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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.

Summary

Freight Quote Assistant

Find Carriers

Documents

EPayments

EDI

Quotes/Invoices

New Customer Quote

\* Account

Revenova HQ

\* Contact

Joe Revenova HQ

+

\* Quote Date

Oct 5, 2023

\* Status

Pending

\* Pricing

Spot

Billing Status

Pending

Comments

\* Currency ISO Code

USD - U.S. Dollar

Pricing Summary

Spot

Margin: / 0.00%

Freight Charges

USD 0.00

Fuel Surcharge

Accessorial Charges

USD 0.00

Quote Total

USD 0.00

Customer Quote Items

Type	Item Description	Unit	Qty	Unit Price	Total
Load	Net Freight Charges	Fixed Cost	1		USD 0.00
Load	Fuel Surcharge	Fixed Cost	1		
Stop 1	Lift Gate Pick Up	Fixed Cost	1		USD 0.00

Add Accessorial

Pricing Notes

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

Customer Invoices (0)

New

Auto Create

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 auto-generation of the invoice is set up from the **TMS Admin → Configuration** page.

▼ Global Settings

Product Configuration	Broker/3PL
Default Transportation Profile	Global
Customer Invoice Creation Trigger	Completed
Carrier Invoice Creation Trigger	- None -
In Transit Load Trigger	Unassigned
Delivered Load Trigger	Quotes Requested
HubTran Credentials Selector	Quotes Received
Driver Default ePayment Funding Source	Tendered
Default Weight Search Bracket	Assigned
Default Linear Feet Search Bracket	Dispatched
Stop Charge Accessorial	In Transit
HazMat Accessorial	Delivered
Default Accessorial	Completed
	Cancelled
	Declined
	Expired
	25
	25
	Stop Off
	Hazardous Material Handling
	Other

You can both generate and/or email a single 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 not 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  
a1J7V000000X9K3YUAV 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 (a1J7V000000X9K3YUAV), 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.

The screenshot displays the Revenova CRM interface. At the top, a browser address bar shows a URL containing a Salesforce ID: `https://.../a1J7V000000X9K3YUAV/view?source=alohaHeader`. The main navigation bar includes tabs for Transportation, Home, Chatter, Dashboards, Loads, Accounts, Transportation Profiles, Reports, Quick Carrier Review, Customer Quotes, and Customer Inv.

The 'Loads' section is active, showing a list of loads. The selected load is 'Load 621850' with location 'Garden City Terminals Savannah'. Below this, a 'Details' tab is selected, showing a 'Warning - Load Details' message: 'Invalid Load Configuration: Stops without line items'. This message is highlighted with a yellow box.

The 'Financial Summary' section on the right shows a table with columns for CUSTOMER, VENDOR, and MARGIN. The table contains data for Quoted, Invoiced, and Paid amounts, with a margin of 23.16%.

	CUSTOMER	VENDOR	MARGIN
Quoted			1,055.00 / 23.16%
Invoiced			1,055.00 / 23.16%
Paid			