

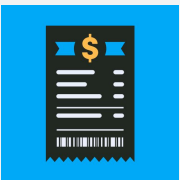
Take control of your cash flow within a centralized hub for all your ServiceTitan financial data.



ServiceTitan's core Accounting module has been transformed into a real-time transaction hub that provides a single access point to view and manage all of the money coming in and owed to your business. Get your work done faster with fewer clicks to access the data you need while automating tedious workflows, ensuring your team is prepared to take on more as you grow.

Three new Accounts Receivable modules—*Invoices*, *Customer Payments*, and *Bank Deposits*—allows teams to take control of cash flow and make smart decisions with financial data they can trust. Meanwhile, Auto-Batching reduces the manual labor required to create batches based on cadence and business unit.

Why use Transaction Hub & Auto-Batching?



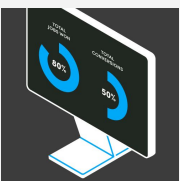
Fast-track Accounting Operations

Complete your most common accounting workflows faster by accessing your financial data with fewer clicks, connecting it across all related documents, and perform actions in bulk.



See Visualized Data Instantly

Know exactly where your accounts stand with real-time data updates that are graphically rendered in ServiceTitan, ensuring quick readability.

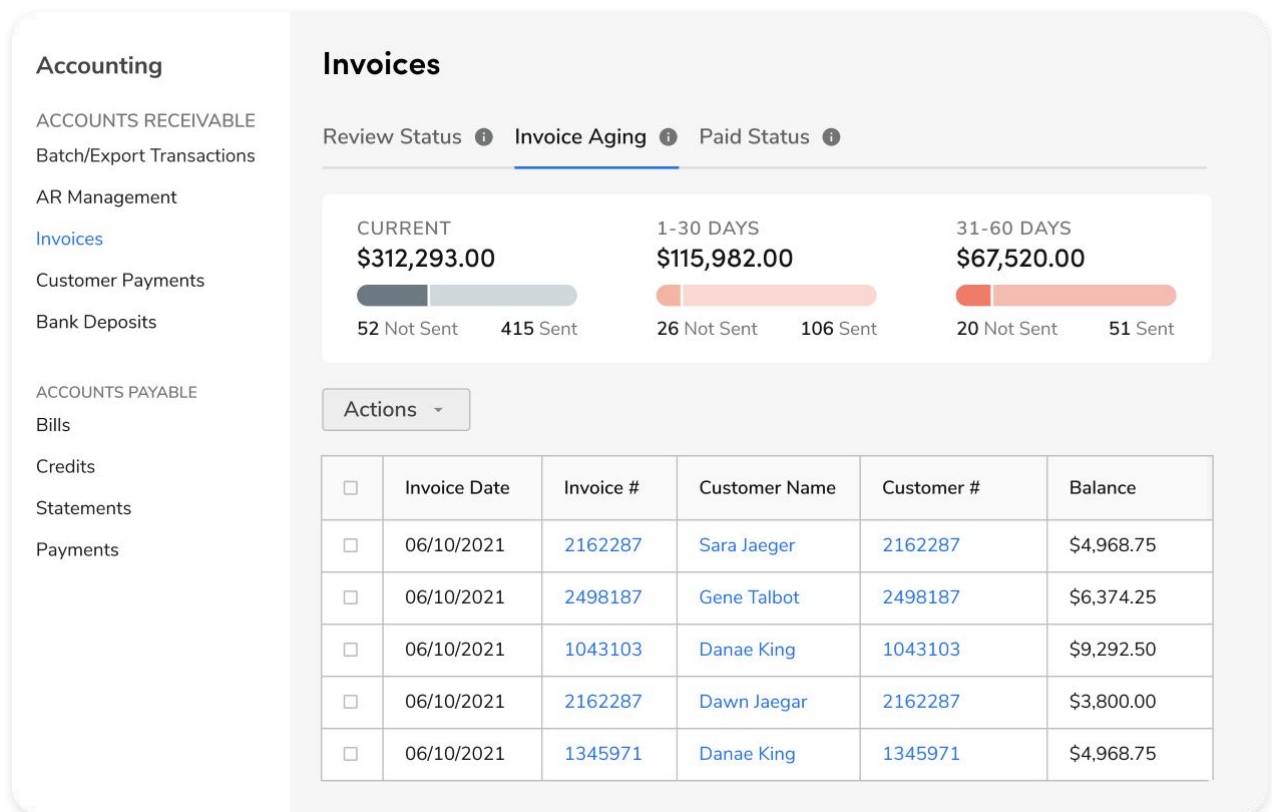


Gain Financial Transparency

Gain big-picture insights into financials and easily drill down into the finer details to identify issues so you can resolve them strategically.

Invoices

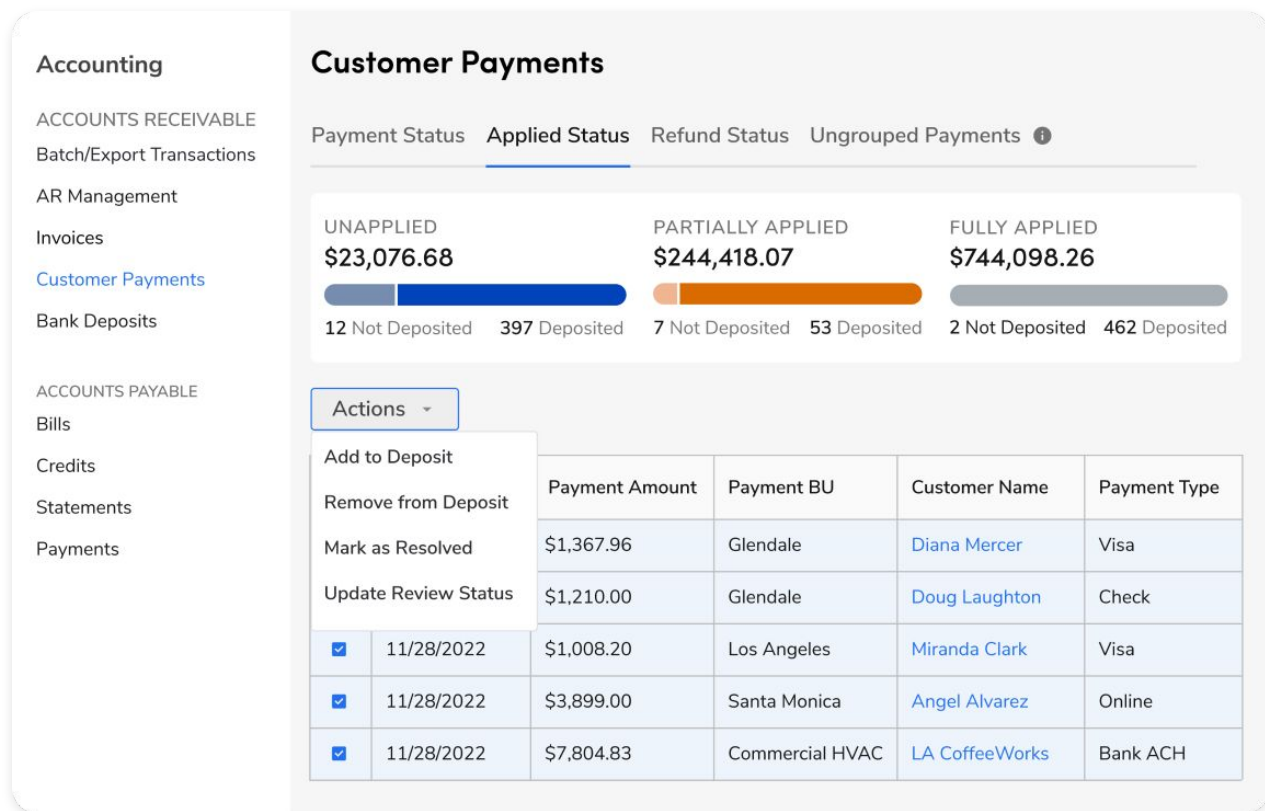
Reviewing invoices for accuracy and managing outstanding invoices are a breeze with a complete in-app experience to view invoices based on their aging period and perform actions individually or in bulk—send payment reminders, print invoices, charge interest, or add to a batch.



