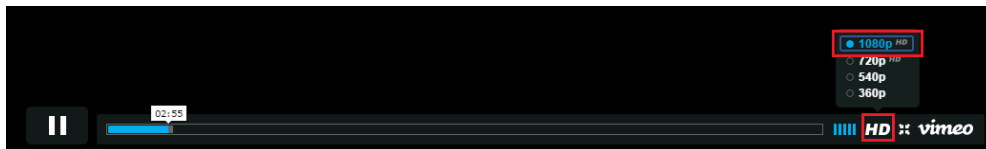


Enterprise - How to Fix Issues During Invoice Processing

Last Modified on 01/06/2020 11:17 am CST

[How to Fix Issues During Invoice Processing](#) from TempWorks Software on Vimeo.

For best viewing quality, expand the *HD* option, and select 1080p:



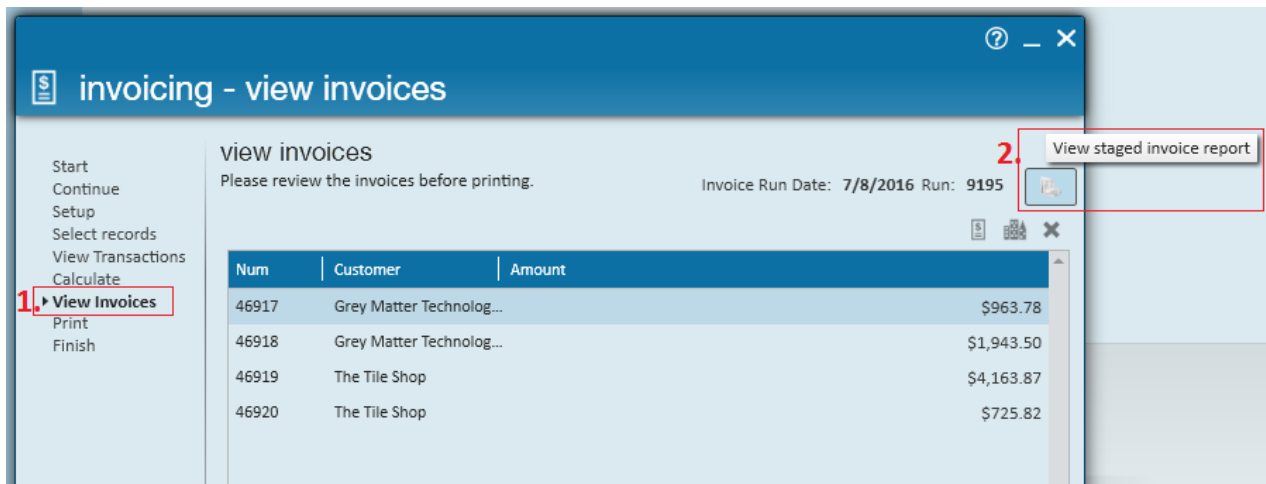
What issues might arrive during invoice processing?

- An incorrect bill rate is discovered
- An incorrect amount of hours are about to be billed
- A billable adjustment has been forgotten
- PO Numbers that should have been associated were missed
- Employees were incorrectly assigned and are about to be billed incorrectly

So long as the invoice has not been created (the transactions have not posted) corrections and edits can still be made to these transactions.

How to Fix Common Issues During Invoicing

During an invoice run after invoices are calculated, but before they are posted, they can be reviewed. From the view invoices step of the invoice run, invoice numbers, customers, and amounts can be previewed within the invoice wizard window:



For an even more in-depth look, (2.) select to view the staged invoice report:

