

# User Manual: Franchisee Payment & Invoice System

For: Franchisee Business Users

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## Overview

Ang sistema na ito ay ginagamit para sa:

1. **Pag-generate ng Invoice** - Automatic na invoice based sa products na kinuha ng franchisee
  2. **Payment Recording** - Pag-record ng mga bayad mula sa franchisees
  3. **Tracking ng Balance** - Real-time tracking ng utang at bayad
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## 1. Viewing Invoices

### Step-by-Step:

1. **Login** to the system
2. Click "**Franchisee Invoices**" sa sidebar menu
3. Makikita mo lahat ng invoices with details:
  - o Invoice Number (ex: FINV-202601-000001)
  - o Franchisee Name
  - o Branch
  - o Invoice Date & Due Date
  - o Total Amount
  - o Balance (kung may utang pa)
  - o Status

### Using Filters:

#### Filter by Franchisee:

- Click dropdown sa "**Franchisee**"
- Select franchisee name
- List will update automatically

#### Filter by Status:

- **All Statuses** - Show all
- **Draft** - Hindi pa final
- **Sent** - Sent na sa franchisee
- **Approved** - Approved na ng admin
- **Cancelled** - Cancelled invoices

#### Filter by Payment Status:

- **All Payment Statuses** - Show all
- **Unpaid** - Walang bayad pa
- **Partial** - May bayad na pero kulang pa
- **Paid** - Fully paid na
- **Overdue** - Lagpas na sa due date

### Summary Cards:

Sa bottom ng page makikita mo:

- **Total Invoices** - Ilang lahat
  - **Total Amount** - Total ng lahat ng invoices
  - **Total Paid** - Total ng nabayaran na
  - **Outstanding** - Total ng utang pa
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## 2. Generating New Invoice

### When to Generate:

Generate invoice **at the end of billing period** (usually monthly or weekly based sa arrangement).

### Step-by-Step:

1. Click **"Generate Invoice"** button (top right)
2. **Select Franchisee & Branch**
  - Choose from dropdown
  - Format: "Franchisee Name - Branch Name"
  - ⚠ Make sure tama ang pipiliin!
3. **Set Billing Period**
  - **Period Start:** First day ng period (ex: January 1, 2025)
  - **Period End:** Last day ng period (ex: January 31, 2025)
  - 💡 Tip: Default is current month
4. **Set Payment Terms**
  - **Payment Due (days):** Ilang days before due date
  - Default is 30 days
  - Example: Invoice date is Jan 1, due date will be Jan 31
5. **Add Notes** (Optional)
  - Special instructions
  - Payment reminders
  - Custom notes for franchisee
6. **Preview Invoice**
  - Click **"Preview Invoice"** button
  - System will show:
    - Franchisee & branch details
    - Billing period
    - Number of sales/transactions
    - Total amount breakdown:
      - Subtotal
      - Discount
      - Tax
      - **Total**
7. **Generate**
  - Review preview carefully
  - If tama, click **"Generate Invoice"**
  - System will:
    - Create invoice with unique number
    - Link all sales for the period
    - Calculate totals automatically
    - Redirect to invoice detail page

### ⚠ Important Notes:

- **Invoice pulls from SALES records** - Make sure sales are recorded correctly first
- **Cannot edit after approval** - Double check before approving

- Invoice number is auto-generated - Format: FINV-YYYYMM-#####
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### 3. Recording Payments

#### When Payment is Received:

Whenever franchisee pays (cash, bank transfer, check), record it immediately.

#### Step-by-Step:

##### 1. Open Invoice

- Go to Franchisee Invoices list
- Click on invoice number

##### 2. Click "Record Payment" Button

- Green button sa top right
- Modal will open

##### 3. Fill in Payment Details

###### Amount (Required)

- Enter exact amount received
- Maximum: Current balance
- Can be full or partial payment

###### Payment Date (Required)

- Date when payment was received
- Default: Today's date

###### Notes (Optional)

- Payment method (ex: "Bank transfer")
- Reference number (ex: "BPI Ref: 123456")
- Check number
- Any remarks

