



Billing Management on Salesforce Summer 2018 User Guide

Rev A

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Overview

Apttus Billing Management is a cloud-based, native to Salesforce, billing and invoicing application that meets all your billing related business requirements.

You can use **Apttus Billing Management** to manage billing and invoicing more easily. Apttus Billing Management is built on the Salesforce platform and 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, pay quickly, and leave with a positive experience. 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.

Simplify, automate, and increase the accuracy of your billing processes for customers. 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. Since Apttus Billing Management is highly integrated with Apttus CPQ, these two go hand-in-hand. However, Apttus Billing Management can be easily integrated into any other CPQ running on the Salesforce platform.

Key Benefits

With Apttus Billing Management, you can

- Control every item in the order, and the time that you want to generate a bill for each item
- Create Billing Schedules for purchased products that automatically update after a change in the order
- Construct a hierarchical structure to manage parent-child accounts or multiple enterprise divisions
- Manage and service multiple customer segments, locations, and currencies
- Generate a bill for any time of day and any day of the month
- Easily configure templates for invoices

- Send different invoices to different customers based on location, language, segment, and subscription type
- Process and bill usage with flat pricing or tiered pricing
- Manage taxes down to the zip code, county, or jurisdiction
- Define tax-inclusive and tax-exclusive pricing for customers around the globe
- Manage tax rates and tax remittance automatically through tax vendor integration

Apttus Billing Management adds great value to your [Quote-to-Cash](#) experience.

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).

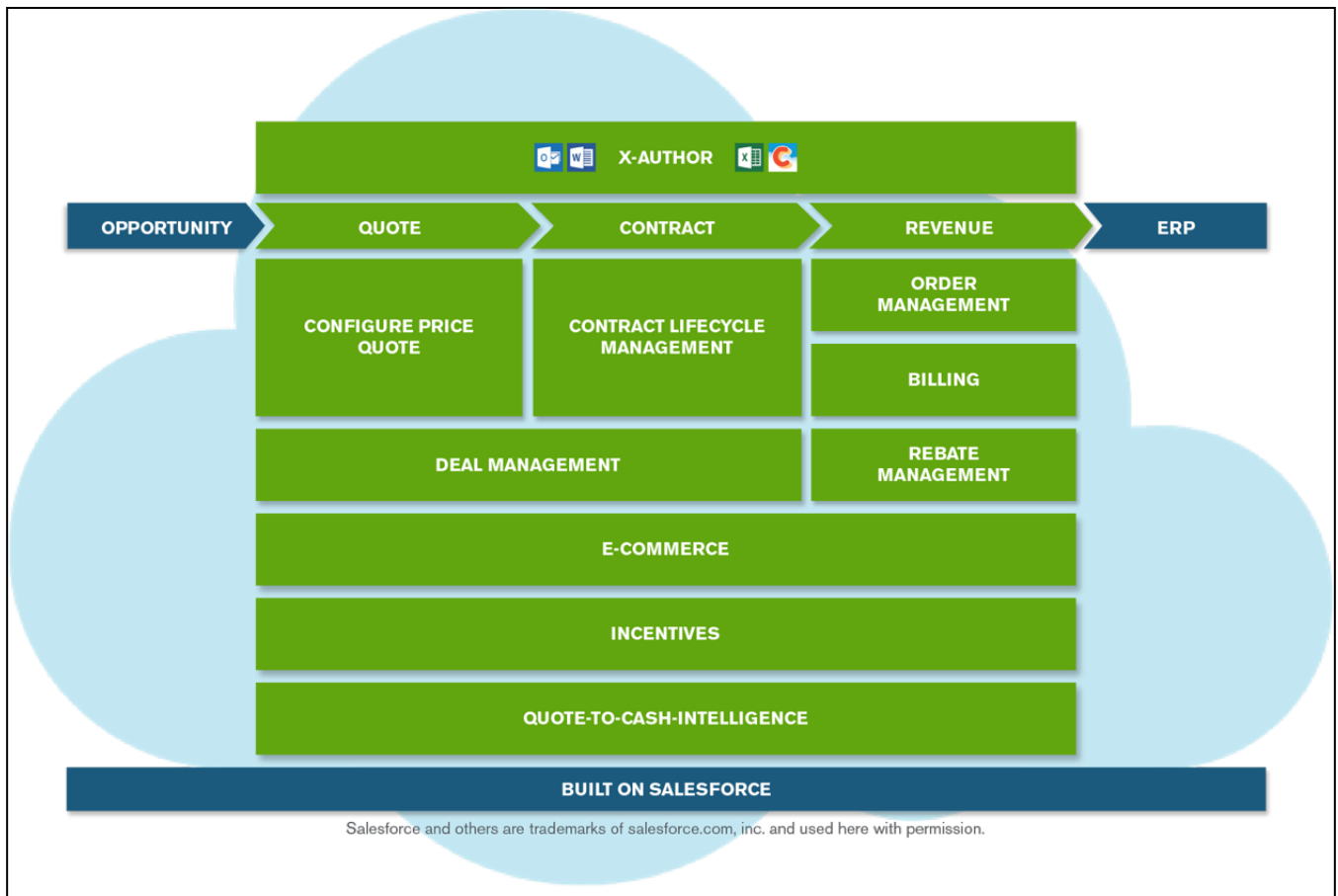
This end-to-end solution covers your entire sales life cycle, from product and service configuration, pricing, quoting, negotiating, signing the contract, managing invoicing, billing, orders, and revenue recognition.

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.

While the chapters and topics in this book are organized in the order you must configure the Apttus Billing Management application, define fields, settings, and preferences to generate an Invoice, you can skip to any section of the document that you want to know about.

To view the next page, click **Next Page** on the top right corner of the mid-section, Select any topic listed in the **Table of Contents** displayed on the right side of the page. Every page in this book also has links to other related topics, field descriptions, and procedures.

Click on any image in this document to view it in a carousel with higher resolution.

See the Release Notes for new features and resolutions for issues that you reported in the previous releases.

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

What's New

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

Document	Topic	Description
Summer 2018 Rev A	Forecast Billing at Cart	Removed topic. Deprecated feature.
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

Getting Started

Configuring products and pricing

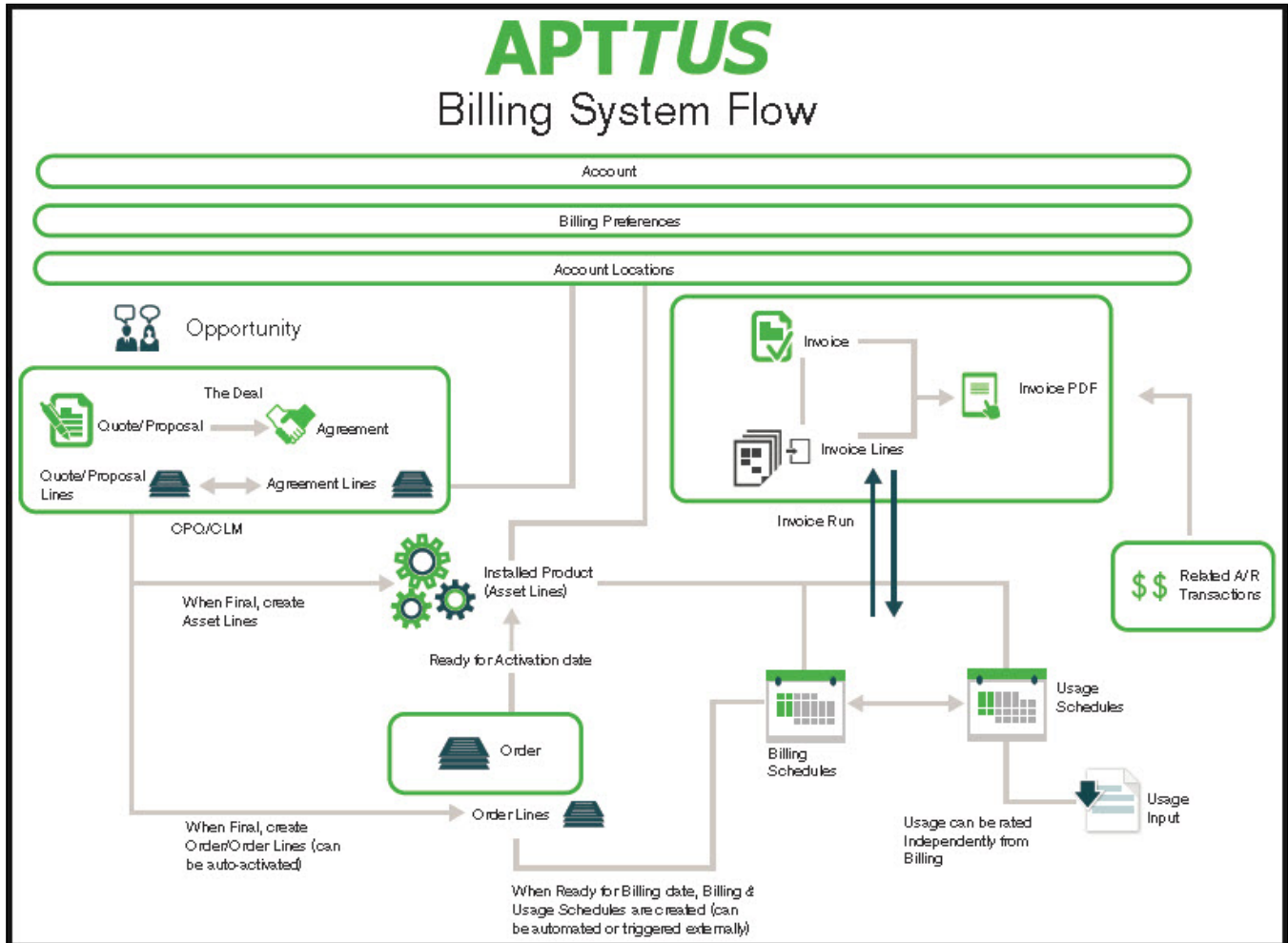
You can use Apttus Billing Management to create invoices for all products and services your customers purchase. However, you must configure products and define the associated prices using Apttus CPQ.

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

	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:

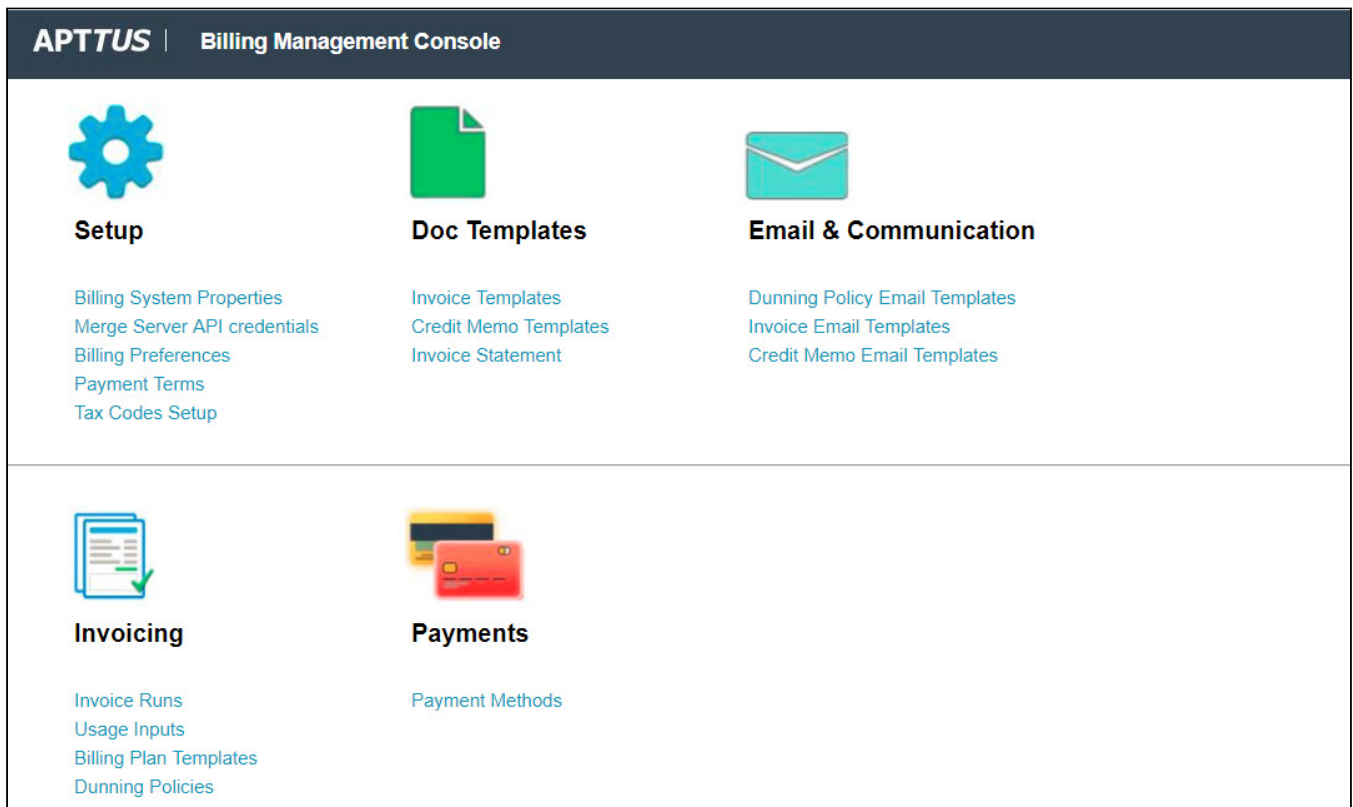
- Basic Salesforce administration
- Apttus CPQ and Apttus CLM administration
- Salesforce and Apttus terms and definitions

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.

