100.00 | Yes |
| BS5 | 4/1/2015 | 4/15/2015 | Pending Billing | 50.00 | |
| BS6 | 4/16/2015 | 4/30/2015 | Pending Billing | 100.00 | |
| BS3 | 5/1/2015 | 5/31/2015 | Superseded | 100.00 | Yes |
| BS7 | 5/1/2015 | 5/31/2015 | Pending Billing | 200.00 | |
| BS4 | 6/1/2015 | 6/30/2015 | Superseded | 100.00 | Yes |
| BS8 | 6/1/2015 | 6/30/2015 | Pending Billing | 200.00 | |

Because the amendment is mid-cycle and the April Billing Schedule is unbilled it will be superseded and augmented with the following new Billing Schedules.

- BS1 reflects the amount (at the old rate) to charge for the partial period before the amendment date.
- BS2 reflects the increased amount for the partial period that was amended.

Also, the Billing Schedules for May and June are unbilled and are superseded and replaced by Billing Schedules that reflect the increased amount.

Example 2:

Consider another example where for a software company and you increase the Net Price of the customer's software subscription plan mid-cycle when the status of some Billing Schedules is **Pending Billing** and others is **Invoiced**.

Before you increase the Net Price of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Invoiced | 100.00 | |

After you increase the Net Price of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | Yes |
| BS4 | 4/16/2015 | 4/30/2015 | Pending Billing | -50.00 | |
| BS5 | 4/16/2015 | 4/30/2015 | Pending Billing | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | Yes |
| BS6 | 5/1/2015 | 5/31/2015 | Pending Billing | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Superseded | 100.00 | Yes |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS7 | 6/1/2015 | 6/30/2015 | Pending Billing | 200.00 | |

Because the amendment is *mid-cycle* and the April Billing Schedule is already invoiced it remains as invoiced and is *augmented* with the following new Billing Schedules.

- BS1 reflects the amount (at the old rate) that was invoiced for the partial period at/ after the amendment date and will appear as a *credit* when an Invoice is generated.
- BS2 reflects the increased amount for the partial period that was amended and will appear as a *charge* when an Invoice is generated.

Also, the Billing Schedule for May has been invoiced it will remain as invoiced and will be augmented with one new Billing Schedule. This new Billing Schedule contains the new amount to charge for and appears on the next Invoice generated for that Asset. The Billing Schedule for June is then unbilled (in draft state) it is superseded and replaced by a Billing Schedule that reflects the increased amount.

Changing Billing Schedules when you Reduce the Start Date of an Asset

You are a customer service representative for a software company and you reduce the **Start Date** of a customer's software subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you reduce the **Start Date** of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Pending Invoiced | 100.00 | |

After you reduce the **Start Date** of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------|------------------|------------------|------------------------|---------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | Yes |
| BS4 | 2/15/2015 | 2/28/2015 | Pending Billing | -50.00 | |
| BS5 | 2/15/2015 | 2/28/2015 | Pending Billing | 60.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Superseded | 100.00 | Yes |
| BS6 | 3/1/2015 | 3/31/2015 | Pending Billing | 120.00 | |

Example:

You are a customer service representative for a software company. You must reduce the **Start Date** of a customer's software subscription plan and change the **Net Price** mid-cycle when the status of each Billing Schedule is Pending Billing.

After you reduce the **Start Date** and change the **Net Price** of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------------|---------------------|----------------------|-------------------------|-------------------|----------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | Yes |
| BS7 | 1/1/2015 | 1/31/2015 | Pending Invoiced | -20.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | Yes |
| BS8 | 2/1/2015 | 2/28/2015 | Pending Invoiced | -20.00 | |
| BS4 | 2/15/2015 | 2/28/2015 | Superseded | -50.00 | Yes |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|-------------------|------------|
| BS5 | 2/15/2015 | 2/28/2015 | Superseded | 60.00 | Yes |
| BS3 | 3/1/2015 | 3/31/2015 | Superseded | 100.00 | Yes |
| BS6 | 3/1/2015 | 3/31/2015 | Superseded | 120.00 | Yes |
| BS9 | 3/1/2015 | 3/31/2015 | Pending Billing | 80.00 | |

Note

The new Term in this scenario will be from 1/1 to 3/31 and the Net Price for the new term is 240.00 or 80.00 per month

Because you moved the **Start Date** back to January 1 and the January Billing Schedule is *invoiced*, it remains invoiced and is augmented with a new Billing Schedule.

- **BS7** is the new Billing Schedule for January that reflects the new charge after the amount that was previously *invoiced* is subtracted from it (80.00 - 100.00). This is why the Fee Amount is -20.00.

The following pending Billing Schedules for February are augmented.

- **BS4** is the Billing Schedule for the 50.00 *credit* is marked as *Superseded*.
- **BS5** The Billing Schedule for the 60.00 *debit* is marked as *Superseded*.
- **BS8** is the new Billing Schedule created to reflect the new amount to charge for. Because the first Billing Schedule is *invoiced* at a higher rate, the Account will receive a *credit* for 20.00.

Because of the Billing Schedule for March, **BS6** is unbilled it is superseded and replaced by a Billing Schedule that reflects the new amount to bill for.

Changing Billing Schedules when you Shorten the End Date of an Asset

You are a customer service representative for a software company and you shorten the End Date of a customer's software subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you shorten the End Date of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Supersede d |
|----------|--------------|------------|------------------|------------|-------------|
| BS1 | 4/1/2015 | 4/30/2015 | Pending Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Pending Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Pending Invoiced | 100.00 | |
| BS4 | 7/1/2015 | 7/31/2015 | Pending Billing | 100.00 | |
| BS5 | 8/1/2015 | 8/31/2015 | Pending Billing | 100.00 | |

After you shorten the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Supersede d |
|----------|--------------|------------|-----------------|------------|-------------|
| BS1 | 4/1/2015 | 4/30/2015 | Superseded | 100.00 | Yes |
| BS6 | 4/1/2015 | 4/15/2015 | Pending Billing | 50.00 | |
| BS7 | 4/16/2015 | 4/30/2015 | Pending Billing | 112.50 | |
| BS2 | 5/1/2015 | 5/31/2015 | Superseded | 100.00 | Yes |
| BS8 | 5/1/2015 | 5/31/2015 | Pending Billing | 225.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Superseded | 100.00 | Yes |
| BS9 | 6/1/2015 | 6/15/2015 | Pending Billing | 112.50 | |
| BS10 | 6/15/2015 | 6/30/2015 | Cancelled | 50.00 | |
| BS4 | 7/1/2015 | 7/31/2015 | Cancelled | 100.00 | |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------|------------|------------|
| BS5 | 8/1/2015 | 8/31/2015 | Cancelled | 100.00 | |

i Because the end date of the Asset Line Item was reduced by 2.5 months and the Net Price has been set to 450.00, the monthly fee for the amended Term(4/15 - 6/15) will be increased from 100 per month to 225 per month.

Because the amendment is mid-cycle and the April Billing Schedule is unbilled it will be superseded and replaced with two new Billing Schedules.

- BS1 reflects the amount at the old rate for the partial period prior to the amendment date and will appear as a debit when an Invoice is generated.
- BS2 reflects the new amount for the partial period that was amended and will appear as a debit when an Invoice is generated.

Also, the Billing Schedule for May is unbilled it will be superseded with one new Billing Schedule. This new Billing Schedule will reflect the new monthly rate and will appear on the next Invoice generated for the corresponding Asset. the Billing Schedule for June is unbilled and its period has been shortened, it will be superseded and replaced with the following new Billing Schedules.

- The 1st new Billing Schedule reflects the new amount for the partial period that was amended and will appear as a debit when an Invoice is generated.
- The period in June is shortened and the 2nd new Billing Schedule reflects the amount for the partial period of June that is being dropped (because the End Date is shortened).

The Billing Schedules for July and August are unbilled and they are dropped (because the End Date was shortened) they are marked as Cancelled.

Example 1:

Consider another example where you shorten the End Date of the customer's software subscription plan mid-cycle when the status of some Billing Schedules is Pending Billing and others is Invoiced.

