Invoice Management

Release 8.6.4 (Eterm)

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Activant® Eclipse™ 8.6.4 (Eterm) Online Help System

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Sales Management Overview

Use Eclipse to manage every aspect of a sale, from the moment it is quoted until the day it is invoiced.

Flexible Searching

Look up customers, vendors, transactions, and products by virtually any identifier.

- Find customers and vendors by any part of a company name, phone number, or keyword.
- Find transactions by order number, product, customer PO number, or shipping address.
- Find products by UPC number, product description, size, color, or manufacturer.

Numerous Product Entry Options

When entering products on sales orders, change your screen view to see any number of details about order items. Create non-stocks, access substitute and add-on products, or add recently ordered products to the current order. Robust product and pricing information are a keystroke away. Real-time inventory accuracy helps order writers fulfill inventory commitments, increasing customer satisfaction.

Bid Management

Use bid management features to create and copy bids, subtotal and reprice bid items, and convert bids into orders. Follow up on bids by creating bid reminders and reviewing bids that have not been converted into orders.

Management of Everyday Events

Use the system to handle everyday occurrences, like credit denials, product returns, credit and rebill transactions, and warranty tracking. Use reporting options to track trends in these areas, and reprint needed documents at will.

Quick Access to Related Features

Hot keys throughout order entry provide instant access to product features, discounts, shipment history, pricing information, and accounts receivable balances. You can schedule blanket orders, conduct credit checks, review order commitments, and check inventory availability at other locations.

Payment and Credit Management

Review invoices or orders before sending them to your customers, print consolidated invoices, and review invoices that match the criteria you specify. Monitor a customer's credit status at every stage of the order, and establish credit, past-due, and per-order limits as you like.

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Operational Excellence

Use management tools to examine sales trends and to list orders that meet the criteria you specify. Uncover issues that impact profitability, view changes to orders, track sales sources, and more effectively manage your sales force.

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Running the Detailed Invoice Preview Report

Run the Detailed Invoice Preview Report to see detailed replicas of selected invoices before actually printing the invoices. This lets you examine the invoice details for errors, such as discrepancies in shipping quantities or problems with pricing.

The report lists selected orders that have an Invoice (I) order status, along with a Preview (P) print status. While running the report, you can enable batch printing using the **Set Inv Print Status to 'B' (Y/N)** field to change the invoices' print status to Batch Print (B). To do this, the customer's **Invoice Print Copies** field on the Customer Pricing/Printing screen must also be greater than 0.

Using the **Hold** hot key lets you examine the report in your Hold Entry Pre-View screen. You can use that screen's **Edit Detail** hot key to drill down and edit a selected order. For example, you can change an order's print status to Hold (H) that invoice printing until a problem is resolved.

> **Note:** The customer number does not display on the report, so that all the invoice information has room to display. Only the customer type displays, such as S or D, as determined in the Valid Customer Type control maintenance record.

You can also list invoices on-screen before printing them using the Invoice Preview Queue.

To run the Detailed Invoice Preview Report:

1. From the **Orders > Reports** menu, select **Detailed Invoice Preview**.
2. In the **Br/Tr/All** field, enter the branch or territory for which you want to generate a report. Enter ALL to generate reports for all branches and territories.
3. In the **Start Date** and **End Date** fields, press **F10** and specify the desired calendar date range. You can also specify dates using variable dating.

   Note: When the start date is left blank, the system only selects items with a **P** status and therefore transfers are excluded.

4. If you want to report on the group of invoices entered as a batch, enter a batch identifier in the **Batch ID** field.
5. In the **Sort by** field, press **F10** and specify how to sort the report. For example, you can sort by customer, by ship via type, by order number, by time, and so on.
6. In the **Select by** field, press **F10** and specify whether to select the invoices by their Shipping Branch or Pricing Branch.
7. In the **Show A/R Data (Y/N)** field, specify whether to show the customer's accounts receivable information, such as current charges, charges over 30 days, etc.
8. In the **Print Serial Numbers (Y/N)** field, indicate whether you want to print serial numbers.

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9. In the **Transfers (Inc/Exc/Only)** field, indicate if you want to include, exclude, or only print transfers.
10. In the **Set Inv Print Status to 'B' (Y/N)** field, enter **Y** to change the invoices' print status to B, enabling batch printing. Use the default **N** to leave print statuses unchanged.
11. If desired, use the **Set Batch ID to** field to assign a Batch ID to the selected invoices.
12. If you want to change all invoices with a **B** print status back to a **P** print status (not just the invoices run on this or another report), use the **Change 'B' Back to 'P'** hot key.
13. Set options, if needed, and generate the report.

