


Bill.com Setup Reference Guide Part 2: Client Company Setup

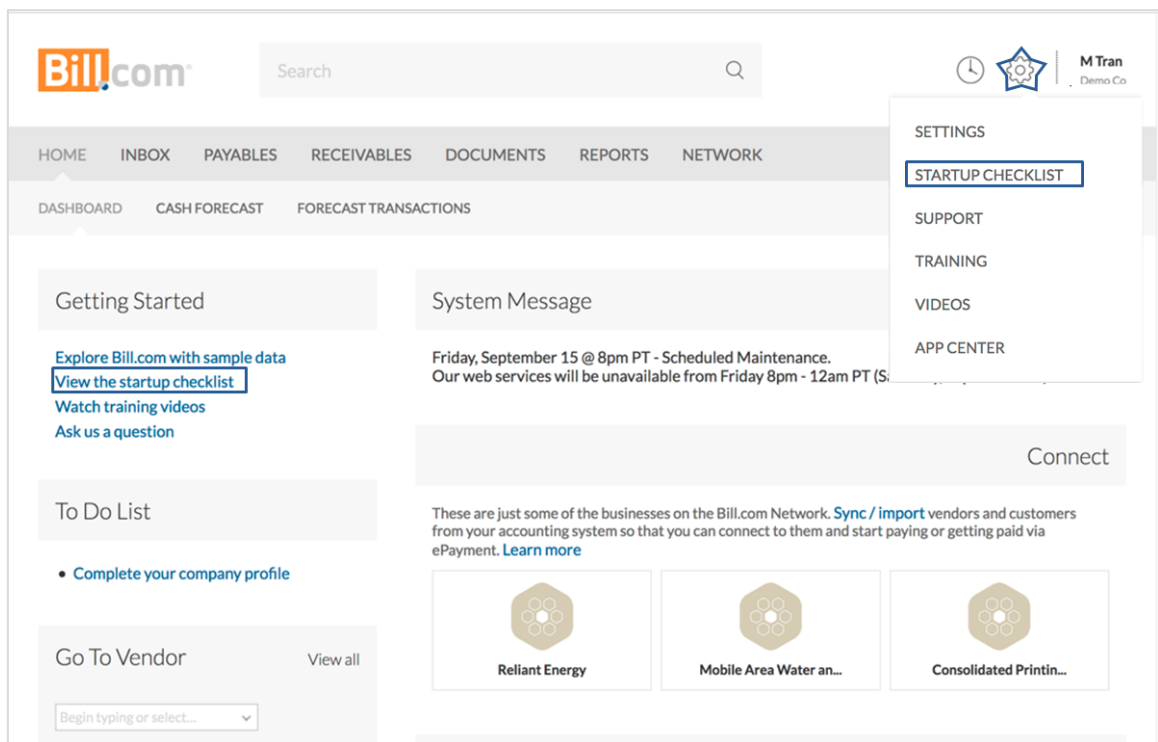
A decorative graphic at the bottom of the page consisting of two overlapping wave-like shapes. The left shape is a solid blue color, and the right shape is a light grey color, creating a modern, abstract design.

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Access the Startup Checklist

Log in to the client account to access the **Startup Checklist** under the **Getting Started** section, or from the **Gear Icon** in the top Right



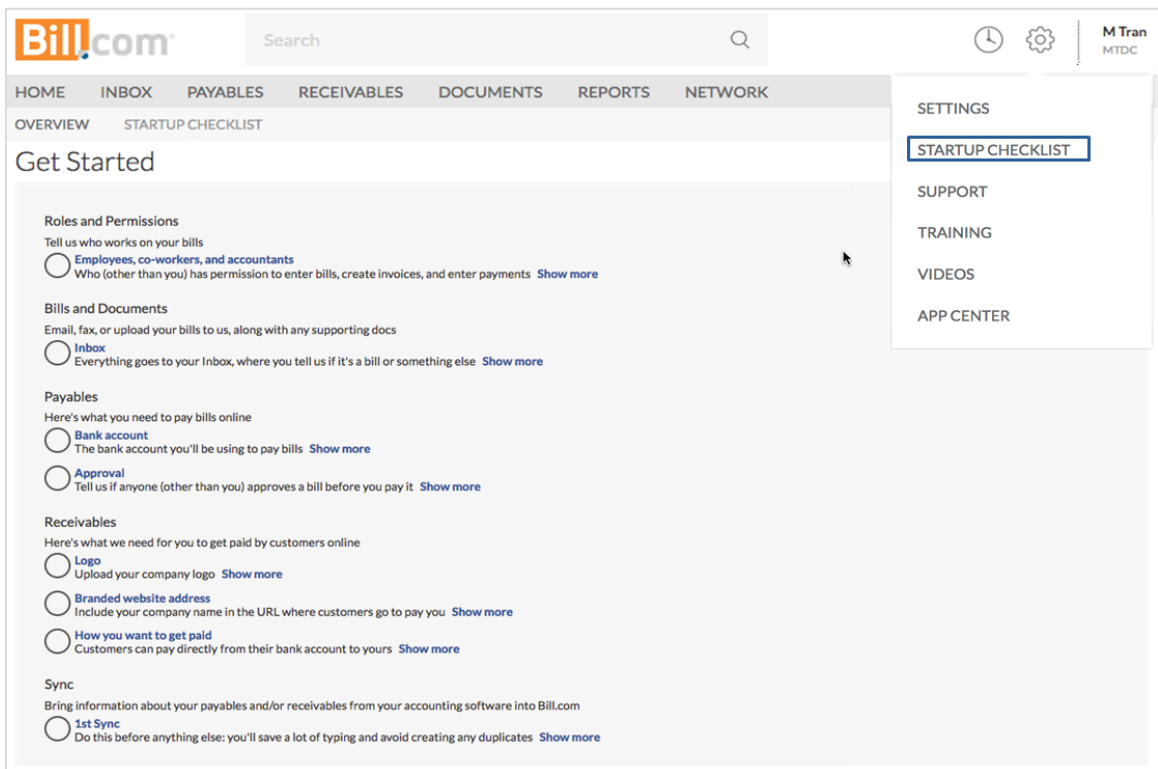
The screenshot shows the Bill.com dashboard interface. At the top, there is a search bar and a navigation menu with links: HOME, INBOX, PAYABLES, RECEIVABLES, DOCUMENTS, REPORTS, and NETWORK. Below this is a secondary menu with DASHBOARD, CASH FORECAST, and FORECAST TRANSACTIONS. The main content area is divided into several sections:

- Getting Started:** Contains links for "Explore Bill.com with sample data", "View the startup checklist" (highlighted with a red box), "Watch training videos", and "Ask us a question".
- To Do List:** Contains a single item: "Complete your company profile".
- Go To Vendor:** Includes a search bar with the placeholder text "Begin typing or select..." and a "View all" link.
- System Message:** Displays a message about scheduled maintenance on Friday, September 15 at 8pm PT, stating that web services will be unavailable from 8pm to 12am PT.
- Connect:** A section titled "These are just some of the businesses on the Bill.com Network. Sync / import vendors and customers from your accounting system so that you can connect to them and start paying or getting paid via ePayment. Learn more". It features three vendor cards: "Reliant Energy", "Mobile Area Water an...", and "Consolidated Printin...".
- Settings Menu:** A dropdown menu is open in the top right corner, showing options: SETTINGS, STARTUP CHECKLIST (highlighted with a red box), SUPPORT, TRAINING, VIDEOS, and APP CENTER.

Startup Checklist

There are 5 sections to complete in the **Startup Checklist**:

- **Roles and Permissions:** Add any additional staff and choose their roles
- **Bills and Documents** (Setting up the Inbox)
- **Payables:** Add client bank account information and set approval policies
- **Receivables:** Upload custom logo, setup branded website (where their customers login to pay) and determine how they want to be paid
- **Sync:** Sync over Customers, Vendors, Unpaid Bills & Invoices, Items and more



The screenshot shows the Bill.com web interface. At the top, there's a search bar and navigation links: HOME, INBOX, PAYABLES, RECEIVABLES, DOCUMENTS, REPORTS, and NETWORK. Below these are links for OVERVIEW and STARTUP CHECKLIST. The main content area is titled "Get Started" and contains five sections, each with a radio button and a "Show more" link:

- Roles and Permissions:** Tell us who works on your bills. ☐ **Employees, co-workers, and accountants** Who (other than you) has permission to enter bills, create invoices, and enter payments [Show more](#)
- Bills and Documents:** Email, fax, or upload your bills to us, along with any supporting docs. ☐ **Inbox** Everything goes to your Inbox, where you tell us if it's a bill or something else [Show more](#)
- Payables:** Here's what you need to pay bills online. ☐ **Bank account** The bank account you'll be using to pay bills [Show more](#). ☐ **Approval** Tell us if anyone (other than you) approves a bill before you pay it [Show more](#)
- Receivables:** Here's what we need for you to get paid by customers online. ☐ **Logo** Upload your company logo [Show more](#). ☐ **Branded website address** Include your company name in the URL where customers go to pay you [Show more](#). ☐ **How you want to get paid** Customers can pay directly from their bank account to yours [Show more](#)
- Sync:** Bring information about your payables and/or receivables from your accounting software into Bill.com. ☐ **1st Sync** Do this before anything else: you'll save a lot of typing and avoid creating any duplicates [Show more](#)

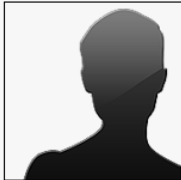
On the right side, there's a settings menu with links: SETTINGS, **STARTUP CHECKLIST** (highlighted), SUPPORT, TRAINING, VIDEOS, and APP CENTER.

Define Client Roles and Permissions

Roles and Permissions

In this section, you can add any additional clients who will be working in the account to do things such enter, approve or pay bills.

