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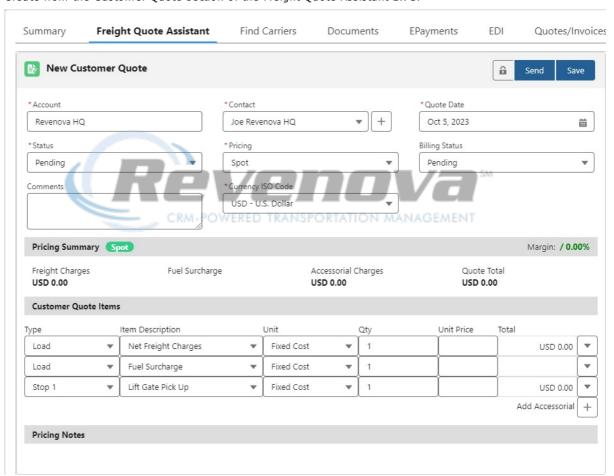
Customer Invoices

Overview

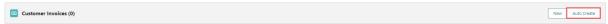
Customer Invoices

Customer invoices can be generated in the following three ways.

1. Create from the Customer Quote section of the Freight Quote Assistant LWC.

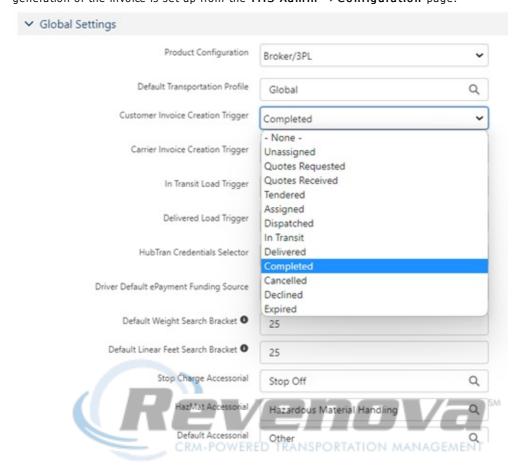


2. Create with the Auto Create button on the Customer Invoice related list on the Load page layout.





3. Create automatically, based on transition to a particular Load Status value on a Load. The invoice field values are based on the accepted Customer Quote record for this Load. The Load Status value to trigger autogeneration of the invoice is set up from the TMS Admin → Configuration page.



You can both generate and/or email a <u>single</u> Customer Invoice in .PDF form by clicking the **Generate** or **Generate** and **Email** buttons on the Customer Invoice Banner LWC on the customer invoice page. The customer invoice files are automatically shared to Customer Portal users.

Customer invoice documents generated from the Customer Invoice list view with the **Generate & Send**, **Generate & Preview**, or **Generate & Print** functions do <u>not</u> automatically share to Customer Portal users.

Share customer invoice documents to Customer Portal users by doing the following.

- Generate customer invoice documents from the record page.
- Manually share each file.

Invoice Generation

In some cases customer invoices generate successfully, but encounter the following error:



Customer Invoice Generation Errors 621726-1: javax.faces.FacesException:

core.apexpages.exceptions.ApexPagesGenericException: java.lang.RuntimeException:

javax.faces.FacesException: core.apexpages.exceptions.ApexPagesDeveloperException: Map key

a1J7V00000X9K3YUAV not found in map.

When a Salesforce Id is referenced in an error message, it can be copy and pasted into the URL to open the record causing the issue.

To correct this error, copy and paste the SalesForce Id into the browser URL bar.

The error messages point to the SalesForce Id (a1J7V00000X9K3YUAV), which is Stop 3 on Load 621850. When opening this Load, an error states *Invalid Load Configuration: Stops without line items*. This error is either related to the Stop without a line item.