    Note: If you have COGS.VIEW or COST.VIEW authorization, before printing you are prompted to specify which cost shows on the report. Specify Generic Cost (cost you want others to think you pay), Cost of Goods Sold, or None.

Reviewing the Report

Some pricing on the report may be denoted with symbols. The table below explains what each symbol indicates. No flag means that standard pricing was used.

This symbol...	Means...
L	This item is a lot billing item.
*	The price or cost shown was manually overridden.
+	The price shown was based on contract pricing.
#	The price shown was based on customer-specific matrix pricing.
!	The cost shown was based on a customer-specific cost matrix.
R	The cost shown was based on a rebate cost override.

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Running the Detailed Invoice GP% Report

Run the **Detailed Invoice GP% Report** to see detailed replicas of invoices with exceptional gross profit percentages. Invoices with percentages above or below your company averages may contain errors. Preview these invoices before printing and sending them.

You can select the invoices using a variety of criteria, including date range and branch. You can also sort the invoices in numerous ways, including time, customer, and salesperson.

You can exclude miscellaneous charge items. These items, which do not have a posted cost, can inflate the gross profit. You can also exclude consignment transfers, which always have 100 percent profit margins. The report shows all amounts in your company's base currency, regardless of the currency used on the sales orders.

Control print status settings. Unlike the Detailed Invoice Preview Report, which only selects invoices with a Print (**P**) status, this report lets you include other statuses *and change them*. This report is also generally shorter and quicker to review.

To report on invoices with unusual gross profits:

1. From the **Orders > Reports** menu, select **Detailed Invoice GP%**.
2. In the **Start Date** and **End Date** fields, press **F10** and specify the desired calendar date range. You can also specify dates using variable dating.
3. If desired, enter a batch identifier in the **Batch ID** field. This lets you report on the group of invoices entered as a batch.
4. In the **Br/Tr/All** field, enter the branch or territory for which you want to generate a report. Enter ALL to generate reports for all branches and territories.
5. In the **Select by** field, press **F10** and specify whether to select the invoices by:
   - **Shipping Branch**
   - Pricing Branch
6. Use the **Min GP%** and **Max GP%** fields to determine which invoices to select. Depending on the prerequisite settings, you may be able to edit:
   - The **Min GP%** setting, which selects invoices below this percentage.
   - The **Max GP%** setting, which selects invoices above this percentage.
7. In the **Sort by** field, press **F10** and specify how to sort the report. For example, you can sort by invoice number, the order writer, etc.
8. In the **Display Costs** field, specify whether to include Generic Cost, Cost of Goods Sold, Both, or neither (None).
9. In the **Display Ordered By** field, enter **Y** if you want the report to show which customer employees placed the orders. The default is **N**.

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10. In the **Include Misc Charges (Y/N)** field, specify one of the following:
    - **Y** includes invoices with miscellaneous charge items.
    - **N** excludes these invoices. This is the default.
11. To select those invoices with a particular print status, press **F10** and specify a status in the **Select Print Status** field. You can also enter multiple statuses, separated by commas.
12. Use the **Auto Set Print Status (Y/N)** field to determine whether the report also changes the print status of the invoices:
    - If you enter **Y**, invoices selected by this report have their print status changed to Hold (H), while those not selected have their status changed to Batch Print (B).
    - If you use the default **N,** all print status settings remain unchanged.
13. In the **Ignore Invoice Print Copies (Y/N)** field, specify whether to ignore invoice copies when the status is overridden.
14. Use the **Consignment Transfers (Inc/Exc/Only)** field to determine whether the report includes customer consignments. Press **F10** and specify:
    - **Include** consignment transfer invoices in the report.
    - **Exclude** consignment transfer invoices from the report.
    - **Only**, which limits the report to consignment transfer invoices.
15. In the **Transfers (Inc/Exc/Only)** field, specify whether the report should *include* transfers, *exclude* transfers, or include *only* transfers.
16. Set options, if needed, and generate the report.

    Note: If you have COGS.VIEW or COST.VIEW authorization, before printing you are prompted to specify which cost shows on the report. Specify Generic Cost (the cost you want others to think you pay), Cost of Goods Sold, or None.

Reviewing the Report

Some pricing on the report may be denoted with symbols. The table below explains what each symbol indicates. No flag means that standard pricing was used.

