Real-time Billing FAQs

IntelliDealer™
by VitalEdge

Overview

Real-time Billing is a new billing system, featuring Real-time Posting and Instant Ledger Updates.
It is applied to areas such as General Invoicing and Rentals, and will be soon extended to Equipment, Service and Parts.

1. Why was this feature developed?

As part of our modernization efforts, we listened to many dealer requests for real-time invoice processing. This feature replaces the legacy billing runs utilizing modern Java coding which provides system performance gains, immediate roll-back if a problem is detected, and enhanced support features.

2. Is there a cost for this feature?

No, it is included in your regular IntelliDealer fees.

3. When will my invoice be processed?

The new billing system is real-time. As such, all accounting, inventory, etc. functions that would have happened in the legacy billing run, now occur as soon as the invoice button is clicked.

4. What about recurring invoices (i.e. rental contract, general invoices)?

If there are rental contracts or general invoices with recurring invoices, there are jobs that can be scheduled to process these invoices.
This may be daily or whatever schedule is desired.

5. If I have 10 invoices to be processed by the recurring job, and there is an issue with one invoice, will the whole run fail?

No. One of the key benefits of the new billing system, is that if there is an issue with 1 invoice out of 10, the other 9 will process successfully, and only the one invoice will need to be actioned.

6. What if I don't want to use the new billing system? Is it mandatory?

No, it is not mandatory. Currently there is a security switch to activate the feature by module by user or user group. Eventually the legacy billing runs will be sunset.
The switches that activate the feature are:
- In 602 - Allow Bill Invoice In General Invoicing
- In 840 - Allow Bill Invoice In Rental Contract

7. Does the new billing system print the same reports as the legacy system? Where can I get the reports?

The data captured by the new billing system is posted to the **BILLINGDAT** data table. There is a new system feature called the **Data Portal** which allows the user to print new versions of the reports as well as export the data in an Excel format.

8. What if there is an issue with the invoice I am currently working on when I process it? Will the run crash?

No, the new system will immediately return the issue to you to be rectified, then you can simply try again.
If there are no validation issues, the invoice will process in real-time.

9. Is there any logging in the system of this feature?

Yes, the **BILLINGLOG** data table captures all events including user, invoice, system, dates/times, run name, etc.