GENESYS™

Invoices

Printable Help

Version 12.0

Last updated April 2, 2019

Abstract

This document is a printable version of Invoices help.

For copyright and trademark information, see https://help.genesys.com/latitude/liquid12/desktop/Copyright_and_Trademark_Information.htm.

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Introduction to Invoices

The Invoices program allows you to generate invoices for client remittance, issue statements of receivables, and create checks for your clients. Invoicing is based on account collection activity in Latitude.

Ensure that your organization set the following Accounting permissions for each user of Invoices:

- **Access Invoices Program:** Allows users to open Invoices.

- **Enter AR Payments:** Allows users to add accounts receivable payment information to apply toward invoices.

- **Enter Bank Transactions:** Allows users to add bank transactions for trust accounts.

- **Generate Invoices:** Allows users to generate invoices.

- **Generate Statements:** Allows users to generate statements.

- **Print Checks:** Allows users to print and reprint checks.

What's New in Invoices

The following Service Updates (SU) introduced changes and enhancements to Invoices 12.0:

SU 5

Invoicing options

Added **Apply to Oldest First** check box in the **Options** dialog box for applying payments to the oldest accounts receivable balance first. For more information, see Specify Default Invoicing Options.

SU 12

Added ability to preview, export, and print invoices.

Log On to Invoices

Use the **Interaction Collector Logon** dialog box to log on to Invoices.

To log on to Invoices

1. Click **Start** > **All Programs** > **Interactive Intelligence** > **Interaction Collector** > **Invoices** or double-click the Invoices icon. The **Interaction Collector Logon** dialog box appears.

2. In the **User Name** box, type your Latitude user name.

3. In the **Password** box, type your Latitude password. As you type your password, periods display instead of the typed characters.

4. Click **Okay**. The **Invoices** window appears.

Note: If your agency has over 1,000 customers, a dialog box appears, prompting you to bypass loading of all customers. To prevent slow response times when opening the **Invoices** window, click **No**. A second dialog box appears, indicating the operation may take several moments to return results. Click **No** again.
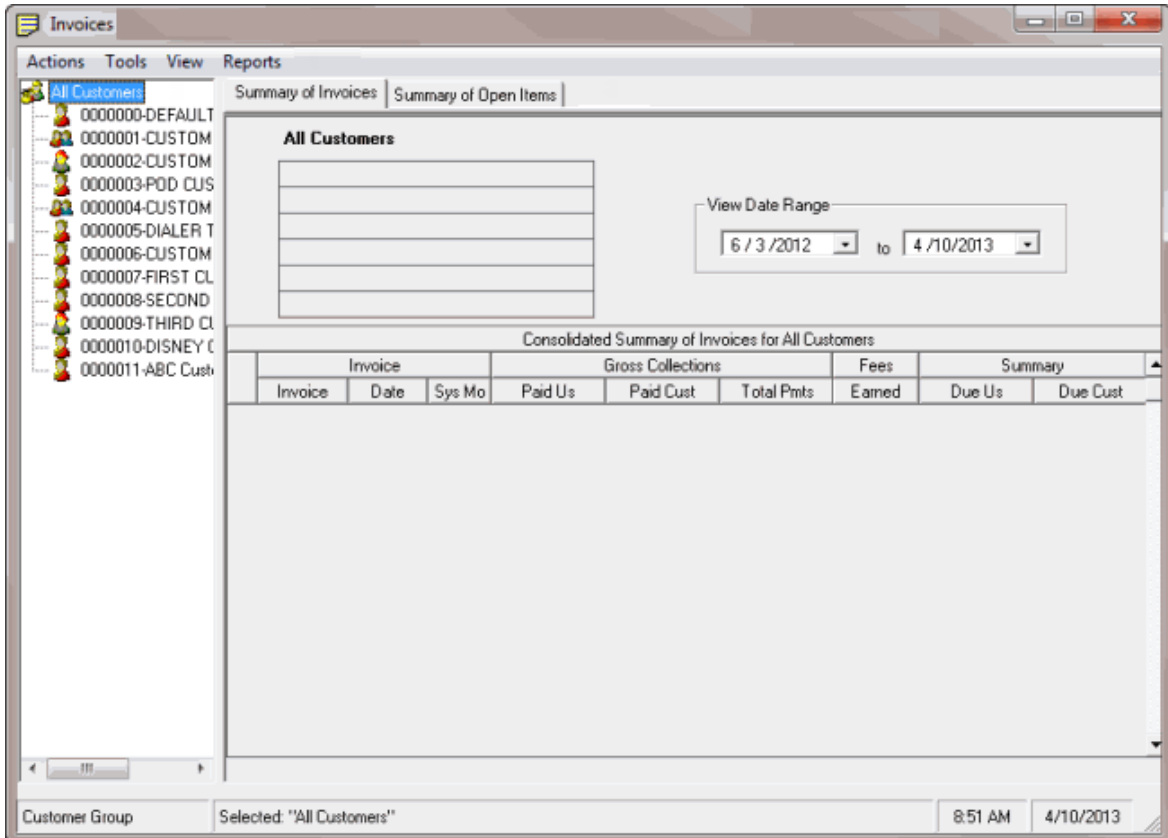
Overview of Invoices Window

Use the **Invoices** window to generate invoices, issue receivables statements, and create checks for your clients.
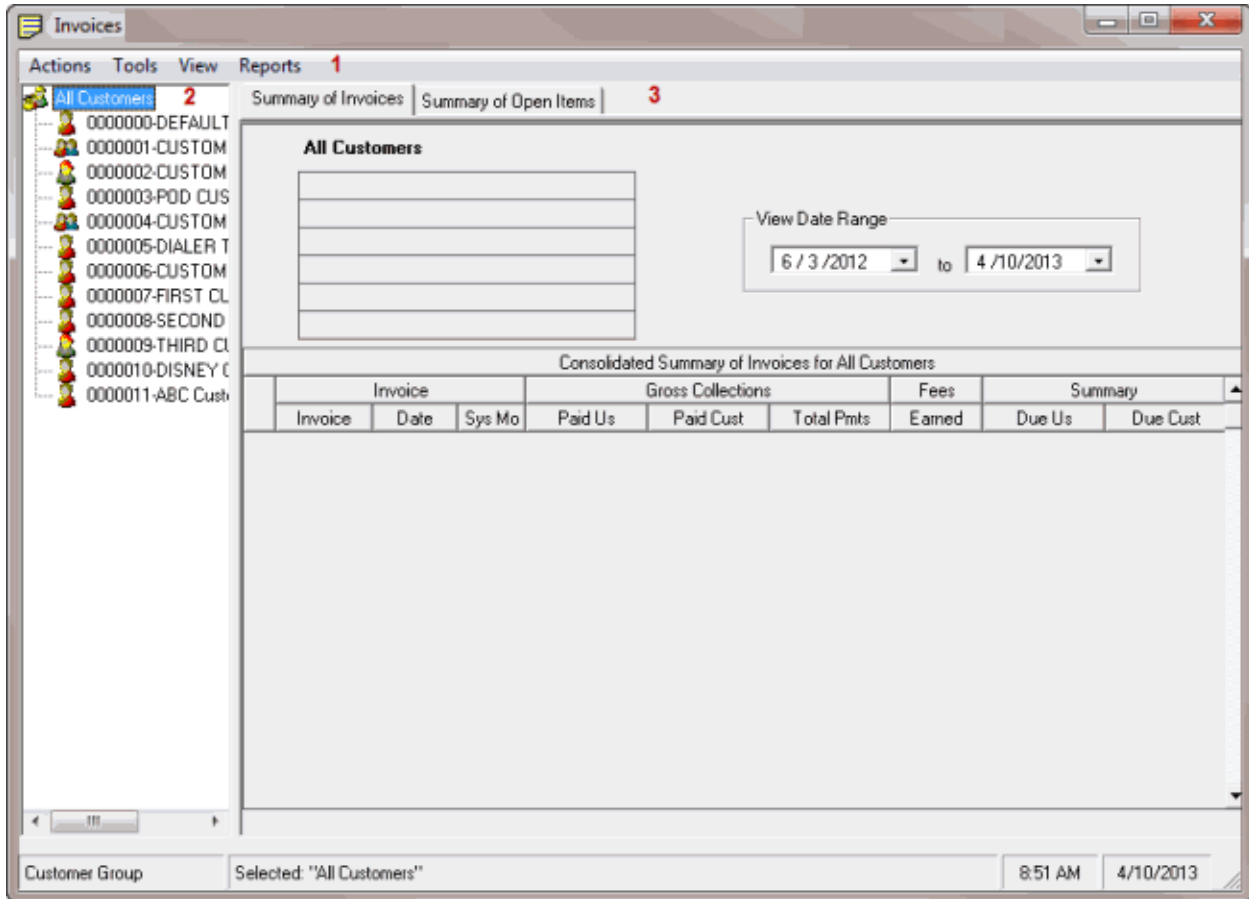
1. **Menu:** Displays the commands that are available for the window.

2. **Navigation pane**: Displays the available customers. The icons indicate if the customer is the parent customer, child customer, or a standard customer.

| Icon	Description
🔳	Parent customer. You can use parent customers to combine invoices for multiple customers under one invoice. For example, your agency may hold accounts for a major company (parent customer) that has several subsidiaries (child customers).
🔳	Child customer. You can assign child customers to a parent customer for invoicing purposes. You cannot invoice a child customer separately.
🔳	Standard customer. Customers that your organization hasn't associated to other customers.

3. **Tabs:** When you click a customer in the **Navigation** pane, the associated information appears on the selected tab.

Help Overview

Invoices help provides you with information for using Invoices. Use the table of contents, index, and search features to locate and view a topic.

To open help

In the "\Interactive Intelligence\Interaction Collector\Documents" folder, double-click **Invoices.chm**.
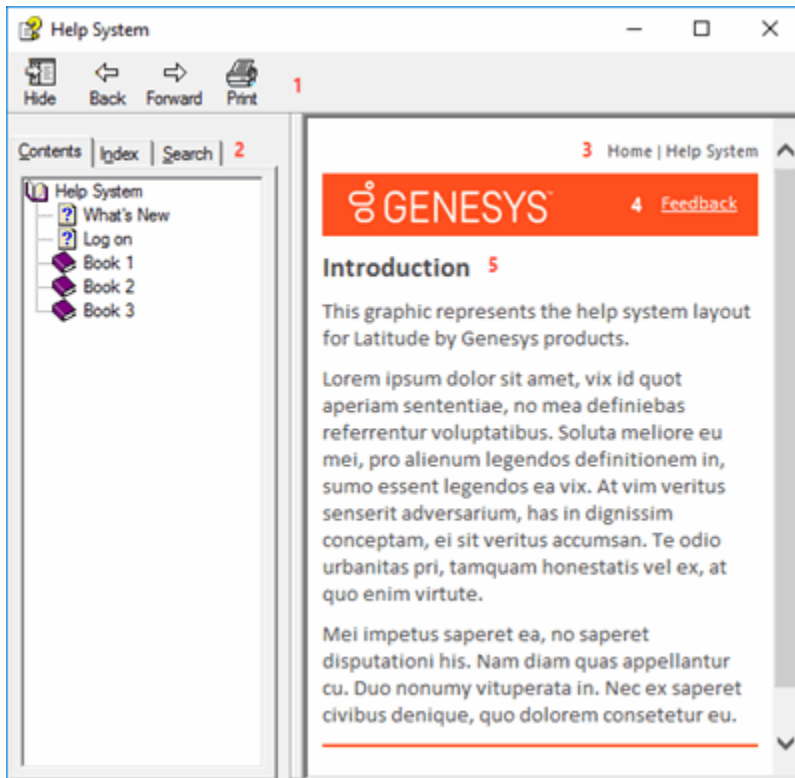
> **Tip**: To adjust the width and height of the window or its panes, click the edge of the window or pane and drag it up or down, left or right.

1. **Toolbar:** Displays options for the help window.

2. **Tabs:** Displays the following:

    Contents: Displays the table of contents. To display a topic in the **Content** pane, expand a book and then click the link.

    Index: Displays the index. To display a topic in the **Content** pane, type a keyword or phrase in the box (or scroll through the list) and then click the link in the list.

    Search: Displays the search feature. To display a topic in the **Content** pane, type a keyword or phrase in the box and then press **Enter**. In the search results, click the link.

    Glossary: Displays a list of terms and their definitions. To display a definition, click the term.

3. **Breadcrumbs:** Displays your current location within the help system. When you click a breadcrumb, the related topic displays.

4. **Content toolbar:** Displays an option to send feedback through an email message to Latitude by Genesys Documentation.

5. **Content pane:** Displays the contents of a topic. To view the **Content** pane menu, right-click in the **Content** pane.

Search feature

You can use the search feature to search for topics that contain words or phrases that you specify. You formulate a search query following a specific set of rules. You can include wildcard expressions, Boolean operators, and nested expressions in your search query. A list of topics that match your search criteria appear in the search results. When you click a topic title in the search results, the content of that topic appears in the **Content** pane.

Search syntax

The basic rules for formulating search queries are:

- Searches are not case-sensitive, meaning you can type uppercase or lowercase characters.

- You cannot search for a single character or the following reserved words: an, and, as, at, be, but, by, do, for, from, have, he, in, it, not, of, on, or, she, that, the, there, they, this, to, we, which, with, you.

- The search engine ignores punctuation marks and special characters such as @#$%^&()=+[]\.

- Enclose phrases and terms that include a period (such as a file name with an extension) in double quotation marks.

Wildcard expressions

Wildcard expressions allow you to search for one or more characters using a question mark or asterisk. A question mark represents a single character, while an asterisk represents one or more characters.

Search for...	Example	Result
Topics with text that starts with one or more specified characters and ends in any character or number of characters	log or log*	Returns all topics with text that starts with the specified characters (for example, log, logon, logging.)
Topics with text that starts with the specified characters, has a single character that can be anything, and ends in the specified characters	32?57	Returns all topics with text that has any character where you placed a question mark (for example, 32?57 returns 32257, 32457, and 32857.)
Topics that contain all the words specified, in any order or placement within the topic	account status	Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..."
Topics that contain the specified phrase	"account status"	Returns all topics with account status as a phrase. For example, the search returns topics with "the account status..." but not "the status of the account..."

Boolean operators

Boolean operators (AND, OR, NOT, NEAR) allow you to create a relationship between terms. If you don't specify an operator, the system uses AND by default.

Search for...	Example	Result
AND	account AND status	Returns all topics with both account and status, but not necessarily as a phrase or in the order specified. For example, the search returns topics with "the account status..." or "the status of the account..."
OR	account OR status	Returns all topics with either account or status, or both.
NOT	account NOT status	Returns all topics with account but not status.
NEAR	account NEAR status	Returns all topics where account is within eight words of status.

Nested expressions

Nested expressions allow you to perform complex searches. For example, queue AND ((collector OR clerical) not supervisor) finds topics containing queue and collector but not supervisor, or containing queue and clerical but not supervisor. As with mathematical expressions, the system evaluates expressions in parentheses first. If there is no parenthesis, the system evaluates the expression from left to right. For example, queue NOT (clerical OR supervisor) finds topics containing queue but not clerical or supervisor. Queue NOT clerical OR supervisor finds topics containing queue but not clerical, or topics containing supervisor.

Customers

Customers

Use the **Invoices** window to select groups of customers to view, search for customers, and modify customer information. You can also set up customer groups and associate customers to the groups.

Select Customers to Display in the Navigation Pane

Use the **Invoices** window to select the customers to display in the **Navigation** pane.

To select customers to display in the Navigation pane

- In the **Invoices** window, from the **View** menu, do one of the following:

    o To display a list of all customers, click **All Customers**. The **Navigation** pane displays a list of all customers.

    o To display a list of customers that your organization invoices monthly, click **Monthly Customers**. The **Navigation** pane displays a list of customers that you invoice monthly.

    o To display a list of customers that your organization invoices weekly, click **Weekly Customers**. The **Navigation** pane displays a list of customers that you invoice weekly.

- o   To display a list of customers that your organization invoices on demand, click **On Demand Customers**. The **Navigation** pane displays a list of customers that you invoice on demand.

- o   To display a list of customers in the default customer group, click **Default Group**. The **Navigation** pane displays a list of customers in the default customer group.