This symbol...	Means...
L	This item is a lot billing item.
*	The price or cost shown was manually overridden.
+	The price shown was based on contract pricing.
#	The price shown was based on customer matrix pricing.

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This symbol...	Means...
!	The cost shown was based on a customer-specific cost matrix.
R	The cost shown was based on a rebate cost override.

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Running the Invoice Register Report

Run the Invoice Register Report to list all the invoices for a branch and range of dates. This lets you and your accounting department see the total specified accounts receivable.

The row and column report summarizes the invoices, including:

- Order number, order writer, and ship date
- Invoice amount, also net sale amount (without tax, freight, and handling)
- Sales tax, freight, and handling
- Unearned revenue
- Branch number and sales source
- Gross profit percentage

To run the Invoice Register Report:

1. From the **Orders > Reports** menu, select **Invoice Register**.
2. In the **Br/Tr/All** field, enter the branch or territory for which you want to generate a report. Enter ALL to generate reports for all branches and territories.
3. In the **Start Date** and **End Date** fields, press **F10** and specify the desired calendar date range. You can also specify dates using variable dating.
4. In the **Report Format** field, press **F10** and specify the report printing format:
   - Detail
   - Summary
   - Totals
   - Line Item
5. In the **Show Costs (Y/N)** field, specify whether the report shows the products' costs.
6. In the **Break on Periods (Y/N)** field, enter a **Y** to have the report insert a page break whenever it encounters a new fiscal month. For example, a page break is inserted when the specified invoice register goes from June to July.
7. If you want to limit the report to a particular type of invoice, press **F10** and specify a choice in the **Invoice Type** field. Some choices include:
   - **All**
   - Directs
   - Credits
   - Cash Sales

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8. In the **Select by** field, press **F10** and specify whether to select the invoices by:
   - **Ship Date**
   - Invoice Print Date
9. If desired, enter a batch identifier in the **Batch ID** field. This lets you report on the group of invoices entered as a batch.
10. Set options, if needed, and generate the report.

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Previewing Invoices Before Printing Them

Use the Invoice Preview Queue to review a list of orders before printing their invoices. You can check that all desired orders are included, and that all are ready for printing. Once the invoices are printed, the orders no longer display in the queue.

You can restrict the order listing by specifying a date range, status settings, and other field criteria. Some settings affect more that one field. For example, setting the **Directs** field to exclude direct shipments automatically sets the **Lot Directs** field to match. Hot keys let you view and edit orders before printing invoices.

Another way to preview invoices is by running the Detailed Invoice Preview Report.

> **Note:** If an invoice is in a closed period, you cannot edit its ship date, ship via, or order status from this queue.

To preview invoices before printing:

1. From the **Orders > Queues** menu, select **Invoice Preview Queue**.
2. In the **Br/Tr/All field**, enter the branch or territory you want to locate. Enter ALL to locate all branches and territories.
3. In the **Start Date** and **End Date** fields, specify the range of order dates to preview.
4. To select orders based on their use of consolidated invoices, use the **Cons Invs** field. Consolidated invoices combine a customer's billing activity into one invoice. Press **F10** and choose:
   - **Include** – Includes orders with consolidated invoices. This is the default.
   - **Exclude** – Excludes orders with consolidated invoices.
   - **Only** – Selects *only* orders with consolidated invoices.
5. In the **Slect Prt Stats** field, specify up to four print status codes, separated by commas. The queue will list suitable orders with any of the status codes.
6. To select orders by their ship via type, press **F10** and specify an entry in the **Ship Via** field.
7. To select orders in a particular batch, use the **Batch ID** field to enter a batch identifier.
8. To select orders by pricing branch or pricing territory, or to select all pricing branches or territories, enter a value in the **Prc Br/Tr/All** field.
9. To select orders based on whether they have open serial numbers, press **F10** in the **Open Serial #s** field and choose:
   - **Include** – Includes orders with open serial numbers. This is the default.
   - **Exclude** – Excludes orders with open serial numbers.
   - **Only** – Selects *only* orders with open serial numbers.

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10. To select orders that have been assigned an invoice status code, press **F10** in the **Invoice Status** field and select an invoice status code.

    Note: Invoice status codes are assigned to individual orders using the **Invoice Status** field on the Additional Header Information screen. These status codes are often used to classify invoices that need special handling, such as disputed invoices. The list of invoice status codes that can be assigned to an order is set up by your company using the Valid Customer Invoice Status Codes control maintenance record.

