

ServiceLedger 2009

Getting Started Guides



Getting Started with the Receivables Manager

This guide will document how to use the ServiceLedger Receivables Manager for managing customer invoices, credit memos, payments and more.

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Introduction:

The Receivables Manager is where you can manage the invoices, credit memos, and payments of your customers. Additionally, you can run aging reports and statements for customers as well as take advantage of several advanced options in ServiceLedger including Recurring Invoicing, Batch Work Order Invoicing, and Batch Invoice Posting.

Automated Ways Invoices Are Created In ServiceLedger:

ServiceLedger offers a variety of options on automatically creating invoices in ServiceLedger. Most invoices are created from quotes, work orders and agreements automatically. You have the option of creating manual invoices that are not related to quotes, work orders or agreements as well.

Invoices Created From Quotes:

An invoice can be generated from an existing quote by simply converting the quote into an invoice. When you convert a quote into an invoice, you are bypassing the conversion of the quote to a job and invoicing the customer for the items listed on the quote. You should only convert quotes to invoices if you have no need to create a job and schedule for any work on the quote.

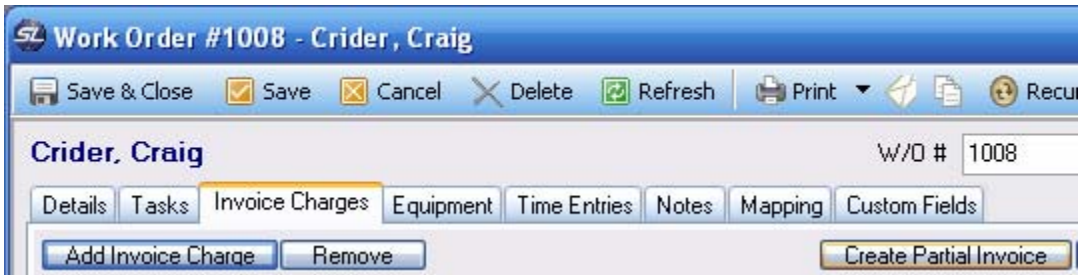
To convert a quote into an invoice, open the quote record and click on the **Actions** button and select **Create Invoice**.

Invoices Created From Work Orders:

You have several options on work orders to invoice in phases or invoice when the work order is closed. The benefit of phase invoicing is that you can keep the work order open for additional scheduling, invoice charges, etc. and allow each work order to create multiple invoices. When you close a work order, it will create a final invoice and you can no longer schedule or add/modify additional invoices charges on the work order.

Creating Partial Invoices from Work Orders:

To create a partial or progress invoice in ServiceLedger, open any work order and click on the **Invoice Charges** tab and click on the **Create Partial Invoice** button.



You will have the option of selecting what items you want to invoice for and then click the **Create** button to create the partial invoice.



Creating Final Invoices from Work Orders:

To create a final invoice from work orders, all you have to do is post the work order. When you post the work order, it will automatically create the invoice for you. If you have created any partial invoices, it will skip those items previously invoiced and only add items that you have not invoiced yet to the final invoice.

Click on the **Post** button from the work order record to post the work order and create the final invoice for the job.



Creating Invoices from Work Orders via Batch Posting:

Batch posting is similar to posting an individual work order except you are posting multiple work orders at one-time, thus saving time by having to individually post each work order.

Click **Service | Batch Work Order Posting** to open the **Batch Work Order Posting** window.

Post	WO #	Account #	Account Name	Type	Request	Resource	Description	Total
<input type="checkbox"/>	1107	1006	Chekris, Benjamin	Work Order		John		\$0
<input type="checkbox"/>	1109	1005	Chapman, Natalie	Work Order		Preston	--- 8/14/2008 11:47:	\$0
<input type="checkbox"/>	1120	1002	Andres, Cristina	Work Order		CHARLES		\$107

1. Select the work orders you want to post either by individually checking each one under the **Post** column or clicking the **Check All** button.
2. Click the **Post Selected Work Orders** button to post all work orders.
3. As each work order is posted, an invoice will be created for all work orders that have invoice items that need to be invoiced.

Creating One-Time Agreement Invoices:

All of your agreement invoices should be handled via **Recurring Invoicing**, however from time to time you may want to invoice directly from the agreement record or you may add coverage or options to an agreement and may need to create a one-time invoice for the additional coverage or options.