Before you shorten the End Date of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Invoiced | 100.00 | |
| BS4 | 7/1/2015 | 7/31/2015 | Invoiced | 100.00 | |
| BS5 | 8/1/2015 | 8/31/2015 | Pending Invoiced | 100.00 | |

After you shorten the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 4/1/2015 | 4/30/2015 | Invoiced | 100.00 | Yes |
| BS6 | 4/16/2015 | 4/30/2015 | Pending Billing | -50.00 | |
| BS7 | 4/16/2015 | 4/30/2015 | Pending Billing | 112.50 | |
| BS2 | 5/1/2015 | 5/31/2015 | Invoiced | 100.00 | Yes |
| BS8 | 5/1/2015 | 5/31/2015 | Pending Billing | 125.00 | |
| BS3 | 6/1/2015 | 6/30/2015 | Invoiced | 100.00 | Yes |
| BS9 | 6/1/2015 | 6/15/2015 | Pending Billing | -50.00 | |
| BS10 | 6/1/2015 | 6/15/2015 | Pending Billing | 112.50 | |
| BS11 | 6/15/2015 | 6/30/2015 | Pending Billing | -50.00 | |
| BS4 | 7/1/2015 | 7/31/2015 | Invoiced | 100.00 | Yes |

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS12 | 7/1/2015 | 7/31/2015 | Pending Billing | -100.00 | |
| BS5 | 8/1/2015 | 8/31/2015 | Cancelled | 100.00 | |

Because the amendment is mid-cycle and the April Billing Schedule has been invoiced it will remain as invoiced and will be augmented with the following new Billing Schedules.

- BS1 reflects the amount already paid for the partial period that was amended and will appear as a credit when an Invoice is generated.
- BS2 reflects the new amount for the partial period that was amended and will appear as a debit when an Invoice is generated.

The Billing Schedule for May is invoiced is augmented with one new Billing Schedule. This new Billing Schedule contains the additional amount not covered by the invoiced amount and will appear on the next Invoice generated for the corresponding Asset. The Billing Schedule for June was invoiced, remains as invoiced, and is augmented with the following new Billing Schedules.

- The 1st new Billing Schedule reflects the amount already paid for the partial period that is amended and appears as a credit when an Invoice is generated.
- The 2nd new Billing Schedule reflects the new amount for the partial period that is amended and appears as a debit when an Invoice is generated.
- Because the period in June is shortened, the 3rd new Billing Schedule reflects a credit for the partial period of June after the End Date is shortened.

Example 2:

Consider another example where you shorten the End Date and make it the same as the Start Date of the customer's software subscription plan mid-cycle to the same as the Start Date, when the status of some Billing Schedules is Pending Billing and others is Invoiced.

Before you shorten the End Date and make it the same as the Start Date of the subscription, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|------------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Pending Invoiced | 100.00 | |

After you shorten the End Date of the subscription, the number of and the status of each Billing Schedule changes.

| Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|----------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | Yes |
| BS5 | 2/8/2015 | 2/21/2015 | Pending Billing | -50.00 | |
| BS6 | 2/8/2015 | 2/21/2015 | Pending Billing | 80.00 | |
| BS7 | 2/22/2015 | 2/28/2015 | Pending Billing | -25.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | Yes |
| BS8 | 3/1/2015 | 3/31/2015 | Pending Billing | -100.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Cancelled | 100.00 | |

Note

The new Term in this scenario is from 2/8/2015 to 2/21/2015 and the Net Price will be 80.00.

Because the amendment is mid-cycle and the February Billing Schedule has been invoiced it will remain as invoiced and because the end date of the Asset has been reduced to February it will be augmented with the following new Billing Schedules.

- BS1 reflects the amount already paid for the partial period that was amended and will appear as a credit when an Invoice is generated.
- BS2 reflects the new amount for the partial period that was amended and will appear as a debit when an Invoice is generated.
- BS3 is to account for the end of the period that is being dropped and will appear as a credit when an Invoice is generated.

The Billing Schedule for March is invoiced and is removed because the End Date is shortened. A new Billing Schedule is created to credit the amount that was already invoiced. Because the End Date is shortened and the period for August is unbilled, the Billing Schedule is marked as Cancelled.

Billing Schedules for Incremented Assets

As a Sales Representative, you can increase the quantity of an asset and bill your customer for the incremented asset as a separate asset. Separate billing schedules are created for the incremented asset.

Use Case: Creating Billing Schedules for an Incremented Asset

Description: This use case describes how billing schedules are created when you increase the quantity of an asset.

Suppose you are a customer service representative for a software company and you change the license quantity for an asset from 1 to 4. Before you change the asset quality, you see the following billing schedules:

| Schedule | Period Start | Period End | Status | Fee Amount |
|----------|--------------|------------|-----------------|------------|
| BS1 | 1/1/2019 | 3/31/2019 | Pending Billing | \$90.00 |
| BS2 | 4/1/2019 | 6/30/2019 | Pending Billing | \$90.00 |
| BS3 | 7/1/2019 | 9/30/2019 | Pending Billing | \$90.00 |
| BS4 | 10/1/2019 | 12/31/2019 | Pending Billing | \$90.00 |

To create billing schedules for the incremented assets

1. From an ABO Quote, click **Configure Products**.
2. On the cart page, click **Installed Products**.
3. Select your asset and click Change > Quantity.
4. In the **Change quantity by** field, increase the quantity by 3 by clicking the + icon. The **New Quantity** field displays the updated quantity immediately.
5. Select the appropriate **Cotermination** option. For details on Cotermination option, refer to *Increment Asset with Coterminate Lines* topic in CPQ for Salesforce User Guide.
6. Enter the Start Date and End Date.
7. Click Go to Pricing. An asset line item with status Incremented and quantity as 3 is created.
8. Finalize the Cart.
9. Accept the Quote/Proposal and activate the order.


Result:

- A new asset is created with Quantity as 3 and status as Incremented.
- 3 Billing Schedules are created as follows:

| Schedule | Period Start | Period End | Status | Fee Amount |
|----------|--------------|------------|-----------------|------------|
| BS5 | 1/1/2019 | 3/31/2019 | Pending Billing | \$270.00 |
| BS6 | 4/1/2019 | 6/30/2019 | Pending Billing | \$270.00 |
| BS7 | 7/1/2019 | 9/30/2019 | Pending Billing | \$270.00 |

For more details on incrementing an asset, refer to **Increment Asset with Coterminate Lines** in CPQ for Salesforce User Guide.

























Changing Standard Billing Frequency to Custom Billing Frequency

While performing an ABO action, you can also change the standard billing frequency of your asset to a custom billing frequency. You can define a custom billing frequency using a billing plan. For example, you are a customer service representative for a software company and you must change the Billing frequency from Monthly to three equal installments for a customer's software subscription plan, mid-cycle on  01 Apr 2019 .


 This functionality is only supported for Billing Plans with **Type** as *Full Term*.

Prerequisite:

Before you change the Billing frequency of the subscription from Quarterly to three equal installments, you see the following Billing Schedules.

| Schedule | Period Start | Period End | Status | Fee Amount |
|----------|---|---|-----------------|------------|
| BS1 |  01 Jan 2019 |  31 Jan 2019 | Invoiced | \$75.00 |
| BS2 |  01 Feb 2019 |  28 Feb 2019 | Invoiced | \$75.00 |
| BS3 |  01 Mar 2019 |  31 Mar 2019 | Invoiced | \$75.00 |
| BS4 |  01 Apr 2019 |  30 Apr 2019 | Pending Billing | \$75.00 |
| BS5 |  01 May 2019 |  31 May 2019 | Pending Billing | \$75.00 |
| BS6 |  01 Jun 2019 |  30 Jun 2019 | Pending Billing | \$75.00 |
| BS7 |  01 Jul 2019 |  31 Jul 2019 | Pending Billing | \$75.00 |
| BS8 |  01 Aug 2019 |  31 Aug 2019 | Pending Billing | \$75.00 |
| BS9 |  01 Sep 2019 |  30 Sep 2019 | Pending Billing | \$75.00 |
| BS10 |  01 Oct 2019 |  31 Oct 2019 | Pending Billing | \$75.00 |
| BS11 |  01 Nov 2019 |  30 Nov 2019 | Pending Billing | \$75.00 |
| BS12 |  01 Dec 2019 |  31 Dec 2019 | Pending Billing | \$75.00 |

Changing Standard Billing Frequency to Custom Billing Frequency

1. Clone your Quote/Proposal.
2. Click Configure Products.
3. From the cart page, click Installed Products.
4. Select your asset and click **Change** → **Configuration**.
5. Enter Change Date as  01 Apr 2019 .

6. Finalize your cart.
7. From the Quote/Proposal page, click **New Billing Plan**.
8. Select your line item and click **Next**.
9. Enter the following details for the Billing Plan:
 - a. Plan Type: **Full Term**
 - b. Billing Method: **Split Evenly**
 - c. Number of Installments: **3**
10. Enter Ready for Invoice Date and click **Finish**.
11. Accept your Quote/Proposal.

Result:

Billing Schedules BS4 to BS12 are Cancelled.