- o   To display a list of customers in a specific customer group, click the group name. The **Navigation** pane displays a list of customers in the specified customer group.

Search for a Customer

Use the **Simple Search** tab in the **Search - Search for Customer** window to search for a customer.

To search for a customer

1. From the **Tools** menu, click **Find Customer**. The **Search - Search for Customer** window appears.

2. On the **Simple Search** tab, type search criteria into one or more boxes.

   Tip: For fewer results, provide more information. For more results, provide less information.

3. Click **Search**. The results display on the **Search Results** tab.
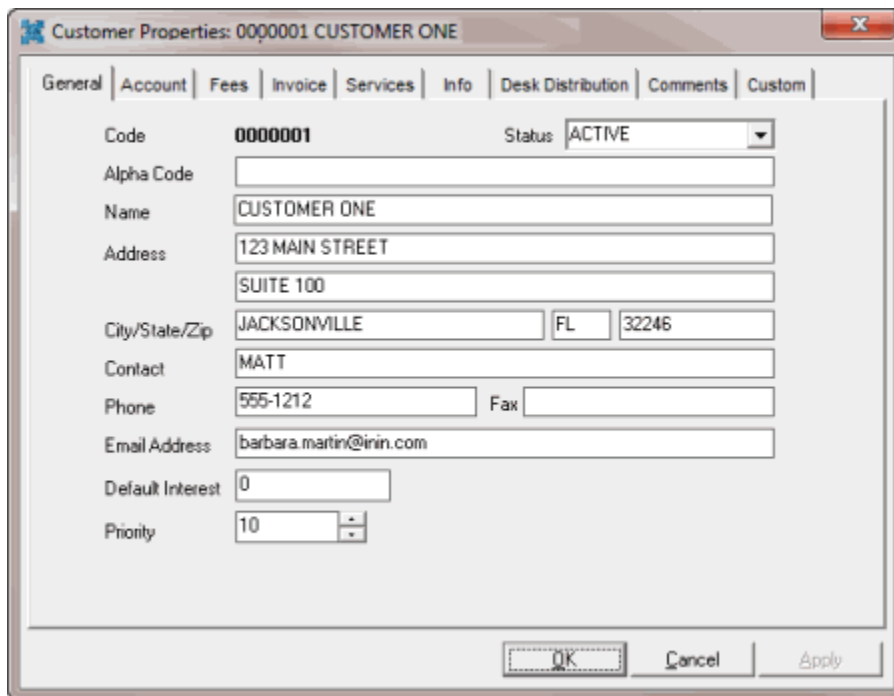

4. Click **Select**. The customer's information displays in the **Invoices** window.

Modify Customer Information

Use the **Customer Properties** window to modify customer information. For more information about this window and its tabs, see the "Maintain a Customer" topic in the *Latitude* documentation.

To modify customer information

1. In the **Invoices** window, in the **Navigation** pane, right-click a customer and then click **Properties**. The **Customer Properties** window appears.

2. Modify the information as necessary and then click **OK**.
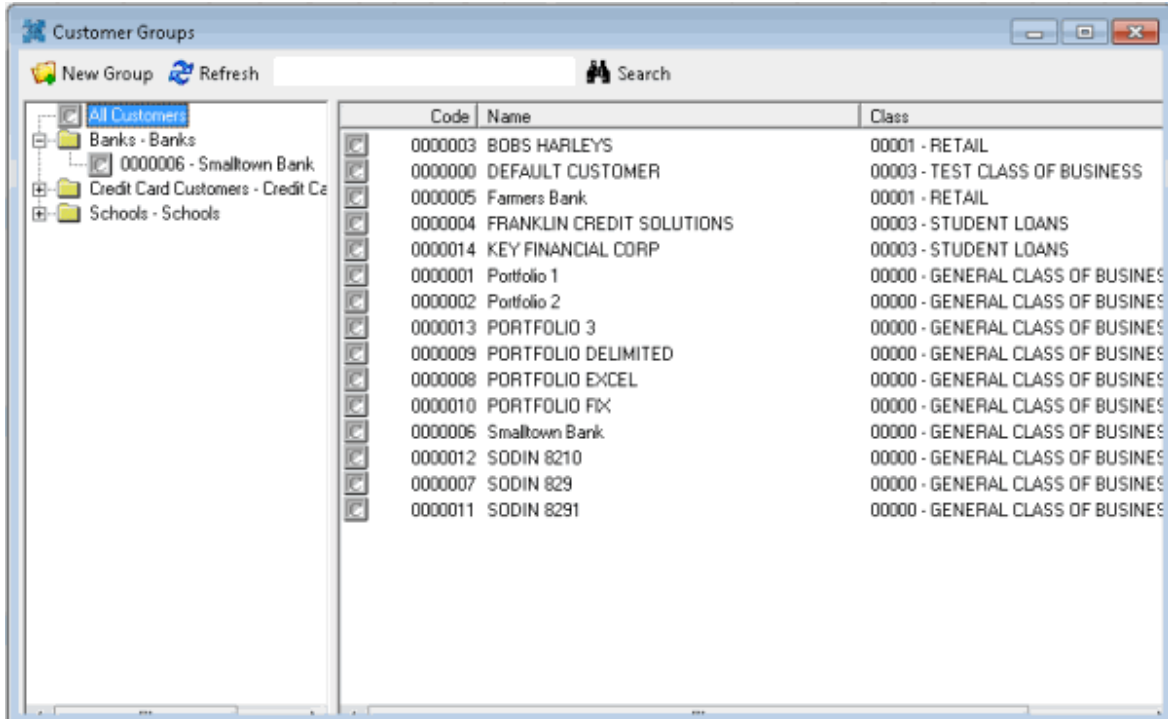
Customer Groups

Customer Groups

Use the **Customer Groups** window to add and modify customer groups. Customer Groups represent general types of collection business given to your agency. You can use Customer Groups to categorize customers for invoicing and statistics. You can place individual customers into one or more groups (or none).
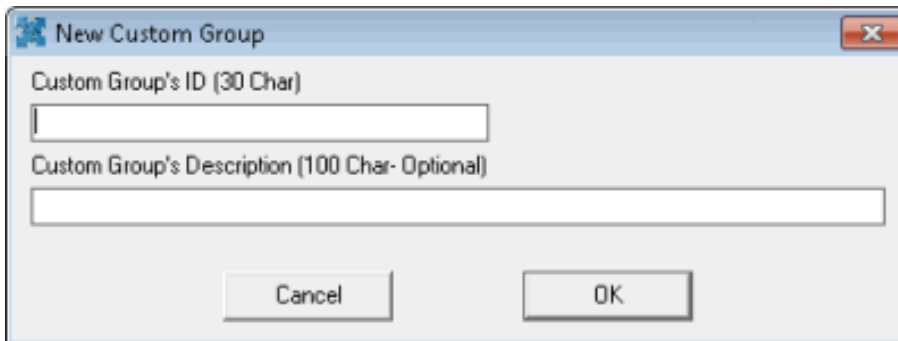
Add a Customer Group

Use the **New Custom Group** dialog box to add a customer group.

To add a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.

2. From the menu bar, click **New Group**. The **New Custom Group** dialog box appears.

Custom Group's ID (30 Char): Unique code that identifies the customer group. The ID can be up to 30 characters in length.

Custom Group's Description (100 Char - Optional): Description of the customer group, up to 100 characters in length.
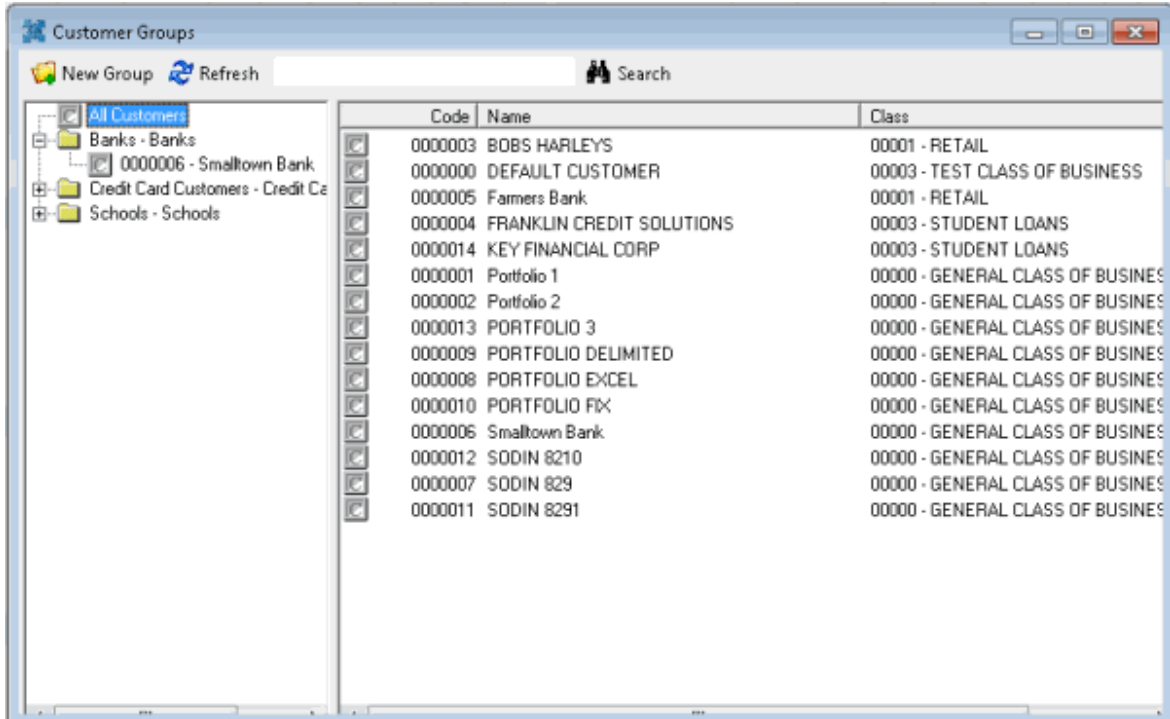
3. Complete the information and then click **OK**.

4. To assign a customer to the customer group, see Add a Customer to a Customer Group.
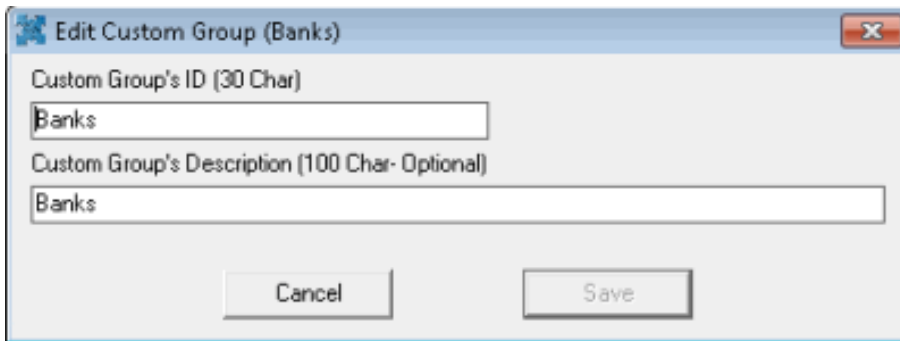
Modify a Customer Group

Use the **Edit Customer Group** dialog box to modify a customer group.

To modify a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.

2. In the **Navigation** pane, right-click the customer group to modify and then click **Edit**. The **Edit Custom Group** dialog box appears.

Custom Group's ID (30 Char): Unique code that identifies the customer group. The ID can be up to 30 characters in length.

Custom Group's Description (100 Char - Optional): Description of the customer group, up to 100 characters in length.
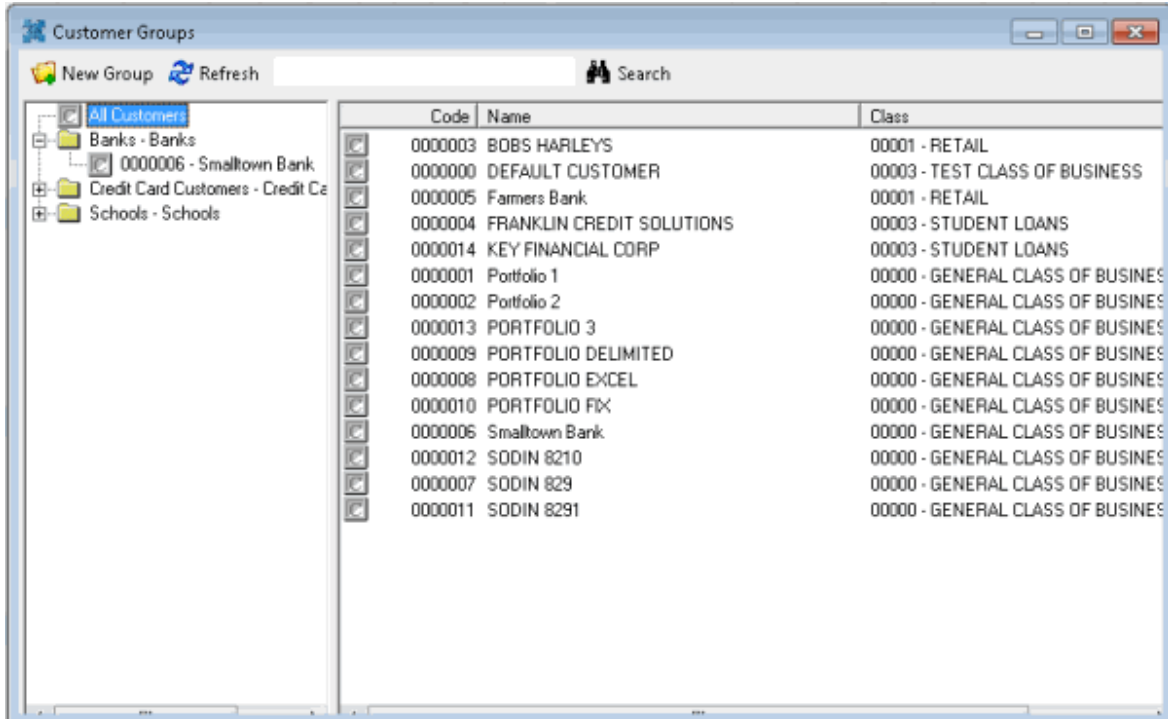
3. Modify the information as necessary and then click **Save**.

Delete a Customer Group

Use the **Customer Groups** window to delete a customer group.

To delete a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.
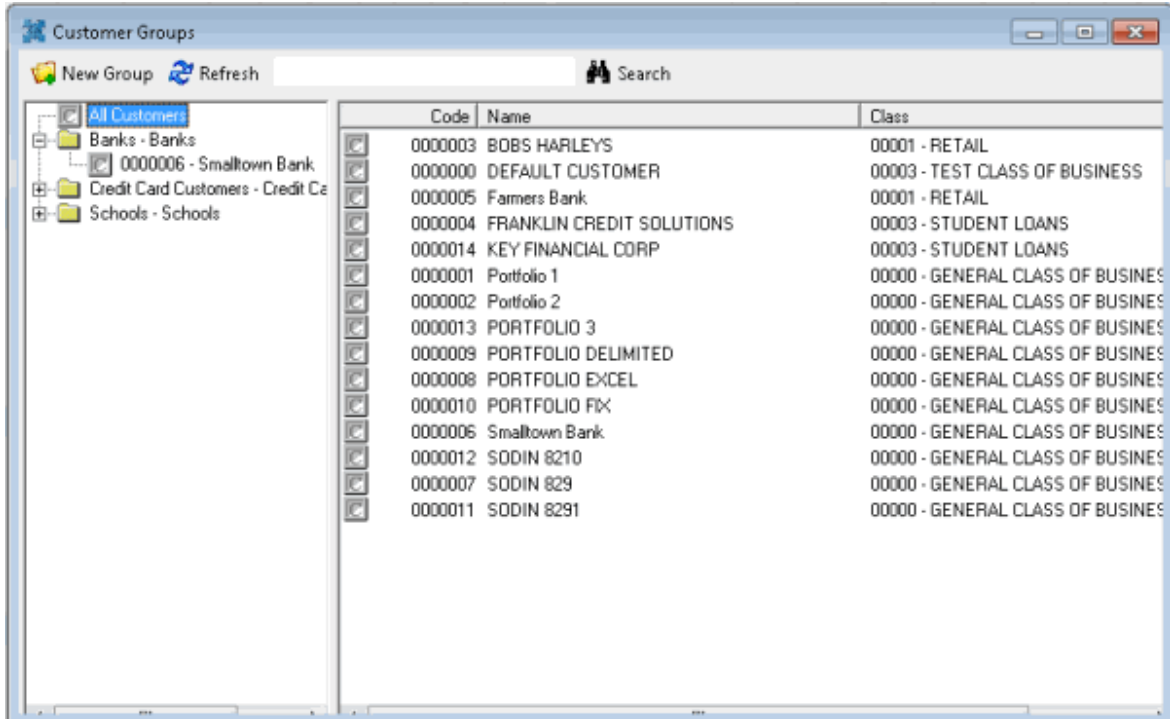
2. In the **Navigation** pane, right-click the customer group and then click **Delete Group**. The **Delete Custom Group** dialog box appears.

