

Re-Sending an Invoice

Re-Sending an Invoice

In some cases, it may be necessary to resend an invoice.

For example, if the client mistakenly deleted the email, the admin can search up the original invoice and send it again.

There are two different methods through which this can be done.

- Through the user's history.
- Through the search invoice page.

User Search

Username / Last Name / Email	<input type="text" value="Costa"/>	<input type="text" value="First name or initial"/>
Student Number OR Employee Number	<input type="text"/>	
Phone	<input type="text"/>	
Plate	<input type="text"/>	
Department	<input type="text"/>	
Tax Exemption Code	<input type="text"/>	
User Type(s)	<div><div>Athletics Member Complimentary Daily Reserved Demo Exchange Student Full Time Staff Full Time Student Part Time Staff</div><div>Control + Click to select / deselect multiple types.</div></div>	
<input type="button" value="Search"/>		

	Username	FULL NAME	ADDRESS	CITY	Stu./Emp. No.	User Type	User Directory
<div><div></div><div></div></div>	<div>Vcosta</div>	costa, Voula	159 Penny Lane	Stittsville		Daily Reserved	OPSCOM

Click on a header to change sort order.

Click on a username to edit profile, register permit or locker, and to view history.

Click to view system history.

Click to send user a mail message.

Click on the **username** to access the user's profile.

Username	FULL NAME	ADDRESS	CITY	Stu./Emp. No.	User Type	User Directory
Vcosta	costa, Voula	159 Penny Lane	Stittsville		Daily Reserved	OPSCOM

Once in the user's profile hover over **History** and click on **All Records** to access the list of this user's transactions.

Profile
Lockers
Vehicles
Parking
Payments
History
Incident History
Costa, Voula (VCosta)

People Alarm

Basic Profile Information

Enabled

NO

User Directory

OPSCOM

User Type

Daily Reserved

User Type

Username

VCosta

Name

Voula Costa

Email Address

vcosta@surprise.ca

Auto Login Address

Login as user?

All Records

Locker Records

Parking

Enforcement

Adjustment Records

Address Records

Mail Records

Vehicles

Edit

Status	Plate	Type	Province	Make	Year
Active	VCOST	Passenger	Ontario	Ford	

User Notes?

Tomahawk

05/18 Tester Notes - No Subscription, Monthly allocation, Permit #L103, no company

May 18, 2018 @ 3:18 pm

Add Note

Locate and click on the **invoice number** that you wish to resend.

User History

[View Complete History ?](#)

14 records

Locker Records

No locker records found.

Invoice Records

Billing Date	Due Date	Invoice No.	Items	Amount	Pay Date
Feb. 21, 2019	Mar. 23, 2019	1018	1	\$282.50	Awaiting Payment

Parking Permit Records

Monthly 1805 May

M : Apr 15, 2018 - May 31, 2018

	Submit Date	Barcode #	Permit #	Amount	Pay Date
[InActive]	May. 18, 2018		Lilac L103	\$251.57	Processed: May. 18, 2018 Released: May. 18, 2018
Released back to system by refund process					
[InActive]	May. 18, 2018		Lilac L104	\$0.00	Processed: May. 18, 2018 Released: May. 18, 2018
Released back to system by refund process					
[ADJUST]	May. 18, 2018		Lilac L103	\$282.50	Processed: May. 18, 2018

Once in the invoice preview you will notice the **Re-Send Email** button. Click on this button to re-send the invoice.

92 Bridge Street
Carleton Place, Ontario



Invoice

Bill To: Voula Costa
159 Penny Lane
Stittsville, ON
K9L2W4

Invoice No.: 1018
Date: 02/21/2019
Due Date: 03/23/2019

Name	Permit	Sale Window	Quantity	Rate	Amount
Voula Costa	Lilac: L104	Past - April Monthly	1	\$250.00	\$250.00

This is a test of the text block at the bottom of the page:

Subtotal	\$250.00
Taxes	\$32.50
Total	\$282.50

Balance Due \$282.50

Unpaid

Re-send Email

Cancel

Invoice Notes?

