



Service **Autopilot**™

# ACCOUNTING

## USER GUIDE

V3.0



# Contents

<b>Accounting in Service Autopilot</b> .....	<b>1</b>
The Job Cycle in Service Autopilot.....	1
<b>Invoices Overview</b> .....	<b>2</b>
V3 Invoices Screen Filters .....	5
Edit the Invoices List.....	7
Bulk Charge Credit Cards.....	9
Email Invoices.....	10
Print Invoices.....	11
Advanced Actions with Invoices .....	12
See Deleted Invoices .....	13
Mail Invoices.....	13
Lock Invoices .....	14
Invoice Reminders .....	16
Add a Reminder to an Invoice.....	17
Export the Invoice List.....	18
Merge Invoices.....	19
Void Invoices .....	20
Delete an Invoice .....	22
Restore a Deleted Invoice .....	23
Incomplete Invoices .....	25
Add an Invoice.....	25
Review Invoices .....	27
Edit an Invoice.....	29
Complete Invoices Before the End of a Billing Period .....	30
Add a Discount to an Invoice.....	31
Add a Discount to one Invoice line item .....	31
Add a Discount to an Entire Invoice (Subtotal Discount).....	32
Open an Invoice with No Account Balance.....	33
<b>Payments Overview</b> .....	<b>34</b>
Payments Screen Filters.....	36

Customize the Payments List.....	38
Bulk Charge Credit Cards.....	40
Add a Payment.....	40
Delete Payments .....	42
Restore Deleted Payments.....	43
Export Payments List.....	43
Payment Screen Overlays.....	45
Add a Prepayment.....	47
Refund a Credit Card Payment.....	48
<b>Credits Overview .....</b>	<b>50</b>
Filter the V3 Credits Screen.....	51
Edit a Table on the V3 Credits Screen .....	53
Add a Credit from the V3 Credits Screen.....	55
<b>Expenses Overview .....</b>	<b>57</b>
Filter Expense records.....	57
Add a New Expense.....	57
Customize the Expenses Screen .....	58
Find and Report Expenses .....	60
Delete an Expense.....	61
Review and Edit Overlays.....	62
<b>Installment Plans Overview.....</b>	<b>64</b>
Installment Plans Screen Filters .....	65
Edit the Installment Plans List .....	68
Add an Installment Plan .....	69
Manually Generate Invoices.....	70
Review Installment Plans.....	72
Edit an Installment Plan.....	74
Installment Plan - Print Preferences .....	76
<b>Set Up SA Accounting Functions .....</b>	<b>77</b>
Add Credit Card Information for an Account.....	77
Edit Invoice Settings for Accounts.....	79
Edit Company Information for Client Account Invoices.....	81

# Accounting in Service Autopilot

This guide covers these areas of Accounting:

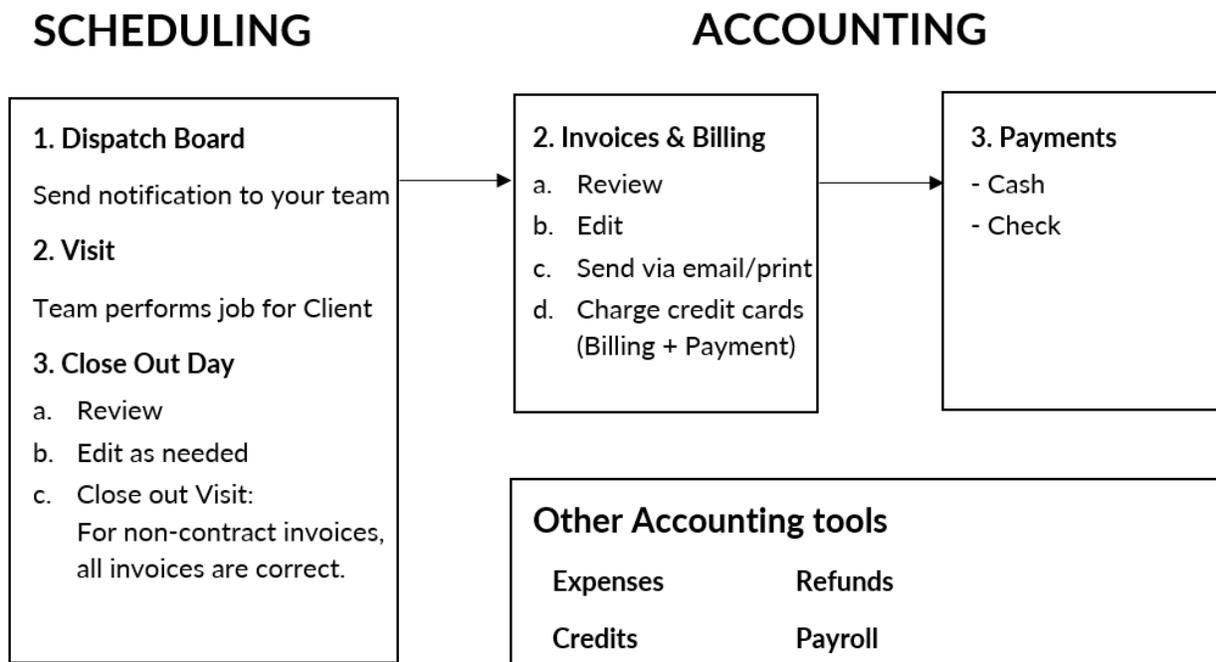
- Invoices Overview - page 2
- Payments Overview- page 34
- Credits Overview- page 50
- Expenses Overview - page 57
- Installment Plans Overview – page 64
- Set Up SA Accounting Functions - page 77

## The Job Cycle in Service Autopilot

The life cycle of a typical job goes through two areas of SA: **Scheduling** and **Accounting**.

After scheduling a Client visit, you'll dispatch it from the Dispatch Board, which sends the work assignment to your team in the field. After the work is complete, you'll go back to the Dispatch Board and use the Close Out Day function to update the job record if needed, then close out the job. The job record then goes to Accounting for invoicing.

Depending on how the Client is set up, you'll either send an invoice or charge a credit card in order to receive your payment.



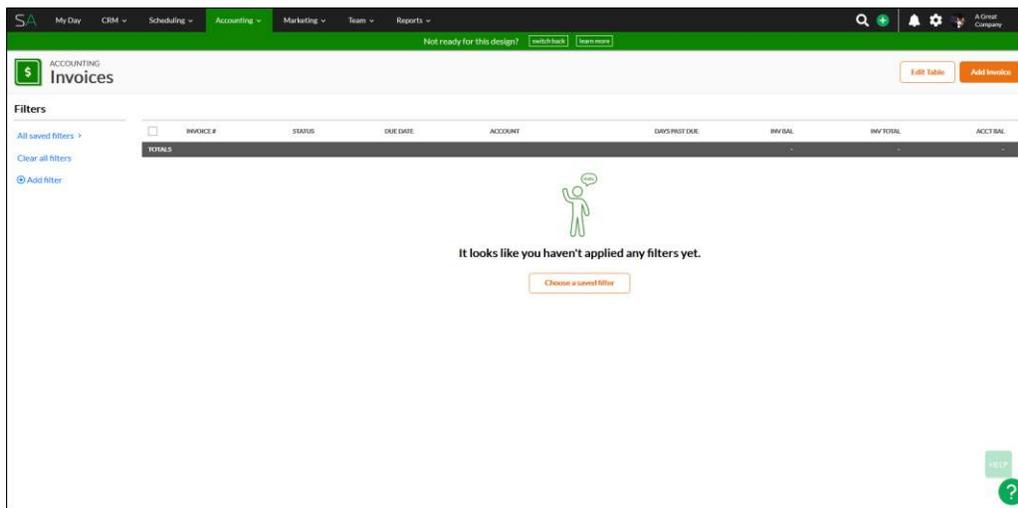
**Note:** While SA provides timesheet records that you can export for your use, it is not a full payroll system.

# Invoices Overview

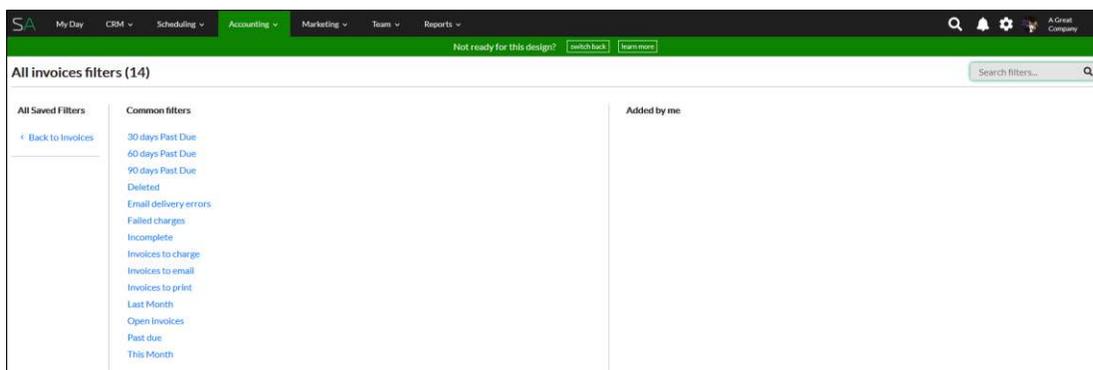
After you complete a job using SA, the job will be ready to Invoice. When and how often invoices are sent out depends on the settings you've created for that Account. When you close out the day on the Dispatch Board, you'll see the amount that will be on the invoice.

You have the option to send Invoices in bulk or individually.

You can find the Invoice List by going to **Accounting > Invoices**. The first time you go to this screen, it will look like this:



Filters are critical to using this screen. To get started quickly, select one of the pre-built filters from the center of the page. Even if you have never created any filters, you can click All Saved Filters at the left to view a list of common filters:



Once you've selected a filter, the screen will look something like this:

INVOICE #	STATUS	DAYS PAST DUE	ACTION	DATE	DUE DATE	ACCOUNT	ADDRESS	CITY	STATE	POSTAL C
<b>TOTALS</b>										
182	PAST DUE	23	Print	10/1/2019	10/1/2019	Adam Thelen	469 Highland Rd	Plano	TX	4009
181 (Contract)	PAST DUE	146	Print	5/31/2019	5/31/2019	Bottoms, Dusty	1251 E Belt Line Rd	Richardson	TX	75081
180 (Contract)	PAST DUE	316	Print	12/12/2018	12/12/2018	Adamsom, Adam	8325 Glen Regal Dr	Dallas	TX	75243
179 (Contract)	PAST DUE	327	Print & Email	12/1/2018	12/1/2018	Jacobs, Jacob	1811 N Floyd Rd	Richardson	TX	75080
168	PAST DUE	327	Print	11/30/2018	11/30/2018	Cosell, Howard	3833 Airport Rd	Denton	TX	76207
178 (Contract)	PAST DUE	328	Print & Email	11/30/2018	11/30/2018	Bottoms, Dusty	1251 E Belt Line Rd	Richardson	TX	75081
177 (Contract)	PAST DUE	346	Print	11/12/2018	11/12/2018	Adamsom, Adam	8325 Glen Regal Dr	Dallas	TX	75243
174	PAST DUE	357	Print	10/31/2018	10/31/2018	Alex Collins	407 Highland Ave	Plano	TX	4009
176 (Contract)	PAST DUE	358	Print & Email	10/31/2018	10/31/2018	Bottoms, Dusty	1251 E Belt Line Rd	Richardson	TX	75081
175 (Contract)	PAST DUE	377	Print	10/12/2018	10/12/2018	Adamsom, Adam	8325 Glen Regal Dr	Dallas	TX	75243

The filter selection remains at the left side and now includes the filter you are currently viewing. Every time you return to this screen, you will see the last filter you had applied.

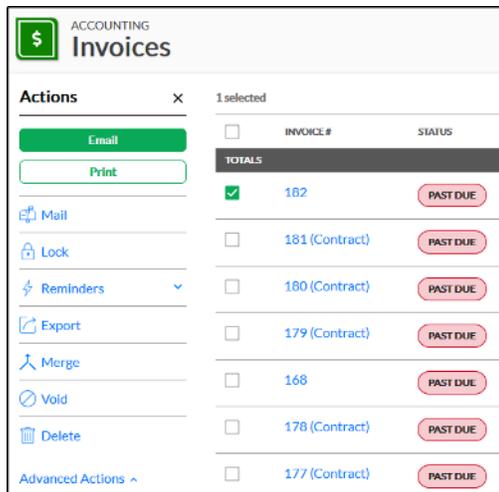
- Click **Add Invoice** to add a new Invoice
- Click **Edit Table** to manage which columns you see in the table and the order in which they appear.
- You can also move columns in the table by hovering at the left to reveal the double-dotted line:

INVOICE #	STATUS	DAYS PAST DUE	ACTION
<b>TOTALS</b>			
182	PAST DUE	23	Print
181 (Contract)	PAST DUE	146	Print

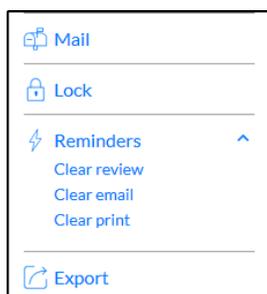
- Click and drag the double-line to re-position the column. You can also click the double-arrows on the right side of the column to sort the column in ascending or descending order.
- Any of the blue text is a clickable link.
- Click an Invoice date to open the Invoice itself.
- Click an account name to open the Client Account.
- To see more actions, check the box next to one or more Invoices to change the menu on the left.

INVOICE #	STATUS
<b>TOTALS</b>	
<input checked="" type="checkbox"/> 182	PAST DUE
<input type="checkbox"/> 181 (Contract)	PAST DUE
<input type="checkbox"/> 180 (Contract)	PAST DUE

- From here, click **Email** or **Print** to do a bulk operation on Invoices you've selected.
- Click **Advanced Actions** to see more possible actions:



- **Mail** allows you to have the selected Invoices sent to a service that will print and mail the Invoices for you. This service does have an additional cost which varies based on the quantity you purchase. If you do not have adequate stamps to complete the action, you will be prompted to purchase additional stamps.
- **Lock** lets you lock Invoices without taking any additional action such as removing the print or email flags.
- **Reminders** shows additional options to clear the review, email, or print flags on the selected Invoices.



- **Export** will export the selected Invoices to an Excel file which will be available to download on your My Day page.
- Click **Merge** to merge the selected Invoices. You will be prompted to select which Invoice to merge the Invoices into.

**Note:** If you sync with QuickBooks Desktop, do NOT merge Invoices.

- Click the **Void** button to void one or more Invoices.
- Click **Delete** to remove Invoices. Any Invoices that are deleted are not gone permanently; you just need to set a status filter to see the deleted Invoices.

## V3 Invoices Screen Filters

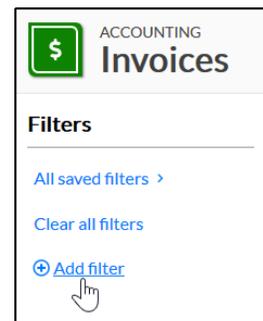
Filters are critical to using the Invoices screen. You won't see any Invoices until a filter is applied. When you first access the **Invoices** Screen at **Accounting > Invoices**, you can choose one of the pre-built filters on that screen to get started quickly. You can also click **All Saved Filters** to view more pre-built filters:



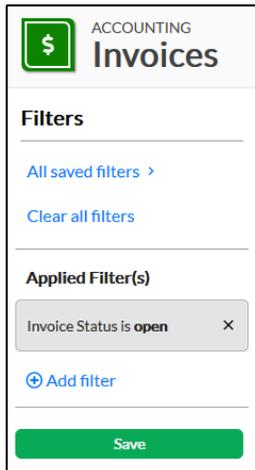
Any filters you create will appear here as well under **Added by me**. If there is specific information you want to see, it's a good idea to create your own filters.

1. Click **Add Filter** on the **Invoice List** to see the list of all possible filters:

- Account
- Account Balance
- Account Starts With
- Account Type
- Charge Failure Reason
- City
- Credit Card on File
- Date Range
- Discounts
- Due Date
- Has Tags
- Invoice Balance
- Invoice Email Status
- Invoice Frequency
- Invoice Number
- Invoice Reminders
- Other Charges
- Payment method



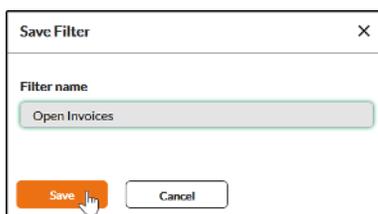
- Postal Code
  - Products
  - Services
  - States/Provinces
  - Status
  - Street Address
2. Each filter has different criteria. Click any of them to set specific parameters. Once you've applied a filter, it appears on the left in a gray box:



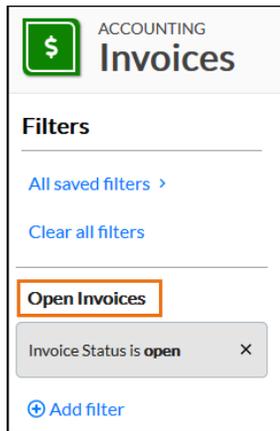
3. From here, if the results do not give you what you are looking for you can click the "x" to delete the filter or click **Add filter** to apply additional filters.

If you are finished adding filters, click **Save**. The **Save Filter** dialog appears.

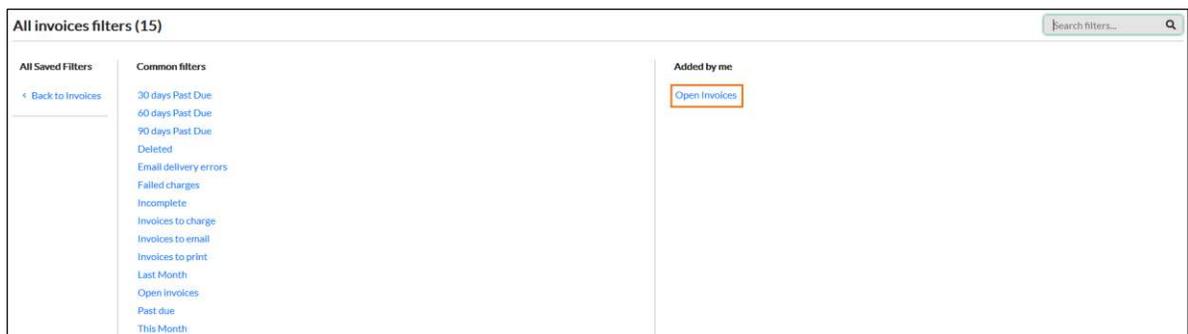
4. Give your filter a name and click **Save**.



You will remain on that filter view, but the name will now be updated:



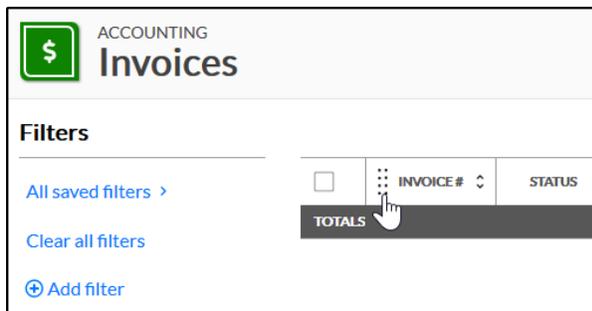
4. If you click **All saved filters** you will see your new filter in the “Added by me” column:



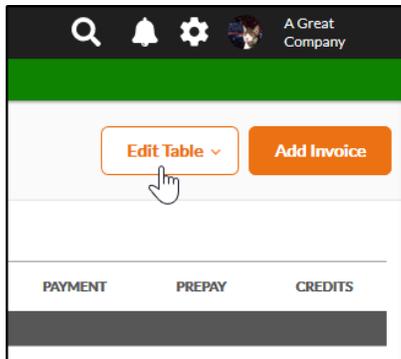
5. To create a new filter when you are on a current filter view, click **Clear all filters** to start over.

