Enterprise - Customer Adjustments and Invoice Processing

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Daily Webinar - Customer Adjustments and Invoice Processing from TempWorks Software on Vimeo.

Your organization may charge fees, apply discounts, or charge percentages to the invoice depending upon agreements made with a client.

Quick Steps

- 1. Navigate to the Invoice Section of the Customer Record
- 2. Select Adjustments
- 3. Select the + icon to the right of the the invoice adjustments header
- 4. Select Adjustment Type
- 5. Select TierId (if no tierID select "Not TierID")
- 6. Enter a positive numerical amount (depending on adjustment type it will be % or \$)
- 7. Invoice Text how you want this adjustment to appear on the customer invoice.
- 8. Select Save
- 9. Now that the adjustment has been added, create an invoice and the adjustments will automatically calculate.

Complete and Detailed Steps

Navigate to the Customer record you wish to apply the adjustment or discount to. Expand the Invoice setup section (1.), select adjustments (2.), + icon (3.) to open the add adjustment window.

645 Goodlo	s Trailers (Primary) ok Lane ID: 4294999757	Personal Task Personal Task	LINDSEY.SCHNEIDER: High Tech Staffing 🔒 🕐 🔍 _ 🗌
Barrett, MM (523) 362-1	185	↑ ↓ tasks appointments social email	+ 🔻 C
isifile	aca surcharge		
letails			
lefaults	Override Settings		
locuments	Override Settings 🕅 Apply to Departments 🕅 Surcharge Enabled 🕅		
ntegrations	Surcharge Enabled		
voice history	Surcharge Rate Percent of Invoice 20.00000000	Advanced Settings	
nvoice setup 2			3.
adjustments	invoice adjustments		• • • • • • • • • • • • • • • • • • • •
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Note If a discount or adjustment is added to the Customer record, it will be applied to every invoice processed for that client. These adjustments are applied during the invoice run. A separate adjustment would need to be applied at the department to take effect in the same manner.

Within the add adjustment window you may modify the following:

+ add ad	ljustment	@ ×
Adjustment Ty		*
Tier ID		*
Amount	0	
Days Outstanding	0	
Invoice Text		
0 🛦		💾 Save

Adjustment Type: Select whether you are going to apply a credit card fee, a discount, or rebate

.*Note* Credit Card and Rebate adjustment types are included in the payroll costs on the Gross Profit reports.

Tier ID: You may setup tier amounts that can be flat amounts or percentages and can be based upon total hours, Year To Date hours, life time sales etc. I.E. If the Customer hits \$150,000 in sales, or 5,000 hours, they receive a discount.

Note Depending upon the circumstances of how you wish to apply tiers to your invoices, initial setup will be done by Tempworks.

+ edit ad	justment	0	×
Adjustment Type	Credit Card	Ŧ	
Tier ID	Tiered by hours	*	
Amount	Tier	Description	
Days Outstanding	12	Amount Per Hour	
Invoice Text	10	Flat Rate Per Txn	
	11	Flat Rate Total Bill	
	9	General Customer Discount	
0 🔺	4	Invoice Amount Test	

Amount- Enter a positive numerical amount, the system will automatically recognize how to handle the amount based upon the Adjustment type selected. For example, if it's a \$40.00 discount the system will deduct accordingly.

Invoice Text- Additional information can be added to reflect what the adjustment is for, and displayed accordingly on the invoice.

Example 1: You want to charge the Customer a 2% processing fee because they pay you consistently with a credit card.

		@ ×
+ add ad	ljustment	
Adjustment Type	Credit Card	-
Tier ID	Not Tierid	-
Amount	2	
Days Outstanding	0	
Invoice Text	Credit Card Process Fee	
0 🔺		B Save

Example 2: You want to apply a regular discount to the Customer based upon contract agreements.

		@ ×
edit ad	justment	
Adjustment Type	Discount	*
Tier ID	Not Tierid	Ŧ
Amount	45	
Days Outstanding	0	
Invoice Text		
A		💾 Save

Once the adjustments have been added and invoicing processed, you may now preview the details of the invoice.

In this example, the balance of \$812.00 (1.) followed the 2% credit card adjustment (2.) to get the total of \$828.24 (3.).

