



Service Invoicing

Webinar

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## Overview

This webinar will review the various configuration and processing options and best practices recommendations to assure insure the most accurate postings. We will discuss the following:

- Options and Interfaces (Service)
- Timecard Processing
- Work Order Entry
- Prebill Register
- Update Invoices

## Considerations

The processing varies for companies based on some of the following considerations:

- Are timecards processed in Ascente and the costs applied to each service order?
- Do you enter your labor as an item on the work orders and skip the timecard processing cycle?
- Are your technicians paid by commission, hourly or both?
- Do you use a flatrate system that pays the technician by the job and not hourly?
- Do you use item numbers?
- Do you track inventory quantities?
- Do you apply yours costs against the jobs or are you only concerned with the sales amounts?
- Do you have multiple pricing methods?
- Is the invoice amount determined by the technician when the service is completed or is it calculated in the office by the billing operators?

## Assumptions

- You can run Ascente and have the necessary security rights to run the following menu selections:
  - Transactions / Timecard *(if used)*
  - Journals / Timecard Register *(if used)*
    - Update
  - Transactions / Work Order
  - Journals / Prebill Register
    - Update
- If the timecard processing is being used:
  - The operators will need to have access to the current year's payroll database.
  - The operators will need to select the correct payroll year by using the **Ascente / File / Change Payroll Year** option.
  - The employees have been entered in the Traverse – Payroll module for the correct payroll year.
  - The Ascente – Employee records need to be setup.
- There are user security settings to determine if pay rates or costs are displayed that I am assuming are setup correctly. We will be glad to discuss those settings with you at a later time. It is your company's responsibility to verify that they are set correctly for each operator.
- If you want accurate profitability reporting by each service order, all correct cost and sales will be entered.

- The service orders and work orders have been entered into Ascente and the service has been performed and completed.
  - The service order has a status of 'Closed'.
  - The technician has turned in their work order that will detail the following:
    - All labor hours
    - All items used along with the quantities used
    - Note all items that resulted from a vendor purchase as opposed to coming from truck stock.
    - Note any items that were pulled from another location other than their truck.

## Results from Invoice Processing

You will have the following results after the service invoicing cycle is completed:

- If timecard processing is done:
  - Payroll earnings transactions will be created in Traverse so that the employees can be paid.
  - Timecard history records will be created so that reports can be ran for timecard analysis.
  - Traverse – General Ledger postings will be created for the timecard entries.
- Service order and work order will be deleted
- Service order and work order history records will be created
- Technician Commission Reports can be printed.
- Sales Analysis Reports can be printed in Ascente.
- A Traverse - Accounts Receivable batch will be created that will need to be processed in the Traverse AR module to complete the processing of the Ascente service invoice batch.
- Traverse accounts receivable invoices will be created and payments will be applied to them if payments were entered on the work order.
- Your Traverse AR Ageing Report will include the invoices that were processed with a 'Due Amount'.
- Inventory On-Hand quantities will be reduced for the items and their locations for tracked items.
- General ledger postings will be created for the service invoicing batch.
- Traverse - Bank Reconciliation transactions will be added for any payments applied to the work orders.

## Terminology

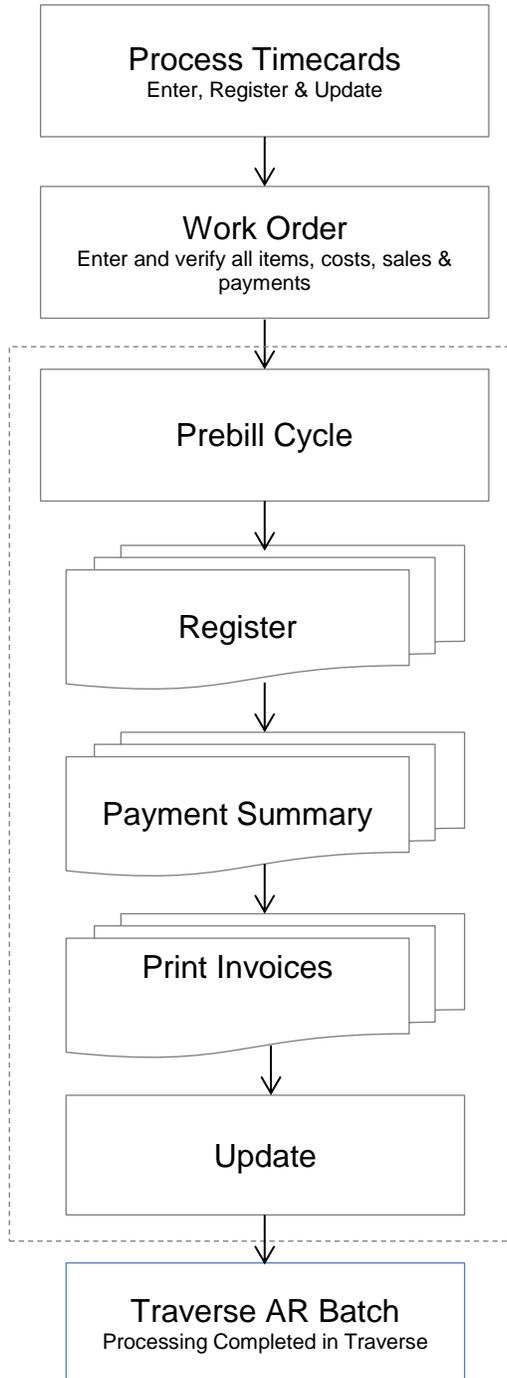
If you are not familiar with the terminology used in Ascente, you will need to understand the following terms:

- Service Order
  - Initial record for a service job. It will reference the jobsite, billing customer, problem, scheduling information and miscellaneous other information. The service order will be assigned a code that is typically a sequential number. This can result from a call for service or for a scheduled maintenance.
- Work Order
  - This is the preprinted form that the technician out in the field will use to detail the items used, labor hours, service performed, sales amounts, payments received and signature approving the service performed. This can be a prenumbered document or can be assigned the same number. All work order will reference a service order. Some companies will refer to this as an invoice, field ticket or contract.
- Invoice
  - The invoice is generated by processing the service order and work order(s) through the Prebill Register process. This is the final step in processing a service order. This should only be done once the service has been performed and all costs and sales have been entered. The invoice is assigned an invoice number. This is typically the same number as was assigned to the work order, but can just be a sequential number or can be manually assigned.
- Timecards
  - Timecard refers to the process of entering an employee's hours worked in Ascente. The hours entered can update the following:
    - Payroll: So that the employee can be paid
    - Work Order: The labor hours will apply the labor costs against the work order so that profitability by service order can be determined.
    - General Ledger for financial analysis.
- Register
  - The process of printing a report to review your entries. If an error is found it should be corrected. You should always review the register reports before proceeding to update the records. It is always easier to fix a record before updating the register then it is to enter reversing transactions and also correcting transactions after the records were updated.
- Update
  - This is the final process in the processing of transactions. When transactions are updated, the transaction records are deleted and the records will be updated to other tables such as transaction history and general ledger.
  - For example:
    - When timecard entries are updated, they will result in records being created in the following tables:
      - Work Order Line
      - Payroll History
      - Payroll Earning Records
      - General Ledger – Journal Records
- Technician
  - Anyone that is dispatched or scheduled on a service order.
- Jobsite
  - Where the service is performed. All service order history is attached to a jobsite record. You do not want multiple jobsite records for the same address.

- Customer
  - This is the accounts receivable customer that is being billed because payment was not collected at the time of service.
- Component
  - This is a record that can be created to capture the information for typically major pieces of equipment that are installed at a specific jobsite. This can include model #'s, serial #'s, install date, warranty date and other information specific to a piece of equipment. All work order lines can reference a specific component record for the jobsite being serviced.
- Work Order Date
  - This is typically the date that the service was done or completed. It will default to the date that the work order record was created. You can override this.
- Invoice Date
  - This is a batch date that is determined when you run the Prebill Register. It will default to the current date, but you can override it. You want to make sure this is correct.
    - The invoice date determines the general posting date for financial analysis.
    - The invoice date determines the accounts receivable invoice date that will be based on the terms code used, determine the 'Due Date'.
    - The invoice date is used for all sales analysis reporting.
    - The invoice date is used for all commissions reporting.

### Processing Cycle Flowchart

This is the typical processing cycle in Ascente. The timecard processing step can be skipped if not used. Please note that at the end of the processing, a Traverse AR batch will be created that will need to be processed in Traverse to complete the invoicing cycle.