## Edit the Invoices List

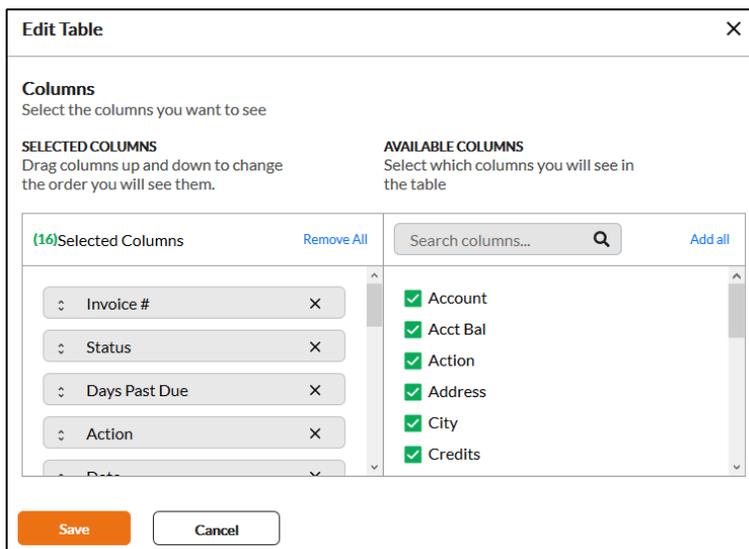
You can customize the look and feel of your Invoice List by editing the columns and column order. To move any of the columns, hover to the left of any column header to reveal a double-dotted line:



1. Click and drag the double-dotted line to re-position the column. You can also adjust the columns by clicking **Edit Table**:



2. This opens the **Edit Table** overlay:



- On the left, you can remove columns by clicking the "X" or drag and drop the double arrows to re-position the columns.
  - On the right is the list of all available columns.
  - Anything that is already selected will have a green check next to it.
  - You can select additional columns one by one, or click **Add all** to add all columns.
3. When you're finished editing, click **Save**.

However you edit the table, this will remain regardless of the current filter view.

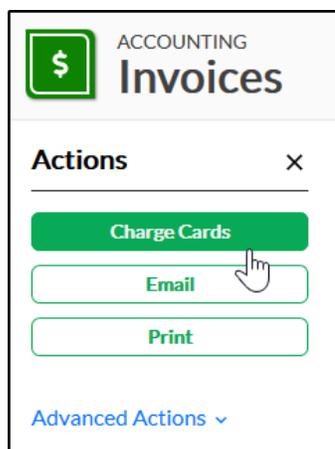
## Bulk Charge Credit Cards

From the **Invoices** screen, you can charge credit cards in bulk. Any Invoices that are set to be paid by credit card will appear on the "Invoices to Charge" filter. Invoices can appear on that filter because the Client's default payment method is set to a credit card type, or because an individual Invoice was set to be paid by credit card. In any case, you can easily charge one or more Invoices with just a few clicks.

**Note:** You can charge cards from any filter on the **Invoices** screen regardless of payment method on the Invoice. If you accidentally charge an Invoice without a credit card on file, it will then remain on the "Failed charges" filter until a Payment is allocated to that Invoice.

To charge credit cards in bulk from the **Invoices** screen, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.
3. Select the "Invoices to Charge" filter.
4. Check the box next to one or more Invoices to see the **Actions** menu.
5. Click **Charge Cards**.



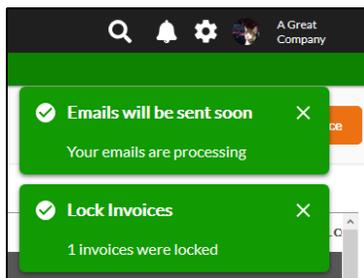
6. To see any Invoices for which the charges failed, select "Failed charges" from the list of common filters and make sure the "Failure reason" column is selected in the table.

## Email Invoices

You can email Invoices in bulk from the Invoices Screen. This helps you streamline your workflow - with just a few clicks you can send all your Invoices out to each Account every day, week, month, or as needed. Before emailing (or printing) in bulk, make sure that you are finished editing any Invoices that need to be changed. To email Invoices, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.
3. Select a filter to view the Invoices you need to email such as the Common filter **Invoices to email**.
4. Check the boxes next to the Invoices you want to email.
5. Click **Email**. This will open the email overlay.
6. The email on the email overlay will be the default Invoice email. Make changes to the email, if needed. Remember that this email will go to all selected Invoices.
7. Click **Send**.

When the action is complete, a message in the upper right corner shows how many Invoices were emailed and locked:



You can view the sent emails from **Marketing > Email Activity** or from the Activity Stream on an individual account.

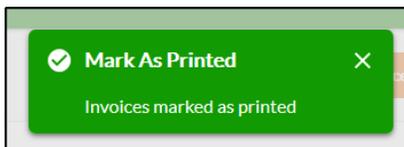
## Print Invoices

You can print Invoices in bulk from the **Invoices List**. This is useful if you have a lot of Invoices to print. To print Invoices, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.
3. Select a filter to view the Invoices you need to email such as the Common filter **Invoices to print**.
4. Check the boxes next to the Invoices you want to print.
5. Click **Print**. A print preview will open in a new window.
6. On the **Mark as Printed** dialog, click **OK** if you want to remove the print flag from the selected Invoices.



When the print flag is removed, the following confirmation message is displayed:



## Advanced Actions with Invoices

Many different actions can be taken from the **Invoice List**. Most of these appear when you have one or more Invoices selected and you click **Advanced Actions**.

INVOICE #	STATUS
<b>TOTALS</b>	
182	PAST DUE
181 (Contract)	PAST DUE
180 (Contract)	PAST DUE
179 (Contract)	PAST DUE
168	PAST DUE
178 (Contract)	PAST DUE
177 (Contract)	PAST DUE

- **Mail** allows you to have the selected Invoices sent to a service that will print and mail the Invoices for you. This functionality can save you or your office assistant a lot of time and hassle printing and putting Invoices in envelopes. This service has an additional cost, which varies based on the quantity of stamps you purchase. If you do not have adequate stamps to complete the action, you will be prompted to purchase additional stamps.
- If you click **Lock** you can lock Invoices without taking any additional action such as removing the print or email flags. Clicking this link will open the **Lock Invoices** dialog.
- Click **OK** to lock the Invoice(s).
- Click **Reminders** to see additional options.

- Mail
- Lock
- Reminders
  - Clear review
  - Clear email
  - Clear print
- Export

- If an Invoice is flagged for review, **Clear review** will remove this designation.

- If the Invoice is flagged to be emailed to the Client, **Clear email** will remove the flag without sending an email.
- **Clear print** will perform a similar action but for Invoices that need to be printed.
- If the email or print flags are removed, the action status of the Invoice will be changed to “Sent.”
- **Export** will export the selected Invoices to an Excel file which will be available to download on your My Day page.
- Click **Merge** to merge the selected Invoices. You will be prompted to select which Invoice to merge the Invoices to. It's best to merge Invoices with like items - either all Installment Plan Invoices or all \_not\_ Installment Plan Invoices.  
**Note:** If you sync with QuickBooks Desktop, do NOT merge Invoices.
- Use the **Void** button to void one or more Invoices. You can also **Delete** Invoices.

## See Deleted Invoices

Any Invoices that are deleted are not gone permanently, you will just need to set a status filter to see the deleted Invoices. It's best to void Invoices rather than delete them because it keeps line items and associated Payments or Credits intact. This way it's less work if the Invoice ever needs to be restored.

## Mail Invoices

The USPS feature from your Invoice List allows you to easily have Invoices printed, stamped, and mailed with only a few clicks. To use this feature, you do need to purchase “stamps.” Pricing varies based on how many you purchase at one time:

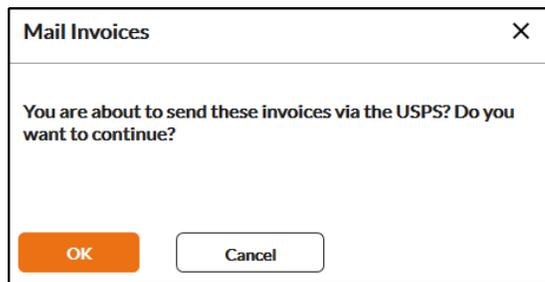
Pricing	
# of Stamps	Price/stamp
1-99 stamps	\$1.79
100-499 stamps	\$1.29
500+ stamps	\$0.99

**1 stamp** required for US/Canada  
**2 stamps** required for international

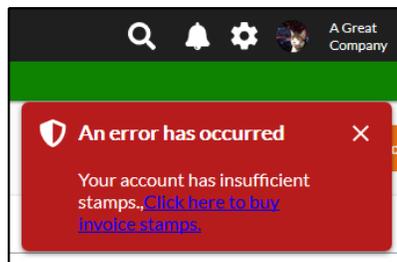
To mail Invoices directly from the **Invoice List**, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters to view Invoices, if needed.
3. Select the Invoices you would like to mail.
4. Click **Advanced Actions**.
5. Click **Mail**.

6. On the **Mail Invoices** overlay, click **OK**.



7. If you don't have enough stamps to process the transaction, you'll see this message:



8. Click the link in the message to purchase additional stamps.

## Lock Invoices

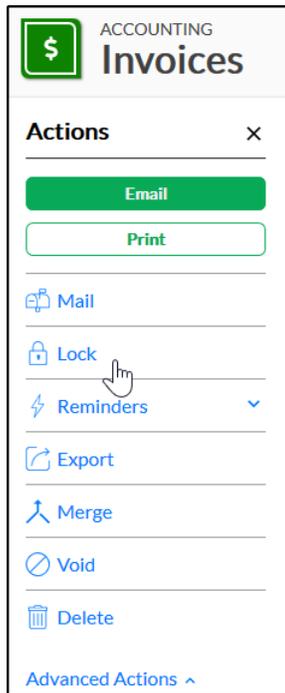
You can lock invoices to help prevent any additional changes from being made to an Invoice. Locking an Invoice essentially disables edit button on the Invoice overlay. Changes can still be made after the invoice is unlocked.

Invoices are automatically locked when they are emailed or printed. This is done because the system assumes that the invoice has been sent to the client therefore additional changes should not be made.

You can also lock Invoices from the **Invoice List** without taking any additional action. To do this, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters, if needed, to view Invoices.
3. Select the Invoices you would like to lock.
4. Click **Advanced Actions**.

5. Click **Lock**.



6. On the **Lock Invoices** dialog, click **OK**.

**Note:** There is not a way to unlock invoices in bulk. You will need to unlock them invoice-by-invoice.

## Invoice Reminders

Reminders on an Invoice are meant to remind you to take some kind of action on the Invoice. There are three types of Reminders:

- **Review** - this will flag the Invoice for review to help you make sure you take a look at the Invoice before it's sent to the Client.

⚡ Need to Review  
You need to review the invoice.
✕

---

INVOICE #182

**Adam Thielen**

469 Highland Rd Plano, TX 4009  
email1@example.com;email2@example.com

DUE DATE  
**10/01/2019**

STATUS  
PAST DUE

INVOICE BALANCE  
**\$54.13**

[View payment history](#)

[Show Advanced Options](#) ▾

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
10/01/2019	Edging	Edging	Tax		1	50.00	50.00

- **Email** - this will flag the Invoice to notify you that it needs to be emailed to the Client. If this Reminder is in place, the action status on the Invoice List will be "Email."

✉ Need to Email  
You need to email the invoice.
✕

---

INVOICE #182

**Adam Thielen**

469 Highland Rd Plano, TX 4009  
email1@example.com;email2@example.com

DUE DATE  
**10/01/2019**

STATUS  
PAST DUE

INVOICE BALANCE  
**\$54.13**

[View payment history](#)

[Show Advanced Options](#) ▾

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
10/01/2019	Edging	Edging	Tax		1	50.00	50.00

- **Print** - this will flag the Invoice to notify you that it needs to be printed for the Client. If this Reminder is in place, the action status on the Invoice List will be “Print.”

🖨️ Need to Print  
You need to print the invoice.
✕

INVOICE #182

**Adam Thielen**

469 Highland Rd Plano, TX 4009  
email1@example.com;email2@example.com

[Show Advanced Options](#) ▾

DUE DATE  
**10/01/2019**

STATUS  
PAST DUE

INVOICE BALANCE  
**\$54.13**

[View payment history](#)

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
10/01/2019	Edging	Edging	Tax		1	50.00	50.00

## Add a Reminder to an Invoice

If an Invoice is not set to have a Reminder added by default, you can add them on the individual Invoice level.

1. From the **Invoice Review** overlay, click **Advanced Actions > Reminders**.
2. Add the Reminder you need.

The overlay will refresh and add a banner to the top of the Invoice preview.

3. To delete the Reminder, click the “**X**” on the banner.

## Remove a Default Reminder from an Invoice

On the **Invoice List**, you can remove Reminders for a single Invoice or in bulk.

1. Select at least one Invoice, then click **Advanced Actions**.
2. Open the **Reminders** dropdown list:
3. Click any option to clear Reminders for the selected invoices.

**Note:** If you clear the Email or Print Reminders, the action status on the Invoice List changes to “Sent,” regardless of whether the Invoice was actually emailed or printed.

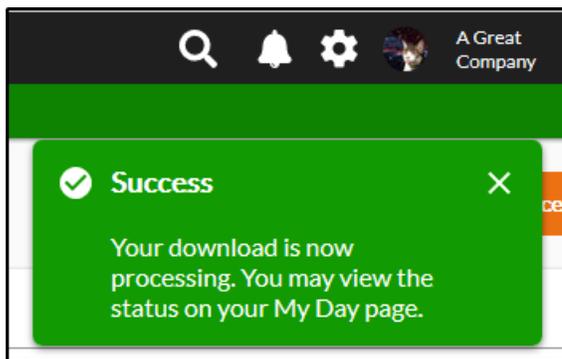
- 📧 Mail
- 🔒 Lock
- ⚡ Reminders ^
- Clear review
- Clear email
- Clear print
- 📄 Export

## Export the Invoice List

You can export the Invoice List for use in Excel or for uploading into separate accounting software. To export Invoices, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters to view the Invoices you want to export, if needed.
3. Check the boxes next to the Invoices you want to export.
4. Click **Advanced Actions**.
5. Click **Export**.

A confirmation message appears in the upper-right of the screen.



6. Go to the My Day page to view the export.

## Merge Invoices

You can merge any number of Invoices into a single Invoice. How it works depends on what type of jobs the Invoices contain.

---

### If you sync with QuickBooks

Be aware that using the Merge feature for Invoices will cause balance discrepancies in both QuickBooks and Service Autopilot, because QuickBooks cannot merge Invoices.

*We strongly recommend that you do NOT merge invoices in SA if you sync with QuickBooks Desktop or QuickBooks Online.*

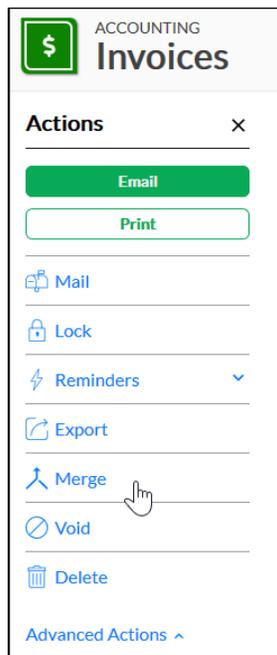
---

- **If the Invoices to merge contain only *non-contract jobs***, it is a simple process. Jobs from the other selected invoices will be added to the list of jobs on the master Invoice. The original selected invoices are deleted.
- **If the Invoices to merge contain only *contract jobs***, all jobs from the selected Invoices are added to the end of the list of jobs on the master Invoice. The original selected Invoices are deleted.

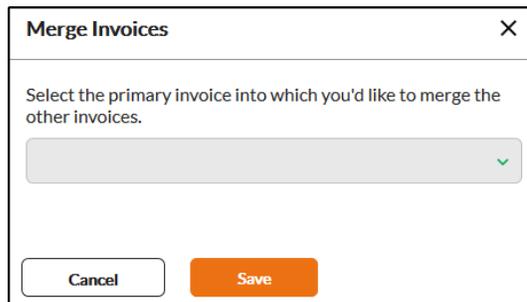
While it is possible to merge Contract and non-Contract Invoices, we do not recommend this. The Contract Jobs are added to the end of the list of Contract Jobs on the master Invoice. The non-Contract Jobs are added to the Invoice and designated as non-Contract. The original selected invoices are deleted.

To merge Invoices, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters, if needed, to view Invoices.
3. Check the boxes next to the Invoices you want to merge.
4. Click **Advanced Actions**.
5. Click **Merge**.



6. On the **Merge Invoices** dialog, select the one Invoice that others will be merged to.



7. Click **Save**.

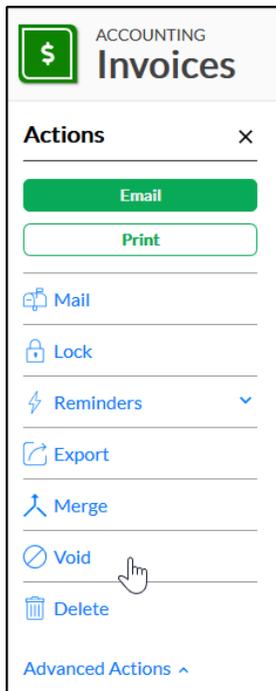
## Void Invoices

We strongly recommend that you **void** invoices rather than **deleting** them in situations where service was performed but the Client will not be billed. This retains a service record for the Client and helps keep your bookkeeping clean.

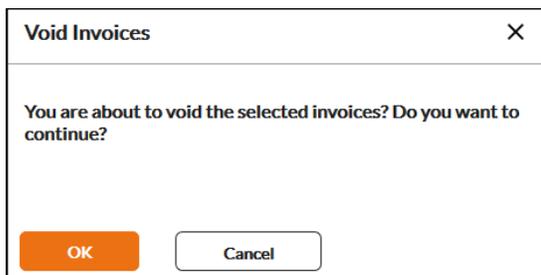
Voided Invoices also retain all line items, so if you later need to edit the Invoice to charge the Client, this is simple to do.

You can void invoices from the **Invoice List** and individually from a Client Account. To void Invoices from the Invoice List, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters to view Invoices, if needed.
3. Select the invoice(s) to void by checking the boxes next to each one.
4. Click **Advanced Actions**.
5. Click **Void**.



6. On the **Void Invoices** dialog, click **OK**.



This will likely remove the Invoices from whatever view you are currently on.

7. To view voided Invoices, set a Status filter for "Voided."

## Delete an Invoice

You can delete Invoices in Service Autopilot either from the Invoices List or from a Client Account. It's best to void Invoices in cases where services were performed but the Client will not be paying. There are cases where deleting Invoices is unavoidable.

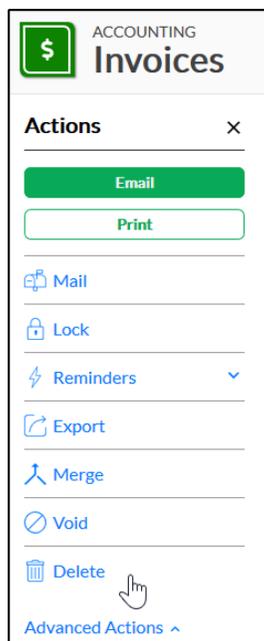
Deleted Invoices are never permanently gone. As soon as you delete an Invoice, you can apply a Status filter on the Invoices List to see the Invoice you just deleted. Invoices are restorable unless all line items were removed from the Invoice before it was deleted.

The Job associated with a deleted Invoice remains on the Dispatch Board but the job is no longer associated with any invoice. The Dispatch Board shows a trashcan icon next to the Job, indicating that the job was removed from its Invoice.

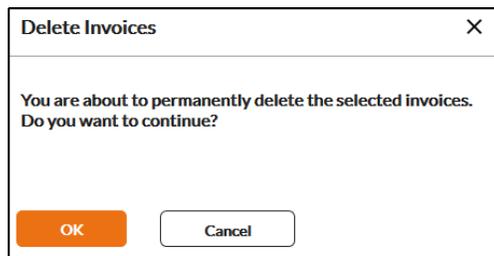
If you sync with QuickBooks, deleting an Invoice from SA should cause the corresponding Invoice in QuickBooks to be deleted as well. When you restore the Invoice in SA, a new Invoice will be created in QuickBooks and will have a new List ID.

To delete an Invoice from SA, follow these steps:

1. Go to **Accounting > Invoices**.
2. Apply filters to view Invoices, if needed.
3. Check the box next to the Invoice(s) you want to delete.
4. Click **Advanced Actions**.
5. Select **Delete**.



