Invoice Reporting

12/18/2024 8:41 am CST

Overview

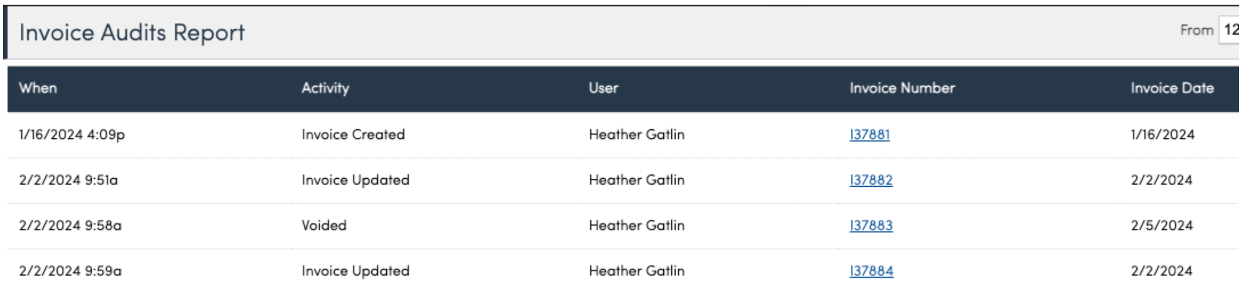
There are several reports that have to do with Invoices. This article will focus on the top used Invoice reports.

Settings and Navigation

Go to **Reports** in the top menu. Make sure you are on the **Reports** tab.

Invoice Audit

This is useful for QBO comparison. It will show you all Activity for all invoices with links to those invoices and who created them.



Invoice Audits Report

From 12

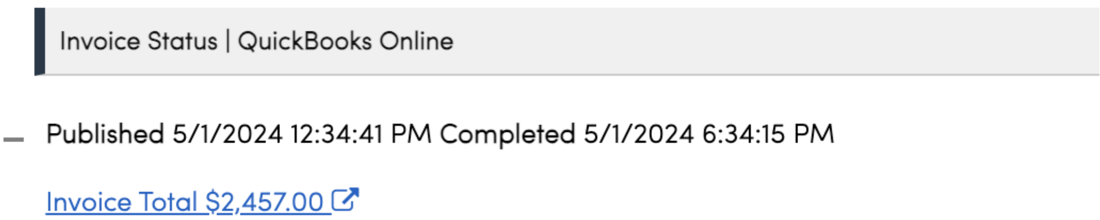
When	Activity	User	Invoice Number	Invoice Date
1/16/2024 4:09p	Invoice Created	Heather Gatlin	137881	1/16/2024
2/2/2024 9:51a	Invoice Updated	Heather Gatlin	137882	2/2/2024
2/2/2024 9:58a	Voided	Heather Gatlin	137883	2/5/2024
2/2/2024 9:59a	Invoice Updated	Heather Gatlin	137884	2/2/2024

- **When** is when the invoice was created.
- **Invoice Date** is the due date / when it was billed.

Invoice Statuses

When you are looking at the actual invoice, you will see a section at the bottom for Invoice Audit. This provides a timeline of when that audit was opened, clicked, paid, etc. Below that, you will see a report on if the invoice and payment was recorded on your QuickBooks side. This should happen automatically.

If there is an error, it will show you here.



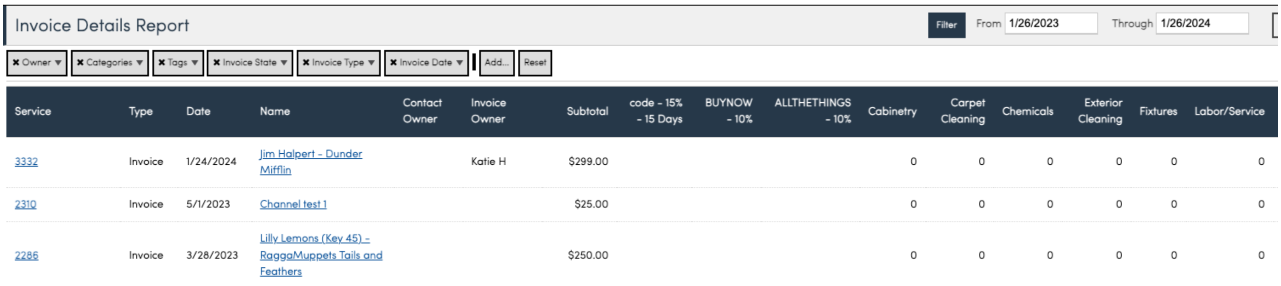
When something is done to an invoice, we record an audit. Here's the list of currently supported audits for invoices:

Audit **Definition**

Audit	Definition
Opened	The invoice email was opened
Sent	The invoice email was sent with the default template
Bounced	The invoice email reported back as bounced
Viewed	The invoice was viewed (clicked through via the link)
Clicked	A link in the invoice email was clicked
Spam	The invoice email was reported as spam
Copied	The invoice was copied
Created	The invoice was created
Updated	The invoice was edited
Approved	The invoice was approved
Ad Hoc Email Sent	The invoice was sent using an ad hoc temp[late
Delivered	The email was received by the recipient's mail server
Payment Deleted	A payment was deleted
Finance Charge Applied	A finance charge was applied
Forwarded	The client forwarded the email using the Forward button
Merged	Invoice was merged. Details indicate direction.
Voided	.The invoice was voided
Unvoided	The invoice was unvoided
Wisetack Authorized	Wisetack reported authorized
Wisetack Settled	Wisetack reported settled
Wisetack Canceled	Wisetack reported the transaction was canceled

Invoice Details

A very popular report for reviewing Invoices, this provides a quick view of all the part categories and discounts.