3 new Billing Schedules are created and the remaining Fee Amount of \$600 is equally disturbed as:

| Schedule | Period Start | Period End | Status | Fee Amount |
|----------|--------------|-------------|-----------------|------------|
| BS13 | 01 Apr 2019 | 31 Dec 2019 | Pending Billing | \$200.00 |
| BS14 | 01 Apr 2019 | 31 Dec 2019 | Pending Billing | \$200.00 |
| BS15 | 01 Apr 2019 | 31 Dec 2019 | Pending Billing | \$200.00 |

Billing Schedules for Cancelled Assets

When you cancel an asset, the cancellation is effective only after one day's time.

Example 1

You are a customer service representative for a telecommunications company and you cancel a customer's data subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you cancel the subscription, you see the following Billing Schedules.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Pending Billing | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Pending Billing | 100.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Pending Billing | 100.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Pending Billing | 100.00 | |

After you cancel the subscription, you see that status of schedules changes.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|------------------|------------------|------------------------|--------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Pending Billing | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Superseded | 100.00 | Yes |
| BS5 | 2/1/2015 | 2/14/2015 | Pending Billing | 50.00 | |
| BS6 | 2/15/2015 | 2/28/2015 | Cancelled | 50.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Cancelled | 100.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Cancelled | 100.00 | |

In the above example, because you cancelled the subscription mid-cycle, the original Billing Schedule is superseded and replaced by the following new Billing Schedules.

- BS5 is for the partial period that is still active and has not been billed.
- BS6 is for the partial period that has been cancelled.

Also, because the Billing Schedules for March and April are unbilled their status is set to *Cancelled*.

Example 2

Consider another example where you want to cancel a customer's data subscription plan mid-cycle when the status of some Billing Schedules is **Pending Billing** and others is **Invoiced**.

Before you cancel the subscription, you see the following Billing Schedules.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|------------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Pending Invoiced | 100.00 | |
| BS5 | 5/1/2015 | 5/31/2015 | Pending Billing | 100.00 | |

After you cancel the subscription, you see that status of schedules changes.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 100.00 | Yes |
| BS6 | 2/15/2015 | 2/28/2015 | Cancelled | 50.00 | |
| BS7 | 2/15/2015 | 2/28/2015 | Pending Billing | -50.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 100.00 | Yes |
| BS8 | 3/1/2015 | 3/31/2015 | Pending Billing | -100.00 | |

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------|------------|------------|
| BS4 | 4/1/2015 | 4/30/2015 | Cancelled | 100.00 | |
| BS5 | 5/1/2015 | 5/31/2015 | Cancelled | 100.00 | |

In the second example, because you cancelled the subscription mid-cycle, the Billing Schedule for February is invoiced and is augmented with two new Billing Schedules.

- BS6 is for the partial period that was cancelled and is used to record that portion of the invoiced amount that was cancelled.
- BS7 is also for the partial period that was cancelled and it is used to generate an Invoice Line Item in order to reflect the credit for the portion of the invoiced amount that was cancelled.

Because the entire period for March is already *invoiced* it augments a single Billing Schedule that is used to generate an Invoice Line Item that then reflects the credit for the invoiced amount was cancelled. The Billing Schedules for April and March are *unbilled* their status is changed to *Cancelled*.

Example 3

Assume that you have to cancel a customer's **one-time** product 'Installation Device MF9' mid-cycle.

Before cancellation, you see the following Billing Schedule.

| Billing Schedule | Start Date | End Date | Status | Fee Amount | Superseded |
|------------------|------------|-----------|-----------------|------------|------------|
| BS1 | 1/1/2016 | 6/30/2016 | Pending Billing | 200 | |

After cancellation, two new Billing Schedules are added superseding the existing one. One Billing Schedule displays the pending amount and the other remaining cancelled amount.

| Billing Schedule | Start Date | End Date | Status | Fee Amount | Superseded |
|------------------|------------|-----------|-----------------|------------|------------|
| BS1 | 1/1/2016 | 6/30/2016 | Superseded | 200 | Yes |
| BS2 | 1/1/2016 | 3/31/2016 | Pending Billing | 100 | |
| BS3 | 4/1/2016 | 6/30/2016 | Cancelled | 100 | |

If the product is **invoiced** and then you terminate it, the status of Billing Schedules will be a tad different.

| Billing Schedule | Start Date | End Date | Status | Fee Amount | Superseded |
|------------------|------------|-----------|--------------------|------------|------------|
| BS1 | 1/1/2016 | 1/31/2017 | Invoiced | 200 | Yes |
| BS2 | 1/1/2016 | 3/31/2016 | Invoiced Cancelled | 100 | |
| BS3 | 4/1/2016 | 6/30/2016 | Pending Billing | -100 | |

Usage Schedules for Cancelled Assets

Example 1

You are a customer service representative for a telecommunications company and you cancel a customer's usage based subscription plan mid-cycle when the status of each Usage Schedule is **Pending Billing**.

Before you cancel the subscription, the asset line item has the following Billing Schedules.

| Billing Schedule | Period Start | Period End | Status | Usage Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 88.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Pending Billing | 72.00 | |

| Billing Schedule | Period Start | Period End | Status | Usage Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------------|------------|
| BS3 | 3/1/2015 | 3/31/2015 | Pending Billing | 0.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Pending Billing | 0.00 | |

Before you cancel the subscription, the asset line item has the following Usage Schedules.

| Usage Schedule | Period Start | Period End | Status | Billing Schedule | Quantity | Superseded |
|----------------|--------------|------------|-----------------|------------------|----------|------------|
| US1 | 1/1/2015 | 1/31/2015 | Pending Billing | BS1 | 30 | |
| US2 | 2/1/2015 | 2/28/2015 | Pending Billing | BS2 | 26 | |
| US3 | 3/1/2015 | 3/31/2015 | Pending Billing | BS3 | 0 | |
| US4 | 4/1/2015 | 4/30/2015 | Pending Billing | BS4 | 0 | |

After you cancel the subscription, the status of Billing Schedules change.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Superseded | 72.00 | Yes |
| BS5 | 2/1/2015 | 2/21/2015 | Pending Billing | 52.50 | |
| BS6 | 2/22/2015 | 2/28/2015 | Cancelled | 19.50 | |
| BS3 | 3/1/2015 | 3/31/2015 | Cancelled | 0.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Cancelled | 0.00 | |

After you cancel the subscription, the status of Usage Schedules change.

| Usage Schedule | Period Start | Period End | Status | Billing Schedule | Quantity | Superseded |
|----------------|------------------|------------------|-------------------|------------------|----------|------------|
| US1 | 1/1/2015 | 1/31/2015 | Pending Billing | BS1 | 30 | |
| US2 | 2/1/2015 | 2/28/2015 | Superseded | BS2 | 26 | Yes |
| US5 | 2/1/2015 | 2/21/2015 | Pending Billing | BS5 | 17 | |
| US6 | 2/22/2015 | 2/28/2015 | Cancelled | BS6 | 9 | |
| US3 | 3/1/2015 | 3/31/2015 | Cancelled | BS3 | 0 | |
| US4 | 4/1/2015 | 4/30/2015 | Cancelled | BS4 | 0 | |

In the above example, because you cancelled the subscription mid-cycle, and Usage Schedule for the February is unbilled, the status is marked as *Superseded* and augmented be with the following Usage Schedules.

- BS1 is for the partial period that is still active and has not been *billed*. It reflects the aggregate amount of the *rated* Usage Inputs that have a date greater than or equal to 2/1 and less than or equal 2/21.
- US1 is for the partial period that is still active and has not been *billed*. It reflects the aggregate quantity of the *rated* Usage Inputs that have a date greater than or equal to 2/1 and less than or equal 2/21.
- BS2 is for the partial period that has been cancelled. It reflects the aggregate amount of the *rated* Usage Inputs that have a date greater than or equal to 2/22 and less than or equal 2/28.
- US2 is for the partial period that you cancelled. It reflects the aggregate quantity of the *rated* Usage Inputs that have a date greater than or equal to 2/22 and less than or equal 2/28.

Note

Every usage based asset that you terminate or change, also has Billing Schedules associated with that asset. The Usage Schedules are updated in a manner similar to the Billing Schedules.

Example 2

Consider another example where you want to cancel a customer's subscription plan mid-cycle when the status of some Usage Schedules is **Pending Billing** and others is **Invoiced**.

