Portal Prodigy™
Invoicing Features in Detail

Chapter Excerpt from Software User & Administration Guide
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www.portalprodigy.com

1.1 Introduction

The Invoicing Feature provides a universal method for creating and printing invoices for all transactions supported by PORTALPRODIGY. The Invoicing feature can be used to create invoices for all feature components including Events, Exchanges, Press Releases, and Products. It can also be used for printing Returns and Credit Memos.

The most common use of the Invoicing feature is to create invoices for product orders that have been fulfilled and ready to ship. The Invoicing feature will create the invoices, post the orders as invoiced, and create the corresponding GL entries. Invoicing will also create invoices for partial fulfillment of orders.

Invoicing feature benefits include:

- Ability to create electronic invoices and email directly to customers.

- Automates billing customers for orders that have been fulfilled and not previously invoiced.

- Automates billing customers for on account orders.

- Invoice for partial fulfillment of orders.

- Automatically updates orders with invoiced date.

- Automatically updates customer accounts and tracks receivables.

- Automated creation of GL Entries.

- User definable criteria for selecting orders to invoice. Includes selection based on order status, financial approval status, order number range, order date range, customer, and posting status

- Ability to reprint previously printed and posted invoices.

- Assignment to batches for future posting or printing.

- Detail and Summary Accounting Reports

Some of the components, fields and settings of the Invoicing feature, discussed in detail in this chapter, are:

Search for Orders/Invoices:

Order # Range

Order Type

- Order
- Return
- Credit Memo

Order Status

- All Orders
- Shopping Cart
- Submitted
- Pending
- Partially Fulfilled
- Fulfilled
- Completed
- On Hold
- Canceled

Financial Status

- All
- Approved
- Declined
- Pending
- Not Completed

Invoice Batch #

Invoice Date

Contact ID

Last, First Name

Company ID

Company Name

Include Previously Printed Invoice?

Invoice By:

- All
- Email Only
- Postal Mail Only

Include Previously Posted Invoices

Include Unfulfilled Orders

Search Options:

- Search
- Clear

- Print
- Main Menu

Found Orders/Invoices:

- Select
- Order #
- Order Date
- Order Status
- Company Name
- Invoice #

Invoice Options:

- Select All
- Unselect All
- Assign to Batch
- Print Invoices
- Cancel Main Menu
-

This chapter describes how to invoice and post orders.

1.2 The Visitor Experience

Invoicing is an Administrative feature, consequently customers do not interact directly with Invoicing. Customers can receive invoices in either printed or electronic form.

1.3 Components

The following components are used for invoicing.

1.3.1   Search for Orders/Invoices

Text fields – An * asterisk character may be placed at the beginning, end, or both beginning and end of your search criteria value as a wildcard in order to find all values beginning with, ending with or containing that value, respectively; otherwise, PORTALPRODIGY searches for an exact match to your entry.

Range fields – when you enter a beginning and ending range value, PORTALPRODIGY will find all values including and between the specified values.

Criteria field definitions:
- **Order # Range** – this is the number that PORTALPRODIGY automatically assigns to all Orders.

- **Order Type** – defaults to *All*.   You may limit the search by selecting one of the following:

- o **Order** – this type of order is used when a customer is committing to purchase the goods or services from your organization that are specified on the order as order items.

- o **Return** – this type of order is used when a customer is returning goods or canceling unused services. It is used to add Items back into inventory and reduce sales revenue. If payment has been made for the returned goods or unused services, it also creates a Credit Memo for the returned amount, reducing the customers balance or when they do not owe your organization it creates a credit balance on the customers account.

- o **Credit Memo** –

- ▪ **Order Status** – allows a single selection from list box. The following choices are available - (see the Features Administration section of this chapter for explanations of each value)

  - o **All Orders** – this is the default, which includes all Orders regardless of Order Status.

