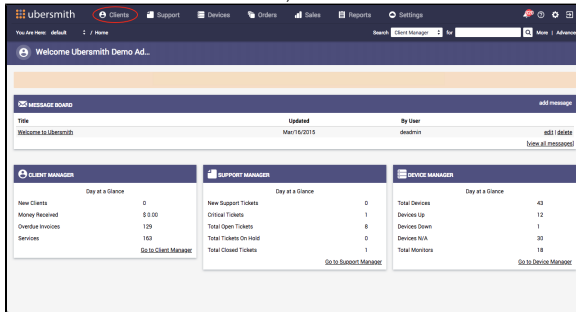


Managing Invoices

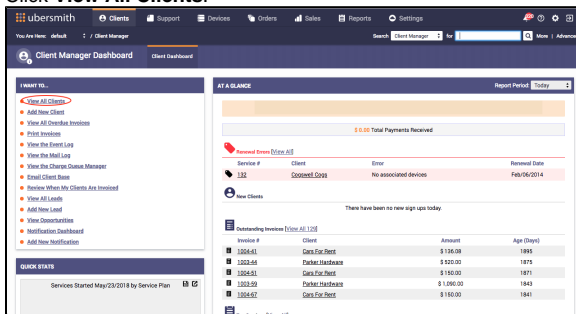
Access the Invoices Page

1. From the *Ubersmith Dashboard*, Click **Clients**.



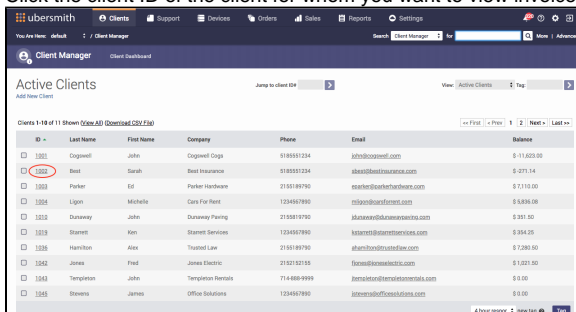
The *Client Manager Dashboard* appears.

2. Click **View All Clients**.



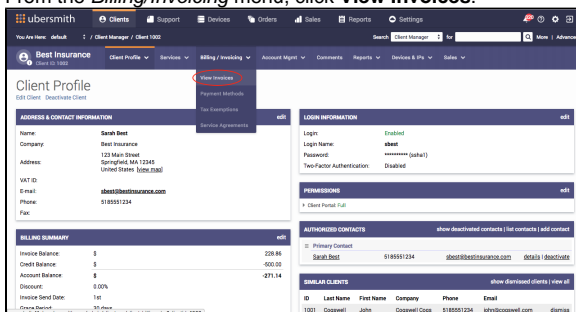
The *Active Clients* page appears.

3. Click the client ID of the client for whom you want to view invoices.



The *Client Profile* page appears.

4. From the *Billing/Invoicing* menu, click **View Invoices**.



The *Invoices* page appears.

On this page:

On this page:

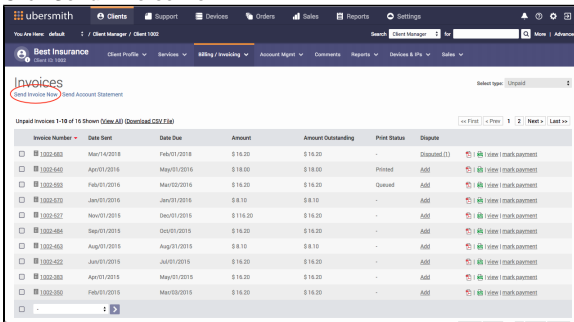
- Access the Invoices Page
- Generating Invoices
- Sending Account Statements
- Adding Billing Disputes
- Managing Billing Disputes
- Viewing Invoices
- Marking Payments
- Issuing Credits
- Sending Invoice Reminders
- Printing PDF Invoices
- Adding Invoices to the Print Queue
- Marking Invoices as Printed
- Removing Invoices from the Print Queue
- Disregarding Invoices
- Related Topics

Generating Invoices

Ubersmith automatically generates at least one invoice per month for every client. You can also manually generate an invoice at any time.