Add Note

The invoice will be re-sent. In the sample below there is an original invoice send as well as a re-send. Notice the email title for the re-send has a prefix added indicating this is a **Re-sent** invoice.

Re-sent: Invoice is ready: Voula Costa

To: <vcosta@surprise.ca>

12 minutes ago

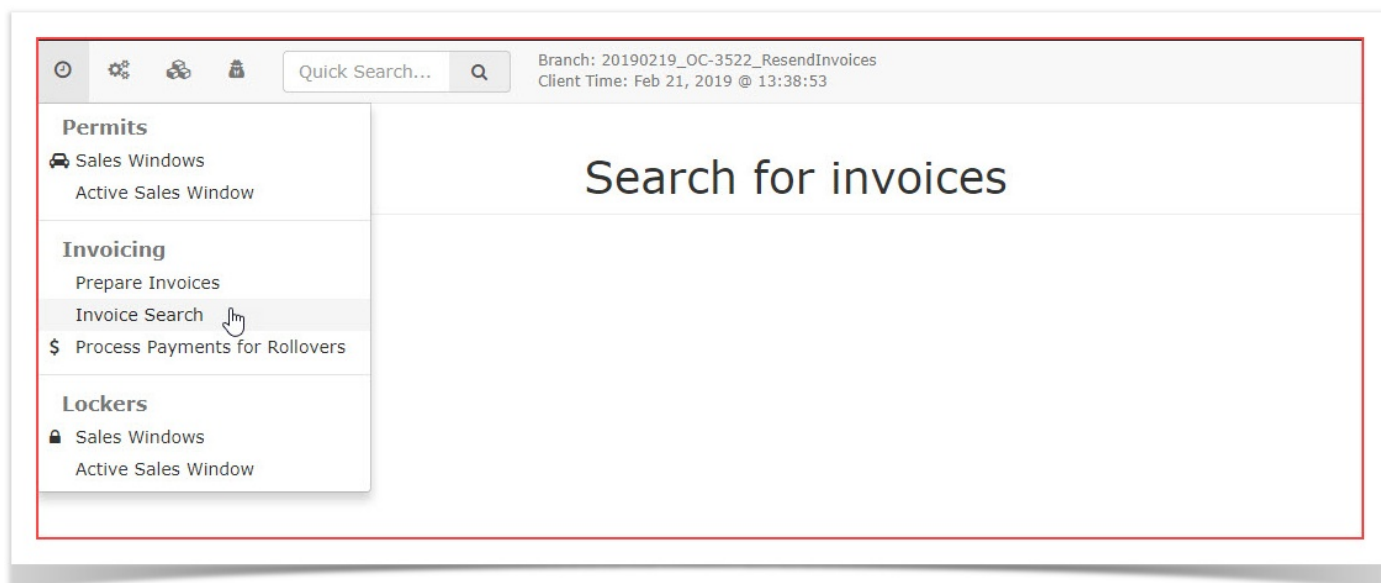
Invoice is ready: Voula Costa

To: <vcosta@surprise.ca>

35 minutes ago

As mentioned above you can also find the invoice you wish to resend using the **Invoice Search tool**. To do so access the tool under the **Permits** menu.

Hover over **Permits** and click on **Invoice Search** in the drop down menu.



In the search criteria window enter the **Invoice Number** in question and click search. In this case **Invoice Number 1018**.

The process after this point is identical to **step 6 and 7 above**.

The Re-Sent Invoice will look identical the original invoice format:


Re-sent: Invoice is ready: Voula Costa

From: Root User <root@localhost>
To: <vcosta@surprise.ca>
[More info](#)

2019-02-21 12:22
(2 hours ago)
Size: 3.8 KB

This invoice has been re-sent.