### Options and Interfaces (Service)

There are system configuration settings in the Ascente – Service module that will determine how the service module will work for you. These settings should not be changed without knowing the effects. We will only discuss the settings that pertaining to service invoicing. These are maintained using the [Ascente / Service Dispatch / Maintenance / Options and Interfaces \(Service\)](#) program.

### Service Dispatch Options and Interfaces Maintenance [Service Defaults] tab

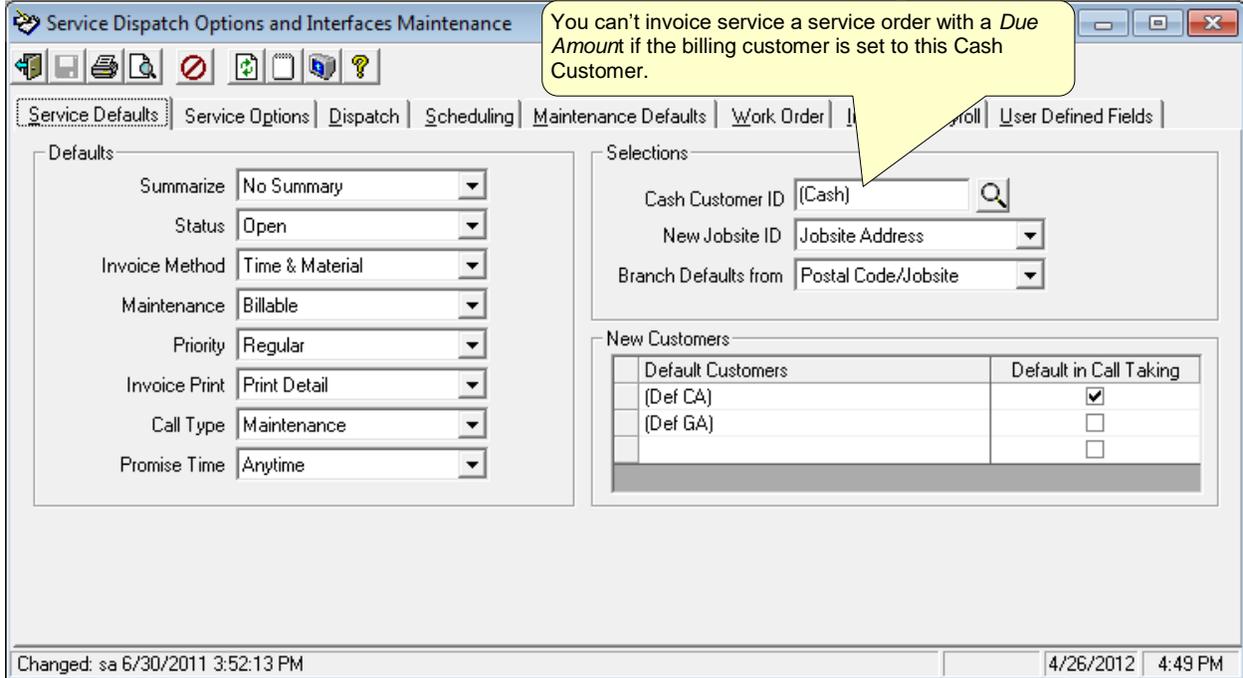


Figure 1: Service Dispatch / Maintenance / Options and Interfaces (Service) [Service Defaults] tab

### Service Dispatch Options and Interfaces Maintenance [Dispatch] tab

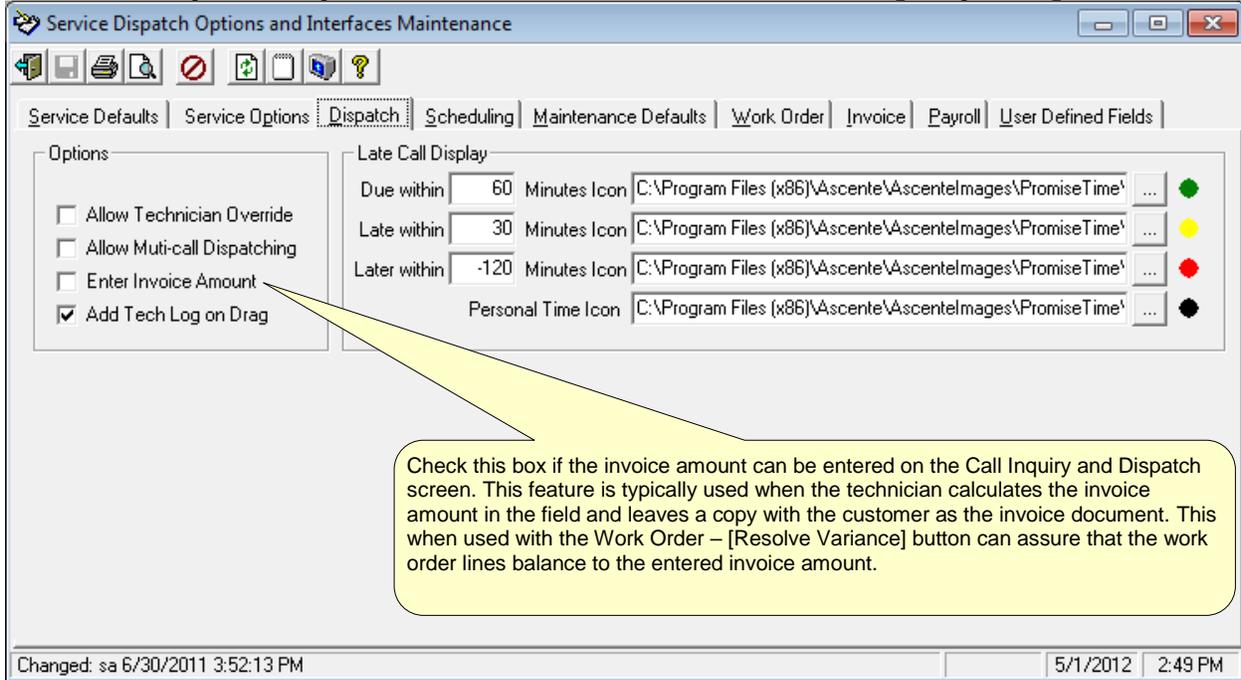
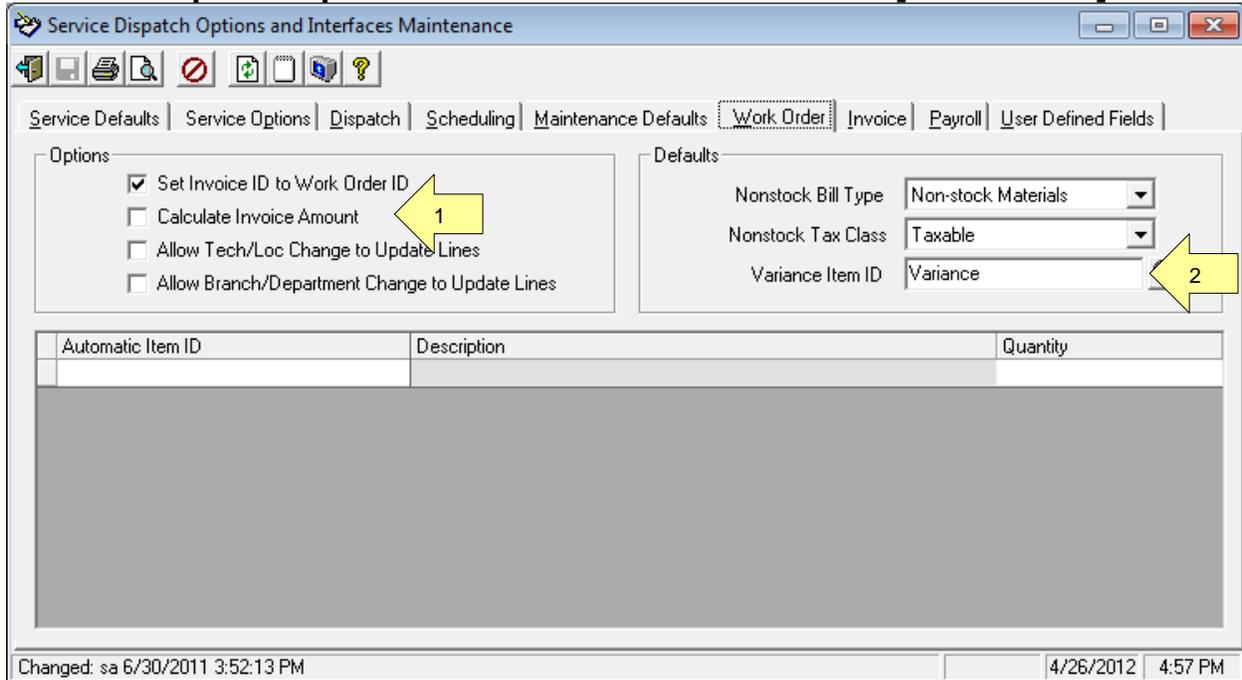


