

# Enterprise - Billing Clerk Manual

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## Welcome to Enterprise™ for Billing Clerks!

TempWorks® Enterprise system is the heart of our software. It includes a full front and back office functionality and integrates seamlessly with our other software as well as with 3rd party integrations. This guide is here to provide a road map for back office billing clerks or accounts receivable to help them understand the full functionality of Enterprise.

When we talk about Billing Clerks or Accounts Receivable, we mean anyone who works with the billing process. This can include:

- [Billing Setup](#)
- [Creating & Managing Invoices](#)
- [Documenting Invoice Payments & Adjustments](#)

## New to Enterprise?

If you are brand new to our software, we recommend you start by checking out our TempWorks University Videos. These videos are designed to give you an overview of our system and walk you through some of the basic functionality. For billing clerks, we recommend the following sections:

- [Enterprise 101](#) - provides an overview of important information including how to navigate and what is hierarchy
- [Pay/Bill 101](#)- provides an overview of basic payroll and billing related functionality

There are many videos under these topics that you can watch. We recommend watching just a few videos at a time and following along with the quizzes and workbooks provided.

**Payroll / Invoicing** No tasks to display for your current filter settings

Current Weekend Bill 12/22/2019 763 Unused Timesheets 57 Timesheets Not Paid

Currently viewing 0 of 23399 tasks. View more...

tasks appointments social email

- payroll and invoicing
- time entry
- ▶ check register
- incomplete transactions
- ▶ invoice register
- ▶ other

employee

customer

order

assignment

contact

**pay / bill**

calendar

all options ▶

**information**

*i* Your hierarchy does not allow you to close week. Please change your hierarchy if you need this feature.

```

graph LR
    A[Timecards] --> B[Proofing]
    B --> C[Payroll]
    B --> D[Invoicing]
  
```

**\*Note\*** If you are looking for more training, we offer weekly webinars that you (or your admin) can find and sign up for via [Bridge](#).

The following sections of this guide provide links to articles to learn about different functionality. These sections are organized to help you navigate from basic functionality to some of our more advanced options all with the billing clerk responsibilities in mind.

## Billing Setup

### What is considered Billing Setup?

For each of your customers, you may have different billing needs. Perhaps one customer would like their invoice emailed while another customer needs their invoices separated by job title. Billing setup is specific for each customer

**Buy N Large (Primary)**  
 123 Main St. ID: 4295013744  
 Cokato, MN 55321 Branch: Hennepin East  
 (123) 456-7890

No tasks to display for your current filter settings  
 Currently viewing 0 of 23923 tasks. View more...

tasks appointments social email

**billing schedule**  
 Billing Frequency: Weekly Bill On...

**invoicing**  
 Style: Invoice T Type  
 Invoice Method: Email With Timecard Image  
 Email Template: Invoice to Contact  
 Currency: USD  
 Invoice Handling:  
 CC: Email Address

Create Separate Invoices For Each  
 Department  Branch  
 Order  Worksite  
 Assignment  Supervisor  
 Employee ID  Job Title  
 Week End  Sub-entity  
 Cost Center  Division  
 PO  Department Address  
 Shift  PayCode

**Invoice Recipients**

Name	Title	Contact Method	Details
Burton, Hal	AP	Email	H.Burton@xip.xom
Dale, Jones	Accounts Payable	Email	jones@xip.xom
Daniels, Jack		Email	jack@bnl.xom
Daniels, Jeff	Supervisor	Email	jeff@bnl.xom
Disney, Walt	Owner	Email	waltdisney@xip.xom
Forthright, Shelby	CEO	Email	shelby@bnl.com
Newton, Teddy	Design Director	Email	teddy@bnl.xom

**Invoice Line Items**  
 Field Type: ponumber

Invoice Notes

Check out the following links to learn more about Billing Setup Options:

## Billing Setup Basics

Start with the following articles to gather more fundamental knowledge:

- [Video: Invoice Setup](#)
- [Enterprise - How to Manage Billing Setup on a Customer](#)
- [Enterprise - Customer Adjustments and Invoice Processing](#)
- [Enterprise - How to Email Invoices](#)

## Additional Topic Information

Check out the following optional items you should consider updating related to billing:

- [Enterprise - How to Set up Customer Defaults](#)
- [Enterprise - Ignore Bill Cycle](#)
- [Customer Record Must Haves](#)
- [Enterprise - How to Add a Contact to a Customer vs. How to Add a Contact Role](#)

- [Email Functionality](#)
- [Enterprise - How to Create Purchase Orders](#)
- [Enterprise - How to Configure PEO Setup](#)
- [Enterprise - Departments vs. Worksites](#)

## Billing Setup Process Questions to Consider

Download this file as a PDF (click the PDF icon at the top) and take notes or discuss these questions with your team:

Question	Answer
Will you be emailing invoices, printing them, or both? If emailing, what email will you be sending invoices from? Will you be attaching invoices as PDFs?	
Who will be primarily responsible for setting up a new customer's record?	
Will you be adding additional billing related contacts to the customer record?	
Will you be running credit checks before changing your customer to active?	
Will you be adding an ACA surcharge to all or sum of your customers' invoices?	

Question	Answer
Do your customers require that you track Purchase Order numbers?	
Will you be setting up separate departments for billing purposes?	

