



# The Invoice Process

## User Instructions

Version: 1.0

Released: September 2017

[entiresoftware.com](http://entiresoftware.com)

## INVOICE PROCESSING IN ENTIRE HR

### Table of Contents

1.	High-Level Invoice Process .....	3
2.	Detailed Invoice Process.....	5
2.1	Confirm Shifts .....	5
2.2	The Invoice Run .....	5
2.2.1	<i>Submit Dockets</i> .....	10
2.2.2	<i>Generate Invoices</i> .....	14
	Invoice Manager – Changing On-Screen Shift Display.....	19
	Invoice Manager – Deleting Specific Shifts from the Invoice .....	19
	Invoice Manager – Adding an Invoice-Specific Message.....	19
	Invoice Manager – Adding an Adjustment .....	21
2.2.3	<i>Print Invoices</i> .....	24
2.3	Export File to External System.....	26
2.4	Email / Post Invoices.....	28
2.4.1	<i>Emailing Invoices to Clients</i> .....	28
2.4.2	<i>Posting Invoices to Clients</i> .....	29
2.4.3	<i>Using FTP (File Transfer Protocol) to Send Invoices to Clients</i> .....	30
3.	Invoice Sample.....	31
4.	Viewing and Resending Invoices.....	32
4.1	To Display, Print, Save and Resend Invoices.....	32
4.2	To Display, Print and Save Invoices .....	33
5.	Invoice Reporting.....	34

## 1. High-Level Invoice Process

For internal staff, entireHR consists of a **Staff Web Portal** ('Web Portal') and a **Finance Windows Portal** ('Finance Portal'). Allocators, or schedulers, create new shifts in the Web Portal, while the Payroll/Finance Team(s) complete the Payroll Process and Invoice Process entirely in the Finance Portal.

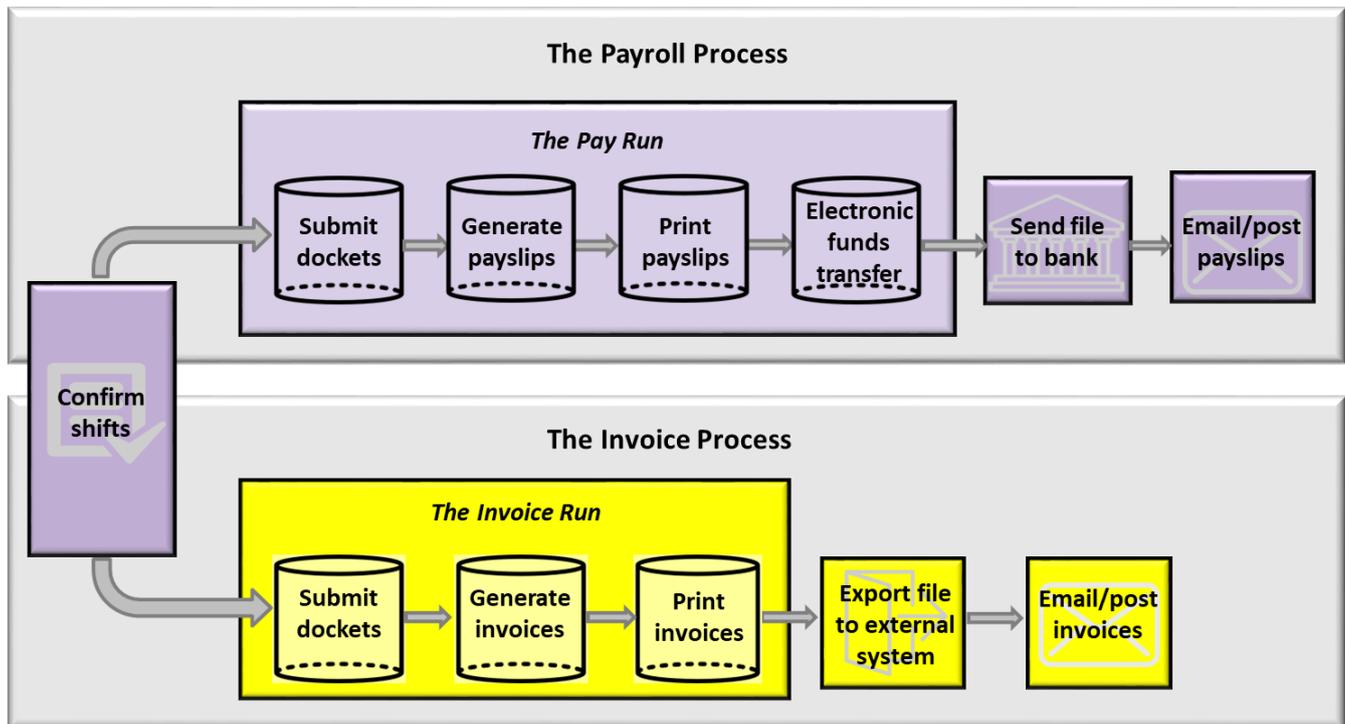


Figure 1: The high-level payroll and invoice processes

As can be seen in Figure 1 above, both the payroll and invoice process commence with the confirmation of shifts<sup>1</sup>. While the Confirm Shifts stage is a stage shared by both processes, the payroll process and the invoice process are independent processes and may be run in any sequence, and while they may be run in any sequence, it is typical to run them one straight after the other, so that both the pay run and invoice run are run across the same set of confirmed shifts.

While the Confirm Shifts stage is the precursor to both the payroll process and the invoice process, it is documented as part of the payroll process. As such, instructions for the Confirm Shifts stage are not contained in this document. This document instead focuses solely on the stages highlighted in yellow in Figure 1, while the [Payroll Processing in entireHR](#) document focuses on the stages highlighted in purple in Figure 1.

Following the Confirm Shifts stage is the Invoice Run stage. It comprises of 3 steps and all 3 steps are typically completed at the same time, once all shifts for the relevant invoice period have been confirmed. For most companies, the invoice run is completed once a week, on the same day each week. While weekly invoice runs are typical, invoice runs in entireHR may be run as often as daily, but with no more than one invoice run per day. This is useful for mid-week invoice runs for any shifts not confirmed in time for the main weekly invoice

<sup>1</sup> Note that the terms “confirmation of shifts” and “validation of shifts” are used interchangeably and both refer to the process of reviewing and updating shift information for completeness and accuracy prior to the payment and invoicing of the shift.

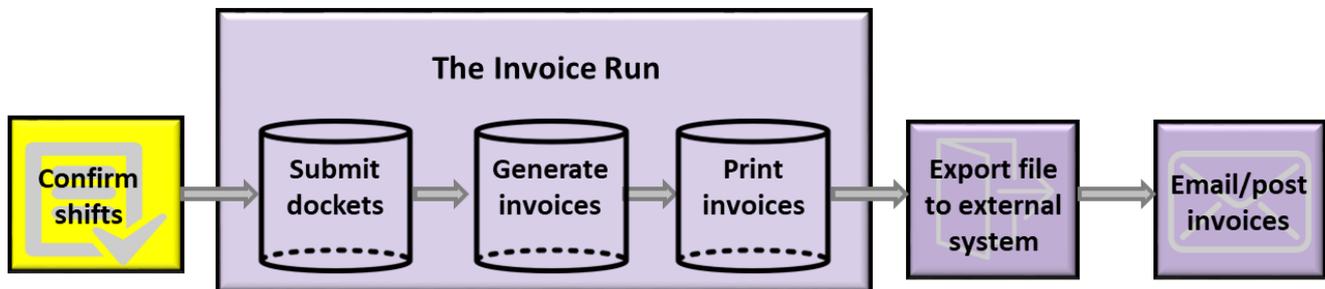
run. Furthermore, to ensure the integrity of invoice data, Invoice Runs may not be backdated to dates earlier than the last invoice run.

After the invoice run is complete, an export file needs to be generated and uploaded to an external accounting system for the management of client invoice payments.

The final stage of the invoice run generates an invoice PDF file, with individual invoices for each client. Invoices are then emailed or posted to clients, representing the completion of the invoice process.

## 2. Detailed Invoice Process

### 2.1 Confirm Shifts



As stated above, the Confirm Shifts stage is documented in [Payroll Processing in entireHR](#). Please refer to this document for instructions on this stage.

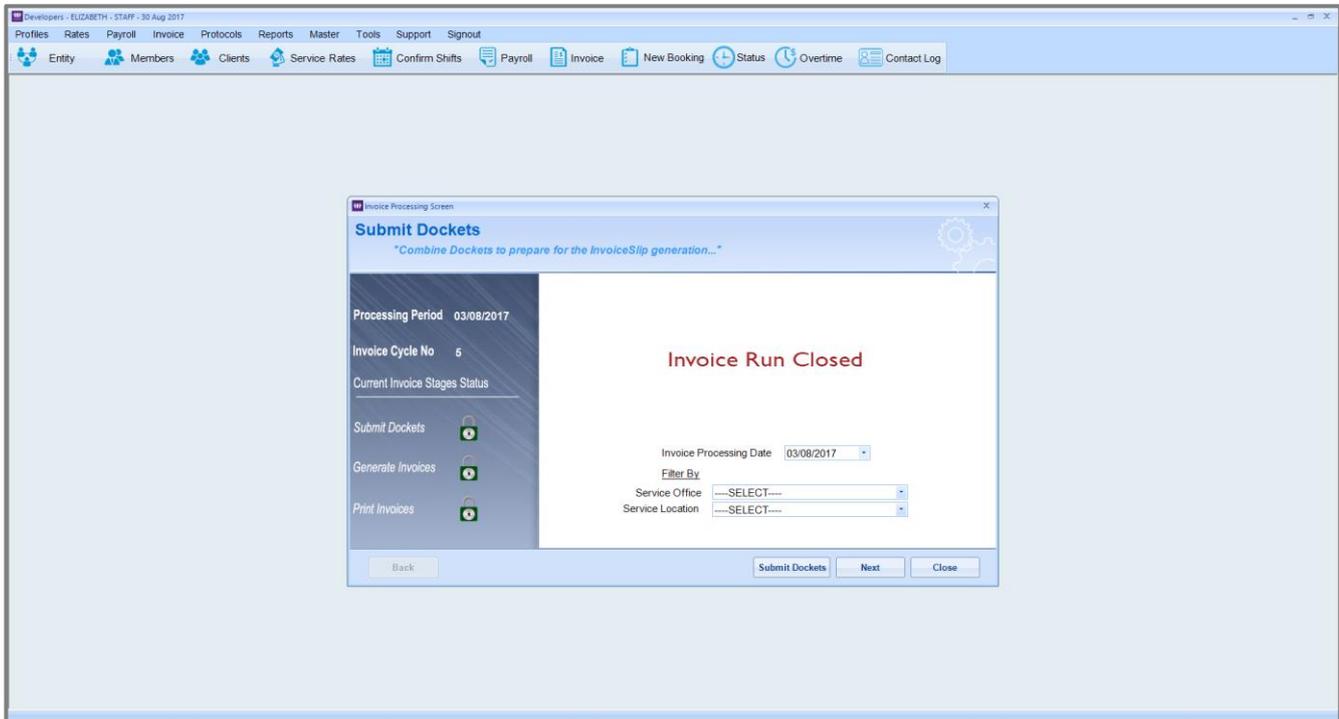
### 2.2 The Invoice Run

Once all shifts that are to be part of the invoice run have been confirmed, the invoice run process can commence. It is typical to start the invoice run process directly after the completion of shift confirmation (or directly after the payroll process), but it can take place at any time. It is important to note however, that any shifts that are confirmed since the last invoice run will automatically be part of the next invoice run. So, if a shift is not intended to be included in the next invoice run, the Payroll/Finance Team should refrain from confirming it.

There is a limit of one invoice run per day and no back-dating of invoice runs to dates earlier than the last invoice run is allowed. It is typical for invoice runs to take place on a weekly basis, on a weekday for the Monday to Sunday time period of the prior week. However, it is flexible and any time period and frequency may be chosen. Invoice runs may even be done on an ad hoc basis if preferred.

Pay runs and invoice runs are completed independently of one another and may be run in any sequence. However, it is typical to run them one straight after the other, so that both the pay run and invoice run is run across the same set of shifts. If, on the other hand, there is a delay between running these, additional shifts may be confirmed, and the pay and invoice components of these shifts will move into pay and invoice runs of different time periods (e.g. the invoice component may be part of the current week's invoice run but the pay component falls into next week's pay run because the current week's pay run has already been finalised).

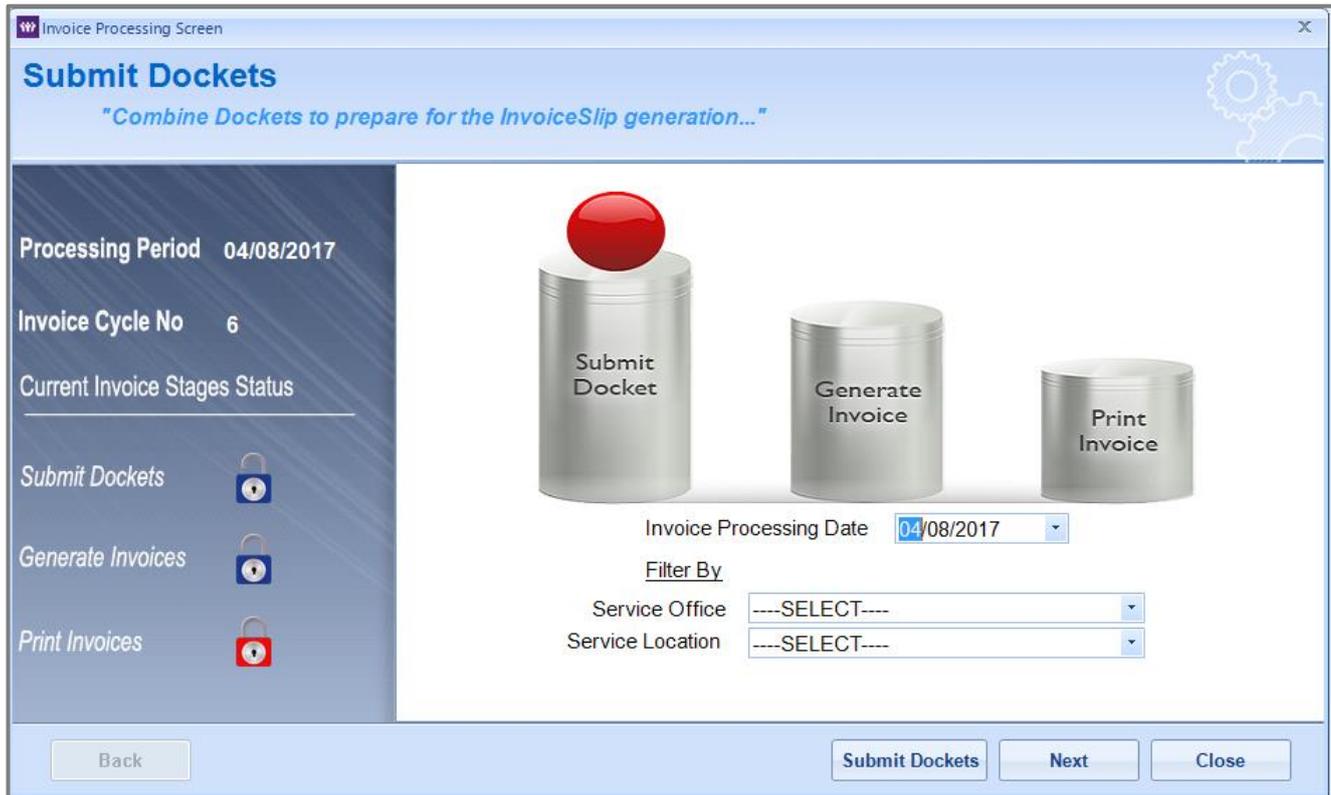
To commence the invoice run, click on the 'Invoice Processing' menu option from the Invoice menu, or click on the Invoice button on the toolbar. If a previous invoice run has been completed, 'Invoice Run Closed' will be displayed on the screen, as can be seen below.