-



TOMAHAWK UNIVERSITY
Home of the OPS-COM demo
Tomahawk University Parking

92 Bridge Street
Carleton Place, Ontario

Invoice

Bill To: Voula Costa
159 Penny Lane
Stittsville, ON
K9L2W4

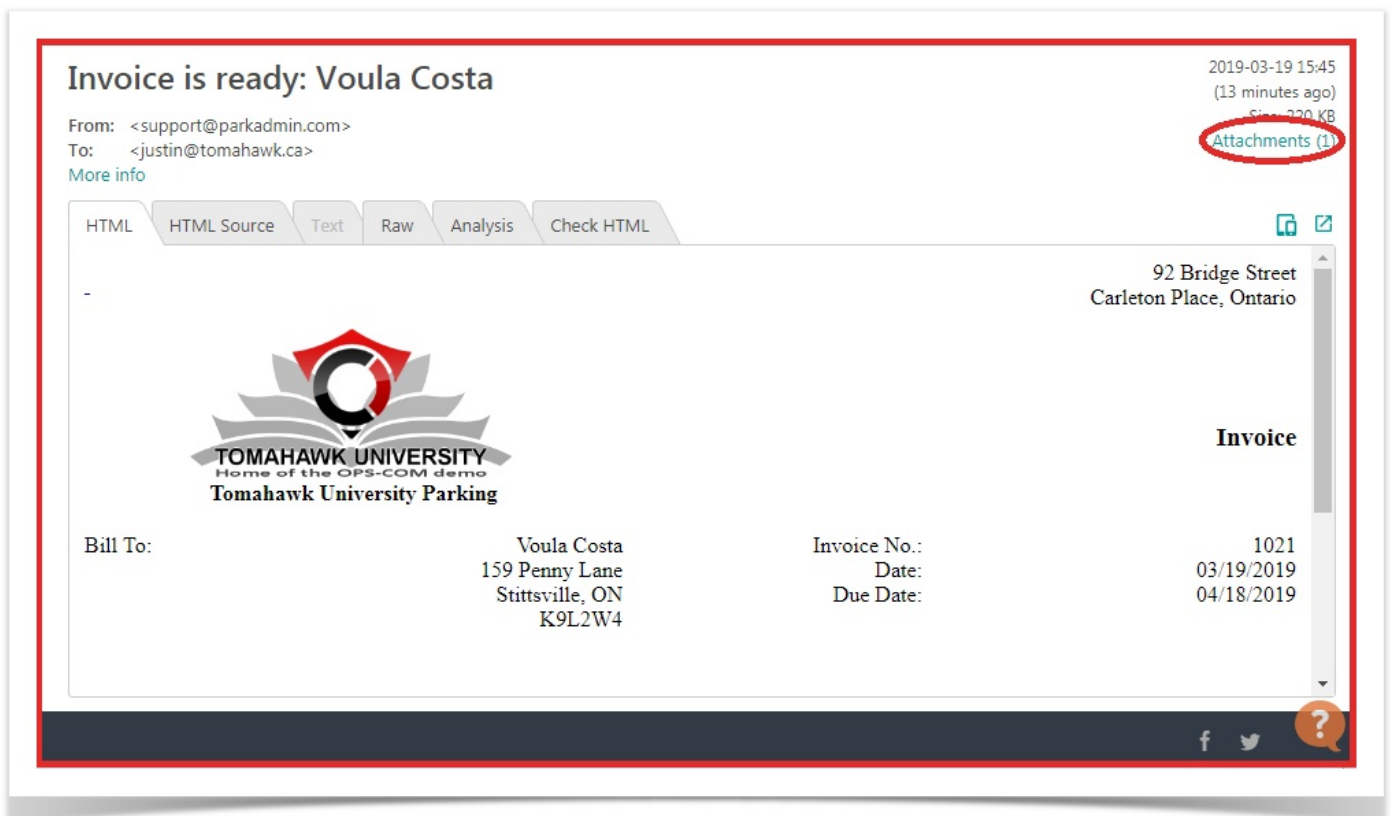
Invoice No.: 1018
Date: 02/21/2019
Due Date: 03/23/2019