Templates
Create New View

Help for this Page ?

Save Cancel

Step 1. Enter View Name ! = Required Information

View Name: Invoice

View Unique Name: Invoice ⓘ

Step 2. Specify Filter Criteria Field Filters Help ?

Filter By Owner:

☒ All Templates

☐ My Templates

Filter By Additional Fields (Optional):

Field	Operator	Value
Type	equals	Invoice
--None--	--None--	
--None--	--None--	

AND AND

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

Step 3. Select Fields to Display

Available Fields

- Record ID
- Agreement Types
- Business Object
- Category
- Cloned From
- Cloned From Reference
- Description
- Excluded Merge Child Objects
- Framework Format
- Guidance
- IsActive
- Keywords
- Language
- Locale
- Mergefields

Add Remove

Selected Fields

- Name

Top Up Down Bottom

Step 4. Restrict Visibility

☐ Visible only to me

☒ Visible to all users (Includes partner and customer portal users)

☐ Visible to certain groups of users

Save Cancel

- 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](#).

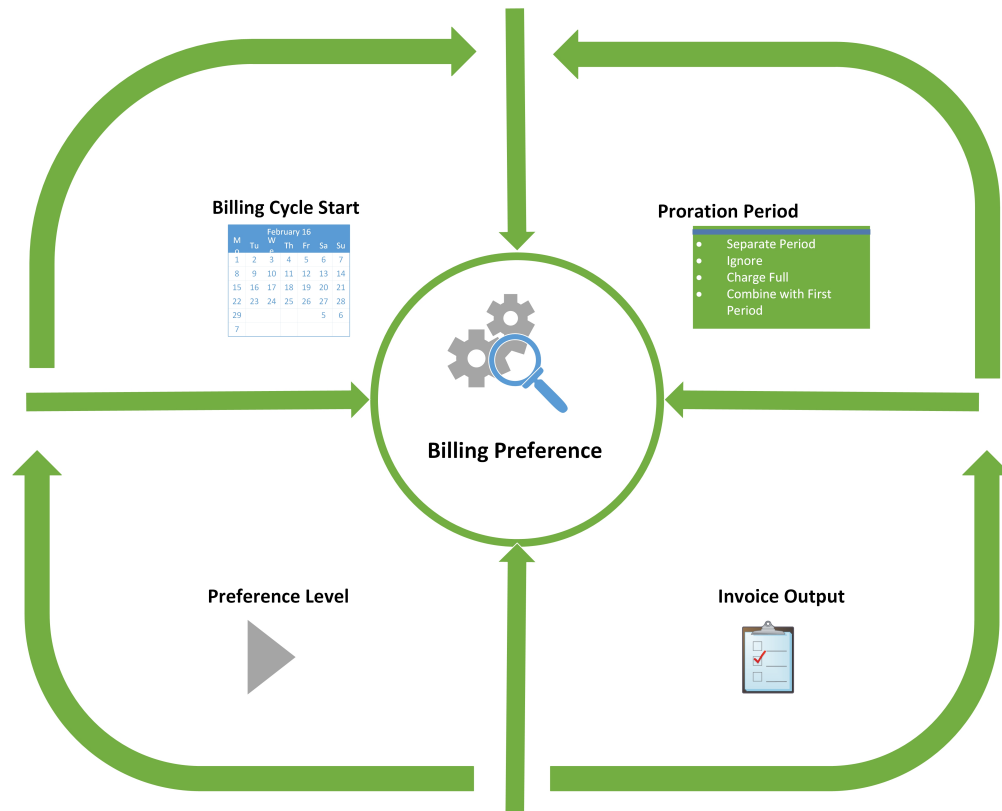
Billing Preferences

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.

Billing Preference Edit Save Save & New Cancel

New Billing Preference Help for this Page

Information ! = Required Information

Preference Name

Preference Level

Billing Day Of Month

Billing Cycle Start

Calendar Cycle Start

Tax Level

Invoice Delivery Method

Invoice Output Format

Active ☒

Owner

Allow Payment Term Override ? ☐

Allow Preference Override ? ☐

Do Not Create Informational ☐

Hide Informational ☐

Is Default ☐

Proration Period Treatment

Save Save & New Cancel

To create a Billing Preference

1. Click **Billing Preference > New**.
2. Enter values for the fields described in the following table.


Field	Description
Preference Name	Enter a unique name for the Billing Preference you want to create. It is recommended that you keep an easily identifiable name.
Preference Level	Select the level at which you want to apply this Billing Preference.
Billing day of the month	<p>Day of the month when you want to bill your customer. For example, to set '10' as the Billing Day, select 10th of the month from the picklist.</p> <p>If you select End of the month, the Billing Day is set to the last day of each month as and when the schedule advances. For example, Billing Day of Month will be '31' for March and '30' for April.</p> <p>Note: This field holds significance only if you set 'Billing Cycle Start' to 'Billing Day of Month'.</p>

Field	Description
Billing Cycle Start	<p>Billing Cycle Start can be any day on which you want to bill customers. Billing Schedules are aligned on the basis of Billing Cycle Start. Billing Schedule for an asset takes the Expected Start Date mentioned on the Proposal Line and Order Line as the starting point for generating the schedules. To align rest of the duration, it looks up to the value provided in Billing Cycle Start. Please refer this example.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> • Billing Day of Month - value specified in the Billing Day of Month field. • Ready for Billing Date - value from Ready for Billing Date field on the accepted Quote/Proposal. • Period Start Date - value from Expected start date field on Quote/Proposal. • Order Date - value from Order Date field in the activated order. • Account Billing Day of Month - value from Billing Day of Month field on Accounts. Select this option, if you want to set a common billing day for all orders in an account.
Calendar Cycle Start	<p>Select the month to align your customer's billing to a specific business calendar year.</p> <p>To set calendar cycle start from an account, set Calendar Cycle Start to <i>Account Calendar Cycle Start</i>. Next, select a month from Calendar Cycle Start on the Account.</p>
Tax Level	<p>Select the object to which you want to apply taxes, from one of the following options:</p> <ul style="list-style-type: none"> • Account • Product
Invoice Delivery Method	Select the preference for Invoice Delivery from Email or Print.
Invoice Output format	<p>Select the format from one of the following options:</p> <ul style="list-style-type: none"> • PDF • DOC • DOCX • RTF
Allow Payment Term Override	Select this check box if you want to override the default Payment Term.
Allow Preference Override	Select this check box if you want to override this Billing Preference.

Field	Description
Do not Create Informational	Select this option to suppress the creation of all Informational Billing Schedules. For Bundle products, if the Bundle Invoice Level is set to Bundle , Billing Schedules for Bundle Options will not be created.
Hide Informational	Select this option to suppress the visibility of Bundle Option details on the Invoice. On selecting this check box, invoice line items will not be created for products with Informational Billing Schedules.
Is Default	Select this option to make this Billing Preference the default preference for this org.
Proration Period Treatment	<p>To define how you want to distribute the billing amount proportionally between the first and last Billing Schedules, select from one of the following picklist options:</p> <ul style="list-style-type: none"> • Separate Period - To create a separate Billing Schedule for the outstanding amount. • Ignore - To levy no charge for the Initial partial period. • Charge Full - To levy no charge for the last partial period. • Combine with First Period - To charge each partial period along with the next full period. <p>To see the impact Proration has on Billing Schedules, please refer Proration.</p>
Active	Select the check box to activate this Billing Preference.

3. Click **Save**.

Associating Billing Preferences

One way of associating Billing Preferences to Accounts, Quote or Orders is by setting the **Preference Level** at the line level. You can also associate a Billing Preference to an Account or a Proposal header from the **Billing Preference Lookup** () field.

The lowest level billing preference will take precedence. Also making changes to a Billing Preference will only affect future orders.

Billing Schedules

If the **Expected Start Date** on Quote/Proposal is '1/20/2016' and **Billing Cycle Start** is set to **Billing Day of the Month** (10th of the month), the Billing Schedules will be:

Period Start Date	Period End Date
1/20/2016	2/09/2016
2/10/2016	3/09/2016

Period Start Date	Period End Date
3/10/2016	4/09/2016

And so on.

You have the flexibility to choose Billing Day from other objects such as Account, Quote/Proposal, and Order. Please see the other values for Billing Cycle Start in the above table.

Note

To generate Billing Schedules, you must provide **Expected Start Date** and **Expected End Date** on the Quote/Proposal page.

Let us take a look at how Billing Schedules are aligned for 3 different products based on the **Billing Rule** and **Bill Cycle Start Date**.

Example 1

List Price of the product Ace is \$100.

Product Name	Start Date	End Date	Billing Rule	Billing Frequency	Bill Cycle Start Date	Proration Period Treatment	Billing Day of the month
Ace	1/1/2016	12/31/2016	Arrears	Monthly	Billing Day of the month	Separate Period	1st of the month

For Billing Rule set to **Arrears**, **Ready for Invoice Date** is a day after the Period End Date. Billing Schedules for Ace will be,

Period Start Date	Period End Date	Ready for Invoice Date	Amount
1/1/2016	1/31/2016	2/1/2016	\$100
2/1/2016	2/29/2016	3/1/2016	\$100
3/1/2016	3/31/2016	4/1/2016 and so on	\$100

Example 2

List Price of the product DigiX is \$200.

Product Name	Start Date	End Date	Billing Rule	Billing Frequency	Bill Cycle Start Date	Proration Period Treatment	Billing Day of the month
DigiX	1/15/2016	1/14/2017	Advance	Monthly	Ready for Billing Date	Separate Period	

For Billing Rule set to **Advance**, **Ready for Invoice Date** is the Period Start Date for a schedule. Billing Schedules for DigiX if **Ready for Billing Date** is 1/9/2016,

Period Start Date	Period End Date	Ready for Invoice Date	Amount
1/15/2016	2/8/2016	1/15/2016	\$160
2/9/2016	3/8/2016	2/9/2016	\$200
3/9/2016	4/8/2016 and so on.	3/9/2016	\$200

Example 3

List Price of the product MyShot is \$300.

Product Name	Start Date	End Date	Billing Rule	Billing Frequency	Bill Cycle Start Date	Proration Period Treatment	Billing Day of the month
MyShot	1/1/2016	12/31/2016	Bill on Ready for Billing Date	Monthly	Order Date	Separate Period	

For Billing Rule set to Bill on Ready for Billing Date, Ready for Invoice Date takes the value of Ready for Billing Date on the **Quote/Proposal** for all schedules. Billing Schedules for MyShot, if the **Order Date** is 1/15/2015,

Period Start Date	Period End Date	Ready for Invoice Date	Amount
1/1/2016	1/14/2016	2/1/2016	\$145.162
1/15/2016	2/14/2016	2/1/2016	\$300
2/15/2016	3/14/2016 and so on.	2/1/2016	\$300

To see the impact Proration has on Billing Schedules, please refer [Proration](#).

Impact of Calendar Cycle Start on Billing Schedules

Calendar Cycle Start is used to align the Billing Schedules to a defined calendar month. For example, Billing Frequency is **Quarterly** and Calendar Cycle Start is **None**.

Product Name	Start Date	End Date	Billing Rule	Billing Frequency	Bill Cycle Start Date	Proration Period Treatment	Billing Day of the month	Calendar Cycle Start
Ace	4/1/2016	12/31/2016	Arrears	Quarterly	Billing Day of the month	Separate Period	1st of the month	None

The Billing Cycle start is 4/1/2016, so the Billing Schedules will align on the Start Day and **first Quarter** will be 4/1 to 7/31.

Period Start Date	Period End Date	Ready for Invoice Date	Amount
4/1/2016	7/31/2016	8/1/2016	\$300
8/1/2016	11/31/2016	12/1/2016	\$300
12/1/2016	12/31/2016	1/1/2017	\$100

If Calendar Cycle Start is set to **June**

Product Name	Start Date	End Date	Billing Rule	Billing Frequency	Bill Cycle Start Date	Proration Period Treatment	Billing Day of the month	Calendar Cycle Start
Ace	4/1/2016	12/31/2016	Arrears	Quarterly	Billing Day of the month	Separate Period	1st of the month	June

The Billing Schedule for the first period will be 4/16 to 5/31. After this, quarters will align with 6/1 (June) and hence the period will be 6/1 to 8/31.

Period Start Date	Period End Date	Ready for Invoice Date	Amount
4/1/2016	5/31/2016	8/1/2016	\$100
6/1/2016	8/31/2016	2/1/2016	\$300
9/1/2016	11/31/2016 and so on.	2/1/2016	\$300

Note

Billing Schedule alignment based on Calendar Cycle Start is applicable only for Products with Billing Frequency set to Quarterly, Half-yearly, and Yearly.

