

## Invoicing

### Exercise 1

**Prerequisites:** Check the values set for appa param  
SET\_CHECK\_FOR\_BILLING\_ON\_REQUEST\_STATUS

Following is for the demonstration purpose to show how an invoicing process functions in the application. Try completing this alone or together with the trainer.

#### Step 1 - Create request

- 1.1. Go to Services > Requests screen
- 1.2. Hit new to create a new request > add mandatory data to the header
- 1.3. Add part usages
- 1.4. Add Labor and expenses
- 1.5. Go to the details tab > check if 'billing allowed' and 'check for billing' is ticked  
yes
- 1.6. Save

#### Step 2 - Billing Generation

- 2.1. Go to Financials > Billing > Billing Generation
- 2.2. Enter the request ID create din step 1
- 2.3. Check the following fields, so they are checked to yes.  
  
(Extract to Vouchers, Include Part Usage, Include Non-Part Usage, and Include Field Service)
- 2.4. Press Submit > hit OK on the alert message and go to the run log ID mentioned. Check the details in the run log to see if the billing generation had processed.

#### Step 3 – Process the voucher

- 3.1. Go to screen Financials > Billing > Voucher
- 3.2. Search the voucher from the request ID billed (enter value on search criteria, under request tab, job ID field)
- 3.3. See if the voucher details are correct and status is set to Reviewed.
- 3.4. Press 'post to invoice' button.

Then the voucher should get removed from the system

#### Step 4 – Invoice



- 4.1. Go to Financials > Billing > Invoice
- 3.5. Search for the invoice through the request ID (enter value on search criteria, under request tab, job ID field)
- 4.2. Look at the invoice details making sure everything is correct
- 4.3. Press the copy to invoice button to create a voucher again.

## Exercise 2: Back out Invoice Demo

This is used to reverse all charges been made.

1. Go to financials > billing > invoice and search for the invoice created in above step 4.
2. Press backout invoice
3. Go to the respective voucher. A credit memo would have been created.
4. Post the respective voucher to invoice.
5. Check for the invoice

### **Tips: Navigating to the vouchers and invoices.**

You can search for particular vouchers or invoices by searching from respective requests related. Or else, by noting down 'foreign key num 1' recorded in the corresponding run logs, which are the values for the voucher run IDs and invoice run IDs.

## Exercise 3: Credit/Rebill Invoice

This is used to rebill all charges been made.

1. Create a request with part usages or labor expenses.
2. Invoice the request.
3. Go to financials > billing > invoice and search for the invoice created in above step 2.
4. Press credit/rebill t invoice
5. Go to the respective voucher. A credit memo would have been created.
6. Go back to request > edit the part usage or labor amount you want to change > save
7. Reinvoice the request again.
8. Check for the invoice to see if details are correct.

## Exercise 4: Error Handling

**Prerequisites:** Check if the value for the App param HOLD\_ENTIRE\_VOUCHER\_WHEN\_REVIEW\_FAILS is set to No.



Do this exercise to get familiarized with handling errors you may come across when performing billing generation. For the purpose of getting an error, let's create two lines in the request, one with an error line.

1. Go to Request screen > create new request.
2. Add two part usage lines, one with unit price zero (to do this, you have to remove the price detail from your part screen), and one with a particular unit price. The one without a unit price should give you an error.
3. Complete request.
4. Go to billing generation screen > check repair center, part usage, extract to vouchers tick boxes, add billing date > hit submit
5. Go to voucher screen, search for the particular voucher. The voucher status field should state "reviewed with errors". The error status on the defective lines should say 'NPRC'.
6. To identify what 'NPRC' means, go to Admin > Codes > FSM codes > search for code name error\_status. There you should see NPRC = NoPricingFound

After completing the above, go through the following business scenarios and complete the given exercises.

Do the same with having App Param set to 'Yes'. Then the voucher status will say "Hold"

### Exercise 5:

Imagine you are a service provider who supports property damage restoration and has received a request from the customer (use the customer place you have created, e.g. Polygon AB). The customer has witnessed a damage in one of their building, for which they would want you to come and inspect. You are required to process with this request and bill to the customer the time and material went for the work after completing the inspection.

Use the following details to create parts, customer place

Parts used: Temperature measure installation,

Technician travel time: three hours

Technician Inspection time: 5 hours

Please use (or create) appropriate parts as necessary.

### Exercise 6:

You have mistakenly sent an invoice to the customer Polygon, that is something should not have sent until next month as agreed. Hence you need to rectify this. Please perform how you would do this. Following are the RMA details you need to create the invoice to before reverting it.

1. Go to Repairs > RMA > create new RMA

2. Specify customer Polygon AB > Add line > Select return type 'repair and return' > select part POLY PART 11.
3. Add serial > Receive RMA
4. Go to repair center (RC) screen > search for the RC through the serial > tick ready to ship yes.
5. Click 'Transfer unit'.
6. Print pick the part need.
7. Go back to RMA and see if you have got the line in part need list.
8. Ship the part needs.
9. Add about 5 hours labour expenses > complete the RMA
10. Go to billing generation and invoice the RMA.
11. Now proceed to rectify this invoice.

**Exercise 7:**

Proceed with the above RMA by increasing the labor expenses you have earlier set. And reinvoice the same.

**Exercise 8:**

You have mistakenly sent an invoice to the customer Polygon, but have decided to cancel it due to other business purpose. Please perform how you would do this. Following are the RMA details you need to create the invoice to before reverting it.

1. Go to Repairs > RMA > create new RMA
2. Specify customer Polygon AB > Add line > Select return type 'repair and return' > select part POLY PART 11.
3. Add serial > Receive RMA
4. Go to repair center (RC) screen > search for the RC through the serial > tick ready to ship yes.
5. Click 'Transfer unit'.
6. Print pick the part need.
7. Go back to RMA and see if you have got the line in part need list.
8. Ship the part needs.
9. Add about 5 hours labor expenses > complete the RMA
10. Go to billing generation and invoice the RMA.
11. Now proceed to revert this invoice.