6. On the **Delete Invoices** dialog, click **OK**.

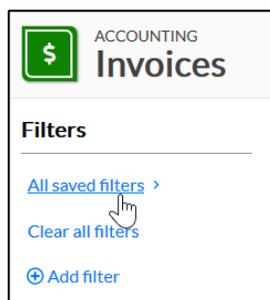


## Restore a Deleted Invoice

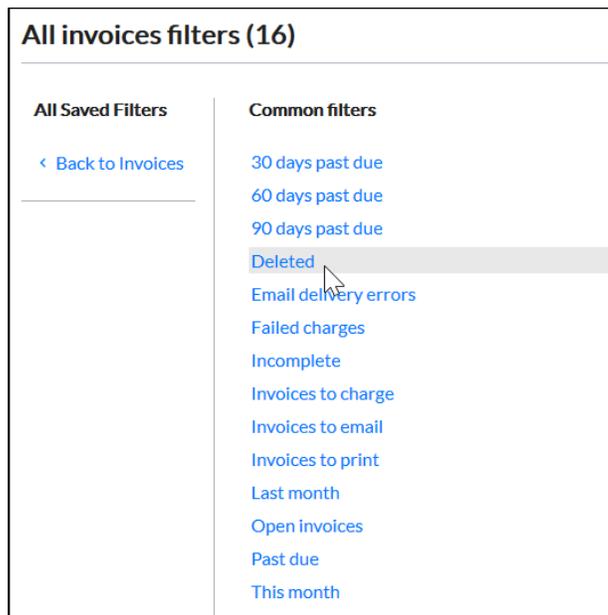
When you delete an Invoice in Service Autopilot, it is never permanently deleted. You can restore deleted Invoices but any links to Payments, Expenses, and Credit information will need to be recreated. In most cases, an Invoice can be voided rather than deleted which would preserve related transactions and information.

To restore a deleted Invoice, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.



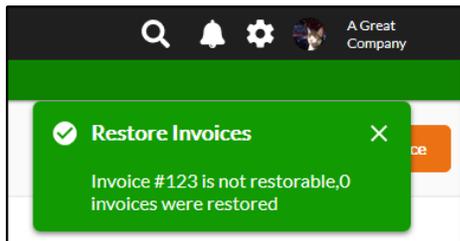
3. On the filters list, select **Deleted**.



4. Select the Invoices you would like to restore.
5. Click **Restore**.

A message appears in the upper right corner of the screen when the action is complete.

If Invoices were not restorable, the following message appears:



## Incomplete Invoices

Service Autopilot is designed to automatically create Invoices for you when jobs are marked as complete. While those Invoices are created when the job is completed, when the Invoice is generated depends on the Account's billing frequency.

If the billing frequency is weekly, monthly, or a custom Invoicing date then the Invoices will remain "incomplete" until the billing date is reached. Once the billing date is reached then the Invoices will be generated and will appear in the Open Invoices filter as well as any other applicable filters.

There are situations where you may need to complete Invoices before they are automatically generated. For example, if the last day of the month falls on the weekend when no one is working to send those Invoices out you might want to complete them on Friday rather than wait until Monday.

To view and complete incomplete Invoices, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.
3. Select the "Incomplete" filter. This will show you the list of all available Incomplete Invoices.
4. To complete the Invoices, select one or more by checking the boxes next to each.
5. Click **Complete**.

A message tells you how many Invoices were completed.

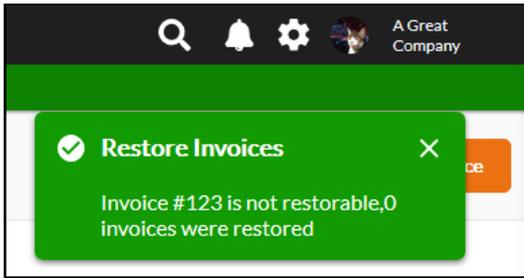
6. To view the new Invoices, change the filter to something like "Open invoices." To see the new invoices at the top of the table, sort by Invoice Number or Date.

## Add an Invoice

You can add an Invoice from the Invoice List as opposed to from a Client Account. This might be helpful if you need to add multiple Invoices at a time and want to make sure you haven't missed any.

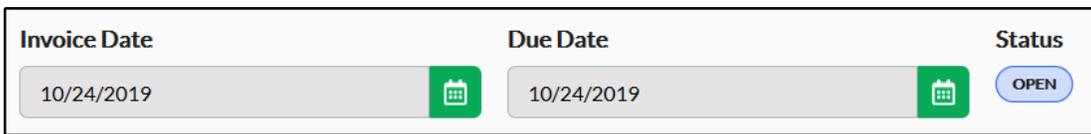
To add an Invoice from the Invoice List, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **Add Invoice**.
3. On the **Add Invoice** overlay, select an Account.

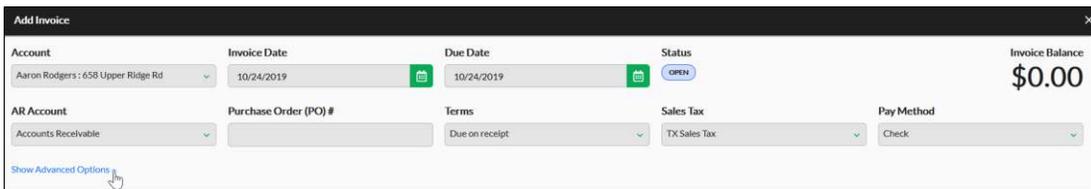


4. The **Invoice Date** and **Date Due** will default to the current date. Change this if needed.

The **Status** updates automatically based on the Due Date.



5. Click **Show Advanced Options** to see additional options. AR Account, Terms, Sales Tax, and Payment Method are determined by the Account you select on the Invoice. You can also add a PO # here, if needed.



6. Add **Line Items** in the body of the Invoice. The **Date** is the date the service was performed.

7. Add additional details as needed.

- Click **Add line** to add additional line items.
- Click **Add subtotal row** if you need to add a discount to the entire Invoice.

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
10/24/2019					1	0.00	0.00
10/24/2019					1	0.00	0.00
10/24/2019					1	0.00	0.00

At the bottom of the table, there are links for 'Add line' and 'Add subtotal row'.

- Add a **Memo** if you need to make an internal note about the Invoice.

The **Totals** in the lower right corner of the Invoice update automatically as you add line items.

8. Click **Save Invoice**.

## Review Invoices

There are many different fields and components to an existing Invoice. This overview will briefly touch on each of them.

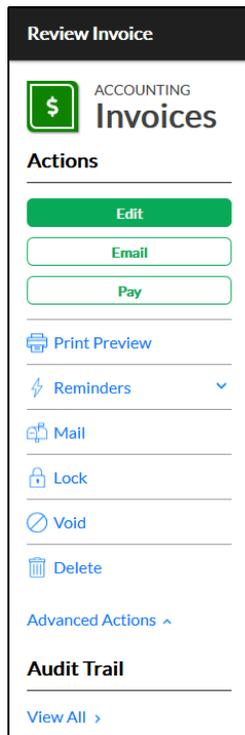
When you open any existing Invoice, you will see an overlay that looks something like this:

The screenshot shows the 'Review Invoice' overlay. At the top, there are three notification banners: 'Need to Review', 'Need to Email', and 'Need to Print'. Below these, the invoice details are displayed: 'INVOICE #191', 'Denise Collins' (with a profile icon), 'DUE DATE 10/30/2019', 'STATUS PAST DUE', and 'INVOICE BALANCE \$140.00'. A 'View payment history' link is visible. Below the details, there is a 'Show Advanced Options' link. A table of line items is shown with columns: DATE, LINE ITEM, DESCRIPTION, TAX, CLASS, QUANTITY, RATE, AMOUNT. The table contains one row: 10/01/2019, Commercial Maintenance, October 2019 Commercial Maintenance, Tax, 1, 180.00, 180.00. Below the table, there is a 'MEMO' section and a summary of totals: Subtotal: \$180.00, Sales Tax: \$14.85, Invoice Total: \$194.85, Payments/Credits Applied: \$54.85, and Invoice Balance: \$140.00. On the left side, there is an 'Actions' list with buttons for Edit, Email, Pay, Print Preview, Reminders, Mail, Lock, Void, and Delete. Below the actions is an 'Audit Trail' section with a 'View All' link. At the bottom right, there is a zoom control set to 100%.

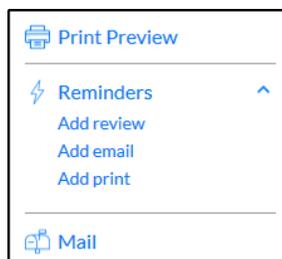
- The **Actions** list is on the left.
- An **overview** of the Invoice is on the right.
- **Text in blue** is clickable, as with other screens.
- Click **View payment history** to view any payments that are applied to the Invoice.
- Click **Show Advanced Options** to show additional information about the Invoice.
- Click **Payments/Credits Applied** near the Invoice Balance to see anything that is applied to this Invoice.
- At the bottom right of the screen, you can zoom in or out of the Invoice overview.

In the Invoice above, the first button on the left is grayed out. When an Invoice is locked, this first button is inactive. You can still **Email** the Invoice or click **Pay** to enter a Payment.

- Click **Advanced Actions** to see more actions:



- Click **Print Preview** if you need to print the Invoice or want to see what it will look like to the Client.
- The **Reminders** dropdown list contains the following options:

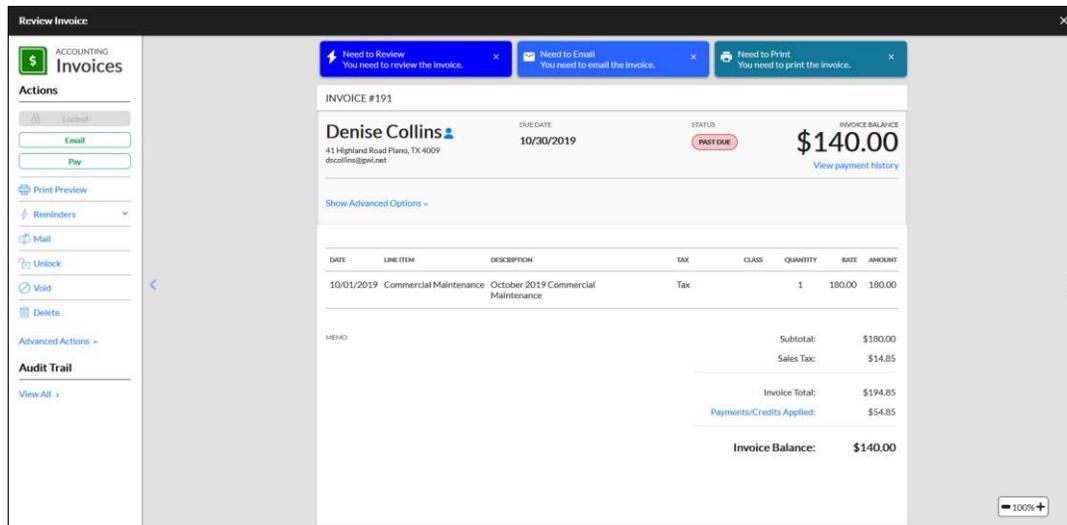


- Click **Add review** if the Invoice needs to be flagged for review. **Add email** and **Add print** will add those flags to the Invoice.
- Click **Mail** to send the Invoice via USPS.
- If the Invoice is locked, click **Unlock** to make edits to the Invoice. You can also **Void** or **Delete** the Invoice, if needed.
- Below **Advanced Actions** is the **Audit Trail**. Click **View All** if you need to see a history of the Invoice, including the users who made changes.

## Edit an Invoice

You can access existing Invoices from a **Client Account** screen or from the **Invoice List**.

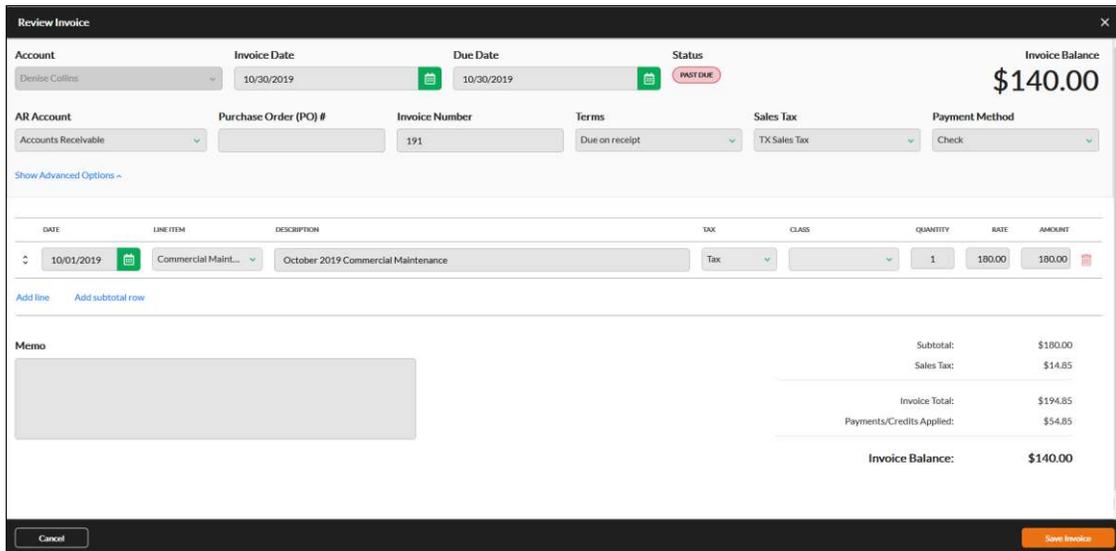
1. Go to **Accounting > Invoices**.
2. On the **Invoice List**, click any Invoice Number to open the corresponding Invoice overlay. The Invoice overlay will look something like this:



In this example, the Invoice is locked, so you would need to unlock it before it can be edited.

3. At the top of the **Actions** menu is a gray button that says "Locked". To unlock the Invoice, click **Unlock** under **Advanced Actions**.
4. When you confirm at the dialog, the **Locked** button changes to an **Edit** button.
5. Click **Edit**.

On the **Review Invoice** Overlay, you can edit any elements except the Account.



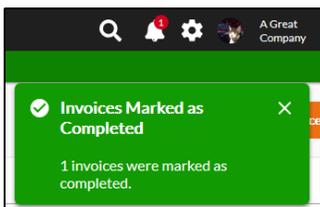
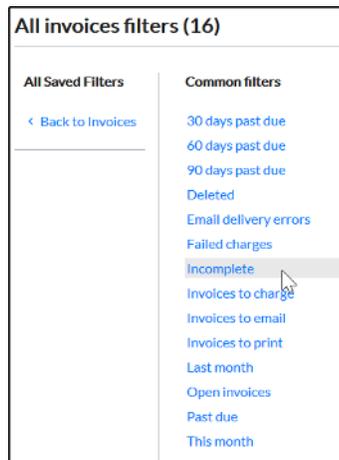
- When you're finished making changes, click **Save Invoice**.

## Complete Invoices Before the End of a Billing Period

Regardless of the billing period on an Invoice, you can complete an Incomplete Invoice at any time. This is useful for when the last day of the month falls on a weekend, but you want to send Invoices to Clients during the week.

To change incomplete Invoices to complete, follow these steps:

- Go to **Accounting > Invoices**.
- Click **All saved filters**.
- Click **Incomplete**.
- Check the box next to the Invoice(s) you want to complete.
- Under **Actions**, click **Complete**.



A banner shows the number of Invoices successfully completed:

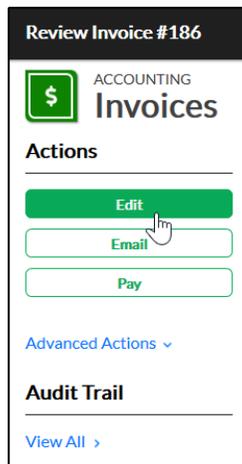
## Add a Discount to an Invoice

You can add a Discount to an Invoice after it has been generated even if a Discount was not applied to the Service that generated the Invoice.

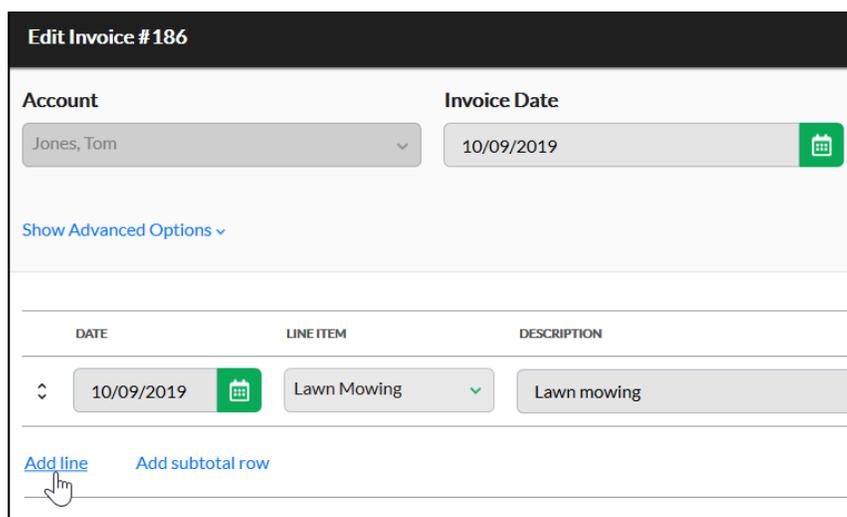
Before you can add a Discount to an Invoice, be sure you have created Discounts under **Settings > Discounts**.

### Add a Discount to one Invoice line item

1. Navigate to an Invoice.
2. Click **Edit**.



3. Click **Add line**.



4. Begin typing the name of the Discount in the dropdown list and select the correct Discount.

5. Add or edit line item details as needed. The Invoice total will automatically recalculate as you add the discount amount.
6. The Discount will apply to the line item directly above it. To move the Discount to a different line item, drag and drop the Discount using the arrow on the far left of the line item.
7. Click **Save Invoice**.

## Add a Discount to an Entire Invoice (Subtotal Discount)

1. Navigate to an Invoice.
2. Click **Edit**.
3. Click **Add subtotal row**. This will add a subtotal row to the body of the Invoice on both the Invoice overlay and the Invoice body the Client actually sees.



The screenshot shows a table with columns: DATE, LINE ITEM, DESCRIPTION, TAX, CLASS, QUANTITY, RATE, and AMOUNT. The first row has a date of 10/24/2019, a line item dropdown, a description field, a tax dropdown, a class dropdown, a quantity of 1, a rate of 0.00, and an amount of 0.00. The second and third rows have the same date, but no line item or description, with a quantity of 1, a rate of 0.00, and an amount of 0.00. At the bottom left, there are links for 'Add line' and 'Add subtotal row'.

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
10/24/2019	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	1	0.00	0.00
10/24/2019					1	0.00	0.00
10/24/2019					1	0.00	0.00

4. Click **Add line**.
5. Begin typing the name of the Discount in the dropdown list and select the correct Discount.
6. Add or edit line item details as needed. The Invoice total will automatically recalculate as you add the discount amount. This discount will apply to the subtotal line item.
7. Click **Save Invoice**.

You can add only one Subtotal Line Item.

## Open an Invoice with No Account Balance

You may run into a situation in which an Invoice shows as “Open,” but the Account Balance shows as \$0.00:

6 Invoices SELECT A RECORD AND TAKE ACTION										
<input type="checkbox"/>	INVOICE #	STATUS	DAYS PAST DUE	ACTION	DATE	DUE DATE	ACCOUNT	INV BAL	ACCT BAL	ADDRESS
<b>TOTALS</b>								\$254.15	\$200.02	
<input type="checkbox"/>	182	PAST DUE	27	Sent	10/1/2019	10/1/2019	Adam Thielen	54.13	0.00	469 Highland Rd

Usually, this is the result of a Payment not being allocated to an Invoice. On the Account, these transactions would be highlighted in red:

Accounting		All
+ Add a Transaction		
<b>Payment</b>	10/28/2019	
Amt: (\$54.13)	Bal: \$54.13	
<b>Invoice #182</b>	10/01/2019	
Amt: \$54.13	Bal: \$54.13	

To mark the Invoice as paid, open the Payment and allocate as needed:

**Edit Payment**

**Account**  
Adam Thielen

**Payment Date** 10/28/2019 **Payment Method** Check **Check #** 1123

Show Advanced Options

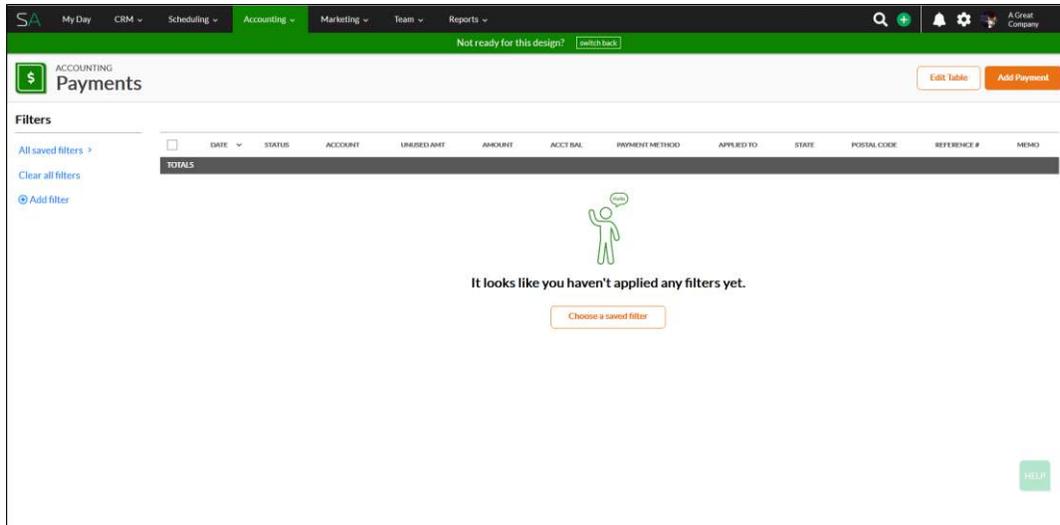
APPLY	INVOICE DUE DATE	DESCRIPTION
	10/01/2019	Invoice #182 (10/01/2019)

When you click **Save Payment**, the page will reload and the **Payment** overlay disappears. If you are on the Client Account, the red circle will disappear from the Payment and Invoice.