##### 4. Submit

- Click "Record Payment" button
- System will automatically:
  - Update balance
  - Update payment status
  - Add to payment history
  - Update account balance

#### Multiple Payments:

Pwedeng mag-record ng **multiple partial payments**:

Example:

- Invoice Total: ₱50,000
- Payment 1: ₱20,000 (Jan 15) → Status: **Partial**
- Payment 2: ₱15,000 (Jan 20) → Status: **Partial**
- Payment 3: ₱15,000 (Jan 25) → Status: **Paid**

#### Payment History:

All payments are tracked:

- Date of payment
  - Amount
  - Payment method
  - Reference number
  - Who recorded it
  - Notes
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## 4. Checking Invoice Details

### Invoice Detail Page Shows:

#### Header Section:

- Invoice Number
- Invoice Date
- Due Date
- Status badge (Draft/Sent/Approved/Cancelled)
- Payment Status badge (Unpaid/Partial/Paid/Overdue)

#### Bill To Information:

- Franchisee name
- Contact details (email, phone)
- Address

#### Branch Information:

- Branch name
- Branch code
- Address

#### Billing Period:

- Period start date
- Period end date

#### Invoice Items (Sales List):

- Description (Sale reference with item count)
- Sale Date
- Quantity
- Unit Price
- Discount
- Tax
- Line Total

#### Totals Section:

- **Subtotal:** Before tax and discount
- **Discount:** Total discounts
- **Tax:** Total tax
- **TOTAL:** Final amount
- **Paid:** Amount received
- **BALANCE DUE:** Remaining balance (highlighted)

#### Payment History:

- All payments received
- Dates, amounts, methods
- Running balance

#### Actions Available:

- Record Payment (if not fully paid)
- Export PDF (for printing/emailing)
- Mark as Sent
- Approve
- Cancel (if needed)

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## 5. Invoice Status Guide

### Draft

- **Meaning:** Newly created, can still edit
- **Actions:** Can edit, delete, or approve
- **Who sees it:** Admin/Accounting staff only

## Sent ●

- **Meaning:** Sent to franchisee, locked from editing
- **Actions:** Can approve or cancel only
- **Who sees it:** Franchisee and admin

## Approved ☑

- **Meaning:** Final, approved by admin
- **Actions:** Cannot edit, can only record payments
- **Who sees it:** Everyone

## Cancelled ✕

- **Meaning:** Voided/invalid invoice
  - **Actions:** No actions available
  - **Who sees it:** Everyone (for record only)
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## 6. Payment Status Guide

### Unpaid ●

- **Meaning:** No payment received yet
- **Balance:** 100% of total
- **Action:** Record payment when received

### Partial ●

- **Meaning:** Some payment received, but not complete
- **Balance:** Remaining amount
- **Action:** Continue recording payments until paid

### Paid ☑

- **Meaning:** Fully paid
- **Balance:** ₱0.00
- **Action:** None, invoice is closed

### Overdue ●

- **Meaning:** Past due date and still unpaid/partial
  - **Balance:** Outstanding amount
  - **Action:** Follow up with franchisee + record payment
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## 7. Common Questions

### Q1: Paano kung may error sa invoice?

A: Depend sa status:

- **If Draft:** Edit or delete, then recreate
- **If Sent/Approved:** Cannot edit. Options:
  - Cancel and create new invoice
  - Create adjustment invoice (debit/credit note)
  - Contact admin for manual correction

### Q2: Pwede bang i-delete ang invoice?

A:

- **Draft:** Yes, can delete
- **Sent/Approved:** No, can only CANCEL
- **With Payments:** Cannot delete, can only cancel

### Q3: Paano kung sobra ang binayad?

A:

- System allows overpayment
- Balance will show negative
- Can issue refund or apply to next invoice
- Contact accounting for adjustment

**Q4: Ano ang gagawin kung overdue na?**

A:

1. Check payment status
2. Contact franchisee for follow-up
3. Send payment reminder (email/SMS)
4. Record payment when received
5. System auto-updates from overdue to paid

**Q5: Pwede bang i-edit ang payment?**

A:

- **No**, cannot edit recorded payment
- If error, need to:
  1. Delete wrong payment
  2. Record correct payment
- ⚠ Only admin can delete payments

**Q6: Paano kung walang sales for the period?**

A:

- System will still create invoice
- Amount will be ₱0.00
- Warning will show in preview
- Can proceed if needed (placeholder invoice)

**Q7: Ano ang ibig sabihin ng Invoice Number?**

A: Format: **FINV-YYYYMM-#####**

- **FINV**: Franchisee Invoice
- **YYYYMM**: Year and month (202601 = January 2025)
- **#####**: Sequential number (000001, 000002, etc.)

