

CLIP Pro

Special Invoices

Quick Start Guide



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Chapter 1 — Introduction: What is Special Invoices?

Special Invoices is a **CLIP** module that provides a means of tracking payments applied to specific invoice numbers. It was developed at the request of **CLIP** users who service large commercial accounts requiring “true invoicing”.

With the addition of Special Invoices to the **CLIP** Pro Family, you may choose a Balance Forward or Open Invoice system for each customer. This flexibility permits you to choose only those customers who require “true” invoices and to continue using the Balance Forward system for all others. You may also choose an Open Invoice system for all your customers.

We hope that this additional module will help make your company more profitable and your paperwork more efficient.

Customer File Maintenance

Customer Number: 1

Property Name: PATTERN - RESIDENTIAL

Address: [Empty]

City: Anytown

State/Zip: MD 55501 Tax Id: MD City Code: [Empty]

Billing Name: [Empty]

Greeting: Dear

C/O: [Empty]

Address: [Empty]

City/State/Zip: Anytown, MD 55501

Work: (800) 555-5555 Fax: () - [Empty]

Home: (800) 123-5555 CU.Pager Phone Number: () - [Empty]

Credit Limit: 1500.00 R/C Code: R View Master Customers: [Empty]

CU.Custom Letters: S Customer Type: [Empty]

CU.Custom Numbers: 0.00 Finance Charge?: Y Master Customer: [Empty]

CU.Word Processing Code: Y Billing Type: Balance Forward Property Grp Code: [Empty]

Customer Since: // Last Activity Date: //

Status: PATTERN Reason: [Empty]

Customer [] Vendor [] Estimate [] Employee [] ID: [Empty] Delete [Empty]

Special Invoices is an optional module for **CLIP Pro** that allows you to change specified customers from a Balance Forward Billing to an Open Invoice Billing Customer. The difference between the two types of billing is:

Balance Forward:

Activity for a customer is not assigned an invoice number

All payments apply first to the oldest outstanding debit

Each Month starts with a Previous Balance and all credits and debits show only the current month's activity.

Open Invoice:

All activity for a customer is assigned to an Invoice Number

Every Invoice Number is unique

Each Invoice can include multiple lines or multiple debits

Statements reference invoice numbers and only show total amounts

All payments must be applied to an invoice number

If there is no invoice number to apply a payment to, a credit memo is created and can be later applied to an invoice number.

Chapter 2 — Changing from Balance Forward to Open Invoice

You will want to change specified customers to the Open Invoice billing method. This is accomplished quite easily.

If conversion is done in the middle of the month, a transaction entry will be generated with the “Balance from previous billing method” which is their balance as of the last billing cycle. You can, at that time, generate the invoice for that transaction or leave it to be assigned to the invoice at the end of the month. All current debits will be left for you to assign to an invoice or to leave for the End of Month closing process to assign to an invoice. All **current** credits will be totaled and a credit memo created. You will then have to manually apply that credit memo to the invoice that was generated with the balance information.

NOTE: We have determined that the changeover process runs much more smoothly if converted right after the End of Month billing process. This will take the total balance owed at the time of billing and generate an invoice (and line item in the history) with “balance from previous billing method.” Please note, also, that this eliminates the process of having to apply credit memos to the newly generated invoice.

Search for the customer in the Quick Search button in File Maintenance.
When the desired customer appears, press the Invoices button.

The screenshot shows the 'Customer File Maintenance' window. The top toolbar contains various icons, with the 'Invoices' icon (a document with a dollar sign) highlighted by a black arrow. The main form displays the following information:

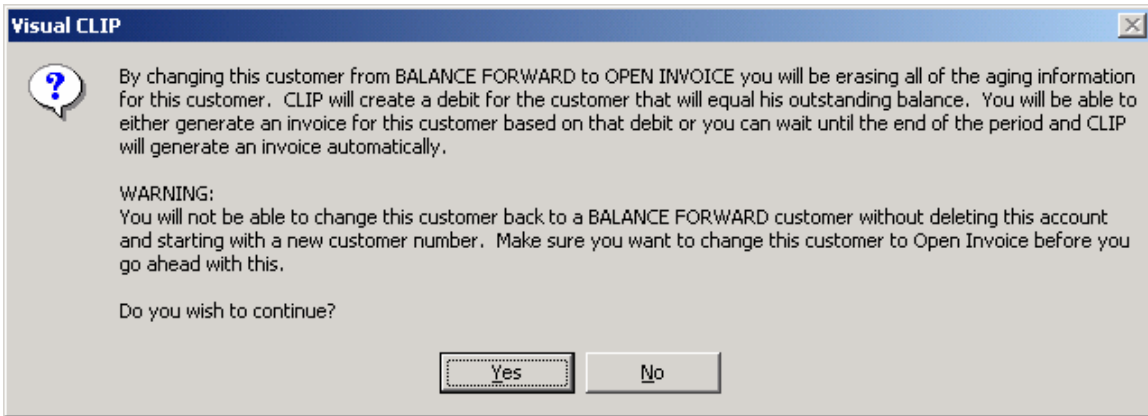
- Customer Number:** 1002
- Property Name:** NBD COOK JOHN
- Address:** 190 Barton Shore Dr., Anytown, MD 55501
- Billing Name:** Nbd Bank
- Greeting:** Dear Greg Cote:
- C/O:** Attn: Greg Cote
- Address:** 900 Tower Drive - 12th Floor, Anytown, MD 55501
- Work Phone:** (800) 555-5555
- Home Phone:** (800) 123-5555
- Credit Limit:** 1500.00
- CU.Custom Letters:** M
- CU.Custom Numbers:** 0.00
- CU.Word Processing Code:** Y
- Customer Since:** //
- Last Activity Date:** //
- Status:** ACTIVE
- Billing Type:** Open Invoice

On the right side, there is a 'Search/Add New' panel with a 'Quick Find' button and a 'Search' button. At the bottom right, there are checkboxes for 'Customer', 'Vendor', 'Estimate', and 'Employee', and a 'Delete' button.

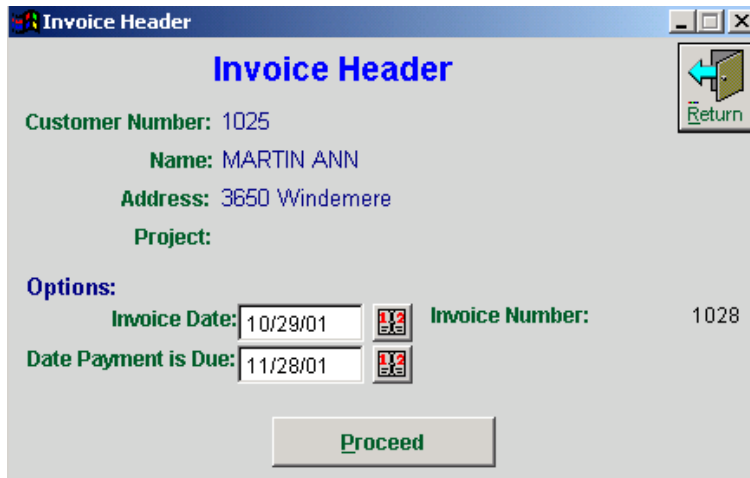
Billing Type displays whether the customer is under the Open Invoice or the Balance Forward system.

CLIP will ask you if you want to change the customer to Open Invoice Billing.

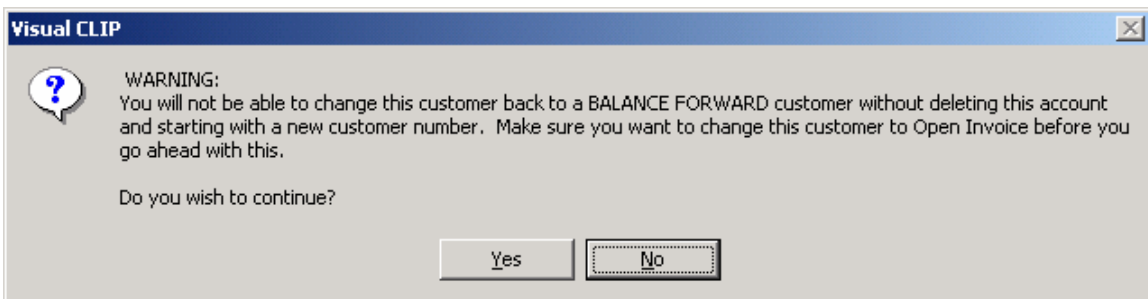
If your customer has outstanding balances and activity you will see the following warning:



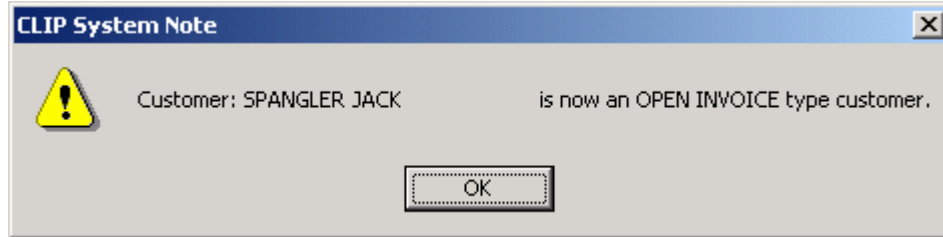
Select "Proceed" if you want to generate an invoice based on the customer's outstanding balance. If you select "Return", **CLIP** will automatically generate an invoice when you close the period.



If your customer does not have a prior balance or activity, you will see the following warning:



Once you hit “Yes” you will get a confirmation window as seen below.



Warning: Once a customer is set up as an Open Invoice customer YOU CANNOT CHANGE THE CUSTOMER BACK TO THE BALANCE FORWARD SYSTEM. You must delete and re-enter that customer as a new customer, losing all your history for that customer.

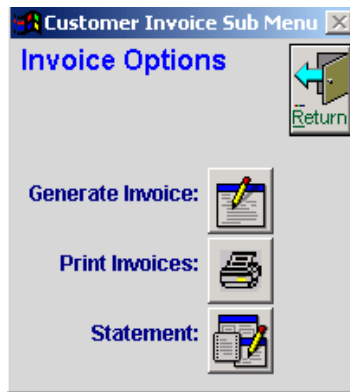
Once you press the “Yes” button, the customer is an Open Invoice Customer. If there is any outstanding balance, the balance will be set to zero and the amount will be converted to a straight debit. At this time you can create an invoice for the debit amount or let *CLIP* do it automatically at the end of the billing period.

If the customer has credits in the current period, *CLIP* will set up an Open Credit Memo to which you may apply it to a specific invoice when a debit is generated.

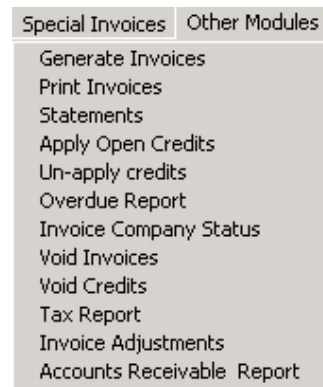
Please note: Payments are not automatically applied in an Open Invoice System. You must apply them directly yourself.