3. Click **Yes** and in the next dialog box, click **OK**. The Invoices program deletes the customer group. The customers associated to the group remain in the system.
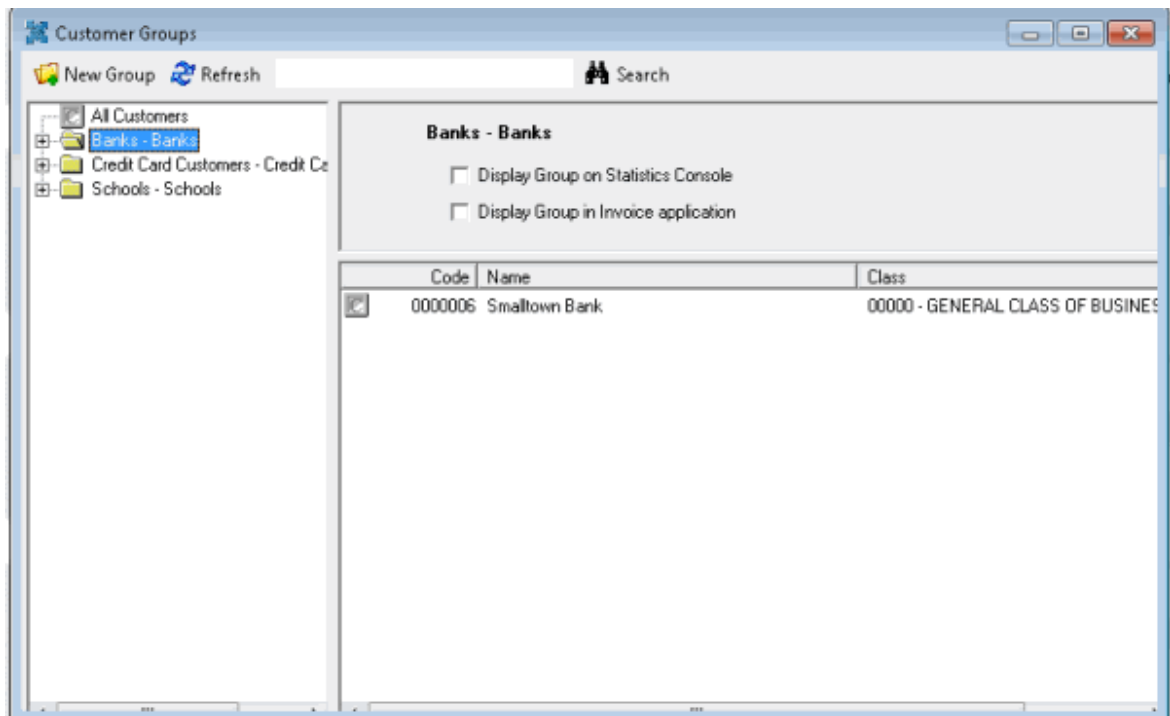
Modify Customer Group Settings

Use the **Customer Groups** window to modify customer group settings.

To modify customer group settings

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.

2. In the **Navigation** pane, click a customer group. The customer group settings appear in the **Information** pane.

Display Group on Statistics Console: If selected, the customer group is available for selection in **Statistics Console**.

Display Group in Invoice application: If selected, the customer group is available for selection in **Invoices**.
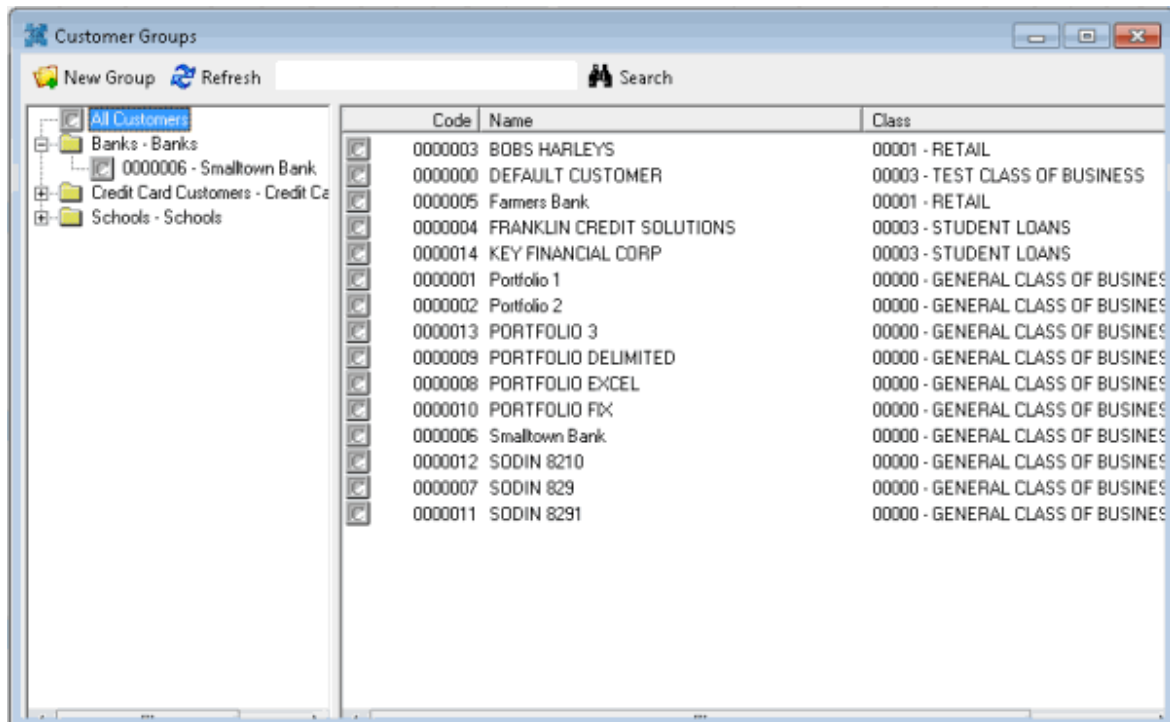
3. In the **Information** pane, complete the information. The Invoices program saves your changes instantly.

Add a Customer to a Customer Group

Use the **Customer Groups** window to add a customer to a customer group.

To add a customer to a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.
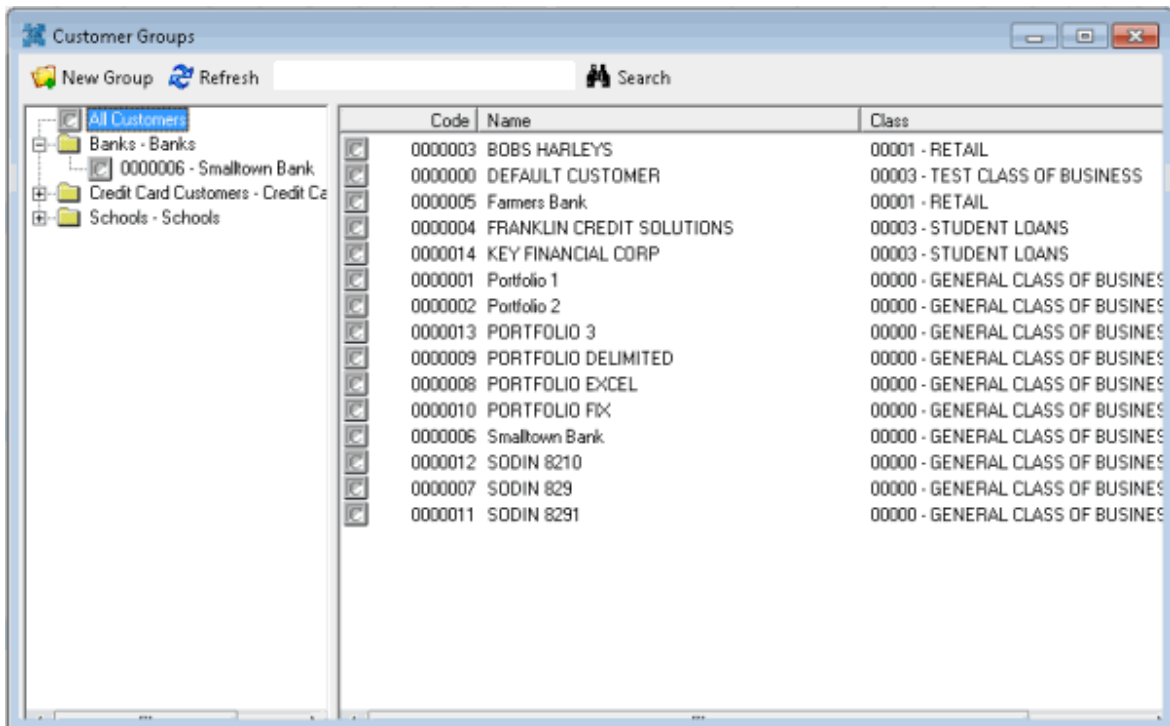

2. In the **Navigation** pane, click **All Customers**. All customers in the system appear in the **Information** pane.

3. In the **Information** pane, click a customer, and then drag and drop it onto a customer group in the **Navigation** pane.

4. Do one of the following to select multiple customers to drag and drop onto a customer group:

   - To select contiguous customers, click the first customer to select, hold down the **Shift** key and click the last customer to select. Drag and drop the customers to the customer group.

   - To select non-contiguous customers, click the first customer to select, hold down the **Ctrl** key and click each additional customer to select. Drag and drop the customers to the customer group.
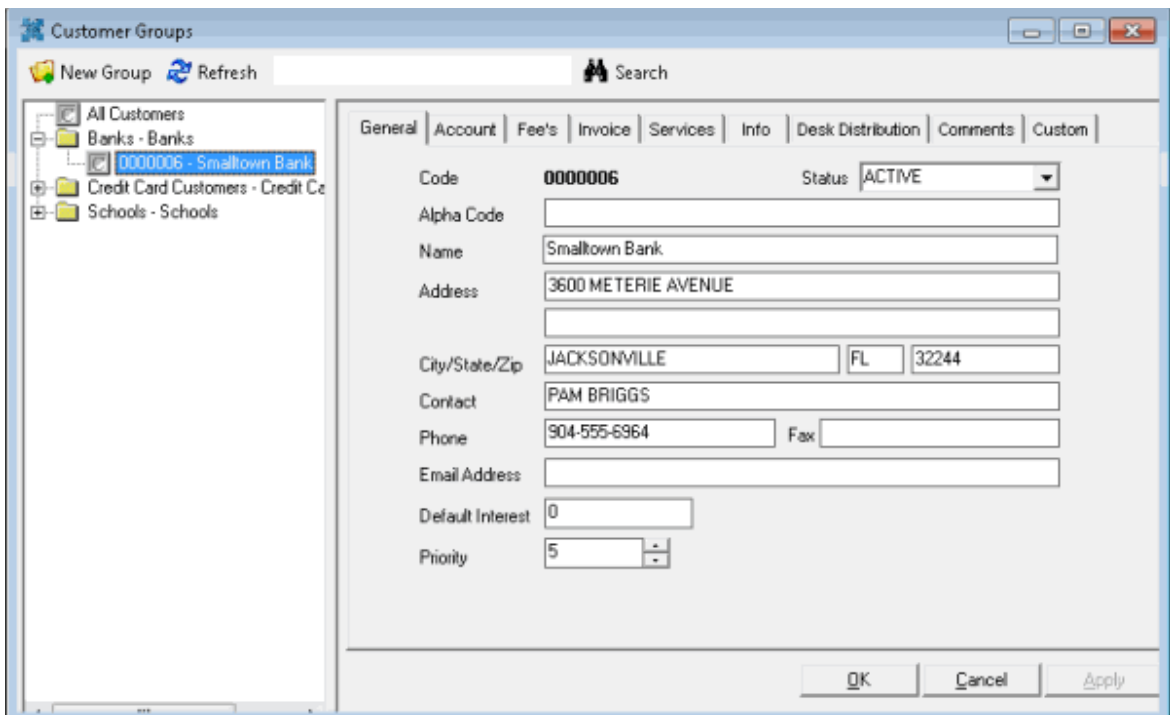
Modify a Customer in a Customer Group

Use the **Customer Groups** window to modify a customer.

Invoices Printable Help

To modify a customer in a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.

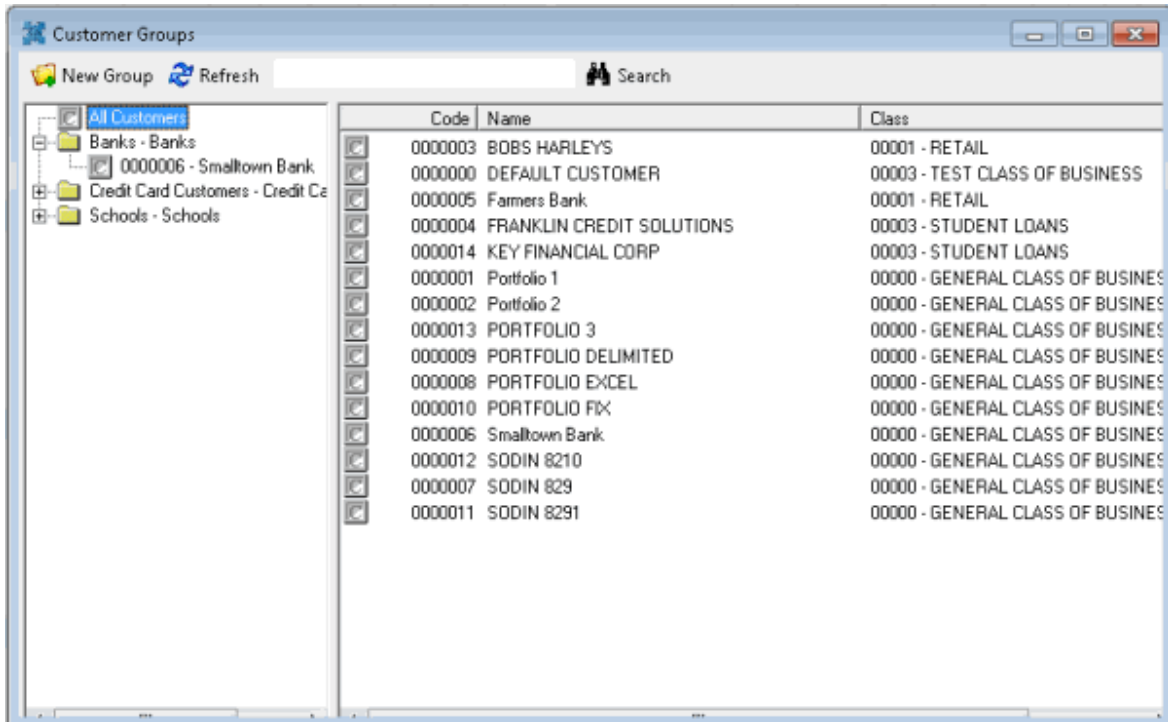2. In the **Navigation** pane, click a customer. The customer information appears in the **Information** pane.

3. Modify the information as necessary and then click **OK**.

Delete a Customer from a Customer Group

Use the **Customer Groups** window to delete a customer from a customer group.

To delete a customer from a customer group

1. In the **Invoices** window, from the **Tools** menu, click **Custom Group Editor**. The **Customer Groups** window appears.

