



Billing and Invoices

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Billing and Invoices Overview

You create invoices and use them to bill your customers. An invoice records a sale, and you can record an invoice when payment is not received at the time goods and services are delivered. The invoice amount is the total due by the customer, and includes terms of payment. The invoice bills for the goods and services sold. Bills include detailed lines of items sold and the exact amount owed. When an invoice is approved, a customer bill is entered in the accounts receivables queue, and a statement is generated to bill the customer. An invoice is different from a cash sale because cash sales usually involve immediate payment for goods or services sold.

This guide also includes information about finance charges and collections. You can setup finance charges for customers who pay for goods or services over time. When setting up finance charges you can set grace periods, annual percentage rates, and fees related to bills that go unpaid beyond the due date. For bills that remain unpaid, you can start the collection process by sending collection notices either individually or in bulk.

Throughout this document, procedures and navigation paths are provided using the A/R Clerk role, unless indicated otherwise.

Chapter 1 Billing

Billing Overview

To receive payment from customers for the correct amount they owe, bill customers for any goods and services that you sell. Customer bills track exactly what goods and services were sold to the customer and the exact amount the customer owes you for each one.

After you have entered customer bills in NetSuite, send the bill to your customer so they know how much they owe you. You can print bills and then mail or fax them, or you can send bills to your customers by email.

If you enter a bill for all items you sell, you can accurately track the amount you charged for each item, the amount each customer owes you, and the total amount of funds due as income.

For information on the billing workflow, see [Customer Billing Workflow Charts](#).

Billing Forms

You can bill customers in several ways: using invoices, cash sales and statement charges. These are transactions that record any items or services provided to the customer and how much you charge for each item or service. For more information on billing customers using these forms, read the following:

- [Deciding Between Invoices and Cash Sales](#)
- [Invoices](#)
- [Choosing an Invoice Type](#)
- [Cash Sales](#)
- [Statement Charges](#)

Customer bills can also be created by converting a sales order into a bill. This enables you to create the bill without re-entering data. For more information, read the help topic [Creating Invoices or Cash Sales from Sales Orders](#).

Terms of Payment

Terms are used to specify when payment is due on your customers' bills. You can create different payment terms for different customers. For example, one customer has terms of Net 30 and must pay the balance due within 30 days.

Using terms helps you track expected income over time. For more information on terms, read [Creating Terms of Payment](#) and [Using Terms of Payment](#).

Advanced Billing

Advanced billing enables you to create billing schedules to invoice sales over a range of time or a contract term. For example, a service company can use advanced billing to manage recurring billing on sales such as a one-year membership billed monthly. Billing schedules manage the billing process to track when to invoice customers and how much to bill. For more information, read the following:

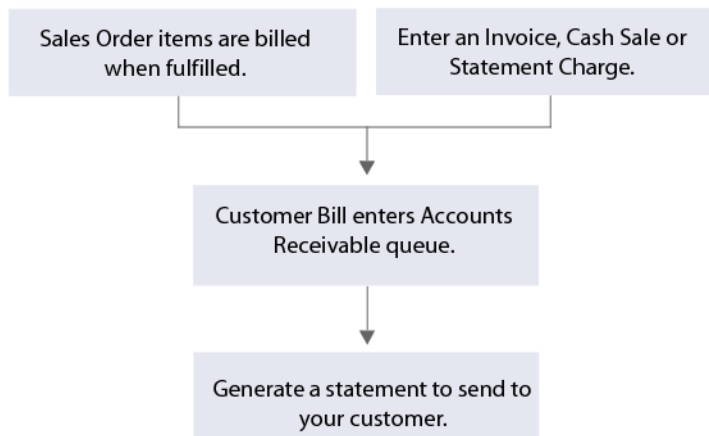
- [Advanced Billing](#)
- [Advanced Billing and Advanced Shipping](#)

Invoice in Advance of Fulfillment

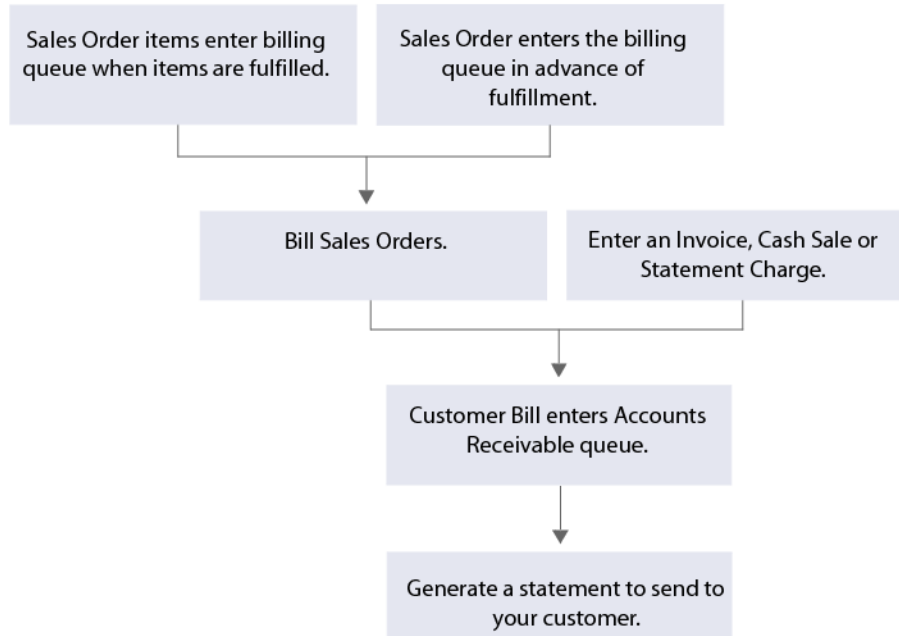
If you want to create invoices for a whole order even if the order hasn't been completely fulfilled, enable the **Invoice in Advance of Fulfillment** preference. Then, even if you ship only part of an order, you can create an invoice or cash sale for the entire order. For information on enabling this preference, read the help topic [Setting Accounting Preferences](#).

Customer Billing Workflow Charts

Billing without Advanced Shipping



Billing with Advanced Shipping



Deciding Between Invoices and Cash Sales

Generally, you should enter a cash sale only if you receive assured payment at the time of the sale. This could be in the form of credit card, check or cash.

If, on the other hand, you provide terms for your customers and let them pay within a certain period of the delivery of the product or service, you should issue an invoice so you can keep track of who owes you and how much.

Statement Charges

Statement charges are similar to invoices because they track payments you expect from customers. Use statement charges instead of invoices when you want to enter several charges that will accumulate before you send a billing statement to the customer.

For example, a landscaping company offers weekly lawn service to its customers. Each weekly service incurs a \$50 charge. A \$50 statement charge is entered each week that the lawn service is performed. Then, one time each month a statement is sent to the customer showing the total due for services performed.

To enter a statement charge:

1. Go to Transactions > Sales > Create Statement Charges (Administrator).
2. In the **A/R Account** field, choose the account you want to post this statement charge to.
3. In the **Customer** or **Project** field, select the appropriate customer or project.

The currency selected on the customer's record appears here as well as the exchange rate for this customer's currency.

Note: NetSuite enables you to create a statement charge for intercompany customers and inventory items.

4. Enter a new rate to update this currency's exchange rate.
5. In the **Date** field, accept, enter or pick the correct date.
6. In the **Posting Period** field, select the month and year you want this charge to post.
7. In the **Ref. No.** field, accept or enter a reference number.
8. In the **Due Date** field, enter or pick a date this charge is due.
9. In the **Item** field, select the item to which this charge applies.
10. In the **Quantity** field, enter the appropriate quantity.
11. In the **Description** field, accept or enter a description for this customer charge.

In the **Rate** field, the rate for the item automatically appears.

In the **Total** field, the amount in the **Quantity** field is multiplied by the amount in the **Rate** field.

12. If you track departments, select the appropriate department for this charge in the **Department** field.
13. If you track classes, select the appropriate class for this charge in the **Class** field.
14. Click **Save**.

After you create statement charges, you can send them to your customers by generating statements. How you generate statements depends on your role.

- To generate statements as an Administrator, go to Transactions > Customers > Generate Statements.
- To generate statements using the A/R Clerk role, go to Billing > Sales > Generate Statements.

Adding Billing Information to a Transaction

Select the Billing subtab to add billing related information to a transaction.

To add billing information to a transaction:

1. If you are creating a progress billing sales order, select billing terms for this order in the **Terms** field.

Important: On a sales order, if you enter both a payment method and terms, the payment method takes precedence, and a cash sale is generated upon billing.
2. If you use the Advanced Billing feature, in the **Billing Schedule** field select the schedule you want to apply to this order.
3. The customer's default billing address shows in the **Bill To** text field.
 - Select **New** in the **Bill To Select** field, or click the + icon, to add an address to be used for this sales order and saved with the customer record.
 - Select **Custom** in the **Bill To Select** field to add an address to be used for this sales order only and not saved with the customer record.
 - Click the **Edit** icon to make changes to the address selected in the **Bill To Select** field. These changes are saved with the customer record.

Using Billing Classes

You can use billing classes to set billable time rates for service items based on employees.

When different employees charge different rates for the same service, create billing classes and assign a billing class to employees. Then, determine pricing for each billing class on service item records. Then, the correct pricing defaults when an employee enters billable time to invoice the customer.

You can create a billing classes for individual employees or groups of employees and charge a different rate for each.

For example, a law office can use billing classes to charge specific hourly rates for time billed by partners in the firm:

For example, you run a law firm and create two billing classes called Junior Partner and Senior Partner. You associate the Junior Partner and Senior Partner billing classes with the service item Initial Consultation and set the appropriate billing rates for each. Also, you select the Junior Partner billing class on John Smith's employee record. Then, when John Smith enters billable time for an initial consultation, the time is billed at the junior partner rate by default.

Using Billing Classes requires the four following steps:

1. [Enable the Bill Costs to Customers feature](#)

2. [Creating Billing Classes](#)
3. [Specify Billing Classes on Employee Records](#)
4. [Track Billing Class Pricing on Service Items](#)

Enable the Bill Costs to Customers feature

1. Go to Setup > Company > Enable Features (Administrator).
2. Click the **Transactions** subtab and check the **Bill Costs to Customers** box under Billing.
3. Click the **Employees** subtab and under Time & Expenses, check the **Time Tracking** box .
4. Check the **Per-Employee Billing Rates** box.
5. Click **Save**.

Now that these features are enabled, you can create billing classes. Create a billing class for each category you want to create prices for.

Creating Billing Classes

1. Go to Setup > Accounting > Billing Classes > New > Billing Class (Administrator).
2. On the Billing Class page, enter the name of the billing class.

For example, enter Junior Partner or Senior Partner.
3. If you use Multiple Units of Measure and Charge-Based Billing, you can select a Price, Units Type, and Sale Unit to use custom interval billing rates. For more information, see the help topic [Custom Interval Billing Rates](#).
4. Click **Save**.

After you have created billing classes, they appear in the billing class lists on service item records and employee records.

Next, you can select the default billing class to determine the rate billed for each employee.

Specify Billing Classes on Employee Records

1. Go to Lists > Employees > Employees.
2. Click **Edit** next to an employee.
3. Under Classification, in the **Billing Class** field, choose a billing class.
4. Click **Save**.

Now, when billable time is entered in Time Tracking for this employee, the default rate charged is the rate set for the billing class on the service item record.

On service item records, enter rates for each billing class to determine pricing.

Track Billing Class Pricing on Service Items

1. Go to Lists > Accounting > Items.
2. Click **Edit** next to a service item. The item type must be Service for Sale or Service for Resale.
3. On the item record, click the **Sales/Pricing** subtab.
4. Under Sales, select a billing class.

For example, select Senior Partner to set up senior partner rates.
5. Under Pricing, verify that you have entered default prices on your base currency subtab.
6. Enter the appropriate pricing for that billing class.

Billing classes cannot have negative rates.
7. Click **Add**.
8. Set additional billing classes and rates as necessary.
9. Click **Save**.

When the service item is entered in Time Tracking for an employee with a billing schedule, the appropriate pricing defaults.

For more information on invoicing customers for billable time, read [Billing Time to Customers](#).

Note: Because the Billing Classes feature is not compatible with the Quantity Pricing feature, you cannot use both features at the same time. If both are enabled, then billing classes replace quantity pricing on service item records.

Using Consolidated Billing

Consolidated billing consists of a set of accounting features and preferences that affect the way you invoice your customers and accept payments toward those invoices.

These features and preferences are described below:

- **Consolidate Projects on Sales Transactions** – When you enable this preference, you can create sales orders and bill customers for charges associated with multiple projects on a single invoice. A Project column appears on sales transactions in the list of items so that each item or expense can be attributed to a particular project.
 - You cannot issue sales transactions directly to projects. You can only issue sales transactions to customers and subcustomers.

- If you use Project Management, one project is created for each project-tagged line-item on sales transactions.

When you clear this box, you can associate all items on a sales transaction with only one customer or project. You can issue sales transactions to both customers and projects. If you use Project Management, one project is created that contains all project-tagged line-items on the order.