Invoice Details Report

Filter From 1/26/2023 Through 1/26/2024

✖ Owner ▾ ✖ Categories ▾ ✖ Tags ▾ ✖ Invoice State ▾ ✖ Invoice Type ▾ ✖ Invoice Date ▾ Add... Reset

Service	Type	Date	Name	Contact Owner	Invoice Owner	Subtotal	code - 15% - 15 Days	BUYNOW - 10%	ALLTHETHINGS - 10%	Cabinetry	Carpet Cleaning	Chemicals	Exterior Cleaning	Fixtures	Labor/Service
3332	Invoice	1/24/2024	Jim Halpert - Dunder Mifflin		Katie H	$299.00				0	0	0	0	0	0
2310	Invoice	5/1/2023	Channel test 1			$25.00				0	0	0	0	0	0
2286	Invoice	3/28/2023	Lilly Lemons (Key 45) - RaggaMuppets Tails and Feathers			$250.00				0	0	0	0	0	0

Invoice Reconciliation

The Invoice Reconciliation report displays open invoices and all payments upon them within the selected date range.

This is also a handy report for QBO comparison to make sure SM is matching what you have on the bookkeeping side. You will probably use this more when you first start with service**minder** and you have open Invoices still in QuickBooks Online.

The table provides all information about the values of each item, its related contact, and displays their sync status with QuickBooks Online. Errors can be collected for tax rates as well. The last line is a summary line that displays the totals of the subtotals, taxes, totals, etc of each invoice.

> This report will even tell you if the Contact is missing from QBO.

Invoice Reconciliation

Filter From 7/25/2024 Throu

Invoice #	Type	Customer Name	Company	Billing Address	Date	Subtotal	Tax	Total	Balance	Published	Result	Status
5279	Invoice	Jesse Pinkman		1234 Villain St. Plano, TX 75023	7/25/2024	$50.00	$0.00	$50.00	$50.00	7/24/2024 10:36a	Completed at 7/24/2024 11:17a Retry	Matches
5281	Invoice	Britney Bowen		777 W 83rd St Allen, TX 75002	7/25/2024	$100.00	$0.00	$100.00	$100.00	7/25/2024 8:37a	Completed at 7/25/2024 10:06a Retry	Matches
		Card on File	Installment Payment 7/25/2024		7/25/2024			($100.00)	$0.00	7/25/2024 8:37a	Completed at 7/25/2024 10:06a	
5282	Invoice	Bodie Kahuna		Attn: Accounts Payable 1234 Main Street Plano, TX 75074	7/25/2024	$250.00	$20.63	$270.63	$270.63	7/25/2024 8:01a	at 7/25/2024 8:26a Retry	Missing from QBO

Invoice Summary

One of the most popular built-in reports that we have! This allows you to filter by date range, tags, categories, parts, and even group them by service or Summarize by daily, weekly, monthly. Just click the **Settings** button to get more options.

If you do make changes, don't forget to click the Refresh button (two circular arrows).

Invoice Summary Report

Filter Settings From 12/26/2023 Through 1/26/2024

Date	Count	Gross	Discount	Adj. Subtotal	Tax	Total
December, 2023	33	$1,225.00	($300.00)	$1,525.00	$81.69	$1,606.69
January, 2024	194	$15,119.10	$480.00	$14,639.10	$210.94	$14,850.04
Total	227	$16,344.10	$180.00	$16,164.10	$292.63	$16,456.73

Open Invoices

The Open Invoices report lists all invoices with open balances, including credit memos, and include the days past due. You can search, print, and download the report as you like.

Open Invoices Report

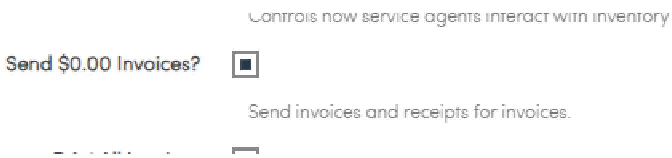
0-30	31-60	61-90	91-120	120+
$472,980.50	$998.99	$17,424.08	$8,674.92	$1,506,140.86

Date	Number	Age	Contact	Category	Total
8/1/2024	5411	0	B B King	Customer	$450.00
7/31/2024	5364	1	Adam Charrette	Customer	$25.00
7/31/2024	5386	1	Harvey Dent - Company	Customer	$400.00

FAQs

For some reason, on our Open Invoice report, some Invoices with a $0 balance show up. Can this be fixed so that the $0 are not part of the report?

Turning off the following setting should prevent those from populating in your open invoices section. Turning off that setting applies to future invoices only.



What if I just want a payment history for a single contact? Where would I go to find that information if I wanted to send it to the customer and the statement won't work because it is open invoices. I need paid invoice information.

If you are on a **Contact Details Page**, you can click on the **Invoices tab** on the right side, then there is a radio button for **Payments**. Turn it ON, the first column header is **Reconcile**. That should download the contact payment history.