2. In the **Navigation** pane, right-click the customer and then click **Remove Customer**. The Invoices program deletes the customer from the customer group. The customer remains in the system.

Invoices

Invoices

Use the **Invoices** window to specify settings and generate invoices for a customer or group of customers.

Generate an Invoice for a Specific Customer

Use the **Invoice Options** dialog box to specify what information to include on the invoice and then generate the invoice for a specific customer. Before generating invoices, confirm that you processed all payment batches.

> **Note**: For customers associated to a parent customer (subsidiaries), The Invoices program only generates invoices for the parent customer.

To generate an invoice for a specific customer

1. In the **Invoices** window, in the **Navigation** pane, right-click a customer and then click **Invoice Customer**. The **Invoice Options** dialog box appears, with the customer name and number at the top.

Invoice will be dated: Date to appear on the invoice. The date defaults to the current date. To change the date, click the arrow and then click a date in the calendar.

Include all uninvoiced payments: If selected, the invoice includes all payments that your organization hasn't invoiced.

Include payments with entered date range of: If selected, the invoice only includes payments and adjustments within the specified date range that your organization hasn't invoiced. Specify the date range or accept the default, which includes all payments and adjustments since your organization last created an invoice for this customer. The first box is the beginning date and the second box is the ending date.

Bypass Direct Payments and do not include them on the invoice: If selected, the invoice doesn't include payments made directly to the customer.

Include Direct Payments: If selected, the invoice includes payments made directly to the customer.

Match the Reversal with the Payment that was reversed: If selected, the invoice doesn't include reversals that the Invoices program matches to a reversed payment.

Match the Reversal with any matching payment for the same account: If selected, the invoice doesn't include reversals that the Invoices program matched to any matching payment for the same account.

Note: If you select both check boxes, the Invoices program matches the reversal to the reversed payment as long as your organization hasn't invoiced the reversed payment. If your organization invoiced the reversed payment but hasn't invoiced the make-up payment, the

Invoices program matches the reversal to the make-up payment. If you clear both check boxes, the invoice includes all payments and reversals.

Print Statement with Invoice: If selected, the Invoices program prints a customer statement along with the invoice.

Print Statement even if Invoice has no items: If selected and the invoice doesn't have any line items, the Invoices program prints a customer statement. If cleared and the invoice doesn't have any line items, the Invoice program doesn't print a statement.

2. Complete the information.

3. To preview the invoice, do the following:

   a. Click **Preview**. The invoice displays in the **Invoice [Customer Code][Invoice Number] - Latitude Report Viewer** window.
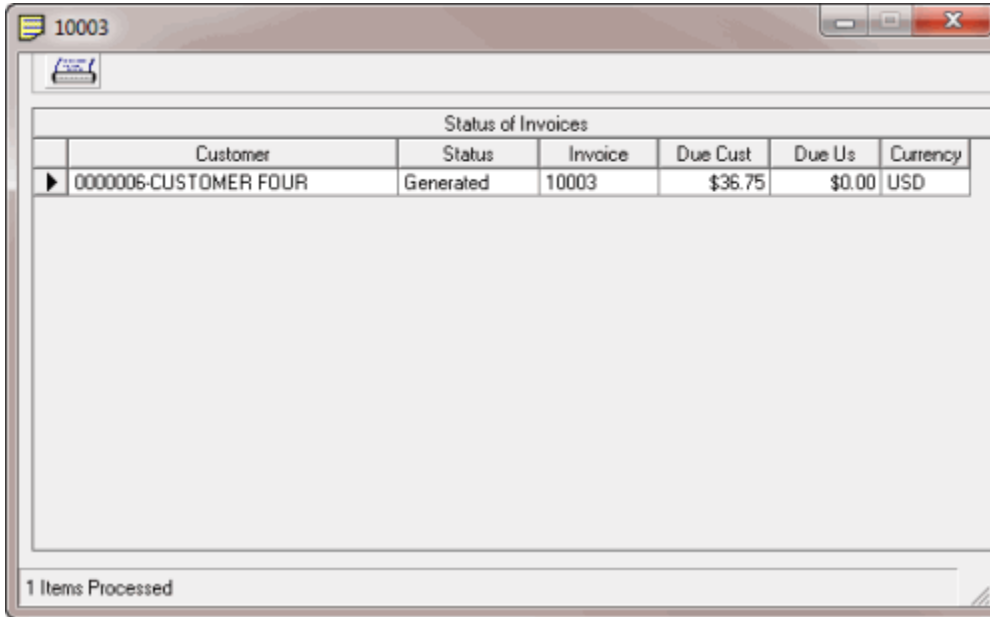

Note: This window provides several options, such as exporting and printing. For more information, see Report Viewer.

   b. Close the window.

4. To export the invoice, do the following:

   a. In the **Invoice Options** dialog box, click **Export**. The **Browse For Folder** dialog box appears.

   b. Select the folder to save the file to and then click **OK**. The file naming convention is, "Invoice [Customer] [Invoice Number]". If you selected the **Print Statement with Invoice** check box, the Invoices program generates a statement also. The file naming convention is, "Statement [Customer] [datetime stamp]".

5. To print the invoice, do the following:

    a. In the **Invoice Options** dialog box, click **Printer**. The **Print** dialog box appears.

    b. Select a printer and then click **Print**.

When you are finished previewing, printing, or exporting the invoice, the **Status of Invoices** window appears.
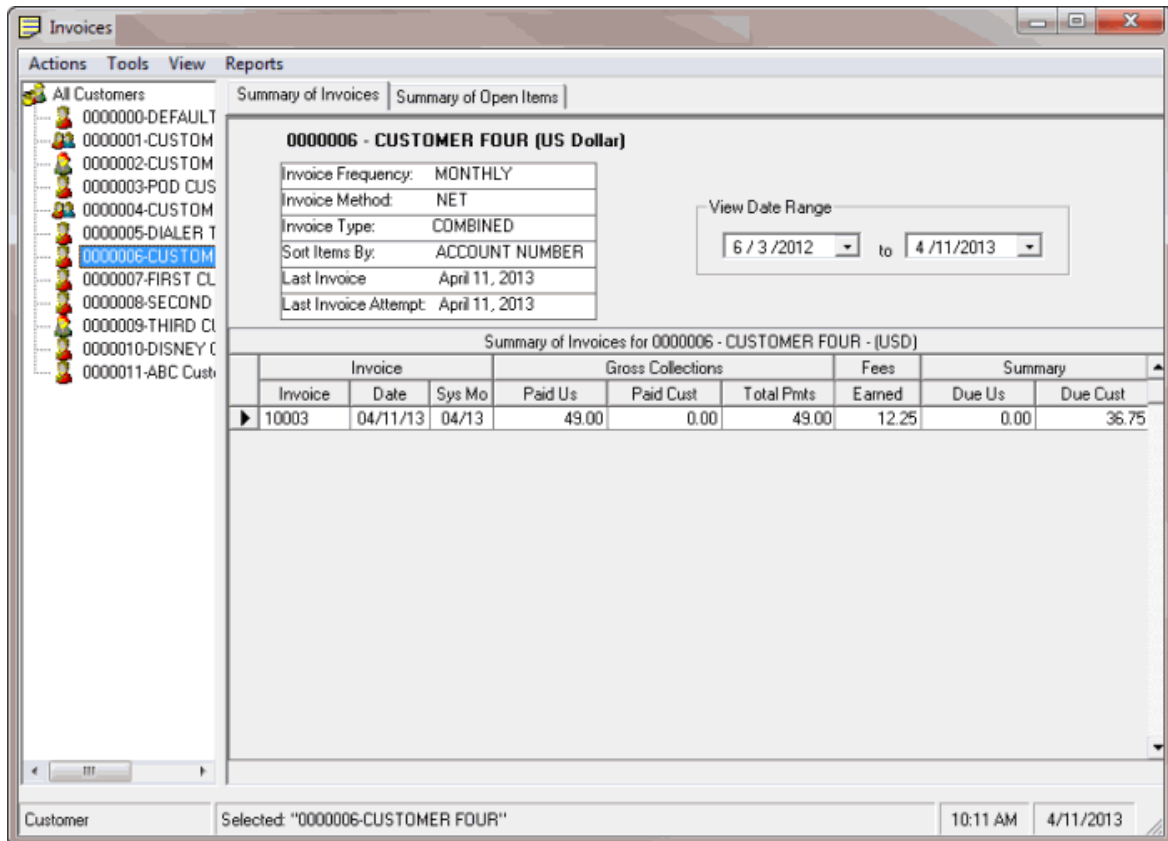

6. Click the **X** to close the window. The Invoices program updates the **Summary of Invoices** tab in the **Invoices** window to include the invoicing information.

7. To view summary information for an individual customer, in the **Navigation** pane, click the customer.

Generate Invoices for a Group of Customers

Use the **Invoice Options** dialog box to specify what information to include on the invoices and then generate invoices for the specified group of customers.

Note: The Invoices program only invoices customers associated to a parent customer (subsidiaries) under the parent customer.

To generate invoices for a group of customers

1. In the **Invoices** window, do one of the following:

    - To generate invoices for all customers, from the **View** menu, click **All Customers**. In the **Navigation** pane, click **All Customers**.

    - To generate invoices for customers that your organization invoices monthly, from the **View** menu, click **Monthly Customers**. In the **Navigation** pane, click **All Monthly Customers**.

    - To generate invoices for customers that your organization invoices weekly, from the **View** menu, click **Weekly Customers**. In the **Navigation** pane, click **All Weekly Customers**.

- To generate invoices for customers that your organization invoices on demand, from the **View** menu, click **On Demand Customers**. In the **Navigation** pane, click **All On Demand Customers**.

- To generate invoices for customers in the default customer group, from the **View** menu, click **Default Group**. In the **Navigation** pane, click **Default Group**.

- To generate invoices for customers in a specific customer group, from the **View** menu, click the group name. In the **Navigation** pane, click the group name.

2. From the **Action** menu, click **Invoice All**. The **Invoice Options** dialog box appears, with the name and number of the first customer in the group at the top.

Invoice will be dated: Date to appear on the invoice. The date defaults to the current date. To change the date, click the arrow and then click a date in the calendar.

Include all uninvoiced payments: If selected, the invoice includes all payments that your organization hasn't invoiced.

Include payments with entered date range of: If selected, the invoice only includes payments and adjustments within the specified date range that your organization hasn't invoiced. Specify the date range or accept the default, which includes all payments and adjustments since your organization last created an invoice for this customer. The first box is the beginning date and the second box is the ending date.

Bypass Direct Payments and do not include them on the invoice: If selected, the invoice doesn't include payments made directly to the customer.

Include Direct Payments: If selected, the invoice doesn't include payments made directly to the customer.

Match the Reversal with the Payment that was reversed: If selected, the invoice doesn't include reversals that the Invoices program matches to a reversed payment.

Match the Reversal with any matching payment for the same account: If selected, the invoice doesn't include reversals that the Invoices program matched to any matching payment for the same account.

Note: If you select both check boxes, the Invoices program matches the reversal to the reversed payment as long as your organization hasn't invoiced the reversed payment. If your organization invoiced the reversed payment but hasn't invoiced the make-up payment, the Invoices program matches the reversal to the make-up payment. If you clear both check boxes, the invoice includes all payments and reversals.

Print Statement with Invoice: If selected, the Invoices program prints a customer statement along with the invoice.

Print Statement even if Invoice has no items: If selected and the invoice doesn't have any line items, the Invoices program prints a customer statement. If cleared and the invoice doesn't have any line items, the Invoice program doesn't print a statement.

Use these settings for all Invoices in this run: If selected, the Invoices program applies these settings to all the customers. If cleared, the Invoices program displays the **Invoices Options** dialog box for each invoice to allow you to specify settings for each customer.

3. Complete the information.

4. To preview the first invoice in the group, do the following:

   a. Click **Preview**. The invoice displays in the **Invoice [Customer Code][Invoice Number] - Latitude Report Viewer** window.

> **Note:** This window provides several options, such as exporting and printing. For more information, see Report Viewer.
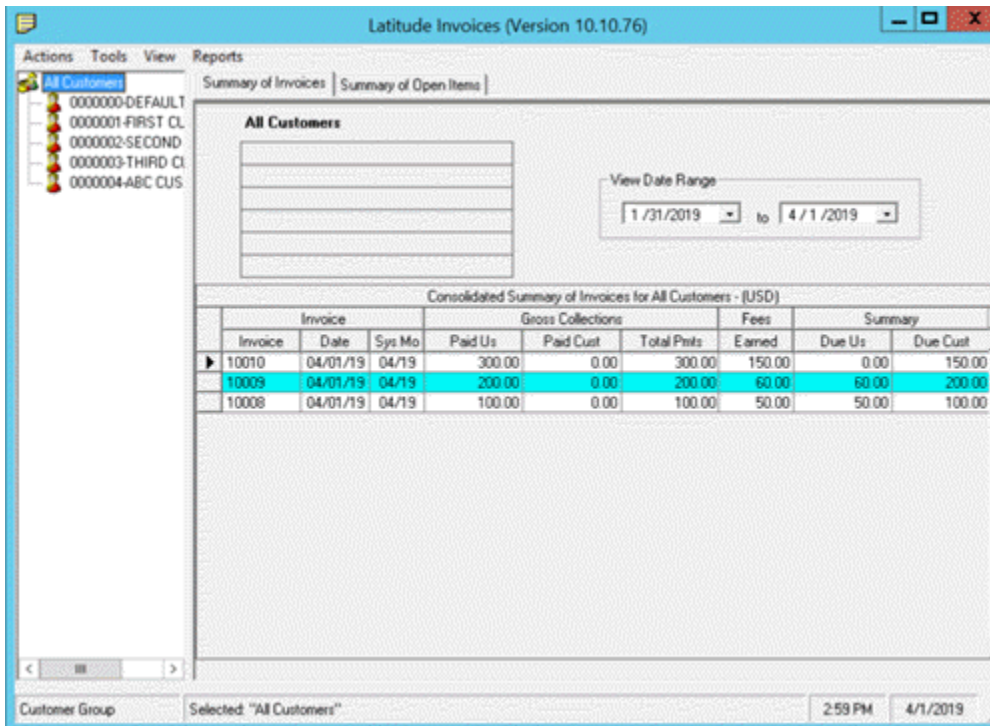
    b. Close the window.

    c. To view the next invoice, close the window and, in the **Invoice Options** dialog box, click **Preview**.

5. To export the first invoice in the group, do the following:

    a. In the **Invoice Options** dialog box, click **Export**. The **Browse For Folder** dialog box appears.

    b. Select the folder to save the file to and then click **OK**. The file naming convention is, "Invoice [Customer] [Invoice Number]". If you selected the **Print Statement with Invoice** check box, the Invoices program generates a statement also. The file naming convention is, "Statement [Customer] [datetime stamp]".

    c. To export the next invoice, in the **Invoice Options** dialog box, click **Export**.

6. To print the first invoice in the group, do the following:

    a. In the **Invoice Options** dialog box, click **Printer**. The **Print** dialog box appears.

    b. Select a printer and then click **Print**.

    c. To print the next invoice, in the **Invoice Options** dialog box, click **Printer**.

   When you are finished previewing, printing, or exporting the invoices, the **Status of Invoices** window appears.

7. Click the **X** to close the window. The Invoices program updates the **Summary of Invoices** tab in the **Invoices** window to include the invoicing information.

8. To view summary information for an individual customer, in the **Navigation** pane, click the customer.

Undo the Last Invoice Generated

Use the **Invoices** window to undo the last invoice generated. This option allows you to correct items on an invoice and then regenerate the invoice. If you generated invoices for a group of customers, the Invoices program reverts the last invoice in the group. You can repeat these steps to undo as many invoices as necessary. To undo a specific invoice, see Undo a Specific Invoice.