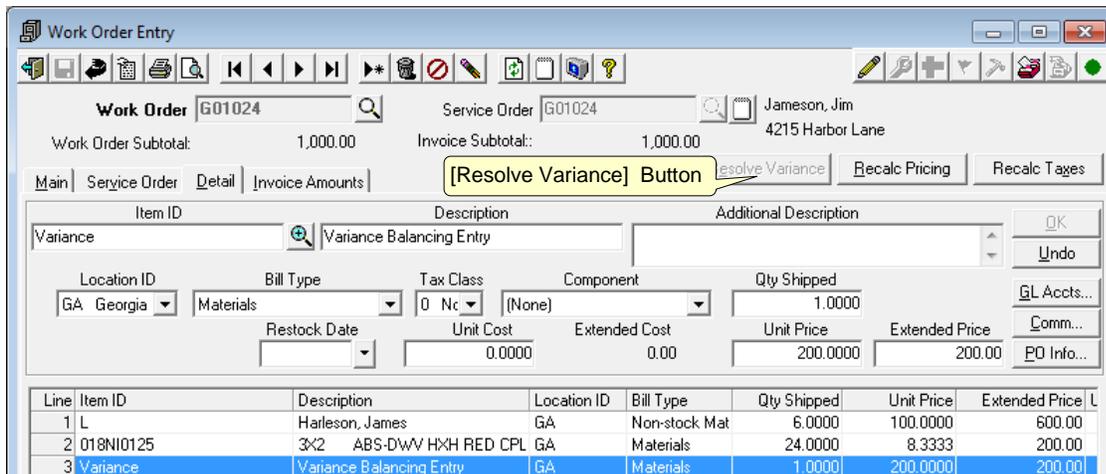
Figure 2: Options and Interfaces (Service) [Dispatch] tab

**Service Dispatch Options and Interfaces Maintenance [Work Order] tab**



**Figure 3: Service Dispatch / Maintenance / Options and Interfaces (Service) [Work Order] tab**

1. **Calculate Invoice Amount:** This will cause work order entry to automatically calculate the total invoice amount and enter that total in the invoice amount field. This is commonly used by companies that calculate the invoice amount in the office after the work is done. You would not want to do this if the invoice amount was determined in the field.
2. **Variance Item ID:** This is an item that will need to be setup in the Traverse / Inventory / Setup and Maintenance / Item table that will be used when the Resolve Variance button [Resolve Variance](#) or function is used from the Work Order program. This will add an additional work order line item to force the work order line total sales to equal the 'Invoice Amount' total on the [Service Order] tab. For example, if the invoice amount = \$1,000 and the work order lines = \$800, a work order line would be added using the variance item and the sell price will be \$200.



**Figure 4: [Resolve Variance] example**

### Service Dispatch Options and Interfaces Maintenance [Invoice] tab

The screenshot shows a software window titled "Service Dispatch Options and Interfaces Maintenance" with the "Invoice" tab selected. The window contains several sections:

- Options:** Includes a checkbox for "Update by User Only".
- Summary Descriptions:** A table with four rows: "Description" (Total Parts and Labor), "Material" (Total Material), "Labor" (Total Labor), and "Fixed Price" (Please pay quoted price of). Below this is a "Not to exceed" field with the value "Please pay not to exceed price".
- Credit Card Interface:** Includes a "Payment Method" dropdown (CCG Credit Card - Georgia), a "Terms Code" dropdown (CC Creditcard), and a "Path for Temporary Files" text box (C:\temp).

Two callout boxes are present:

- Update by User:** Check this box if you have multiple operators processing work orders and when those operators run the Prebill Register process, you only want the Prebill Register to select the work orders that operator processed. This is used to prevent an operator from accidentally invoicing work orders processed by other operators. The last person to change the work order, owns the work order if this function is activated.
- Summary Descriptions:** These are the subtotal descriptions that will print on the service invoices based on the summarization code assigned to the service order.

At the bottom of the window, it shows "Changed: sa 6/30/2011 3:52:13 PM" and a date/time stamp "4/27/2012 9:17 AM".

Figure 5: Service Dispatch / Maintenance / Options and Interfaces (Service) [Invoice] tab

## Timecard Processing

Timecards are typically entered prior to doing the work order entry. If work orders are applied to a work order that has a closed status, the work order status will be changed to 'Open' if timecard records are updated to that work order.

It is important to understand that the timecard entry process takes the same hours entered for payroll purposes and uses those hours for costing and billing on the work order. When you have instances where the timecard hours do not match the billing hours, you might need to make some adjustments on the work order.

## Input Documents

### Work Orders

Many accounts will use the work orders that the technicians turn in as the input documents. They will sort them by technician before they get started.

### Timecard Form

Some companies will have the employees complete a timecard form that will have all of the information required by the timecard entry person. When this method is used, you need to be careful to verify that the hours on the timecard form are the same as are on the work order.

## Timecards

Enter the labor hours. This can be done daily or at the end of the week. If the Ascente Mobile Pro product is being used, the labor hours can be entered by the technicians in the field.

It is very important that you are being provided with the necessary information from your technicians/employees. The information you must have is:

- Work Date
- Earnings Code: REG, OT, DT...
- Hours Worked
- Work Order #

The screenshot shows the 'Timecard Entry' window. At the top, the 'Employee' field is set to 'HarlesonJ' and 'James Harleson'. The 'Current Payroll Year' is 2012. A table shows 'Earning Code' and 'Total Hours' with a total of 0.00. Below this, a table lists 'Work Date', 'Union', 'Skill Level', 'Earning Code', 'Pay Rate', 'Hours Worked', and 'Dollars Charged'. The current entry is for 4/25/2012, (None) union, with a pay rate of 30.0000 and 1.000 hours worked, totaling 30.00 dollars. Further down, 'Pay Type' is 'Service', 'Work Order' is 'G01023', and 'Service Order' is 'G01023 Jameson, Jim'. 'Labor Class' is 'Svc Service' and 'Department' is 'Techs Techs'. 'W/H State' is 'GA' and 'W/H Local' is '(None)'. 'SUI State' is 'GA' and 'Worker's Compensation' is '5988 - HVAC Tech'. At the bottom, a table lists 'Line', 'Work Date', 'Union', 'Skill Level', 'Earning Code', 'Pay Rate', 'Hours Worked', 'Dollars Charged', 'Pay', and 'Work Ord'. The first line is selected. Callouts provide instructions: 'Select the employee to be paid.', 'Enter the hours worked?', 'Was the pay for regular, overtime or double-time wages? Enter the correct earnings code.', 'Be sure to enter the actual date the work was performed. If an incorrect date is entered, the employee may not get paid in the correct pay period.', 'If the 'Pay Type' is 'Service', enter the work order for this labor.', 'Select Service, Job Cost or Indirect.', and 'Click the [OK] button once done with a line.'

Figure 6: Ascente / Service Dispatch / Transactions / Timecards

### Timecard Register

The Timecard Register needs to be printed so that you can verify that the entries are correct and update them if they are.

