



Process

Documentation

Department:

Customer Support

Last Updated:

3/31/2026 9:18 AM

NAME OF PROCESS

Setting Up & Mapping Customer Cycle Bills

Use Case / Objectives

This article will explain how to set up contracts to cycle bill for a variety of conditions as well as explain each cycle billing code and how each code functions

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

[Main Operations > Rental File > Customer Master File Maintenance](#)

[Main Operations > Rental File > Customer Job File Maintenance](#)

[Main Operations > Rental > Create Rental](#)

[Main Operations > Rental > Update Rental](#)

Cycle Billing Codes Explained

This section outlines cycle bill code functionality and the different programs that affect cycle bill code setup and behavior.

Create/Update Rental

1. In **RentalMan**, cycle bill codes are used to determine the billing schedule of a rental contract. Cycle bill codes are set up at the contract level to maximize billing flexibility, but defaults can be set at either the job or customer level to facilitate contract writing. **NOTE:** Changing the default cycle billing code in either the customer job file or the customer master file will not affect existing open contracts.
2. Cycle Bill contracts normally bill through 8:00am on the last day of the billing period as determined by the cycle bill code.
3. Contracts can also be set to **ADVANCE BILL**, which will cause the contract to bill at the start of the billing period (when the contract is opened). This is useful or desirable for some long-term billing cycles (annual or semi-annual) or for providing an invoice number under a deadline to ensure timely payment. Most advance cycle billings are done at the contract level but can also be set as a default at the **Customer Job** level. Alternatively, the control record **ADVLL** can be set to default to the **Advance Bill** method.

Setting Cycle Bill Codes

1. From the **Main Operations** menu, select **Create Rental** from the **Rental** section.



2. Select your customer and job location then press Enter so the **Create Rental Customer Information** screen displays.

3/26/26 17:56:09 Create Rental Customer Information Sys: []
 Cmp: [] Loc: []
 Cur: USD

Customer #: 4364 Avail credit: 1

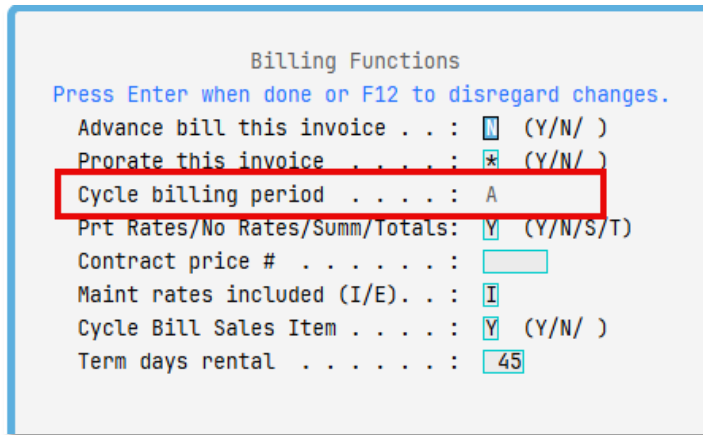
Billing Information	Shipping Information	Additional Information
Name: []	Name: []	Last Trans: 3/11/26 Trans: 8
Addr 1: []	Addr 1: []	LTD Rental: 28579.60
Addr 2: []	Addr 2: []	Last Rental: AUGER MOTOR 20-23MT 2.5"
City: ABBEVILLE State: LA	City: ABBEVILLE State: LA	
Zip/Ph: 70511 337-893-6397	Zip/Ph: 70510 337-400-0479	

Job Loc #: ABBEVILLE / ABBEVILLE
 P.O. Number: [] Rep#: 112 CHRIS SNOW Cty: []
 Est Return: [] 7:00 OSA: []
 Ordered By: [] Signature: []
 Delivery: By: [] Date: 3/26/26 Code: DELIVERY Amt: []
 Pickup: By: [] Code: PICKUP Amt: []
 Taxes: Rnt: Y Sls: Y Tax Dist: 191130010
 Delivery Instructions: []

Display Functions

- F02 Split
- F03 Exit
- F04 Search
- F05 Billing
- F06 Add Job
- F07 Comments/Notes
- F08 Authorization
- F09 Delivery Instructions

3. Press **F5** on your keyboard or click on *F5 Billing* in the **Display Functions** menu to open the **Billing Functions** pop-up window.