Name	Permit	Sale Window	Quantity	Rate	Amount
Voula Costa	Lilac: L104	Past - April Monthly	1	\$250.00	\$250.00
Subtotal					\$250.00
Taxes					\$32.50
Total					\$282.50
Balance Due					\$282.50

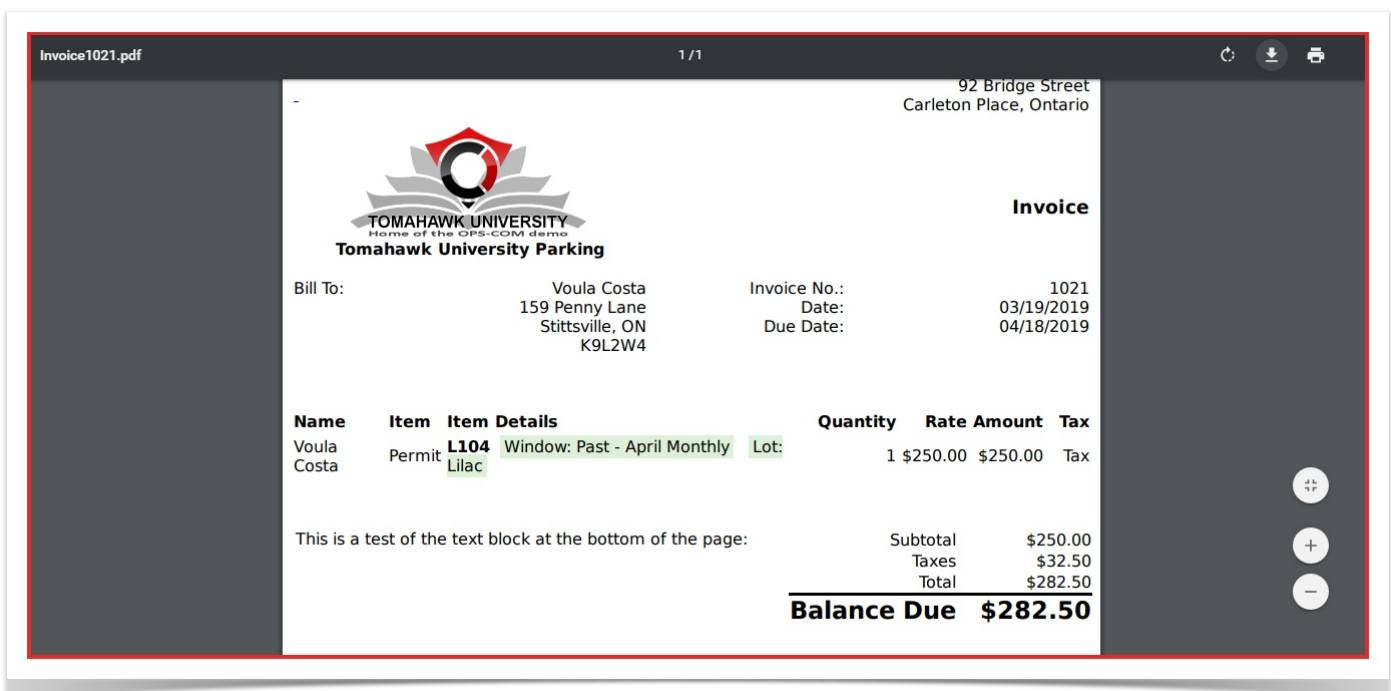
Printing From Emailed PDF

It is important to note that in order to print this PDF document you should follow these next steps