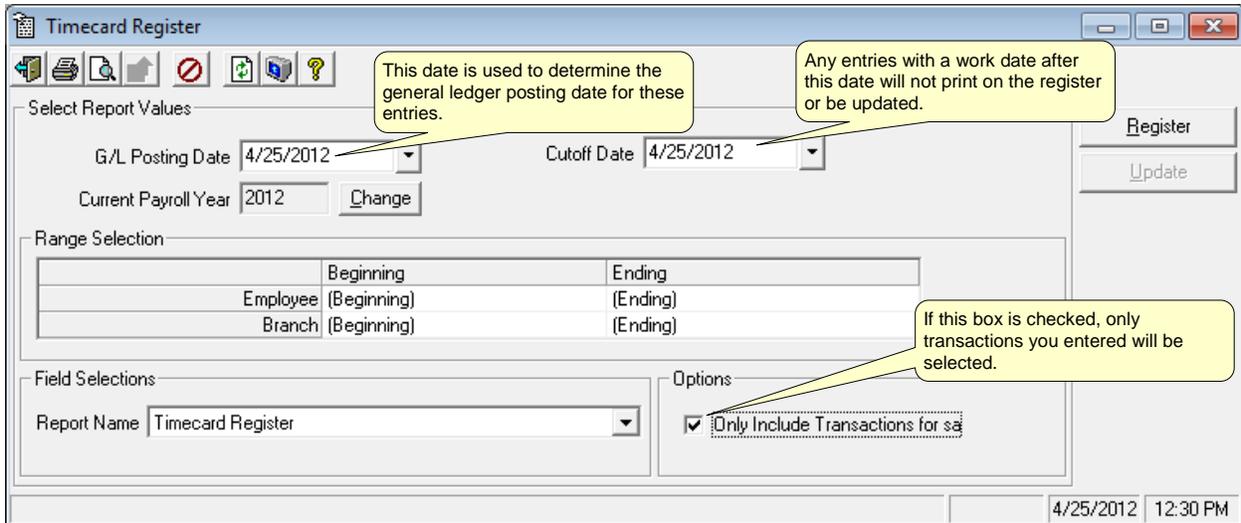


Figure 7: Ascente / Service Dispatch / Journals / Timecard Register

Review the Timecard Register for any errors before updating the entries. If an entry is updated that was incorrect, you will need to enter an offsetting entry to back it out and then enter the correct entry. *If is much easier to fix the entry before updating it.*

04/25/12 12:37 pm DLR Service Company  
Timecard Register  
G/L Posting Date: 4/25/2012  
Cutoff Date: 4/25/2012  
Current Payroll Year: 2012 Page 1 of 1

Work Date	Union	Skill	Pay Rate	Pay Code	Pay Type	Job/ SO	Phase/ WO	Cost Code	Hours	Dollars Charged	Lab Cts	Dep.	Withholdg			Work Comp.
													St	Loc	Sui	
Employee: HarlesonJ Harleson, James																
04/25/12			30.00	Reg	Service	G01023	G01023	Jameson, Jim	1.000	30.00	Svc	Techs	GA	GA	5988	-
Employee Total:									1.000	30.00						
Grand Total:									1.000	30.00						

Figure 8: Timecard Register

*Only if the entries are all correct, proceed to step 3, Timecard Register Update.*

### Timecard Register - Update

The Timecard Register will update all of the entries to the following tables:

- Work Order Lines
- Payroll Earnings
- General Ledger – Journal
- Payroll History
- Job Cost Detail if a job number and cost code are entered.

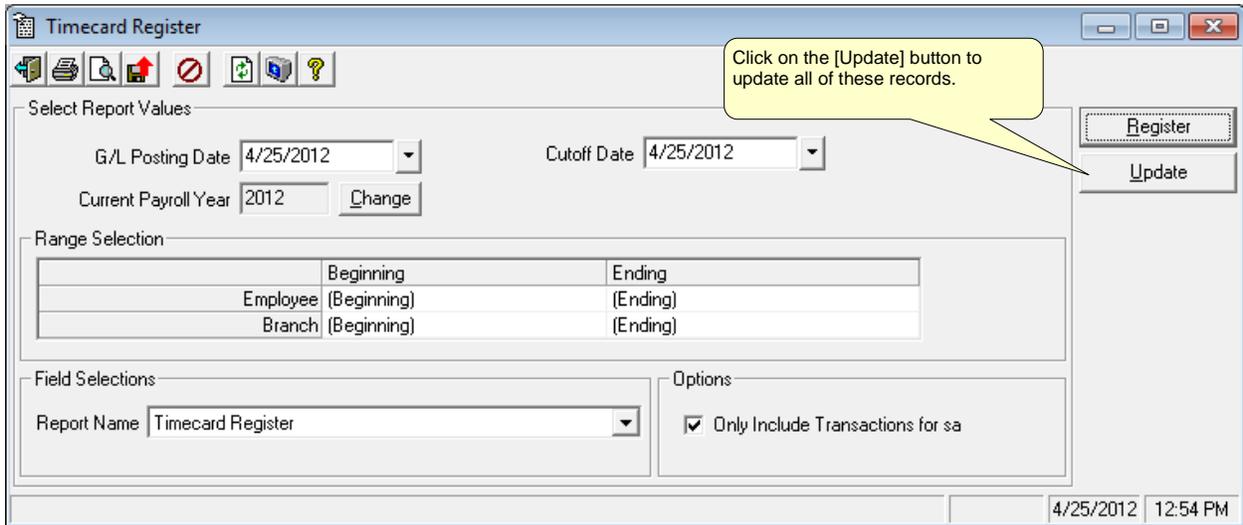


Figure 9: Timecard Register – Update

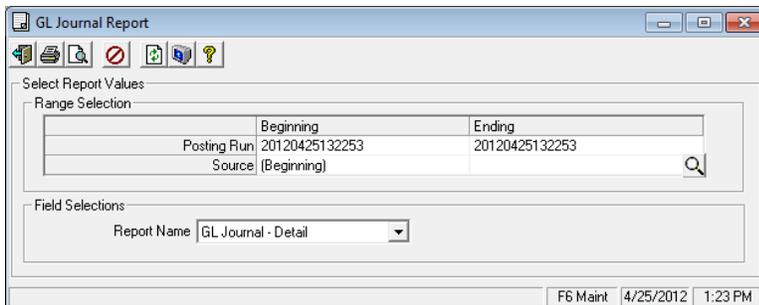


Figure 10: This will print a report of the GL postings for this Timecard Register Update

**Important Timecard Processing Considerations and Recommendations**

- Because the timecards *must* be entered before the work orders can be invoiced using the Prebill Register process, it is always advantageous to get the labor entered as soon as possible. This can be done on a daily basis.
- We recommend doing the timecard entry before doing the work order entry and finalizing the work order.
- If the work date is incorrect, the employee may not be paid in the correct pay period.
- There of course must be a work order record in the system to apply the labor against. That should have already been created before doing the timecard processing.
- If the work order has already been invoiced through the Prebill Register process and updated, you will not be able to apply the labor against that work order because it no longer exists.
- Do everything you can to get the technicians to provide you with all of the information you need to enter their timecard records. The input operators should not have to research what work order the labor is applied to or other required information.
- After the update is done, all of the updated records will be removed from the timecard transaction table. This step can be done daily.
- If a timecard entry is entered incorrectly and updated that was incorrect, you must enter an off-setting timecard entry with negative hours to reverse the original entry.
- When Ascente Mobile Pro is used, the field technicians can enter their own timecard records from their mobile devices, someone in the office will still have to review those entries and then register and update them.



## Work Order Processing

It is assumed that the service has been completed and that you are ready to generate an invoice for the service order/work order. If the timecard entry process is used, that should be completed before doing the work order processing. It should be noted that more than one work order can be attached to a service order. It is more work for the billers because all work orders attached to the service order need to be closed and ready to bill before the service order can be invoiced.

Work order processing can be done daily. The sooner this is done, the sooner you can generate an invoice through the Prebill process. It is to your advantage to keep the time between taking a call for service and generating an invoice to a minimum. It will improve your cash flow.

Work order processing is very basically just entering all costs and sales so that an invoice can be created using the Prebill Register processing cycle. When I say generating an invoice, I am not just referring to on account customers. All of the accounting gets posted to when the service orders are updated using the Prebill Register processing cycle. The Work Order program is run from **Ascente / Service Dispatch / Transactions / Work Order**

Work order processing involves the following:

- Set the work order status to 'Closed'.
- Verifying all costs and sales are entered
- Verifying that the invoice amount is correct
- Optionally referencing a jobsite component record to the work order lines.
- Verify that the correct technician is assigned to the service order and work order
- If commissions are used, verify that the technician commissions are entered and calculated correctly
- Verify that all items used are entered and reference the correct inventory location
- Verifying that sales and/or use tax is calculated correctly
- Verifying that the service order is codes to the correct branch and department so that the financials are posted to correctly
- Enter a resolution description that can print on the invoice and will display in the service order history inquiries.
- Verifying that the invoice summarization is set correctly and that the printed invoice is acceptable.

### Work Orders [Main] tab

You will enter the work order # that you are doing the entry for. If that work order does not exist, you will need to determine why. Does the service order exist? Could the work order # have been entered incorrectly? You will need to set the work order status to 'Closed' if the service has been completed and you are ready to invoice the service order/work order.