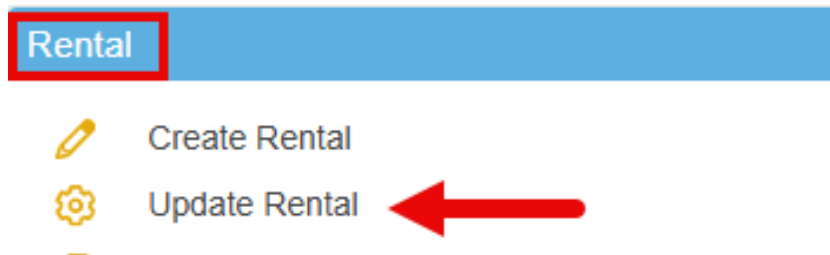


4. Type in the cycle billing code that corresponds to the desired billing schedule in the *Cycle billing period*. **NOTE:** To see a list of valid codes, with your cursor in the field, press F4 to open the **RentalMan Help** pop-up window.

NOTE: The cycle billing code entered here will override any default from either the **Customer Master** record or a **Customer Job File**.

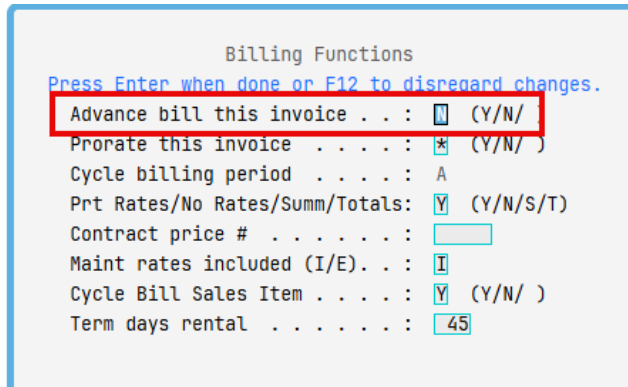
Updating Cycle Bill Codes

1. Once a contract is created, the *Cycle Billing Code* can be changed in the **Update Rental** program (**Main Operations > Rental > Update Rental**).



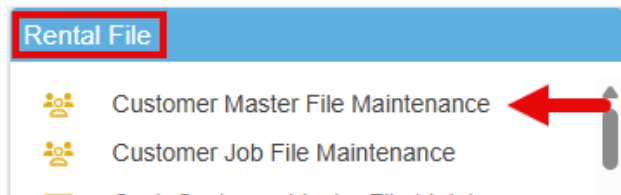
NOTE: The *Cycle Billing Code* can be changed until the first time the contract bills. Once the contract bills, the *Cycle Billing Code* field will not be available to change.

2. Type in the *Contract #* or *Equipment #* and navigate to the **Update Rental Customer Information** screen.
3. Press **F5** on your keyboard or click on *F5 Billing* in the **Display Functions** menu to open the **Billing Functions** pop-up window
4. If the *Advance bill this invoice* is **Y**, this field will override a default from the **Customer Job File** or control record **ADVLL**.

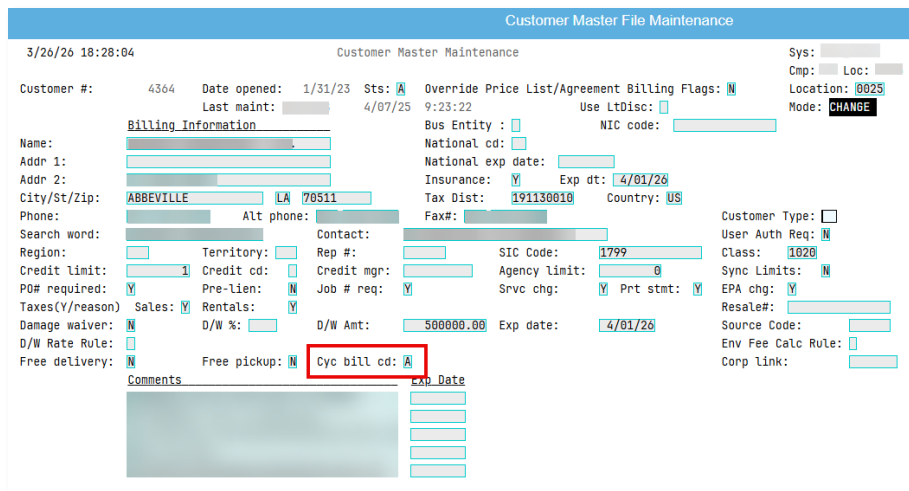


Setting a Code in the Customer Master File

1. Click on the **Main Operations** menu option and in the **Rental File** section, select the **Customer Master File Maintenance** option.