Click into the 'Invoice Processing Date' field and update the date to a date later than the date shown. This date should be the week ending date for shifts to be included in the invoice run, and is usually the same week ending date as that used in the corresponding pay run.

This will display the Invoice Processing Summary Screen.

If an invoice run has not been previously completed, the Invoice Processing Summary Screen will be displayed, as shown below.



The red ball indicates the current step of the invoice run. It will initially be sitting on the first step of the invoice run, the Submit Dockets step. Enter the week ending date into the 'Invoice Processing Date' field<sup>2</sup>.

The invoice run may be run for all confirmed shifts. If this is required, then the filter fields should be left as is. However, if the invoice run needs to be run for a smaller subset of shifts, the filters may be used to narrow the set. The filters may be used to narrow the set by 'Service Office' and/or 'Service Location'.

Then click on 'Submit Dockets' to complete the first step of the invoice run.

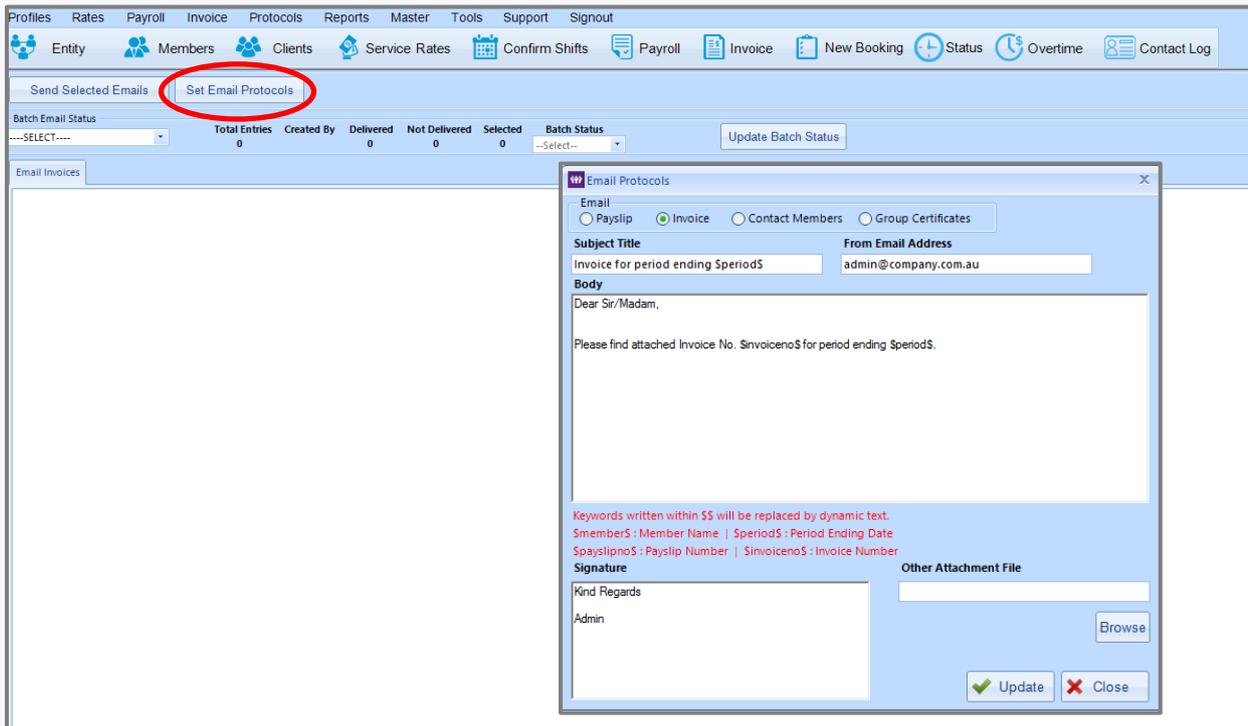
<sup>2</sup> If the invoice run cycle runs from Monday to Sunday, the Invoice Processing Date should be Sunday's date (not the date that the invoice run is conducted).

**Important Note**

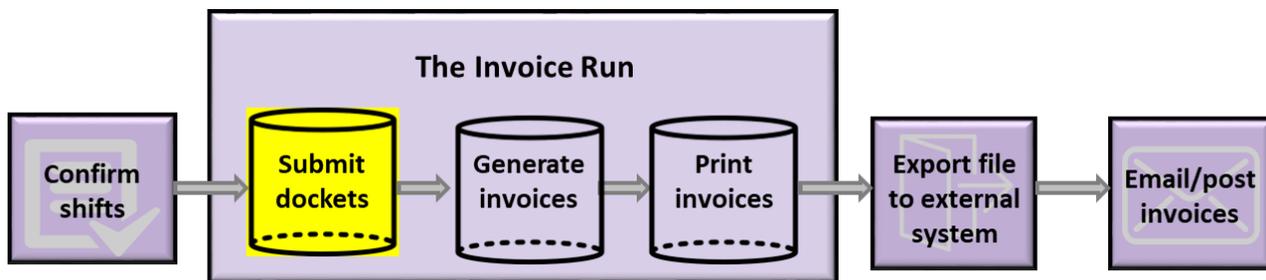
The following sections provide instructions for completing the invoice run. Before you start the invoice run, check these important settings:

- Have you defined the standard message to be displayed on all invoices?
  - The standard message that is displayed on all invoices is defined in the 'Invoice Instruction' field in the Finance Portal at /Tools/Application Options/Payroll.
  - This message will be displayed for all invoices for all invoice runs until the message is deleted or updated.
- Have you defined the header text and footer text to appear on all invoices?
  - The header text that is displayed on all invoices is defined in the 'Define Report Header' field in the Finance Portal at /Tools/Application Options/Report Options.
  - The footer text that is displayed on all invoices is defined in the 'Define Report Footer Contents' field in the Finance Portal at /Tools/Application Options/Report Options.
  - The header and footer text will be displayed for all invoices for all invoice runs until the text is deleted or updated.

- Have you defined the email text for invoices to be emailed?
  - The email sender, email subject, email body text and email signature must all be defined for the email that the invoice is attached to.
  - These are defined in the Email Protocols Screen. To access this screen, go to the /Invoice / Email Invoices menu, then click on the 'Set Email Protocols' button, as shown below. Click on the 'Invoice' radio button to enter/display invoice text.



### 2.2.1 Submit Dockets



On clicking the ‘Submit Dockets’ button, the Submit Dockets Screen is displayed as can be seen below.

Developers - ELIZABETH - STAFF - 30 Aug 2017 - [Docket Submission for Invoicing]

Profiles Rates Payroll Invoice Protocols Reports Master Tools Support Signout

Entity Members Clients Service Rates Confirm Shifts Payroll Invoice New Booking Status Overtime Contact Log

View Confirmed Shifts and Submit Dockets for Invoicing for the Date Ending: 04/08/2017

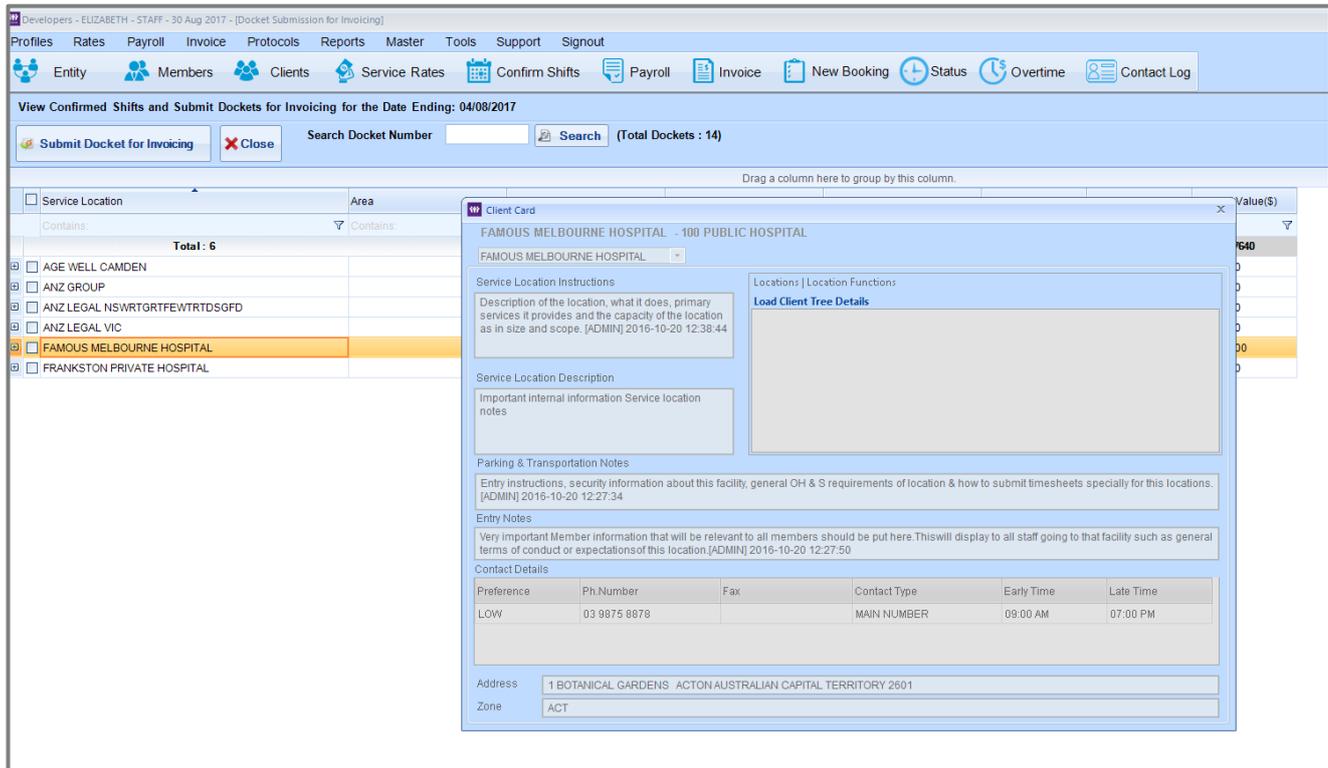
Submit Docket for Invoicing Close Search Docket Number Search (Total Dockets : 14)

Drag a column here to group by this column.

Service Location	Area	Entity Name	Qualification	MemberName	Invoice From	Invoice To	Inv Shift Value(\$)
Total: 6							<b>\$3,640,7640</b>
<input type="checkbox"/> AGE WELL CAMDEN		BEV			02/08/2017	02/08/2017	507.8250
<input type="checkbox"/> ANZ GROUP		ENTIRE SOFTWARE			29/07/2017	31/07/2017	476.9990
<input type="checkbox"/> ANZ LEGAL NSWRTGRTFEWTRTDSGFD		BEV			01/08/2017	01/08/2017	600.0000
<input type="checkbox"/> ANZ LEGAL VIC		BEV			01/08/2017	01/08/2017	208.0000
<input type="checkbox"/> FAMOUS MELBOURNE HOSPITAL		BEV			16/06/2017	03/08/2017	1437.9400
<input type="checkbox"/> FRANKSTON PRIVATE HOSPITAL		BEV			01/08/2017	01/08/2017	410.0000

A list of clients are displayed. These are the clients who have had shifts confirmed since the last invoice run. Each client is listed with a total invoice shift value. This is the sum of all shifts in the invoice period. There are several points to note on this screen:

- Filter functionality at the top of each column allows the user to filter for certain clients.
- The column order may be changed to suit user preferences by dragging and dropping the column name to another position.
- The sort order of each column may be changed by clicking on the column name.
- The ‘Search Docket Number’ field allows users to do a quick search for docket numbers within the listing of shifts on the screen.
- Clicking on the client name in the list will display the Client Card Screen with all of the client’s details, as can be seen below.



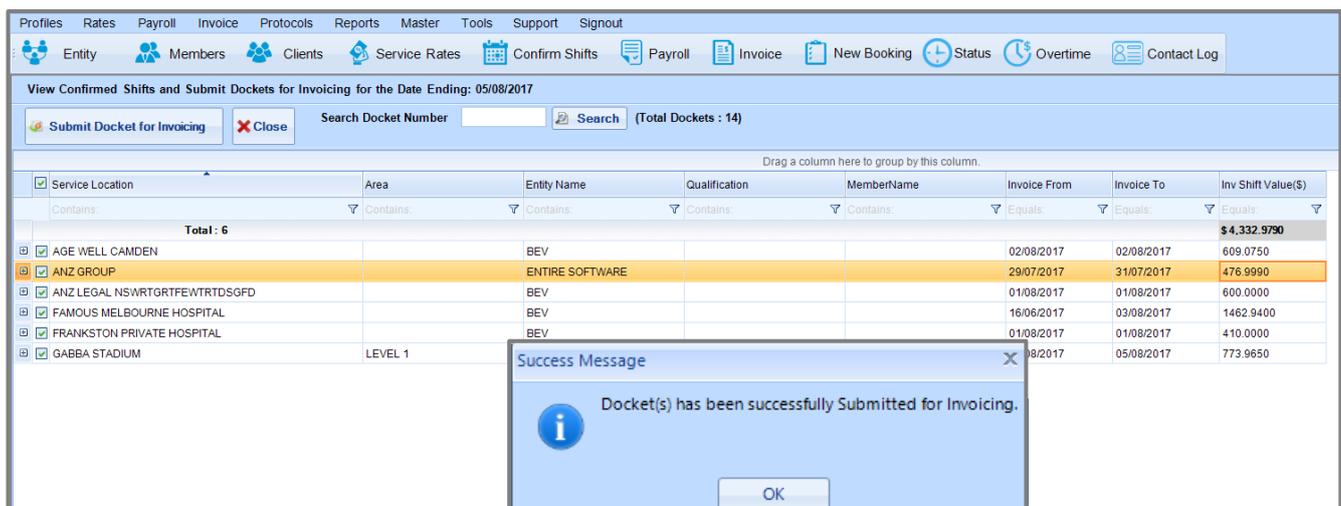
- Clicking on the '+' at the start of each row will display each of the client's shifts, containing shift details and rate and allowance details.
- The trash bin symbol at the start of each row in the client's expanded shift list allows shifts to be deleted from this stage of the invoice run. This is used if an error exists in the shift details or if the shift is not to be included in the current invoice run. Deleting the shift sends it back to the Confirm Shifts stage, so that it may be updated and confirmed once again, either for the current invoice run or for a subsequent invoice run. Note that shifts may not be deleted if the corresponding payslips have already been generated.
- Hovering over the docket number in the client's expanded shift list will display an image of the timesheet snap or the electronic timesheet (if these have been submitted to the system via the Member App or Staff App).
- Clicking on the Member Name in the client's expanded shift list will display the Member Card Screen with all of the member's details.
- In the client's expanded shift list, the user may update certain fields as long as the corresponding payslip has not been generated. These fields are Area (or 'Delivery Location' of the shift), Start Time, End Time and Break. The Order No. field may also be updated, even if the payslip has already been generated. If any of these fields are updated, the 'Refresh' button should be clicked to save the changes. These changes will also be applied to the pay component of the shift.

