

Add a Manual Invoice

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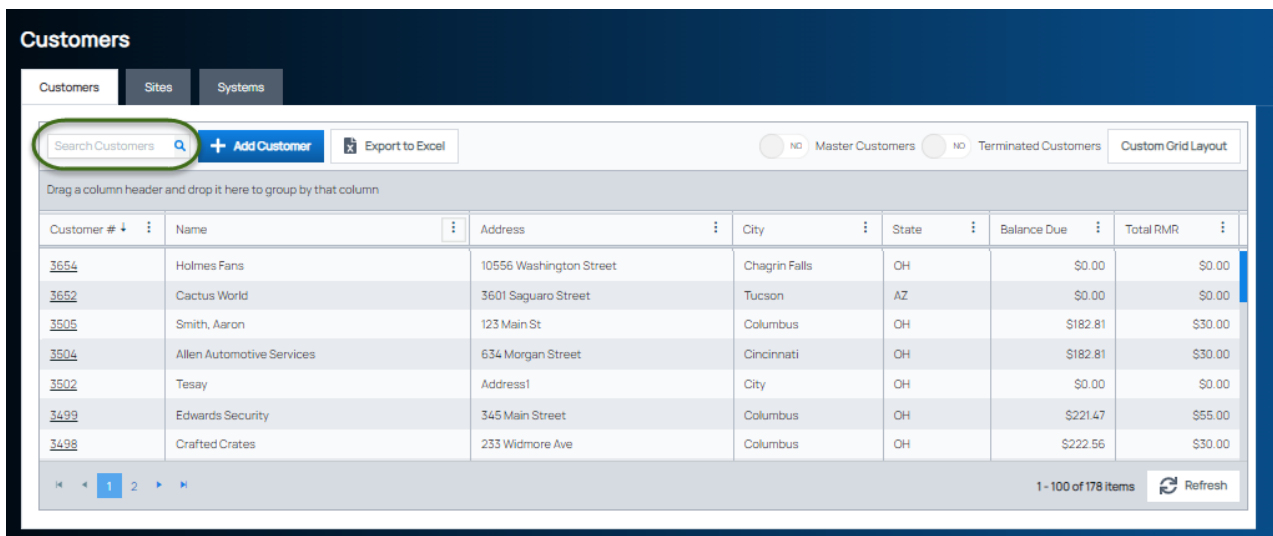
Manual invoices are created from a customer record.

Manual invoices may be created for several different situations including:

- Over the counter part sales
- Pro-rated recurring services
- Permits & Fees
- Invoicing a customer for NSF charges
- Should have invoiced for charges on a work order, but the work order was closed without invoicing the customer.
- Parts used on a work order were not invoiced on the work order invoice, and you need to invoice the customer and relieve inventory.

To add a manual invoice, from the main menu, arrive at the customers list with this path: Accounts Receivable > Customers.

The customers list is displayed. Locate the customer in the list, and then click on the hyperlink in the Customer # column to open the customer record.



Customers

Customers Sites Systems

Search Customers + Add Customer Export to Excel

Master Customers Terminated Customers Custom Grid Layout

Drag a column header and drop it here to group by that column

Customer #	Name	Address	City	State	Balance Due	Total RMR
3654	Holmes Fans	10556 Washington Street	Chagrin Falls	OH	\$0.00	\$0.00
3652	Cactus World	3601 Saguaro Street	Tucson	AZ	\$0.00	\$0.00
3505	Smith, Aaron	123 Main St	Columbus	OH	\$182.81	\$30.00
3504	Allen Automotive Services	634 Morgan Street	Cincinnati	OH	\$182.81	\$30.00
3502	Tesay	Address1	City	OH	\$0.00	\$0.00
3499	Edwards Security	345 Main Street	Columbus	OH	\$221.47	\$55.00
3498	Crafted Crates	233 Widmore Ave	Columbus	OH	\$222.56	\$30.00

1 - 100 of 178 items Refresh

The customer record is displayed. Click the Invoices tab, and then click the **New Invoice** button.

Emily Wood
Customer #3703 Active Normal Residential-Owner • Since 3/7/22

Total Balance Due Total RMR
\$0.00 **\$0.00**

Customer Aging

Address 45722 Chandler Phoenix, AZ 85003
Phone
Cell
Email emilylwood@gmail.com

Salesperson Dan Brown
Last Statement
Default Term
Delivery Method Print
Delivery RMR Inv

Invoices 1 Credits 0 Sites/Systems 1/1 RMR 2 Work Orders 1 Proposals 0 Payments 0 CC/eCheck Notes 5 Contacts 3 Documents Archive Custom Fields eForms Email

+ New Invoice Generate Statement

Invoice #	Invoice Date	Due Date	PO Number	Total Amount	Amount Due
21447	Mar 1, 2022	Mar 1, 2022		\$37.91	\$37.91

1 - 1 of 1 Items Refresh

There are three panels that comprise the Manual Invoice form.