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.

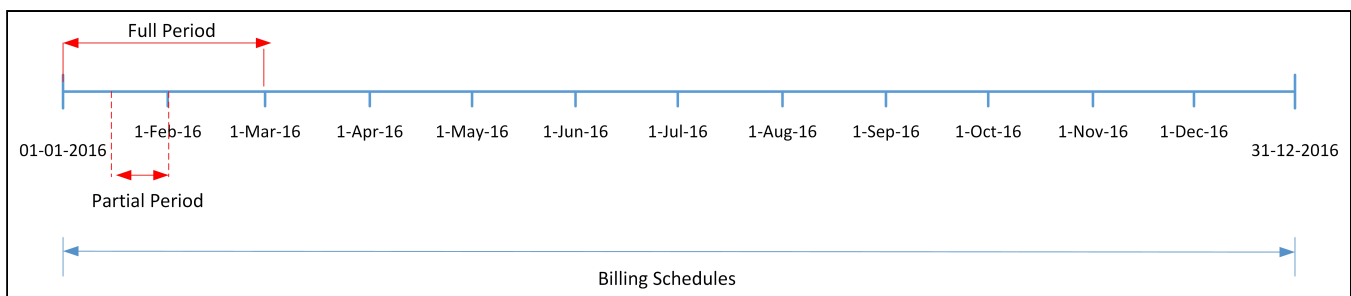
Here, the customer is consuming the product for a full month. This is a non-prorated scenario because Billing Schedules generated for this purchase will be even and uniformly distributed.

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 customer 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

Combine with the First Period

Combine with the first period allows you to invoice the first partial billing schedule in the next full billing schedule. For the prorated billing schedule, the ready for invoice date is set as the invoice date of the next complete billing schedule.

Schedule	Period Start Date	Period End Date	Ready for Invoice Date	Fee Amount
BS1	1/1/2018	3/31/2018	4/1/2018	200
BS2	4/1/2018	6/30/2018	4/1/2018	300
BS3	7/1/2018	9/30/2018	7/1/2018	300
BS4	10/1/2018	12/31/2018	10/1/2018	300

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.



The screenshot shows the 'Tax & Billing' configuration interface. On the left, there are three fields: 'Taxable?' with a checked checkbox, 'Tax Inclusive?' with a checked checkbox, and 'Tax Code' with a text input containing 'Code 01A' and a magnifying glass icon. On the right, there are two dropdown menus: 'Billing Rule' set to 'Bill In Advance' and 'Billing Frequency' set to 'Monthly'.

You can configure the following fields:

Field	Description
Taxable?	Select this check box if the order is a taxable product or service.

Field	Description
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	<p>Select one of the following options:</p> <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.
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 interface. Under the 'Auto Renew' section, the 'Auto Renew' checkbox is checked. Below it, the 'Auto Renewal Type' dropdown menu is set to 'Evergreen', and the 'Auto Renewal Term' text field contains the value '12'. A red rectangle 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	<p>Select one of the following options from the picklist:</p> <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.

Payment Term Edit Save Save & New Cancel

Information Help for this Page

Name ! EOM Term

Sequence ! 01

Label ! Due Upon Receipt

Value ! 15

Description !

Is Default ! ☐

Owner

Offset Type ! Specific Day

Start Type ! End of Month

Offset Occurrence ! 2

Month Value !

System Information

Start Value !

Save Save & New Cancel

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 <Salesforce documentation>.</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	The number of days or months in this payment term as selected in the Offset Type .
Start Type	The date, month or period, Payment Term is calculated from.
Start Value	This defines the start date for a Start Type . Specify the date if you chose <i>Month</i> , Period or Quarter as the Start Type .
Offset Occurrence	Frequency associated with the Offset Type. For example, if an invoice is due on second occurrence of 15th, Offset Type should be Specific Day and Offset Occurrence should be 2.
Description	Enter a brief description of the Payment Term.
Is Default	Select the check box to make this payment term the default for invoices for this account.

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.

Template Edit [Save] [Save & New] [Cancel]

New Template [Help for this Page](#)

Information * = Required Information

Name *

Type

Reference

Description

Agreement Types

Available Chosen Default

Category

Subcategory

IsActive ☒

Owner

Cloned From

Cloned From Reference

Term Exception

Keywords

Business Object

Guidance

Language

Locale

Next Revision Date

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.
Type	<p>Select from one of the following options.</p> <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

Field	Description
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.
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.

Field	Description
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

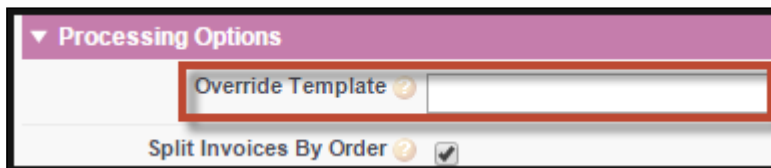
With the Apttus Billing Management application, you can now override the Invoice Template you use.

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

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**.

Quick Find / Search... [Expand All](#) | [Collapse All](#)

Apttus Billing Email Templates [Help for this Page](#)

Below is a list of all your email templates in the folder selected. Click the new button to create a new text, HTML, Custom, or Visualforce email template. You can use these email templates when sending single emails. For mass emails, only text, HTML, and Custom templates may be used.

Folder: **Apttus Billing Email Templates** [Edit](#) | [Create New Folder](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | [All](#)

Action	Email Template Name	Template Type	Available For Use	Description	Author	Last Modified Date
Edit Del	Default Invoice Email Template	Visualforce	✓	Default Invoice Email Template	integrat	3/2/2016
Edit Del	Doc Template AS	HTML	✓		mrama	3/6/2016
Edit Del	MR Template	HTML	✓	Test Template	mrama	3/4/2016

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | Other | [All](#)

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.

Email Template [Help for this Page](#)

New Template

Step 1. Email Template: New Template


[Next](#) [Cancel](#)

Choose the type of email template you would like to create.

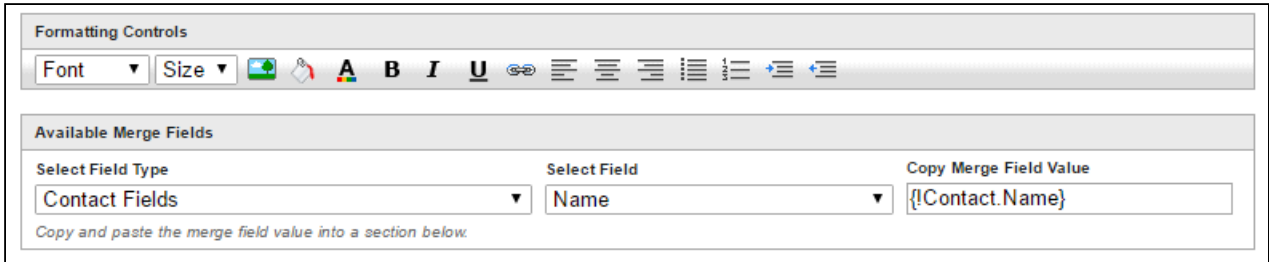
☒ Text
☐ HTML (using Letterhead)
☐ Custom (without using Letterhead)
☐ Visualforce

[Next](#) [Cancel](#)

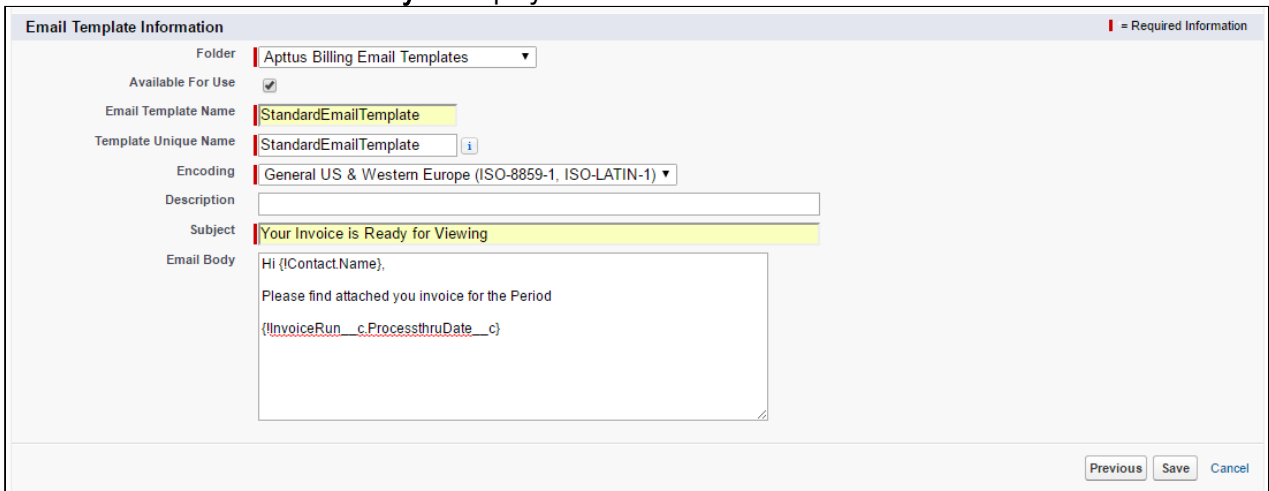
4. Enter the template information such as **Folder**, **Template Name**, **Email Layout** and **Description**.

 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.

Click button to include or exclude selected values from the dependent picklist

Type:	Agreement	Clause	Proposal	Section	Supporting Document	Invoice	Credit Memo
Business Object:	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c	Apttus_APTS_Agreement__c
	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c	Apttus_Proposal_Proposal__c
	Invoice__c	Invoice__c	Invoice__c	Invoice__c	Invoice__c	Invoice__c	Invoice__c
	CreditMemo__c	CreditMemo__c	CreditMemo__c	CreditMemo__c	CreditMemo__c	CreditMemo__c	CreditMemo__c

Click button to include or exclude selected values from the dependent picklist

Include Values Exclude Values

Save Cancel Preview

6. 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.

Template Edit MR_CreditMemo

Information

Name: Standard_CreditMemo
 Type: **Credit Memo**
 Reference: ae581ece-9f72-4b61-b085-46
 Description:
 Agreement Types: Available | Chosen Default
 Category: Default
 Subcategory: Default
 Is Active: ☒

Owner: Manjunath Ramachandra
 Cloned From:
 Cloned From Reference:
 Term Exception:
 Keywords:
 Business Object: CreditMemo_c
 Guidance:
 Language: English
 Locale: English (United States)
 Next Revision Date: 4/15/2016 | 7/20/2016

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

Credit Memo Email Template

Creating a Credit Memo Template

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

email [Expand All](#) [Collapse All](#)

Administer

- ☒ Manage Users
 - Mass Email Users
- ☒ Communication Templates
 - Email Templates**
- ☒ Email Administration
 - Deliverability
 - Organization-Wide Addresses
 - Compliance BCC Email
 - Email Relay Activation

Apttus Credit Memo Email Templates

Below is a list of all your email templates in the folder selected. Click the new button to create a new text, HTML, Custom, or Visualforce email template. You can use these email templates when sending single emails. For mass emails, only text, HTML, and Custom templates may be used.

Folder: **Apttus Credit Memo Email Templates** [Edit](#) [Create New Folder](#)

[New Template](#)

Action	Email Template Name ↑	Template Type	Available For Use	Description	Author	Last Modified Date
Edit Del	AS_CreditMemoEmail	Custom	<input checked="" type="checkbox"/>		mrama	4/19/2016
Edit Del	Default Credit Memo Email Template	Visualforce	<input checked="" type="checkbox"/>	Default Credit Memo Email Template	integrat	4/14/2016
Edit Del	Mr_CreditMemo	HTML	<input checked="" type="checkbox"/>		mrama	4/15/2016

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.

Save Preview Cancel

HTML Email Content ! = Required Information

Subject Credit Memo

HTML Body

Hi {!Contact.Name},

The Credit Memo is attached for your reference.

Thanks,

Apttus

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.

Field	Description
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 .
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.

Field	Description
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.
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.

 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.

Account Name	<input type="text" value="Grazing Goats_AS"/>	Website	<input type="text"/>
Parent Account	<input type="text"/>		
OpportunityId	<input type="text"/>		

Additional Information

Type	<input type="text" value="Customer"/>	Active	<input type="text" value="Yes"/>
Industry	<input type="text" value="Construction"/>	Billing Day Of Month	<input type="text" value="1st of the Month"/>
Billing Preference	<input type="text" value="Standard Billing Preference"/>	Default Invoice Template	<input type="text" value="Basic Invoice"/>
Payment Term	<input type="text" value="Net 30"/>	Tax Certificate	<input type="text"/>
Last Invoiced Date	<input type="text" value="3/20/2016"/> <input type="text" value="3/31/2016"/>	Tax Exempt ?	<input type="text" value="Yes"/>
		Employees	<input type="text"/>
		Default Invoice Statement Template	<input type="text" value="Invoice StatementTemp"/>
		Annual Revenue	<input type="text" value="435000"/>

Description

Tax Exempt Status	<input type="text" value="Approved"/>	Shipping Street	<input type="text"/>
Billing Street	<input type="text" value="5844, South Oak Street"/>	Shipping City	<input type="text"/>
Billing City	<input type="text" value="Chicago"/>	Shipping State/Province	<input type="text"/>
Billing State/Province	<input type="text"/>	Shipping Zip/Postal Code	<input type="text"/>
Billing Zip/Postal Code	<input type="text" value="60667"/>	Shipping Country	<input type="text"/>
Billing Country	<input type="text" value="USA"/>		

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.