- ▶ **Review & assign invoices** - View all invoices and their current status. Transactions are immediately available and easy to find for any accounting user.
- ▶ **View invoice flyout** - View an invoice without navigating to another module. Simply click the gray box surrounding the invoice number—it appears instantly. Review, exit and pick up where you left off. Acces the invoice for editing by clicking on the invoice number.
- ▶ **Track invoice aging & paid status** - Get a real-time view of your outstanding invoices and easily filter for similar invoices. You can then print, email, mark as sent, or charge interest in bulk.
- ▶ **Charge interest** - Access a better workflow to charge interest. Simply filter invoices, select preferred invoices, then apply relevant charges based on customized payment terms.

Customer Payments

Customer Payments centralizes all payment transactions and allows admins to search for them across a variety of parameters. Perform common workflows, including the ability to review payments, collect single or bulk payments, process refunds, manage partial payments, and add payments to a deposit.



- ▶ **Locate payments** - Admins can locate payments without navigating to a customer’s profile and searching for the invoice.
- ▶ **Track payment status** - Gain an understanding of where credit card and ACH payments stand by viewing failed, canceled, pending and successful payments by total amounts and invoice count, rather than going looking at the individual invoice levels or their TSYS payments reports.
- ▶ **Apply payments** - View which payments have been taken but are not applied to invoices and allow users to take action to apply, refund, delete, or mark as resolved.
- ▶ **Track refunds** - If a payment is refunded through Automated Refunds, these transactions are logged in a dedicated screen *Refund Status*.

Bank Deposits

All payments added to a bank deposit appear in this new AR Transaction Hub module. The swift identification of payments to bank deposits allows you to more quickly reconcile payments against bank deposits.

Accounting

ACCOUNTS RECEIVABLE

Batch/Export Transactions

AR Management

Invoices

Customer Payments

Bank Deposits

ACCOUNTS PAYABLE

Bills

Credits

Statements

Payments

Bank Deposits

Create Deposit

OPEN

\$6,412.22

3 Not Reviewed

6 Reviewed

DEPOSITED - LAST 30 DAYS

\$57,943.68

0 Not Reviewed

9 Reviewed

Actions

Search Deposit Name

Deposit Name

	Deposit Name	Deposit Date	Total	# of Payments	Review Status
<input checked="" type="checkbox"/>	1/13 Chase Account Deposit - 4652121	01/13/23	\$5,194.74	6	Reviewed
<input checked="" type="checkbox"/>	1/20 Chase Account Deposit - 4652121	01/20/23	\$2,117.22	3	Reviewed
<input checked="" type="checkbox"/>	1/27 Chase Construction Account Deposit - 49326123	01/27/23	\$4,051.00	1	Needs Review

- ▶ **Review transactions** - Admins can mark each individual payment transaction as reviewed and easily see the breakdown of cash or checks for each bank deposit.
- ▶ **Create deposit batches** - Easily group payments together to help reconcile the deposits made into your bank account. Simply select appropriate transactions, click the *Create Deposit* button, and assign a deposit name and date.
- ▶ **Update deposit status** - Once a deposit has been verified in your bank account, change its status from *Open* to *Deposited*.
- ▶ **View export status** - Easily identify which deposits have already been exported.

Auto-Batching

Auto-Batching is designed to reduce the manual labor required to create batches for invoices, payments, bills, and credits. Users will no longer have to individually add and remove transactions from batches.

