Invoices, Payments, and Statements in the New Customer Experience

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Overview

From reviewing an invoice to understanding an outstanding balance and completing payment, the updated customer experience makes it easier for customers to see what they owe and take the next step.

This article walks through the updated **Invoices**, **Statements**, and **Payments** experiences from your customer's perspective, including how each page works and what has improved.

This article will review:

- Invoices
- Statements
- Payments

Your internal workflow is not changing. Your team continues to create invoices, configure payment methods, manage consolidated billing, and handle payments the same way you do today.

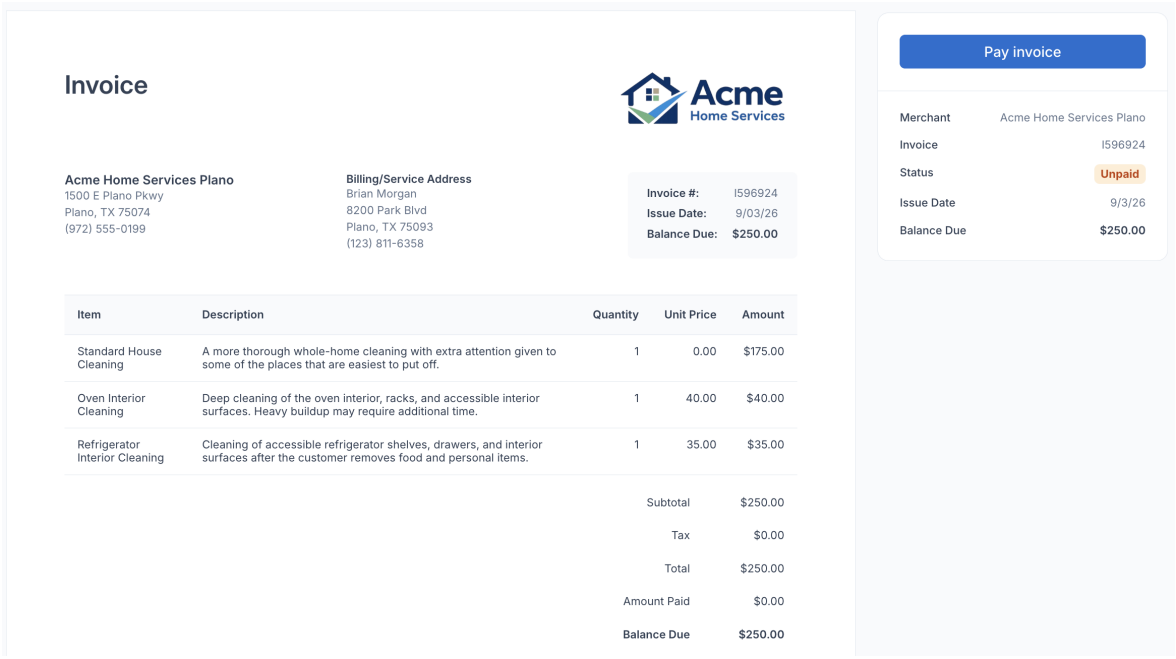
Invoices

The updated invoice page gives customers a clearer, more structured view of the work completed, what they owe, and what they can do next.

A clearer view of the invoice

Services, pricing, discounts, taxes, payments, and the remaining balance are organized into a cleaner layout with stronger visual hierarchy. Important information is easier to identify at a glance, while the mobile-friendly design makes the invoice easier to review whether a customer opens it from a phone, tablet, or desktop.

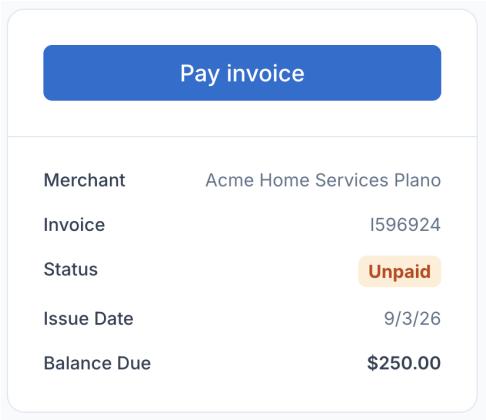
Consistent use of your logo and brand colors also helps the invoice feel like a natural extension of your business rather than a separate payment page.



A clearer path to payment

The invoice makes the amount due and next action easier to identify, so customers can move naturally from reviewing the work to completing payment.

When payment is available online, the customer can continue directly into the payment experience without having to determine where to go or what to do next.



This creates a more straightforward handoff between **understanding the bill** and **paying the bill**, helping reduce friction at one of the most important points in the customer journey.

Statements

The updated Statements experience gives customers a clearer picture of everything they still owe, especially when multiple invoices are being billed together.