- **Consolidated Payments** – Enable this feature to accept payments for projects or subcustomers either through top-level customer or the individual subcustomer. Multiple invoices for different projects and subcustomers can be paid at the same time. For more information, see the help topic [Consolidated Payments](#).

You can use these preferences together or independently. What you choose to enable determines how your sales transactions and payments are handled.

Consolidate Projects on Sales Transactions only:

- Projects are not available in the Project dropdown list when creating sales transactions.
- A project column appears in the item list on sales transactions.

Consolidated Payments feature only:

- Sales transactions can be created for projects.
- Any balances for projects and subcustomers may be paid through the parent customer as well as through the subcustomer.

Both Consolidate Projects on Sales Transactions and Consolidated Payments:

- Sales transactions can only be created for customers and subcustomers.
- A project column appears in the item list on sales transactions.
- Payments may be made through either the parent customer or the subcustomer.

Important: Projects are not tracked as subcustomers when the Project Management feature is enabled. For more information, read the help topic [Using Project Management](#).

You can enable the Consolidate Projects on Sales Transactions preference at Setup > Accounting > Preferences > Accounting Preferences . You can enable the Consolidated Payments feature at Setup > Company > Setup Tasks > Enable Features. You can enable the Consolidated Payments feature at on the Accounting subtab.

To accept a customer payment, go to Transactions > Customers > Accept Customer Payments.

Creating Terms of Payment

Terms are used to specify when payment is due on your customers' invoices. Define the specific requirements of a term of payment by creating a term record. You can create different payment terms for different customers.

To create a standard term record:

1. Go to Billing > Setup > Payment Terms > New.
2. On the Term page, select **Standard**.
3. Enter a name for the term in the **Terms** field.

For example, you can name a term **Net 30**.

4. In the **Days Till Net Due** field, enter the number of days until the net amount of the invoice becomes due.
5. In the **% Discount** field, enter the percentage discount if the invoice is paid early.
6. In the **Days Till Discount Expires** field, enter the number of days the early payment discount is available.

For example, if the early payment discount is available for 15 days after the bill is issued, enter **15** in this field.

7. Click **Save**.

To create a date driven term record

1. Go to Billing > Setup > Payment Terms > New.
2. On the Term page, select **Date Driven**. Date driven terms are used when payment is due on a particular calendar date; for example, the 15th of the month.
3. Enter a name for the term in the **Terms** field.
4. In the **Day of Month Net Due** field, enter the day of the month when the net amount of the invoice is due.

If you enter a date that does not exist in the month the transaction is due, the last day of the month becomes the due date.

5. In the **Due Next Month If Within Days** field, enter the number of days before the due date that the invoice can be postponed until the next month's due date.

For example, if invoices are due on the 30th of each month and you enter **5** in this field, then invoices issued between the 25th and 30th are due for payment by the 30th of the following month.

6. In the **% Discount** field, enter the percentage discount if the invoice is paid early.

7. If you offer a discount for early payment, enter the last day of the month the early payment discount is available in the **Day Discount Expires** field.

For example, if the early payment discount is available through the 20th of each month, enter **20** in this field.

8. Check the **Preferred** box if you want to use this term for customers by default.
9. Click **Save**.

Now this term can be used on customer records and on transactions.

You can create several term records to apply the appropriate terms to individual customers and transactions. Standard terms include the following:

- 1% 10 Net 30
- 2% 10 Net 30
- Due on receipt
- Net 15
- Net 30
- Net 60

You can apply the terms to invoices by choosing a term on individual invoices or by setting default terms on customer records. For more information, read [Using Terms of Payment](#).

Using Terms of Payment

After you have created a term record, you can select that term on invoices and customer records to set payment terms. When you select a term on a customer's record, that term defaults on bills to the customer. You can also set terms on each invoice individually.

If you always require the same payment terms for a customer, you can set the default terms on the customer record. Then, when you select the customer on an invoice, their terms automatically appear.

To set default terms on an existing customer record:

1. Go to Customers > Lists > Customers.
2. Click **Edit** next to the customer's name.
3. On the customer record, click the **Financial** subtab.
4. Under Account Information, in the **Terms** field, select the term you want to default for this customer.

5. Click **Save**.

Now, the term you chose defaults on the customer's invoices. After you have set default terms for a customer, you can still change the terms on any individual invoice.

To set payment terms on an invoice:

1. Go to Customers > Sales > Create Invoices.
2. On the Invoice in the **Customer** field, choose the customer you are billing and fill in the appropriate information.
3. Click the **Billing** subtab.
4. Under Billing Information, in the **Terms** field, choose the terms of payment for this invoice.
5. Click **Save**.

Now, the terms of payment for this invoice are set according to the term you defined.

Remittance Forms

A remittance slip prints on invoices and statements to help customers make payments to you. It also helps you track incoming payments.

The remittance slip details payment information the customer needs to make a payment. Remittance slips include:

- your company name
- your customer's name
- a blank box for the customer to enter amount paid
- the invoice number (on invoices) or amount due (on statements)
- a box for the customer to enter credit card information
- the name to make checks payable to
- the address to mail the payment to
- an optional message or disclaimer

If the Deposit Balance and Net Amount Due fields are enabled for the customer, these fields also display on the remittance slip. For more information, see [Displaying Deposit Balance on Customer Statements and Remittance Slips](#).

Customers complete the information and detach the remittance slip to remit with their payment.

When you receive the payment, the enclosed remittance slip details the payment method and how the customer intends for the payment to be applied, such as to specific invoices or to the statement balance.

To print a remittance slip with your invoices and statements:

1. Go to > Setup > Company > Preferences > Printing and Fax (Administrator).
2. Check the **Print Remittance Form with Invoices & Statements** box in the **Transactions** column.
3. Click **Save**.

Printing Remittance Forms

You can print a remittance slip on invoices and statements to help customers make payments to you. A remittance slip also helps you track incoming payments.

The remittance slip details information the customer needs to make a payment. Customers complete the information and detach the remittance slip to remit with their payment.

When you receive the payment, the enclosed remittance slip details the payment method and how the customer intends for the payment to be applied, such as to specific invoices or their statement balance.

To activate Print Remittance Slip with Invoices & Statements:

1. Go to Setup > Company > Preferences > Printing and Fax (Administrator).
2. Click the **Printing** subtab.
3. Check the **Print Remittance Slip with Invoices & Statements** box.
4. Click **Save**.

Now, your printed invoices and statements show a remittance slip.

To customize remittance slips, go to Customization > Forms > Transaction Forms . On the Custom Transaction Forms page, click Customize next to Standard Remittance Slip.

Chapter 2 Invoices

- [Custom Workflow Based Invoice Approval](#)
- [Global Invoicing Preferences](#)
- [Creating an Invoice](#)
- [Choosing an Invoice Type](#)
- [Using Billing Operations](#)
- [Billing or Invoicing a Sales Order](#)
- [Invoicing Billable Customers](#)
- [Progress Invoices](#)

Invoices Overview

An invoice is a record of a sale to a customer. Invoicing is the process of creating bills for goods and services that customers receive. Record an invoice when payment is not received at the time of delivery. The invoice amount is the total due to be paid to you by the customer.

The invoice indicates terms of payment that specify when you expect to receive the money owed to you. Invoice aging tracks how long the amount has been due as payable. NetSuite keeps track of your outstanding invoices in an account called Accounts Receivable.

All sales in NetSuite involve items from your Items list. Each invoice consists of multiple line items whose sales amounts add up to the total of the invoice. In companies with the most basic billing procedures, items are chosen at the time of sale by clicking Items in the middle of the Invoice page.

Note: Partially fulfilled Item Groups and partially fulfilled Kit/Packages display a quantity of zero (0) on printed invoices.

Companies that bill costs back to customers have additional sections where they can identify billable costs, mark them up and add them to invoices.

Important: The total number of lines per transaction cannot exceed 200.

To enter an invoice, go to Billing > Sales > Create Invoices.

Invoice in Advance of Fulfillment

If you want to create invoices for a whole order even if the order hasn't been completely fulfilled, enable the **Invoice in Advance of Fulfillment** preference. Then, even if you ship only part of an order, you can create an invoice or cash sale for the entire order. For information on enabling this preference, read the help topic [Setting Accounting Preferences](#).

Note: If an item is manually added to an invoice, the on-hand quantity displayed for the item on the invoice and on any linked fulfillments shows the corresponding reduction.

Custom Invoice Forms

To create a custom invoice form or modify your invoice layout, go to Customization > Forms > Transaction Forms (Administrator).

Custom Workflow Based Invoice Approval

You can create a custom or standard workflow for invoice approvals. A custom workflow offers the maximum flexibility for processing approvals. For more information, read the help topic [Using Custom SuiteFlow Workflows for Approval Routing](#)

Invoice Approval Workflow

You can use SuiteFlow to create your own custom workflow to process invoice approvals.

To use SuiteFlow to create a custom workflow for invoice approvals, you must first enable approval routing for invoices. To enable approval routing for invoices, go to Setup > Accounting > Preferences > Accounting Preferences (Administrator). On the **Approval Routing** subtab, check the **Invoices** box. For more information on approval routing, read the help topic [Approval Routing](#).

You must use SuiteFlow to create a workflow to apply to your invoices. To create workflows using SuiteFlow, you must enable SuiteFlow. To enable SuiteFlow, go to Setup > Company > Enable Features. Click the **SuiteCloud** tab, and then check the **SuiteFlow** box. Be sure to click **Save**.

For workflow based invoice approvals, you must create a custom workflow.

Consider including the following options in your invoice approval workflow:

- Hierarchical or custom routing rules
- Email notifications that include links to drill down to records for approval
- Approve and Reject buttons
- Respecting approval limits
- Updating the Approval Status and Next Approver fields on records
- Preventing pending approval records from being edited
- Designating an alternate approver.

To complete a basic invoice approvals workflow:

1. Go to Customization > Scripting > Workflows > New (Administrator).
2. Under Basic Information:
 - In the **Name** field, enter **Invoice Approval**
 - In the **Record Type** field, select **Transaction**
 - In the **Sub-Types** field, select **Invoice**
 - In the **Release Status** field, select **Released**
3. Under Event Definition:
 - Check the **On Create** box
 - In the **Context** field, select **CSV Import** and use Ctrl+click to also select **User Interface**
4. Click **Save**.
5. Double-click **State 1** to open the Workflow State page.
6. In the **Name** field, enter **Pending Approval**, and then click Save.
7. In the bottom, right side of the page, click **New Action**.
8. Click **Set Field Value**.
9. On the Workflow Action page:
 - Under Parameters, in the **Field** field, select **Approval Status**
 - Under Value, select **Static Value**
 - In the **Selection** field, click the double arrows, select **List**, and then select **Pending Approval**
 - Click **Save**
10. Click **New Action**.
11. Click **Add Button**.
12. In the **Event Type** field, select **View**.
13. In the Parameters section, enter **Approve** in the **Label** field.
14. Click **Save**.
15. In the Workspace, click **New State**.
16. Double-click **New State** to open the Workflow State page.

17. In the **Name** field, enter **Approved**, and then click **Save**.
18. In the Diagram frame, click **Approved**.
19. Click the **Actions** subtab, and then click **New Action**.
20. Click **Set Field Value**.
21. Under Parameters, select **Approval Status** in the **Field** field.
22. Under Value:
 - Select **Static Value**
 - In the **Selection** field, click the double arrows, select **List**, and then select **Approved**
23. Click **Save**.
24. Click the Transitions subtab, and then click **New Transition**.
25. Under Basic Information, select **Pending Approval** in the **To** field.
26. Under Condition, select **Approve** in the **Button** field.
27. Click **Save**, and then click **Save** again.

Note: If you use SuiteFlow for invoice approval, all invoices are created with a Pending Approval status by default.

You can always manually set an invoice to an approved status for basic approvals.

Transactional Impact for Workflow Based Invoice Approvals

Sales Orders. For invoices created against a sales order, the sales order status changes from Pending Billing to Fully Billed.

Payments. If an invoice is not approved, it does not appear in the customer payment queue. When approved, the invoice displays in the customer payment queue.

Inventory-standalone invoices. When pending approval invoices are created, there is no inventory impact. When the approval status changes to approved, quantity on-hand and quantity available are both decremented.

Inventory-Advanced Shipping. When Advanced Shipping is on, pending approval invoices created against sales orders have no inventory impact. When Advanced Shipping is on and when the approval status of an invoice changes from pending approval to approved, quantity on-hand is decreased at the location, inventory number, and bin level. Quantity available is decreased at the inventory numbers level if inventory numbers are not entered on the sales order.

Accounting. Transaction are non-posting until their state changes from pending approval to approved.

Revenue recognition. When invoices require approval, related revenue recognition schedules are not created until the approval is obtained.

The Invoice Approval Workflow manages the validation and approval routing of an invoice before it is issued to a customer. It executes predefined criteria to determine whether or not an invoice requires approval. Only incorrect or questionable invoices are required for review by a supervisor or billing manager.

The following validations are executed by the Invoice Approval Workflow:

- Identification of a customer's first invoice
- Customers with a credit hold on the account
- Validation of payment terms on the invoice against the customer record
- Validation of tax amount on the invoice
- Identification of flagged customers

For more information about the validations, see [Invoice Approval Workflow Exception Criteria](#).

