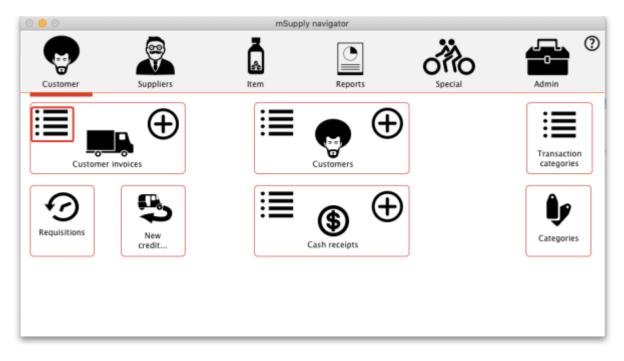
# 8.02. Viewing customer invoices

To view or edit any customer invoice, choose **Customer > Show invoices** from the menus or click on the *Show me a list* icon in the *Customer invoices* section on the Customer tab of the Navigator:



# Find transactions window

You will be presented with this window:

Find transaction
customer invoices
15 most recent transactions, or:
invoice number 💌 equals 💌
Use list view if one entry found
Complex Find Cancel Find

If you just press *Enter*, that is the same as clicking on the **OK** button, and it will display a list of the 15 most recent invoices.

Click on the drop down list on the left to display the options available for determining which field to query:

Find transaction customer invoices
15 most recent transactions, or:
invoice number 💌 equals 💌
name code name ie list view if one entry found type
status entry date confirm date
total
export batch
Their ref Hold

Choose the comparison from the next drop down list (equals, starts with etc.)

The comparison popup menu will change depending on the type of field you have chosen in the first list.

Enter any values that you want to query against in the field at the bottom right.

Some examples:

lf you	Transaction(s) Displayed
Type 1 and press Enter	You will be taken directly to the most recent invoice entered
Type 25 and press Enter	A list of the 25 most recent invoices
In the lower, right field, type 123	Invoice number 123 will be displayed.
Click on the <b>invoice number</b> dropdown button and select one of the other search filters (e.g. <b>Name</b> ) Click on the <b>equals</b> dropdown button and change it to, say <b>Starts with</b> Type the first few letters of the name of a customer, e.g. maj and press <i>Enter</i>	A list of all customer invoices to customers whose names start with maj (this is not case sensitive)

This window is very useful for quickly finding a group of invoices. If you'd like the challenge of engaging with mSupply's data structure, you can query on multiple criteria. Click on the **Complex Find** button, which takes you to the Query Editor, which has powerful features to perform queries with multiple conditions. Detailed guidelines for using the Query Editor are to be found in Working with lists

The list invoices window uses the *Transactions list* form, which looks like this:

S 🔊	🛃 🍯			<b>*</b>			<b>T</b>				
Find Sum	Order by Print	Fir	nalize	Duplic	ate Car	ncel	Filters Co	ustomise	Modify		
Types	Name	Туре	St	Entered	Confirmed	Inv	Total Their ref	PS pri	Comment	Exp btch	
	Rural clinic	ci	fn	08/02/11	08/02/11	53	0 SP 52				0
Supplier Invoices	Urban clínic	ci	fn	08/02/11	08/02/11		0		Backorder fulfilr		0
Inventory adjustments	Rutal clinic	ci	In	08/02/11	08/02/11		0		Backorder fulfilr		0
	Phamacy	ci	fn	08/02/11	08/02/11		0 MD 05/2				0
Supplier credits	Rutal clinic	ci	fn	08/02/11	08/02/11	57	0 S 26				0
Customer credits	Medical Care	ci	fn	08/02/11	08/02/11		0 PCY21				0
Builds	Urban clinic	ci	fn	08/02/11		59	0 MR 3				0
Repacks	Urban clinic	ci	fn	08/02/11	08/02/11	60	675		Backorder fulfilr		0
Find	Urban clínic	ci	fn	08/02/11		62	0				0
By date	Urban clinic	ci	In	08/02/11	08/02/11	63	675				0
	Urban clínic	ci	fn	08/02/11	08/02/11	64	0				0
By Status	Rutal clinic	ci	In	08/02/11	08/02/11	65	0				0
My transactions	Rural clinic	ci	fn	08/02/11	08/02/11	66	0				0
My custom filters	Rutal clinic	ci	TWH .	08/02/11		67	0				0
	Hazardous item Store	ci	tn	10/02/11	10/02/11	68	190				0
								_			
								-			
								_			
								_			