Account Locations		<input type="button" value="New Account Location"/>	Account Locations Help
Action	Location Name		
Edit Del	New York		
Edit Del	Miami		

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.
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 .

Field	Description
Default Invoice Statement Template	<p>Enter the name of an Invoice Statement template that you want to apply when generating Invoice statement for this Account Location.</p> <p>An Invoice Statement incorporates amount owed from past invoices till the specified date. For more information, please refer Generating an Invoice Statement.</p>
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 you 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

Contact Owner

Manjunath Ramachandra

First Name

Mr. Joe

Last Name

Mcguire

Account Name

Grazing Goats_AS

Title

Finance Manager

Phone

(832) 555-2002

Mobile

(832) 555-2002

Email

joemcguire@inforcorp.com

Reports To

Address Information

Mailing Street

A-101 Avenue

Mailing City

South Street

Mailing State/Province

Mailing Zip/Postal Code

Mailing Country

United States

Data.com Key

Other Street

Other City

Other State/Province

Other Zip/Postal Code

Other Country

Additional Information

Fax

Home Phone

Other Phone

Assistant

Asst. Phone

Lead Source

--None--

Birthdate

Department

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

Billing Contacts Save Save and Preview Contacts Preview Contacts Cancel

Billing Contact Format Filter Criteria

Filter Criteria

Field	Operator	Value	Add	Delete
Contact : Email	equal to	support@tierone.com	Add	Delete

[Advanced Options](#)

Save Save and Preview Contacts Preview Contacts 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.

Contacts Back to Account Back to Filter Criteria

Name	Email	Phone	First Name	Last Name
Jon Davies	support@tierone.com			Jon Davies
Kelli Grazia	support@tierone.com			Kelli Grazia
TierOne Support	support@tierone.com			TierOne Support

View 10 records per page. First Previous Showing page 1 of 1 Next Last Total number of records: 3

Back to Account Back to Filter Criteria

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

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	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.	
Currency Decimal Places	Enter the number of decimal places to scale the currency fields.	
Generate Invoice Documents	Select this option to generate an invoice document in the required format (DOC, DOCX, RTF or PDF) during the Invoice Generation Batch job. You can set the format from the field Invoice Output Format on the Billing Preference .	Invoice Email Delivery
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

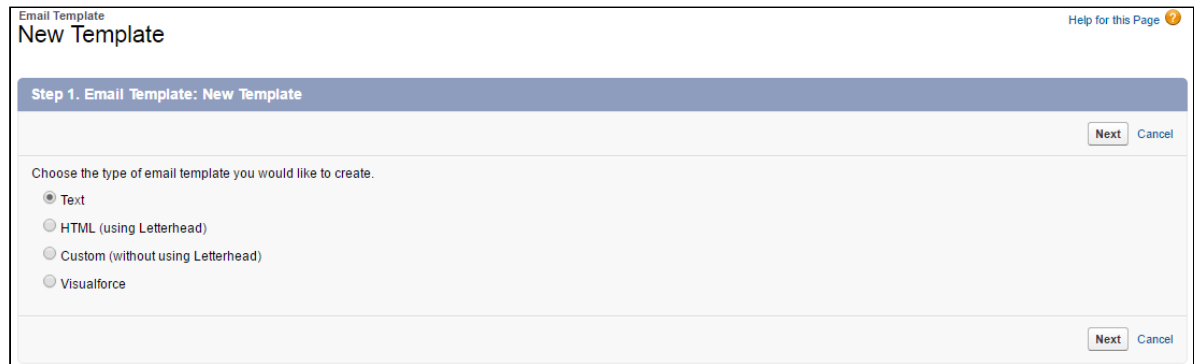
Field	Description	Pre-requisite for Functionalities
Tax Level	Enter the <i>object name</i> to which you want to apply taxes by default. You can mention either Account or Product object for the default tax applicability.	
Generate Credit Memo Documents	Select this option to generate a document for Credit 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.	
Create Activity for Billing Emails	Select this option to create an email activity record for all Invoice or Credit Memo emails sent to the Account Contacts. You can see the records under Activity History related list on the related Invoice/Credit Memo detail page. For details, refer Credit Memo Detail .	

Payment Email Template

Creating a Credit Memo 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.



The screenshot shows the 'New Template' step of the email template creation process. The title bar reads 'Email Template New Template' with a 'Help for this Page' link. The main heading is 'Step 1. Email Template: New Template'. Below this, there are 'Next' and 'Cancel' buttons. The instruction says 'Choose the type of email template you would like to create.' There are four radio button options: 'Text' (selected), 'HTML (using Letterhead)', 'Custom (without using Letterhead)', and 'Visualforce'. At the bottom right, there are 'Next' and 'Cancel' buttons.

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

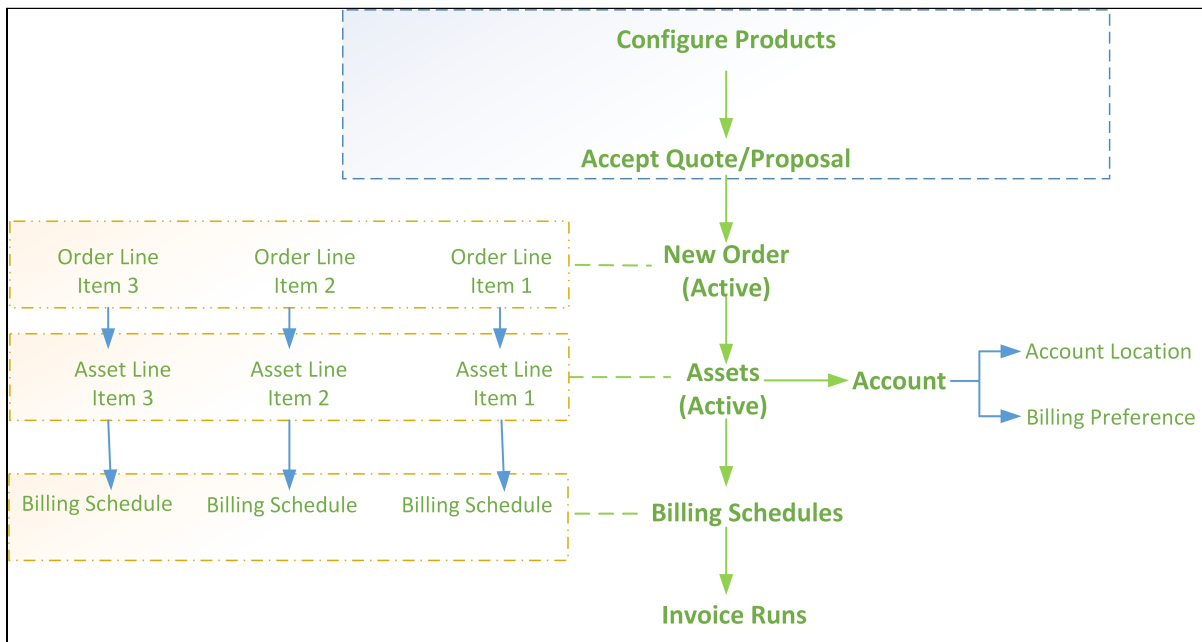
i You must select **Available For Use** option to make the template visible and available for selection.

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 on the Proposal

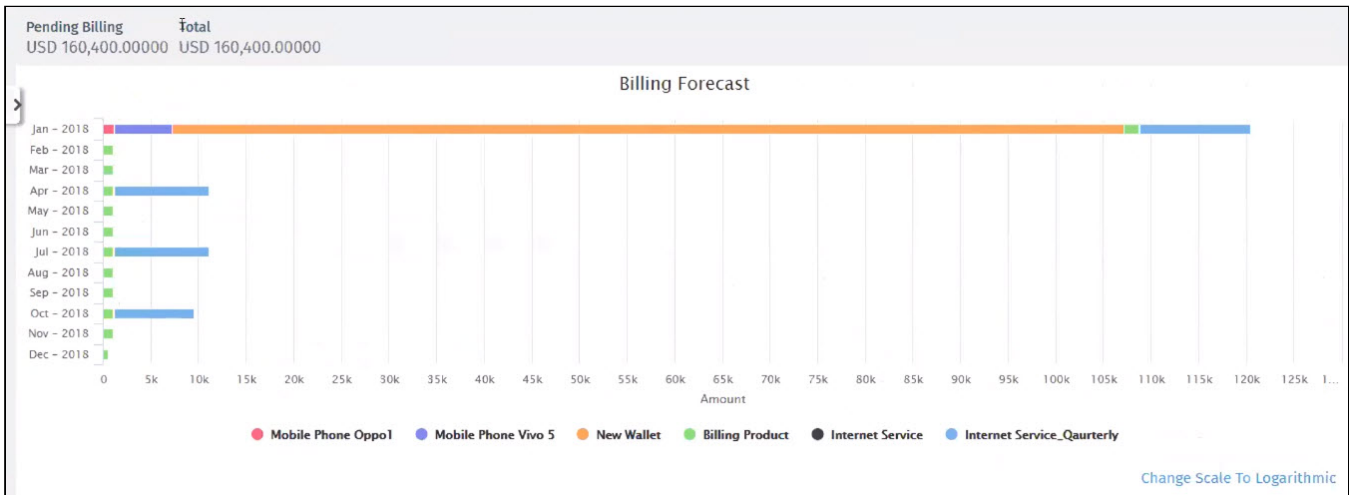
Forecasting billing schedules give you a preview of the billing schedules that are generated on the proposal. Forecast billing schedules at a glance provide information about the entire billing cycle. For a proposal, you can generate forecast billing schedules and present them to your customers on the proposal document.

Forecasting Billing Schedules

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.

Forecast chart is visible and the summary table.



For products and assets with high fee charges, click **Change Scale to Logarithmic**. It auto-aligns the range value on the chart to adjust high fee charges. Mouseover any bar to see the amount pertaining to that period and product.

Forecast billing schedules are also displayed in the summary table below the chart.

The screenshot shows the APTTUS Billing Forecast interface. The table displays forecast billing schedules for Q-00138329. The table has columns for Product Name, Price Type, Charge Type, Billing Rule, Period Start Date, Period End Date, Fee Amount, and Status. The table is filtered by 'All Invoice Dates', 'All Products', and 'All Price Types'. The table is sorted by 'Ready For Invoice Date: 01/01/2018'.

Product Name	Price Type	Charge Type	Billing Rule	Period Start Date	Period End Date	Fee Amount	Status
Ready For Invoice Date: 01/01/2018							
Mobile Phone Oppo1	One Time	Standard Price	Bill In Advance	01/01/2018	12/31/2018	1,200.00000	Pending Billing
Mobile Phone Vivo 5	One Time	Standard Price	Bill In Advance	01/01/2018	12/31/2018	6,000.00000	Pending Billing
New Wallet	One Time	Standard Price	Bill In Advance	01/01/2018	12/31/2018	100,000.00000	Pending Billing
Ready For Invoice Date: 01/16/2018							
Billing Product	Recurring	Standard Price	Bill In Advance	01/01/2018	01/15/2018	483.87097	Pending Billing
Billing Product	Recurring	Standard Price	Bill In Advance	01/16/2018	02/15/2018	1,000.00000	Pending Billing
Internet Service	Recurring	Standard Price	Bill In Advance	01/01/2018	01/15/2018	48.38710	Pending Billing
Internet Service	Recurring	Standard Price	Bill In Advance	01/16/2018	02/15/2018	100.00000	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:
- Evergreen products
 - 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](#).

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 screenshot shows the 'Order Detail' page for Order O-00000566. At the top left is an 'Order' icon and the order number 'O-00000566'. To the right is a link 'Billing Preferences [0]'. Below the order number, there are three buttons: 'Edit', 'Delete', and 'Clone'. The page displays the following information:

Order Number	O-00000566
Type	New
Status	Activated

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

Order Edit
Save Save & New Cancel

Information

Order Number
Type
Status
Payment Term
Parent Order
Description
PO Number
PO Date
Order Reference Number
Billing Preference

Quote/Proposal
Owner
Bill To
Sold To
Ship To
Location
Primary Contact
Related Opportunity
Price List

Key Dates

Order Date
Order Start Date
Order End Date
Pricing Date
Cancelled Date
Close Date

Ready For Activation Date
Ready For Fulfillment Date
Ready For Billing Date
Ready For Revenue Recognition Date

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.

