

# Invoice Reporting

06/02/2025 2:22 pm CDT

## 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 | <a href="#">137881</a> | 1/16/2024    |
| 2/2/2024 9:51a        | Invoice Updated | Heather Gatlin | <a href="#">137882</a> | 2/2/2024     |
| 2/2/2024 9:58a        | Voided          | Heather Gatlin | <a href="#">137883</a> | 2/5/2024     |
| 2/2/2024 9:59a        | Invoice Updated | Heather Gatlin | <a href="#">137884</a> | 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.

Invoice Status | QuickBooks Online

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Published 5/1/2024 12:34:41 PM Completed 5/1/2024 6:34:15 PM

[Invoice Total \\$2,457.00](#) 

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

From1/26/2023Through1/26/2024

Owner

Categories

Tags

Invoice State

Invoice Type

Invoice Date

Add

Reset


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

From7/25/2024

Throu

| Invoice #            | Type         | Customer Name                 | Company                       | Billing Address   | Date      | Subtotal | Tax     | Total      | Balance  | Published        | Result   | Status           |
|----------------------|--------------|-------------------------------|-------------------------------|---|-----------|----------|---------|------------|----------|------------------|--|------------------|
| <a href="#">5279</a> | Invoice      | <a href="#">Jesse Pinkman</a> |                               | 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<br><a href="#">Retry</a> | Matches          |
| <a href="#">5281</a> | Invoice      | <a href="#">Britney Bowen</a> |                               | 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<br><a href="#">Retry</a> | 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                          |                  |
| <a href="#">5282</a> | Invoice      | <a href="#">Bodie Kahuna</a>  |                               | 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<br><a href="#">Retry</a>            | 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  | <a href="#">5411</a> | 0   | <a href="#">B.B. King</a>             | Customer | \$450.00 |
| 7/31/2024 | <a href="#">5364</a> | 1   | <a href="#">Adam Charrette</a>        | Customer | \$25.00  |
| 7/31/2024 | <a href="#">5386</a> | 1   | <a href="#">Harvey Dent - Company</a> | 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.

Controls how service agents interact with inventory

Send \$0.00 Invoices? ☐

Send invoices and receipts for invoices.

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.

☐ Invoices

☒ Payments

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| Reconcile... | Date      |
|--------------|-----------|
|              | 8/7/2024  |
|              | 7/16/2024 |