Use Access
and Role
data from Client
Pre-Setup
Checklist



* FIRST NAME

* LAST NAME

* EMAIL

We send instructions to this address

TIME ZONE

* ROLE

Use one of the following roles or create a custom role. [Learn more](#)

Bill.com Roles

PERMISSION	ADMINISTRATOR	APPROVER	CLERK	PAYER	APPROVER	CLERK
Approve Bills/Vendor Credits	yes	yes	no	no	yes	no
Manage Vendor	yes	yes	no	no	no	yes
Manage Bill	yes	yes	no	no	no	yes
Record Payments made outside of Bill.com	yes	yes	yes	no	no	yes

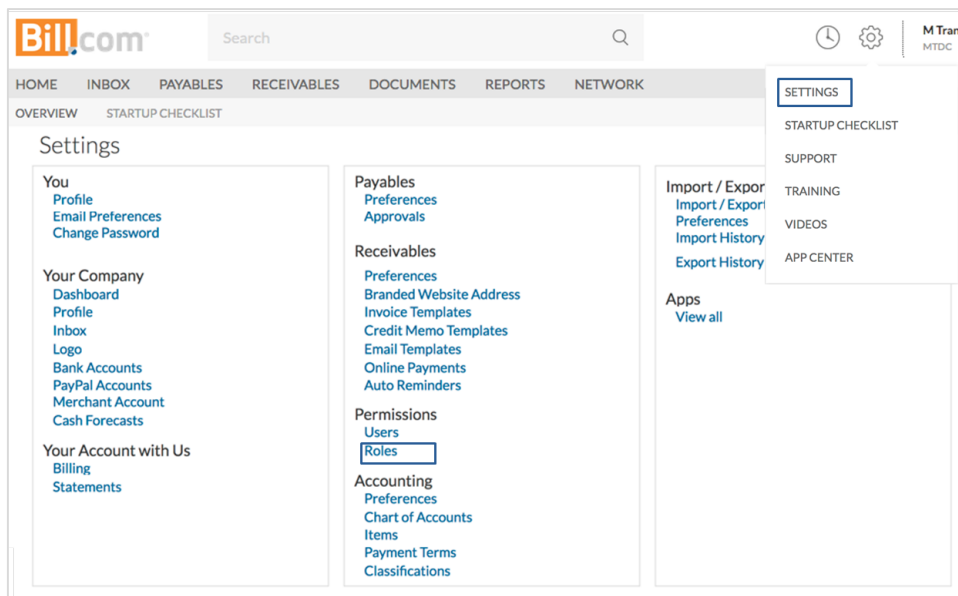
We offer 5 pre-configured roles and note the permissions associated with each role on the **Add User page**. Approval management and payments permissions are restricted thus enabling a clear separation of duties. The preconfigured roles are:

Administrator	<p>Oversee your company's use of Bill.com and require access to all functions. By default the first user always is an Administrator.</p> <p>Administrators typically have signing authority on your bank account because they are able to authorize bill payments. At least one active Administrator should reside in your account. They are able to:</p> <ol style="list-style-type: none"> 1. Manage all bills and vendors 2. Approve bills 3. Authorize and schedule payments, and record payments made outside of Bill.com 4. Set up and run the sync
Accountant	<p>The Accountant's primary task is to enter bills and sync with the accounting system. They are able to take all actions of an Administrator; however, they are not able to schedule bills for payment. Permissions include:</p> <ol style="list-style-type: none"> 1. Manage bills and vendors 2. Record payments made outside of Bill.com 3. Set up and run the sync
Payer	<p>Payers are able to record payments and pay bills. They can only schedule payments for bills that have been fully approved, and only can pay bills up to the approved amount. Unlike an Administrator or Accountant, this role does not have permissions to manage the front end of the payables workflow.</p>
Clerks	<p>Clerks have the ability to manage all bills and vendors in the payables process, but can not manage or schedule payments.</p>
Approvers	<p>Approvers can review bills and vendor credits before authorizing them for payment. Approvers are able to:</p> <ol style="list-style-type: none"> 1. Review bills 2. Approve bills and vendor credits 3. Deny bills and vendor credits


PERMISSION	ADMINISTRATOR	ACCOUNTANT	PAYER	APPROVER	CLERK
Approve Bills/Vendor Credits	yes	yes	no	yes	no
Manage Vendor	yes	yes	no	no	yes
Manage Bill	yes	yes	no	no	yes
Record Payments made outside of Bill.com	yes	yes	yes	no	yes
Pay approved bills via Bill.com*	yes	no	yes	no	no
Pay unassigned bills via Bill.com*	yes	no	no	no	no
Pay unapproved bills via Bill.com*	yes	no	no	no	no
Manage Company Info	yes	no	no	no	no
Manage User	yes	no	no	no	no
Sync with Accounting System	yes	yes	no	no	no
* User needs to go through verification process to pay via Bill.com					

Add Custom Roles



Custom Roles can also be created at the client account level. To do so, access the **Settings** page from the Gear Icon and click **Roles** under Permissions. Once there, click **New** to create a custom role.



Although you cannot edit the 5 preset roles, you can use a role as a starting point to create a custom role. To do so, click on the role name, hover over **Details**, and click **Clone**. On the next page, you can customize the role name and permission.



Search



M Tran
Demo Co

HOMEINBOXPAYABLESRECEIVABLESDOCUMENTSREPORTSNETWORK

OVERVIEWSTARTUP CHECKLIST

Roles

NEW

NAME	TYPE
Accountant	Accountant
Administrator	Administrator
Approver	Approver
Clerk	Clerk
Payer	Payer



Manage Bills and Documents

Inbox

Send bills to Bill.com

- Customized Bill.com email
- Fax – choose area code and Bill.com assigns a fax number to the account
- File upload
- Drag and drop

Account Setup: Inbox


Your Bill.com account offers you an unlimited storage repository for all of your documents, not just those associated with bills.

You can create a dedicated @bill.com email address, and an optional fax number, to bring documents into your client's Bill.com account. You can also upload and drag and drop documents.

Documents can be .txt, .pdf, .doc, .xls, jpeg, png, or gif of up to 20 MB in size.

Use **Inbox** data
from Client
Pre-Setup
Checklist

Bills, Contracts,
Expense Reports




Send by...

Email

Fax

Upload

to Inbox



for Online Processing

Storage

Approval

Payment

Set Your Email Address

Email: @bill.com SAVE EMAIL

Set Your Fax Number

Choose Area Code: GET FAX NUMBER [No thanks](#)

Fax Pricing: [Contact Keith Associates](#)

CONTINUE

Email Inbox Preferences

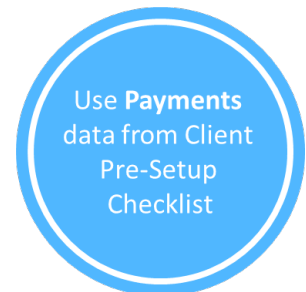
If you prefer the email content and attachments to be separate, access the **Settings** page from the Gear Icon and click **Inbox** under Your Company. Once there, hover over Details, click **Preferences**, and select **Bring email content into the Inbox as a separate document.**


The screenshot shows the Bill.com user interface. At the top, there's a navigation bar with 'HOME', 'INBOX', 'PAYABLES', 'RECEIVABLES', 'DOCUMENTS', 'REPORTS', and 'NETWORK'. Below this is a 'Settings' page with a sidebar menu. The sidebar menu has sections for 'You', 'Your Company', and 'Your Account with Us'. Under 'Your Company', the 'Inbox' option is highlighted with a blue box. A blue arrow points from this 'Inbox' box to the 'Inbox Preferences' modal window. The modal window has a sub-menu with 'Details' and 'Preferences' (highlighted with a blue box). The 'Preferences' section is titled 'Email Content and Attachments' and contains the text 'Bring email content into the Inbox as a separate document' followed by a radio button for 'Yes' (which is selected) and a radio button for 'No'. There are 'SAVE' and 'CANCEL' buttons at the bottom right of the modal.

Organize Payables Process

Payables – Bank Account

- Have client account and routing numbers ready
- Have client EIN ready
- Confirm you are a signer on the bank account or have permission to authorize transactions on the account





E Richter

Old Train Depot Restaurant

Set up Company Bank Account (Step 1 of 6)

Step 1: Get started (this page)

Step 2-4: Verify you're who you say you are

Step 5-6: Verify we've got your bank account

Have these ready:

- Online Banking Login credentials
- Routing number for bank
- Account number

☐ I have signing authority on this bank account or permission to authorize transactions on the account

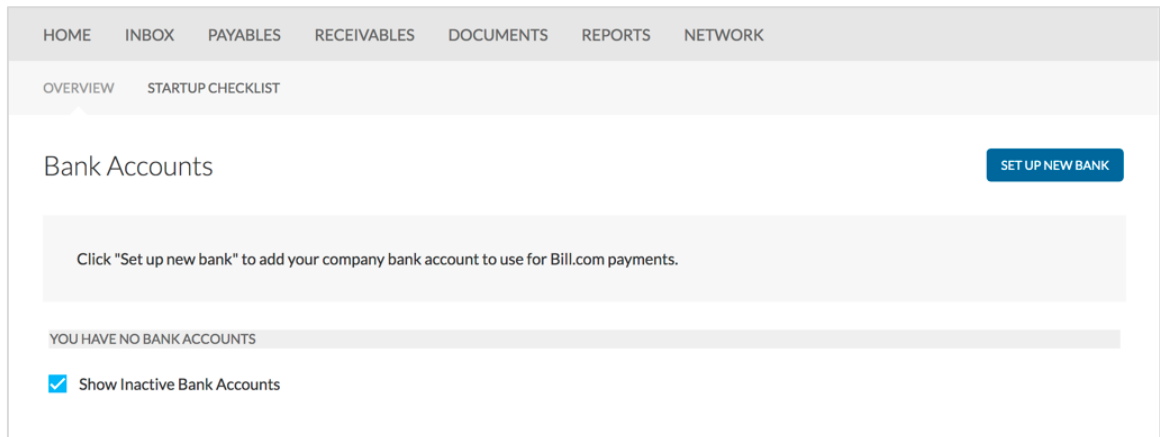
NEXT

CANCEL

- Enter YOUR information for identity verification
- Complete a questionnaire
- Enter bank account information
 - Depending on bank, you may instantly verify the bank account by entering your online banking login and password
 - Otherwise, Bill.com will do a test transaction to verify the bank account

Client Account Setup: Bank Account

Now it's time to add a bank account for paying bills and receiving payments from customers.



HOME INBOX PAYABLES RECEIVABLES DOCUMENTS REPORTS NETWORK

OVERVIEW STARTUP CHECKLIST

Bank Accounts

[SET UP NEW BANK](#)

Click "Set up new bank" to add your company bank account to use for Bill.com payments.

YOU HAVE NO BANK ACCOUNTS

☒ Show Inactive Bank Accounts

Authorization to Manage Bank Account

In order to set up and link a bank account with Bill.com, you will need the Online Banking Credentials, or Bank Account and Routing Number, and company Tax ID.

As part of Bank Account Setup, we ask you to confirm that you are authorized to manage transactions on behalf of the organization. In order to process payments, the staff member must be able to schedule and submit payments using that Bank Account.

As an added security measure, even though a staff member may have permission to process payments, they still must be nominated as bank authorized in order to pay bills.

Set up Company Bank Account (Step 1 of 6)

Step 1: Get started (this page)

Step 2-4: Verify you're who you say you are

Step 5-6: Verify we've got your bank account

Have these ready:

- Online Banking Login credentials
- Routing number for bank
- Account number
- Tax ID

☒ I have signing authority on this bank account or permission to authorize transactions on the account

NEXT

CANCEL

Authenticate your Identity

Part of this process is to answer a few questions based on publicly available information. None of that information is saved but is simply used for verification.

Verify Who You Are (Step 2 of 6)

How? Answer a few questions about yourself. They're based on publicly available information (yes, all of this stuff about you is really out there). We don't save any of this: we use it merely to verify your identity. [Review our Privacy Policy](#)

For security: after you click "Next", you have 5 minutes to complete verification process.

