

REBEL SOFTWARE · RebelPSA

Finance User Guide

Invoicing, Payments & Billing

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Contents

- 1.** About This Guide
- 2.** Finance Security & Permissions
- 3.** Multi-Currency & Exchange Rates
- 4.** Invoices
- 5.** Taking Payments
- 6.** Credit Memos, Refunds & Write-Offs
- 7.** Sales Tax Automation
- 8.** QuickBooks Sync
- 9.** The Finance Dashboard & Reports
- 10.** AI in Finance: How It Works & How to Turn It Off
- 11.** Common Workflows
- 12.** Quick Reference & Glossary

1. About This Guide

This guide covers the Finance module of RebelPSA — invoicing, recurring billing, time billing, payments, credit memos, tax, and the QuickBooks connection. It's written for whoever handles billing and collections at your organization, whether that's a dedicated billing coordinator, an office manager, or the owner.

Tip. *Every dollar amount, invoice, and payment in RebelPSA is tied to an immutable, append-only audit log — nothing in Finance can be silently altered or deleted after the fact, which matters for both your own bookkeeping accuracy and any compliance review.*

2. Finance Security & Permissions

Finance has its own dedicated set of permissions, kept deliberately separate from Help Desk and CRM access — someone can be a full Help Desk technician with no ability to touch billing, and vice versa.

- **Multi-factor authentication (MFA) gates** -- sensitive actions such as voiding a payment or making a general-ledger-affecting change require MFA on top of a normal login, even if you're already signed in.
- **Card data never touches RebelPSA** -- every card payment is captured through your payment processor's own secure, hosted payment form (Stripe, PayPal, or similar). RebelPSA never sees, stores, or transmits a raw card number, only a secure token the processor gives back. This is what allows RebelPSA to stay out of the highest tiers of PCI (Payment Card Industry) compliance scope.
- **Immutable audit trail** -- every invoice creation, edit, posting, void, payment, and credit memo is recorded permanently. Nothing is ever truly deleted from your financial history.

Important. *If you don't see a Finance action you expect (voiding a payment, editing a posted invoice, applying a credit memo), it's most likely a permission or MFA-gate issue rather than a missing feature — check with your administrator.*

3. Multi-Currency & Exchange Rates

If you bill clients in more than one currency, set each client's billing currency on their record — every invoice, payment, and report for that client then displays in their currency, while your organization's own reports still roll up in your base currency for consistent totals.

Exchange rates are handled automatically once you turn currency support on:

- Each currency is off by default. Enable only the currencies you bill, in from the currency settings page.
- Rates refresh on a schedule you choose per currency (as often as every 15 minutes, or as infrequently as weekly).

- The exchange rate in effect the moment a transaction is captured and locked to that transaction permanently. Historical invoices always show the rate that was used; not today's rate.

Tip. *You can also enter a manual exchange rate for a currency pair if you'd rather not rely on an automatic feed.*

4. Invoices

Creating an Invoice

Use the New Invoice action to start a guided invoice: pick the client, add line items (manually, from a template, or pulled in automatically from billable time and agreements — see below), confirm tax and currency, and post. Once posted, an invoice becomes part of the permanent financial record. Edits after posting are tracked, not silently overwritten.

Tip. *All of your organization's invoices live in one Invoices list — including any invoices originally created in QuickBooks and pulled in for a unified view (see Section 8), with a clear source badge showing where each one came from.*

Recurring & Agreement-Based Billing

For clients on a recurring contract, link their billing to the underlying agreement and RebelPSA will generate invoices automatically on schedule — monthly, quarterly, annually, or a custom cadence you define.

- **Per-seat / per-device billing** -- enter the actual current count before a billing run; mid-cycle additions or removals are prorated automatically.
- **Usage-based billing** -- quantities can be pulled in from a usage source (such as a distributor sync) rather than entered by hand.
- **Pass-through billing** -- flat or cost-plus line items (exp. Microsoft 365 licensing or cloud costs with your markup applied) bill automatically alongside your regular recurring charges.
- A recurring billing dashboard shows upcoming bills, overdue agreements, and any quantity changes worth a second look before the next run.