1. Access the *Invoices* page.

2. Click **Send Invoice Now**.



A preview invoice appears.

- In the **Due Date** field, update the payment due date if necessary.
- In the **Pre-Bill To** field, update the date to include line items for any services that are due to be invoiced for the current renewal period as well as any services that are going to start or renew between the current day and the pre-bill date you select.
- Deselect any service or account credit listed in the preview invoice to remove it.
- Click **Update Preview** to see the invoice with your updates.
- Click **Reset Preview** to return the preview invoice to its original state.
- Select **Send Invoice Only** to generate the invoice and send it to the client. No automated payment methods are attempted, regardless of the auto-pay settings of the individual services.
- Select **Send Invoice and Process Payment Now** to generate the invoice and attempt to auto-pay any and all configured services as the invoice is generated. Payment success or failure is immediately displayed on the resulting invoice. If the payment is successful it is applied automatically and reflected in the invoice. If it is declined, the invoice remains outstanding, and is added to the retry queue to be automatically attempted by the daily invoicing at a later date. Any services not configured to be auto-paid will not be included and will remain outstanding in the invoice. The notice for the new invoice will be sent immediately.
- Select **Send Invoice and Process Payment on [date]** and update **the date** to generate the invoice and allow the user to schedule an automated charge to happen at a later date. The notice for the new invoice is sent immediately. All scheduled charges will be attempted on their prescribed dates. Invoices with scheduled payments can be manually applied by a user or paid through the Ubersmith Client Portal, at any time. The invoice will remain outstanding until the invoice is paid one way or the other.
- In the **Invoice Delivery** field, select either **None**, **Email Only**, **Print Only**, or **Both Email and Print**.
- Click **Send Invoice** to officially generate and record the invoice in the client's account.

The screenshot shows the 'Send Invoice' preview form for Marshall Hosting. The form includes fields for Customer, Client Ledger, Current Charges, Account Balance, Service Items, and Invoice Delivery. The 'Send Invoice' button is highlighted with a red circle.

Customer: Best Insurance, Attn: Sarah Best, 123 Main Street, Springfield, MA 12345, United States

Client Ledger: Prior Balance \$ (271.14), Payments / Refunds \$ 0.00

Current Charges: Service Items \$ 0.00, Taxes \$ 0.00, Invoice Total \$ 0.00

Account Balance: as of May/24/2018 \$ (271.14)

Service Items:

ID#	Service Description	Date Range	Unit Price	Quantity	Total Due
Invoice Total: \$ 0.00					

Invoice Delivery: Email Only

Buttons: Update Preview, Reset Preview, Send Invoice (highlighted), Cancel

When this invoice is generated payments will be processed to the following accounts:

Current	0-30 Days	31-60 Days	61-90 Days	91-120 Days	121+ Days
\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 16.20	\$ -287.34

Sending Account Statements

- Access the [Invoices page](#).
- Click **Send Account Statement**. The *Send Account Statement* page appears.

3. Click **Send**.

Send Account Statement Best Insurance Client ID: 1002

Invoice Balance: \$ 228.86
Credit Balance: \$ -500.00
Account Balance as of May/24/2018: \$ 271.14

Invoices

Invoice: 1002-710 Generated: Apr/01/2014 Due: May/01/2014

ID#	Service Items	Date Range	Unit Price	Quantity	Total Due	Balance
149	New Mailbox (RM)	Mar/01/2014 - May/01/2014	9.00	1	8.35	8.35
149	New Mailbox (RM)	May/01/2014 - Jun/01/2014	9.00	1	8.10	8.10
Total Unpaid:						16.45

Invoice: 1002-717 Generated: Jun/01/2014 Due: Jul/01/2014

ID#	Service Items	Date Range	Unit Price	Quantity	Total Due	Balance
149	New Mailbox (RM)	Jun/01/2014 - Jul/01/2014	9.00	1	8.10	8.10

Send **Cancel**

Adding Billing Disputes

You can choose to halt payment processing if an invoice is in dispute. See [Configuring Billing Settings](#) for more information.