[NEXT](#)[CANCEL](#)

Enter your Home Address and Legal Name

Enter your name and home address (use driver's license, or state Identification as reference). Verify your identity as the person entering the bank account. *We ask your personal details such as address and last 4 of your social to confirm this is you, not someone logged in pretending to be you.*

Name and Home Address (Step 3 of 6)

Your legal first and last name (no nicknames) ? We have: Mark Tran

[Update my legal name](#)

Your home address (not your company's) ?

* ADDRESS 123 Main Street No P.O. boxes

* CITY City of Angels

* STATE California [CA]

* ZIP

[NEXT](#)[CANCEL](#)

Verify Your Identity (Step 3 of 6 cont'd)

We need one more piece of information.

• LAST 4 DIGITS OF YOUR SOCIAL SECURITY #

NEXT

Verify Your Identity

Based on Public Record, the system will ask a series of questions to authenticate you. None of that information is saved but is simply used for verification.

Verify Your Identity (Step 4 of 6)

Choose the answer that most closely matches your experience.

Ignore typos and unusual capitalization. We get this information from public records, so the details might have minor errors (but the main points are accurate).

Q 1. What month were you born in? [?]

- ☐ February
- ☐ April
- ☐ July
- ☐ October
- ☐ December
- ☐ I was not born in any of these months

Q 2. Which of the following age ranges most closely matches the age of 'Steven Tran'? [?]

- ☐ 23 to 27
- ☐ 32 to 36
- ☐ 46 to 50
- ☐ 58 to 62
- ☐ 64 to 68
- ☐ None of the above or I am not familiar with this person

Q 3. In which of the following counties have you ever lived or owned property? [?]

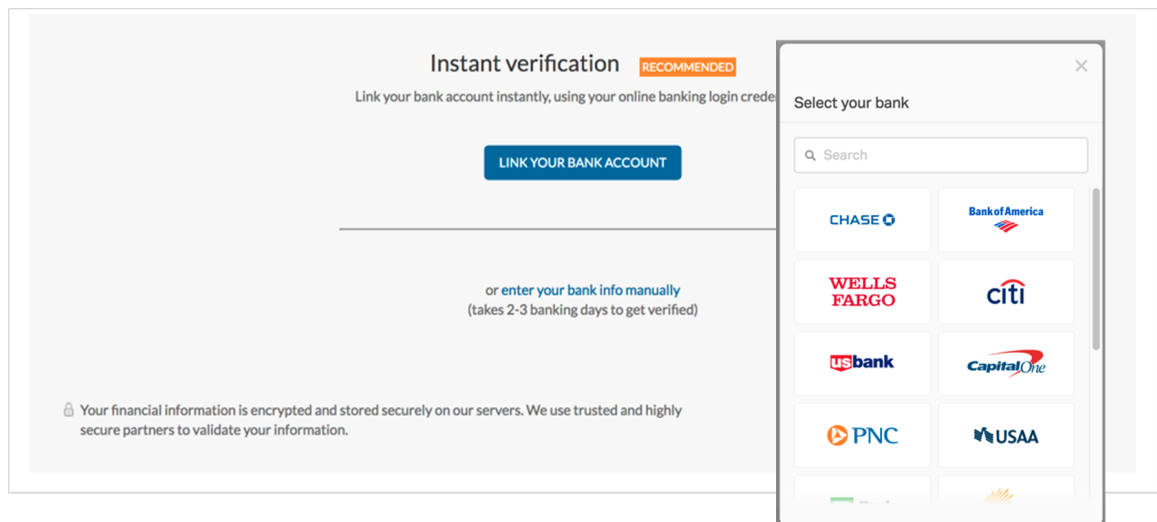
- ☐ Alameda, California
- ☐ Colusa, California
- ☐ Houston, Georgia
- ☐ San Mateo, California
- ☐ Stanislaus, California
- ☐ I have never lived in any of these counties

NEXT

Instantly Link your Bank Account

Click your **bank name**, or click **View More** and search if you don't see yours listed, then Enter your online banking login credentials.

If you have Multi-Factor Authentication set up for your bank, you'll be asked for that once you log in.



Select Which Accounts to Add

Select which accounts you want to use with Bill.com. Add the category (Business or Personal) and name on the account for each.

Note: You might be asked for Tax ID and Tax ID Type, if you haven't provided this already. This is required by financial regulations.

Select Bank Accounts (Step 6 of 6)

Success! We were able to import the list of your Chase accounts. Last step -- select which account(s) you'd like to use to pay bills with Bill.com, and provide some info below.

ACCOUNT NUMBER	BANK NAME	ACCOUNT TYPE	CATEGORY	NAME ON ACCOUNT	BALANCE	SELECT
*****9606	Citi	Savings	Please select... ▾		\$1,274.93	<input type="checkbox"/>
*****1702	Citi	Checking	Please select... ▾		\$1,253.32	<input type="checkbox"/>
*****5204	Citi	Checking	Please select... ▾		\$7,255.23	<input type="checkbox"/>

Other Info

* TAX ID

* TAX ID TYPE ☐ EIN (Employer Identification Number)

☐ SSN (Social Security Number)

SAVE

CANCEL

(If Necessary) Enter Bank Account Manually

If you'd prefer, you can click enter your bank info manually. This process takes a little longer (2-3 banking days), and requires us to make a micro-deposit in your bank account, to verify it can process ACH payments. If you choose this option, you'll be asked to enter your bank account info, and then verify the micro-deposit amount in 2-3 banking days.

Account Information

* NAME ON BANK ACCOUNT

Green Grocery

* BANK NAME

Bank of America

* BANK ACCOUNT TYPE

Business Checking

* ROUTING NUMBER

121000358

* ACCOUNT NUMBER

2345678901

* RE-ENTER ACCOUNT NUMBER

2345678901

Your Company Information

* PRIMARY COMPANY OWNER

Brian Keith

Other Info

* TAX ID

12-3456789

* TAX ID TYPE

☒ EIN (Employer Identification Number)
 ☐ SSN (Social Security Number)

* INDUSTRY

Wholesale Distribution and Sales

Bank Account Verification

We'll then make a small transaction to the bank account within 2-3 banking days.


Simply enter that amount in the system to verify the Bill.com account is linked to the right bank account (there will be a reminder on the To Do list) and the account will be ready to make and receive payments.

HOME
INBOX
PAYABLES
RECEIVABLES
DOCUMENTS
REPORTS
NETWORK


OVERVIEW
STARTUP CHECKLIST

Bank Account *****8901 (step 6 of 6)


i Instant verification isn't available through your bank. Follow these steps to securely verify your bank account (takes 1-2 business days).



We send a debit/credit into your bank account. Follow these steps to verify your account.



Check your bank account in 1-2 days to find the exact amount.



Log into your Bill.com account. Click "Verify Bank" in the To-Do list and enter the random deposit amount.

NAME ON BANK ACCOUNT Green Grocery

Nominate Staff to the Bank Account

Once the Bank Account has been verified by the first staff member, additional staff can be nominated to make Bill.com payments from the account. They will be required to go through the same identity verification before they are able to schedule payments. They will not need to re-enter the bank account and routing numbers.

☐ ☐

NAME ON BANK ACCOUNT Fierce Fashion
BANK NAME Any Bank
ROUTING NUMBER 121042882
ACCOUNT NUMBER *****7465
VERIFICATION STATUS Verified
DEFAULT TO PAY Yes
DEFAULT TO GET PAID Yes
AUTOMATICALLY NOMINATE ADMINS No

Authorized Users

ADD

USER	AUTHORIZATION STATUS
EZ Bercasio	Nominated (Details)
Mark Tran	Verified (Details)

[Show All](#)

Payables – Approval

Approval Preferences

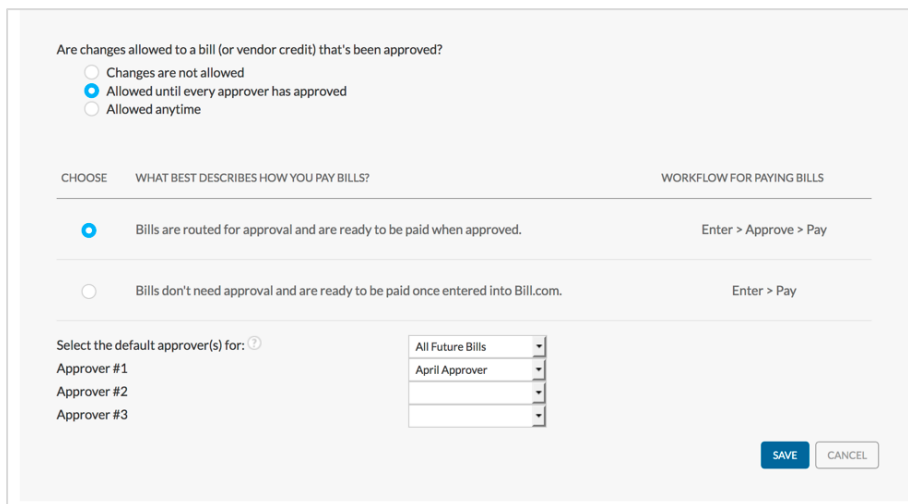
Set up the Bill Approval Workflow. Here we choose whether changes to an approved bill or vendor credit are allowed:

- **Changes are Not allowed** - Once a bill or vendor credit has been approved by a single approver, no further edits can be made. If changes are necessary, the bill must be deleted and recreated.
- **Allowed until every approver has approved** - Edits to a bill or vendor credit are allowed until the final approver has approved.
- **Allowed anytime** - Edits can be made to a bill at any time regardless of approval status.

You can also select how bills are typically paid:

- **Bills are routed for approval** and are ready to be paid when approved
 - 3 step process**
 1. Someone will **Enter** bills
 2. Someone will **Review** bills
 3. Someone will **Schedule** bills for Payment
- **Bills don't need approval** and are ready to be paid once entered into Bill.com

When you've made your choices, click **Save**.



The screenshot shows the 'Approval Preferences' setup form in Bill.com. At the top, it asks 'Are changes allowed to a bill (or vendor credit) that's been approved?' with three radio button options: 'Changes are not allowed', 'Allowed until every approver has approved' (which is selected), and 'Allowed anytime'. Below this, there's a section titled 'CHOOSE WHAT BEST DESCRIBES HOW YOU PAY BILLS?' with two radio button options: 'Bills are routed for approval and are ready to be paid when approved.' (selected) and 'Bills don't need approval and are ready to be paid once entered into Bill.com.'. To the right of these options, the workflow is shown as 'Enter > Approve > Pay' for the first option and 'Enter > Pay' for the second. At the bottom, there's a section 'Select the default approver(s) for:' with three rows for 'Approver #1', 'Approver #2', and 'Approver #3'. Each row has a dropdown menu; 'Approver #1' is set to 'All Future Bills', 'Approver #2' is set to 'April Approver', and 'Approver #3' is currently empty. At the bottom right, there are 'SAVE' and 'CANCEL' buttons.

Custom Approval Policies

You can create custom approval policies if the client has approval requirements for bills over a certain dollar amount. The policy can require a minimum number of approvers, specific approvers, or both.

