

Billing Guide

Here at Total Solutions, we're all about **Making I.T. Easy!** This also includes making your billing as painless as possible. We've put together this quick guide that explains how to read our invoices.

- We bill in two different ways: a monthly bill for your recurring services, and weekly bills for any time & materials.
- All terms are NET 15 unless otherwise specified.
- Any time you have a question about your bill, please reach out to our accountant at accounting@totalsolutions.com. We're always happy to help!

Monthly Recurring Services Invoice

Each month, you'll receive one bill with all your recurring services on it. Your recurring services are things like Microsoft 365, TS Endpoint Management, or Proofpoint, which are subscription based.

- We bill for recurring services one month in advance. When you add a new service, the current and next months' service charges will show on your next bill.
- In their first bill, new clients will see their current & next months' recurring service charges.

See the example below. This August bill's first charge is the prorated charge for a new service added this month. The bill also includes next month's (September's) service charge for the same service.

Total Solutions
8057 Seneca Turnpike
Clinton, NY 13323
(315) 724-9410
Fax: (315) 732-4598

Bill To
Example Client 8057 Seneca Turnpike Clinton, NY 13323 United States

Date
08/18/2023

Invoice Number: 29859240
Invoice Date Range: 07/18/2023 to 09/18/2023

Date	Item Description	Type	Resource Name	Billable Hours	Quantity	Rate/Cost	Billable Amount
08/18/2023	Service: TS Managed Backup - Workstation [Prorated] [08/18/2023 - 08/31/2023] Contract Name: TS Services 2022 05/01/2021 - 12/31/2023 Total Solutions - Managed Backup - Workstation	Service Adjustment			1.00	4.4935	4.49
		CURRENT MONTH'S SERVICE CHARGE					
09/01/2023	Service: TS Managed Backup - Workstation [09/01/2023 - 09/30/2023] Contract Name: TS Services 2022 05/01/2021 - 12/31/2023 Total Solutions - Managed Backup - Workstation	Service			1.00	9.95	9.95
		NEXT MONTH'S SERVICE CHARGE					

Total Billable Amount \$14.44
Total Taxes \$1.26

Grand Total **\$15.70**

Weekly Time & Materials Invoice

Anything that isn't considered a recurring service—such as project or ticket work—is billed on a weekly basis.

- Every billable item will reference a ticket number so you can correlate each charge to a ticket.
- Labor and hardware will be shown as separate items on your bill. Hardware will be listed first, followed by labor.
- Labor is rounded to and billed in fifteen-minute blocks.
- Material for a project (such as hardware or devices) will be billed upon order. Labor will be billed only when the project is completed.
- Generally, we do not require deposits; however, if the amount is above \$5,000, new clients may be required to provide a 50% deposit for hardware purchases.

See example below. The ticket number is listed for each line item (in this example, T20230818.0033) and can be used to determine what ticket this charge is related to. A ticket charge is an item like a cable, a hard drive, or a recycling fee, with a flat rate. Labor hours are billed in fifteen-minute increments according to our current labor rate. You'll see a summary note describing the service provided during these billable hours.

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Date
08/18/2023

Bill To
Example Client 8057 Seneca Turnpike Clinton, NY 13323 United States

Description of Material

Invoice Number: 29859239

Invoice Date Range: 07/18/2023 to 09/18/2023

Date	Item Description	Type	Resource Name	Billable Hours	Quantity	Rate/Cost	Billable Amount
08/18/2023	Cost Name: Miscellaneous T20230818.0033 Ticket Number Cost Description: External Hard Drive for Quickbooks backup	Ticket Charge			1.00	100.00	100.00
08/18/2023	Cost Name: Miscellaneous T20230818.0033 Cost Description: USB Extension Cable	Ticket Charge			1.00	16.95	16.95
08/18/2023	Task/Ticket: Example Client Billing Samples T20230818.0033 Summary Notes: Installed Quickbooks Upgrade and imported user accounts.	Labor	Morrill, Michael	1.25	1.25	135.00/hour	168.75
08/18/2023	Task/Ticket: Example Client Billing Samples T20230818.0033 Summary Notes: User training for quickbooks	Labor	Morrill, Michael	0.50	0.50	135.00/hour	67.50

Time billed in 15 minute blocks

Description of work performed

Total Billable Hours	1.7500
Total Billable Amount	\$353.20
Total Taxes	\$30.90

Grand Total \$384.10