Billing

Table of Contents

Introduction

This guide shows you how to bill a load in Transport Pro, and explains the "billing queues" that you see under the "Billing" tab in Transport Pro. The system allows you to easily bill customers, whether you bill directly, or need to send schedules to a factoring company. We will cover each scenario in the guide.

Billing Dashboard

Billing users will likely log into Transport Pro and start their day on the "Billing Dashboard." This dashboard shows several general billing statistics as well as what the action items are from a billing perspective.

For example, billing users will be able to see how many loads in the system have been delivered, are waiting for documents, and need to be billed.

Below is a screenshot of the Billing/Collections Dashboard. Let's define the pending billing stats that the dashboard displays. To get to the billing dashboard, go to Billing>Billing Dashboard.

NOTE: Although this is technically a billing AND collections dashboard, this guide will only cover billing, as not all customers may be using Transport Pro's accounts receivable (AR) module to record payment against loads. If you want to learn more about collections/AR, please see our AR guide.

Billing/Collections Dashboard

Pending Billing Stats		Revenue Stats		
			MTD	YTD
Loads Delivered - Not Billed	146	Revenue	$1,100.00	$196,960
Loads Delivered, Docs Received - Not Billed (RTB)	10	Load Revenue	$1,100.00	$196,909
Loads Delivered, Docs Received - Not Billed (Locked)	0	Misc Revenue	$0.00	$51
Loads w/ Billing Lock	15	Cash Receipts	$0 (0)	$7,116 (11)
Waiting for Documents	142	Non A/R Cash Receipts	$0 (0)	$0 (0)
Pending Freight Bills	40	Num of Loads	1	124
Queued for print	305	Customer Calls	0	0
Loads Queued For Rebill	55			
Active Customers	193			
Suspended Customers	0			
Customers Under Contract	24			

Explanation of Pending Billing Stats:

The blue text represents hyperlinks, so you can click on this number to be redirected to the list or queue.

Loads Delivered - Not Billed: This is the number of loads in the system that have been delivered, but not all of the required documents have been indexed yet, and the load has not been billed. You can click on this stat to get redirected to this list of loads. From here, a billing user will go into each load, upload the required documentation and then approve the load for billing [i.e. mark the load ready to bill (RTB)].

Loads Delivered, Docs Received - Not Billed (RTB): This is the number of loads that have been delivered, all of the required documentation has been indexed, but the loads have not been approved for billing yet. A billing user can click on the number to be redirected to this list of loads. From there, the user can go into each load, review it for accuracy, and approve the load for billing [i.e. mark the load ready to bill (RTB)].

Loads Delivered, Docs Received - Not Billed (Locked): This is the number of loads that have been delivered, all of the required documentation has been indexed, the loads have not yet been approved for billing, and there is a billing hold on these loads for some reason. A billing user can click on the number to be redirected to this list, and then go into each load and review the reason that the load was placed on a billing hold. From there, the billing user can determine if the billing lock should be removed, and approve the load for billing. Or, perhaps, the load needs to remain locked for now. For example, maybe you're waiting to bill the customer for detention.

Loads w/ Billing Lock: This is the number of loads that have been locked for billing, or in other words, someone has put a billing hold on these loads, regardless of status. A billing user can click on the number to be redirected to this list, and then go into each load and review the reason that the load was placed on a billing hold. From there, the billing user can determine if the billing lock should be removed, and approve the load for billing.

Waiting for Documents: This is the number of loads that have been approved for billing, or in other words, have been marked ready to bill (RTB) without all of the required documentation being on file. You can click on this number to be redirected to the "Waiting for Documents" queue. You can also find this queue by going to Billing>Load Queues>Waiting for Documents. You can think of this billing queue as a safeguard that the system has in place to ensure that users aren't sending off billing packets to customers with missing documents.

If you navigate to the "waiting for documents" queue and hit "search" you will see the loads that have been approved for billing without the required documentation indexed. Here, you will see which documents are missing, and you will also see a green arrow out to the right. At

this point, you can go into the load and index the missing documentation, or you can click the green arrow to push the load through to be processed without the missing documents.