Before you cancel the subscription, the asset line item has the following Billing Schedules.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 88.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 72.00 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 78.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Pending Billing | 66.00 | |

Before you cancel the subscription, the asset line item has the following Usage Schedules.

| Usage Schedule | Period Start | Period End | Status | Billing Schedule ID | Quantity | Superseded |
|----------------|--------------|------------|-----------------|---------------------|----------|------------|
| US1 | 1/1/2015 | 1/31/2015 | Pending Billing | BS1 | 30 | |
| US2 | 2/1/2015 | 2/28/2015 | Pending Billing | BS2 | 26 | |
| US3 | 3/1/2015 | 3/31/2015 | Pending Billing | BS3 | 31 | |
| US4 | 4/1/2015 | 4/30/2015 | Pending Billing | BS4 | 24 | |

After you cancel the subscription, you see that status of Billing Schedules change.

| Billing Schedule | Period Start | Period End | Status | Fee Amount | Superseded |
|------------------|--------------|------------|-----------------|------------|------------|
| BS1 | 1/1/2015 | 1/31/2015 | Invoiced | 100.00 | |
| BS2 | 2/1/2015 | 2/28/2015 | Invoiced | 72.00 | Yes |
| BS5 | 2/1/2015 | 2/28/2015 | Pending Billing | -72.00 | |
| BS6 | 2/1/2015 | 2/22/2015 | Pending Billing | 52.50 | |
| BS7 | 2/22/2015 | 2/28/2015 | Cancelled | 19.50 | |
| BS3 | 3/1/2015 | 3/31/2015 | Invoiced | 78.00 | Yes |
| BS8 | 3/1/2015 | 3/31/2015 | Pending Billing | -78.00 | |
| BS4 | 4/1/2015 | 4/30/2015 | Cancelled | 66.00 | |

After you cancel the subscription, you see that status of Usage Schedules change.

| Usage Schedule | Period Start | Period End | Status | Billing Schedule ID | Quantity | Superseded |
|----------------|--------------|------------|-----------------|---------------------|----------|------------|
| US1 | 1/1/2015 | 1/31/2015 | Pending Billing | BS1 | 30 | |
| US2 | 2/1/2015 | 2/28/2015 | Invoiced | BS2 | 26 | Yes |
| US5 | 2/1/2015 | 2/21/2015 | Pending Billing | BS6 | 17 | |
| US6 | 2/22/2015 | 2/28/2015 | Cancelled | BS7 | 9 | |
| US3 | 3/1/2015 | 3/31/2015 | Invoiced | BS3 | 31 | Yes |
| US4 | 4/1/2015 | 4/30/2015 | Cancelled | BS4 | 24 | |

In the second example, because you cancelled the subscription mid-cycle, the Billing Schedule for February is invoiced and is augmented with two new Billing Schedules.

- BS1 is a credit for the amount that was *invoiced*.
- BS2 is for the partial period that was not cancelled and is used to charge for the portion of the invoiced amount that was billed. It reflects the aggregate amount of the *rated* Usage Inputs that have a date greater than or equal to 2/1 and less than or equal to 2/21.
- US1 is for the partial period that was not cancelled and is used to record (audit) that portion of the quantity amount that was billed. It reflects the aggregate quantity of the *rated* Usage Inputs that have a date greater than or equal to 2/1 and less than or equal to 2/21.
- BS3 is for the partial period that was cancelled and the amount that the Account will not be charged for. It reflects the aggregate amount of the *rated* Usage Inputs that have a date greater than or equal to 2/22 and less than or equal to 2/28.
- US2 is also for the partial period that has been cancelled. It reflects the aggregate quantity of the *rated* Usage Inputs that have a date greater than or equal to 2/22 and less than or equal to 2/28.

Because the entire period for March is already *invoiced* it augments a single Billing Schedule that is used to generate an Invoice Line Item that then reflects the credit for the invoiced amount that was cancelled. The Billing Schedules for April and March are *unbilled* their status is changed to *Cancelled*.

No Credit on Cancellation

You can charge your customer a penalty if they cancel the services mid-contract. If customers terminate the asset mid-cycle, the billing schedules after the termination date are not canceled and customers still need to pay them. To enable early termination rule, refer to **Setup Billing Preference** topic in *Billing Management Administrator Guide*.

Use Case: No Credit on Cancellation

You are a billing admin of a telecommunications company and your customer cancels the subscription plan mid-cycle when the status of each Billing Schedule is **Pending Billing**.

Before you cancel the subscription, you see the following Billing Schedules.

| Billing Schedule | Period Start | Period End | Ready for Invoice Date | Status | Fee Amount |
|------------------|--------------|------------|------------------------|-----------------|------------|
| BS1 | 1/1/2018 | 1/31/2018 | 1/15/2018 | Pending Billing | 100.00 |

| Billing Schedule | Period Start | Period End | Ready for Invoice Date | Status | Fee Amount |
|------------------|--------------|------------|------------------------|-----------------|------------|
| BS2 | 2/1/2018 | 2/28/2018 | 2/15/2018 | Pending Billing | 100.00 |
| BS3 | 3/1/2018 | 3/31/2018 | 3/15/2018 | Pending Billing | 100.00 |
| BS4 | 4/1/2018 | 4/30/2018 | 4/15/2018 | Pending Billing | 100.00 |

If Early Termination Rule is set to No Credit on Termination, the billing schedules are not canceled. For all billing schedules with ready for invoice date greater than the cancellation date, the ready for invoice date changes to the cancellation date.

After you cancel the subscription on 2/30/2018, you see the following billing schedules.

| Billing Schedule | Period Start | Period End | Ready for Invoice Date | Status | Fee Amount |
|------------------|--------------|------------|------------------------|------------------------|------------|
| BS1 | 1/1/2018 | 1/31/2018 | 1/15/2018 | Pending Billing | 100.00 |
| BS2 | 2/1/2018 | 2/28/2018 | 2/15/2018 | Pending Billing | 100.00 |
| BS3 | 3/1/2018 | 3/31/2018 | 2/30/2018 | Pending Billing | 100.00 |
| BS4 | 4/1/2018 | 4/30/2018 | 2/30/2018 | Pending Billing | 100.00 |

Single Delta Billing Schedule for Mid-Cycle Amendment

When you perform a midcycle amendment on an invoiced asset, Billing Management creates two billing schedules:

- A negative billing schedule for the credit amount and
- A new billing schedule to reflect the price changes.

For example, you are the billing administrator for a hardware company. You have billed and invoiced your client quarterly for products worth \$3,000 per quarter. The billing schedules are as follows:

| Billing Schedule | Start Date | End Date | Fee Amount | Status |
|------------------|-------------|-------------|------------|----------|
| BS1 | 01 Jan 2019 | 31 Mar 2019 | \$3,000 | Invoiced |
| BS2 | 01 Apr 2019 | 30 Jun 2019 | \$3,000 | Invoiced |
| BS3 | 01 Jul 2019 | 30 Sep 2019 | \$3,000 | Invoiced |
| BS4 | 01 Oct 2019 | 31 Dec 2019 | \$3,000 | Invoiced |

On 01 May 2019, you perform an asset amendment to provide a price mark of 50%. After order activation, you see the following billing schedules:

| Billing Schedule | Start Date | End Date | Fee Amount | Status |
|------------------|-------------|-------------|------------|-----------------|
| BS5 | 01 May 2019 | 30 Jun 2019 | -\$2,000 | Pending Billing |
| BS6 | 01 May 2019 | 30 Jun 2019 | \$3,000 | Pending Billing |
| BS7 | 01 Jul 2019 | 30 Sep 2019 | \$1,500 | Pending Billing |
| BS8 | 01 Oct 2019 | 31 Dec 2019 | \$1,500 | Pending Billing |

Here, \$2,000 is credited back to the customer for the months of May and June. BS7 is created for the months of May and June with the new markup amount.

Instead of having a negative billing schedule, you can invoice your customers directly for the delta amount.

Creating a Single Delta Billing Schedule

With Single Delta Billing Schedule, you can invoice your customers with a single billing schedule that reflects the delta amount of the amendment.

To create a single delta billing schedule for mid-cycle asset amendments, Select **Create Single Delta Billing Schedule** from [Billing System Properties](#).

When you perform the same amendment on the above example, with **Create Single Delta Billing Schedule** set as true, you see the following billing schedules:

| Billing Schedule | Start Date | End Date | Fee Amount | Status |
|------------------|-------------|-------------|------------|-----------------|
| BS5 | 01 May 2019 | 30 Jun 2019 | \$1,000 | Pending Billing |
| BS6 | 01 Jul 2019 | 30 Sep 2019 | \$1,500 | Pending Billing |
| BS7 | 01 Oct 2019 | 31 Dec 2019 | \$1,500 | Pending Billing |

A single billing schedule BS5 is created for the delta quantity of \$1,000 (\$3,000 - \$2,000).

Calculating Billing Amount based on the Contract Term

When you perform a change ABO action, the change is applied to the Asset Term. Fee Amount of billing schedules is calculated based on the Asset Term.