# Payments Overview

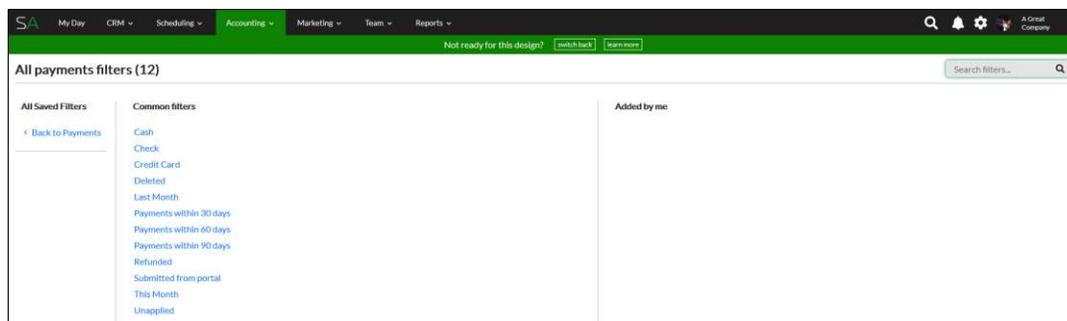
In SA, you can take a payment for an individual Invoice or multiple Invoices. Payments can be in the form of cash, check, or credit card if you have set up credit card processing.

You can find the **Payments List** by going to **Accounting > Payments**. If it is your first time on this screen, it will look like this:

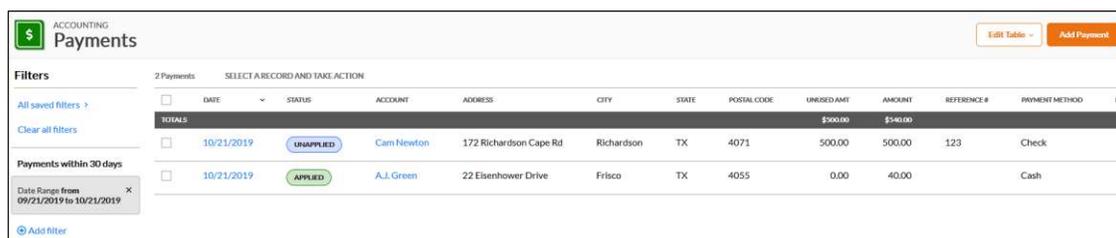


Filters are critical to using this screen. Follow these steps to get started.

1. Select one of the pre-built filters by clicking the button in the center of the page or **All Saved Filters** at the left to view a list of Common filters:



Once you've selected a filter, the screen will look something like this:



The filter selection remains at the left side and now includes the filter you are currently viewing. Every time you return to this screen you will see the last filter you had applied.

- To add a new Payment, click **Add Payment** at the top right.
  - Click **Edit Table** to manage which columns you see in the table and the order in which they appear.
  - Move columns in the table by hovering at the left to reveal the double-dotted line:

2 Payments		SELECT A RECORD AND TAKE ACTION				
<input type="checkbox"/>	DATE	STATUS	ACCOUNT	ADDRESS	CITY	
<b>TOTALS</b>						
<input type="checkbox"/>	10/21/2019	UNAPPLIED	Cam Newton	172 Richardson Cape Rd	Richardson	
<input type="checkbox"/>	10/21/2019	APPLIED	A.J. Green	22 Eisenhower Drive	Frisco	

- Click and drag the double-line to re-position the column. You can also click the double-arrows on the right side of the column to sort the column in ascending or descending order.

Any of the blue text is a clickable link.

- Click a payment date to open the payment itself.
  - Click an account name to open the Account.
- To see more actions, check the box next to one or more Payments to change the menu on the left:

ACCOUNTING		Payments			
<b>Actions</b>	×	1 selected			
<input type="checkbox"/>	DATE	STATUS	ACCOUNT		
<b>TOTALS</b>					
<input checked="" type="checkbox"/>	10/21/2019	UNAPPLIED	Cam Newton		
<input type="checkbox"/>	10/21/2019	APPLIED	A.J. Green		

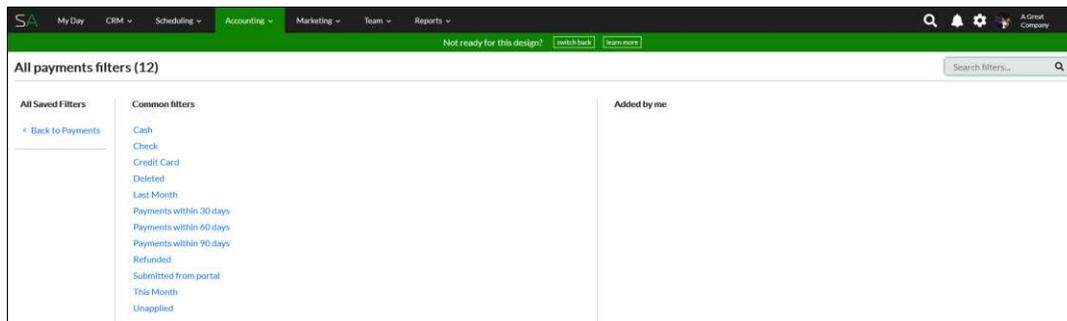
- You can export Payments to an Excel file or delete the Payments.

**Note:** You will not be able to delete any credit card Payments with your current processor.

## Payments Screen Filters

Filters are critical to using the Payments screen. You won't see any Payments until you apply a filter. Follow these steps to get started.

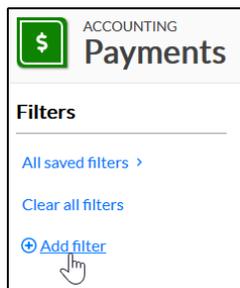
1. Go to **Accounting > Payments**.
2. Select one of the pre-built filters by clicking the button in the center of the page, or click **All Saved Filters** at the left to view a list of Common filters.



### Create a New Filter

Any filters you create will appear here as well under **Added by me**. If there is very specific information you want to see, it's a good idea to create your own filters.

1. Click **Add Filter** from the Payments List.

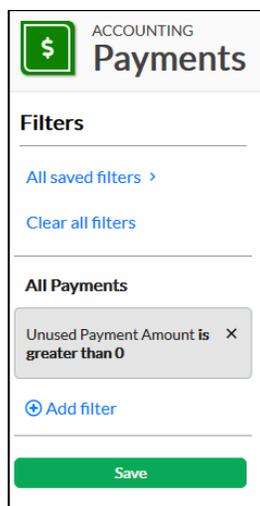


The list of all possible filters appears:

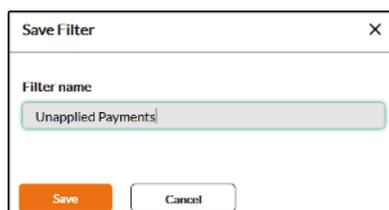
- Account
- Account Balance
- Account Starts With
- Account Type
- City
- Credit Card on File
- Date Range
- Has Tags

- Invoice Number
  - Payment Amount
  - Payment Method Type
  - Postal Code
  - Reference Number
  - Refund Balance
  - States/Provinces
  - Status
  - Street Address
  - Submitted from Portal
  - Unused Payment Amount
2. Each filter has different criteria. Click any of them to set specific parameters.

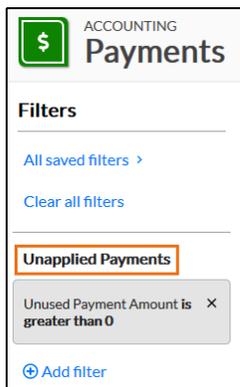
Once you've applied a filter, it will appear on the left in a gray box:



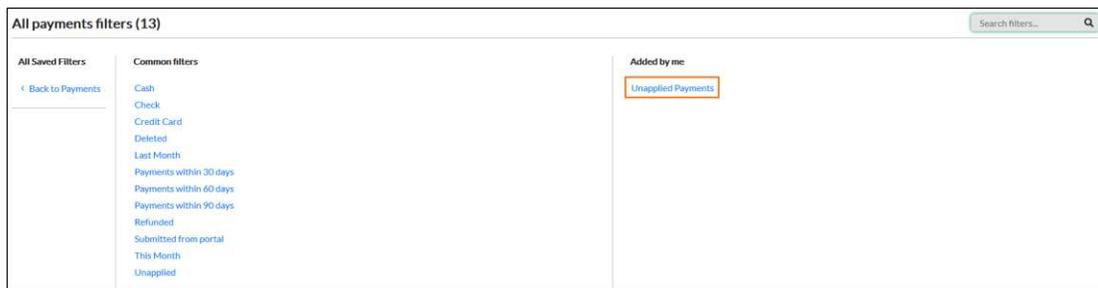
3. If the results do not give you what you are looking for you can click the "X" to delete the filter or click **Add filter** to apply additional filters.
4. When you are finished adding filters, click **Save**.
5. On the **Save Filter** dialog, give your filter a name and click **Save**.



You will remain on that filter view, but the name is now updated:



- Click **All saved filters** to see your new filter in the “Added by me” column:

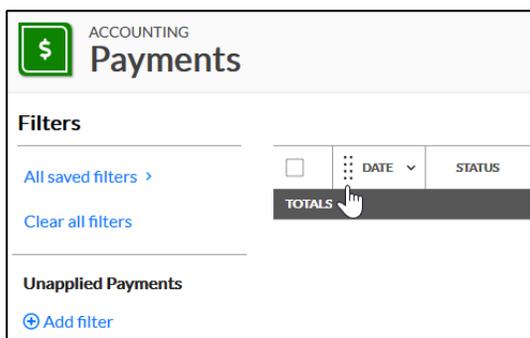


- Create a new filter on the current filter view, click **Clear all filters** to start over.

## Customize the Payments List

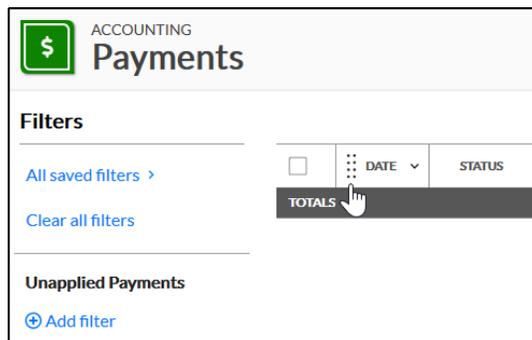
You can customize the look and feel of the **Payments List** by editing the columns and column order.

1. To move any of the columns, hover to the left of any column header to reveal a double-dotted line:

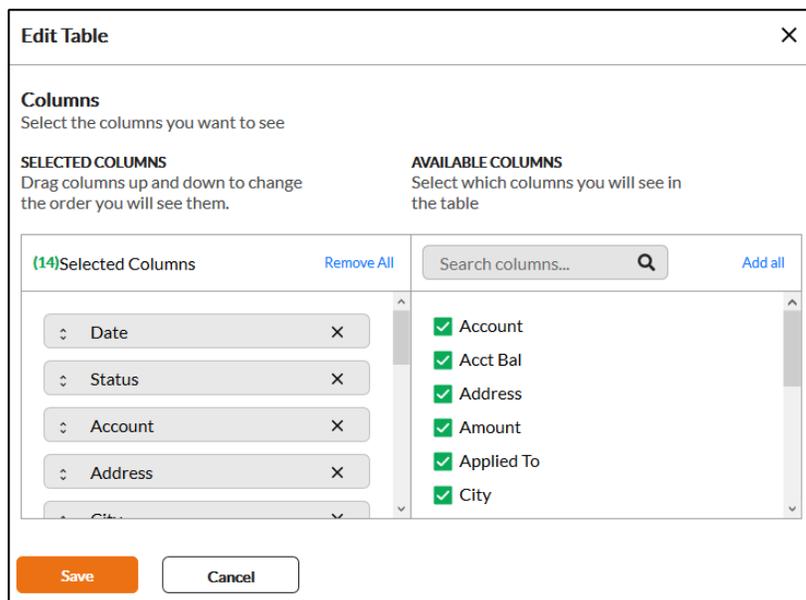


2. Click and drag the double-dotted line to re-position the column.

### 3. Adjust the columns by clicking **Edit Table**:



The **Edit Table** overlay appears:



- On the left, click the “X” to remove columns, or drag and drop the double arrows to re-position the columns.
- On the right is the list of all available columns. Anything already selected will have a green check mark next to it.
- Select additional columns individually, or click **Add all** to add all columns.

### 4. When you’re finished editing, click **Save**.

Your edits to the table will remain, regardless of the current filter view.

## Bulk Charge Credit Cards

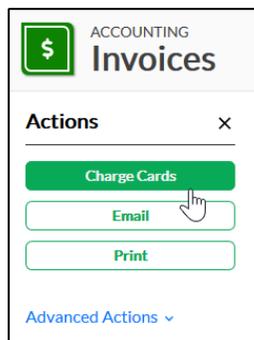
From the **Invoices** screen, you can charge credit cards in bulk. Any Invoices that are set to be paid by credit card will appear on the "Invoices to Charge" filter.

Invoices appear on that filter because the Client's default payment method is set to a credit card type or because an individual Invoice was set to be paid by credit card. In any case, you can easily charge one or more Invoices with just a few clicks.

**Note:** You can charge cards from any filter on the **Invoices** screen regardless of payment method on the Invoice. If you accidentally charge an Invoice without a credit card on file, it will remain on the "Failed charges" filter until a Payment is allocated to that Invoice.

To charge credit cards in bulk from the Invoices screen, follow these steps:

1. Go to **Accounting > Invoices**.
2. Click **All saved filters**.
3. Select the "Invoices to Charge" filter.
4. Check the box next to one or more Invoices to see the **Actions** menu.
5. Click **Charge Cards**.



To see any Invoices on which the charges failed, select "Failed charges" from the list of common filters and make sure the "Failure reason" column is selected in the table.

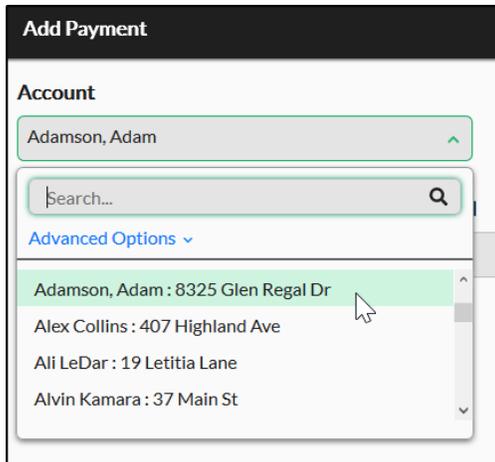
## Add a Payment

You can add a Payment from the **Payment** screen as opposed to from an Account. This might be helpful if you are entering multiple check payments at one time and want to make sure you haven't missed any.

To add a Payment from the **Payment** Screen, follow these steps:

1. Go to **Accounting > Payments**.

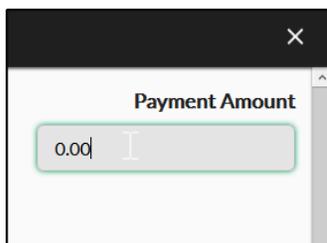
2. Click **Add Payment**.
3. On the **Add Payment** overlay, select an Account.



The screenshot shows the 'Add Payment' overlay with the 'Account' dropdown menu open. The dropdown list contains the following items:

- Adamson, Adam
- Search...
- Advanced Options
- Adamson, Adam : 8325 Glen Regal Dr
- Alex Collins : 407 Highland Ave
- Ali LeDar : 19 Letitia Lane
- Alvin Kamara : 37 Main St

4. On the far right enter the Payment Amount.

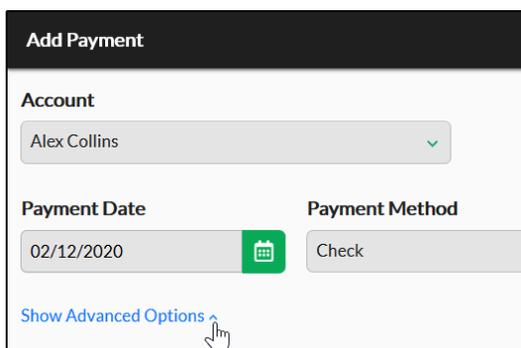


The screenshot shows the 'Payment Amount' input field with the value '0.00' entered.

5. The **Payment Date** will default to the current date. Change it if necessary.
6. The **Payment Method** will default to the Client default. Change it if necessary.

Any credit cards that are on the account or added through the Payment overlay will show an icon when the corresponding Payment Method is selected.

7. Click **Show Advanced Options** if you need to change the Default AR Account or set the payment as a prepayment.



The screenshot shows the 'Add Payment' overlay with the 'Payment Date' and 'Payment Method' fields. The 'Payment Date' is set to 02/12/2020 and the 'Payment Method' is set to Check. The 'Show Advanced Options' link is visible at the bottom.

8. If the Account has any open Invoices, when you enter an Amount on the Payment, it will automatically be allocated beginning with the oldest open Invoices. You may need to change the allocation by de-selecting the default Invoices and selecting different Invoices.
9. Use the **Memo** field to make any notes about the payment.
10. Click **Save Payment**.

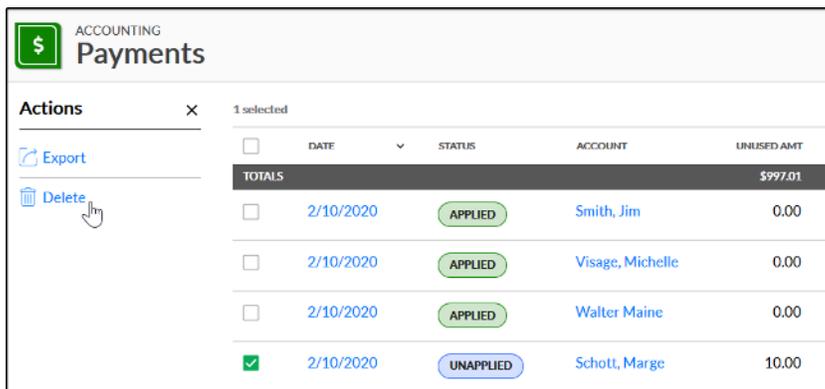
## Delete Payments

You can delete one or more Payments from the **Payments** Screen. In general, if you receive a Payment, we recommend that you do **not** delete the Payment record, as it could cause errors in bookkeeping. If a Payment ever existed in SA and was then deleted, it can be restored from the **Payments** Screen when the "Deleted" filter is applied.

**Note:** Credit card payments that were made with your current processor cannot be deleted. If you attempt to delete them from the **Payments** Screen, a message will appear letting you know they were not deleted. If you switched processors, credit card payments made with the old processor can be deleted.

To Delete Payments, follow these steps:

1. Go to **Accounting > Payments**.
2. Set a filter to see the Payments you need to delete.
3. Check the boxes next to the Payments you want to delete.
4. Click **Delete**.



The screenshot shows the 'Accounting Payments' screen. On the left, there is an 'Actions' menu with 'Export' and 'Delete' options. The 'Delete' option is highlighted with a mouse cursor. The main area displays a table of payments with columns for 'DATE', 'STATUS', 'ACCOUNT', and 'UNUSED AMT'. A 'TOTALS' row is at the top of the table. The table contains four rows of payment data, with the last row selected (checkbox checked).