2. Select a customer by typing 2 in the *Op* field next to the desired customer and pressing Enter to open the **Customer Master Maintenance** screen.



3. Type in the *Cyc bill cd* field, pressing F1 to open the **RentalMan Help** pop-up window to see a list of valid options if necessary.

NOTE: Setting a default *Cycle bill code* here will apply that value to any contracts written for the selected customer as well as any job created for this customer.

NOTE 2: A default *Cycle bill code* can also be set in the control record CXCUSM. A code entered there will automatically default into the *Cyc bill cd* field when creating a new customer.

Setting a Code in the Customer Job File

- From the **Main Operations** menu, select **Customer Job File Maintenance** from the **Rental File** section.



- Select your customer and job location then press Enter so the **Customer Job Maintenance** screen displays.

A screenshot of the 'Customer Job File Maintenance' screen. The 'Cycle bill cd' field is highlighted with a red box. The screen displays various fields for customer and job information, including addresses, phone numbers, and dates.

- A default cycle bill code set at the **Job Location** level will apply to all contracts for this specific job and will override the default cycle billing code set at the **Customer Master File** level. This option allows for different cycle billing codes for a specific customer based on the job location.
- You can also set the **Advance Bill** option at the Job Location level by pressing or clicking the *F11 Billing* option.

A screenshot of the 'Billing Functions' screen. The option 'Advance bill this invoice' is highlighted with a red box. The screen is divided into two columns: 'Billing Functions' and 'Rate Calc Overrides'.

5. Any default set at the **Job Location** level will also override the control record **ADVLL** billing code.

Available CYCLE BILL CODE Explanations

CODE	DESCRIPTION	FUNCTION
2	Bi-weekly	A bill is produced every 2 weeks from the date out
A	28 Day Cycle	A bill is produced every 28 days (13 cycles per year) from the date out
B	30 Day Cycle	A bill is produced every 30 days from the date out
C	Calendar Bill	A bill is produced for the monthly rate once a month on the day of the original start date, i.e.; if the date out is January 15 then the next bill date will be February 15
D	Daily Bill	A bill is produced every day for the daily rate
E	Exact Day Billing	A bill is produced for the monthly rate on a specified day of the month. The first invoice will be pro-rated
F	Semi-Monthly	A bill is produced on the 15 th and last day of each month for twice the weekly rate plus the daily rate
I	Exact Day Billing Over 1 Month	A bill is produced on a specific day of the month for the monthly rate plus the daily rate times the number of days in the month over 28. The first invoice is pro-rated
N	Never Bill	The system will not produce cycle bills for this contract
Q	Quarterly Billing	A bill is produced every 3 months for 3 times the monthly rate
S	Semi-Annual Billing	A bill is produced every 6 months for 6 times the monthly rate
T	30 Day per Month Billing	A bill is produced for the monthly rate on the last day of the month. If less than a full month is charged, then the bill will be prorated
W	Weekly Billing	A bill is produced for the weekly rate every week from the date out
X	User-Defined	Entering this code opens a schedule field. The contract will cycle according to the user-defined schedule entered. Note: this requires setup by an InTempo Support person
Y	Yearly Billing	A bill is produced every 12 months for 12 times the monthly rate

NOTE: Cycle Bill Codes **I** and **E** calculate the first invoice by dividing the monthly rate by the monthly divisor as set in the system location file and multiplying the result by the number of billable days in the first billing period.

Cycle Bill Code **T** prorates by dividing the monthly rate by 30 then multiplying the result by the number of days billed.