## Creating & Managing Invoices

**Payroll / Invoicing**

Current Weekend Bill 12/29/2019 ● 837 Unused Timesheets ● 0 Timesheets Not Paid

No tasks to display for your current filter settings

Currently viewing 0 of 23923 tasks. View more...

tasks appointments social email

payroll and invoicing  
time entry  
▶ check register  
incomplete transactions  
▶ invoice register  
▶ other

Timecards → Proofing → Payroll

**Invoicing**

- 20 Unbilled Weekly Transactions
- 0 Unbilled Bi-Weekly Transactions
- 0 Unbilled Monthly Transactions
- 5 Unposted Hold Off Transactions
- 3 Unsent Invoice Emails

- + Start or continue an invoice run
- ✗ Abandon an invoice run
- ✉ Email invoices
- 📎 Export invoices
- 💰 Pay invoices

employee  
customer  
order  
assignment  
contact  
**pay / bill**  
calendar  
all options ▶

Check out the following links to learn more about the invoicing process:

## Invoice Basics

Start with the following basic invoicing options:

- [Pay/Bill Overview](#)
- [Video: The Invoicing Wizard](#)
- [Enterprise - How to Process Weekly Invoices \(invoice overview\)](#)
- [Enterprise - How to Process Bi-Weekly Invoicing](#)
- [Enterprise - How to Process Monthly Invoicing](#)
- [Enterprise - How to Create a Direct Hire Invoice](#)
- [Enterprise - How to Find Processed Invoices](#)
- [Commonly Asked Questions - Invoicing](#)

## Advanced Invoice Topics

Check out the following articles for more advanced invoice topics:

- [Enterprise - Marking Transactions as Not Payable or Not Billable](#)
- [Enterprise - How to Edit Invoices](#)
- [Enterprise - How to Void an Invoice](#)
- [Enterprise - How to Recast an Invoice](#)
- [Enterprise - How to Merge Invoices](#)

## Invoice Process Questions to Consider

Download this file as a PDF (click the PDF icon at the top of this article) and take notes or discuss these questions with your team:

Question	Answer
Do you invoice weekly, bi-weekly, or monthly?	

Question	Answer
Do you need to invoice any direct hires?	
Do you have any bill-only adjustments that will need to be entered in Time Entry by a billing clerk?	
When do you send out Invoices each week?	
How do you know when a customer has all their time entered and are ready to create invoices? Will you invoice before or after payroll?	
Who on your team will be correcting invoices? How will you be communicating and documenting what has been updated?	

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## Documenting Invoice Payments & Adjustments

**invoice payments - enter payments**

Select Session  
**Enter Payments**  
 Post Payments

enter payment amounts

Find Invoices Quick Pay Lock Box Corrections

Start Date 10/9/2019 Customer Name buy n Branch Name [dropdown]  
 End Date [dropdown] Customer ID [dropdown] Inv Number [dropdown]  
 Inv Amount [dropdown] Inv Balance [dropdown]  
 Show more options

Unpaid  
 Partially paid  
 Paid in full  
 Overpaid  
 Zero Dollar Invoice Only  
 This Session Only

Search Clear Criteria

Default Pay Date: 1/7/2020

Invoice...	Customer	Total	Balance	Pending Balance	Action	Reason	Ch...	Pay Am...	Pmt D...
▶ 48578	Buy N Large	\$875.49	\$0.00	\$0.00	Payment			\$0.00	1/7/2020
▶ 1562674	Buy N Large	\$19,838.56	\$0.00	\$0.00	Payment			\$0.00	1/7/2020
▶ 1563223	Buy N Large	\$161.11	\$161.11	\$161.11	Payment			\$0.00	1/7/2020
▶ 1563224	Buy N Large	\$161.11	\$161.11	\$161.11	Payment			\$0.00	1/7/2020
▶ 1563227	Buy N Large	\$161.11	\$161.11	\$161.11	Payment			\$0.00	1/7/2020
▶ 1563225	Buy N Large	\$161.11	\$161.11	\$161.11	Payment			\$0.00	1/7/2020
▶ 1563226	Buy N Large	\$296.11	\$296.11	\$296.11	Payment			\$0.00	1/7/2020
▶ 1563228	Buy N Large	\$322.22	\$322.22	\$322.22	Payment			\$0.00	1/7/2020
▶ 1563108	Buy N Large	\$816.50	\$816.50	\$816.50	Payment			\$0.00	1/7/2020

payment summary

Total Payments: 0 Total Pay Amount: \$0.00  
 Payments Not Shown: 0

Cancel Next >

This section is all about the Accounts Receivable options in Enterprise. Check out the following links to learn more!

## AR Basics

Use the following links to learn more basic accounts receivable options:

- [Enterprise - Invoice Payments Overview](#)
- [Enterprise - How to Quick Pay Invoices](#)
- [Enterprise - Uploading a Lockbox Feed](#)
- [Enterprise - How to Search and Filter Invoices in Accounts Receivable](#)

## AR Advanced

See the additional articles here for more advanced topics related to accounts receivable:

- [Enterprise - How to Apply Overpayments to Invoices](#)
- [Enterprise - How to Create a Zero Dollar Invoice](#)
- [Enterprise - How to Pay Invoices with a Lump Sum Check](#)
- [Enterprise - How to "Write Off" a Small Invoice Balance](#)



## AR Process Questions to Consider

Download this file as a PDF (click the PDF icon at the top of this article) and take notes or discuss these questions with your team:

Question	Answer
How will you be posting most of your payments? (Lockbox feed, Quick Pay, or Regular Payments)	
Do you need to post payments to different bank accounts?	
What kinds of Actions & Reasons might you need to map to your General Ledger? (ex. payment, write off, adjustment, etc.)	
When will you use Zero Dollar Invoices?	
Will you be writing off small balances? Will there be an approval process? Will you log messages when you do this?	

Question	Answer
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## Related Articles