



**GoServicePro**  
Service Solutions - Delivered!

**Service Billing**  
**Using**  
**Billing Advisor™**



	00	30	00	30	00	30	00	30	00	30	00	30	00	30	00
1. Edward...															
2. Done...															
3. Mike...															
4. Bill...															
5. Service...															



## GoServicePro Delivers Service Solutions for:

- ▶ **Customer Service**
- ▶ **Contracts**
- ▶ **Scheduling & Dispatching**
- ▶ **Mobility**
- ▶ **Partner Integration**
- ▶ **Logistics**
- ▶ **Billing**
- ▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

[www.GoServicePro.com](http://www.GoServicePro.com)

Or email us at:

[info@GoServicePro.com](mailto:info@GoServicePro.com)

**M**anaging billable charges from service activities is a critical element of many service organizations. Service revenues can be generated from renewable service contracts, extended warranties, time and materials (T&M) based labor activities and the sale of replacement and upgrade parts. The goal is to grow service revenues by ensuring that no billable charges are lost or overlooked, and that invoices are produced as timely, accurately and automatically as possible. A fully integrated service billing system enables customer invoices to be generated automatically, based on the pre-defined terms and conditions of the contract for each customer. The net result is that billing disputes, concessions, revenue leakage, and accounts receivables backlog can be dramatically reduced.

GoServicePro provides Service Management Solutions (SMS) designed to support the entire closed-loop service delivery process – Customer Service, Contracts, Scheduling & Dispatching, Mobility, Partner Management, Logistics, Billing and Reporting.

Generate timely and automatic service billing ...  
Integrate seamlessly with back-end finance systems ...

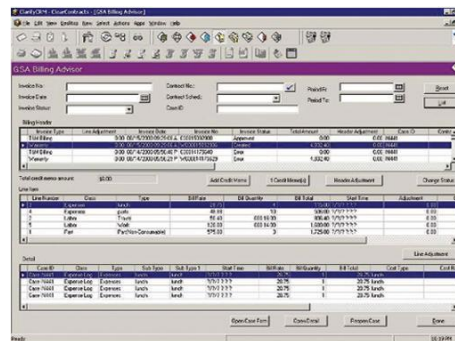
GoServicePro's Billing Advisor™ enables automatic generation of billing records for contract, T&M, and parts sold based on the specific terms and conditions defined in the contract for each customer. Billing Advisor™ allows contracts to be set up with variable labor rates, parts prices, travel reimbursement rates, expense markups and event charges. The system supports a variety of billing scenarios from annuity contracts to extended warranties to T&M labor to pre-purchased service packs. Billing can be calculated immediately upon completion of service or held until the monthly or quarterly billing cycle. Rollup and consolidated invoice settings allow for customized invoice generation on a customer by customer basis. Integrated financial management makes it easy to monitor monthly invoicing processes, as well as analyze overall contract profitability, total billings, revenue earned, work in progress, and service costs on a customer by customer basis. Invoices and journal entries are automatically created to support revenue recognition and integration with back-end financial AR and GL systems. Additional functionality for supporting partner payables enables automatic generation of outbound payment records when service is performed by 3<sup>rd</sup> party service providers.



- ✓ **Fully track GL transactions for your entire service business**
- ✓ **Create outgoing invoices and payables records for time, expenses, parts and contract charges**
- ✓ **Consolidate invoices across multiple contracts**
- ✓ **Provide service estimates to customers while on-site**
- ✓ **Integrates with any financial system for AR, AP and GL**

## Billing Advisor™ Features

- Automatically calculates charges for labor, expenses, parts, event charges and contract annuities based on configurable contract parameters
- Labor Price Books and Pricing Matrix support pricing with contract, customer, territory or market specific adjustments, overrides, discounts, uplifts, fees, labor rates and expenses
- Support for multiple billing frequencies and cycles including monthly, quarterly, annual, semi-annual, fiscal month and fiscal year – in advance or in arrears
- Automatic generation of financial schedules for order booking, invoicing, revenue recognition and warranty reserve per contract
- Support for full or partial period billings, mid-term contract adjustments and cancellations
- Calculation of charges for duration based and pay per use scenarios
- Capture both revenue and cost related data for easy analysis and reporting of contract profitability
- Automatically prepares invoice line items and billing headers for export to AR systems
- Provides estimates of service charges to customers while on-site for pre-approval before service delivery
- Configurable roll-up parameters allow each customer to specify the desired level of detail on their invoices
- Support for tax calculations based on stored tax rates or using web based tax services
- Data mapping capabilities enable generation of GL entries including AR (sales, taxes, etc), AP (3<sup>rd</sup> party services, expense reimbursements), Inventory, COGS, WIP, Revenue Recognition and Warranty Reserve
- Automatic summation of like transactions resulting in consolidated journal entries for export to GL systems



Billing Advisor Form

- ✓ Increase Revenue
- ✓ Increase Customer Satisfaction
- ✓ Improve Operating Efficiency
- ✓ Reduce Costs

## Business Benefits

### Increased Revenue

- ✓ Improve accuracy of invoices
- ✓ Shorten billing and collection cycles
- ✓ Reduce improper or lost Time and Materials billing data
- ✓ Reduce payment delays
- ✓ Easily identify most profitable contracts and customers

### Increased Operating Efficiency

- ✓ Automatic generation of time and expense reports
- ✓ Improved contract profitability through reporting
- ✓ Automatic generation of invoices and service related journal entries

### Increased Customer Satisfaction

- ✓ Reduce customer billing disputes through more accurate invoicing
- ✓ Provide service estimates while on-site (with optional Wireless Advisor™ module)
- ✓ Customer specific invoice formats and detail levels
- ✓ Customer specific invoice frequency

### Reduced Costs

- ✓ Decrease billing and collection efforts
- ✓ Reduce payment delays due to incorrect invoices
- ✓ Improve accuracy of payables calculations to 3<sup>rd</sup> party service providers

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