# **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.



- 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

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

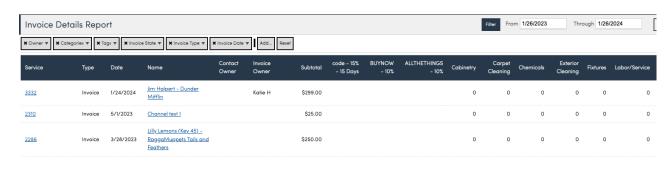
Invoice Total \$2,457.00 🗷

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

Audit	Definition
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 Reconciliation**

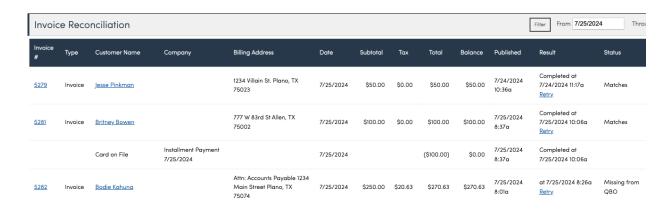
The Invoice Reconciliation report displays open invoices and all payments upon them within the selected date range.

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 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).



#### **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.



Date	Number	Age	Contact	Category	Total
8/1/2024	5411	0	<u>B B King</u>	Customer	\$450.00
7/31/2024	5364	1	Adam Charrette	Customer	\$25.00
7/31/2024	<u>5386</u>	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?

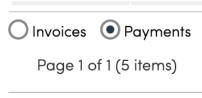
Turning off the following setting should prevent those from populating in your open invoices section. Turning off that setting applies to future invoices only.

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.



Reconcile	Date
	8/7/2
	7/16/