You have the option of customizing the workflow and select only the criteria that suits your business needs. As an additional process in invoice processing, learn about the impact of workflow-based approval on other transactions in the topic, [Transactional Impact for Workflow Based Invoice Approvals](#).

Availability

The Invoice Approval Workflow is part of the NetSuite Approvals Workflow SuiteApp. To purchase the SuiteApp, contact your account manager.

Setting Up the Invoice Approval Workflow

Prerequisites

Before installing the Invoice Approval Workflow, as an Administrator, be sure to enable the following features and preference:

- Go to Setup > Company > Enable Features, and enable the following:
 - On the **Employees** tab, check the box for **Approval Routing**.
 - On the **SuiteCloud** tab, check the box for **SuiteFlow**.
- Go to Setup > Accounting > Accounting Preferences. On the **Approval Routing** tab, check the box for **Invoices**.

For more information on enabling features and preferences, see the help topic [Enabling Features](#).

Installing the Invoice Approval Workflow

The Invoice Approval Workflow is included in the NetSuite Approvals Workflow SuiteApp. Users with the existing SuiteApp can verify if they have the upgraded version by going to Customization > SuiteBundler > Search & Install Bundles > List. On the Installed Bundles page, look for the SuiteApp with the following details:

- Bundle Name: **NetSuite Approvals Workflow**
- Bundle ID: 16707

Click the link for the SuiteApp to open the Bundle Details page and look for the Invoice Approval Workflow under the **Components** tab. If you still need to install the SuiteApp, use the same details to search for it on the Search & Install Bundles page. For more information on installing bundles, see the help topic [Installing a Bundle](#).

Note: This is a managed SuiteApp and is automatically updated whenever there are upgrades. Issue fixes and enhancements are available after the SuiteApp is updated in your account.

Setting Up Roles and Permissions

Upon installation, the following roles are automatically provided Full access to Invoice Approval:

- CEO
- CFO
- Accountant
- Accountant (Reviewer)
- Bookkeeper
- Warehouse Manager

Important: Be sure to designate a supervisor, to take the role of approver, for each invoice creator. For information about assigning supervisors, see the help topic [Assigning a Supervisor to an Employee](#).

For more information on assigning roles and permissions, see the help topic [Customizing or Creating NetSuite Roles](#).

Running the Invoice Approval Workflow

After installing or creating your custom Invoice Approval Workflow, you have to run it by updating the release status.

To run the Invoice Approval Workflow:

1. Go to Customization > Scripting > Workflows (Administrator).
2. On the list of workflows, click the Edit link for Invoice Approval Workflow.
3. On the right navigation pane, click the pencil icon for the **Workflow** tab.
4. If you are running the original workflow, click **Change Status**. If you are running your custom workflow, skip this step.
5. On the Workflow page, select **Released** in the **Release Status** field.
6. Click **Save**.

After running the workflow, when you return to the list of workflows, the release status for Invoice Approval Workflow should display **Released**. For more information about running a workflow, see the help topic [Release Status](#).

Customizing the Invoice Approval Workflow

You can modify the Invoice Approval Workflow by enabling only the features that suit your specific business requirements. You can choose which exception criteria to execute in your custom workflow, reorder the sequence of actions, and add more components to the workflow.

When planning your customization, you can review the states and exception criteria in these topics:

- [Invoice Approval Workflow States](#)
- [Invoice Approval Workflow Exception Criteria](#)

To begin the customization, you must create a copy of the workflow. On the workflow page, point to the More link and then click Make Copy. The default workflow states, actions, and other components are copied to your custom workflow. The exception criteria and fields appear in their default settings. For more information, see the topic *Copying a Workflow*. For instructions on customization, see the following topics:

- [Creating a Custom Invoice Approval Workflow](#)
- [Disabling Exception Criteria](#)

After completing your customization, you must run the workflow. For instructions on running the workflow, see [Running the Invoice Approval Workflow](#).

Invoice Approval Workflow States

The Invoice Approval Workflow is initiated upon creation of an invoice record. It verifies that the account of the invoice creator has a designated supervisor before the invoice can proceed to the initial state. After the invoice has entered the workflow, it is further validated and processed, depending on the conditions that are set for each state.

Note: Invoices without an identified approver are automatically approved, since they cannot be routed for approval.

Approval Routing Feature Check

In the Approval Routing Feature Check state, the workflow verifies that the **Approval Routing** feature is enabled in the account used to submit the request. If the feature is enabled, the invoice is processed for validation using the exception criteria.

For more information about the required features and preferences, see [Setting Up the Invoice Approval Workflow](#).

Invoice Validation

In the Invoice Validation state, the approval status of the invoice is set to **Pending Approval**. The invoice is verified against the exceptions. If one or more exceptions are identified, the invoice is routed for approval. The corresponding message for each exception is added to the transaction, which can be reviewed by the approver. Transactions with no exception are automatically approved.

For more information about the exceptions, see [Invoice Approval Workflow Exception Criteria](#).

Pending Approval

When it has been determined that an invoice requires approval, it is transferred to the Pending Approval state. The supervisor of the invoice creator is notified through email of the request to be approved.

Both the **Approve** and **Reject** buttons are enabled for the approver. The **Show Exceptions** button is also enabled to display the list of identified exceptions. The invoice is transferred to another state depending on the action of the approver. The record is locked for editing while the invoice is on **Pending Approval** status. At this point, only the administrator can make changes to the record.

Rejected

Requests that are not approved by the supervisor are sent to this Rejected state. The invoice creator is sent an email to be notified of the status of the request.

A rejected invoice can be updated by another user with access to the record, besides the invoice creator. The **Resubmit** button is enabled for these users. When resubmitted, the invoice goes through the Approval Routing Feature Check state again to start the validation.

Approved

Requests are transferred to this state when any of the following conditions have been met:

- The invoice has been approved by the supervisor.
- When no exceptions have been identified on the invoice.

The invoice creator is notified of the approval through email.

Show Exceptions

From the Pending Approval state, the invoice can transition to the Show Exceptions state to allow the approver to view the list of identified exceptions. The **Show Exceptions** button is enabled on the specific invoice record, at the Pending Approval state. After an invoice goes through the Show Exceptions state, it is returned to the Pending Approval state.

Invoice Approval Workflow Exception Criteria

When a request enters the Invoice Approval Workflow, it is validated against a specific set of exceptions to determine if it requires approval. The list of exceptions described in this section are all executed within the Invoice Validation state. For more information about the workflow states, see [Invoice Approval Workflow States](#).

- **Credit Hold:** The workflow validates the account of the customer associated with the invoice. If there is a credit hold on the account, invoices for this customer will require approval.
- **Terms Validation:** Comparison is made between the invoice and the customer record. If the payment terms are not the same, the invoice is routed for approval.
- **Tax Amount Exception:** The workflow verifies the tax amount on the invoice. If there is no value for the tax amount, the invoice will require approval.
- **Flagged Customers:** The customer record associated with the invoice is validated. Invoices from those flagged as a new customer, for example, are routed for approval.
- **First Invoice:** The workflow verifies that there are no previous invoices for the customer. If an invoice is tagged as the customer's first invoice, it will require approval.

If you do not need all of these exceptions to be run by the workflow, you have the option of disabling some of them. For instructions on how to disable exceptions, see [Disabling Exception Criteria](#).

Creating a Custom Invoice Approval Workflow

The instructions in this section show you how to edit or add conditions, actions, transitions, and other components of the Invoice Approval Workflow. The customization is done mostly

within the workflow states. To learn more about the states, [Invoice Approval Workflow States](#). For more information about workflow customization, see the help topic [Editing a Workflow](#). For more options on customization, see [Disabling Exception Criteria](#).

Note: When modifying the workflow components or reordering the sequence of actions, take note of any dependent conditions or triggers that may affect the flow of processing.

After creating your custom workflow, you have to disable the original Invoice Approval Workflow in case it is still running. To do so, change the release status to **Not Running**. When the original workflow is already disabled, you can run your custom workflow by setting its release status to **Released**. For instructions on running a workflow, see [Running the Invoice Approval Workflow](#).

Modifying a condition

You can edit or add a condition for a workflow, group, action, and transition. On the workflow or state page, click the Edit link for the component to be customized. The specific component page contains the Condition section where you can edit or add a condition.




The screenshot shows the 'Workflow State' page for 'Invoice Approval Workflow (2)'. The 'Condition' section is active, showing the 'Visual Builder' radio button selected. The condition text is 'Next Approver Is Not Empty'. The 'Basic Information' section shows the state is 'Pending Approval' and the type is 'Send Email'.

Workflow State	
Workflow Action	
<div>Save Cancel Make Copy Change ID Actions</div>	
<div>Basic Information</div> <div>WORKFLOW Invoice Approval Workflow (2)</div> <div>STATE Pending Approval</div> <div>TYPE Send Email</div> <div>SCRIPT ID workflowaction_iaw_act_emailnxtapp</div>	<div>Condition</div> <div>USE <input checked="" type="radio"/> VISUAL BUILDER <input type="radio"/> CUSTOM FORMULA</div> <div>CONDITION Next Approver Is Not Empty</div>

On the Condition section, you have the option to use the Visual Builder or enter your own formula. To edit or add using the Visual Builder, click the Visual Builder icon located beside the **Condition** field. To use the formula, make sure that the **Custom Formula** radio button is selected. In the **Formula** field, enter the new formula or edit the existing one. For more information on adding and editing conditions, see the help topic [Working with Conditions](#).

Reordering an action

Actions are listed within the state where they are executed. On the Workflow State page, drag and drop the action before or after another one.

Actions • Transitions • Fields •									
Move To Top		Move To Bottom		New Action		New Group			
EDIT	NAME	PARAMETERS	TRIGGER ON	EVENT TYPE	CONTEXT	CONDITION	FORMULA	SAVED SEARCH	DELAY
 Edit	Set Field Value	Approval Status=Pending Approval	Entry						
 Edit	Set Field Value	State : invoice creator=Workflow : [IAW] Invoice Creator	Entry						
 Edit	Send Email	To: Next Approver, Subject: Invoice {tranid} for Approval	Entry			Next Approver Is Not Empty			

Another way to reorder is by editing the specific Action page. On the Workflow State page, click the Edit link for the action to be reordered. On the Workflow Action page, in the **Insert Before** field, select the action that should come after the one to be transferred. For more information, see the help topic [Reordering Actions](#).



On the Workflow State page, you can also add a new action to the state. Click the **New Action** button to start creating an action. For more information on workflow actions, see the help topic [Working with Actions](#).

Changing an exception message

You can set up or modify an existing exception message within the workflow state where its action is executed.

To change an exception message:

1. On the Workflow State page, click the Edit link for the NAW Create Exception Record WS action.
2. On the Workflow Action page, in the Parameters section, enter the new message in the Value column for the **exception** field.

Workflow State		
 Edit	Set Field Value	Workflow : [IAW] exception flag=T
 Edit	NAW Create Exception Record WS	exception=There is no tax amount on the invoice.,record ID=Workflow : [IAW] Exceptions Record ID (Into Workflow : [IAW] Exceptions Record ID)

3. Click **Save**.

Disabling Exception Criteria

By default, all exception criteria are enabled and executed by the workflow. You have the option of disabling those that do not suit your business requirements. In effect, this shortens the duration of the workflow run for each invoice. This is done by changing the property of the field that is associated with the exception.

Other guidelines and instructions for customizing the workflow can be found in these topics:

- [Customizing the Invoice Approval Workflow](#)
- [Creating a Custom Invoice Approval Workflow](#)

To disable exception criteria:

1. On the **Workflow** tab of the context panel, click the **Fields** subtab.
2. Click the pencil icon for the exception criteria field to be edited.

Exception fields are identified by the [PREF] prefix, for example, [PREF] Terms Validation.

Important: The **Fields** subtab also shows fields with the [IAW] prefix. To avoid disrupting the workflow process, make sure that those fields are not changed or deleted.

The screenshot shows the 'Workflow' context panel with the 'Fields (10)' subtab selected. The list of fields includes:

- [IAW] Exceptions Record ID
- [IAW] Invoice Approval Routing
- [IAW] Invoice Creator
- [IAW] Is Customers First Invoice
- [IAW] exception flag
- [PREF] Customer 1st Invoice Validation
- [PREF] Customer Invoice Needs Approval
- [PREF] Customer Validation
- [PREF] Tax Amount check
- [PREF] Terms Validation (with edit and delete icons)

At the bottom, there is a '+ New Workflow Field' button.

3. On the Workflow Field page, click the **Validation & Defaulting** subtab.
4. Clear the **Default Checked** box.
5. Click **Save**.

To help you decide which criteria to execute in your custom workflow, refer to the complete list in the topic, [Invoice Approval Workflow Exception Criteria](#). For more information on workflow fields, see the help topic [Workflow Custom Fields](#).

Using the Billing Tab and Dashboard

Use the Billing tab and dashboard to increase productivity for accounts receivables (A/R) professionals. The billing dashboard provides a consolidated view and place to process, analyze, and review a large number of invoices.

Using the A/R Clerk role, access the billing dashboard by going to Billing > Billing Overview. The Billing tab is available to all standard and customized roles created from the Accounting Center. Depending on your permissions, the list of tasks, menu options, and reminders available is varied. This feature does not have to be enabled as it is automatically available with the A/R Clerk role. Like other NetSuite dashboards, you can customize the portlets, meters, and metric that show in your billing dashboard.