To process this stage of the invoice run, follow these steps:

- (a) Review shifts by expanding the list of each client's shifts.
- (b) If any errors are detected in the Area, Order No., Start Time, End Time or Break fields, update the fields and click on the 'Refresh' button to save the changes. If errors are detected in other fields, delete the shift (using the trash bin symbol) so that it may be reconfirmed again in the Confirm Shifts stage. Note that it will not be possible to delete the shift if the corresponding payslip has already been generated.
- (c) Select the clients that are to proceed into the next stage of the invoice run by checking the checkbox next to each client's name. Note that it is not possible to select specific shifts of the client. If the client is selected, then all shifts for the client will proceed to the next stage. (If certain shifts are not to be sent further forward into the invoice run, then they should be deleted instead as mentioned above).

If all clients are to be selected, then the checkbox in the header may be selected which automatically checks all client checkboxes.

- (d) Click on the 'Submit Docket for Payment' button and a confirmation message will be displayed as shown below.



The screenshot shows the 'View Confirmed Shifts and Submit Dockets for Invoicing' screen. The table below lists the shifts for 6 clients, with a total value of \$4,332,9790. A success message dialog box is overlaid on the table, stating 'Docket(s) has been successfully Submitted for Invoicing.' and has an 'OK' button.

Service Location	Area	Entity Name	Qualification	MemberName	Invoice From	Invoice To	Inv Shift Value(\$)
<b>Total : 6</b>							<b>\$4,332,9790</b>
<input checked="" type="checkbox"/> AGE WELL CAMDEN		BEV			02/08/2017	02/08/2017	609.0750
<input checked="" type="checkbox"/> ANZ GROUP		ENTIRE SOFTWARE			29/07/2017	31/07/2017	476.9990
<input checked="" type="checkbox"/> ANZ LEGAL NSWRTGRTFEWTRTDSGFD		BEV			01/08/2017	01/08/2017	600.0000
<input checked="" type="checkbox"/> FAMOUS MELBOURNE HOSPITAL		BEV			16/06/2017	03/08/2017	1462.9400
<input checked="" type="checkbox"/> FRANKSTON PRIVATE HOSPITAL		BEV			01/08/2017	01/08/2017	410.0000
<input checked="" type="checkbox"/> GABBA STADIUM	LEVEL 1				08/2017	05/08/2017	773.9650

- (e) Click on OK of the confirmation message. The screen will then close.
- (f) The Invoice Processing Summary Screen is displayed once again. Click on the 'Next' button to move to the next stage of the invoice run, Generate Invoices, as shown below.

## Generate Invoices

"Process Submitted Invoices to generate Invoice Slips..."

Processing Period 05/08/2017

Invoice Cycle No 7

Current Invoice Stages Status

Submit Dockets



Generate Invoices



Print Invoices



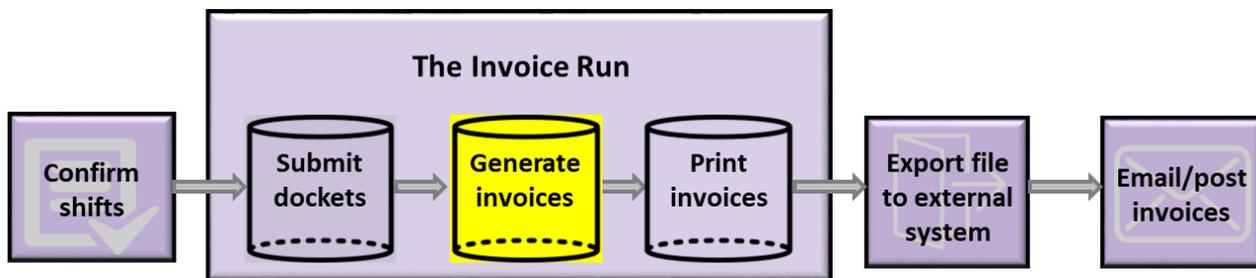
Back

Generate Invoices

Proceed to Print Invoices

Close

## 2.2.2 Generate Invoices



The red ball now indicates that we are at the Generate Invoices step of the invoice run. This step is predominantly for the generation of invoices, as the name suggests, but it is also the step at which invoice adjustments may be applied and invoice-specific notes added.

### Generate Invoices

*"Process Submitted Invoices to generate Invoice Slips..."*

**Processing Period** 05/08/2017

**Invoice Cycle No** 7

**Current Invoice Stages Status**

Submit Dockets 

Generate Invoices 

Print Invoices 



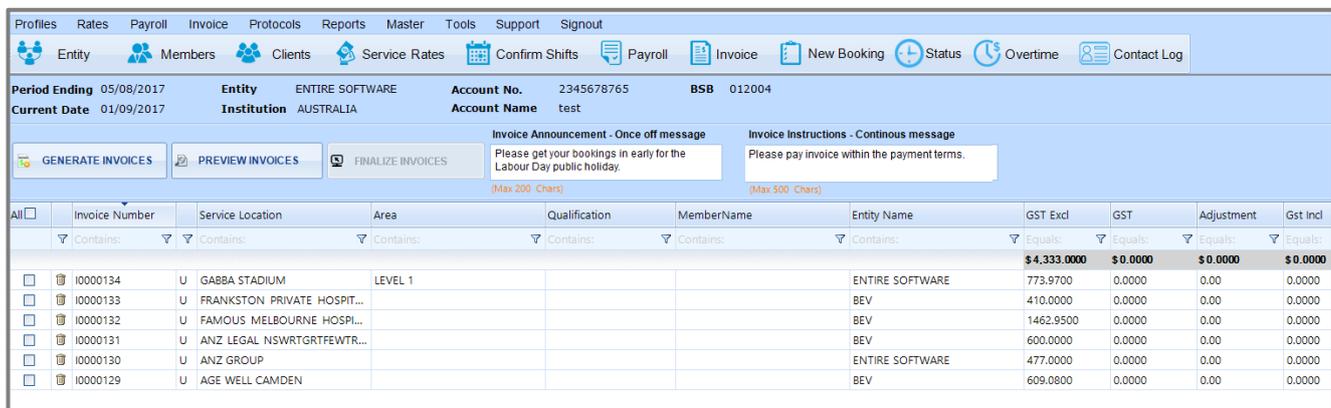
**Back**
Generate Invoices
Proceed to Print Invoices
Close

### Handy Hint



If more shifts have been subsequently confirmed, the user may click the 'Back' button, as shown above, to go back to the Submit Dockets step to submit the docket for the newly confirmed shifts. If no further shifts have been confirmed, the user will be able to click 'Back' but will be prevented from opening the Submit Dockets screen.

Click on the 'Generate Invoices' button to open the Generate Invoices Screen displayed below.



All	Invoice Number	Service Location	Area	Qualification	MemberName	Entity Name	GST Excl	GST	Adjustment	Gst Incl
							<b>\$4,333,000</b>	<b>\$ 0.0000</b>	<b>\$ 0.0000</b>	<b>\$ 0.0000</b>
<input type="checkbox"/>	10000134	U GABBA STADIUM	LEVEL 1			ENTIRE SOFTWARE	773.9700	0.0000	0.00	0.0000
<input type="checkbox"/>	10000133	U FRANKSTON PRIVATE HOSPIT...				BEV	410.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000132	U FAMOUS MELBOURNE HOSPI...				BEV	1462.9500	0.0000	0.00	0.0000
<input type="checkbox"/>	10000131	U ANZ LEGAL NSWRTGRTFEWTR...				BEV	600.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000130	U ANZ GROUP				ENTIRE SOFTWARE	477.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000129	U AGE WELL CAMDEN				BEV	609.0800	0.0000	0.00	0.0000

The clients that were selected to proceed from the Submit Dockets stage can be seen listed on the screen.

There are several points to note on this screen:

- Filter functionality at the top of each column allows the user to filter for certain clients.
- The column order may be changed to suit user preferences by dragging and dropping the column name to another position.
- The sort order of each column may be changed by clicking on the column name.
- An Invoice Number is generated for each client's invoice.
- The trash bin symbol at the start of each row allows clients to be deleted from this stage of the invoice run. This is used if an error is detected in the row details. Deleting the client sends all the client's shifts back to the Submit Dockets stage. It may also be necessary to further delete the shifts from the Submit Dockets stage, so that they can be updated and confirmed again in the earlier Confirm Shifts stage.
- The company's banking details (for invoice receivables) can be seen in the header of the screen, circled in red below.
- A one-time message can be specified in the Invoice Announcement field, circled in red below. This message will be displayed on all invoices for the current invoice run only.
- A continuous message can be specified in the Invoice Instructions field, also circled in red below. This message will be displayed continuously on all invoices, for all invoice runs, unless removed or updated. Note that this message may also be specified in the Finance Portal at / Tools / Application Options / Payroll.

Profiles Rates Payroll Invoice Protocols Reports Master Tools Support Signout

Entity Members Clients Service Rates Confirm Shifts Payroll Invoice New Booking Status Overtime Contact Log

Period Ending 05/08/2017 Entity ENTIRE SOFTWARE Account No. 2345678765 BSB 012004  
 Current Date 01/09/2017 Institution AUSTRALIA Account Name test

GENERATE INVOICES PREVIEW INVOICES FINALIZE INVOICES

Invoice Announcement - Once off message  
Please get your bookings in early for the Labour Day public holiday.  
(Max 200 Chars)

Invoice Instructions - Continuous message  
Please pay invoice within the payment terms.  
(Max 500 Chars)

All	Invoice Number	Service Location	Area	Qualification	MemberName	Entity Name	GST Excl	GST	Adjustment	Gst Incl
<input type="checkbox"/>	10000134	U GABBA STADIUM	LEVEL 1			ENTIRE SOFTWARE	\$4,333.0000	\$0.0000	\$0.0000	\$0.0000
<input type="checkbox"/>	10000133	U FRANKSTON PRIVATE HOSPIT...				BEV	410.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000132	U FAMOUS MELBOURNE HOSPI...				BEV	1462.9500	0.0000	0.00	0.0000
<input type="checkbox"/>	10000131	U ANZ LEGAL NSWRTGRTFEWTR...				BEV	600.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000130	U ANZ GROUP				ENTIRE SOFTWARE	477.0000	0.0000	0.00	0.0000
<input type="checkbox"/>	10000129	U AGE WELL CAMDEN				BEV	609.0800	0.0000	0.00	0.0000

To process this stage of the invoice run, follow these steps:

- Review client invoice details displayed on each row.
- If any errors are detected, delete the client so that the client's shifts return to the Submit Dockets stage.
- Update the Invoice Announcement and Invoice Instructions fields as required.
- Select the clients that are to proceed into the next stage of the invoice run by checking the checkbox next to each client's name. If all clients are to be selected, then the checkbox in the header may be selected which automatically checks all client checkboxes.
- Click on the 'Generate Invoices' button. If there are issues with the generation, an alert message will be displayed as in the example below.

Profiles Rates Payroll Invoice Protocols Reports Master Tools Support Signout

Entity Members Clients Service Rates Confirm Shifts Payroll Invoice New Booking Status Overtime Contact Log

Period Ending 05/08/2017 Entity ENTIRE SOFTWARE Account No. 2345678765 BSB 012004  
 Current Date 01/09/2017 Institution AUSTRALIA Account Name test

GENERATE INVOICES PREVIEW INVOICES FINALIZE INVOICES

Invoice Announcement - Once off message  
Please get your bookings in early for the Labour Day public holiday.  
(Max 200 Chars)

Invoice Instructions - Continuous message  
Please pay invoice within the payment terms.  
(Max 500 Chars)

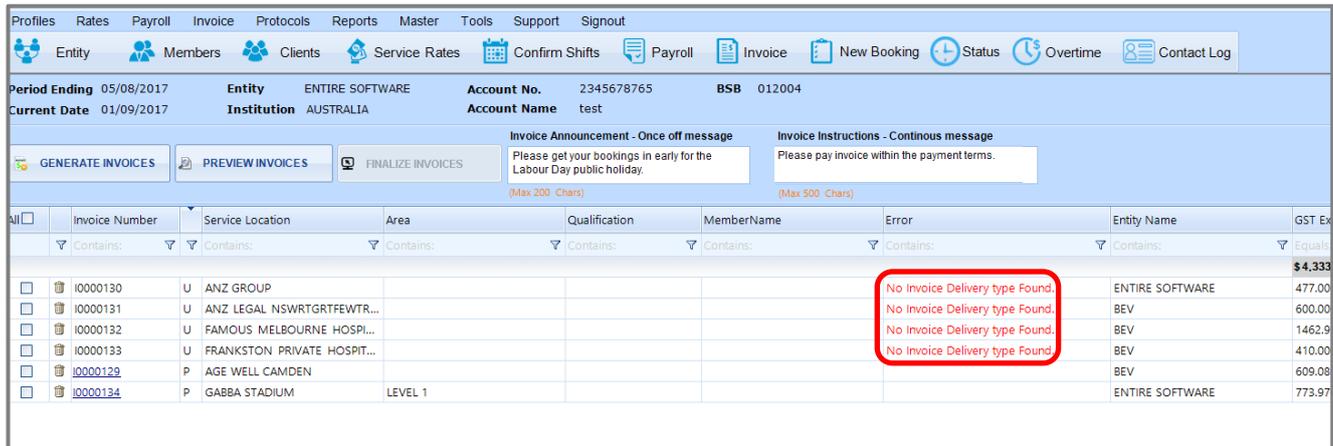
All	Invoice Number	Service Location	Area	Qualification	MemberName	Entity Name	GST Excl	GST	Adjustment	Gst Incl
<input checked="" type="checkbox"/>	10000129	U AGE WELL CAMDEN				BEV	609.0800	0.0000	0.00	0.0000
<input checked="" type="checkbox"/>	10000130	U ANZ GROUP				ENTIRE SOFTWARE	477.0000	0.0000	0.00	0.0000
<input checked="" type="checkbox"/>	10000131	U ANZ LEGAL NSWRTGRTFEWTR...				BEV	600.0000	0.0000	0.00	0.0000
<input checked="" type="checkbox"/>	10000132	U FAMOUS MELBOURNE HOSPI...				BEV	1462.9500	0.0000	0.00	0.0000
<input checked="" type="checkbox"/>	10000133	U FRANKSTON PRIVATE HOSPIT...				BEV	410.0000	0.0000	0.00	0.0000
<input checked="" type="checkbox"/>	10000134	U GABBA STADIUM	LEVEL 1			ENTIRE SOFTWARE	\$4,333.0000	\$0.0000	\$0.0000	\$0.0000

**Alert Message**

Not all the Invoices are processed.  
Please refer to the Error column for the details.

OK

- Click on the OK button of the alert message and refer to the Error column to view the details, as shown below.

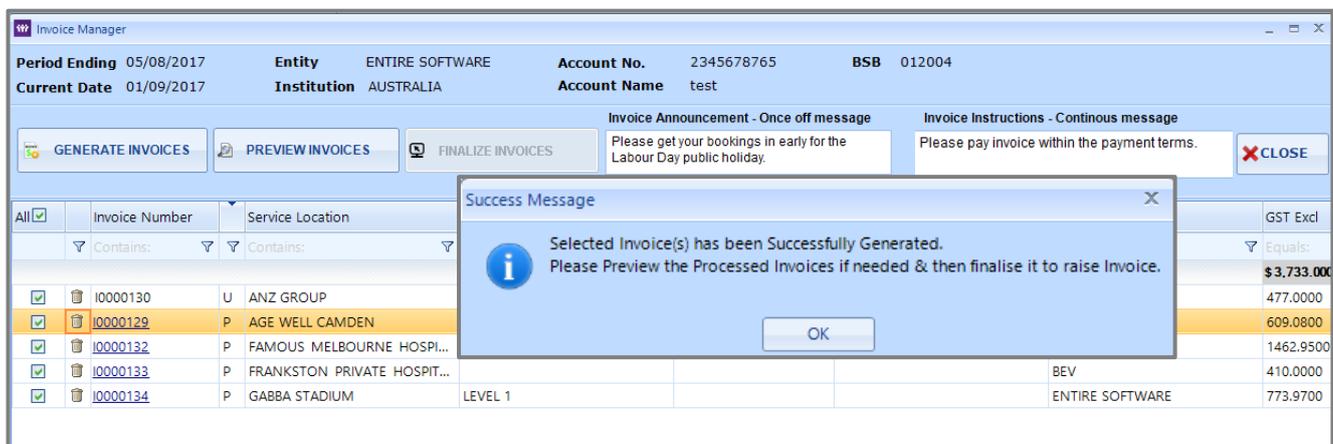


Period Ending 05/08/2017 Entity ENTIRE SOFTWARE Account No. 2345678765 BSB 012004  
 Current Date 01/09/2017 Institution AUSTRALIA Account Name test

Invoice Announcement - Once off message: Please get your bookings in early for the Labour Day public holiday.  
 Invoice Instructions - Continuous message: Please pay invoice within the payment terms.