1. Access the [Invoices](#) page.
2. Click **Add** in the appropriate invoice row.

Invoices Best Insurance Client ID: 1002

Unpaid Invoices 1-18 of 18 Shown (View All Download CSV XLS)

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1002-680	Mar/14/2018	Feb/01/2018	\$ 16.20	\$ 16.20	-	Add
1002-680	Apr/01/2018	May/01/2018	\$ 16.20	\$ 16.20	Printed	Add
1002-680	Feb/01/2018	Mar/01/2018	\$ 16.20	\$ 16.20	Overdue	Add
1002-670	Jan/01/2018	Jan/01/2018	\$ 8.10	\$ 8.10	-	Add
1002-667	Nov/01/2018	Dec/01/2018	\$ 16.20	\$ 16.20	-	Add
1002-664	Sep/01/2018	Oct/01/2018	\$ 16.20	\$ 16.20	-	Add
1002-660	Aug/01/2018	Aug/01/2018	\$ 8.10	\$ 8.10	-	Add
1002-652	Jun/01/2018	Jul/01/2018	\$ 16.20	\$ 16.20	-	Add
1002-380	Apr/01/2018	May/01/2018	\$ 16.20	\$ 16.20	-	Add
1002-320	Feb/01/2018	Mar/01/2018	\$ 16.20	\$ 16.20	-	Add

The **Manage Billing Disputes** page appears.

3. In the **Description** field, enter the text to describe the dispute.
4. Click **Add Billing Dispute**.

Manage Billing Disputes Invoice#: 1002-683

Billing Disputes **Add Billing Dispute**

Description*

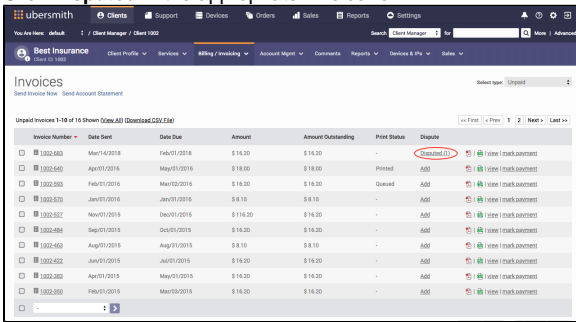
Client said they were supposed to receive a discounted price for this month.

Add Billing Dispute **Cancel**

Managing Billing Disputes

1. Access the [Invoices](#) page.

2. Click **Disputed** in the appropriate invoice row.

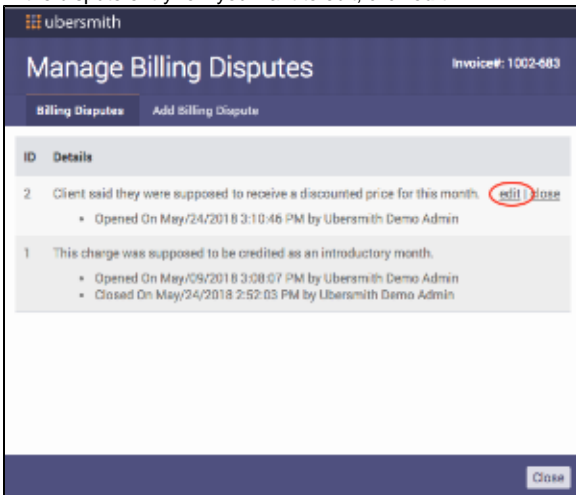


The screenshot shows the 'Invoices' page in the Ubersmith application. A table lists several invoices. The first row, for invoice 1002-683, has its 'Disputed' status circled in red. The table columns include Invoice Number, Date Sent, Date Due, Amount, Amount Outstanding, Print Status, and Dispute.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1002-683	May/14/2018	Feb/01/2019	\$ 16.00	\$ 16.00	-	Disputed
1002-685	Apr/01/2018	May/01/2018	\$ 16.00	\$ 16.00	Printed	ADD
1002-686	Feb/01/2018	Mar/01/2018	\$ 16.00	\$ 16.00	Quoted	ADD
1002-670	Jan/01/2018	Jan/01/2018	\$ 8.10	\$ 8.10	-	ADD
1002-587	Nov/01/2017	Dec/01/2017	\$ 116.20	\$ 116.20	-	ADD
1002-484	Sep/01/2017	Oct/01/2017	\$ 16.00	\$ 16.00	-	ADD
1002-460	Aug/01/2017	Aug/01/2017	\$ 8.10	\$ 8.10	-	ADD
1002-452	Jun/01/2017	Jul/01/2017	\$ 16.00	\$ 16.00	-	ADD
1002-385	Apr/01/2017	May/01/2017	\$ 16.00	\$ 16.00	-	ADD
1002-380	Feb/01/2017	Mar/01/2017	\$ 16.00	\$ 16.00	-	ADD

The *Manage Billing Disputes* page appears.