You can also calculate the fee amount based on the initially defined contract term.

Consider the scenario: Your contract term is from 1/1/2019 to 31/12/2019. After 6 months, you want to provide a 50% discount. On 6/30/2019, you perform an ABO change action and reduce the price of the asset. Since the discount is applied from 6/30/2019, the asset start date changes to 6/30/2019 and the discount is applied to the new asset term. The discount is applicable to the last 6 months only.

To apply the discount on the entire contract term instead of the modified asset term, select **Generate for Current Contract** in the *Simple Discount BS Generation* custom setting under Billing System Properties.

The discount is now applied to the entire contract term. New billing schedules are created to reflect the changed price and all the existing billing schedules are superseded.


Billing Schedules for Merged Assets

You can merge multiple assets into a single asset and bill your customer for that merged asset. Merging an asset is useful if you have added more licenses that would have created new assets or if you have split an asset for partial upgrades during the lifetime of a subscription. You can merge those individual streams of assets to avoid duplicates.

Prerequisites

- There must be more than one asset line item.




- The asset line items that you want to merge must have the same value for the following fields.:
 - Product
 - Selling Term
 - Charge type
 - End Date

 You can also use custom fields as criteria for merging your assets. For more information, refer to *Configuring Installed Products Settings* in CPQ Administrator Guide.

Use Case: Billing for Merged Assets

Description: You are a customer service representative for a software company and you want to merge two standalone assets for your customer,


Pre-requisite: Before you merge your customer's assets, billing schedules are created for the following assets:


| Asset | Start Date | End Date | Net Price | Quantity | Asset Status |
|-------|---|---|-----------|----------|--------------|
| A1 |  01 Jan 2019 |  31 Dec 2019 | \$12,000 | 1 | Activated |
| A2 |  01 May 2019 |  31 Dec 2019 | \$8,000 | 1 | Activated |

12 Billing Schedules are created, one for each month of the contract of A1 asset.

8 Billing Schedules are created, one for each month of the contract of A2 asset.


Merging 2 Assets:

1. Clone your proposal.
2. Click **Configure Products**.
3. From the Installed Products page, select the 2 assets and click **Merge**.
4. Enter **Effective Date** as  01 Jul 2019 .


 The effective date must be greater than or equal to the farthest start date of the assets.

5. Finalize the cart and activate your order.

Result:

Assets A1 and A2 are canceled with the cancellation date as  30 Jun 2019 . The asset cancellation date is set as the (Merge Date - 1).

A new asset A3 is created as follows:

| Asset | Start Date | End Date | Net Price | Quantity | Asset Status |
|-------|---|---|-----------|----------|--------------|
| A3 |  01 Jul 2019 |  31 Dec 2019 | \$12,000 | 2 | Activated |

6 new billing schedules are created for the new asset.

The existing billing schedules pertaining to months before the Merge Date remain unchanged. The billing schedules with Start Date after the Merge Date are canceled.

Taxation

You can apply taxes on your product from the product PLI and also associate tax certificates on an Account.

You must register a **TaxCallback** class as described in the section [Custom Settings for Tax](#).

For more information, refer [Associating a Tax Exemption Certificate](#).

Associating a Tax exemption certificate

Local and federal taxes are a standard element in any invoice.

A sales tax exemption certificates enables your customers to make tax-free purchases for products that are otherwise subject to a sales tax. Different products and services require different tax-exempt certificates.

For example, you are an executive in the billing department of a company that manufactures and sells solar panels. Solar panels are exempt from sales tax in several states and countries. Before you generate an invoice for customers who have made a purchase, you must associate a tax exemption certificate to the customer's Account or Account location to make the purchase tax free.

You must first make sure the Tax Exempt Status of the customer's account is Approved.

| Account Detail | |
|--|---|
| Account Owner | Phone |
| Active Yes | Fax |
| Account Name Grazing Goats_AS [View Hierarchy] | Website |
| Parent Account | |
| OpportunityId | |
| Manage Asset | |
| Set Billing Contacts | <input type="button" value="Set Billing Contacts"/> |
| Set Invoice Email Template | <input type="button" value="Set Invoice Email Template"/> |
| ▼ Additional Information | |
| Type | Active Yes |
| Industry | Billing Day Of Month <input type="radio"/> 1st of the Month |
| Billing Preference <input type="radio"/> AS <input type="radio"/> BP <input type="radio"/> Doc | Default Invoice Template <input type="radio"/> |
| Payment Term <input type="radio"/> | Tax Certificate <input type="radio"/> |
| Last Invoiced Date <input type="radio"/> 2/28/2017 | <input type="checkbox"/> Tax Exempt ? <input type="radio"/> Yes |
| | <input type="checkbox"/> Tax Exempt Status <input type="radio"/> Approved |

To make your customer’s purchase tax free, you must generate the invoice on a date including or between the **Effective** and **Expiration** dates of the Tax Certificate.

| Tax Certificate Detail | |
|---------------------------------------|-----------|
| Number | C101 |
| Description <input type="radio"/> | |
| Effective Date <input type="radio"/> | 3/31/2016 |
| Expiration Date <input type="radio"/> | 3/30/2017 |
| Created By | |

Your customers are required to pay taxes for most products or services they purchase from you. You can define if a tax is applicable to a certain price list item, define the tax amount, a tax code, if the price includes tax, or if the item is exempt from taxes.

However, before you begin to define applicable taxes, you must edit the Accounts page layout to include the fields described in the following table:

| Field | Description |
|-------------------------------------|---|
| Payment Terms | Select a predefined Payment terms |
| Tax Exemption | Select the check box if the account and account location can have Tax exemption. |
| Additional Invoice delivery Address | A semi-colon separated list of email addresses where your customers want the invoice delivered. |

| Field | Description |
|---------------------------|--|
| Last Invoice Through Date | The last time invoice run selected the account and the Invoice through date, assuming the account was selected |

You can now integrate the Apttus Billing Management application with the a third-party Tax engine to:

- Automate tax calculation
- Map tax codes with each bundle or standalone product
- Calculate the tax for the amount of every Invoice Line Item and attach the corresponding list of tax breakups to each Invoice Line Item
- Use the Account Location address if the corresponding Asset Line item has an account location defined
- Use the Bill-to Account address if the corresponding Asset Line Item does NOT have an account location
- Aggregate the tax of all non-informational Invoice Line Items and store that amount in the Total Tax Amount field of the Invoice
- Aggregate the tax breakups of all non-informational Invoice Line Items and attach the aggregate tax breakups to the Invoice
- Define tax exempt status and certificate for reference
- Reference tax related information on the third-party web service for tax

Each Invoice Line Item has a list of Tax Breakups. A Tax Break is a list of 1 or more objects that describe how the tax amount is to be sub-divided (or broken up) by other parties (state, county, district, city) that are entitled to a portion of the tax amount.

Account Billing Summary

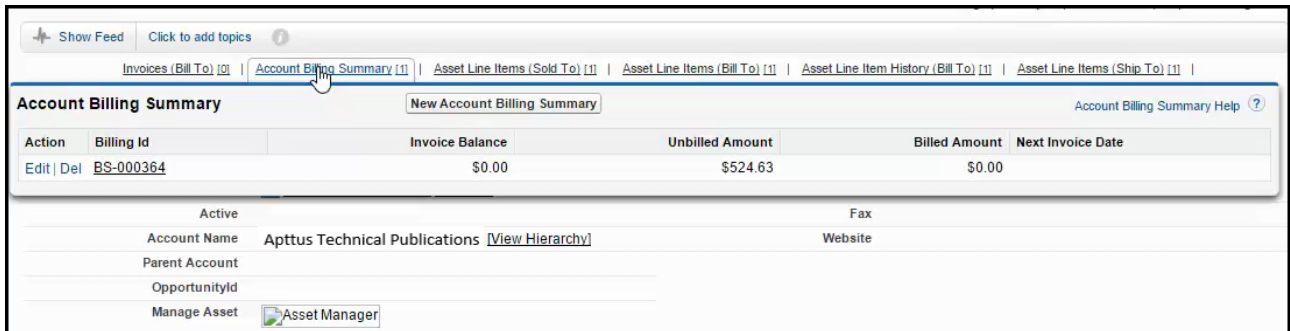
You can see the Account Billing Summary under an Account's related list. You must run a batch job to generate the Billing Summary.

Go to **Setup** and type Apex Classes in the *Quick Find* Box. From the Apex Classes screen, click **Schedule Apex** located at the top. Enter the name of the batch job and select *AccountBillingSummaryScheduler* as the Apex Class. Schedule the Apex Job Execution at your preferred timing. On successful completion of the batch job, Account Billing Summary will be available on the active accounts.

