Billing / Collections

- Adding/Editing Credit Cards and Autopay
- Making a Payment
- Invoices
- Card, Check, Wire & Bank Deposits
- Understanding the Ledger
- Collections & Subscriptions
- Advanced Corrections & Transfers
- Month-End Close
- Final Billing Checklist
- Budget Plans
- Fuel Assistance

Adding/Editing Credit Cards and Autopay

1. Billing Overview

1. Search for the customer and open the correct account.
2. Select **Billing**, the tab next to Overview.
3. Review the summary before taking action.
4. Open the section that matches the work: payment methods, recent transactions, Collections, Ledger, Invoices, or Subscriptions.

The Billing summary may show:

- The overdue amount, which the customer dashboard shows first, and the current account balance.
- Available account credit.
- Budget-plan information, when applicable.
- Recent billing activity and stored payment methods.

Balance direction: The account balance represents money the customer owes and should be zero or greater. A customer overpayment or other positive credit belongs in a wallet, normally the cash wallet, rather than appearing as a negative amount due.

Due tab: The customer's **Due** tab lists what the customer owes now. It hides invoices an active budget plan covers, but keeps budget installments, invoices from before the plan, and the part of any bill the budget only partly covers. **NEW**

Customer-level versus company-wide work: Use the customer's Billing tab when working on one account. Use the broader Billing screens for batches or lists across customers, including Collections, Bank Deposits, and Invoices.

2. Stored Payment Methods, Autopay & Card Payments

Add a Stored Payment Method

1. Open the customer's **Billing** area and select the action to add a payment method.
2. Confirm the name and billing address. Use the customer's saved address only when it matches the payment method's billing address.
3. Choose the payment type available to the customer, such as card or bank account.
4. Enter the required card details or bank routing and account information.
5. Review any autopay choices before saving.
6. Save the payment method.
7. Confirm it appears in the customer's payment-method list.

Customers can also add a payment method through the customer portal. When they do, the method should appear on the account for office staff to review.

Manage Stored Methods and Autopay

Open **Manage Cards** or the saved-payment-method list to:

- Review all payment methods on file.
- Update billing information.
- Activate or change autopay for available categories, such as fuel, service, service plans, budget billing, or other subscriptions.
- Review a scheduled charge interval and which categories that charge day collects.
- Deactivate a method that should no longer be used.
- Review the card history to see who hid or deactivated a card, staff or customer, and re-show a hidden card when appropriate. **NEW**

Autopay settings are tied to the selected stored payment method. Before changing autopay, confirm the correct method and the categories the customer has authorized. A budget installment is collected only by a card enrolled for budget autopay; a card enrolled for fuel autopay alone does not pay the budget.

Cards removed in the portal. *Your company chooses what happens when a customer removes a saved card in the portal: delete it, deactivate it, or hide it from the portal while autopay keeps using it. If a customer says they removed a card but it still charged, check the card history before answering.* ***NEW***

Collection method on one invoice. *The invoice header shows how that invoice will collect:* ***Interval*** *with the next charge date, autopay at posting, or* ***Manual*** *when no card and no charge day apply. Staff can hand-pick the card that collects a specific invoice, and the invoice list flags invoices whose collection method was set by hand.*

AUTOPAY CHECK When an invoice is marked for autopay and an active method is available, posting the invoice can trigger the charge. Review the invoice and payment method before posting. Posting refuses any invoice dated after today, so a renewal cannot be charged ahead of its date.

Making a Payment

Choose the Correct Payment Purpose

PAYMENT PURPOSE	WHAT IT DOES
Invoice payment	Applies collected money to one or more selected posted invoices.
Deposit	Places money in the deposit wallet, where it stays held until an authorized transfer.
Cash-wallet credit	Holds general unapplied credit or an overpayment and automatically applies it to open or future invoices.
Budget payment	Places money in the budget wallet for invoice types covered by the customer's budget plan.

A payment saved without an invoice or wallet now lands in the cash wallet instead of disappearing from the Ledger. Always select the intended purpose before saving.

Pay One Invoice

1. Open the customer's **Billing** area and go to **Collections**.
2. Select the invoice the customer is paying.
3. Choose the payment or card-charge action.
4. Select the correct stored payment method.
5. Review the invoice, amount, and confirmation details.
6. Submit the charge.
7. Verify the payment on the invoice and in the Ledger.

Pay Multiple Selected Invoices

1. Open the customer's **Collections** screen.
2. Select only the invoices the customer wants to pay.
3. Choose **Collect Payment**.
4. Review the amount against each invoice and edit it when the customer is paying a different split.
5. Select the stored payment method.
6. Submit the payment.
7. Verify that each selected invoice received the intended amount.

The system rechecks live balances when you submit. It refuses an amount above an invoice's unpaid total, an invoice outside your selection, a duplicate line, or a total that does not match the lines. Budget-covered invoices appear unticked and zeroed with a warning. If the funds must remain held for a later purpose, use the deposit workflow instead.

Take a Deposit Without an Invoice

1. Open the saved payment methods in **Billing**.
2. Select **Charge Deposit** for the correct method.
3. Enter the authorized amount.
4. Submit the charge.
5. Open the Ledger and confirm the money entered the deposit wallet.