3. In the dispute entry row you want to edit, click **edit**.

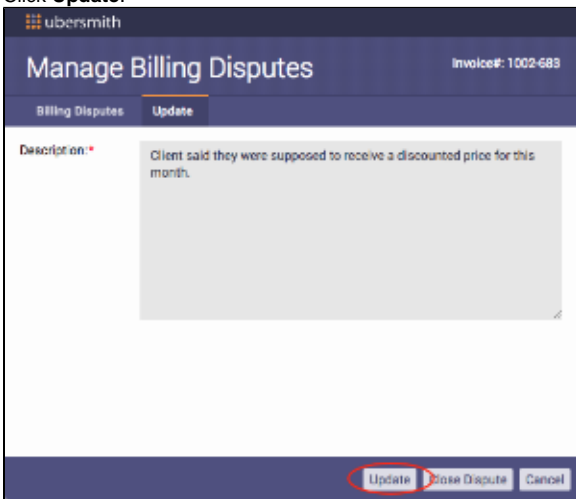


The screenshot shows the 'Manage Billing Disputes' page for invoice 1002-683. It lists two disputes. The first dispute has an 'edit' button circled in red. The page includes a 'Close' button at the bottom right.

ID	Details
2	Client said they were supposed to receive a discounted price for this month. edit close Opened On May/24/2018 3:10:46 PM by Ubersmith Demo Admin
1	This charge was supposed to be credited as an introductory month. Opened On May/09/2018 3:08:07 PM by Ubersmith Demo Admin Closed On May/24/2018 2:52:03 PM by Ubersmith Demo Admin

The **Description** field enables.

4. Make any necessary updates.
5. Click **Update**.



The screenshot shows the 'Manage Billing Disputes' page in 'Update' mode for invoice 1002-683. The 'Description' field is active and contains the text: 'Client said they were supposed to receive a discounted price for this month.' The 'Update' button at the bottom is circled in red.

Description: Client said they were supposed to receive a discounted price for this month.

[Update](#) [Close Dispute](#) [Cancel](#)

Viewing Invoices

1. Access the *Invoices* page.

2. Click **view** in the appropriate invoice row.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1381-828	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-829	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-830	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-831	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-832	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-833	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-834	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-835	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-836	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD

The invoice displays with various options available. You can open the download a PDF or spreadsheet version of the invoice, or view the internal Ubersmith invoice. You can also mark the payment, and view any pending PayPal billing agreement payments.

Marking Payments

1. Access the [Invoices](#) page.
2. Click **mark payment** in the appropriate invoice row.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1381-836	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-837	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-838	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-839	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-840	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-841	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-842	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-843	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-844	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD
1381-845	Mar/18/2021	Apr/17/2021	\$ 144.00	\$ 144.00	Quoted	ADD

The invoice displays.

3. In the **Invoice Paid in Full** field, select it if the client is paying the total amount.
4. In the **Payment Type** field, select **Received Payment**.
5. In the **Payment Method** field, select either **Check**, **Wire Transfer**, **Cash**, or **Other**.
6. In the **Payment Number** field, enter an appropriate number you want to track, such as a check number or a PayPal transaction ID.
7. In the **Total Payment** field, enter the amount being paid. This fills in the line item fields with as much of the payment as possible.
8. In the line item field, enter the amount being paid for the specific line item.
9. Click **Mark Payment**.