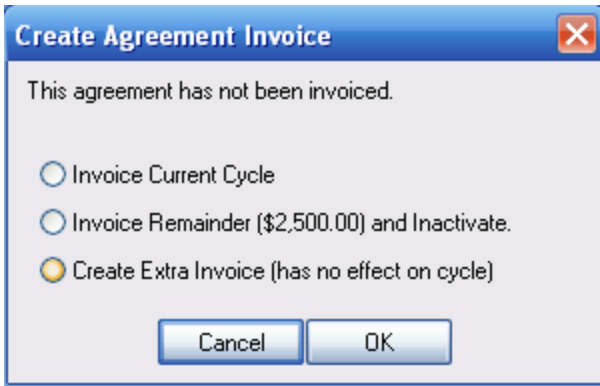
Invoicing For the Agreement from the Agreement Record

You have the option of batch invoicing all of your agreements via the Recurring Invoicing window or you can invoice each agreement individually from the agreement record. Invoicing individually is not recommended due to its time consuming nature.

To create an invoice for an agreement from the agreement record, open the agreement record and click on the **Create Invoice** button.



You will have several options available to you for invoicing.

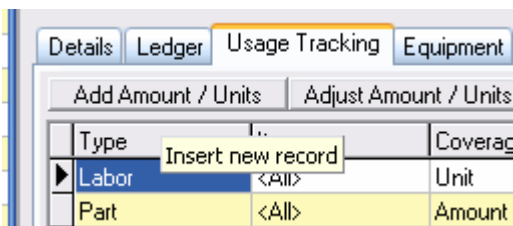


1. **Invoice Current Cycle** means you want to invoice the specific agreement for the current cycle only.
2. **Invoice Remainder** means you want to invoice the remaining amount to be invoiced on the agreement and inactivate the agreement.
3. **Create Extra Invoice** means you want to create a one-time invoice, however it does not change the plan or options. This option is rarely used.
4. Click the **OK** button to create the invoice.

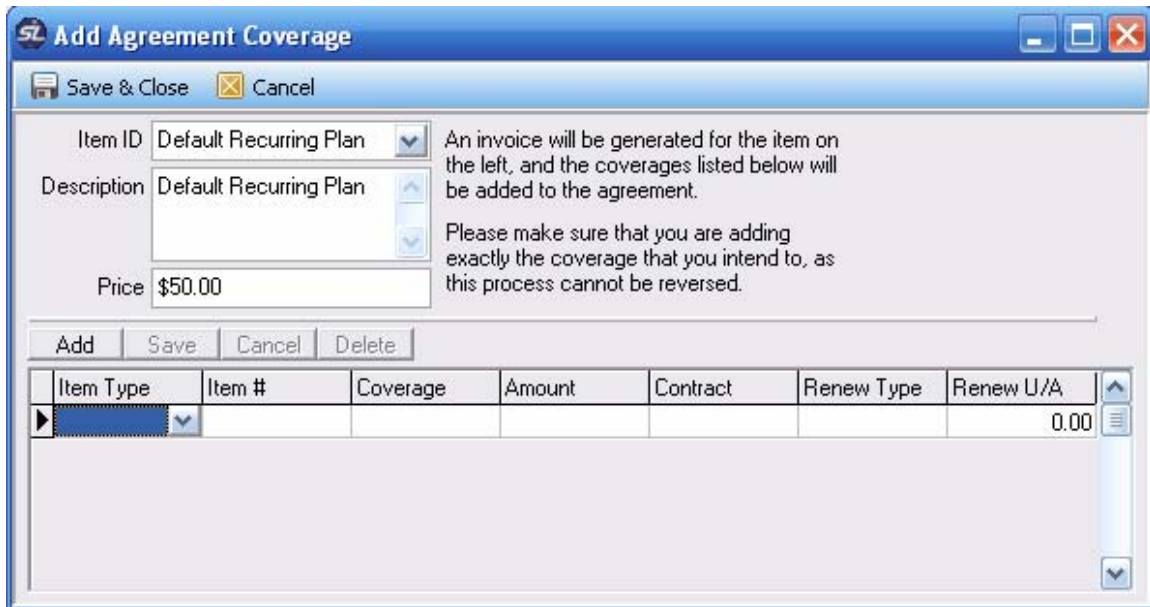
Invoicing From Agreement Records for Additional Coverage:

You have the option to invoice for additional coverage for an agreement. This is useful if you are adding options or coverage to the agreement and need to invoice the customer for the additional options or coverage.

Click on the **Usage Tracking** tab from the agreement record and click on the **Add Amount / Units** button.