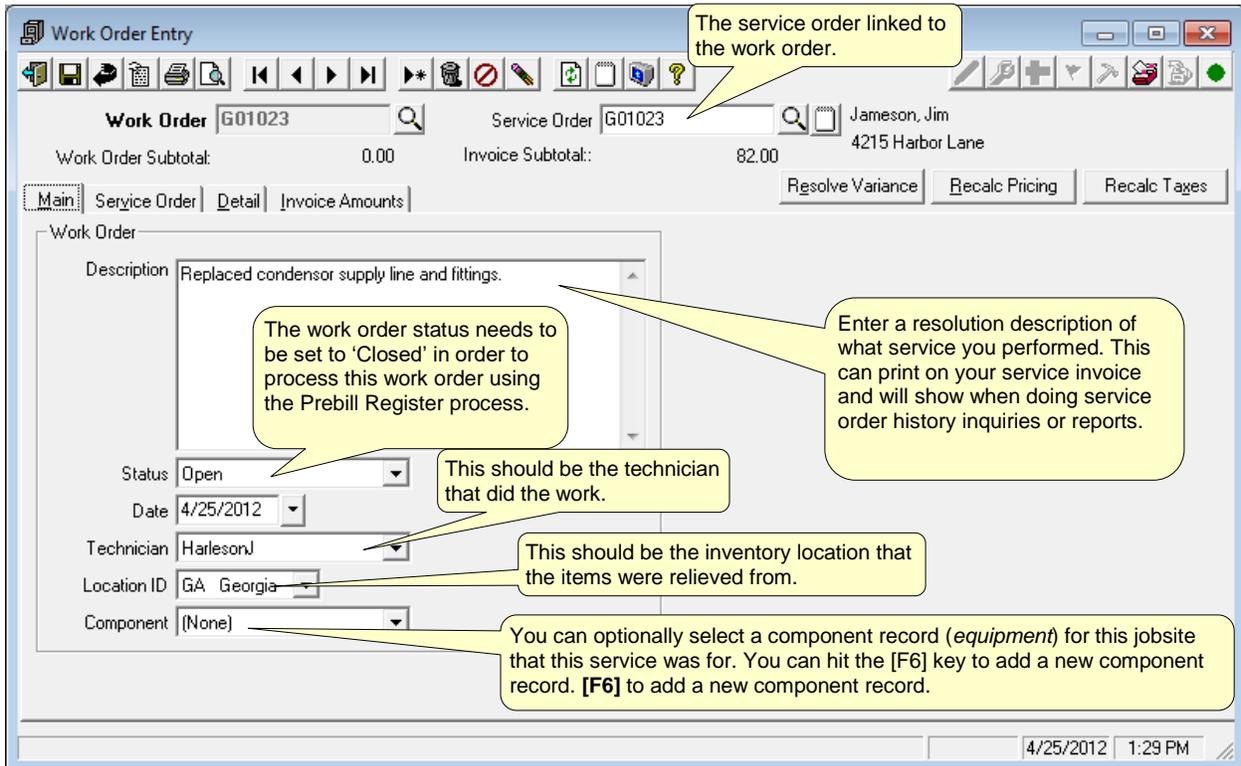


Figure 11: Service Dispatch / Transactions / Work Order [Main] tab

### Work Orders [Service Order] tab

The [Service Order] tab is used to verify that the entries on the service order are correct and to make changes where necessary. The *Status* should be closed. If it is not, you need to verify that the service has been completed and you do not need to go onsite again. They should already be closed.

The screenshot shows the 'Work Order Entry' window with the 'Service Order' tab selected. Key fields and callouts include:

- Work Order:** G01023, **Service Order:** G01023, **Customer:** Jameson, Jim
- Invoice Information:** Invoice Number: G01023, Invoice Amount: 0.00, Invoice Method: Time & Material
- Order Information:** Branch: Georgia, Dept: HVAC, Status: Closed
- Callouts:**
  - Top: "Is this the correct customer to be billed if you were not paid in full? Not (Cash)"
  - Middle: "This affects how much detail prints on the invoice form." (pointing to 'Print Detail')
  - Right: "Are the Branch & Department coded correctly? These determine the GL postings. *Very important!*"
  - Bottom Left: "Are the Tax Group, Cust Level and Matl Price Break correct?"
  - Bottom Right: "Must be 'Closed' in order to invoice this. Is the work completed?"

Figure 12: Service Dispatch / Transactions / Work Order [Service Order] tab

- The 'Service Order Status' must be 'Closed' in order to proceed with invoicing this service order/work order.
- Are the branch and department codes correct?



### Work Orders [Detail] tab

The [Detail] tab is used to enter all labor, material and other costs and sales for this work order. The entries on this screen determine all of the following:

- Inventory items and quantity that were used and from what location for inventory tracking purposes.
- Costs and sell price for each line item.
- A 'Bill Type' will determine:
  - The general ledger accounts that are posted to.
  - If there will be a posting to COGS based on the cost amount.
  - A 'Price Break' can be associated that will calculate the unit sell price based on the unit cost.
- The detail that will print on the physical invoice.
- The technician and commission amount for each line.
- The tax class for each line item.

You will see labor lined that were already added by the timecard process and also items that resulted from a purchase order being entered for this work order.

1. To add another line item, click on the next blank line on the grid at the bottom of the screen. In the example below, it is line three. You will see that the header fields are all blank and you can now enter a new line item.
2. You can override all of the pricing for any line item on this screen.
3. The 'Bill Type' is used to determine in combination with the Branch and Department segments to determine the sales and cost of goods sold general ledger accounts that are posted to. Be sure those are entered correctly.
4. The 'Bill Type' can also be linked to a 'Price Break' record that will be used to calculate the sell price for the line item.
5. The calculated 'Work Order Subtotal' and 'Invoice Subtotal' is displayed at the top of the form. They could be different if there are multiple work orders attached to service order.

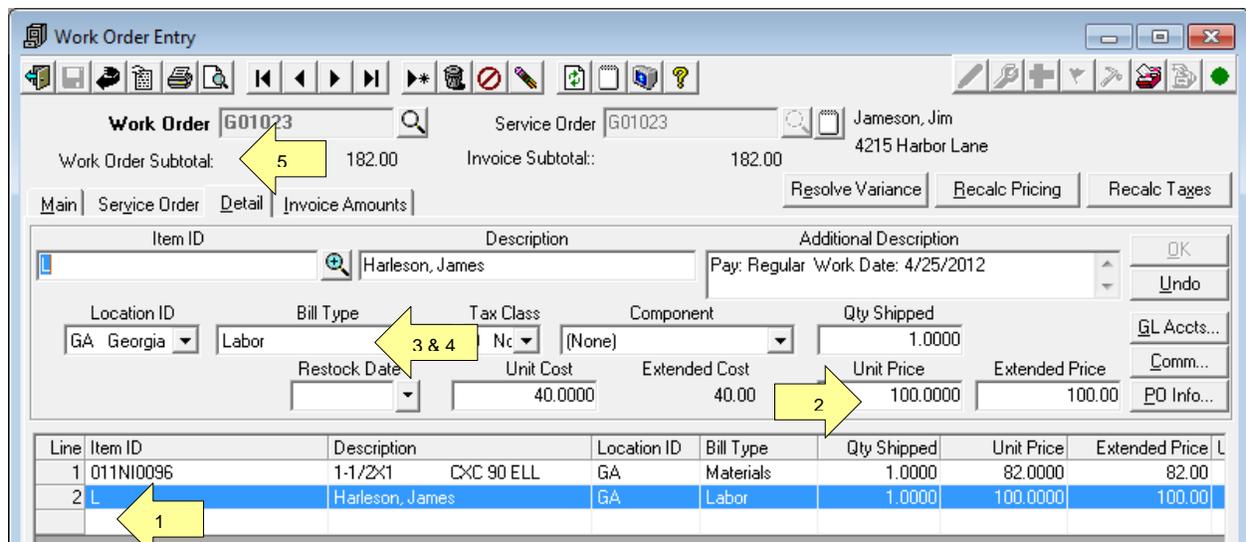


Figure 13: Service Dispatch / Transactions / Work Order [Detail] tab

The unit cost cannot be edited for an inventory item that does not reference a purchase order.

## Detail Entry Requirements

### ***Profitability Analysis***

In order to be able to determine the profitability of a service job, all costs and sales must be entered.

### ***Inventory Quantity Tracking***

A requirement to track inventory items is that all inventory items used on a service job, must be entered in detail with the correct item number, quantity and location that the item was removed from.

### ***Financial Postings***

The Bill Type in combination with the Branch and Department codes determine the general ledger postings for sales, inventory and costs of goods sold. These can be reviewed by clicking on the  button.

### ***Commissions Calculations***

All commissions are calculated for each work order line. They can be reviewed or changed by clicking on the  button.