The screenshot shows the 'Auto-Batching' settings in ServiceTitan. At the top, there's a header with the ServiceTitan logo and 'Accounting Settings'. Below this, the 'Auto-Batching' section has a toggle switch turned on, labeled 'Group transactions with the same cadence'. A descriptive text explains that this allows creating one batch for multiple transaction types based on their cadence, with an example: 'Invoices and Bills are set to a Daily cadence and will be grouped to create one batch.' Below this, there are two main sections: 'Invoices' and 'Payment (Invoices)'. The 'Invoices' section has a text block recommending daily batching and a checkbox 'Group by Business Unit' which is checked. The 'Payment (Invoices)' section has a text block recommending manual grouping and two unchecked checkboxes: 'Group by Business Unit' and 'Group by Payment Type'. A 'Cadence' dropdown menu is open, showing options: 'Daily' (selected), 'Per Transaction', 'Weekly', 'Monthly', and 'Manual (Default)'. The menu is divided into 'AUTO-CREATE' and 'MANUAL-CREATE' sections.

ServiceTitan Accounting Settings

Auto-Batching

☒ Group transactions with the same cadence

Allows you to create one batch for multiple transaction types based on their cadence.
For example, Invoices and Bills are set to a Daily cadence and will be grouped to create one batch.

Invoices

As a best practice, we recommend grouping invoices on a daily cadence. If you need to split your invoice batches by business unit, select "Group by Business Unit".

Payment (Invoices)

As a best practice, we recommend manually grouping payments so that they can match your bank deposits. If you choose to auto-batch, we recommend you verify that deposits match your bank before exporting.

Cadence

Daily x v

- AUTO-CREATE
- Per Transaction
- Daily
- Weekly
- Monthly
- MANUAL-CREATE
- Manual (Default)

☒ Group by Business Unit ?

☐ Group by Business Unit ?

☐ Group by Payment Type

- ▶ **Generate batches** - Save countless clicks by automatically creating transaction batches, so you can move directly into your review and export workflow.
- ▶ **Set custom rules** - Set up specific rules around automated batching preferences for invoices, customer payments, bank deposits, and credits.
- ▶ **Control frequency** - Control how often batches are created by defining a cadence and whether or not they should be grouped by business unit.
- ▶ **Assign start date** - Set your preferred start date. ★ Pro Tip: Start with your oldest unbatched transaction date, the 1st of the month, or when you want this automated process to begin.
- ▶ **Auto-updates** - Edit an invoice date if it is incorrect and the invoice automatically moves to the appropriate batch date.

Key features across all modules

- ▶ **Interactive status bars** - All transactions are visually grouped together to give you a big-picture view of your finances. Click on any data set to quickly drill down and view the relevant transactions.
- ▶ **Customize your view** - Users can set their unique view with advanced filtering that allows them to choose the data points most relevant to their role. Drag and drop the column order as desired.
- ▶ **Transaction search** - Type in key words or numbers in the search bar and select which data set to search, such as Customer Name, Invoice #, Address, or Project Name, among others.

What changes will I see with Transaction Hub?

A prerequisite for Transaction Hub is **Payment Terms**. Contact support to turn this on if you are not currently using it. Notable changes include:

- ▶ **Three new nodules** - *Invoices*, *Customer Payments*, and *Bank Deposits* are visible in the Accounting module under *AR Management*.
- ▶ **Batching screen & exporting** - Once you begin to use auto-batching and the three new modules for managing AR, you will only need to use the *Batching* screen to export the batches to your accounting system. This export process remains the same.
- ▶ **Collect Payment button** - This button now also appears in the upper right on the *Customer Payments* screen. You can also collect payment on the *Invoices* screen via the *Actions* menu located to the far right of any of the invoice line items.
- ▶ **Payment Terms** - Once *Payment Terms* is activated on your account, it will default to "Due Upon Receipt". This has no impact to your workflow. This phrase will appear on invoices printed or emailed to customers. Create a custom term to replace this phrase in *Settings > Invoicing > Payment Terms*.
- ▶ **Improved Charge Interest experience** - The *Invoices* and *Customer Payments* screens provide a better workflow to locate invoices and apply interest based on custom settings. Interest charges are added as a new invoice line item. *Payment Terms* (above) will need to be configured prior to using.
- ▶ **ServiceTitan Payments Reconciliation Report** - You can continue to reference the daily TSYS batch reports for your reconciliation workflow. Now, failed payments are available to view in *Customer Payments*, so you may action on them more quickly.