



## Cycle Billing

---

Cycle billing allows monthly or weekly invoices to be sent out for long-term rentals. Cycle billing allows both arrears billed and advanced billed tickets to be processed in a single step. This way payment may be collected on long term rentals on a periodic basis rather than a lump sum at the end of the rental.

**NOTE:** More than one person may run cycle billing at the same time as long as they use different ID's.

### *How it works:*

1. The original contract remains open throughout the entire term of the rental. Cycle billing generates a separate billing invoice for each billing cycle. (Long term rentals billed for 4 weeks/28 days at a time, but can be billed weekly/7days at a time)
2. Each billing invoice created during the cycle bill process will have its own contract/invoice number. Alert will automatically close the billing invoice when it is generated and post it to the customer's account (AR/FC).
3. The original contract will track how much has been charged and what dates have been billed through.
4. If you are using shift rates or the GPS equipment tracking module (such as TopCon) Cycle billing can bill each month for these rates and meters as they change. If you are not using these features, meter overages will be charged when the final ticket is closed.
5. At the end of the rental period the original ticket will be closed and any additional charges owed will be assessed on the original ticket less the billings sent out
6. On a customer's account, the cycle billing type (RB-arrears bill/AB-advance bill) and frequency (4W/1W) will appear on the AR Setup tab.
7. Each ticket will default to the cycle bill type and frequency on the customer's account, however this can be changed at the ticket level. In order to change the billing type/frequency on a particular ticket call up the ticket, click on F4 name (or click on the customer info section) click on the billing tab. Cycle bill and frequency will show, edit these as necessary and save the ticket.
8. All sales items (including delivery charges) will be billed on the first cycle bill ticket and the quantity will, from that point on, show 0 on the original ticket

## Steps:

1. To access the recurring billing options (from the main screen of Alert ) you can go to:
  - a. Ticket – Financial - Recurring billing
  - b. Customer - AR/Financial- Recurring billing
2. Start the cycle bill process from the recurring billing menu (see step 1). Choose the invoice date. Alert recommends that you always leave today's date in the invoice date.
3. There are three options for location. To skip to the region option leave the location blank and press enter. To get to the entire company option leave location and region blank and press enter. (If regions are not turned on in codes setup it will skip this option)
4. Select the customer types to be billed by placing a check in the boxes you wish to bill or click the select all customers button to bill all open tickets which are due to be billed.
5. Smart billing allows you to send out invoices earlier for the same billing period, which leads to getting payments from customers more quickly.
6. Choose F9 Build List to generate the list of tickets which will be billed.
7. If there are open tickets which are due to be billed but will not be billed an exceptions report will view to screen with a list of these tickets. Reasons a ticket would not bill include:
  - a. Items on the ticket have been checked in, or scheduled for pickup
  - b. The ticket is in stranded / being worked on
  - c. There is a line item with a fixed amount other than \$0
  - d. Ticket has a special rate (depending on your settings)
8. On the list of ticket use F5 Add to add a ticket which does not appear on the list.
9. Use Edit - Delete to remove a ticket not on the list.
10. There may be more than one page of invoices to be billed if the list goes all the way to the bottom of the first page click F3 to check for a next page.
11. F9 Post will generate the billing invoices and complete the cycle bill.
12. Each new invoice number generated will show as the ticket closes.
13. A report will view to screen afterwards to show the invoices generated

**NOTE:** Once the list has been built, if the billing process is interrupted, you will need to run cycle bill recovery in order to process a new session (see cycle billing recovery documentation for directions).