  - o **Shopping Cart** – orders with this status are in the process of being created by a visitor in the Visitor portion of the Website and have not been submitted. Orders with this status will be deleted if not submitted and the visitors session times-out. Session time-outs are set by a PORTALPRODIGY Administrator. Sessions are usually set to 15 minutes. This means that for the session to time-out the Visitor would have to no activity with the PORTALPRODIGY server for a period of 15 minutes.

  - o **Submitted** – this is a temporary status that is assigned to orders when being created in Order Management or when submitted by visitors in the Visitor portion of the Website. When an Order is saved by an administrator or submitted by a Visitor, PORTALPRODIGY reconciles the inventory availability and if everything reconciles the Order Status is set to *Pending*. If an order persists with a status of *Submitted* it means the order could not be reconciled. Orders cannot be reconciled when inventory becomes unavailable from the time the item is added to the cart and the time the order is submitted. Under normal circumstances PORTALPRODIGY will respond with a notification to the user that there is insufficient inventory along with instructions for adjusting the order. If for some reason the user does not receive or respond to this (a broken Internet connection would be a likely cause), the order will persist with the Submitted status. Correcting the problem is simple, Save the order again and when prompted, adjust it accordingly.

  - o **Pending** – orders with this status are ready to be fulfilled. The process of creating the order has been completed

- o **Partially Fulfilled** – orders with this status have unfulfilled items. They can be processed and the remaining unfulfilled items can be fulfilled.

  o **Fulfilled** – orders with this status have been fulfilled but not posted.

  o **Completed** – orders with this status have been fulfilled and posted. They cannot be changed.

  o **On Hold** – orders with this status cannot be processed until they status is changed to some other value.

  o **Canceled** – orders with this status cannot be fulfilled, changed, or processed. Canceling an order is a way of deleting an order without removing its history. This provides an audit trail for the transaction.

- **Financial Status** – select a single value from the list box. Defaults to "All".

  o **All** – selecting this value causes the search to ignore Financial Status.

  o **Approved –** include orders with finance status set to *Approved*.

  o **Declined -** include orders with finance status set to *Declined*.

  o **Pending –** include orders with finance status set to *Pending*.

  o **Not Completed –** include orders with finance status set to No Completed. Under normal circumstances you will not want to invoice orders with this status.

- **Invoice Batch #** - used to search for previously created batches of invoices.

- **Invoice Date** – used to search for orders that have an Invoice Date. Entering a date in the first text box only, will retrieve all Orders with Invoice Date greater than or equal to the entered date. Entering a range is inclusive of entered date values.

- **Contact ID –** Customer's Contact ID. PORTALPRODIGY automatically assigns a unique number to each contact when the contact is added to the system. Note that Contact ID and User ID are the same thing.

- **Last, First Name** – the first text box is for the Customer Contact Last Name and the second text box is for the Customer Contact First Name.

- **Company ID –** Customer's Company ID. PORTALPRODIGY automatically assigns a unique number to each company when the company is added to the system.

- **Company Name** – enter as text.

- **Include Previously Printed Invoice?** – defaults to *No*. Set to *Yes*, to reprint invoices or to post invoices that have already been printed.

- **Invoice By:** defaults to *All*. You can select by *Email Only* or *Postal Mail Only*.

  o **All –** select this option when reprinting invoices.

  o **Email Only –** select to create invoices and send to customer as email.

  o **Postal Mail Only** – select to create invoices and print so they can be sent by postal mail.

- **Include Previously Posted Invoices –** defaults to *No* which eliminates printing of invoices that have already been posted. Set to *Yes* to reprint posted invoices.

- **Include Unfulfilled Orders –** defaults to *No* which eliminates unfulfilled orders from being invoiced and printed. Normally orders should not be invoiced until they are fulfilled. Set to *Yes* to include unfulfilled Orders.