If a staff member tries to save a bill that violates an approval policy, they will be unable to do so and will be advised of the requirements. All approvers listed on a bill must approve the bill for it to be considered "Approved" and the bill must be approved in the order of the listed approvers.

Use **Approvals** data from Client Pre-Setup Checklist

Bill.com Search

HOME INBOX PAYABLES RECEIVABLES DOCUMENTS REPORTS NETWORK

OVERVIEW STARTUP CHECKLIST

New Policy

* FOR

* GREATER THAN OR EQUAL TO \$

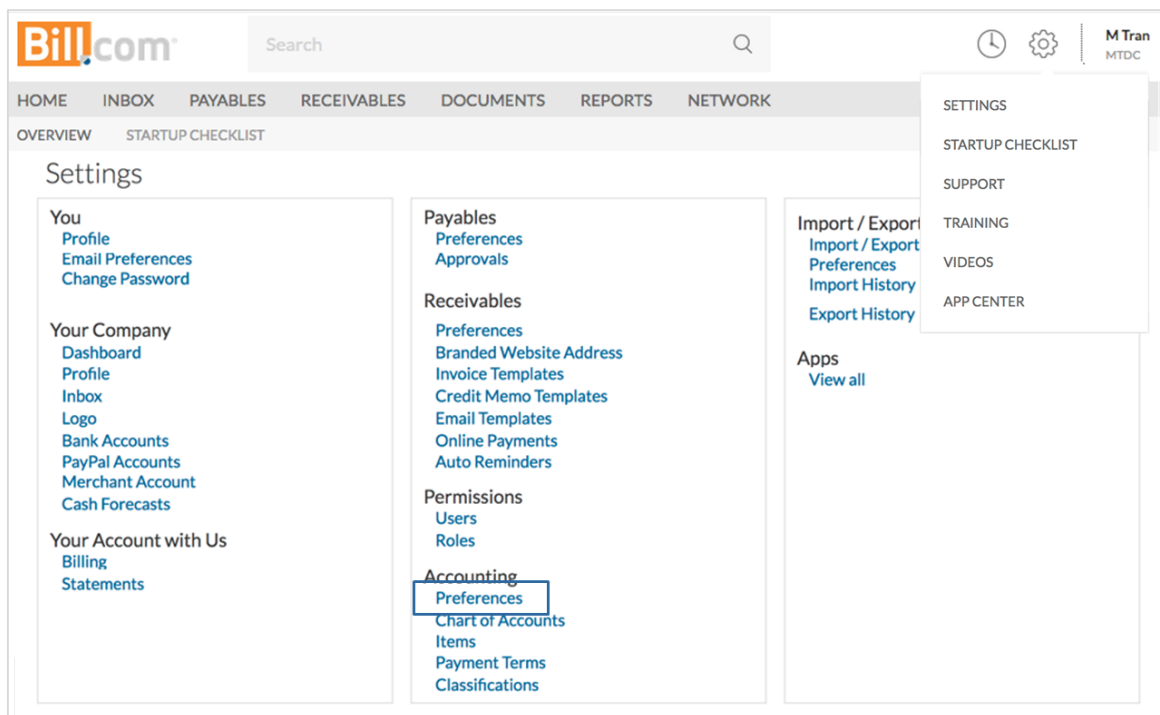
* # OF APPROVERS Minimum who must approve

MANDATORY Approver 1: [Add new approver](#)

You can set up multiple custom approval policies, however your standard monthly subscription includes one approval policy. For questions about pricing for additional policies, contact your Bill.com account executive.

Turn on Additional Tracking Categories

Although not included in the Startup Checklist, we recommend reviewing your Accounting Preferences to enable any tracking dimensions that you use in your accounting software.



Additional Tracking Categories

The available Accounting Preferences may vary depending on your accounting software

Use Company Preferences data from Client Pre-Setup Checklist

For reports and tracking, choose to classify/categorize details in the bills you pay and in the invoices you send.	
Show Account Numbers <i>If you've entered numbers for accounts in your Chart of Accounts, show them when you enter bill details</i>	Yes
Use Departments <i>Groups or divisions within your company, such as Marketing, HQ, or Asia-Pacific</i>	No
Use Locations <i>Geographical groupings, such as Midwest, Main Office, or Downtown</i>	No
Use Classes <i>Categories unique to your company or business, which you define to help with reporting</i>	No
Use Jobs <i>Projects with their own set of income/expenses</i>	No
Show Company Name in Customer Dropdown	No
Use Items in Payables <i>Products and services</i>	No
Use Customers	No
Vendor / Customer Sequence Id <i>Specify how vendor and customer Id sequence is configured in your accounting system ?</i>	Do not use id
Show Chart of Accounts on Bill and Invoice Items <i>If you enter chart of account in addition to items when entering invoices or bills</i>	No
Show GL Posting Date on Bills and Invoices <i>If you want to specify the GL Posting Date to be used by your accounting system</i>	No

Note: As a best practice, we recommend enabling any tracking dimensions that are also used in your accounting software. This allows you to better track transaction data in Bill.com and sync effectively with your accounting software.

Payments

Payment timing

- Initially, allow 4 banking days for both ePayments and mailed checks.
- After you make 5 payments, the timing is about 2 days for an ePayment under \$5,000.
- Banking days are Monday – Friday (excluding Bank Holidays)
- Fast Pay available
- For more information on payment timing see <https://support.bill.com/hc/en-us/articles/203691839>

International payments

- Checks only
- \$10,000 limit, US funds
- \$1.99 for each payment
- Allow 2-3 weeks mailing time

Auto Bill Entry

A service that extracts bill information from documents in the Bill.com inbox and turns it into a bill, ready for review, approval, and payment in 1 business day.

- Provided through a third-party, CloudFactory.
- The service works with PDFs of 10 pages or less.
- Documents begin processing automatically, as soon as they hit the Inbox, and will be ready for review in 1 business day.
- Notification once back in the Inbox: "Review Bill."
- No enrollment fee, \$0.50 per bill processed, billed on the monthly Bill.com statement.

Who enrolls?

- Clients that are billed to console do NOT see Auto Bill Entry available.
- Control which clients are enrolled via Accountant Console.
- Clients that are billed directly can enroll themselves.

Organize Receivables Process

Receivables

- Upload logo that will be displayed on invoices
- Create a customized URL where customers can view and pay their invoices
- How you want to get paid
 - ePayments
 - PayPal
 - Credit Card (using Vantage)

Receivables
Here's what we need for you to get paid by customers online

☒

Logo
Upload your company logo [Show less](#)

We'll show your logo in the invoices and emails you send customers, and on the website where they pay you.

☒

Branded website address
Include your company name in the URL where customers go to pay you [Show less](#)

To pay you, customers go to a separate website. We create the URL for that website. To promote your business, we leave a little room to include your name in the URL. It's completely optional, but it makes a good impression with your customers.

☒

How you want to get paid
Customers can pay directly from their bank account to yours [Show less](#)

To get paid by credit or debit card, set up a Merchant Account with our partner (Vantage). To receive Bill.com ePayments, fill out our short application. To get paid through PayPal, enter your PayPal account information.

Receivables Setup: Receivables Logo

Upload your Company Logo – Bill.com displays this logo in emails to your vendors and customers, invoices you send to customers, and the portal where customers pay you.

Size is 150 pixels wide and 50 pixels high.

Use Client
Company Logo
data from Client
Pre-Setup
Checklist

HOME
INBOX
PAYABLES
RECEIVABLES
DOCUMENTS
REPORTS
NETWORK

OVERVIEW
STARTUP CHECKLIST

Show Your Logo

Upload your company's logo

If you have a paid account, we'll show this logo on:

- Your company's network profile
- Emails to your vendors and customers
- Invoices you send to customers
- The website where customers pay you

If you have a free account, we'll show this logo on your company's network profile.

Display tips

Choose File
No file chosen
UPLOAD

Supported image formats: JPG, GIF, PNG

No Logo Uploaded

For Paid Accounts

Sample Customer Portal

YOUR LOGO

Home Bills Settings

Summary

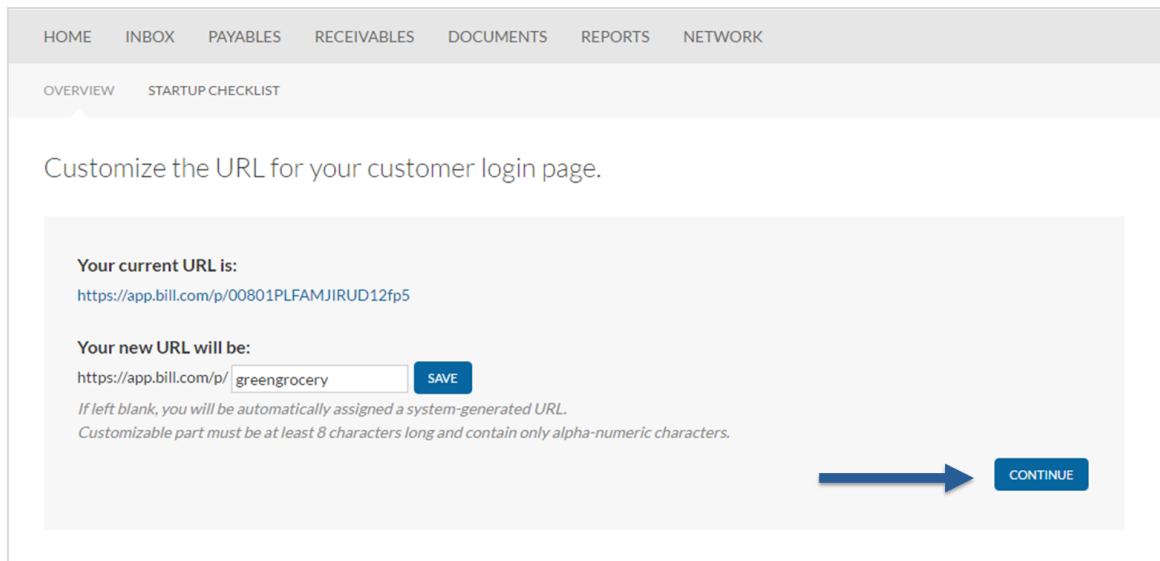
Current Balance	\$100.00
Total Unreceived Payments	\$0.00
Open Balance	\$100.00

Profile
Bank Accounts
Auto-Pay to Bill
Contact Support
Billing Company

Receivables Setup: Branded Website Address

Create a branded website address for the page where customers will log in to pay their invoices. This is a free portal for customers that can be customized.

Simply enter text at the end of the URL, then click **Save**. The new address will then be available as a link on the same page. This will be the URL customers use to log in and issue payments on their invoices.



HOME INBOX PAYABLES RECEIVABLES DOCUMENTS REPORTS NETWORK

OVERVIEW STARTUP CHECKLIST

Customize the URL for your customer login page.