Pending Freight Bills: This is the number of loads that have been approved for billing, or in other words have been marked ready to bill (RTB), but have not *actually* been billed/sent off to the customer or factoring company yet. These loads are sitting in the "Pending Freight Bills" billing queue. You can also navigate to this queue by going to Billing>Load Queues>Freight Bill Processing Queue. It is from this queue where the billing occurs.

Queued for Print: This is the number of loads that have been processed for billing, meaning that the billing packet has been generated for these loads, but the billing packet is sitting in this print queue, waiting to be printed from your local printer. Loads will only fall into this queue if you have customers set up to receive hard copies of their billing deliverables. You can also get to this queue by going to Billing>Load Queues>Freight Bill Print Queue. Assuming you're doing everything electronically, you probably won't ever need to visit this queue.

Loads Queued for Rebill: This is the number of loads that are "unlocked for rebill," meaning that a user "unlocked" a load that has already been approved for billing, likely to make a change/edit to the load. However, the load was never actually rebilled, or finished out. A billing user would want to work through any of these loads, make sure any necessary changes were made, and then push the load through a rebill. Rebilling loads will be covered in a separate guide.

HELPFUL TIP: You can see a load's billing status directly from the Load Summary screen. Below is a screenshot of where you can see this status. You can see the load's dispatch, document, and billing status here.

Bill a Load

Once a load has been delivered, and all of the required documentation has been indexed, then it's time to process the load for billing.

To bill a load you will need to be on the Load Summary screen. Then click "Edit Load Information."

Next, scroll down to the bottom of the load information page, and check the "Ready to Bill" box. This "approves" the load for billing.

NOTE: There are a couple fields on the load that become required at the time of billing: the "Bill of Lading" and the "Weight." So, before approving the load for billing, make sure you have values entered in these fields. Otherwise, you'll get an error telling you to enter this required information.

Also note, that if you are a brokerage company billing a load with a broker carrier dispatched, then you will see two fields become available below the "Ready to Bill" check box, where you can enter the carrier invoice number and date. If you don't have that information, or you forget to enter it here, don't worry. You will have the opportunity to enter this information at the time of settlement.

Once you check the "Ready to Bill" box, save the record.

NOTE: Approving the load for billing does three things: 1) The system generates the freight bill and places it in the "File History" section on the load with the rest of the required documentation that has been indexed, 2) The system generates the pending settlement entries, and 3) The system creates the open load balance against the customer, or in other words, the aging begins. Transport Pro is an accrual based accounting system, not a cash based accounting system.

Once the load has been approved for billing, the load gets sent over to the "Freight Bill Processing Queue." So once all of the necessary loads have been approved for billing, navigate to the freight bill processing queue to process all of the billing at one time.

Go to Billing>Load Queues>Freight Bill Processing Queue. Here, you will see all of the loads that have been approved. You can check the box at the top to select all of the loads in the queue, or check the box out to the right of the individual loads you want to process.

There are several filter options in this queue, which may be helpful if you have a lot of loads to be processed, but perhaps you only want to process a specific customer's loads, for example.

Pending Freight Bills

Freight Bill Queue									
Type	○ Pending ○ Re-Queue			Load ID					
Customer ID				Load Terminal	- Select -				
Customer Name				Collector					
Customer				Billed By					
	Search			Date Billed	From: [ ] To: [ ]				
				Date Delivered	From: [ ] To: [ ]				

Load	Bill To	Billed By	Origin	Destination	Delivery Date	Amount	Date Created	Rebill	Freight Bill Preview	✓
1851	KK Shipping Plus	Kelly Frederick	Kennesaw, GA	Medford, OR	07/06/2017	$3,594.32	07/06/2017		✂	✓
1858	Pacesetter	Kelly Frederick	NOVI, MI	Pgh, PA	07/30/2017	$0.00	07/28/2017	Yes	✂	✓
2005	KK Shipping Plus	Kelly Frederick	Mount Juliet, TN	Nashville, TN	06/11/2018	$1,850.00	06/08/2018		✂	✓

Once you have selected the loads you want to process, click the "Send to Customer" button at the bottom of the page to bill the load(s).