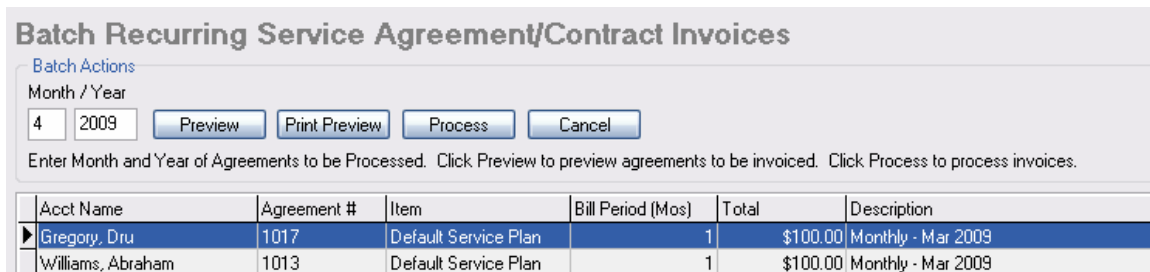
Enter the invoice item and amount to be invoiced plus the additional coverage options. See **Getting Started with Service Agreements** for information on additional coverage. Click **Save & Close** to save the additional coverage and create an invoice.



Recurring Invoices:

Recurring invoices are all of the invoices you create from your service agreements or recurring invoicing agreements in ServiceLedger. This feature allows you to batch all of your recurring invoicing and create invoices for each agreement with one click of a button. This important time saving step is preferred over individually creating invoices from each agreement record.

Click on **Receivables | Recurring Invoicing** to open the **Recurring Invoicing** window.



1. Enter the **Month / Year** you want to run recurring invoices for. Any recurring invoice for the current period and any invoice for a prior period not yet invoiced will display in the list.
2. Click **Preview** to preview the list.
3. Click **Process** to process the list and create invoices for each agreement.

Batch Work Order Invoicing:

Batch Work Order Invoicing is a powerful feature of ServiceLedger that allows you to consolidate multiple work orders for the same customer into a single

invoice. If you require the need to use this feature, it is important to note that all work order invoicing when the work order is posted will be turned off and you must use the **Batch Work Order Invoicing** screen to process all invoices for closed work orders. ServiceLedger will not create invoices when work orders are posted when this feature is on.

To turn on this feature, click on **Administration | Administration** from the file menu to open the **Administration** window. Simultaneously press **ALT** and **F8** to open the **Global Preferences** tab.

1. Find **work_order.batch_invoice_closed_work_orders** and change the value from 0 to 1 and then move the cursor to another row to save it.
2. Find **work_order.posting_creates_invoice** and change the value from 1 to 0 and then move the cursor to another row to save it.

When you have performed the above action, you can click on **Receivables | Batch Work Order Invoicing** to open the **Batch Work Order Invoicing** window.

The list will display all posted work orders that have not been invoiced yet.

Process	Client	Site	Ticket #	Create Date	Total	Reference #	Comp. Da
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1. Enter a **Start Date Range** and **End Date Range**.
2. Select the work orders to be processed.
3. Click the **Process** button to process all work orders and create a single invoice for each customer.

Creating Manual Invoices:

A manual invoice refers to an invoice that is not related to a quote, work order or agreement in ServiceLedger. You can create a manual invoice from an account record by clicking on the **Add Invoice** action button or going to the **Invoice List** and clicking on the **Add New Record** button.

1. Enter the information on the invoice and click the **Save** button to save.
2. Click on **Invoice Charges** to add invoice line items.
3. Enter the invoice line items.
4. Click the **Save** button to save the invoice.
5. Click the **Post** button to post the invoice.

Posting Invoices:

An invoice in ServiceLedger is not considered final until it is posted. By default, ServiceLedger posts all automated invoices created from quotes, work orders or agreements, however custom options allow you to turn off posting of invoices. Typically, you only want to post invoices when you consider them final. While you can still change unposted invoices, any posted invoice is no longer allowed to be modified.

ServiceLedger offers a **Batch Work Order Posting** list that allows you to view all invoices that are currently open and unposted. From this list you can post all or some of the invoices with a click of a button.

Printing Invoices:

You can print invoices by clicking on the **Print** button from the invoice or clicking on **Reports | Invoice Reports | Unprinted Invoices** from the file menu.

If you have a custom invoice design you would like to print out of ServiceLedger, you can contact ServiceLedger Support for a quote on customizing your invoice form or instructions on how you can add a custom invoice you designed in Crystal Reports Professional 9.x or higher to print instead of the generic invoice we provide.

Recording Payments in ServiceLedger:

ServiceLedger allows you to enter payments on invoices so that you can accurately track your aging from the account record for each customer.

To record a payment, click on **Receivables | Payments | Add New Payments** from the **Navigator** to add a new payment in ServiceLedger.