To undo the last invoice generated

1. In the **Invoices** window, from the **Actions** menu, click **Undo Last Invoice**. A confirmation dialog box appears.
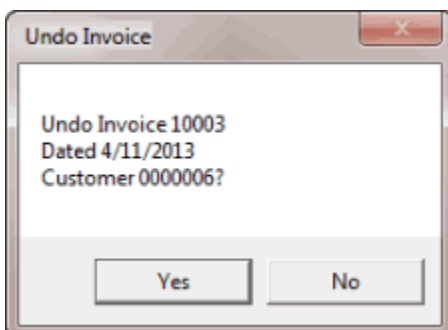
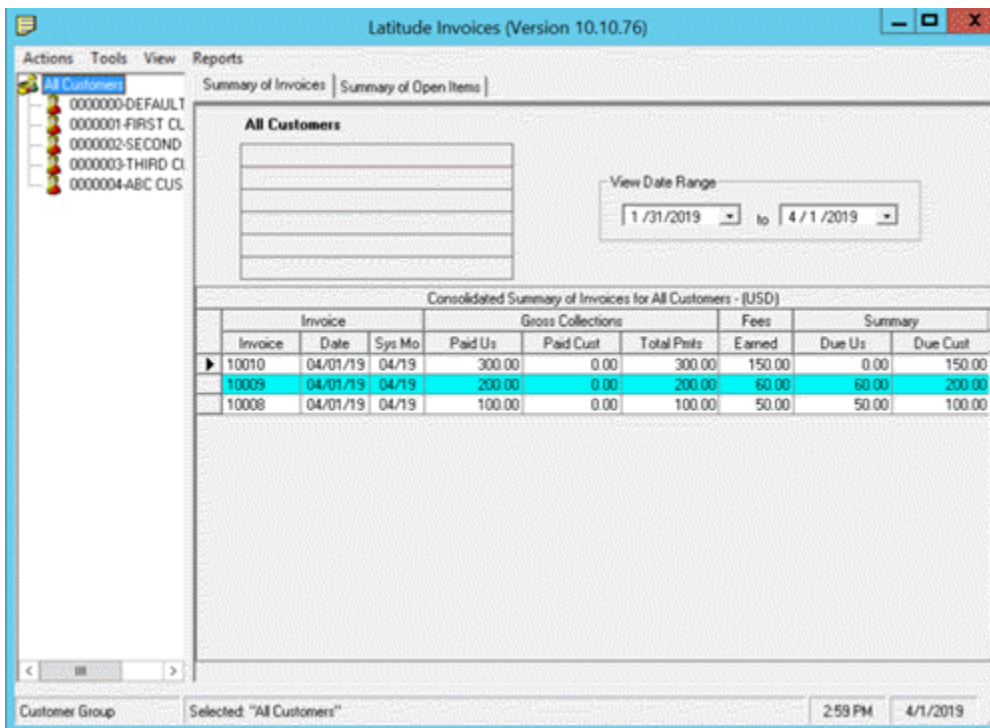2. Click **Yes**. A notification dialog box appears.

3. Click **OK**.

Undo a Specific Invoice

Use the **Summary of Invoices** tab in the **Invoices** window to undo a specific invoice. This option allows you to correct items on an invoice and then regenerate the invoice. Undoing an invoice doesn't undo checks that you printed. If you printed checks, delete them from the check register. For more information, see Delete a Transaction From the Check Register.

Note: The data grid includes invoices for parent customers only. If you select a child customer, the Invoices program displays the parent customer number to reference.

To undo a specific invoice

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Invoices** tab.

3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, right-click the invoice and then click **Undo Selected Invoice**. The **Undo Invoice(s)** dialog box appears.

Tip: To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice. Click **Undo All Selected**.
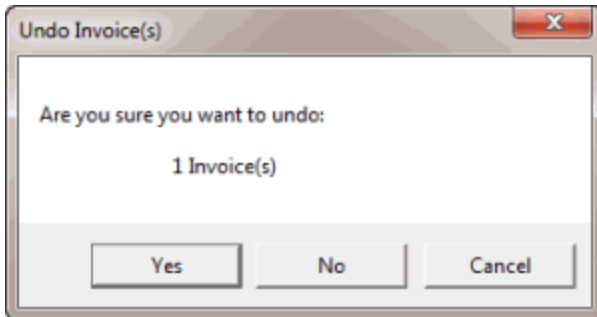
5. Click **Yes**. A notification dialog box appears.

6. Click **OK**.

Reprint an Invoice

Use the **Summary of Invoices** tab in the **Invoices** window to reprint an invoice.

Note: The data grid includes invoices for parent customers only. If you select a child customer, the Invoices program displays the parent customer number to reference.

To reprint an invoice

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Invoices** tab.
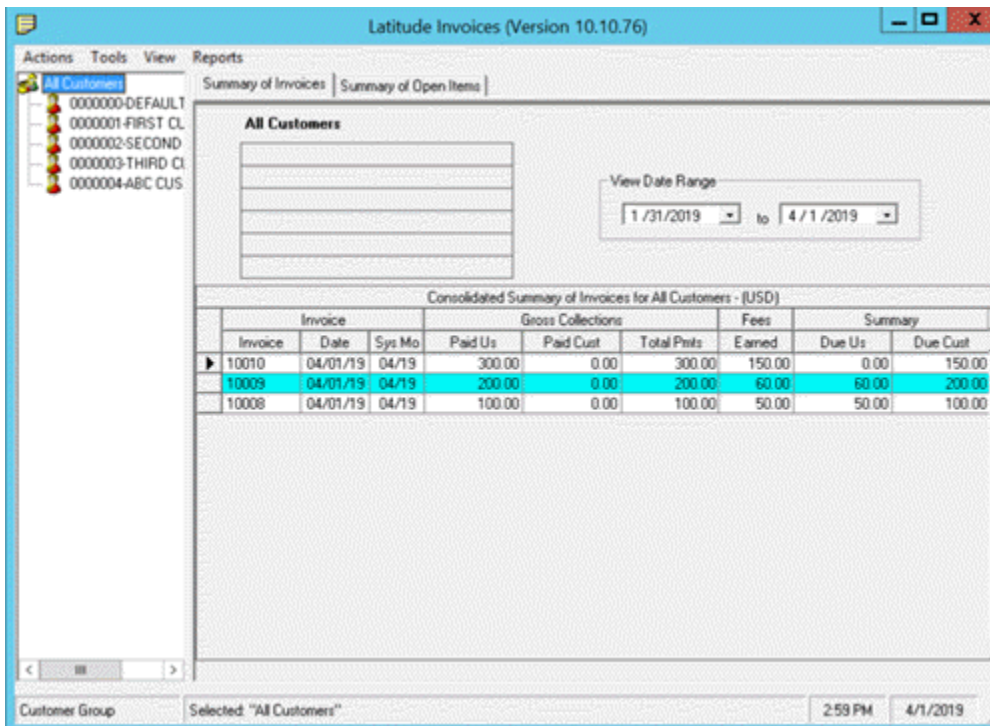
3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, right-click the invoice and then click **Reprint Selected Invoice**.

> **Tip:** To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice. Click **Reprint All Selected**.

5. Do one of the following:

6. To preview the invoice before reprinting, click **Preview**. The invoice appears in the **Report Viewer** window. For more information, see Report Viewer.

7. To print the invoice without previewing it first, click **Printer**.

Specify Default Invoicing Options

Use the **Options** dialog box to specify default invoicing options for your agency. These settings apply globally.

To specify default invoicing options

1. From the **View** menu, click **Options**. The **Options** dialog box appears.
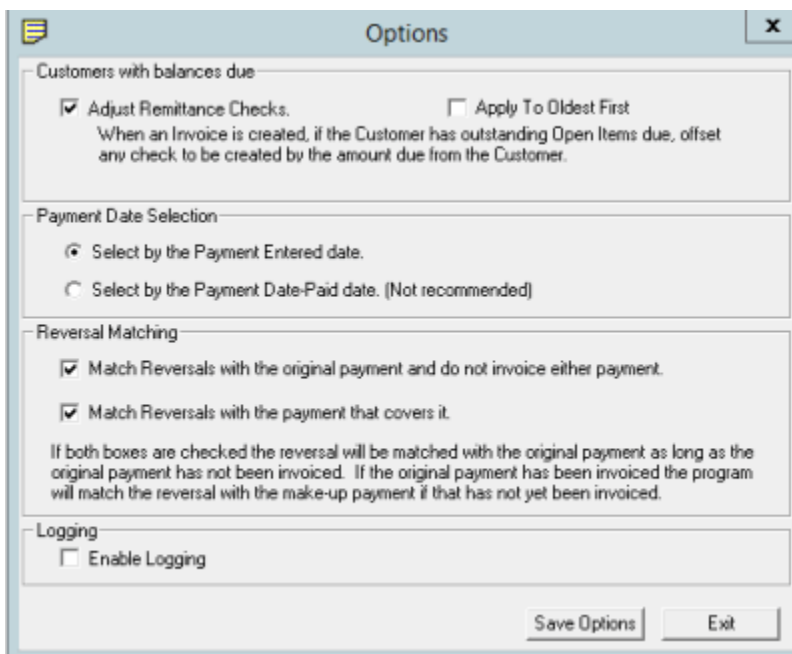
Adjust Remittance Checks: If selected, the Invoices program deducts from the checks created in the Invoices program the outstanding open items due from customers. The Invoices program reduces the invoice totals by the amount applied to outstanding accounts receivable items and prints another summary line on invoices to show the amount applied.

Apply to Oldest First: If selected, the system applies payments to the oldest accounts receivable balance first. This option is available when you select the **Adjust Remittance Checks** check box.

Select by the Payment Entered Date: If selected, the invoice includes payments based on the date a user added the payment to Latitude.

Select by the Payment Date - Paid date: If selected, the invoice includes payments based on the date paid.

Match Reversals with the original payment and do not invoice either payment: If selected, the Invoices program matches reversals to the reversed payment and doesn't invoice either transaction.

Match Reversals with the payment that covers it: If selected, the Invoices program matches reversals to any matching payment for the same account and doesn't include them on invoices.

Note: If you selected both check boxes, the Invoices program matches reversals to the original payment as long as your organization hasn't invoiced the original payment. If your organization invoiced the original payment and hasn't invoiced the make-up payment, the Invoices program matches the reversals to the make-up payment. If you cleared both check boxes, the invoice includes all payments and reversals.

Enable Logging: If selected, the Invoices program creates the "Invoices.log" file in the C:\Program Files (x86)\Interaction Collector\AuditLogs directory. It contains any error messages generated in the Invoices program. You can send this file to Latitude by Genesys Support for assistance in troubleshooting invoicing issues.

2. Complete the information and then click **Save Options**.

Modify Invoicing Options

Use the **Customer Properties** window to modify a customer's invoicing options.

To modify invoicing options

1. In the **Invoices** window, in the **Navigation** pane, right-click a customer and then click **Properties**. The **Customer Properties** window appears.

2. Click the **Invoice** tab.
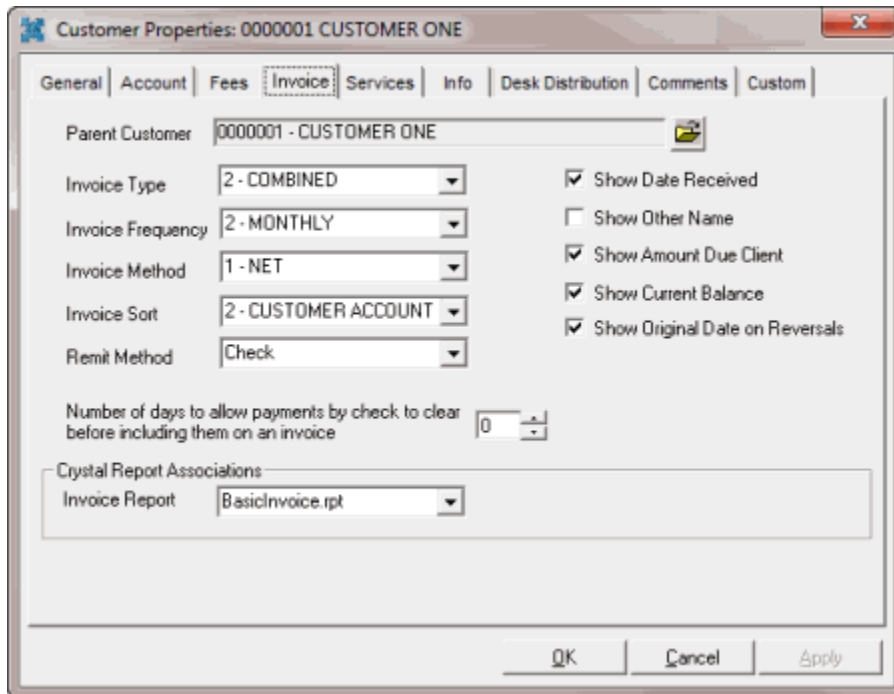
Parent Customer: If your organization bills the customer as part of a parent company, click the folder to select a customer group.

Invoice Type: Determines the invoicing method for payment types.

- **Separate:** Creates separate invoices for each payment type.

- **Combined:** Includes all payment types together (combined) in one invoice.

Note: If you set the **Invoice Type** to **Combined**, **PC** (direct), the Invoices program includes payments in the fees withheld. If you set the **Invoice Type** to **Separate**, **PC** (direct), the Invoices program creates payments as open items for the invoice.

Invoice Frequency: Determines how often to send invoices to the customer.

Invoice Method: Method for invoicing the customer.

- **Net:** Subtracts your organization's fee from the customer invoice.

- **Gross:** Sends customer invoices with all monies included. The customer pays your fee based on the invoice information.

Invoice Sort: Order to sort the invoices.

Remit Method: Determines the method for remitting invoices. Invoice transactions appear in the check register automatically for customers with a remittance method of "check" or "ACH transfer." If the remittance method is "manual," add the invoice transactions to the check register manually.

- **Manual:** Your agency manually generates checks for the customer.

- **Check**: Your agency uses the **Invoices** program to print checks for the customer.

- **ACH Transfer:** Your agency uses the **Invoices** program to create ACH wire transfers for the customer.

Show [check boxes]: If selected, the corresponding information prints on the customer's invoices.

Number of days to allow payments to clear before including on invoice: Number of days to wait before including debtor payments on a customer invoice. If the debtor's check does not clear, use this option to avoid sending payment information to a customer.

Invoice Report: Crystal Reports file to use when creating invoices for the customer. This option allows you to use custom invoices for each customer. The default file is **BasicInvoice.rpt**.

3. Modify the settings as necessary and then click **OK**.

Report Viewer

Use the **Report Viewer** window to view and print a report, invoice, or customer statement. The **Report Viewer** window appears when you:

- Generate a report.
- Generate or reprint an invoice.
- Preview a statement.

The following example is for a report.

Icon	Description
	Exports the report to a file.
	Prints the report.

| Icon	Description
◀️	Displays the first page of the report.
◀	Displays the previous page of the report.
▶	Displays the next page of the report.
▶️	Displays the last page of the report.
1/1	Indicates the report page currently displayed and the total number of pages in the report.
🔍	Opens the **Find Text** dialog box to allow you to search for text within the report.
🔍⁺ ▾	Increases or decreases the text size when viewing the report on your monitor. Changing the text size here does not affect the size of the text on the printed report.

Statements

Statements

Use the **Invoices** window to preview and print account statements for a customer or group of customers. Account statements show a customer's receivables by invoice.

Generate a Statement for a Specific Customer

Use the **Report Viewer** window to generate a statement of account for a specific customer.

To generate a statement for a specific customer

1. In the **Invoices** window, in the **Navigation** pane, right-click the customer and then click **Generate Statements**.

