Invoice Posting

After we complete a Work Order the details including the products used and the final charge must be put onto an Invoice for billing and long-term record keeping. PestaRoo makes this process quick and easy. The different ways to approach this are described.

Overview

Recall that Work Orders (WOs) are what we intend to do and that Invoices are a record of what we actually did. “Posting Invoices” is the process where we tell PestaRoo that we have finished the job and what products we used.

After we complete the days work, the details of each WO are typed onto their respective invoices. If the customer also paid your technician, we also pay this invoice at this time.

This document describes how to find the needed invoice, the posting process, and how you accept payment for that work.

Creating the Invoices

Each day, we print WOs and Route sheets for each technician, typically for the next day. First, we print the WOs on carbonless 2 copy paper (‘NCR’) paper, and then the Route Sheets on plain paper. As the Route Sheets are printed each day, corresponding Invoices are also created behind the scenes. These created invoices are populated with all the known data from the WO. This means, in general, that you don’t have to create the invoices, as PestaRoo does it for you.

What if you have a last minute WO added after the Route Sheets are already printed? Go to Work Order Choose Name where you’ll find a button to prints the new WO, and creates the matching invoice. This same button can be used to reprint a lost WO (without creating another invoice.)

If PestaRoo automatically creates most invoices for us from WOs, then why is there a “Create Invoice” button on Customer Choose Name? This button is normally used for cases where there is no corresponding WO, like for when someone want to buy some product that they will apply themselves.

Three Steps in Posting the Invoice for a WO

These three steps will be repeated for each completed WO your technicians bring in at the end of the day.

- Find the corresponding Invoice
- Type in the Products used and amounts
- Post (and maybe Pay)

Finding the Invoice for the WO

There are three common methods used to quickly zoom in on the Invoice you need to post for the WO your technician just handed you. Which method you use is a personal preference.

1) From Home Page click on the Live Stat button for “XX Unposted Invoices”. (“XX” in this case is the count of unposted invoices.) This will bring up a list of all unposted Invoices that are waiting for your entry. Click on the one you want.

2) From Home Page click on “Invoices”. This takes you to a choose screen where you can search for a single **WO ID**, **Date**, **Customer Name** or whatever else you might want. Then clicking on the “Info” button takes you to that Invoice for your entry work.

3) From Home Page click on Customers and find the customer for the WO you have. Next click on the "View x Invoices". This will take you to all the Invoices for that customer where you can click on the desired one and then fill in the info you need and post it.

In each of these three cases you found and then went to the Info screen for an Invoice that corresponded to a WO in your hand. You'll find that this is much easier to do than the describing of it!

Entering Products Used

The data that is required before an Invoice can be posted is marked with a small blue asterisk. Normally most of the fields will already have been automatically filled in from the WO. Usually, you will only need to supply the Treat List data. This is the products that your technician used at the location for the customer.

What if your tech uses a new product that is not yet in your drop down list of product? Go to the Home Page Value Lists and add it. Return to the Invoice, and it will already be there in your drop-down list.

Be sure to verify the **Amount of Charge** at this point also.

Some PestaRoo users take an extra step when posting the invoice and also type in how long the technician needed for their work. This allows you to go back later and review their pricing by time and product expended.

Some PestaRoo users preschedule their return visit at this time. This is particularly important for those customers that you do not have in the PreSched system.

Post Only

With many businesses and government offices they will want to be billed for your work. For these, merely click the "Post only" button after filling in the product info and you are done with that Invoice. Clicking "Post only" puts this invoice into the accounts receivable system and updates the Customer's balance that is visible on the Customer Choose Name screen.

Post and Pay

Many times your technician will bring in a payment with the WO. For these you will click "Post and Pay". In addition to the above operations, this button also creates a Payment record for the customer so you can pay all or part of the invoice.

Other Posting Functions

Posting Invoices does many behind the scene processes that are extremely valuable: Customer **Balance Due**, Invoice **Balance Due**, Customer Statistics Monthly Statistics, Installment Balances, and Sales Tax jurisdiction tables are all updated.

PestaRoo also currently supports 7 optional posting functions that are executed by Service Type, to apply to the invoice at posting:

- Create Agreement
- Create Renewal
- Cancel Agreement
- Set Flag for 90 day Introduction Offer
- Clear Flag for 90 day Introduction Offer
- Set Invoice to "No Print on Statement"
- Send Welcome Letter

One or more of these posting functions can be applied to each Service Type. Posting Functions are set at the Service Type value list.

Closing Comments

Having Work Orders and Invoices as separate tables is one of those features that make PestaRoo so easy and powerful to use. And Posting the Invoices is one of those threads that ties your office work together. It tells PestaRoo that you have completed the work you scheduled. And it insures that you can easily meet your government-required record keeping responsibilities.