Service Billing

User Guide

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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. 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** *(page xliv)* 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**. Customer balances in new and existing customer records can be synchronized. 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.

- 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:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.

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 lii)* 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.

Functions	Description
Customers *(page xv)*	Maintains customer information for billing purposes.
Vendors *(page xxiv)*	Maintains vendor information for procurement purposes.
Sales Orders *(page xxviii)*	Documents the *sale* of an itemized list of recurring and non-recurring services to end customers.
Work Orders *(page xxxi)*	Specifies the delivery of non-recurring services.
Recurring Services *(page xxxvii)*	Manages recurring services associated with a customer record.
Procurement *(page xxxix)*	Tracks part quantities procured from a vendor for resale to a specific customer.
Parts *(page xli)*	Serves as a catalog of vendor-supplied parts.
Documents *(page xlii)*	Stores files associated with customers and vendors.
General Entries *(page xlii)*	Creates billable entries that can be created and submitted immediately or saved and submitted later.
Pending Items *(page xliv)*	Generates invoices for billable items.
Past Periods *(page xlvii)*	Displays invoices by billing cycle.

Past Invoices *(page xlviii)*	Displays invoices by invoice.
Recurring Services Catalog *(page xlix)*	Defines default values for standard recurring services that can be associated with one or more customer records.
Resource Types *(page li)*	Specifies a skill used to set the default rate for a billable labor item or entry.
Bulk Email Management *(page li)*	Sends bulk email messages to selected customers or vendors.
Application Logging *(page lii)*	Displays a log of Service Billing module activity.
Setup *(page lii)*	Provides an easy-to-use, interactive checklist for configuring Service Billing quickly.
Application Settings *(page liii)*	Sets options and defaults that apply to the entire Service Billing module.
Lists *(page lvi)*	Defines list entries for a set of built-in lists.
Account Mapping *(page lvii)*	Maps Service Billing records to similar records in an external accounting system.
Configuration *(page lviii)*	Integrates the Service Billing module with an external accounting system.

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** *(page 76)* 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** *(page lii)* > 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** *(page xx)*
- **Invoices** *(page xx)*
- **Sales Orders** *(page xxi)*

- **Work Orders** *(page xxi)*
- **Recurring Services** *(page xxi)*
- **Billing Sets** *(page xxii)*
- **Resource Type Overrides** *(page xxiii)*

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 (page 75) 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** *(page xlix)*.
- 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* (page 75) 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 xliv)* page until the recurring services has been "harvested" using the Application Settings > **Schedule** *(page lv)* 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** *(page xv)*. 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** *(page 76)*.
   - If the customer record was created without an organization, you can create the organization by basing it on the customer record using System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4827.htm)*.
2. Add a recurring service + to the customer record using the Customers > Financial > **Recurring Services** *(page xxi)* tab or using the **Recurring Services** *(page xxxvii)* 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** *(page 76)* called a **billing set**. Billing sets are specified using a combination of **machine groups** *(page 76)* and **views** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)*. Billing sets are unique to each customer record, but can be used with any recurring service associated with a customer. **Public billing sets** *(page 77)* 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** *(page xliv)*.

Creating Work Orders

A **work order** specifies the delivery of a non-recurring service (**billable item** *(page 75)*). 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 vi)*
- **Configuration Tables for Parts** *(page vii)*
- **Configuration Tables for Expenses Items** *(page vii)*
- **Configuration Tables for General Items** *(page vii)*
- **Creating Billable Items using Detailed Work Orders** *(page vii)*
- **Creating Billable Items using Basic Work Orders** *(page ix)*

Configuration Tables for Labor Items

Resource Types

Before you can bill for labor, you must create one or more resource types. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.

Resource Types are created using Time Tracking > **Resource Types** *(page li)* or Service Billing > **Resource Types** *(page li)*. You can create customer-specific rates for each resource type, using the Customer > Financial > **Resource Type Overrides** *(page xxiii)* 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** *(page 77)*.

Activity types are defined using Service Billing > **Lists** *(page lvi)*

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** *(page 76)* staff using the Application Settings > **My Staff** *(page liii)* 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** *(page xlii)* and **Pending Items** *(page xliv)* 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** *(page xli)*
- Service Billing > **Vendors** *(page xxiv)*
- Service Billing > **Procurements** *(page xxxix)*

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 vi)*. 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. See **Configuration Tables for Labor Items** *(page vi)* 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** *(page xv)*.
3. Create a work order by selecting **Work Orders** *(page xxxi)*. *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** *(page xv)*.
2. Create a work order by selecting **Work Orders** *(page xxxi)*. *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 vii)* 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** *(page xv)*.
2. Create a work order by selecting **Work Orders** *(page xxxi)*. *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 expense 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 vi)*. 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. See **Configuration Tables for Labor Items** *(page vi)* 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** *(page xv)*.
3. Create a work order by selecting **Work Orders** *(page xxxi)*. *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
- Note

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. See **Configuration Tables for Labor Items** *(page vi)* for more information.
2. Create a customer record, if the customer record you want to bill doesn't already exist, by selecting **Customers** *(page xv)*.
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** *(page xv)*.
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** *(page xv)*.
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** *(page 75)*. 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** *(page xlvii)*
- Service Billing > **Past Invoices** *(page xlviii)*

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** *(page xxviii)*.

> **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** *(http://help.kaseya.com/webhelp/EN/KTT/9050000/index.asp#7164.htm)* 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. Enable **Submit Time Entry Data to Service Billing** on the Settings page.
2. Select a timesheet using Time Tracking > **My Timesheets**.

3. Add a new entry to the timesheet by clicking **Add Entry**. The **New Timesheet Entry** dialog displays.
4. Enter a date and time for the timesheet entry.
5. Select the **Customer / Work Order** work type option.
6. Select a **Customer**. The customer displays in the **Ref 1** column of the timesheet.
7. Select the **Work Order**. The work order displays in the **Ref 2** column of the timesheet.
8. Select the **Task Name**. The **Task Name** is the work order item you want to enter entry detail for.
9. Optionally add a **Note**.
10. Optionally check the **Show Note on Invoice** checkbox.
11. Classify this entry by **Activity Type**. The activity type displays in the **Activity** column of the timesheet.
12. Ensure the **Billable** checkbox is checked if you want to bill for this activity.
13. Click **Save** to close this dialog. The new entry displays in the timesheet.
14. Click **Save** to save your changes to the timesheet.
15. If automatic approval is enabled, time entries created using My Timesheets or timers are passed to **Service Billing** immediately after they are entered and can be billed. If timesheets require manual approval, a time entry is not forwarded to **Service Billing** until the timesheet is 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 new 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** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.
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** *(page 77)*.
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** can be included as billable entries in **Service Billing**. Tickets associated with a **Service Billing** customer are listed in the Customers > **Tickets** *(page xxiv)* 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.
    - Work 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**. Customer balances in new and existing customer records can be synchronized. 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.

- 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:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.
>
> **Note:** See Service Billing > **Configuration** *(page lviii)* 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 lii)* page provides an easy-to-use, interactive checklist for configuring **Service Billing** quickly.

Service Billing Module Minimum Requirements

Kaseya Server

- The Service Billing R95 module requires VSA R95.

> **Note:** See general **System Requirements** *(http://help.kaseya.com/WebHelp/EN/VSA/9050000/reqs/index.asp#home.htm)*.

Operations

Status

Service Billing > Operations > Status

The **Status** page provides a dashboard view of **Service Billing** activities, including:

- **Monthly Unbilled Revenue - Top 5 Customers** - Hover the cursor over a pie slice to see the percentage that pie slice represents. Click a pie slice to display the list of invoice records comprising that percentage.
- **Sales Year to Date** - Hover the cursor over a pie slice to see the percentage that pie slice represents. Click a pie slice to display the list of invoice records comprising that percentage.
- **Alerts** - Lists overdue alerts and configuration alerts. Click the hyperlink for an alert to see the record that alert is based on.
  - **Overdue Procurements**
  - **Overdue Sales Orders**
  - **Overdue Work Orders**

   - **Has Default Resource Type** - A default resource type has not been defined.
   - **Has External Accounting** - Verifies **Service Billing** is connected to an external accounting system such as QuickBooks.
   - **Harvest Scheduler Overdue** - The harvest scheduler has not run in the last 24 hours.
   - **Inactive Recurring Service with Inactive Billing Set** - A recurring service was inactivated, due to having an inactive or removed billing set.
- **Adhoc Reports** - Click the hyperlink for a report to display the report.
   - **Unbilled Revenue by Customer - Summary**
   - **Unbilled Revenue by Customer - Detail**
   - **Unbilled Revenue by Item Type - Summary**
   - **Unbilled Revenue by Item Type - Detail**

   > **Note:** The refresh rate for **Adhoc Reports** is set using the **Adhoc Report Refresh (in hours)** setting in **Application Settings - General Settings** *(page liv)*.

Customers

Service Billing Operations > 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** *(page 76)* 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.

Customer information is organized into the following tabs in the lower pane of this page:

- **Customer Info tab** *(page xvi)*
- **Financial tab** *(page xx)*
- **IT Inventory tab** *(page xxiii)*
- **Tickets tab** *(page xxiv)*
- **Procurement tab** *(page xxiv)*
- **Notes tab** *(page xxiv)*

Actions

- **New** - Adds **General** *(page xvi)* information to create a new customer.
- **Edit** - Edits **General** *(page xvi)* information for a selected customer.
- **Archive** - Archives a selected customer.

  > **Note:** To unarchive a customer create a new customer record using the exact name of the archived customer and the archived customer record will be re-displayed in the customer list.

- **General Entry** - Creates a **New Labor**, **New Part**, **New Expense** or **New Note General Entry** *(page xlii)* for a selected customer.
- **Reload Past Balance** - Refreshes the past balance of a selected customer. **Pending Items** updates customer balances prior to generating any invoices, so that the invoice statement includes an up to date balance. Customer balances are refreshed periodically by specifying a harvest schedule using the **Schedule** *(page lv)* tab in **Application Settings**.
- - Click this icon to display a list of standard options.

- ➢ **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
- ➢ **Refresh** - Refreshes the page.
- ➢ **Reset** - Clears any filtered set on this page.

The Balance Scale Icon

A balance scale icon displays next to each customer name in the upper pane of this page. Clicking this icon enables you to link this VSA customer record to a customer record in an **external accounting system** *(page xiii)*.

- A green balance scale icon means the link already exists.
- A gray balance scale icon means no link exists.

Customers - Customer Info tab

Service Billing Operations > Customers > Customer Info tab

The **Customer Info** tab defines general information about a customer, organized into the following tabs:

- **General tab** *(page xvi)*
- **Departments tab** *(page xviii)*
- **Staff tab** *(page xviii)*
- **Documents tab** *(page xix)*
- **Secured Data tab** *(page xix)*
- **Customer Groups tab** *(page xx)*

Customer - Customer Info - General tab

Service Billing Operations > Customers > Customer Info > General tab

Click **New** or **Edit** to enter **General** tab information. The dialog is organized into the following tabs:

- **Customer Info**
- **Billing Options**
- **Groups**
- **Accounting Overrides**

Customer Info tab

Org Info

- **New/Convert** - Displays for new customer records only. Select **New Organization** if no other data source exists to convert from. You can also create a customer by **converting** *(page 76)* it from an existing organization.
- **Org ID** - The record identifier. Can only be changed using the **Rename** button in System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4017.htm)*.
- **Name** - The display name for the identifier.
- **Parent Org** - Links an Org ID to a parent organization.

Primary Mailing Address

- **Country**
- **Street**
- **City**
- **US State**
- **Zip Code**

General Info

- **Default Department** - The default department name. Displays for new customer records only.
- **Default Machine Group** - The default **machine group** *(page 76)* name. Displays for new customer records only.
- **Account Number** - The customer account number.
- **Sales Person** - The sales person in the staff record of **My Organization** *(page liii)* responsible for this customer account.
- **Stage** - The stage the account is in: `Lead`, `Prospect`, `Customer`, `Suspended Customer`, `Former Customer`.
- **VAT Number** - The VAT identifier for this customer.
- **Charge VAT on Invoice** - If checked, the VAT Number displays with taxable amounts on invoices. VAT taxes are calculated using sales tax percentages.

External Accounting

Service Billing must be **integrated with an external accounting system** *(page xiii)* before you can use these fields.

- **Link to External Accounting** - Links this customer record to a customer record in the external accounting system.
- **Add New External Customer** - If checked, adds a new customer record to the external accounting system.
- **Chosen Customer** - Selects a customer defined in the external accounting system.

> **Note:** You can also link VSA customers records to customer records in an external accounting system using the balance scale icon next to each customer name in the upper pane of the Customers page.
>
> **Note:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.

Contact Info

- **Primary Contact** - The primary contact for the customer. A contact is a **staff** *(page xviii)* member of a department.
- **Preferred Contact Method** - The customer's preferred method of contact: `Phone, Email, Mail, Fax`.
- **Invoice Delivery Method** - Set to `Email` to enable the automatic sending of invoice PDFs by email when an invoice is generated. Any other method disables automatic sending of invoices by email. Invoices can still be sent by email manually after they are generated.
- **Primary Phone** - The primary phone of the customer.
- **Primary Email** - The primary email of the customer.

Demographics

- **Number of Employees** - The number of employees in the customer organization.
- **Annual Revenue** - The annual revenue of the customer organization.
- **Website** - The customer's web site.

Billing Options

- **Default Terms** - Payment **terms** *(page 77)*, such as `Payment on Receipt` or `Net 30`.
- **Default Invoice Footer** - Default line of text to add to the footer of invoices.
- **Override Sales Tax Rate** - If checked, the *module default* sales tax rate can be changed for this customer record.

- **Sales Tax Rate** - The *customer-specific default* sales tax rate.

Groups tab

Customers can assigned to one or more customer groups for filtering and reporting purposes. Customer groups can also be maintained using the **Lists** *(page lvi)* page.

- **Add Group** - Adds a customer group that can be assigned to any customer record.

Accounting Overrides tab

This tab displays only if **Allow Override** is checked on the **Configuration** *(page lviii)* page. For each of the following item types and recurring fees, if checked, you can override the *module default* external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden. These settings then become the *customer-specific defaults* for these items and fees.

- Expenses
- Labor
- Part
- Recurring Service Fees
- Recurring Service Flat Fees
- Recurring Service Setup Fees

Mappings for each item or fee:

- **Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
- **Account Class** - The class name this item or fee is mapped to in the external accounting package.