Options:

Search	**Search** – submits criteria to server and returns matching Orders.
Clear	**Clear** – clears all entered criteria values.
Print	**Print** – performs Internet browser print operation, which prints the browser windows content according to your browser's print settings.
Main Menu	**Main Menu** –closes the page and displays the site administration menu.

Found Orders/Invoices section:

Found Orders/Invoices

Page 1 of 1					Total matches: 6
Select	Order #	Order Date	Order Status	Company / Name	Invoice #
☐	49	11/01/2003	Fulfilled	Cowboys, Inc.	49
☐	47	11/01/2003	Fulfilled	Intellect Center	47
☐	46	10/29/2003	Fulfilled	Intellect Center	46
☐	45	10/28/2003	Fulfilled	Cowboys, Inc.	45
☐	44	10/26/2003	Fulfilled	Cowboys, Inc.	44
☑	40	09/15/2003	Fulfilled	Jim Brolin	40

Contains the following columns:

- **Select** - used to check all Orders to include in invoice batch or for printing of invoices.

- **Order #** – assigned by the system when the order is created.

- **Order Date** - this is the date the order was created.

- **Order Status** - designates the processing status of the order.

- **Company Name** – when the order is for a company, the company's name is listed; otherwise it is left blank.

- **Invoice #** – this is the same as the Order #.

Options:

Select/Unselect All	Toggles between Selecting all Orders in Found Orders grid and unselecting all Orders.
Assign to Batch	Assigns all selected Orders to a Batch for Posting.
Print Invoices	Prints all selected Orders.
Cancel	Returns to Search for Orders page without taking further action on Found Orders page.
Main Menu	Closes the page and display the site administration menu.

1.4 Feature Administration

The Invoicing feature is used for several purposes. It provides a convenient method of creating invoices and automatically emailing them to customers or printing and sending them by postal mail. Printed Invoices are first created in HTML format then directed from the Administrator's browser to a printer.

The Invoicing feature also provides a method of posting invoices. Posting is a process that automatically creates journal entries that can then be exported to third party accounting systems such as Quick Books. Journal entries are created according to GAAP standards. PORTALPRODIGY also provides a variety of accounting reports that print both detail and summary accounting information. Please see the chapter on Accounting for more information. Posting also updates the orders, recording the date of invoice and sets the invoiced flag to true. Posting also updates the customer's account recording the receivable.

The Invoicing process work as follows:
1) User enters criteria into Search for Orders/Invoices page and click on Search button.

2) User selects, using checkbox, all matching orders that they want to assign to batch.

3) User clicks "Assign to Batch" button.

4) System displays Assign Orders to Batch. User may use list box to select an existing open batch (non posted) or they may select "New" to create and assign to a new batch, then the user clicks process.

5) Orders that cannot be posted are listed along with the reason why they could not be posted; otherwise the process skips to the next step. Note that Orders cannot be posted twice, thus if an order is previously posted it shall be listed with reason such as "Already Posted".

6) When posting is complete, the system prompts user with "Print Batch # X" Yes/No? where X is the selected or newly assigned batch number.

   a) If Yes is selected, it prints as follows:

      i)   Unfulfilled Invoices - invoice for full Order.

      ii) Partially Fulfilled Invoices – invoice only for fulfilled portion of Order. The Fulfillment process creates a backorder for the unfulfilled portion of the Order.

      iii) Fulfilled Invoices – invoice for full Order (also includes Backorders that are fulfilled).

7) When fiished printing or after "No" answer to Print prompt, the system prompts the user with "Post Batch as Invoiced?" Yes/No.

   a) A Yes answer causes the system to fill in an Invoice Date and Invoice Amount for each Order in the Batch. It also sets Invoice Printed to Yes (if user choice print) and updates Order Status and post to GL as follows:

      i)   For each Order that is fulfilled it sets Order Status to "Completed" and post to the applicable fulfilled GL accounts.

      ii) For each Order that is unfulfilled it sets post to the applicable unfulfilled GL accounts.

   b) A No answer leaves the Batch un-posted. Un-posted batches can be posted later using the Post Batch option.