Depending on your permissions, you can access the following options from the Billing tab:

- [Using Saved Searches](#)

From here you can access the following reports:

- Customers by Open A/R Balance
- Customers by Outstanding Balance
- Customers by Unbilled Orders

- Sales

From here you can:

- [Creating an Invoice](#)
- [Entering a Cash Sale](#)
- [Billing Sales Orders](#)
- [Invoicing Billable Customers](#)
- [Generating Statements](#)

- Billing Operations

From here you can:

- *Process billing operations*
- *Using Billing Operations*
- [Creating Terms of Payment](#)
- [Access to Reports](#)

By default and based on your permissions, the billing dashboard shows the following reminders:

- Invoices to Approve
- Invoices Overdue
- Invoices to Print
- Invoices to Reject

New reminders available as of Version 2016 Release 2 but do not display by default include:

- Invoices to Approve Due to Credit Hold
- Invoices to Approve Due to Unknown Tax Amount
- Invoices to Approve to Inconsistent Payment Terms

Based on your permissions, the billing dashboard Quick Links provide easy access to:

- Customer saved searches
- Billing-related tasks
- Billing-related setups
- Reports

Based on your permissions, billing dashboard KPIs and Trend Graphs include:

- Receivables KPI meter
- Receivables KPI list
- Monthly receivables trend graph

Based on your permissions, the billing dashboard Worklists include:

- Invoices Pending My Approval
- Billing Operations From Last 5 Days

For additional information on dashboards and portlets in NetSuite, see the help topic [Personalizing Dashboards](#).

Global Invoicing Preferences

Use the Invoicing Preferences page to determine the way billable lines appear on invoices. To set invoicing preferences, go to Setup > Accounting > Preferences > Invoicing Preferences (Administrator).

As you select options in various combinations, a preview at the bottom of the page reflects how invoices appear using the settings. You can select and deselect options until the Preview section reflects they way you prefer for invoices to show.

When the Preview section accurately reflects your preference for the appearance of invoices, click Save.

The following options are available from the Invoicing subtab.

- **Combine Time Items on Invoices**

Check this box to group time items into one total on invoices.

For example, if one employee reports 8 hours of data entry for 20 days to the same customer, the customer will see 160 hours of time at the billable rate on the invoice.

Note: You must enable this preference to also enable the Group Time by Employees preference.

- **Group Time by Employee**

Check this box to group billable time by employees when you combine time items on invoices.

When you enable this preference, you can select Employee as a grouping criteria on invoices when billable time exists with the same employee, service item, and rate. Then, when you print the invoice, the time for each employee is combined in one line.

Note: You must enable Combine Time Items on Invoices to use this preference.

- **Combine Expense Items on Invoices**

When you enable this preference, expense items are combined into one total on invoices.

If billable expenses have the same expense category, they are grouped on the printed invoice. Also, the memo field can be edited for only the first entry listed in each category.

- You can enter a different rate for each line.
- If a billable expense line does not identify a category, it is not grouped.

When you clear this box, each billable expense is separate on the invoice and they are not grouped on the printed invoice. You can enter different rates and memos for each expense.

- **Group Expenses by Employee**

This preference groups billable expenses by employees when you combine expense items on invoices.

When you enable this preference, you can select Employee as a grouping criteria on invoices when billable expenses exist with the same employee, service item and rate. Then, when you print the invoice, the expenses for each employee are combined in one line.

- **Combine Billable Items on Invoices**

Check this box to combine expense items into one total on invoices.

For example, if one employee enters a \$50 expense for 5 days that is billable to the same customer, the customer will see \$250 in expenses on the invoice

- **Group Billable Types on Invoices**

When you check this box, similar billable charges are grouped together with their subtotals on your customers' invoices. All billable items, time, and expenses are grouped together by type.

For example, an invoice will show Billable Group as a heading with line items for billable time and a billable time total.

A Billable Group heading and total will also show for billable expenses and for billable items.

- **Show Billable Subtotals on Invoices**

Check this box to show subtotals for grouped billable lines on invoices. Billable time, expenses or items are grouped together by item or category name. Then, these items are grouped with subtotals when you print, e-mail or fax the invoice.

For example, if you enter two expense reports for air travel to bill back to a customer, they are grouped as one total. If you enter another expense report for meals, the expense is still listed separately from the air travel charges.

Billable lines are grouped and subtotaled regardless of whether a markup or discount is applied.

Note: When you choose to add billable subtotals, the subtotal is calculated for the column used to sort the billable list. The secondary sort is by the previously sorted column. For example, to sort and subtotal by project then by category, click on the category header then the project header.

You can change the order of billable items, expenses, and time by customizing the invoice form to reorder the lists under the lists tab. To customize invoices, open the invoice and click the Customize button.

The following options are available from the Charge subtab.

- **Group Charges By**

Use the drop down list to choose the field you want to use to group charges on invoices. When you generate a customer invoice, all charges with the same information in the selected field are combined on a single line on the invoice.

Note: When you bill charges on the Invoice Billable Customers page, a separate invoice is created for each grouping. The invoices created include line items for each grouped charge.

- **Map To**

If you are grouping charges based on a custom field, use the drop down list to select the invoice field to which you want to map that custom field. When an invoice is created, the information in that custom field populates the field you select.

- **Automatically Add Charges to Invoices, Cash Sales, Credit Memos, and Cash Refunds**

Check this box to automatically load all charges associated with invoices, cash sales, credit memos, and cash refunds. Selecting this box may have an impact on system performance.

Note: If you do not check this box, you have the option to add charges on these transaction types by clicking the Add Charges button on the transaction form.

Invoicing Preferences for Individual Forms

In addition to the company-level settings for invoicing preferences, you can set preferences for invoicing options on customized forms.

For example, you can customize a service invoice form that uses invoicing preferences that are different than the company-level preferences set for other invoice forms. The customized service invoice can group time items even if all other invoices do not.

To set invoicing preferences for individual forms, go to Setup > Customization > Forms > Transaction Forms (Administrator), and click Customize next to the form. On the Preferences subtab, invoicing preferences for this form can be chosen based on the setting for the **Use Defaults** box.

- Clear the Use Defaults box to allow invoice presentation settings that are individual to this form. The company settings are selected by default, but you can change the settings by checking boxes on this tab.
- If you check the Use Defaults box, the invoice presentation determined by company-level settings are also used on this custom form. Then, the settings cannot be changed on this subtab, they must be set at the company level only.

Note: Company level settings are set at Setup > Accounting > Preferences > Invoicing Preferences.

If the Use Defaults box is clear, you can choose invoice settings for the form.

Classes and Preferences

The billable lines on an invoice get assigned the class from the corresponding to the purchase transaction if you **do not** enable these preferences:

- Combine Time Items on Invoices
- Combine Expense Items on Invoices
- Combine Billable Items on Invoices

When these are disabled, each individual billable line gets its own general ledger line. You can see these billable lines in the GL Impact page. To view this, click the GL Impact link at the top of the form.

However, if you do enable these preferences, no class is populated on billable lines unless you assign a class to the entire invoice at the transaction body level.

Creating an Invoice

An invoice is a record of sale to a customer. Enter an invoice when payment for goods or services is not received at the time of delivery.

Record sales on invoices by adding each item sold from your Items list. Each invoice consists of line-items and their sales amounts. The sum of all sales amounts on an invoice equals the total amount the customer owes.

Note: The fields described below show on standard invoice forms. To create a custom invoice form, go to Setup > Customization > Forms > Transaction Forms (Administrator).

To create an invoice:

1. Go to Billing > Sales > Create Invoices.
2. Under Primary Information:
 - a. In the **Custom Form** field, select the invoice form you want to use. Invoice forms can be standard or customized.
 - b. Accept or enter the invoice number in the **Invoice #** field.

- c. In the **Customer** or **Project** field, select the appropriate customer or project.
- d. Accept or enter the date in the **Date** field.

Note: If you later edit the date on an invoice, the new date also becomes the due date, whether or not the due date value was previously set.

- e. In the **Start Date** field, if you use Advanced Billing, enter the creation date for the first invoice.
- f. In the **End Date** field, enter the date this invoice is no longer valid.
- g. If you use accounting periods, select the posting period for this invoice.
- h. In the **Due Date** field, enter the invoice due date.
- i. In the **PO#** field, enter any customer purchase order number associated with this invoice.
- j. In the **Memo** field, enter a memo to identify this invoice.

When you use the Search Transactions feature, you can search for specific words and phrases in the Memo field.

3. Under Sales Information:

- a. Select the sales reps associated with this invoice.

Associate sales reps with this transaction in one of the following ways:

- If you do not use the Team Selling feature, select the sales rep or sales group in the **Sales Rep** field.

The sales rep or sales group associated with the customer on this transaction is chosen by default.

- If you use the Team Selling feature, click the **Sales Team** subtab.

Select the sales team for this transaction. For more information, see the help topic [Associating Sales Teams with Customers and Transactions](#).

- b. In the **Opportunity** field, select the opportunity associated with this invoice.

You can change the sales effective date for this transaction. The sales effective date determines which commission plan and historical sales team this transaction applies to.

- c. Check **Exclude Commissions** to exclude this transaction and its subordinate transactions from inclusion in all commission calculations. For example, selecting this box on a sales order excludes the sales order and the resulting invoice from all commission calculations for all sales people.

- d. In the **Lead Source** field, select the source of the lead for this invoice. If you use Marketing Automation, select the campaign you want to associate with this transaction's revenue.
- e. The partner associated with this customer appears in the Partner field. You can choose a different partner.

If you have enabled the Multi-Partner Management feature, you can associate partners with this transaction on the Partners subtab. For more information, see the help topic [Associating Partners With Customers and Transactions](#).

- f. Under **Classification**, select a subsidiary, department, class, or location to associate with the invoice.

The Invoice page includes several subtabs. For more information on invoice subtabs, see the links in the following list:

- The [Adding Items on a Sales Transaction](#) subtab.
- The [Entering Shipping Information on a Sales Transaction](#) subtab.
- The [Adding Billing Information to a Transaction](#) subtab.
- The [Entering Accounting Information on a Sales Transaction](#) subtab.
- The [Entering Relationships on a Transaction](#) subtab.
- The [Associating Sales Teams with Customers and Transactions](#) subtab.
- The [Entering Communication Information on a Transaction](#) subtab.

You can also bulk invoice customers for costs you incur for billable expenses, items, and time when you use the Bill Costs to Customers feature. For more information, read [Invoicing Billable Customers](#).

Choosing an Invoice Type

NetSuite has four standard invoices types:

- **Finance Charge** – Use this only for assessing finance charges, not for normal products and services. It includes the date, finance charge number, bill-to address, terms, due date, project, item, description, amount, and total.
- Note:** This invoice type does not show in the list for UK accounts.
- **Product** – This includes all the information from the standard service invoice. In addition, it includes the ship-to address, sales representative, ship date, FOB, and unit price.
 - **Professional** – This is the simplest design. It includes the date, invoice number, bill-to address, terms, due date, project, item name, description, amount, tax, and total.

- **Service** – This includes all the information from the standard professional invoice. In addition, it includes the PO# and itemizes a quantity and rate for each line item in the body of the form.
- **Progress** – Use progress billing to bill for portions of projects as they are completed. It includes the date, invoice number, bill-to address, terms, due date, PO#, sales rep, end date, shipping information, item name, current percentage completed, description, amount, and a percentage of the total cost.

To select an invoice type:

1. Go to Billing > Sales > Create Invoices.
2. Under Primary Information, in the **Custom Form** field, select a standard invoice or an invoice form you have customized.
3. Continue to fill out details on the Invoice page.
4. When you have finished, choose one of three options to post the information to your NetSuite account:
 - Click **Save** to submit the information and return to the Transactions page.
 - Click **Save & New** to submit the information and return to another blank Invoice page.
 - Click **Print** to save the information and immediately print the invoice form you just created.

Custom Invoice Forms

To create a custom invoice form, go to Customization > Forms > Transaction Forms (Administrator).

Using Billing Operations

Billing Operations provide automation tools for billing managers and account receivables professionals. To access Billing Operations as an administrator, go to Transactions > Billing > Billing Operations. To access Billing Operations using the A/R clerk role, go to Billing > Billing Operations.

You must enable Billing Operations to use these features.

To enable billing operations:

1. Go to Setup > Company > Enable Features (Administrator).
2. Select the **Transactions** subtabtab.
3. Under **Billing**, check the **Billing Operations** box.

4. Click **Save**.

After enabling Billing Operations, new Billing menu options for Process Billing Operations and Schedule Billing Operation are available from the Transactions tab if you are an administrator; if you are using the A/R clerk role, the new options are available from the Billing menu.

Viewing and Creating Bill Runs

You can view and create bill runs by going to Billing > Billing Operations > Process Billing Operations. After bill run schedules are created, you can review them. In addition, you can view all bills being created during the times you scheduled.

When viewing a list of bill runs, you can view a list of all invoices and cash sales by clicking the Submission ID column.