In addition, for your contract customers, the only time you will be able to bill the monthly installment for an open invoice type customer is at the End of Month Billing. You will no longer be able to use the midmonth billing for open invoice customers or to bill the installments for them. If you want to bill your installments prior to the end of the month, you will have to forgo the installment function of *CLIP* and set your monthly installments as a monthly job in the customer’s job list. You can then mark that job as completed and manually generate your invoices for those installments. Our recommendation would be to review your current procedures and change to billing them at the end of the month for the installments. This will be the easiest method to billing for contract installments.

Chapter 3 — Generating an Invoice



File Maintenance Menu



Special Invoices Main Menu

CLIP generates invoices in two ways:

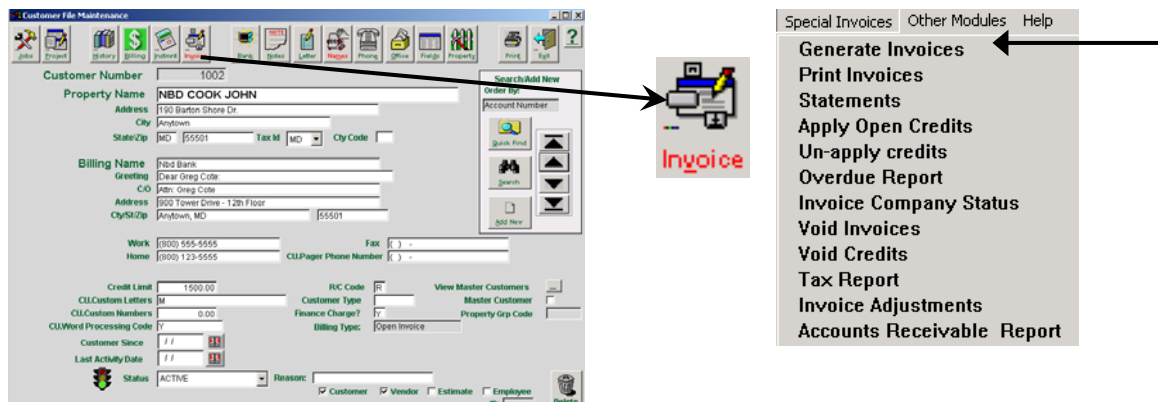
Automatically at the end of a billing period.

Invoices cannot “bridge” over a billing period in *CLIP*. In order to maintain the integrity of the data, all debits that are to be included on an invoice must be assigned to an invoice *before* the period is closed. To accomplish this, *CLIP* takes all outstanding debits before the close of the period and assigns them to new invoice numbers. These invoices will include all debits created through “Record Work”, “Enter Transactions” or any automatic debits, such as monthly installments. This process does not require any input from the user.

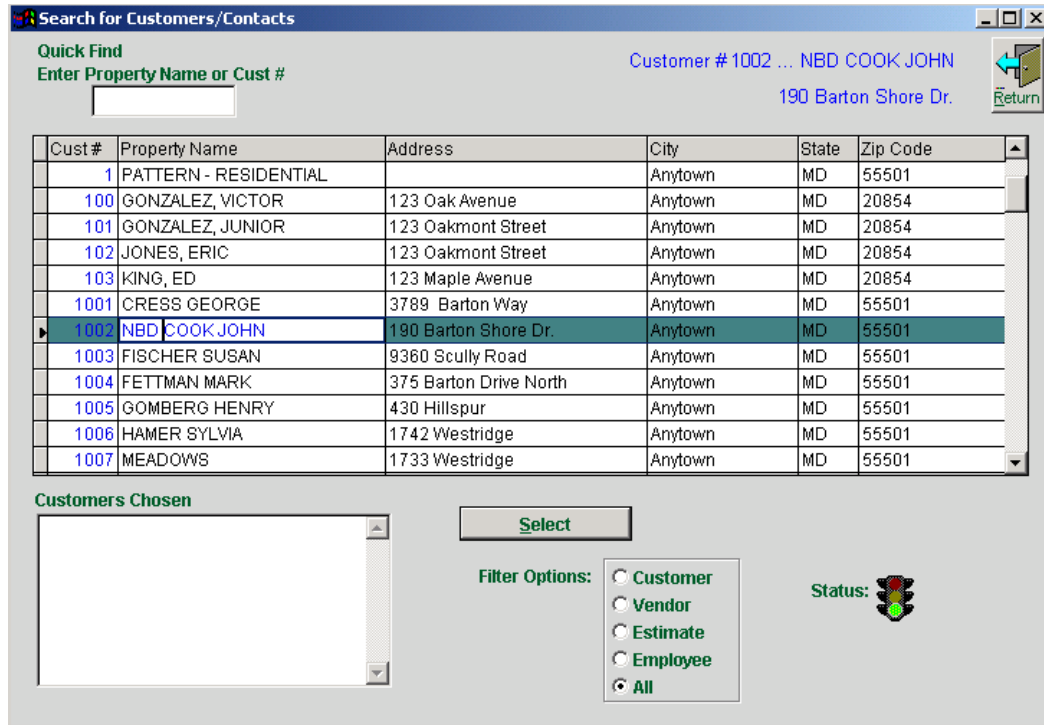
Manually assigning debits to invoices.

You can generate invoices manually by using the Invoices button from File Maintenance or the Generate Invoices from the Special Invoices sub-menu. This option allows you to “build” an invoice for the debits generated through “Record Work” or “Enter Transactions”. When you use the Generate Invoices option, an Invoice Header (date of invoice, date due, and invoice number) is created and you may select outstanding debits to assign to the invoice.

You may generate invoices from File Maintenance or from the “Special Invoices” main menu screen:

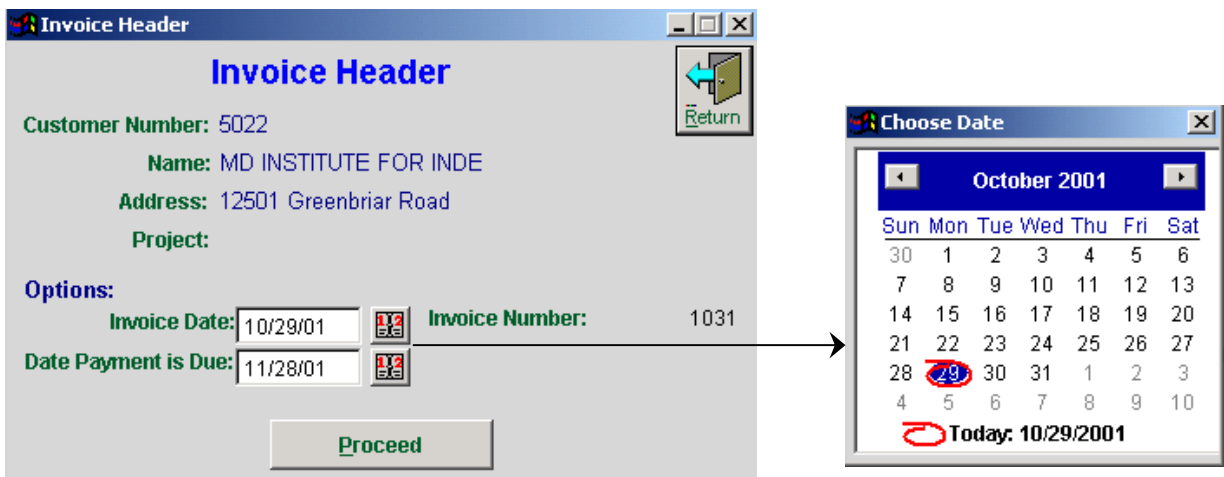


Selecting Generate Invoices from the Special Invoices menu opens the Quick Find window so you can type the customer name or number for which you want to generate an invoice.



After you select your customer, the Invoice Header window will appear. This will allow you to modify the date of the invoice in addition to the payment due date. You **cannot** change the invoice number. Press the Proceed button and the debits that have not been assigned to an invoice for the period will be displayed.

Note: The button to the right of the date fields will allow you to select a date from the calendar.

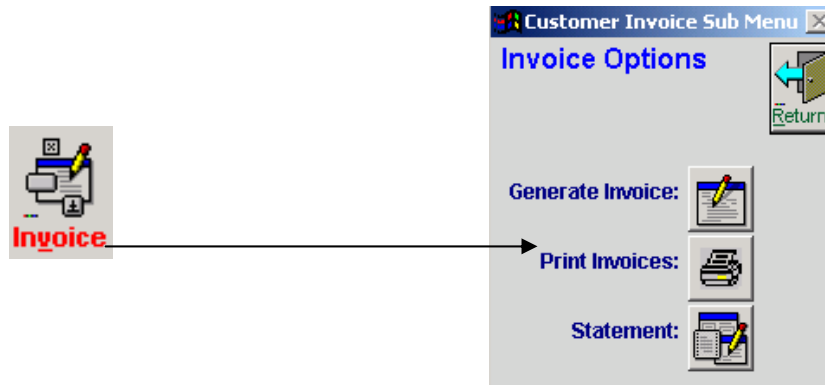


Chapter 4 — Printing an Invoice

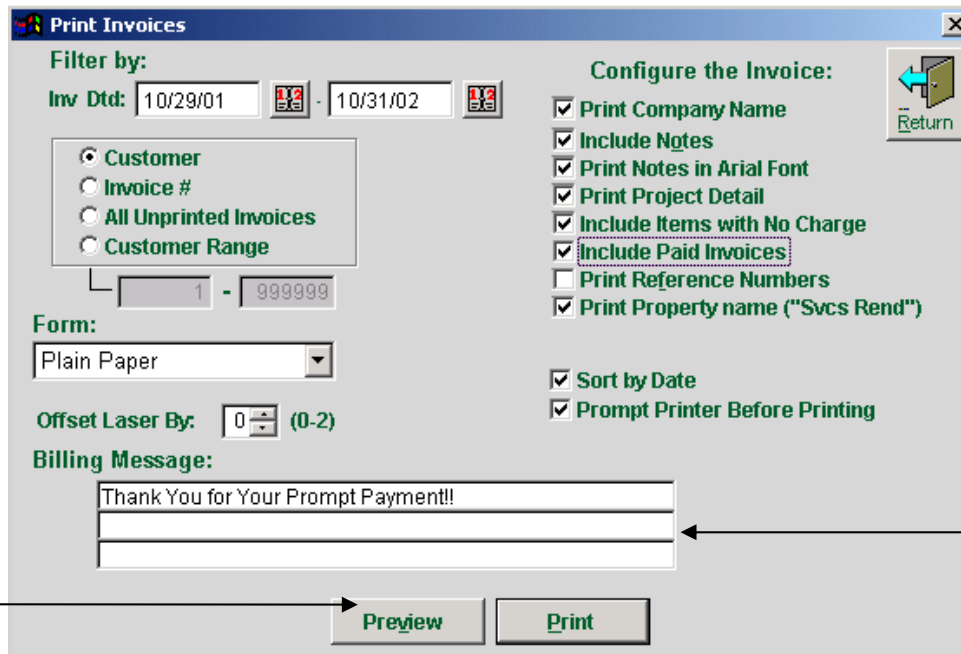
To print or preview an invoice for only one customer, select Invoices from the File Maintenance screen. If you are printing invoices for more than one customer, it is best to use the Print Invoices option under the Special Invoices sub-menu.