Weekend Date	Employee	Job Title	Bill Rate	Hours	OT Bill	OT Hours	Unit Bill	Units	Salary Bill	Total Bill
Customer: Grey Matter Technologies			Dept: Construction			Invoice # 46918				
6/26/2016	Bauer, Eddie	Assembler Heavy	\$23.00	40.00	\$34.50	1.00	\$0.00	0.00	\$0.00	\$954.50
6/26/2016	Baughman, Kathy	Assembler Heavy	\$23.00	40.00	\$34.50	2.00	\$0.00	0.00	\$0.00	\$989.00
Invoice Total: \$1,943.50			Sales tax: \$0.00			Billable uplifted: \$0.00			2 Transactions	
Customer: Grey Matter Technologies			Dept: Primary			Invoice # 46917				
6/17/2016	Robbins, Emily	Transcriber II	\$22.45	40.00	\$33.68	2.25	\$0.00	0.00	\$0.00	\$963.78
Invoice Total: \$963.78			Sales tax: \$0.00			Billable uplifted: (\$10.00)			1 Transactions	
Customer: The Tile Shop			Dept: Primary			Invoice # 46919				
6/25/2016	Austen, Kate	Data Entry Clerk	\$17.63	40.00	\$26.44	3.50	\$0.00	0.00	\$0.00	\$797.74
6/25/2016	Faraday, Daniel	Packaging	\$14.63	40.00	\$21.94	2.00	\$0.00	0.00	\$0.00	\$629.08
6/25/2016	Frayn, Michael	Packaging	\$14.63	39.00	\$21.94	0.00	\$0.00	0.00	\$0.00	\$570.57
6/25/2016	Hopline, Arthur	Forklift	\$18.38	40.00	\$27.56	20.00	\$0.00	0.00	\$0.00	\$1,470.15
6/25/2016	King, Linus	Packaging	\$14.63	40.00	\$21.94	5.00	\$0.00	0.00	\$0.00	\$694.90
Invoice Total: \$4,163.87			Sales tax: \$0.00			Billable uplifted: \$0.00			5 Transactions	
Customer: The Tile Shop			Dept: Primary			Invoice # 46920				
6/25/2016	Kolesar, Shawna	Forklift	\$16.88	40.00	\$25.31	2.00	\$0.00	0.00	\$0.00	\$725.82
Invoice Total: \$725.82			Sales tax: \$0.00			Billable uplifted: \$0.00			1 Transactions	
Report Totals: 4 Invoices			Sales tax: \$0.00			Billable uplifted: (\$10.00)			Total Hours: 401.75	
									Total billed: \$7,795.54	

If an error is discovered, from the invoice wizard simply (3.) highlight the invoice that contains the error and select the x icon to remove the staged invoice:

invoicing - view invoices

view invoices
Please review the invoices before printing. Invoice Run Date: 7/8/2016 Run: 9195

Num	Customer	Amount
46917	Grey Matter Technolog...	\$963.78
46918	Grey Matter Technolog...	\$1,943.50
46919	The Tile Shop	\$4,163.87
3. 46920	The Tile Shop	\$725.82

Remove Invoice

With the staged invoice now removed, all associated transactions are now available to be edited. Options for course of action will depend on the current status of the transaction(s) (whether or not they have been sent to payroll).

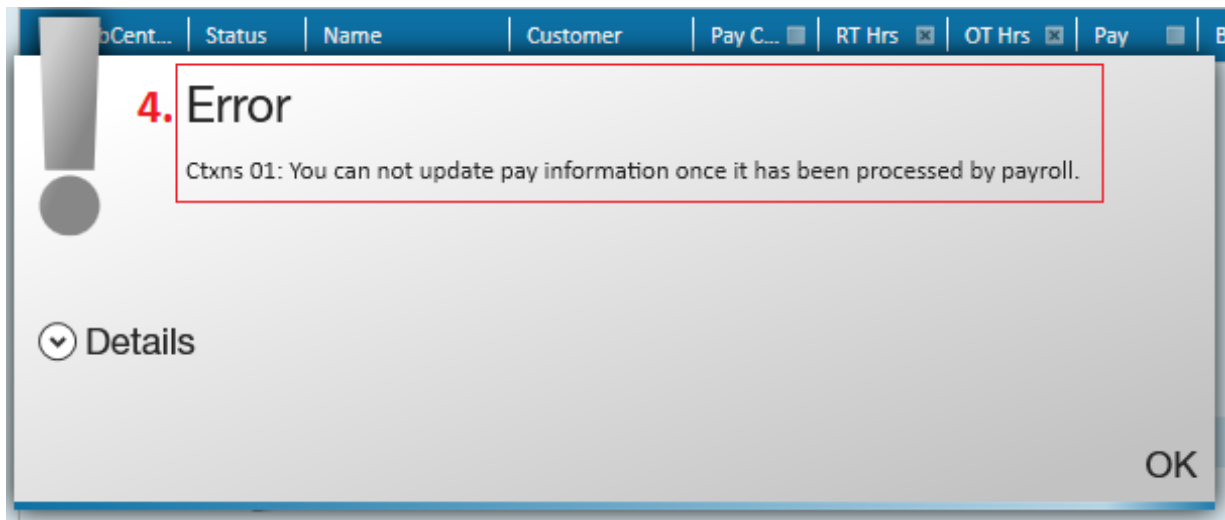
We recommend continuing the current run first so those invoices will not be held up waiting to be processed while you fix errors.

