



Agent Billing and Bulk Payment Processing

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Background

This document details the revamped agent billing process that utilizes: AccountEdge Pro, AccountEdge Connect and (optionally, but ideally) an AccountEdge Merchant Account.

For a quick overview of the new billing process, we strongly encourage you to watch this seven-minute video before getting started: <https://www.youtube.com/watch?v=39maurKlfUs>. At a high level, the setup and work flow can be summarized as follows:

- Prepare for the new billing process (e.g. notify agents, clean up old data, etc.)
- Set up Billing Schedules for your agents in AccountEdge Connect
- Run your first Billing Schedule to automatically generate invoices in bulk (e.g. the 10th of each month)
- Message agents with expired or expiring credit cards to proactively minimize declines
- Approve and process credit card payments against the invoices in bulk (or one-by-one, if not using an AccountEdge Merchant Account) (e.g. the 20th of each month)
- Manage failed payments with bulk email notifications and your hosted Customer Portal

Preparation and Setup

OVERVIEW

The new agent billing process requires an initial investment of time to set up a Billing Schedule and associated recurring invoices (in AccountEdge Connect) for each of your agents. Once your Billing Schedules are established, you are able to take advantage of the repetitive nature of your billing process to save time each month.

Pro Tip

The creation of Billing Schedules will take several hours, depending on your number of agents. We strongly recommend you set up your Billing Schedules well ahead of your first month's billing process.

BEFORE STARTING: INFORM YOUR AGENTS

Prior to your first run of the new system, it is best to let your agents know about the new system. Agents will receive emails, invoices and receipts that will look new and different. In addition, they will have a new way to update their own credit cards using your Customer Portal (optional).

Pro Tip

If you typically deal with credits that are applied to agent invoices, it would be best to inform the agents that their invoices will not reflect any open credits. Credits will be applied manually in AccountEdge Pro, as has been the case historically. A future update will include the ability to apply credits to invoices as they are being created.

BEFORE STARTING: CLEAN UP AGENT INFO

Before beginning the setup process, it is vital to clean up your lists in AccountEdge Pro, which will make the transition easier. Below is a list of details worth updating, if applicable (and don't forget to sync periodically):

- **Add New Agents** - enter any new agents into AccountEdge Pro or AccountEdge Connect. You'll want to do this monthly or throughout the month so that your new agents will be set up in AccountEdge Connect for their first invoice.
- **Collect/Edit Email Addresses** - ensure you have the correct email addresses for your agents (update in AccountEdge Pro or AccountEdge Connect). Agent email addresses will be used to send out invoices and receipts. They are also used when/if your agents update their credit card info (i.e. expiration dates, new cards, etc.) online in the Customer Portal.
- **Modify Payment Methods** - if agents have provided you with new credit cards or new expiration dates, it is best practice to enter them in AccountEdge Connect or AccountEdge Pro ahead of time. In addition, when it's time to process credit cards after sending invoices, the Bulk Processing feature displays all customers with open invoices that have a credit card set up as their payment method. In other words, if you have some agents who are set up with a default method of "Check", those agents will not appear in the Bulk Processing list. Ensure all agent payment methods are accurate.
- **Mark Inactive Customers/Agents** - AccountEdge Connect displays all customers in its lists. Example: when a new recurring invoice is generated in the Billing Schedule, the system will display all active customers/agents in the dropdown list. You should inactivate agents, as appropriate, using the Inactive option on their Card Information/Profile tab in AccountEdge Pro.

BEFORE STARTING: WHAT YOU'LL NEED

Please ensure you have the following prior to setup:

- **AccountEdge Connect account** (required) – AccountEdge Connect is a powerful online collaboration tool that acts as a companion app for AccountEdge Pro on your desktop. You can read more about Connect's features here: <https://www.accountedge.com/pro/connect/>, but signing up for an account here <https://cloud.accountedge.com/admin/signup> is a required element of the new agent billing process. Pick your plan based on your Market Center's usage and needs. For example, you may want multiple users for additional Market Center employees to enter sales mid-month (e.g. as agents purchase signs, etc.).
- **AccountEdge Merchant account** (optional) – while an AccountEdge merchant account is not required, it is highly recommended and is the only way to perform the time-saving batch process of credit cards. Read more here: <https://www.accountedge.com/keller-williams/> about the AccountEdge merchant account, including how to apply online here: <https://cloud.accountedge.com/kellerwilliams>.

- **Your Keller Williams Logo** - download or have handy the KW Logo you'd like to add to your PDF Invoice and Customer Portal.
- **A backup copy of your latest KWAR spreadsheet** - if you have two monitors, you may want the Excel of the spreadsheet on your secondary monitor and a print out of the spreadsheet available (depending on how you prefer to work).

