Kaseya 2

Service Billing

Quick Start Guide

Version 1.0

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About Kaseya

Kaseya is a global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

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Service Billing Overview

Service Billing (KSB) manages the billing of recurring and non-recurring IT services, providing an integrated platform for managing both the technical and accounting sides of service delivery. Billings can be based on specified set of managed machines and on **Service Desk** tickets and service requests. A built-in Dashboard includes a variety of key performance indicators that allow you to quickly identify customer billing status and revenue drivers.

Service Billing introduces a number of customer-facing and vendor-facing tables that can be configured to suit your business requirements:

- Customers
- Sales Orders
- Recurring Services
- Work Orders, for non-recurring services
- Resource Types, supporting both standard and customer-specific rates
- Expense Categories and Expense Types
- Vendors
- Parts
- Procurements

Billable Items

Central to the design of **Service Billing** is a unified Pending Items workbench that can select and manage billable entries generated from any billable activity throughout the VSA. Multiple invoices for multiple customers can be processed at a time, enabling you to manage all billing activity by billing cycle. Processed invoices are distributed via email as a PDF attachment to streamline the billing process. Invoices can be optionally printed and mailed. Lost or un-received invoices can be resent directly from the Kaseya Portal.

Recurring Services

Recurring services enable you to bill by recurring calendar time period. The service is delivered continuously throughout the entire time period. Different recurring services can be applied to each customer and billed using daily, weekly or monthly time periods. Each service can be based on a flat fee or quantity basis with the quantity being derived through a dynamic billing set or specific number.

- Unlimited number of services
- Flat fee or quantity pricing
- Billing set or specific quantity
- Optional initial service fee

QuickBooks Integration

Customers that leverage QuickBooks Online ® or QuickBooks Desktop for their financial accounting needs can benefit from real-time integration with **Service Billing**. New and existing customer records can be synchronized including address and customer balances. Generated invoices from **Service Billing** flow immediately into QuickBooks for receipt processing in addition to generating required tax and financial statements. This powerful integration provides managed service providers a complete view of their business operations.

- Customer addresses in **Service Billing** can update customer addresses in QuickBooks
- Invoices generated by **Service Billing** update QuickBooks.
- Terms and billing codes in **Service Billing** can be mapped to QuickBooks
- Customer balances in QuickBooks can update **Service Billing**

Reports and Statements

The following reports and statements are provided:

- Sales Order Summary Report
- Sales Order Detailed Report
- Work Order Summary Report
- Work Order Detailed Report
- Past Billed Invoice Report
- Labor Activity Report
- Invoice Tax Summary
- Invoice Tax Detail
- Unbilled Revenue by Customer - Summary
- Unbilled Revenue by Customer - Detail
- Unbilled Revenue by Item Type - Summary
- Unbilled Revenue by Item Type - Detail

Setup

The Setup page provides an easy-to-use, interactive checklist for configuring **Service Billing** quickly.

Other Features

Other features include:

- 360° views of a customer's managed assets
- Associated documents and system-updated notes, by customer and vendor
- Open and historical financial views

Note: *See* **Service Billing System Requirements** *(page 3)*.

Functions	Description
Customers	Maintains customer information for billing purposes.
Vendors	Maintains vendor information for procurement purposes.
Sales Orders	Documents the *sale* of an itemized list of recurring and non-recurring services to end customers.
Work Orders	Specifies the delivery of non-recurring services.
Recurring Services	Manages recurring services associated with a customer record.
Procurement	Tracks part quantities procured from a vendor for resale to a specific customer.
Parts	Serves as a catalog of vendor-supplied parts.
Documents	Stores files associated with customers and vendors.
General Entries	Creates billable entries that can be created and submitted immediately or saved and submitted later.
Pending Items	Generates invoices for billable items.
Past Periods	Displays invoices by billing cycle.
Past Invoices	Displays invoices by invoice.
Recurring Services Catalog	Defines default values for standard recurring services that can be associated with one or more customer records.
Resource Types	Specifies a skill, material or cost used to set the default rate for a billable labor item or entry.
Bulk Email Management	Sends bulk email messages to selected customers or vendors.
Application Logging	Displays a log of Service Billing module activity.