Customer - Customer Info - Departments tab

Service Billing Operations > Customers > Customer Info > Departments tab

Departments can be defined within an organization, customer record or vendor record. Example: `IT`, `Sales` or `Accounting`. All staff members are defined by the department they belong to. You can define multi-level hierarchies of departments by identifying a parent department for a department. You can reassign a staff member to any other department within the same organization, customer record, or vendor record.

Actions

- **New / Edit** - Adds a new department.
  - **Department Name** - The name of the department.
  - **Parent Department** - Parent department. Optional.
  - **Supervisor** - The manager of the department.
- **Delete** - Deletes a selected department. A department must be empty of staff members to delete it. Staff members can be moved using the Staff tab.

Customer - Customer Info - Staff tab

Service Billing Operations > Customers > Customer Info > Staff tab

The **Staff** tab maintains staff records for customers.

Actions

- **New** - Add a staff record.
- **Edit** - Edit a selected staff record.
- **Delete** - Delete a selected staff record.
- **Send Message** - Send a message to a selected staff member.

Adding / Editing a Staff Record

- **Full Name** - The full name of a person within the organization.
- **Department** - The department the person is associated with. The department must be previously defined to display in this drop-down list.
- **Supervisor** - The person this staff member reports to. The Supervisor must be previously defined as a staff member in the same department.
- **Title** - The person's title in the organization.
- **Function** - The function the person performs in the organization.
- **Phone Number** - The person's direct phone number.
- **Email Address** - The person's email address.

Customer - Customer Info - Documents tab

Service Billing Operations > Customers > Customer Info > Documents tab

Use the **Documents** tab to upload and associate documents with a customer record.

Actions

- **New** - Uploads a document and associates it with a customer record.
- **Edit** - Edits the properties of a document.
- **Delete** - Deletes a document from **Service Billing**.
- **Remove** - Removes the association between a document and a customer.

Adding / Editing a Document

- **Name** - The **Service Billing** name for the document.
- **Upload File** - Browse to select and upload the file to the Kaseya Server.
- **Description** - The **Service Billing** description for the document.
- **Document Type**
  - **Basic Document** - Any type of document.
  - **Agreement** - Any type of document.
  - **Master Service Agreement** - The master service agreement between the customer or vendor and service provider. A link to the master service agreement displays in the **General** *(page xvi)* tab of the Customer record.
- **Associate with**
  - **Customer** - The customer associated with this document.
  - **Vendor** - The vendor associated with this document.

> **Note:** A document can only be associated with a maximum of one customer record and one vendor record.

Customer - Customer Info - Secured Data tab

Service Billing Operations > Customers > Customer Info > Secured Data tab

Use the **Secured Data** tab to store data that remains encrypted in the database. For example, you could store the password necessary to connect to a customer's remote website.

> **Note:** Notes entered here are the same notes displayed in **Secured Data** *(http://help.kaseya.com/webhelp/EN/KSD/9050000/index.asp#7470.htm)* in **Service Desk**.

Actions

- **Edit** - Edits secured data associated with this customer record.

Customer - Customer Info - Groups tab

Service Billing Operations > Customers > Customer Info > Customer Groups tab

Customers can be assigned to one or more customer groups for filtering and reporting purposes. Customer groups can also be configured using the **Lists** *(page lvi)* page.

Actions

- **New** - Adds a customer to a customer group. You can also create a new customer group.
- **Remove** - Removes a customer from a customer group.

Customers - Financial tab

Service Billing Operations > Customers > Financial tab

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** *(page xx)*
- **Invoices** *(page xx)*
- **Sales Orders** *(page xxi)*
- **Work Orders** *(page xxi)*
- **Recurring Services** *(page xxi)*
- **Billing Sets** *(page xxii)*
- **Resource Type Overrides** *(page xxiii)*

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.

Customer - Financial - Pending Items tab

Service Billing Operations > Customers > Financial > Pending Items tab

The **Pending Items** tab creates invoices for billable items for the selected customer record. See **Pending Items** *(page xliv)* for more information.

Actions

- **Adjust** - Creates a new adjustment entry you can bill immediately. See **Creating an Entry** *(page xlvi)*.
- **Edit** - Edits the summary line of billing entries unassociated with a work order.
- **Delete** - Deletes a billing line.
- **Approve** - Approves a billing line.
- **Mark on Hold** - Puts a billing line on hold. Once an item is on hold, it can be approved or deleted.

Customer - Financial - Invoices tab

Service Billing Operations > Customers > Financial > Invoices tab

The **Invoices** tab lists each invoice generated for a customer. Click the link for an invoice number to display the PDF of that invoice. `Sent` and `Opened` envelope symbols identify the invoices that were sent by email and that were opened by the customer.

> **Note:** Customer-specific events—such as sent invoices and opened invoices—are listed in the **Notes** *(page xxiv)* tab of the customer record.

Actions

- **Send Message** - Sends an email message. The **To** address defaults to the email address of the selected customer.
- **Resend Invoice** - Resends the selected invoice. The **To** address defaults to the email address of the selected customer.

Customer - Financial - Sales Orders tab

Service Billing Operations > Customers > Financial > Sales Orders tab

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.

> **Note:** See **Creating Sales Orders** *(page x)* for an overview of creating and configuring sales orders.

Actions

- **New** - Add a new sales order to this customer record.
- **Edit** - Edits a selected sales order for this customer record.
- **Delete** - Deletes a selected sales order to this customer record.

> **Note:** See **Sales Orders** *(page xxviii)* for a detailed description of creating and editing a sales order.

Customer - Financial - Work Orders tab

Service Billing Operations > Customers > Financial > Work Orders tab

A **work order** specifies the delivery of a non-recurring service (**billable item** *(page 75)*). 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*.

> **Note:** See **Creating Work Orders** *(page vi)* for an overview of creating and configuring work orders.

Actions

- **New** - Add a new work order to this customer record.
- **Edit** - Edits a selected work order for this customer record.
- **Delete** - Deletes a selected work order to this customer record.

> **Note:** See **Work Orders** *(page xxxi)* for a detailed description of creating and editing a work order.

Customer - Financial - Recurring Services tab

Service Billing Operations > Customers > Financial > Recurring Services tab

The **Recurring Services** tab associates a recurring service with a customer record. **Recurring services** are billed by recurring calendar time period. *You do not report actuals by recording billable entries (page 75) 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** *(page xlix)*.
- 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* (page 75) 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 xliv)* page until the recurring services has been "harvested" using the Application Settings > **Schedule** *(page lv)* tab.

> **Note:** See **Creating Recurring Services** *(page v)* for an overview of creating and configuring recurring services.

Actions

- **New** - Add a new recurring service to this customer record.
- **Edit** - Edits a selected recurring service for this customer record. Changes only affect subsequent billings.
- **Delete** - Deletes a selected recurring service from this customer record.
- **Billing History** - Displays a history of all billing events a selected recurring services.
- **Preview Billing** - Displays a dialog that shows what the billing would be if billed at that moment in time.

> **Note:** See **Recurring Services** *(page xxxvii)* for a detailed description of creating and editing a recurring service.
>
> **Note:** Recurring service categories display as an extra column on this tab. They can only be assigned to services using the **Recurring Services Catalog** *(page xlix)* page.

Customer - Financial - Billing Sets tab

Service Billing Operations > Customers > Financial > Billing Sets tab

The fee for a recurring service can be based on a specified set of **managed machines** *(page 76)* called a **billing set**. Billing sets are specified using a combination of **machine groups** *(page 76)* and **views** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)*. Billing sets are unique to each customer record, but can be used with any recurring service associated with a customer. **Public billing sets** *(page 77)* can be used with any customer based on *public* views.

> **Note:** The machine groups selected for a billing set must belong to the **organization** *(page 76)* corresponding to the customer record. If the customer record was created without the **Make Customer an Organization** checkbox checked, you can create the organization by basing it on the customer record using System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4827.htm)*.

An `All Machines - Default` billing set is created for each customer. It contains all the machine groups associated with that organization (customer).

> **Note:** See **Creating Recurring Services** *(page v)* for an overview of creating and configuring recurring services.

Actions

- **New** - Create a new billing set for a customer.

- **Edit** - Edit a selected billing set.
- **Delete** - Delete a selected billing set.
- **View Machines** - Display the machines in a selected billing set.

Adding / Editing a billing set.

- **Name** - The name of the billing set.
- **Active** - If checked, the billing set is active. An inactive billing set does not display in the drop-down list of recurring services, but continues to be used in existing, active recurring services.
- **Machine Groups in Billing Set**
  - **New** - Adds machine groups to a billing set.
  - **Delete** - Removes selected machine groups from a billing set.
  - **View Machines** - Lists the machines in a billing set.
- **Views in Billing Set**
  - **New** - Adds **views** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)* to a billing set.
  - **Delete** - Removes selected views from a billing set.

Customer - Financial - Resource Type Overrides tab

Service Billing Operations > Customers > Financial > Resource Type Overrides tab

The **Resource Type Overrides** tab in **Customers** *(page xv)* defines customer-specific resource rates by resource type. Customer-specific resource rates have precedence over the standard **Billing Rate** defined for a **resource type** *(page li)*.

Actions

- **Edit** - Edits the resource rate for a selected resource type.

Edit Resource Rates

- **Name** - The resource type name.
- **Description** - A resource type description.
- **Bill Rate** - The standard billing rate.
- **Bill Rate Override** - The customer-specific billing rate. If zero, the standard billing rate serves as the default billing rate for this customer if this resource type is selected.
- **Sales Tax Rate** - The customer tax rate.
- **Sales Tax Rate Override** - The resource-type-specific tax rate. If zero, the customer **Sales Tax Rate** applies.
- **Override Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Customers - IT Inventory tab

Service Billing Operations > Customers > IT Inventory tab

The **IT Inventory** page lists **audit** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#6779.htm)* information for machines that are members of the selected customer (**organization** *(page 76)*). The list can be filtered by machine group and **view** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)*.

Customers - Tickets tab

Service Billing Operations > Customers > Tickets tab

The **Ticketing** tab lists the tickets associated with this customer (**organization** *(page 76)*).

Actions

- **View** - Displays the details of a selected ticket. You can also double-click a ticket to display the details of the ticket.

Customers - Procurement tab

Service Billing Operations > Customers > Procurement tab

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.

The **Parts** *(page xli)* page maintains each part's name, vendor, unit cost, and list price. The list price can be overridden using the **Procurement** page.

> **Note:** See **Configuration Tables for Parts** *(page vii)* for an overview of creating and configuring parts.

Actions

- **New** - Adds a new procurement for this customer.
- **Edit** - Edits a selected procurement for this customer.
- **Delete** - Deletes a selected procurement for this customer.

> **Note:** See **Procurement** *(page xxxix)* for a detailed description of creating and editing procurements.

Customers - Notes tab

Service Billing Operations > Customers > Notes tab

The **Notes** tab lists customer-specific system events such as sent invoices and opened invoices. You can also create, edit and delete notes manually. Hidden notes are not printed.

Actions

- **New** - Adds a new note for this customer.
- **Edit** - Edits a selected note for this customer.
- **Delete** - Deletes a selected note for this customer.

Vendors

Service Billing Operations > Vendors

The **Vendors** page maintains information about vendors for **procurement** *(page xxxix)* purposes. Vendor information is organized into the following tabs:

- **Vendor Info tab** *(page xxv)*
- **Parts tab** *(page xxvii)*
- **Notes tab** *(page xxviii)*

Actions

- **New** - Adds **General** *(page xxv)* information to create a new vendor.
- **Edit** - Edits **General** *(page xxv)* information for a selected vendor.
- **Archive** - Archives a selected vendor.

> **Note:** To unarchive a vendor create a new vendor record using the exact name of the archived vendor and the archived vendor record will be re-displayed in the vendor list.

- \- Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Vendors - Vendor Info tab

Service Billing Operations > Vendors > Vendor Info tab

The **Vendor Info** tab defines general information about a vendor, organized into the following tabs:

- **General tab** *(page xxv)*
- **Departments tab** *(page xxvi)*
- **Staff tab** *(page xxvi)*
- **Documents tab** *(page xxvii)*
- **Secured Data tab** *(page xxvii)*

Vendors - Vendor Info - General tab

Service Billing Operations > Vendors > Vendor Info > General tab

Click **New** or **Edit** to enter **General** tab information.

General Information

- **New/Convert** - Select **New Organization** if no other data source exists to convert from. You can also create a vendor by **converting** *(page 76)* it from an existing organization. Displays only if a new vendor record is being created.
- **Org ID** - The record identifier. Can only be changed using the **Rename** button in System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4017.htm)*.
- **Name** - The display name for the identifier.
- **Parent Org** - The parent organization of this organization.

Primary Mailing Address

- **Country**
- **Street**
- **City**
- **US State**
- **Zip Code**

General Info

- **Account Number** - The vendor's customer account number for you.

Contact Info

- **Primary Contact** - The primary contact for the vendor. A contact is a **staff** *(page xviii)* member of a department.
- **Preferred Contact Method** - The vendor's preferred method of contact: `Phone, Email, Mail, Fax`.
- **Primary Phone** - The primary phone of the vendor.
- **Primary Email** - The primary email of the vendor.

Demographics

- **Number of Employees** - The number of employees in the vendor organization.
- **Annual Revenue** - The annual revenue of the vendor organization.
- **Website** - The vendor's web site.

Vendors - Vendor Info - Departments tab

Service Billing Operations > Vendors > Vendor Info > Departments tab

Departments can be defined within an organization, customer record or vendor record. Example: `IT`, `Sales` or `Accounting`. All staff members are defined by the department they belong to. You can define multi-level hierarchies of departments by identifying a parent department for a department. You can reassign a staff member to any other department within the same organization, customer record, or vendor record.

Actions

- **New / Edit** - Adds a new department.
  - **Department Name** - The name of the department.
  - **Parent Department** - Parent department. Optional.
  - **Supervisor** - The manager of the department.
- **Delete** - Deletes a selected department. A department must be empty of staff members to delete it. Staff members can be moved using the Staff tab.

Vendors - Vendor Info - Staff tab

Service Billing Operations > Vendors > Vendor Info > Staff tab

The **Staff** tab maintains staff records for vendors.

Actions

- **New** - Add a staff record.
- **Edit** - Edit a selected staff record.
- **Delete** - Delete a selected staff record.

