



## 3.008 Billing & Membership Reporting Policy

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### Policy Purpose and Scope

The purpose of this policy is to outline the function of and procedure for compiling each of the billing and membership reconciliation reports. These reports are required to ensure that the PhotoBiz systems are working properly and that the data is accurate. Additionally, these reports are used to measure the company's growth and performance.

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### Roles and Responsibilities

The Billing Manager is responsible for compiling the information and completing the reports outlined in this policy. The information is reviewed by Executive Staff.

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### Operational Procedures

There are three membership reports that are compiled and submitted daily by the Billing Manager:

- **Membership Reconciliation Report**
- **Recurring Reconciliation Report**
- **Settled Batch Reconciliation Report**

The following membership report is compiled monthly by the Billing Manager and summarizes all of the reconciliation reports plus other billing and membership operations:

- **Billing and Member Services Report**

The **Membership Reconciliation** report tracks the daily membership activity including the new membership sign-ups, cancellations, non-payment suspended accounts and reactivated accounts. The purpose of this report is to observe membership growth and patterns. The following reports, that track membership activity, are used to compile this reconciliation report:

- Sign-up Stats
- Membership Status Change

The **Recurring Reconciliation** report is used to confirm that membership payments are processed on the billing due date. The Membership Payment Summary report is compiled by the Billing System and emailed to the Billing Manager each day. This report details the accounts that are scheduled to be processed. The Billing Manager reconciles this information with the following reports to confirm the accuracy:

- Open Batch
- Membership Status Change
- Virtual Credit Applied

The **Settled Batch Reconciliation** report is used to confirm that all of the membership payments and product purchases in the PhotoBiz Billing System have processed in our merchant's (Sage). The totals in the PhotoBiz Settled Batch report must be identical to those in the Sage Payments Batch report.



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The **Billing & Member Services** report consists of a summary of the following reports:

- Membership Reconciliation
- Domain Status Update
- Referrals Processed
- Virtual Credits Issued
- Promo Code Activity
- Elite VIPS
- Sponsored Accounts
- Support Team Lead Budget

Please see the document **Billing Procedures Outline** in this folder or the S: drive for specific membership reconciliation instructions

PhotoBiz\Accounting\Policies and Procedures (Revised 2012)\3-4 Billing\Billing Procedures Outline .docx