Invoice Number	Service Location	Area	Qualification	MemberName	Error	Entity Name	GST Ex
I0000130	U ANZ GROUP					ENTIRE SOFTWARE	477.00
I0000131	U ANZ LEGAL NSWRTGRTFEWTR...				No Invoice Delivery type Found.	BEV	600.00
I0000132	U FAMOUS MELBOURNE HOSPI...				No Invoice Delivery type Found.	BEV	1462.9
I0000133	U FRANKSTON PRIVATE HOSPI...				No Invoice Delivery type Found.	BEV	410.00
I0000129	P AGE WELL CAMDEN					BEV	609.08
I0000134	P GABBA STADIUM	LEVEL 1				ENTIRE SOFTWARE	773.97

- (g) In this example, client invoice delivery type information is missing, and so the invoice run cannot continue until the issues are rectified. In this case, the client records may be updated with the missing details and then the invoices generated again, or the affected clients may be simply deleted from this invoice run by using the trash bin icon.
- (h) If there are no issues with the invoice generation, or the issues have been resolved, a confirmation message will be displayed, as shown below, and the user is advised to preview and then finalise the invoices.



Period Ending 05/08/2017 Entity ENTIRE SOFTWARE Account No. 2345678765 BSB 012004  
 Current Date 01/09/2017 Institution AUSTRALIA Account Name test

Invoice Announcement - Once off message: Please get your bookings in early for the Labour Day public holiday.  
 Invoice Instructions - Continuous message: Please pay invoice within the payment terms.

Success Message: Selected Invoice(s) has been Successfully Generated. Please Preview the Processed Invoices if needed & then finalise it to raise Invoice.

Invoice Number	Service Location	Area	Qualification	MemberName	Error	Entity Name	GST Excl
I0000130	U ANZ GROUP					ENTIRE SOFTWARE	477.0000
I0000129	P AGE WELL CAMDEN					BEV	609.0800
I0000132	P FAMOUS MELBOURNE HOSPI...					BEV	1462.9500
I0000133	P FRANKSTON PRIVATE HOSPI...					BEV	410.0000
I0000134	P GABBA STADIUM	LEVEL 1				ENTIRE SOFTWARE	773.9700

- (i) Click on OK of the confirmation message and then click on the 'Preview Invoices' button. A preview screen is then displayed, showing all sample invoices, as can be seen below.



**entire software**  
Everything is Possible

**Invoice Enquiries & Remittances**  
Phone: 03 9800 0500  
Email: [invoices@company.com.au](mailto:invoices@company.com.au)  
Attention: Accounts Receivable

**FAMOUS MELBOURNE HOSPITAL**  
1 BOTANICAL GARDENS  
ACTON ACT 2601

- All of your labour hire needs in one place -

**TAX INVOICE**  
NUMBER: 10000132  
ENDING DATE: 05/08/2017  
INVOICE DATE: 01/09/2017  
Customer ID: FMH  
Entity: BEV  
Payment Term: 14 Days  
Due Date: 01/10/2017

**ELECTRONIC FUNDS TRANSFER**  
BSB: 012004  
Acc No: 234567876543  
Acc Name: test account

**Entire Software Pty Ltd**  
Trading As: Entire Software Pty Ltd  
ABN: 30 142 088 917

**Head Office Address**  
20 ELIZABETH STREET  
MELBOURNE CBD VIC 3000  
Phone: 03 9900 8000

**Relationship Manager**  
Name: Tina O Loughlin  
Email: [tina@troys.com.au](mailto:tina@troys.com.au)

Docket	Personnel	Area	Ref	Date	Time	Grade	Expertise	Hrs	Rate	SubTotal	Allowances	Total Ex GST
286	J. STEPLETON			16/06/17	FRI PM 16:30-23:30	RN L2 Y2		6.50	\$67.50	\$438.75	UNIFORMS\$1.37	\$440.12
244	J. STEPLETON			02/08/17	WED SL 21:00-07:00	RN L2 Y2		10.00	\$25.00	\$250.00		\$250.00
272	J. STEPLETON	EMERGENCY WARD:		30/07/17	SUN AM 06:00-14:00	RN L2 Y2		7.00	\$75.00	\$525.00	CO PAYS-5.00, UNIFORMS\$1.58	\$521.58
244	J. STEPLETON	EMERGENCY WARD:		02/08/17	WED NS 21:30-23:00	RN L2 Y2		1.00	\$75.00	\$75.00		\$75.00
244	J. STEPLETON	EMERGENCY WARD:		03/08/17	THU NS 05:00-06:00	RN L2 Y2		1.00	\$75.00	\$75.00		\$75.00
244	J. STEPLETON	EMERGENCY WARD:		03/08/17	THU AM 06:00-08:00	RN L2 Y2		1.50	\$67.50	\$101.25		\$101.25
<b>Totals: 3</b>								<b>27.00</b>	<b>\$1,465.00</b>	<b>-\$2.06</b>		<b>\$1,462.95</b>

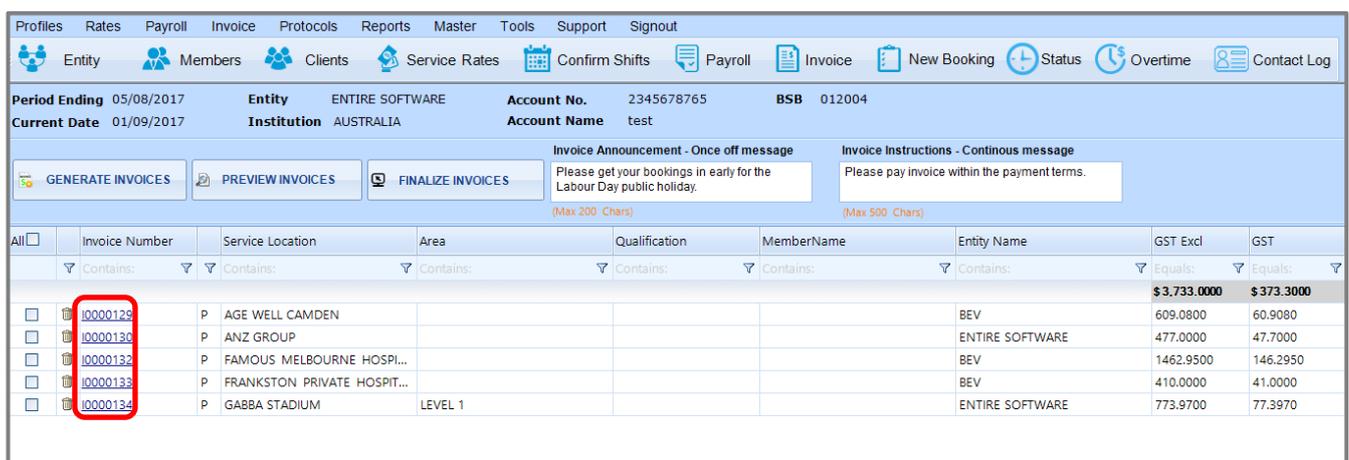
Please pay invoice within the payment terms. Please get your bookings in early for the Labour Day public holiday.

<b>Total Amount</b>	<b>\$1,462.95</b>
<b>Total GST</b>	<b>\$146.30</b>
<b>Total Amount Payable</b>	<b>\$1,609.25</b>
<b>Adjustment</b>	<b>\$0.00</b>

Page 1 of 1
Invoice No. 10000132
The greatest compliment you can give us is a referral for our services.

Figure 2: Sample of an invoice preview.

- (j) Close the invoice preview screen and the Generate Invoices Screen is displayed once again. Note that each of the invoice numbers now have a hyperlink, as circled below.



All	Invoice Number	Service Location	Area	Qualification	MemberName	Entity Name	GST Excl	GST
<input type="checkbox"/>	<a href="#">10000129</a>	P AGE WELL CAMDEN				BEV	609.0800	60.9080
<input type="checkbox"/>	<a href="#">10000130</a>	P ANZ GROUP				ENTIRE SOFTWARE	477.0000	47.7000
<input type="checkbox"/>	<a href="#">10000132</a>	P FAMOUS MELBOURNE HOSPI...				BEV	1462.9500	146.2950
<input type="checkbox"/>	<a href="#">10000133</a>	P FRANKSTON PRIVATE HOSPIT...				BEV	410.0000	41.0000
<input type="checkbox"/>	<a href="#">10000134</a>	P GABBA STADIUM	LEVEL 1			ENTIRE SOFTWARE	773.9700	77.3970
							<b>\$3,733.0000</b>	<b>\$373.3000</b>

- (k) If there are no further updates to be made to the invoices, then the invoices may be finalised by clicking the 'Finalize Invoices' button. If further updates are required, each individual invoice may be updated by clicking on the Invoice Number hyperlink. This opens the Invoice Manager Screen. From this screen, the

user may change the display of shifts on screen, delete specific shifts from the invoice, add invoice-specific invoice notes, and add invoice adjustments and descriptions. These are explained below:

#### *Invoice Manager – Changing On-Screen Shift Display*

As with other screens, the user may change the way shifts are displayed on the screen. Filter functionality at the top of each column allows the user to filter for certain shifts. The column order may be changed to suit user preferences by dragging and dropping the column name to another position, and the sort order of each column may be changed by clicking on the column name.

#### *Invoice Manager – Deleting Specific Shifts from the Invoice*

The trash bin symbol at the start of each row allows specific shifts to be deleted from the invoice. This is used if an error is detected in the row details or if the shift is not to be included in the current invoice run. Using this feature will send the shift back to the Submit Dockets stage. From there the shift may be processed again in the Submit Dockets stage, deleted again so it is sent further back to the Confirm Shifts stage for updating, or may be left to sit in the Submit Dockets stage to be processed in a subsequent invoice run.

Note that if the trash bin symbol is used from the previous Generate Invoice Screen, *all* of the client's shifts are deleted, but if it is used from the Invoice Manager Screen, then specific shifts may be deleted one at a time.

Note also that the user will not be permitted to delete specific shifts in the Invoice Manager Screen if the corresponding payslips have already been generated.

#### *Invoice Manager – Adding an Invoice-Specific Message*

In addition to the Invoice Announcement and the Invoice Instructions messages (which apply to all invoices), it is sometimes necessary to add a message to a single invoice. Such messages may be added to the Invoice Notes field, circled in red below. If there are multiple shifts listed in the invoice, and the message relates to specific shifts, then the docket number of the shifts may be referred to, to identify the shift, as in the example below. Click the 'Confirm Invoice Changes' button to save the invoice notes.

Client Name : FAMOUS MELBOURNE HOSPITAL
Client Entity : BEV
Trading Name :

Invoice No : I0000136
Period Ending : 05/08/2017

**Client Invoice Details**

Docket No	Seq.	Area	Service Location	Shift	Order No.	Member Name	Qual	Office	Pay Level	Date	Day	Start	End	Hrs	Break	Wrk.Hrs	Rate(\$)	Sub Total(\$)	Allowances (\$)	
286	0		FAMOUS MELB...	PM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	16/06/2017	FRI	1630	2330	7.00	30	6.30	67.50	438.7500	1.3650	
272	0	EMERGENCY WA...	FAMOUS MELB...	AM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	30/07/2017	SUN	0600	1400	8.00	60	7.00	75.00	525.0000	-3.4250	
244	1	EMERGENCY WA...	FAMOUS MELB...	NS		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	02/08/2017	WED	2130	2300	1.30	30	1.00	75.00	75.0000	0.0000	
244	2		FAMOUS MELB...	SL		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	02/08/2017	WED	2100	0700	10.00	0	10.00	25.00	250.0000	0.0000	
244	3	EMERGENCY WA...	FAMOUS MELB...	NS		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	03/08/2017	THU	0500	0600	1.00	0	1.00	75.00	75.0000	0.0000	
244	4	EMERGENCY WA...	FAMOUS MELB...	AM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	03/08/2017	THU	0600	0800	2.00	30	1.30	67.50	101.2500	0.0000	
Docket : 3																	27.00	\$64.17	\$1,465.0000	-\$2.0600

**Tax Details**

Obligation Name	% or \$	Value	Amount
GST	%	10.00	146.2950

**Invoice Details**

Invoice Frequency: WEEKLY

Email Invoice To: famous@hospital.com

Postal Address:

Invoice Notes (Max 100 Character): Docket 286 includes uniform allowance. Docket 272 includes uniform allowance and co-pay.

**Adjustments**

(Value + / -)  Description (Max 100 Character)

**Invoice Total**

This Invoice

GST Excluding (\$)

1462.9400

GST Amount (\$)

146.3000

Adjustments(if any)

0.00

GST Including(\$)

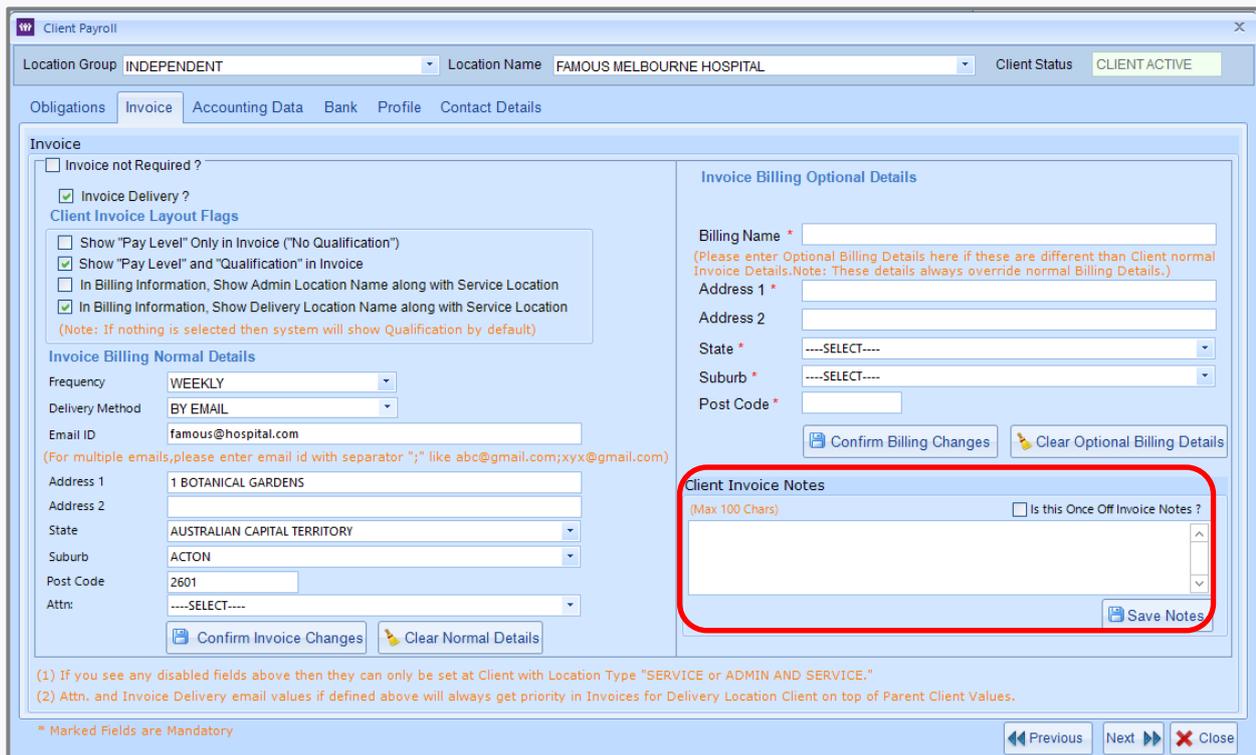
1609.2400

**Handy Hint**



Invoice Notes may be added to the invoice using the Invoice Manager Screen, as described above, but they may also be added to the client's Client Record. When added to the Client Record, the notes are specified as being a one-time occurrence, or for multiple occurrences.