Option 1: If the transactions have *not* yet been sent to payroll...

- The timecard will have a "claimed" status (pencil icon) and any items (pay codes, hours, units, rates, dates, po numbers, adjustments, etc.) can be edited to your heart's content.

Option 2: If the transactions *have* been sent to payroll...

- Information related to billing only (bill rates, invoice text, bill only adjustments) can be updated. Information related to payroll (pay rates, hours paid, units paid, pay codes, po numbers, paid adjustments) cannot be updated. Attempting to do so will result in an (4.) error message.



Even in these instances, corrections can still be made. Below we have a common example:

"What if hours/units need to be changed after they have been paid but not billed?"

Step 1: Duplicate the timecard (Alt+C)

Step 2: Enter the (6.) correct amount of hours/units on the new timecard

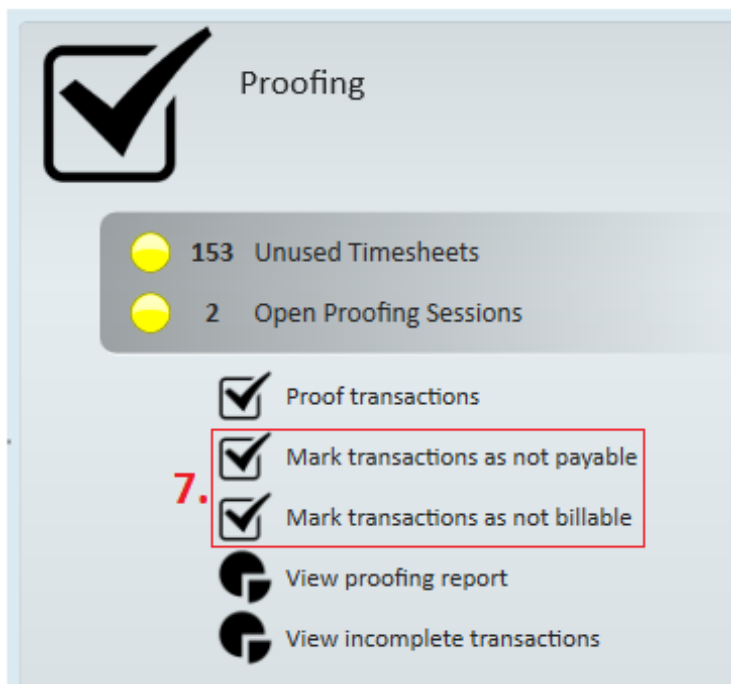
Step 3: Set the pay rate to \$0.00 on the (6.) duplicated timecard

Step 4: Set the bill rate to \$0.00 on the (5.) original timecard

	Status	Name	Customer	Pay C...	RT Hrs	OT Hrs	Pay	Bill
5.		Bailey, Brian John	Sasquatch Steel	Reg	12	0	\$9.00	\$0.00
6.		Bailey, Brian John	Sasquatch Steel	Reg	10	0	\$0.00	\$13.23

Step 5: Proof and invoice the (6.) new transaction with the correct billing information

Step 6: Mark the (5.) original timecard as not billable and the (6.) duplicated timecard as not payable from the (7.) proofing wizard.



Step 7: Complete a [check correction](#) (void/reverse) if necessary

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