Remit to:
 Marshall Hosting
 1234 Broadway
 Troy, NY 12108

Invoice Date: Mar/14/2018
Invoice Due Date: Feb/01/2018
Invoice Number: 1002-683

Customer:
 Best Insurance
 Attn: Sarah Best
 123 Main Street
 Springfield, MA 12345
 United States

Mark Payment
☐ Invoice Paid in Full
 Payment Type: Received Payment
 Payment Method: Check
 Payment Number: 123
 Total Payment: \$ 16.20

Service Items

ID#	Service Description	Date Range	Total Due	Amount Paid	Balance
149	New Mailbox (EM)	Jun/01/2016 - Jul/01/2016	\$ 8.10	\$ 8.10	\$ 0.00
149	New Mailbox (EM)	Jul/01/2016 - Aug/01/2016	\$ 8.10	\$ 8.10	\$ 0.00
Totals			\$ 16.20	\$ 16.20	\$ 0.00

Payment & Credit History

Date	Type	Details	Amount
Total Payments for Invoice			\$ (0.00)

Refund History

Issuing Credits

1. Access the [Invoices](#) page.

- Click **mark payment** in the appropriate invoice row.

The screenshot shows the 'Invoices' page for 'Best Insurance'. It displays a table of 10 invoices. The first row is highlighted, and the 'Mark Payment' button is visible in the actions column.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute	Actions
1002-680	Mar/14/2018	Feb/01/2018	\$ 16.20	\$ 16.20	-	Disputed (1)	Mark Payment
1002-681	Apr/01/2018	May/01/2018	\$ 16.20	\$ 16.20	Printed	ADD	Mark Payment
1002-682	May/01/2018	Jun/01/2018	\$ 16.20	\$ 16.20	Queued	ADD	Mark Payment
1002-683	Jun/01/2018	Jul/01/2018	\$ 8.10	\$ 8.10	-	ADD	Mark Payment
1002-684	Jul/01/2018	Aug/01/2018	\$ 16.20	\$ 16.20	-	ADD	Mark Payment
1002-685	Aug/01/2018	Sep/01/2018	\$ 16.20	\$ 16.20	-	ADD	Mark Payment
1002-686	Sep/01/2018	Oct/01/2018	\$ 8.10	\$ 8.10	-	ADD	Mark Payment
1002-687	Oct/01/2018	Nov/01/2018	\$ 16.20	\$ 16.20	-	ADD	Mark Payment
1002-688	Nov/01/2018	Dec/01/2018	\$ 16.20	\$ 16.20	-	ADD	Mark Payment
1002-689	Dec/01/2018	Jan/01/2019	\$ 8.10	\$ 8.10	-	ADD	Mark Payment

The invoice displays.

- In the **Invoice Paid in Full** field, select it if you are crediting the total amount.
- In the **Payment Type** field, select **Issue Account Credit**.
- In the **Description** field, enter a description of the credit.
- In the **Type** field, select the type of credit being issued.
- In the **Payment Number** field, enter an appropriate number you want to track, such as a check number or PayPal transaction ID.
- In the **Send Credit Note** field, select it if you want to send a credit notice. See [Configuring Invoice Notices](#) for more information.
- In the **Total Payment** field, enter the amount being credited. This fills in the line item fields with as much of the credit as possible.
- In the line item field, enter the amount being credited for the specific line item.
- Click **Create and Apply**.

The screenshot shows the 'Mark Payment' form for 'Marshall Hosting'. It includes fields for 'Invoice Paid in Full', 'Payment Type', 'Description', 'Type', 'Payment #', 'Send Credit Note', and 'Total Payment'. The 'Create And Apply' button is highlighted.

Customer: Best Insurance
Attn: Sarah Best
123 Main Street
Springfield, MA 12345
United States

Original Invoice Amount: \$ 16.20
Payments Received: \$ (0.00)
Refunds Processed: \$ 0.00
Amount Outstanding: \$ 16.20

Mark Payment

☐ Invoice Paid in Full

Payment Type: Issue Account Credit

Description: Sent in a duplicate payment

Type: Company issued

Payment #: 1234

☒ Send Credit Note

Total Payment: \$ 16.20

Create And Apply **Cancel**

Service Items

ID#	Service Description	Date Range	Total Due	Amount Paid	Balance
149	New Mailbox (EM)	Jun/01/2016 - Jul/01/2016	\$ 8.10	\$ 8.10	\$ 0.00
149	New Mailbox (EM)	Jul/01/2016 - Aug/01/2016	\$ 8.10	\$ 8.10	\$ 0.00
Totals			\$ 16.20	\$ 16.20	\$ 0.00

Payment & Credit History

Date	Type	Details	Amount
------	------	---------	--------

Sending Invoice Reminders

You can send customized invoice reminders to your clients. See [Configuring Invoice Notices](#) for more information.