To create a new bill run:

1. Go to Billing > Billing Operations > Process Billing Operations.
2. Under Primary Information, enter an optional description for the bill run schedule.
3. To offset the bill run, enter the number of days to offset.

To offset back, use a negative number, for example, -2. To schedule a bill run that depends on usage for an entire calendar month, and to provide a 2 day buffer to ensure all the data is included, set the bill run to execute on the 2nd of every month with an offset of -2 days, resulting in a bill run on the second of the month that is billed as the last day of the month.

Tip: When testing subscription billing, you can set the offset forward to generate recurring charge records (but not usage records).

4. Under Customer, select a **Customer** or **Group** from the dropdown list or check the **All Customers** box.
5. Under Billables, select the types of transactions for which you want to create bills.
6. Under Accounting, indicate if a credit card is approved.

Note: This field is used to indicate that a credit card was used outside of NetSuite to pay for the transaction, and you want to record the transaction in NetSuite.

7. Under Communication, indicate whether bills should be printed, emailed, or faxed.
8. Click **Run**.

Creating Billing Groups

A billing group is a group of customers for which you want to create bills. Billing groups can be dynamic or static. For more information on groups, read the help topic [Working with Groups](#). You can change any group into a billing group by checking the Billing Group box on the group.

Dynamic group membership changes to include anyone that meets the criteria defined in a saved search. You can create a dynamic group from an existing saved search or you can create a new saved search when you create the group.

The membership of a static group remains constant. You can create static groups by selecting members from lists and with a search. You can add or remove members from a static group at any time.

Note: You cannot create a static group with more than 10,000 members. For groups larger than 10,000, you must create a dynamic group.

To create a dynamic billing group

1. Go to Lists > Relationships > Billing Groups (Administrator).
2. Select the **Dynamic** radio button.
3. Select the kind of members you want to include in the group by choosing from the dropdown list.
4. Click **Continue**.
5. Enter a name for this group.
6. Select an existing saved search from the **Saved Search** field. For more information on saved searches, see the help topic [Using Saved Searches](#).
7. If the owner of this group is someone else, select that person in the **Owner** field.
8. If this group shares an email alias, enter the email address in the **Email** field.
9. Enter other information about this group in the **Comments** field.
10. Check the **Private** box if you want only members of this group to be able to see this group and its membership.
11. If you want to restrict access to this group to members of another group, select the group in the **Restrict To** field. Restricted groups cannot be marked private.
12. To allow only the owner of the group to modify the group, check **Restrict Group Editing to Owner**. Otherwise, anyone with access to the group can modify it.

Note: The **Billing Group** box is checked by default and is read only.

13. Click **Save**.

Now, every time a record of this type is created, it is added to this group if it matches the criteria in the saved search.

To create a static billing group

1. Go to Lists > Relationships > Billing Groups (Administrator).

2. Select the **Static** radio button.
3. Choose the kind of members you would like this group to contain.
4. Click **Continue**.
5. Enter a name for this group.
6. If the owner of this group is someone else, select that person in the **Owner** field.

Only the owner can add and remove members or delete this group.
7. If this group shares an email alias, enter the email address in the **Email** field.
8. Enter other information about this group in the **Comments** field.
9. Check the **Private** box if you want only members of this group to be able to see this group and its membership.
10. If you want to restrict access to this group to members of another group, select the group in the **Restrict To** field. Restricted groups cannot be marked private.

Restricted groups can only be used by members of the group you select in the Restricted To field.
11. To allow only the owner of the group to modify it, check **Restrict Group Editing to Owner**. Otherwise, anyone with access to the group can modify it.

Note: The **Billing Group** box is checked by default and is read only.

12. On the Members subtab, do one of the following:
 - To add individual members, enter part of a member's name in the **Name** column, and press **Tab**. Select a member, and click **Add**. Repeat these steps for each member.
 - Click **Add With Search** to enter search criteria for the members you want to add.

You can use more than one of these methods to add members to the same group. For example, you can select a few members individually and then add all the members that meet search criteria.
13. Click the **Files** subtab if you would like to attach a file to the group.
14. Click the **Notes** subtab to add any notes about this group.

To add a member to this group, open the group record. On the Members subtab, use one of the methods in step 12 to add a member.

To remove a member from this group, open the group record. On the Members subtab, click the name of a member, and click Remove.

To deactivate a billing group, open the billing group record, check the Inactive box, and then save the record.

Creating and Managing Bill Run Schedules

After creating Billing Groups, you can create bills for a group of customers on a predefined, scheduled basis. When creating a bill run schedule, you can define parameters such as what bills get created, which customers should be selected for invoicing, and the frequency for invoice creation. After you have set a schedule, bills are created at the scheduled time. You can view all bills being created by going to Billing > Billing Operations > Process Billing Operations > Status.

To create a bill run schedule:

1. Go to Billing > Billing Operations > Process Billing Operations
2. Under Primary Information, enter a name and description for the bill run schedule. If you do not want to make the bill run schedule active right away, check the **Inactive** box.
3. Under Schedule, setup a schedule for the bill run.
4. Under Billing Operation Operations, check the **Bill Run** box.
5. Under Billables, select the types of transactions for which you want to create bills.
6. Under Accounting, indicate whether the credit card is approved..
7. Under Communication, indicate whether bills should be printed, emailed, or faxed.
8. Click **Save**.

Billing or Invoicing a Sales Order

Billing a sales order creates a record of debt owed to you by your customer for a sale. When you bill a sales order, your accounts receivable ledger increases by the amount of the bill.

Usually, customers are billed for a sale when the items on the order are shipped. When you ship the items, you bill the customer. The process you use to bill customers depends on if you use the Advanced Shipping feature:

- **Without Advanced Shipping**, you use a single transaction to fulfill and bill sales orders at the same time. Fulfilling a sales order automatically creates a bill based on the fulfillment. You can partially fulfill a sales order and any items fulfilled will also be billed.
- **With Advanced Shipping**, you use separate transactions to fulfill and bill sales orders. First, you fulfill the sales order to indicate the items are being shipped. Next, you create a bill for the shipped items. Even if you ship only part of an order, you can create an invoice or cash sale for the entire order.

To bill orders, fulfill part or all of a sales order, and then create an invoice or cash sale for the shipped items and rendered services. You can choose to bill a single sales order or multiple sales orders.

You cannot include a partially processed sales order when bulk billing orders. Partially processed sales orders must be billed individually.

Note: You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

To convert a sales order to an invoice or cash sale, go to Transactions > Sales > Bill Sales Orders.

If you ship only part of an order, you can later ship and create an invoice or cash sale for the rest of the order.

After you have billed a sales order, you can view the Items subtab of the order and the Invoiced column shows the quantity of each item that has been billed.

To enable Advanced Shipping, go to Setup > Company > Setup Tasks > Enable Features > Transactions > Transactions (Administrator). Check the Advanced Shipping box, and click Save.

To turn off Advanced Shipping, go to Setup > Company > Setup Tasks > Enable Features > Transactions > Transactions (Administrator). Clear the Advanced Shipping box, and click Save.

Note: After you enable Advanced Shipping, you cannot turn it off unless all fulfilled sales orders are billed.

You may also choose to use the Advanced Shipping feature with the Advanced Billing feature. For more information, read the help topic [Advanced Billing and Advanced Shipping](#).

Invoicing Billable Customers

You can bulk invoice customers for billable expenses, items, and time when you use the Bill Costs to Customers feature. To invoice billable customers by using bulk billing can decrease the time you spend billing customers.

If you use the Multiple Currencies feature, you can generate invoices only in each customer's primary currency. For more information, see the help topic [Multiple Currencies and Customers](#).

Note: You cannot fulfill or bill sales orders with the status Pending Approval. You also cannot close lines on a sales order with this status. If you need to make changes to an order that is pending approval, you can remove line items.

To bulk bill customers:

1. Go to Billing > Sales > Invoice Billable Customers.

2. Enter the Invoice date to apply to all invoices you are creating.
3. In the **Account** field, select the accounts receivable account to post to.

The default A/R account set at Setup > Accounting > Accounting Preferences (Administrator).

You can select **Respect Customer Preference** if you want the invoices created to use each customer's default. You can set the default A/R account for a customer on the Financial subtab of the customer record.

4. In the **Form** field, select the form you want to use for the invoices.
5. Choose to print, email or fax the invoices.

In the fields **To Be Printed**, **To Be Emailed**, and **To Be Faxed**, set your preferences for sending the completed form. You can make a selection in each field individually.

- Select **Yes** if you want to send the form using the method indicated.

For example, select Yes in the To Be Faxed field to fax the form.

- Select **No** if you do NOT want to send the form using the method indicated.

For example, select No in the To Be Emailed field to not email the form.

- Select **Respect Customer Preference** to send the form based on the default preference on the customer record.

For example, if the customer's record indicates to send forms via fax, then the completed form is faxed.

Set the preference on the Info subtab of a customer record in the Send Transactions Via field.

6. Filter the transactions that show in the list by checking the **Expenses** box, **Items** box, or **Time** box. For example, when you check the Expenses box, the list shows only transactions for customers with billable expenses.
7. Check the **Charges** box if you want to invoice billable charges.
8. Check the **Credit Card Approved** box if the credit card transaction occurred outside of NetSuite. For example, a charge at a card-swipe terminal.
9. Check the **Show Invoices** box to show a list of invoices created when you submit this page.
10. In the **Bill Date** field, filter the list of transactions by selecting a date range. Then, you can filter the list of transactions to process billable transactions for a particular time frame.

For example, a lawyer can filter the transaction list for billable time during the previous month. Then, customers can be invoiced monthly for billable time accrued during the previous calendar month.

11. Select the invoices to create by checking the **Invoice** box next to the transaction.
12. Click **Submit**.

For each transaction you checked, an invoice is created using your preferred invoice form. The Results page lists all invoices created in this bulk process.

Note: When billable time is entered using the Vendor Center against a service item with a price, the billable time shows when you invoice billable customers. The rate shown is the price on the item record.

Printing an Invoice

When printing, invoice formats you can use are PDF or HTML. Invoice formatting depends on your set preferences:

- If you have not enabled the Download PDF Files preference at Home > Set Preferences page, a preview of your invoices pops up in the default Adobe application.
- If you have enabled the Download PDF Files preference, you must first save your invoices and then open them with the Adobe application.

To print invoices in PDF format, you need Adobe® Reader®. Visit the [Adobe Web site](#) to download the latest version at no charge.

To print a single invoice:

1. Go to Billing > Sales > Create Invoices.
2. On the Invoice page, complete the information as appropriate.
3. Click **Save & Print**.

NetSuite shows the printout for your invoice in an Adobe application document.

4. Click the printer button in the Adobe application frame.
5. If you wish to print multiple copies, specify the number on the print message that appears.
6. Click **OK**.

You can also print invoices by going to Billing > Sales > Create Invoices > List . Then, on the Invoices page, click Print next to the invoice.

If you enter multiple invoices before printing, you can print all the invoices at one time. Just check the To Be Printed box on each invoice you enter.

To print invoices for multiple transactions:

1. Go to Customers > Accounts Receivable > Print Checks and Forms.

2. On the Print Checks and Forms page, click **Invoices**.
3. On the Print Invoices page, if you use locations, choose the location you want to print invoices from.
4. Check the **Print** box next to each invoice you want to print.
5. Click **Print**.
6. Click the printer button in the Adobe application frame.
7. If you want to print multiple copies, specify the number on the print message that appears.
8. Click **OK**.

Giving Customers Access to Invoices

Giving customers access to their invoices allows them to view past invoices. If you set up the appropriate preferences, you can also allow your customers to pay their open invoices online.

You need to complete the following three steps to give customers access to their invoices. Detailed instructions follow:

1. Enable the appropriate features.
2. Setup access on customer records.
3. Give customers their login information.

To enable features

1. Go to Setup > Company > Enable Features (Administrator).
2. Click the **Transactions** subtab.
3. Under Payment Processing, check the **Credit Card Payments** box if you want to allow customers to pay their invoices online.
4. Click the **Web Presence** subtab.
5. Under Access, check the **Customer Access** box.
6. Click **Save**.
7. Go to Setup > Accounting > Preferences > Accounting Preference.
8. Click the **Items/Transactions** subtab.
9. Under Payment Processing, check the **Customers Can Pay Online** box to let customers to pay their invoices online.
10. Click **Save**.

To set up access on customer records

1. Go to Customers > Lists > Customers.
2. Click **Edit** next to the name of the customer you want to give access to.
3. Under Email | Phone | Address, enter your customer's email address if you haven't already.
4. Click the **System Information** subtab.
5. Click the **Access** subtab.
6. In the **Role** field, select the Customer Center role you want to assign to this customer.
7. Check the **Give Access** box.
8. Check the **Send Notification Email** box to notify your customer of this new access.

For security, the email message does not disclose the password. You must contact your customer with this information.
9. Enter a password for your customer.
10. Enter the password again for verification.
11. When you have finished entering information, click **Save**.

Give your customers their login information

Tell your customers to go to www.netsuite.com and log in with the following information:

- **Email** – the email address you entered on the customer's record
- **Password** – the password you assigned on the customer's record

After your customers log in to NetSuite, they can view and pay their invoices.

