Invoices

Planon Software Suite

Version: L105

Planon
Building Connections

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About this Document

Intended Audience

This document is intended for *Planon Software Suite* users.

Contacting us

If you have any comments or questions regarding this document, please send them to: support@planonsoftware.com.

Document Conventions

Bold
Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text
Application names are displayed in italics.

CAPITALS
Names of keys are displayed in upper case.

Special symbols

	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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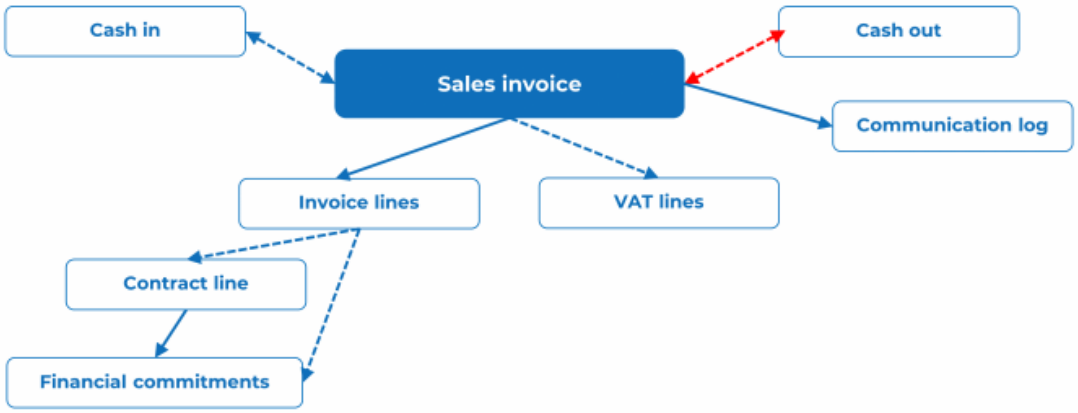
About Invoices

Invoices is used to view and manage sales invoices that are generated for the lease and service contracts.

A contract is defined, activated and financially obligated using Contracts . These financial obligations are then invoiced and sent to the customers as invoices using Invoices .

This image shows how invoices in Invoices are linked to Contracts and Cashflow .



To know more about adding and maintaining contracts, see Contracts.

Invoices - Concepts

This section provides the key concepts and how they are related to each other.

Contract

A contract is an agreement between two parties to deliver goods or services. Contracts contain:

- General agreements that apply to the contract as a whole.
- Agreements on the items/services to be delivered such as property, rentable unit, space, asset to which it applies.
- Price agreements for each item/service that is delivered. These price agreements vary in time.

A contract is a hierarchical element and can therefore contain subcontracts. You can add and maintain various types of contracts, such as service contracts and lease contracts.

For more information on contracts, see Contracts.

Invoice

An invoice is a document issued by an offering contract party for payment detailing the goods or services provided to the accepting contract party, the cost(s), and any VAT/tax due.

In Invoices , you can approve an invoice for a lease contract or a service contract with the invoice data, created in Contracts .

Example: A sales invoice is created for the service contract you executed with your customer.

Adding an invoice

Invoice line

Invoice lines contain the amounts information of contracts that are specified in the contract lines. If the contract lines are grouped using contract line groups, invoice lines are created based on the grouping of contract lines.

Invoice status

An invoice status indicates the extent to which an invoice is processed in the system.

Invoices can have one of the following statuses:

- Edit
- Awaiting approval
- Rejected
- Final
- Invoiced

An invoice, by default, is set to the **Awaiting approval** status. To manually change an invoice status, see Manually assigning invoice statuses.

It is not possible to delete an invoice or invoice lines in the following statuses: Awaiting approval, Approved, Final, and Invoiced.

Manually assigning invoice statuses

Invoice template

Invoice templates provide a standard layout for creating invoice letters for customers. An invoice template is a mail merge report defined for an invoice. This mail merge report is created in Invoices . For more information, see Creating an invoice template.