A deposit is held and does not automatically pay an invoice. It must be transferred later by an authorized user.

Card Preauthorization Holds

A preauthorization holds money on a customer's card before a delivery. It is not a charge.

1. From the fuel deliveries board, select the card button on a ticket, or select tickets and choose **Preauthorize Selected**.
2. Choose the hold amount: **Full tank**, **Requested** (or **Estimated** when no customer request exists), **Requested plus** a dollar amount that starts at $50, or an exact amount on a single ticket.
3. Review the amount for each ticket and submit.
4. To change or end a hold, open the ticket. The **Already preauthorized** panel offers **Release** or **Collect as account credit**. Changing the amount releases the old hold and places a new one.

On the credit card charges report, a hold shows its amount with "held, not charged." Holds are not included in charged totals.

Prompt-Pay Discounts and Receipts

- A prompt-pay discount limited to cash or check is not given when the customer pays by card.
- When a customer pays the full balance in the portal, the amount defaults to the balance less every prompt-pay discount still inside its deadline. A partial payment below the discounted amount does not take the discount.
- A discount the office removed no longer appears in the portal or on the invoice PDF.

- Payment receipt emails are sent once the customer's Ledger finishes updating, usually about a minute after the payment, so the balance shown on the receipt is final.

Invoices

Understand Invoice Status

STATUS	WHAT IT MEANS
Draft	The invoice is still being prepared and does not post to the Ledger.
Checked	The invoice has been reviewed and approved for posting.
Posted	The invoice has been finalized to the customer's financial record and appears in the Ledger.

Creating, checking, posting, charging, and correcting are separate actions. A common reason an expected invoice is missing from the Ledger is that it is still in Draft or Checked status and has not been posted. Another is a bill date after today, which posting now refuses.

Review and Post One Invoice

1. Open the customer account and go to **Billing > Invoices**.
2. Open the invoice.
3. Confirm the customer, date, invoice type and subtype, line items, quantities, prices, taxes, promotions, and total.
4. Confirm the bill date is today or earlier.
5. Confirm the correct deposit-wallet amount or autopay choice, if either will be used.
6. Mark the invoice as **Checked** when the review is complete.
7. Select **Post Bill**.
8. Open the Ledger and verify the invoice and any payment or wallet application.

Posting recalculates the invoice before it books, so a tax rate or promotion that changed since the last edit is picked up. If the posted total differs slightly from the draft you reviewed, that is why.

Post Multiple Ready Invoices

1. Open the broader **Billing > Invoices** screen.
2. Set the correct date range and status filters.
3. Review invoices in Draft or Checked status.
4. Select only the checked invoices that are ready.
5. Post the selected invoices.

6. Read the results. Invoices dated in the future, or that otherwise could not post, are reported one by one while the rest post.
7. Review any autopay results and verify the invoices in customer Ledgers as needed.

Create All Invoices *on the Subscriptions screen now shows how many invoices it will create and asks you to confirm. Afterward it reports how many were created and how many failed. Check your filters before confirming.*

Create a Quick Invoice

1. Open **Billing > Invoices** and select **New Invoice**.
2. Select the customer and invoice type.
3. Add each line item, service date, quantity, price, and tax treatment.
4. Add applicable charges or promotions.
5. Review the total.
6. Mark the invoice as **Checked** and post it when ready.

Use a quick invoice for straightforward billing that does not require operational history. For service work with multiple visits, technician details, labor, or parts history, create and complete a service ticket or project and generate the invoice from that workflow.

Service Labor on Invoices

- Labor lines come from each billable visit's clocked time, clock-out minus clock-in.
- A session that starts between 5:00 PM and 7:00 AM company time is after-hours and bills at the company's overtime rate, or at the regular rate when no overtime rate is set.
- Invoice generation stops with an error naming the visit when a billable session is still clocked in or has times out of order. Ask the technician or dispatcher to correct the visit first.
- Labor-rate jobs bill per hour. Each catalog job sets whether materials are included in the price or billed in addition, and whether labor bills quoted time or actual time.
- Posting a service invoice marks the visits it bills as finished.

Tax Setup

- Taxes are managed in **Settings** by an administrator or accounting lead.
- Each tax has a rate type, percentage or per gallon, and dated rates. Once a tax exists, its rate type cannot be changed.
- To change a rate, use the tax's **rate history**. Future rates can be added ahead of time, and tax management shows today's rate and the next change.
- Default taxes attach only to locations in that tax's state.
- A fuel tax can be switched on or off for fuel lines, or limited to a specific fuel.

How Taxes Are Calculated

- An invoice is taxed at the rate in effect on its bill date. A posted invoice's taxes do not change afterward.
- Taxes are calculated in the order set in the **Order** column. A percentage tax can be set to include the taxes before it in its base. The invoice and its PDF list taxes in that order.
- Your company can choose to tax the invoice total instead of each line, where the state requires it.
- A discount lowers the tax on the lines it was taken from. Service plan members with a parts discount pay tax on the discounted price.
- Each price book job has a **Taxable** setting. Parts included in a job's price are not taxed separately.
- The delivery request calculator quotes only taxes the invoice will charge. Per-gallon taxes are calculated on gallons.