11. To select orders involving direct shipments, press **F10** in the **Directs** field and choose:
    - **Include –** Includes orders with direct shipments. This is the default.
    - **Exclude –** Excludes orders with direct shipments.
    - **Only –** Selects *only* orders with direct shipments.
12. To select lot item orders, press **F10** in the **Lot Directs** field and choose:
    - **Include –** Includes lot item orders with direct shipments. This is the default.
    - **Exclude –** Excludes lot item orders with direct shipments.
    - **Only –** Selects *only* lot item orders with direct shipments.
13. Review field information for the orders, as needed:

Field	Displays...
Order #	order number.
ShipDate	date the order shipped. Use **Chg View** hot key to view the date invoices were processed, in ascending order.
OrdSt	order status.
PrtSt	print status. To edit an order's status, press **F10** for a list. Edit to prevent order from printing, for instance.
Ship-To Customer	name of the ship-to customer.
Ship Via	shipping method. **Note:** If you are authorized to edit closed orders, you can change an order's ship via using this field.

14. Use hot keys, as needed:

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Note: You must have the SOE.CLOSED.ORDER.EDIT authorization key assigned in order to edit an order. If a user does not have authorization the following message displays: "No editing allowed."

To...	Use this hot key...
display the selected order for viewing	**View**
display the selected order for editing, if the order is in open accounting period	**Edit**
change the status of the selected invoice, or all invoices, to an order status of **I - Invoice**.	**Inv** or **All**
redistribute G/L charges	**Frt** The OE Freight Distribution screen displays.
change the print status, from the selected order to the end of the list	**Prt Stat** Press **F10** and specify the status.
find and move the cursor to the invoice you specify	**Find**
print the invoice preview queue listing	**Print**
send the invoice preview queue listing to your Hold File	**Hold**
narrow your selection criteria	**Sel** The Additional Selection Input screen displays.
re-sort the list of orders	**Sort** Press F10 and select **Manifest by Order #**, **Ship Via by Order #**, **Customer by Order #**, or **Order #** or **Processed Date**.
change screen views	**Chg View** Select **Processed Date** to change the ShipDate column to show the date invoices were processed.
specify a new shipping date for all orders	**ShipDate**
toggle between the bill-to and ship-to customer	**Bill-To** or **Ship To**

15. Press **Esc** to exit the screen.

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Printing Invoices

Use the Print Invoices screen to preview and print invoices. You can print, fax, email, or use EDI (Electronic Data Interchange) to send invoices.

You can control which invoices to print and how to print them using the Print Invoices screen or the Additional Selection Input screen. To set each customer's printing preferences, use the Customer Pricing/Printing screen.

Before you print, verify that your printer is set up for printing invoices, and that the correct invoice paper is loaded into the appropriate printer tray. After the invoices print, you will receive a message regarding the number of invoices and pages printed, or the number of invoices sent to the fax queue.

You must have the SOE.PRINT.INVOICE authorization key to print original invoices.

About Reprinting Invoices

You can reprint an invoice various ways:

- Edit the print status on the order's Status screen. Change the status to **B**, which includes the invoice on the next batch print run. For information about batch printing invoices, see Batch Reprinting Invoices, Purchases, or Transfers.
- Use the **Reprint** hot key on the order's Status screen to display the Order Reprinting Options screen.
- From the **Orders** > **Printing** menu, select **Batch Reprint Invoices / Purchases / Transfers** to display the Batch Reprint screen.

You must have the SOE.REPRINT.INVOICE authorization key to reprint invoices.

To set up the printer:

1. From the **System** > **Printers** menu, select **Forms Loaded** to display the Forms Loaded screen.
2. Locate the printer and tray to which you want to assign the form.
3. In the **Form Loaded** field, enter the name of the type of form, such as *Invoices*. Many companies use tray 2 for invoices, and tray 1 for regular paper.
4. Press **Esc** to save the information and close the screen.

To print invoices:

1. From the **Orders** > **Printing** menu, select **Print Invoices** to display the Print Invoices screen.
2. In the **Br/Tr/All** field, enter the branches or territories whose invoices you want to print. Enter ALL to print invoices for all branches and territories.

   Note: Make sure your selection corresponds to the **Selecting Branch** field entry.

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3. In the **Inv Select Code** field, specify whether to print invoices for customers who receive them daily, weekly, monthly, etc.
4. In the **Bill-to/Ship-to** field, specify whether to print invoices for bill-to customers or ship-to customers.

   Note: When printing invoices, the system checks the **Inv Select Code** field, and then the **Bill-to/Ship-to** field.