SETUP: CHOOSE YOUR SETTINGS

Spend some time in the AccountEdge Connect Settings tab to ensure you've set up the billing process as appropriate for your Market Center's workflow.

Transaction ID # Setting

When AccountEdge Connect records and syncs transactions, you have the option to either (a) use Transaction IDs that AccountEdge Connect generates or (b) let AccountEdge Pro assign IDs when syncing.

The benefit to letting AccountEdge Connect generate these transaction IDs is that when viewing transactions in AccountEdge Pro, you can see that they came from AccountEdge Connect. Also, AccountEdge Connect is not aware of the next Invoice # in AccountEdge Pro so it cannot assign one from that series. The invoices and receipts that will be sent from AccountEdge Connect will always display the AccountEdge Connect Transaction ID.

It's recommended to turn on the *Use in AccountEdge* option for the various transaction types in AccountEdge Connect. Go to *Welcome/Settings/General/Transaction ID #* to view the list. This setting tells AccountEdge Connect to send down the generated Invoice # during a sync with AccountEdge Pro.

You can customize the AccountEdge Connect Transaction IDs with a two-letter prefix and six-digit starting number. Initially, this defaults to AC000001 and is automatically incremented.

Customer Portal

The Customer Portal is a hosted site where your agents can create an account using their email address stored in AccountEdge Pro. From the portal, agents can view their open invoices, update/add a credit card and make a payment against an invoice using Web Pay (optional).

Log in to AccountEdge Connect and select *Welcome/Settings*, then choose *General*. Enable the Customer Portal.

Customer Portal settings overview:

- **Web Pay** - gives your agents the ability to pay an invoice online (optional).
- **Partial Payment** - allows agents to make partial payments against an invoice (optional).
- **Payment Confirmation to Customer** - sends auto-email confirmations to agents when/if they make a payment online (optional).

- **Payment Confirmation to Admin** - sends you a notification email when an agent makes a payment online (optional).
- **Customer Portal URL Name** - choose a name (words without spaces) that identifies your KW office. The name must be unique to your office (i.e. not simply "kellerwilliams") and will be a component in the URL for your Customer Portal. You can see a preview of the URL as you change the name.
- **Contact Email and Phone** – verify or edit your contact information (email address and phone number) to be displayed in the Customer Portal.
- **Choose and Upload your Logo** - click the Choose file button to browse to and find your preferred KW logo.
- **Choosing your Header and Font Colors** - when choosing a header color, keep in mind your logo's background color. Some logos are on a transparent background and can be easily placed on top of any color header background. If your logo includes (e.g.) a white background and the header color is Black, however, the logo will appear as a white box sitting on a black background. If your logo does include a white background, you may wish to choose White as the Header Background color.

When choosing the font color pay attention to how the font will display against the header color (e.g. white background and light grey text will be difficult to read).

Click *Show Preview* to see how the Customer Portal will look. Once you are satisfied with your setup, be sure to click *Save Changes* at the very bottom of the page.

Pro Tip

Depending on your browser and screen size, sometimes the Save or Record buttons in AccountEdge Connect are below the viewable screen and require you to scroll.

PDF Customization

You have options to customize the invoices and receipts that AccountEdge Connect will generate as emailable PDFs.

PDF Customization settings:

- **Set your company logo and styling** - click *Choose File* and browse for your company logo. The background color of the PDF will be white so ideally you want to use a logo that has either no background (transparent) or a white background. Make sure to select *Display Logo in Header*.
- **Logo Size** - start by selecting "L" to view your logo at its largest size and assess the preview on the invoice sample (lower portion of screen). You may wish to left justify your logo using the *Logo Alignment* option.
- **Set Your Company Name and Styling** - you may not need to display the company name on your invoices if your logo already includes it. MCAs sometimes have a logo with their office name within the logo. If you do wish, however, to include the company

name, decide how you would like to have it aligned. You may want, for example, to have the logo left aligned and company name right aligned or no company name at all.

- **Set Font Size and Styling** – it's best to choose a font size of no larger than 12. Test the different Header Styles to decide which is best for you.
- **Header and Box Color** - you may want to choose a color that is similar or is the same hue as the color of your logo. Or, simply go with grey.

Check the preview and if you are happy with your customizations select *Save Changes*. Keep in mind that the preview is a generic transaction sample. The receipts and other forms will include different information and fields.

Email Configuration

Set up your email settings for invoices and receipts.

- **From Alias and Reply-To** - the *From Alias* will be the name or description (e.g. KW-Austin) displayed in the From field on emails and should reflect your KW office or contact name. The *Reply-To* needs to be the valid email address of the appropriate KW MC employee to respond to agent emails.
- **Email Signature** - add the contact and company name to appear at the bottom of your emails. Can include carriage returns.
- **Send Recurring Invoice Email** – it's recommended to enable this option so that invoices are automatically sent by email when you run the billing schedule. They are sent in bulk when all schedules are approved and set to be recorded.
- **Send Bulk Payment Confirmation** - sends out a payment receipt to your agents when you process credit cards using the Bulk Payment feature; even if you process a single payment in Bulk Payments.
- **Email Template Customization** - customize the subject and body of emails sent from AccountEdge Connect for various transactions.