Your current URL is:
<https://app.bill.com/p/00801PLFAMJIRUD12fp5>

Your new URL will be:
<https://app.bill.com/p/> **SAVE**

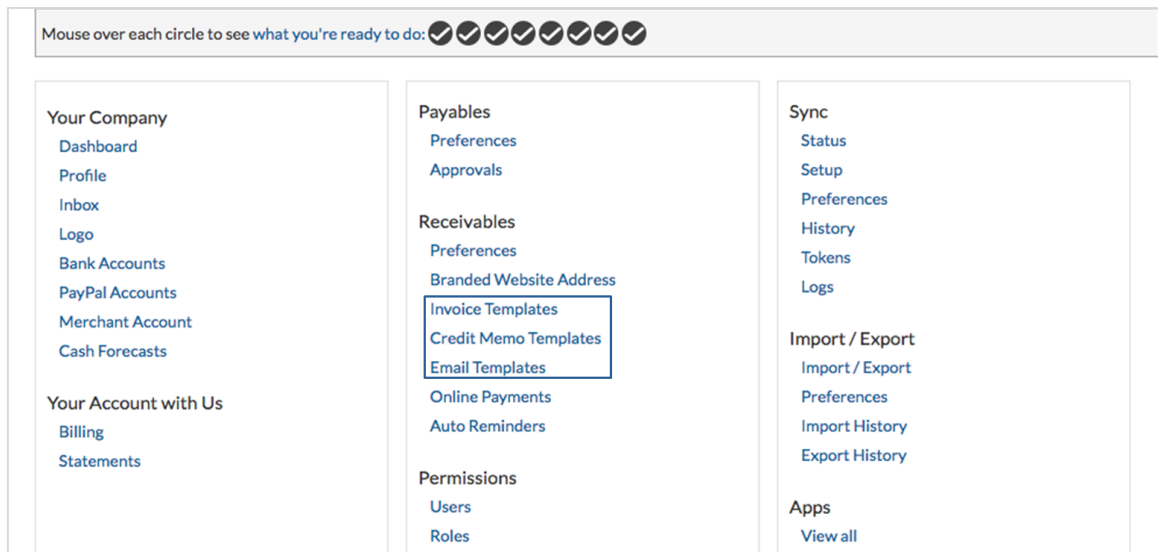
*If left blank, you will be automatically assigned a system-generated URL.
 Customizable part must be at least 8 characters long and contain only alpha-numeric characters.*

CONTINUE

Invoice Templates and Email Settings

While not part of the Startup Checklist, you are able to create and personalize invoice and email templates from the Settings page in your account. This allows you to create different templates for different needs, omitting or including fields that you need for specific scenarios of invoicing.

This will also allow you to control the content of the emails sent to customers, cater to your client's business, and make it more personal.



Email Templates

With the email template section, you have the ability to edit the body of the email that accompanies invoices sent to customers. You can update the subject line, as well as the wording in the email.

There is only one template available for the emails, so it will be used for all customers. Information in the brackets pulls from the individual customer as well as the invoice that you are emailing about.

Email Templates

[Invoices](#) | [Credit Memos](#)

Invoice Email Template

FROM Mark Tran

SUBJECT You have an invoice from Fierce Fashions due on {Invoice.DueDate:}

BODY Hi {Customer.Name:},

To pay your invoice online and view your account history, log in {Link_Pay_Invoice:}

Please remit payment at your earliest convenience.

Thank you,

Fierce Fashions

Invoice Summary:

Invoice Email Template

FROM Mark Tran

SUBJECT You have an invoice from Fierce Fashions due on {Invoice.DueDate:}

BODY Hi {Customer.Name:},

To pay your invoice online and view your account history, log in below: {Link_Pay_Invoice:}

Please remit payment at your earliest convenience.

Thank you,
Fierce Fashions

Invoice Summary:

Invoice #: {Invoice.Number:}
Amount Due: {Invoice.AmountDue:}
Due Date: {Invoice.DueDate:}

A PDF version of this invoice is also attached for your records.

Be safe! Hover your cursor over links in any email before clicking, to verify the location is safe. Bill.com links always start with https://app.bill.com or http://www.bill.com.

Add Content to Reminder

Select the content you want, and we'll substitute the actual value when emailing customers.

Step 1: Select one content.


Select one

Step 2: Copy and paste this into the email:

Methods of Payment: ePayment


When receiving payments from customers, there are 3 different ways to do so. You have the choice of enabling ePayments, PayPal payments, or Credit Card payments. To enable a payment method, click **How you want to get paid** on the Startup Checklist.

For clients getting paid via ePayment in Bill.com, simply link their bank account if you've not already done so. To add a bank account to Bill.com, go to the **Settings** page and click **Bank Accounts** under Your Company. Once there, click **Set up new bank** and follow the prompts. ePayments received from customers will be deposited to this bank account.



Use Payments
Methods and
Autopay data from
Client Pre-Setup
Checklist


Choose the ways you want to get paid

 **ePayment** [\(Manage\)](#)

[Learn more](#)

Payment arrives in 3 business days. Your payment receiving limit is **\$30,000**

Bank Account: ABC Bank *****6789


 **PayPal** [\(Manage\)](#)

[Learn more](#)

Accepting Payments [\(Stop\)](#)

PayPal Account: MyPaypal@email.com

Convenience Fee: \$0 [\(Manage\)](#)

 **Credit Card** [\(Manage\)](#)

[Learn more](#)

Accepting Payments [\(Stop\)](#)

Convenience Fee: \$0 [\(Manage\)](#)

Methods of Payment: Vantage

Credit card payments are managed through our Merchant Partner, Vantage. If you have an existing Vantage account, you can simply connect through the log in portal by clicking **I already have a Vantage Merchant account**.

If you do not have a Vantage account, fill in the requested information and click **Get instant quote** to get a quote direct from Vantage and decide if you would like to use them to receive credit card payments at a competitive rate.

Vantage

Accept credit/debit card payments in Bill.com powered by our trusted partner Vantage Card Services

2.75% + \$0.15 per successful transaction

- Accept MasterCard, Visa, Discover American Express Cards
- Supports B2B Level 3 payment processing
- No minimum monthly fee. Cancel anytime with no Early Termination Fees
- \$15.00 / yr annual fee
- \$20.00 / ea per NSF and chargeback dispute
- \$4.95 / mo Optional PCI Solution + \$100k in Breach Insurance
- No hidden fees: no gateway fee, no application fee, no cancellation fee, no statement fee, no batch closing fee
- Discount and fees billed monthly not daily for easy deposit tracking
- 1% additional fee applies when accepting International and American Express cards

Note: If you have no sales volume in a 90-day period, your account may be suspended and require re-activation. If you prefer Interchange pass through pricing [contact Vantage](#)

• ANNUAL CREDIT CARD SALES ?

• AVERAGE PAYMENT AMOUNT ?

GET INSTANT QUOTE

[I already have a Vantage Merchant account](#)

Methods of Payment: PayPal

Through PayPal you are able to enable business payments. This will go through PayPal's setup process to verify you for your payments, and allow customers with PayPal accounts to pay you directly to your PayPal. PayPal Transaction fees apply.

All payments made through your Bill.com account via PayPal will sync to your accounting software and apply to your invoices the same as they are in Bill.com. This saves you from having to enter payments in both systems.

OVERVIEW
STARTUP CHECKLIST

PayPal Accounts
SET UP PAYPAL

Click on a PayPal account below to view details and manage access to the account.

To add a new account, click "Set up PayPal". [Learn more.](#)

PAYPAL EMAIL	ACCOUNT NICKNAME	FIRST NAME	LAST NAME	STATUS	PRIMARY FOR PAYABLES?	PRIMARY FOR RECEIVABLES?	ACTIVE STATUS
MyPayPal@email.com	Paypal	Mark	Tran	Verified	Yes	Yes	Active

☒ Show Inactive PayPal Accounts

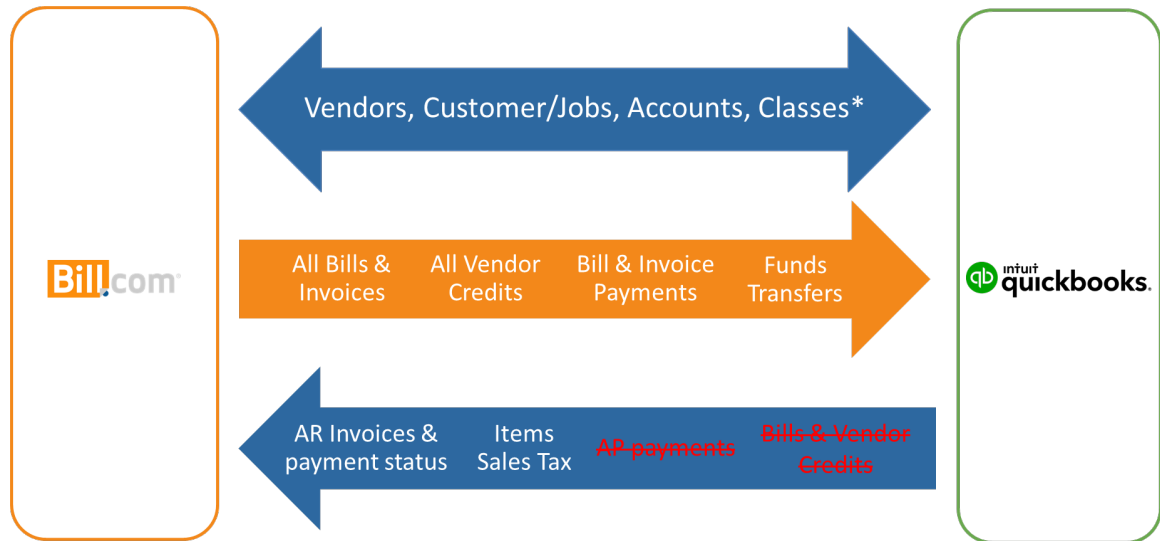
Sync with Accounting Software

- QuickBooks Desktop
 - QuickBooks Online
 - Xero
 - Sage Intacct
 - Oracle NetSuite
-
- Manual Import/Export for others



Syncing with QuickBooks for Windows

QuickBooks for Windows sync behavior



You can learn more about the sync between Bill.com and QuickBooks for Windows here:
<https://support.bill.com/hc/en-us/articles/204009225>

**Note: Classes in QuickBooks for Windows are referred to as Departments in Bill.com.
 Sync behavior is the same for clients syncing with the QuickBooks Pro/Premier, Enterprise, and Accountant editions. QuickBooks for Mac is not supported.*

Viewing and Resolving Sync Errors

At times, a sync error may occur during the sync between Bill.com and QuickBooks for Windows. If a sync error occurs, there will be a Fix your Sync message on the Sync Dashboard.

To review your sync errors, log into Bill.com, hover over the gear icon, and click **Settings**. From there, click **Status** under **Sync**. On the Status page you'll find a list of any errors that occurred on the most recent sync, as well as potential solutions for those errors.