If...	Then...
an invoice select code is specified in the **Inv Select Code** field	the system checks the **Bill-to/Ship-to** field. If "ship-to" is specified, the system prints invoices for all ship-to customers that are assigned the invoice select code that was entered. If no ship-to customer has been assigned the specified invoice select code, the system checks the associated bill-to customer to see if that customer has been assigned the specified invoice select code.
an invoice select code is not specified in the **Inv Select Code** field	the system checks the customer level settings for invoices for the ship-to customer, then the bill-to customer, and then at the system level control settings to determine which invoices to print.

5. In the **Ship Date Cutoff** field, enter the latest ship date for which you want to print invoices. You can enter a variable date, if needed.
6. In the **Batch ID** field, enter a batch identifier to print only the orders in a specific batch, or enter ALL to print orders in all batches.

   Note: The hold file report for batch invoice printing will reflect the number of invoices of each type (print, e-mail, EDI, and so on) including invoices that were e-mailed instead of printed due to an activity trigger.

7. In the **Selecting Branch** field, specify whether to select invoices by shipping or pricing branch.
8. In the **Sort by** field, specify whether to sort invoices by:
   - **Zip –** Sorts by Zip code first, then by the default value set up in Customer Maintenance.
   - **Name –** Sorts by the default value set up in Customer Maintenance.
   - **Bill-To/Ship-To/OrderID –** Sorts by the Bill-To account first, then the Ship-To account, then each order's transaction number. Each account sorts by the default value set up in Customer Maintenance.
9. In the **Send via FTP** field, specify whether the invoices will be handled using FTP.

   Note: This field only displays for BillTrust customers.

10. In the **Batch Number** field, the system assigns a number to the group of invoices being printed. If you need to reprint this group, specify its batch number on the Batch Reprint screen to re-enter all the other selection criteria automatically.

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11. Use hot keys, as needed:

To...	Use this hot key...
view a summary report before printing	**Preview** The Hold Entry Preview screen displays. The report lists each invoice's number, ship date, customer name, and order total.
create or edit an Invoice Message that is added to all printed or faxed invoices	**Msg**
enter more selection criteria	**Slct** The Additional Selection Input screen displays.
set up batch faxing of invoices	**Fax Setup** The Fax Memo screen displays.
specify multiple batches for printing	**Multi Batch IDs** A selection screen displays.
check the status of the last batch of invoices	**Last Status** The Batch Invoice Last Status screen displays the status.
set up FTP information for batch processing	**FTP Maintenance** **Note:** This option displays for BillTrust customers only.

12. Use the **Print** hot key to print the first invoice. Verify that the form is correctly aligned with the printer.

    Note: You can also use the Hold and Opts hot keys, as needed.

13. At the **Verify Form Alignment** prompt, enter one of these abbreviated codes:

Code	Description
C (Continue)	Prints the rest of the invoices in the batch.
A (Abort)	Stops the print job so that you can correct the alignment.
N (Next)	Prints the next invoice so that you can inspect the alignment of the next invoice after you have made adjustments.
R (Reprint)	Reprints the first invoice. Use if the form alignment was incorrect.

Note: Depending on your system setup, invoices with MSDS sheets will print last, and the corresponding MSDS sheets will print from a separate printer in the same order.

Credit memos will not print any discounts that were taken.

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Printing Invoices with Customer's Client Information

When using Customer's Client pricing a printed invoice will display a comment for each item that has an associated customer’s client (end user) price, but the Unit Price column will reflect the customer's (contractor) price.

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Invoicing the Balances of Short-Paid Invoices

If a customer does not pay the full invoice amount and you need to send another invoice for the remaining balance, follow these instructions to send a new invoice that references the original invoice.

To Invoice the Remaining Balance When a Payment Is Short:

1. Open the invoice.
2. On the Body screen, select the **ShipDates** hot key.
3. In the **Enter New Reqr'd Date** field, enter today's date.
4. In the **Enter New Ship Date** field, enter today's date.
5. In the **Enter New Ship Branch** field, enter the branch to which partial payment was made.
6. Press **Enter** two times to leave the current value in the **Enter New Status** field unchanged, and return to the Body screen for the newly created generation.
7. On the Body screen, enter the miscellaneous charge product your company uses for billing unpaid invoice balances. In the **Unit Prc** column, enter the unpaid balance of the invoice.

   Note: To bill customers for unpaid invoice balances using this method, your company must have a miscellaneous charge product set up beforehand.

8. Press **Esc** to display the order's Status screen.
9. In the **Order Status For** column, change the status of the new generation to **Invoice**.
10. Press **Esc** to process the order and print the invoice.