Adding / Editing a Staff Record

- **Full Name** - The full name of a person within the organization.
- **Department** - The department the person is associated with. The department must be previously defined to display in this drop-down list.
- **Supervisor** - The person this staff member reports to. The Supervisor must be previously defined as a staff member in the same department.
- **Title** - The person's title in the organization.
- **Function** - The function the person performs in the organization.
- **Phone Number** - The person's direct phone number.
- **Email Address** - The person's email address.

Vendors - Vendor Info - Documents tab

Service Billing Operations > Vendors > Vendor Info > Documents tab

Use the **Documents** tab to upload and associate documents with a vendor record.

Actions

- **New** - Uploads a document and associates it with a vendor record.
- **Edit** - Edits the properties of a document.
- **Delete** - Deletes a document from **Service Billing**.
- **Remove** - Removes the association between a document and a vendor.

Adding / Editing a Document

- **Name** - The **Service Billing** name for the document.
- **Upload File** - Browse to select and upload the file to the Kaseya Server.
- **Description** - The **Service Billing** description for the document.
- **Document Type**
  - **Basic Document** - Any type of document.
  - **Agreement** - Any type of document.
  - **Master Service Agreement** - The master service agreement between the customer or vendor and service provider. A link to the master service agreement displays in the **General** *(page xvi)* tab of the Customer record.
- **Associate with**
  - **Customer** - The customer associated with this document.
  - **Vendor** - The vendor associated with this document.

> **Note:** A document can only be associated with a maximum of one customer record and one vendor record.

Vendors - Vendor Info - Secured Data tab

Service Billing Operations > Vendors > Vendor Info > Secured Data tab

Use the **Secured Data** tab to store data that remains encrypted in the database. For example, you could store the password necessary to connect to a vendor's remote website.

Actions

- **Edit** - Edits secured data associated with this vendor record.

Vendors - Parts tab

Service Billing Operations > Vendors > Parts tab

The **Parts** tab serves as a catalog of vendor-supplied parts. **Parts** information is referenced when part quantities are procured from a vendor for resale to customers. The **Parts** page defines each part's name, vendor, unit cost, and list price. The list price can be overridden when the part quantity is added to a **sales order** *(page xxviii)*, **work order** *(page xxxi)*, or **procurement** *(page xxxix)*.

Actions

- **New** - Defines a new part.
- **Edit** - Edits a selected part.

Add / Edit a Part

- **Vendor Name** - The vendor supplying the part.

- **Part Name** - The name of part.
- **Unit Cost** - The unit standard cost of the part.
- **List Price** - The list price of the part. Can be overridden in a procurement.
- **Vendor Part No** - The vendor's part number for the part.
- **Serial Number** - The serial number of the part.
- **Description** - A description of the part.
- **Manufacturer** - The manufacturer of the part.
- **Mfr Part Number** - The manufacturer's part number.
- **Override Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Vendors - Notes tab

Service Billing Operations > Vendors > Notes tab

The **Notes** tab lists vendor-specific system events. You can also create, edit and delete notes manually. A hidden note is not printed.

Actions

- **New** - Adds a new note for this vendor
- **Edit** - Edits a selected note for this vendor.
- **Delete** - Deletes a selected note for this vendor.

Sales Orders

Service Billing Operations > 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.

> **Note:** See **Creating Sales Orders** *(page xi)* for an overview of creating and configuring sales orders.

Actions

- **New** - Adds a new sales order.
- **Edit** - Edits a selected sales order.
- **Delete** - Deletes a selected sales order.
- **View Summary Report** - Generates a report of all sales order activity for a specified date range.
- **View Quote** - Click this link for any row in the upper panel to see a `Sales Quote` detail report.
- - Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.

- **Refresh** - Refreshes the page.
- **Reset** - Clears any filtered set on this page.

Adding / Editing a Sales Order

Order Info tab

General Info

- **Order Number** - The sales order number.
- **Name** - The name of the sales order.
- **Customer** - The customer record.
- **Sales Person** - The sales person in the staff record of **My Organization** *(page liii)* responsible for this sales order.
- **Stage** - The stage the sales order is in: `Quote` or `Sales Order`. When a sales order's *quote status* is set to `Active`, the recurring services are applied to the customer, and a work order is created for the non-recurring services.

Quote Detail

- **Good Until** - The last day sales quoted prices are effective.
- **Status** - The quote status of the sales order: `Pending`, `Out for Review`, `On Hold`, `Rejected`, and `Active`.
- **By** - The customer contact authorized to approve or reject the quote.
- **On** - The date the quote status is set to: `On Hold`, `Rejected` or `Active`.

Detail

- **Description** - A summary description of the sales order.

Items tab

- **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.

General

> **Note:** *General items only display in the* **Items** *tab of* ***basic*** *work orders.*

- **New** - Adds a general item.
  - **Summary** - A one-line description of the work order item.
  - **Estimated Amount** - The amount to bill.
  - **Billable** - If checked, this item is billable.
  - **Taxable** - If checked, this item is taxable.
- **Edit** - Edits a selected item.
- **Delete** - Deletes a selected item.

Labor

> **Note:** Labor items only display in the **Items** tab of *detailed* work orders and sales orders.
>
> **Note:** See **Configuration Tables for Labor Items** *(page vi)*.

Labor line items are classified by resource type.

- **New** - Adds a labor line.
  - **Summary** - A one-line description of the item.
  - **Resource Type** - Select a resource type for this labor line. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.
  - **Activity Type** - 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** *(page 77)*.
  - **Default Rate** - The default rate defined for this resource type.
  - **Customer Override Rate** - The customer rate for this resource type. Has precedence over the **Default Rate**.
  - **Rate** - The rate used for this labor activity. The rate is based, in order of precedence, on a manually entered rate, the customer override rate, or the default rate.
  - **Override Resource Rate** - If checked, the calculated rate can be overridden.
  - **Estimated Hours** - The estimated number of hours required.
  - **Billable** - If checked, the item is billable.
  - **Taxable** - If checked, the item is taxable.
  - **Status** - `Open` or `Completed`.
- **Edit** - Edits a selected labor line.
- **Delete** - Deletes a selected labor line.

Parts

> **Note:** Parts items only display in the **Items** tab of *detailed* work orders and sales orders.
>
> **Note:** See **Configuration Tables for Parts** *(page vii)*.

- **New** - Adds a part to the order. See **Ordering / Updating a Part** *(page xxxiv)*.
- **Delete** - Deletes a selected item.

Expenses

> **Note:** Expense items only display in the **Items** tab of *detailed* work orders and sales orders.

- **New** - Adds a miscellaneous expense line.
  - **Summary** - A one-line description of the item.
  - **Estimated Amount** - The amount to bill.
  - **Billable** - If check, this item is billable.
  - **Expense Category** - Select from a user-defined list of expense categories.
  - **Expense Type** - Select from a user-defined list of expense types for the selected expense category, if applicable.

- **Edit** - Edits a selected item.
- **Delete** - Deletes a selected item.

Recurring Services tab

- **New** - Adds a **recurring service** *(page xxxvii)* line.
- **Delete** - Deletes a selected recurring service line.
- **View** - Displays the details of a recurring service line.

Notes tab

- **Note** - Enter a note.
- **Hidden** - If checked, the note is hidden when printing the sales order or sales quote.
- **Save** - Saves the note entered.
- **Delete Note** - Deletes a selected note.

Work Orders

Service Billing Operations > Work Orders

A **work order** specifies the delivery of a non-recurring service (**billable item** *(page 75)*). 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*.

> **Note:** See **Creating Work Orders** *(page vi)* for an overview of creating and configuring work orders.

Creating and Displaying Billing Entries in Work Orders

To create a billing entry for a billable item in the **Items** tab of a work order, click the **Enter Detail** button for that item, enter actual hours, quantities and amounts as required, then click the **Submit** button. Click the **View Details** button for an item to display the billing entries already created for that item.

Actions

- **New** - Adds a new work order.
- **Edit** - Edits a selected work order.
- **Delete** - Deletes a selected work order.
- **View Summary Report** - Generates a report of all work order activity for a specified date range.
- **View Detail** - Click this link for any row in the upper panel to see a `Work Order` detail report.
- - Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Adding / Editing a Work Order

Order Info tab

General Info

- **Order Number** - The work order number.
- **Name** - The name of the work order.

- **Customer** - The customer record.

Status

- **Due On / (Time)** - The date and time the entire work order is due to be completed.
- **Status** - The status of the work order: `Open`, `On Hold`, and `Closed`. You cannot submit billable entries to a `Closed` work order.
- **Assigned To** - The **myOrg** *(page 76)* staff member responsible for this work order.

Detail

- **Description** - A summary description of the sales order.

Items tab

- **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.
- **Default Resource** - The default skill assigned to this work order. Applies only to basic work orders.
- **Default Rate** - The default rate used by this work order. Applies only to basic work orders.

General

> **Note:** *General items only display in the* **Items** *tab of* ***basic*** *orders.*

- **Add** - Adds a general item.
  - **Summary** - A one-line description of the item.
  - **Estimate Amount** - The amount to bill.
  - **Billable** - If checked, this item is billable.
  - **Taxable** - If checked, this item is taxable.
- **Edit** - Edits a selected item.
- **Delete** - Deletes a selected item.
- **Enter Detail** - Reports actuals for a general item and submits it for billing. See **Entering Detail for a General Item** *(page xxxvi)*.
- **Show Note on Invoice** - If checked, the note entered displays on the invoice.
- **View Details** - Displays a history of all billing entries already created for this billable item.

Labor

> **Note:** *Labor items only display in the* **Items** *tab of* ***detailed*** *orders.*
>
> **Note:** See **Configuration Tables for Labor Items** *(page vi)*.

- **Add** - Adds a labor line.
  - **Summary** - A one-line description of the item.
  - **Resource Type** - Select a resource type for this labor line. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required

to perform the service. The rate can be overridden when selected. 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** *(page 75)*.

- **Activity Type** - 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** *(page 77)*.
- **Default Rate** - The default rate defined for this resource type.
- **Customer Override Rate** - The customer rate for this resource type. Has precedence over the **Default Rate**.
- **Rate** - The rate used for this labor activity. The rate is based, in order of precedence, on a manually entered rate, the customer override rate, or the default rate.
- **Override Resource Rate** - If checked, the calculated rate can be overridden.
- **Estimated Hours** - The estimated number of hours required.
- **Billable** - If checked, the item is billable.
- **Taxable** - If checked, the item is taxable.
- **Status** - `Open` or `Completed`.

- **Edit** - Edits a selected labor line.
- **Delete** - Deletes a selected labor line.
- **Enter Detail** - Reports actuals for a labor item and submits it for billing. The fields you can edit while reporting actuals include:
  - **Hours** - The number of actual hours worked.
  - **Billable** - If checked, the entry is billable.
  - **Taxable** - If checked, the entry is taxable.
  - **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
  - **Note** - A note about this specific billing entry.
  - **Show Note on Invoice** - If checked, the note displays on the invoice.
- **View Details** - Displays a history of all billing entries already created for this billable item.

Parts

> **Note:** Parts items only display in the **Items** tab of *detailed* orders.
>
> **Note:** See **Configuration Tables for Parts** *(page vii)*.

- **Add** - Adds a part to the work order. See **Ordering / Updating a Part** *(page xxxiv)*.
- **Edit** - Updates an existing part on the work order. See **Ordering / Updating a Part** *(page xxxiv)*.
- **Delete** - Deletes a selected line item.
- **Enter Detail** - Reports actuals for a parts item and submits it for billing. The fields you can edit while reporting actuals include:
  - **Quantity to Bill** - The actual quantity to bill.
  - **Bill Unit Price** - The price per unit to bill.
- **View Detail** - Displays the details of a selected parts item.

Expenses

> **Note:** Expense items only display in the **Items** tab of *detailed* orders.

- **Add** - Adds a miscellaneous expense line.
  - **Summary** - A one-line description of the item.
  - **Estimate Amount** - The amount to bill.

  - **Billable** - If check, this item is billable.
  - **Expense Category** - Select from a user-defined list of expense categories.
  - **Expense Type** - Select from a user-defined list of expense types for the selected expense category, if applicable.
- **Edit** - Edits a selected item.
- **Delete** - Deletes a selected item.
- **Enter Detail** - Reports actuals for an expense item and submits it for billing. The fields you can edit while reporting actuals include:
  - **Amount** - The amount to bill.
  - **Billable** - If checked, the entry is billable
  - **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
  - **Note** - A note about this specific billing entry.
  - **Show Note on Invoice** - If checked, the note displays on the invoice.
- **View Detail** - Displays the details of a selected parts item.

Notes tab

- **Note** - Enter a note.
- **Hidden** - If checked, the note is hidden when printing the work order.
- **Save** - Saves the note entered.
- **Delete Note** - Deletes a selected note.

Ordering / Updating a Part

Service Billing Operations > Work Orders > Items tab > Parts section > Add or Edit

Use the **Order New Part** dialog to add a part quantity to a work order. Optionally track the procurement of the part quantity from the vendor for resale to the customer by clicking the **Use Procurement** checkbox.

> **Note:** See **Configuration Tables for Parts** *(page vii)* for an overview of configuring parts.

Actions

- **Add** - Adds a new procurement.
- **Edit** - Edits a selected procurement.
- **Delete** - Deletes a selected procurement.

Adding / Editing a Part

General Info

- **Customer** - The name of the customer.
- **Work Order** - The name of the work order.
- **Work Order Item** - The name of the work order item. Only displays when editing.
- **Use Procurement** - If checked, procurement tracking is enabled.
  - **Status** - The status of the procurement. **Displays if Use Procurement** is checked.
    - ✓ `Pre Order`
    - ✓ `On Order`
    - ✓ `Complete` - Selecting this value permanently closes procurement tracking for a part quantity. The part quantity can still be submitted for billing.
    - ✓ `Overdue`
  - **Stage** - The stage of the procurement. Displays if **Use Procurement** is checked.

- ✓ `None`
- ✓ `Order Placed with Vendor`
- ✓ `Shipped from Vendor`
- ✓ `Received from Vendor`
- ✓ `Shipped to Customer`
- ✓ `Arrived at Customer`
- ✓ `Installed`
- ✓ `Part on Backorder`
- ✓ `Part no Longer Available`

Part Info

- **Part** - The name of the part.
- **Vendor** - The name of the vendor.
- **Unit Price** - The price per unit. Defaults from the standard price defined for this item.
- **Override Unit Price** - If checked, you can override the default unit price.
- **Quantity** - The estimated quantity.
- **Taxable** - If checked, this item is taxable.
- **Billable** - If checked, this item is billable.
- **Update Totals** - Click to update the **Order Information** totals in this same dialog.