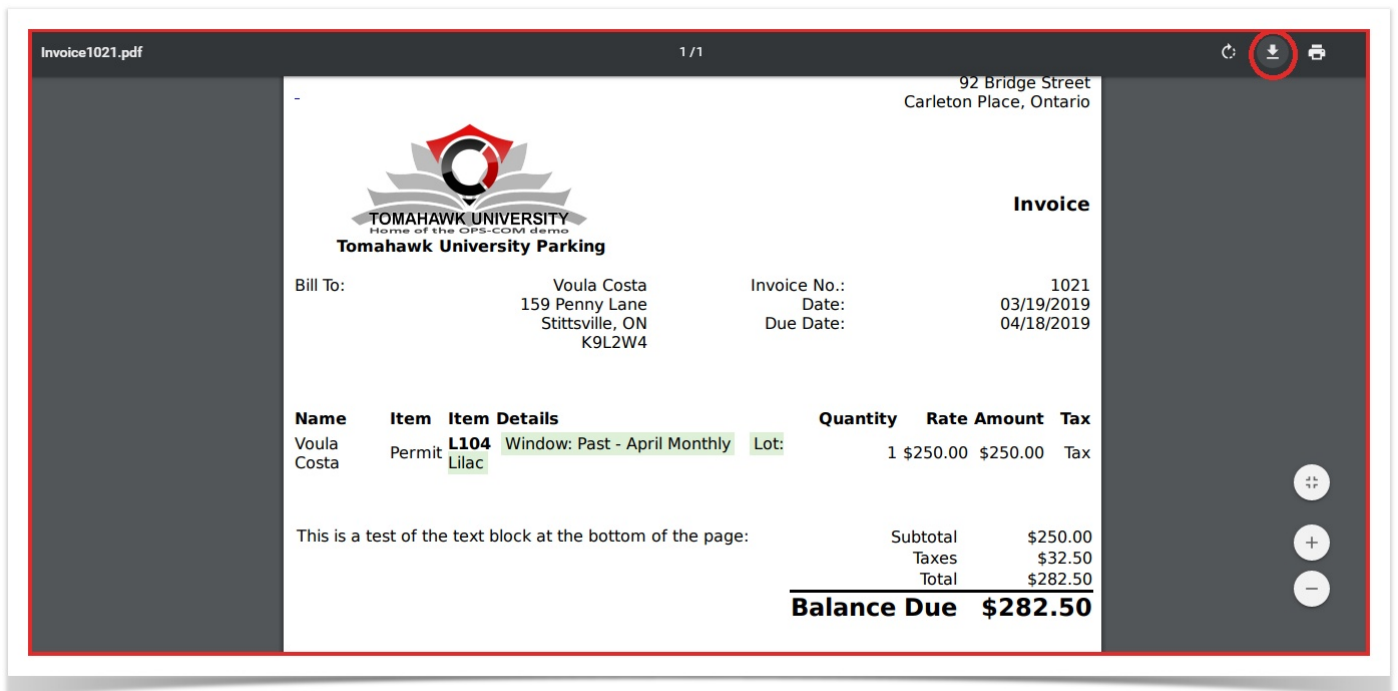
You must first navigate to the email of the invoice in the client email where you will find an attachments link circled below