The screenshot shows the 'Payments' window in ServiceLedger. The window title is 'SL Payments'. The main area is titled 'Payment' and shows 'Payment ID 1017' and 'Status Unposted'. There are tabs for 'Details' and 'Notes'. Under 'Payment Details', there are fields for 'Account' (Cheknis, Benjamin), 'Method' (Check), 'Pymt Amt' (\$0.00), 'Unapplied' (\$0.00), 'Date' (3/2/2009), 'Check #', and 'Credit Card #'. Below this is a section 'Choose a closed invoice to apply this payment to:' with an 'Apply' button. A table lists invoices:

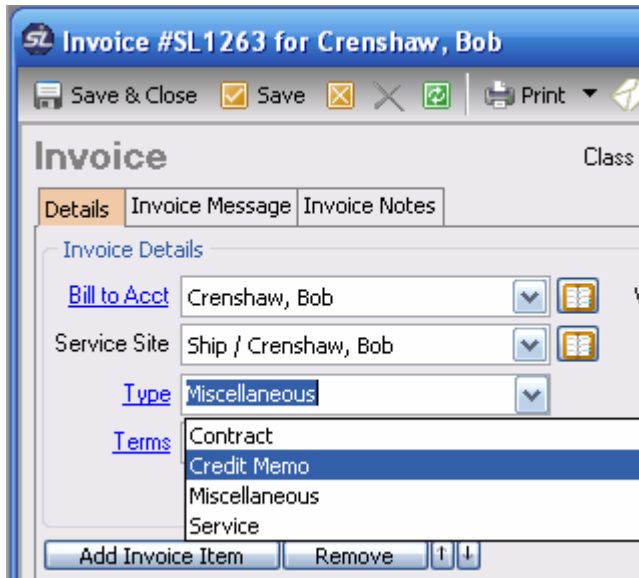
Site Name	Location #	Invoice #	Date	Total	Balance
Cheknis, Benjamin	Ship	1002	12/7/2006	\$11,852.50	\$11,852.50
Cheknis, Benjamin	Ship	SL1220	6/12/2008	\$1,077.50	\$1,077.50

1. Select the **Account** you are entering the payment for.
2. Enter the **Amount** of the payment.
3. Enter additional information like **Method**, **Check #** or **Credit Card #** if you require it.
4. Click **Save** to save the payment.
5. Select the invoice to be paid and click the **Apply** button to apply payment to the invoice. You can apply payment against one invoices, multiple invoices, etc.
6. The **Unapplied** balance will remain and the **Status** will remain **Unapplied** until the full payment has been applied.

Issuing Credit Memos:

A Credit Memo is basically a negative invoice. In ServiceLedger when you create a credit memo for a customer, you are creating an invoice and flagging it as a credit memo with a negative amount.

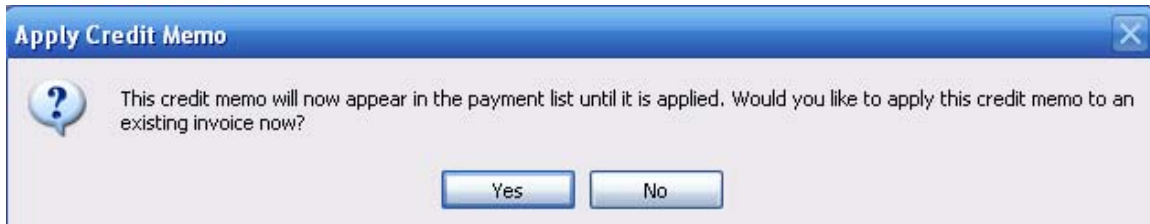
Click on **Receivables | Invoices | Add New Invoice** to add a credit memo.



1. For credit memos, select the **Type** as **Credit Memo**.
2. For **Invoice Charges**
3. Enter the item to be credited and enter the amount as a negative number.
4. Click **Save & Close** after you have credited all items.
5. Click **Save** to save the credit memo.
6. Click **Post** to post the credit memo. You must post the credit memo (like an invoice) to apply the credit to an existing invoice for the customer.

Applying Credits:

When you save a credit memo, you will be prompted to apply the credit to an existing invoice in ServiceLedger after you **Post** the credit memo.



Click **Yes** to apply the credit memo.

SL Payments _ □ ×

Save & Close Save

Payment Payment ID 1017 Status Unposted

Details Notes

Payment Details

Account Method

Pymt Amt Unapplied Check #

Date Credit Card #

Choose a closed invoice to apply this payment to:

Site Name	Location #	Invoice #	Date	Total	Balance	Invoice #	Amount
▶ Cheknis, Benjamin	Ship	1002	12/7/2006	\$11,852.50	\$11,852.50	▶	
Cheknis, Benjamin	Ship	SL1220	6/12/2008	\$1,077.50	\$1,077.50		