Pro Tip

The Sale Invoice template is different than the Recurring Invoice Template.

Start by customizing the subject of each of the emails below. When you are done customizing a template, remember to click the Save button on the bottom.

- * *Sale Invoice* - used when sending an email of a sale manually, where the Recurring Invoice template is used when a Billing Schedule is run, recorded and sent in bulk. It's recommended to customize both templates since there may be a time when you want to resend a single invoice to an agent.
- * *Recurring Invoice* – click Recurring Invoice under the Invoice section to view the default email body text. You may want to customize this text with any payment procedures or reminders regarding payment due dates. You may also want to

consider adding a comment about potential open credits and how they will be applied separately and are not reflected on the invoice.

- * *Recurring Web Pay Invoice* - If you have agents that are set up as a Web Pay customer (i.e. their invoices include a Pay Now button to send them to the Customer Portal), you should customize this template.

- * *Payments and Receipts* - choose the Payment section on the bottom to expand, view and edit the payment email templates (including an email for Payment Receipts).

- * *Update Credit Card Email* - useful for credit cards that have expired or will be expiring. There's an option in the Billing Schedule and Bulk Payments (as well as other locations) where you can send an email to everyone in the list with an expired/expiring credit card. The button included in the template will send them to your Customer Portal where they can log in or register using their email on file to update their expiration date or add a new credit card. You can always update the content if you prefer them to contact you directly.

- * *Payment Declined Email* - used in Bulk Payments when, after running credit cards, those agents with declined cards can be sent an email with directions to the Customer Portal to update their credit card. You can always update the content if you prefer them to contact you directly.

General Settings and Card ID

Some Market Centers use the Card ID to identify and select agents when in AccountEdge Pro. The Card ID is displayed on a customer/agent record in AccountEdge Connect and can be searched on when selecting an agent for a transaction. If you rely on this ID for selecting or finding agents, you should enable the Card ID option in AccountEdge Connect.

This option adds a Card ID column to the Contacts list next to the agent names. It also will display the Card ID as a search option when creating a copy of a recurring invoice in the Billing Schedule, which you will likely use to create recurring invoices.

Pro Tip

Sync with AccountEdge Connect at this point so that all of your agents are available and that all changes you've made in AccountEdge Pro are in Connect.

PREPARE TO CREATE BILLING SCHEDULES

Sorting and Preparing Your Excel Spreadsheet

First, make a copy/backup of your KWAR Excel spreadsheet. Next, follow the steps below to sort and prepare your spreadsheet so that you can more easily create batches of invoices based on similar, if not identical, invoice “types” and use them as templates.

Example: half of your agents are billed the same standard amounts each month (maybe they include photocopies, but overall they are similar). In order to save time, it's easiest to create those invoice types for each group at the same time and use them as templates. Simply create the first invoice for the first agent in each type and Save it. Then, in the invoice, select

More/Create Copy and click to select all the other agents in this group who get the same type of invoice. Once you've created Recurring Invoices for those invoice types, you can deal with unique agents at the end of the process.

Instructions for preparing your KWAR spreadsheet:

1. **Sort your item columns alphabetically** - you may have to manually cut/paste the columns. (e.g.) Anual Fee would be the first item column, then B/W Copies, then Consortium, etc.
2. **Delete any item columns that are not in use** - blank columns or items no longer sold.
3. **Remove any variable monthly quantities** (e.g.) B/W Copies should be zero.

Pro Tip

You are setting this up in advance and the quantities may not be final or accurate, therefore they should be zero. Again, the goal is to create groups of recurring invoices based on a single type, which will all have the same quantity for items as a starting point. Later, you will edit the quantities for these variable quantity items. Items with a constant, fixed quantity will be considered "memorized". (e.g.) you may set the quantity for the eEdge fee to be "1", since agents will be billed 1 eEdge each month).

4. **Sort the spreadsheet so that it first sorts on the total amount column and then last name.** This will allow you to see which agents are similar so you can construct Billing Schedules in two or three groups and then add those unique agents later. Unique agents might be those where you (e.g.) charge variable rent amounts by agent.

Pro Tip

If you have an agent in AccountEdge that is set up as Card Designation=Company (instead of Individual) and their first and last name is in the company field, it may not display in AccountEdge Pro and Connect as you would expect or want. (e.g.) if 'John Smith' is in the Company Name field, it will show up in the J's within Connect's various lists. We recommend you to change any such instances to an 'Individual' card designation in AccountEdge Pro and to add the agent's first name to the first name field.