Order Information

- **List Price** - The standard price per unit for this part.
- **Total Price** - The total price for this part quantity in this order.

Cost Information

- **Each Cost** - The cost per unit for this part.
- **Total Cost** - The total cost for this part quantity in this order.

Details

The **Details** section only displays if the **Use Procurement** checkbox is checked. Manually update each of the following.

- **Ordered Date**
- **Estimated Receive Date**
- **Received Date**
- **Ship to Customer Date**
- **Estimated Customer Receive Date**
- **Customer Received Date**
- **Installed Date**
- **Completed Date**
- **Vendor Order No** - The vendor order number for this part quantity.
- **Vendor Tracking No** - The vendor tracking number for this part quantity.
- **Ordered By** - The VSA user who created the procurement.
- **Notes** - A note about the procurement.

Entering Detail for a General Item

Service Billing Operations > Work Orders *(page xxxi)* > Items tab > General section > Enter Detail

Clicking the **Enter Detail** button of a general item enables you to report actuals for that item and submit it for billing.

General items only display in the **Items** tab of *basic* orders. A basic order does not initially specify whether a billable item represents *labor*, a *part* or an *expense*. It is only when you report actuals to create the billable entry for the *general* item that you classify the *general* item as *labor*, a *part*, or an *expense*.

For that reason, all other fields displayed in the **Enter Detail** dialog for a general item depend on the value selected for the **Entry Type** field: `Labor`, `Part`, `Expense`, or `Note`.

Labor

> **Note:** See **Configuration Tables for Labor Items** *(page vi)*.
>
> Labor line items are classified by resource type.

Editable fields include:

- **Assigned to** - A staff member of **myOrg** *(page 76)*. Defaults to the user logged into the VSA. See **Contractors** *(page 75)*.
- **Customer** - The customer record.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Hours** - The actual hours worked.
- **Assigned to** - The **myOrg** *(page 76)* staff member responsible for this work order.
- **Performed on** - The date/time the worked was performed.
- **Hours** - The number of hours worked.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Resource Type** - The resource type for this labor line. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.
- **Activity Type** - 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** *(page 77)*.
- **Rate** - The rate to bill for this labor activity. The rate is based, in order of precedence, on a manually entered rate, the customer override rate, or the default rate.
- **Override Rate** - If checked, the calculated rate can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Part

> **Note:** See **Configuration Tables for Parts** *(page vii)*.

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Quantity** - The actual quantity to bill.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Part** - The name of the part.
- **Unit Price** - The price per unit. The unit price is based, in order of precedence, on a manually entered rate or the default rate.
- **Override Price** - If checked, the default **Unit Price** can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Expense

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Amount** - The amount to bill.
- **Billable** - If checked, the entry is billable.
- **Expense Category** - Selects from a user-defined list of expense categories.
- **Expense Type** - Selects from a user-defined list of expense types for the selected expense category, if applicable.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Note

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Recurring Services

Service Billing Operations > Recurring Services

The **Recurring Services** page manages recurring service associated with customer records. **Recurring services** are billed by recurring calendar time period. *You do not report actuals by recording billable entries (page 75) 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** *(page xlix)*.
- 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* (page 75) 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 xliv)* page until the recurring services has been "harvested" using the Application Settings > **Schedule** *(page lv)* tab.

> **Note:** See **Creating Recurring Services** *(page v)* for an overview of creating and configuring recurring services.

Actions

- **New** - Adds a new recurring service.
- **Edit** - Edits a selected recurring service. Changes only affect subsequent billings.
- **Delete** - Deletes a selected recurring service.
- **Billing History** - Displays a history of all billing events a selected recurring services.
- **Preview Billing** - Displays a dialog that shows what the billing would be if billed at that moment in time.
- - Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

> **Note:** Recurring service categories display as an extra column on this page. They can only be assigned to services using the **Recurring Services Catalog** *(page xlix)* page.

Adding / Editing a Recurring Service

General tab

- **Customer** - The customer name.
- **Recurring Service** - The standard name for the recurring service selected from the **Recurring Service Catalog** *(page xlix)*. Optionally adds a new standard recurring service.
- **Service Name** - The name of this instance of the recurring service associated with the customer.
- **Active** - If checked, the service is active. An active recurring service associated with a customer record generates billings.
- **Service Description** - A description of the recurring service.
- **This service is Taxable** - If checked, this service is taxable.

Initial Fee tab

- **This service has an Initial Fee** - If checked, a one-time fixed fee is added to the first billing for this recurring service.
- **Description** - A description of the initial fee.

- **Fee Amount** - The amount of the initial fee.
- **Override Setup Fee Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Recurring Fee tab

- **Fee Amount** - The unit fee. This fee is multiplied by the billing set or quantity.
- **Flat Fee Amount** - An additional fixed amount added to the recurring fee calculation.
- **Description** - A description of the recurring fee.
- **Override Recurring Charge Accounting Options** and **Override Flat Fee Charge Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Billing and Tax tab

- **Billing Frequency** - The fixed calendar period used to generate recurring billings.

  One of two fields display, depending on the standard recurring service selected from the **Recurring Services Catalog** *(page xlix)*.
  - **Billing Set** - A billing set specifies a set of machines associated with an **organization** *(page 76)* (customer) used to calculate billing charges. Optionally add a new **billing set** *(page 75)*.

    > **Note:** If the customer record was created without an organization, you can create the organization by basing it on the customer record using System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4827.htm)*.

  - **Quantity** - Enter a fixed quantity to multiply the **Fee Amount**.
- **Start Billing On** - The start date to begin delivering service to the customer. The first billing for this service can be generated on this date.
- **This service has an End Date** - If checked, the delivery of this service has a fixed end date.
- **End Billing On** - The date to end the delivery of service to the customer.

Procurement

Service Billing Operations > Procurement

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.

The **Parts** *(page xli)* page maintains each part's name, vendor, unit cost, and list price. The list price can be overridden using the **Procurement** page.

Actions

- **New** - Adds a new procurement.
- **Edit** - Edits a selected procurement.
- **Delete** - Deletes a selected procurement.
- **Submit** - Reports actuals for a parts item and submits it for billing. The fields you can edit while reporting actuals include:
  - **Quantity to Bill** - The quantity to bill the customer.
  - **Bill Unit Price** - Price per unit.
-  - Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Adding / Editing a Procurement

General Info

- **Customer Name** - The name of the customer.
- **Work Order Name** - The name of the work order
- **Work Order Item** - The name of the work order item.
- **Use Procurement** - This checkbox is always checked when editing a procurement using the **Procurement** page. When editing a part in a work order, this checkbox is optional.
  - **Status** - The status of the procurement.
    - ✓ `Pre Order`
    - ✓ `On Order`
    - ✓ `Complete` - Selecting this value permanently closes procurement tracking for a part quantity. The part quantity can still be submitted for billing.
    - ✓ `Overdue`
  - **Stage** - The stage of the procurement.
    - ✓ `None`
    - ✓ `Order Placed with Vendor`
    - ✓ `Shipped from Vendor`
    - ✓ `Received from Vendor`
    - ✓ `Shipped to Customer`
    - ✓ `Arrived at Customer`
    - ✓ `Installed`
    - ✓ `Part on Backorder`
    - ✓ `Part no Longer Available`

Part Info

- **Part Name** - The name of the part.
- **Vendor** - The name of the vendor.
- **Unit Price** - The price per unit. Defaults from the standard price defined for this item.
- **Override Unit Price** - If checked, you can override the default unit price.

- **Quantity** - The estimated quantity.
- **Taxable** - If checked, this item is taxable.
- **Billable** - If checked, this item is billable.
- **Update Totals** - Click to update the **Order Information** totals in this same dialog.

Order Information

- **List Price** - The standard price per unit for this part.
- **Total Price** - The total price for this part quantity in this order.

Cost Information

- **Each Cost** - The cost per unit for this part.
- **Total Cost** - The total cost for this part quantity in this order.

Details

Manually update each of the following.

- **Ordered Date**
- **Estimated Receive Date**
- **Receive Date**
- **Ship to Customer Date**
- **Estimated Customer Receive Date**
- **Customer Received Date**
- **Installed Date**
- **Completed Date**
- **Vendor Order No** - The vendor order number for this part quantity.
- **Vendor Tracking No** - The vendor tracking number for this part quantity.
- **Ordered By** - The VSA user who created the procurement.
- **Notes** - A note about the procurement.

Parts

Service Billing Operations > Parts

The **Parts** page serves as a catalog of vendor-supplied parts. **Parts** information is referenced when part quantities are procured from a vendor for resale to customers. The **Parts** page defines each part's name, vendor, unit cost, and list price. The list price can be overridden when a specific **procurement** *(page xxxix)* is created.

Actions

- **New** - Adds a new part.
- **Edit** - Edits a selected part.
- **Archive** - Click the checkbox for a part in the **Archived** column to remove the part from selection lists throughout the **Service Billing** module.
- - Click this icon to display a list of standard options.
  - **Export** - Generates a CSV file of user data provided by the page that you can download. Options include `All`, `Selected`, `Current Page`.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Add / Edit a Part

- **Vendor Name** - The vendor supplying the part.
- **Part Name** - The name of part.
- **Unit Cost** - The unit standard cost of the part.
- **List Price** - The list price of the part. Can be overridden in a procurement.
- **Taxable** - If checked, this part is taxable.
- **Vendor Part Number** - The vendor's part number for the part.
- **Serial Number** - The serial number of the part.
- **Description** - A description of the part.
- **Manufacturer** - The manufacturer of the part.
- **Mfr Part Number** - The manufacturer's part number.
- **Override Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Documents

Service Billing Operations > Documents

The **Documents** page stores files associated with customers and vendors. For example, you can upload scanned copies of purchase receipts, contract information, and configuration notes specific to a service billing.

Unassociated documents can serve as standard files for the **Service Billing** module in general. Click the `download` link to display the file in a new browser window or tab.

- Documents associated with a customer display in the Customers > Customer Info > Documents tab for that customer.
- Documents associated with a vendor display in the Vendor > Vendor Info > Documents tab for that vendor.

Actions

- **New** - Adds a new document.
- **Edit** - Edits a selected document.
- **Delete** - Deletes a selected document.
- **Refresh** - Refreshes the page.

Billing and Invoicing

General Entries

Service Billing Billing and Invoicing > 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
- Note

Actions

- **New / Edit** - The fields displayed for a **New Entry** depend on the value selected for the **Entry Type** field: `Labor`, `Part`, `Expense`, or `Note`. Once the **New Entry** is saved, the **Entry Type** cannot be changed.
- **Delete** - Deletes a selected entry.
- **Submit** - Submits an entry for billing.
- **Refresh** - Refreshes the page.

Labor

> **Note:** See **Configuration Tables for Labor Items** *(page vi)*.
>
> Labor line items are classified by resource type.

Editable fields include:

- **Assigned to** - A staff member of **myOrg** *(page 76)*. Defaults to the user logged into the VSA. See **Contractors** *(page 75)*.
- **Customer** - The customer record.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Hours** - The actual hours worked.
- **Assigned to** - The **myOrg** *(page 76)* staff member responsible for this work order.
- **Performed on** - The date/time the worked was performed.
- **Hours** - The number of hours worked.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Resource Type** - The resource type for this labor line. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.
- **Activity Type** - 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** *(page 77)*.
- **Rate** - The rate to bill for this labor activity. The rate is based, in order of precedence, on a manually entered rate, the customer override rate, or the default rate.
- **Override Rate** - If checked, the calculated rate can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Part

> **Note:** See **Configuration Tables for Parts** *(page vii)*.

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Quantity** - The actual quantity to bill.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Part** - The name of the part.
- **Unit Price** - The price per unit. The unit price is based, in order of precedence, on a manually entered rate or the default rate.
- **Override Price** - If checked, the default **Unit Price** can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Expense

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Amount** - The amount to bill.
- **Billable** - If checked, the entry is billable.
- **Expense Category** - Selects from a user-defined list of expense categories.
- **Expense Type** - Selects from a user-defined list of expense types for the selected expense category, if applicable.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Note

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Pending Items

Service Billing Billing and Invoicing > Pending Items

The **Pending Items** page creates the invoices for **billable entries** *(page 75)*. 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** *(page xlvii)*
- Service Billing > **Past Invoices** *(page xlviii)*

> **Note: Pending Items** updates customer balances prior to generating any invoices, so that the invoice statement includes an up to date balance. The balance of a selected customer can be updated using the **Refresh Balance** button in **Customers** *(page xv)*. Customer balances are refreshed periodically by specifying a harvest schedule using the **Schedule** *(page lv)* tab in **Application Settings**.

Automatic Sending of Invoices by Email

Setting the **Preferred Method of Contact** for a customer to `Email` using the Customer > Customer Info > **General** *(page xvi)* tab enables the automatic sending of invoice PDFs by email when an invoice is generated. Any other **Preferred Method of Contact** disables the automatic sending of invoices by email. Invoices can still be sent by email manually after they are generated.

Billable vs. Non-Billable Amounts

To be billable, both the pending item and the detail row must be set to billable*.* If a pending item in the upper pane is *not* billable, then the value in the **Billable Amt** column is *zero*, even if one or more **Details** rows in the lower pane are checked as billable.

Actions

- **New** - Creates a new entry you can bill immediately. See **Creating an Entry** *(page xlvi)*.
- **Edit** - Edits the summary line of billing entries unassociated with a work order.
- **Adjust** - Adjusts a billing line up or down, including making it billable or non-billable.
- **Delete** - Deletes a billing line.
- **Approve** - Approves a billing line.
- **Mark on Hold** - Puts a billing line on hold. Once an item is on hold, it can be approved or deleted.
- **Preview Invoices -** Displays a preview invoice.
  - Select the billable items to include:
    - ✓ **Selected Billable Items**
    - ✓ **Only Approved Billable Items**
    - ✓ **All Billable Items**
  - **Send Copy to my email address** - If checked, a copy of the previewed invoice is sent your VSA logon email address. Your VSA user email address is set in System > **Preferences** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#503.htm)*.
- **Process Invoices** - Generates invoices for approved billing lines.
- **Refresh** - Refreshes the page.

Details

- **Edit** - Edits the summary line of an item unassociated with a work order.
- **Adjust** - Adjusts the amount of a billable item and includes an explanatory note for the adjustment.

- **View Adjustments** - Displays adjustments previously created.