The Account page includes the Account Billing Summary related list and in one glance you can view the following fields:

- Invoice Balance

- Unbilled Amount
- Billed Amount
- Annual Recurring Billing (Today)
- Next Invoice Date



Reports

Apttus Billing Management offers a variety of reports that provide insights on billing, invoicing and payments. These reports can be utilized for taking key business decisions and tracking day-to-day transactions.

To run a report, go to Reports tab, access **Billing Reports** folder and click the **report name**. Reports run automatically when you click them. However, to refresh a report you are already viewing, click **Run Report** to run it immediately.

Here is a list of reports that you can view,

- **A/R aging** report
- **DSO (Day Sales Outstanding)** reports
 - Daily Sale Outstanding - Yearly
 - Daily Sale Outstanding - Quarterly
 - Daily Sale Outstanding - Monthly
- **Standard Reports**
 - Total Activated vs. Unactivated Assets
 - Total Invoiced By Account Location
 - Total Invoiced By Charge Type
 - Total Invoiced By Country
 - Total Invoiced By Price Type
 - Total Invoiced By Product
 - Total Paid vs. Unpaid Invoices

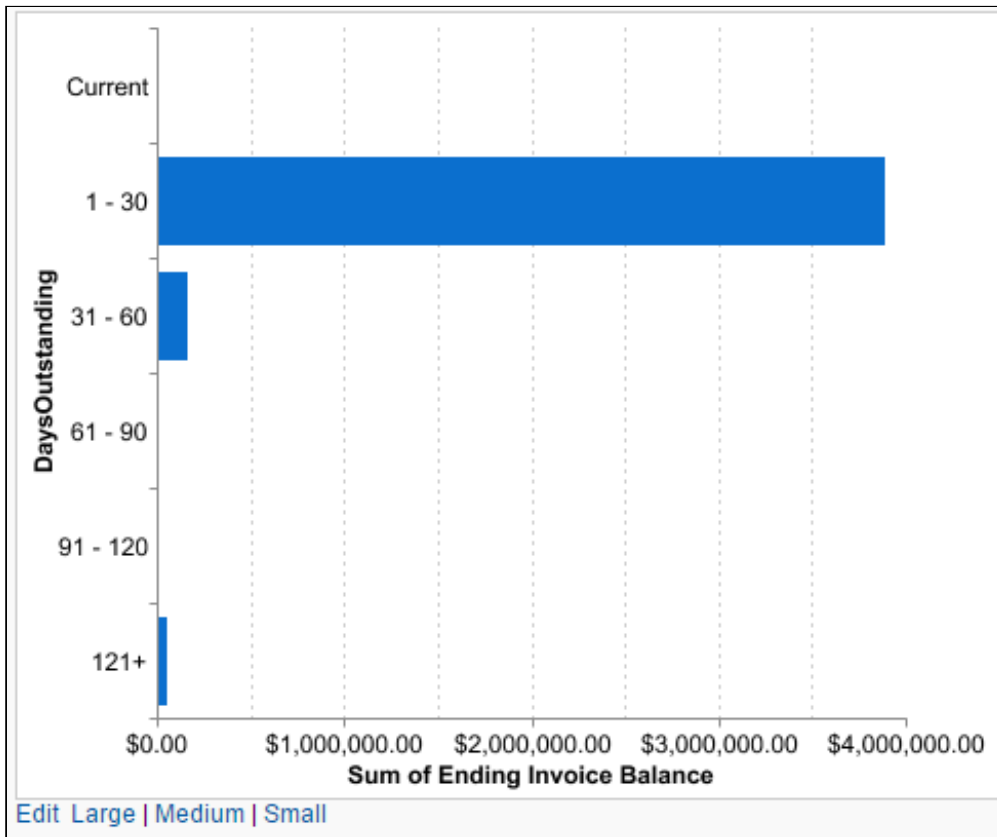
- Total Pending Bill By Account Location
- Total Pending Billing By Account
- Total Pending Billing By Charge Type
- Total Pending Billing By Country
- Total Pending Billing By Price Type
- Total Pending Billing By Product
- Total Related A/R Transactions By Account
- Total Tax by Account
- Total Tax By Country and State

A/R Aging Report

A/R (Accounts receivable) aging report is the primary tool to identify the invoices overdue for payment. With this report, you can see if each invoice was paid; if unpaid how far overdue it is. This report takes the value of *number of days the invoice is overdue* from a field 'Days Outstanding' on Invoice.

 **Note**

Please run **Billing Summary** Batch job before accessing A/R aging report. Running this batch job will include all recent data in your report.

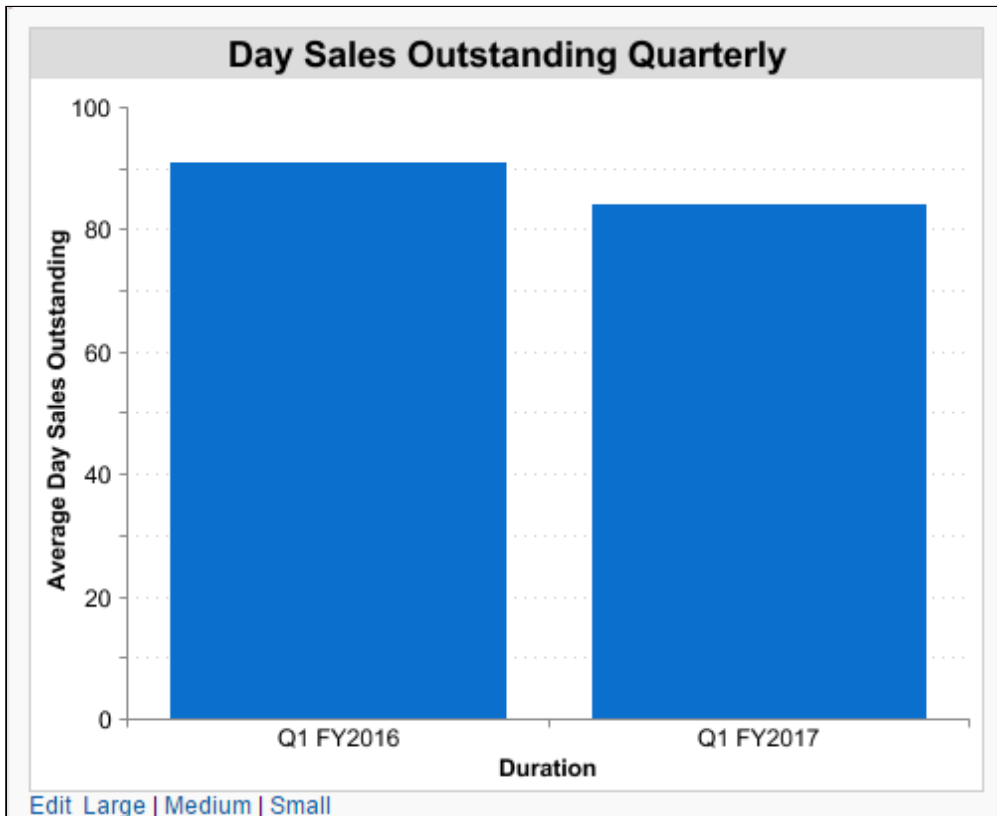


DSO Report

DSO report is a measure of the average number of days that a company takes to collect revenue after a sale has been made.

Note

Please run **Billing Metrics** Batch job before accessing the DSO report. Running this batch job will include all recent data in your report.