Sync AccountEdge Pro with AccountEdge Connect

Perform a sync from within AccountEdge Pro to ensure that any credits, open receivables, new agents, changes to agents contact info, etc. are synced with AccountEdge Connect.

Back Up Your Company File

It is best practice to make a backup of your AccountEdge Pro Company File, especially during the initial setup and first run of your recurring invoices. You can perform this from the File menu in AccountEdge Pro.

Billing Schedules and Recurring Invoices

CREATE YOUR BILLING SCHEDULE

A Billing Schedule is a group of invoices that are initiated on the same Run Date each month. While the Run Date triggers the recurring Billing Schedule, that date is not *necessarily* equal to the invoices' record date. You are able to edit the Next Run Date which will modify all the invoices dates within your Billing Schedule.

For example, you'll be creating a monthly recurring Billing Schedule with a Next Run Date set to the day that you will record your first set of recurring invoices; let's say the 10th of the month. Once recorded, that Next Run Date will be incremented to the next month (on the 10th). You will still have the option to modify the date that will appear on the transactions when you are ready to perform the Billing Schedule run (e.g. to the 20th), which will only change the transaction date on the invoices themselves.

Pro Tip

It's important to correctly set the date of the schedule for your first run based on the anticipated date you will cut over to the new billing system. If, for some reason, you cannot run the schedule as needed just edit the Next Run Date.

Billing Schedule Instructions

1. Click on the Sales module in the header of AccountEdge Connect and choose *Billing Schedule*.
2. Click *Add Schedule* and give your new schedule a name (e.g. *Monthly Agent Billing*).
3. Choose a Frequency of Monthly and verify that the Sale Type is set to Item.
4. Choose your Schedule Day. This is the day of the month that you would normally record and send out your agent invoices.
5. Check the Start Date. The Start Date should be the date you intend to record your first Billing Schedule. If you are getting ready and setting this up a month in advance where you will be recording invoices for agents through KWAR this month, set the Start Date to next month.
6. Convenience Fee - there's an option to add a credit card Convenience Fee for some or all of the agents that pay you with a credit card. Be aware that some states do not allow for credit card convenience fees. Once you choose this option, you will need to select the Item that is associated with the fee. The Fee Item is the item that appears currently on your agent's invoices. The fee can either be a dollar amount or percentage and will be set up on the agent's recurring invoice, which we will get to later.
7. Once you are satisfied with the Billing Schedule details, click *Save*.

You will likely only need one Billing Schedule to bill all of your agents monthly. Some MCAs, however, may wish to set up another recurring schedule on a different frequency for items that are billed quarterly or even annually. In that case, an additional Billing Schedule can be created that would generate another set of separate invoices. Another approach would be to add those (e.g.) annual items as non-memorized items on an invoice to be billed just once a year.

ADD RECURRING SALES TO YOUR BILLING SCHEDULE

Open the Billing Schedule you just created.

Invoice Date

The schedule's frequency and invoice date are displayed in the top right, which is where you can modify the invoice run date at any point. Again, this date is only used for recording the invoices and does not impact the Billing Schedule's next run date.

Setting Up the First Invoice

It is most efficient for your first agent's invoice to be similar, if not identical, to the invoice for a large group of agents. You will copy this first invoice to be used for as many agents as possible. You can always edit the invoices individually later (before they are approved and emailed).

Pro Tip

You'll use your first invoice as a template for all similar invoices by copying it and repeating this process as many times as possible. You can always edit the invoices individually later. If you assign Jobs to your invoices, do so at the 'template' stage before creating all your invoices. Create a job code for each location that will stay the same each month as you no longer have to create a new one each month. You can modify Job allocations per line item on each invoice as needed.

While in the schedule, click *Add Invoice*. Add an agent's name to this invoice, probably the agent's name that is on the top of your sorted spreadsheet from above. If you are using Card ID, you can enter the Card ID to find a matching agent.

Add all of the items as lines on the invoice in alpha order. This will make it easier to update quantities later. To add a new line to your sale, click *Add Line*.

For those items that are fixed amounts each month (e.g. Consortium Fee) click the Memorized icon so that this quantity and amount are set each month. Conversely, variable (or non-memorized) items are those that may change each month (e.g. B&W Copies).

Pro Tip

To be most efficient, you may want to set the quantity first and then click the Memorize button so that the AccountEdge Connect pop-up warning doesn't come up each time.

For variable items, leave the quantity at 0. You will update those variable items when you are ready to run your first Billing Schedule.

Choose the Invoice delivery to be Email, which will ensure that emails are automatically sent.

If any of your items are taxable, make sure the checkbox is clicked and green to indicate that the line will be taxed.

