

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.
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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.
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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.

Client auto-invoicing profile

Non-auto invoicing users
Glowlight VN Performance

Reason for Non-Auto Invoicing
Performance campaigns billed manually

Client auto-invoicing profile + X

Auto billing users?
Glowlight VN

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 ⓘ

Select client main account for IO/Invoice
Glowlight VN

Is default

Send invoices automatically

Credit limit
Base credit limit (with VAT (USD)) *
5,000

Client auto-invoicing profile
Credit limit
Factoring
Eskimi billing entity
Billing entity change history
Contract detail
Buttons

Profile finance status ⓘ

Credit limit level: \$3,640.00 / \$7,000.00
Company type: Mixed
Finance balance: \$3,640.00
Overdue: 0.00
Last invoice: 31 Aug, 2024
Last payment: 24 Apr, 2024
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

Created by: Eskimi - Asif Adops
Last updated by: Eskimi - Aiste
Created: 2024-04-23 12:57:28 (GMT+3)
Last updated: 2024-09-05 15:29:23 (GMT+3)

- **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:

Client auto-invoicing profile

Non-auto invoicing users
Dage Digital

Reason for Non-Auto Invoicing
Select a reason

Client auto-invoicing profile + X

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

Credit limit

Base credit limit (with VAT (USD)) *
500

Form navigation

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

Profile finance status ⓘ

Credit limit level: \$0.00 / \$700.00
Company type: Self-service
Finance balance: \$0.00
Overdue: 0.00
Last invoice: 31 Mar, 2024
Last payment: 29 Feb, 2024
Open IOs:
Open IOs amount: \$0.00
Agreement status: Signed
Discount: 0.00%
Rebate: 0%
Bonus: 0.00%
Tax: 13.00%(i.e. WHT)
Currency rate: NGN1,750.00

- **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:

Client auto-invoicing profile

Non-auto invoicing users
Dage Digital

Reason for Non-Auto Invoicing
Select a reason

Client auto-invoicing profile + x

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 ⓘ

Select client main account for IO/Invoice
Dage Digital

Is default

Send invoices automatically

Rebate payment term

Rebates

Client auto-invoicing profile

Credit limit

Factoring

Eskimi billing entity

Billing entity change history

Contract detail

Buttons

Profile finance status ⓘ

Credit limit level: \$0.00 / \$700.00

Company type: Self-service

Finance balance: \$0.00

Overdue: 0.00

Last invoice: 31 Mar, 2024

Last payment: 29 Feb, 2024

Open IOs:

Open IOs amount: \$0.00

Agreement status: Signed

Discount: 0.00%

Rebate: 0%

Bonus: 0.00%

Tax: 13.00%(i.e. WHT)

Currency rate: NGN1,750.00

Created by: Dage Digital

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?

- 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

Credit limit

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: \$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:

The screenshot shows a user profile editing interface for 'Dage Digital'. At the top left, there is a '< BACK TO LIST' link. The main heading is 'Editing Dage Digital'. Below this, a yellow error banner contains the message: 'Error(s): please fix the following issues:'. The error list includes: 'User is required when auto billing profile selected' and 'Client main account needs to be within the current auto billing profile users'. The form fields are: 'Official company (organization) name' with the value 'Dage Digital'; 'Country' with a dropdown menu set to 'Nigeria'; and 'Company address' with the value '31b, Olorunibe Street, Wemabod Estate, Opposite Adenine Jones Avenue, Ikeja Lagos'. On the right side, there is a 'Form navigation' sidebar with a list of sections: 'General Information', 'Discounts & Taxes', 'Rebate payment term', 'Rebates', 'Client auto-invoicing profile', 'Credit limit', 'Factoring', 'Eskimi billing entity', 'Billing entity change history', 'Contract detail', and 'Buttons'. At the bottom right, there is a 'Profile finance status' section with a green 'A' icon, showing 'Credit limit level: \$0.00 / \$700.00' and 'Company type: Self-service'.

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

Client auto-invoicing profile

Non-auto invoicing users
Dage Digital

Reason for Non-Auto Invoicing
Select a reason

Client auto-invoicing profile + x

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 ⓘ

Select client main account for IO/Invoice
Dage Digital

Is default

Send invoices automatically

Rebate payment term

Rebates

Client auto-invoicing profile

Credit limit

Factoring

Eskimi billing entity

Billing entity change history

Contract detail

Buttons

Profile finance status A

Credit limit level: \$0.00 / \$700.00

Company type: Self-service

Finance balance: \$0.00

Overdue: 0.00

Last invoice: 31 Mar, 2024

Last payment: 29 Feb, 2024

Open IOs:

Open IOs amount: \$0.00

Agreement status: Signed

Discount: 0.00%

Rebate: 0%

Bonus: 0.00%

Tax: 13.00%(i.e. WHT)

Currency rate: NGN1,750.00

Created by: Dage Digital

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.

Revision #2

Created 1 October 2024 12:41:00 by Aiste

Updated 1 October 2024 13:24:20 by Aiste