Setup	Provides an easy-to-use, interactive checklist for configuring Service Billing quickly.
Application Settings	Sets options and defaults that apply to the entire Service Billing module.
Lists	Defines list entries for a set of built-in lists.
Account Mapping	Maps Service Billing records to similar records in an external accounting system.
Configuration	Integrates the Service Billing module with an external accounting system.

Service Billing System Requirements

KServer

- The **Service Billing** module installs on VSA 6.1 or later

Note: *See general System Requirements.*

Dependencies

Integrates with:

- **Service Desk** 1.3 or later.
- QuickBooks Online ®.
- QuickBooks Desktop 2003 or later using QuickBooks Web Connector 2.x.

Types of Billable Items

Five types of items can be billed using the **Service Billing** module.

- Recurring Services
- Labor
- Parts
- Expenses
- General

The last four types of items—*labor*, *parts*, *expenses*, and *general*—are used to specify time and materials for a one-time, non-recurring service, or job.

Billable Items vs. Billable Entries

For *labor*, *parts*, *expenses*, and *general* items, it's helpful to distinguish between billable *items* and billable *entries*. A **billable item** is a one-line description of a product or non-recurring service that can be billed to a customer. **Billable entries** are the actual amounts submitted for billing for a billable item. Billable entries are *child records of billable items*. For each billable item, multiple billable entries are allowed for *labor* and *expenses*, but not for *parts*.

Service Billing Workflow

The **Service Billing Workflow** page summarizes the main five workflows for creating and processing billable items. Click through these workflows to find the workflow that best fits your business requirements.

Each workflow is described in more detail below.

- When billing for *recurring services*—outside of a sales order—there is only one workflow possible.
  - **Recurring Services** - The service is delivered continuously throughout one or more time periods.
    - ✓ Customer
    - ✓ Recurring Services
    - ✓ Pending Items
    - ✓ Invoice
- When billing by non-recurring *time and materials*, four workflows are provided. The last work flow—a sales order— can also include *recurring services*.
  - **Basic** - Create billable items and invoice immediately.
    - ✓ Customer
    - ✓ Pending Items
    - ✓ Invoice
  - **General Entries** - Create billable items in General Entries, but hold off finalizing them until you're ready to invoice.
    - ✓ Customer
    - ✓ General Entries
    - ✓ Pending Items
    - ✓ Invoice
  - **Work Orders** - Create a work order to define the work to be done and estimate the cost before creating billable entries.
    - ✓ Customer
    - ✓ Work Order
    - ✓ Pending Items
    - ✓ Invoice
  - **Sales Orders** - Create a sales quote for customer approval. After the approval, convert the sales quote to a sales order. On conversion, a work order is created for time and materials items. Any recurring services defined in the sales order are also activated.
    - ✓ Customer
    - ✓ Sales Order
    - ✓ Work Order and/or Recurring Services
    - ✓ Pending Items
    - ✓ Invoice

Creating Customers

The **customer** record provides 360° view of a customer's managed assets and all financial activity related to that customer. Initially the only two fields in a customer record you're required to enter is a unique orgID and the customer name. All other customer data is optional. Once created, any data you create for that customer displays in one of the **Customer** child tabs.

Note: You can create customers as you need them in many other **Service Billing** windows, by clicking the + icon next to a Customers field. You can also mass convert existing orgs in customers using the Setup > Convert Orgs option.

The **Financial** tab of the Customer record contains all the child tabs you need to manage billable items for that customer in **Service Billing**. Child tabs include:

- Pending Items
- Invoices
- Sales Orders
- Work Orders
- Recurring Services
- Billing Sets
- Resource Rates

As you create financial records for your customers, remember to return to the **Financial** tab to see the corresponding data reflected in these child tabs.

If you haven't done so already, create a "trial run" customer record to try out the different features offered by **Service Billing**.

Creating Recurring Services

Recurring services are billed by recurring calendar time period. *You do not report actuals by recording billable entries against a recurring service.* The service is delivered continuously throughout the entire time period.