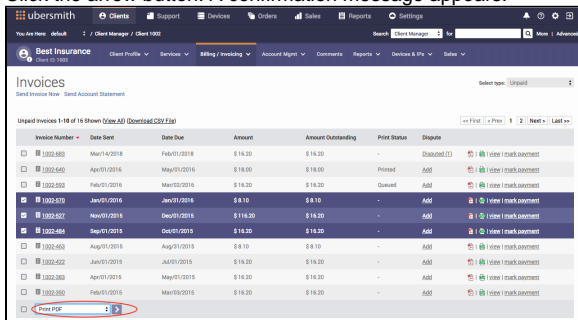
- Access the [Invoices](#) page.
- Select one or more individual invoice rows, or select the all invoices field.
- In the actions field, select **Send Reminder**.
- Click the arrow button.

The screenshot shows the 'Invoices' page for 'Best Insurance'. The 'Send Reminder' button is highlighted in the actions column of the first row.

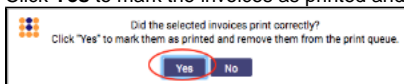
Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute	Actions
1002-680	Mar/14/2018	Feb/01/2018	\$ 16.20	\$ 16.20	-	Disputed (1)	Send Reminder
1002-681	Apr/01/2018	May/01/2018	\$ 16.20	\$ 16.20	Printed	ADD	Send Reminder
1002-682	May/01/2018	Jun/01/2018	\$ 16.20	\$ 16.20	Queued	ADD	Send Reminder
1002-683	Jun/01/2018	Jul/01/2018	\$ 8.10	\$ 8.10	-	ADD	Send Reminder
1002-684	Jul/01/2018	Aug/01/2018	\$ 16.20	\$ 16.20	-	ADD	Send Reminder
1002-685	Aug/01/2018	Sep/01/2018	\$ 16.20	\$ 16.20	-	ADD	Send Reminder
1002-686	Sep/01/2018	Oct/01/2018	\$ 8.10	\$ 8.10	-	ADD	Send Reminder
1002-687	Oct/01/2018	Nov/01/2018	\$ 16.20	\$ 16.20	-	ADD	Send Reminder
1002-688	Nov/01/2018	Dec/01/2018	\$ 16.20	\$ 16.20	-	ADD	Send Reminder
1002-689	Dec/01/2018	Jan/01/2019	\$ 8.10	\$ 8.10	-	ADD	Send Reminder

Printing PDF Invoices

1. Access the [Invoices page](#).
2. Select one or more individual invoice rows, or select the all invoices field.
3. In the actions field, select **Print PDF**.
4. Click the arrow button. A confirmation message appears.



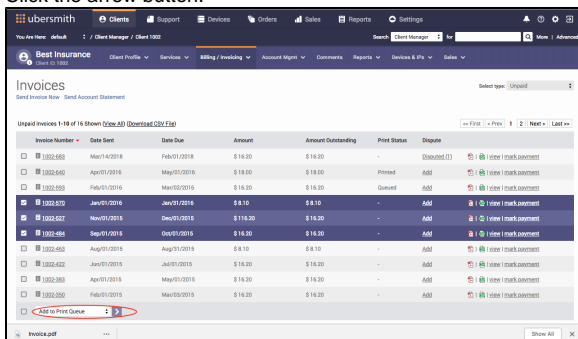
5. Click **Yes** to mark the invoices as printed and remove them from the print queue.



