BILLING

Billing — Client Invoicing on an Audited Ledger

Rate card, contracts, and per-run invoices that reconcile to the cent.

Billing is how a PEO makes money, and Stratum runs it as a first-class ledger — not an afterthought bolted onto payroll. Every completed payroll run mints its own invoice keyed on the run id, so admin fees, tax pass-throughs, benefit charges, and per-employee items reconcile to the penny against what actually ran. There is no double-billing a run and no run that slips through unbilled.

1 Rate card to cash — the receivable lifecycle

Stage	What the platform does
Pricing	A platform rate card supporting PEPM, percent-of-gross, and per-item admin-fee models, with per-client contract terms and contract defaults layered on top; contract history and mid-term true-ups.
Invoicing	Per-run invoices (run-key dedup), recurring charges, and one-off usage charges; branded invoice PDFs, and a NACHA payment file per invoice payment for money that actually moves.
Collections	AR aging, DSO, a collections forecast, dunning sequences with deadlines, credit memos, and credit holds that stop service on a delinquent client.
Insight	Client profitability, revenue trend, top-client and tax-remittance views — the PEO's own book of business, measured.

2 Separation of duties, enforced in code

Can't set price AND forgive it

- **platform_admin** owns the rate card
- **account_manager** sets per-client contract terms
- **billing_ops** owns credits, collections, dunning, credit holds

Everything is auditable

- Tier-1 / Tier-2 support are locked out of billing writes
- Invoice escalations are confirm/dismiss, not silent edits
- The AR ledger is the system of record — nothing bills off a spreadsheet

Because billing and payroll share one platform, an invoice is a projection of a real run — the admin fee on the invoice is 3.50% of the exact gross the engine computed, not an estimate re-keyed later.