You can find more information about viewing sync status here: <https://support.bill.com/hc/en-us/articles/204377185>

If you're unsure as to how to resolve a sync error, you can copy the message and paste it into Bill.com's Support Center (gear icon > Support). There will likely be an answer there to help! Likewise, Bill.com's chat support team is able to assist with sync errors as well.


The QuickBooks for Windows sync troubleshooting section of Bill.com's Support Center can be found here: <https://support.bill.com/hc/en-us/sections/200782129>

Sync Status

[Status](#) | [Setup](#) | [Preferences](#) | [History](#) | [Logs](#)

- 1 error(s) occurred during last sync on 10/09/17 11:37 AM. Please follow the instruction below to fix the remaining sync issues and sync again.
- Click the **Fix your sync** button and follow the instructions.
- After you make fixes, verify they work by running the Bill.com Sync for QuickBooks.

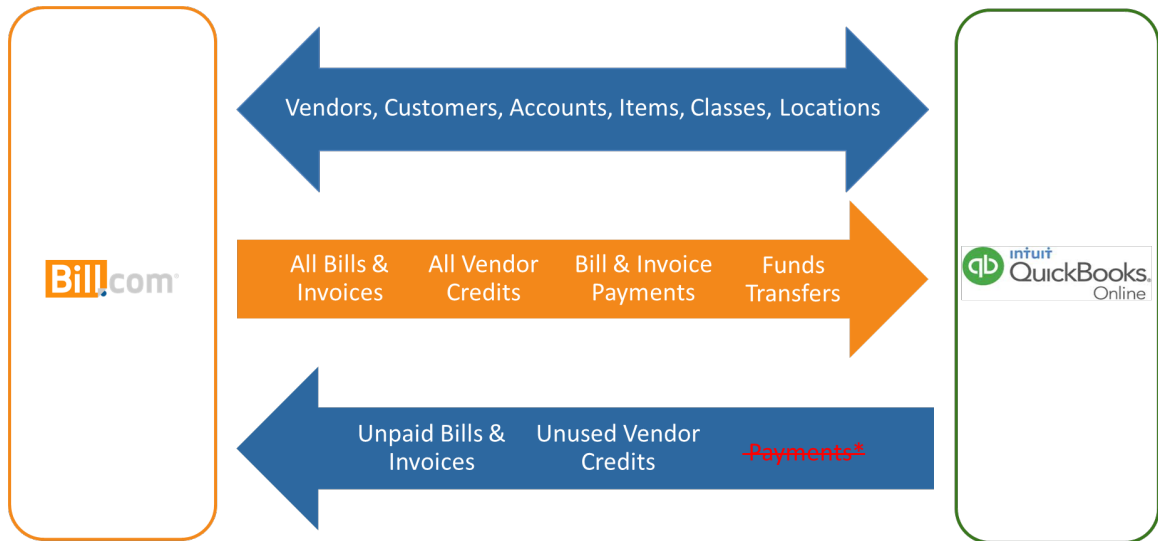
FIX YOUR SYNC

EDIT	ACTION	NAME	TYPE	SYNC ERROR	DETAILS
	 Fix	\$20.00	Payment Received	Update From Bill.com	There is an error of provided data or QuickBooks is not available now.

[View Sync Details.](#)

Syncing with QuickBooks Online

QuickBooks Online sync behavior



You can learn more about the sync between Bill.com and QuickBooks Online here:
<https://support.bill.com/hc/en-us/articles/205582639>

**Note: Payments will sync from QBO to Bill.com if the account signed up after 9/15/17 and was not created under an accountant console*

Viewing and Resolving Sync Errors

Sync errors can be viewed on the Status page accessed from the Sync Icon

At times, a sync error may occur during the sync between Bill.com and QuickBooks Online. If a sync error occurs, there will be a yellow caution symbol on the Sync Icon near the upper right of Bill.com.

To review your sync errors, hover over the **Sync Icon** and click **Status**. On the Status page you'll find a list of any errors that occurred on the most recent sync, as well as potential solutions for those errors.

You can find more information about viewing sync status here: <https://support.bill.com/hc/en-us/articles/204377185>

If you're unsure as to how to resolve a sync error, you can copy the message and paste it into Bill.com's Support Center (gear icon > Support). There will likely be an answer there to help! Likewise, Bill.com's chat support team is able to assist with sync errors as well.


The QuickBooks Online sync troubleshooting section of Bill.com's Support Center can be found here: <https://support.bill.com/hc/en-us/sections/201120755>

Sync with QuickBooks Online

Sync Now

Status | Setup | Preferences | Log

Got questions about sync?

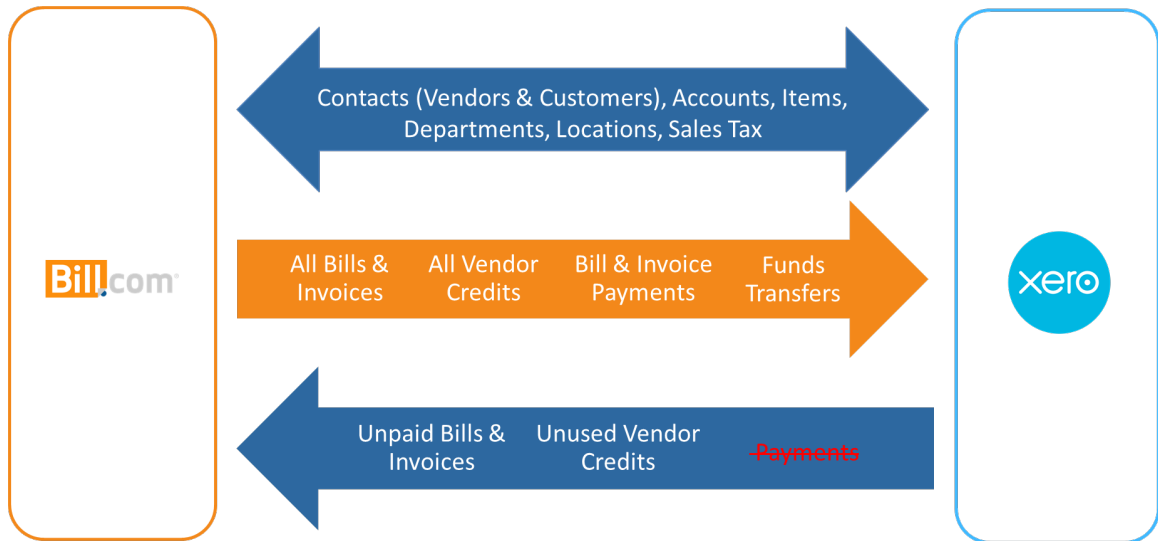
 Sync completed on 12/02/16 11:38:02 AM. There are 1 conflict(s) that needs your attention. Follow the instructions below to fix them, then sync again.

Resolve Sync Conflicts (1)

CONFLICT	REASON	
Sync Tool For Ops AP Payment P16110201 - 9198455 cannot be created in QuickBooks Online	Vendor, account or bill referenced in this payment has been deleted in QBO	RESOLVE
<div>Resolution:</div> <div> Please reactivate the deleted vendor, account, or bill in QBO and sync again. If you don't want to sync this change to QBO, select the appropriate action below </div> <div> <input type="radio"/> I've updated this AP Payment in QuickBooks Online; remove this error and sync future updates. <input type="radio"/> Remind me later </div> <div> <div>CONFIRM SELECTION</div> <div>CANCEL</div> Find more info </div>		

Syncing with Xero

Xero sync behavior



You can learn more about the sync between Bill.com and Xero here:
<https://support.bill.com/hc/en-us/articles/205569909>

Viewing and Resolving Sync Errors

Sync errors can be viewed on the Status page accessed from the Sync Icon

At times, a sync error may occur during the sync between Bill.com and Xero. If a sync error occurs, there will be a yellow caution symbol on the Sync Icon near the upper right of Bill.com.

To review your sync errors, hover over the **Sync Icon** and click **Status**. On the Status page you'll find a list of any errors that occurred on the most recent sync, as well as potential solutions for those errors.

You can find more information about viewing sync status here: <https://support.bill.com/hc/en-us/articles/204377185>

If you're unsure as to how to resolve a sync error, you can copy the message and paste it into Bill.com's Support Center (gear icon > Support). There will likely be an answer there to help! Likewise, Bill.com's chat support team is able to assist with sync errors as well.


The Xero sync troubleshooting section of Bill.com's Support Center can be found here: <https://support.bill.com/hc/en-us/sections/201120765>

Sync with Xero

[Status](#) | [Setup](#) | [Preferences](#) | [Log](#)

[Sync Now](#)

[Got questions about sync?](#)

 Sync completed on 03/23/18 8:55:39 AM. There are 1 conflict(s) that needs your attention. Follow the instructions below to fix them, then sync again.

Resolve Sync Conflicts (1)

CONFLICT	REASON
Sync Tool For Ops Location Los Angeles	cannot be updated in Xero Tracking Option cannot be archived because it is not in use.

Resolution:

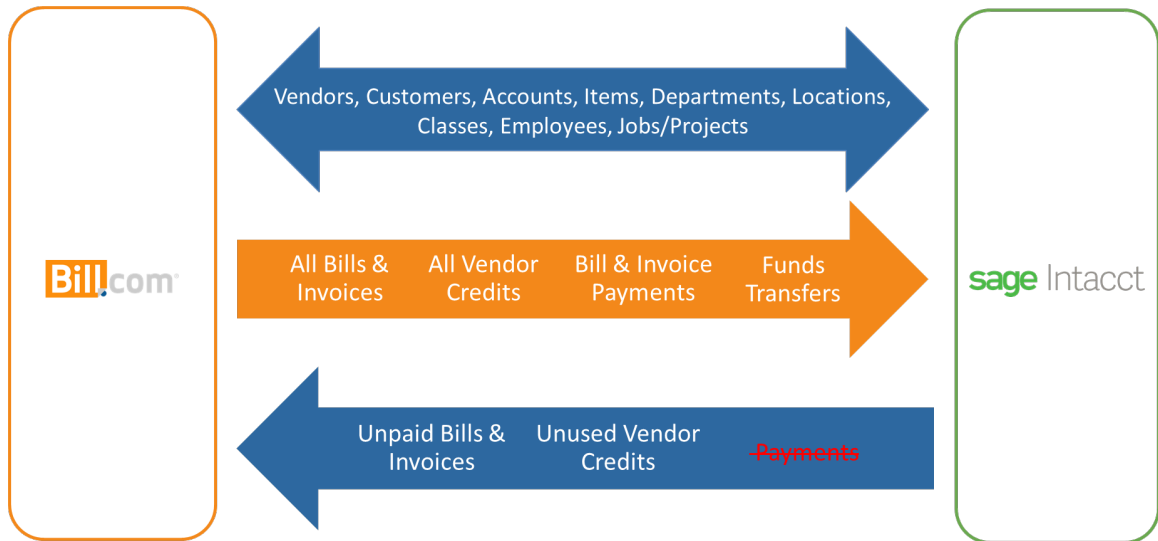
YEP, FIXED IT

NAH, I'LL DO IT LATER

[Find more info](#)

Syncing with Sage Intacct

Sage Intacct sync behavior



The Sage Intacct sync behavior may vary slightly depending on the client's Intacct and sync configurations. The following guide provides details as to the various sync configurations and related best practices/limitations: <https://support.bill.com/hc/en-us/articles/204008155>

Viewing and Resolving Sync Errors

Sync errors can be viewed on the Status page accessed from the Sync Icon

At times, a sync error may occur during the sync between Bill.com and Sage Intacct. If a sync error occurs, there will be a yellow caution symbol on the Sync Icon near the upper right of Bill.com.