Creating an invoice template

Assigning a template to an invoice

Invoice letter

An invoice letter is a simple cover letter that goes with a formal invoice to a company that owes money on a bill. An invoice letter created in Invoices is sent to customers. For more information, see Creating an invoice letter.

Freezing invoice: Once the invoice has been reviewed, approved, and considered final, it can be frozen. Freezing means that no further changes or edits can be made to the invoice data. It is essentially locked to prevent accidental or unauthorized alterations. After freezing an invoice, it is typically ready for payment. The freezing process ensures that the financial data associated with the invoice remains consistent and accurate throughout the payment process.

Creating an invoice letter

Invoice settings

In Field definer , you can make some general invoice settings that apply to all invoices in the system.

You can configure the following invoice settings:

- **Max. days after today** allows you to specify the number of days, after the current day, within which the invoice date should be set.
- **Max. days before today** allows you to specify the number of days, before the current day, within which the invoice date should be set.
- By setting **Secure documents** to **Yes**, you can store invoice letters at a secure location. If set to **No**, invoice letters are stored at a location defined for invoices in **System Settings** > **File locations**.
- **Move due date X days after the invoice date** allows you to set a future due date by automatically incrementing the actual due date with the value specified in this field if you have missed out on sending the invoice letter to your customer before the actual due date.
- **Communication log** allows you set a user-defined communication log for invoices.

To know more about configuring invoice settings, see Invoices business object - settings.

Invoice address

An invoice address is an address to which an invoice should be sent. It is the address of the accepting contract party.

Approver

An approver is a person who is authorized to approve an invoice.

A contract manager can be assigned to approve an invoice.
By default, the contract manager is not authorized as an approver. This authorization should be configured in Planon ProCenter .

History

History is a record of all changes made to specific fields of an invoice.

You can view a history of the changes made to an invoice. This includes the name of the user who changed the value in a field, the old and new values of the field and the time and date at which the value was changed. You can set the preference to maintain history for data fields of an active invoice or invoice line. For more information, see History.

Maintaining invoice history

Invoice number

An invoice number is a unique number assigned to an invoice.

You can define a numbering scheme to generate a unique invoice number for every invoice.

By law, an invoice number should be a continuous series and cannot be reused. Therefore, when an invoice number is assigned to an invoice, this invoice number cannot be removed from the system.
An invoice number definition contains a mask and a start number.

Defining an invoice number

Communication logs

Communication logs are records of communication regarding an item that is added to Planon ProCenter . These records are added manually in the respective TSIs and they can include all types of communication such as emails, faxes, reports, transcriptions of phone calls and so on.

You can upload documents as reference or even include a link to a URL, which will always open in a separate browser window.

Communication logs can be added for many elements, for example orders (all order types), properties, visitors, budgets, invoices, and so on.

For communication logs that were automatically created for alerts or forms through the **Log to communication log** field, the **Action** field will be updated to reflect the source. For more information, see Communication log fields.

You can create an action definition in Alerts to automatically delete communication logs based on a schedule.

Working with Invoices

This section describes the processes and tasks that can be performed in Invoices .

Prerequisites

You can create invoices only in Contracts . Before you can create an invoice, you must perform the following actions in Contracts :

- The **Payment contract?** option should be set to **No**. The **Payment contract** option indicates that the invoice is a sales invoice if it is set to **No** or a purchase invoice if it is set to **Yes**.
- **Is invoiceable from** is a date field. This field indicates the date from when a contract starts generating invoices. Therefore set the start date to generate invoices in this field.
- **Invoice address** is an address field. This field contains the address of an accepting contract party for whom the invoice is being generated. If an address is specified for an accepting contract party, it will be displayed in this field. Otherwise, you can select the address of the accepting contract party manually.
- The **Amounts** field for a contract line contains the financial data of the contract. Enter the amount appropriately.