Stearns Trailers 645 Goodlook Lane		Invoice Number 4595	9 Weekend B	
Barrett, MN, 56311		3nvoice Date 8/13/201 Owed Balance \$828.24	5 Pay Date Amoun \$0.00	
Invoice Items	item	quantity rate we	eekend date	total
🕱 Greene, Alexandra Forklift	Reg Hours	18.00 \$20.30	8/6/2015	\$365.40
I Jennings, Bradley Forklift	Reg Hours	22.00 \$20.30	8/6/2015	\$446.60 1.
				\$812.00
🔁 Adjustment Items		2.		_
X Credit Card		\$16.24		\$16.24
Tax Items			0000	\$16.24
				\$0.00
		Total	\$	828.24

If you haven't edited an invoice and wish to apply a one-time discount, navigate to Pay/Bill (1.), Invoices (2.), Pay Invoices (3.).

invoice registerother		Payroll
		\$ Invoicing
		74 Unbilled Weekly Transaction
	U - M -	G Unbilled Bi-Weekly Transacti O Unbilled Monthly Transaction
employee		O Unposted Hold Off Transaction
customer		2 Unsent Invoice Emails
order		Start or continue an invoice
assignment		X Abandon an invoice run
contact 1.		Email invoices
pay / bill		A count in a loss
calendar		Pay invoices
reports		and the second

Within the Pay Invoices section verify the payment session information is correct and select Start New Session.

Select Session Enter Payments	Start New Payment Session	
ost Payments	Payment Date 9/17/2015	
	Description lindsey.schneider28 9/17/2015 4:09:05 PM	
	Bank Account 507	
	Funding Payee AGR	
		Start New Sessio
		Start M
	Continue Payment Session View Posted	Session

Select the invoice you wish to apply the discount to and select the action of Write-Off. In this example Test 1 is in place of "Write Off".

Defa	ault Pay Date:	9/17/2015 🗰						E			5 C 10 D
	Invoice #	Customer		Date	1	Total	Balance	Action		Check #	Pay Am 🔳
₽	45852	ABC No Ac	crual	7/2/2015		\$500.00	\$500.00	Test1	*		\$450.00

Note To add additional action items to the drop down please contact Tempworks.

Once you have applied the discount you may run the Invoice Payment Report to verify discounts posted properly.

Example: The invoice is due Net 30 days, if they pay within 10 days they get a 1% discount. You may setup additional Term options within the Credit and Payroll section of the Customer record.

Note To add additional term options please contact Tempworks. These terms can be applied to show discounts on the invoice as custom invoice styles can be created for the specified terms. Within the Pay Invoices section you may apply the discount amount, with a pending balance left.

	Invoice #	Customer 🔺	Date	Total	Balance	Action 🔳	Check # 🔳	Pay Am 🔳	Pending Balance
Þ	45852	ABC No Accrual	7/2/2015	\$500.00	\$50.00	Payment		\$0.00	\$50.00
Þ	45868	abc WIDGET	7/2/2015	\$464.40	\$464.40	Payment		\$459.76	\$0.00
	45868	abc WIDGET	7/2/2015	\$464.40	\$464.40	Test1		\$4.64	\$0.00
Þ	45841	Acme Comedy Club	6/29/2015	\$364.00	\$364.00	Payment ~		\$360.36	\$3.64

To fully take care of the pending balance create a new line item.

45868	abc WIDGET	7/2/2015	\$464.	40 \$464.40 Test1		\$4.64	\$0.00
▶ 45841	Acme Comedy Club	6/29/2015	\$364.			\$360.36	\$3.64
▶ 46068	Ames Constructio	9/8/2015	2	View Invoice	Ctrl+I	\$0.00	\$274.40
▶ 45917	Aramark	7/27/2015	S1.	View Customer	Ctrl+T	\$0.00	\$253.00
▶ 46023	Aramark	8/28/2015	s	Log Message	Ctrl+M	\$0.00	\$414.00
46045	Aramark	9/1/2015	0	Pay With Lump Sum Check Pay in Full	Ctrl+L Ctrl+P	\$0.00	\$340.00
▶ 45807	Balloons Inc.	6/19/2015		New Line Item	Ctrl+P Ctrl+N	\$0.00	\$2,257.97
▶ 45808	Balloons Inc.	6/19/2015		Remove Payment		\$0.00	\$1,908.75
navmon	t summary		4	Upload Lockbox Feed	Ctrl+U	Total Payments: 3	Total Pay Amount: \$824.76
paymen	c summary		0	Load New Payments	Ctrl+R	ments Not Shown: 0	
				Create Zero Dollar Invoice	Ctrl+D	Cancel	Next > Finish

Select the action of Write Off, and enter the pending balance amount.

45841	Acme Comedy Club 6/29/2015	\$364.00	\$364.00	Write Off *	3.64	

Once this is set to zero you have successfully entered the discount information.

▶ 45841	Acme Comedy Club 6/29/2015	\$364.00	\$364.00 Payment	\$360.36	\$0.00
45841	Acme Comedy Club 6/29/2015	\$364.00	\$364.00 Write Off -	\$3.64	\$0.00

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