2. Do one of the following:

   - To preview the statement before printing it, click **Preview**. The statement of account appears in the **Report Viewer** window.
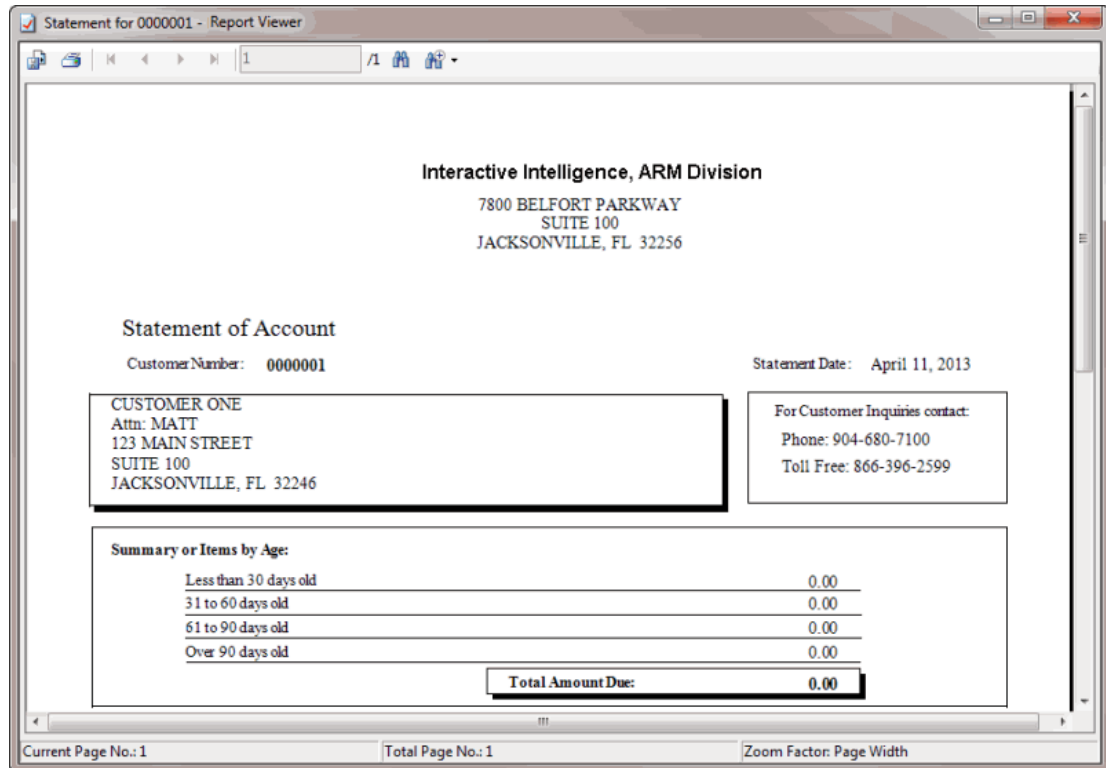
For more information about using the **Report Viewer** window, see Report Viewer.

- To print the statement without previewing it first, click **Print**. The statement of account is output to your default printer.

Generate Statements for a Group of Customers

Use the **Report Viewer** window to generate account statements for a group of customers.

To generate statements for a group of customers

1. In the **Invoices** window, do one of the following:

   - To generate statements for all customers, from the **View** menu, click **All Customers**. In the **Navigation** pane, click **All Customers**.

   - To generate statements for customers that your organization invoices monthly, from the **View** menu, click **Monthly Customers**. In the **Navigation** pane, click **All Monthly Customers**.

   - To generate statements for customers that your organization invoices weekly, from the **View** menu, click **Weekly Customers**. In the **Navigation** pane, click **All Weekly Customers**.

   - To generate statements for customers that your organization invoices on demand, from the **View** menu, click **On Demand Customers**. In the **Navigation** pane, click **All On Demand Customers**.

   - To generate statements for customers in the default customer group, from the **View** menu, click **Default Group**. In the **Navigation** pane, click **Default Group**.

- To generate statements for customers in a specific customer group, from the **View** menu, click the group name. In the **Navigation** pane, click the group name.

2. From the **Action** menu, click **Generate Statements**.

3. Do one of the following:

- To preview the statement before printing it, click **Preview**. The account statements appear in the **Report Viewer** window. A tab appears in the window for each customer statement.
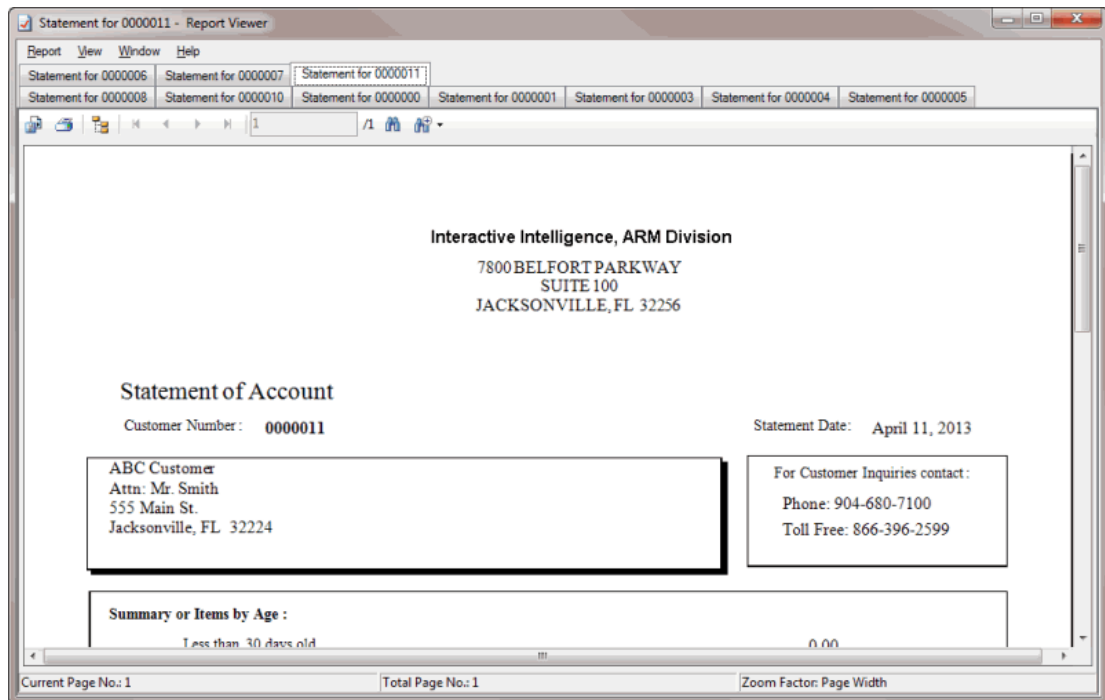
For more information about using the **Report Viewer** window, see Report Viewer.

- To print the statements without previewing them first, click **Print**. The account statements are output to your default printer.

Report Viewer

Use the **Report Viewer** window to view and print a report, invoice, or customer statement. The **Report Viewer** window appears when you:

- Generate a report.

- Generate or reprint an invoice.

- Preview a statement.

The following example is for a report.

Icon	Description
	Exports the report to a file.
	Prints the report.
	Displays the first page of the report.
	Displays the previous page of the report.
	Displays the next page of the report.
	Displays the last page of the report.
1/1	Indicates the report page currently displayed and the total number of pages in the report.
	Opens the **Find Text** dialog box to allow you to search for text within the report.
	Increases or decreases the text size when viewing the report on your monitor. Changing the text size here does not affect the size of the text on the printed report.

Transactions

Transactions

Use the **Summary of Open Items** tab in the **Invoices** window to view outstanding invoices (receivables) for the specified customer or group of customers. You can view payment and adjustment transactions and post them to the invoices.

View Payment and Adjustment Transactions

Use the **Summary of Open Items** tab in the **Invoices** window to view payment and adjustment transactions by invoice for a customer.

Note: The data grid includes invoices for parent customers only. If you select a child customer, the Invoices program displays the parent customer number to reference.

To view payment and adjustment transactions

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Open Items** tab.

3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, right-click the invoice and then click **View Transactions**. The **Open Item Transactions** dialog box appears.

Tip: To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice.

5. To print the information, click **Print**. In the **Print** dialog box, modify the settings as necessary and then click **Print**. The information is output to the specified printer.

6. To post another transaction to the invoice, click **New Transaction**.

7. To close the dialog box, click **Exit**.

Post a Transaction to an Invoice

Use the **New Open Item Transaction dialog box** to post payment and adjustment transactions to an invoice.

Note: The data grid displays invoices for parent customers only. If you select a child customer, the Invoices program includes the parent customer number to reference.

To post a transaction to an invoice

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Open Items** tab.

| Summary of Invoices | Summary of Open Items | | | |

0000001 - JACKSONVILLE BANK (US Dollar)

Invoice Frequency:	Monthly
Invoice Method:	GROSS
Invoice Type:	SEPARATE
Sort Items By:	ACCOUNT NUMBER
Last Invoice	December 13, 2011
Last Invoice Attempt:	December 13, 2011

View Date Range
12/1/2010 to 12/19/2011

Summary of Open Items for 0000001 - JACKSONVILLE BANK - (USD)

| Invoice | | Amounts | | |
Number	Date	Original Due Us	Last Paid	Current Due
10190	12/13/11	209.73		209.73
10183	11/01/11	20.00		20.00
10182	11/01/11	741.30		741.30
10169	08/25/11	521.34		521.34
10164	05/25/11	1,113.01		1,113.01
10130	01/18/11	18.75	03/24/11	-1,000.00
10129	01/18/11	210.10		210.10
10120	01/06/11	800.00	01/18/11	0.00
10119	01/06/11	200.00	01/18/11	0.00
10104	12/16/10	43.75	01/06/11	0.00
10090	12/03/10	665.08	01/06/11	0.00

Selected: "0000001-JACKSONVILLE BANK"   3:19 PM   12/19/2011

3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, right-click the invoice and then click **Post Transaction**. The **New Open Item Transaction** dialog box appears, with the invoice number at the top of the dialog box.

Tip: To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice.

5. In the **Select Transaction Type** section, click the transaction type to post.

6. In the **Enter Transaction Amount** box, type the transaction amount to post.

7. In the **Comment** box, type a comment to include on the statement (optional) and then click **Accept**.

Check Register

Check Register

Use the **Check Register** window to generate checks or Automated Clearing House (ACH) transactions for your customers and keep a record of all bank transactions for your agency's trust accounts. Invoice amounts show in the check register for those customers configured to allow checks or ACH transactions for remittance.

Add a Transaction to the Check Register

Use the **New Bank Entry** dialog box to add a transaction to the check register.

To add a transaction to the check register

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. Click **New Entry**. The **New Bank Entry** dialog box appears.

3. In the **Select Entry Type** section, click the transaction type.

4. In the **Transaction Description** box, type a description of the transaction.

5. In the **Amount (USD)** box, type the transaction amount.

6. In the **Memo** box, type more information regarding the transaction.

7. In the **Private Note** box, type information that you want available internally only. This information doesn't appear on checks or reports to the customer.

8. Click **Enter**. A notification dialog box appears.

9. Click **OK**.

10. In the **New Bank Entry** dialog box, click **Exit**.

View Transactions in the Check Register

Use the **Check Register** window to view transactions in the check register.

To view transactions in the check register

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. In the **Select Bank Account** list box, click the bank account for which to view transactions. If you don't have a check template associated to the bank account, the **Invoices** dialog box appears.
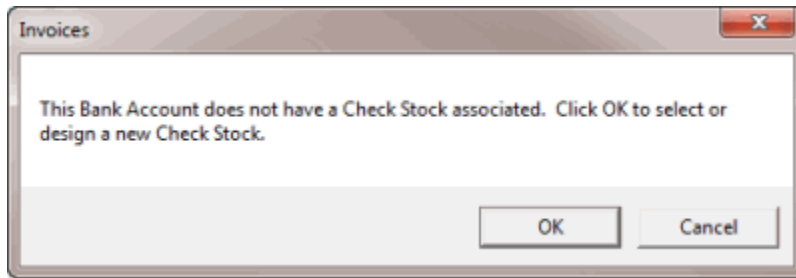
3. Do the following:

a.   Click **OK**. The **Check Stock Editor** window appears.

b.   In the list box under the check sample, click the template name.

c.   Click **Accept Settings** and then click **Exit**.

4. In the **Show Transaction Type** section, click the type of transactions to view.

5. In the **Transaction Date Range** section, type the beginning and ending transaction date to view. Transactions that meet the specified criteria appear in the **Selected Entries** data grid.

Delete a Transaction From the Check Register

Use the **Check Register** window to delete a transaction from the check register.

To delete a transaction from the check register

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. In the **Select Bank Account** list box, click the bank account for which to view transactions.

3. In the **Show Transaction Type** section, click the type of transactions to view.

4. In the **Transaction Date Range** section, type the beginning and ending transaction date to view. Transactions that meet the specified criteria appear in the **Selected Entries** data grid.

5. In the data grid, click the transaction to delete.

6. Right-click the transaction and then click **Delete**. A confirmation dialog box appears.

7. Click **Yes**. A notification dialog box appears.

8. Click **OK**.

Create or Modify a Check Template

Use the **Check Stock Editor** window to create or modify a check template to use when you print checks. The Invoices program includes a standard check template. You can modify this template or create your own. You can use any standard 8 ½ x 11 paper stock that prints 3 checks per page.

To create or modify a check template

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. Click **Edit Stocks**. The **Check Stock Editor** window appears.

3. To create a check template, click **New**. The Invoices program clears the layout settings to allow you to specify settings for the new template.

4. To modify a label on the check (for example, **Number** or **Date**), do the following:

a.   Double-click the label. The **Label Edit** dialog box appears.
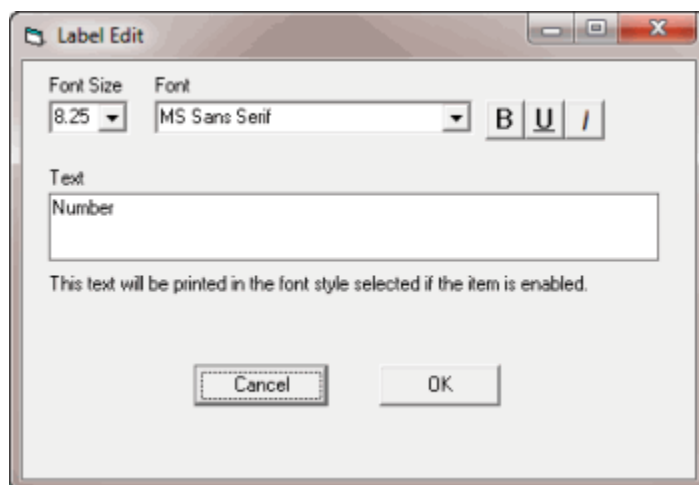
Font Size: Label font size.

Font: Label font style.

B: Click to bold the label.

U: Click to underline the label.

I: Click to italicize the label.

Text: Label text.

    b.   Modify the information as necessary and then click **OK**.

5. To exclude a label from printing on checks, right-click the label and then click **Disable this field**. The label is gray.

6. To include a label so that it prints on checks, right-click the label and then click **Enable this field**. The label is no longer gray.

7. To change the location of a label, click the label and drag it to the location you want and then release your mouse button.

8. To change the check size, click the square in the lower right-side corner of the check and drag it to the width and height you want. Use the rulers as a guide. The Invoices program moves the magnetic code strip so that it appears in the lower section of the check.

9. To change the number of checks to print per page, click in the **Layout** box.

10. If you're creating a template, in the template name list box, type a name for the template.

11. To print a grid on the background of the check, in the **Grid** section, do the following:

a.   In the **Size** list box, click the size of the grid.

b.   To set the grid color, in the **Red**, **Green**, and **Blue** boxes, type or click the color mix.