Tax-Exempt Accounts

Set up tax-exempt customers so the taxes that apply to their location, fuel, or service invoices are not charged. Before posting, confirm the setup by reviewing an invoice for the account.

Tax setup belongs to an administrator or accounting lead. If a tax looks wrong, do not edit line amounts to force it. Report the invoice.

Print and Send Invoices

- **View Invoices** and **View Receipts** build one PDF per customer as a background job. A progress dialog shows the count, and the combined file downloads when the job finishes. If many customers fail in a row, the job stops and still hands you what it finished.
- The invoice list shows **Email** and **Mail** columns. Filter them by needs, sent, or optional to find who still needs a bill.
- A badge on each invoice shows how many times it was sent. Hover it to see each send, the employee, the recipients, and the invoice status at the time.
- Marking an invoice as mailed by hand now records it in that history.
- Automated invoice emails include the invoice number in the subject line.

Correct an Invoice Safely

- If the invoice is still a draft, correct it before checking or posting.
- If it is posted, do not directly overwrite a Ledger row. Use the supported rollback, reopen, cancel, or post-adjustment workflow for that invoice type.

- Fuel, service, cylinder exchange, metered, and service plan invoices can all be rolled back. Each follows its own path. A service plan rollback restores the plan to where it was before posting and refuses when that history is missing.
- Adding a discount to a posted invoice now shows the amounts and asks you to confirm. On yes, the credit is booked and anything already paid beyond the new total stays as account credit.
- A closed accounting period may prevent rollback. Stop and contact an authorized administrator or KozyOps support rather than forcing a change.
- After a correction, recheck and repost when the workflow requires it, then verify the Ledger.

*The invoice PDF's **Credit Applied** line now shows only cash actually applied to that invoice. Budget installments no longer print a credit they never received. Reprint a customer's copy if an older PDF showed the wrong figure.*

Card, Check, Wire & Bank Deposits

Use **Bank Deposits** for manual cash, check, and wire receipts. Automatic card activity and manual bank-deposit batches are shown separately.

Create a Manual Batch

1. Open **Billing > Bank Deposits**.
2. Select the manual-deposit area.
3. Create a batch for the correct business date.
4. Select the correct company brand or entity.
5. Enter a clear batch name that staff can recognize later.
6. Save the batch.

More than one manual batch can be created for a day when the company makes separate deposits. Keep each batch name clear and consistent with the company's process.

Record a Cash, Check, or Wire Payment

1. Open the correct manual batch.
2. Add a receipt or payment entry.
3. Search for the customer. Search returns only customers in the batch's brand.
4. Confirm the customer, address, and brand.
5. Choose **Cash**, **Check**, or **Wire**.
6. For a check, enter the check number. For a wire, enter the wire reference. For cash, enter the required comment when prompted.
7. Enter the payment amount.
8. If the customer is on a budget and the payment is intended for the budget, select the budget option.
9. Select the invoice or invoices the customer is paying.
10. Review the allocation and remaining amount.
11. Save the entry.
12. Verify the payment on the customer account and Ledger.

FIVE-POINT REVIEW Before saving, confirm the brand, customer, payment type, amount, and invoice allocation.

Do not record a wire as Other. Wire has its own tile and filter on Receipts, its own column on the deposits list, and its own line on Cash Proof.

Finish the Batch

1. Compare the KozyOps batch to the cash, checks, and wires received.
2. Correct open errors before closing the batch.
3. Download or print the batch record if required by company procedure.
4. Lock or close the batch only after review is complete.

Once a deposit batch is closed, additional entries cannot be added to it.

Correct an Entry

If an amount, customer, or invoice was entered incorrectly, use the entry's **Actions** menu and **Roll Back** when that option is available and the batch is still eligible for correction. Re-enter the receipt correctly and verify the Ledger. If Roll Back is unavailable, the batch is closed, or the effect is unclear, stop and escalate to an authorized billing administrator.

The deposits list now sorts card money into the right card brand and no longer subtracts reversed money twice. If deposit totals from before September 2026 looked off, these were the causes.

Understanding the Ledger

Open the Ledger from the customer profile overview or from **Billing > Ledger**. The Ledger is the transaction history that connects invoices, payments, credits, transfers, and adjustments.

Ledger Balances and Wallets

LEDGER AREA	WHAT IT REPRESENTS	AUTOMATIC BEHAVIOR
Account balance	Amount the customer currently owes	Increases with posted charges and decreases with payments or credits
Unpaid amount	Open, unpaid invoice value	Tracks what remains unpaid
Cash wallet	General account credit or overpayment	Applies automatically to open invoices
Deposit wallet	Funds intentionally held for a later purpose	Does not apply until an authorized deposit transfer is completed
Budget wallet	Funds collected for the customer's budget plan	Applies automatically to invoice types covered by that budget, commonly fuel

EXAMPLE A customer has $1,000 in the deposit wallet and owes $500. The deposit remains held until an authorized user transfers it. When $1,000 is transferred to cash, $500 can pay the open balance and the remaining $500 stays as cash-wallet credit for future invoices.

EXAMPLE A budget customer has extra budget funds but also owes an unrelated service invoice. An authorized user may transfer the needed amount from budget to cash so the cash wallet can pay the open invoice.

