

User Manual: Franchisee Payment & Invoice System

For: Franchisee Business Users

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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Table of Contents

1. [Viewing Invoices](#)
 2. [Generating New Invoice](#)
 3. [Recording Payments](#)
 4. [Checking Invoice Details](#)
 5. [Invoice Status Guide](#)
 6. [Payment Status Guide](#)
 7. [Common Questions](#)
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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:
 - Invoice Number (ex: FINV-202601-000001)
 - Franchisee Name
 - Branch
 - Invoice Date & Due Date
 - Total Amount
 - Balance (kung may utang pa)
 - 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** - Iilan 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 at 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)

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)

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

7. Common Questions

Q1: Paano kung may error sa invoice?

A: Depende 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 2026)
- **#####**: 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)

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

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 w/out review** - Check carefully
4. **Don't delete w/ payments** - Can only cancel
5. **Don't record wrong amounts** - Verify first
6. **Don't skip reconciliation** - Match regularly

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

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

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](#)