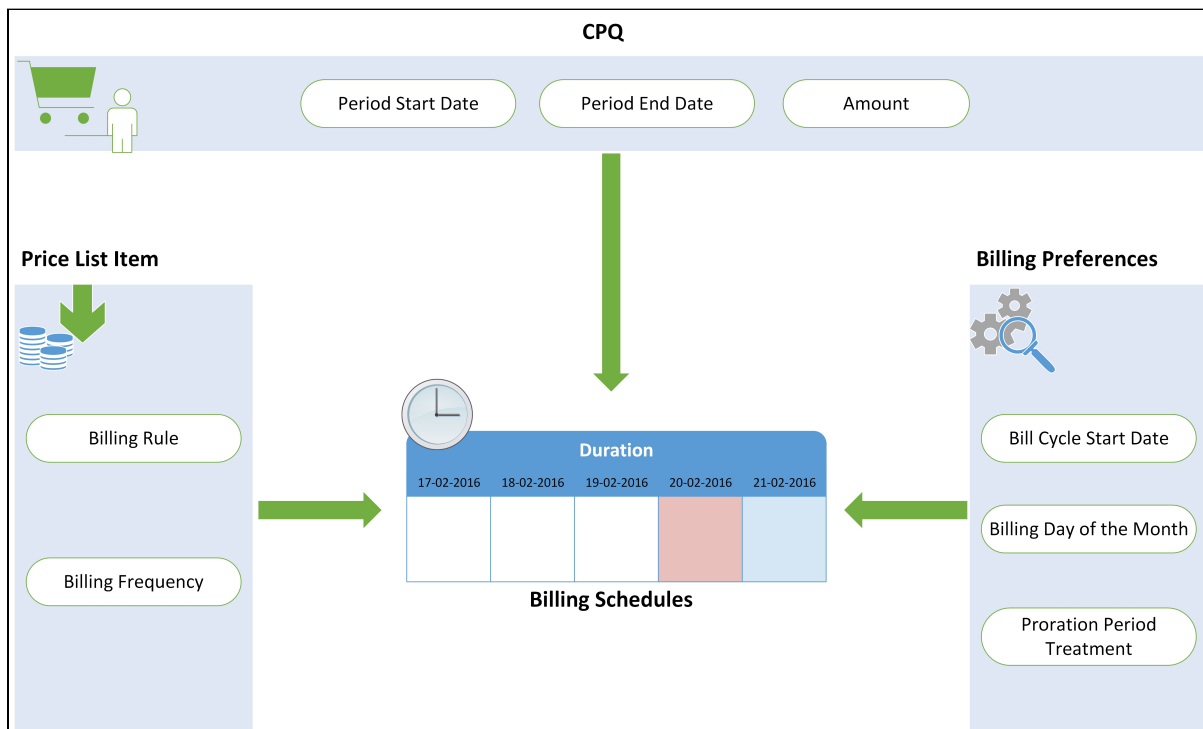
Go to **Custom Settings > Order System Properties > InitiateBillingOnOrderActivation** and

- 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.

Billing Schedules New Billing Schedule Billing Schedules Help ?										
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.

Field	Description
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	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: <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.
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 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.

Field	Description
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> <p> You need to manually add the Full Term picklist value.</p> <p>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.
Start Type	<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> <p> User Entered Start Date is applicable only for Plan Type as <i>Fixed</i>.</p> </div>
Description	A description for the plan.
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. • 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 <i>3</i> .
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	-

❗ For each Plan Item, the Offset value would refer 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	1/31/2017	11/1/2016

Plan Item Name	Percent	Period Start Date	Period End Date	Ready for Invoice Date
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*.

i 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 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

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:

Billing Plan

Progress: Select Line Item(s) → Define Billing Plan → Define invoice date and amount

Billing Plan Template

Plan Name:

Plan Type:

Billing Start Date:

Billing End Date:


Billing Method:

Number of Installments:

Description:

Buttons: Previous, Cancel, Next

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.


Field	Description
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>
Plan Type	<p>Select one of the following options:</p> <ul style="list-style-type: none"> • Full Term • Fixed • Milestone <div> <p> You need to manually add the Full Term picklist value.</p> <p>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.

Field	Description
Amount/Percentage	Based on the selected Billing Method (Amount or Percentage) and Number of Installments , Apttus Billing Management automatically calculates and populates this value.
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.

 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.

 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 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
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 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	10/6/2018	\$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 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 the start date of the asset.
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	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	Superseded
BS3	1/1/2018	31/12/2018	22/6/2018	\$250,000	Superseded
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

Billing Schedule	Period Start Date	Period End Date	Ready for Invoice Date	Fee Amount	Status
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 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.

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.

Usage Input Edit Help for this Page

Usage Input Edit Save Save & New Cancel

Information

Owner: Manjunath Ramachandra

System Information

Asset Line Item: MR_Usage_SA	Description: Usage input to calculate the charge for the amount of data consumed
Asset Number: A100034005	Start Date: 3/18/2016 [3/18/2016]
Message:	End Date: 3/31/2016 [3/18/2016]
Quantity: 200	Product Uom: Each
Status: Loaded	Rated Amount:
	Usage Date: [3/18/2016]

Save Save & New Cancel

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

- [Creating a New Usage Input](#)
- [Processing Usage Input](#)
- [Processing 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:

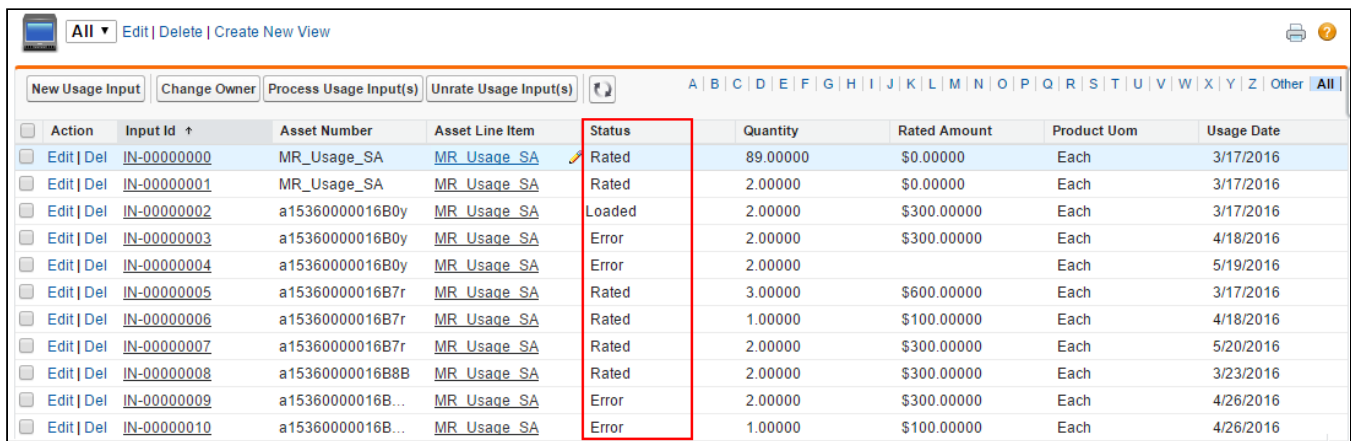
Field	Description
Asset Line Item	Lookup and select the Asset Line Item for which you want to process the Usage Input.
Asset Number	Enter the Asset Number you for which you want to process the Usage Input.
Description	Describe the purpose of this Usage Input.
Message	Auto-generated after the input processing. 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
Edit Del	IN-00000000	MR_Usage_SA	MR_Usage_SA	Rated	89.00000	\$0.00000	Each	3/17/2016
Edit Del	IN-00000001	MR_Usage_SA	MR_Usage_SA	Rated	2.00000	\$0.00000	Each	3/17/2016
Edit Del	IN-00000002	a15360000016B0y	MR_Usage_SA	Loaded	2.00000	\$300.00000	Each	3/17/2016
Edit Del	IN-00000003	a15360000016B0y	MR_Usage_SA	Error	2.00000	\$300.00000	Each	4/18/2016
Edit Del	IN-00000004	a15360000016B0y	MR_Usage_SA	Error	2.00000		Each	5/19/2016
Edit Del	IN-00000005	a15360000016B7r	MR_Usage_SA	Rated	3.00000	\$600.00000	Each	3/17/2016
Edit Del	IN-00000006	a15360000016B7r	MR_Usage_SA	Rated	1.00000	\$100.00000	Each	4/18/2016
Edit Del	IN-00000007	a15360000016B7r	MR_Usage_SA	Rated	2.00000	\$300.00000	Each	5/20/2016
Edit Del	IN-00000008	a15360000016B8B	MR_Usage_SA	Rated	2.00000	\$300.00000	Each	3/23/2016
Edit Del	IN-00000009	a15360000016B...	MR_Usage_SA	Error	2.00000	\$300.00000	Each	4/26/2016
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.	End Date	3/15/2017
Quantity	2.00000	Product Uom	Each
Status	Error	Rated Amount	\$300.00000
Usage Schedule	Usage Schedule	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.

Processing 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).

Usage Input Detail [Edit] [Delete] [Clone] [Process Usage Input] [Unrate Usage Input]

Input Id: IN-01193742 Owner: [User]

Asset Line Item: Usage Test11 Last Modified By: [User]

Asset Number: 11111A Description: [User]

Created By: [User] Start Date: [User]

Message: [User] End Date: [User]

Quantity: 5.00000 Product Uom: Each

Status: Rated Rated Amount: \$500.00000

Usage Schedule: Usage Schedule Usage Date: 4/1/2017

[Edit] [Delete] [Clone] [Process Usage Input] [Unrate Usage Input]

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: [User]

Asset Line Item: Usage Test11 Last Modified By: [User]

Asset Number: 11111A Description: [User]

Created By: [User] Start Date: [User]

Message: [User] End Date: [User]

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"> No Usage Schedule could be found for the specified Asset Number and Usage Date (Verify the Start Date and End Date) Invalid Asset Number (Confirm if the Asset Number is valid) Invalid Usage Date (The Usage Start and End Date should lie between the Billing Schedules) 	No change

Action	Status (Pre)	Message	Status (Post)
	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 New Usage Schedule Usage Schedules Help ?								
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.

Field	Description
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.

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.

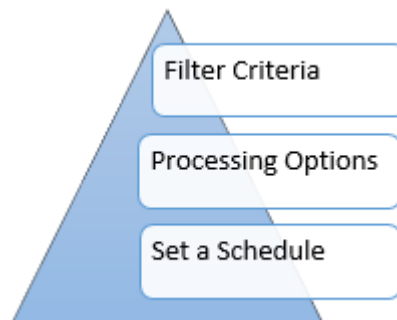
Pre-requisites for Invoice PDF Generation

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. 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]* as shown in the screenshot.

Override Standard Button or Link Help for this Page ?

New

Overriding standard buttons and links changes the meaning of the salesforce.com URL and any calls to that URL such as a salesforce.com page, a browser shortcut, or an external system. You can replace the salesforce.com URL for a standard button or link with a custom s-control or Visualforce Page.

Select the custom s-control or Visualforce Page to use in place of the salesforce.com URL for this standard button or link.

Override Properties Save Cancel

Label New

Name New

Default Standard Salesforce.com Page

Override With

☐ No Override (use default)

☐ Custom S-Control --None--

☒ Visualforce Page InvoiceRunCreate [InvoiceRunCreate]

Comment

Save Cancel

To initiate an Invoice Run

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

Field	Description
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

- 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.
- 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.

Invoice Run Detail [Save] [Save & New] [Cancel]

Invoice Run Name: IN000 to 80 Run

Filter Criteria

Account | Account Location | Product

	Field	Operator	Value	
1.	Account : Billing Day Of Month	equal to	3/7/2016	Delete
2.	None	None		Delete
3.	None	None		Delete

[Add Row](#) [Remove Row](#)

- 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.

Invoice Run Detail Save Save & New Cancel

Invoice Run Name

Filter Criteria

Account Account Location **Product**

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.

Invoice Run Detail Save Save & New Cancel

Invoice Run Name

Filter Criteria

Account Account Location **Product**

Field	Operator	Value		
Product : Product Code	starts with	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

Invoice Run Edit
New Invoice Run

Invoice Run Detail Save Save & New Cancel

Invoice Run Name

Filter Criteria

Account Account Location Product **Billing Schedule**

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

[Advanced Options](#)

Processing Options

Override Template Auto Approve Invoices ☒

Auto Approve Threshold Auto Send Invoice Email ☐

Auto Approve Credit Memos ☒ Auto Send Credit Memo Email ☐

Split Invoices By Order ☐ Suppress Invoices

**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:

From c.na30.visual.force.com

Warning: You have no account filters selected for this invoice run. This may cause the invoice run to process for a long time. We recommend providing filters on the invoice run. Do you still want to proceed?

OK Cancel

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

Filter Criteria			
Account Account Location Product Billing Schedule			
	Field	Operator	Value
1.	Account Location : Country	equal to	Brazil
2.	Account Location : Country	equal to	Mexico
3.	None	None	

[Add Row](#) [Remove Row](#)
[Clear Advanced Options](#)
[Advanced Filter Condition](#)
 1 OR 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.