Chronological and Grouped Views

- **Chronological** lists activity by date and time, with the newest activity at the top. Use it to understand the sequence of charges and payments.
- **Grouped** connects an invoice with the payments applied to it. Expand a group to review the invoice and related payment details.

Search and Visible Columns

1. Open the ledger-column settings.
2. Turn on the fields needed for daily review.
3. Keep **Description** visible so invoice and transaction details remain searchable.
4. Use **Search Ledger** to find visible values such as an invoice reference, check number, wire reference, transaction type, or description.
5. Clear the search to return to the full Ledger.

Ledger search works from the information shown in the selected columns. If a detail is hidden, the search may not find it.

Generate an Account Statement

1. Open the customer's Ledger.
2. Select **Generate Statement**.
3. Choose a preset period or custom date range.
4. Review the date range.
5. Generate the statement PDF.
6. Before emailing, check the customer's contact list. Every address flagged to receive mail gets the statement. An address with a red **Blocked** tag will not receive it.
7. Download or email the statement according to company procedure.

Statements now include:

- Every invoice line item, not only totals.
- A delivery detail section and a tax summary.
- The amount the customer's budget plan covers for the period.
- Aging and amounts due calculated as of the statement's end date, not the day it was generated.

A card payment that lands in the cash wallet now prints once. Older statements also showed an "Account Credit" row for the same money, which customers read as a second payment.

Send Statements in Bulk

- **Statement Sending** sends the selected month, first day to last. Turn on the **To date** toggle to end the period today instead, for bulk email and bulk print. The confirmation names the period before anything is sent.
- Statement runs can be scheduled to send automatically.
- Bulk print combines every selected customer's statement into one PDF and lists any customers that were skipped.

- Statement balances are net of wallet credit, and budget-covered charges are not listed as due.

Blocked Email Addresses

- An address that bounces or reports spam is blocked. A red warning triangle appears beside Email in the customer header, and the address shows a red **Blocked** tag with the reason and date.
- After confirming the address is good, select the check icon on that row to clear the block. Retyping a corrected address clears it automatically.
- Temporary problems, such as a full mailbox, do not block an address.

Collections & Subscriptions

Collections

Use the customer-level Collections area for one account. Use the broader **Billing > Collections** screen to work past-due accounts. The broader screen now shows one row per account.

TAB	WHAT IT HOLDS
Due	Posted bills whose terms date has not passed.
Overdue	Bills past their terms date.
On Hold	Accounts on credit hold.
Budget	Accounts with budget-plan balances.
Payment plans	Accounts paying on a scheduled payment plan.
Promises	Accounts with a promise-to-pay date.

Collect a Customer Payment

1. Open the customer and go to **Billing > Collections**.
2. Review the past-due invoices.
3. Select one or more invoices.
4. Choose **Collect Payment** or the card-charge action.
5. Select the stored payment method and review the amount against each invoice.
6. Submit the payment.
7. Verify the invoices and Ledger.

Work the Broader Collections List

1. Open **Billing > Collections** and choose the tab.
2. Set the date range and filters. The **Type** filter narrows to invoice types you choose, and the totals follow.
3. Review the customer, past-due total, invoice type, budget indicator, last touch, and **Autopay** column (Interval with its day, Autopay, or Check).
4. Select the intended accounts.
5. Send a reminder or collection communication when authorized.
6. Confirm that the selected invoice documents are attached when that option is used.

7. Log every call, email, letter, text, or charge attempt, and record a promise-to-pay date with a note when the customer gives one.
8. Place an account on hold only when company policy and user permissions allow it.
9. Verify any collected payment in the customer Ledger.

Payment plans. *A payment plan charges a stored card on a set schedule and applies the money across the covered invoices in priority order. Set one up with the four-step plan dialog, which reviews the schedule before saving. A declined charge marks the plan failed and turns the last-touch column red. Payment plans need their own permission.*

> **BUDGET CUSTOMER CHECK** Budget-covered invoices may not appear as past due until the budget term ends. Use the Budget tab and plan status before contacting the customer or placing a hold. A bill the budget only partly covers, such as a delivery past the plan's gallon cap, now shows its uncovered remainder so you can collect it.

The holds report has a ***Target Delivery*** *column showing the soonest delivery each hold is blocking. Sort by it to call customers in order of who runs out first.*

Do not invent collection timing, fees, hold rules, or message schedules. Follow the company's approved collection policy.

Finance Charges

- Finance charges are added automatically by a nightly job that runs in your company's time zone. The rate and terms come from the finance charge policy on the customer's payment terms.
- Payment terms can be set at the platform level, on the customer, or on individual invoice subtypes.
- **Forgiving a finance charge** posts a credit that reduces the customer's open balance.
- A **collection fee** is a separate, one-time adjustment under Post Adjustments. Do not use it in place of configured finance charges.
- **Budget customers:** invoices covered by an active budget are not treated as past due until the budget term ends. Check the Budget tab and plan status before contacting a budget customer about a balance.
- Review every charge assessed in the month on the **Finance Charge** report under Reports > End of Month.