From File Maintenance

Select the customer for which you want to print an invoice. In the File maintenance window, click on the Invoices button at the top of the screen. In the invoice options menu, click on Print Invoices.



You will then get the Print Configuration window:



Previewing will allow you to view all open invoices for this customer on the screen before actually printing.

You may enter a three-line message in the Billing Message area which will print on all invoices. _____

Please Note: The only option you have is by “Customer,” when going through File Maintenance. You cannot print for other customers from the File Maintenance side, only for the current customer whose record you are in.

Invoices are listed in numerical invoice order (the most recent at the end of the list). To select the invoice you want to print/preview, go to the invoice you want to print and hit the <space bar>. Once you are done selecting the invoices, hit <enter> to print/preview. To cancel the process, hit <esc>.

The screenshot shows a window titled "Choose the Invoices to Print" with a sub-header "Invoices". A table lists several invoices for customer 5022. The first row is highlighted in green. A "Return" button is located in the top right corner of the window.

Mark	Cust #	Invoice #	Due Date	Inv Date	Invoice Amt\$	Printed?
<input checked="" type="checkbox"/>	5022	1010	02/01/2001	01/02/2001		
<input type="checkbox"/>	5022	1011	02/01/2001	01/02/2001	694.15	Y
<input type="checkbox"/>	5022	1012	02/01/2001	01/02/2001		
<input type="checkbox"/>	5022	1016	04/12/2001	03/21/2001	1177.05	
<input type="checkbox"/>	5022	1017	05/31/2001	05/02/2001	100.00	
<input type="checkbox"/>	5022	1025	10/10/2001	09/10/2001		
<input type="checkbox"/>	5022	1026	10/18/2001	09/18/2001	122.25	N
<input type="checkbox"/>	5022	1031	11/28/2001	10/29/2001	175.00	N

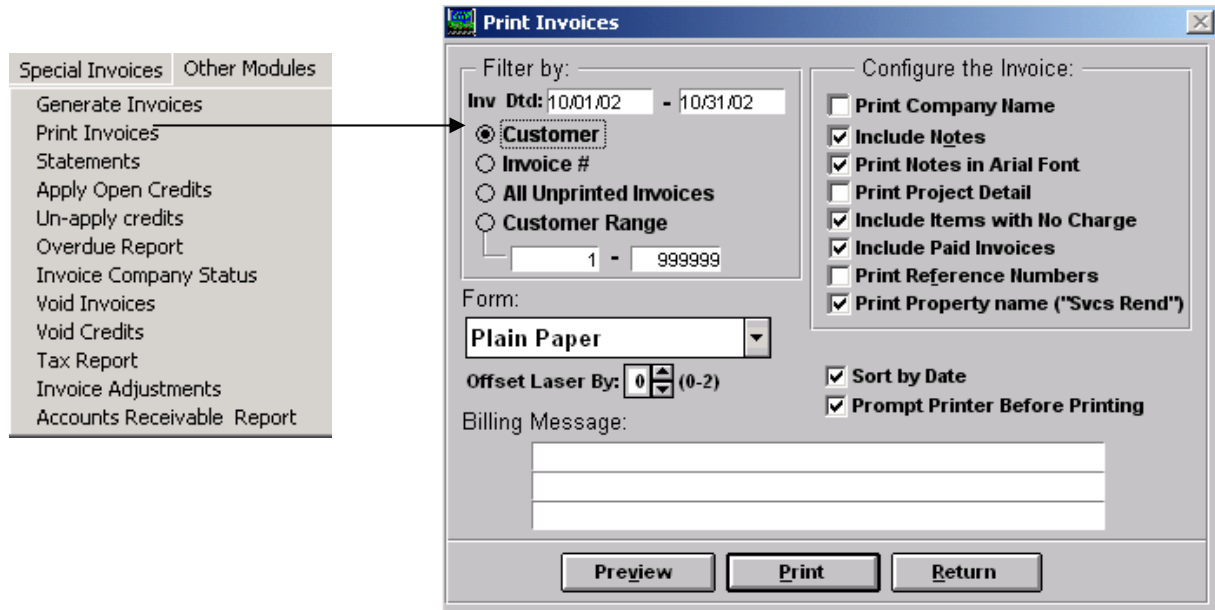
Follow the same steps to print invoices from File Maintenance. When you have selected the invoices you want to print by pressing the <spacebar>, press the Return button on the screen to preview and/or print. Once that is completed you will be asked if you want the Invoices to be marked as printed. Hit “Yes” to prevent them from reprinting at the end of month when you print all unprinted invoices that have been generated either prior to or during the Billing Process.

From the Special Invoices Main Menu:

It is best to print from the Special Invoices main menu when you have more than one customer for which you want to print invoices.

Choose Print Invoices from the Special Invoices menu.

CLIP provides several options for printing invoices.



By Customer

This is a good way to select a customer and print an invoice for them when you do not know the exact invoice number. You can select the customer and then it will bring up a list of invoices that belong to that customer that meet the criteria you set in the “filter” and “configuration” section of this window. This works the same as in the File Maintenance portion of the program.

By Invoice Number

If you know the invoice number and want to print it, use this option.

All Unprinted Invoices

When you print an invoice **CLIP** will ask you if you want to mark it as having been printed. This option will print invoices that have not yet been marked as printed. You will use this option to print invoices automatically generated from the End of Month Billing process

Customer Range

This option will allow you to print invoices for a specific customer range “Print” will print all your selected invoices. When you have printed your invoices **CLIP** will ask you if you want to mark the invoices as printed. If you answer “yes”, the next time you select “All Unprinted Invoices” these invoices will not print unless you specifically ask for them. You can reprint any invoice at anytime using either Individual by Customer or Individual Invoice by Number.

Configuring the Invoices

The options here function the same as with the balance forward method of billing.

Print Company Name

Use this option if you are not using preprinted forms with your company name or logo. This will print your return address and company name on the upper left hand side of the invoice.

Include Notes

If you have Invoice Notes for your job(s) that have been marked done and posted, this will print the notes under the line item on the Invoice.

Print Notes in Arial Font

This will print your notes in Arial font so that they stand out on the invoice from the line items. If unchecked, they will default to Courier New as the rest of the invoice.

Print Project Detail

This feature is for those using the Projects Module in *CLIP*. This will print out the line item detail of the project being charged with the breakdown of parts and the charge for those parts underneath the Project Name on the invoice.

Include Items with No Charge

Select this feature if you want your contract work that has a zero charge to show on the invoice. If you prefer not to show this detail or if your customer has asked for an invoice with just the Installment amount, uncheck the box.

Include Paid Invoices

If you want to preview/print all invoices for a customer, check this box. If it is unchecked, you will only see unpaid/outstanding invoices.

Print Reference Numbers

This will print the "Done to Date" number to the left of the line item on the invoice.

Print Property Name ("Svcs Rend")

If the property name is different from the billing name, selecting this box will show the property name for which the work was done. This is especially helpful when you do maintenance for a company that has multiple properties.

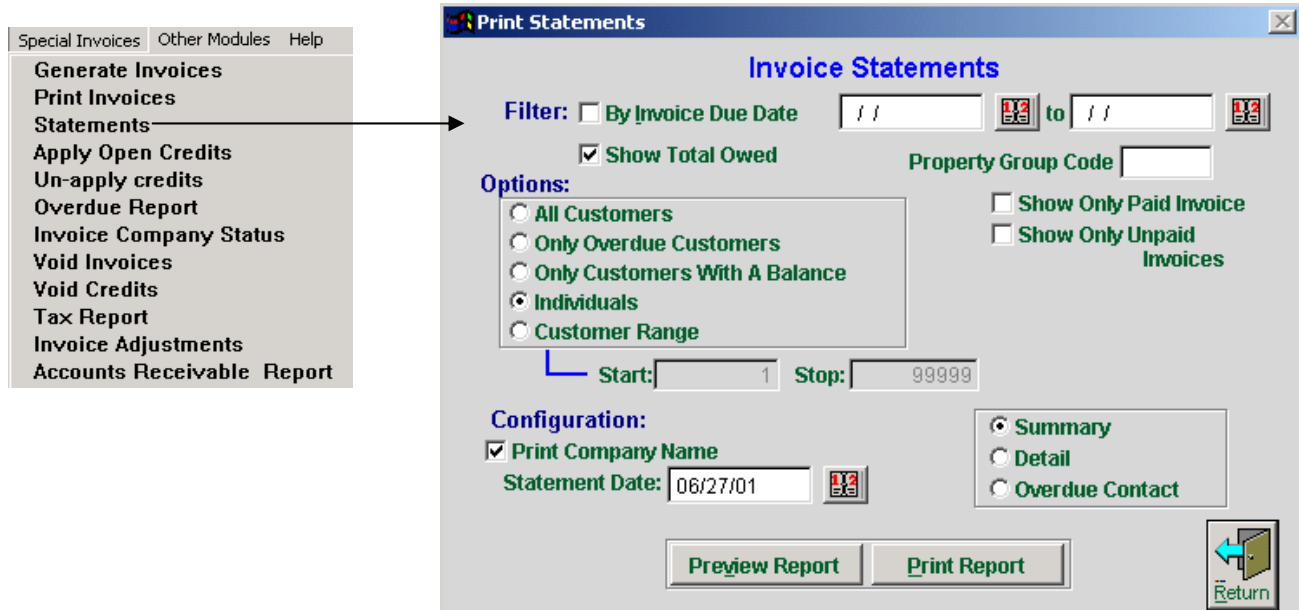
Sort by Date

This feature will sort the line item detail on the invoice by the posting date vs. the order of entry.

Chapter 5 — Statements

Now that you have generated invoices, you can print or preview your statements. Unlike the regular *CLIP* statements, Open Invoice Statements only reference Invoice Numbers and only show the Invoice Number, the date generated, the date due and payments applied as well as any open credits (credit memos). You can preview or print your statements at any time from either the Special Invoices menu or the Invoices button in File Maintenance.

From the Main Menu option you will see the following options:



All Customers:

This will print out a statement for every “Open Invoice” customer you have.