- Once a recurring service is added to a customer record, that instance of the recurring service can be changed from the default values defined in the Recurring Services Catalog.
- A recurring service can be added to a customer record with or without reference to a sales order.
- Recurring services do not require a work order, which manages only *labor*, *parts*, *expenses*, and *general* billable items.
- A customer-assigned recurring service begins generating billing lines after its **Start Billing** date occurs.
- The fee for a recurring service can be based on a specified set of managed machines called a *billing set* or the fee can be based on a fixed *quantity*. The choice of using billing sets or quantity to calculate fees cannot be changed after associating an instance of the recurring service with a customer.
- A recurring services billable entry that is due for billing does not display in the Pending Items page until the recurring services has been "harvested" using the Application Settings > Schedule tab.

Steps

This example shows how a recurring service is added while maintaining a customer record.

1. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers. When you create the customer record:
   - Ensure the **Make Customer an Organization** checkbox is checked. This enables you to create billing sets based on machines associated with the organization.
   - If the customer record was created without an organization, you can create the organization by basing it on the customer record using System > Manage.
2. Add a recurring service + to the customer record using the Customers > Financial > Recurring Services tab or using the Recurring Services page.
3. While creating a recurring service:

- Optionally charge by the number of machines included in the service, using billing sets. The fee for a recurring service can be based on a specified set of managed machines called a **billing set**. Billing sets are specified using a combination of machine groups and views. Billing sets are unique to each customer record, but can be used with any recurring service associated with a customer. Public billing sets can be used with any customer based on *public* views. Optionally create a new billing set .

4. Bill when the start date for each time period in the recurring service comes due in Pending Items.

Creating Work Orders

A **work order** specifies the delivery of a non-recurring service (billable item). A work order lets you estimate and review costs *before you create billable entries*. Work orders can be converted from a sales order, but a sales order is not required. The four types of billable items you can include on a work order are *labor*, *parts*, *expenses* or *general*.

Billing Without a Work Order

Users can create billable entries directly to a customer record at any time, for labor, parts and expenses, without specifying a work order.

Order Type

A new work order or sales order requires you to specify whether the order is a *basic* order or a *detailed* order. You cannot change this setting after the order is saved the first time.

- **Basic** - A basic work order or sales order does not initially specify whether a billable item represents *labor*, a *part* or an *expense*. Instead it calls each billable item a *general* item. It's only when you report actuals to create the billable entry for the *general* item in the work order that you classify the *general* item as *labor*, a *part*, or an *expense*.
- **Detailed** - A detailed order specifies each type of billable item as soon as you create them: *labor*, *part*, or *expense*. Since the item is already classified, you only have to report actuals to create the billable entry.

For more information see:

- Configuration Tables for Labor Items *(page 6)*
- Configuration Tables for Parts *(page 7)*
- Configuration Tables for Expenses Items *(page 7)*
- Configuration Tables for General Items *(page 8)*
- Creating Billable Items using Detailed Work Orders *(page 8)*
- Creating Billable Items using Basic Work Orders *(page 9)*

Configuration Tables for Labor Items

Resource Types

Before you can bill for labor, you must create one or more resource types. A **resource type** specifies a *skill*, *material* or *cost* and sets a default rate for a billable labor item or entry. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each *skill* required to perform the service. The rate can be overridden when selected. Because the labor performed to deliver a service sometimes requires incidental charges for materials and costs, resource types can also be classified as either *material* or *cost*. For example, extra cabling or overnight shipping might be included as additional, billable labor entries, because they are required to deliver the service of installing a server. The classification of resource types typically reflects the production requirements of a company. Labor entries are classified by both resource type and by activity type.

Resource Types are created using Time Tracking > Resource Types or Service Billing > Resource Types. You can create customer-specific rates for each resource type, using the Customer > Financial > Resource Rate tab.

Activity Types

Labor entries are grouped by **activity type** to analyze the cost and revenue of labor. The classification of activity types typically reflects the accounting requirements of a company. Labor entries are classified by both activity type and resource type.

Activity types are defined using Service Billing > Lists

Contractors

If you want to track labor performed by outside **contractors**—and the amounts owed for their services—define contractors as members of your myOrg staff using the Application Settings > My Staff tab. You can optionally distinguish them by placing them in a unique `Contractors` department, or create department names for each contracting firm you employ.