Subscriptions

Subscriptions create recurring billing for configured items such as service plans, warranties, tank rentals, budget plans, or other recurring services.

Create and Activate a Subscription

1. Open the customer's **Billing** area and scroll to **Subscriptions**.
2. Select **Add Subscription**.
3. Choose the correct template.
4. Review or override the price only when authorized.
5. Enter notes, start date, end date or renewal settings, tax treatment, and duration as applicable.
6. Create the subscription.
7. Confirm it shows **Pending**.
8. Open the broader **Billing > Subscriptions** screen.
9. Review the subscription and create its invoice when required. A disabled **Create Invoice** button explains why, for example already billed or too early to renew.
10. Review and post the invoice.
11. Return to the customer account and confirm the subscription is **Active** with the end date it was sold with. A plan with a future start date stays Pending and becomes Active automatically once the start date passes.

- **Warranty** plans bill once at activation and never renew.
- **Last Invoice Date** sets where billing picks up for a plan brought over mid-term from another system. The next installment is one interval later.
- Renewal lead time can be set per plan template or on one subscription.
- Renewal invoices are created dated at the plan's expiration. They cannot post, or charge autopay, before that date.
- A canceled or departed customer's plan no longer renews.

*Use **Cancel Subscription** when recurring billing should stop. Use **Show All** to locate a canceled subscription and reactivate it when appropriate.*

Budget Plan Wallet Carryover

When a budget plan is created or renewed, choose how much of the customer's leftover wallet balance carries onto the new plan. The slider starts at 100%. Choose **Leave** to keep the full balance in the wallet when it is set aside for the old term, a transfer, or a refund.

Subscription or Rental Agreement?

When both are available, subscriptions are generally suited to recurring plans or an individual rental. A rental agreement may be better for a commercial customer with multiple rented cylinders or units. Follow the workflow configured for the customer's equipment and company process.

***Cylinder rentals** bill once a month in arrears, for the month that just closed, dated that month's last day. Rental quantities follow the cylinders actually checked in on site. An active agreement*

with no lines cannot be saved.

Advanced Corrections & Transfers

Advanced Corrections & Transfers

These workflows are for authorized managers, administrators, controllers, or accounting leads. Office users may see only **Charge Card**, **Recalculate Ledger**, and **Generate Statement** unless additional permissions are granted. Refunds, reversals, and ledger adjustments each need their own permission.

ADVANCED-WORKFLOW WARNING Confirm the transaction, amount, effective date, wallet, invoice, account, adjustment type, and reason before posting. Enter a meaningful memo whenever requested. Never use direct Ledger edit or delete as a routine correction.

Transfer Tools

TRANSFER TOOL	WHAT IT DOES
Deposit transfer	Move held money from deposit to cash or to selected invoices; or move cash into deposit when funds must be held.
Budget transfer	Move money between budget and cash when an authorized exception requires funds to cover a different type of invoice or to fund the budget.
Transfer in / Transfer out	Move a balance between the appropriate customer accounts, such as related accounts or multiple properties. Verify both accounts before posting.

After every transfer, review both the wallet totals and the transaction lines.

Budget Service Plan Coverage

When a budget-covered service plan is replaced, the coverage must move to the new plan or the customer is billed for work the budget should carry.

1. Open the budget's detail dialog, or choose **Service plan coverage** on the budget row in the customer's Subscriptions table.
2. Link, move, or unlink the plan coverage.
3. Review the preview of what the change does to the money.
4. Apply. The change and the Ledger recalculation happen together.

This requires the ledger-adjustments permission and is recorded in the audit history.

Reflow or Reallocate a Payment

Use reflow when a payment was applied to the wrong invoice or needs a different allocation.

1. Open the affected payment from the authorized correction workflow.
2. Confirm the original amount and payment source.
3. Select the correct invoice or invoices.
4. Choose automatic allocation or enter the manual allocation when available.
5. Choose the destination wallet for any unapplied remainder.
6. Review the full allocation.
7. Submit the reflow.
8. Verify every affected invoice and wallet in the Ledger.

Post Adjustments

Depending on permissions and configuration, Post Adjustments may include:

ADJUSTMENT	WHAT IT DOES
Apply credit	Post an adjustment, promotion, or authorized small-balance write-off and select the related invoice when appropriate.
Cancel invoice	Reverse a posted invoice when this is the supported method for its type, such as an automatically generated recurring invoice the customer declined.
Chargeback	Record a card or check payment returned by the bank.
Chargeback reversal	Reverse a chargeback that was posted in error.
Collection fee	Add an authorized one-time fee; do not use it as a substitute for configured recurring finance charges.
General adjustment	Post a mapped debit or credit adjustment using the correct adjustment type.

Always review the resulting balance after posting. If the adjustment type is tied to accounting software, select the configured mapped type rather than creating an improvised correction.

Write Off a Bad Debt or Small Balance

1. Open **Post Adjustments** on the customer's account.
2. Choose **Apply Credit** and select the related invoice.
3. Choose the write-off adjustment type configured by your company. If adjustment types are mapped to accounting software, use the mapped type.
4. Enter a memo explaining the write-off.
5. Post the adjustment and review the resulting balance.

Write-offs require the ledger-adjustments permission. When an invoice covered by a budget is written off, the budget no longer tries to collect it.