### ***Resolve Variance Button***

This button  will add an additional work order line item to force the work order line total sales to equal the 'Invoice Amount' total on the [Service Order] tab. For example, if the invoice amount = \$1,000 and the work order lines = \$800, a variance line item will be added for \$200.

### ***Recalc Pricing***

This button  will recalculate the pricing for every line item using all of the various pricing methods available in Ascente. This is typically only used if changes are made to Customer Levels, Price Breaks or Bill Types.

### ***Recalc Taxes***

This button  will recalculate the sales and use tax for this work order. This is typically only used if the tax group, tax rates or invoice method have been changed.

### Work Orders [Invoice Amounts] tab

The [Invoice Amounts] tab is used to enter in all payments and verify that the invoice amount and sales or use tax calculations are correct.

Always click on the [Billing Status] button to verify the work order is 'Ready to Bill'. It will not show up on the Prebill if the status is not 'Ready to Bill'.

Work Order Entry

Work Order: G01023    Service Order: G01023    Jameson, Jim  
4215 Harbor Lane

Work Order Subtotal: 182.00    Invoice Subtotal: 182.00

Main | Service Order | Detail | Invoice Amounts

Resolve Variance    Recalc Pricing    Recalc Taxes

Payments

Method ID	Reference	Amount
Check-GA	12223	100.00
CouponP GA		18.20

Invoice Totals

Total sales from the [Detail] tab.

Subtotal: 182.00

Sales Tax: 4.92

Total: 186.92

Invoice Amount: 186.92

Variance: 0.00

Due Amount: 68.72

Use Tax: 0.00

This is where you will enter all payments and optionally coupons that are applied to the invoice. You can apply many payments against a work order.

Is the sales tax total correct?

The difference between the Invoice Amount and the Payments will be considered a due amount to be billed to a customer. *The customer can't be the (Cash) customer.*

Is the use tax total correct?

F6 Maint    4/26/2012    11:52 AM

Figure 14: Work Order [Invoice Amount] tab

### Common Problems

#### Billing Status is not 'Ready to Bill'

The Billing Status button will usually indicate what the problem is. Typical problems are that there is a due amount and the (Cash) customer is assigned to the service order. You must select a customer other than the (Cash) customer.



#### Why is there a (Cash) Customer?

The purpose of the (Cash) customer is to prevent a service order from being invoiced with a due amount. This will force you select a real Traverse – AR customer to be invoiced. The (Cash) customer should always have a zero balance in Traverse.

#### Why is there a total for use tax?

Use tax is calculated based on each work order line item extended cost using the sales tax rate IF the line item is flagged as taxable and the extended sales amount is zero or if the 'Invoice Method' is set to 'Fixed Price'.

#### Why is the invoice amount more than the line items?

It is possible that multiple work orders are linked to the service order. If it is active, click on the  button at the top-right of the form to determine if that is the case.

## Prebill Processing

This is the final step in the processing of the service orders in the Ascente system. The [Update] will finalize everything and sent the information to the accounting and service history files. All timecard's and work orders should have been entered and there is no more work done by the technician(s) for this service order. The Prebill Register is run from **Ascente / Service Dispatch / Journals / Prebill Register**.

It is very important that this report is reviewed carefully before updating the batch of invoices. Many companies will have a manager review the Prebill Register and approve it before it is updated. Correcting service orders that were invoiced incorrectly is a lot of work. Once you have to do that a few times, you will really review the Prebill Register more carefully before updating it.



Remember that this is a batch process. You will generally be running this for many service orders, not just a single one. Many accounts prefer to run separate batches for the service orders that had credit card payments applied as opposed to cash and checks. They say it makes it easier to reconcile their bank accounts.

The invoice date entered will be used for every service order on the Prebill Register. That invoice date also determined the general ledger posting dates as well as the dates for sales tax reporting, sales analysis and commission reports. There may be instances where you are processing service orders for many days where you would need to split them in to multiple batches so that they are dated correctly.

## Runtime Options

The screenshot shows the 'Prebill Register' window with the following fields and callouts:

- Invoice Date:** 4/27/2012. Callout: "Enter the invoice date for this batch. It will default to the system date. That will not necessarily be the correct date."
- Range Selection:**
  - Branch: (Beginning) to (Ending)
  - Technician: (Beginning) to (Ending)
  - Service Order: (Beginning) to (Ending) [highlighted]. Callout: "You can use any of these runtime options to filter the service orders that are selected."
- Field Selections:**
  - Sort By: Technician
  - Repair / Maintenance: (All). Callout: "You can select All service orders or just Repair or Maintenance service orders. A maintenance service order is a service order created by the Create Maintenance Service Orders program."
  - Prebill Report Name: Prebill
  - Invoice Report Name: Invoice
  - Password: [empty]
- Bottom Callout:** "If you have multiple versions of invoice form, you can select one here."
- Bottom Right Callout:** "There are many versions of the Prebill Register. The ones that have 'Exceptions' in their name will only select service orders not ready to bill. For billing service orders, be sure no NOT select one of the 'Exception' report names."

At the bottom of the window, the status bar shows: F6 Maint 4/27/2012 1:12 PM

**Figure 15: Prebill Register Report - Use this to verify that everything is correct before updating these service orders.**

**Prebill Register Report Name Options**

These Prebill Register Reports will list only service orders that are ready to be invoiced:

- Prebill
- Prebill Summary
- Prebill with Commissions Detail
- Prebill with GL Detail
- Prebill without Costs

These exception reports are for service orders that are not ready to be invoiced. Print these reports to manage all of your unbilled service orders. You do not want to see service orders that have not been invoiced for months. Run the Prebill, Prebill Summary, Prebill Summary

- Prebill-Exceptions
- Prebill Summary-Exceptions
- Prebill with Commissions Detail-Exceptions
- Prebill with GL Detail-Exceptions
- Prebill without Costs-Exceptions

The Prebill – Exception Reports should be reviewed weekly or at the very minimum monthly, to see that your service calls are being completed and invoiced. Your cash flow will obviously benefit by getting your service calls services and invoiced quicker

**Prebill Selection Criteria**

Service orders and work orders are considered to be ready to be invoiced if:

- The service order status is set to 'Closed'.
- The work order(s) status is set to 'Closed'
- If there is a 'Due Amount' on the work order, there is a valid customer assigned to the service order. Not the (Cash) customer.
- There are no invalid codes assigned or missing from the service order such as the 'Tax Group' code.

**Report Name: Prebill Register**

This is the most popular format. This lists all of the detail information with the exception of general ledger postings and commission details.

**Technician: James Harleson**

<b>Service Order G01023</b>		<b>Status</b> Closed	<b>Invoice #</b> G01023	
<b>JobSite Name</b> Jameson, Jim	<b>Branch</b> Georgia	<b>Tech</b> HarlesonJ	<b>Invoice Method</b> T&M	
<b>JobSite Alpha</b> 4215 Harbor Lane	<b>Department</b> HVAC	<b>Invoice Print</b> Print Detail	<b>Cust Lvl/ Price /</b>	
<b>Customer</b> Jim Jameson	<b>Tax Group</b> GA	<b>summarize</b> No Summary	<b>Maint Pricing</b> Billable	
<b>Terms</b> Net30	<b>Type</b> Air Conditioning	<b>Price Break</b>	<b>JPR Status</b> Extra/Emer	

Work Order	G01023		4/25/12	Status	Closed	Replaced condensor supply line an			Tech HarlesonJ	
Bill Type	Locatbn	Item	Description	Quantity	Unit Cost	Ext Cost	Unit Price	Ext Price	Tax	Profit
Material	GA	011NI0096	1-1/2X1 CXC 90 ELL	1.00	64.24	64.24	82.00	82.00	1	22
Labor	GA	L	Harleson, James	1.00	40.00	40.00	100.00	100.00	0	60
Labor	GA		Pmt: Check-GA 12223	100.00	.00	.00		.00	0	
Labor	GA		Pmt: CouponP GA	18.20	.00	.00		.00	0	

**Problem** There is a leak at the base of the condensor. **WO Desc** WO G01023: Replaced condensor supply line and fittings.

Total Service Order	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
G01023	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92

Total for Technician:	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
James Harleson	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
	<b>Service Order Count</b>	<b>Money Calls</b>	<b>Average Money Call</b>	<b>Invoices</b>		<b>Credit Memos</b>		<b>On Account</b>	
	1	1	186.92	1	186.92		.00	68.72	

Grand Total:	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
	<b>Service Order Count</b>	<b>Money Calls</b>	<b>Average Money Call</b>	<b>Invoices</b>		<b>Credit Memos</b>		<b>On Account</b>	
	1	1	186.92	1	186.92		.00	68.72	

Remember to verify that the sales and use tax totals are correct.