Creating an Entry

Service Billing Billing and Invoicing > Pending Items > New

Clicking the **New** button in **Pending Items** enables you to create a new entry immediately and submit it for billing. You can specify a work order or not.

The items you can create billable entries for include:

- Labor
- Parts
- Expenses

The fields displayed for a **New Entry** depend on the value selected for the **Entry Type** field: `Labor`, `Part`, `Expense`, or `Note`.

Labor

> **Note:** See **Configuration Tables for Labor Items** *(page vi)*.
>
> Labor line items are classified by resource type.

Editable fields include:

- **Assigned to** - A staff member of **myOrg** *(page 76)*. Defaults to the user logged into the VSA. See **Contractors** *(page 75)*.
- **Customer** - The customer record.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Hours** - The actual hours worked.
- **Assigned to** - The **myOrg** *(page 76)* staff member responsible for this work order.
- **Performed on** - The date/time the worked was performed.
- **Hours** - The number of hours worked.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Resource Type** - The resource type for this labor line. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.
- **Activity Type** - 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** *(page 77)*.
- **Rate** - The rate to bill for this labor activity. The rate is based, in order of precedence, on a manually entered rate, the customer override rate, or the default rate.
- **Override Rate** - If checked, the calculated rate can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Part

Note: See **Configuration Tables for Parts** *(page vii)*.

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Quantity** - The actual quantity to bill.
- **Billable** - If checked, the entry is billable.
- **Taxable** - If checked, the entry is taxable.
- **Part** - The name of the part.
- **Unit Price** - The price per unit. The unit price is based, in order of precedence, on a manually entered rate or the default rate.
- **Override Price** - If checked, the default **Unit Price** can be overridden.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Expense

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Amount** - The amount to bill.
- **Billable** - If checked, the entry is billable.
- **Expense Category** - Selects from a user-defined list of expense categories.
- **Expense Type** - Selects from a user-defined list of expense types for the selected expense category, if applicable.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Note

- **Customer** - The customer record.
- **Work Order** - The work order.
- **Work Order Item** - The work order item.
- **Summary** - A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.
- **Choose a note template** - Selects a note template, if appropriate, to populate the note field.
- **Note** - A note about this specific billing entry.
- **Show Note on Invoice** - If checked, the note displays on the invoice.

Past Periods

Service Billing Billing and Invoicing > Past Periods

The **Past Periods** page lists each billing cycle of invoices generated by **Pending Items** *(page xliv)*. Click the link for a billing cycle in the **Periods** column to see each invoice included in that billing cycle. When the **View Batch Detail** dialog opens, you can click the link beneath an invoice number to display a PDF of the invoice. `Sent` and `Opened` envelope symbols identify the invoices that were sent by email and that were opened by the customer.

Note: *Customer-specific events—such as sent invoices and opened invoices—are listed in the* **Notes** *(page xxiv) tab of the customer record.*

Actions

- **Export Invoices** - Exports selected invoices to an XML file you can download.
- - Click this icon to display a list of standard options.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Past Invoices

Service Billing Billing and Invoicing > Past Invoices

The **Past Invoices** page lists each invoice generated by **Pending Items** *(page xliv)*. Click the link for an invoice number to see the PDF for that invoice. `Sent` and `Opened` envelope symbols identify the invoices that were sent by email and that were opened by the customer.

Note: *Customer-specific events—such as sent invoices and opened invoices—are listed in the* **Notes** *(page xxiv) tab of the customer record.*

Actions

- **Send Message** - Sends an email message. The **To** address defaults to the email address of the customer of the selected invoice.
- **Resend Invoice** - Resends the selected invoice. The **To** address defaults to the email address of the customer of the selected invoice.
- **Mark as Processed** - Marks invoices as processed. Provides a manual-only method of tracking the status of invoices. The meaning of "processed" depends on the user's business requirements.
- **Statements**
  - **Invoice Summary** - Generates a `Past Billed Invoice Report` for a specified date range.
  - **Labor Activity** - Generates a `Labor Activity Report` for selected **myOrg staff** *(page liii)* members and for a specified date range. Use this report to determine the payments owed a **contractor** *(page 75)*.
  - **Tax Summary** - Generates a `Tax Summary` for a specified date range.
  - **Tax Detail** - Generates a `Tax Summary` with supporting detail for a specified date range.
- **Export Invoices** - Exports selected invoices to an XML that you can download.
- - Click this icon to display a list of standard options.
  - **Refresh** - Refreshes the page.
  - **Reset** - Clears any filtered set on this page.

Administration

Recurring Services Catalog

Service Billing Administration > Recurring Services Catalog

The **Recurring Services Catalog** page defines default values for standard recurring services that can be associated with one or more customer records. **Recurring services** are billed by recurring calendar time period. *You do not report actuals by recording billable entries (page 75) 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** *(page xlix)*.
- 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* (page 75) 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 xliv)* page until the recurring services has been "harvested" using the Application Settings > **Schedule** *(page lv)* tab.

> **Note:** See **Creating Recurring Services** *(page v)* for an overview of creating and configuring recurring services.

Actions

- **New** - Adds a new recurring service.
- **Edit** - Edits a selected recurring service. Changes to a recurring service in the catalog do not change a recurring services already linked to customer records.
- **Recurring Service Category** - Assigns a category to classify a recurring service. The default category is `Services`. Optionally add + a new recurring service category. Recurring service categories can only be assigned to services using the **Recurring Services Catalog** page. Clicking **Preview Invoices** on the **Pending Items** *(page xliv)* page displays subtotals for recurring services by category.
- **Delete** - Deletes a selected recurring service.
- **Refresh** - Refreshes the page.

Adding / Editing a Recurring Service

General tab

- **Service Name** - The standard name of the recurring service in the **Recurring Service Catalog**.
- **Service Description** - A description of the recurring service.
- **Active** - If checked, the service is active by default when added to a customer record. An active recurring service associated with a customer record generates billings.
- **This service is Taxable** - If checked, billings for this service are taxable.

Initial Fee tab

- **This service has an Initial Fee** - If checked, a one-time fixed fee is added to the first billing for this recurring service.
- **Amount** - The amount of the initial fee.
- **Description** - A description of the initial fee.
- **Initial Fee Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Recurring Fee tab

- **Amount** - The unit fee. This fee is multiplied by the billing set or quantity.
- **Description** - A description of the recurring fee.
- **Based On**
  - **Billing Set** - A billing set specifies a set of machines associated with an **organization** *(page 76)* (customer) used to calculate billing charges. Optionally add a new **billing set** *(page 75)*.

    > **Note:** If the customer record was created without an organization, you can create the organization by basing it on the customer record using System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4827.htm)*.

  - **Quantity** - Enter a fixed quantity to multiply the **Amount**.
- **Flat Fee Amount** - An additional fixed amount added to the recurring fee calculation.
- **Override Flat Fee Charge Accounting** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Billing and Tax tab

- **Billing Frequency** - The fixed calendar period used to generate recurring billings.
  Based On - The recurring fee **Amount** is multiplied by one of two options.
  - **Billing Set** - A billing set specifies a set of machines associated with an organization (customer) used to calculate billing charges. The `All Machine - Default` billing set is provided by default for all customers. You can select a different billing set when the recurring service is associated with a customer.
  - **Quantity** - Enter a fixed quantity.

    > **Note:** 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.

- **Default Billing Set** - **Public billing sets** in **Service Billing** are automatically created for all "public" views. A public view is a **view** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)* of a certain type of agent *shared with all other VSA users*. For example, you could create a public view called `All Groups`. This would include the machine IDs in all machine groups for all organizations you are authorized by your scope to access. If you want to create your own public view and public billing set, ensure the **Make public (seen by all administrators)** checkbox is checked when you share this view. Even though a view may show machines in multiple organizations, *billing set counts are always restricted to machines belonging to the billing set's customer (organization (page 76)).*

Resource Types

Service Billing Administration > Resource Types

The **Resource Type** page defines resource types. A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.

Default Resource Type

The Default checkbox identifies the default resource type for the **Service Billing** module. Labor entries default to the default resource type and to the default resource rate—set in the **General Settings** *(page liv)* tab in **Application Settings**.

Actions

- **New** - Adds a new resource type.
- **Edit** - Edits a selected resource type.
- **Rename** - Renames a selected resource type.
- **Delete** - Deletes a selected resource type.
- **Set Default** - Sets the default resource type.
- **Refresh** - Refreshes the page.

Adding / Editing a Resource Time

- **Name** - Enter a name for the resource type.
- **Description** - Enter a description of the resource type.
- **Standard Cost** - The standard cost per hour.
- **Billing Rate** - The billing rate per hour.
- **Sales Tax Rate** - The sales tax rate for this resource type. Defaults from **Service Billing** > Application Settings > **General Settings** *(page liv)*.
- **Notes** - Enter additional information about the resource type.
- **Override Accounting Options** - Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

Bulk Email Management

Service Billing Administration > Bulk Email Management

The **Bulk Email Management** page sends bulk email messages to selected customers or vendors. Two tabs are shown in the lower panel.

- **Bulk Email Template** - Displays the content of an email message selected in the upper panel.
- **Log** - Logs the sending of bulk email messages.

Actions

- **New** - Adds a bulk email message.
- **Edit** - Edits a selected bulk email message.
- **Delete** - Deletes a selected bulk email message.
- **Test** - Tests the sending of the bulk email message to a list of manually entered email addresses.
- **Send Now** - Sends a selected bulk email message to selected customers or vendors. **Send Now** updates the Customer > **Notes** *(page xxiv)* tab of customers sent the email and adds an entry to the **Logs** tab of the VSA user who sent the email.
- **Refresh** - Refreshes the page.

Application Logging

Service Billing Administration > Application Logging

The **Application Logging** page displays a log of **Service Billing** module activity by:

- **Event ID**
- **Event Name**
- **Message**
- **Admin**
- **Event Date**

If information has changed or been removed unexpectedly, check this page to determine what events and administrators may have been involved.

This table supports selectable columns, column sorting, column filtering and flexible columns widths.

Actions

- **Refresh** - Refreshes the page.

Configure

Setup

Service Billing Configure > Setup

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

Before you start using **Service Billing**, click each item in the lower panel to visit that page or dialog. A checkmark next to an item means you have selected that item at least once. It does not necessarily mean you have finished configuring that item.

Help links are provided for each item to guide you through your configuration.

If you would like to review general concepts before continuing, download a copy of the **Service Billing quick start guide** *(http://help.kaseya.com/webhelp/EN/KSB/9050000/EN_ksbquickstart_R95.pdf#zoom=70&navpanes=0)*.

- **Configure Accounting** *(page lviii)* - Link the **Service Billing** module to an external accounting system. See **Integrating Quickbooks** *(page xiii)* for an overview.
- **Account Mapping** *(page lvii)* - Map accounts in **Service Billing** with the external accounting system.

- **Configure Lists** *(page lvi)* - Define at least one record for each type of list. Lists classify the billing entries you create.
- **Review Application Settings** *(page liii)* - Define your own organization and your own staff, general settings, document numbering, payment options and **Service Billing** schedules.
- **Configure Recurring Services** *(page xlix)* - Create at least one recurring service in the Recurring Services Catalog.
- **Configure Resource Types** *(page li)* - Create resource types for classifying the rates reported for labor. At least one resource type is required.
- Convert Orgs - Convert the organizations already listed in the VSA system module into customer records used by **Service Billing**. See **Org** *(page 76)* for more information.

Application Settings

Service Billing Configure > Application Settings

The **Application Settings** page sets options and defaults that apply to the entire **Service Billing** module. Options are organized into five tabs:

- **My Organization** *(page liii)*
- **My Staff** *(page liii)*
- **General Settings** *(page liv)*
- **Document Numbering** *(page lv)*
- **Invoice Options** *(page lv)*
- **Schedule** *(page lv)*

My Organization tab

Displays and edits the **myOrg** *(page 76)* organization of the service provider using the VSA.

General Information

- **Name** - The display name for the identifier.
- **Org ID** - The record identifier. Can only be changed using the **Rename** button in System > **Manage** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#4017.htm)*.

Contact Information

- **Primary Phone** - The primary phone of `My Organization`.
- **Primary Fax** - The primary fax of `My Organization`.
- **Primary Email** - The primary email of `My Organization`.
- **Primary Contact** - The primary contact of `My Organization`. Select a staff record from the drop-down list.

Primary Mailing Address

- **Country**
- **Street**
- **City**
- **US State**
- **Zip Code**

My Staff tab

Displays and edits the staff members of the **myOrg** *(page 76)* organization of the service provider using the VSA.

Actions

- **Add** - Add a staff record.
- **Edit** - Edit a selected staff record.
- **Delete** - Delete a selected staff record.

Adding / Editing a Staff Record

- **Full Name** - The full name of a person within the organization.
- **Department** - The department the person is associated with. The department must be previously defined to display in this drop-down list.
- **Supervisor** - The person this staff member reports to. The Supervisor must be previously defined as a staff member in the same department.
- **Title** - The person's title in the organization.
- **Function** - The function the person performs in the organization.
- **Phone Number** - The person's direct phone number.
- **Email Address** - The person's email address.
- **View All Tickets** - If checked, the VSA user associated with this staff member can view all **Service Desk** tickets in his or her scope as well as tickets associated with this specific staff member record. If blank, this VSA user can only view **Service Desk** tickets associated with this specific staff member record.

General Settings tab

Date Format

- **Date Format** - Selects the date format used by dates in the VSA.
  - mm/dd/yyyy
  - dd/mm/yyyy
  - yy/mm/dd
- **Delimiter** - Selects the date format delimiter used by dates in the VSA.
  - / (slash)
  - - (dash)
  - . (dot)

Amount Format

- **Amount Format** - Selects the decimal format used to display currency in the VSA.
  - xx,xxx.xx
  - xx.xxx,xx
- **Decimal Places** - Selects the number of decimal places used to display currency in the VSA. Accepts up to 3 decimal places.
- **Decimal Symbol** - Selects the symbol displayed by currency amounts in the VSA.

Resource and Tax Info

- **Default Resource Rate** - Selects the default resource rate in the VSA.

> **Note:** The default resource type is maintained using the **Resource Types** *(page li)* table.

- **Default Tax Rate %** - Selects the default tax rate percentage used by the VSA. Accepts up to 4 decimal places.
- **Tax items by Default** - If checked, sets billable items as taxable by default.