Only Overdue Customers:

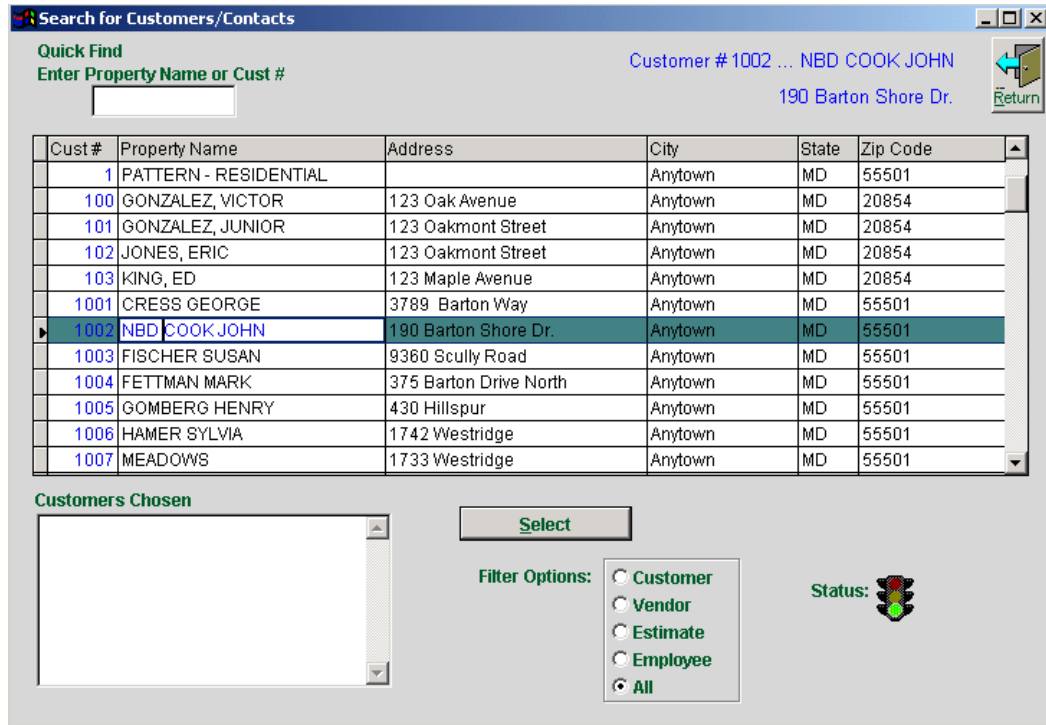
This option will print statements only for customers that have overdue invoices.

Only Customers with a Balance:

This option will print statements for all customers that owe you money or have a credit balance. This will include overdue customers and those with a current balance.

Individuals:

This option allows you to choose a customer for which you want to print a statement.



The summary report displays your statements in summary form. This is useful for providing an overview of each customer's account.



Sample of a CLIP statement:

You can also print a statement from File Maintenance. Use File Maintenance for printing statements for specific clients.

Sensible Software, Inc.
 9639 Doctor Perry Road
 Ijamsville, MD 21754
 (301) 874-3611 (301) 874-3613

MD Institute For Independent Living
 12901 Greenbriar Road
 Potosi, MD 20854

Statement

Account No.	Date
5022	06/27/01
Total Amount Due	
\$2,436.65	

Amount Enclosed \$ _____

REMIT TO: SENSIBLE SOFTWARE, INC.
Test Statement Note

Service Charge
 6.00%/month
 added to overdue accounts.

Page # 1

Invoice #	Date	Date Due	Invoice Total	Balance	Amount Paid	Date Paid	Paid Description
1007	12/12/00	01/11/01	676.95	676.95			
1008	12/12/00	01/11/01	371.25		371.25	08/01/01	Check # 1234
1009	12/12/00	01/11/01	1120.00		1120.00	08/01/01	Check # 1234
1010	01/02/01	02/01/01					
1011	01/02/01	02/01/01	694.15	186.40	508.75	08/01/01	Check # 1234
1012	01/02/01	02/01/01					
1018	03/12/01	04/12/01	1177.05	1177.05			
1017	05/02/01	05/31/01	100.00	100.00			
1020	08/10/01	10/10/01					
1028	08/18/01	10/18/01	122.25	122.25			
1034	10/29/01	11/29/01	175.00	175.00			

Not Due or Due Today	1 to 28 Days	30 to 59 Days	Over 60 days	Total Amount Due
175.00	122.25		2,139.40	\$2,436.65

The total due is based on the total outstanding invoices less any credits.

Invoices will be listed on this side of the page with the total of the invoice.

All credits will be displayed here. If credits are not applied, they will show up at the top as Credit Memos. Any credits that are applied will be next to the invoice to which they were applied.

Chapter 6 — Credits: Entering Transactions

Entering Credits from Enter Transactions:

Credits are entered the same way for Open Invoice Customers just as balance forward customers with one exception: you must apply the credit to a specific invoice or create a credit memo.

When you enter a transaction and press <Save> for an Open Invoice Customer you will see the remaining open invoices for that customer.

Operator: BOB

Find Customer

Customer # 5022

Property Name: MD INSTITUTE FOR INDE

Property Address: 12501 Greenbriar Road Potomac

Billing Address: 12501 Greenbriar Road Potomac, MD

Enter Transaction Information

Date: 10/29/01

Code: C

Amount: 100.00

Descr: Check # 12345

Credit: 11380 Accounts Receivable

Debit: 11000 Checking - Nations Bank

Save

Preview

Print

Post

Edit

Cancel

Deposit Slip

Get Transaction Amount From 0.00

Last Billing

History ...

Sort Transactions by Name Before Printing (Global Setting)

Default Amount to Last Billing

Check #

Credit:	0.00	Returns:	0.00
Debit:	0.00	Service:	0.00
Tax Labor:	0.00	Bad Debt:	0.00
Tax Mat:	0.00		

Pressing Save will generate the list of Open Invoices.

This is the list of open invoices for this customer.

Choose Invoices to Apply Payment									
Paid	Invoice #	Customer #	Date	Amount	Tax	Total	Paid Amt.	Due Date	
	1011	5022	01/02/01	694.15	0.00	694.15	508.75	02/01/01	
	1016	5022	03/21/01	1177.05	0.00	1177.05		04/12/01	
	1017	5022	05/02/01	100.00	0.00	100.00		05/31/01	
	1026	5022	09/18/01	122.25	0.00	122.25	0.00	10/18/01	
	1031	5022	10/29/01	175.00	0.00	175.00	0.00	11/28/01	

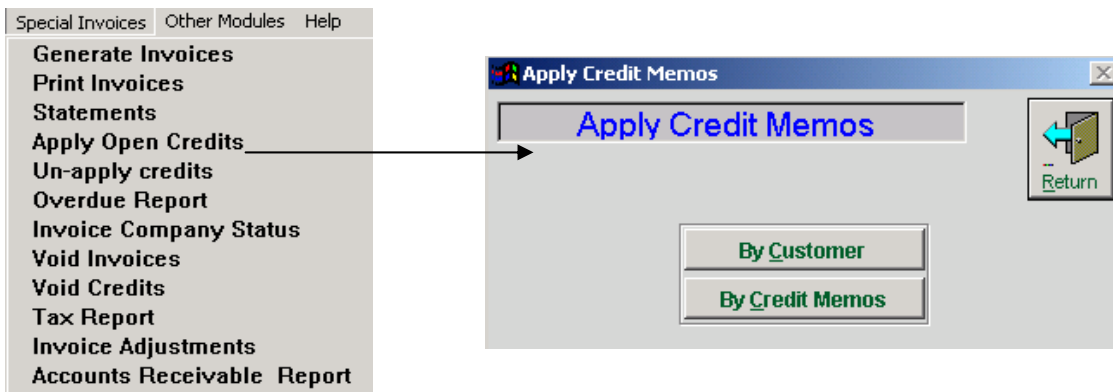
Use your arrow keys or your mouse to move up and down through the open invoice list. Press the <Space Bar> key to select the invoice(s) for which you want to apply payment. The column marked "Paid Amt" will reflect the payment you just applied. Press <enter> to apply the payment to the selected invoice(s). Each invoice can have multiple credits. In other words, if your payment amount is greater than the amount of one invoice, when you select one invoice to apply partial payment to, you will see the amount "left to be applied" in the window above the list of invoices. You can then select another invoice to which you may want to apply the remaining amount. If you do not apply the remaining amount of the credit, a credit memo will then be generated for that customer.

Chapter 7 — Applying Credit Memos

A credit memo is a credit that was received but not applied to an invoice. The Billing Status option in File Maintenance will indicate if a customer has a credit that has not been applied or you may check the customer's statement.

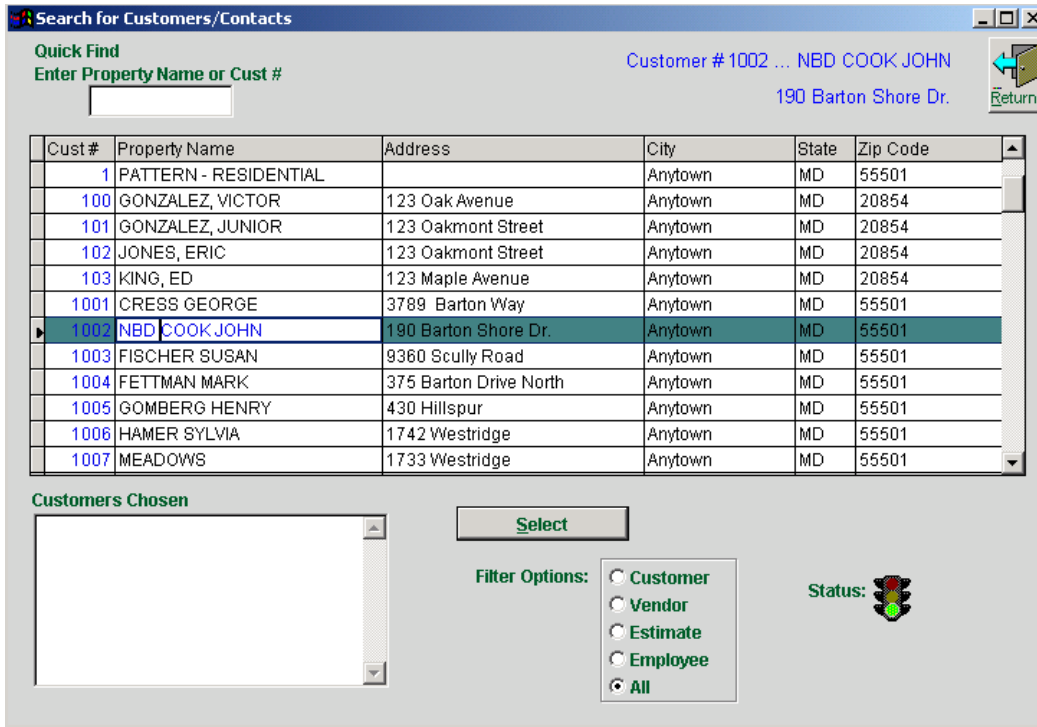
Most credits will be applied as you record the payment received through Enter Transactions. When you have received a payment and do not want to apply it to a specific invoice, a credit memo is created. Credit memos do not expire and are held in the customer's record until applied to an invoice.

To apply credit memos to an invoice, choose Apply Open Credits from the Special Invoices menu.