If it is a one-time occurrence, it will be added to the invoice in the next applicable invoice run. If it is for multiple occurrences, it will be added to multiple invoices for the client over multiple invoice runs. The Invoice tab of the Client Record is shown below, displaying the Client Invoice Notes field circled in red.



The screenshot shows the 'Client Payroll' window for 'FAMOUS MELBOURNE HOSPITAL'. The 'Invoice' tab is active. The 'Client Invoice Notes' field is circled in red. The form includes sections for 'Invoice Billing Normal Details' and 'Invoice Billing Optional Details'. The 'Client Invoice Notes' field is currently empty and has a 'Save Notes' button next to it.

**Invoice Manager – Adding an Adjustment**

It is possible to add and subtract amounts from the overall invoice total using the Adjustments section of the Invoice Manager Screen. This functionality may be useful for many reasons. For example, companies may wish to reward their clients with a loyalty bonus by applying a percentage discount to the overall invoice value, as can be seen in the screenshot below. The amount is entered into the 'Value' field and an explanation is provided in the 'Description' field. Clicking on the 'Confirm Invoice Changes' button will save the adjustment and description.

Note that, as can be seen in the example below, any negative adjustments should be preceded by a minus sign. Also note that only absolute values may be entered, so if a percentage increase or decrease is to be applied, the amount needs to be calculated outside of the system.

Click on the Close button to close the Invoice Manager Screen.

Invoice Manager

Client Name : FAMOUS MELBOURNE HOSPITAL      Client Entity : BEV      Trading Name :

Invoice No : I0000136      Period Ending : 05/08/2017

Docket No	Seq	Area	Service Location	Shift	Order No.	Member Name	Qual	Office	Pay Level	Date	Day	Start	End	Hrs	Break	Wrk.Hrs	Rate(\$)	Sub Total(\$)	Allowances (\$)	
286	0		FAMOUS MELB...	PM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	16/06/2017	FRI	1630	2330	7.00	30	6.30	67.50	438.7500	1.3650	
272	0	EMERGENCY WA...	FAMOUS MELB...	AM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	30/07/2017	SUN	0600	1400	8.00	60	7.00	75.00	525.0000	-3.4250	
244	1	EMERGENCY WA...	FAMOUS MELB...	NS		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	02/08/2017	WED	2130	2300	1.30	30	1.00	75.00	75.0000	0.0000	
244	2		FAMOUS MELB...	SL		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	02/08/2017	WED	2100	0700	10.00	0	10.00	25.00	250.0000	0.0000	
244	3	EMERGENCY WA...	FAMOUS MELB...	NS		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	03/08/2017	THU	0500	0600	1.00	0	1.00	75.00	75.0000	0.0000	
244	4	EMERGENCY WA...	FAMOUS MELB...	AM		JAYNE STEPLETON	RN	MELBOURNE	RN L2 Y2	03/08/2017	THU	0600	0800	2.00	30	1.30	67.50	101.2500	0.0000	
<b>Docket : 3</b>																	<b>27.00</b>	<b>\$64.17</b>	<b>\$1,465.0000</b>	<b>-\$2.0600</b>

**Tax Details**

Obligation Name	% or \$	Value	Amount
GST	%	10.00	146.2950

**Invoice Details**

Invoice Frequency: WEEKLY

Email Invoice To: famous@hospital.com

Postal Address:

Invoice Notes (Max 100 Character): Docket 286 includes uniform allowance. Docket 272 includes uniform allowance and co-pay.

**Adjustments**

(Value + / -) -146.29      Description (Max 100 Character) 10% loyalty discount

Invoice Total	GST Excluding (\$)	GST Amount (\$)	Adjustments(if any)	GST Including(\$)
This Invoice	1462.9400	146.3000	-146.29	1462.9500

- (l) Once all updates have been made in the Invoice Manager Screen, click on the 'Preview Invoices' button once again to preview the updated invoices. This is important because shifts may have been deleted and adjustments may have been applied, both of which will mean that the invoices previewed earlier will now be different.

**Important Note**



If updates are made in the Invoice Manager Screen, these updates will be automatically reflected in the invoices (and this can be seen by previewing the invoices as suggested above). However, if any updates are made to the Client Record during invoice run processing (such as adding a client invoice note), then the updates are not automatically reflected in the invoice and the invoice must be generated again for the update to take effect.

To generate the invoice again, check the checkbox at the start of the client row and click on the 'Generate Invoices' button.

- (m) Once all updates have been made, and invoices have been previewed, click on the 'Finalize Invoices' button.
- (n) The user is then notified that the invoices have been successfully finalized and instructed to close the screen and create an email batch to send invoices to clients, as can be seen below.

Profiles Rates Payroll Invoice Protocols Reports Master Tools Support Signout

Entity Members Clients Service Rates Confirm Shifts Payroll Invoice New Booking Status Overtime Contact Log

Period Ending 05/08/2017 Entity ENTIRE SOFTWARE Account No. 2345678765 BSB 012004  
 Current Date 06/09/2017 Institution AUSTRALIA Account Name test

GENERATE INVOICES PREVIEW INVOICES FINALIZE INVOICES

Invoice Announcement - Once off message: Please get your bookings in early for the Labour Day Public Holiday. (Max 200 Chars)

Invoice Instructions - Continous message: Please pay invoice within the payment term. (Max 500 Chars)

Invoice Number	Service Location	Area	Qualification	MemberName	Entity Name	GST Excl	GST	Adjustment	Gst Incl
10000129	AGE WELL CAMDEN				BEV	609.0800	60.9080	0.00	669.9880
10000130	ANZ GROUP								
10000133	FRANKSTON PRIVATE HOSPIT...								
10000134	GABBA STADIUM	LEVEL 1							
10000136	FAMOUS MELBOURNE HOSPI...								
10000137	GABBA STADIUM								
10000138	GABBA STADIUM	LEVEL 2							
						<b>\$5,646.2800</b>	<b>\$564.6340</b>	<b>-\$208.0300</b>	<b>\$6,002.8840</b>

**Success Message**

Generated Invoices has been Successfully Finalised.  
Please press OK to close the screen & then Create an Email Batch to send raised Invoices to Clients.

OK

- (o) Click on OK of the confirmation message. The Invoice Processing Summary Screen is displayed once again. Click on the 'Proceed to Print Invoices' button to move to the next stage of the invoice run, Print Invoice, as shown below.

Invoice Processing Screen

## Print Invoice Slips

"Print generated Invoice Slips to complete the Process of Invoice run..."

Processing Period 05/08/2017  
 Invoice Cycle No 7  
 Current Invoice Stages Status

Submit Dockets 

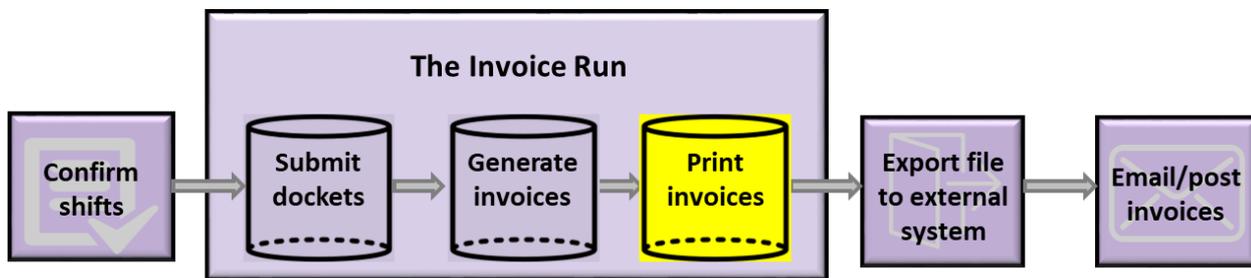
Generate Invoices 

Print Invoices 



Back See Reviewed Invoices Generate Batch to View / Print Invoices Close Off Invoice Run

### 2.2.3 Print Invoices



The red ball now indicates that we are at the Print Invoice step of the invoice run. This step is responsible for generating the batch of emails to be sent to clients with attached invoices, and also the batch of paper-based invoices to be printed, where clients have opted for posted invoices.

**Print Invoice Slips**  
"Print generated Invoice Slips to complete the Process of Invoice run..."

Processing Period 05/08/2017  
Invoice Cycle No 7  
Current Invoice Stages Status

Submit Dockets [locked]  
Generate Invoices [locked]  
Print Invoices [active]

Submit Docket    Generate Invoice    Print Invoice

Back    See Reviewed Invoices    Generate Batch to View / Print Invoices    Close Off Invoice Run

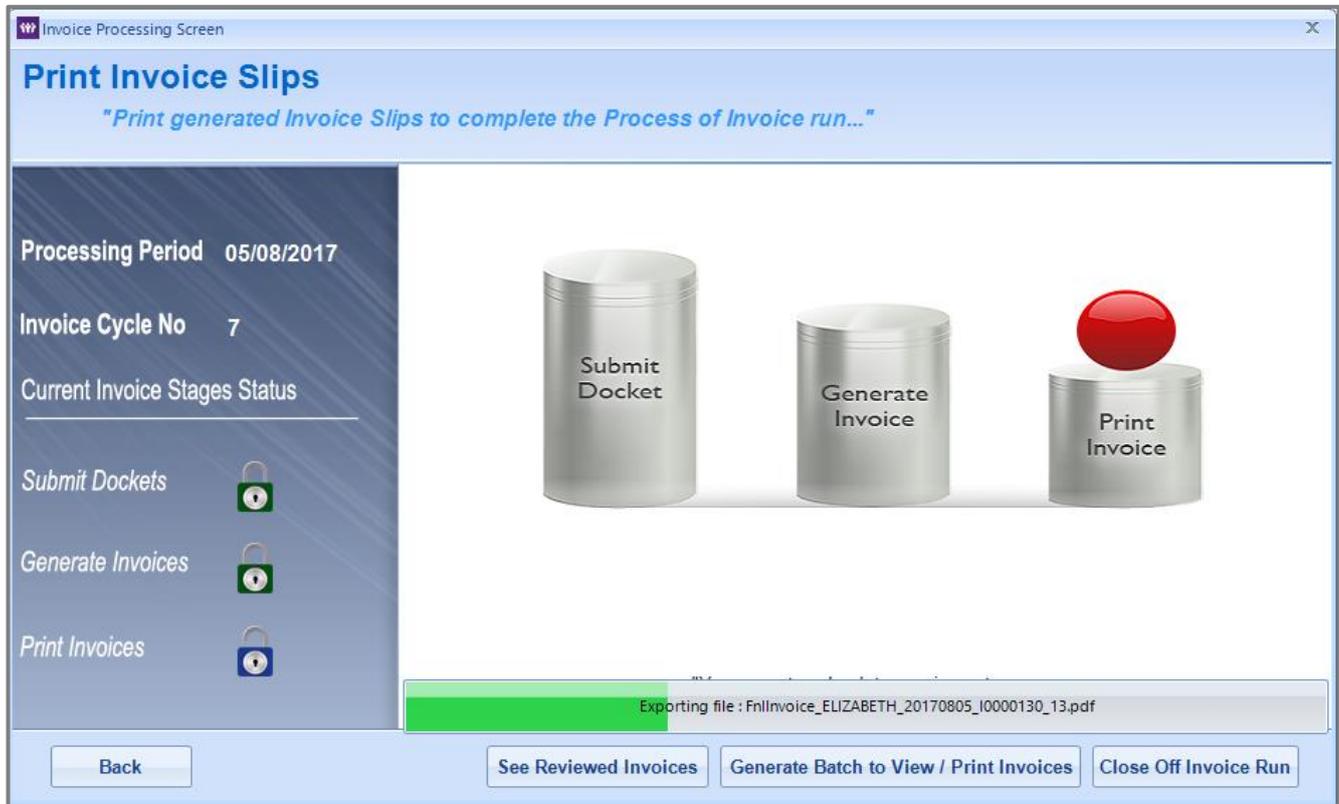
#### Handy Hint



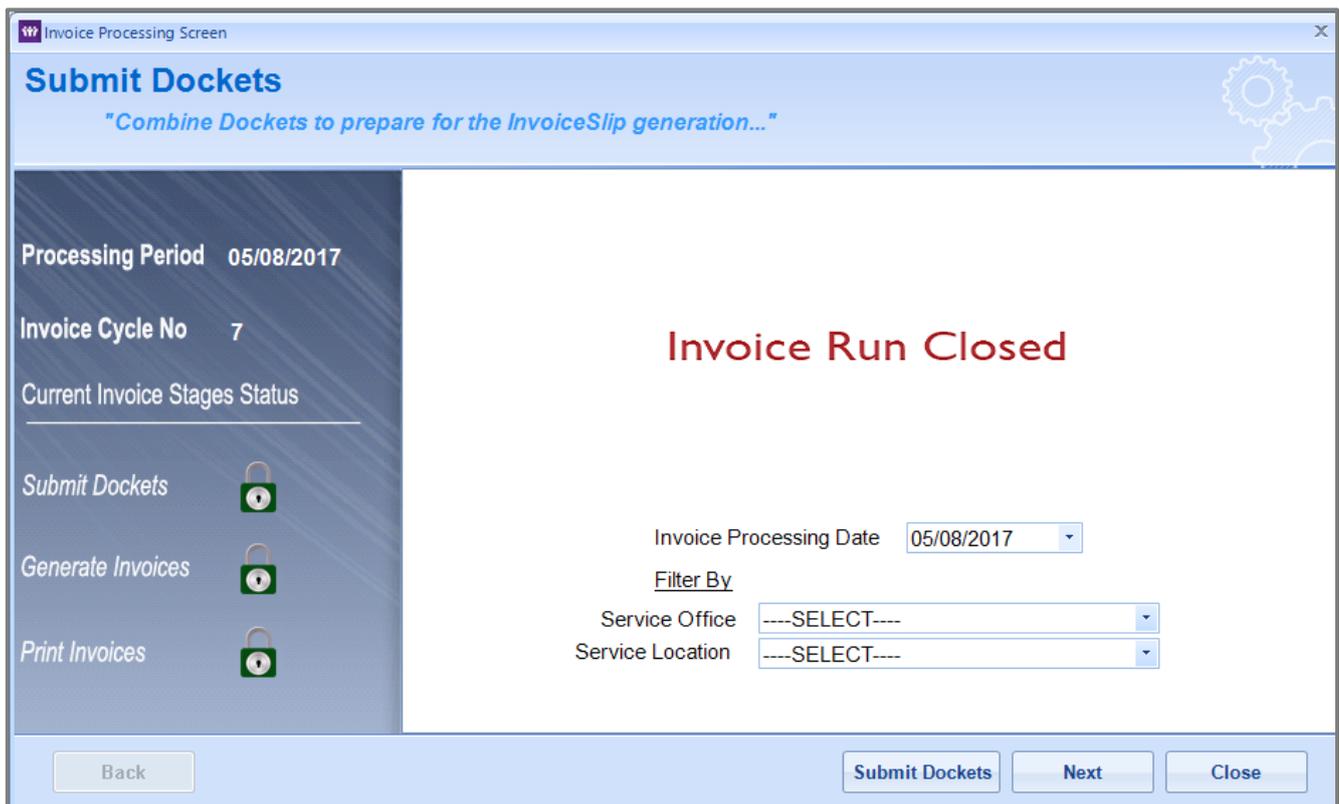
It is not possible to go back from this step. If the user clicks on the 'Back' button at this step, a message will be displayed that the Generate Invoice stage has been completed for the current period, and it is not possible to go back to that stage now.