Reports

- **Adhoc Report Refresh (in hours)** - Sets the maximum number of hours to wait before refreshing Adhoc reports displayed on the **Home** *(page xiv)* page. Adhoc reports are cached and do not change between refresh cycles.

Document Numbering tab

Sets the prefix, length, suffix and next document number for numbered records in **Service Billing**, for:

- **General Entries**
- **Work Orders**
- **Sales Orders**
- **Invoices**
- **Invoice Periods**

Invoice Options tab

The following remit to information displays on every invoice, if these fields are populated.

Check

- **Payable To** - The name to use when making payment by check.
- **Remit To Country** - The remit country.
- **Remit To Address** - The remit to street.
- **Remit To City** - The remit to city.
- **Remit To Postal Code** - The remit to post office box.
- **Remit To State** - The remit to state.

Credit Card Detail

- **Credit Card Detail** - Typically the URL customers can use to pay by credit card.

Wire Transfer

- **Account Number/IBAN** - The international bank account number (IBAN) to use for electronic transfer of funds to the service provider.
- **Bank** - The bank to use for the electronic transfer of funds to the service provider.
- **Swift Code** - The Swift Code to use for electronic transfer of funds to the service provider.
- **ABA/Routing** - The routing transit number to use for electronic transfer of funds to the service provider.

Other Options

- **Billable Items Approved by Default** - If checked, billable items are approved by default on the **Pending Items** *(page xliv)* page.
- **Include Past Balances by Default** - If checked, past balances are printed on invoices by default.
- **Hide Payment Coupon on Invoice** - If checked, payment coupons are hidden by default.
- **Use External Accounting Invoice Numbers** - If checked and the customer is linked to an external accounting system, then **Service Billing** uses invoice numbers generated by the external account system. This means the KSB invoice numbers match the invoice numbers displayed in the external accounting system. If not checked, **Service Billing** generates the invoice number and the two sets of invoices numbers do not match.

Schedule tab

A **scheduled harvest** populates the **Pending Items** *(page xliv)* page with **recurring services** *(page xxxvii)* that are due for invoicing. Schedule harvesting also updates customer balances from an **integrated external accounting system** *(page xiii)*. You can schedule *on demand* by scheduling once.

> **Note:** The balance of a selected customer from an external accounting system can be updated using the **Refresh Balance** button in **Customers** *(page xv)*. **Pending Items** updates customer balances prior to generating any invoices, so that the invoice statement includes an up to date balance.

Actions

- **Reschedule** - Schedules a harvest once or periodically. Each type of recurrence—Once, Daily, Weekly, Monthly—displays additional options appropriate for that type of recurrence. Periodic scheduling includes setting start and end dates for the recurrence.
- **History** - Displays a history of previously scheduled harvests.

Lists

Service Billing Configure > Lists

The **Lists** page defines records for a set of built-in lists. These built-in lists are used for item lookups, and data filtering and data grouping on reports.

Built-in lists include:

- **Customer Groups** - Defines the groups used to classify customers.
- **Expense Activity Types** - Defines expense categories and optionally defines a sub-list of a expense types for each expense category. Can include an **Override Accounting Options** checkbox. Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

  These **Override Accounting Options** are also available whenever you create a new activity type throughout **Service Billing**.
- **Invoice Delivery Methods** - Defines invoice delivery methods.
- **Invoice Footers** - Defines standard text that displays at the bottom of printed invoices.
- **Labor Activity Types** - Defines activity types used to group labor entries. Can include an **Override Accounting Options** checkbox. Displays only if **Allow Overrides** is checked on the **Configuration** *(page lviii)* page. If checked, you can override the default external account code and external class name mapped for an item or fee. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
  - **Default Account Code** - The product and service code this item or fee is mapped to in the external accounting package.
  - **Default Account Class** - The class name this item or fee is mapped to in the external accounting package.

  These **Override Accounting Options** are also available whenever you create a new activity type throughout **Service Billing**.
- **Manufacturers** - Defines the list of manufacturers to select from when defining a part.
- **Notes Templates** - Standard text that can be added to a general entry note.
- **Terms** - The payment terms agreed to by the customer for payment of billable items. Payment terms can be mapped to the external accounting system using the Terms tab of **Account**

Mapping *(page lvii)*. Service Billing terms are assigned to a customer using the Customer > **General** *(page xvi)* tab. Built-in payment terms include:

- `Due On Receipt`
- `Net 10`
- `Net 30`
- `Net 45`

Actions

- **New** - Adds a record to the list.
- **Edit** - Edits an existing record.
- **Delete** - Deletes an record from the list.
- **Set Default** - Sets the default record for each list.

Accounting Integration

Account Mapping

Service Billing Accounting Integration > Account Mapping

The **Account Mapping** page maps **Service Billing** records to similar records in the external accounting system.

> **Note:** See **Integrating QuickBooks** *(page xiii)*.

Default Billing Codes tab

Accounting packages classify billing items by *product and service codes*. In **Service Billing** these are called *external account codes*. You can assign a *default* **External Account Code** for each billing type: labor, part, expense and recurring service.

Accounting packages also classify billing items using a second, completely independent, set of codes called *class names*. In **Service Billing** these are called *external class names*. You can assign a *default* **External Class Name** for each billing type: labor, part, expense and recurring service.

- The values you can map to are retrieved from the external accounting package.
- Two checkboxes, **Use Classes** and **Allow Overrides**, have been added to the **Configuration** *(page lviii)* page, governing how code and class mappings can be used.
- Because a code or class inside Quickbooks might be deleted at any time, green checkboxes confirm that the code and class selected for a default item type continues to exist.
- An alert is generated on the **Status** *(page xiv)* page if a code or class mapping is missing.

Recommended Account Mapping Configuration

1. Ensure **Use Classes** and **Allow Overrides** are checked on the Service Billing > **Configuration** *(page lviii)* page. If **Use Classes** is not checked on the **Configuration** page, then only external account codes can be overridden.
2. Map external account codes and external class names using the Service Billing **Account Mapping** page. These serve as *module default* mappings.
3. Optionally configure *customer-specific default* mappings using the Customer > Edit or New > **Accounting Overrides** *(page xvi)* tab.
4. Optionally override the default mappings for a specific labor, part, expense or recurring service item or fee prior to billing.

Actions

- **Manage** - Click to select default external account codes and external account names for each billing type.
  - **Refresh Account Mappings** - Refreshes the drop-down lists from the external accounting package.

Terms tab

Use the **Terms** tab to map terms defined in **Service Billing** to terms defined in the external accounting system. **Terms** are the payment terms agreed to by the customer for payment of billable entries. **Service Billing** terms are defined using the **Lists** *(page lvi)* page and assigned to a customer using the Customer > **General** *(page xvi)* tab. Built-in payment terms include:

- `Due On Receipt`
- `Net 10`
- `Net 30`
- `Net 45`

Actions

- **Map Terms** - Click to select external term names for each service bill term name.
  - **Refresh Terms Mapping** - Refreshes the drop-down lists from the external accounting package.

Configuration

Service Billing Accounting Integration > Configuration

The **Configuration** page integrates the **Service Billing** module with an external accounting system.

> **Note:** See **Integrating QuickBooks** *(page xiii)*.

Actions

- **Edit**
  - **Accounting Vendor** - The vendor providing the external accounting system.
  - **Connection Type** - `Online Edition` or `Desktop (QBWC)`. Different fields display, depending on the connection type you select.
    - ✓ If `Online Edition` is selected, see **Integrating QuickBooks Online** *(page lix)*
    - ✓ If `Desktop (QBWC)` is selected, see **Integrating QuickBooks Desktop** *(page lxvi)*.
  - **Use Classes** - If checked, both **code mapping and class mapping** *(page lvii)* are used. If unchecked, only code mapping is used.
  - **Allow Override** - Applies to both **code and class mapping** *(page lvii)*. If **Allow Override** is checked, override fields for code and class mappings display on several pages and dialogs in the **Service Billing** module. Users can override the default mappings for a selected service billing record.
- **Test** - Click to test the connection to the external accounting system is working. Applies to `Online Edition` only.

> **Note:** The connection for `Desktop (QBWC)`can only be tested using the QuickBooks Web Connector application.

Configuring Service Billing Support Tables

Whichever connection type you select, configure the following support tables in **Service Billing**.

1. Map **Service Billing** billing codes and terms in **Account Mapping** *(page lvii)* to similar billing codes and terms in QuickBooks.
2. Map **Service Billing** customer records with customer records in QuickBooks using the Service Billing > Customers > **General** *(page xvi)* tab.
3. Specify the recurring period for updating customer balances from QuickBooks into **Service Billing** using the Application Settings > **Schedule** *(page lv)* tab.

Integrating QuickBooks Online

New Integration Protocol (QB-API v3)

Quickbooks Online Edition has adopted a new integration protocol. Users of **Service Billing** and Quickbook Online Edition can use the following procedures to upgrade their integration to the new protocol.

Warning: Quickbooks Online Edition will no longer accept the old protocol as of May 15, 2014. Integration using the new protocol requires a VSA patched to 6.5.0.12 or later, or a VSA upgraded to v7.0.

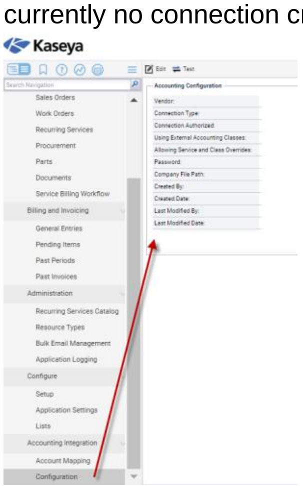
Connecting to Quickbooks Online Edition - For Existing Users

There is no longer a Connection Key as there was with the old integration API. Instead the first time the user connects, the user goes through an OAuth authorization process to obtain an access token from Intuit web services. VSA securely stores that access token for future data access to the Quickbooks account data.

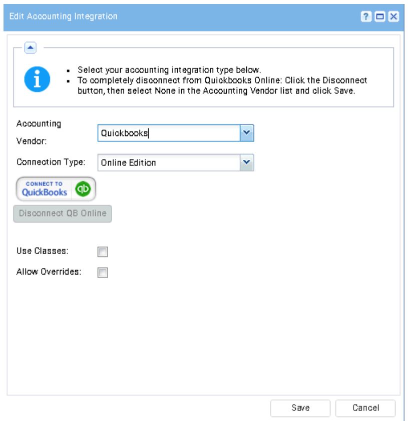
To update your integration:

1. Logon to the VSA.
2. Navigate to the **Service Billing** module.
3. Select Accounting Integration > **Configuration**.

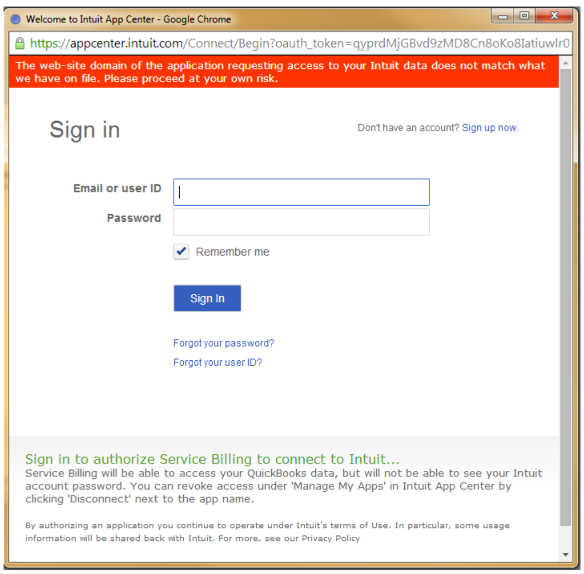
   A new field, **Connection Authorized**, has been added to this page. The value for that field will initially be No. Any attempts to access Quickbooks Online data will fail. A message will indicate there are currently no connection credentials available.



4. Click the **Edit** button. The **Edit Accounting Integration** dialog displays.

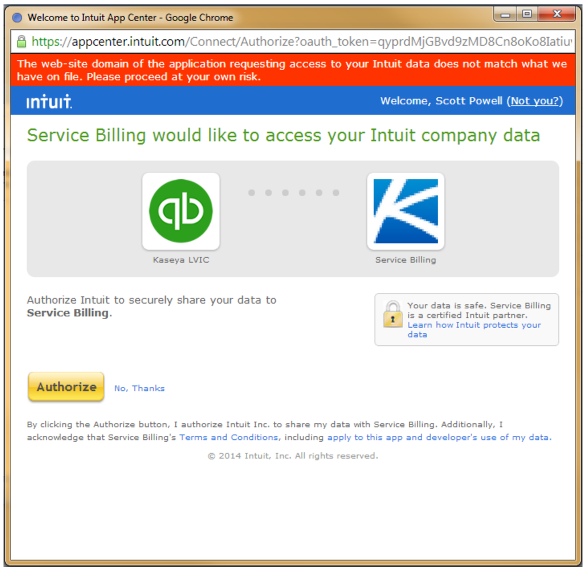


5. Accept `Quickbooks` as the **Accounting Vendor**.
6. Accept `Online Edition` as the **Connection Type.**
7. Click the **Connect to Quickbooks** button. A window opens, displaying the **Intuit Quickbooks Online Edition** sign in page.

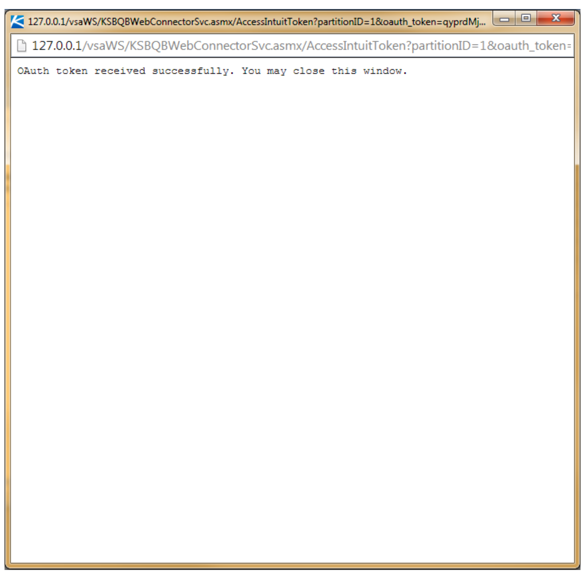


8. Enter the username and password for the **Quickbooks Online Edition** account you want to integrate with **Service Billing**.