Refunds and Voids

- Refunds, voids, and reversals each require their own permission.
- An ACH payment can be voided only until its batch closes. After that, KozyOps sends a refund automatically when the void is refused, and the confirmation names the bank account.
- Refunding unspent wallet money returns it from the wallet that funded it. A cash refund does not draw down a budget wallet.
- Releasing a card preauthorization hold settles it. It is not treated as a refund.
- When an invoice is rolled back, payments already applied to it go back to the customer's wallet.
- A payment made after a refund can pay off the charge the refund reopened.

Recalculate the Ledger

Recalculate Ledger rebuilds the customer's Ledger calculations. It is not a routine payment or correction tool. Use it only when an authorized user has confirmed that the Ledger requires recalculation, then review the entire result. Recalculation does not replace the need to correct the underlying transaction.

Recalculation now repairs a receipt whose Ledger rows were deleted by re-posting its cash and applying it to open charges. Review the result before closing the issue.

Month-End Close

Open **Reports > End of Month**. One brand filter runs every section and its exports, and comparisons to the prior month and prior year are available. These reports are run by accounting leads; office staff should know they exist and where the numbers come from.

REPORT	WHAT IT SHOWS
Cash Proof	Money received by tender: cash, check, wire, ACH, and card.
Finance Charge	Every finance charge assessed in the month, with account, customer, invoice, dates, and amount, plus a month total. Exports to CSV.
Fuel Sales and Taxes	Gallons, sales, and each tax per fuel and brand, for tax filing. Flags any line billed at a rate other than the one in force.
Tax Liability	Tax on posted invoices by brand, on a posted or paid-in-full basis.
Fuel Inventory Reconciliation	Every gallon out of company tanks and trucks matched to the invoice that billed it. Review the unbilled and shrinkage rows first.
Sales Summary by Product	Sales by product, including fuel sold by fuel.
Budget Delinquency	Budget customers behind on installments.
Rental Billing	Rental invoices for the month.
Credit card charges	Card charges with a filterable Results column, the employee who processed each one, and holds shown as held, not charged.

Close Checklist

1. Post all checked invoices for the month, and resolve anything that failed to post.
2. Close every bank deposit batch.
3. Run Cash Proof and match it to your bank and processor statements.
4. Review the Finance Charge report.
5. Run Fuel Sales and Taxes and Tax Liability for filing.
6. Run Fuel Inventory Reconciliation and investigate unbilled or shrinkage gallons.
7. Send statements.
8. Export the month's line items to CSV as needed.

Final Billing Checklist

Run through this list before leaving any billing task.

- The account, service location, and brand are correct.
- The money went to the right place: invoice, deposit wallet, cash wallet, or budget wallet.
- The payment type is right: card, bank account, cash, check, or wire, with the check number or wire reference entered.
- Each invoice received the intended amount, and any remainder sits in the intended wallet.
- No invoice was posted with a future bill date or without review.
- Autopay and the stored method match what the customer authorized.
- Card holds were released or collected when the delivery is complete.
- Deposit batches match the cash, checks, and wires in hand before they are closed.
- Statements and invoices went to unblocked addresses, and the send history shows them.
- Collection calls, emails, and promises to pay are logged on the account.
- Corrections used rollback, reflow, or a mapped adjustment, never a direct Ledger edit.
- The result was verified in Billing history or the Ledger.
- Anything uncertain was escalated to an authorized manager, administrator, or accounting lead.

Budget Plans

Creating a Budget Proposal

1. In the customer’s account, go to the **Service** tab.
2. Select **+ New Proposal**.
3. Click **Budget**.
4. Enter a title.
5. Select your company’s budget (for example, “12-Month Budget Plan”).
6. Select the template. If the template has budget levels, choose the level.
7. Choose the budget period.
8. Set the expiration date. The proposal can be signed through the end of that day in your company’s time zone.
9. Add any promotions, if applicable.
10. Add the forecast strategy. This sets how gallons are estimated for deliveries during the budget period. Set any fixed-gallon overrides here.
11. Select the fuels this budget covers.
12. Add downside protection, if applicable, and choose how the fee is collected:
    - **Budget:** drawn from the budget wallet over the plan term.
    - **Immediate:** charged right away to the plan’s autopay card. An immediate fee is not included in the payment estimate.
13. Review the service plans included in the budget. Every eligible service plan on the account is added, and its sales tax is included in the estimate.
14. Set the wallet carryover:
    - **Apply:** puts the customer’s leftover wallet balance toward the new plan. Use the slider (starting at 100%) to set how much carries over.
    - **Leave:** keeps the balance in the wallet. Use this when the money is set aside for the old term, a transfer, or a refund.
15. Select **Preview**.
16. Select **Finish**.

After creating the proposal

- **Finding a draft:** drafts appear on the Proposals card on the customer’s dashboard when the **Drafts** toggle is on. They are also listed under **Billing > Budget Plans > Budget Proposals**.
- **Editing:** the wallet carryover can be changed in the proposal editor until the proposal is signed. Changing it does not re-quote the proposal at today’s prices.
- **Projected balance:** unpaid balances from the prior budget year are not included in the projection. Credits from the prior year carry forward.