A **Labor Activity Report** shows the labor entries for each `myOrg` staff member, including a standard cost subtotal, by staff member. You can use this data to calculate the amount owed to contractors for their services.

By default all billable entries are assumed to be incurred by the staff member logged on to the VSA and creating the billable entries. Because contractors may not have access to the VSA, General Entries and Pending Items both include an **Assignee** field as you create a billable entry. If a contractor reports hours worked outside of the VSA, you can create the billable entry for the contractor, by selecting their name in the **Assignee** field.

Configuration Tables for Parts

Before you can bill for Parts, you must define one or more Part records. You can create parts as you need them in many windows, by clicking the + icon next to a Parts drop-down list.

A Parts record defines each part's name, the vendor that supplies it, the unit cost, and the list price. If the vendor for the part you are defining doesn't exist, you can create the Vendor record as well.

- **Using Work Orders and Procurements** - A **procurement** tracks part quantities procured from a vendor for resale to a specific customer. The procured quantity is not added as a cost or considered a billable line item until it is submitted. You can create a procurement before, during, or after the creation of a work order. You can also use procurement to track a part quantity that is not associated with a user-defined work order. You can submit the procured part quantity to billing at any time, regardless of whether the part quantity has been shipped or received by the customer.
- **Billing for Parts Immediately** - If you don't want to specify a work order or procurement for a Part, you can bill for the part quantity immediately using **General Entries** or the **New** button in **Pending Items**.

You can define parts, vendors and procurements as separate records using:

- Service Billing > Parts
- Service Billing > Vendors
- Service Billing > Procurements

Configuration Tables for Expenses Items

No configuration tables are required for expenses.

Configuration Tables for General Items

A General item uses the same configuration tables created for labor and parts. Expenses have no configuration tables.

Creating Billable Items using Detailed Work Orders

The following is a summary of the recommended "first time" steps for creating billable items using **detailed work orders** *(page 6)*. Billable work order items for *detailed* work orders include:

- Labor
- Parts
- Expenses

These steps only describe one of several ways to access these windows.

> **Note:** You can optionally add a new record to a drop-down list of choices immediately if a + icon displays next to it.

Labor

1. Define resource types before hand, if the resource type you want to bill for doesn't already exist. A resource type is a *skill*, a *material* or *cost*. See **Configuration Tables for Labor Items** *(page 6)* for more information.

   > **Note:** At least one default skill in the **Resource Type** table must be defined to provide a standard rate for labor.

2. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
3. Create a work order by selecting Work Orders. *Ensure you select the* **Detailed** *option on the Items tab.* While creating the **Detailed** work order:
   - Add a new labor item to the **Labor** section of the **Items** tab of the work order. Provide an estimate of the number of hours required to perform the selected resource type of labor.
   - Click the **Enter Detail** button for the labor item. Enter the actual hours worked to create a billing entry for this labor item and click the **Submit** button. You can repeat this step as many times as you like until you set the status of the billable item to `Completed`.
4. Bill for the billing entries you submit in **Pending Items**.

Parts

1. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
2. Create a work order by selecting Work Orders. *Ensure you select the* **Detailed** *option on the Items tab.* While creating the **Detailed** work order:
   - Add a new part to the **Parts** section of the **Items** tab. Optionally create a new part +.
   - Select a vendor. Optionally add a new vendor +.
   - Optionally select the **Use Procurement** checkbox to track procurement of the part from the vendor and delivery of the part to the customer.

> **Note:** See **Configuration Tables for Parts** *(page 7)* for more information.

3. Click the **Enter Detail** button for the procured part to make the part eligible for billing.
   - For parts, you can only submit one billing entry per billing item.
   - If the part quantity billed is *over* or *under* the estimated quantity, you will be warned.
   - If the part quantity billed is *under* the estimated quantity, you will be given the option of splitting the order quantity. The part quantity not yet billed will display as a newly added billable item in the **Parts** section of the **Items** tab of the work order.
4. Bill for the billing entries you submit in **Pending Items**.