**Report Name: Prebill Summary**

This version is the same as the previous Prebill report except that all of the detail lines are suppressed. This report is only good for reviewing the totals for each service order.

I generally do not recommend this version, but some companies do use it anyway.

4/27/12 1:30 pm	<b>DLR Service Company</b> Prebill Register - Summary Invoice Date: 4/27/2012						Page 1 of 1			
<b>Technician: James Harleson</b>										
<b>Service Order G01023</b>		<b>Status Closed</b>		<b>Invoice # G01023</b>						
JobSite Name Jameson, Jim JobSite Alpha 4215 Harbor Lane Customer Jim Jameson Terms Net30			Branch Georgia Department HVAC Tax Group GA Type Air Conditioning		Tech HarlesonJ Invoice Print Print Detail Summarize No Summary Price Break		Invoice Method T&M Cust Lvl/ Price / Maint Pricing Billable JPR status Extra/Emer			
<b>Work Order G01023</b>		4/25/12		<b>status Closed</b>		Replaced condensor supply line an				Tech HarlesonJ
<b>Problem</b> There is a leak at the base of the condensor.						<b>WO Desc</b> WO G01023: Replaced condensor supply line and fittings.				
<b>Total Service Order</b>	<b>Non Taxable Sales</b>	<b>Taxable Sales</b>	<b>Sales Tax</b>	<b>Use Taxable Sales</b>	<b>Use Tax</b>	<b>Total Cost</b>	<b>Profit %</b>	<b>Payments</b>	<b>Invoice Total</b>	
<b>G01023</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	188.92	
<b>Total for Technician:</b>	<b>Non Taxable Sales</b>	<b>Taxable Sales</b>	<b>Sales Tax</b>	<b>Use Taxable Sales</b>	<b>Use Tax</b>	<b>Total Cost</b>	<b>Profit %</b>	<b>Payments</b>	<b>Invoice Total</b>	
<b>James Harleson</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	188.92	
	<b>Service Order Count</b>	<b>Money Calls</b>	<b>Average Money Call</b>	<b>Invoices</b>		<b>Credit Memos</b>		<b>On Account</b>		
	1	1	188.92	1	188.92		.00	88.72		
<b>Grand Total:</b>	<b>Non Taxable Sales</b>	<b>Taxable Sales</b>	<b>Sales Tax</b>	<b>Use Taxable Sales</b>	<b>Use Tax</b>	<b>Total Cost</b>	<b>Profit %</b>	<b>Payments</b>	<b>Invoice Total</b>	
	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	188.92	
	<b>Service Order Count</b>	<b>Money Calls</b>	<b>Average Money Call</b>	<b>Invoices</b>		<b>Credit Memos</b>		<b>On Account</b>		
	1	1	188.92	1	188.92		.00	88.72		

**Report Name: Prebill with Commission Detail**

This version is only recommended that pay their technicians based on commission and use the Ascente – Commission Reports. This allows you to verify the commissions before updating the service order.

4/27/12  
1:33 pm

**DLR Service Company**  
Prebill Register with Commissions Detail  
Invoice Date: 4/27/2012

Page 1 of 1

**Technician: James Harleson**

<b>Service Order G01023</b>		<b>Status Closed</b>		<b>Invoice # G01023</b>	
Job# Name 4215 Harbor Lane Customer Jim Jameson Terms Net30	Branch Georgia Department HVAC Tax Group GA Type Air Conditioning	Tech HarlesonJ Print Detail Summarize No Summary Price Break	Invoice Method T&M Cust Lvl/ Price / Billable Maint Pricing Extra/Emer JPR Status		

Work Order	Item	Description	4/25/12	Status	Closed	Replaced	condensor	supply line an	Tech	HarlesonJ
Bill Type	Locatn	Item	Description	Quantity	Unit Cost	Ext Cost	Unit Price	Ext Price	Tax	Prof %
Material	GA	011NI0096	1-1/2X1 CXC 90 ELL	1.00	64.24	64.24	82.00	82.00	1	22.0%
Tech: BobN		Rate: 10.00%		Comm: 85.20		Split: 82.00				
Labor	GA	L	Harleson, James	1.00	40.00	40.00	100.00	100.00	0	60.0%
Labor	GA		Pmt: Check-GA 12223	100.00	.00	.00		.00	0	
Labor	GA		Pmt: CouponP GA	18.20	.00	.00		.00	0	

Problem *There is a leak at the base of the condensor.* WO Desc *WO G01023: Replaced condensor supply line and fittings.*

Total Service Order	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
<b>G01023</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92

Total for Technician:	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
<b>James Harleson</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92

Service Order Count	Money Calls	Average Money Call	Invoices	Credit Memos	On Account
1	1	186.92	1	186.92	.00

Grand Total:	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
	1	1	186.92	1	186.92		.00	68.72	

**Report Name: Prebill with GL Detail**

This version is recommended to accounts that want to verify the GL accounts that will be posted to for sales, inventory and costs of goods sold for each work order line.

4/27/12  
1:34 pm

**DLR Service Company**  
Prebill Register with GL Accounts  
Invoice Date: 4/27/2012

Page 1 of 1

**Technician: James Harleson**

Service Order **G01023** Status **Closed** Invoice # **G01023**

Jobsite Name Jobsite Alpha Customer Terms	Jameson, Jim 4215 Harbor Lane Jim Jameson Net30	Branch Department Tax Group Type	Georgia HVAC GA Air Conditioning	Tech Invoice Print Summarize Price Break	HarlesonJ Print Detail No Summary Price Break	Invoice Method Cust Lvl/ Price Maint Pricing JPR status	T&M / Billable Extra/Emer
--	--	---	---	---	--	--	------------------------------------

Work Order	Item	Description	4/25/12	Status	Closed	Replaced	Condensor	Supply	Line an	Tech	HarlesonJ
Bill Type	Location	Item	Description	Quantity	Unit Cost	Ext Cost	Unit Price	Ext Price	Tax	Prof %	
Material	GA	011NI0098	1-1/2X1 CXC 90 ELL	1.00	64.24	64.24	82.00	82.00	1	22.0	
GL Accounts: Sales: 41200212 COGS: 51200212 Inventory: 13000200											
Labor	GA	L	Harleson, James	1.00	40.00	40.00	100.00	100.00	0	80.0	
GL Accounts: Sales: 41100212 COGS: 51100212 Inventory: 51100212											
Labor	GA		Pmt: Check-GA 12223 100.00	.00		.00		.00	0		
GL Accounts: Sales: 51200111 COGS: 51200111 Inventory: 51200111											
Labor	GA		Pmt: CouponP GA 18.20	.00		.00		.00	0		
GL Accounts: Sales: 51200111 COGS: 51200111 Inventory: 51200111											

Problem *There is a leak at the base of the condensor.* WO Desc *WO G01023: Replaced condensor supply line and fittings.*

Total Service Order	Non Taxable Sales	Taxable Sales	Sales Tax	Use Taxable Sales	Use Tax	Total Cost	Profit %	Payments	Invoice Total
<b>G01023</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
<b>Total for Technician:</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
<b>James Harleson</b>	Order Count	Money Calls	Money Call	Average	Invoices	Credit Memos	On Account		
	1	1	186.92	1	186.92	.00	68.72		
<b>Grand Total:</b>	100.00	82.00	4.92	.00	.00	104.24	42.73%	118.20	186.92
	Order Count	Money Calls	Money Call	Average	Invoices	Credit Memos	On Account		
	1	1	186.92	1	186.92	\$ .00	68.72		

### Prebill Methods of Payments Report

This report is used to detail all of the payments that were entered on all of the work orders in this service invoicing batch. It will sort and subtotal by payment method code. You should balance your bank deposit to this report. I have seen some companies staple a copy of their deposit slip to this report. This report should be saved as an audit trail.

4/27/12  
1:38 pm

**DLR Service Company**  
Prebill Method of Payments Report  
Invoice Date: 4/27/2012

Page 1 of 1

<u>Service Order</u>	<u>Jobsite Alpha</u>	<u>JobSite Name</u>	<u>Reference</u>	<u>PaymentAmount</u>	<u>Count</u>
Branch: Georgia					
<b>Payment Method: Check-GA</b>					
G01023	4215 Harbor Lane	Jameson, Jim	12223	100.00	
<b>Total for Payment Method: Check-GA</b>				<b>100.00</b>	<b>1</b>
<b>Payment Method: CouponP GA</b>					
G01023	4215 Harbor Lane	Jameson, Jim		18.20	
<b>Total for Payment Method: CouponP GA</b>				<b>18.20</b>	<b>1</b>
<b>Total for Branch: Georgia</b>				<b>118.20</b>	<b>2</b>
<b>Grand Total:</b>				<b>118.20</b>	<b>2</b>

**Invoice**

**Printed Invoices**

This is an example of how an invoice form can look. You do have to print these invoices before you can update them. Do not update the batch if there is a problem with the invoices. Correct the problem and then restart the Prebill Register cycle.