Processing Options	
Override Template	RV_CA_Template
Auto Approve Invoices	<input checked="" type="checkbox"/>
Auto Approve Threshold	Less than 1,000.00000
Auto Approve Credit Memos	<input checked="" type="checkbox"/>
Auto Send Invoice Email	<input checked="" type="checkbox"/>
Split Invoices By Order	<input type="checkbox"/>
Auto Send Credit Memo Email	<input checked="" type="checkbox"/>
Credit Memo Creation Option	Single Credit Memo for Negative Invoice
Suppress Invoices	Less than 0

You can perform following processing actions on the invoice each of which are 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](#)

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** check box. 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.

Processing Options	
Override Template	Standard Template
Auto Approve Invoices	<input checked="" type="checkbox"/>
Auto Approve Threshold	Less than 100.00000
Auto Send Invoice Email	<input type="checkbox"/>
Auto Approve Credit Memos	<input checked="" type="checkbox"/>
Auto Send Credit Memo Email	<input type="checkbox"/>
Split Invoices By Order	<input type="checkbox"/>
Suppress Invoices	Less than 0
Credit Memo Creation Option	None

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](#).

The screenshot shows the 'Processing Options' section of the Salesforce Billing interface. It contains several configuration options:

- Override Template**: A text input field.
- Auto Approve Invoices**: A checkbox that is checked.
- Auto Approve Threshold**: A dropdown menu set to 'Less than or equal to' and a text input field containing '200'.
- Auto Approve Credit Memos**: A checkbox that is checked.
- Auto Send Invoice Email**: A checkbox that is checked and highlighted with a red box.
- Auto Send Credit Memo Email**: A checkbox that is checked.
- Split Invoices By Order**: A checkbox that is unchecked.
- Suppress Invoices**: A dropdown menu set to '--None--'.
- Credit Memo Creation Option**: A dropdown menu set to 'None'.

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 screenshot shows the 'Processing Options' section of a configuration page. It includes fields for 'Override Template' (Standard Template), 'Auto Approve Invoices' (checked), 'Auto Approve Threshold' (Less than, 100.00000), 'Auto Approve Credit Memos' (checked), 'Auto Send Invoice Email' (unchecked), 'Auto Send Credit Memo Email' (unchecked), 'Split Invoices By Order' (unchecked), 'Credit Memo Creation Option' (None), and 'Suppress Invoices' (Less than, 0). The 'Suppress Invoices' field is highlighted with a red box.

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.

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*.

The screenshot shows the 'Scheduling Options' section of a configuration page. It includes fields for 'Run Type' (Immediate, Scheduled), 'Invoice Date Type' (User Defined), 'Invoice Date' (4/24/2016), and 'Process thru Date' (8/24/2016). There are also 'Save', 'Save & New', and 'Cancel' buttons at the bottom.

Field	Description
Invoice Date Type	<p>You can select any one value from the following:</p> <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.

Field	Description
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**.

Scheduling Options

Run Type

☐ Immediate
☒ Scheduled

Schedule Type

Weekly

Preferred Start Time

11 PM 00

Week Day

☒ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday

Invoice Date Type

User Defined

Invoice Date Offset

+2 days

Process thru Date Offset

+4 days

Schedule Run From

4/24/2016 4/24/2016

Schedule Run To

12/24/2016 4/24/2016

Save

Save & New

Cancel

Field	Description
Schedule Type	<p>Select from one of the following options:</p> <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.
Week Day	Select a day of the week when you want to perform the Invoice Run.

Field	Description
Invoice Date Type	<p>You can select any one value from the following:</p> <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, 4/20/2016, 5/20/2016 and 6/20/2016. 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

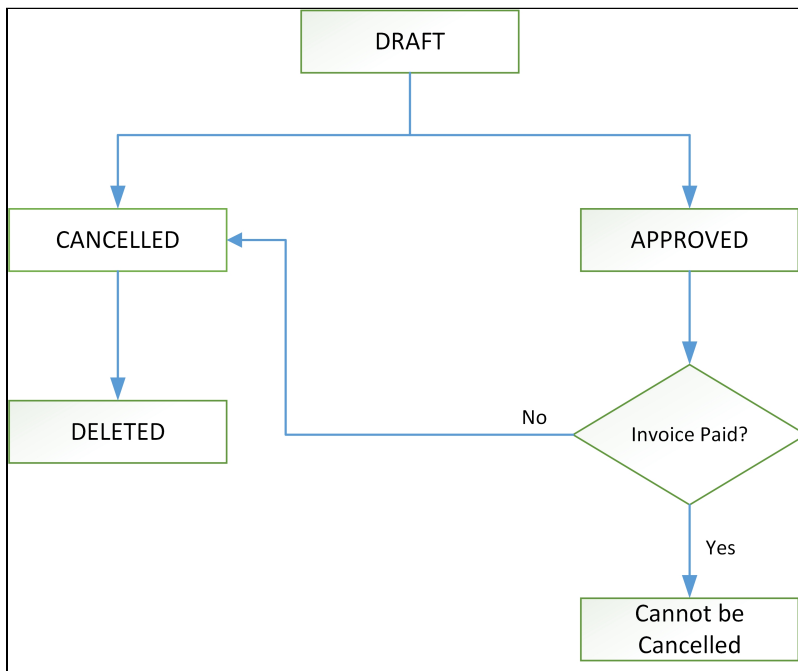
After you complete processing an Invoice Run, you can see the results of the Invoice on the Invoice Run Detail page.

Invoice Run Result Detail		Edit Delete Clone	
Invoice Run Result Name RVBIL583_1000_3 12/15/2015 5:22:13 PM PST		Status Completed	
Created By Apttus Technical Publications		Owner Apttus Technical Publications	
Invoice Run Id RVBIL583_1000_3		Total Accounts Selected 1	
Schedule Job Id 707Z0000000YsEoolAF		Callback Status Taxes were calculated.	
Accounts with Invoices generated 1		Total Invoices Generated 3	
Accounts Without Invoices Generated 0		Total Invoices Supressed 0	
		Last Modified By Apttus Technical Publications	

Invoice Life cycle

The status of an invoice can be

- Draft
- Approved
- Cancelled



The above illustration traces the invoice movement with each stage. The initial stage of an invoice is Draft. From the Draft stage, an Invoice can be approved or cancelled. 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 cancelled. 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** or **Delete** the Invoice.

Invoice Detail

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

Invoices (Bill To)		New Invoice	Invoices (Bill To) Help ?
Action	Invoice Number		
Edit Del	INV-00000013		
Edit Del	INV-00000028		

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

 Invoice
INV-0000028

[Customize Page](#) | [Edit Layout](#) | [Printable View](#) | [Help for this Page](#)

[Back to List: Apex Jobs](#)

[Related A/R Transactions \[0\]](#) | [Open Activities \[0\]](#) | [Credit Memos \[1\]](#) | [Activity History \[0\]](#) | [Invoice Line Items \[3\]](#) | [Notes & Attachments \[0\]](#)

Invoice Detail

[Edit](#) [Delete](#) [Clone](#) [Approve Invoice](#) [Regenerate Invoice Attachment](#) [Generate Invoice Statement](#) [Send Invoice Email](#)
[Delete Invoice](#) [Cancel Invoice](#) [Create Credit Memo](#)

Type Standard

Status Approved

Delivery Status Pending

Invoice Number INV-0000028

Location

Due Date 5/23/2016 11:53 PM

Created By

Invoice Date 5/23/2016 11:53 PM

Last Modified By

Payment Status Unpaid

Total One Time Fee Amount \$0.00000

Total Due Amount \$329.03226

Bill To [Tier1_Ank](#)

Total Recurring Fee Amount \$329.03226

Total Fee Amount \$329.03226

Total Tax Amount \$0.00000

Total Invoice Amount \$329.03226

Total Usage Fee Amount \$0.00000

Payment Term

Total Discount Amount \$0.00000

Sold To [Tier1_Ank](#)

Days Outstanding 0

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'.
Invoice Number	<p>A unique number which serves as identification for the invoice.</p> <p>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.</p>
Due Date	The date by when this invoice should be paid by the customer.

Field	Description
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

Account	Type of Address	Address Present?	Outcome
		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](#).

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

New Invoice Line Item

Invoice Line Items Help ?

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

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.
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

Account	Type of Address	Address Present?	Outcome
	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.

Schedule Apex [Help for this Page](#)

Schedule an Apex class that implements the 'Schedulable' interface to be automatically executed on a weekly or monthly interval.

Save Cancel

Job Name

Apex Class

Schedule Apex Execution

Frequency ☒ Weekly ☐ Monthly

Recurs every week on

☐ Sunday

☒ Monday

☐ Tuesday

☐ Wednesday

☒ Thursday

☐ Friday

☐ Saturday

Start

End

Preferred Start Time

Exact start time will depend on job queue activity.

Save Cancel

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

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

Open Activities | Activity History | Invoice Line Items | Notes & Attachments

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

Total One Time Fee Amount \$0.00000

Bill To DSO17

Total Recurring Fee Amount \$1,800.00000

Total Tax Amount \$0.00000

Total Usage Fee Amount \$0.00000

Owner

Last Modified By

Payment Status Unpaid

Total Due Amount \$1,800.00000

Total Fee Amount \$1,800.00000

Total Invoice Amount \$1,800.00000

Payment Term

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.

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.

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
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,

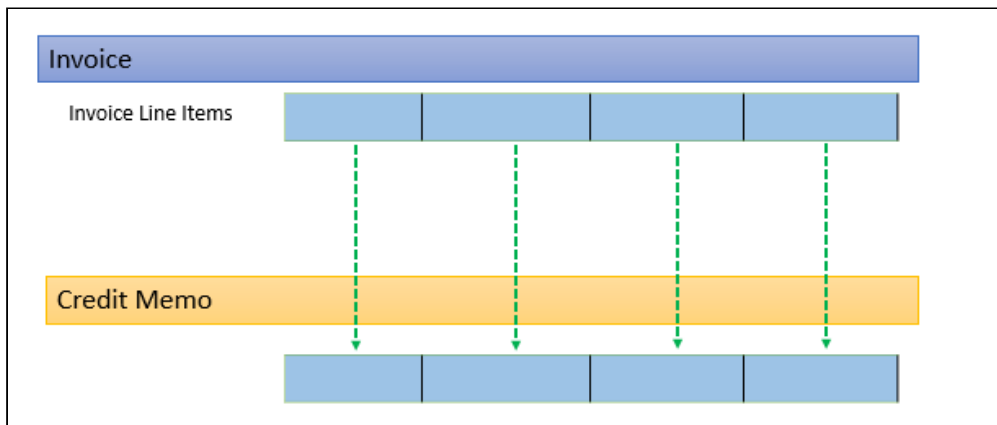
- [From an Invoice](#)
- [Through the Invoice Run](#)

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.

Invoice INV-00000343

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

Related A/R Transactions [0] | Open Activities [0] | Credit Memos [0] | Activity History [0] | Invoice Line Items [1] | Notes & Attachments [0]

Invoice Detail

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

Delete Invoice Cancel Invoice Create Credit Memo

Type Standard Status Approved Delivery Status Pending Invoice Number INV-00000343 Location Due Date 5/23/2016 1:41 AM

Generate Invoice Generate

Created By Invoice Date 5/23/2016 1:41 AM Last Modified By Payment Status Unpaid

Total One Time Fee Amount \$0.00000 Total Due Amount \$20.00000 Total Fee Amount \$20.00000

Bill To 878 Total Invoice Amount \$20.00000

Total Recurring Fee Amount \$20.00000 Total Tax Amount \$0.00000 Payment Term

Total Usage Fee Amount \$0.00000 Total Discount Amount \$0.00000 Sold To 878

Days Outstanding 0

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

Delete Invoice Cancel Invoice Create Credit Memo

1. Click **Create Credit Memo** button located at the top of the page.
2. The Invoice Line Items corresponding to the Invoice are populated along with their available Credit Amount.

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.

3. Use the filters 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**. For example, to view a list of invoice line items with Charge Type as Installation Fee, select **Charge Type** as *Installation Fee* in the filters provided.

Parallel-filtering is also supported. For example, consider an invoice having 100 invoice line items with Line Types as follows:

Number of Invoice Line Items	Line Type
60	Option
40	Product/Services

Apply the first filter with Line Type as Option. Credit Memo page shows 60 Invoice Line Items having Line Type as Option. Enter the credit amount for 60 invoice line items.

For the same 100 invoice line items, the Charge Type is as follows:

Number of Invoice Line Items	Charge Type
20	Standard Fee
80	License Fee

Apply the second filter with Charge Type as Support Fee. Credit Memo page shows 20 Invoice Line Items having Charge Type as Support Fee. Enter the credit for 20 invoice line items.

Credit Amount entered for the first 60 invoice line items is retained.

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. Select **Auto-Approve** if you want to create credit memos in the approved status.
6. After you are done adding the Credit Amount, click **Create 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-00000242	\$89.03226	II-0000001107	1.00000	Approved	\$0.00000	Contracted	Tier1_Ank
Edit Del	CMI-00000243	\$120.00000	II-0000001108	1.00000	Approved	\$0.00000	Contracted	Tier1_Ank

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**.