	DATE	STATUS	ACCOUNT	UNUSED AMT
TOTALS				\$997.01
<input type="checkbox"/>	2/10/2020	APPLIED	Smith, Jim	0.00
<input type="checkbox"/>	2/10/2020	APPLIED	Visage, Michelle	0.00
<input type="checkbox"/>	2/10/2020	APPLIED	Walter Maine	0.00
<input checked="" type="checkbox"/>	2/10/2020	UNAPPLIED	Schott, Marge	10.00

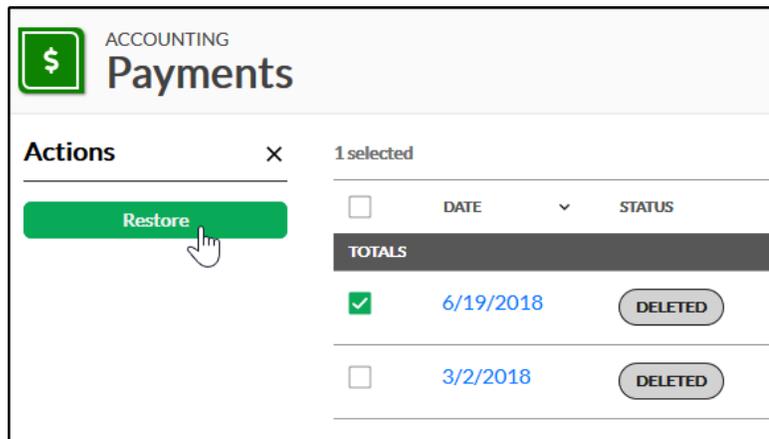
Any deleted Payments will have their status changed to "Deleted."

These Payments are not gone forever; you can find them by setting a "Status" filter to "Deleted." There is a common filter under **All saved filters > Common filters > Deleted**.

## Restore Deleted Payments

Any Payments that are deleted in SA can be restored by setting a “Status” filter to “Deleted” on the Payments List. While you can't see the original Payment overlay, if you click the payment date, you can see the Payment's full Audit Trail including who deleted it and when it was deleted. To restore a deleted Payment, follow these steps:

1. Go to **Accounting > Payments**.
2. Click **All saved filters**.
3. Under “Common filters,” click **Deleted**.
4. Check the box next to the Payment you want to restore.
5. Under “Actions” click **Restore**.

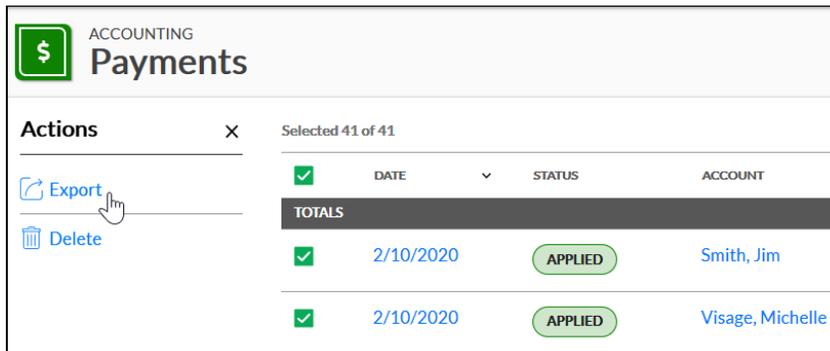


When the Payments have been restored, a confirmation message will appear in the upper right corner of the screen, and you'll see the selected Payment disappear from the current filter view.

## Export Payments List

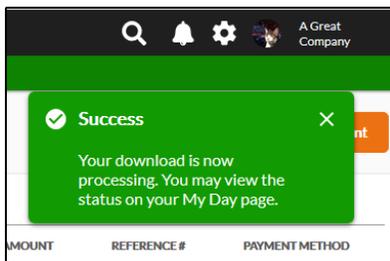
You can export the **Payments** List for use in Excel or for uploading into separate accounting software. To export Payments, follow these steps:

1. Go to **Accounting > Payments**.
2. Apply filters so the Payments you want to export are in the current view.
3. Select all Payments in the current view by clicking the check box at the top of the table.
4. Under "Actions," click **Export**.



5. On the **Export Payments** dialog, click **OK**.

A confirmation message will appear in the upper right corner of the screen.



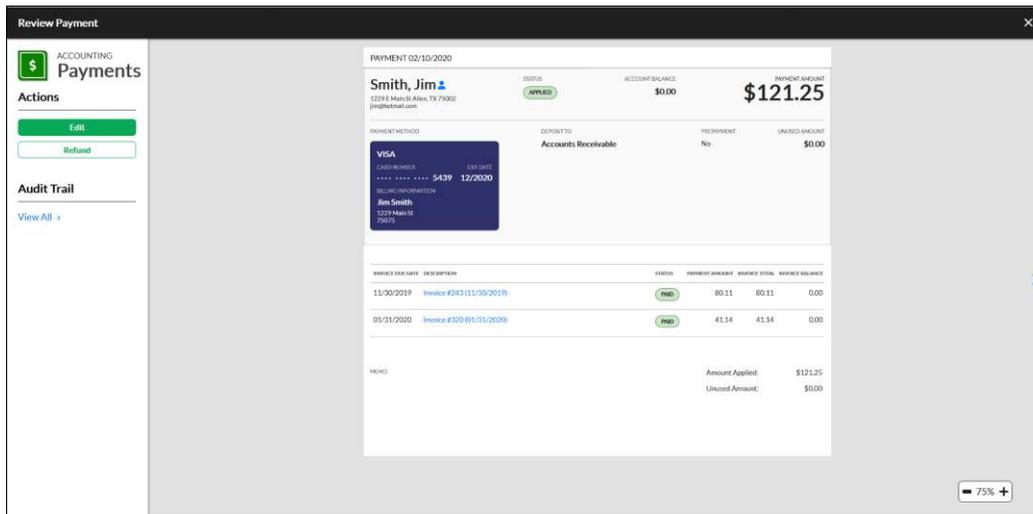
6. Go to the My Day page to retrieve your export.

The following columns will appear on the export:

- Payment Date
- Client Name
- Address
- Amount
- Unused Amount
- Refunded Amount
- Reference
- Notes
- Payment Method
- Sales Tax Reference
- Taxable
- Invoice Count
- Invoice Number

## Payment Screen Overlays

You can view the **Review Payment** overlay from the **Payments** screen by clicking any of the Payment Dates.



This overlay is divided into two main parts—the **Actions** menu on the left and the **Payment Details** on the right.

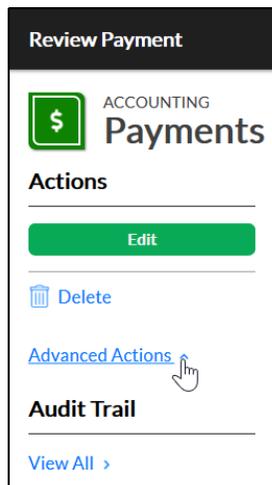
- **Payment Details** are read-only.
  - Like other screens in SA, anywhere you see blue text, it is a clickable link.
1. Click the icon next to the **Account Name** to go to the Account:



2. If the Payment is allocated to any Invoices, click an Invoice number to display the **Review Invoice** overlay.

On non-credit card Payments, you will see an option for **Advanced Actions** on the **Actions** menu.

3. Click **Advanced Actions** to see the option to delete the Payment:



4. If you would like to see the history of the Payment, click **View All** under “Audit Trail.” The Audit Trail shows the history of all actions taken on an item, the user who initiated the action, and the date and time the action was taken.
5. If you need to modify anything about the Payment, click the **Edit** button on the left to open the **Edit Payment** overlay:

INVOICE DUE DATE	PROPERTY DETAILS	DESCRIPTION	PAYMENT AMOUNT	INVOICE TOTAL	INVOICE BALANCE
11/30/2019	Smith, Jim 1229 E Main St Allen TX 75002	Invoice #243 (11/30/2019)	80.11	80.11	0.00
01/31/2020	Smith, Jim 1229 E Main St Allen TX 75002	Invoice #320 (01/31/2020)	41.14	41.14	0.00

This overlay is similar to the **Add Payment** overlay.

- Once a Payment is initially saved, you can't change the Account on the Payment.
  - On credit card Payments, you cannot change the Payment Amount or Payment Method.
6. When you are finished making changes, click **Save Payment**.
  7. Click **Cancel** or “X” in the upper right corner to exit the overlay,

## Add a Prepayment

To enter a Payment that will be used to pay for Services that have not yet been completed, follow these steps:

1. Go to **Accounting > Payments**.
2. Click **Add Payment**.
3. Click **Show Advanced Options**.
4. Under "Prepayment," toggle the switch to **YES**.

The screenshot shows the 'Add Payment' overlay with the following fields:

- Account: Bert Stevenson
- Payment Date: 02/19/2020
- Payment Method: Check
- Check #: [Empty]
- Deposit To: Accounts Receivable
- Prepayment: YES (toggle switch)
- Payment Amount: 0.00

Below the form is a table with columns: INVOICE DUE DATE, PROPERTY DETAILS, DESCRIPTION, PAYMENT AMOUNT, INVOICE TOTAL, INVOICE BALANCE. The table content is: No invoices to display.

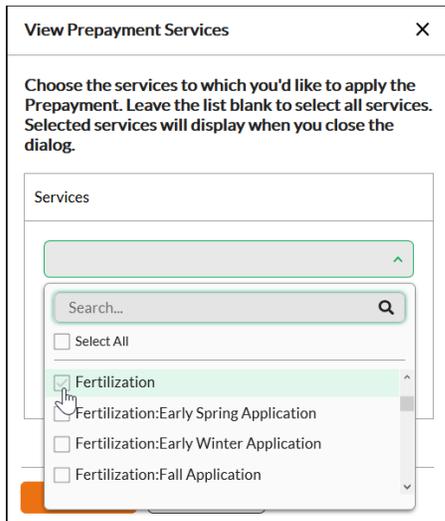
5. Continue filling out the rest of the **Add Payment** overlay, then click **Save**.

If you were to leave the Prepayment like this, every Invoice generated from this point forward for this Account will be paid by the Prepayment regardless of Service. In many cases, an Account may have several different services scheduled, but they are only pre-paying for one thing such as a fertilization Package.

### Designate a Prepayment for Specific Services

To designate a Prepayment for specific Services, follow these steps after completing the steps above:

1. From the **Payments** screen, click the **Payment Date** for the Prepayment you need to modify. This will open the Payment Review Overlay.
2. Click **Prepayment** on the **Actions** menu at the left.
3. On the "View Prepayment Services" dialog, select the applicable Services where the Prepayment will be applied.



4. Click **OK**.

From this point forward, the Prepayment will be automatically applied only to the designated Services. Updating the Prepayment will not apply retroactively to existing Invoices, only Invoices generated from now on.

## Refund a Credit Card Payment

Refunds can be made on any settled credit card Payments with your current credit card processor.

*If you sync with QuickBooks Online, please see the additional information at the end of this topic.*

**Note:** If you integrate with Authorize.net, you will not be able to issue refunds through SA.

To make a refund, follow these steps:

1. Go to **Accounting > Payments**.
2. Set a filter, if needed. Click the **Payment Date** for the Payment you would like to refund.
3. Click **Refund**.

If the Payment is applied to any Invoices, a message will appear to let you know you need to un-apply the Payment if it will be charged again.

4. If you need to un-apply, click **Cancel**. If you don't need to take another Payment associated with the Invoice, click **OK** to proceed.
5. Select the check boxes next to the Invoice line items to refund individual Services.

The screenshot shows a 'Refund Payment' window with two main sections: 'Transactions To Refund' and 'Refund Summary'.

**Transactions To Refund:**

INVOICE	LINE ITEM	PAYMENT AMOUNT	SALES TAX	AVAILABLE REFUND	REFUND AMOUNT
Invoice #243	<input type="checkbox"/> Lawn Care Maintenance	41.13	-3.13	38.00	0.00
	<input type="checkbox"/> Lawn Bags	38.97	-2.97	36.00	0.00
Invoice #320	<input type="checkbox"/> Lawn Care Maintenance	41.13	-3.13	38.00	0.00

**Refund Summary:**

Original Payment Amount	\$121.25
Available to refund	\$121.25
Invoice Refunds	\$0.00
Overpayment	0.00
Subtotal	\$0.00
Sales Tax	\$0.00
<b>Total Refund</b>	<b>\$0.00</b>

6. Use the **Overpayment** field on the right if you are refunding an overpayment amount.

This is a close-up of the 'Refund Summary' table from the previous screenshot. The 'Overpayment' row is highlighted with an orange border, and its value '0.00' is shown in a grey input field.

Original Payment Amount	\$121.25
Available to refund	\$121.25
Invoice Refunds	\$0.00
Overpayment	0.00
Subtotal	\$0.00
Sales Tax	\$0.00
<b>Total Refund</b>	<b>\$0.00</b>

7. Click **Next**. This will take you to the **Refund Confirmation**.

8. If you are satisfied with the refund, click **Apply Refund**. This will display a dialog outlining the actions you just took.

The dialog box has a green checkmark icon and the title 'Success! You just refunded a payment.' It contains two columns of information:

**Here's what we did:**

- Refunded a Payment for Smith, Jim
- Created a credit for selected invoices
- Created a refund to balance the credit
- Balanced your account

**What you'll see:**

- Status change at the payment
- Refund will display in the account's activity feed

An orange 'OK' button is located at the bottom of the dialog.

### If you sync with QuickBooks Online

Issuing a refund will create a transaction called a Check. The Check represents the refunded amount and is applied to the Payment. If a Credit is created to balance an Invoice, both the Check and Credit can be accessed from the Payment.

## Credits Overview

You might need to add a credit to an Account for various reasons: you got a referral from a Client, your team caused some damage at a recent job, etc.

Go to **Accounting > Credits** to see the **Credits** screen. If it's your first time on this screen, it will look something like this:

REFERENCE #	STATUS	DATE	ACCOUNT	CC REFUNDED	UNAPPLIED	TOTAL AMOUNT
<b>TOTALS</b>						
2-10-2020	UNAPPLIED	2/10/2020	101 Vikes Dr		15.00	15.00
2-10-2020	APPLIED	2/10/2020	Schott, Marge		0.00	15.00
1	UNAPPLIED	10/31/2019	Ben Roethlisberger		86.00	86.00
CC Refund	APPLIED	10/29/2019	Cameron Brate	☑	0.00	60.62
CC Refund	APPLIED	10/29/2019	Amari Cooper	☑	0.00	5.00
110486	APPLIED	10/29/2019	Greg Olsen	☑	0.00	86.00
111	UNAPPLIED	8/30/2019	Coselli, Howard		50.00	50.00
101	UNAPPLIED	9/21/2018	O'Hara, Asia		29.64	100.00

Unlike other list screens, the **Credits** screen will load Credits without having any filter applied. You can always create or apply filters if you want to see more refined results on this page.

The filter selection remains at the left side. If you are viewing a filter, it will display at the left. Every time you return to this screen, you will see the last filter you applied.

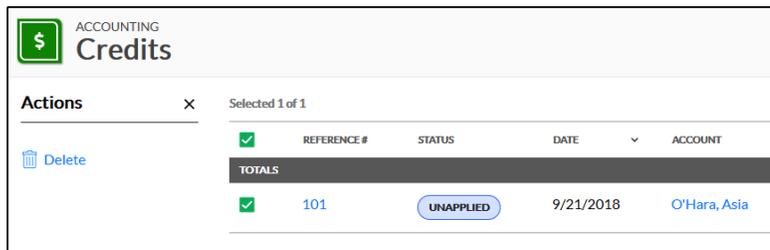
- Click **Add Credit** to add a new Credit.
- Click **Edit Table** to manage which columns you see in the table and the order in which they appear.
- You can move columns in the table by hovering at the left to reveal the double-dotted line:

REFERENCE #	STATUS	DATE
<b>TOTALS</b>		
101	UNAPPLIED	9/21/2018

Click and drag the double-line to re-position the column. You can also click the double-arrows on the right side of the column to sort the column in ascending or descending order.

- Any of the blue text is a clickable link.
  - Click a credit number to open the Credit itself.
  - Click an account name to open the Client Account.

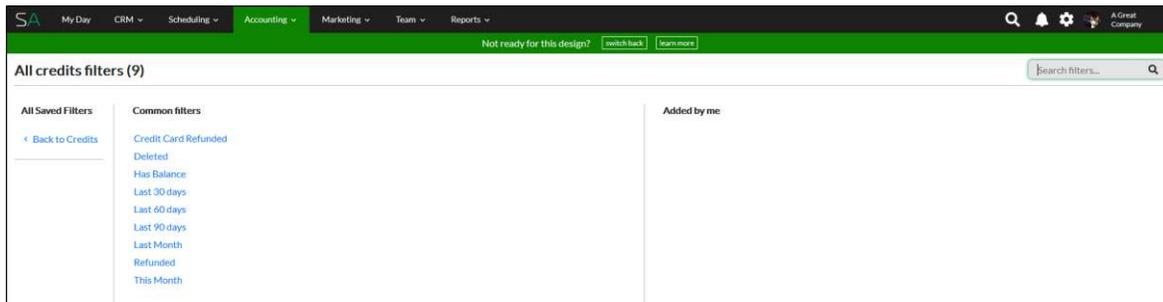
- Check the box next to one or more Credits to make the **Delete** option visible on the left:



## Filter the V3 Credits Screen

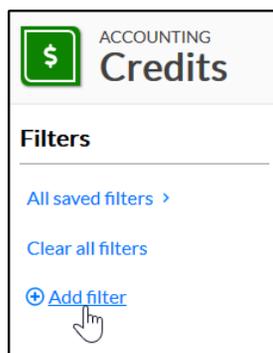
Filters are a useful way to customize the **Credits** screen.

1. Go to **Accounting > Credits** and click **All Saved Filters** to view Common filters:



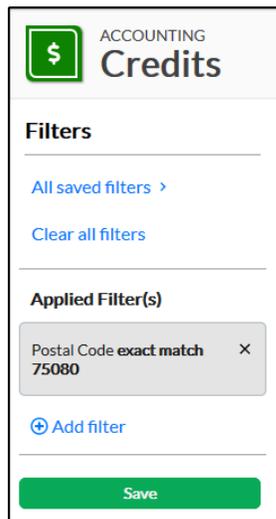
Any filters you create will appear here under the **Added by me** column. If there is very specific information you want to see, it's a good idea to create your own filters.

2. Click **Add Filter** from the **Credits** List. This will show the list of all possible filters.



- Account
- Account Balance
- Account Starts With
- Account Type
- City

- Credit Balance
- Date Range
- Has Tags
- Postal Code
- Refunded
- States/Provinces
- Status
- Street Address



The screenshot shows the 'ACCOUNTING Credits' interface. It features a 'Filters' section with links for 'All saved filters >' and 'Clear all filters'. Below this is the 'Applied Filter(s)' section, which contains a filter for 'Postal Code exact match 75080' with a close button (X). There is an 'Add filter' button and a 'Save' button at the bottom.

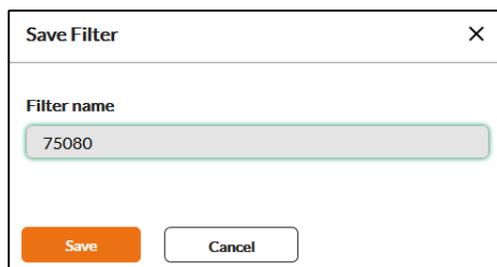
3. Each filter has different criteria. Click any of them to set specific parameters.

Once you've applied a filter, it appears on the left in a gray box.

4. If the results are not what you're looking for, you can:  
click the "X" to delete the filter  
OR  
click **Add filter** to apply additional filters.

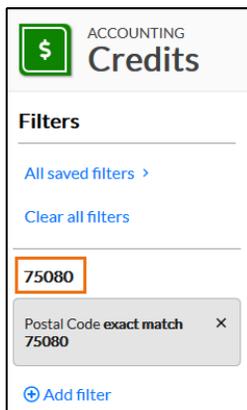
5. If you are finished adding filters, click **Save**. This opens the **Save** dialog.

6. Give your filter a name and click **Save**:

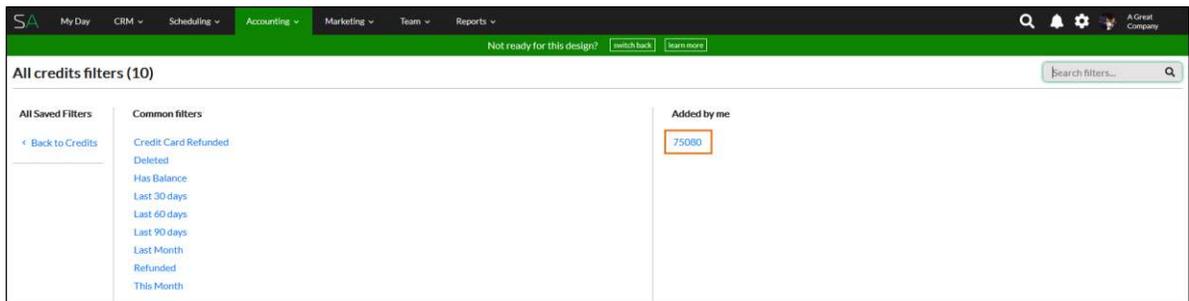


The screenshot shows a 'Save Filter' dialog box with a close button (X) in the top right corner. It contains a 'Filter name' label and a text input field with the value '75080'. At the bottom, there are two buttons: 'Save' (orange) and 'Cancel' (white).