Adding an invoice

You can create an invoice for a contract. This is performed in Contracts . However, the generated invoices are displayed in Invoices .

To know more about making contracts invoiceable, see Making contracts invoiceable.

Procedure

1. In the Contracts TSI, go to the Contracts selection level and select the contract for which you intend to add an invoice.
2. On the action panel, click Add invoice.
3. Select an Up to and incl. date to create an invoice. Planon ProCenter creates an invoice containing all the closed amounts that have not yet been invoiced with a payment date before the Up to and incl. date and a closure date after the Is invoiceable from date.
4. Click OK.

Invoice

Viewing invoices

You can create an invoice for a contract in Contracts . The generated invoices are displayed in Invoices .

Procedure

1. Go to Invoices and go to Invoices selection step.

The Contract field is automatically populated and displays the contract for which the invoice was generated.

2. Navigate to Details > Invoice lines to view the related invoice lines.

All contract lines with the same contract line group will be grouped into one invoice line if the tax / VAT percentages and payment due dates are the same. If a contract has contract lines with different invoice addresses, the closed amounts for these contract lines will be separately invoiced. You can also see which closed amounts have been invoiced in the closed amounts view.

Creating an invoice template

Prerequisites:

- Sufficient knowledge of creating templates.
- Sufficient knowledge of generating mail merge reports.
- First, create an invoice template using the fields that are relevant to invoices in any of the Planon ProCenter supported formats such as, *.html, *.rtf, *.doc or *.docx and save it at a location of your choice.

To know more about creating a template, see Creating a mail merge definition and a template file.

1. Go to Invoices.
2. On the action panel, click Report.
3. Click Add on the action panel.
4. In the Report definitions and settings window, set the report Type as Mail merge.
5. Follow the steps in Creating a mail merge definition and a template to create your mail merge definition and invoice template.
6. In the Report definitions and settings window, click OK to save your template file and the mail merge definition.

You can now assign this template to an invoice.

Invoice template

Assigning a template to an invoice

1. Go to the Invoices selection level and select an invoice from the list.
2. In the Invoice template field, click the reference icon.
3. Select the invoice template that you want to assign to the invoice and then click OK in the Invoice template window.

   Once your invoice is in the **Final** status, you can send it to your customers.

4. To use a common invoice template for a contract group, you can assign a template.

a. Go to Contracts > Components > Contract groups
b. Select a contract group from the list and click the reference icon in the Invoice template field.
c. In the Invoice template window, select the template you wish to assign from the list and click OK

   All contracts belonging to this contract group will use this invoice template for generating invoices.

You can set a default template for all invoices. For more information, see Field definer or Layouts.

Invoice template

Approving an invoice

Manually assigning invoice statuses

Creating an invoice letter

Assigning a user-defined communication log to invoices

You can create user-defined communication logs and assign them to invoices. You can configure communication logs to meet your requirements concerning authorization and deletion of generated invoice letters.

Prerequisite

- You must have administration rights to modify business objects settings in Planon ProCenter .

You must first create a user-defined communication log.

To know more about creating a user-defined communication log, see User-defined business objects.

Procedure

1. Go to Field definer > Business Objects.
2. Select Invoices from the list.
3. On the action panel, click Under construction and then click Business object settings.
4. In the Invoice settings window, in the Communication log field, click the reference icon.
5. In the Communication log window, select a user-defined communication log from the list and click OK.
6. In the Invoice settings window, click Exit.
7. On the action panel, click Completed to save the settings for invoices.

Now, when an invoice letter is sent to your customer, it is listed in the **Communication log**. To view communication logs and the invoice letters sent to your customers:

a. Go to Invoices , to the Invoices selection level.
b. Go to the Details selection level, and click Communication logs.

Creating an invoice letter

Approving an invoice

Creating an invoice letter

Defining an invoice number

You can generate invoice numbers according to the customer's desired numbering scheme.