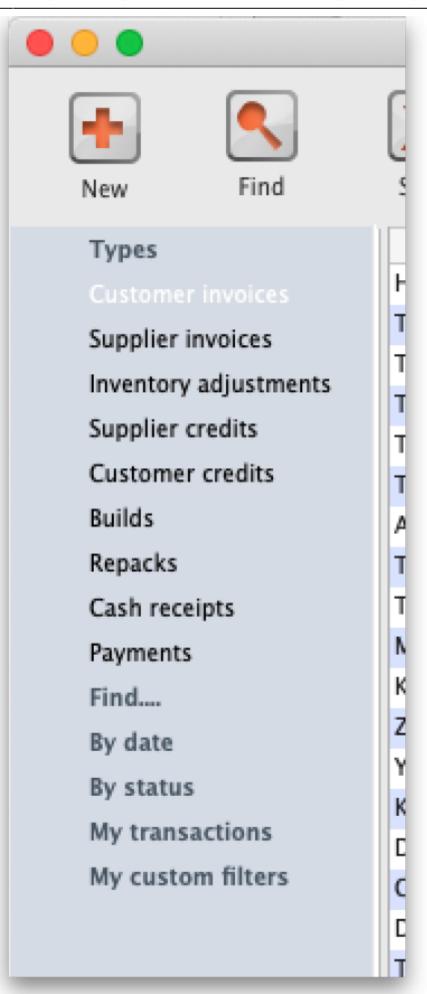
Note. All of the columns may be adjusted in width to meet your requirements; for the screenshot above to fit on the page, most of the columns were reduced in width.

# **Dynamic filter**

Down the left side is a sidebar, with 5 headings:

- 1. Type
- 2. By date
- 3. By status
- 4. My transactions
- 5. My custom filters.

Clicking on the small triangle to the left of each heading will expand it and display the options available. In the graphic below, the **Types** heading has been expanded to display the available options



Once the type of transaction has been selected, it remains selected while you further refine the required criterion from one of the four remaining headings, *By date, By status*, etc. Be aware that a single criterion only from this group of 4 headings may be selected.

At the bottom left of the window you'll notice there are 3 numbers separated by slashes- "1/15/67" in the example above. These numbers, in order, are the number of highlighted rows, the number of found rows, and the total number of transactions in the database.

#### **Buttons**

Along the top of the window are these buttons:



Their functions are:

# Find

Click on this button to recall the Find Transactions window again.

#### Sum

Click on this button to display the total value of the highlighted invoices. Highlight more than one invoice by control - clicking (Mac: command-clicking) invoices. Highlight a block of invoices by clicking on the first invoice of the series, then shift-clicking on the last invoice in the series.

# Order by

The invoices displayed may be sorted according to any of the columns by clicking the column heading. A more comprehensive sort facility is available when you click the *Order by* button. This displays the *order by* window, where you can drag fields from the list on the left to the right-hand pane to sort the list by the fields you have chosen.

# Print

Click on this button to print the list of invoices displayed. This does not print the actual invoices, just a list of them.

# Finalise

Click on this button to change the status of the invoice to *finalised*.

# Duplicate

Click on this button to duplicate the transaction. You would use this feature, for example, to supply exactly the same items to another customer. You will be asked if you want to duplicate all lines on the invoice, or just the placeholder lines.

If the invoice was part of the internal requisition process (from one virtual store to another) then the links to the originating purchase order will be maintained, and a goods receipt will be created if you finalise the customer invoice at a later date.

**Please note**: you are not allowed to duplicate some transactions such as payments, cash receipts and any type of cancellation transaction (an "inverse" transaction created to cancel another).

# Cancel

Click on this button to cancel the highlighted transaction <sup>1)</sup>. This command only works on finalised invoices. The invoice is not deleted from the system; mSupply makes a duplicate finalised invoice with the same invoice number but with negative quantities matching those on the invoice you're cancelling. This ensures that all transactions are preserved and will appear in an audit trail. But note that you will not be able to cancel a finalised customer invoice which put stock into mSupply and some of that stock has been used. An exception to this is a stock transfer: if none of the transferred stock has been issued then the original finalised customer invoice which initiated the transfer can be cancelled if the supplier invoice produced from it is first deleted.

If you have accidentally finalised a transaction you can use the **cancel** and **duplicate** buttons to

- Highlight the finalised invoice and click Cancel
- Hightight the finalised invoice again and click **Dupplicate** to duplicate the original transaction
- You can then edit the duplicated transaction to the correct values before finalising it again.

# Filters

Click on this button to apply filters to reduce the volume of information displayed to reflect more precisely what you require.

Take as an example, a hospital where you have searched on a large number of customer invoices, but you are really only interested in issues to the Orthopaedic Clinic during the first six months of a year.