You will remain on that filter view, but the name is now updated:



If you click **All saved filters** you will see your new filter in the “Added by me” column:

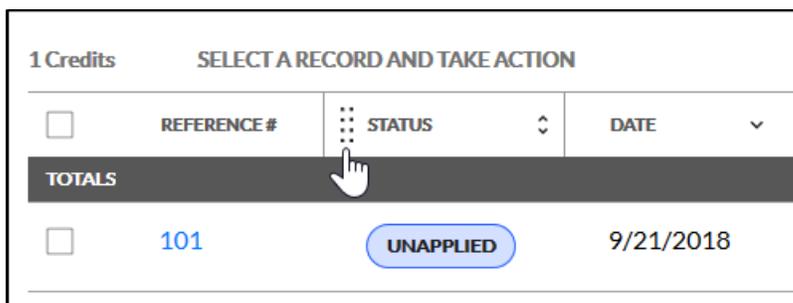


7. To create a new filter when you are on a current filter view, click **Clear all filters** to start over.

## Edit a Table on the V3 Credits Screen

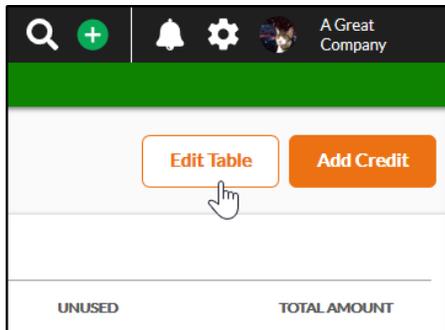
You can customize the look and feel of your **Credits List** by editing the columns and column order.

1. To move any of the columns, hover to the left of any column header to reveal a double-dotted line:

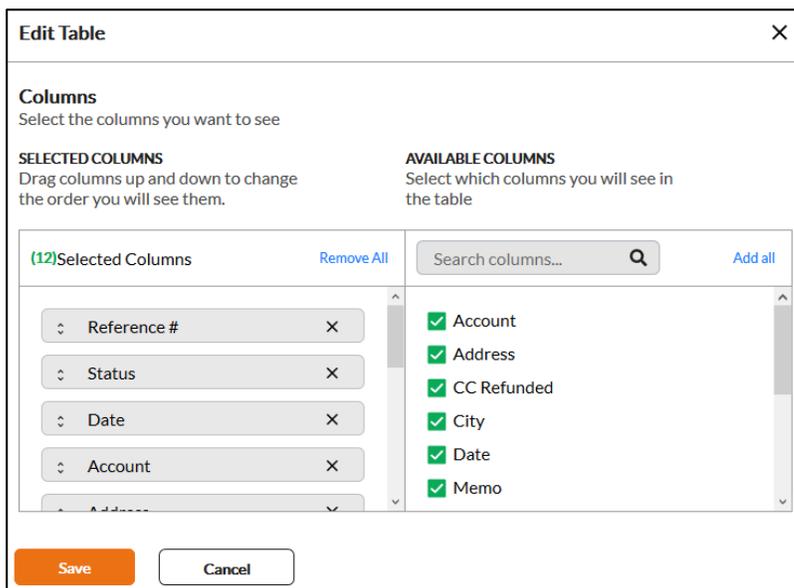


1 Credits			
SELECT A RECORD AND TAKE ACTION			
<input type="checkbox"/>	REFERENCE #	STATUS	DATE
<b>TOTALS</b>			
<input type="checkbox"/>	101	UNAPPLIED	9/21/2018

2. Click and drag the double-dotted line to re-position the column. You can also adjust the columns by clicking **Edit Table**:



The **Edit Table** overlay appears:



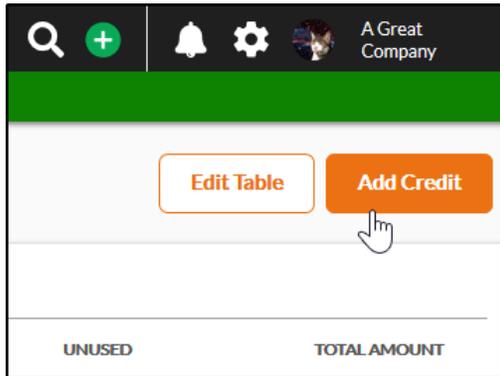
3. Edit the table by doing any of the following:
  - On the left, you can remove columns by clicking the “X” or drag and drop the double arrows to re-position the columns.
  - On the right is the list of all available columns. Anything that is already selected will have a green check next to it.
  - You can select additional columns one by one or click **Add all** to add all columns.
4. When you're finished editing, click **Save**.

However you edit the table, this will remain regardless of the current filter view.

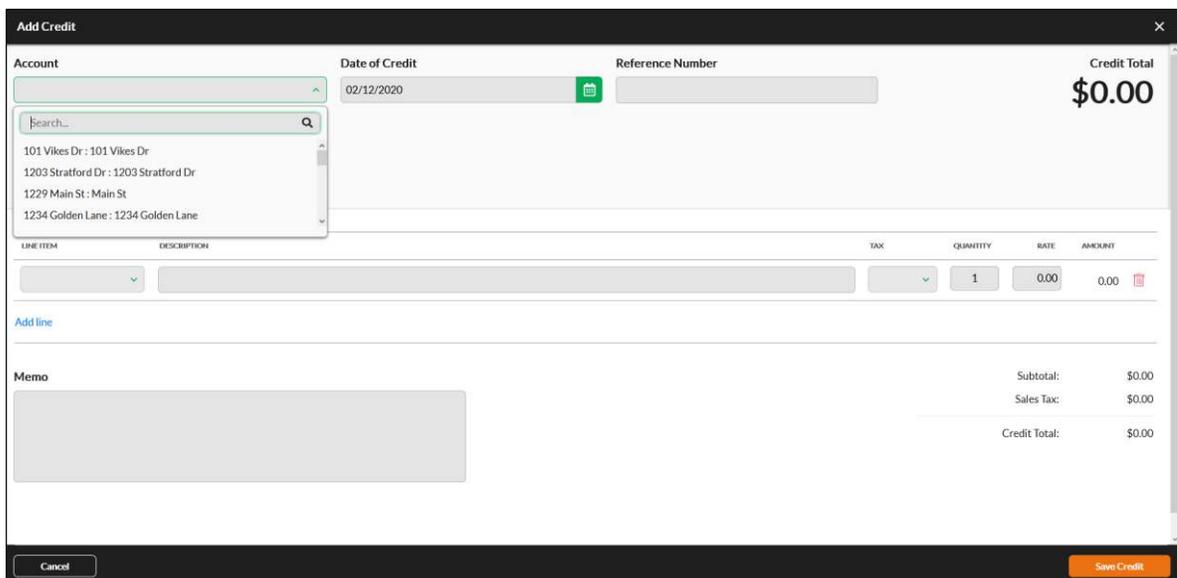
## Add a Credit from the V3 Credits Screen

You can add a new Credit directly from the **Credits** screen.

1. Click the **Add Credit** button in the upper right corner of the screen.



This opens the **Add Credit** overlay:

A screenshot of the 'Add Credit' overlay form. The form has a dark header with the title 'Add Credit' and a close button. Below the header, there are three input fields: 'Account' (with a dropdown menu), 'Date of Credit' (with a date picker showing '02/12/2020'), and 'Reference Number' (with a calendar icon). To the right of these fields is a 'Credit Total' field showing '\$0.00'. Below the input fields is a table with columns: 'LINE ITEM', 'DESCRIPTION', 'TAX', 'QUANTITY', 'RATE', and 'AMOUNT'. There is one row in the table with a quantity of '1' and a rate of '0.00', resulting in an amount of '0.00'. Below the table is an 'Add line' button. At the bottom of the form is a 'Memo' field with a text area. On the right side of the form, there is a summary section with 'Subtotal: \$0.00', 'Sales Tax: \$0.00', and 'Credit Total: \$0.00'. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save Credit' button.

2. Select an **Account** from the dropdown list. If the Account has any open Invoices, these will populate when you select the Account.
3. Change the **Date of Credit** if needed. It defaults to the current date.
4. Enter a **Reference Number**. This field is required even if you are not using a reference number for this transaction. You won't be able to save the Credit without entering something in this field.

- If the Credit represents an amount that was refunded to the client in a transaction outside of SA (such as writing the client a check), check the **Is Refunded** check box. This will reveal additional options that are necessary for a Credit Refund:

The screenshot shows the 'Add Credit' form with the following fields and values:

- Account: [Dropdown]
- Date of Credit: 10/30/2019
- Reference Number: [Text Box]
- Applied Total: \$0.00
- Is Refunded?:  Yes
- Refund Payment Method: [Dropdown]
- Refund Reference Number: [Text Box]
- Refund Amount: 0.00

- To add an amount to the Credit, regardless of whether it's a refund or not, add a **Line Item** and **Rate**.

As you add Line Items, the totals will update at the bottom of the overlay.

- Select the check boxes next to Invoices to apply the Credit:

The screenshot shows the 'Add Credit' form with the following fields and values:

- Account: A.J. Green : 22 Eisenhower Drive
- Date of Credit: 02/12/2020
- Reference Number: [Text Box]
- Credit Total: \$15.00
- Is Refunded?:  No

FULLY APPLIED	INVOICE #	PO #	DATE	DUE DATE	CREDITS APPLIED	AMOUNT	BALANCE
<input checked="" type="checkbox"/>	160		9/30/2018	9/30/2018	0.00	263.98	263.98
<input type="checkbox"/>	208		9/18/2019	9/18/2019	0.00	64.00	64.00

LINE ITEM	DESCRIPTION	TAX	QUANTITY	RATE	AMOUNT
Bed Maintenance	Bed Maintenance	Non	1	15.00	15.00

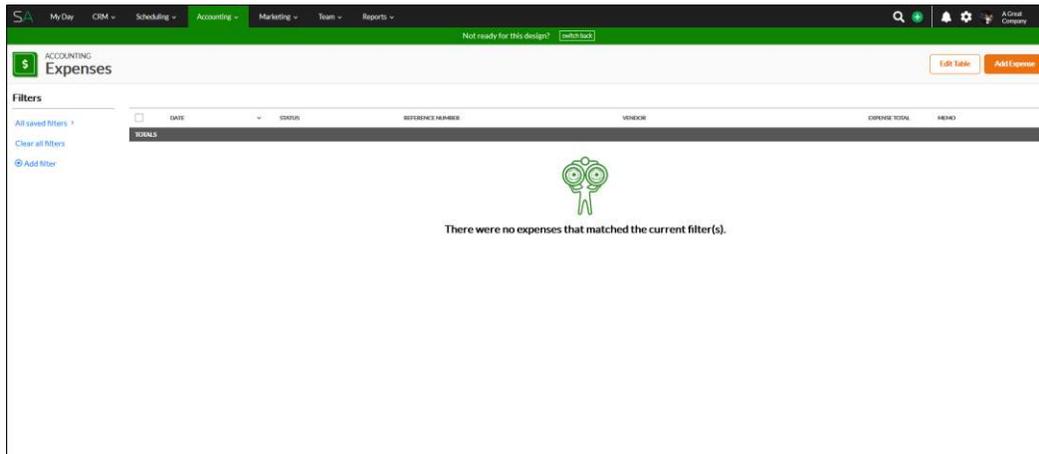
Subtotal: \$15.00  
Sales Tax: \$0.00

**Note:** Be careful how you apply the Credit. Once the Credit is saved, you will not be able to change the allocation. If the allocation needs to be changed, you need to delete the Credit and create a new one.

- Add a **Memo** if you have any additional internal notes about the Credit.
- Click **Save Credit**.

# Expenses Overview

You can find the **Expenses List** by going to **Accounting > Expenses**. If it's your first time on this screen, it will look something like this:



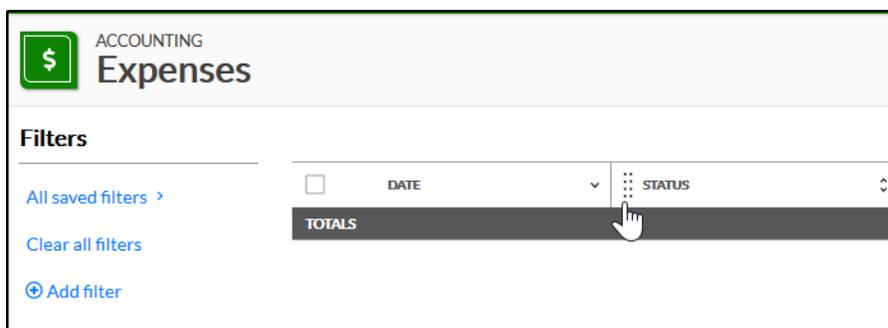
## Filter Expense records

Unlike other list screens, the **Expenses** screen shows expenses without having any filter applied. You can always create or apply filters if you want to see more refined results on this page with the filter selection on the left side. If you are viewing a filter, it will be displayed at the left. Every time you return to this screen you will see the last filter you had applied.

## Add a New Expense

At the top right, you can click **Add Expense** to add a new Expense or click **Edit Table** to manage which columns you see in the table and the order in which they appear.

You can move columns in the table by hovering at the left to reveal the double-dotted line:

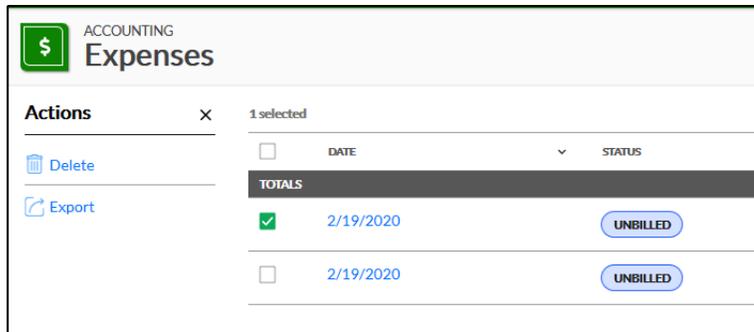


Click and drag the double line to re-position the column.

Click the double-arrows on the right side of the column to sort the column in ascending or descending order.

Any of the blue text is a clickable link.

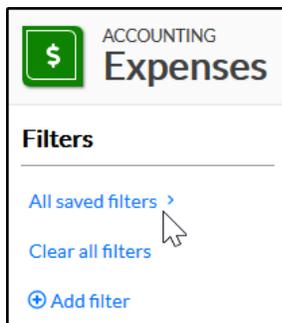
- Click the date of an Expense to open the Expense itself.
- Check the box next to one or more Expenses to make the **Delete** and **Export** options visible on the left:



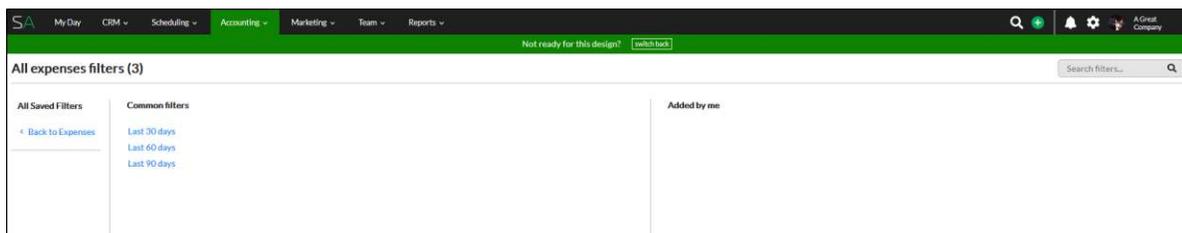
## Customize the Expenses Screen

There are two ways to customize the **Expenses** screen: adding Filters and editing the table.

By default, the **Expenses** screen will display all items on the list. You do not need to apply a filter to see results. Click **All saved filters** to view the pre-built "Common filters":



This is also where you can view any custom filters you may have built for yourself. They are found under the "Added by me" column:

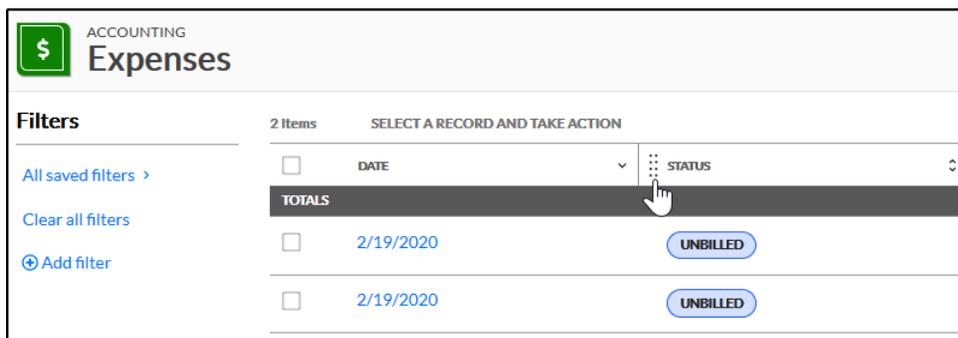


Back on the **Expenses** Screen, you can build your own filters by clicking **Add filter**. This will show the following list of filters you can use:

- Account
- Account Balance
- Account Starts With
- Account Type
- Bill Expense to Client
- City
- Date Range
- Expense Total
- GL Accounts
- Has Tags
- Postal Code
- Products
- Services
- States/Provinces
- Street Address
- Vendor Address
- Vendor City
- Vendor Name
- Vendor Postal Code
- Vendor State

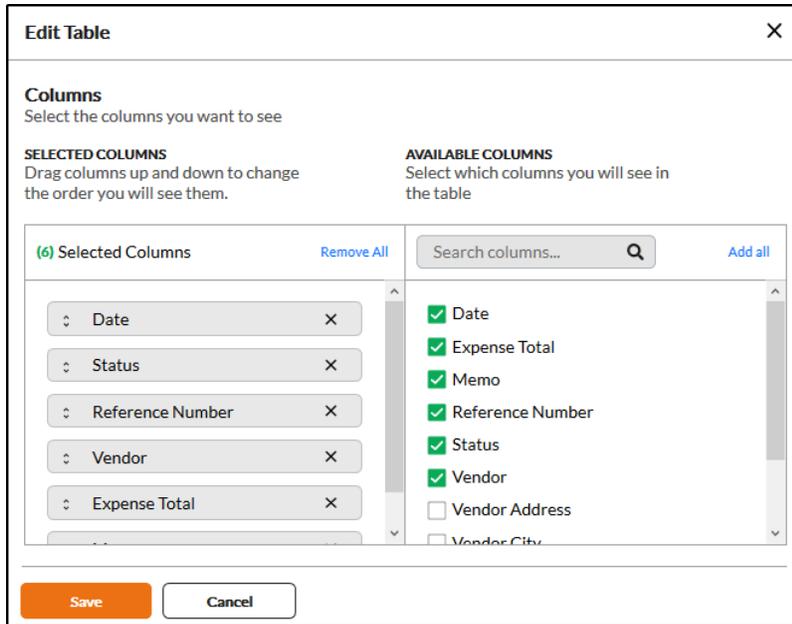
Once you have added all the filters you would like to have on a given view, click **Save** to give your filter a name. The page will reload to display the name of your new filter at the left and you will be able to see your new filter on the list of All saved filters.

You can further customize your view on the **Expenses** Screen by editing the columns and column order. To move any of the columns, hover to the left of any column header to reveal a double-dotted line:



ACCOUNTING	
Expenses	
Filters	2 Items SELECT A RECORD AND TAKE ACTION
<a href="#">All saved filters &gt;</a>	<input type="checkbox"/> DATE <span>⋮</span> STATUS <span>⌵</span>
<a href="#">Clear all filters</a>	<b>TOTALS</b>
<a href="#">+ Add filter</a>	<input type="checkbox"/> 2/19/2020 <span>UNBILLED</span>
	<input type="checkbox"/> 2/19/2020 <span>UNBILLED</span>

Click and drag the double-dotted line to re-position the column. You can also adjust the columns by clicking on Edit Table. This opens the Edit Table overlay:

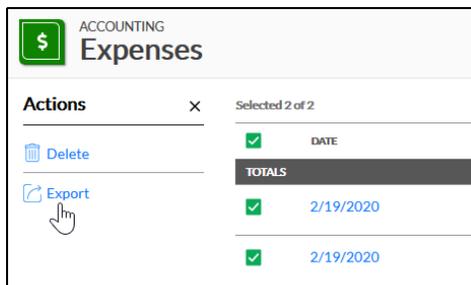


On the left you can remove columns by clicking the "x" or drag and drop the double arrows to re-position the columns. On the right is the list of all available columns. Anything that is already selected will have a green check next to it. You can select additional columns one by one or click Add all to add all columns. When you're finished editing, click **Save**.