Customer signing

- Customers sign in the Customer Portal.
- Attaching an autopay card is optional. Without one, the first invoice posts to the account for manual payment, and a banner with a payment link stays on the proposal until that balance is paid.
- If a service plan on the proposal expired, was cancelled, or changed after the proposal was created, the signature fails and the customer is asked to contact you. Create a new proposal.

Creating Budget Proposals in Bulk

Use the batch wizard on the Budget Proposals screen. It runs in four steps:

1. **Parameters:** set the template, period, forecast strategy, fuels, downside protection (set per fuel), wallet carryover, and expiration date. When the template has budget levels, the lowest level is applied automatically.
2. **Preview:** choose which customers receive a proposal.
3. **Run:** proposals are created and sent in batches.
4. **Complete:** review the results.

Budget plan and budget proposal lists can be downloaded with **Export CSV**.

Activating a Budget and What It Covers

- A budget plan is a subscription with one of three statuses: **Pending**, **Active**, or **Pending Renewal**.
- The plan bills on its installment schedule. Each installment invoice is created by the nightly billing run.
- The **first installment date** controls when billing starts. If a new plan stays Pending with no invoice, check that date.
- Moving the first installment date changes the number of payments in the term. Review the payment amount after changing it.
- The budget wallet pays the invoice types the budget covers:
  - Fuel
  - Service plans linked to the budget
  - Downside protection invoices
- Some bills are only partly covered, such as a delivery past the plan’s gallon cap or a mixed service invoice. The budget pays its share, and the customer owes the rest.
- Statements show the amount the budget covered for the period.

Editing or Removing a Signed Budget or Prebuy Contract

- A signed budget cannot be deleted. To stop it, cancel the budget subscription, then create a new proposal if the customer needs a corrected plan.

- Draft and pending fuel contract proposals can be edited: price, volume, term, and fees. Select **Recalculate** to preview the new total before saving. Once a contract is signed, its terms are locked.
- After a budget is signed, its service plan coverage can still be linked, moved, or unlinked. See **Linking Service Plans to a Budget**.
- **Last Invoice Date** on a subscription sets where billing picks up for a plan brought over mid-term from another system.

Budget Invoices, the Budget Wallet, and Prompt Pay

Wallets

Customer money is held in three wallets: **Cash**, **Deposit**, and **Budget**. The budget wallet pays only the invoice types the budget covers.

Budget money is applied when one of these happens:

- An invoice is posted.
- A payment is retried.
- A receipt is reflowed.

Moving money into the budget wallet does not pay invoices that are already open. To apply it to an open invoice, reflow the payment or add a budget payment to the invoice.

Where to find budget money

Screen	What it shows
Overview, Account card	Cash wallet only
Billing tab	A Budget tile with the budget wallet balance
Ledger	All three wallets

Why a budget customer may see an amount due

- The monthly installment invoice is due.
- Part of a bill falls outside the budget, such as gallons past the cap or the uncovered part of a service invoice.
- The invoice is dated before the budget started.
- A replaced service plan has not been linked to the budget.
- An autopay charge was declined. A declined charge shows as due right away.

The customer’s **Due** tab hides invoices the budget covers. Installments and uncovered amounts still show.

Statements

Statements subtract wallet money from the balance owed and do not list budget-covered charges as due.

Prompt pay

- A budget customer’s wallet balance counts toward prompt-pay eligibility.
- A budget prompt-pay discount is applied when the invoice posts, and the discounted amount is paid from the budget wallet.
- A prompt-pay discount can be set to **Cash/Check only**, so payments made by card do not receive it.
- A discount removed by the office no longer appears in the Customer Portal or on the invoice PDF.

Budget Letters and Signup Emails

Edit the proposal email

1. Open **Proposals** settings.
2. Edit the subject and body for budget proposals. Quotes and fuel contracts have their own versions.
3. Use the live preview to check the customer name, portal link, and expiration date.
4. Available merge tokens include portal URL, expiration date, proposal type name, and title suffix.

Send budget proposals in bulk

1. Go to **Billing > Budget Plans > Budget Proposals**.
2. Select the accounts.
3. Choose the letter type.
4. Select **Send**.

Manage letter templates

- Budget letter templates are on the **Budget** tab under **Proposal Templates**.
- Use **Upload Template** to add a template, or **Download Default** to start from the standard version.
- Versions of the same template are grouped under one row.

If an email does not send

- The message names the problem, such as no default email on the customer or no support email on the brand.
- Addresses that bounce or report spam are blocked and tagged on the customer’s contact list.

Linking Service Plans to a Budget

When the proposal is created

A budget proposal includes every eligible service plan on the account. Each plan’s sales tax is included in the estimate.

When the budget is signed

The budget absorbs an existing service plan of the same template on the same unit instead of creating a duplicate.

When a covered service plan is replaced

The new plan is not linked to the budget automatically. Until it is linked, its charges bill the customer directly. To link it:

1. Open the budget’s detail dialog, or choose **Service plan coverage** on the budget row in the customer’s Subscriptions table.
2. Link, move, or unlink the coverage.
3. Review the preview of the change.
4. Select **Apply**. The change and the Ledger recalculation happen together.