If you are using a credit card Convenience Fee for who pays by credit card, choose \$ or % and enter in the amount. If you do this for just some agents, you will need to edit those individually later. In that case, leave the fee set for \$0 or 0%.

Enable Web Pay

To allow your agents to pay you online, select the Web Pay checkbox (optional). When you record your invoices, the automatic email will include a Pay Now button for agents to log in and pay the bill themselves. In the event they don't pay, or don't pay in time, you can always charge them later as part of Bulk processing. If you don't want to extend that functionality to your agents, simply don't check the Web Pay box.

Pro Tip

Depending on your Customer Portal settings, agents can still pay you online even if Web Pay is not enabled. Web Pay is what ensures the agents receive an email that includes the Pay Now button.

Save the invoice and mark your spreadsheet for that agent to remember that this bill was complete. Post save, you are viewing your first recurring sale template. Worth noting:

- When the Billing Schedule runs, the email address at the top of the invoice will receive the invoice email.
- *Pause* can be used to pause the billing of an agent. (e.g.) an agent goes on hiatus and should not be billed for a few months. Pause prevents the Billing Schedule from recording invoices for any paused agents. You can deselect the Pause button when you are ready to being invoicing this agent. Invoices skipped will not be recorded.
- The credit card field will display the last 4 digits and expiration date of a credit card. If you do not have a credit card associated with the agent or if the card has expired or is expiring (both will appear in red text), click *Update* to edit or add a new credit card.
- *Approve Sale* is used to approve the sales invoices in this Billing Schedule. **All sales must be approved before they can be recorded and emailed.** Approval can be accomplished all at once, by drilling into an individual sale or one-by-one while viewing the full list of recurring invoices. This gives you the opportunity to ensure that each agent is ready to be billed and their quantities and amounts have been confirmed. Once a Billing Schedule is invoiced, all the invoices are emailed and the schedule is set for the next period.

Pro Tip

You can edit recurring invoices before they are synced to AccountEdge Pro. Once synced, the invoices can be edited in AccountEdge Pro, but not AccountEdge Connect. Any change made in Pro, however, will be synced to Connect.

Copy and Create Invoice

Click the *More* button while viewing the saved recurring invoice and choose *Create Copy*.

Using your spreadsheet as a guide, choose those agents (in Connect) with the same (or similar) total amounts and items. You can just click each one (no need to hold shift key) then select OK. AccountEdge Connect will create the same invoice for each agent in the selected group. You can always create invoices one at a time, but using a typical agent invoice as a template (to be copied) is the most efficient way to create multiple invoices at once.

Mark those selected agents on your spreadsheet. Remember that if an agent's First and Last name are in the Company Name field, you will not find them in the sort order (e.g. John Smith would be found in the "J's").

Pro Tip

If you have hundreds of similar invoices, you may choose to copy and select 25 or 50 agents at a time, just in case you click away by accident and lose your unsaved work.

- To make additional copies, perform the same steps above. Any invoice can be used as a template when creating a copy for a new agent or groups of agents. **When creating a copy or when adding a new recurring sale, only customers that are not already in the schedule will appear in the customer select from lists.**

Create Unique Invoices

When you have grouped and copied all agent invoices that are materially similar, it is time to create invoices one-by-one. Still, it makes sense to start with an existing sale you just created that is similar (in some way) as a starting point or template. Find one in the Billing Schedule list of recurring sales and open it. Choose *More* and *Create Copy* and make one or more copies for an agent(s).

Find the copy you just created for the agent and open the sale. Click edit and add (or remove) rows for any additional items or different memorized amounts or quantities.

Pro Tip

Rent is an item in your AccountEdge Pro Item list, but it might be billed at different amounts based on office size. Because the system is designed to bill in quantities, set the item price to that particular agent's rental amount, leaving the quantity at 1.

Adding Convenience Fees

If you include a Convenience Fee for only some agents, find those agents in the Billing Schedule, edit each of their invoices and choose \$ or % for the Convenience Fee method and enter the dollar or percentage. Save your changes.

When the invoices run, those with a Convenience Fee will have a line added on the invoice for the Item defined when you created the Billing Schedule with a quantity of 1 and the correct amount added.

Updating Variable Items

If you have final numbers for this month's variable billing (e.g. B&W Copy amounts for the month), find those agents with variable amounts and enter the quantities. Work from the Recurring Sales view of the Billing Schedule that includes the list of all of agents.

Pro Tip

Click on the (Customer) header to sort the list by Last Name/Company Name. You can also use the search box to find a specific agent.

To update a quantity, either use the + and - icons to increase/decrease the amounts or select the quantity and type in a new number. You can also open the invoice, click edit and change

the line item details. Save the invoice.

If your schedule has too many columns to fit on screen, you can horizontally scroll by using the scroll bar on the bottom of the window. Ideally, if you view the browser in full screen, you can view all columns. You can also sort the Item columns in the Billing Schedule by clicking the header.