See outstanding invoices in one place

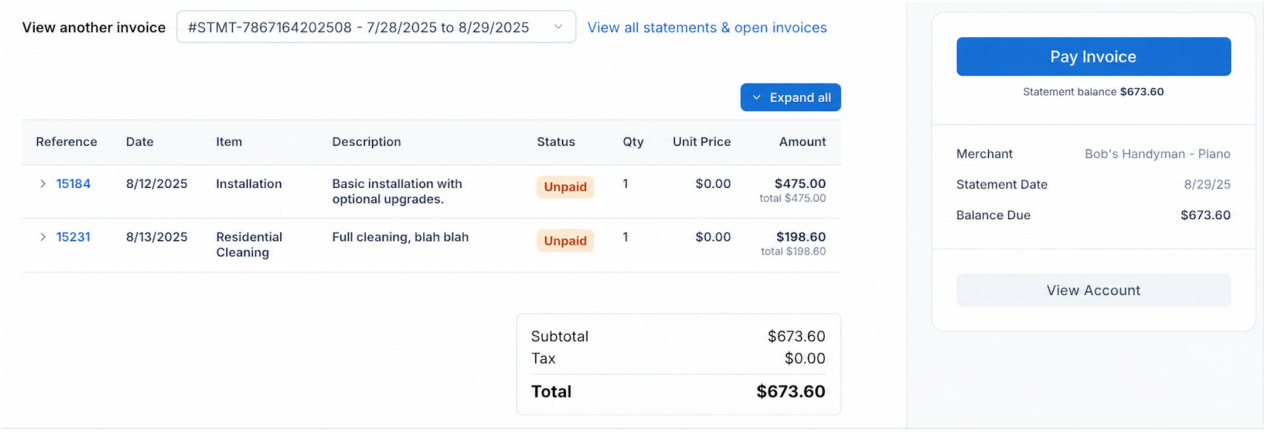
A customer's statement provides a consolidated view of invoices that still have a remaining balance, including balances carried forward from previous periods. Customers can see their outstanding invoices together rather than having to piece together their balance from separate pages.

Invoices that are part of a consolidated statement are grouped together so the relationship between the statement and its underlying invoices is easier to understand. Those invoices aren't duplicated elsewhere in the list, helping prevent the same balance from appearing to be owed twice.

	Invoice #	Issue Date	Status	Total	Amount Paid	Balance Due
☑	I596919	7/31/2026	Unpaid	$85.00	$50.00	$35.00
☑	I596918	6/30/2026	Unpaid	$85.00	$0.00	$85.00
					Total selected	$120.00

A more connected consolidated billing experience

For customers whose invoices are consolidated, all open invoices for the billing period are brought together on a single statement even if their payment information changes during the billing cycle. Previously, certain mid-cycle changes could result in invoices being split across separate documents.



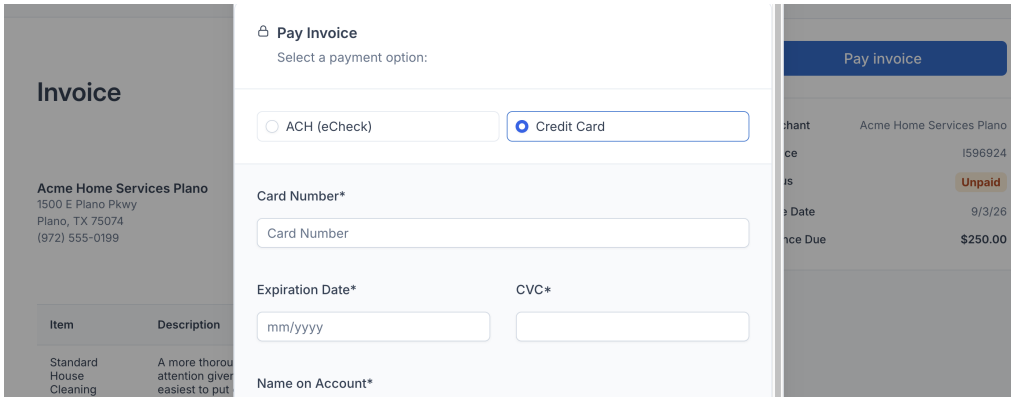
Customers therefore get a more complete and predictable view of what they owe, making it easier to review their account and move forward with payment.

Payments

Once a customer is ready to pay, the updated payment experience guides them through their available choices in a clearer, more consistent flow.

Choosing how to pay

Customers only see the payment choices available based on your existing configuration, so the page stays focused on the options that actually apply to them.



If your organization uses ServiceMinder Pay and has enabled digital wallets, customers can pay an invoice or a statement with Google Pay or Apple Pay when their device and browser support it. Learn more in New Ways to Pay: Apple Pay, Google Pay, and Scan to Pay

Faster billing address entry

As a customer begins entering their billing address, matching address suggestions appear automatically. They can select the correct address to auto-complete the remaining fields rather than typing each field manually.

That means less typing, fewer address-entry errors, and less friction between deciding to pay and completing the transaction.

Paying a statement

Customers using consolidated billing can make a payment directly against the statement, including a partial payment. ServiceMinder distributes that payment across the invoices included in the statement rather than requiring each invoice to be handled individually.

That creates a simpler experience for both sides: customers can pay against the balance they're reviewing, while your team doesn't have to manually allocate the payment across the underlying invoices.

Clearer receipts for consolidated payments

When a statement is successfully paid through auto-charge, the customer receives one receipt for the statement total with the individual invoices itemized underneath it.

This gives customers a cleaner record of what was paid and makes it easier to connect the payment back to the invoices included in their statement.