**Q8: Saan papunta ang payments?**

A:

- Payments are recorded in system
- Automatically updates account balance
- Can be tracked in Accounts module
- Can generate reports for reconciliation

**Q9: Pwede bang mag-export ng invoice?**

A:

- **Yes**, click "Export PDF" button
- Will generate printable PDF
- Can email to franchisee
- Can print for records

**Q10: Paano mag-generate ng bulk invoices?**

A:

Currently, one-by-one ang generation. For bulk:

1. Contact IT/Admin
2. They can run SQL script to generate all
3. Or use "Generate All" feature (if available)

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## Support

### Need Help?

#### For Technical Issues:

- Check browser console for errors (F12)
- Clear browser cache
- Try different browser
- Contact IT support

#### For Business Questions:

- Contact Accounting Department
- Review Franchisee Agreement
- Check payment terms

#### For System Errors:

- Take screenshot of error
  - Note down what you were doing
  - Contact system administrator
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## Best Practices

### DO

1. **Generate invoices on time** - At end of each period
2. **Record payments immediately** - When received
3. **Double-check amounts** - Before finalizing
4. **Add notes** - For future reference
5. **Follow up overdue** - Regularly check and remind
6. **Keep records** - Export and archive PDFs
7. **Reconcile regularly** - Match with bank statements

### DON'T

1. **Don't delay recording** - Record ASAP
  2. **Don't forget notes** - Always add payment details
  3. **Don't approve without review** - Check carefully
  4. **Don't delete with payments** - Can only cancel
  5. **Don't record wrong amounts** - Verify first
  6. **Don't skip reconciliation** - Match regularly
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## Reports You Can Generate

1. **Outstanding Invoices** - All unpaid/partial invoices
  2. **Overdue Report** - Past due invoices
  3. **Payment History** - All payments by period
  4. **Franchisee Summary** - Total invoices, paid, outstanding per franchisee
  5. **Aging Report** - How long invoices are outstanding
  6. **Revenue Report** - Total invoiced vs paid
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## Security & Access

### Who Can:

#### Generate Invoices:

- Accounting staff
- Admin
- Authorized users with "financial:create" permission

#### Record Payments:

- Accounting staff
- Admin
- Cashier (if authorized)

**View Invoices:**

- Franchisees (their own only)
- Accounting staff (all)
- Admin (all)

**Approve Invoices:**

- Admin
- Accounting Manager

**Cancel/Delete:**

- Admin only

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## Workflow Summary

```
1. SALES RECORDED
  ↓
2. END OF PERIOD → GENERATE INVOICE
  ↓
3. PREVIEW & REVIEW
  ↓
4. GENERATE → Invoice created (Draft)
  ↓
5. APPROVE → Invoice final (Approved)
  ↓
6. SEND TO FRANCHISEE → Status: Sent
  ↓
7. FRANCHISEE PAYS → Record Payment
  ↓
8. PAYMENT STATUS UPDATES
  ↓
9. IF FULL → Status: Paid ☒
   IF PARTIAL → Continue recording
   IF OVERDUE → Follow up
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## Tips for Efficiency

1. **Use keyboard shortcuts** - Tab to navigate forms
2. **Set reminders** - For invoice generation dates
3. **Create templates** - Standard notes for common situations
4. **Batch process** - Generate multiple invoices in one sitting
5. **Regular backups** - Export invoices periodically
6. **Monitor dashboard** - Check summary cards daily

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**Need more help?** Contact your system administrator or check the technical documentation in `FRANCHISEE_INVOICING_GUIDE.md`