9. Click the **Sign In** button. The window displays the **Quickbooks Online Edition Account Authorization** page.

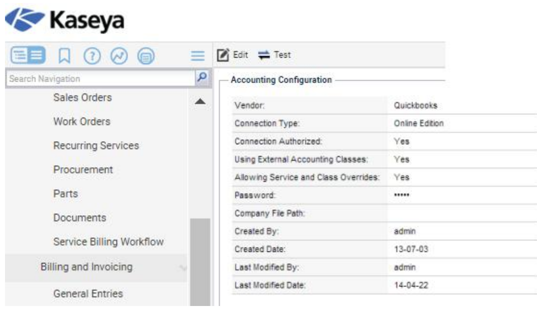


10. Verify the Quickbooks account displayed is the correct one. If the user owns multiple Quickbooks Online Edition accounts, select the one account to be integrated with **Service Desk**. Multiple accounts are not supported.
11. Click the **Authorize** button. A connection success message displays.



12. Close the window.
13. The settings for the **Use Classes** and **Allow Overrides** checkboxes do not need to be changed.
14. Click the **Save** button. The **Edit Accounting Integration** dialog closes.
    - The user is now connected to their Quickbooks Online Edition account through **Service Billing**.
    - All associations between VSA objects and Quickbooks Online Edition objects—customers, classes, terms, etc.—should now work together as they did before.
    - The user should not need to re-authorize unless they choose to disconnect. See *Disconnecting from Quickbooks Online Edition* below.
15. Optionally test the connection by clicking the **Test** button in the main view pane.

- A message indicating the status of the connection test displays.
- In addition the main view pane of the Accounting Integration > **Configuration** page should show `Yes` in the **Connection Authorized** setting.



16. Review sales tax integration as described in *Sales Tax Integration with Quickbooks Online Edition* below.

> **Note:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.

Connecting to Quickbooks Online Edition - For New Users

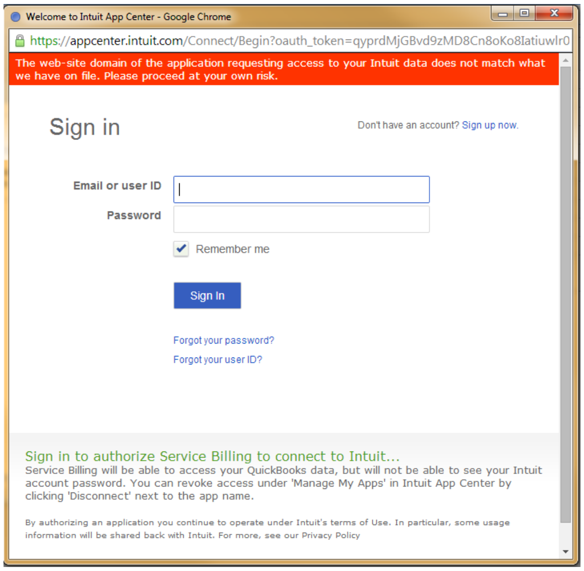
Quickbooks Online Edition uses an Oauth protocol for three-way integration between the user, **Service Billing**, and the user's Quickbooks Online Edition account.

To make this connection:

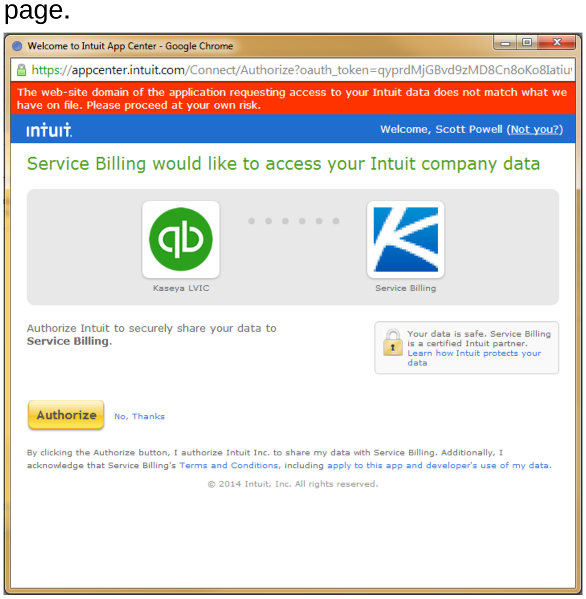
1. Register for QuickBooks Online ®, if you have not already done so.
2. Logon to the VSA.
3. Navigate to the **Service Billing** module.
4. Select Accounting Integration > **Configuration**.
5. Review the **Configuration** *(page lviii)* of **Service Billing** support tables used to integrate with an external accounting package.
6. Click the **Edit** button. The **Edit Accounting Integration** dialog displays.

7. Select `Quickbooks` as the **Accounting Vendor**.
8. Select `Online Edition` as the **Connection Type.**

9. Click the **Connect to Quickbooks** button. A window opens, displaying the **Intuit Quickbooks Online Edition** sign in page.

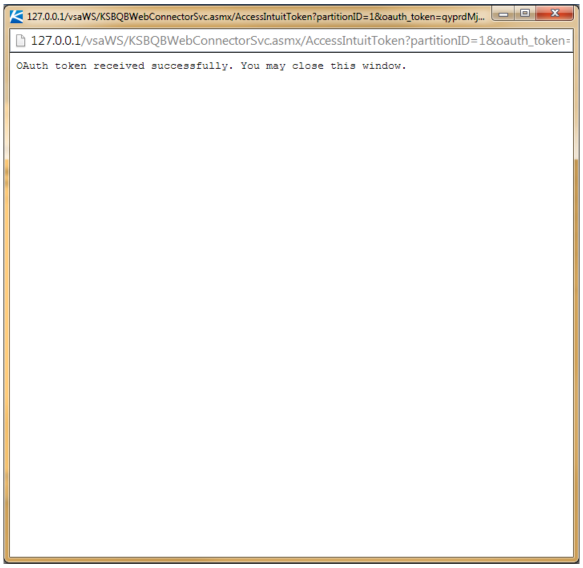


10. Enter the username and password for the **Quickbooks Online Edition** account you want to integrate with **Service Billing**.
11. Click the **Sign In** button. The window displays the **Quickbooks Online Edition Account Authorization** page.

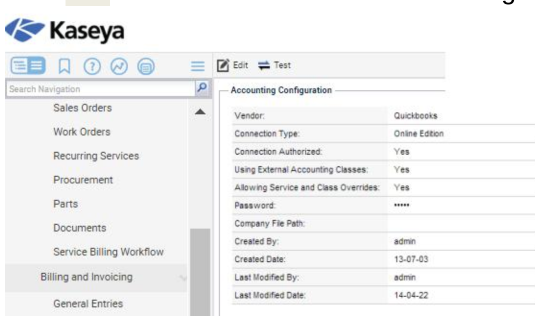


12. Verify the Quickbooks account displayed is the correct one. If the user owns multiple Quickbooks Online Edition accounts, select the one account to be integrated with **Service Desk**. Multiple accounts are not supported.

13. Click the **Authorize** button. A connection success message displays.



14. Close the window.
15. Optionally check the **Use Classes** and **Allow Overrides** checkboxes. See **Configuration** *(page lviii)* for a description of these checkboxes. You can change these checkboxes later if you like.
16. Click the **Save** button. The **Edit Accounting Integration** dialog closes.
    - The user is now connected to their Quickbooks Online Edition account through **Service Billing**.
    - The user should not need to re-authorize unless they choose to disconnect. See *Disconnecting from Quickbooks Online Edition* below.
17. Optionally test the connection by clicking the **Test** button in the main view pane.
    - A message indicating the status of the connection test displays.
    - In addition the main view pane of the Accounting Integration > **Configuration** page will show `Yes` in the **Connection Authorized** setting.



18. Review sales tax integration as described in *Sales Tax Integration with Quickbooks Online Edition* below.

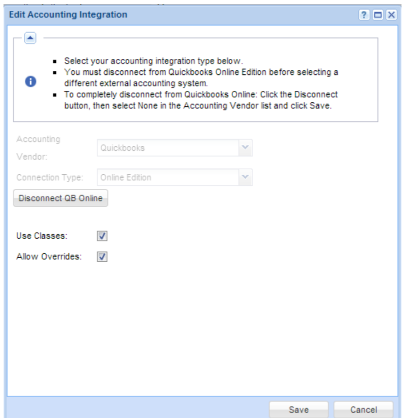
> **Note:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.

Disconnecting from Quickbooks Online Edition

A user may temporarily disconnect **Service Billing** from their Quickbooks Online Edition account without changing any of the other external accounting settings.

1. Logon to the VSA.

2. Navigate to the **Service Billing** module.
3. Select Accounting Integration > **Configuration**.
4. Click the **Edit** button in the main view pane. The **Edit Accounting Integration** dialog displays. When connected to a Quickbooks account, the **Disconnect** button is enabled.



5. Click the **Disconnect QB Online** button.
6. Confirm that you want to disconnect.
7. Click OK on the **Successful Disconnection** message box.
8. Click **Save** to exit the **Edit Accounting Integration** dialog.

   Service Billing is now disconnected from the Quickbooks account but all of the external accounting settings are unchanged. Note that any attempts to export customers or invoices to the Quickbooks account, as well as any attempts to retrieve class, customer, terms or other information from the Quickbooks account will fail with a message indicating that the account is not connected.

Changing the External Accounting System from Quickbooks Online Edition

Once connected to Quickbooks Online Edition as the external accounting system, the **Accounting Vendor** and **Connection Type** dropdown selectors will be disabled. If you want to completely stop using Quickbooks Online Edition as the external accounting system, you must first disconnect from Quickbooks Online Edition as described in *Disconnecting from Quickbooks Online Edition*. Once disconnected, the dropdowns will again be enabled for selecting some other system. If you no longer wishes to use any external accounting system, select `None` as the **Accounting Vendor** and click the **Save** button.

Sales Tax Integration with Quickbooks Online Edition

Due to some changes in the new QBOE API v3 integration protocol, some additional steps may need to be taken to correctly include sales tax on invoices exported from **Service Billing** to Quickbooks Online Edition. **Service Billing** requires that a default sales tax be set up in the users Quickbooks Online Account with a value that matches the default sales tax value set in **Service Billing**.

1. Follow the instructions provided by Quickbooks to set a default sales tax in Quickbooks Online Edition.
2. Follow the instructions for setting the default sales tax in **Service Billing**.
3. Ensure that the two sales tax values match. For example, if the sales tax is 8.25, ensure both values are 8.25.

This does not prevent a user from setting a customer-specific sales tax, a feature already supported in **Service Billing**. Sales tax will still be calculated using the override rate specified for the customer and that sales tax amount will be sent to Quickbooks in the invoice. The user may need to review the invoice in their Quickbooks account and make sure the sales tax code selected for the invoice is correct there. If not, the invoice values will be correct but the total will be flagged if the selected tax code in Quickbooks does not match the calculated value.

Integrating QuickBooks Desktop

You can integrate **Service Billing** and QuickBooks Desktop 2003 or later using QuickBooks Web Connector 2.x.

QuickBooks Web Connector polls **Service Billing** periodically, so changes in **Service Billing** do not display in QuickBooks Desktop for as long as one polling interval. Typically the polling interval is set to one minute. **Service Billing** can also be polled on demand from within QuickBooks Web Connector.

> **Note:** Quickbooks customer address records are only updated in Quickbooks when a *new* **Service Billing** customer record is created. From then on, customer address information must be maintained separately in both systems.

There are three main software components to configure when integrating **Service Billing** and QuickBooks Desktop.

- Configuring HTTPS Access to the VSA Server
- Configuring Service Billing for QuickBooks Web Connector Access
- Configuring and Running QuickBooks Web Connector

When complete, configure **Account Mapping** *(page lvii)*.

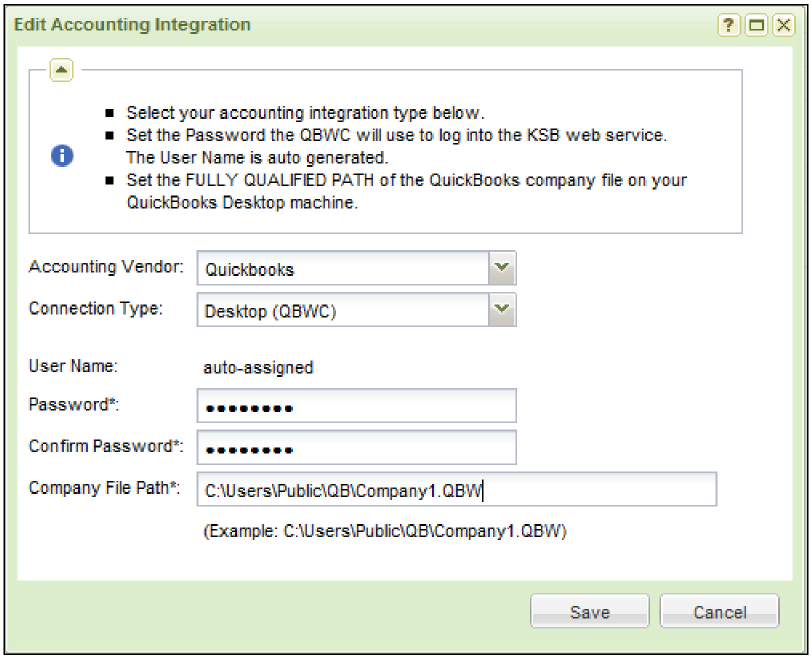
Configuring HTTPS Access to the VSA Server

QuickBooks Web Connector requires HTTPS to connect to any server, including the VSA. If you haven't done so already, configure your VSA server for HTTPS access.