It is important to remember that, for next month's billing, the items that are not memorized will have their quantities reset to zero when the schedule is run and invoices are sent out.

Once finished with an agent, select *Approve* on the corresponding row on the Billing Schedule, or while viewing the invoice. Your approval will lock the sale to prevent further changes. You can always *Unapprove* the invoice if you need to edit further.

Select Approve All to select the rest of your invoices in this Billing Schedule. Invoice All can only be selected once all invoices have been approved.

VIEW THE BILLING SCHEDULE

You can select a specific page to view and define the number of sales to show per page to make scrolling through the list of Recurring Sales faster.

Add a bookmark to a recurring sale along with a note that you can use as a reminder or to simply flag select recurring sales. You can color code the bookmark to differentiate between different notes. The More menu has a new option where you can choose your agent or multiple agents and add a bookmark with a note. Alternatively, you can right mouse click on an agent name in the list and add a bookmark with a note. To edit a note, click the bookmark and select Update or Delete. The search bar will also let you search for bookmarks by color. You can type in just Blue, Red, Yellow, Pink, Brown, Green, etc. and it will return any sales tagged with those colored bookmarks.

You can now export the Billing Schedule List to Excel using the icon in the top right corner of the list. This can be helpful if reconciling against other systems or documents.

RUN THE BILLING SCHEDULE

At this point you have completed the following:

- ✓ All of your agent recurring sales have been created.
- ✓ All variable amounts for the month (e.g. B&W copies) have been updated.
- ✓ All invoices have been approved, as appropriate.

First, confirm the Invoice Date on the top right of the schedule. If you want to change the Invoice Date (e.g. you want it on a Monday), edit the date. Remember this only changes the date that appears on the invoices and does not change the Billing Schedule's Next Run Date, which can be edited separately.

Next, check the Email Setting using the button on the bottom of the schedule to see if emails with invoices will automatically be sent upon recording.

Finally, click *Invoice All* when you are ready to run the Billing Schedule. You will get a dialog box confirming that you want to Invoice All. Select *Continue* and you will see the Status change to Processing while it is recording your invoices and sending your emails. You are able to select *Close* when you see the dialog confirming that invoices are being sent. At this point you can navigate to other windows if needed, but ideally you would leave AccountEdge Connect running in the browser. You can also click the header to sort the Status column.

Recording and emailing the invoices will take a few minutes, depending on how many agents you are billing. Once complete, the scheduled Invoice Date and Next Run Date will advance to next month and the variable items will be reset to zero.

AFTER THE BILLING SCHEDULE RUNS

Syncing with AccountEdge Pro

Prior to the first sync with AccountEdge Pro, after your initial recurring invoice run, it is recommended that you perform a backup of your Company File (from the AccountEdge Pro File menu).

Now sync with AccountEdge Pro to have all of those newly created AccountEdge Connect invoices imported to your company file.

Pro Tip

Sync performance will always be better and faster in single-user mode and without others in the company file. Syncing in multi-user mode can take 2-3x longer (depending on the number of agents and sales being synced).

Once the sync is complete, navigate to the Sales Register in AccountEdge Pro and review the newly created invoices to double check your first billing schedule run.

MANAGING CREDITS

Credit Memos can be created in either AccountEdge Pro or AccountEdge Connect and are synced.

Applying Credits in AccountEdge Pro

If you have agents with open credits (e.g. agents that paid in advance or received any other credits), apply those credits to their invoices in AccountEdge Pro using the process you use today: Settle Returns and Credits. You can apply a credit to an open sales invoice or pay a refund to the agent. Ideally, you should apply credits after the Billing Schedule runs and you Sync with AccountEdge Pro; especially in the instance when an agent pays their bill online in the Customer Portal using Web Pay.

Creating, Viewing, Applying Credits in AccountEdge Connect

Credit Memos can be created using the sales functionality in AccountEdge Connect by selecting Add Transaction>Credit Memo. This process is identical to the process in AccountEdge Pro. You can filter the sales list and select Transaction Type to see all your open Credit Memos. By selecting a Credit Memo you can apply it to a sale by selecting the Apply to Sale button. Then, you can define how much of the credit to apply to the open receivables for

that agent. An Applied Credit Receipt is created, which you can then print or email (using your default invoice template) to the agent.

Applying Credits using the Customer Portal and Web Pay

To allow your agents to apply their credits to their monthly bills, you'll need to turn this feature on using Settings>General>Customer Portal and selecting Allow Customer to Apply Credits. When an agent logs in to the Customer Portal they'll see a notification alerting them to the credits available on their account. They can click to open the Apply Credits window to view their unapplied credits, select one, and use the Apply to Sale button to apply it to any open invoice. This will generate an Applied Credit Receipt that can be printed or emailed (using your default invoice template).