Standard Reports

Standard reports offer visual insights into some frequently asked questions like,

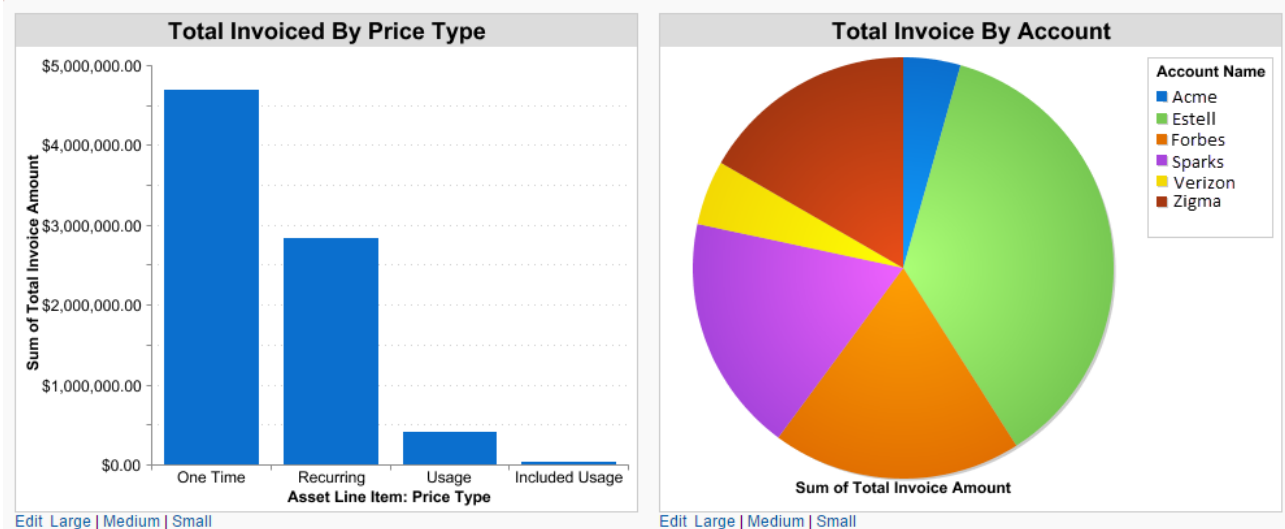
- What is the Total Invoiced amount based on Account, Product and Country?
- What is the ratio of active versus inactive orders?
- How many accounts have pending invoices?

and so on. These reports help you analyze the invoicing trends across accounts, location and daily activities.

Note

Please run **Billing Summary** Batch job before accessing any of the standard reports. Running this batch job will include all recent data in your report.

Following screenshots showcase two reports: Total invoiced by Price Type and Account.



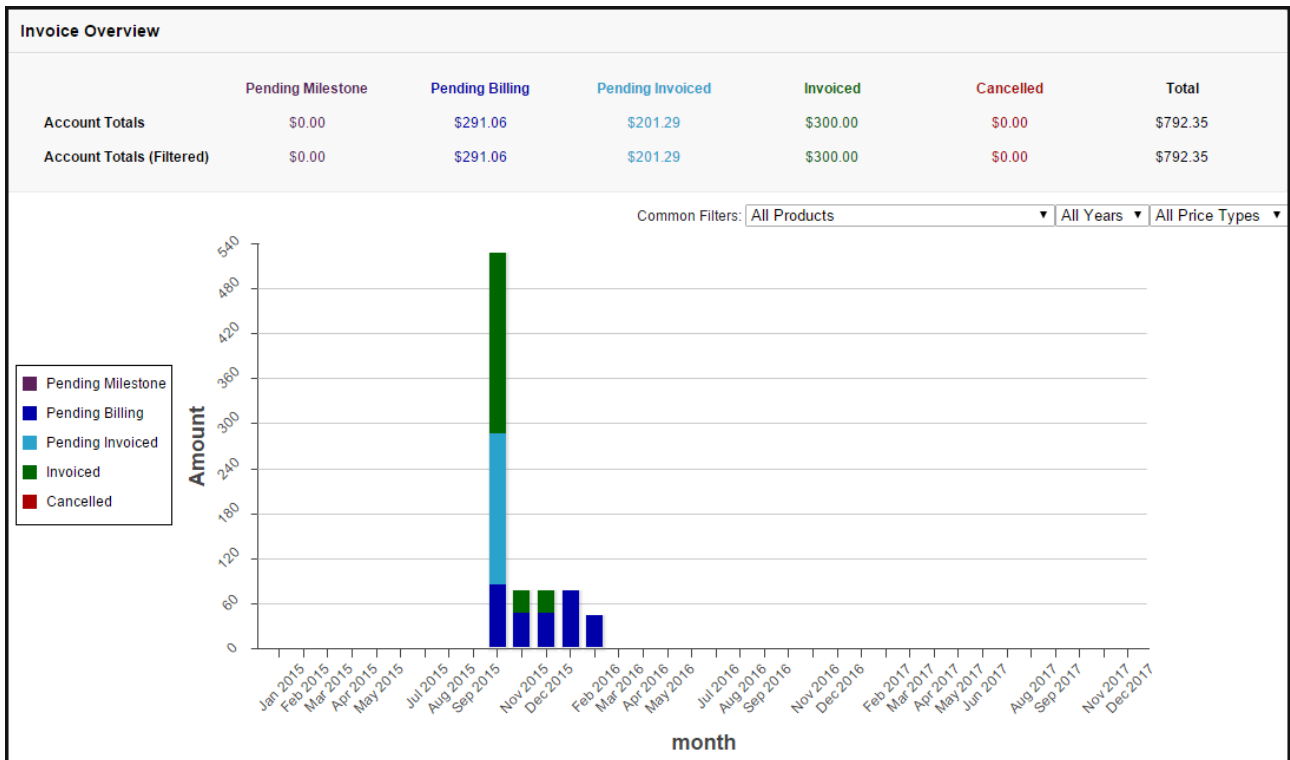
Forecast Invoicing

With Apttus Billing Management, you can now view forecasted and completed invoicing for specific accounts. Invoice Preview is a visual representation of forecasted invoicing with which you can see a comparison of the total number of invoices that are in one of the following states.

| Invoice Status | Description |
|--------------------------|--|
| Invoiced | When the order has been billed and you have sent the customer an invoice for that order. |
| Pending Billing | When you are yet to process the bill for the order. |
| Pending Invoiced | When your customer has been billed but you are yet to generate an Invoice for that order. The Invoice is in Draft stage and is usually waiting for approval. |
| Pending Milestone | When your customer account has a Billing Plan in which the completion of a pre-defined Milestone is yet to be completed. |
| Superseded | When you cancel or amend an order and replace one billing schedule with another. |
| Cancelled | When you cancel an order. You cannot generate invoices for canceled orders. |

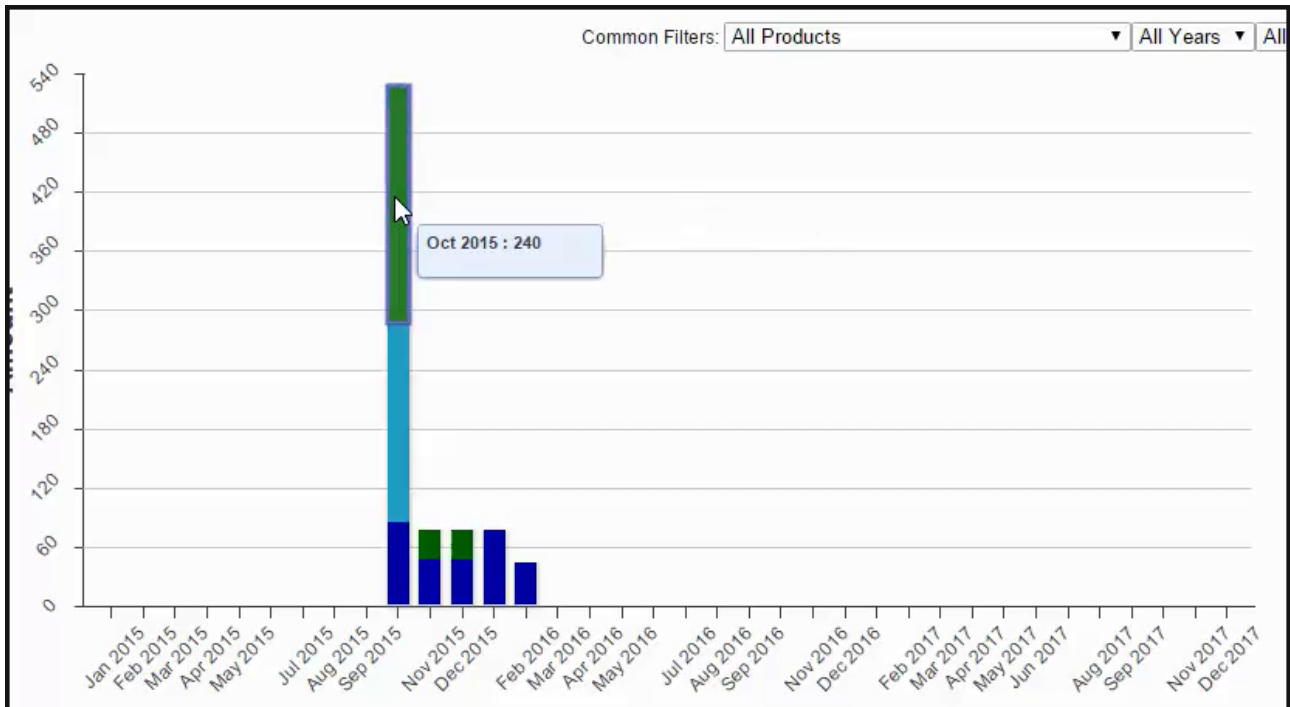
The Invoice Preview feature is easy to use and understand feature that dynamically updates visual representation of the number of invoices for each account. You can view, analyze, and plan for your billing and Invoicing events using the Invoice Preview feature.

