

Add a Manual Invoice

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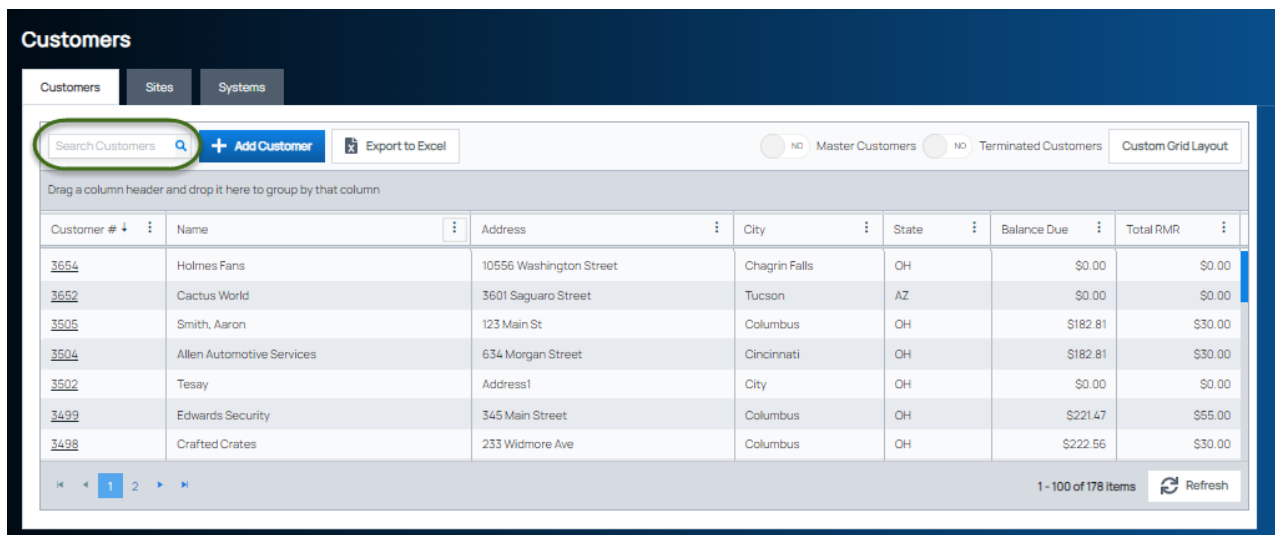
Manual invoices are created from a customer record.

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: 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.



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

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
Delivery RMR Inv ☒

Comments

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	<input type="button" value="\$ Pay Invoice"/>

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 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

A Business Company #12 A Business Company - 124 Main St

Invoice Amount \$0.00 Balance Due \$0.00
0 Payments = \$0.00
0 Credits = \$0.00

Site #12 A Business Company - 124 Main St Sales Tax HOU - 3.13% Branch Ohio
Category Term Due Now Template
PO Number Salesperson Thomas Utley Advance Deposit? ☒
Invoice Date 8/25/2025 Delivery Method Print Work Order
Due Date 8/25/2025 Sales Package
Contact Warehouse
Billing Address A Business Com... COGS Account

Items **Memo**

Export to Excel

Item Code	Description	Qty	Rate	Taxable	Sales Tax Code	Amount	
=	Deposit	1	\$0.00	<input checked="" type="checkbox"/>		\$0.00	<input type="button" value="Site"/>

Items \$0.00

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.
- **Branch:** (Branches are a Pro license feature.)
- **Template:**
- **Advance Deposit:** When this is set to YES, you can see the Work Order field, and the Pats tab and Part Kits tab are hidden.
- **Work Order:** When the Advance Deposit switch is set to YES, you can see this field.

Add Items to the Invoice

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

Item Code	Description
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

Items Selected: 0
+ Create Item

	Item Code	Name	Category	Sub-Cat...	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 SVC Fee-No Tax	Inspection Service Fee				<input type="radio"/> NO	<input type="radio"/> NO	\$85.00	\$60.00	0

< 1 >
+ Add Items X Cancel
1 - 47 of 47 items Refresh

Add Parts to the Invoice

Note: If the Advance Deposit switch is set to YES, the Parts tab and the Part Kits tab are hidden.

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

Items 1

Parts 1

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,											

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1 - 1 of 1 items

The Add Parts list opens. 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-Cate...	Rate	Cost	Labor Units	OL	Pril	Qty
<input type="checkbox"/>	0300-004	AXIS SMALL INDOOR NETWORK CAMERA				\$504.00	\$152.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	5800PIR	Wireless Motion Detector				\$125.00	\$62.10	0	42001 - Servi...	NO	0
<input type="checkbox"/>	5816	Door/Window Transmitter				\$50.00	\$30.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	5834	4-Button Wireless Keyfob				\$45.00	\$16.16	0	42001 - Servi...	NO	0
<input type="checkbox"/>	6160	Keypad				\$125.00	\$45.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	ARV1355DN1HK	AV1355DN1HK IP DOME W/HEATER				\$1,500.00	\$755.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	ARV2155DN	AV2155DN IP COLOR D/N VANDAL DOME C...				\$1,700.00	\$845.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	ARV3130M	ARECONT VISION IP CAMERA				\$1,500.00	\$759.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	AXS209MFD	AX209MFD FIXED VANDAL DOME CAMERA				\$1,200.00	\$510.00	0	42001 - Servi...	NO	0
<input type="checkbox"/>	AXS216MFDV	AXIS 216MFD-V IP CAMERA				\$1,500.00	\$750.00	0	42001 - Servi...	NO	0

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1 - 53 of 53 items

Refresh

Add Parts

Cancel

Add Part Kits to the Invoice (Pro)

Note: If the Advance Deposit switch is set to YES, the Parts tab and the Part Kits tab are hidden.

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.

Items

Parts

Memo

Ship battery to site address. Once received, customer to call to schedule install.

83/3000

Saving the Invoice

When finished filling in the invoice header and making selections for items, parts, and part kits, 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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