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Printing Consolidated Invoices

Use the Print Consolidated Invoices screen below to begin the printing process for customers who receive consolidated invoices. A *consolidated invoice* is one that combines various sales for a customer. Some companies use this invoicing method for credit-worthy accounts who prefer one comprehensive invoice. Depending on the forms you use for printing, a consolidated invoice can list all the products, can list all the transaction numbers and amounts, and can provide the total amount due.

The printing process involves the following two tasks:

- Specifying which invoices to print
- Printing the invoices

A consolidated invoice is different from the Single Invoicing feature on an order's Totals screen. With single invoicing, the customer gets invoiced for the entire multi-shipment order upon the first shipment. So the customer is often billed for products they have not yet received. In contrast, a consolidated invoice usually follows after various sales orders have already been shipped. Order invoices can only be consolidated after their print status is set to B and invoicing has occurred.

> **Note:** Once an invoice is consolidated with other invoices, users with SOE.CLOSED.ORDER.EDIT authorization can view the invoice, but no changes can be made to it.

Specifying Which Invoices to Print

The first printing task is selecting which invoices to print. As part of this task, use a hot key to either schedule the remaining printing process, or begin the process immediately. Once the invoices are selected, printing them is done as a separate task. See Printing the Consolidated Invoices below.

To specify which invoices to print:

1. From the **Orders > Printing** menu, select **Print Consolidated Invoices**.
2. In the **Br/Tr/All** field, enter the branches or territories whose invoices you want to print. Enter ALL to print invoices for all branches and territories.

   Note: Make sure your selection corresponds to your entry in the **Selecting Branch** field.

3. To only select customers with a particular invoice select code, use the **Inv Select Code** field. Press **F10** and select an invoicing frequency such as Day, Week, or Month.
4. To only select orders that shipped on or before a certain date, use the **Ship Date Cutoff** field. Press **F10** and specify a calendar date.
5. To only select orders from a particular batch, use the **Batch ID** field to specify the batch identifier. Batches are rarely used with sales orders, so the default is ALL.

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6. Use the **Selecting Branch** field to select orders by either their Shipping branch or their Pricing branch.
7. In the **Sort by** field, press **F10** and specify how to sort the invoices:
   - **Zip** – Sorts by Zip code first, then by the Customer Maintenance **Sort By** field entry.
   - **Name** – Sorts by the Customer Maintenance **Sort By** field entry.
   - **Bill-To/Ship-To/OrderID** – Sorts by the Bill-To account first, then the Ship-To account, then each order's transaction number. Each account sorts by the Customer Maintenance **Sort By** field entry.
8. In the **Consolidate By** field, press **F10** and specify whether to consolidate by **Ship-To**, **Bill-To**, **Master Job Bid**, or **Purchase Order**.
9. In the **Show Cost** field, press **F10** and specify whether to show **Cost**, **COGS**, or neither (**None**).
10. Notice the **Batch Number** field, which contains an automatically-assigned number. You can use the number to reprint the batch.
11. Use hot keys, as needed:

To...	Use this hot key...
send the consolidated invoices to your hold file for printing	**Begin**
display standard reporting options	**Opts**
create a report that lists each invoice number, ship date, customer, and order total	**Preview** The report displays immediately on the Hold Entry Pre-View screen, but is not saved in the Spooler.
include a promotional message on the invoices	**Msg** Enter the desired text in the Invoice Message field, and then press **Esc**.
narrow the selection criteria	**Slct** The Additional selection input screen displays.
enter more than one batch identifier in the **Batch ID** field	**Multi Batch IDs** A multiple selection screen displays.

Printing the Consolidated Invoices

Whether you schedule the printing process, or use a hot key to begin the process immediately, you finish the printing from your hold file. This is needed because consolidated invoices require additional set-up before printing.

Note: The hold file's **View** hot key is not used with consolidated invoices, because the consolidated invoice information is held in a format not designed for viewing.

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To print the consolidated invoices:

1. Specify which invoices to print, as described above.
2. From the **System > Printers** menu, select **Your Hold Entries** to open the Spooler Control screen.
3. Select a consolidated batch invoices report, and then use the **Print** hot key to open the Print Options screen.
4. In the **Page Length** field, enter **0** (zero). This forces the numbers in the **Total Pages** field and **Page Length** field to recalculate for consolidated invoices.
5. When you are satisfied with your other print settings, press **Esc** to print the invoices.

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Invoicing All Order Generations with the First

You can generate an invoice for an entire sales order when the first generation is invoiced.