Tip. *If a recurring quantity jumps unusually month over month, RebelPSA flags it for review rather than silently billing the new number — this catches both pleasant surprises (a client growing quickly) and mistakes (a typo in a seat count) before an invoice goes out.*

Time Billing: From Ticket to Invoice

Technician time logged on Help Desk tickets and Projects flows directly into Finance as billable line items — you don't need to re-enter anything.

- A technician logs time on a ticket, marking it billable or non-billable, with a work type and duration.
- Billable time entries route through an approval step before they can be invoiced — your designated approver reviews and approves the batch.
- Approved time entries convert into clean invoice line items automatically, for example: "Tech: [Name] | 2.5 hrs | Remote Support @ \$150/hr".
- Project time rolls up into a per-project billing summary in the same way.

Tip. *Because approval happens before invoicing, you always get a chance to catch a mis-logged hour or an incorrect billable flag before a client ever sees it on an invoice.*

5. Taking Payments

RebelPSA supports two full-featured payment processors today, either of which can be offered to clients for online invoice payment.

Stripe

- Card and ACH bank payments, with fraud screening (Stripe Radar) running automatically in the background.
- Full subscription lifecycle support (create, update, cancel, trial, proration) for clients billed directly through Stripe.
- Stripe Terminal support for field technicians who need to take an in-person chip, tap, or mobile wallet payment on site.
- Dispute (chargeback) handling surfaces directly in Finance so you're not chasing information across two systems.
- Deposits reconcile automatically: RebelPSA separates out Stripe's processing fee, so the net deposit ties back cleanly to the gross invoice amount.

PayPal

- Create, send, and void PayPal invoices directly from Finance, with view and payment status tracked back automatically.
- PayPal Subscriptions link to your recurring invoices, keeping status and payment events in sync.
- PayPal can be offered as a payment option on invoices sent to clients alongside Stripe.

Recording & Reconciling Payments

Payments made through a connected processor, post to Finance automatically as they happen. For a payment you've received outside the platform (a check, a wire, cash), record it manually against the invoice it applies to — RebelPSA matches payments to open invoices and will flag anything that doesn't cleanly reconcile.

6. Credit Memos, Refunds & Write-Offs

- **Credit memos** -- create a credit memo against a client's account and apply it to one or more open invoices, including partial application across several invoices. Credit memos can be voided if created in error.
- **Refunds** -- issued directly against the original payment through whichever gateway processed it (Stripe or PayPal); the refund confirmation and the audit trail entry are automatic.
- **Write-offs** -- write off a balance you've determined is uncollectible, with a required reason code; this posts the appropriate bad-debt entry and preserves a full audit trail.

Tip. Every credit memo, refund, and write-off syncs to QuickBooks automatically if you have that connection active, so your books stay aligned without double entry.

7. Sales Tax Automation

RebelPSA calculates sales tax automatically on invoices using a dedicated tax engine rather than a flat manual rate table:

- Tax is calculated per invoice based on the client's address and the type of product or service billed.
- Economic nexus tracking watches your cumulative revenue by state and flags you as you approach a threshold that would require you to start collecting tax there — before it becomes a compliance problem.
- Clients with a valid tax exemption on file are automatically excluded from tax calculation.
- International value-added tax (VAT) and goods-and-services tax (GST) are supported for clients billed outside the US.

Tip. If your organization hasn't yet configured a tax engine connection, invoices fall back to manual tax rate entry — nothing about invoicing is blocked while tax automation is being set up.

8. QuickBooks Sync

If your organization uses QuickBooks, the connection keeps your client list, invoices, vendors, and payments aligned in both directions rather than requiring you to maintain two separate systems.