2973	KK Shipping Plus	Accounts Genem	Miami Beach, FL	Nashville, TN	06/06/2021	$1,300.00	06/04/2021		✂	✓
2992	Mountaineer Shipping	Kelly Frederick	Mount Juliet, TN	Fayetteville, TN	07/09/2021	$1,200.00	07/09/2021		✂	✓
2994	Coyote Logistics LLC	Geoffrey X	Alpharetta, GA	Saint Johns, MI	07/01/2021	$874.95	07/15/2021		✂	✓
3019	R&R express	Kelly Frederick	Pgh, PA	Mason, OH	08/24/2021	$1,200.00	08/23/2021	Yes	✂	✓
3027	KK Shipping Plus	Kelly Frederick	Mount Juliet, TN	Houston, TX	09/04/2021	$1,666.09	09/03/2021	Yes	✂	✓
3047	KK Shipping Plus	Kelly Frederick	Big Pine Key, FL	Miami Beach, FL	09/28/2021	$1,235.00	09/28/2021		✂	✓

Send To Customer

NOTE: There are two things that occur when you click the "Send to Customer" button: 1) The system combines the freight bill with the indexed supporting documentation and creates the billing packet for the load(s) in a PDF format. A copy of the billing packet gets saved in the "File History" section of the load, and 2) The system sends the billing packet to the customer.

So, if you are billing your customers directly, you have now completed the billing process. This is, of course, assuming that you bill your customers electronically, and therefore the packet gets emailed to the customer.

If you use a factoring company, then there is one more step to the billing process. You'll go to Billing>Load Queues>Freight Bill Processing Queue. Check everything you wish to send to your factoring company, and click the "Transfer" button at the bottom of the page. You have now transferred your schedules from Transport Pro to your factoring company.

NOTE: Getting your installation set up with your factoring company is typically part of your setup process, but can be implemented at any time. If you need to get the integration set up, please contact our tech support team at support@transportpro.net.

The factoring transfer queue in Transport Pro looks like this:

1764	12/02/2021	11/01/2016	11/05/2016	KK - Nashville	KK Shipping Plus	Brentwood, TN	Arvada, CO	1,175	2,937.50	616.88	0.00	3,554.38	☐
3105	12/22/2021	12/16/2021	12/17/2021	KK Shipping Plus	KK Shipping Plus	Mount Juliet, TN	Spring, TX	824	2,500.00	100.00	50.00	2,650.00	☐
2021	12/21/2021	07/13/2018	07/16/2018	Test Company	ABC Company Inc	OVERLAND PARK, KS	Indianapolis, IN	494	1,200.00	0.00	0.00	1,200.00	☐
3106	01/28/2022	12/16/2021	12/17/2021	KK Shipping Plus	KK Shipping Plus	Mount Juliet, TN	Spring, TX	824	2,000.00	100.00	50.00	2,150.00	☑
1959	02/03/2022	03/28/2018	03/28/2018	Advanced Transportation	Pacesetter	Medford, OR	Kennesaw, GA	1,000	2,000.00	230.00	60.00	2,290.00	☑
1903	02/04/2022	02/03/2018	02/05/2018	Lark Builders	Advanced Transportation	vidalia, GA	Nashville, TN	420	1,000.00	0.00	100.00	1,100.00	☑
3117	02/17/2022	02/03/2022	02/05/2022	KK Shipping Plus	KK Shipping Plus	Mount Juliet, TN	Greenwood Village, CO	1,175	5,000.00	0.00	100.00	5,100.00	☑
2610	02/15/2022	11/21/2019	11/21/2019	KK Shipping Plus	KK Shipping Plus	Mount Juliet, TN	Madison, AL	129	200.00	0.00	0.00	200.00	☑
2671	02/17/2022	01/28/2020	01/29/2020	SADDLE CREEK	KK Shipping Plus	Lakeland, FL	Mount Juliet, TN	739	1,650.00	0.00	0.00	1,650.00	☑
1866	02/25/2022	12/01/2017	12/04/2017	KK Shipping Plus	KK Shipping Plus	Mount Juliet, TN	Kennesaw, GA	1,500	1,500.00	300.00	0.00	1,800.00	☑

Transfer

Once you click "Transfer" your schedules go over. Please note, this is where the factoring integration ends.