To invoice all order generations when the first generation is invoiced:

1. Create or open a sales order, and display the Totals screen.

   If payment is required up front, the Sales Order Entry Totals screen displays after you verify the order generation statuses. Otherwise, use the **Totals** hot key from either the Sales Order Entry Body or Sales Order Entry Status screen to display it.

2. Enter **Y** in the **Single Invoicing (Y/N)** field.
3. Process the order as usual.

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Requesting Price Changes on Invoices

From a sales transaction, you can enter a request for a price change on the invoice.

To request a price change on an invoice:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. Enter the sales transaction.
3. Press **Shift-F4**, the universal keyboard shortcut for opening a new tracker.
4. At the **Enter Tracker For** prompt, select the customer's account.
5. The system displays the Call Tracking Entry screen, with the customer name and sales order number already filled in.
6. In the **Source** field, enter **A/R**.
7. In the **Message** field, enter your request for the price change.
8. Use the **Forward** hot key to display the Forward screen.
9. In the **Forward To** field, enter the User ID of the appropriate accounts receivable person. You can also enter your own user ID if you want to track the progress of this transaction.

   Note: You can create a separate user for this type of procedure or a Message Group listing all users who can release the ticket. By creating a Message Group, you can send a single queue to multiple users to ensure that the message is recognized as a priority and needs immediate attention.

10. Press **Esc** two times to forward the new tracker to the assignee.

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Viewing Invoice Receipts

Use the Totals screen's **Receipts** hot key to view details about payments received on order generations that have already been invoiced.

This hot key displays the Receipts screen with a row and column summary of payment dates and amounts. A quick glance gives you the information needed to answer typical customer questions about order payments already received. Or you can drill down for more information.

To use the hot key, you must display an order generation that has already been invoiced and has payments applied. The hot key is not applicable to open generations, current cash receipts, or other unapplied payments. If needed, use the Totals screen's **Chnge ShpDate** hot key to change order generations.

To view invoice receipts:

1. Open the sales order and display the Totals screen.

   The Totals screen displays automatically after you enter the Status screen information for customers required to pay now. If needed, display the Totals screen using the **Totals** hot key on the order's Body or Status screens.

2. Verify that an invoiced order generation is displayed. If needed, use the **Chnge ShpDate** hot key to display an order generation that has already been invoiced.
3. While displaying an invoiced order generation, use the **Receipts** hot key to open the Receipts screen. The system displays a message if no payments are found.
4. Notice the following columns:

Field	Description
Br	The branch that accepted the payment.
Invoice #	The invoice number.
Check #	The customer's check number, if recorded.
Gift Card #	The number of the gift card/certificate applied to the order.
Applied Dt	The date the payment was applied.
Applied Amt	The amount of the payment applied.

5. If desired, use the **View** hot key to drill down to view the selected order generation.
6. Press **Esc** to close the screen.

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Changing Invoice Ship Dates for Reporting Purposes

You can automatically change the ship dates of invoiced orders so the orders are not included in reports. For example, if you run a sales report on Friday, but do not want to include certain orders, you can change the ship dates on those orders to the date for Saturday or Monday. Select the invoiced orders by date range, print status, or additional selection input, such as an invoice Batch ID or customer information.

The ability to change ship dates is also useful to move certain invoices outside a fiscal or month-end reporting period. On the last day of the month, for instance, you could change the ship dates of some orders into the next accounting period. This is usually done to move exceptional orders, which might distort your reports.

Using this feature also sends a Report of Changed Invoice Ship Dates to your Hold file, where you can view or print it. A message lets you know when the report is ready. The report lists the affected invoices, plus the original and new ship dates. It also lists any errors encountered, such as order records that could not be changed. In that case, you can manually edit the orders to change their ship dates.

After you run this utility, the Invoice Preview Queue will display only invoices that have been paid in full or that have a zero dollar invoice amount.

To change invoice shipdates:

1. From the **A/R > Utilities** menu, select **Change Invoice Ship Dates**.
2. In the **Br/Tr** field, press **F10** and specify which branch or territory to use.
3. In the **Start Date** and **End Date** fields, press **F10** and specify the desired calendar date range. Only invoices in this range are selected.
4. In the **New Ship Date** field, press **F10** and specify a different calendar date. The date can be today or a future date. The ship dates for the selected invoices change to this new date.
5. Use the **Print Status** field if you want to only select invoices with a particular print status. Press **F10** and select the **P**, **Q**, **B**, **M**, or **H** status. Or enter multiple print statuses, separated by a comma. If no print status is specified, invoices with all these statuses are selected.
6. In the **Include Paid Invoices** field, enter **Y** if you want to include invoices that have already been paid in full; otherwise, enter **N**.
7. To further limit the invoices selected, use the **Select** hot key. This opens an Additional Selection Input screen, which you can use to enter other criteria. For example, enter the invoices' Batch ID or enter one or more customers.
8. Change the ship dates by doing one of the following:
    - Use the **Begin** hot key to start the changes immediately.
    - Use the **Sched** hot key to use the Phantom Scheduler or other standard reporting options.