Area	What Syncs
Clients / Customers	Email, phone, billing and shipping address, payment terms, and currency sync both ways. If the same field changed in both systems, a conflict resolution screen lets you choose which value wins (or merge), with a suggested resolution offered automatically.

Area	What Syncs
Bulk Import	A one-time import wizard pulls your existing QuickBooks customer list into RebelPSA at setup, with a preview step before anything is created. Re-run it later as a delta import to pick up newer QuickBooks customers.
Invoices	QuickBooks-originated invoices are pulled in for a unified, read-only view alongside RebelPSA-native invoices, each clearly source-badged.
Vendors	Vendor master records sync both ways — name, email, phone, address, and payment terms.
Payments	Stripe payment activity exports to QuickBooks automatically, with the processing fee separated onto its own line so your deposits reconcile cleanly.

Tip. QuickBooks connections are checked periodically for token health; if a reconnection is ever needed, your administrator will see it flagged on the Integrations page rather than sync failing silently.

9. The Finance Dashboard & Reports

The Finance Dashboard is your at-a-glance view of the health of your billing and collections:

- An accounts-receivable risk indicator highlighting which clients are most likely to pay late, based on their payment history.
- A cash flow projection for the next 30, 60, and 90 days.
- An MRR/ARR (Monthly Recurring Revenue / Annual Recurring Revenue) panel: total monthly and annual recurring revenue, new revenue, churned revenue, and the net change.
- Revenue broken down by client and by service type, plus a top-10 list of your largest outstanding receivables.
- An overdue-invoice aging view, you can look into directly from the dashboard.

Every report can be exported to PDF or CSV, formatted using your organization's chosen number and date formatting.

10. AI in Finance: How It Works & How to Turn It Off

Finance uses AI in a few places — estimating tax when no tax engine is connected, flagging unusual invoices or billing quantity changes, suggesting which invoices a payment likely matches, and forecasting revenue trends. Two things are true of every one of these features:

- **AI suggestions always require a human to confirm them** -- nothing in Finance is posted, charged, refunded, or written off by AI on its own. An AI output is a suggestion you accept or reject.

- **Turning AI off never breaks anything** -- AI can be disabled platform-wide, for the Finance module only, or for one specific feature at a time. Whenever AI is off, a standard rule-based calculation takes over automatically in its place — invoicing, tax, and reporting keep working exactly as before, just without the AI-generated suggestion layer on top.

Tip. *AI in Finance never has access to raw card numbers, full payment tokens, or encryption keys, regardless of which AI features are enabled.*

11. Common Workflows

Setting up a new recurring client

- Create the client's agreement with the billing cadence and line items.
- Set the client's billing currency if it differs from your base currency.
- Confirm the first billing run's quantities before it fires automatically.

Closing out a technician's billable time for the month

- Review the pending billable time entries queue.
- Approve (or correct and approve) each batch.
- Confirm the resulting invoice line items look correct before posting.

Handling a client dispute on a charge

- Check the Stripe dispute details surfaced in Finance.
- Decide whether to contest the dispute or issue a credit memo / refund.
- Log the outcome — the audit trail keeps a permanent record either way.

12. Quick Reference & Glossary

Term	Meaning
MRR / ARR	Monthly / Annual Recurring Revenue — your predictable, ongoing billing total.
AR Aging	How overdue your outstanding invoices are, typically bucketed into 30/60/90+ day windows.
Credit Memo	A credit issued against a client's account that can be applied to one or more invoices.
Write-Off	Formally recording an invoice balance as uncollectible, with a reason code and GL (general ledger) entry.

Term	Meaning
Economic Nexus	The revenue or transaction-count threshold in a given state that triggers a tax-collection obligation there.
PCI SAQ-A	The lightest tier of card-payment compliance, achievable because RebelPSA never touches raw card data — all captures are hosted by the payment processor.
Recurring Invoice	An invoice generated automatically on a set schedule from a client agreement.
Reconciliation	Matching a received payment (and its net deposit, after fees) back to the invoice(s) it pays.