However you edit the table, this will remain regardless of the current filter view.

## Find and Report Expenses

Expenses can be found from the Expenses Screen by going to **Accounting > Expenses**. By default, this screen will show you all Expenses that have been entered into SA. You can filter this screen in various ways by clicking **All saved filters** or **Add filter**. Once you have the Expenses you want in your view, select one or more to reveal the option to Export the list:



The Export will generate as an Excel file on your My Day page. The spreadsheet will contain the following columns:

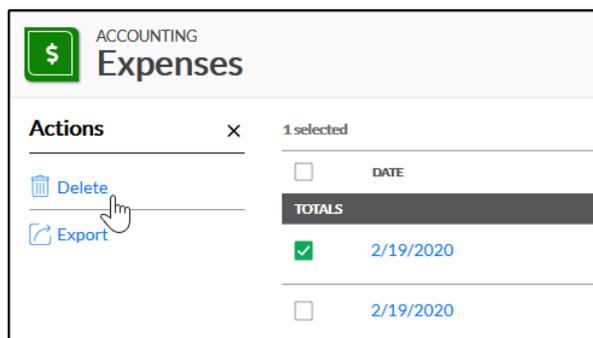
- Expense Date
- Client
- Account (this is the General Ledger Account designated on an Expense)
- Vendor
- Notes
- Amount
- Status
- Bill Expense to Client
- Amt Includes Sales Tax
- Project Number

As far as any reporting that can be done beyond the export to Excel, Expenses will appear in the pre-built Profit/Loss reports in the Report Center. A custom analysis can only contain a value amount from an Expense if that Expense is applied correctly to a job through the Dispatch Board. Such an analysis would not include any Expense information other than a value so the only way to generate an "Expense List" is through exporting the entries on the Expenses Screen.

## Delete an Expense

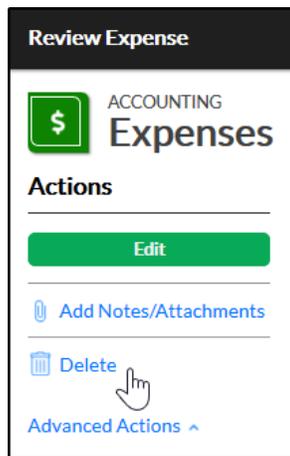
To delete an Expense, follow these steps:

1. Go to **Accounting > Expenses**.
2. Check the box next to the Expense you want to delete.
3. Click **Delete**.



You can also delete Expenses individually from the **Review Expense** overlay.

1. Click **Advanced Actions** to see the **Delete** button.

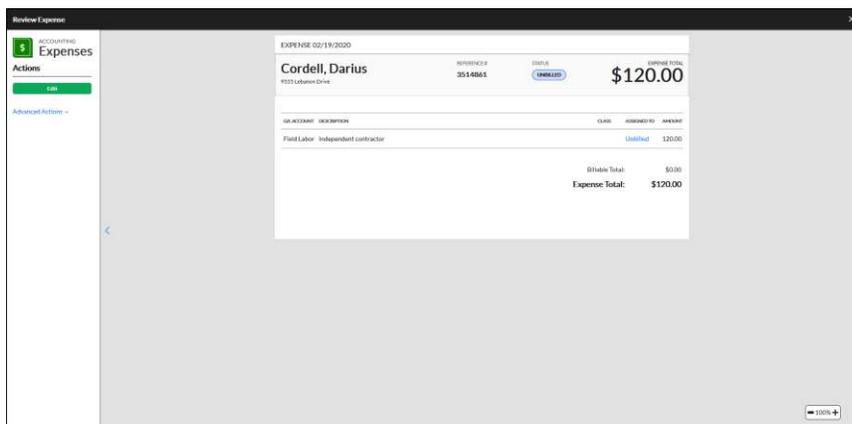


Please note that once an Expense is deleted it cannot be restored; it is permanently deleted.

## Review and Edit Overlays

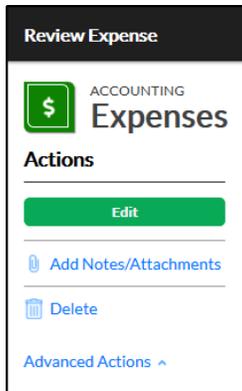
Once you have created an Expense, there are two overlays that are related to that item: a Review Expense overlay which will show you all information about that item and an **Edit Expense** overlay where you can make changes. To access either, start by going to the **Expenses** Screen (**Accounting > Expenses**).

1. Click the date of any Expense to view the **Review Expense** overlay:

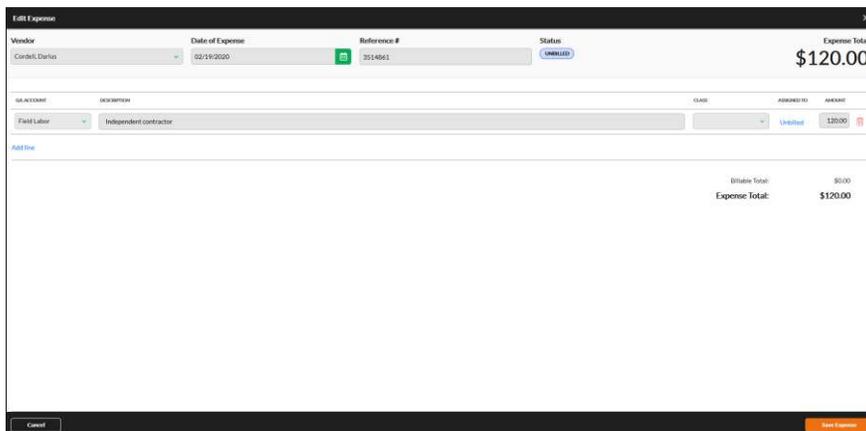


The preview on the right side will show you information such as the Vendor name and the Expense total.

2. Click **Advanced Actions** on the right to see the options to add notes or attachments or delete the Expense:



3. If you need to make any changes to the expense, click Edit to reveal the **Edit Expense** overlay:



4. Here you can change any item on the Expense. When you are finished, be sure to click **Save Expense**.
5. To exit the overlay without saving, click **Cancel** or the "X" in the upper right corner of the overlay.

## Installment Plans Overview

Installment Plans are a feature in Service Autopilot that allow you to bill an Account once a month for one or more Services regardless of how many times those Services are completed. You can bill an Account every month or just the months you choose and can even vary the services by month for more accurate revenue tracking.

You can view a list of all of your Installment Plans by going to **Accounting > Installment Plans (Contracts)**. That screen will look something like this:

PLAN NAME	STATUS	ACCOUNT	ADDRESS	CITY	STATE	ZIP	BILLING DAY	START DATE	END DATE	LAST BILL DATE
Weekly Lawn Maintenance	EXPIRED	Adamson, Adam	8325 Glen Regal Dr	Dallas	TX	75243	12	3/9/2018	12/31/2018	12/12/2018
Edging	EXPIRED	Bottoms, Dusty	1251 E Belt Line Rd	Richardson	TX	75081	31	9/5/2018	12/31/2018	5/31/2019
Dec-Feb Snow Contract	EXPIRED	Jacobs, Jacob	1811 N Floyd Rd	Richardson	TX	75080	1	12/1/2018	2/28/2019	12/1/2018

Unlike other list screens, you do not have to apply filters in order to view Installment Plans. However, you can apply pre-built filters by clicking **All saved filters**:

All Saved Filters	Common filters	Added by me
<ul style="list-style-type: none"> <li>Back to Installment Plans</li> </ul>	<ul style="list-style-type: none"> <li>End Date within 30 days</li> <li>End Date within 60 days</li> <li>End Date within 90 days</li> <li>Expired Installment Plans</li> <li>Start Date within 30 days</li> <li>Start Date within 60 days</li> <li>Start Date within 90 days</li> </ul>	

If you make any filters of your own, they will appear under the column **Added by me**. If a filter is selected, the filter selection remains at the left side as well as the information about the current filter you are viewing. Every time you return to this screen you will see the last filter you had applied.

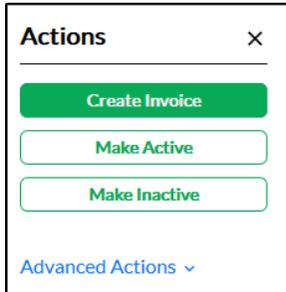
At the top right you can click **Add Installment Plan** to add a new Installment Plan or click **Edit Table** to manage which columns you see in the table and the order in which they appear. You can also move columns in the table by hovering at the left to reveal the double-dotted line:

PLAN NAME	STATUS	ACCOUNT	ADDRESS
Weekly Lawn Maintenance	EXPIRED	Adamson, Adam	8325 Glen Regal Dr

Click and drag on the double-line to re-position the column. You can also click the double-arrows on the right side of the column to sort the column in ascending or descending order.

Any of the blue text is a clickable link. Click a plan name to open the Installment Plan. Click an account name to open the Account.

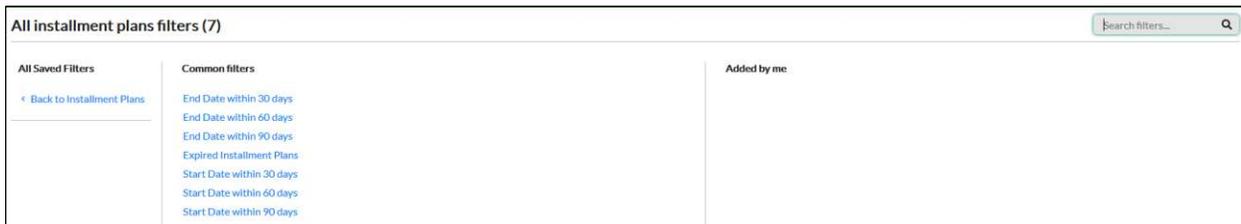
Select the check box next to one or more Installment Plans to reveal actions you can take:



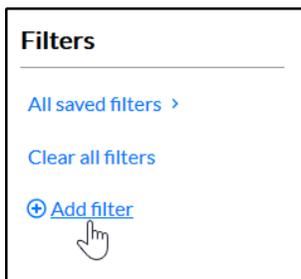
From here, you can click **Create Invoice** to manually generate Invoices for the selected Invoices. You can also make Installment Plans **Active** or **Inactive** in bulk. If you click **Advanced Actions** you will see the link to **Export** the list of Plans. This export will appear on your My Day page when complete.

## Installment Plans Screen Filters

Filters are a useful way to customize the list of Installment Plans (**Accounting > Installment Plans**). You can click **All Saved Filters** to view pre-built, Common filters:



Any filters you create will appear here under the Added by me column. If there is very specific information you want to see, it's a good idea to create your own filters. To get started, click Add Filter from the Installment Plans List:

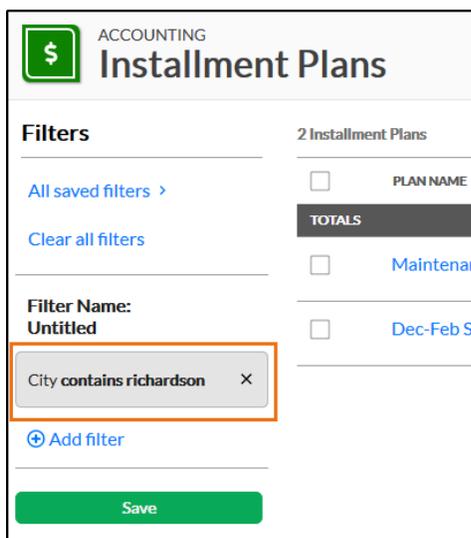


This will reveal the list of all possible filters:

- Account

- Account Balance
- Account Starts With
- Account Type
- Annual Value
- Billing Day
- City
- End Date Range
- Has Tags
- Last Bill Date
- Packages
- Plan Name
- Postal Code
- Services
- Start Date Range
- States/Provinces
- Status
- Street Address

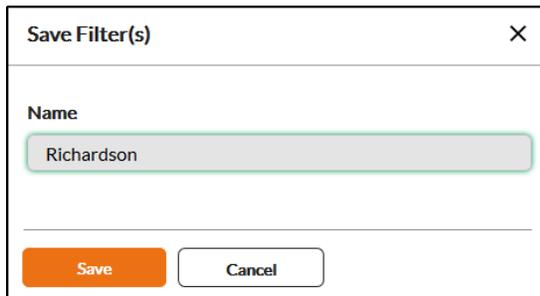
Each filter has different criteria. Click any of them to set specific parameters. Once you've applied a filter, it will appear on the left in a gray box:



From here, if the results do not give you what you are looking for you can click the "X" to delete the filter or click **Add filter** to apply additional filters.

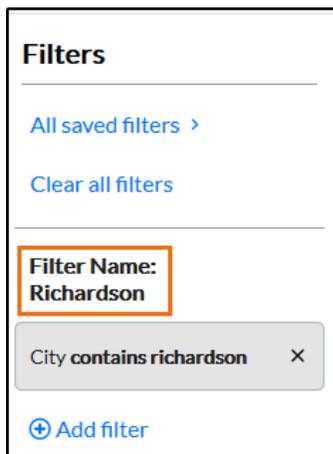
If you are finished adding filters, click **Save**. This will open the **Save** dialog.

Give your filter a name and click **Save**:



A dialog box titled "Save Filter(s)" with a close button (X) in the top right corner. It contains a "Name" label and a text input field with the value "Richardson". Below the input field are two buttons: "Save" (orange) and "Cancel" (white with grey border).

You will remain on that filter view, but the name will now be updated:



A "Filters" panel with a title "Filters" and a horizontal line below it. It contains two links: "All saved filters >" and "Clear all filters". Below these is a section with a label "Filter Name: Richardson" (highlighted with an orange box) and a filter chip "City contains richardson" with a close button (X). At the bottom is a link "Add filter" with a plus icon.

If you click **All saved filters** you will see your new filter in the "Added by me" column:



A view titled "All installment plans filters (10)". It has three columns: "All Saved Filters" (with a link "Back to Installment Plans"), "Common filters" (listing various filters like "Bills on the 1st", "End date within 30 days", etc.), and "Added by me" (with a filter chip "Richardson" highlighted by an orange box).

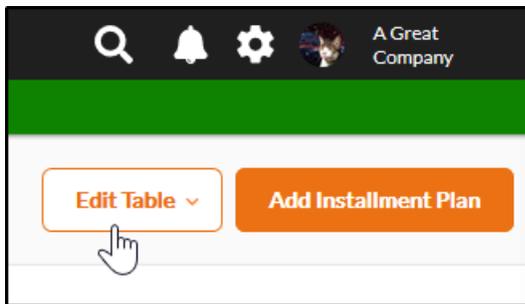
To create a new filter when you are on a current filter view, click **Clear all filters** to start over.

## Edit the Installment Plans List

You can customize the look and feel of your Installment Plans List by editing the columns and column order. To move any of the columns, hover to the left of any column header to see a double-dotted line:

3 Installment Plans		SELECT A RECORD AND TAKE ACTION		
<input type="checkbox"/>	PLAN NAME	⋮ STATUS	ACCOUNT	ADDRESS
<b>TOTALS</b>				
<input type="checkbox"/>	Weekly Lawn Maintenance	EXPIRED	Adamson, Adam	8325 Glen Regal Dr

Click and drag the double-dotted line to re-position the column. You can also adjust the columns by clicking **Edit Table**:



This opens the **Edit Table** overlay:

**Edit Table** ✕

**Columns**  
Select the columns you want to see

**SELECTED COLUMNS**  
Drag columns up and down to change the order you will see them.

(12) Selected Columns Remove All

- ⌵ Plan Name ✕
- ⌵ Status ✕
- ⌵ Account ✕
- ⌵ Address ✕

**AVAILABLE COLUMNS**  
Select which columns you will see in the table

Search columns... 🔍 Add all

- Account
- Address
- Annual Value
- Billing Day
- City
- End Date

Save
Cancel

- On the left, you can remove columns by clicking the "X" or drag and drop the double arrows to re-position the columns.

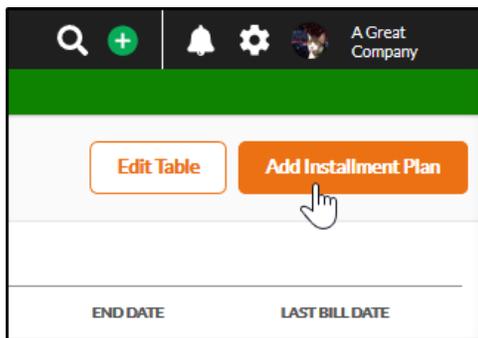
- On the right is the list of all available columns. Anything already selected will have a green check next to it. You can select additional columns one by one, or click **Add all** to add all columns.
- When you're finished editing, click **Save**.

However you edit the table, this will remain regardless of the current filter view.

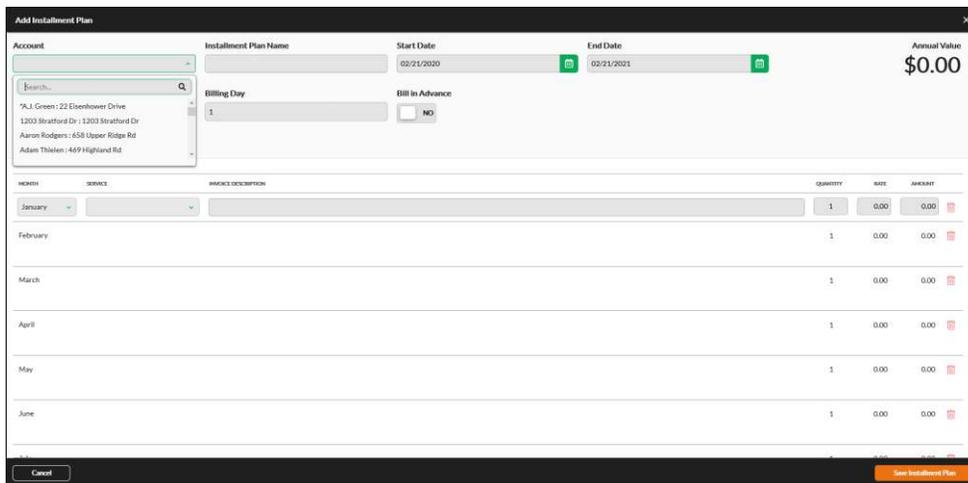
## Add an Installment Plan

To add a new Installment Plan, follow these steps:

1. Go to **Accounting > Installment Plans**.
2. Click **Add Installment Plan**.



3. On the **Add Installment Plan** overlay, select an Account.

A screenshot of the 'Add Installment Plan' overlay form. The form has a dark header with a close button. Below the header, there are several input fields: 'Account' (with a dropdown menu), 'Installment Plan Name', 'Start Date' (02/21/2020), 'End Date' (02/21/2021), and 'Annual Value' (\$0.00). There are also fields for 'Billing Day' (1) and 'Bill in Advance' (NO). Below these fields is a table with columns for 'MONTH', 'SERVICE', 'PRODUCT DESCRIPTION', 'QUANTITY', 'RATE', and 'AMOUNT'. The table has rows for January through June, with 'January' selected. At the bottom, there are 'Cancel' and 'Save Installment Plan' buttons.

4. Enter an Installment Plan Name.

5. The Start and End Dates will default to the current date and a year from the current date, respectively. Change these, if needed.
6. Select an option under **Print Preferences**. This will determine whether the Invoice will need to be printed and what will appear on the Invoice.
7. If you will have Invoices auto-generated, set a Billing Day.

**Bill in Advance** will determine when the Invoice is generated each month. For example, if you need to bill April's Services in March (before they are provided), toggle the switch to "ON."

8. Click **Show Advanced Options** to see additional options that you can customize. **Payment Method** is the only required field. It will default to the Account default once an Account is selected.

The line items are completely customizable.

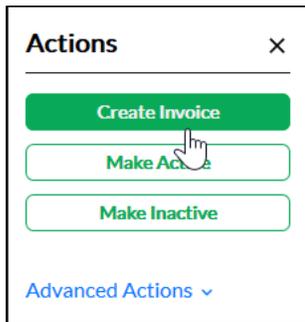
- Twelve months are pre-populated for you.
- A Service, Invoice Description, Rate, and Amount is required on each line item.
- If there is a month you do not need, click the trash can icon at the right to remove the line item.

