



Chapter 02: FBO Services

09. Billing and Invoicing for Services

Manage accurate billing and invoicing for all FBO services to ensure proper revenue collection, maintain client relationships, and provide transparent financial transactions.

Purpose

This process establishes procedures for accurate service billing and invoicing to ensure proper revenue collection, maintain transparent client financial relationships, and provide efficient payment processing while supporting operational excellence and client satisfaction.

Roles and Responsibilities

Client Service Representative:

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

Finance Leader:

- Review and approve billing policies and procedures
- Oversee invoice accuracy and accounts receivable
- Monitor financial performance and budgets
- Ensure compliance with financial regulations
- Coordinate with external accounting services

Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

Process Steps

Service Documentation Phase

- **Collect service documentation** - Gather documentation of all services including fuel, handling, facilities, and ancillary services
- **Verify service accuracy** - Confirm service quantities and pricing accuracy while validating client authorization for all billable services
- **Review client account information** - Check billing preferences, credit terms, and special pricing arrangements
- **Generate invoice** - Create itemized invoice with services, quantities, rates, and applicable taxes using billing system

Invoice Processing Phase

- **Review invoice accuracy** - Conduct review of service descriptions, quantities, and pricing calculations
- **Deliver invoice to client** - Send invoice using preferred method and provide explanation of charges and payment terms
- **Coordinate payment method** - Process payment using client preferred method including credit cards, checks, or account billing
- **Process payment transaction** - Handle payments accurately and update client account records with payment information

Account Management Phase

- **Reconcile account balances** - Balance client accounts and coordinate with finance team for accurate financial record maintenance
- **Monitor past due accounts** - Track overdue accounts and coordinate collection activities while maintaining professional relationships
- **Resolve billing inquiries** - Address client billing questions promptly and coordinate with operations team for documentation resolution
- **Process credit applications** - Handle credit applications for established clients and coordinate terms with finance management

Reporting and Maintenance Phase

- **Generate financial reports** - Create billing reports for management review including revenue analysis and client payment performance
- **Maintain billing systems** - Keep billing system accurate and coordinate with IT team for system

improvements and updates

- **Document audit trail** - Maintain detailed audit trail documentation for all billing transactions and coordinate with auditors
- **Update procedures** - Review and update billing procedures based on operational experience and regulatory requirements

Process Mapping

Flowchart showing service documentation, invoice generation, payment processing, and account management with decision points for billing accuracy and collection procedures.

Tools and Resources

- Billing and invoicing software system with client account management capabilities
- Service documentation forms and electronic recording systems
- Payment processing equipment including credit card terminals and check processing
- Client account files and credit arrangement documentation
- Financial reporting tools and account reconciliation systems
- Billing inquiry tracking and resolution documentation systems

Success Metrics

- **Completion Time:** Invoices generated and delivered within 24 hours of service completion.
- **Quality Standard:** 99% billing accuracy with minimal client disputes or corrections required.
- **Safety Standard:** 100% compliance with financial record keeping and audit trail requirements.
- **Client Satisfaction:** 94% client satisfaction with billing transparency and payment processing efficiency.

Common Issues and Solutions

- **Issue:** Service documentation discrepancies affecting invoice accuracy
- **Solution:** Implement real-time service recording procedures and coordinate with operations team for immediate documentation verification

Issue: Client disputes regarding service charges or billing accuracy


Solution: Maintain detailed service records and coordinate with operations team to provide comprehensive

documentation for dispute resolution

Issue: Payment processing delays affecting cash flow and client relationships

Solution: Offer multiple payment methods and coordinate with finance team for flexible payment arrangements while maintaining collection procedures

Safety Considerations

-  **BEST PRACTICE:** Conduct regular billing system audits and maintain backup procedures for critical financial data

Regulatory References

- Generally Accepted Accounting Principles (GAAP)
- Privacy regulations for financial information protection
- Tax regulations for aviation services billing
- Credit card processing security standards (PCI DSS)
- Company financial procedures and audit requirements