Clicking on the *New Filter* icon presents you with a window where you can define the criteria for your filter, in our case the customer's ID is entered, and the period under review - i,e, January to June 2009 using the syntax of a WHERE clause in SQL

7 trans nan	٦e	sidebar	
New filter	[	Delete Duplicate	
Title		Rew filter	
Surgical Ward Surgical Ward This year MCI clinic		Title	6 month Ortho clinic name_ID = 52742 and entry_date > '1/1/09' and entry_date < '1/7/09'
		Respect selected invoice type	Cancel OK

The *Respect selected invoice type* checkbox has the effect of applying the filter to the type of invoice which has been selected in the sidebar, and if we do this in our example, instead of displaying several hundred invoices, only the handful of invoices for the Orthopaedic clinic will be shown.

Any filters so created are listed under *My custom filters*, and are available for use as required until they are deleted.

#### Customise

This button allows you to change the columns of information that appear for you when this window is displayed in future. Please note that this same window is used to display a list of different types of transactions, not just customer invoices.

The button also allows you to change the order the columns appear in the list.

#### Display the information you require

When you click on the **Customise** button this window opens:

	Customise	columns
Available		Chosen
Trans Category		Name
Shipping Cost		Туре
Budget period		Status
Store name		Entered
Order written		Confirmed
Order Received		Invnum
Dispatched		Total
Expected arrival		Their ref
Actual arrival	>>	PS printed dt.
Address 1	<	Comment
Address 2		Exp btch
Program		
		Cancel OK

Displayed under *Available* on the left are the available fields (these columns are all hidden), while displayed under *Chosen* on the right are the presently selected fields (these are the ones that are displayed).

To add a column to the display, click on the required one to select it in the *Available* column, then click the upper button between the two displays, and it will appear at the bottom of the *Chosen* list.

The **Program** column (shown in the *Available* table in the above screenshot) will show which customer invoices belong to which programs (obviously, the column will be empty if the customer invoice doesn't belong to a program because it was not created from a program based requisition).

mSupply provides the feature of analyzing customer invoices by their despatch/delivery/arrival dates. Once a customer invoice has delivery dates entered for it, Transport details, choose the customer delivery columns 'Order written', 'order received', 'dispatched', 'expected arrival', 'actual arrival' to be included in your transaction list:

	0		Contraction of the local division of the loc					stati	us equals	sg					
Find	Sum	Grder by	Print	Finalize		Duplicate	Car		Filters	Customise	Modify	Export to MYOB			
					_		_					-		Expected arrival +	Actual arrival
<ul> <li>Typ</li> <li>Control</li> </ul>	pes stomer Invoices		Name Clinic (Oral Health)		sg	10/04/2013		Invnum 9298	Total 1011.57		13	Order received 10/04/2013	Dispatched	copected annual -	Actual armvai
Sup	pplier Invoices	Maubisse He			<b>1</b> g	10/04/2013		9299	1036.81	10/04/20	_	10/04/2013			
Inv	entory adjustments		rral Hospital		59	11/04/2013		9300	8529.68	09/04/20		11/04/2013			
Sup	pplier credits		ices Manatuto		50	12/04/2013		9302	11082.04	10/04/20		12/04/2013	13/04/2013		17/04/201
	stomer credits		rices Manatuto eferal Hospital	-	sg	11/04/2013		9301 9303	940 22822.01	11/04/20		11/04/2013 17/04/2013	15/04/2013		23/04/201 04/05/201
Bui		Sual Kota Re	eferal Hospital	0	1g	17/04/2013		9303	22822.01	12/04/20	12	17/04/2015	19/04/2013	23/04/2013	04)05/201
	packs														
L Fin															
	date														
	Status														
	transactions														
<ul> <li>My</li> </ul>	custom filters														
	0/6/11515			-											

This list shows customer invoices in mSupply ordered by Expected Arrival Date. Click on the column header to order on that column (as with nearly any column in mSupply).

#### Arranging column order

This is done by clicking then dragging the column heading to the required position in the *Chosen* table. The highter it is in the table, the further left it appears in the transactions list window.

#### Sorting the list

Click a column heading to select it, then click on the small triangle on the right to display the list in order or reverse order as required. This is the same for nearly all column headers throughout mSupply.

#### Modify

Click on this button to edit the selected invoice. This is the same as double-clicking the invoice.

#### **Export to MYOB**

Click on this button to export the selected invoices to the MYOB software - refer to Exporting to MYOB.

Previous: 8.01. Issuing goods to a customer (customer invoices) || Next: 8.03. Backorders

also known as "Cancel invoice" or "Cancel a transaction" or "Cancel an invoice"

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Permanent link: https://docs.msupply.org.nz/issuing\_goods:viewing\_invoices?rev=1602545613



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