To review your sync errors, hover over the **Sync Icon** and click **Status**. On the Status page you'll find a list of any errors that occurred on the most recent sync, as well as potential solutions for those errors.


You can find more information about viewing sync status here: <https://support.bill.com/hc/en-us/articles/204377185>

If you're unsure as to how to resolve a sync error, you can copy the message and paste it into Bill.com's Support Center (gear icon > Support). There will likely be an answer there to help!

Likewise, Bill.com's chat support team is able to assist with sync errors as well. The Sage Intacct sync troubleshooting section of Bill.com's Support Center can be found here: <https://support.bill.com/hc/en-us/sections/200779989>

Sync with Intacct

[Status](#) | [Setup](#) | [Preferences](#)
[Got questions about sync?](#)

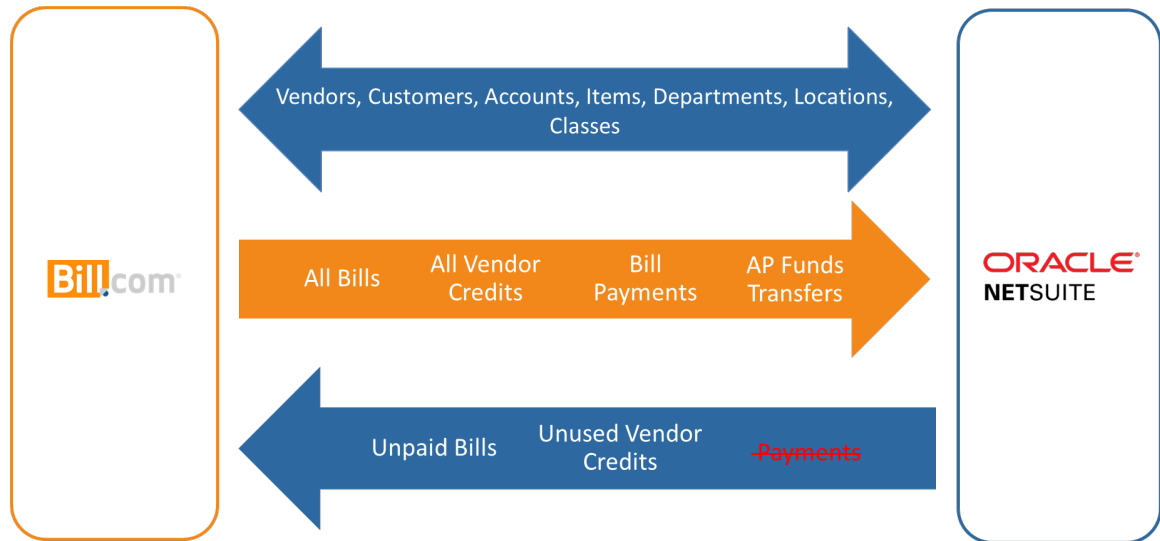

Sync completed on 03/27/18 2:03:04 PM. There are 2 conflict(s) that needs your attention. Follow the instructions below to fix them, then sync again.

Resolve Sync Conflicts (2)

CONFLICT	REASON	
Bill 5478 cannot be created in Bill.com	Could not find Vendor in Bill.com. This Vendor may have been deleted from Intacct	RESOLVE
<div>Resolution:</div> <p>If any of the related objects do not exist in Bill.com, please make sure to sync those objects or resolve any sync errors for them.</p> <div> YEP, FIXED IT NAH, I'LL DO IT LATER Find more info </div>		
Bill 9247 cannot be created in Intacct	The account number '6245' requires a Dept (Department)	RESOLVE

Syncing with Oracle NetSuite

Oracle NetSuite sync behavior



The Oracle NetSuite sync behavior may vary slightly depending on the client's Oracle NetSuite and sync configurations. The following guide provides details as to the various sync configurations and related best practices/limitations: <https://support.bill.com/hc/en-us/articles/205203445>

Viewing and Resolving Sync Errors

Sync errors can be viewed on the Status page accessed from the Sync Icon

At times, a sync error may occur during the sync between Bill.com and Oracle NetSuite. If a sync error occurs, there will be a yellow caution symbol on the Sync Icon near the upper right of Bill.com.

To review your sync errors, hover over the **Sync Icon** and click **Status**. On the Status page you'll find a list of any errors that occurred on the most recent sync, as well as potential solutions for those errors.

You can find more information about viewing sync status here: <https://support.bill.com/hc/en-us/articles/204377185>

If you're unsure as to how to resolve a sync error, you can copy the message and paste it into Bill.com's Support Center (gear icon > Support). There will likely be an answer there to help! Likewise, Bill.com's chat support team is able to assist with sync errors as well.


The NetSuite sync troubleshooting section of Bill.com's Support Center can be found here: <https://support.bill.com/hc/en-us/sections/200841715>

Sync with Netsuite

Sync Now

Status | Setup | Preferences

Got questions about sync?

 Sync completed on 03/27/18 2:51:42 PM. There are 1 conflict(s) that needs your attention. Follow the instructions below to fix them, then sync again.

Resolve Sync Conflicts (1)

CONFLICT	REASON
Bill 9427 cannot be updated in Netsuite	Invalid reference of account, Prepaid Expenses by subsidiary, Honeycomb Holdings Inc.: Honeycomb Mfg. in the Bill

Resolution:

The value for account, Prepaid Expenses could not be set in the Bill because of one of the following: A) Subsidiary of the account, Prepaid Expenses does not match the subsidiary of the Bill's Vendor, B) account, Prepaid Expenses is either inactive or has been deleted, C) The account type is incorrect. Please validate and fix the account in NetSuite as applicable.

☐ I've updated this Bill in Netsuite; remove this error and sync future updates.
 ☐ Remind me later

CONFIRM SELECTION

CANCEL

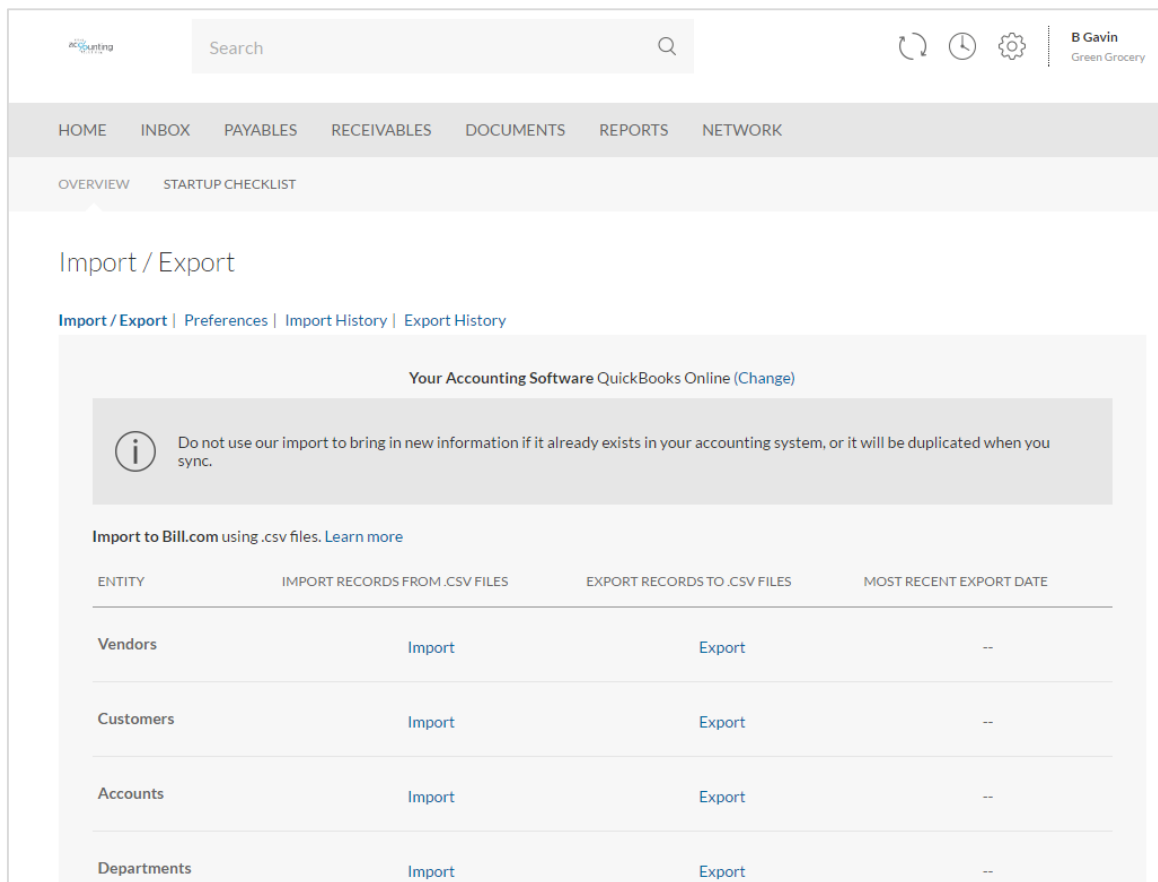
[Find more info](#)

RESOLVE

Sync: Import / Export

If you have clients who don't use accounting software, sync via import and export is available.

Using Bill.com's Import / Export functionality, you can import and export data using .CSV files. You can modify profiles to fit your client's data set to make managing data a breeze.



The screenshot shows the Bill.com web interface. At the top, there's a search bar and navigation icons. Below the navigation bar, the 'Import / Export' section is active. It displays a warning message about data duplication. Below the warning, there's a table showing import and export options for different entities.