9. When you are finished making changes, click **Save Installment Plan**.

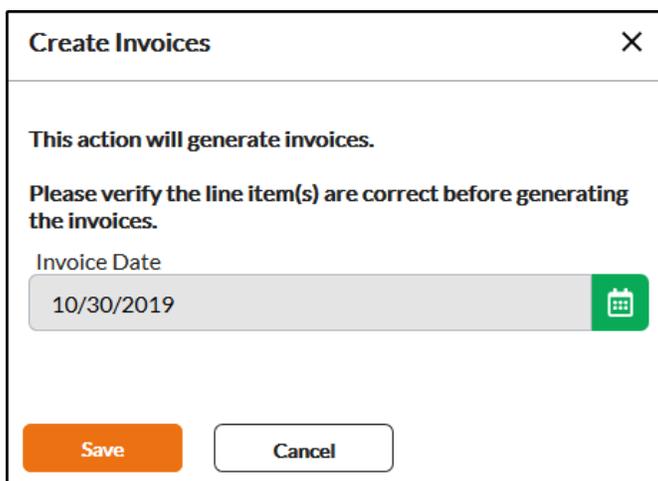
## Manually Generate Invoices

When you create a new Installment Plan, it is set to auto-generate Invoices automatically. There may be situations where you do not want to have the Invoices automatically generated. In such a scenario, you would need to manually generate Installment Plan Invoices. This can be done individually from the Review overlay of any Installment Plan or in bulk from the Installment Plans Screen. To do this from the list, follow these steps:

1. Go to **Accounting > Installment Plans**.
2. Check the boxes next to the Installment Plans you want to create Invoices for.
3. Under Actions, click **Create Invoice**.

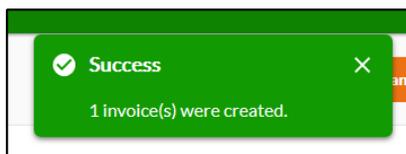


4. Enter the Invoice Date on the **Create Invoices** dialog.



5. Click **Save**.

A confirmation message will appear to tell you how many Invoices were created:



To view the Invoices, go to **Accounting > Invoices**. Any Installment Plan Invoices will have the word "Contract" in parenthesis after the number.

## Review Installment Plans

To access the Review overlay for an Installment Plan:

1. Go to **Accounting > Installment Plans**.
2. Select any Plan Name see the **Review** overlay:

**Review Installment Plan**

ACCOUNTING  
**Installment Plans**

**Actions**

- Edit
- Create Invoice
- Make Inactive

Advanced Actions -

**Audit Trail**

View All -

**MAINTENANCE CONTRACT**

**Adam Thielen**    START DATE: 02/12/2020    END DATE: 02/12/2021    STATUS: ACTIVE    ANNUAL VALUE: \$3,247.50

469 Highland Rd  
email@openair.com@mail2@example.com

PRINT PREFERENCES  
No - Print Default Line Item Description & Visit Line Items

BILLING DAY: 12    BILL IN ADVANCE: No

DEFAULT LINE ITEM DESCRIPTION

Show Advanced Options -

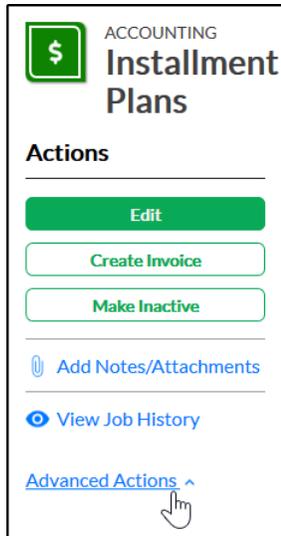
SERVICE	SERVICE DESCRIPTION	QUANTITY	RATE	AMOUNT
▼ January				250.00
▼ February				250.00
▼ March				250.00
▼ April				250.00
▼ May				250.00
▼ June				250.00
▼ July				250.00
▼ August				250.00
▼ September				250.00
▼ October				250.00
▼ November				250.00

100%

Like other overlays, you will find the **Actions** menu at the left and a preview at the right.

- Click **Edit** to make changes to the Installment Plan.
- To manually generate an Invoice, click **Create Invoice**.
- To inactivate the Installment Plan, click **Make Inactive**.

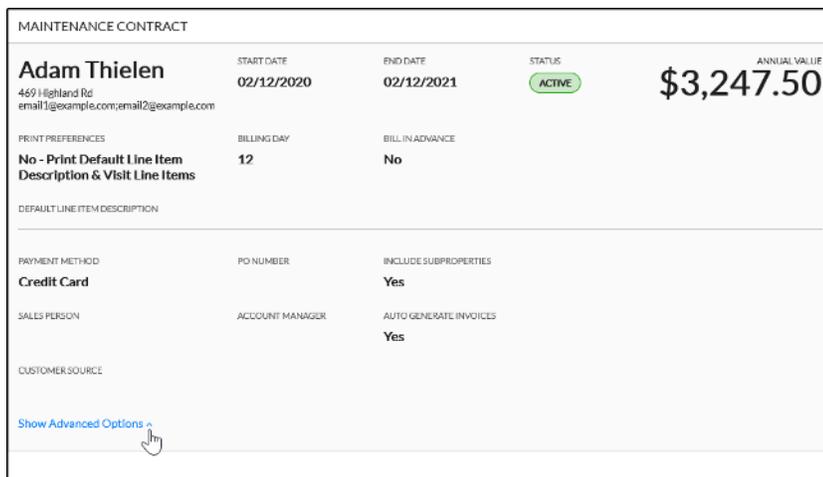
- Click **Advanced Actions** to see the option to add Notes or Attachments or to view the Job History attached to that Installment Plan:



- To view the history of an Installment Plan, click **View All** under **Audit Trail**.

This will show you a record of all actions taken, the date and time they were taken, and the user who took the action.

- On the right you will see all the basic information about the Installment Plan at the top, including the Annual Value.
- Click **Show Advanced Options** to see additional informational fields:



- Click the arrow to the left of any month to see the line items for that month:

▼	October				250.00	
▲	November				250.00	
	Commercial Maintenance	Commercial Maintenance	1	250.00	250.00	
▼	December				250.00	
					Subtotal:	\$3,000.00
					Est. Sales Tax:	\$247.50
					<b>Annual Value:</b>	<b>\$3,247.50</b>

3. Click the "X" in the upper-right corner to close the overlay.

## Edit an Installment Plan

1. Go to **Accounting > Installment Plans**.
2. Select any Plan Name see the **Review** overlay.

Like other overlays, you will find the **Actions** menu at the left and a preview at the right.

3. Click **Edit** to make changes to the Installment Plan.

The **Edit** overlay for Installment Plans is very similar to the overlay you see when you add an Installment Plan:

Once an Installment Plan has been created, you can change any field except the **Account** field.

Click **Show Advanced Options** to see additional fields:

<b>Payment Method</b> Credit Card	<b>PO Number</b> 	<b>Include Subproperties</b> YES
<b>Sales Person</b> 	<b>Account Manager</b> 	<b>Auto Generate Invoices</b> YES
<b>Customer Source</b> 		

Show Advanced Options ^

On any individual line item, any of the fields can be modified.

- Delete a line by clicking the trash can icon on the right.
- Add a new line item by clicking **Add line**.

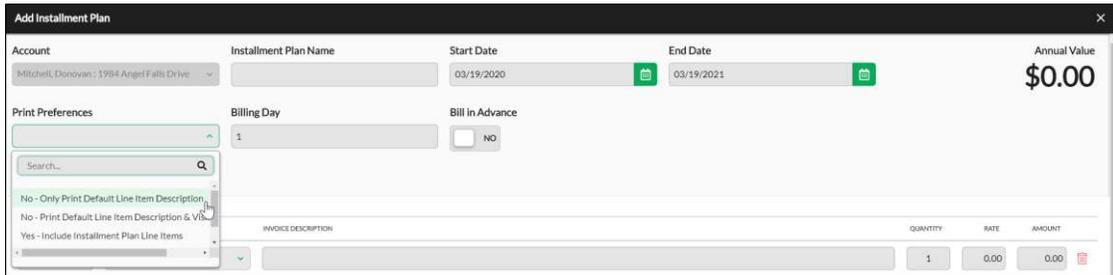
You can add any number of line items for each month for more accurate revenue tracking. As line items are updated, the values at the top and bottom of the overlay will be updated to reflect the changes.

4. When you are finished, click **Save Installment Plan**.

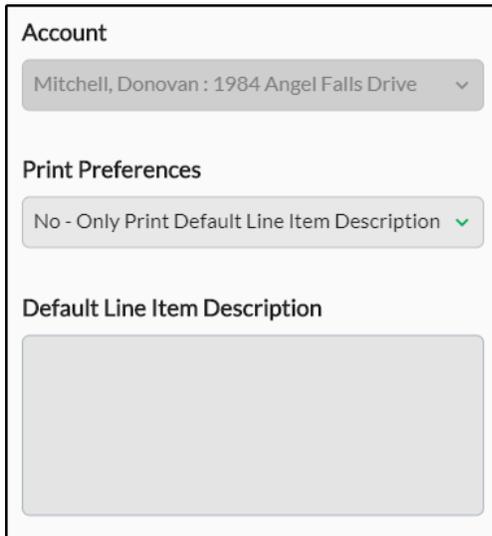
If you do not need to make changes, click **Cancel** or the "X" in the upper-right corner of the overlay.

## Installment Plan - Print Preferences

When you are creating a new Installment Plan, there are four options on the **Print Preferences** dropdown list:



The first two "No" options will populate an additional field, the **Default Line Item Description**:



**No - Only Print Default Line Item Description** will show only the text in the **Default Line Item Description** field on Installment Plan Invoices.

**No - Print Default Line Item Description & Visit Line Items** will show that field as well as the Line Items on any Services that have been completed and billed to the Installment Plan during the billing cycle.

### Yes - Include Installment Plan Line Items

will show only the Line Item in this column for each month an Invoice is generated:



### Yes - Include Visit Line Items

will include the Installment Plan Invoice Description(s) as well as the Line Items from any applicable Visits that were billed to the Installment plan during the billing cycle.

## Set Up SA Accounting Functions

This section covers items you need to set up for the Accounting functions in Service Autopilot:

- Add Credit Card Information for an Account – page 77
- Edit Invoice Settings for Accounts– page 79
- Edit Company Information for Client Account Invoices - page 81

### Add Credit Card Information for an Account

To add or edit credit card information, you must have an account with one of SA's payment processors (**Settings > Integrations**).

1. To add or edit an Account's credit card information, go to **CRM > (Account Name)**.

From the **Review Account** overlay, scroll down to the "Billing Info" panel to see if a credit card is currently on file.

2. Choose one of three options: **No Card on File**, **Add**, or **Edit**.

#### No Card on File

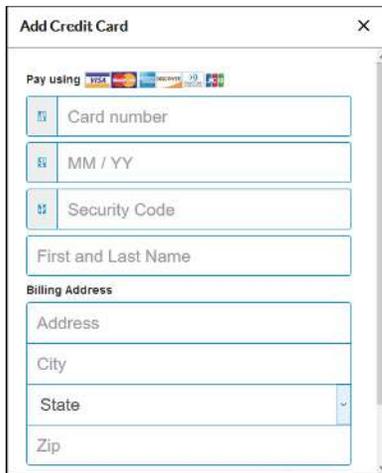
If you have not integrated with a credit card processor, you will only see the billing information on the panel. When you go to **Edit > Billing Information**, you will see the option to add a new card only if you are set up with a processor:

The screenshot shows the 'Edit Account' window with the 'Billing Information' panel. The panel is divided into two main sections: 'BILLING ADDRESS' and 'BILLING PREFERENCES'. The 'BILLING ADDRESS' section includes fields for 'Attention To', 'Address Line 1' (407 Highland Ave), 'Address Line 2', 'Postal Code' (4009), 'City' (Plano), 'State' (ME), and 'Billing Email'. The 'BILLING PREFERENCES' section includes 'Tax Status' (Tax), 'Tax Reference' (TX Sales Tax), 'Terms', and 'Payment Method' (Check). On the right side of the panel, there is a 'CREDIT CARD' section with a dashed box containing a plus sign and the text 'Add Credit/Debit Card'. The window has a 'Cancel' button at the bottom left and a 'Save Account' button at the bottom right.

## Add

If you have integrated with a credit card processor but the Account does not have a card on file, there will be an option to **Add a card** as shown above.

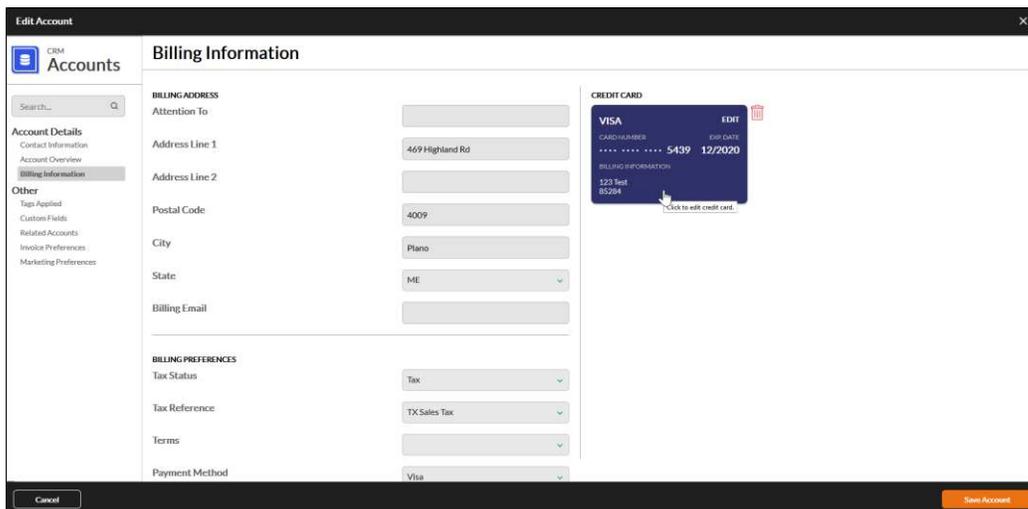
1. Click **Add Credit/Debit Card** to open the "Add Credit Card" dialog.
2. Use the **Add Credit Card** overlay to enter the card details.



3. Click **Save Card** when finished.
4. When you are finished making changes, click **Save Account**.

## Edit

1. If the Account has an existing credit card on file, click the image of the card on the **Edit** overlay to edit:



2. If you click **Edit Credit Card**, you will see an **Edit Credit Card** overlay into which you can enter the new information.

**Note:** To alter any of this information, even if the card number is the same, you must enter the full credit card number, expiration date, and CVV code.

**To remove a credit card:** Click the red trash can icon to the right of the card image.

## Edit Invoice Settings for Accounts

When you create a new Account, it will, by default, have Invoice Settings that match your Company defaults (**Settings > Company Information > Accounting**). You can customize these settings for each individual Account by following these steps.

1. Navigate to an **Account Review** overlay, then click **Edit**.
2. On the "Billing Information" tab, you can change the **Terms**:

The screenshot shows the 'Edit Account' interface with the 'Billing Information' tab selected. The left sidebar contains navigation options: CRM Accounts, Search, Account Details (Contact Information, Account Overview, Billing Information), and Other (Tags Applied, Custom Fields, Related Accounts, Invoice Preferences, Marketing Preferences). The main content area is titled 'Billing Information' and contains several input fields: Attention To, Address Line 1 (469 Highland Rd), Address Line 2, Postal Code (4009), City (Plano), State (ME), Billing Email, and Payment Method (Visa). Below these is the 'BILLING PREFERENCES' section with dropdown menus for Tax Status (Tax), Tax Reference (TX Sales Tax), and Terms (Due on receipt). The 'Terms' dropdown is highlighted with an orange border. On the right, a VISA credit card image is displayed with an 'EDIT' button and a trash can icon.

The Terms determine how soon the Account's Invoices show as "Past Due." If this is set to "Due on receipt," then Invoices will show as "Past Due" as soon as they are generated unless the Invoice date is in the future.

3. To edit **When to Invoice** or **Invoice Delivery Method**, go to the "Invoice Preferences" tab:

**Edit Account**

CRM Accounts

Search...

**Account Details**

- Contact Information
- Account Overview
- Billing Information

**Other**

- Tags Applied
- Custom Fields
- Related Accounts
- Invoice Preferences**
- Marketing Preferences

**Invoice Preferences**

Name On Invoice: Adam Thielen

**When to Invoice**  
How often will you invoice this client? Monthly

**Review Invoices**  
Set reminder to review all invoices for this client before sending. Yes No

**Invoice Delivery Method**  
Email Print Both

Options for **When to Invoice**:

- "Monthly" - all Jobs completed in a calendar month will appear on a single Invoice at the end of the month.
- "Daily" - an Invoice will be generated each time a Job is completed.

These settings will appear here on Invoices, for example:

**Need to Print**  
You need to print the invoice.

INVOICE #236

**Adam Thielen**  
469 Highland Boulevard Richardson, TX 75081  
email1@example.com;email2@example.com

DUE DATE: 02/26/2020

STATUS: PAST DUE

INVOICE BALANCE: \$17.32  
[View payment history](#)

INVOICE DATE	PURCHASE ORDER (PO) #	TERMS	AR ACCOUNT	SALES TAX	PAYMENT METHOD
02/26/2020		Due on receipt	Accounts Receivable	TX Sales Tax	Credit Card

[Show Advanced Options](#)

DATE	LINE ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
02/26/2020	Edging	Edging	Tax		1	16.00	16.00

MEMO

Subtotal:	\$16.00
Sales Tax:	\$1.32
Invoice Total:	\$17.32
Payments/Credits Applied:	\$0.00
<b>Invoice Balance:</b>	<b>\$17.32</b>

You can change the AR Account from the Company default, but only on an individual Invoice. To do so, click **Edit** on the **Review Invoice** overlay.

This field is not included in any pre-built reports in SA, but you can include it as a field in a custom analysis. It may affect your general ledger if you sync with QuickBooks.

## Edit Company Information for Client Account Invoices

Some Invoicing information is set at the Company level. This means that any time you create a new Account, your default settings will apply until you change the settings. To view and edit Account settings, follow these steps.

1. Go to **Settings > Company Information** and select the “Accounting” tab:

**Company Information**

Details Contact Details **Accounting** Settings

Allow Support Login  Allow Service Autopilot representative access to your system for support

Non-QuickBooks users: Accounts below should be set to the default selection.  
QuickBooks Users: Accounts will be set upon your first sync with QuickBooks.

Default AR Account: Accounts Receivable

Default Deposit Account: Undeposited Funds

Default Refund Account: Checking Account

Invoice Standard Terms: Due on receipt

Default When To Invoice: Monthly

Custom Billing Day: 20

Default Send Invoice By: Print

Starting Account Number: Front Extension, Next Account #, Back Extension

Save Changes or Cancel

**Note:** If you cannot see the Company Information selection on the Settings list, your user rights may be preventing this.

2. Edit any of the following fields as needed.

**Default AR Account** corresponds to the AR Account on the Invoice under **Show Advanced Options**:

**Review Invoice**

ACCOUNTING Invoices

Actions: Get, Email, Print

Advanced Actions: Audit Trail, View All

INVOICE #370

1234 Golden Lane 1234 Golden Lane Integ. TX.75062

DUPLICATE DUE DATE: 02/26/2020 PURCHASE ORDER (PO) \* TERMS: Due on receipt AR ACCOUNT: Accounts Receivable SALES TAX: TX Sales Tax PAYMENT METHOD: Check

DUPLICATE DUE DATE: 09/26/2020 STATUS: PAID INVOICE BALANCE: \$541.25

Show Advanced Options

DATE	LINE/ITEM	DESCRIPTION	TAX	CLASS	QUANTITY	RATE	AMOUNT
09/26/2020	Red Maintenance	Red Maintenance	Tax	Landscaping	1	500.00	500.00

MEMO

Subtotal:	\$500.00
Sales Tax:	\$41.25
Invoice Total:	\$541.25
Payments/Credits Applied:	\$0.00
<b>Invoice Balance:</b>	<b>\$541.25</b>

**Invoice Standard Terms** determines how soon the Invoice status will change to "Past Due". If "Due on receipt" is selected, Invoices will show as "Past Due" as soon as they are generated.

**Default When to Invoice** determines when an Account's Invoices are generated.

- If this is set to "Daily," Invoices are generated as soon as Jobs are completed.
- If it is set to "Monthly," all Jobs that are completed for the Account in the month will appear on the same Invoice.

**Custom Billing Day** applies only if the Invoice frequency is set to the custom option.

**Default Send Invoice By** determines whether Invoices need to be printed, emailed, or both. These settings are only the Company defaults and can be customized at the Account level.