Expense

1. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
2. Create a work order by selecting Work Orders. *Select the* **Detailed** *option on the* **Items** *tab.* While creating the work order:
   - Add a new expense to the **Expense** section of the **Items** tab.
   - Optionally assign the expense to an expense category and, if applicable, an expense type. You can optionally add new expense categories + or expense types +.
3. Click the **Enter Detail** button for the expense item. Enter an amount to create a billing entry for this labor item and click the **Submit** button. You can repeat this step as many times as you like until you set the status of the billable item to `Completed`.
4. Bill for the billing entries you submit in **Pending Items**.

Creating Billable Items using Basic Work Orders

The following is a summary of the recommended "first time" steps for creating billable items using **basic work orders** *(page 6)*. The only billable item in a *basic* work order is:

- General

A basic work order or sales order does not initially specify whether a billable item represents *labor*, a *part* or an *expense*. Instead it calls each billable item a *general* item. It's only when you report actuals to create the billable entry for the *general* item in the work order that you classify the *general* item as *labor*, a *part*, or an *expense*.

These steps only describe one of several ways to access these windows.

> **Note:** You can optionally add a new record to a drop-down list of choices immediately if a + icon displays next to it.

General

1. Define resource types before hand, if the resource type you want to bill for doesn't already exist. A resource type is a *skill*, a *material* or *cost*. See **Configuration Tables for Labor Items** *(page 6)* for more information.

   > **Note:** At least one default skill in the **Resource Type** table must be defined to support "internal" work orders, basic work orders and time entries.

2. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.

3. Create a work order by selecting Work Orders. *Select the* **Basic** *option on the* **Items** *tab.* While creating the work order:
   - Add a new General item.
4. Click the **Enter Detail** button for the general item. When entering detail for the general item:
   - *Classify the entry type of general item as labor, part or expense*. Additional fields will display, depending on the entry type you select.
   - You can repeat this step as many times as you like until you set the status of the billable item to `Completed`.
5. Bill for the billing entries you submit in **Pending Items**.

Creating Billable Entries using General Entries

General Entries lets you create billable entries that can be submitted *immediately* or saved and submitted later. You can specify a work order or not. The items you can create billable entries for include:

- Labor
- Parts
- Expenses

The following is a summary of the recommended "first time" steps for *creating billable items using* **General Entries**.

> **Note:** Use this same summary to create billable entries using the **New** button in **Pending Items**. The only difference is that the billing entries in **Pending Items** are always submitted immediately. In **General Entries** you can elect to submit billable entries later.

Labor

1. Define resource types before hand, if the resource type you want to bill for doesn't already exist. A resource type is a `skill`, a `material` or `cost`. See **Configuration Tables for Labor Items** *(page 6)* for more information.
2. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
3. Click **New** in **General Entries** and select an **Entry Type** of `Labor`.
4. Enter the details of the new entry in the **New Entry** window and click the **Save** or **Submit** button. Clicking the **Submit** button makes the entry eligible for billing immediately.
5. Click the **Submit** button if the entry was not already submitted.
6. Bill for the labor item in **Pending Items**.

Parts

1. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
2. Click **New** in **General Entries** and select an **Entry Type** of `Part`.
3. Enter the details of the new entry in the **New Entry** window.
   - Optionally create a new part + and if necessary, a new vendor +.

- Click the **Save** or **Submit** button. Clicking the **Submit** button makes the entry eligible for billing immediately.

4. Click the **Submit** button if the entry was not already submitted.
5. Bill for the part in **Pending Items**.

Expense

1. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting Customers.
2. Click **New** in **General Entries** and select an **Entry Type** of `Expense`.
3. Enter the details of the new entry in the **New Entry** window and click the **Save** or **Submit** button. Clicking the **Submit** button makes the entry eligible for billing immediately.
4. Click the **Submit** button if the entry was not already submitted.
5. Bill for the expense item in **Pending Items**.

Billing and Invoicing

The **Pending Items** page creates the invoices for billable entries. Billable entries must be approved before the entries can be included in an invoice. New billable entries can be created using this same page, similar to creating billable entries using **General Entries**.

Prior to the creation of an invoice, billable entries can be edited, deleted, approved, marked as pending, or marked on hold.