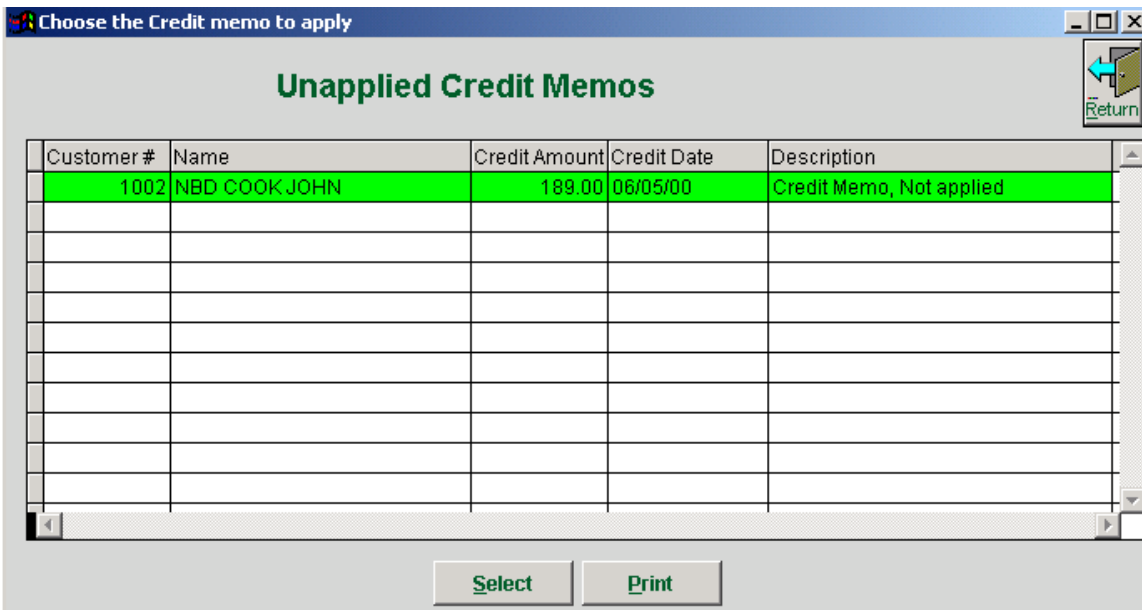


By Customer:

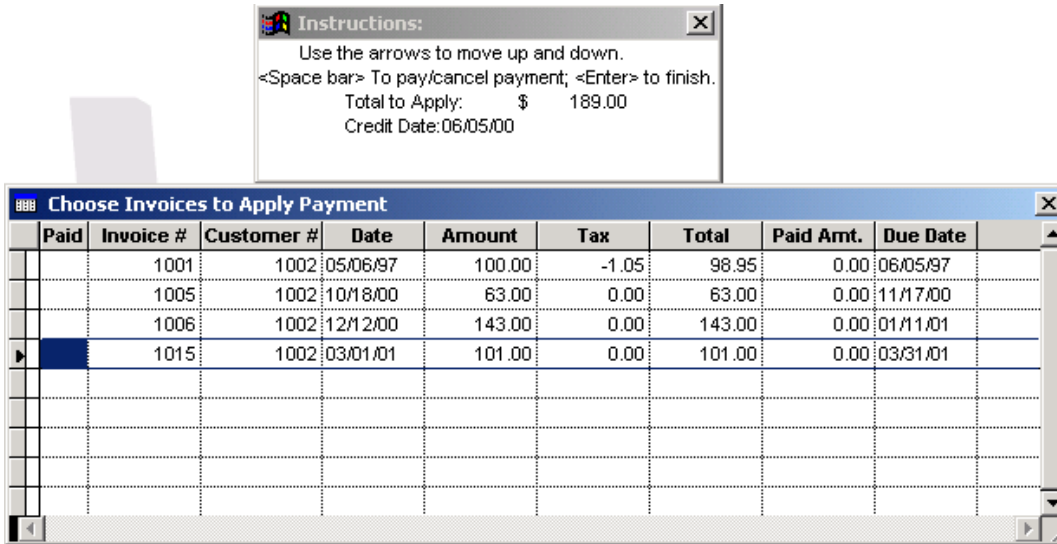
Selecting “By Customer” allows you to choose a specific customer account number or name to apply a credit memo.



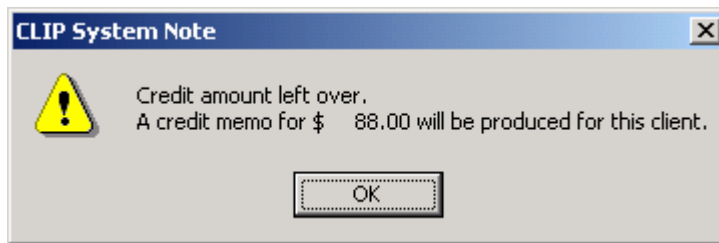
All Credit Memos for this customer will appear. . Highlight the one you want to apply to an invoice and push the “Select” button.



Pressing the “Select” button on the highlighted item will indicate to **CLIP** that you want to apply \$189.00 to an Open Invoice and will present you with a list of Open Invoices for that customer.



Select an Invoice Number to apply the Credit Memo of \$189.00 by arrowing down to it and hitting the <space bar>. If there is a balance on the credit memo, **CLIP** will alert you of the unapplied amount.



In the above example, the credit memo chosen was in the amount of \$189.00. The Invoice Number chosen to apply the Credit Memo to was only \$101.00, hence the message that a new credit memo in the amount of \$88.00 will be generated.

By Credit Memo

When you select “By Credit Memo” you will see a list of all Open Credit Memos. Choose the Credit memo you wish to apply payment to by highlighting it.

The screenshot shows a window titled "Choose the Credit memo to apply" with a sub-header "Unapplied Credit Memos". It contains a table with the following data:

Customer #	Name	Credit Amount	Credit Date	Description
1001	CRESS GEORGE	308.95	05/16/01	Credit Memo, Not Applied
1002	NBD COOK JOHN	88.00	06/05/00	Paid Ck# 144159
1004	FETTMAN MARK	997.60	06/06/01	Credit Memo, Not Applied
1009	COOCH ROBERT	255.00	05/16/01	Check # 1000

At the bottom of the window are two buttons: "Select" and "Print". A "Return" button is also visible in the top right corner.

You will be presented with the list of Open Invoices for that customer. Choose the Invoice to which you want to apply payment by pressing <Space Bar>. Hit <Enter> to proceed to apply the credit memo and return to the main menu.

The screenshot shows two overlapping windows. The top window is titled "Instructions:" and contains the following text:

Use the arrows to move up and down.
 <Space bar> To pay/cancel payment; <Enter> to finish.
 Total to Apply: \$ 88.00
 Credit Date: 06/05/00

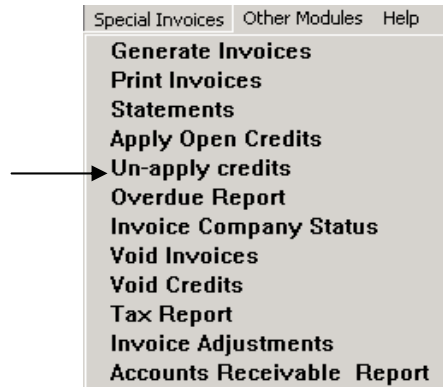
The bottom window is titled "Choose Invoices to Apply Payment" and contains a table with the following data:

Paid	Invoice #	Customer #	Date	Amount	Tax	Total	Paid Amt.	Due Date
	1001	1002	05/06/97	100.00	-1.05	98.95	0.00	06/05/97
	1005	1002	10/18/00	63.00	0.00	63.00	0.00	11/17/00
	1006	1002	12/12/00	143.00	0.00	143.00	0.00	01/11/01

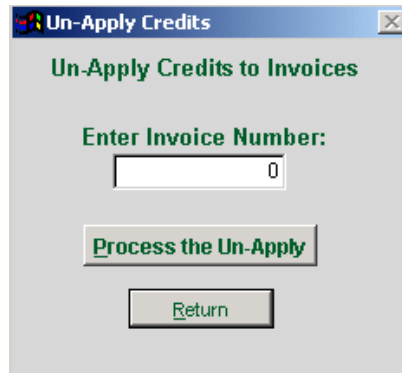
Chapter 8 — Un-applying Credit Memos

CLIP allows you to “Un-apply” credit memos.

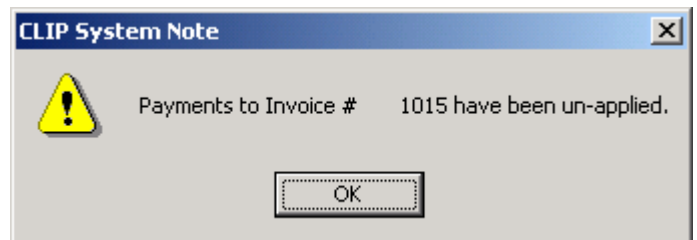
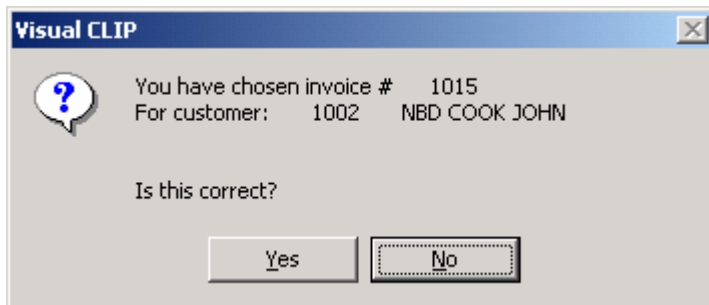
The Un-apply Credits function will take a payment applied to an invoice and convert it to a credit memo. The new Credit Memo can then be applied to another invoice.



Step 1: Type in the Invoice Number to which you want to un-apply credits and click the “Process the Un-Apply” button.



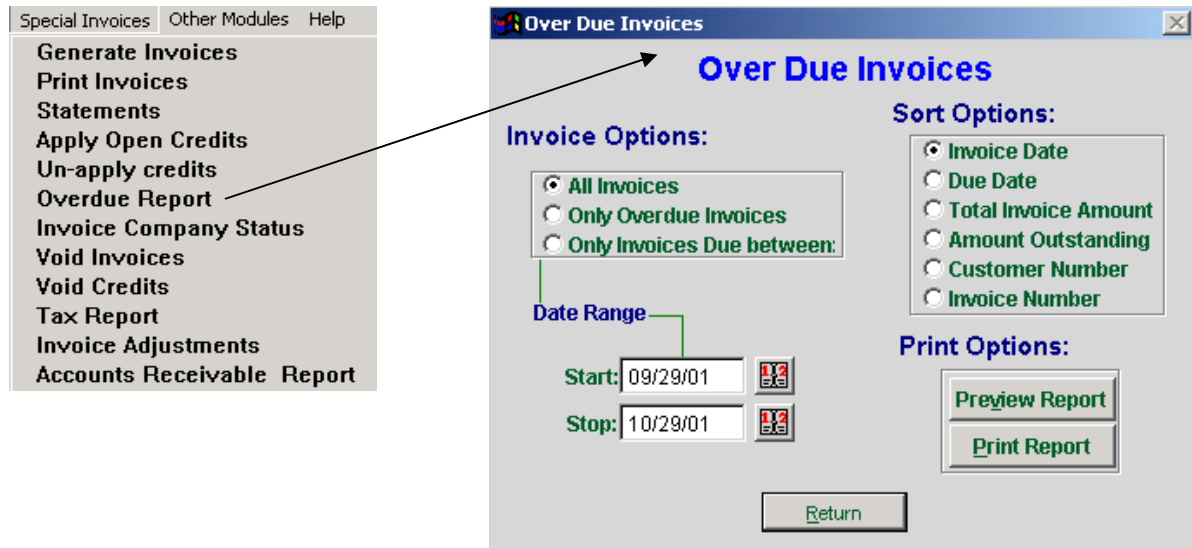
Step 2: If the invoice number is correct, press “Yes” and **CLIP** will inform you that the payment has been un-applied.