Important Note: Only credits created after September 1, 2018 can be applied by your agents using the Customer Portal and Web Pay.

ROUTINE MAINTENANCE

Adding a New Item

If a new item needs to be added to your recurring invoices in a Billing Schedule, open the schedule with the list of recurring invoices. Choose the *More* button and select *Add Item*. Choose the Item that you wish to add to all of your invoices, as well as the quantity. The quantity may be set to zero (to be updated individually later) or set to an amount that is fixed/memorized.

Adding New Agents

When new agents come on board throughout the month, enter their contact and billing details in AccountEdge Connect or AccountEdge Pro. Then, sync. If adding the agent in AccountEdge Connect, choose *Contacts* in the header to open the contact module and choose *Add Contact*.

Once the agent is in AccountEdge Connect, open the Billing Schedule and find an agent that is billed similarly (to use as a template), open that recurring invoice and use the *Create Copy* option from the *More* menu to select the new agent. Once complete, find the new agent and open their recurring invoice and make any necessary adjustments.

Removing Agents

If an agent is no longer with your office, you will want to remove them from the Billing Schedule. Find the agent in the appropriate Billing Schedule, open their recurring invoice, then click the *Delete* button, which will remove the recurring invoice from the schedule.

Pro Tip

*When removing an agent, you may want to mark the agent's customer record as Inactive so that they do not appear in AccountEdge Pro lists. **You can Hide Inactive contacts from the full contacts list by clicking the checkbox above the contacts list. To make a contact inactive, edit the contact and click the Inactive Contact checkbox to turn it green.** The Jobs and Items lists also have the same Hide Inactive option.*

Tracking Your Variable Item Quantities

The workflow may differ from MCA to MCA, but there are a few approaches that can be taken to track variable item quantities (e.g. how many copies an agent uses in a given month). You can continue to manage a spreadsheet to track any quantities that change throughout the month and work off this spreadsheet. There may be other paper work that you use to track items throughout the month, such as front desk invoices or your copier usage report, and you can use any of these as your master tracking documents.

You can also log in to AccountEdge Connect and change a quantity as it occurs without the use of a spreadsheet or tracking documents. These changes will be retained. (e.g.) an agent might come into the office mid-month and order signs. You can add that quantity of signs directly onto their monthly recurring bill's variable quantity for next month's billing.

Handle Outdated Credit Cards

EXPIRED/EXPIRING CREDIT CARD EMAILS

A few days in advance of processing credit card payments, it's best practice to send emails to agents whose credit cards have expired or will be expiring. Steps to send the emails in bulk:

- View and/or edit the *Card Expiring* email template found in Welcome/Settings/General/Email Configuration and under the Payment section (in AccountEdge Connect). The email includes a link to your Customer Portal so that the agents can safely and securely update their credit card on their own.
- Sync with AccountEdge Pro prior to sending the emails in case any credit cards have been added or updated in AccountEdge Pro.
- In AccountEdge Connect, click on *Sales* and then *Bulk Payments*. Choose *Recurring Sales*, which only shows sales created from a Billing Schedule. Check the *Include Web Pay* checkbox to also display agents with invoices that were set up to use Web Pay (optional).
- From the bottom of Bulk Payments window there is a *More* button with an option to *Send Expired Emails*. Only choose this option when you are ready to send the emails. Upon clicking, emails will be immediately sent to anyone in the list that includes an expired card or a card that is expiring within the month.

UPDATE EXPIRED CREDIT CARDS - MANUALLY

While the Customer Portal allows the agents to autonomously edit their credit card information, you also have the ability to update credit card information from several places within AccountEdge Connect:

- In the Bulk Payments List, in the Payment Method Column, click the blue Update button.
- On a recurring sale in a Billing Schedule, click the Update button next to the payment method on the top left.

- From a customer record in Contacts under the Payment Method tab.

In AccountEdge Connect, you can (a) remove the agent's credit card and add a new one, or (b) update the expiration date, or (c) change the zip code associated with the billing address.

Payment Processing

BULK PAYMENT PROCESSING

Follow these steps to process your credit card payments in bulk:

- Sync with AccountEdge Pro to ensure all customer and sales details are up to date.
- Go to *Sales* and choose *Bulk Payments*.
- Click on *Recurring Sales* (note: *All Sales* includes any open Receivable whereas *Recurring Sales* only shows those sales that were created in AEC Billing Schedules).
- If you want to charge agents who are also set up with Web Pay (i.e. they received an email and invoice with a Pay Now link), mark the checkbox for *Include Web Pay*.
- Check the *Email Settings* by clicking the button on the bottom to determine if you would like Payment Receipts to automatically be sent out when a payment is processed.
- The first time you process your payments in bulk, it's a good idea to test a few of them as follows:
 - Check the *Charge* box for the first sale in the list (or any sale you would like to charge) and click the *Charge Selected* button.
 - The resulting dialog box will display how many invoices are set to be charged. Click *Continue*. If you are sending Payment Receipts, you will receive a message that emails will be sent once processing is complete.
 - While the system is processing, a message will appear in red with a spinner in the Remarks column.
 - Once complete, the sale you selected will disappear from the list (if successful) or a "declined" notice will appear in the Remarks column (if unsuccessful).
 - Now choose five payments to process by selecting five invoices. Click *Charge Selected*.
 - Once some or all are successful, sync with AccountEdge Pro and check for the successful payments. The date of the payment should be the processing date.
 - Once you are satisfied and would like to continue, process the remaining invoices. Again, check that you are viewing *Recurring Sales* and have the *Include Web Pay* checkbox selected (unless you want to charge any and all open A/R that you have a credit card on file for).

- Click *Select All*. Once all payments are selected, you will be able to select *Deselect All*.
- Click *Charge Selected*
- A message will display the number of sales set to be processed and then a message will inform you that *Payment Receipts* will be emailed (if enabled). Click *Continue*.
- The *Remarks* column will display “Processing” for each sale along with a spinner to indicate that it is processing. **With a large number of sales, and depending on your internet connection and time of day, bulk processing may take upwards of 15 minutes.** At this point, feel free to leave this window open and unattended until processing is complete. You can also sort the *Remarks* column.
- To check on the status after a few minutes, you can always click on *Payment History* in *Sales* (in the blue bar) and see that payments have been processed and recorded as transactions. Any payments that were declined will show in red in the *Payment History* list. You can click through the payment to either view the sale it was against or click to try to process the payment again. There’s a new tab that will display the results of *Bulk Payments* that have been processed. It will display the results of the payments that were processed in a batch. From here you can click through to see the specific payments, and which ones have failed.
- After *Bulk Payments* have been processed, a dialog will display results of the batch that was submitted; including the number of successful and declined payments.
- Sync with *AccountEdge Pro*. Keep in mind that depending on the number of payments, this sync may take several minutes. Again, it’s recommended to sync in single-user mode for best performance. **Do not Force Quit AccountEdge Pro, it could leave transactions marked as Synced, that are not in AccountEdge Pro**

DECLINED CREDIT CARDS

Once processing is complete, the *Bulk Payment* list will detail any payments that were declined. You may wish to send a bulk email to those agents with declined payments by selecting the *More* button and choosing *Send Payment Declined Email*, which will send an email to those in the list that have a Remark of *Declined*. This customizable email will be generated from the email template found in *Welcome/Settings/General/Email Configuration* and under the *Payment* section. The email will include a link for the agent to log in to the *Customer Portal* to update their credit card information.

SINGLE PAYMENT PROCESSING

At any point, you can choose to attempt to process (or re-process) a payment by selecting the *Charge* checkbox and choose *Charge Selected*. Once a recurring sale is created, it is like any other invoice and a payment can be applied manually at any point. You can use *Receive Payments* in *AccountEdge Pro* or *AccountEdge Connect* to apply a check payment or manually process a credit card. Or, your agent can log in to the *Customer Portal* and use *Web Pay* to view and pay their open invoices.

To process a payment within *AccountEdge Connect* manually, from the *Sales* module in the

register, select *Add Transaction* and choose *Add Payment*. Select the agent's name and enter the amount to be applied to any open invoices. Choose the payment method and choose *Continue* where you can process a payment with the agent's stored payment details or enter a new card.

ONE TIME CHARGE

If you need to process a sale and payment on the spot, you have the option to do so in AccountEdge Pro or AccountEdge Connect by creating an item sales transaction.

In fact, you may want other users in your office to access AccountEdge Connect so that they can enter sales and record payments (e.g.) an assistant MCA or someone at the front desk. AccountEdge Connect allows you to configure each user's permissions to only display the module(s) (e.g. Sales) applicable to their role.

To create a sale and payment, the Connect user would:

- Click the Sales module and click *Add Transaction*.
- Select the agent's name.
- Add the appropriate items to the sale and enter the amount being paid today.
- Select a payment method and click *Details*, which will allow them to process a payment using the credit card on file (or add a new one). Click *Save*.
- Once saved, a paid invoice can be emailed or downloaded to print.

Getting Help

Technical Support and Customer Service

Dedicated Keller Williams hotline: **800-836-1812** (Monday thru Friday 9am to 6pm ET)

Email Support

Email your questions to: kw.us@priority-software.com

Keller Williams YouTube playlist

A variety of AccountEdge videos for Keller Williams Market Centers:

https://www.youtube.com/playlist?list=PLXb6crPkkIVIXbIO_3NJrn4fj3Y5dSpup