

# Add a Manual Invoice

Last Modified on 12/04/2024 1:57 pm EST

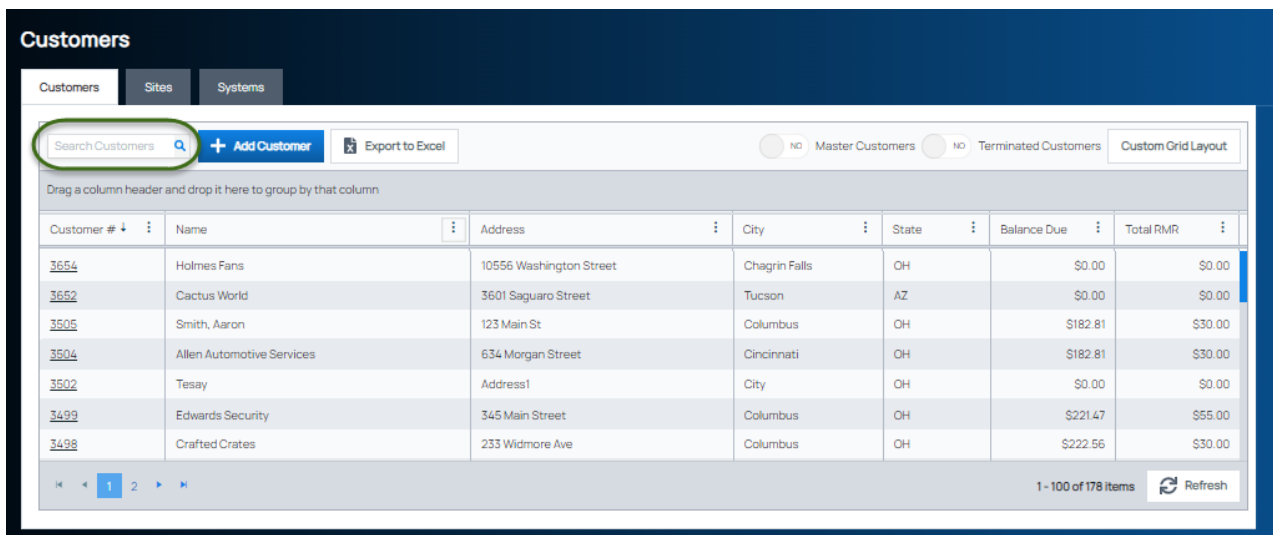
Manual invoices are created from a customer record.

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: CRM > 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

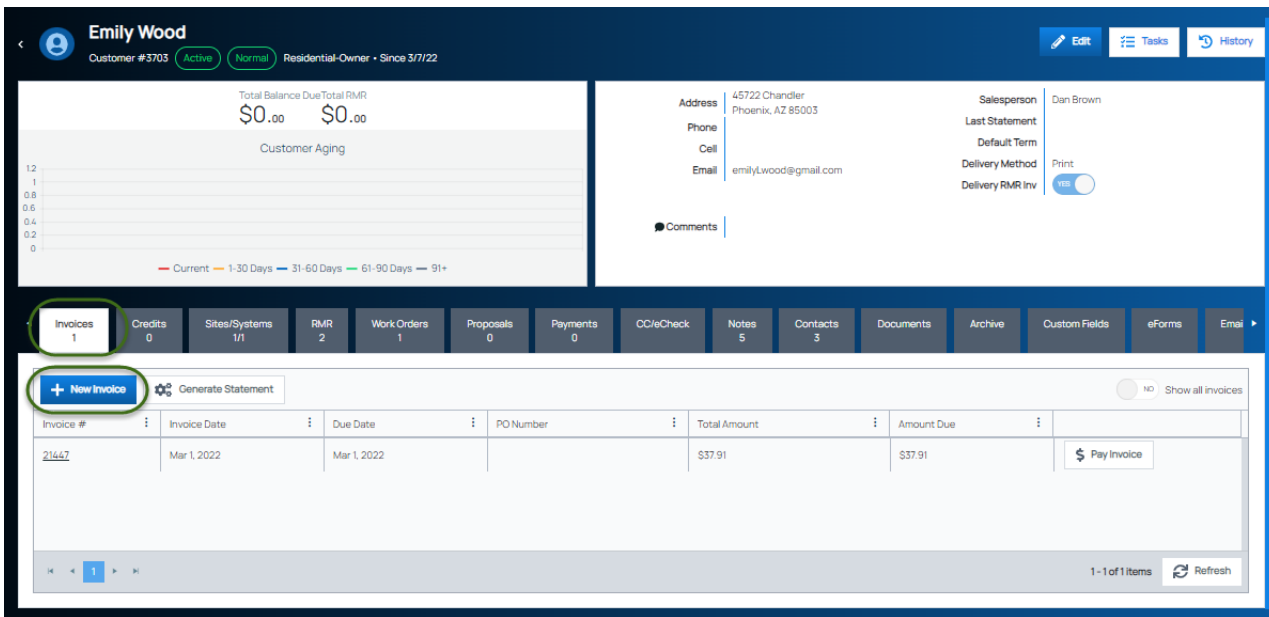
NO Master Customers  NO Terminated Customers Custom Grid Layout