Procedure

1. Go to Supporting data > Invoice numbering.
2. In the action panel, click Add.
3. Fill the mandatory fields in the data panel.

For a description of these fields, see Invoice number fields. For the rules that should be used to define a Mask, see Mask rules.

4. Enter the invoice definition's Name and click Save to save the invoice number definition.

5. In the action panel, click Link property sets to link the invoice number definition to a property set.
6. Click OK.

When you generate an invoice, Planon ProCenter will automatically assign an invoice number identical to your number definition.

Invoice number

Finalizing an invoice

Creating an invoice letter

Finalizing an invoice

You can set an invoice in the **Final** status if the invoice is in the **Awaiting approval** or in the **Approved** status.

Procedure

1. Go to the Invoices selection level.
2. Select the invoice you want to finalize.
3. In the action panel, click Final to change the status of the invoice.

   Now, your invoice is in the **Final** status and an invoice number has been automatically created for your invoice. You can now create an invoice document to send it to your customers.

Defining an invoice number

Creating an invoice letter

Approving an invoice

Rejecting an invoice

Approving an invoice

To approve an invoice, you must verify that the fields in the invoice contain correct information.

Procedure

1. Go to Invoices.

2. Select the invoice you need to approve and check that information in the fields is correct.
3. Go to the invoice lines and check the fields correctness.
4. Go back to the Invoices selection level.
5. In the action panel, click Approved to approve the invoice.

   Now, your invoice is approved and can be set in **Final** status to be sent to your customer.

Assigning a template to an invoice

Assigning a user-defined communication log to invoices

Finalizing an invoice

Rejecting an invoice

Only an approver can reject an invoice.

You can reject invoices if you find that the following fields do not contain correct information:

- **Invoice address**
- **Amounts**
- **Send to email address**, if you want to email the invoice to your customer.

Procedure

1. Go to Invoices.
2. Select the invoice and verify the appropriate fields for correct information.
3. Go to the invoice lines and verify the amounts fields for correctness.
4. In the Reason for rejection field, enter the reason for rejecting the invoice.
5. In the action panel, click Rejected to reject the invoice.

   Now, your invoice is rejected and can be edited before re-approving it.

Finalizing an invoice

Manually assigning invoice statuses

Assigning an approver

By default, a contract manager is assigned to approve an invoice. If your organization enlists more than one contract manager to approve invoices, select the appropriate contract manager(s) from the list. You can also configure Planon ProCenter to assign a contract manager to approve all the invoices in Field definer .

Procedure

1. Go to Invoices.
2. Select the invoice for which you need to assign an approver.
3. In the Approvable by field, click the reference icon.
4. In the Approvable by window, select the approver from the list and click OK.

You can also assign an approver from Contracts when creating contracts. In the **Contract manager** field, you can select from the list of contract managers.

Creating an invoice letter

Prerequisites

- Create an invoice template.
- Freeze an invoice if the invoice is not in the **Final** status. For more information on freezing an invoice, see Invoice letter.
- If an invoice is in the **Invoiced** status, it indicates that the invoice is final and an invoice letter has already been generated.
- Once the invoice letter is created, the invoice status automatically changes from **Final** to **Invoiced**.

Procedure

1. Go to Invoices.
2. Select the invoice for which you intend to create an invoice letter.
3. In the action panel, click Create invoice letter.
4. In the Invoice letter window, enter the Invoice date
5. To preview invoice letters, on the action panel, click Preview.

   The invoice letter appears based on the invoice template you have defined.
6. Close the previewed document and click Exit in the Invoice letters if you want to return to invoices.

In the Invoice letters dialog box, you can do the following:

- Create invoice letters for invoices and list them in Communication logs by using the following procedure:
  - In the action panel, click **Create only**. An invoice letter is created and is saved in **Communication logs**.