12. To print a check sample so that you can verify the layout settings, click **Test Print**.

13. When the layout settings are correct, click **Accept Settings** and then click **Exit**.
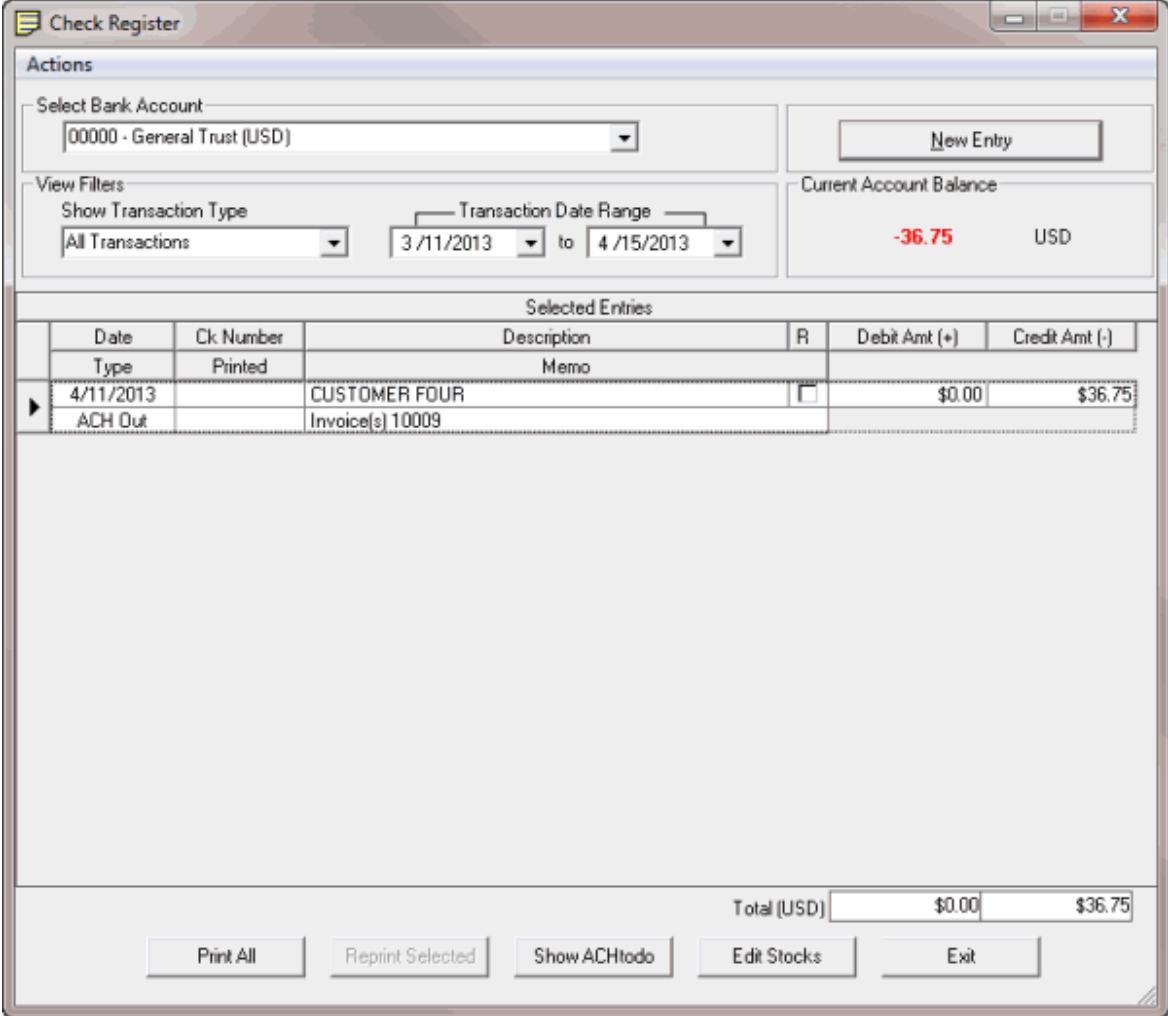
Specify a Check Template

Use the **Check Stock Editor** window to specify the check template to use when printing checks.
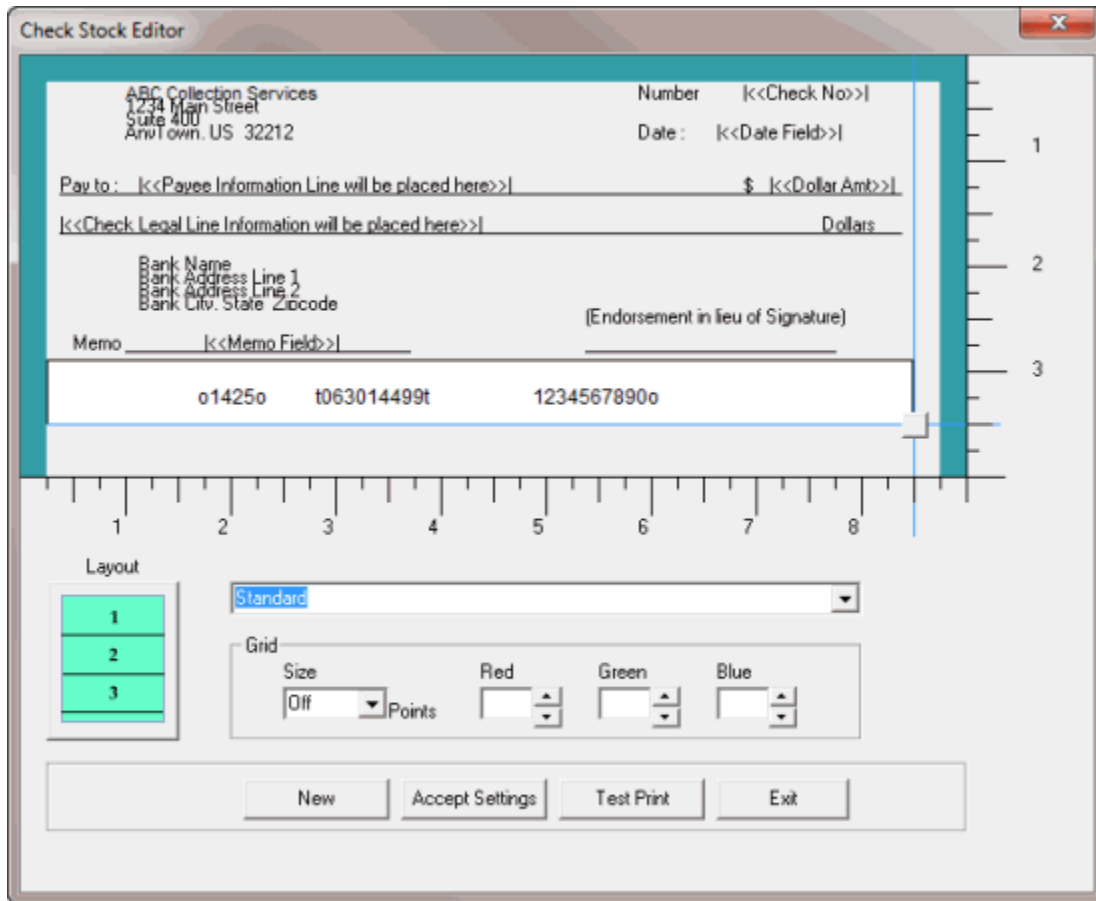
To specify a check template

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. Click **Edit Stocks**. The **Check Stock Editor** window appears.

3. In the list box under the check sample, click the template name.

4. Click **Accept Settings** and then click **Exit**.

Print Checks

Use the **Check Register** window to print all checks in the check register that your organization hasn't printed yet. Ensure that you have the magnetic cartridge used for checks installed in your printer and the correct paper stock in the paper tray.

To print checks

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. In the **Select Bank Account** list box, click the bank account for which to view transactions.

3. In the **Show Transaction Type** section, click the type of transactions to view.

4. In the **Transaction Date Range** section, type the beginning and ending transaction date to view. Transactions that meet the specified criteria appear in the **Selected Entries** data grid.

5. Click **Print All**. The **Print** dialog box appears.

6. Modify the settings as necessary and then click **Print**. The **Check Print Options** dialog box appears.
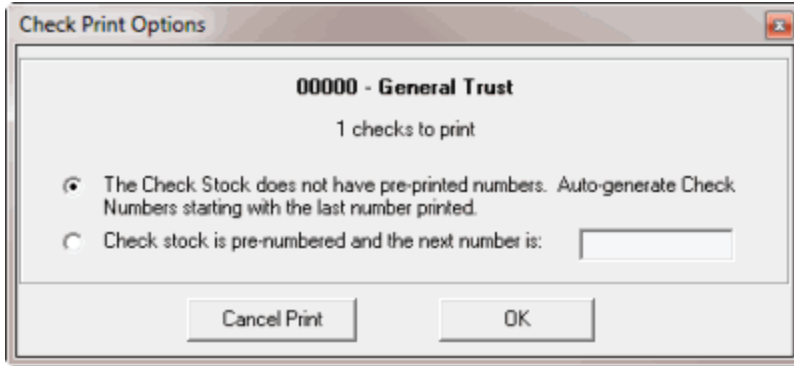
7. Do one of the following:

    - If the check paper doesn't have pre-printed numbers, click **The Check Stock does not have pre-printed numbers**. The system prints the check numbers on the checks, starting with the next sequential number after the last check number used. The system also records the check numbers in the check register.

    - For pre-numbered check paper, click **Check stock is pre-numbered and the next number is:** and then, in the box, type the starting check number. The Invoices program doesn't print the check numbers on the pre-numbered check paper. The Invoices program does use the check number you type in the box to record the check numbers in the check register.

8. Click **OK**. The Invoices program prints the checks. The Invoices program records the date printed and the check numbers in the **Selected Entries** data grid. The Invoices program assigns check number "1000" to checks without a check number.

Reprint a Check

Use the **Check Register** window to reprint one or more checks. Ensure that you have the magnetic cartridge used for checks installed in your printer and the correct paper stock in the paper tray.

To reprint a check

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.

2. In the **Select Bank Account** list box, click the bank account for which to view transactions.

3. In the **Show Transaction Type** section, click **Checks**.

4. In the **Transaction Date Range** section, type the beginning and ending transaction date to view. Transactions that meet the specified criteria appear in the **Selected Entries** data grid.

5. In the data grid, click the check to reprint.

    Tip: To select multiple sequential checks, press and hold the **Shift** key and click the first and last sequential check. To select multiple non-sequential checks, press and hold the **Ctrl** key and click each individual check.

6. Click **Reprint Selected**. The **Check Re-Print Options** dialog box appears.
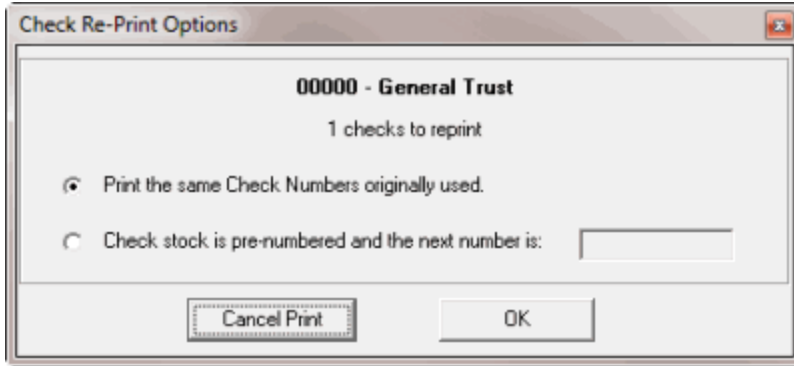
7. Do one of the following:

   - To use the same check numbers that you used originally, click **Print the same Check Numbers originally used**.

   - For pre-numbered check paper, click **Check stock is pre-numbered and the next number is:** and then, in the box, type the starting check number. The Invoices program doesn't print the check numbers on the pre-numbered check paper. The Invoices program does use the check number you type in the box to record the check numbers in the check register.

8. Click **OK**. The **Print** dialog box appears.

9. Modify the settings as necessary and then click **Print**. The Invoices program prints the checks. The Invoices program records date printed and the check numbers in the **Selected Entries** data grid.

Print the ACH Transfer List

Use the **ACH Transfers** window to print the Automated Clearing House (ACH) transfer list for customers that your organization configured for ACH transfers. The list includes the dollar amounts to pay based on the invoices generated in Invoices. Use the list as a reference when transferring payments.

To print the ACH transfer list

1. In the **Invoices** window, from the **View** menu, click **Check Register**. The **Check Register** window appears.
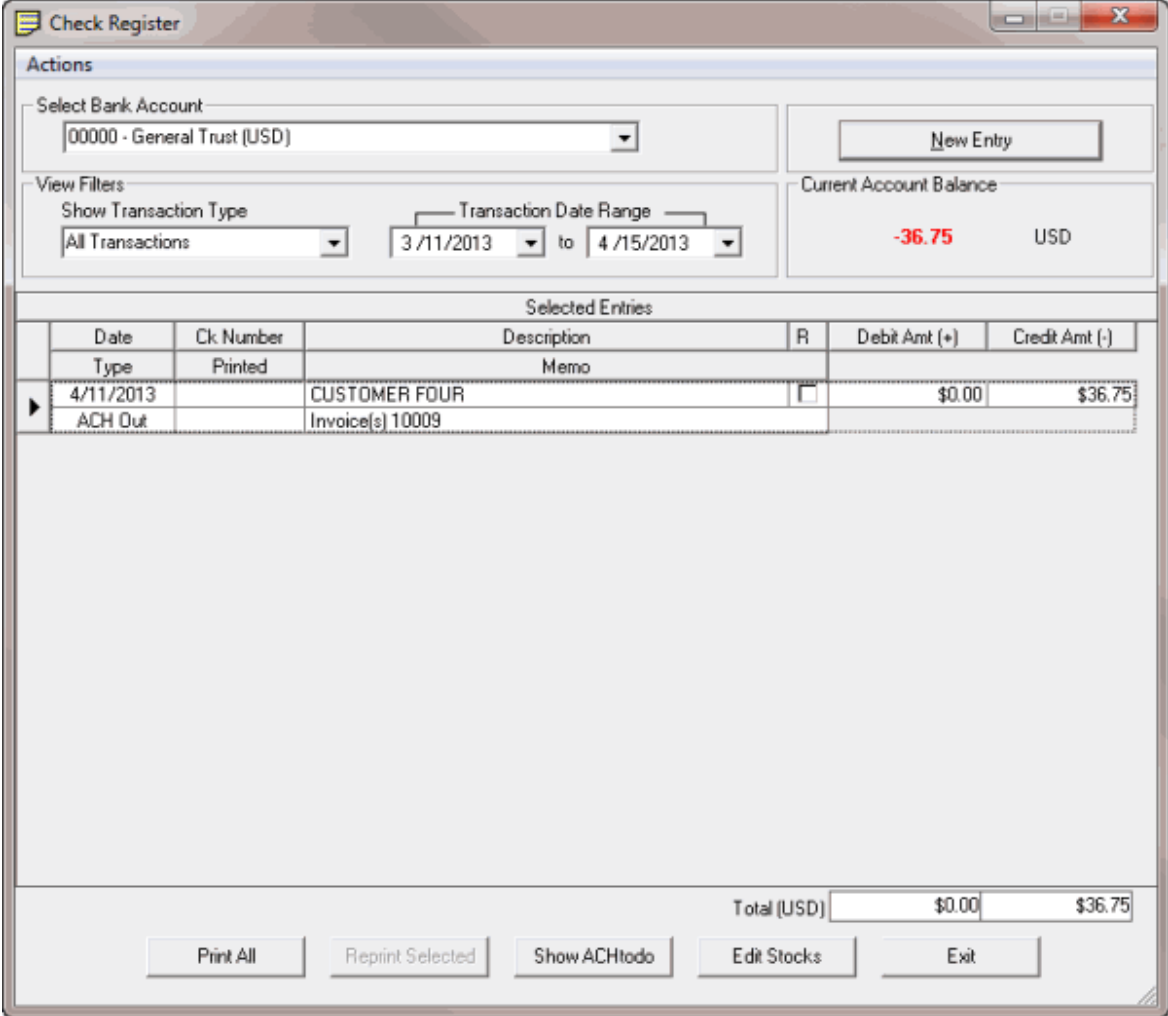
2. Click **Show ACH to do**. The **ACH Transfers** window appears.
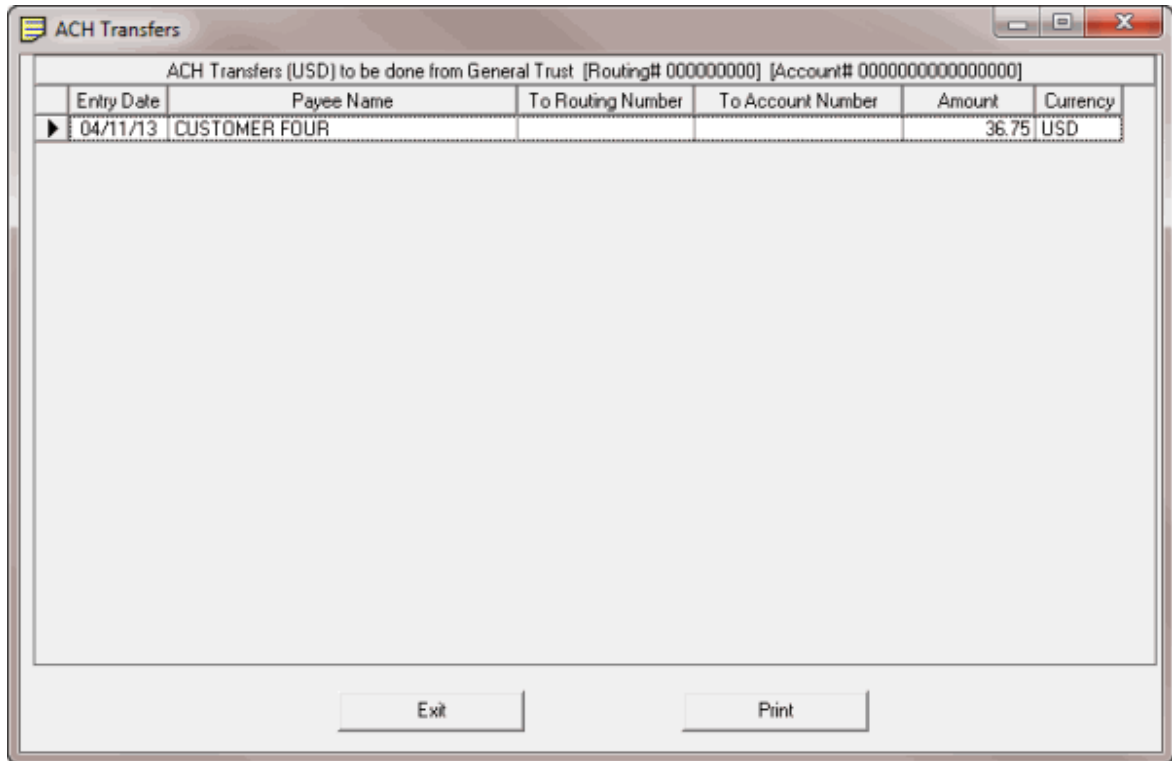
3. Click **Print**. The **Print** dialog box appears.