Chapter 9 — Overdue Report

All invoices are due on the due date you put on the Invoice Header when you generate an Invoice. To view overdue customers, select the Overdue Report.

The Overdue Report has various options.



All Invoices:

All Invoices displays or prints all generated invoices, both those in history and those that are current.

Only Overdue Invoices:

Only Overdue Invoices displays or prints invoices that are overdue.

Only Invoices Due Between (Date Range):

Fill in the specific start and stop dates for which you want to display or print invoices.

Sort Options:

- ❖ Sort Options: allows you to display or print invoices by a number of options.
- ❖ Invoice Date: Sorts the printouts by the Date of the Invoice.
- ❖ Due Date: Prints in order by the Invoice Due date.
- ❖ Total Invoice Amount: Orders the list by the total due on the invoice.
- ❖ Amount Outstanding: Sorts the reports by the amount still due on the invoice.
- ❖ Customer Number: Prints in numerical order by account number.
- ❖ Invoice Number: Will list the overdue invoices by Invoice number.

Note: You may also view your overdue customers by printing statements.

Chapter 10 — Invoice Company Status

Company Status - Invoice Customers

Company Status for Invoice Billing

Invoices Due:

Current or Not Due	1-29	30-59	60-89	90 +	Total Due
191.00 <input checked="" type="checkbox"/>	130.35 <input checked="" type="checkbox"/>	0.00 <input checked="" type="checkbox"/>	0.00 <input checked="" type="checkbox"/>	3,449.57 <input checked="" type="checkbox"/>	3,770.92 <input checked="" type="checkbox"/>

Credits, Taxes and Debits - Date Range: 01/01/01 To: 10/29/01

Credits:

Credits not applied:	0.00 <input checked="" type="checkbox"/>
Credits Applied:	0.00 <input checked="" type="checkbox"/>
Total Credits:	0.00 <input checked="" type="checkbox"/>

Taxes:

Total Tax on Invoices:	0.00 <input checked="" type="checkbox"/>
Total Tax Paid by Customer:	0.00 <input checked="" type="checkbox"/>

Debits:

Total Debits:	0.00 <input checked="" type="checkbox"/>
Debits Not on Invoices:	0.00 <input checked="" type="checkbox"/>

Total Invoices Voided: 0

Preview Print

You may preview or print a Company Status report for Open Invoice Customers.

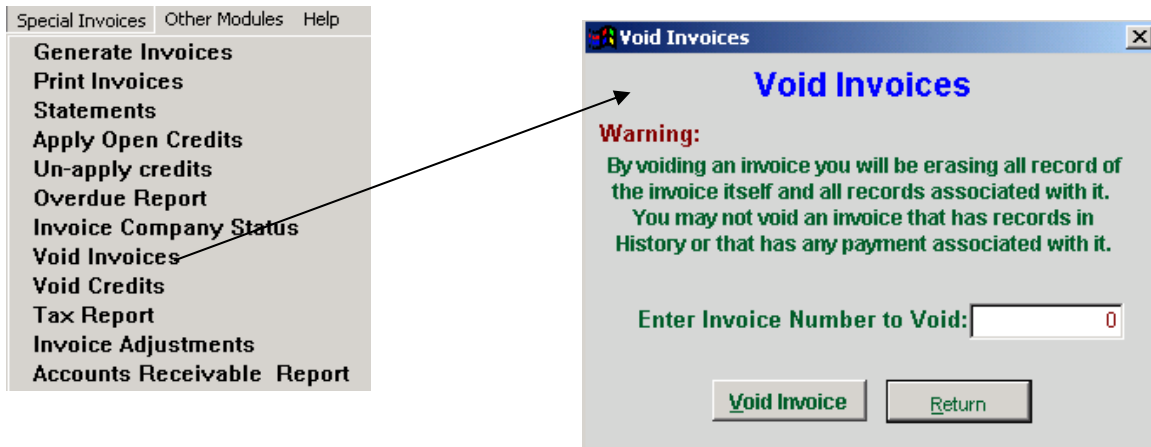
The check boxes to the right of each total allow you to print or display reports that itemize each section. This feature permits you to review how each total was derived. If there are zero balances you will not be able to view a report when you click on the check boxes.

The lower half of the Company Status screen allows you to select a specific date range for analysis of credits, taxes and debits.

Chapter 11 — Voiding Invoices

You may void an invoice if it is within the current period and no payments have been applied to it. Invoices generated prior to a period closing must be adjusted (See Chapter 16 - Invoice Adjustments).

Voiding an invoice will erase all record of the invoice (almost...the voided invoices will appear in the Invoice Company Status Report). Any transactions that were applied to that invoice will now be available to apply to a new invoice.

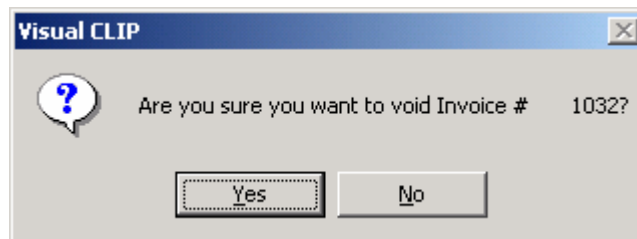


We highly recommend that you void invoices only when the situation can not be avoided. Remember that you can always enter correcting or reversing entries.

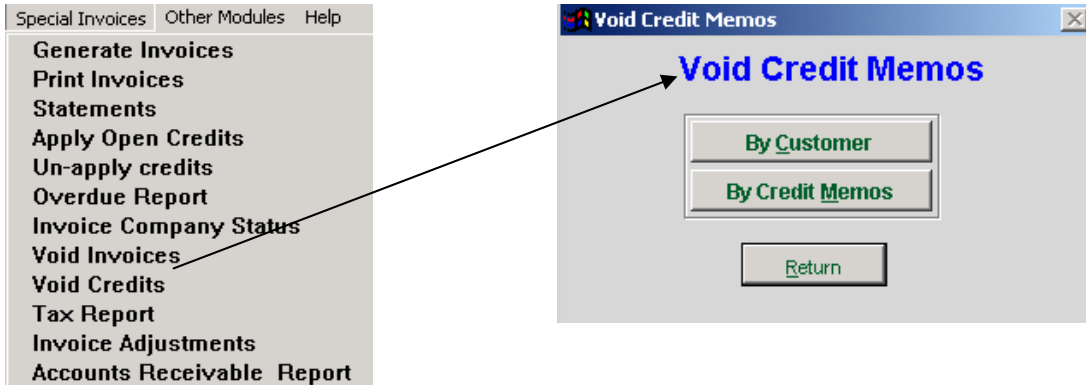
To void an invoice, you must enter the invoice number you want to void. Make sure you enter it correctly.

You will be prompted before the actual voiding occurs:

If you answer “No” you will be returned to the Invoice Sub Menu.



Chapter 12 — Voiding Credit Memos

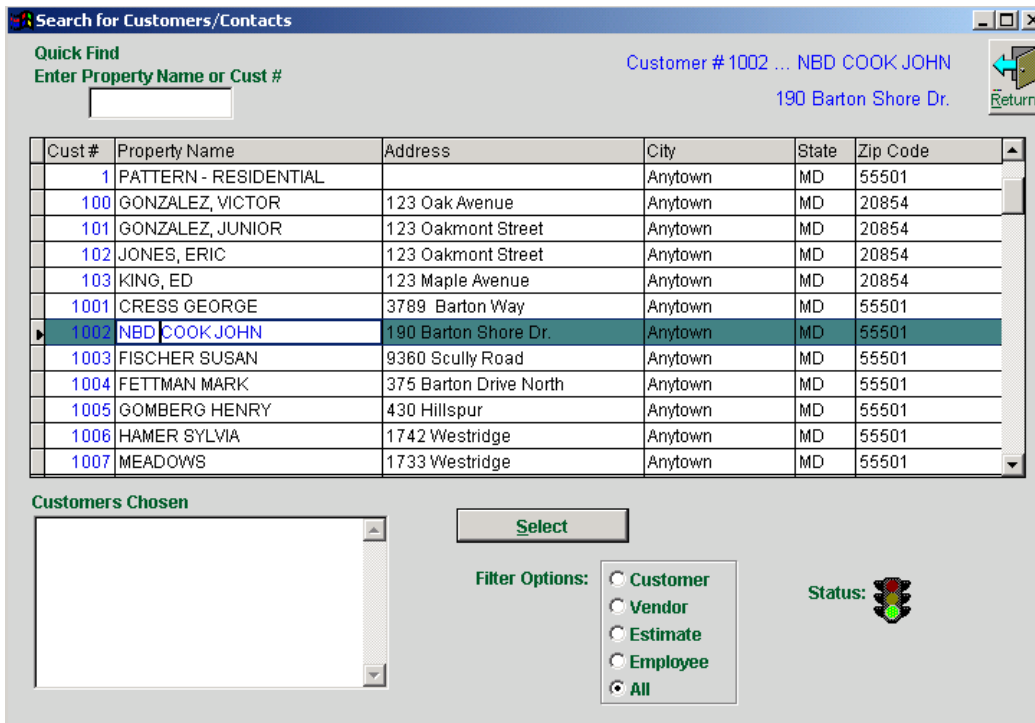


This function will allow you to void credit memos that were accidentally created for the wrong customer through Enter Transactions. For Special Invoice type customers, this is the only way you can void a credit transaction. DO NOT DELETE the line from the History screen in File Maintenance. This will delete the transaction but leave a credit memo without a matching transaction and throw off the balances.