Adding Invoices to the Print Queue

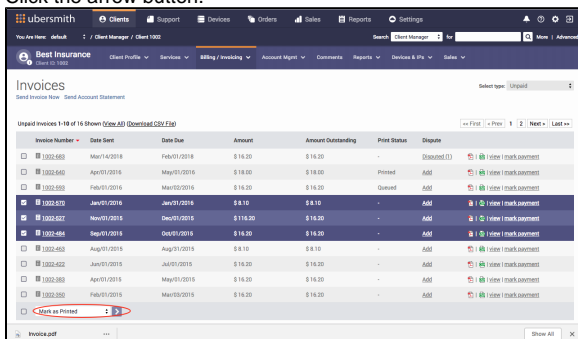
You can generate .pdf copies of multiple invoices for bulk printing invoices to mail.

1. Access the [Invoices page](#).
2. Select one or more individual invoice rows, or select the all invoices field.
3. In the actions field, select **Add to Print Queue**.
4. Click the arrow button.



Marking Invoices as Printed

1. Access the [Invoices page](#).
2. Select one or more individual invoice rows, or select the all invoices field.
3. In the actions field, select **Mark as Printed**.
4. Click the arrow button.



Removing Invoices from the Print Queue

1. Access the [Invoices page](#).

2. Select one or more individual invoice rows, or select the all invoices field.
3. In the actions field, select **Remove from Print Queue**.
4. Click the arrow button.

The screenshot shows the Ubersmith interface with the 'Invoices' tab selected. A table lists 10 invoices. At the bottom left, there is a button labeled 'Remove from Print Queue' with a right-pointing arrow, which is circled in red.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1000-580	Mar/14/2016	Feb/01/2016	\$ 16.00	\$ 16.00	-	Disputed (1)
1000-585	Apr/01/2016	May/01/2016	\$ 16.00	\$ 16.00	Printed	Add
1000-590	Feb/01/2016	Mar/01/2016	\$ 16.00	\$ 16.00	Quoted	Add
1000-570	Jan/01/2016	Jan/01/2016	\$ 8.10	\$ 8.10	-	Add
1000-562	Nov/01/2015	Dec/01/2015	\$ 116.00	\$ 116.00	-	Add
1000-486	Sep/01/2015	Oct/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-490	Aug/01/2015	Aug/01/2015	\$ 8.10	\$ 8.10	-	Add
1000-452	Jun/01/2015	Jul/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-380	Apr/01/2015	May/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-390	Feb/01/2015	Mar/01/2015	\$ 16.00	\$ 16.00	-	Add

Disregarding Invoices



Important

Disregarding invoices creates an unbalanced accounting report, when there is no credit or payment transaction to balance it out. By default disregarding invoices is disabled. If you have a valid business need for it, you can enable it.

Instead of disregarding invoices, Ubersmith's recommendation is to issue an account credit for the amount that is being forgiven. You would then apply the credit to the invoice, which is not recorded as money having been received, so your reporting will remain balanced.

1. [Access the Invoices page.](#)
2. Select one or more individual invoice rows, or select the all invoices field.
3. In the actions field, select **Disregard**.
4. Click the arrow button.

The screenshot shows the Ubersmith interface with the 'Invoices' tab selected. A table lists 10 invoices. At the bottom left, there is a button labeled 'Disregard' with a right-pointing arrow, which is circled in red.

Invoice Number	Date Sent	Date Due	Amount	Amount Outstanding	Print Status	Dispute
1000-580	Mar/14/2016	Feb/01/2016	\$ 16.00	\$ 16.00	-	Disputed (1)
1000-585	Apr/01/2016	May/01/2016	\$ 16.00	\$ 16.00	Printed	Add
1000-590	Feb/01/2016	Mar/01/2016	\$ 16.00	\$ 16.00	Quoted	Add
1000-570	Jan/01/2016	Jan/01/2016	\$ 8.10	\$ 8.10	-	Add
1000-562	Nov/01/2015	Dec/01/2015	\$ 116.00	\$ 116.00	-	Add
1000-486	Sep/01/2015	Oct/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-490	Aug/01/2015	Aug/01/2015	\$ 8.10	\$ 8.10	-	Add
1000-452	Jun/01/2015	Jul/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-380	Apr/01/2015	May/01/2015	\$ 16.00	\$ 16.00	-	Add
1000-390	Feb/01/2015	Mar/01/2015	\$ 16.00	\$ 16.00	-	Add

Related Topics

[Configuring Billing Settings](#)

[Using PayPal](#)