4. Modify the settings as necessary and then click **Print**. The list is output to the specified printer.

Reports

Reports

Use the **Reports** menu in the **Invoices** window to preview and print invoice-related reports.

Generate a Summary of Invoices Report for a Specific Time Period

Use the **Invoice Summary Report** to view invoices by customer for a specified time period.

To generate a Summary of Invoices report for a specific time period

1. In the **Invoices** window, from the **Reports** menu, click **Invoice Summary Report** and then click **Preview**. The **Invoice Summary Report** dialog box appears.

2. In the **Select Invoices Created** section, do one of the following:

- To generate the report for a specific month, click **For system month** and then, in the list boxes, click the month and year.

- To generate the report for a specific date, click **For specific date** and then, in the list box, click the date.

- To generate the report for a specific time period, click **From** and then, in the list boxes, click the beginning and ending dates.

3. In the **Customer Selection** section, do one of the following:

- To include all customers in the report, click **Show all customers**.

- To include in the report only those customers with invoices, click **Show only customers that have invoices**.

4. In the **Sort Option** section, do one of the following:

- To sort the report by customer number, click **Order by customer number**.

- To sort the report by customer name, click **Order by customer name**.

5. Click **Begin**. The **Report Viewer** window appears.

6. To export the report to a file, do the following:

a. In the menu bar, click the Export icon. The **Export Report** dialog box appears.

b. In the **File name** box, type a name for the report.

c. In the **Save as type**, click the type of file to export the report to and then click **Save**. When the export completes, a notification dialog box appears.

d. Click **OK**.

7. To print the report, do the following:

.   In the menu bar, click the Print icon. The **Print** dialog box appears.

a. Modify the settings as necessary and then click **Print**.

> **Note**: You can also print the report from the **Reports** menu by clicking **Invoice Summary Report**, specifying the report parameters, and then clicking **Printer**.
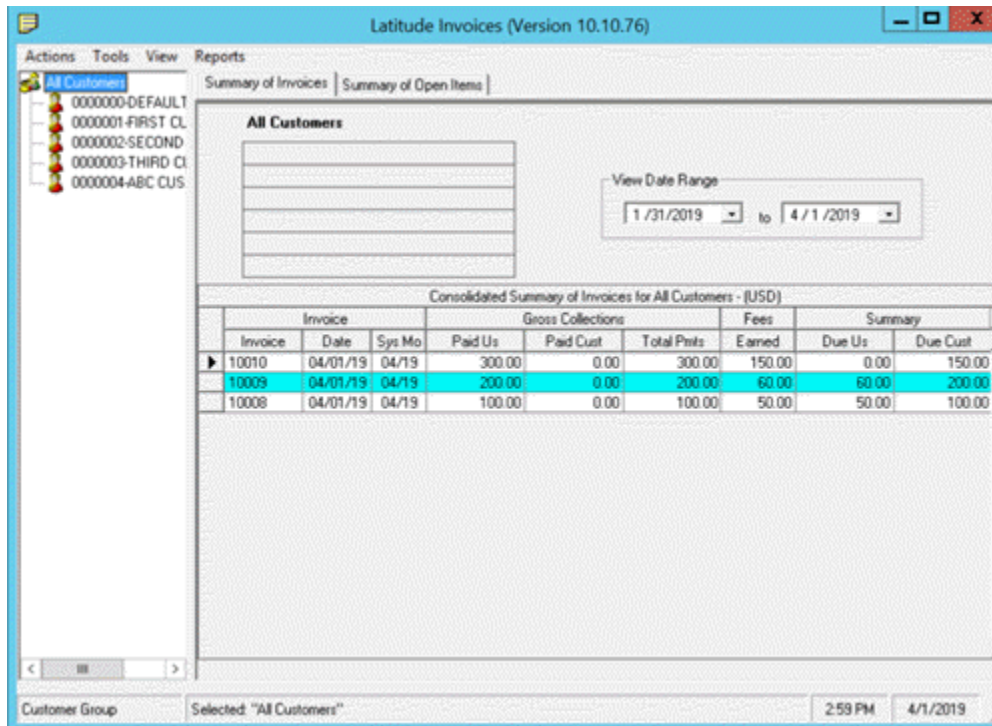
Generate a Summary of Invoices Report for a Customer or Group of Customers

Use **Summary of Invoices** tab in the **Invoices** window to generate a **Summary of Invoices** report for a customer or group of customers.

> **Note**: The data grid includes invoices for parent customers only. If you select a child customer, the Invoices program displays the parent customer number to reference.

To generate a Summary of Invoices report for a customer or group of customers

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Invoices** tab.

3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, click one or more invoices.

   Tip: To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice.

5. From the **Actions** menu, click **Print**. The **Print** dialog box appears.

6. Modify the settings as necessary and then click **Print**. The report is output to the specified printer.

Generate a Summary of Receivables Report

Use the **Summary of Receivables** report to view a summary of collection fee amounts owed to your agency.

To generate a Summary of Receivables report

1. In the **Invoices** window, from the **Reports** menu, click **Receivables Report** and then click **Preview**. The **Report Viewer** window appears.
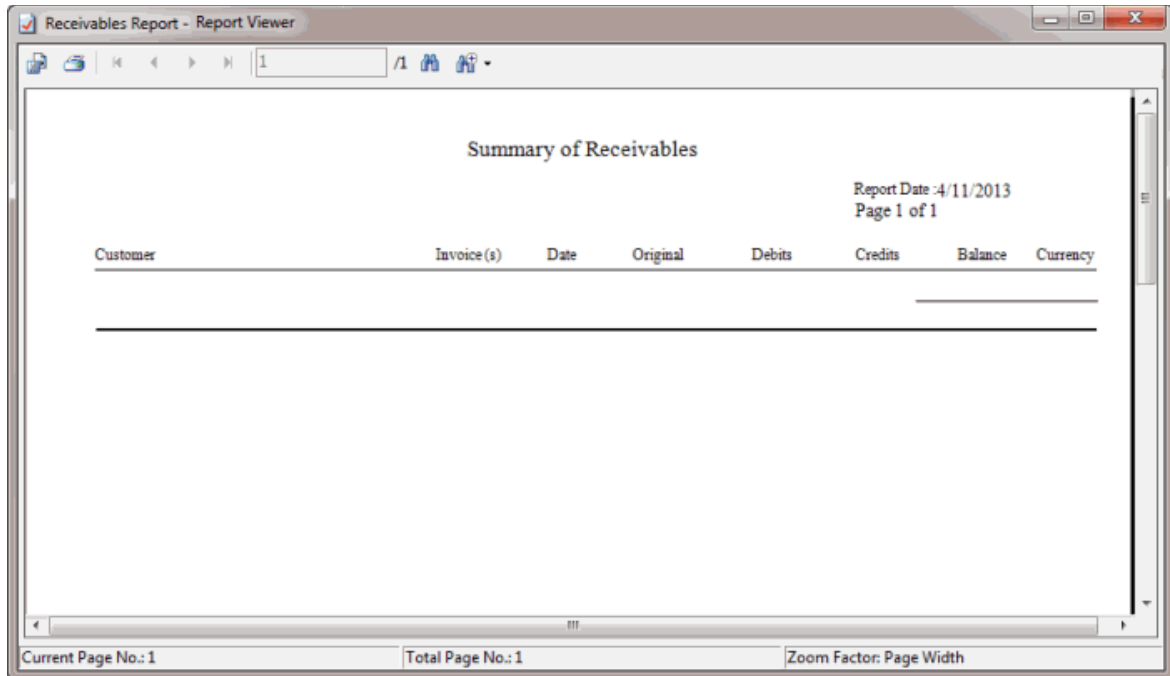
2. To export the report to a file, do the following:

a. In the menu bar, click the Export icon. The **Export Report** dialog box appears.

b. In the **File name** box, type a name for the report.

c. In the **Save as type**, click the type of file to export the report to and then click **Save**. When the export completes, a notification dialog box appears.

d. Click **OK**.

3. To print the report, do the following:

. In the menu bar, click the Print icon. The **Print** dialog box appears.

a. Modify the settings as necessary and then click **Print**.

Note: You can also print the report from the **Reports** menu by clicking **Receivables Report** and then clicking **Printer**.

Generate a Bank Account Ledger Report

Use the **Bank Account Ledger** report to view the ledger for each trust account that your organization configured in Latitude.

To generate a Bank Account Ledger report

1. In the **Invoices** window, from the **Reports** menu, click **Bank Transaction Report** and then click **Preview**. The **Report Viewer** window appears.

2. To export the report to a file, do the following:

a.   In the menu bar, click the Export icon. The **Export Report** dialog box appears.

b.   In the **File name** box, type a name for the report.

c.   In the **Save as type**, click the type of file to export the report to and then click **Save**. When the export completes, a notification dialog box appears.

d.   Click **OK**.

3. To print the report, do the following:

.   In the menu bar, click the Print icon. The **Print** dialog box appears.

a.   Modify the settings as necessary and then click **Print**.
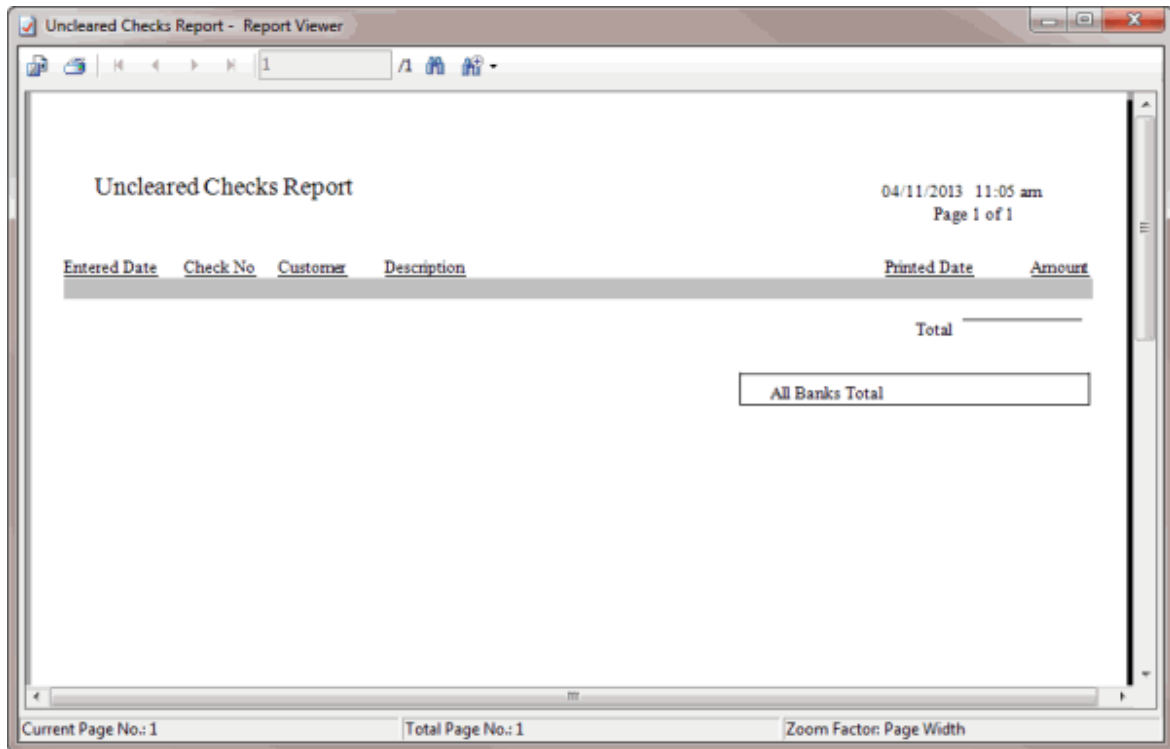
> **Note**: You can also print the report from the **Reports** menu by clicking **Bank Transaction Report** and then clicking **Printer**.

Generate an Uncleared Checks Report

Use the **Uncleared Checks Report** to view a list of checks received from the customer that have not cleared the bank.

To generate an Uncleared Checks Report

1. In the **Invoices** window, from the **Reports** menu, click **Uncleared Checks Report** and then click **Preview**. The **Report Viewer** window appears.

2. To export the report to a file, do the following:

a. In the menu bar, click the Export icon. The **Export Report** dialog box appears.

b. In the **File name** box, type a name for the report.

c. In the **Save as type**, click the type of file to export the report to and then click **Save**. When the export completes, a notification dialog box appears.

d. Click **OK**.

3. To print the report, do the following:

. In the menu bar, click the Print icon. The **Print** dialog box appears.

a. Modify the settings as necessary and then click **Print**.

> **Note**: You can also print the report from the **Reports** menu by clicking **Uncleared Checks Report** and then clicking **Printer**.

Generate a Customer Open Item Summary Report

Use **Summary of Open Items** tab in the **Invoices** window to generate a **Customer Open Item Summary** report for a customer or group of customers.

> **Note**: The data grid includes invoices for parent customers only. If you select a child customer, the Invoices program displays the parent customer number to reference.

To generate a Customer Open Item Summary report

1. In the **Invoices** window, in the **Navigation** pane, click the customer or invoicing group for which to display invoices.

2. Click the **Summary of Open Items** tab.

3. To change the date range for which to display invoices, click the arrow next to the date range boxes and click a beginning and ending date.

4. In the data grid, click one or more invoices.

   Tip: To select multiple sequential invoices, press and hold the **Shift** key and click the first and last sequential invoice. To select multiple non-sequential invoices, press and hold the **Ctrl** key and click each individual invoice.

5. From the **Actions** menu, click **Print**. The **Print** dialog box appears.

6. Modify the settings as necessary and then click **Print**. The report is output to the specified printer.

Report Viewer

Use the **Report Viewer** window to view and print a report, invoice, or customer statement. The **Report Viewer** window appears when you:

- Generate a report.

- Generate or reprint an invoice.

- Preview a statement.

The following example is for a report.

Icon	Description
	Exports the report to a file.

Invoices Printable Help

Icon	Description
	Prints the report.
	Displays the first page of the report.
	Displays the previous page of the report.
	Displays the next page of the report.
	Displays the last page of the report.
1/1	Indicates the report page currently displayed and the total number of pages in the report.
	Opens the **Find Text** dialog box to allow you to search for text within the report.
	Increases or decreases the text size when viewing the report on your monitor. Changing the text size here does not affect the size of the text on the printed report.

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