Clicking the 'See Reviewed Invoices' button will display the finalized invoices. Close the screen to return to the Invoice Processing Summary Screen.

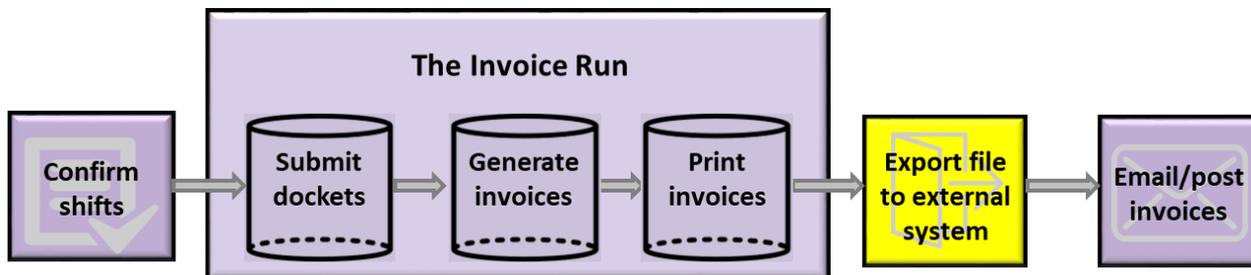
Then click the 'Generate Batch to View/Print Invoices' button to generate the batch files. A green progress bar will appear at the bottom of the screen to indicate the progress of the file generation, as can be seen below.



Once the files have been generated, click the 'Close Off Invoice Run' button to mark the invoice run as complete. The following screen is then displayed. Click the 'Close' button to close the screen.



### 2.3 Export File to External System

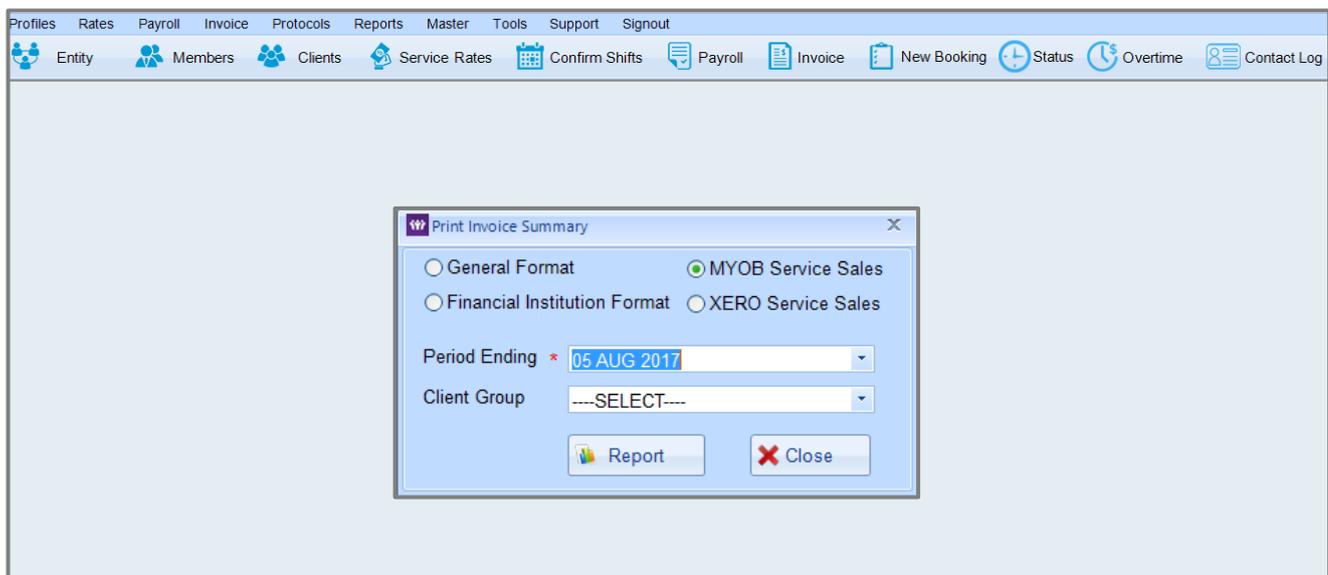


The tracking of client invoice payments is managed outside of entireHR and so invoice data must be exported to an external system. The majority of companies use MYOB or Xero accounting software to manage client payments, so entireHR supports the export of invoice data in both MYOB and Xero formats, as well as in a general format and a financial institution format.

To export the data, a file is generated within entireHR. The file is then saved and manually uploaded to the external system. To generate the file, access the file generation screen from the menus as follows:

/ Reports / Invoice / Print Invoice Summary

The following screen will be displayed.



Select the format of the file by clicking on the relevant radio button, then select the relevant date from the 'Period Ending' drop down list. If the file is to be generated for a specific client group, select the client group from the 'Client Group' drop down list. If the file is to be generated for all clients, then do not select from this drop down list. Click on the Report button.

The 'Save As' pop up screen will then be displayed. Choose the folder in which to save the file, enter the name of the file, choose the file type, then click 'Save'. The file will then be generated in the folder specified and will be displayed to the screen. Samples of the four different formats that may be generated are displayed below (all using the Excel file type).

**General Format**

A	B	C	D	E	F	G	H	I	J
Customer Code	Invoice No	ClientName	Hours	Sub Total	Total Allowances	Total GSTExcAmount	Total GST	Adjustment	TotalEarnings
AWC	I0000129	AGE WELL CAMDEN	9.00	607.50	1.58	609.08	60.91	0.00	669.99
53	I0000130	ANZ GROUP	8.05	477.00	0.00	477.00	47.70	0.00	524.70
FPH	I0000133	FRANKSTON PRIVATE HOSPITAL	7.30	506.25	1.58	507.83	50.78	0.00	558.61
GABBA01	I0000134	GABBA STADIUM	32.00	1862.67	28.50	1891.17	189.12	-208.03	1872.26
FMH	I0000136	FAMOUS MELBOURNE HOSPITAL	27.00	1465.00	-2.06	1462.94	146.30	0.00	1609.24
GABBA01	I0000137	GABBA STADIUM	7.30	349.13	0.00	349.13	34.91	0.00	384.04
GABBA01	I0000138	GABBA STADIUM	7.30	349.13	0.00	349.13	34.91	0.00	384.04
Total Invoices:7				5616.68	29.60	5646.28	564.63	-208.03	6002.88

**Financial Institution Format**

A	B	C	D
Customer Code	Invoice No	TotalEarnings	Period Ending
AWC	I0000129	669.99	05/08/2017
53	I0000130	524.70	05/08/2017
FPH	I0000133	558.61	05/08/2017
GABBA01	I0000134	1872.26	05/08/2017
FMH	I0000136	1609.24	05/08/2017
GABBA01	I0000137	384.04	05/08/2017
GABBA01	I0000138	384.04	05/08/2017
Total Invoices:7		6002.88	

**MYOB Format**

A	B	C	D	E	F	G	H	I	J	K	L	M
Card ID	Invoice #	Job	Amount	Inc-Tax Amount	Date	Description	Account #	Tax Code	Payment is Due	Balance Due Days	Tax Inclusive	Journal Memo
AWC	I0000129		609.08	669.99	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	AWC - AGE WELL CAMDEN
53	I0000130		477	524.70	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	53 - ANZ GROUP
FPH	I0000133		507.83	558.61	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	FPH - FRANKSTON PRIVATE HOSPITAL
GABBA01	I0000134		1891.17	1872.26	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	GABBA01 - GABBA STADIUM
FMH	I0000136		1462.94	1609.24	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	FMH - FAMOUS MELBOURNE HOSPITAL
GABBA01	I0000137		349.13	384.04	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	GABBA01 - GABBA STADIUM
GABBA01	I0000138		349.13	384.04	05/08/2017	W/E 05/08/2017	4-1000	GST	2	14	1	GABBA01 - GABBA STADIUM

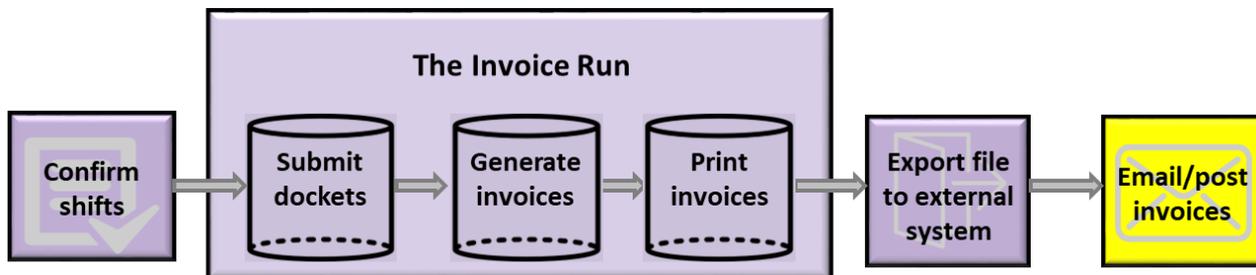
**Xero Format**

	A	B	C	D	E	F	G	H	I	J	K	L
	ContactName	EmailAddress	POAddressLine1	POAddressLine2	POAddressLine3	POAddressLine4	POCity	PORegion	POPostalCode	POCountry	InvoiceNumber	Reference
1	AGE WELL CAMDEN	test@test.com.au	2 EDINBURGH DRIVE				SKYE VIC		3977 AU		I0000129	AGE WELL CAMDEN
3	ANZ GROUP		101 PITT STREET				SYDNEY CBD NSW		2000 AU		I0000130	ANZ GROUP
4	FRANKSTON PRIVATE HOSPITAL		100 FRANK ST				FRANKSTON VIC		3199 AU		I0000133	FRANKSTON PRIVATE HOSPITAL
5	GABBA STADIUM	test@test.com	GURGAON						2602		I0000134	GABBA STADIUM
6	FAMOUS MELBOURNE HOSPITAL	famous@hospital.com									I0000136	FAMOUS MELBOURNE HOSPITAL
7	GABBA STADIUM	test@test.com	GURGAON						2602		I0000137	GABBA STADIUM
8	GABBA STADIUM	test@test.com	GURGAON						2602		I0000138	GABBA STADIUM

M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA
InvoiceDate	DueDate	InventoryItemCode	Description	Quantity	UnitAmount	AccountCode	Discount	TaxType	TaxAmount	TrackingName1	TrackingOption1	TrackingName2	TrackingOption2	Currency
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	609.08				60.91					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	477.00				47.70					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	507.83				50.78					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	1683.14				189.12					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	1462.94				146.30					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	349.13				34.91					
8/05/2017	9/04/2017	Team Staff Hour	W/E 05/08/2017	1.00	349.13				34.91					

Retrieve the file from the specified folder, then upload to the external system as per company procedures.

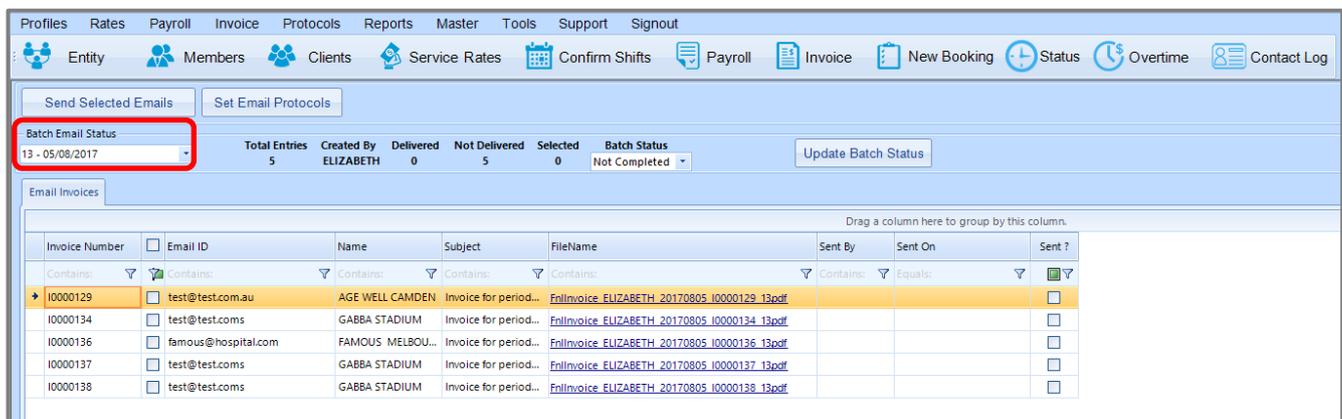
## 2.4 Email / Post Invoices



Now that the invoice run is complete, invoices need to be sent to clients. Clients can receive their invoices in three ways, via email, post or FTP (file transfer protocol). The way in which the client receives their invoice is defined on the Client Record. While there are three methods, most clients receive their invoices by email or by post.<sup>3</sup>

### 2.4.1 Emailing Invoices to Clients

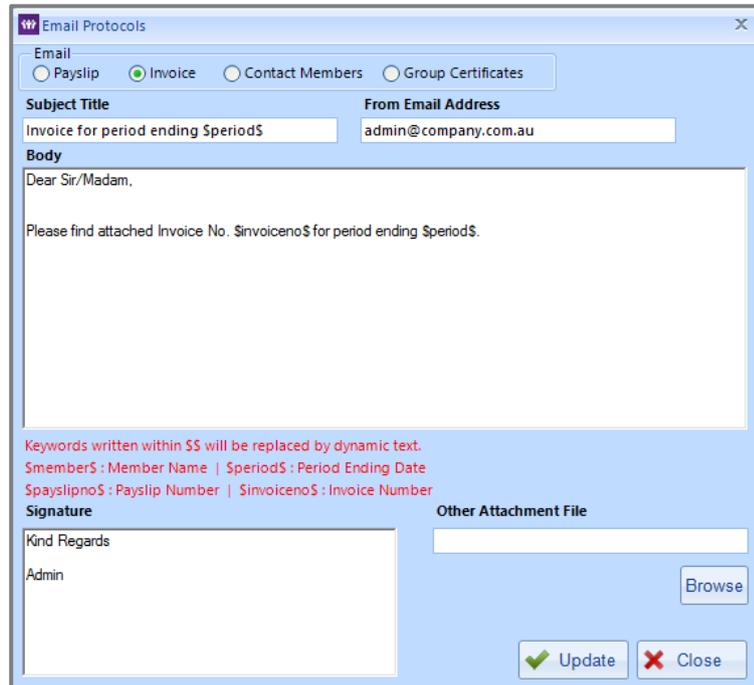
- Click on the 'Email Invoices' menu item from the Invoice menu.
- Select the relevant invoice run from the drop down list by selecting the period ending date, as shown circled in red. The clients who have elected to receive invoices via email will be listed.