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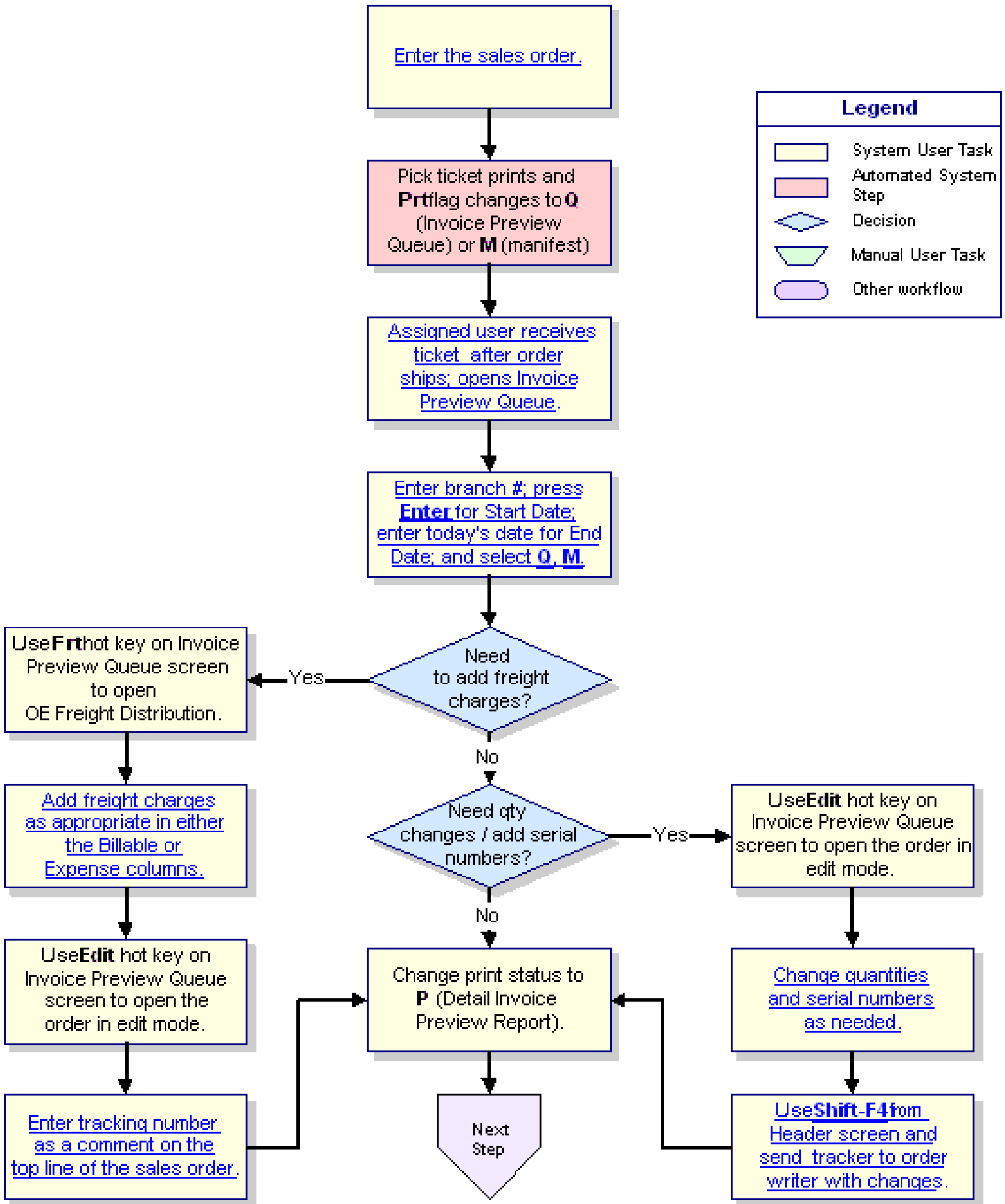
Order Invoicing Workflow



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