  After creating the invoice letter, you will find the invoice letter listed in **Communication logs**.
- Create and print invoice letters, both at the same time, by using the following procedure:
  - In the action panel, click **Print**. Your invoice letter is created and printed, and the **Invoice letters** window is closed.

  You will find this invoice letter listed in **Communication logs**.
- Email an invoice letter to your customer by using the following procedure:
  - In the action panel, click **Email**. An email is sent to the email address referenced from the **Address** field in the **Send to email address** field.

  After sending the email, you will find the invoice letter listed in **Communication logs** and you can see the actual email address that it was sent to.
- Edit emails of invoice letters before sending them to your customers by using the following procedure:
  - In the action panel, click **Edit email**.

  In the **Email messages** window, the email address is prefilled with the resolved email addresses as defined on the **send to** and **copy to** fields of the invoice. These can be changed or email addresses can be added. For a description of these fields, see Edit email fields.
  You can add your own text in the content field of this window. After clicking **OK**, an email is sent and the window is closed. You will find the invoice letter listed in **Communication logs**.

Invoice letter

Assigning a template to an invoice

Assigning a user-defined communication log to invoices

Defining an invoice number

Finalizing an invoice

Assigning a user-defined communication log to invoices

Manually assigning invoice statuses

Emailing invoice letters in bulk

In Planon ProCenter you can send multiple invoices in one go.

This feature uses bulk mail merge functionality. If you want to send invoice letters as PDF, make sure that on the **Invoices** business object the **Save as PDF** is set to **Yes**.

- You can set a default value for this field in Field definer or in Layouts .
- In the mail merge report's **Email subject** field you can construct an expression to autopopulate email's **Subject** field.

1. Select a number of invoices in the elements panel and click Action on selection > Create invoice letter.

   The Invoice letter dialog box appears.

2. Select the invoice date and click Email.

- If you click **Print**, all invoice letters will be downloaded as a zip file so that they can be printed locally.
- If you click **Create only**, the invoice letters will be created, but will not be processed further.

Emails containing invoice letters are now sent.

In contrast to bulk emailing, you can also email a single invoice letter, in which case the **Edit email** option is also available.

Printing invoice letters in batch

You can print multiple invoice letters at once, up to a maximum of 100.

Note For more information on adding invoices and assigning a template and communication log to them, see:

- Adding an invoice
- Creating an invoice template
- Assigning a template to an invoice
- Assigning a user-defined communication log to invoices

Procedure

1. Go to the Invoices TSI.
2. Go to the Invoices selection level and select the invoices that you want to print.

Note Verify that all the selected invoices have the **Final** status.

3. In the action panel, click Create invoice letter.
4. In the action panel, click Print invoice letters.

The selected invoice letters are sent to the printer in batch for printing.

In Field definer you can set a maximum for the number of items to be sent to the printer.

Tip For more information on this setting, see Field definer.

Manually assigning invoice statuses

Invoices can be assigned various statuses based on a process for managing invoices in an organization. The possible statuses available to an invoice at any point in time depend on the current status of the invoice.

For a detailed description of the invoice statuses, see Invoice statuses

Procedure

1. Go to Invoices.
2. Select the invoice for which you intend to change the status.
3. In the action panel, select the available status to set the status to the invoice.
4. Click Save.

Invoice status

Assigning a template to an invoice

Rejecting an invoice

Creating an invoice letter

Maintaining invoice history

The **History** selection step lists the changes made to values in specified fields belonging to invoices.

In Field definer , you can enable an automatic history option for individual fields belonging to invoices and invoice lines. Once this option is enabled for a field, changes to the field's value are saved automatically. These changes can be viewed from the **History** selection level.