Show the Customer Account Balance Due on Invoices

You can inform customers of the outstanding balance due on their account by showing their total account balance on each invoice. This is a good way to keep customers aware of their balance due between statements.

The balance that shows on an invoice is the customer's total payable amount due on their account, including the amount of the invoice it is printed on.

In order for invoices to show the customer account balance, you need to customize your standard invoice form. Then, you can choose this custom form when creating an invoice.

To customize an invoice to show the Balance field:

1. Go to Customization > Forms > Transaction Forms (Administrator).

2. Click **Customize** next to the invoice form you want to add the Balance field to.

In the **Name** field, enter a name for this form. For example, you might call this form **Balance Field Invoice**.

3. Click the **Screen Fields** subtab.

On the **Billing** subtab, check the box in the **Show** column next to Balance.

If you use the Consolidated Payments feature, check the **Consolidated Balance** box to show the consolidated balance.

4. Click the **Printing Fields** subtab.

5. Click the **Body** subtab.

6. Check the box in the **Print/Email** column next to Balance.

If you use the Consolidated Payments feature, check the **Consolidated Balance** box to show the consolidated balance.

7. If you want this to be the preferred form, check the **Form is Preferred** box in the header.
8. Click **Save**.

Now, when you create invoices using this form, the account balance due for the customer being billed shows in the Balance field. This balance shows on the invoice when it is viewed, printed, faxed or emailed.

Note: Viewing a previously created invoice shows the balance due at the time the invoice was created. To update the balance on the invoice, you must edit the invoice.

Displaying Deposit Balance on Customer Statements and Remittance Slips

You can add a Deposit Balance field to customer statements or remittance slips so that customers have an understanding of the unapplied deposit amount remaining on their account. By default, the Deposit Balance field does not show on customer statements nor on remittance slips.

Similar to the Deposit Balance field, you can also add a Net Amount Due field to customer statements and remittance slips. By exposing Net Amount Due, it is assumed that your company applies the deposit balance to any open invoices on or before the payment due date; therefore, Net Amount Due is the Statement Balance less Deposit Balance. If your intention is not to apply the deposit balance to any open invoices, for example a security deposit on hold, do not expose the Net Amount Due field. Please note that even if enabled on customer statements or remittance slips, these fields do not show on printed invoices.

The Deposit Balance and Net Amount Due fields on the statement are for the same currency as the statement. In addition, for consolidated statements, the Deposit Balance on the statement is the consolidated deposit balance for the parent and all sub-customers and the Net Amount Due is the amount due of all customers less the consolidated deposit balance.

For more information, see either [Customer Statements](#) or see [Remittance Forms](#).

To enable the Deposit Balance or Net Amount Due field on customer statements:

1. Go to Customization > Forms > Transaction Forms.
2. Click the **Customize** link for Standard Statement.
3. On the **Custom Transaction Form** record, click the **Body** subtab, and then check the **Print/Email** box for Deposit Bal.
4. To enable the Net Amount Due field, check the **Print/Email** box for Net Amount Due.
5. Click **Save** to save your changes.

To enable the Deposit Balance or Net Amount Due field on the remittance slip:

1. Go to Customization > Forms > Transaction Forms.
2. Click the **Customize** link for Standard Remittance Slip.
3. On the **Custom Transaction Form** record, click the **Body** subtab, and then check the **Print/Email** box for Deposit Bal.
4. To enable the Net Amount Due field, check the **Print/Email** box for Net Amount Due.
5. Click **Save** to save your changes.

Progress Invoices

- [Using Progress Invoicing](#)
- [Creating Invoices from Progress Sales Orders](#)
- [Creating Invoices from Fulfilled Progress Sales Orders](#)

Using Progress Invoicing

Many service businesses use progress billing to bill for portions of projects as they are completed.

When using progress billing, a progress sales order is created and approved. When a portion of the project has been completed, the progress sales order is fulfilled. Then, a progress invoice is created for a percentage of the total cost.

To create a progress invoice, you must first create a progress sales order. Without the corresponding sales order, a progress invoice is not recorded correctly. For more information on creating a progress sales order, read the help topic [Creating Progress Sales Orders](#).

If you use advanced shipping, there are separate processes for fulfilling progress sales orders and creating corresponding invoices. For more information on advanced shipping, read the help topic [Creating Progress Sales Orders](#).

If you do not use advanced shipping, you use a single process to fulfill and bill progress sales orders. Fulfilling a progress sales order automatically creates an invoice from the sales order.

To create an invoice from a progress sales order:

1. Go to Billing > Sales > Bill Sales Orders.
2. On the Bill Sales Order page, select the customer you want to create an invoice for.

All open sales orders for that customer appear in a list on the page.
3. In the **Process** column, click **Invoice** next to the progress sales order you want to create an invoice for.
4. Under **Primary Information**, in the **Custom Form** field, select **Standard Progress Invoice**.
5. On the **Item** subtab, enter the percentage being billed in one of two ways:
 - Click the number of the line item you want to change.

In the **Current %** field, enter the percentage of the sales order to be billed for, and click **Add**.
 - Click **Fill %**.

Enter the percentage that all line items are to be billed for, and click **OK**.
6. Click **Save**.

When you have completed another portion of this project, repeat these steps to fulfill and invoice the sales order again.

To accept a customer payment for the invoice, go to Customers > > Accounts Receivable > Accept Customer Payments.

Creating Invoices from Progress Sales Orders

Many service businesses use progress billing to bill for portions of projects as they are completed.

When using progress billing, a progress sales order is created and approved. When a portion of the project has been completed, the progress sales order is fulfilled, and a progress invoice is created for a percentage of the total cost.

Without advanced shipping, you use a single process to fulfill and bill progress sales orders. Fulfilling a progress sales order automatically creates an invoice from the sales order. Progress sales orders must be fulfilled individually.

If you use advanced shipping, there are separate processes for fulfilling progress sales orders and creating corresponding invoices. For more information on advanced shipping, read the help topic [Fulfilling Progress Sales Orders Using Advanced Shipping](#).

To create an invoice from a progress sales order:

1. Go to Customers > Sales > Fulfill Orders.
2. Select the customer you want to create an invoice for.

Open sales orders for that customer appear at the bottom of the page.
3. Click the date next to the progress sales order you want to create an invoice for.
4. Click **Bill**.
5. Under **Primary Information**, in the **Custom Form** field, select **Standard Progress Invoice**.
6. Click the number of the line item you want to change, in the **Current %** field, enter the percent of the sales order to be billed, and then click **Done**.
7. Click **Save**.

When you have completed another portion of this project, repeat the above steps to fulfill and invoice the sales order again. You can repeat these steps as many times as necessary to fulfill the entire sales order.

Creating Invoices from Fulfilled Progress Sales Orders

Many service businesses use progress billing to bill for portions of projects as they are completed.

A progress sales order is a commitment to perform services. It has no accounting impact until services are performed and the order is turned into an invoice. With advanced shipping, your shipping and accounting departments use separate processes for fulfilling and billing sales orders.

When using progress billing, a progress sales order is created and approved. When a portion of the project has been completed, the progress sales order is fulfilled. Then a progress invoice is created for a percentage of the total cost. Progress sales orders must be billed individually.

First, fulfill part or all of a sales order, and then create an invoice for the percentage of rendered services. If you complete only part of an order, you can later fulfill and create an invoice for the rest of the order.

To fulfill a sales order, go to Customers > Sales > Fulfill Orders.

To create an invoice from a fulfilled progress sales order:

1. Go to Customers > Sales > Bill Sales Orders.
2. Select the customer whose sales order you want to turn into an invoice.

Open and fulfilled sales orders for that customer appear at the bottom of the page.

If you have only partially fulfilled a sales order, you bill for only the parts of the order you have fulfilled.

3. Click the date next to the sales order you want to bill.
4. Click **Bill**.

The sales order you have selected appears as an invoice or cash sale to save.

5. Under **Primary Information**, in the **Custom Form** field, select **Standard Progress Invoice**.
6. Click **Save**.

When you have completed another portion of the sales order, fulfill the sales order and repeat the above steps to bill the sales order again.

To accept a customer payment for an invoice, go to Customers > Accounts Receivable > Accept Customer Payments.

Billing Costs to Customers

NetSuite enables you to bill costs back to customers for time, items, and expenses you incur while working on a project for them. For example, a locksmith can bill costs to customers in the following ways:

- **Bill Items to Customers** – Bill a customer for a safe that was ordered.
- **Bill Time to Customers** – Bill a customer for the time an employee spent installing a safe.
- **Bill Expenses to Customers** – Bill a customer for subcontractor fees incurred to install a safe in another state.

To bill costs to customers, you first need to enable the feature. An administrator can go to Setup > Company > Enable Features. On the **Transactions** subtab, check the **Bill Costs To Customers** box, and then click **Save**.

Note: For OneWorld accounts, you must also set up at least one tax schedule because Advanced Taxes is enabled in all OneWorld accounts.

Note: In accounts without OneWorld, you can bill costs to customers using items created before enabling the Advanced Taxes feature. If you enable Advanced Taxes after creating an item, you must assign a tax schedule to the item to bill a customer.

Bill your costs to customers in one of the following ways:

1. Enter the time, item or expense, and mark it as billable.

When you enter time transactions, purchase orders, bills, checks or credit card payments for time, an item or expense, you can check the Billable box and assign a customer to be billed for the item or expense. Then, when you bill the customer, the expense appears on a Billable subtab of the invoice or cash sale.

Note: If you enter the billable item on a purchase order, you must **bill the purchase order** before you can bill the customer for the item.

2. Create an invoice or cash sale to bill the customer for the cost you entered.

When you create a customer invoice or cash sale, the costs you have billed to customers show on the Billable Items, Billable Expenses and Billable Time subtabs. After you select the customer on the bill, click the appropriate subtab, and check the line items you want to bill the customer for.

Click **Mark All** or **Unmark All** to check or clear all items, expenses or time that show on the subtab.

For more information, read [Creating an Invoice](#) or [Cash Sales](#).

The items and expenses appear as normal line items on the transaction. The customer sees only a selling price that includes the markup spread over the expense items. However, you will see the markup as a separate entry when you view the invoice or cash sale in NetSuite.

Preferences for Billing Costs

When you use the Bill Costs to Customers feature, set a preference for invoices to include memos you enter on time and expense records. To set this preference, go to Setup > Accounting > Preferences > Accounting Preferences > Time & Expenses. Check the Copy Time Memos to Invoices and Copy Expense Memos to Invoices boxes and then click Save.

Note: When you enable these preferences, the memos you have already entered on existing time and expense records show on invoices you create.

If you want to classify billable costs by class or department, you must enable the **Allow Per-Line Departments** and **Allow Per-Line Classes** preferences at Setup > Accounting > Preferences > Accounting Preferences > General under Classifications.

To save time, you can create invoices in bulk for billable expenses, time, and items. For more information, read [Invoicing Billable Customers](#).

Tracking Class, Department, and Location for Billable Costs

If you track class and department on the line-item level, when you invoice a customer for billable costs, the classifications (class, department, and location) from the bill are maintained on the billable subtabs of the invoice regardless of the classifications set in the header of the invoice.

You can modify the classifications on the billable subtabs of the invoice.

Note: If you group class, department, and location on invoices, the classifications on the billable subtabs are taken from the invoice header.

Billing Items to Customers

Billing items back to customers enables you to purchase items and supplies for an order or project, and then bill the cost to the customer. For example, a locksmith can bill a customer for a special safe they installed.

To bill items to customers, you first need to enable the feature. An administrator can go to Setup > Company > Enable Features > Transactions, check the Bill Costs To Customers box, and click Save.

When the feature is enabled, you can bill an item to a customer. You can bill items to customers on purchase orders or other purchase transactions.

Income from billable items posts to the income account setup in your Chart of Accounts.

Note: For OneWorld accounts, you must also set up at least one tax schedule because Advanced Taxes is enabled in all OneWorld accounts.

Warning: In accounts without OneWorld, you can bill costs to customers using items created before enabling the Advanced Taxes feature. If you enable Advanced Taxes after creating an item, you must assign a tax schedule to the item to bill a customer.

To bill items to customers using purchase orders:

1. Enter a purchase order for an item you want to bill to a customer.

When you enter a purchase order for a billable item, select the item and identify the customer or project, and then check the **Billable** box.

Note: You must bill the purchase order before you can bill the customer for the billable item.

To enter a purchase order for a billable item, go to Transactions > Purchases/Vendors > Enter Purchase Orders.

For more information on purchasing billable items, read the help topic [Entering a Purchase Order](#).

2. Bill the purchase order that includes the item you want to bill to a customer.

The bill for the billable item must identify the customer or project and have the Billable box checked.

To bill a purchase order, go to Transactions > Purchases/Vendors > Bill Purchase Orders.

For more information, read the help topic [Billing Purchase Orders](#).

After the purchase order is billed, this item can show on the Billable Items subtab of the customer bill.

3. Enter an invoice or cash sale to bill the customer for the billable item.

When you create an invoice, apply the appropriate billable item on the **Billable Items** subtab. Click **Mark All** or **Unmark All** to check or clear all items that show on the subtab.

- To create an invoice, go to Billing > Sales > Create Invoices.
- For more information on creating an invoice, read [Creating an Invoice](#).
- To create a cash sale, go to Billing > Sales > Enter Cash Sales.. For more information, see the help topic [Cash Sales](#).