Invoice Detail		Edit Delete Clone Approve Invoice Cancel Invoice Delete Invoice Regenerate Invoice Attachment Generate Invoice Statement Send Inv	
Invoice Number	INV-00000174	Owner	Ga. Billing (Change)
Invoice Number		Invoice Run Result Id	TC_1092 8/15/2018 11:47:24 PM PDF
Type	Standard	Bill To	TC_1092
Invoice Date	1/1/2018 11:47 PM	Ship To	TC_1092
Due Date	1/20/2018 11:47 PM	Location	
Payment Term	Specify Day	Status	Approved
PO Number		Delivery Status	Pending
Days Outstanding	210	Payment Status	Unpaid
Total Fee Amount	\$210.00000	Transferred To ERP ?	No
Total Invoice Amount	\$231.00000	Error Message	
Total Tax Amount	\$21.00000	Error Status	
Total Due Amount	\$231.00000		

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 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	IL-0000001153
To be generated	Draft	\$21.42857	IL-0000001154
To be generated	Draft	\$160.00000	IL-0000001155
To be generated	Draft	\$68.57143	IL-0000001156

The following billing schedules will be updated to pending billing

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.

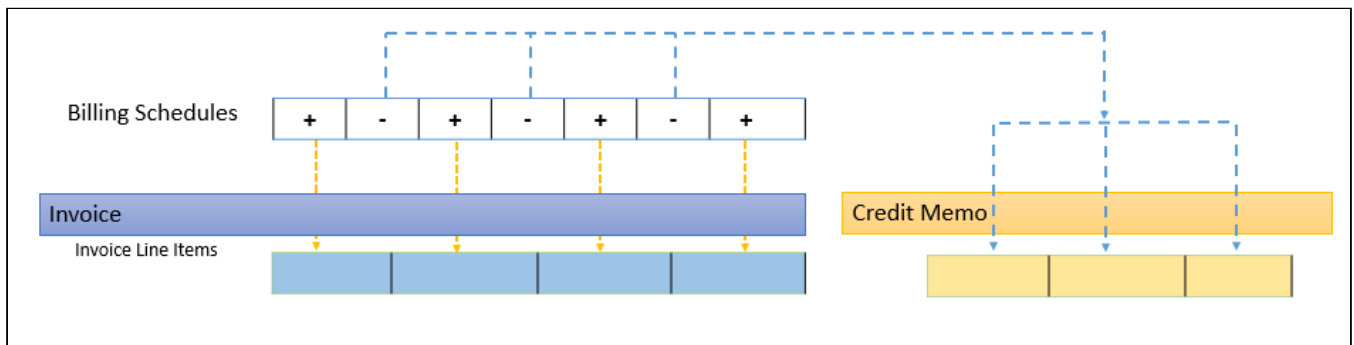
If you do not select Auto Approve Credit Memo, credit memo line items are created in the Draft Status. Related A/R Transaction record and the status of all the billing schedules changes to Pending Billing after you manually approve the credit memo.

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

The screenshot displays the 'Processing Options' and 'Scheduling Options' sections. The 'Credit Memo Creation Option' dropdown is open, showing three options: 'None', 'Single Credit Memo for Negative Invoice', and 'Single Credit Memo for all Negative Schedules per Invoice'. The 'Single Credit Memo for all Negative Schedules per Invoice' option is selected.

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

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[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	
Bill To	913c	Billing Street	
Credit Amount	\$105.00000	Billing City	
Credit Memo Date	5/18/2016	Billing State	
Applied Amount	\$0.00000	Billing Postal Code	
Status	Approved	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			
Invoice			
Location			
Generate Credit Memo	Generate		
Created 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	II-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.
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

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[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.

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

BS2		
Wallet	Net Price	Available Balance
W3	\$15,000	\$15,000
W4	\$10,000	\$10,000
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 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	

Wallet Drawdown 4	
Billing Schedule	BS3
Amount	\$20,000
Delta Amount	\$40,000
Wallet Drawdown 5	
Wallet	W3
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 three 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. Rate the
5. Billing schedules are created as under.

Billing Schedules	Fee
BS1	\$0
BS2	\$0
BS3	\$0
BS4	\$0

6. Rate the usage inputs. 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

BS2		
Wallet	Net Price	Available Balance
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.

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	
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

BS6		
Wallet	Net Price	Available Balance
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	

Wallet Drawdown 10	
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

Wallet Drawdown 12	
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 from your wallet through the Wallet Manager.

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**.
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 renew.
3. Click **Renew**. Select the **Renewal** option
4. Click **Confirm**. The selling term and the net price is updated based on the renewal date.
5. **Finalize** the cart.
6. 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
Invoice Creation	\$0	\$1200		INV-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
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
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.

Field	Description
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.
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.

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

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 a 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	
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 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
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	
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 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
BS5	6/1/2015	6/30/2015	Pending Invoiced	100.00	
BS6	7/1/2015	7/31/2015	Pending Invoiced	100.00	

i 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
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

Example 1

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 2

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
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

Example 1

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	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 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	Superseded
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	
BS5	8/1/2015	8/31/2015	Cancelled	100.00	

 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 2

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
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 3

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 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 the 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	
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	
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 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	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 ID	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
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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 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 2/21.
- US1 is for the partial period that was not cancelled and is used to record (audit) that portion of the quantity amount 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 2/21.
- BS3 is for the partial period that was cancelled and the amount 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 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 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 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](#).

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
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

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		Website	
Grazing Goats_AS [View Hierarchy]			
Parent Account			
OpportunityId			
Manage Asset			
Set Billing Contacts		Set Billing Contacts	
Set Invoice Email Template		Set Invoice Email Template	
▼ Additional Information			
Type	Active	Yes	
Industry	Billing Day Of Month	1st of the Month	
Billing Preference AS BP Doc	Default Invoice Template		
Payment Term ?	Tax Certificate		
Last Invoiced Date 2/28/2017	Tax Exempt ?	Yes	
	Tax Exempt Status	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	
Effective Date	3/31/2016
Expiration Date	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.
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 thrid-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

Action	Billing Id	Invoice Balance	Unbilled Amount	Billed Amount	Next Invoice Date
Edit Del	BS-000364	\$0.00	\$524.63	\$0.00	

Account Name: Apttus Technical Publications [\[View Hierarchy\]](#)

Parent Account:

OpportunityId:

Manage Asset:

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,

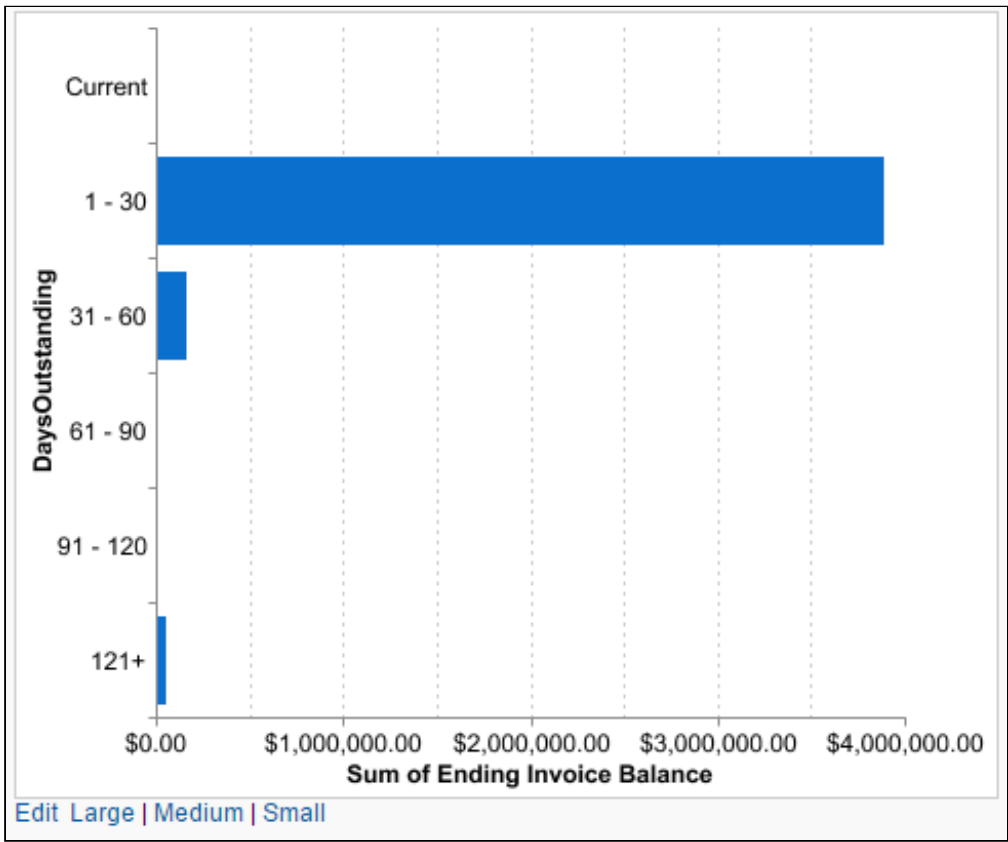
- **A/R aging** report
- **DSO** (Day Sales Outstanding) reports
 - Daily Sale Outstanding - Yearly
 - Daily Sale Outstanding - Quarterly
 - Daily Sale Outstanding - Monthly
- **Standard Reports**
 - Total Activated vs. Unactivated Assets
 - Total Invoiced By Account Location
 - Total Invoiced By Charge 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.



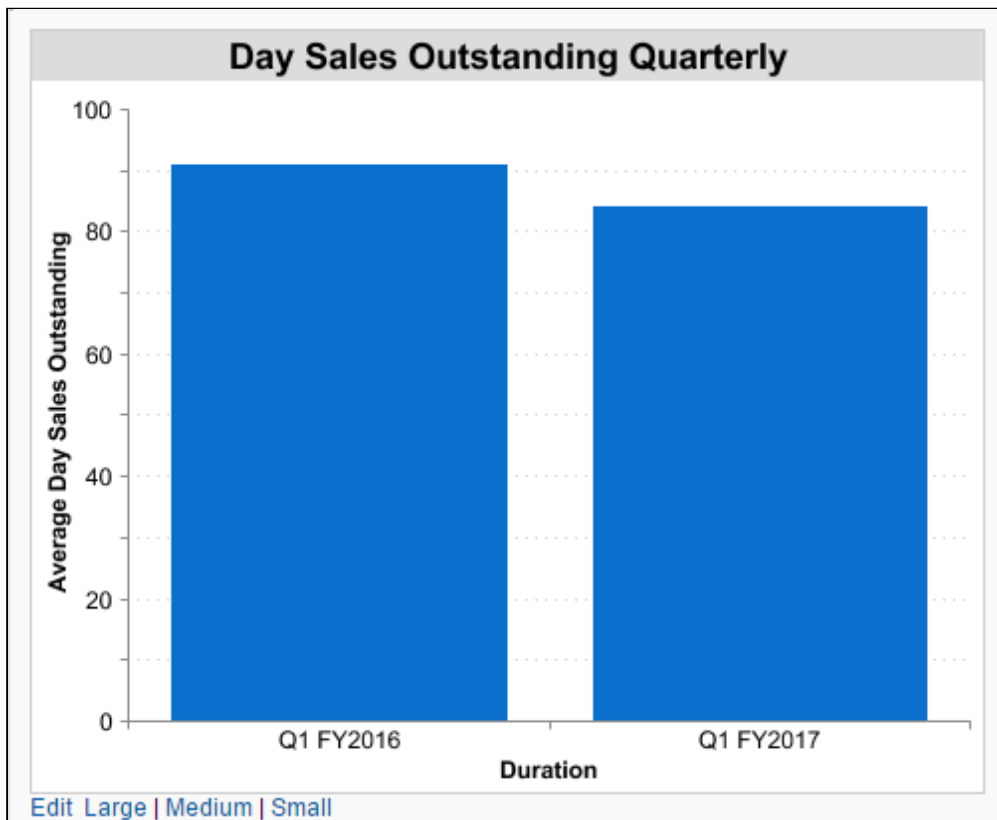
DSO Report

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,

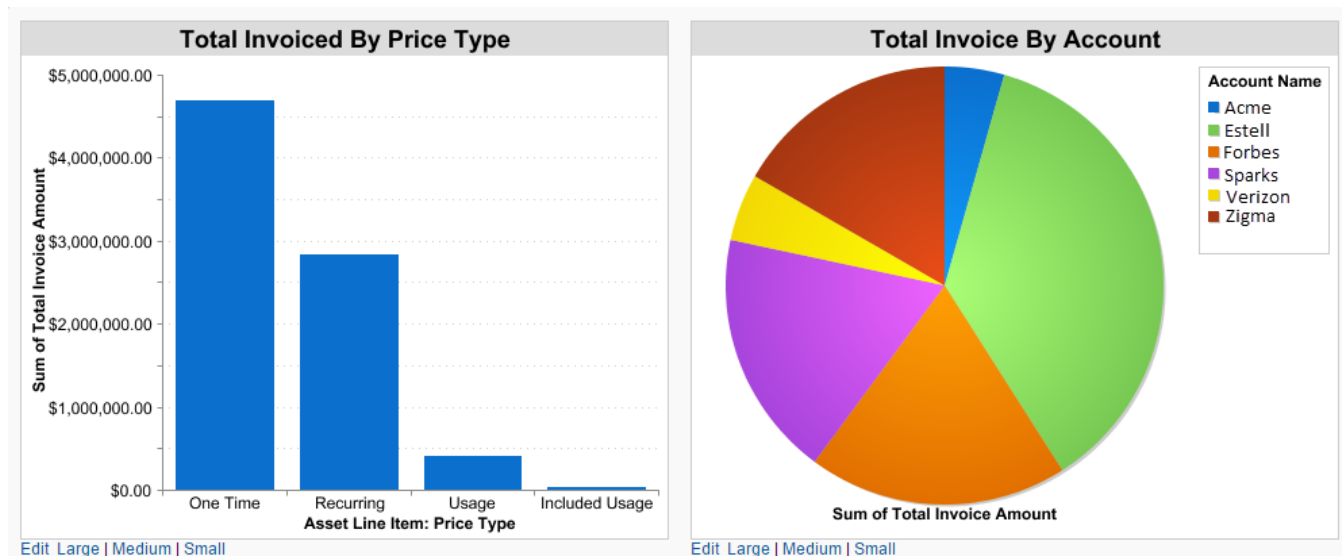
- What is the Total Invoiced amount based on Account, Product and Country?
- What is the ratio of active versus inactive orders?
- How many accounts have pending invoices?