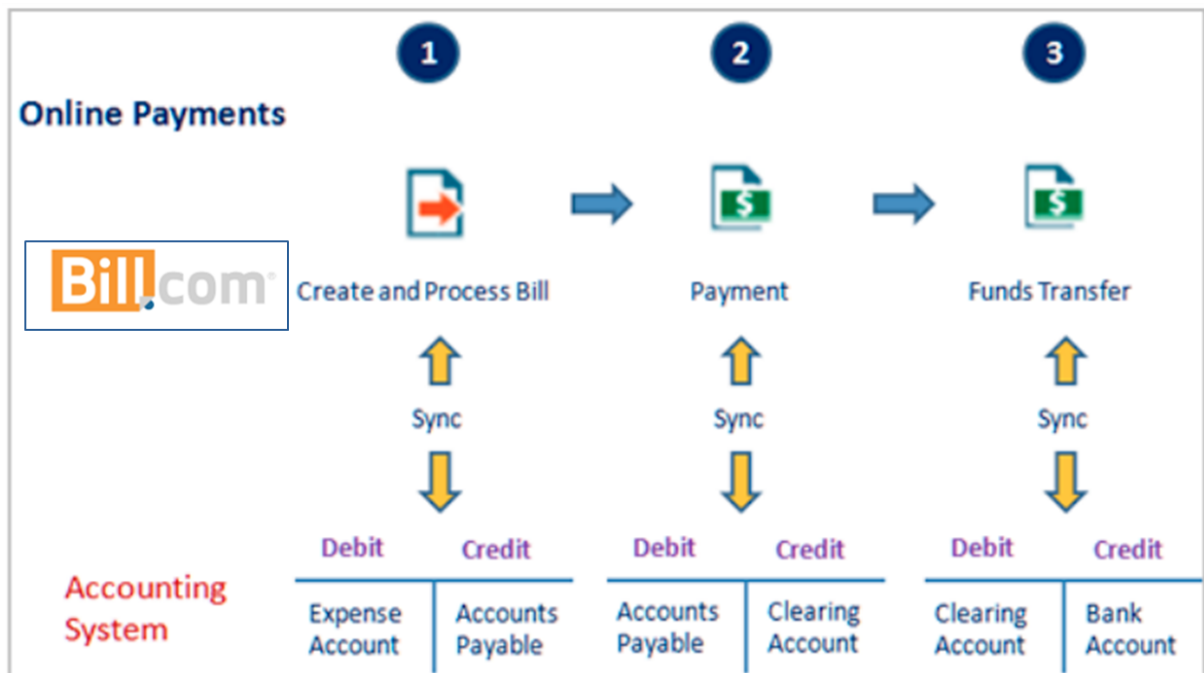
Your Accounting Software QuickBooks Online ([Change](#))

Import to Bill.com using .csv files. [Learn more](#)

ENTITY	IMPORT RECORDS FROM .CSV FILES	EXPORT RECORDS TO .CSV FILES	MOST RECENT EXPORT DATE
Vendors	Import	Export	--
Customers	Import	Export	--
Accounts	Import	Export	--
Departments	Import	Export	--

How Sync Records Transactions

This illustrates how a sync records the journal entries at each step of the payables process



1. When you sync a new bill from Bill.com to your accounting software, the sync records the debit to your Expense Account and a credit to your Payables Account.
2. Payments will showcase they are made through the Money Out Clearing Account. Each payment processed through the system will show a 1:1 relationship with the payment record synced to your accounting software.
3. On the Process Date, Bill.com withdraws the total for all payments scheduled for that day and sends the individual check or electronic payment to the vendor on your behalf. To account for the funds transfer reconciliation, Bill.com records a funds transfer and transfers a lump sum from your bank account for all total payments via Sync.

Funds Transfer Detail for Bill.com Payments Report

Reconciling Your Clearing Accounts

To review your Clearing Account(s), Use the following reports as guidelines:

- Payables Reports: Funds Transfer Detail for Bill.com Payments
- Receivables Reports: Funds Transfer Detail for ePayments Received

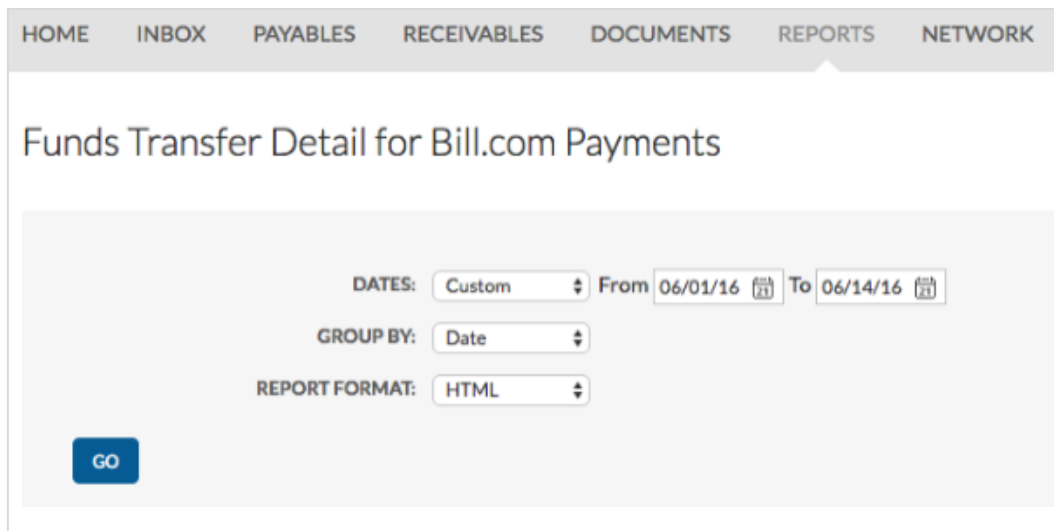
Payables Reports	Receivables Reports
Bill Payments	Open Invoices
Unpaid Bills	Customer Activity Summary
Vendor Balance	Customer Balance
Vendor Balance Detail	Customer Balance Detail
AP Aging Summary Report	AR Aging Summary Report
AP Aging Detail Report	AR Aging Detail Report
Transaction List by Vendor	Funds Transfer for ePayments Received
Transaction List by Export Status	Funds Transfer Detail for ePayments Received
Funds Transfer for Bill.com Payments	

(Note: Locate these reports by clicking **Reports** at the top of the page in your Bill.com account)

Select Your Parameters

Funds Transfer Detail shows a breakdown of which bills were paid with each withdrawal from your bank account (Funds Transfer).

- Date range allows selection of a range of funds transfer dates
- Group by provides option to sort by
 - Date
 - Vendor
- Report Format options include
 - HTML
 - PDF
 - CSV



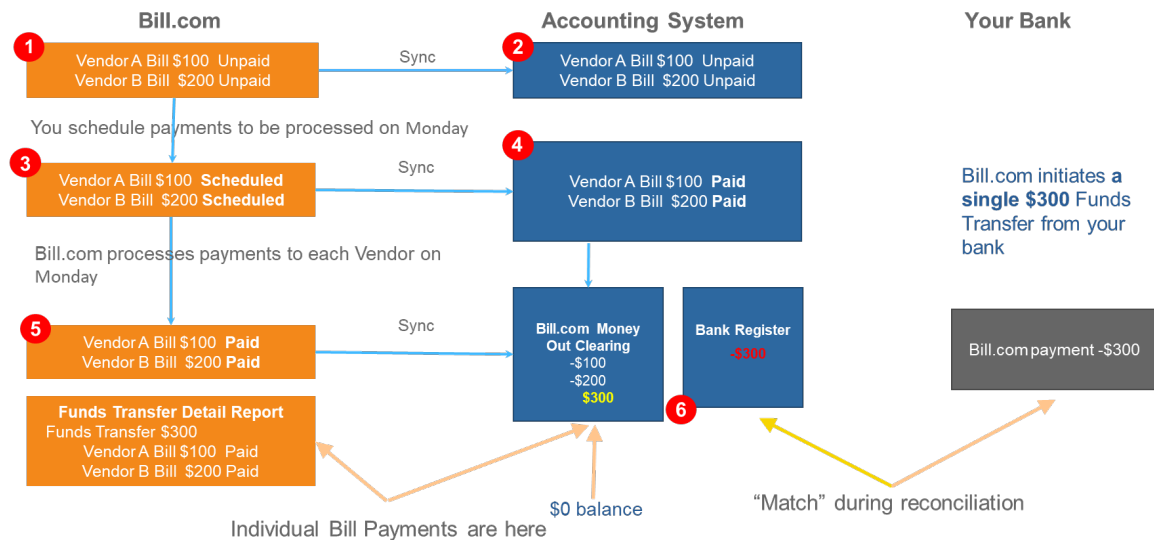
The screenshot shows the 'Funds Transfer Detail for Bill.com Payments' report configuration page. At the top is a navigation bar with links: HOME, INBOX, PAYABLES, RECEIVABLES, DOCUMENTS, REPORTS (highlighted), and NETWORK. Below the navigation bar, the title 'Funds Transfer Detail for Bill.com Payments' is displayed. The main configuration area contains three rows of controls: 'DATES:' with a 'Custom' dropdown, 'From' date field (06/01/16), and 'To' date field (06/14/16); 'GROUP BY:' with a 'Date' dropdown; and 'REPORT FORMAT:' with an 'HTML' dropdown. Each dropdown has a small up/down arrow icon. A blue 'GO' button is located at the bottom left of the configuration area.

Itemized Totals Match Grand Total

On a date sorted Funds Transfer Detail Report, the total will show for all payments by date, and a grand total for the entire time frame as well.

Funds Transfer Detail					
06/01/16 to 06/14/16					
Vendor Name	Invoice #	Disbursement #	Due Date	Amount	Bank Account
06/14/16	PROCESS DATE				
Cal Telephone	INV-002	789809971	06/14/16	\$ 200.00	Citibank 4444
PG&E	INV-001	789809967	06/14/16	\$ 100.00	Citibank 4444
United States	INV-003	789809964	06/14/16	\$ 300.00	Citibank 4444
			Subtotal:	600.00	
			Total:	600.00	

How Bill.com Syncs payments – Example



There are 3 systems involved - Bill.com, QuickBooks Online, and your client's Bank Account. This example looks at 2 different bills for two different vendors A and B with same process date.

1. Creating Vendor A and Vendor B's Bills in Bill.com
2. When Sync is run, Bills Sync to QuickBooks Online and show as unpaid
3. When Payments are scheduled, the bills will no longer show as unpaid in Bill.com
4. Scheduled Payments including those scheduled for future dates, are synced to QuickBooks Online. Instead of recording as paid via the checking account, Bill.com syncs the individual payments into an account named "Bill.com Money Out Clearing" in QuickBooks Online. This is a temporary holding account similar to an "Undeposited Funds" account.
5. When Payments are debited on the process date, Bill.com makes a lump sum withdrawal of \$300 from the bank account for all payments to initiate the payments to each vendor.
6. When the sync runs on or after the process date, Bill.com creates a funds transfer journal entry. Bill.com syncs a \$300 entry to the Bill.com Money Out Clearing Account and to the bank account in QuickBooks Online. The Bill.com clearing account will balance out (each of the individual payments and \$300 lump sum) by posting a debit to the Clearing account, and a credit to the Checking account. In the end, the Clearing account balances to \$0.00 for the day.



A Funds Transfer Detail Report: showcases the breakdowns for all vendor payments that were debited as a lump sum from the bank.

You can get a list of check numbers for your Bill.com payments on this report, but we don't sync the check number – you will see "Bill.com" in its place. This makes it easy to identify which payments were made by Bill.com. In a scenario where you pay 20 bills in a day for a client, the bank register will have a single entry and you can find all the details in the Money Out clearing account. The bank feed will bring cleared transactions from the bank account which will “match” the lump sum recorded in the bank register.

Receivable Payments work similarly using the **Bill.com Money In Clearing** account.