- The upper left panel displays the charges as items and/or parts including any applicable sales tax are added to the invoice — this is for information purposes.
- The upper right panel displays what is referred to as the header of the invoice. Most of the header information defaults from settings on the customer record.
- The bottom panel is where you select items and parts to be invoiced to the customer. There is also a Memo tab where you can enter up to 3,000 characters of text to print on the invoice.

Definitions of the data entry fields in the invoice header are shown below. Data entry fields with a red bullet next to the field name are required.

Instructions on how to select items and parts and enter a memo are also included in this article.

New Manual Invoice Save Save and Deliver Cancel

Emily Wood #1 Emily Wood - 45722 Chandler

Invoice Amount **\$0.00** Balance Due **\$0.00**
 • 0 Payments = \$0.00 • Due today
 • 0 Credits = \$0.00

Site #1 Emily Wood - 45722 Billing Address Warehouse
 Category Sales Tax None COOS Account
 PO Number Term Due on Receipt
 Invoice Date 3/21/2022 Salesperson Kathy Ackerman
 Due Date 3/21/2022 Delivery Method Print
 Contact Sales Package

Items Parts Memo

+ Add Items Items \$0.00

Item Part Code	Item Description	Qty	Rate	Taxable	Sales Tax Code	Amount
No records available.						

0 - 0 of 0 Items

Data Entry Fields

Data entry fields preceded by an asterisk are required.

- ***Site:** This field defaults to the first site created for the customer. You can change this to a different site.
- **Category:** Make a selection from the drop-down list. This is the category for income and expenses on the invoice.
- **PO Number:** If the customer has provided a purchase order number for invoicing, enter it here.
- ***Invoice Date:** This defaults to today's date, you can change it if necessary.
- **Due Date:** The due date is automatically calculated based on the term code assigned to the invoice. This can be overridden if necessary.
- **Contact:**
- **Billing Address:** Make a selection from the drop-down list.
- ***Sales Tax:** This defaults to the Sales Tax code setup on the customer. This can be overridden if necessary.
- ***Term:** This defaults to the term code setup on the customer. This can be overridden if necessary.
- ***Salesperson:** This defaults to the Salesperson setup on the customer. This can be overridden if necessary.
- **Delivery Method:** This defaults to the Delivery Method setup on the customer. This can be overridden if necessary.
- **Sales Package:** This field is for future development.
- **Warehouse:** If inventory parts are being sold on the invoice, select the warehouse from which the parts are being removed.
- **COGS Account:** If inventory parts are being sold on the invoice, select the cost of goods sold G/L Account for the expense of the part.

Add Items to the Invoice

To select items to include on the invoice, click the Items tab, and then click the **Add Items** button.

The screenshot shows the 'New Manual Invoice' interface. At the top, there are buttons for 'Save', 'Save and Deliver', and 'Cancel'. The customer information is 'Emily Wood' and '#1 Emily Wood - 45722 Chandler'. The invoice amount is \$0.00, and the balance due is also \$0.00. The 'Items' tab is selected, and the 'Add Items' button is highlighted with a green circle. The items list is currently empty, showing 'No records available'.

Item Part Code	Item Description	Qty	Rate	Taxable	Sales Tax Code	Amount
No records available.						

The Add Items List is displayed. For each item you want to include on the invoice, select the checkbox to the left of the Item Code column. When finished, click the **Add Items** button at the bottom of the list.

Add Items

Search Items Items Selected: 0 + Create Item

	Item Code	Name	Category	Sub-Categ...	GL	Taxable	Recurring	Rate	Cost	Labor Units
<input type="checkbox"/>	Credit Card Fee	Credit Card Processing Fee				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Discount	Discount				<input type="radio"/> NO	<input checked="" type="radio"/> YES	\$0.00	\$0.00	0
<input type="checkbox"/>	Discount (no tax)	Discount				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Discount (tax)	Discount				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Equipment & Supplies	Equipment & Supplies				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Fuel	Fuel Surcharge				<input type="radio"/> NO	<input type="radio"/> NO	\$10.00	\$5.00	1
<input type="checkbox"/>	INSPECT2HR	Two hour recurring inspection item				<input type="radio"/> NO	<input checked="" type="radio"/> YES	\$80.00	\$20.00	2
<input type="checkbox"/>	Inspection Labor-No Tax	Inspection Labor				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Inspection Labor-Taxable	Inspection Labor				<input checked="" type="radio"/> YES	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Inspection Parts-No Tax	Inspection Parts				<input type="radio"/> NO	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Inspection Parts-Taxable	Inspection Parts				<input checked="" type="radio"/> YES	<input type="radio"/> NO	\$0.00	\$0.00	0
<input type="checkbox"/>	Inspection SVCFee-No Tax	Inspection Service Fee				<input type="radio"/> NO	<input type="radio"/> NO	\$85.00	\$60.00	0

1 - 47 of 47 items Refresh

Add Parts to the Invoice

To select parts to include on the invoice, click the Parts tab, and then click the **Add Parts** button.

