Customer and Project Billing Functionalities*

HemSys has a robust and flexible billing module with support for rates based and direct billing models. Since Customer billing is responsible for the generation of positive cash flow for the enterprise and has full financial accountability for the services they provide to their customers, this module has powerful and commonsense functionalities.

Having flexible billing models and cost allocation capabilities is essential to the business requirements. Using combinations of fixed and variable rates, plus direct charge models, depending on the customer agreement, users will maximize the use of these features to build models specific to each customer's needs.

Users can manage:

1. Cost and Rental Billing
2. Multi-unit projects
3. Activity Based Costing
4. Project and Contract
5. Customer Billing and Invoicing
6. Outside Service
7. In-Sourcing

Cost and Rental Billing

- Integrated billing module operates independently from all other period end processes.
- The Billing module is flexibility and handles three general methods for billing:
    - Charge-back of consumable (fuel, oil, etc..) and maintenance items
    - Monthly rental by usage, time or a combination of both
    - Motor pool or daily rental providing hourly, daily and weekly rates
- User can define a combination of billing methods for individual units. For example, a unit may bill with a monthly rental rate but accident repairs and fuel are charged back.
- Billing types can be defined at a class level with the capability to override any billing parameter at a unit level.
- Maintains historical table of billing charges (revenue), independent from the historical cost (expense) tables, and a complete audit trail of all transactions generated.
- Allow users to define whether charges are billed at actual or marked-up amounts. Mark-up amounts can be defined as a percentage, by charge type (parts, labor, fuel, commercial repair, etc...), by location.
- Marks all records billed with the fiscal period in which the charge was billed and nsure that charges do not get billed twice in different fiscal periods.
- Allows the billing to be run, reviewed, adjustments made, run again and once reviewed to the user's satisfaction, pooled to Central Office for further processing or queued for post-to-GL before closing. User cannot make any changes to closed billing; adjustments must be made on subsequent billings.
- Produces single invoice that itemizes all charges regardless of type (maintenance, fuel, rental etc...) and provide detail at a unit level with summary information at the account or cost center level.

- Allows users to define account code structure by charge type within each cost center. For example, rental charges could have a different account number than fuel charges for a single vehicle.
- Generate billing reports using any data from the database.

Multi-unit projects

- Manage work campaigns and recall work, or any other circumstance in which you perform an identical activity for multiple equipment units.
- Supports multi-unit projects.
- Each project consists of a project description and a list of equipment units to which the project applies. The project description includes the start date, completion date, and the originator of the entry, the reason for repair, whether the work is warranty-related, and any number of tasks.
- The list of equipment units to which the project applies can be based on any combination of the equipment manufacturer, model, year, VIN range, maintenance class, and other items.
- With a project description and list of applicable equipment units defined, users can request Software to automatically open work orders for all equipment units on the list.
- Sets the work class code, reason for repair, warranty status, and expected tasks of each work order as specified for the multi-unit project. It places each work order in a status of "Wait for Equipment" so that downtime does not accumulate for the equipment units until timecards for the job done have been entered. The same applies to units that need to be repaired.

Activity Based Costing

Supports Activity Based Costing data collection and reporting as follows:

- Parametric tracking of costing
- Rates based on skill level, union, activity, shift premium, call-outs, stand-bys
- Pulls from HR current system
- Calendar referencing to account for shift premiums
- Technicians have ability to book into shifts in various job sites and garages
- Consolidated time capture that takes into account all above and assigns costs to WO
- Track small ticket costs (oil, car washes, washer fluids)
- Captures and assigns small ticket to the vehicle history, costing/expense
- Relieves inventory of parts
- Standard shop rates associated with actual costs
- Allows comparison of cost spent on maintaining the fleet versus the rates charged (or revenue generated by asset)

Project and Contract Management

- Track & report labor (fully burdened), equipment, and materials costs for projects.