1.5 Tutorials

1.5.1   How to Print Invoices

From the Site Administration Menu click on the browse icon to access the Search for Orders/Invoices feature.

Search for Orders/Invoices

Search Criteria

Order #:	[ ] to [ ]	Order Type:	All ▼	
Order Status:	All ▼	Financial Status:	All ▼	
Order Date:	[ ] to [ ]			
Invoice Batch #:	[ ] 🔍	Invoice Date:	[ ] to [ ]	
Contact ID:	[ ] 🔍	Last, First Name:	[ ] [ ]	
Company ID:	[ ] 🔍	Company Name:	[ ]	
Include Previously Printed Invoices:	○ Yes ● No	Invoice By:	● All ○ Email Only ○ Postal Mail Only	
Include Previously Posted Invoices:	○ Yes ● No	Include Unfulfilled Orders:	○ Yes ● No	

Search

The first step is to enter search criteria for the Orders you want to invoice. E.g. if your policy is to invoice orders once they have been fulfilled you would set Order Status to *Fulfilled* and set Include Previously Printed Invoice to *No*.

You also need to set the Invoice By option to *Postal Mail Only*.

Click Search .

PORTALPRODIGY will find and display all orders matching your search criteria, as shown below.

Found Orders/Invoices

Page 1 of 1					Total matches: 6
Select	Order #	Order Date	Order Status	Company / Name	Invoice #
☐	49	11/01/2003	Fulfilled	Cowboys, Inc.	49
☐	47	11/01/2003	Fulfilled	Intellect Center	47
☐	46	10/29/2003	Fulfilled	Intellect Center	46
☐	45	10/28/2003	Fulfilled	Cowboys, Inc.	45
☐	44	10/26/2003	Fulfilled	Cowboys, Inc.	44
☑	40	09/15/2003	Fulfilled	Jim Brolin	40

The next step is to select which of these orders to invoice. You may select them individually by placing a checkmark in the select checkbox or you may click on the Select/Unselect All button to automatically select all of them.

The next step is to click Print Invoices . PORTALPRODIGY will open a new browser window where it will create an invoice for each of the selected orders. The Invoices are created in HTML format. The final step is to select the option in your browser to send them to a printer.

Tip: In Internet Explorer use Page Settings to turn off header and footers; set top and bottom margins to .75; and set left and right margins to .5.

1.5.2   How to Email Invoices to Customers

This process is very similar to printing invoices.

From the Site Administration Menu click on the Invoicing browse icon to access the Search for Orders/Invoices feature.

The first step is to enter search criteria for the Orders you want to invoice. E.g. if your policy is to invoice orders once they have been fulfilled you would set Order Status to *Fulfilled* and set Include Previously Printed Invoice to *No*.

You also need to set the Invoice By option to *Email Only*.

Click Search .

PORTALPRODIGY will find and display all orders matching your search criteria, as shown below.

Found Orders/Invoices

	Page 1 of 1				Total matches: 6
Select	Order #	Order Date	Order Status	Company / Name	Invoice #
☐	49	11/01/2003	Fulfilled	Cowboys, Inc.	49
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☐	45	10/28/2003	Fulfilled	Cowboys, Inc.	45
☐	44	10/26/2003	Fulfilled	Cowboys, Inc.	44
☑	40	09/15/2003	Fulfilled	Jim Brolin	40

The next step is to select which of these orders to invoice. You may select them individually by placing a checkmark in the select checkbox or you may click on the [Select/Unselect All] button to automatically select all of them.

The next step is to click [Print Invoices]. PORTALPRODIGY will open a new browser window where it will create an invoice for each of the selected orders. The Invoices are created in HTML format and automatically emailed.

1.5.3   How to Post Invoices

Posting of invoice can be performed as part of the invoice printing and emailing process or it can be executed separately.