For more information on creating a cash sale, read the help topic [Entering a Cash Sale](#).

4. If you track class, department, and location at the line-item level, you can change these settings for this billable item.

When you have created the invoice or cash sale, the customer is billed for the item.

To bill items to customers using checks:

1. Enter a check to pay a vendor for the item you want to bill to a customer. For more information, read the help topic [Adding Items to a Check](#).
2. On the **Items** subtab of the check, select the item you want to bill to the customer.
3. Identify the customer or project and check the **Billable** box.

4. Complete additional fields on the check as necessary.
5. Click **Save**.

Now, this item can show on the Billable Items subtab of the customer bill.

To bill items to customers using credit card transactions:

1. Enter a credit card transaction to pay a vendor for the item you want to bill to a customer. For more information, read the help topic [Entering Company Credit Card Charges](#).
2. On the **Items** subtab of the credit card transaction, select the item you want to bill to the customer.
3. Identify the customer or project and check the **Billable** box.
4. Complete additional fields on the credit card transaction as necessary.
5. Click **Save**.

Now, this item can show on the Billable Items subtab of the customer bill.

Items Billable By Default

You can enable the Items Billable by Default preference. This preference lets you check the Billable box by default when you are purchasing items. After you select a customer on an item line of a purchase transaction, the Billable box is automatically checked.

The Items Billable by Default preference is enabled at Setup > Accounting > Preferences > Accounting Preferences > Time & Expenses. This preference is dependent on the Bill Costs to Customers feature.

When billing items back to customers, you can choose to include the date of service on all custom invoices except finance charge invoices. This is the date the bill for the items was entered. For more help, read [Including the Date of Service on Custom Invoices](#).

Billing Time to Customers

Billing time back to customers enables you to enter time spent on a project for customers, and then bill the cost to them. For example, a locksmith can bill a customer for the time an employee spent installing a safe.

To bill time to customers, you first need to enable the Bill Costs to Customers and Time Tracking features. An administrator can go to Setup > Company > Enable Features > Transactions, and check the Bill Costs To Customers box. On the Employees subtab, check the Time Tracking box, and then click Save.

Note: For OneWorld accounts, you must also set up at least one tax schedule because Advanced Taxes is enabled in all OneWorld accounts.

Note: In accounts without OneWorld, you can bill costs to customers using items created before enabling the Advanced Taxes feature. If you enable Advanced Taxes after creating an item, you must assign a tax schedule to the item to bill a customer.

You can set preferences to determine ways you track and process the hours that employees work. For more information, read the help topic [Setting Up Time Tracking Preferences](#).

After the feature is enabled, you must complete two steps to bill time to customers:

1. Enter a time tracking transaction for time you want to bill.

To enter a time transaction for billable time, go to Transactions > Employees > Track Time.

When you enter a time tracking transaction for billable time, select the customer or project and service item, and then check the **Billable** box. Then, when you create an invoice, this time appears on the **Billable Time** subtab.

For more information on entering a time transaction, read the help topic [Entering a Time Transaction](#).

2. Create an invoice or cash sale that applies the billable time.

To create an invoice, go to Billing > Sales > Create Invoices.

When you create an invoice, apply the appropriate billable time on the **Billable Time** subtab. Click **Mark All** or **Unmark All** to check or clear all time that shows on the subtab.

Note: To generate deferred revenue for billable time, you must manually select revenue recognition schedules on the **Billable Time** subtab.

For more information on creating an invoice, read [Creating an Invoice](#).

To create a cash sale, go to Billing > Sales > Enter Cash Sales.. For more information, see the help topic [Cash Sales](#).

3. If you track class, department, and location at the line-item level, you can change these settings for this billable time.

When you have created the invoice or cash sale, the customer is billed for the time.

When you bill time back to customers, you can also use billing classes. Billing classes set billable time rates for service items based on employees. For example, a law office can use billing classes to charge specific hourly rates for time billed by partners in the firm.

For more information on billing classes, read [Using Billing Classes](#).

When billing time to customers, you can choose to include the date of service on all custom invoices except finance charge invoices. If you combine time items on invoices, the date of service for all the time items you are billing is grouped under the last date the employee worked. For more help on including the date of service on custom invoices, go to Including the Date of Service on Custom Invoices.

Billing Expenses to Customers

Billing expenses back to customers enables you to bill customers for the costs you incur while working on a project for them. For example, a locksmith can bill a customer for subcontractor fees incurred to install a safe for a customer in another state.

To bill expenses back to customers, you first need to enable the feature. An administrator can go to Setup > Company > Enable Features. On the Transactions subtab, check the Bill Costs To Customers box, and then click Save.

When the feature is enabled, you can bill an expense to a customer. You can bill expenses to customers on purchase orders or other purchase transactions.

Note: For OneWorld accounts, you must also set up at least one tax schedule because Advanced Taxes is enabled in all OneWorld accounts.

Note: In accounts without OneWorld, you can bill costs to customers using items created before enabling the Advanced Taxes feature. If you enable Advanced Taxes after creating an item, you must assign a tax schedule to the item to bill a customer.

To bill expenses to customers using purchase orders:

1. Enter a purchase order for an expense you want to bill to a customer.

When you enter a purchase order for a billable expense, select the expense and identify the customer or project, and then check the **Billable** box.

Note: You must bill the purchase order before you can bill the customer for the billable expense.

To enter a purchase order for a billable expense, go to Transactions > Purchases/Vendors > Enter Purchase Orders.

For more information on purchasing billable expenses, read the help topic [Entering a Purchase Order](#).

2. Bill the purchase order that includes the expense you want to bill to a customer.

The bill for the billable expense must identify the customer or project and have the **Billable** box checked.

To bill a purchase order, go to Transactions > Purchases/Vendors > Bill Purchase Orders.

For more information, read the help topic [Billing Purchase Orders](#).

After the purchase order is billed, this expense can show on the Billable Expenses subtab of the customer bill.

3. Enter an invoice or cash sale to bill the customer for the billable expense .

When you create an invoice, apply the appropriate billable expense on the **Billable Expenses** subtab. Click **Mark All** or **Unmark All** to check or clear all expenses that show on the subtab.

- To create an invoice, go to Billing > Sales > Create Invoices.

For more information on creating an invoice, read [Creating an Invoice](#).

- To create a cash sale, go to Billing > Sales > Enter Cash Sales.. For more information, see the help topic [Cash Sales](#).

For more information on creating a cash sale, read the help topic [Entering a Cash Sale](#).

4. If you track class, department, and location at the line-item level, you can change these settings for this billable item.

When you have created the invoice or cash sale, the customer is billed for the expense.

To bill expenses to customers using checks:

1. Enter a check to pay a vendor for the item you want to bill to a customer. For more information, read the help topic [Adding Expenses to a Check](#).
2. On the **Expenses** subtab of the check, select the expense you want to bill to the customer.
3. Identify the customer or project and check the **Billable** box.
4. Complete additional fields on the check as necessary.
5. Click **Save**.

Now, this expense can show on the **Billable Items** subtab of the customer bill.

To bill expenses to customers using credit card transactions:

1. Enter a credit card transaction to pay a vendor for the expense you want to bill to a customer. For more information, read the help topic [Entering Company Credit Card Charges](#).
2. On the **Expenses** subtab of the credit card transaction, select the expense you want to bill to the customer.

3. Identify the customer or project and check the **Billable** box.
4. Complete additional fields on the credit card transaction as necessary.
5. Click **Save**.

Now, this expense can show on the Billable Expenses subtab of the customer bill.

Expenses Billable By Default

You can also enable the **Expenses Billable by Default** preference to check the Billable box by default when you are entering purchase orders. Then, when you select a customer on an item line of a purchase transaction, the Billable box is automatically checked.

The **Expenses Billable by Default** preference is enabled at Setup > Accounting > Preferences > Accounting Preferences > Time & Expenses subtab. This preference is dependent on the Bill Costs to Customers feature.

Copy Expense Memos to Invoices

You can also set a preference for invoices to include memos entered on billable expenses. To set this preference, go to Setup > Accounting > Preferences > Accounting Preferences > Time & Expenses. Check the Copy Expense Memos to Invoices box and then click Save.

Note: When you enable this preferences, the memos you have already entered on existing expense records show on invoices you create.

When billing expenses back to customers, you can choose to include the date of service on all custom invoices except finance charge invoices. This is the date the bill for the expenses was entered. For more help on including the date of service on custom invoices, read **Including the Date of Service on Custom Invoices**.

Customer Statements

A statement reviews a customer's account on a regular basis, usually monthly. Send statements to remind your customers to pay their invoices.

A statement lists your customer's transactions, including invoices, finance charges assessed, credit memos issued and payments received. It also contains an aging summary at the bottom that shows how long each amount has been due.

If you use the Multiple Currencies feature, statements include separate pages for each transaction currency for each customer. If you include balance information at the bottom of your invoices (mini statements), the balance amounts shown are in the same currency as the invoice currency. For more information, see the help topic [Multiple Currencies and Customers](#).

Click a link below for more information:

- [Generating Statements](#)
- [Printing a Statement](#)
- [Printing Mini Statements](#)

Generating Statements

You send statements to remind customers to pay their invoices. Most companies send statements one time a month.

You can choose to print, email or fax statements, in HTML or PDF format.

To generate statements:

1. Go to Customers > Accounts Receivable > Generate Statements.
2. In the **Statement Date** field, accept or enter the date you want to appear on your statements.

Note: This date is also used to calculate aging.

3. If you like, enter a start date for your statements.

This is the date of the oldest transaction you want to appear on the statement.

If you do not enter a start date, the Balance Forward does not appear and all transactions in the customer's history appear on the statement.

4. Check the **Include Zero Balances** box to generate statements for customer accounts that:
 - have a zero balance as of the statement date, and
 - have accounts receivable transaction activity between the statement date and the start date.
5. If you want to include only open transactions, check the **Show Only Open Transactions** box.

If you choose to show only open transactions and do not include a start date, the statement includes all open transactions in your customer's history.

If you only show open transactions, the Charge and Payment columns on the statement will show the total transaction amount and will not reflect any payments made toward the invoice. The Balance column shows the remaining balance on each transaction.

The Statements in Queue field shows the number of statements that enter the print queue when you submit this page.

Note: The Show Only Open Transaction option is most useful for statements printed as of your current today date. If you select Show Only Open Transactions and are using a date other than today's date, you may have balance discrepancies.

6. Check the **Consolidated Statements** box, if you want the printed statements to show the consolidated balance information for customer-subcustomer hierarchies. Clear this box if you want to show the individual balance for each customer.

For more information, see the help topic [Consolidated Payments](#).

7. Select the custom form you want to use to generate statements.
8. Choose customers to receive statements. You can click **Mark All** to select all customers in the list. Click **Unmark All** to clear the box in the Print column for every customer in the list.

Click **Customize** to customize the list to filter the customers listed or to add or remove columns.

9. Generate the statements:

- Click **Print** to print the statements.
- Click **Email** to email the statements.

To email the statements, each customer must already have an email address entered in the customer's record.

- Click **Fax** to fax the statements.

Note: To fax statements, an administrator must first set up fax service at Setup > Company > Setup Tasks > Company Information > Fax. Each customer must also have a fax number entered on the customer's record.

Important: When processing transactions, you must submit one page at a time. If you do not submit each page individually, information is not saved and can be lost when you switch between pages. To process multiple pages of information, always submit each page individually.

Customize to Filter the Customer List

When you generate statements, you can customize the customer list to filter by individual fields. This enables you to generate statements only for specific customers.

To customize the list, complete the following steps:

1. Go to Customers > Accounts Receivable > Generate Statements.

Print Statements

Print Cancel Mark All Unmark All Actions

Statement Date * 6/18/2014

Start Date 5/18/2014

☐ Include Zero Balances

☐ Show Only Open Transactions

FILTERS

Customize

Statements in Queue 0

☐ Consolidated Statement

Form - System Preference -

2. Click Customize.
3. On the Customize Sublist page, click the Additional Filters subtab.

Customize Sublist

Save Cancel Reset

Page Title Print+Statements

Additional Columns • Additional Filters •

INCLUDE	FIELD
<input type="checkbox"/>	Alt. Contact
<input type="checkbox"/>	Alt. Email
<input type="checkbox"/>	Balance
<input type="checkbox"/>	CUSTENTITY1
<input type="checkbox"/>	CUSTENTITY2
<input type="checkbox"/>	Category
<input type="checkbox"/>	Credit Limit
<input type="checkbox"/>	Days Overdue
<input type="checkbox"/>	Email
<input type="checkbox"/>	Email Transactions

4. Check the Include box next to fields you want to sort by.
5. Click Save.

Now you can filter the customer list as needed.

You can also customize invoices to show a mini-statement at the bottom of the form. For more information, read [Printing Mini Statements](#).

Printing a Statement

You can print a customer statement to send to a customer.

Click a link below for more information on printing a statement:

- [Bulk Printing Statements](#)
- [Printing Individual Statements](#)

Bulk Printing Statements

1. Go to one of the following:
 - Customers > Accounts Receivable > Print Checks and Forms. On the Printing page, click Statements.
 - Customers > Accounts Receivable > Generate Statements.