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

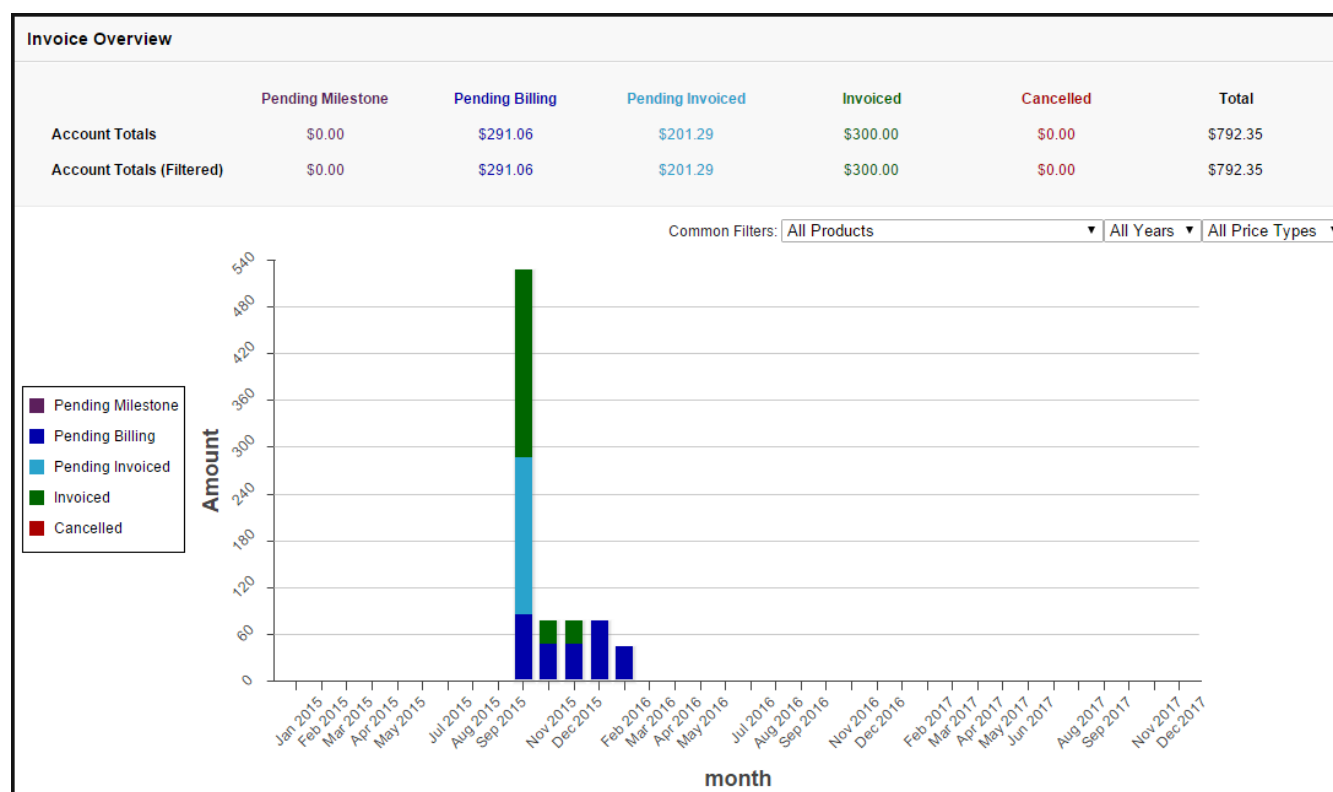
With Apttus Billing Management, you can now view forecasted and completed invoicing for specific accounts. Invoice Preview is a visual representation of forecasted invoicing with which you can see a comparison of the total number of invoices that are in one of the following states.

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.

Invoice Status	Description
Cancelled	When you cancel an order. You cannot generate invoices for canceled orders.

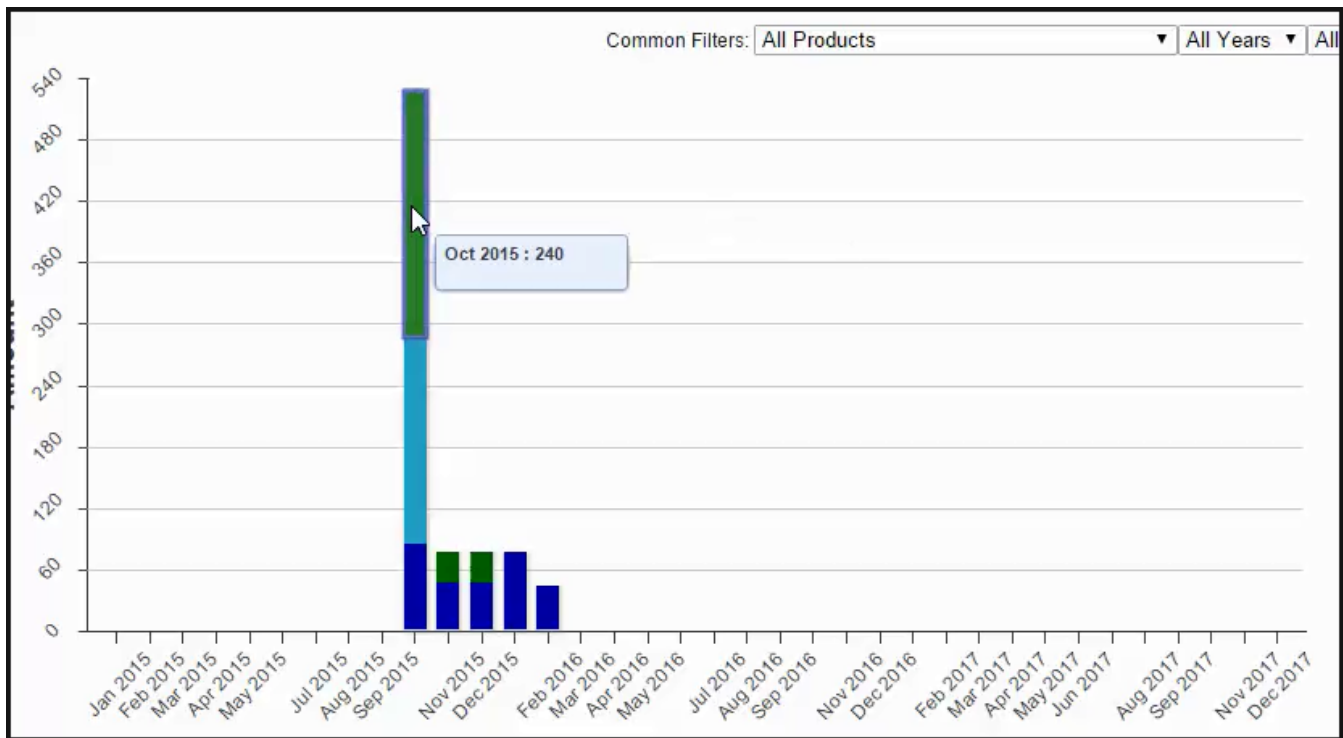
The Invoice Preview feature is easy to use and understand feature that dynamically updates visual representation of the number of invoices for each account. You can view, analyze, and plan for your billing and Invoicing events using the Invoice Preview feature.

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.



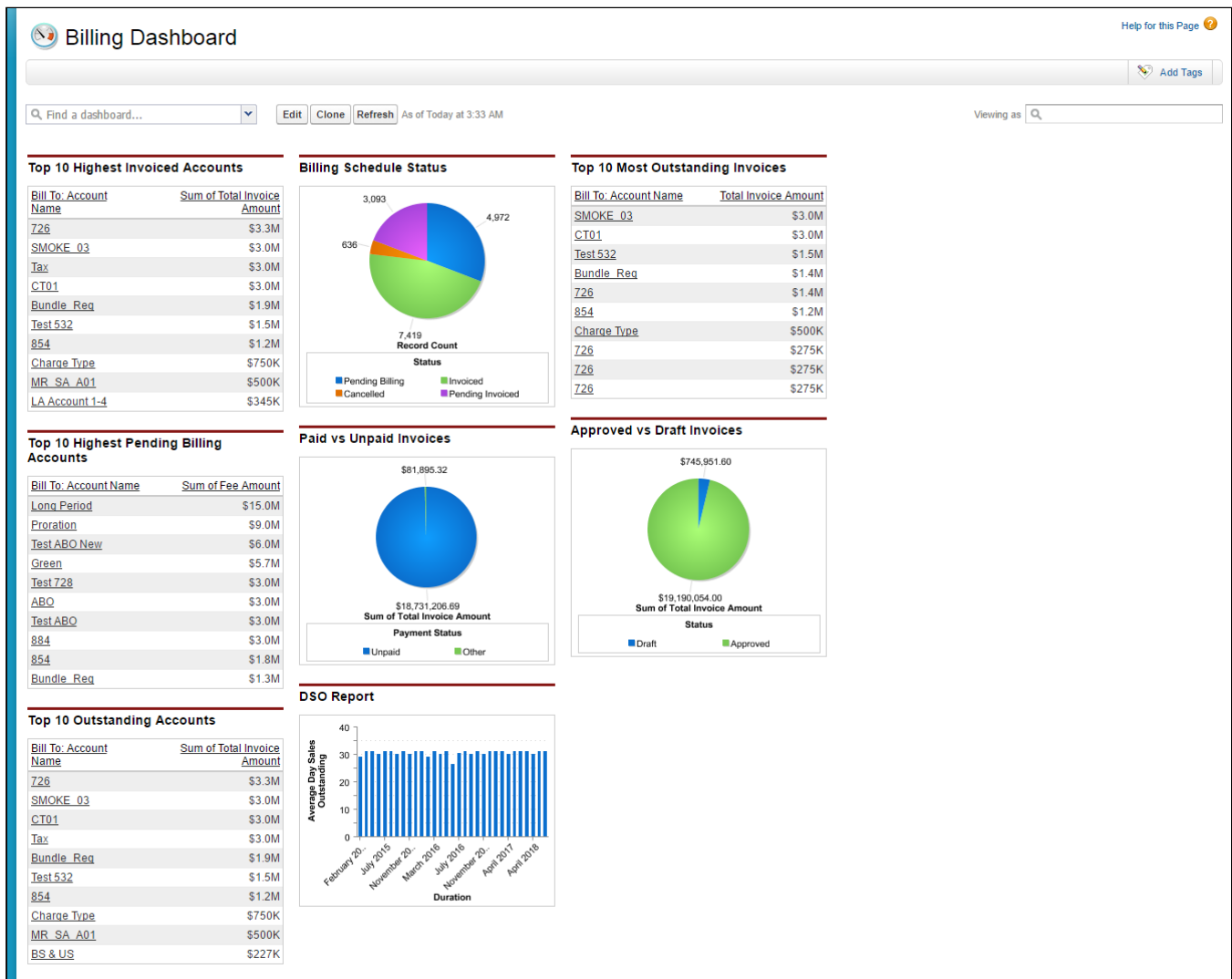
From this overview, you can see that all the orders for this account, for the *Introduction to Java Programming* course, in the year *2015*, with the Price Type defined as *Recurring* are all in the **Pending Billing** State with a total amount of \$295.17.

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



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-00000003	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 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	340.00080	Approved	Unpaid
<input type="checkbox"/>	INV-00024999	04/30/2018	04/30/2018	340.00000	Approved	Unpaid
<input type="checkbox"/>	INV-00025030	04/30/2018	04/30/2018	340.00080	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.

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