Invoice Number	Email ID	Name	Subject	FileName	Sent By	Sent On	Sent ?
10000129	test@test.com.au	AGE WELL CAMDEN	Invoice for period...	FnInvoice_ELIZABETH_20170805_10000129_13.pdf			<input type="checkbox"/>
10000134	test@test.com	GABBA STADIUM	Invoice for period...	FnInvoice_ELIZABETH_20170805_10000134_13.pdf			<input type="checkbox"/>
10000136	famous@hospital.com	FAMOUS MELBOU...	Invoice for period...	FnInvoice_ELIZABETH_20170805_10000136_13.pdf			<input type="checkbox"/>
10000137	test@test.com	GABBA STADIUM	Invoice for period...	FnInvoice_ELIZABETH_20170805_10000137_13.pdf			<input type="checkbox"/>
10000138	test@test.com	GABBA STADIUM	Invoice for period...	FnInvoice_ELIZABETH_20170805_10000138_13.pdf			<input type="checkbox"/>

- Click on the 'Set Email Protocols' button to display the Email Protocols Screen, as displayed below. The Screen will default to displaying payslip text, so click on the 'Invoice' radio button. This shows the text that is displayed on every email that accompanies the invoices that are sent out. Use this screen to confirm that the email subject line and body text have been correctly set up. Update if necessary, and click the 'Update' button.

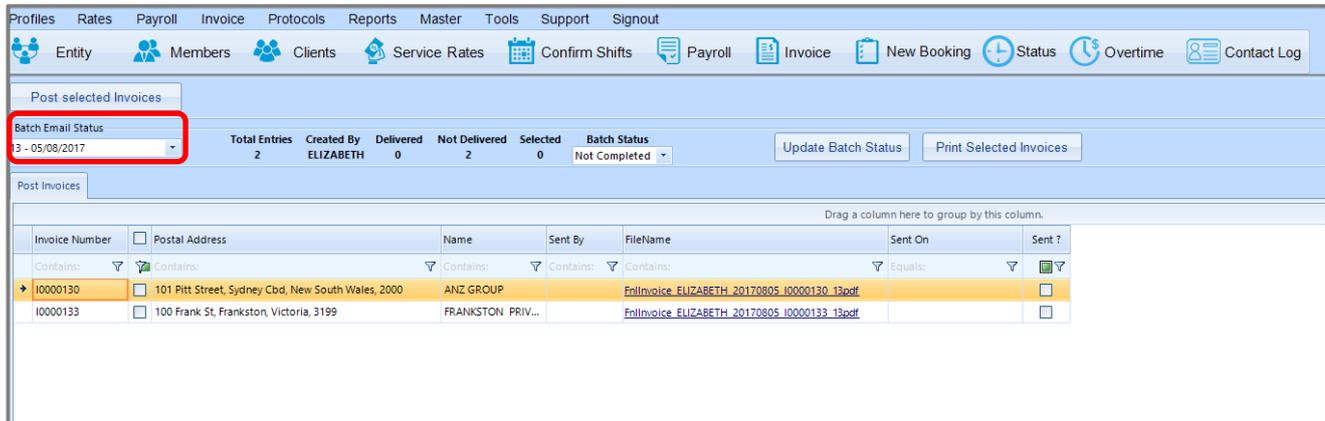
<sup>3</sup> There are actually five options to choose from on the Client Record, but only email, post and FTP methods are currently available.



- (d) Once the text has been confirmed or updated, click on the 'Close' button.
- (e) Individual invoices may be selectively sent by checking the checkbox next to the invoice number. If all invoices are to be sent, click on the checkbox in the header which will check all checkboxes.
- (f) Click on the 'Send Selected Emails' button to send the emails with attached invoices. The 'Sent By', 'Sent On' and 'Sent?' columns will then be populated to record that the emails have been sent.
- (g) Set the 'Batch Status' drop down list to 'Completed' and click on the 'Update Batch Status' button. A confirmation message will be displayed to confirm the action. Click on 'Yes'. The status is then set to complete and no further invoices may be emailed as part of this invoice run. The 'Batch Status' drop down list and 'Update Batch Status' button are then disabled to reflect this. (The Batch Status should not be set to complete if further invoices are to be sent in this invoice run).

#### 2.4.2 Posting Invoices to Clients

- (a) Click on the 'Post Invoices' menu item from the Invoice menu.
- (b) Select the relevant invoice run from the drop down list by selecting the period ending date, as shown circled in red. The clients who have elected to receive invoices via post will be listed. If no records are displayed, this indicates that all clients in the invoice run have opted for invoices by email.



Post selected Invoices

Batch Email Status: 3 - 05/08/2017

Total Entries: 2 Created By: ELIZABETH Delivered: 0 Not Delivered: 2 Selected: 0 Batch Status: Not Completed

Update Batch Status Print Selected Invoices

Invoice Number	Postal Address	Name	Sent By	FileName	Sent On	Sent ?
10000130	101 Pitt Street, Sydney Cbd, New South Wales, 2000	ANZ GROUP		FnInvoice_ELIZABETH_20170805_10000130_13.pdf		<input type="checkbox"/>
10000133	100 Frank St, Frankston, Victoria, 3199	FRANKSTON PRIV...		FnInvoice_ELIZABETH_20170805_10000133_13.pdf		<input type="checkbox"/>

- (c) Individual invoices may be selectively sent by checking the checkbox next to the invoice number. If all invoices are to be sent, click on the checkbox in the header which will check all checkboxes.
- (d) Click on the 'Print Selected Invoices' button and the invoices will be displayed in PDF format. From here, the user may save or print the PDF. Then close the PDF.
- (e) Click on the 'Post Selected Invoices' button. A confirmation message is displayed. Click OK. The 'Sent On' and 'Sent?' columns will then be populated to record that the invoices have been posted, and the date/time they were posted.
- (f) Set the 'Batch Status' drop down list to 'Completed' and click on the 'Update Batch Status' button. A confirmation message will be displayed to confirm the action. Click on 'Yes'. The status is then set to complete and no further invoices may be sent as part of this invoice run. The 'Batch Status' drop down list and 'Update Batch Status' button are then disabled to reflect this. (The Batch Status should not be set to complete if further invoices are to be sent in this invoice run).

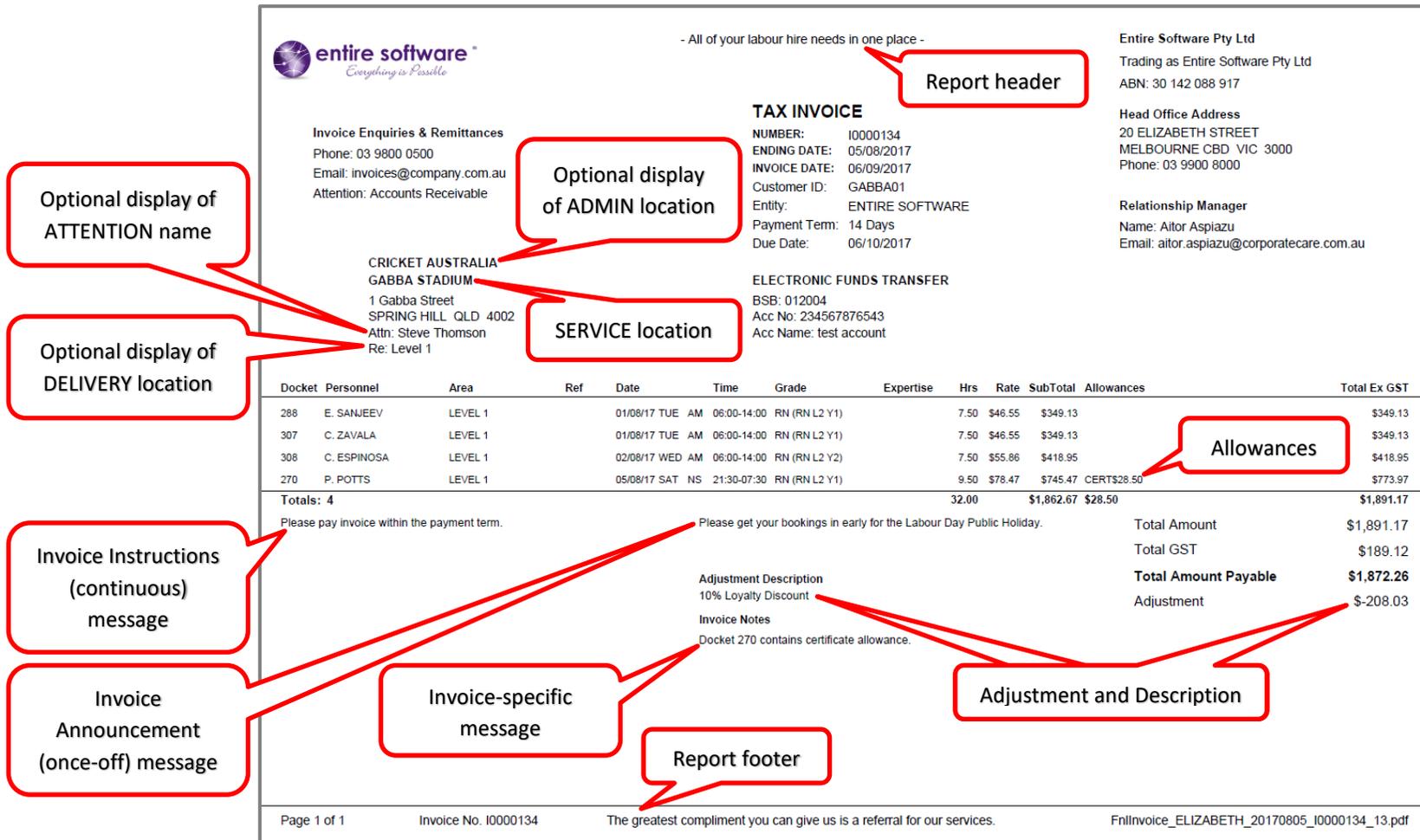
### 2.4.3 Using FTP (File Transfer Protocol) to Send Invoices to Clients

The use of FTP to send invoices to clients requires additional system setup. Please contact entireHR Support if your company wishes to use this method.

The invoice run is now complete and all invoices have been distributed to clients. Invoices may now be accessed from the Finance Portal by internal staff, from the Client Portal by client staff members logging in as professionals, and from the Professionals App by professionals. All invoice run details are also accessible through entireHR's reporting functionality.

### 3. Invoice Sample

Below is an invoice sample, generated via the invoice run process. Highlighted are features that have been explained in the sections above<sup>4</sup>.



**entire software** - All of your labour hire needs in one place -

**entire software** Everything is Possible

Invoice Enquiries & Remittances  
Phone: 03 9800 0500  
Email: invoices@company.com.au  
Attention: Accounts Receivable

**TAX INVOICE**  
NUMBER: I0000134  
ENDING DATE: 05/08/2017  
INVOICE DATE: 06/09/2017  
Customer ID: GABBA01  
Entity: ENTIRE SOFTWARE  
Payment Term: 14 Days  
Due Date: 06/10/2017

Entire Software Pty Ltd  
Trading as Entire Software Pty Ltd  
ABN: 30 142 088 917  
Head Office Address  
20 ELIZABETH STREET  
MELBOURNE CBD VIC 3000  
Phone: 03 9900 8000  
Relationship Manager  
Name: Aitor Aspiazu  
Email: aitor.aspiazu@corporatcare.com.au

Optional display of ATTENTION name

Optional display of ADMIN location

Optional display of DELIVERY location

SERVICE location

CRICKET AUSTRALIA  
GABBA STADIUM  
1 Gabba Street  
SPRING HILL QLD 4002  
Attn: Steve Thomson  
Re: Level 1

ELECTRONIC FUNDS TRANSFER  
BSB: 012004  
Acc No: 234567876543  
Acc Name: test account

Docket	Personnel	Area	Ref	Date	Time	Grade	Expertise	Hrs	Rate	SubTotal	Allowances	Total Ex GST
288	E. SANJEEV	LEVEL 1		01/08/17	TUE AM 06:00-14:00	RN (RN L2 Y1)		7.50	\$46.55	\$349.13		\$349.13
307	C. ZAVALA	LEVEL 1		01/08/17	TUE AM 06:00-14:00	RN (RN L2 Y1)		7.50	\$46.55	\$349.13		\$349.13
308	C. ESPINOSA	LEVEL 1		02/08/17	WED AM 06:00-14:00	RN (RN L2 Y2)		7.50	\$55.86	\$418.95		\$418.95
270	P. POTTS	LEVEL 1		05/08/17	SAT NS 21:30-07:30	RN (RN L2 Y1)		9.50	\$78.47	\$745.47	CERT\$28.50	\$773.97
<b>Totals: 4</b>								<b>32.00</b>	<b>\$1,862.67</b>	<b>\$28.50</b>		<b>\$1,891.17</b>

Please pay invoice within the payment term.

Please get your bookings in early for the Labour Day Public Holiday.

Adjustment Description  
10% Loyalty Discount

Invoice Notes  
Docket 270 contains certificate allowance.

Total Amount \$1,891.17  
Total GST \$189.12  
**Total Amount Payable \$1,872.26**  
Adjustment -\$208.03

Invoice Instructions (continuous) message

Invoice Announcement (once-off) message

Invoice-specific message

Adjustment and Description

Report footer

Page 1 of 1 Invoice No. I0000134 The greatest compliment you can give us is a referral for our services. FnlInvoice\_ELIZABETH\_20170805\_I0000134\_13.pdf

<sup>4</sup> Refer to [Invoice Billing Address Blocks](#) in entireHR Support for information on address block setup.

## 4. Viewing and Resending Invoices

Invoices generated through the invoice run process may be viewed and resent in a number of ways from within the Finance Portal. These are explained below. Invoices may also be accessed directly by clients through the Client Portal (by clients logging in as professionals) and the Professionals App.