2. In the **Statement Date** field, accept or enter the date you want to appear on your statements.

This date is also used to calculate aging.

3. If you like, enter a start date for your statements.

This is the date of the oldest transaction you want to appear on the statement.

If you do not enter a start date, the Balance Forward does not appear and all transactions in the customer's history appear on the statement.

4. If you want to generate statements for customers with no outstanding balances, check the **Include Zero Balances** box.

5. If you want to include only open transactions, check the **Show Only Open Transactions** box.

If you choose to show only open transactions and do not include a start date, the statement includes all open transactions in your customer's history.

Note: The Show Only Open Transaction option is most useful for statements printed as of your current today date. If you select Show Only Open Transactions and are using a date other than today's date, you may have balance discrepancies.

6. If you use the Consolidated Payments feature, check the **Consolidated Statements** box to print out statements showing the overall balance for the customer-subcustomer hierarchies customers are a part of. Clear this box to print a statement showing only the balance for this customer.

For more information, see the help topic [Consolidated Payments](#).

7. Choose customers to receive statements:
 - Click **Mark All** to send statements to every customer listed.

- Check the box in the **Print** column in front of each customer you want to print a statement for
8. When you are finished, click **Print**.

Printing Individual Statements

1. Go to Customers > Accounts Receivable > Individual Statement.
2. Select the customer you want to generate a statement for.
3. Enter the date for the statement.
4. In the **Start Date** field, set the date of the earliest transactions you want to show on this statement. Leave this field blank if you want to show all transactions for this customer.
5. If you use the Consolidated Payments feature, check the **Consolidated Statement** box to print out a statement showing the overall balance for the customer-subcustomer hierarchy this customer is a part of. Clear this box to print a statement showing only the balance for this customer.

For more information, see the help topic [Consolidated Payments](#).

6. Generate the statement:
 - Click **Print** to print the statement.
 - Click **Email** to email the statement.

To email the statement, the customer must already have an email address entered in the customer's record.

To email the statement, the customer must already have an email address entered in the customer's record.

- Click Fax to fax the statement.

Note: Each customer must also have a fax number entered on the customer's record.

Printing Mini Statements

You can print a mini-statement at the bottom of invoices that show the customer's current balance and aging totals. This is the same information that shows at the bottom of regular customer statements.

Note: If you use the Consolidated Payments feature, mini-statements show the consolidated balance and aging amounts for individual customers instead of the consolidated balance. For more information, see the help topic [Consolidated Payments](#).

To print the mini-statement in HTML or PDF layout, you must first customize your invoice transaction form. If you choose to print in PDF Layout, you must also set your PDF form layout to do so.

To customize invoices to print mini-statements:

1. Go to Customization > Forms > Transaction Forms (Administrator).
2. Click **Customize** next to the form you want to add the mini-statement to.
3. On the new Custom Transaction Form page, in the **Name** field, enter a name for the new custom form.
4. Check the **Form is Preferred** box.
5. Click the **Printing Fields** subtab.
6. On the Printing Fields subtab, click the **Footer** subtab, and check the **Print/Email** box for Aging:Current.
7. Click **Save**.

Now, invoices can print the mini-statement in HTML format. If you do not print statements in PDF format, you do not need to take additional steps.

To print mini-statements on invoices using PDF format, you must use a PDF transaction form layout that includes statement aging fields. You can select a standard layout or customize a standard layout.

To set your PDF form to print mini-statements:

1. Go to Customization > Forms > Transaction Form PDF Layouts (administrator).
2. Select a PDF transaction form layout that includes statement aging fields:
 - To select a standard layout, check the **Preferred** box next to the layout you choose. There are four layouts that include statement aging fields:
 - Standard Aging Invoice Layout
 - Classic Aging Invoice Layout
 - Standard Aging/Disclaimer Invoice Layout
 - Classic Aging/Disclaimer Invoice Layout

- To customize a layout, click **Customize** next to one of the four layouts that include statement aging fields. Then, enter your customization choices for the layout and check the **Layout is Preferred** box.
3. Click **Save** or **Submit**.

Chapter 3 Finance Charges

Many businesses charge late fees or finance charges on invoices that are overdue. This allows business owners to recover costs incurred by carrying unpaid bills on their books. Finance charges are usually calculated on a monthly basis for all transactions that meet the criteria that set up by the business owner.

To set up finance changes, go to Setup > Accounting > Preferences > Finance Charge Preferences (Administrator).

After the finance charge process is set up, you can begin to assess charges. To do this, go to Transactions > Customers > Assess Finance Charges (Administrator).

All of the navigation paths in this chapter use the Administrator role.

Setting Up Finance Charges

Many businesses charge late fees or finance charges on overdue invoices. This allows business owners to recover costs incurred by carrying unpaid bills on their books. Finance charges are usually calculated on a monthly basis.

To set up finance charges:

1. Go to Setup > Accounting > Preferences > Finance Charge Preferences.
2. In the **Annual Rate %** field, specify the annual percentage rate of interest you charge on unpaid balances.
3. In the **Income Account** field, use the dropdown list to select the income account that will be credited by this finance charge.
4. In the **Grace Period** field, enter the number of days you allow from the due date of an invoice before you begin to assess finance charges.
5. In the **Minimum Finance Charge** field, enter the minimum finance charge you apply.
6. In the **Assess on Finance Charges** field, place a check mark in the box if you assess finance charges on previously assessed unpaid finance charges.
7. In the **Assess From** field, chose one:
 - **Due Date** if you begin to assess finance charges only when an invoice is due
 - **Transaction Date** if you begin to assess finance charges from the date of transaction
8. In the **Customer Form** field, use the dropdown list to select the form on which you would like to invoice finance charges.

Most companies choose the Standard Finance Charge Invoice, but you can customize the Finance Charge Invoice.

9. When you have finished, click **Save**.

Note: You can update your finance charge settings by going to Setup > Accounting > Preferences > Finance Charge Preferences. You cannot change finance charge settings by going at Lists > Accounting > Items..

Assessing Finance Charges

Before you can assess finance charges in NetSuite, you must first set up the details of how you charge them. To set up finance charges, go to Setup > Accounting > Preferences > Finance Charge Preferences.

To assess finance charges:

1. Go to Transactions > Customers > Assess Finance Charges.
2. Accept today's date for the transaction, or enter another.

The **Amount** field updates to show the total finance charges you are assessing. Amounts in currencies other than your base currency are converted to your base currency for this total.

Note: You can only assess finance charges for a customer one time per day even if subsequent charges would be in different currencies than the first finance charge.

3. Choose to print, email or fax the finance charge invoices.

In the fields **To Be Printed**, **To Be Emailed**, and **To Be Faxed**, set your preferences for sending the completed form. You can make a selection in each field individually.

- Select **Yes** if you want to send the form using the method indicated.

For example, select Yes in the To Be Faxed field to fax the form.

- Select **No** if you do NOT want to send the form using the method indicated.

For example, select No in the To Be Emailed field to not email the form.

- Select **Respect Customer Preference** to send the form based on the default preference on the customer record.

For example, if the customer's record indicates to send forms via fax, then the completed form is faxed.

You can set the preference on the Info subtab of a customer record in the Send Transactions Via field.

4. Check the box in front of each customer account on which you want to assess finance charges. You can manually adjust the amount you want to assess for each customer.

If you use the Multiple Currencies feature, each customer with an outstanding finance charge appears in the list one time for each currency in which they have a finance charge. For more information, see the help topic [Multiple Currencies and Customers](#).

5. Click **Save**.

Chapter 4 Collections

Using NetSuite's integrated customer records and payment records, you can track customers with overdue balances and contact them about making payment.

Click a link below for more information:

- [Sending Collection Letters in Bulk](#)
- [Sending Individual Collection Letters](#)
- [Viewing Overdue Balances on the Customer Dashboard](#)

You can also use the Dunning feature to set up an automated dunning process for managing the collection of your accounts receivable. Dunning is a systematic method of tracking overdue invoices and persistently sending letters to customers to demand payment. The Dunning feature is provided as a SuiteApp. For more information, see the help topic [Dunning](#).

Sending Collection Letters in Bulk

To manage collections, set up a group based on a search for customers with balances past due for 30,60 or 90 days. You can then use the Mail Merge feature to generate a notice to send to customers via e-mail, letter or fax.

For example, customer Mary Smith's last statement showed a balance of \$100.00, due on March 15. On April 30, you create a group of customers with overdue balances over 30 days, and she is included in the search results. Using the Mail Merge feature, you can send a bulk e-mail merge to customers included in your search results. Mary then receives a personalized e-mail notifying her of the overdue balance.

To send collection notices in bulk:

1. Create a group with a new search for customers with overdue balances at Lists > Relationships > Groups > New.
2. On the Create Group page, select **Dynamic** and chose to include customers in the dropdown.
3. Create a name for this group, such as Customers Overdue 30 Days.
4. In the **Saved Search** field, select **New** to create a new search to define this group.

You can use the following filters and criteria:

- Overdue Balance: Is greater than 0
- Transaction Fields: Days Overdue: Is greater than or equal to 30

- Global Subscription Status: Any of **Confirmed Opt-In** and **Soft Opt-In**.

For more information on saving searches, see the help topic [Defining a Saved Search](#).

5. Click **Save.**

Your search is now saved, and the Customer Group page opens so that you can complete your group.

6. Click **Save.**

7. Create a template for your collections notice.

You can choose to create your template externally and upload the template from the template record or create your template directly within the template record. E-mail, Fax, Letter, and PDF templates are created or uploaded on the Documents tab, under the Templates heading.

You may want to include the following CRMSDK tags to include personalized information for customers who are past due:

- **NLBALANCE** – replaced with the customer's current balance
- **NLOVERDUEBALANCE** – replaced with the customer's balance that is past its due date
- **NLDAYSOVERDUE** – replaced with the number of days since the overdue balance was due
- **NLTRANID** - replaced with the transaction number

If you use the Consolidated Payments feature, you can show consolidated balance information on the template with the following tags:

- **NLCONSOLBALANCE** – replaced with the consolidated balance for the entire customer-subcustomer hierarchy.
- **NLCONSOLOVERDUEBALANCE** – replaced with the consolidated overdue balance
- **NLCONSOLDAYSOVERDUE** – replaced with the consolidated days overdue

For more transaction-related tags, see the help topic [CRMSDK Tags for Transactions](#).

If you use the Subscription Categories feature, your collection email templates should have the Subscription field on the Marketing subtab set to Billing Communication or another subscription category you created for this kind of message.

For more information, see the help topics [Using Letter Templates](#), [Using Fax Templates](#), [Using PDF Templates](#) or [Working with Email Templates](#).

8. Create a bulk merge to send or create all collection notices at Documents > Mail Merge > Bulk Merge.

Note: For e-mail merges, you can opt to generate and attach statements for each customer to illustrate which orders are overdue. On the Bulk Merge - E-mail page, check the Include Statement box on the Attachments subtab.

For more information, see the help topics [Merging Email](#), [Merging Letters](#), [Merging Faxes](#), or [Merging PDFs](#).

Sending Individual Collection Letters

You can also choose to send out individual collection letters with details of an overdue invoice.

First, you create and upload the template you want to use for the collection letter. For more information, see the help topic [Working with Email Templates](#).

You can include transaction CRMSDK tags in the text of your template that refer to specific fields in the transaction. For collection letters, the following CRMSDK tags might be useful:

- **NLTRANID** – replaced with the transaction number
- **NLTRANDATE** – replaced with the transaction date
- **NLTOTAL** – replaced with the total

For a complete list of CRMSDK tags that reference transactions, see the help topic [CRMSDK Tags for Transactions](#).

Next, navigate to the overdue invoice to send the message.

To send an individual collection letter:

1. View the overdue invoice.
2. Click the **Communication** subtab.
3. Click the button for the type of message you want to send.
4. In the message window, click the **Message** subtab.
5. Select the collections letter template in the **Template** field.
6. Click **Merge & Send**.

This message is saved on the Messages subtab of the invoice, giving you a record of the communication.

Viewing Overdue Balances on the Customer Dashboard

You can also use the customer dashboard to quickly view the overdue balance, the average number of days it takes the customer to make payment and the average number of the days the customer is overdue before payment is made.

To view the dashboard for a customer, go to Lists > Relationships > Customers, and click the View Dashboard icon next to the customer's name.

With the Consolidated Payments feature, you can also add the consolidated balance fields to show the balance for the entire customer-subcustomer hierarchy. For more information, see the help topic [Consolidated Payments](#).

Chapter 5 Open Invoices Reports

The Open Invoices report shows all outstanding invoices that have not been paid.

You can use an account receivable register report to find existing transactions and to track receivable transactions.

To see the Open Invoices report:

Go to > Reports > Open Invoices.

A message appears indicating that your report is loading. The status bar indicates the progress as your report loads. You can click **Cancel Report** to stop the report from loading.

Chapter 6 Open Bills Report

The Open Bills report shows all outstanding bills that need to be paid.

To see the Open Bills report:

Go to > Reports > Open Bills.

A message appears indicating that your report is loading. The status bar indicates the progress as your report loads. You can click **Cancel Report** to stop the report from loading.