Once approved, billable entries can be selected for processing into invoices. Multiple invoices for multiple customers can be processed at a time, enabling you to manage all billing activity by billing cycle. Processed invoices can be automatically sent via email as a PDF attachment to streamline the billing process. You can preview an invoice before you create it. Once the invoice is created, the billable entries included in the invoice can no longer be modified.

Invoiced billable entries can be reviewed using:

- Service Billing > Past Periods
- Service Billing > Past Invoices

Creating Sales Orders

A **sales order** documents the *sale* of an itemized list of recurring and non-recurring services to end customers. When a sales order's *quote status* is set to `Active`, the recurring services specified in the sales order are added to the customer record and activated, and a work order is created for the billable items (non-recurring services) specified in the sales order. Sales orders are not required to create customer recurring services or billable items and can be bypassed altogether. They are intended to serve as customer-facing documents.

Sales Orders are created using Service Billing > Sales Orders.

> **Note:** *Since sales orders are optional, we recommend learning how to use sales orders last, after you are familiar with the rest of the billing cycle.*

Creating Work Orders using Sales Orders

A new sales order starts out with the **Quote Detail Status** set to `Pending` and the **General Info Stage** set to `Quote`.

1. Add labor, parts, expenses, and general items to the sales order using the **Items** tab.

2. Add recurring services to the sales order using the **Recurring Services** tab.
3. To convert the sales quote to a sales order, set the **Quote Detail Status** to `Active`.
   - The **General Info Stage** will be immediate set to `Sales Order`, even before you save your changes.
4. **Save** the sales order to confirm the conversion.

Creating Labor Entries using Time Tracking

You can optionally create labor entries for **Service Billing** using:

- Timesheets
- Timers

> **Note:** *See Time Tracking > Configuring Time Tracking in the online help if you don't see these features displayed in your VSA.*

Timesheets

If timesheets have been configured for your VSA logon use the following procedure.

Create a **Customer / Work Order** timesheet entry to direct the time entered to **Service Billing**. **Service Billing** time entries can be billed to the customer.

1. Select a timesheet using Time Tracking > **My Timesheets**.
2. Add a new entry to the timesheet by clicking **Add Entry**. The **New Timesheet Entry** dialog displays.
3. Enter a date and time for the timesheet entry.
4. Select the **Customer / Work Order** work type option.
5. Select a **Customer**. The customer displays in the **Ref 1** column of the timesheet.
6. Select the **Work Order**. The work order displays in the **Ref 2** column of the timesheet.
7. Select the **Task Name**. The **Task Name** is the work order item you want to enter entry detail for.
8. Optionally add a **Note**.
9. Optionally check the **Show Note on Invoice** checkbox.
10. Classify this entry by **Activity Type**. The activity type displays in the **Activity** column of the timesheet.
11. Ensure the **Billable** checkbox is checked if you want to bill for this activity.
12. Click **Save** to close this dialog. The new entry displays in the timesheet.
13. Click **Save** to save your changes to the timesheet.
14. The entry you created will be eligible for billing once the timesheet is submitted and approved.

Timers

If timers have been configured for your VSA logon use the following procedure.

Create a **Customer / Work Order** timer entry to direct the time entered to **Service Billing**. **Service Billing** time entries can be billed to the customer.

1. Click the add timer  icon to add a new timer. Timers are located in the upper right hand corner of the VSA window. The **New Timer** dialog displays. Enter or select values for the following fields.
2. Select a unique **Timer Color**. You can define multiple timers concurrently so it helps to assigned them different colors.