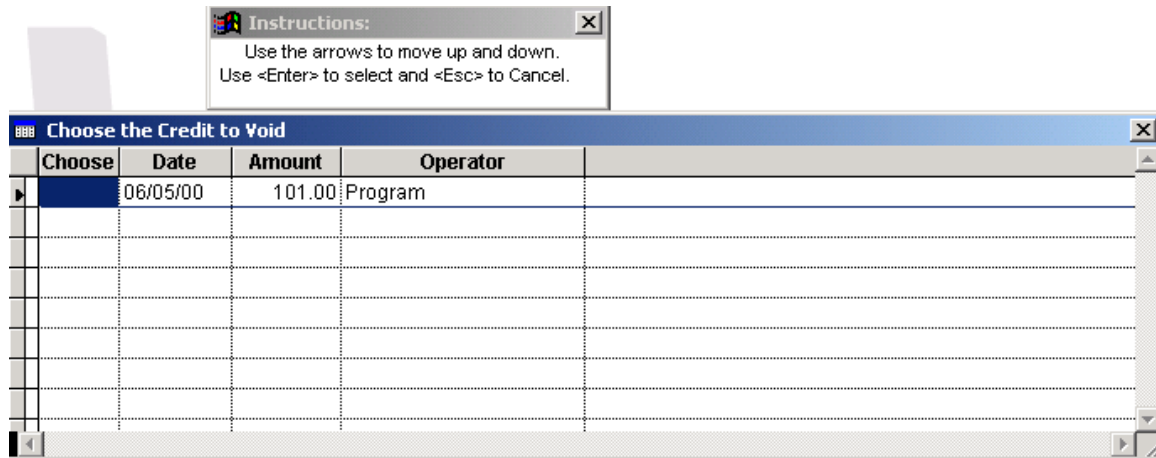
You have two options through which to void a credit memo.

By Customer:

This option will bring up the customer selector and allow you to select the customer for whom you want the void the credit memo.

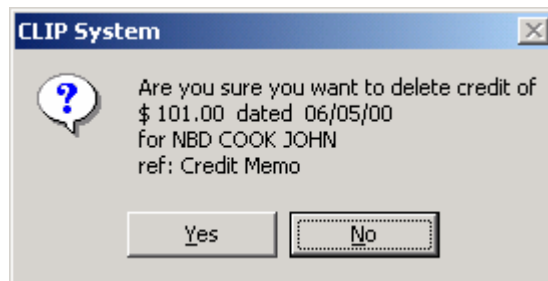


Once you have selected your customer, a list of credit memos that exist for them will come from which you can choose to void.



Use the arrow keys to go up and down the list. When the box is highlighted next to the credit memo you want to void, hit the Enter key.

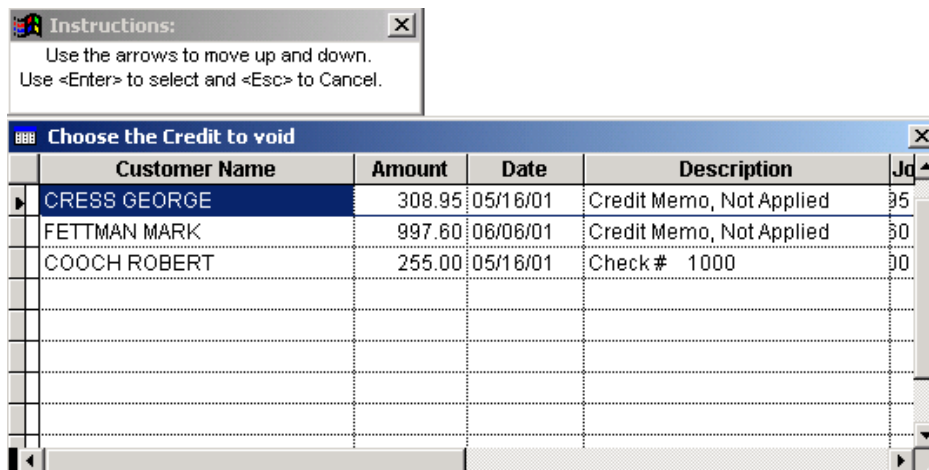
Now you will be prompted to make sure you want to delete the credit memo.



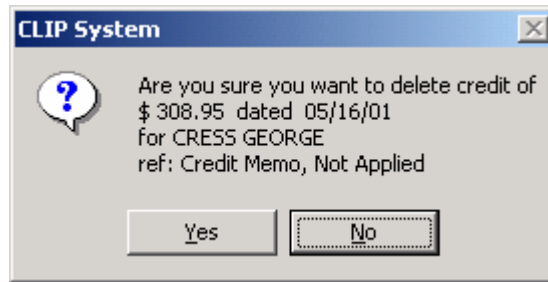
Once you hit YES it will bring back to the Void Unapplied Credits window. Hit Return to go back to the main screen.

By Credit Memo:

This option will display a list of unapplied credit memos that you can void.



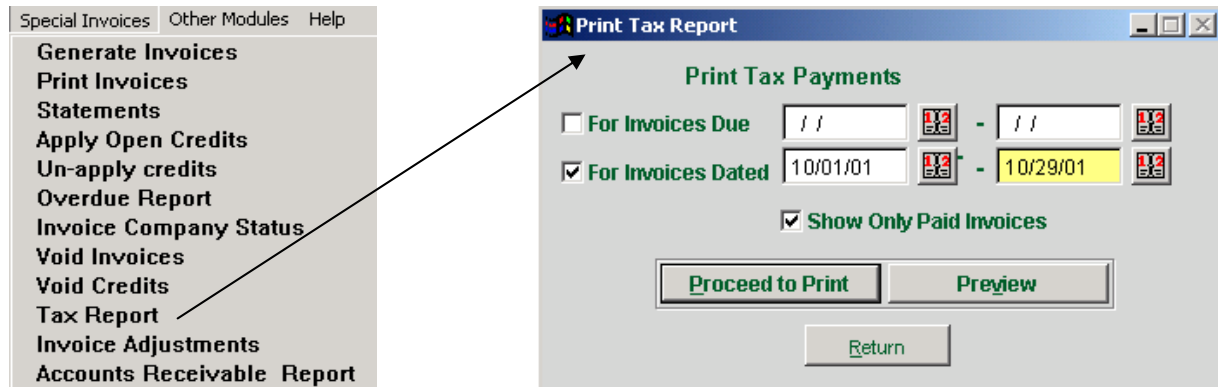
Use the arrow keys to go up and down the list. When the box is highlighted next to the credit memo you want to void, hit the Enter key.



Now you will be prompted to make sure you want to delete the credit memo. Once you hit YES it will bring back to the Void Unapplied Credits window. Hit Return to go back to the main screen.

Chapter 13 — Tax Report

Because payments are applied directly to debits, *CLIP* can now track taxes based on sales tax paid, not just sales tax charged. When you print the Tax Report, *CLIP* will mark all taxes as having been reported to you and will report them subsequently.



Enter the date range for the Invoice Due dates, and select to show only paid invoices (this is selected by default) if that is what you want to see. If you want to see all taxes charged on the invoices due during that time, then deselect this box. This will now list all invoices due between the dates you selected and the taxes charged on them.

This report will also break down the total taxable sales, the total non-taxable sales and the total taxes on the invoices by tax area.

Chapter 14 — Invoice Adjustments

This will allow you to correct invoices that have had mistakes and for which the period has already been closed. This is where you will make your corrective entries for your Special Invoice type customers

Click on find Invoice and the window will open prompting you for the invoice to which you want to make the adjustment.

Special Invoices Other Modules Help

Generate Invoices
Print Invoices
Statements
Apply Open Credits
Un-apply credits
Overdue Report
Invoice Company Status
Void Invoices
Void Credits
Tax Report
Invoice Adjustments
Accounts Receivable Report

Invoice Adjustments

Customer # 1002 (0 to Exit) Operator:

Property Name: NBD COOK JOHN

Property Address: 190 Barton Shore Dr. Anytown

Billing Address: 900 Tower Drive - 12th Floor Anytown, MD

Find Invoice

| Name | Code

D=No Tax Dbt

L=Taxed Labor

M=Taxed Mtrls

Credit: 41014 Sales Maintenance

Debit: 11380 Accounts Receivable

Date: 10/29/01

Code: D

Amount: 100.00

Descr: INV# 1006 Additional Service

Invoice Date: 12/12/00 Invoice Due: 01/11/01

Once you have typed in the invoice number and hit OK, a preview screen will open up allowing you to view the invoice to insure that you have selected the correct one.

CLIP System Enter Number

Enter Invoice Number to Search for:

1006

OK

Page 1

Sensible Software, Inc.
 9639 Doctor Perry Road
 Ijamsville, MD 21754
 (301) 874-3611 (301)874-3613

Nbd Bank
 Attn: Greg Cote
 900 Tower Drive - 12th Floor
 Anytown, MD 55501

Services Rendered At:
 190 Barton Shore Dr.
 Anytown MD 55501

Service Charge
 5.00%/month
 added to overdue accounts.

Invoice

Invoice #	Account No.
1006	1002
Date	Due Date
12/12/00	01/11/01
Total Amount Due:	
\$143.00	

REMIT TO: SENSIBLE SOFTWARE, INC.

Date	Description	Amount
11/02/98	Pick up branches after Storm	35.00
11/02/98	Clean up Pond	45.00
07/09/00	Mow & Trim All	63.00

You will now have the adjustment screen which will allow you to enter the correction.

Invoice Adjustments

Customer # 1002 (0 to Exit) Operator: _____

Property Name: NBD COOK JOHN

Property Address: 190 Barton Shore Dr. Anytown

Billing Address: 900 Tower Drive - 12th Floor Anytown, MD

Find Invoice

| Name | Code

D=No Tax Dbt

L=Taxed Labor

M=Taxed Mtrls

Credit: 41014 Sales Maintenance

Debit: 11380 Accounts Receivable

Date: 10/29/01

Code: D

Amount: 100.00

Descr: INV# 1006 Additional Service

Invoice Date: 12/12/00 Invoice Due: 01/11/01

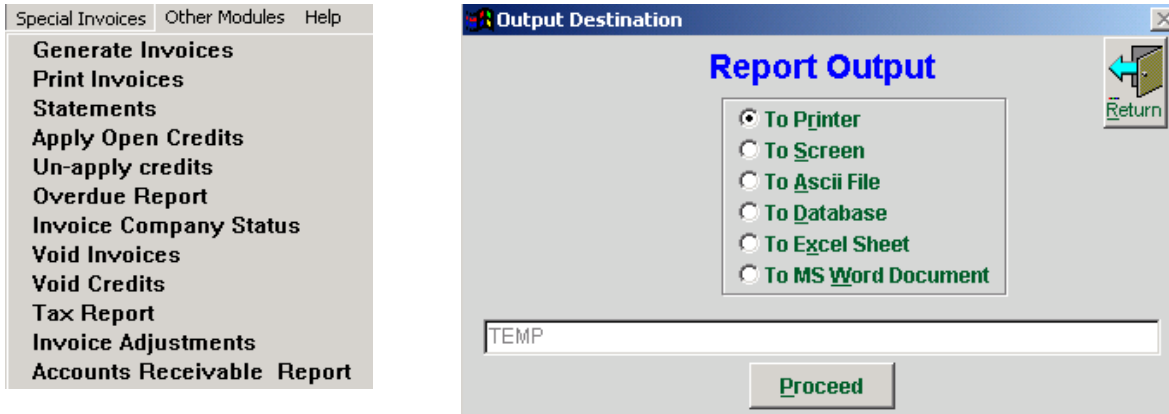
In our example, we are crediting back an over charge of \$5.00 for services that were posted to this invoice.

Please note that the code used is the same code for which the job was charged and that the amount being credited is a negative amount. This will reduce the invoice total allowing for the correction. You may also add charges through this function that were not entered and should have been and need to go on the same invoice.