When the customer pays the invoice, it will not talk back to Transport Pro to record the collections, or show the load as "paid." You will either enter a cash receipt in Transport Pro (if you're recording this info in the TMS), or you will record it in QuickBooks, or any other outside accounting system you may be using.

How to Set Billing Preferences for Customers

There are a few key pieces of billing information that you will need to check before you start billing loads out of Transport Pro. To do this, navigate to the customers profile in Transport Pro by going to Customers>Search Customers. Open the profile.

The main fields you need to review are: Factor Payments, Deliverable Receipt Options, and Billing Email. Below is a screenshot and an explanation of each field.

Customer Summary

Customer Information - Change Log

Account Created	11/23/2019	Terminal	
Customer ID	1129	Sales Representative	
Customer Code	Uhaul Kansas Cit	Customer Service Representative	
Customer Status	Active - Credit Approved	Collections Representative	
Customer Type	Shipper	Collections Group	
Name	7899	Dispatch Management Email	
Address	Attn: Freight Payables 1800 Reynolds ave		
City, State Zip	Kansas City, MO 64120	Contract Date	N/A
Toll-free Phone Number		Fuel Surcharge	Per Mile
Office Phone	913-342-4650	Fuel Surcharge Region	US Average
Fax		**Factor Payments**	Apex Capital
Business Hours		Payment Method	
Company Email		**Deliverable Receipt Options**	Email
Website		Consolidated Billing	No

Billing Fax Number	
Billing Email	billing@gmail.com
Billing Statement	Generate Billing Statement
A/R Aging Report	Click here for customer A/R Aging
Open Load Balance	$0.00
Billed Load Balance	$2,039.67

Explanation of Highlighted Billing Fields:

Factor Payments: If you are using a factoring company, and this customer's invoices need to go to factoring, then you should have your factoring company selected from this drop-down on the customer profile. This setting will tell the system to send the billing packet to the factoring transfer queue so you can send it to factoring. If you do not factor, leave it as "non-factored."

NOTE: Again, note, if you don't see your factoring company listed in this drop-down, please email support@transportpro.net so we can help you set up the integration. Also note that we can only transfer schedules to a single factoring company. If you happen to use more than one factoring company, you'll have to pick one in Transport Pro.

Deliverable Receipt Options: How does this customer need to receive their billing deliverables (i.e. the billing packet)? If you're using a factoring company, then you don't need to check anything here. If this is a direct bill, and you bill the customer electronically, then you will check "Email." If you bill this customer directly, and the customer requires a hard copy (i.e. snail mail) then you will check "Hard Copy."

Billing Email: If you directly bill this customer via email, then you **MUST** enter a valid billing email as well. This tells the system at the time of billing to send the packet to the customer to this email. You can enter multiple emails separated by a comma if needed.

You will also see some other billing-related fields on the customer records in Transport Pro. Depending on the customer's billing preferences, these additional fields may be helpful. Let's break down what each one does. Your billing team can determine whether or not to use them.

Below is a screenshot of the other billing fields, and an explanation of fields.

Explanation of Highlighted Billing Fields:

Combine Billing: This box should only be checked if you do not need to break out the line items/accessorials on the invoice to this customer. In other words, the customer prefers to see their bill as one lump sum. This is rare, but it's here if you need it.

Specialty Billing: You can check this box if there is something special about billing this customer. If you check this box, the system will show you a notification at the time of marking a load ready to bill to remind you that there's something special about billing this customer.

Specialty Billing Notes: If you checked the box for specialty billing, then you may wish to make a note, or document what that entails. For example, maybe you have to go to their website. This note will show to you at the time of billing. Think about the "specialty billing" options as the ability to set a reminder for yourself for that customer.

External Billing Notes: If there is a specific note or comment that needs to display on all invoices for this customer, then you can enter a note here. When the system generates the invoice, it will pull this note onto their invoice.

That covers how to bill a load in Transport Pro, and how to set a customer's billing preferences. We will cover the re-bill process in a separate guide. If you have any questions, or need assistance, please contact tech support by emailing support@transportpro.net.