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

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

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

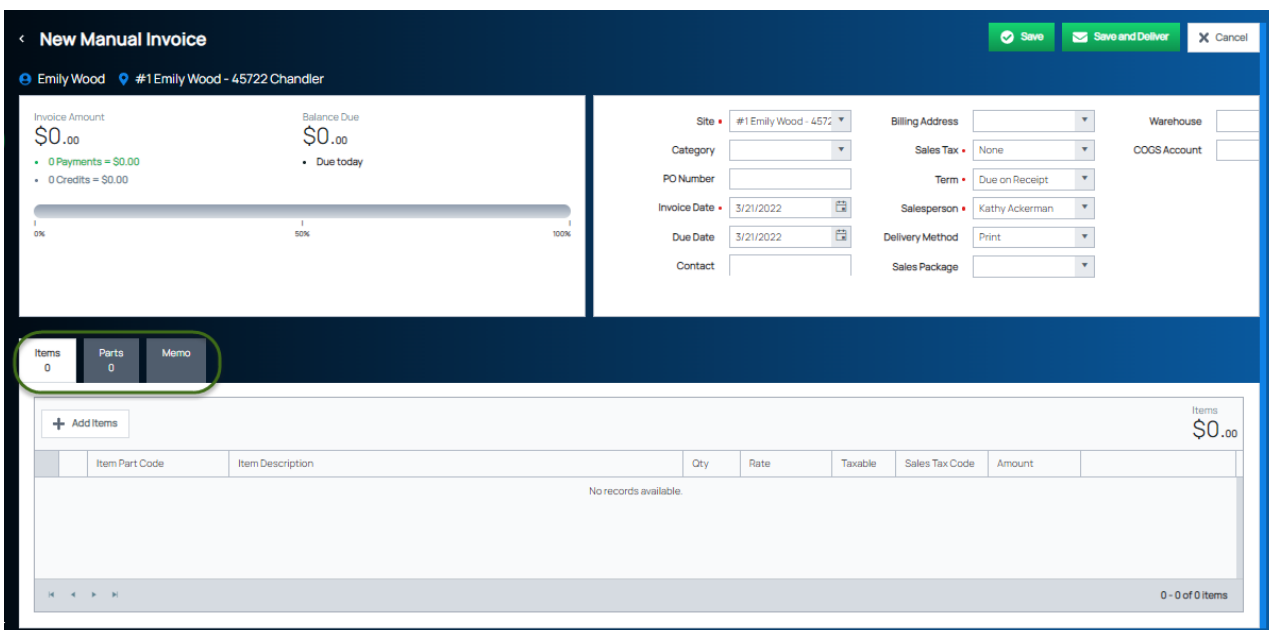


There are three panels that comprise the Manual Invoice form.

- 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.



## 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 - 4572 Chandler'. The invoice amount is \$0.00, and the balance due is \$0.00. The form includes various fields for site, category, PO number, invoice date, due date, contact, billing address, sales tax, term, salesperson, delivery method, sales package, warehouse, and COGS account. At the bottom, there is an 'Add Items' button and a table for listing items. The 'Add Items' button and the 'Items' tab are circled in green.

Item Part Code	Item Description	Qty	Rate	Taxable	Sales Tax Code	Amount	Items
No records available.							\$0.00

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

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## 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	AX209MFD 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

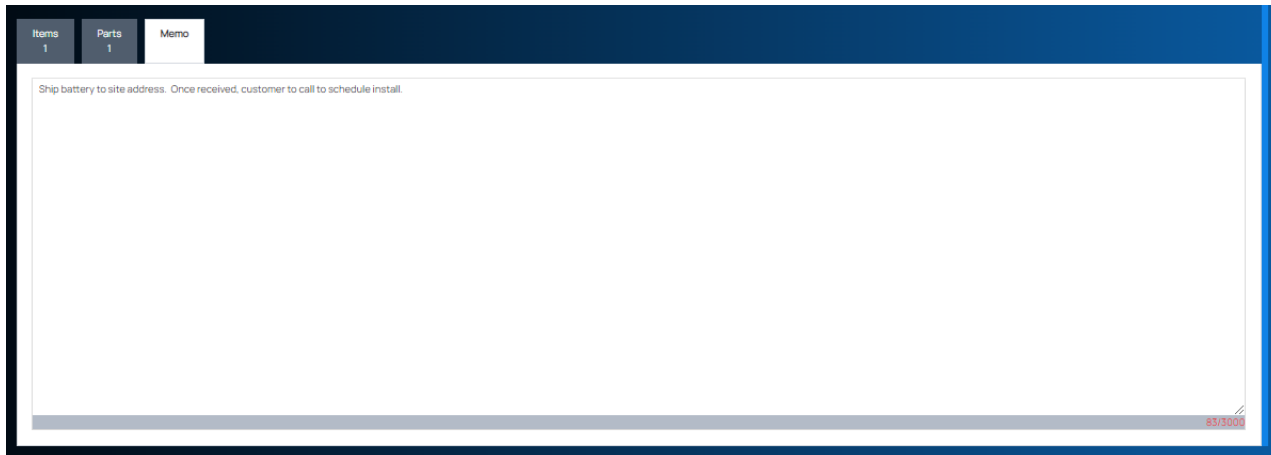
## Add Part Kits to the Invoice (Pro)

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. The text 'Ship battery to site address. Once received, customer to call to schedule install.' is entered into the text box. In the bottom right corner of the text box, there is a character count '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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