Various reports to be checked during the month

- [Guidelines for Checking Self-Service Clients with Incorrect Billing Settings in PowerBI](#)
- [Instructions for Using the "Accounts with Billing Issues" Report (Lookerstudio)](#)

Guidelines for Checking Self-Service Clients with Incorrect Billing Settings in PowerBI

Objective:

To ensure correct auto-billing settings for self-service accounts, which will result in accurate automatic invoice generation. Sometimes campaigns are run for self-service accounts, but the billing settings under company profile remain configured for managed clients. This task ensures that settings are corrected promptly.

Frequency:

- **Check the report at least twice a month**.
- **Mandatory check during the last days of the month** before monthly billing to avoid errors.

Steps to Follow:

1. **Access the Report** on PowerBi called "Self service deals"

   The report can be accessed via this [Power BI link](#).
2. **Filter the Report**
   - Look for the "Not Automated Deals Spend Tracking" section.
   - Set the **month filter** to "Current" to review the latest data.

Pages	≪
Automated deals spend...	
Closed self service deals...	
Not automated deals s...	
Summary	

🗋 File ∨ ⊢→ Export ∨ 🖃 Share 🔲 Chat in Teams ♀ Get insights 🔂 Subscribe to report 🔔 Set alert ⋯   🔷 Copilot

Year	Month name	Team lead	Sales person	Company name	User name	Campaign ID
2024 ∨	Current ∨	All ∨	All ∨	All ∨	All ∨	All ∨

Sales person	Company name	User name	Current month spend	Total spend until chosen date	Total budget
Ruslanas Lisovskij	Ad Planet Labs OU	ADP IPlace - NOVUS	273	273	323
		ADP UMWW Ukraine - Mazda	147	147	233
		ADP IPlace - FADO	119	119	349
		ADP Groupm - Bepanthen	22	22	27
		Total	**4,229**	**5,551**	**7,958**
	GlobalDigital LLC	GD Starcom - Visa	925	925	5,104
		GD AlpenPharma - Gastritol UAH	883	883	1,302
		GD Dentsu - Toyota	245	622	1,761
		GD Favbet	593	593	737
		GD Mediafirst - KFC	506	506	1,307
		GD TerraMedia - PidBir.ua	355	495	686
		GD Dentsu - Metro	303	303	1,250
		GD Dentsu - Hygia	210	210	419
		GD GUR	140	140	897
		GD Initiative - Velo	115	115	114
		GD MDagency - Nova Poshta	51	51	152
		GlobalDigital	0	0	6
		Total	**4,325**	**4,842**	**13,735**
	Total		**8,554**	**10,393**	**21,693**
Asmae Zahir	Ideas Link Mexico S.A. de C.V.	Link Studio	13	13	110
		Total	**13**	**13**	**110**
	Total		**13**	**13**	**110**
Total			**8,567**	**10,406**	**21,803**

3. **Identify Accounts**

   The report will show accounts that have spent money but whose company profile settings are incorrect. These accounts need to be addressed.

4. **Update Company Profile Settings on DSP**

   If accounts are found with incorrect settings, take the following actions in the company profile:

   - Change the **auto-billing settings** as required.
     Before Changes:
     The company profile will show the incorrect settings for managed clients.

Client auto-invoicing profile

Non-auto invoicing users

Link Studio

Reason for Non-Auto Invoicing

Select a reason ▾

Client auto-invoicing profile   ➕ ✖

Auto billing users?

Select any ▾

When invoice should be generated?

☐ End of month (+interim invoices) ⓘ
☐ End of IO budgets spend (campaign status = complete) ⓘ

How group invoice media budgets?

◉ One line "DSP services" (default) ⓘ
○ By media budget and country ⓘ
○ Group all client accounts under one invoice (always a new IO+invoice(dedicated for self-service)) ⓘ
○ Group all client io's under one invoice ⓘ
○ Grouping by account and IO ⓘ

☑ Is default

☐ Send invoices automatically

Form navigation

General Information
Discounts & Taxes
Rebate payment term
Rebates
Client auto-invoicing profile
Credit limit
Factoring
Eskimi billing entity
Contract detail
Buttons

Profile finance status Ⓝ

Credit limit level: $0.00 / $5,000.00
Company type: Self-service
Finance balance: $0.00
Overdue: 0.00
Last invoice:
Last payment:
Open IOs:
Open IOs amount: $0.00
Agreement status: Signed
Discount: 0.00%
Rebate: 0%
Bonus: 0.00%
Tax: 0.00%(i.e. WHT)
Currency rate: USD1.00

After Changes:

The profile should be updated as follows:

- **End of Month Billing** selected.
- **Third Grouping** chosen.
- The appropriate **account for invoice generation** selected.
- Ensure all updates are properly saved and attached to the respective company profiles.

5. **Exceptions**
- Internal accounts or users, such as *Eskimi - Artem P., Test*, do not require these changes.

Reminder:

This task should be done **at least twice a month** and especially **towards the end of the month** before the monthly billing to ensure no errors in invoice generation.