Control Records that have settings for Cycle Billing Codes

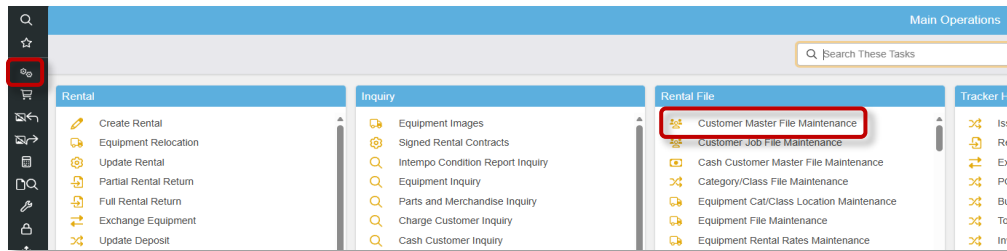
1. **CXCUSM** - Use this control record to set a default cycle bill code for the **customer master file**. You can also set a default **day to bill** when specifying **E** or **I** as the default cycle bill code.
2. **CYCBL1** - Use this control record to require a **day to bill** when using cycle bill codes **E** or **I**. If this is set to **N**, then the **day to bill** will be defaulted based on the start date of the contract.
3. **RACCB1** - Use this control record to cause cycle bill codes **E**, **I**, and **F** to charge a full day for the last day of the billing period. If this is set to **N**, then the last day will not be charged.
4. **RAINV3** - Use this control record to cause contracts to invoice when they hit the money. The bill through dates will be consistent with the billing cycle, but the invoice will age as of the date it is produced.
5. **UDBSCM** - Use this control record to set default values for billing events when creating a user-defined billing schedule through schedule maintenance.
6. **CXCUS3** - Use this control record to set a default user-defined billing schedule to populate the schedule field any time **X** is entered as the billing code.

Cycle Bills Not Emailing

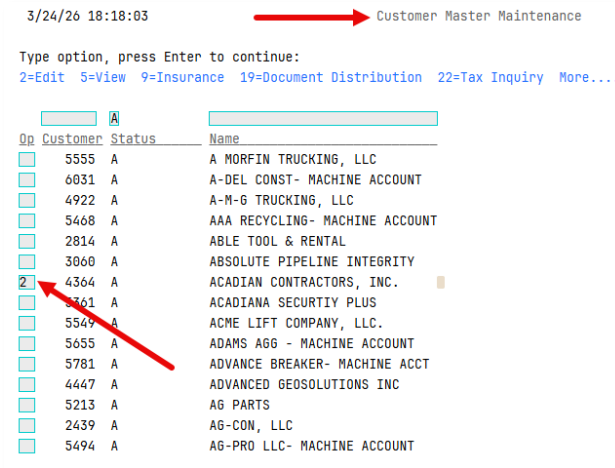
Process Steps

In some instances, your cycle bills will not email. Many times, this is caused by the Customer Master Record being set correctly but the Customer Job record is set incorrectly.

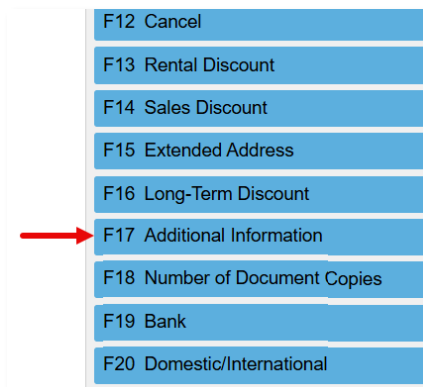
1. Log into the [Roleplay environment](#) and select the **Main Operations** menu option.
2. Click on the **Customer Master File Maintenance** option in the **Rental File** section.



3. On the **Customer Master Maintenance** screen, locate the desired customer and type 2 in the *Op* field next the desired customer and press Enter.



4. On the **Customer Master Details** screen, press or click **F17 Additional Information**.



5. The Additional Customer Information pop-up window opens.

6. There are two items that are mandatory on this screen to be able to email cycle bills to the customer. The first and most important item is a **valid email address** in the *Email* field.

7. The second item that is necessary is the *Auto Fax or Email* code.

8. With your cursor in the *Auto Fax or Email* field, press F1 to see the available options.

9. For **Cycle Billings**, the proper code is **B**. This will email cycle billings as well as **Rental Returns, Equipment Sales, P/M Sales, Work Orders, and Manual Invoices**. **NOTE:** For Rental Returns, Equipment Sales, P/M Sales, Work Orders, and Manual Invoices the Auto Email function will only happen when there is an amount on these transactions.
10. As an alternative, you can use code **Q** if you want only **Cycle Bills** to be automatically emailed.
11. For both the **B** and **Q** codes, control record **RACCB1** must also be set with a valid and current user profile.
12. There is one caveat to this if the customer job record **Fax/Email** field is **E**. **NOTE:** To navigate to the **Customer Job Maintenance** screen, click on the Main Operations menu option and in the **Rental File** section, click on the Customer Job File Maintenance option. Type in your Customer #, press Enter, type 1 in the **Op** field next to the desired **Job Name**.