From the Site Administration Menu click on the [Invoicing] 🔍 browse icon to access the Search for Orders/Invoices feature.

Search for Orders/Invoices

The first step is to enter search criteria for Orders you want to post. E.g. if your policy is to invoice and post orders once they have been fulfilled you would set Order Status to *Fulfilled* and set Include Previously Printed Invoice to *No*.

Click [Search] .

PORTALPRODIGY will find and display all orders matching your search criteria, as shown below.

Found Orders/Invoices

Page 1 of 1					Total matches: 6
Select	Order #	Order Date	Order Status	Company / Name	Invoice #
☐	49	11/01/2003	Fulfilled	Cowboys, Inc.	49
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☐	44	10/26/2003	Fulfilled	Cowboys, Inc.	44
☑	40	09/15/2003	Fulfilled	Jim Brolin	40

The next step is to select which of these orders to invoice and post. You may select them individually by placing a checkmark in the select checkbox or you may click on the [Select/Unselect All] button to automatically select all of them.

The next step is to click [Assign to Batch] .

* This process only assigns batch numbers to orders that do not already have a batch number. Orders in your result-set that have been previously canceled or already have a batch number will be ignored.
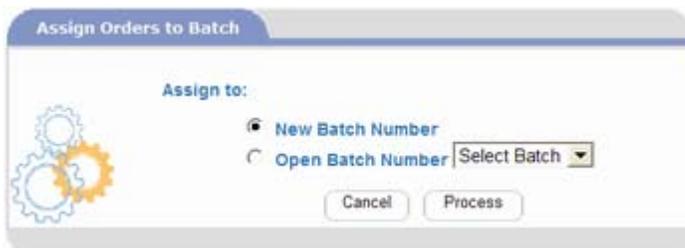
Assign Orders to Batch

Assign to:
  ⦿ New Batch Number
  ○ Open Batch Number [Select Batch ▾]

[Cancel] [Process]

Either select an open batch number or select to create a new number, then click [Process] .

When prompted to confirm Print select *Yes*.

PORTALPRODIGY will open a new browser window where it will create an invoice for each of the selected orders. The Invoices are created in HTML format. If you selected to email them, PORTALPRODIGY will automatically email the invoices to the customers billing email address, otherwise you need to select the print option to print the browser window's content.

When you close this window, PORTALPRODIGY will prompt you to confirm post as shown below, select *Yes*.

PORTALPRODIGY will automatically perform the posting and when finished will return to the Search for Orders/Invoices page.

1.5.4 How to Reprint Previously Posted Invoices

From the Site Administration Menu click on the Invoicing browse icon to access the Search for Orders/Invoices feature.

The first step is to set Include Previously Printed Invoice to *Yes* and to set Include Previously Posted Invoice to *Yes*. If there is additional search criteria enter it also.

Click Search .

PORTALPRODIGY will find and display all invoices matching your search criteria, as shown below.

The next step is to select which of these invoices to reprint. You may select them individually by placing a checkmark in the select checkbox or you may click on the
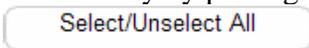
Select/Unselect All button to automatically select them all.

The next step is to click Print Invoices . PORTALPRODIGY will open a new browser window where it will create the invoices in HTML format. Using your browser select your send to printer option.

1.6 Special Situations

None have been documented as of this printing of the user guide.

Part of the PortalProdigy success is you. As a member of the PortalProdigy community we welcome your contributions to the ongoing improvement and usage of the product. If you discover a solution to a special situation please email it to us at support@portalprodigy.com

1.7 Troubleshooting

Missing GL Accounts:

If you see * Post Batch has been disabled. Possible reasons: missing accounts or GL entries disabled. ⑦ at the bottom of the Found Orders/Invoices page you will not be able to post invoices but you can still print or email them to customers.

You may also encounter the following message:

This message is displayed when one of the needed GL accounts has not been specified in Orders Feature Management or Product/Items Management.