Items | **Parts** | Memo

+ Add Parts Parts \$35.00

Part Code	Item Description	Qty	Rate	Taxable	Tax Code	Amount	Part Cost	Total Cost	Labor Units	Total Labor
Emily Wood - 45722 Chandler,										

1 - 1 of 1 items

The Add Parts list is displayed. For each part you want to include on the invoice, select the checkbox to the left of the Part Code column. When finished, click the **Add Parts** button at the bottom of the list.

Add Parts

Search Parts Parts Selected: 0 + Create Part

	Part Code ↑	Description	Mfr	Category	Sub-Categ...	Rate	Cost	Labor Units	GL	Pri	Qty
<input type="checkbox"/>	0300-004	AXIS SMALL INDOOR NETWORK CAMERA				\$504.00	\$152.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	5800PIR	Wireless Motion Detector				\$125.00	\$62.10	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	5816	Door/Window Transmitter				\$50.00	\$30.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	5834	4-Button Wireless Keyfob				\$45.00	\$16.16	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	6160	Keypad				\$125.00	\$45.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	ARV1355DNIHK	AV1355DNIHK IP DOME W/HEATER				\$1,500.00	\$755.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	ARV2155DN	AV2155DN IP COLOR D/N WANDAL DOME C...				\$1,700.00	\$845.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	ARV3130M	ARECONT VISION IP CAMERA				\$1,500.00	\$759.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	AXS209MFD	AXS209MFD FIXED WANDAL DOME CAMERA				\$1,200.00	\$510.00	0	42001 - Servi...	<input type="radio"/> NO	0
<input type="checkbox"/>	AXS216MFDV	AXIS 216MFD-V IP CAMERA				\$1,500.00	\$750.00	0	42001 - Servi...	<input type="radio"/> NO	0

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+ Add Parts X Cancel

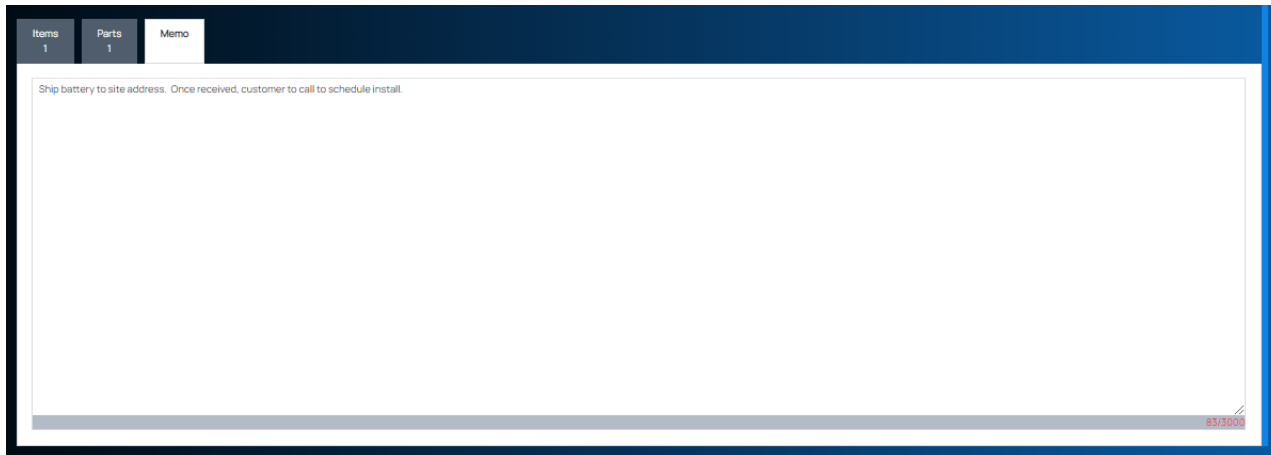
Add Part Kits to the Invoice (Enterprise)

To select part kits to include on the invoice, click the Part Kits tab, and then click the **Add Part Kits** button.

The Add Part Kits list is displayed. For each part you want to include on the invoice, select the checkbox to the left of the Part Kit Code column. When finished, click the **Add Part Kits** button at the bottom of the list.

Add a Memo to the Invoice

To add a memo to the invoice (that will be printed), click the Memo tab. In the text box, type up to 3,000 characters of text to print on the invoice.



The screenshot shows a software interface with three tabs: 'Items', 'Parts', and 'Memo'. The 'Memo' tab is selected and active. Below the tabs is a large text input area containing the text: "Ship battery to site address. Once received, customer to call to schedule install." In the bottom right corner of the text area, there is a character count indicator that reads "83/3000".

Saving the Invoice

When finished filling in the invoice header and making selections for items and parts, you are ready to save the invoice.

If the Delivery Method in the Invoice Header is set to:

- Print – click the **Save** button.
 - Email or Mail – click the **Save and Deliver** button.
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