Once you have made the corrective entry, click on save. When you are finished making your corrections, click on Post. This works the same way as posting in Enter Transactions. You will be given the opportunity to print a final list of transactions. Keeping a printout copy is beneficial if your hard drive was to crash and you would need to re-enter the information after restoring your backup.

Chapter 15 — Accounts Receivable Report

This report will give you a list of those customers who still owe you money. There are no options except for the output location. The list goes strictly by the due date of the invoice versus the current date.



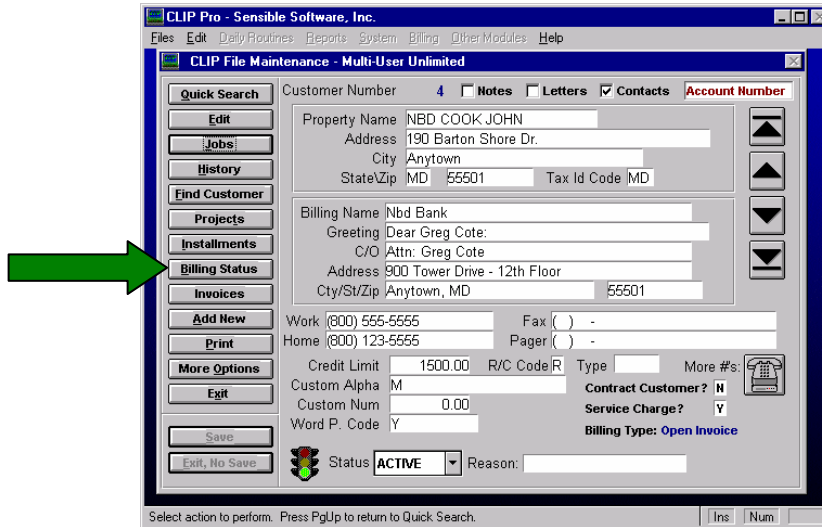
Note the report shows the status of every customer's billing status. If an invoice is even one day overdue it will appear in the 1-29 days overdue column

ACCOUNTS RECEIVABLE									
Customer	Not Due	1 - 29 days	30 - 59 days	60 - 89 days	Over 90 days	Unapplied Credits	Debits Not Billed	Balance	
100# - GONZALEZ, VICTOR	0.00	8.10	0.00	0.00	799.22	0.00	0.00	807.32	
1001# - CRESS GEORGE	0.00	0.00	0.00	0.00	0.00	308.95	0.00	-308.95	
1002# - NBD COOK JOHN	0.00	0.00	0.00	0.00	417.95	0.00	0.00	417.95	
1003# - FISCHER SUSAN	0.00	0.00	0.00	0.00	65.00	0.00	0.00	65.00	
1004# - FETTMAN MARK	0.00	0.00	0.00	0.00	0.00	997.60	0.00	-997.60	
1006# - HAMER SYLVIA	0.00	0.00	0.00	0.00	128.00	0.00	0.00	128.00	
1009# - COOCH ROBERT	0.00	0.00	0.00	0.00	0.00	255.00	0.00	-255.00	
1025# - MARTIN ANN	116.00	0.00	0.00	0.00	0.00	0.00	0.00	116.00	
5022# - MD INSTITUTE FOR INDE	75.00	122.25	0.00	0.00	2139.40	0.00	0.00	2336.65	
90382# - JONES, BOB	115.00	0.00	0.00	0.00	0.00	0.00	0.00	115.00	
	306.00	130.35	0.00	0.00	3549.57	1561.55	0.00	2424.37	

You may also export this report to a database, Excel Worksheet, or even directly to an MS Word merge document.

Chapter 16 — Billing Status

The Billing Status box in File Maintenance for an Open Invoice Customer is very different than that of the Balance Forward customer. The billing status box is changed since the methods for aging and applying payments are different.



The Invoices Due line shows you all outstanding invoice amounts that have been assigned for this customer. Aging is based on the due date of the invoice, not the transaction date.

Billing Information						
Invoice Billing						
Invoices Due:						
Current or Not Due	1 to 29	30 to 59	60 to 89	90 +	Total Due	
	0.00	0.00	0.00	417.95	417.95	
Credits:		Taxes:		Debits:		
Total Credits:	88.00	Total Tax on Invoices:	-1.05	Total Debits:	79.00	
Credits Applied:	88.00	Total Tax Paid by Customer:	0.00	Debits Not on Invoices:	0.00	
Credits not applied:	0.00					
				Total Invoices Voided:	1	

Credit totals represent those that have been entered for this customer during the current period.

Debits include both the debits assigned to invoices and the “open” debits that are still waiting to be assigned.

The Taxes area allows you to track the exact amount of sales tax your customers have paid, not just the tax that you have charged.

CLIP keeps track of all voided invoices.

Chapter 17 — What happens at the regular billing cycle?

You must close the month every month even if all your customers are Open Invoice Customers.

During a Billing cycle **CLIP** finds all Open Invoice Customers and searches the Journal to find any debits that have not been assigned to an invoice. **CLIP** adds each of these “open” debits to a new Invoice number automatically. Also at this time monthly installments are generated. If the “Due Upon Receipt” option in the billing screen is checked off **CLIP** automatically assigns a 7 day due date to any automatically generated invoices otherwise it will use the “Due Date” in the billing screen.

When you close the period, **CLIP** creates Service Charges, as applicable. Service Charges will be placed on separate automatic invoice listing the overdue invoice(s) for which the service charges were applied.

As soon as you have closed the period, you should Print Statements from the Special Invoices Menu selection. This will provide your customers with their payment status and charges. You should also print all Un-printed Invoices so they can be mailed to your customers.

Note: The Open Invoice Customer will not show up on Balance Forward Overdue lists and reports. Overdue payments are handled in the Open Invoice Statement and Invoice Printing and Previewing options (see Chapter 10 for more information).

Chapter 18 — What about Route Sheet Invoices?

Normally, a “true” invoice is not an Invoice until the job has been completed and an Invoice has been printed. In the case of Route Sheet Invoices, they are “before the fact” and therefore are work orders, not invoices. That has now changed in CLIP Pro.

NEW to the Special Invoices Module – You can now create a true invoice in the route sheet invoices section of CLIP for your Open Invoice customers. There is a new form, “Legal Size Plain” and this is the only form that will work. The following information will detail how this function works in addition to the features it entails.

Start with the Job screen in File Maintenance:

You will see new fields in the job details screen. These fields are updated through the “Print Route Sheet Invoices” function of CLIP:

The screenshot shows the 'Job Detail For Customer: FISCHER, SUSAN' window. A callout box on the left highlights three fields: a checkbox labeled 'Rt Invoice Printed', an 'Invoice #' field, and a 'Date Printed:' field. The main window displays job details for Job # 1, Customer # 1003, and Property Name FISCHER, SUSAN. The Job Description is 'Show & Tell All'. Other fields include Job Category, Job Sub-Category, JIS Custom Letters (JIS), JIS Custom Numerical (0.00), Crew Number (1), Routing Sequence (1140), Map Location (22-B-4), and Date Printed (//). Pricing fields include Min. Jobs per Year (25), Max (37), Dealer to Dealer (0), Charge per Job (65.00), Man Hour Rating (1.20), Charge Over Man (0.00), Charge Per Hour (13.99), and Job Area (35,750). Summary fields at the bottom show Credit: 41014 and Debit: 11300.

RT Invoice Printed - This field is used with the Legal size Route Sheet Invoice. The box will be checked when the Invoice is printed. When the job is recorded as done and posted, the check mark will disappear. When you see this boxed checked it means that the invoice has been printed but the job has not been recorded as done yet.

Invoice # - Used with the Legal Size Route Sheet Invoice. When the route sheet invoice is printed a true Invoice number is reserved and the number is placed in the invoice number field in the job details. You can re-print the route sheet invoice with the same invoice number on it provided you have not recorded and posted the work. When the job is recorded as done and posted this field will be cleared.

Date Printed - Used with the Legal Size Route Sheet Invoice, this field gets filled in when the job is printed on the route sheet and then gets cleared out after the job is posted.

Printing Route Sheet Invoices:

In order to generate true invoices for your Open Invoice customers in the route sheet invoices, you must select the “Legal Size Plain Paper” form.

When you print the invoices on this form it performs the follow tasks:

Generates an invoice and assigns an invoice number to that job on the invoice.

Records the “Date Printed” in the job details.

Prompts you as to whether or not to mark the invoices as printed

If you choose to mark them as printed, it will mark the checkbox in the Job Details screen for “RT Invoice Printed.”

When the invoice is marked as printed in the job details and you decide to reprint the invoice, the invoice will appear with a watermark that says “Reprint.” To reprint an invoice, go back into “Print Route Sheet Invoices” and choose “By Individual” to select the customers for which you want to reprint an invoice.

Once you mark the job as completed in the Record Work section of CLIP and post it, the invoice will be assigned and posted to the account.

Sample Route Sheet Invoice (Legal Size Plain)

Sensible Software, Inc.
 9639 Doctor Perry Road
 Ijamsville, MD 21754

Customer #: 5030
Home Phone: (800) 123-5555
Work Phone: (800) 555-5555
Date Printed: 11/06/01

Schedule Date: 10/25/01
Crew: 1 0
Lsq: 0
Map Code

Charge 45.00 Tax 0.00 Today's Charge 45.00

Service Address:

Customer Directions
go here.

ENGLANDER'S
 11514 Partridge Run Lane
 Potomac, MD 20854

1-2-54-61-58-21

These are the job numbers of the jobs that this customer has

Job History goes here.

Route Sheet Notes
go here.

Date: _____ Start: _____ Stop: _____

By: _____ ID#: _____

Product: _____ Rate: _____

Sensible Software, Inc.
 9639 Doctor Perry Road
 Ijamsville, MD 21754
 (301) 874-3611 (301)874-3613

Service Invoice
 Inv#. 12575

- ___ Do not Mow for _____ Hours
- ___ Do not Water for _____ Hours
- ___ Water Lawn More Often
- ___ Sharpen Mower Blades
- ___ Raise Mowing Height
- ___ Keep children and pets off the lawn for _____ Hours

#21 Spray Herbicide

Invoice Notes go here.

Service Address:

ENGLANDER'S
 11514 Partridge Run Lane
 Potomac, MD 20854

Customer # 5030

Specialist: _____

Date: _____

Time: _____

Charge 45.00
 MD TAX 0.00
 Today's Charge 45.00

Please Remit 45.00

Please pay promptly. After 30 days, 1.5 percent late charge will be assessed. MINIMUM \$2.00 ON ALL LATE ACCTS.

Please Note: _____

Keep this for your records.

Please have technician call me!
 Concerning: _____

Bill To Address
 Englander's
 11514 Partridge Run Lane
 Potomac, MD, 20854

Inv#. 12575	Customer # 5030
-------------	-----------------

Send Payment to:
Sensible Software, Inc.

Charge 45.00
 MD TAX 0.00
 Today's Charge 45.00