Instructions for Using the "Accounts with Billing Issues" Report (Lookerstudio)

The **Accounts with Billing Issues** report identifies clients with incorrect billing settings, where the account management does not align with the billing profile. This includes both active and inactive accounts. The purpose of this report is to correct billing settings within the DSP company profiles.

Frequency:

- Check this report **at least twice a month** and **once at the end of the month** before the billing cycle.

Steps to Use the Report

1. **Download the Report:**
   - Access the report and download it in **Excel format**.
2. **Remove Duplicates:**
   - In the Excel file, **remove duplicates** in **Column B**. This will give you a list of companies that need your attention.
3. **Check Companies:**
   - Review the companies **one by one** to identify billing issues.
4. **Ignore Internal Accounts:**
   - **Skip** internal company names such as **Eskimi**, **NULL**, or **test** as they don't require changes.

How to Know if a Company's Billing Settings Are Correct

Companies can be categorized as **Mixed (both self-service and managed accounts)**, **Self-service**, or **Managed**.

1. Mixed Type (Self-service and Managed Accounts)

- **Correct setup**:
  If the company type is "Mixed," there should be **at least two billing profiles**:
  - One for **managed accounts**.
  - One for **self-service accounts**.
  - Alternatively, there can be **one billing profile** for some accounts, and other accounts should be listed under **non-auto invoicing users**, with the reason clearly mentioned.
    - **Example**: Glowlight Corporation has accounts listed in a billing profile, and one account not assigned to a billing profile, with a reason provided.

- **Fix**:
If no reason is provided for non-auto invoicing, find out why. If there is no valid reason, the account must be assigned to a billing profile.

2. Self-service Type

- **Correct setup**:
All accounts should be under **one billing profile**, with invoices generated at the **end of the month (+ interim invoices)**. The **invoice grouping** should be set to the **3rd option**: "Group all client accounts under one invoice."
  - **Example**: Dage Digital is self-service but does not have a billing profile:
  - NOT CORRECT:
  -

- **Fix**:
Update the settings so:
  - Invoice generation frequency is set to **End of month (+ interim invoices)**.
  - Invoice grouping is set to the **3rd option** ("Group all client accounts under one invoice").
  - No accounts are listed as **non-auto invoicing users**.
  - This is how CORRECT company profile looks after the above changes are made:

Summary for Correct Billing Setup:

- **No accounts** should be listed as **non-auto invoicing users** unless reason mentioned
- Invoice generation frequency should be **End of month (+ interim invoices)**.
- Invoice grouping should be set to the **3rd option** ("Group all accounts under one invoice").
- The **main billing account** must be selected.

3. Managed Type

- **Correct setup**:
  Most accounts should have a billing frequency assigned (one or both options), and **any invoice grouping** can be chosen, except the **3rd grouping**, which is only for self-service accounts.
- Here is an example of CORRECT company profile:

Client auto-invoicing profile

Non-auto invoicing users

Reason for Non-Auto Invoicing

Select a reason ▼

Client auto-invoicing profile ➕ ✖

Auto billing users?

Utopia Media Group, Justin Essien, Utopia Media Group_Wazino, Utopia Media Group.. +11 ▼

When invoice should be generated?
☑ End of month (+interim invoices) ⓘ
☑ End of IO budgets spend (campaign status = complete) ⓘ

How group invoice media budgets?
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○ Group all client io's under one invoice ⓘ
○ Grouping by account and IO ⓘ

☑ Is default

☐ Send invoices automatically

Credit limit

General Information
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Eskimi billing entity
Contract detail
Buttons

Profile finance status

Credit limit level: $11,905.27 / $1.00
Company type: Managed
Finance balance: $10,895.17
Overdue: 6,071.83
Last invoice: 15 Feb, 2024
Last payment: 19 Aug, 2024
Open IOs: 36434
Open IOs amount: $1,010.10
Agreement status: Signed
Discount: 0.00%
Rebate: 15%
Bonus: 0.00%
Tax: 13.00%(i.e. WHT)
Currency rate: NGN1,750.00

- Company profile can have several billing profiles as well if brands (accounts) request different grouping of invoices, for example, one brand requires invoices for each IO and another one may accept grouped under one invoice.

How to Choose the Main Account for Billing

If there are multiple accounts, here's how to select the main billing account:

- If all accounts are in **USD**, you can use any account.
- If there are **multiple currencies**, check the SOA (Statement of Account) history to see which currency was used in previous billing cycles. Choose the account in that currency.

- Ensure the selected account uses a currency that is accepted for payment (e.g., **Zimbabwean dollar** cannot be used for billing).

Troubleshooting: Notification When Saving Changes

If you receive a **notification** while trying to save changes, it means some accounts need to be added to the **Auto-billing list**.
Select the relevant users and **save changes**.

Here is an example of notification:

Here is an illustration where the users have to be selected:

Summary for Correct Billing Setup (Self-service Example):

For self-service clients:

- **No accounts** should be listed as **non-auto invoicing users**.
- Invoice generation frequency should be **End of month (+ interim invoices)**.
- Invoice grouping should be set to the **3rd option** ("Group all accounts under one invoice").
- The **main billing account** should be selected (if there is only one account under the company profile).

By following these steps, you can effectively identify and resolve billing issues in client accounts, ensuring correct and compliant billing settings.