3. Enter a **Label** for your timer. The label displays whenever the timer icon is selected and added as a note to any time entry you create from the timer. If blank, the timer is labeled by the work type you select.
4. If **Start of Save** is checked, the time starts running as soon as you save this dialog.
5. Select the **Customer / Work Order** work type option.
6. Select a **Customer**, **Work Order** and **Task Name**. The **Task Name** is the work order item you want to enter entry detail for.
7. Optionally add a **Note**.
8. Optionally check the **Show Note on Invoice** checkbox.
9. Enter a **Resource** type. Not editable if a detailed work order is selected. A **resource type** specifies a *skill*, *material* or *cost* and sets a default rate for a billable labor item or entry. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each *skill* required to perform the service. The rate can be overridden when selected. Because the labor performed to deliver a service sometimes requires incidental charges for materials and costs, resource types can also be classified as either *material* or *cost*. For example, extra cabling or overnight shipping might be included as additional, billable labor entries, because they are required to deliver the service of installing a server. The classification of resource types typically reflects the production requirements of a company. Labor entries are classified by both resource type and by activity type.
10. Classify this entry by **Activity Type**. Not editable if a detailed work order is selected. Labor entries are grouped by **activity type** to analyze the cost and revenue of labor. The classification of activity types typically reflects the accounting requirements of a company. Labor entries are classified by both activity type and resource type.
11. The **Rate** is display only. The default billing rate for the selected resource type.
12. Optionally check the **Override Rate** checkbox to enter a **New Rate**. Does not display if a detailed work order is selected.
13. Ensure the **Billable** checkbox is checked if you want to bill for this activity.
14. Click **Save** to close this dialog. The new timer clocks begins recording the time for this activity.
15. Complete the activity being timed by this timer.
16. Click the Checkmark ✓ icon to display the **Apply Time** window. You can edit your time entry, including the elapsed time, and either:
    - **Apply and Remove** - Apply your time entry to your timesheet and remove the timer.
    - **Apply and Reset** - Apply your time entry to your timesheet and reset the timer to 0.
17. The entry you created will be eligible for billing once the timesheet is submitted and approved.

Creating Billing Entries using Service Desk

Time entered in tickets for **Service Desk** 1.3 and later can be included as billable entries in **Service Billing**. Tickets associated with a **Service Billing** customer are listed in the Customers > Tickets tab.

> **Note:** The **Service Billing Integration** and **Task Information** options cannot be used together within the same service desk.

Creating Billable Entries Using Service Desk

1. Ensure the customer in **Service Billing** is also an organization in the VSA.

2. Ensure **Enable Service Billing Integration** is checked for the service desk using Service Desk > Desk Definition > New / Edit > General Info tab.
3. Ensure **Submit Time Entry Data to Service Desk** is checked using Time Tracking > **Settings**. This allows time entered in **Service Desk** tickets to appear in **Service Billing**.
4. Ensure the following fields are checked in Service Desk > Role Preferences > Service Desk tab for each combination of role and service desk, as necessary.
   - Word Order
   - Activity
   - Resource Type
   - Standard Rate
   - Override Rate
5. Associate a ticket with an organization in the **General** tab of the **Service Desk** ticket editor.
6. Optionally associate the ticket with a selected work order in the **General** tab of the ticket editor. The work order field only displays after the organization is selected.
7. Create an billable or non-billable entry in **Service Desk** that can be forwarded to **Service Billing** using one of three procedures:
   - Enter a entry in the Notes tab of the ticket editor.
   - Add a note using the The Add Note Dialog.
   - Create a time entry using timesheets or timers.
8. Bill for the billing entries you submit in Service Billing > **Pending Items**. If timesheets require approval, a timesheet containing a billing entry must be approved before the billing entry is forwarded to **Service Billing**.

Integrating QuickBooks

Customers that leverage QuickBooks Online ® or QuickBooks Desktop for their financial accounting needs can benefit from real-time integration with **Service Billing**. New and existing customer records can be synchronized including address and customer balances. Generated invoices from **Service Billing** flow immediately into QuickBooks for receipt processing in addition to generating required tax and financial statements. This powerful integration provides managed service providers a complete view of their business operations.

- Customer addresses in **Service Billing** can update customer addresses in QuickBooks
- Invoices generated by **Service Billing** update QuickBooks.
- Terms and billing codes in **Service Billing** can be mapped to QuickBooks
- Customer balances in QuickBooks can update **Service Billing**

Note: *See Service Billing > Configuration for more information.*

Using the Setup Page

Once you've finished reviewing the general concepts in this overview, start your configuration of **Service Billing** using the **Setup** page. The Setup page provides an easy-to-use, interactive checklist for configuring **Service Billing** quickly.