The following image illustrates an example of the Invoice Overview for an Account.



From the example illustrated above, you can see that the overview header displays the total value of Invoices in different states along with the Account total. Consider only the month of October 2015, for this account, you see that of a total of 540 orders, 83 are Pending Billing, 201 are Pending Invoicing, and 240 are Invoiced.

You must hover the cursor over the graph to view the exact number.



Such a comparison chart is displayed for one specific account. You can change the **Product**, **Year**, and **Price Type** in the [Preview Filter](#) and Apttus Billing Management automatically updates the visual representation to display the data you require.

Filtering the Invoice Preview

For a given account, you can view the Invoicing activity for specific products, during a specific year, and with a specific Price Type. Define the parameters in the Common Filters and Apttus Billing Management automatically updates the visual representation to display the data you require.

For example, you are a Billing Analyst for an Online University and want to see the Invoices for

- Introduction to Java Programming
- for the year 2015
- of Price Type Recurring

To filter the Invoice Preview,

1. Select the Account for which you want to preview the invoices.
2. Click **Invoice Preview**.
3. From the **Common Filters Picklist**, select the values for **Product**, **Year**, and **Price Type**.

Apttus Billing Management automatically refreshes the visual representation of the data. The following image illustrates the resulting Invoice preview.



From this overview, you can see that all the orders for this account, for the *Introduction to Java Programming* course, in the year 2015, with the Price Type defined as *Recurring* are all in the **Pending Billing** State with a total amount of \$295.17.

Dashboard

Billing Dashboard puts key information on Accounts and Invoices consolidated from reports in the form of snapshots, lists and graphs.

Navigate to **Dashboards** tab (click + to add from All Tabs if not visible) and select **Billing Dashboard** from the list. You can see following reports on the Dashboard:

- 10 Highest Invoiced Accounts
- Billing Schedule Status (Pending Billing, Pending Invoiced, Invoiced and Cancelled)
- Top 10 Outstanding Invoices
- 10 Highest Pending Billing Accounts
- Paid Versus Unpaid Invoices
- Approved Versus Draft Invoices
- 10 Outstanding Accounts
- DSO Report

Billing Dashboard Help for this Page

Find a dashboard... Edit Clone Refresh As of Today at 3:33 AM Viewing as

Top 10 Highest Invoiced Accounts

| Bill To: Account Name | Sum of Total Invoice Amount |
|-----------------------|-----------------------------|
| 726 | \$3.3M |
| SMOKE_03 | \$3.0M |
| Tax | \$3.0M |
| CT01 | \$3.0M |
| Bundle_Reg | \$1.9M |
| Test 532 | \$1.5M |
| 854 | \$1.2M |
| Charge Type | \$750K |
| MR_SA_A01 | \$500K |
| LA Account 1-4 | \$345K |

Billing Schedule Status

Record Count: 7,419

Top 10 Most Outstanding Invoices

| Bill To: Account Name | Total Invoice Amount |
|-----------------------|----------------------|
| SMOKE_03 | \$3.0M |
| CT01 | \$3.0M |
| Test 532 | \$1.5M |
| Bundle_Reg | \$1.4M |
| 726 | \$1.4M |
| 854 | \$1.2M |
| Charge Type | \$500K |
| 726 | \$275K |
| 726 | \$275K |
| 726 | \$275K |

Top 10 Highest Pending Billing Accounts

| Bill To: Account Name | Sum of Fee Amount |
|-----------------------|-------------------|
| Long Period | \$15.0M |
| Proration | \$9.0M |
| Test ABO New | \$6.0M |
| Green | \$5.7M |
| Test 728 | \$3.0M |
| ABO | \$3.0M |
| Test ABO | \$3.0M |
| 884 | \$3.0M |
| 854 | \$1.8M |
| Bundle_Reg | \$1.3M |

Paid vs Unpaid Invoices

Sum of Total Invoice Amount: \$18,731,206.69

Approved vs Draft Invoices

Sum of Total Invoice Amount: \$19,190,054.00

Top 10 Outstanding Accounts

| Bill To: Account Name | Sum of Total Invoice Amount |
|-----------------------|-----------------------------|
| 726 | \$3.3M |
| SMOKE_03 | \$3.0M |
| CT01 | \$3.0M |
| Tax | \$3.0M |
| Bundle_Reg | \$1.9M |
| Test 532 | \$1.5M |
| 854 | \$1.2M |
| Charge Type | \$750K |
| MR_SA_A01 | \$500K |
| BS & US | \$227K |

DSO Report

Payments

Payment functionality helps you capture the payments received from customers. If you present your customer with an invoice of \$90 and they provide you a check of \$100., you can create a payment record of \$10. You can now apply this payment of \$10 to your next invoice.

Creating Payments

To create a Payment,

1. From All Tabs, click Payments.
2. Enter details for the following fields.

| Field | Description |
|---------------------|--|
| Account Id | Select the account name from the lookup field |
| Type | Select the type of the payment |
| Payment Amount | The amount to be applied to the invoice |
| Payment Date | The date on which the payment was applied |
| Reason Code | The reason code of the payment |
| Payment External ID | ID of the payment as stored in the external system |

3. Click Save.

A payment record is created with Status as Unapplied. A destination A/R Transaction record is created with Ending Balance equal to Payment Amount.

Applying Payments

You can only apply payments to approved and unpaid invoices. To apply a payment,

1. From the payment record, Click Apply Payment.
2. All the unpaid invoices of the account are displayed.

Apply payments to invoices

Payment Information

| Payment Number | Payment Date | Payment Amount | Payment Status | Available Balance | Amount Applied |
|----------------|--------------|----------------|----------------|-------------------|----------------|
| PMT-000000063 | 07/06/2018 | 1000 | Unapplied | 1000 | 0 |

Select invoice(s) to apply payment

| Invoice Number | Invoice Date | Due Date | Total Due Amount | Status | Payment Status |
|--|--------------|------------|------------------|----------|----------------|
| <input checked="" type="checkbox"/> INV-00024990 | 01/02/2018 | 01/02/2018 | 180.00000 | Approved | Unpaid |
| <input type="checkbox"/> INV-00024998 | 04/30/2018 | 04/30/2018 | 340.00000 | Approved | Unpaid |
| <input type="checkbox"/> INV-00024999 | 04/30/2018 | 04/30/2018 | 340.00000 | Approved | Unpaid |
| <input type="checkbox"/> INV-00025000 | 04/30/2018 | 04/30/2018 | 340.00000 | Approved | Unpaid |

Cancel


3. Select the invoice line items to apply for the payment. You can only apply a payment to an invoice line item if the available balance is more than the total due amount of the invoice line item.
4. Click Next.
5. Enter the processing options;
 - a. Send Payment Notification: Select this field to send an email notification to the billing contact when the payment is applied.
 - b. Override Email Template: Enter the email template to use when sending the payment notification email. If you leave this field as blank, default email template of the account is used.

6. Click Finish.

The status of the payment record changes to Applied or Partially Applied. Available balance changes to reflect the remaining balance of the payment.

Related A/R Transaction records are created for each invoice line item that was paid through the payment. A destination Related A/R Transaction record is created with Ending Balance equal to the Available Balance of the Invoice.

The invoice Status changes to Paid and Total Due Amount as \$0.

 You cannot cancel an invoice if a payment is made against it.

Apttus Copyright Disclaimer

Copyright © 2021 Apttus Corporation (“Apttus”) and/or its affiliates. All rights reserved.

No part of this document, or any information linked to or referenced herein, may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written consent of Apttus. All information contained herein is subject to change without notice and is not warranted to be error free.

This document may describe certain features and functionality of software that Apttus makes available for use under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not, in any form, or by any means, use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part of the software. Reverse engineering, disassembly, decompilation of, or the creation of derivative work(s) from, the software is strictly prohibited. Additionally, this document may contain descriptions of software modules that are optional and for which you may not have purchased a license. As a result, your specific software solution and/or implementation may differ from those described in this document.

U.S. GOVERNMENT END USERS: Apttus software, including any operating system(s), integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are “commercial computer software” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

Neither the software nor the documentation were developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Apttus and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Apttus and X-Author are registered trademarks of Apttus and/or its affiliates.

The documentation and/or software may provide links to Web sites and access to content, products, and services from third parties. Apttus is not responsible for the availability of, or any content provided by third parties. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Apttus is not responsible for: (a) the

quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Apttus is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

For additional resources and support, please visit <https://community.conga.com>.

DOC ID: BMSFSPR20UG20200907