Clearwater Plumbing Inc.  
409 North Fort Harrison Avenue  
Clearwater, FL 33755-3911  
Ph 727-446-8355  
Fax 727-481-2028  
www.clearwaterplumbingonline.com

**Invoice**

Page 1  
Invoice Date 4/27/2012  
Invoice Number G01023  
Service Order G01023

S	JamesonJ	J	
O		O	
L	JIM JAMESON	B	JAMESON, JIM
D	4215 HARBOR LANE	S	4215 HARBOR LANE
	JERSEY, GA 30018	I	GRAYSON, GA 30017
T		T	
O		E	

**NET DUE 68.72**

Plumber	Terms	Purchase Order
HarlesonJ	Net30	PO123456

**Service Request:**  
There is a leak at the base of the condensor.

**Work Performed:**  
Replaced condensor supply line and fittings.

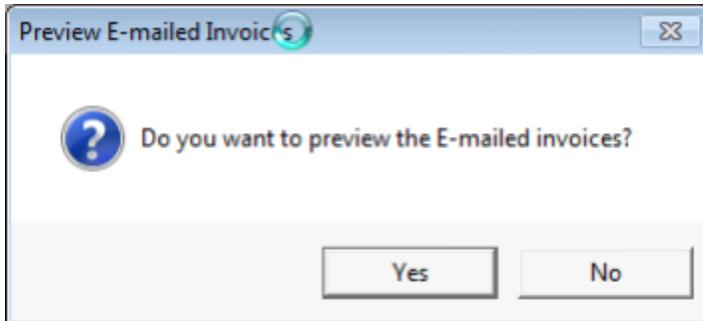
Item Id	Units	Quantity	Unit Price	Extension
011N10096	1-1/2X1 CXC 90 ELL	EA	1.00	82.00
-----				
L	Harleson, James	Each	1.00	100.00
Pay: Regular Work Date: 4/25/2012				
-----				

Taxable	Non Taxable	Sales Tax	Total	Payments	NET DUE
82.00	100.00	4.92	186.92	118.20	68.72

Customer Copy

**E-mail Invoices**

You will get the following message if you have customers configured to receive e-mailed invoice forms in the pdf format:



**Figure 16: Prompt to preview service invoice that will be e-mailed**

If you click [Yes], the system will preview the invoices to be e-mailed on the screen. You can optionally print these to paper. If you find any problems you can go back and make corrections and then rerun the Prebill process. If you click [No], they will not be previewed.

Once the Update button is clicked, the system will generate the invoices for those customers set to deliver via E-Mail.

If the system has a problem generating the E-Mail an Exception Log will print. Below is an example. If the PDF was successfully created you can manually attach it to an e-mail and send it out. If the PDF was not successful, you can use the standard Invoice Reprint option to generate a printed copy, or export to e-mail.

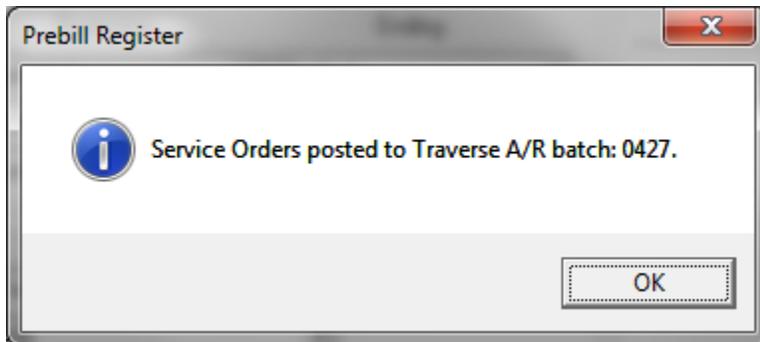


**Figure 17: Exception log that will print if there is a problem generating the e-mail invoice.**

## Update

This step finalizes the service invoice process. This is the *point of no return*. I say that because you can't correct the service order or work order once they are updated. You can correct any mistakes, but it is just a lot more work. Only do this if the Prebill Register has been reviewed and any errors have been corrected.

When the Prebill Register is updated, you will get a message like the following that will indicate the Traverse A/R batch that was created that will need to be posted in Traverse.



**Figure 18: Prebill Register [Update] message indicating the Traverse A/R batch that was created.**

You will see the following results after the [Update] button is clicked for all service orders on the Prebill Register:

- Service orders and work orders will be deleted
- Service order and work order history records will be created
- Technician Commission Reports can be printed.
- Sales Analysis Reports can be printed in Ascente.
- A Traverse - Accounts Receivable batch will be created that will need to be posted through the Traverse AR module to complete the processing of the Ascente service invoice batch. That is done using the [Traverse / Accounts Receivable / Transactions Journals / Post Transactions](#) program.
- Traverse accounts receivable invoices will be created and payments will be applied to them if payments were entered on the work order.
- Your Traverse AR Ageing Report will include the invoices that were processed with a 'Due Amount'.
- Inventory On-Hand quantities will be reduced for the items and their locations for tracked items.
- General ledger postings will be created for the service invoicing batch.
- Traverse -Bank Reconciliation transactions will be added for any payments applied to the work orders.

## Best Practices Recommendations

- You need to save your audit trail. I recommend that you print and/or save to file the following:
  - Final Prebill Register (*not the summary version*)
  - Prebill Methods of Payments Report (*write the batch # on it*)
  - All posting reports for the batch that should be printed when the batch is posted in Traverse using the [Traverse / Accounts Receivable / Transactions Journals / Post Transactions](#) program.
- Verify that the GL Posting report looks correct.
- Verify that your bank deposit for the receipts included in the service invoicing batch balance to the totals on the Prebill Methods of Payments Report.
- You can print the [Ascente / Service Dispatch / Reports / Sales and Use Tax Report](#) for the date of the invoice batch to audit the totals. If you check and balance your invoicing batches daily, the monthly, quarterly and year to date totals will be correct. You do not want to find the problem after processing for many months.
- Run the Prebill – Exception reports weekly or at least monthly to see if you have service calls that for some reason have not been serviced or invoiced in a timely manner. You may find the following situations that will need to be addressed:
  - Paperwork has not been turned in. Was payment received at the time of service?
  - Waiting on parts
  - Service just has not been performed
  - Waiting on call back from customer
  - Maintenance calls that have not been scheduled and serviced



## Common Questions

- Q: *Can I reprint a Prebill Register if the batch was updated?*  
A: No. You can't reprint a Prebill once it has been updated. You should always save a copy of the final Prebill Register. You can do a print preview and export the Prebill Register or any other Ascente report you a pdf file that you can save. This report provides an audit trail that will really help if you need to audit your service sales.
- Q: *Can our invoice form be changed?*  
A: Yes it can. You can do it if you have a copy of Crystal Reports XI – Developers edition and you know how to do it or you can contact Compusource to do that.
- Q: *Can we have different service invoice forms?*  
A: Yes, that can be selected on the Prebill Register form in the 'Report Name' field. That form will be used for all invoices in the batch.
- Q: *Can the service invoices be assigned a default printer?*  
A: Yes, that can be done in [Ascente / System / Maintenance / Form Printers](#)
- Q: *Can Ascente print multiple copies of the invoice forms to various printers or printer trays?*  
A: Yes, that can be done in [Ascente / System / Maintenance / Form](#)
- Q: *Can I run a Prebill Register for only the work orders I processed and not the other users work orders?*  
A: Yes, you will need to activate the 'Update by User Only' option on the [Service Dispatch Options and Interfaces Maintenance \[Invoice\]](#) tab.
- Q: *Can service invoices be e-mailed?*  
A: Yes, if you are running Ascente version 3.7 or higher. We will be glad to assist you with this. You can also export the invoices to a pdf file and then attach them to an e-mail.
- Q: *Can the service invoices be reprinted after the Prebill Register update has been done?*  
A: Yes, that can be done in [Ascente / Service Dispatch / Reports / Invoice Reprint](#). You can always reprint service invoices and you can also select a different invoice format (report name) and you can also use a different invoice summarization code than was used when the invoice was originally printed.