This requires the ledger-adjustments permission and is recorded in the audit history.

A service plan template can be set to **Includes Tune-Up** so the plan counts as tune-up coverage.

Prebuy Contracts

Create offers in bulk

Use the bulk fuel contract proposal screen in the **Quotes** section of the Billing menu to create proposals for many customers at once. Contract templates are managed in **Proposals** settings.

Pricing options

Option	Choices
Price	Fixed price per gallon, or price protection with a market-price range, a protection fee, and a prepay option
Volume	A fixed number of gallons, or the customer’s prior-year gallons pulled automatically
Term	A fixed term or no end date
Fees and floors	May be set to $0. The enrollment fee field is required.

Customer acceptance

- Customers accept in the Customer Portal. The offer shows the fuel, term, volume, price, and prepay total.

- Attaching an autopay card is optional. Without one, the first invoice posts to the account for manual payment.
- A price protection offer that is not prepaid shows a **Due Now** amount.

Charging

- A prebuy creates an invoice for the prepaid amount.
- A contract accepted in the portal posts automatically. A contract accepted by staff in the office must be posted by staff.
- Downside protection is billed on its own invoice.
- On a partial-pay contract, the first invoice covers only non-fuel items, such as downside protection. Fuel is invoiced with each delivery.
- Before taking a manual payment on a contract invoice, check whether autopay will also collect it.

Deliveries against a prebuy

- When a delivery invoice posts, a **Fuel Contract Coverage** credit pays the fuel line at gallons × contract price, up to the prepaid amount remaining.
- A delivery larger than one contract is split across overlapping contracts.
- Sales tax on contract deliveries is not covered by the prepay. The customer owes the tax.
- The **Contract Obligations** report shows gallons committed, delivered, and still owed for each product. Gallons invoiced but not yet posted count as delivered.

Fuel Assistance

Overview

Fuel assistance lets an outside agency pay some or all of a customer's fuel. Setup always runs in this order:

1. Add the agency (vendor) that is covering the assistance.
2. Add the fuel assistance contract on the customer's fuel system.
3. Create the authorization, request it, and approve it once the agency confirms.

Step 1: Add the Fuel Assistance Agency

Add the agency that is covering the fuel assistance. Skip this step if the agency is already set up.

1. Go to **Admin > Settings > Fuel > Fuel Assistance Agencies**.
2. Click the purple button to add a new vendor.
3. Enter the agency's details and save.

Step 2: Add the Contract to the Customer's Fuel System

The contract lives on the specific fuel system that receives the assistance.

1. Open the customer's account.
2. Go to **Systems** and select the fuel that is receiving the fuel assistance.
3. Scroll to the bottom of the page. Above **Delivery History**, click **Pricing**.
4. In Pricing, scroll to **Fuel Assistance** and click the plus sign.

5. Enter the contract details:
   - Vendor
   - Program
   - Case Number
   - Unit Type (gallons or dollars)
   - Allocated Amount
   - Start Date and End Date
   - Agency Ref Number
6. Click **Create**.

Step 3: Create, Request, and Approve the Authorization

The authorization ties the customer's contract to the agency's approval.

1. In the sidebar, click **Fuel Assistance**, then **Authorizations**.
2. Click the purple **Add Authorization** button.
3. Select the customer you just set up and their contract.
4. Type in the allocated amount again and confirm the end date.
5. Click **Create**.
6. On the right side of the authorization, click the paper airplane icon to request it.
7. When the agency confirms, click the green checkmark to approve it.

The allocated amount and end date on the authorization should match the contract from Step 2.

Good to Know

- **Surcharges.** Each program has its own **Covers surcharges** switch on the Fuel Assistance Agencies screen. It decides whether assistance also pays fees such as hazmat. On a single invoice, the toggle on the **Surcharges** tab can override it case by case.
- **Changing coverage.** Changing a program's surcharge setting updates every unposted invoice on that program. A posted invoice must be rolled back first.
- **Pricing date.** Assistance is priced on the day the truck ran the route, not the day the office checked the delivery in.
- **Correcting a rate.** A past rate can't be edited, so enter the rate again. When two rates share a date, the newest entry is used.
- **Who pays first.** When an invoice posts, the agency pays before the customer's wallet or budget credit. The customer's money goes back to their cash wallet.
- **Rollbacks.** Rolling back an invoice returns the assistance it used to the contract.

- **On the truck.** The driver's stop card and the delivery ticket show the customer's fuel assistance balance and coverage.
- **Access.** Fuel assistance is hidden from users without fuel assistance permission. Adding or editing agencies needs the program setup permission.

Quick Reference

Step	Where to go	What to enter
1. Agency	Admin > Settings > Fuel > Fuel Assistance Agencies	New vendor (once per agency)
2. Contract	Customer > Systems > fuel > Pricing > Fuel Assistance	Vendor, program, case number, unit type, allocated amount, start and end date, agency ref number
3. Authorization	Sidebar > Fuel Assistance > Authorizations	Customer, contract, allocated amount, end date; then request and approve

Final check:

- The contract is on the fuel system that receives the assistance.
- The allocated amount and end date match on the contract and the authorization.
- The authorization shows as approved (green checkmark).