For a description of these fields, seeHistory selection steps

Procedure

1. Go to Invoices > Details > History.
2. From the Invoicing history list, select an item to view the changes.

History

Field Descriptions

Invoice number fields

Field	Description
Code	Enter a code for the invoice number definition.
Mask	For date-time fields, numeric fields, dimension fields, and money fields a mask can be specified. Masks help you to specify the way in which field values are displayed in a report. For example, a date can be shown in various formats, such as 01-05-2020, 1-5-20, or 1 May 2020. See Mask rules for more information.
Start	Enter a valid number for the first invoice that you want to generate. Planon ProCenter will increment this number sequentially for consecutive invoices.

Invoice line fields

Field	Description
Amount excl. tax / VAT	Displays the total amount of the invoice line excluding tax / VAT.
Amount incl. tax / VAT	Displays the total amount of the invoice line including tax / VAT.
Code	Displays the code of the invoice line.
Contract	Displays the contract for which the invoice line is generated.
Description	Displays the description of the invoice line.
Due date	Displays the due date of the invoice line.
Invoice	Displays the invoice to which the invoice line is linked.
Tax / VAT	Displays the tax / VAT rate that applies to the invoice line

Field	Description
Tax / VAT amount	Displays the tax / VAT amount that applies to the invoice line.

Mask rules

Use	Description
#	This character indicates the sequence number within the invoice number. The sequence number is automatically incremented every time a code is generated. Example: **######** with a **Start** value 1 results in the following code: 000001.
YY YYMMDD YYMM	If you want generate invoices with date related information in the invoice number, use one of the following masks: **YY#########**, **YYMMDD#####** or **YYMM########**. Example: **YY#####** with the **Start** value 77 will result in the years 2021 and 2022 in the following codes: 2100077 and 2200077.
literal character	Add one or more literal characters to the sequence number. These characters should always precede the sequence number. All characters are allowed except the comma, because the comma is used as a separator for macro parameters. Example: **OBJ######** with the **Start** value 3 will result in the following code: OBJ000003.

Edit email fields

Field	Description
To	Enter the email address(es) of your customer.
Email as attachment	• Set the option to **Yes** if you want to send the invoice letter as attachment. • Set the option to **No** to send the invoice letter as body of the email. This option only works for HTML mail merge reports.

Invoice statuses

Status	Description
Awaiting approval	Automatically, each newly-added invoice is assigned this status. If an invoice has been rejected before, the field **Reason for rejection** is cleared. Only certain non-financial data for an invoice can be edited in this status.
Edit	An invoice can be set to the **Edit** status to edit or to delete it. In the **Edit** status, all the fields can be edited, except the amounts fields.
Approved	An invoice's status should be manually changed to **Approved** to indicate that an invoice has been approved.
Rejected	An invoice can be **Rejected** for incorrect information. You can enter your comments for rejecting the invoice in the **Reason for rejection** field. Once in **Rejected** status, all the fields can be edited, except the amounts fields.
Final	Once an invoice is set to the **Final** status, an invoice number is assigned to the invoice. Therefore, the invoice can no longer be deleted and only a few fields necessary for creating an invoice letter can be edited. You can send an invoice letter using the **Create invoice letter** option from the action panel.
Invoiced	An invoice is automatically set from **Final** to **Invoiced** when you have successfully created an invoice letter for the invoice. To create invoice letters, see Creating an invoice letter. This status indicates that the invoice letter is sent to the accepting contract party.

History fields

Field	Description
Invoice	The invoice to which the change applies.
Added manually?	Whether the history line was added manually through the **Add** option from the action panel.
Planon user	The name of the user who made the change.

Field	Description
Property set code	Code of the property set being used.
System Code	Automatically generated code by Planon ProCenter .
Business Object type	The type of business object in question.
Comment String	A field to enter comments for the history that is being added.
Database field name	Name of the field in the Planon ProCenter database.
Modification date-time	The date-time at which the change was entered in Planon ProCenter .
New value	The contents of the field after the modification.
Old value	The contents of the field prior to the modification.
Update count	ncremented value indicating the number of times this field has been updated.
User field name	The field name of the changed field as it is known to the user.

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