Customer Billing and Invoicing

- Generates invoices, summarized or detailed, for different cost center (departments).
- User can define billing categories: Examples - Normal maintenance and repair; Parts; Labor; Accident; Abuse; Capital improvements; Branch / Dept special requests; Extraordinary repairs; Manufacturer's defects; Overtime support; Surcharge, and fuel. Combine any or all of these categories.
- Invoices include parts, labor, fluids, outside repair services, computer time and reports, environmental fees, fuel, etc.
- User can apply regular hourly rate, overtime rate and double-time rate for labor, as required.
- Allows mechanics, welders and other trades person to sign on to a job and track their hours.
- Invoices can be sent out in detail or summarily monthly, weekly, quarterly, semi-annual, yearly, or by job.
- Allows a surcharge for fuel. Fuel billing can be sent out separately, as required.
- User can specify payment externally [Direct Deposit; Visa; Cash; Cheque; MasterCard] or from different internal funds for each branch.
- Branch / Department Information includes: Department ID, Department name, Cost Center, Division, Contact, personnel, etc.
- Itemize any and all billings and invoices.
- Enter cost-allocations and no-charge provisions (e.g., 60% to dept A and 40% to dept B).
- Bill for entire acquisition cost to include administrative and capital costs, equipment modifications, specification developments, etc.
- Calculates charges and fees, with line items for amortization, replacement, O&M, fuel, etc.
- Verify sufficient funds as part of the transaction.
- Hold work until funding is available (credit limit and/or credit-worthiness approval).
- Issue credits (refunds).
- Manual (user) override and adjustment of charges.
- Allows to not charge for any rework.
- Bill for non-fleet work and/or labor (e.g., special projects that take staff away from repairs).
- Issue and charge parts to an individual and/or department (e.g., decals for a street fair).
- User-defined multiple charge rates (e.g., by shop, shift, location, employee, task, etc).
- Bill at cost or mark-up.
- User define mark-up by percentage and/or flat rate.
- Manual entry of cost and cost adjustments.
- Charge customers for entire acquisition cost including capital and labour for equipment or modifications.
- Bill on flat rate, usage rate, time bases, cycles, cost of labor, parts, fuel, insurance, and any and all combination of fixed, variable, and actual costs.
- Bill for driver-caused work (driver misuse, accident damage, etc).
- Bill for work completed, partially completed and to be performed.
- Bill customers and record usage by any one or more of following as chosen by staff (with identifying information such as vehicle number and repair description included):
  - Mileage;
  - Hours;
  - Units;

- o Fixed rate;
- o Repairs performed including labour, parts, sublet repairs;
- o Actual costs or costs with overhead included;
- o Fuel costs.
- Charge and create separate billing for customers with or without non-preventative work (driver misuse, accident).
- Create parametric cost tracking: based on skill level, union, activity, shift premium, call-outs, stand-bys:
  - o Pull rates from HR system;
  - o Calendar referencing to account for shift premiums;
  - o Technicians have ability to book into shifts in various garages.
- Apply standard shop rates needs to be associated with actual costs.
- Track costs at the transaction level.
- Define different levels of rates (i.e. different customers have different rates for the same item such as fuel surcharge, other levels like distribution channel, branch / division, material, or any fields defined by user).
- Different pricing components includes:
  - o Price;
  - o Discount/Surcharge;
  - o Freight;
  - o Tax;
  - o Pricing agreement (hierarchy pricing based on partner hierarchy);
  - o Rebates;
  - o Other.
- Uses variety of rates and different source of readings including:
  - o Fixed (Based on depreciation value of Assets Module);
  - o Variable (Based on usage reading from Plant Maintenance);
  - o Fuel (Based on usage reading from PM);
  - o Direct Charges (Accidents, Abnormal Repairs) (Based on cost from PM and different overhead rates from Controlling Module).
- Develop rates by:
  - o Units;
  - o Attachments (variant configured rate master data, automatically feed into contract or unit level).
- Implement different billing plans includes:
  - o Fixed rate;
  - o Automatic billing (periodic billing and milestone billing);
  - o Down payment and instalment payment.
- Track and process complaints including the ability to issue the following:
  - o Credit/debit memo request (sales document);
  - o Credit/debit memo (billing document);
  - o Invoice correction request (sales document);
  - o Invoice Correction (billing document).
- Conduct presales work order processing includes:
  - o Inquiry and quotation processing;
  - o Conversion to production work order.
- Contract processing capabilities includes:

- o Item proposal
- o Value contract and quantity contracts;
- o Scheduling agreement.
- The billing process includes:
  - o Pro forma Invoice;
  - o Resource-related billing, which will bring the cost from PM work order to contract to be billed;
  - o Billing block on both header and item levels, so that certain items can be checked before billing;
  - o Billing single order or collective run;
  - o Revenue recognition at different time of the billing process;
  - o Cash sales.
- The settlement process includes:
  - o Invoice combination and invoice split (Invoice can be split by different levels, like different payment terms);
  - o Invoice list (Same customer will have the list of all the invoices for the month, instead of single invoice for every work order);
  - o Settlement from work order to contract, then contract to cost center.
- Track and bill for vehicle rental pool.

Outside Service

- Record outside service time and material costs
- Supports multiple vendors on single work-order
- Reconcile multiple work orders to a single service invoice
- Online - Invoice approval for payment
- Quality tracking of outside service
- Vendor volume reporting (transactions & dollar volumes)

In-Sourcing

- Bill another Branch or Department from another municipality (ie a lower tier municipality fire department)
- Invoice a third party for job or service we complete on their behalf
- Maintain third party items within system for jobs but not in our Fleet Pool

*   **Some versions and/or modules of the HemSys application may not have all of the functionalities stated above.**