The screenshot shows the 'Customer Job File Maintenance' interface. At the top, it displays the date and time '3/24/26 18:58:15' and the title 'Customer Job Maintenance'. Below this, there are several sections for data entry:

- Customer Information:** Customer#: 4364, Date added: 7/18/24, Active Job.
- Billing Information:** Name 1, Addr 1, Addr 2, City: ABBEVILLE, State: LA, zip/PC: 70511, Cntry: US, Phone, Fax, Project #, Cust Job Ref#.
- Shipping Information:** Name 1, Addr 1, Addr 2, City, State: LA, zip/PC: 70510, Cntry, County, Phone, Fax, Within city Limits: Y, Tax District: 191130010, G/L type.
- Job Details:** Job #: ABBEVILLE, Job Location: ABBEVILLE, Map pg/gd, P.O. Number, P.O.# required: Y, User Auth Req: N, Delivery: Y (Y/N).
- Contact and Billing:** Contact, Sales rep: 112, Type, SIC Code: 1799, Market segment, Source Code, Pro-rate: (Y/N), Cycle bill cd: A, Labor Cntrct#.

The 'Fax/Email' field is located at the bottom right of the form, highlighted with a red box and a red arrow. It contains a dropdown menu with the following options: (F/E/A/B/C/N/Q).

13. If the **Fax/Email** field in the **Customer Job Record** is set to **E**, cycle bills for the job will not be sent. If you want all cycle billings for all jobs to be emailed then leave this jobsite field blank.

Excluding Default Customer Discounts

Process Steps

When *Cycle Bill Code* is set to **T**, any default customer discounts will be overridden. When this feature is turned on, the program **will not** apply customer discounts to the contract. The use of *Cycle Bill Code* **T** will result in only the monthly rate populating in the equipment detail. By not populating the discount percent, minimum, daily, and weekly rate, the information shown on the screen will provide more clarity to the user that only the monthly rate is used to calculate invoices.

If the customer has custom discounts in the **Equipment Rental Rate Discount File**, they will be applied to the reservation or rental contract when *Apply dft disc to cycle T* is set to **N** or **Y**. If a reservation or rental contract has the **Cycle Bill Code** changed from **T** to another code, the default customer discounts will be reapplied to the contract and included in the calculations for invoicing. The benefit of this modification is to provide more flexibility in calculating discounts on reservations and rental contracts.

1. Begin by navigating to the **Customer Master Maintenance** screen for your customer (**Main Operations > Rental File > Customer Master File Maintenance**) and set the *Cyc bill cd* field to **T**.

The screenshot displays the 'Customer Master Maintenance' screen for customer 4364. The 'Cyc bill cd' field is highlighted with a red box and a red arrow pointing to it, indicating it is set to 'T'. Other fields include 'Date opened: 1/31/23', 'City/St/Zip: ABBEVILLE LA 70511', 'D/W Amt: 500000.00', and 'Exp date: 4/01/26'. The 'Mode' is set to 'CHANGE'.

NOTE: To make this work, control record **RAEDR2** and field *Apply dft disc to cycle T* needs to be set to **N**.

NOTE 2: For assistance with setting the control record, contact InTempo Customer Support if necessary.

2. Next, when creating a **Rental Contract** for your customer (**Main Operations > Rental > Create Rental**), on the **Create Rental Customer Information** screen, press F5 on your keyboard or click on F5 Billing in the **Display Functions** menu.
3. The **Billing Functions** pop-up window opens, and you want to verify the *Cycle Billing Period* is set to **T**.

- This will cause only the Monthly Rental Rates to appear for the equipment items on the contract and any customer discounts, Minimum, Daily, or Weekly rates will be excluded from the contract rental calculations. This adds more clarity to the contract and the user knows that only the Monthly rate is being used to calculate the invoice amount.

```
Billing Functions
Press Enter when done or F12 to disregard changes.
Advance bill this invoice . . . :  (Y/N/ )
Prorate this invoice . . . . . :  (Y/N/ )
Cycle billing period . . . . . : 
Prt Rates/No Rates/Summ/Totals:  (Y/N/S/T)
Contract price # . . . . . : 
Maint rates included (I/E). . . : 
Cycle Bill Sales Item . . . . . :  (Y/N/ )
Term days rental . . . . . : 
```

- If the user changes the *Cycle Billing Period* to something other than T, any discounts and daily/weekly rates will now populate the contract, and the invoice will be recalculated.