Configuring Service Billing for QuickBooks Web Connector Access

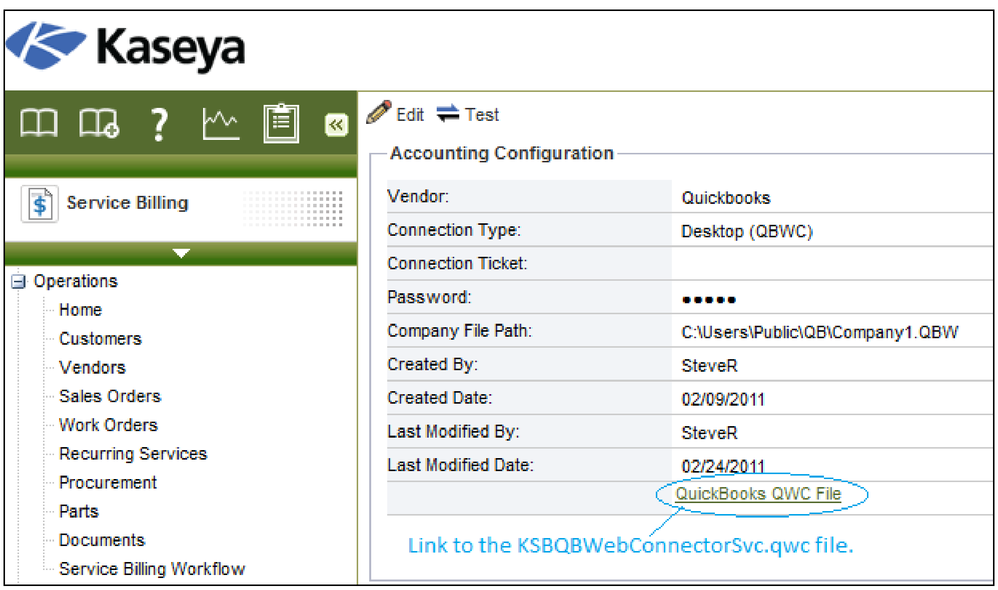
1. Display the Service Billing > Accounting Integration > **Configuration** *(page lviii)* page.
2. Select **Edit** to display the **Edit Accounting Integration** dialog. Enter the following information.
   - **Accounting Vendor** - Select `QuickBooks`.
   - **Connection Type** - Select `Desktop (QBWC)`.
   - **User Name** - This is automatically assigned.
   - **Password** - Enter any password you like. *Remember this password for future reference.* This same password will be entered in the QuickBooks Web Connector application.
   - **Confirm Password** - Same as you entered in the **Password** field.

➢ **Company File Path** - Enter the fully qualified path to your QuickBooks Desktop company `QBW` file. This is a local path on the system hosting your QuickBooks Desktop application.



3. Click **Save**. A `QuickBooks QWC File` hyperlink displays at the bottom of the **Configuration** page.

> **Note:** *If you do not see the* `QuickBooks QWC File` *link on the Service Billing >* **Configuration** *page after saving your connection information, try refreshing the page.*



4. Click the `QuickBooks QWC File` link to save the `KSBQBWebConnectorSvc.qwc` file.
5. Inspect the `AppURL` and `AppSupport` elements of the `KSBQBWebConnectorSvc.qwc` file in `Notepad.exe` to ensure the URLs they contain are *fully qualified*. For example, if the domain information is missing from the URLs in these elements, edit the URLs to include this information.
6. Copy the `KSBQBWebConnectorSvc.qwc` file to a network location that can be accessed by your QuickBooks Desktop system.

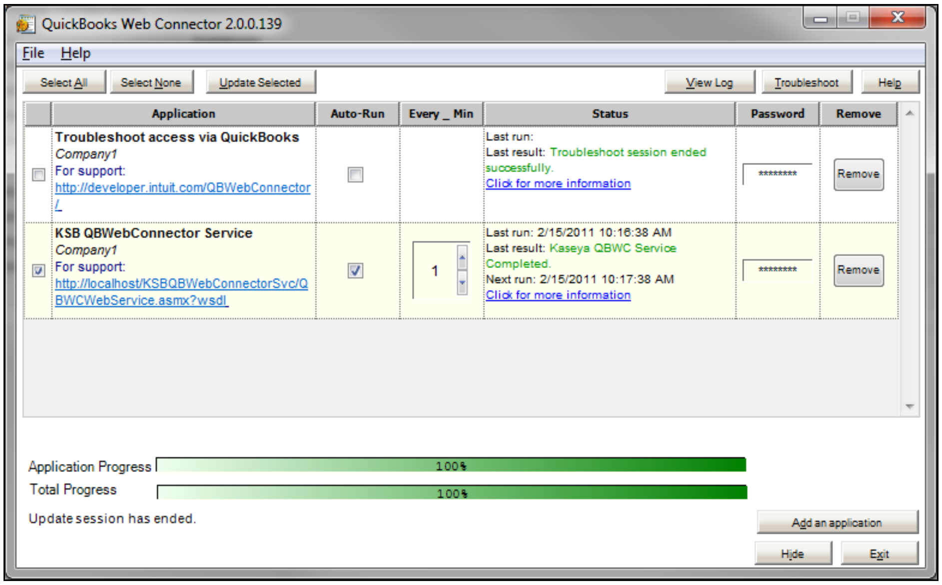
Configuring and Running QuickBooks Web Connector

1. Download **QuickBooks Web Connector** *(http://marketplace.intuit.com/webconnector/)*.
2. Install the QuickBooks Web Connector on your QuickBooks Desktop system. QuickBooks Desktop must be version 2.x or later.
3. Start QuickBooks Desktop, using the same company `QBW` file you entered on the Service Billing Configuration page.
4. Run QuickBooks Web Connector.
5. In QuickBooks Web Connector, click the **Add an application** button. Browse and select the `KSBQBWebConnectorSvc.qwc` file you created earlier in **Service Billing** and click **Open**.
6. An **Authorize New Web Service** dialog displays, asking you to confirm the connection.
   - Select **OK**.
7. A **QuickBooks - Application Certificate** dialog displays, asking what access you want to give the application.
   - Select **Yes, always; allow access even if QuickBooks is not running**.
   - Click **Continue**.
   - In the confirmation dialog, select **Done**.
8. A new row called `KSB QBWebConnector Service` now displays in the main window of QuickBooks Web Connector.
   - Select the checkbox in the far left column.
   - Click inside the **Password** textbox. Enter the same password you entered in the Service Billing > Configuration page.
   - Click the tab key to exit the edit box. When it asks you to save the password, click **Yes**.
9. Test the configuration by clicking the **Update Selected** button.
   - When the update has finished, the `Last result` message in the **Status** column should display `Kaseya QBWC Service Completed` in green.
10. Ensure the checkbox in the **Auto-Run** column is checked.
11. Ensure the number in the **Every_Min** column is `1`.

Note: Kaseya recommends you do *not* change these last two settings. If **Auto-Run** is not selected, QuickBooks Web Connector will not automatically poll **Service Billing**. If the value in **Every_Min** is too high, your QuickBooks data will not be synchronized with your **Service Billing** data.

Warning: The QuickBooks Web Connector application is not a service. *You must leave the application running to process data from* **Service Billing**. You can click the **Hide** button so that QuickBooks Web Connector does not display on the desktop. If you reboot the QuickBooks computer, restart QuickBooks Web Connector.

Note: You do *not* need to leave QuickBooks Desktop running. QuickBooks Web Connector starts QuickBooks Desktop in the background each time it runs.



Troubleshooting

See **KSB Quickbooks Desktop Integration Troubleshooting** *(https://helpdesk.kaseya.com/entries/35977373)*.

Daily Cleanup

Service Billing performs a set of automated activities, usually scheduled once a day. This schedule is set using the Configure >Application Settings > **Schedule** *(page lv)* tab. Scheduled activities include looking at the QWBCJobs queue, and deleting jobs that are at stage `Complete` or `Processed`, and more than a certain number of days old. By default the number of days old is `7`.

Alerts

The Service Billing > **Home** page includes an **Alerts** dashlet. An alert displays in this dashlet if the QBWCJobs queue has been in the `Pending` stage for longer than a specified number of hours. The default is 24 hours. The alert notifies you that your QuickBooks Web Connector application on your QuickBooks computer is not processing jobs. For example, the QuickBooks Web Connector could not be running or have a configuration problem. If the QuickBooks Web Connector application is running, look at the `KSB QBWebConnector Service` row of information. The **Status** column may show errors in red, which can provide information about the problem. The **View Log** button may also contain helpful information.

Service Billing Reports

The following data sets are available to support the creation of custom **Service Billing** report definitions and report templates. They are located in the Info Center > Configure & Design > **Report Parts**.

- Customer Invoice Line Items
- Customer Recurring Services
- Invoices
- Sales Order Summary

- Unbilled Revenue
- Work Order Summary

In addition, the following legacy "fixed format" report definitions are provided.

In This Section

Service Billing - Past Billed Invoices

Info Center > Reporting > Reports > Service Billing - Past Billed Invoices

- Displays only if the Service Billing add-on module is installed.

The **Past Billed Invoices** report definition generates a report listing billed invoices.

Time Range

- **Select the Time Range Type** - Filters by a fixed type of date range.
- **Number Of Days** - Applies only if `Last N Days` is selected time range type.

- **Custom Start DateTime** - Applies only if `Fixed Range` is select time range type.
- **Custom End DateTime** - Applies only if `Fixed Range` is select time range type.

Service Billing - Sales Order Summary

Info Center > Reporting > Reports > Service Billing - Sales Order Summary

- Displays only if the Service Billing add-on module is installed.

The **Sales Order Summary** report definition generates a summary report of sales orders.

Time Range

- **Select the Time Range Type** - Filters by a fixed type of date range.
- **Number Of Days** - Applies only if `Last N Days` is selected time range type.
- **Custom Start DateTime** - Applies only if `Fixed Range` is select time range type.
- **Custom End DateTime** - Applies only if `Fixed Range` is select time range type.

Service Billing - Unbilled Revenue by Customer

Info Center > Reporting > Reports > Service Billing - Unbilled Revenue by Customer

- Displays only if the Service Billing add-on module is installed.

The **Unbilled Revenue by Customer** report definition generates a detailed or summary report of unbilled revenue, by customer.

Parameters

- **Detailed**
- **Summary**

Service Billing - Unbilled Revenue by Item Type

Info Center > Reporting > Reports > Service Billing - Unbilled Revenue by Item Type

- Displays only if the Service Billing add-on module is installed.

The **Unbilled Revenue by Item Type** report definition generates a detailed or summary report of unbilled revenue, by item type.

Parameters

- **Detailed**
- **Summary**

Service Billing - Work Order Summary

Info Center > Reporting > Reports > Service Billing - Work Order Summary

- Displays only if the Service Billing add-on module is installed.

The **Work Order Summary** report definition generates a summary report of work orders.

Time Range

- **Select the Time Range Type** - Filters by a fixed type of date range.
- **Number Of Days** - Applies only if `Last N Days` is selected time range type.
- **Custom Start DateTime** - Applies only if `Fixed Range` is select time range type.
- **Custom End DateTime** - Applies only if `Fixed Range` is select time range type.

Glossary

Activity Type

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** *(page 77)*.

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*.

Billing Set

The fee for a recurring service can be based on a specified set of **managed machines** *(page 76)* called a **billing set**. Billing sets are specified using a combination of **machine groups** *(page 76)* and **views** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)*. Billing sets are unique to each customer record, but can be used with any recurring service associated with a customer. **Public billing sets** *(page 77)* can be used with any customer based on *public* views.

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** *(page 76)* staff using the Application Settings > **My Staff** *(page liii)* 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** *(page xlii)* and **Pending Items** *(page xliv)* 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.

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** *(page 76)* 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.

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
- Note

General Items

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*.

Machine Group

Machines are always defined by **machine group** and machine groups are always defined by organization. You can define multi-level hierarchies of machine groups by identifying a parent machine group for a machine group. You can also move a machine group and all of its associated machines to a different parent machine group within the same organization.

Managed Machine

A monitored machine with an installed agent and active machine ID / group ID account on the Kaseya Server. Each managed machine uses up one agent license.

myOrg

`myOrg` is the **organization** *(page 76)* of the service provider using the VSA. All other organizations in the VSA are second party organizations doing business with `myOrg`. The default name of `myOrg`, called `My Organization`, should be renamed to match the service provider's company or organization name. *This name displays at the top of various reports to brand the report.* Agents installed to internally managed machines can be assigned to this organization. *VSA user logons are typically associated with staff records in the* `myOrg` *organization.* `myOrg` cannot be assigned a parent organization.

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.

Org

The VSA supports three different kinds of business relationships:

- **Organizations** - Supports machine groups and manages machines using agents.
- **Customers** - Supports the billing of customers using **Service Billing**.
- **Vendors** - Supports the procurement of materials using **Service Billing**.

The `Org` table is a support table shared by *organizations*, *customers* and *vendors*. Each record in the `Org` table is identified by a unique `orgID`. The `Org` table contains basic information you'd generally need to maintain about any kind of business relationship: mailing address, primary phone number, duns number, yearly revenue, etc. Because the `Org` table is shared, you can easily convert:

- A customer into an organization or vendor.
- A vendor into an organization or customer.
- An organization into a customer or vendor.

> **Note:** `myOrg` (page 76) is the organization of the service provider using the VSA.

Procurement

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.

Public Billing Sets

Public billing sets in **Service Billing** are automatically created for all "public" views. A public view is a **view** *(http://help.kaseya.com/webhelp/EN/VSA/9050000/index.asp#214.htm)* of a certain type of agent *shared with all other VSA users*. For example, you could create a public view called `All Groups`. This would include the machine IDs in all machine groups for all organizations you are authorized by your scope to access. If you want to create your own public view and public billing set, ensure the **Make public (seen by all administrators)** checkbox is checked when you share this view. Even though a view may show machines in multiple organizations, *billing set counts are always restricted to machines belonging to the billing set's customer (organization (page 76)).*

Recurring Service

Recurring services are billed by recurring calendar time period. *You do not report actuals by recording billable entries (page 75) against a recurring service.* The service is delivered continuously throughout the entire time period.

Resource Type

A **resource type** sets a default rate for a billable labor **item or entry** *(page 75)*. Typically a resource type represents a skill performed by a staff member. A billing rate and standard cost is defined for each resource type required to perform the service. The rate can be overridden when selected. 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** *(page 75)*.

Sales Order

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.

Scheduled Harvest

A **scheduled harvest** populates the **Pending Items** *(page xliv)* page with **recurring services** *(page xxxvii)* that are due for invoicing. Schedule harvesting also updates customer balances from an **integrated external accounting system** *(page xiii)*. You can schedule *on demand* by scheduling once.

Summary

A one-line description of a billable item. A summary field only displays for a billable item if the item is unassociated with a **Work Order** and **Work Order Item**.

Terms

Terms are the payment terms agreed to by the customer for payment of billable entries.

Work Order

A **work order** specifies the delivery of a non-recurring service (**billable item** *(page 75)*). 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*.

Work Types

Work types determine how time entries are integrated with other functions in the VSA. The work type options displayed in your VSA depend on the modules installed.

- **Admin Tasks** - A recurring operational activity not associated with any project.
- **Work Orders** - Only displays if the **Service Billing** is installed.
- **Service Desk Tickets** - Only displays if **Service Desk** 1.3 or later is installed.

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