### 4.1 To Display, Print, Save and Resend Invoices

To display, print, save and resend, invoices may be accessed from the following menu options in the Finance Portal (depending on whether they were initially emailed or posted):

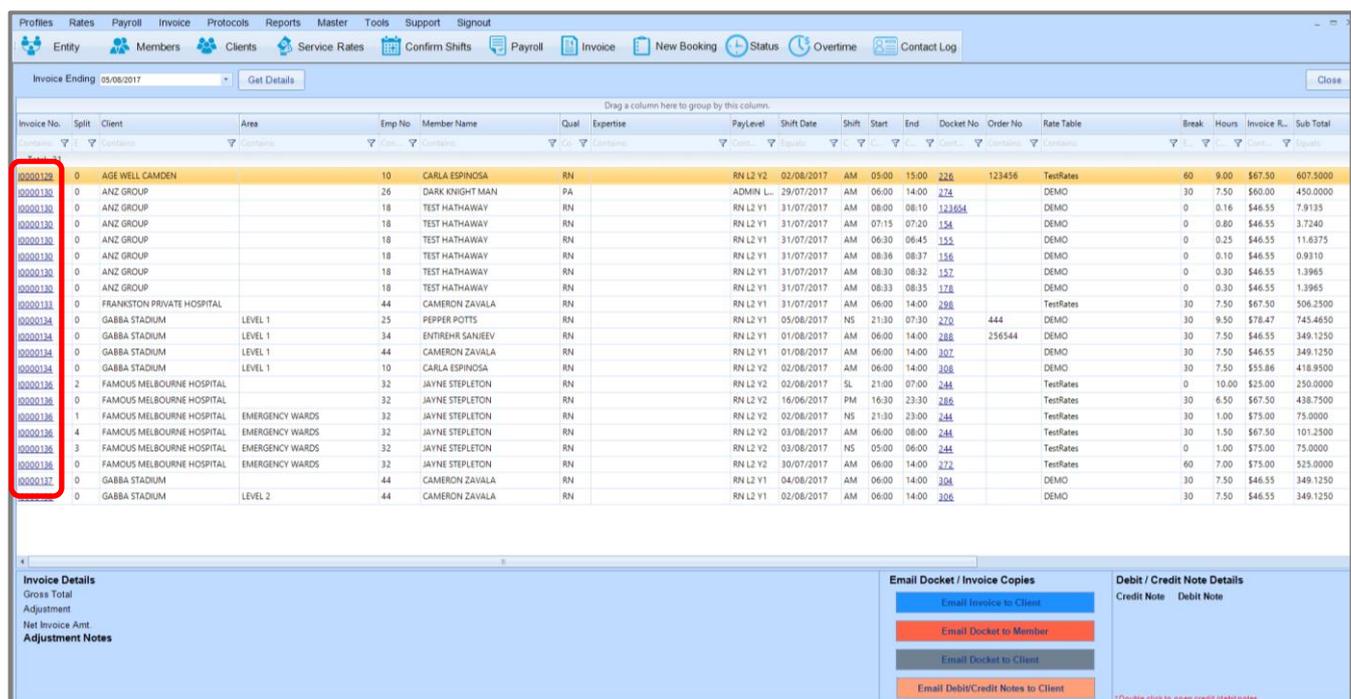
/ Invoice / Email Invoices

OR

/ Invoice / Post Invoices

Once the Email Invoices Screen or Post Invoices Screen is displayed, select the period ending date of the invoice run, then click on the FileName hyperlink to display the invoice PDF. From here, the invoice PDF may be printed or saved. The invoice may also be emailed or posted from these screens if the Batch Status has not been set to Completed. Refer to section 2.4 *Email / Post Invoices* for instructions on how to do this.

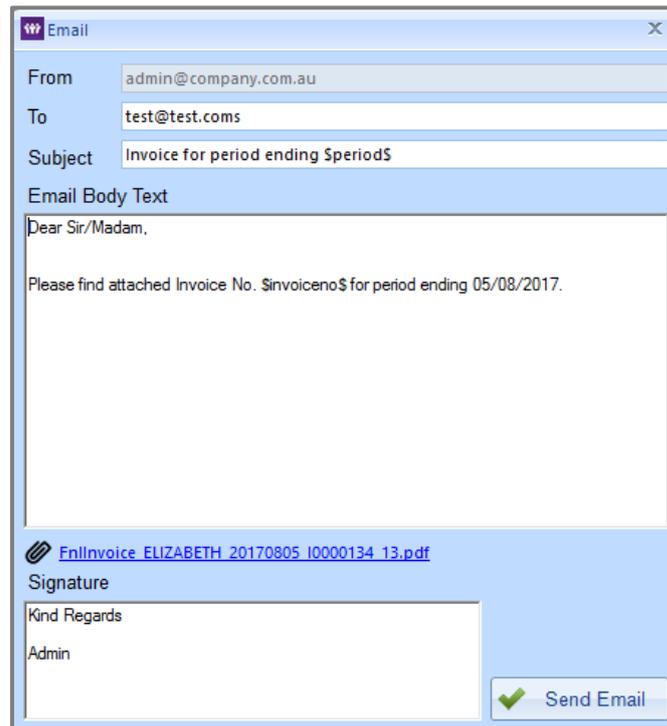
Invoices may also be displayed, printed, saved or resent from the View Invoice History Screen. To access this screen, select the 'View Invoice History' menu item from the Invoice menu. The Invoice History Screen will then be displayed as can be seen below. A listing of the most recent invoice run will default. If a different invoice run is required, select the date from the 'Invoice Ending' drop down list and click on the 'Get Details' button.



Invoice No.	Split	Client	Area	Emp No.	Member Name	Qual	Expertise	PayLevel	Shift Date	Shift	Start	End	Docket No.	Order No.	Rate Table	Break	Hours	Invoice R.	Sub Total
0000132	0	AGE WELL CAMDEN		10	CARLA ESPINOSA	RN	RN L2 Y2	02/08/2017	AM	05:00	15:00	226	123456	TestRates		60	9.00	\$67.50	607.5000
0000132	0	ANZ GROUP		26	DARK KNIGHT MAN	PA	ADMIN L	29/07/2017	AM	06:00	14:00	274		DEMO		30	7.50	\$60.00	450.0000
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	08:00	08:10	123654		DEMO		0	0.16	\$46.55	7.9135
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	07:15	07:20	154		DEMO		0	0.80	\$46.55	3.7240
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	06:30	06:45	155		DEMO		0	0.25	\$46.55	11.6375
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	08:36	08:37	156		DEMO		0	0.10	\$46.55	0.9310
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	08:30	08:32	157		DEMO		0	0.30	\$46.55	1.3965
0000132	0	ANZ GROUP		18	TEST HATHAWAY	RN	RN L2 Y1	31/07/2017	AM	08:33	08:35	178		DEMO		0	0.30	\$46.55	1.3965
0000133	0	FRANKSTON PRIVATE HOSPITAL		44	CAMERON ZAVALA	RN	RN L2 Y1	31/07/2017	AM	06:00	14:00	298		TestRates		30	7.50	\$67.50	506.2500
0000134	0	GABBA STADIUM	LEVEL 1	25	PEPPER POTTS	RN	RN L2 Y1	05/08/2017	NS	21:30	07:30	270	444	DEMO		30	9.50	\$78.47	745.4650
0000134	0	GABBA STADIUM	LEVEL 1	34	ENTREHR SANJEEV	RN	RN L2 Y1	01/08/2017	AM	06:00	14:00	288	256544	DEMO		30	7.50	\$46.55	349.1250
0000134	0	GABBA STADIUM	LEVEL 1	44	CAMERON ZAVALA	RN	RN L2 Y1	01/08/2017	AM	06:00	14:00	307		DEMO		30	7.50	\$46.55	349.1250
0000134	0	GABBA STADIUM	LEVEL 1	10	CARLA ESPINOSA	RN	RN L2 Y2	02/08/2017	AM	06:00	14:00	308		DEMO		30	7.50	\$55.86	418.9500
0000136	2	FAMCIOUS MELBOURNE HOSPITAL		32	JAYNE STEPLETON	RN	RN L2 Y2	02/08/2017	SL	21:00	07:00	244		TestRates		0	10.00	\$25.00	250.0000
0000136	0	FAMCIOUS MELBOURNE HOSPITAL		32	JAYNE STEPLETON	RN	RN L2 Y2	16/06/2017	PM	16:30	23:30	266		TestRates		30	6.50	\$67.50	438.7500
0000136	1	FAMCIOUS MELBOURNE HOSPITAL	EMERGENCY WARDS	32	JAYNE STEPLETON	RN	RN L2 Y2	02/08/2017	NS	21:30	23:00	244		TestRates		30	1.00	\$75.00	75.0000
0000136	4	FAMCIOUS MELBOURNE HOSPITAL	EMERGENCY WARDS	32	JAYNE STEPLETON	RN	RN L2 Y2	03/08/2017	AM	06:00	08:00	244		TestRates		30	1.50	\$67.50	101.2500
0000136	3	FAMCIOUS MELBOURNE HOSPITAL	EMERGENCY WARDS	32	JAYNE STEPLETON	RN	RN L2 Y2	03/08/2017	NS	05:00	06:00	244		TestRates		0	1.00	\$75.00	75.0000
0000136	0	FAMCIOUS MELBOURNE HOSPITAL	EMERGENCY WARDS	32	JAYNE STEPLETON	RN	RN L2 Y2	30/07/2017	AM	06:00	14:00	272		TestRates		60	7.00	\$75.00	525.0000
0000137	0	GABBA STADIUM		44	CAMERON ZAVALA	RN	RN L2 Y1	04/08/2017	AM	06:00	14:00	304		DEMO		30	7.50	\$46.55	349.1250
0000137	0	GABBA STADIUM	LEVEL 2	44	CAMERON ZAVALA	RN	RN L2 Y1	02/08/2017	AM	06:00	14:00	306		DEMO		30	7.50	\$46.55	349.1250

Clicking on the Invoice No. hyperlink, circled in red above, will display the invoice PDF. From here, the invoice may be printed or saved.

If the user wishes to resend the invoice to the client, click on the relevant row to highlight it, then click on the blue 'Email Invoice to Client' button. An Email pop up screen will then be displayed, as can be seen below. The pop up screen defaults the client's email address and email text. The relevant invoice is already attached and the email can be easily resent by clicking the 'Send Email' button.



If a timesheet image has been uploaded, or an electronic timesheet has been generated, then these may also be emailed to the member or client, using the red and grey buttons. Email pop up screens will be displayed in these cases also, to facilitate the resend of the dockets.

If credit and debit notes have been created, these may also be resent from this screen, by clicking the pink button.

## 4.2 To Display, Print and Save Invoices

Invoices may also be accessed from the Reporting menu. There is no direct resend functionality when accessing invoices in this way. They may be accessed as follows:

/ Reports / Invoice / Invoice Reprint

OR

/ Reports / Invoice / Invoice Files

## 5. Invoice Reporting

Invoice reports may be found under 'Invoice' in the Reports menu. The main invoice report is the Invoice History Report. It can be generated in two formats:

1. Invoice History Summary Report - this is a summary report displaying each client and their invoices.
2. Invoice History Service Location Wise Report - this is a detailed report displaying each client and their shifts.

Samples of these reports are displayed below. Further invoice related reports may be found under /Reports / Management.

entire software Everything is Possible								
Invoice History Summary								
Period End between Tuesday 01/08/2017 and Thursday 31/08/2017								
Invoice Number	Period Ending	Shift Count	Hours	Sub-Total	Allowances	GST	Total Inc	GST
<b>ASIAN SYDNEY ADMIN SERVICE</b>								
10000118	03/08/2017	1	8.00	\$540.00	\$1.68	\$54.17	\$595.85	
ASIAN SYDNEY ADMIN SERVICE								
		<b>Total Shift :</b>	1	8.00	\$540.00	\$1.68	\$54.17	\$595.85
<b>FAMOUS MELBOURNE HOSPITAL</b>								
10000136	05/08/2017	6	27.00	\$1,465.00	-\$2.06	\$146.30	\$1,609.24	
FAMOUS MELBOURNE HOSPITAL								
		<b>Total Shift :</b>	6	27.00	\$1,465.00	-\$2.06	\$146.30	\$1,609.24
<b>FRANKSTON PRIVATE HOSPITAL</b>								
10000133	05/08/2017	1	7.50	\$506.25	\$1.58	\$50.78	\$558.61	
FRANKSTON PRIVATE HOSPITAL								
		<b>Total Shift :</b>	1	7.50	\$506.25	\$1.58	\$50.78	\$558.61
<b>GABBA STADIUM</b>								
10000111	03/08/2017	2	9.50	\$629.65	\$0.00	\$62.97	\$692.62	
10000120	03/08/2017	4	38.00	\$2,274.32	\$0.00	\$227.43	\$2,501.75	
10000134	05/08/2017	4	32.00	\$1,862.67	\$28.50	\$189.12	\$1,872.26	
10000137	05/08/2017	1	7.50	\$349.13	\$0.00	\$34.91	\$384.04	
10000138	05/08/2017	1	7.50	\$349.13	\$0.00	\$34.91	\$384.04	
GABBA STADIUM								
		<b>Total Shift :</b>	12	94.50	\$5464.90	\$28.50	\$549.35	\$5,834.72
<b>MELBOURNE HIGH SCHOOL</b>								
10000121	03/08/2017	12	96.00	\$5,062.50	\$0.00	\$506.25	\$5,568.75	
MELBOURNE HIGH SCHOOL								
		<b>Total Shift :</b>	12	96.00	\$5,062.50	\$0.00	\$506.25	\$5,568.75
<b>PRINCE OF WALES HOSPITAL A</b>								
10000122	03/08/2017	1	7.50	\$393.75	\$0.00	\$39.38	\$433.13	
Printed On: 07-Sep-2017 12:51 PM Printed By: ELIZABETH								

1. Invoice History Summary Report

2. Invoice History Service Location Wise Report

entire software Everything is Possible									
Invoice History Service Location Wise									
Period End between Tuesday 01/08/2017 and Thursday 31/08/2017									
Shift Details									
			Hours	Rate	Sub-Total	Allowances	GST	Total Inc	GST
<b>ANZ STADIUM FRONT OF HOUSE</b>									
		<b>Total Shift :</b>	6	31.17	\$1,467.83	\$0.25	\$146.81	\$1,614.89	
<b>ASIAN SYDNEY ADMIN SERVICE</b>									
RN L2 Y2	JAYNE STEPLETON	01/08/2017 TUE AM	06:00-14:00	8.00	\$67.50	\$540.00	UNIFORM \$1.68	\$54.17	\$595.85
		<b>Total Shift :</b>	1	8.00	\$540.00	\$1.68	\$54.17	\$595.85	
<b>ASIAN SYDNEY ADMIN SERVICE</b>									
		<b>Total Shift :</b>	1	8.00	\$540.00	\$1.68	\$54.17	\$595.85	
<b>FAMOUS MELBOURNE HOSPITAL</b>									
RN L2 Y2	JAYNE STEPLETON	16/08/2017 FRI PM	16:20-23:30	6.50	\$67.50	\$438.75	UNIFORM \$1.37	\$44.01	\$484.13
RN L2 Y2	JAYNE STEPLETON	30/07/2017 SUN AM	06:00-14:00	7.00	\$75.00	\$525.00	UNIFORM \$1.58	\$52.16	\$573.73
RN L2 Y2	JAYNE STEPLETON	02/08/2017 WED NS	21:30-23:00	1.00	\$75.00	\$75.00	\$0.00	\$7.50	\$82.50
RN L2 Y2	JAYNE STEPLETON	02/08/2017 WED SL	21:00-07:00	10.00	\$25.00	\$250.00	\$0.00	\$25.00	\$275.00
RN L2 Y2	JAYNE STEPLETON	03/08/2017 THU AM	06:00-08:00	1.50	\$67.50	\$101.25	\$0.00	\$10.13	\$111.38
RN L2 Y2	JAYNE STEPLETON	03/08/2017 THU NS	05:00-06:00	1.00	\$75.00	\$75.00	\$0.00	\$7.50	\$82.50
		<b>Total Shift :</b>	3	27.00	\$1,465.00	-\$2.06	\$146.30	\$1,609.24	
<b>FAMOUS MELBOURNE HOSPITAL</b>									
		<b>Total Shift :</b>	3	27.00	\$1,465.00	-\$2.06	\$146.30	\$1,609.24	
<b>FRANKSTON PRIVATE HOSPITAL</b>									
RN L2 Y1	CAMERON ZAWALA	31/07/2017 MON AM	06:00-14:00	7.50	\$67.50	\$506.25	UNIFORM \$1.58	\$50.78	\$558.61
		<b>Total Shift :</b>	1	7.50	\$506.25	\$1.58	\$50.78	\$558.61	
<b>FRANKSTON PRIVATE HOSPITAL</b>									
		<b>Total Shift :</b>	1	7.50	\$506.25	\$1.58	\$50.78	\$558.61	
<b>GABBA STADIUM</b>									
RN L2 Y2	ASHLEY MURPHY	26/07/2017 WED NS	21:30-00:00	2.50	\$55.86	\$139.65	\$0.00	\$13.97	\$153.62
Printed On: 07-Sep-2017 12:52 PM Printed By: ELIZABETH									