Reference Glossary

Field Definitions for Tasks

Additional Customer Information

- **Rate Number** - Enter the Dun & Bradstreet or other business rating number assigned to this customer.
- **Rate Code** - Enter the Dun & Bradstreet or other business rating for the customer. This rating is useful in determining whether you should continue to do business with a customer after they have exceeded their customer limit or their account has gone past due.
- **Membership Club Number** - If applicable, enter the customer's membership club number. This is a number for your membership program that rewards loyal buying patterns by your customers. Use control record **MBRPGM** to indicate whether you have a membership program and what its name is, and to set the discount percentage given on rentals to members of this club. This discount overrides all other rental rates and discounts you have set up for the customer except for tiered rates.
- **Member Since** - Enter the starting date for this customer's membership.
- **A/R G/L Account** - Enter the accounts receivable general ledger account number for this customer. This is the account number that is credited with revenue from this customer.
- **Email** - Enter the customer's email address.
- **Auto Fax or Email** - Enter the code applicable to how you want to automatically send faxes and emails to this customer. Valid codes include:
 - F - Fax for 1
 - E - Email for 1
 - A - Fax for 1 and 2
 - B - Email for 1 and 2
 - C - Fax/Email for 2
 - N - Do not fax or email

1=Rental returns, equipment sales, parts/merchandise sales, work orders, manual invoices*

2=Cycle billing**

*For these transactions, the auto fax/email functionality only processes when there is an amount value. The process only applies to work orders for charge customers when the work order is closing.

For cycle billing, the auto fax/e-mail functionality processes an e-mail first if the customer has an e-mail address listed. If they do not, then the functionality processes the fax, if a fax number is specified. If neither an e-mail address nor a fax number exist, the program prints as it usually does. **Note: Control record **RACCB1.ZXDATA** must be set up with a valid user profile for this functionality to work.

- *Include in Sales Commission Report* - Indicate whether you want this customer included in the **Sales Commission Report**.
- *Alternate Customer Number* - If applicable, enter an alternate number for this customer that might come from another software product that you have integrated with RentalMan. This field is used for informational purposes only.
- *Representative Percentage of Commission* - Enter the commission percentage to assign to the sales representative who is assigned to this customer. If an invoice for this customer is assigned to a different sales representative, that representative will receive the remainder of the 100% that you did not assign here.
- *Contract Type* - Enter the code that represents the type of rental contract that this customer typically requests.

Billing Functions

- *Advance bill this invoice* - Indicate whether you can bill against the contract before it is due to invoice.
- *Prorate this invoice* - Indicate if you want to prorate the contract. Prorating occurs when equipment from the contract is returned and cycle billing has occurred once. When you prorate a contract, the system bills the customer a portion of the weekly or monthly rate for anything over a month when the equipment is returned.
- *Cycle billing period* - Enter the code to indicate how the customer will be cycle billed for this rental contract. Valid codes are:
 - 2 - Biweekly
 - A - 28 Day Cycle
 - B - 30 Day Cycle
 - C - Calendar Bill
 - D - Daily Bill
 - E - Exact Day Billing
 - F - Semi-Monthly (15th and Last Day)
 - I - Exact Day Billing Over 1 Month
 - N - Never Bill
 - Q - Quarterly Billing
 - S - Semi-Annual Billing
 - T - 30-Day Monthly Billing
 - W - Weekly Billing
 - X - User Defined
 - Y - Yearly Billing

This code defaults from the job selected for the rental contract, or from the customer master record if no job is selected, but it can be changed for this contract. *Day* - If you enter a cycle bill code of E or I in the previous field, you must enter the exact day here.

- *Print Rates/No Rates/Summary/Totals* - Indicate how rates should print on the rental contract. Enter **Y** to print rates, **N** to not print rates, **S** to print subtotals only, or **T** to print all totals.
- *Contract price number* - Enter a contract price number for this rental contract. A contract price number designates special discounts to the customer on rental contracts. If a contract price number was specified on the selected job, that is the default, but you can change it.
- *Cycle bill sales item* - Indicate whether to invoice for sales items on the cycle bill, or to wait to invoice them until a rental return is processed.
- *Term days rental* - Enter or accept the number of days that are the standard payment terms for rentals to this customer.