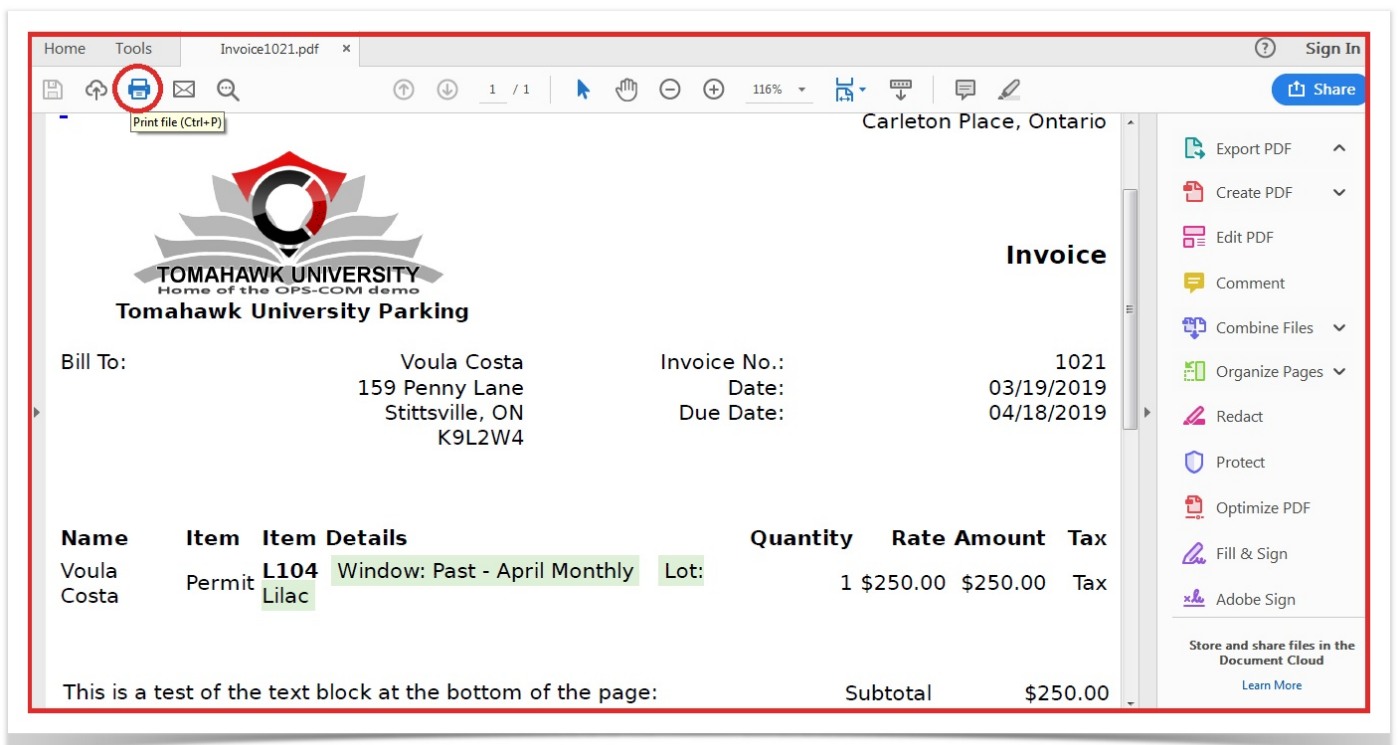
After opening the attached PDF file you will be brought to the file opened in the web browser.



If you print from here you will receive a cut off version of this PDF. In order to prevent this you should download the file by pressing this button:



Save it to your preferred location and open it with the PDF reader of your choosing



From here you just print the invoice like you would a normal document ensuring that the print scale is set to 100%

Print

Printer: Microsoft XPS Document Writer
Properties
Advanced
Help

Copies: 1
☐ Print in grayscale (black and white)
☐ Save ink/toner

Pages to Print

- ☒ All
- ☐ Current page
- ☐ Pages 1

More Options

Page Sizing & Handling

Size
Poster
Multiple
Booklet

- ☐ Fit
- ☐ Actual size
- ☒ Shrink oversized pages
- ☐ Custom Scale 100%

☐ Choose paper source by PDF page size

Orientation:

- ☒ Auto portrait/landscape
- ☐ Portrait
- ☐ Landscape

Comments & Forms
Document and Markups
Summarize Comments

Scale: 100%
8.5 x 11 Inches

Page 1 of 1
Print
Cancel

Revision #1

Created 13 September 2024 15:58:03 by Nicole

Updated 13 September 2024 15:58:13 by Nicole