

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.

The screenshot displays the 'User Search' interface. At the top, there is a search form with the following fields: 'Username / Last Name / Email' (containing 'Costa'), 'Student Number OR Employee Number', 'Phone', 'Plate', 'Department', 'Tax Exemption Code', and 'User Type(s)'. The 'User Type(s)' dropdown menu is open, showing options: Athletics Member, Complimentary, Daily Reserved, Demo, Exchange Student, Full Time Staff, Full Time Student, and Part Time Staff. A 'Search' button is located below the form.

Below the search form is a table with the following columns: Username, FULL NAME, ADDRESS, CITY, Stu./Emp. No., User Type, and User Directory. The table contains one entry for the user 'Vcosta'.

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

Below the table, there is a light blue box with instructions:

- 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.

The screenshot shows the user profile page for 'Costa, Voula (VCosta)'. The navigation bar includes 'Profile', 'Lockers', 'Vehicles', 'Parking', 'Payments', 'History', and 'Incident History'. The 'History' dropdown menu is open, showing options: 'All Records', 'Locker Records', 'Parking', 'Enforcement', 'Adjustment Records', 'Address Records', and 'Mail Records'. The 'All Records' option is circled in red. Below the menu, the 'Basic Profile Information' section is visible, showing fields like 'Enabled', 'User Directory', 'User Type', 'Username', 'Name', 'Email Address', and 'Auto Login Address'. There is also a 'Vehicles' table and a 'User Notes' section.

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
<i>Released back to system by refund process</i>					
[InActive]	May. 18, 2018		Lilac L104	\$0.00	Processed: May. 18, 2018 Released: May. 18, 2018
<i>Released back to system by refund process</i>					
[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

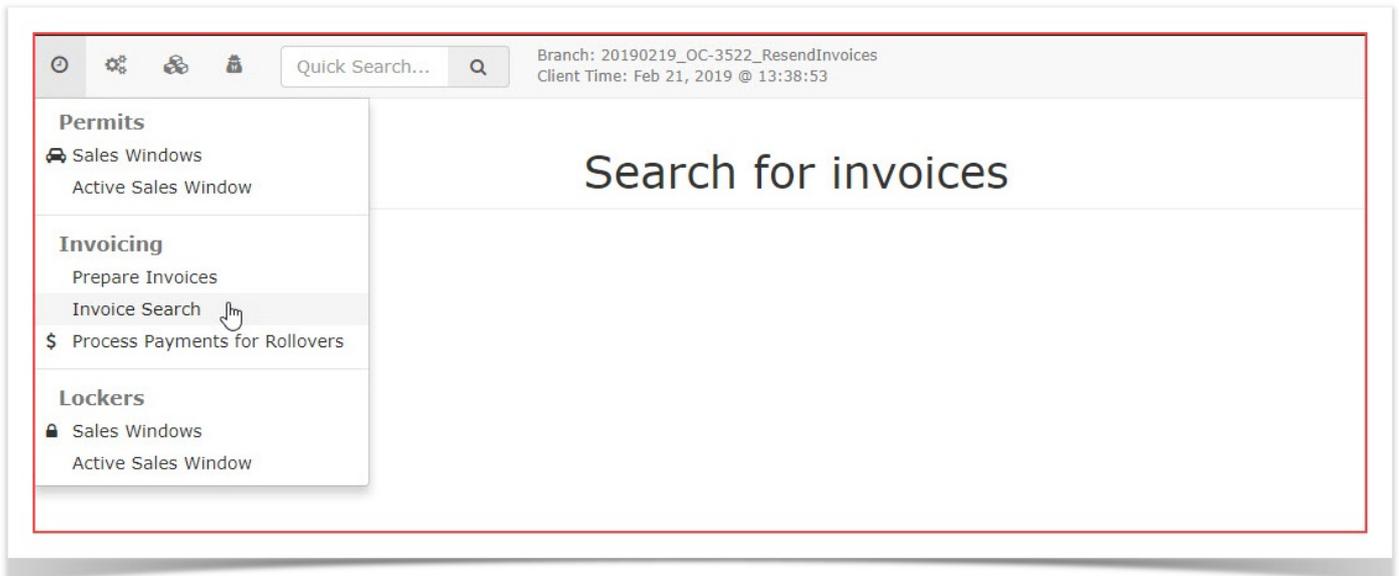
Invoice is ready: Voula Costa

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**.

Billed on

Up to and including

Cancelled Status

Paid Status

Invoice Number

First / Last Name

Company

From the resulting search result click on the **Invoice Number** to access the **Invoice Preview Window**.

Search for invoices

1 records found.

Lot	Lilac - Daily Reserved									
#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Processed Date
	Voula Costa	1018	Feb 21 2019	Mar 23 2019	1	\$250.00	\$32.50	\$282.50	Unpaid	<input type="button" value="Cancel"/>

Total: \$282.50

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

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

This invoice has been re-sent.

92 Bridge Street
Carleton Place, Ontario



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

Invoice

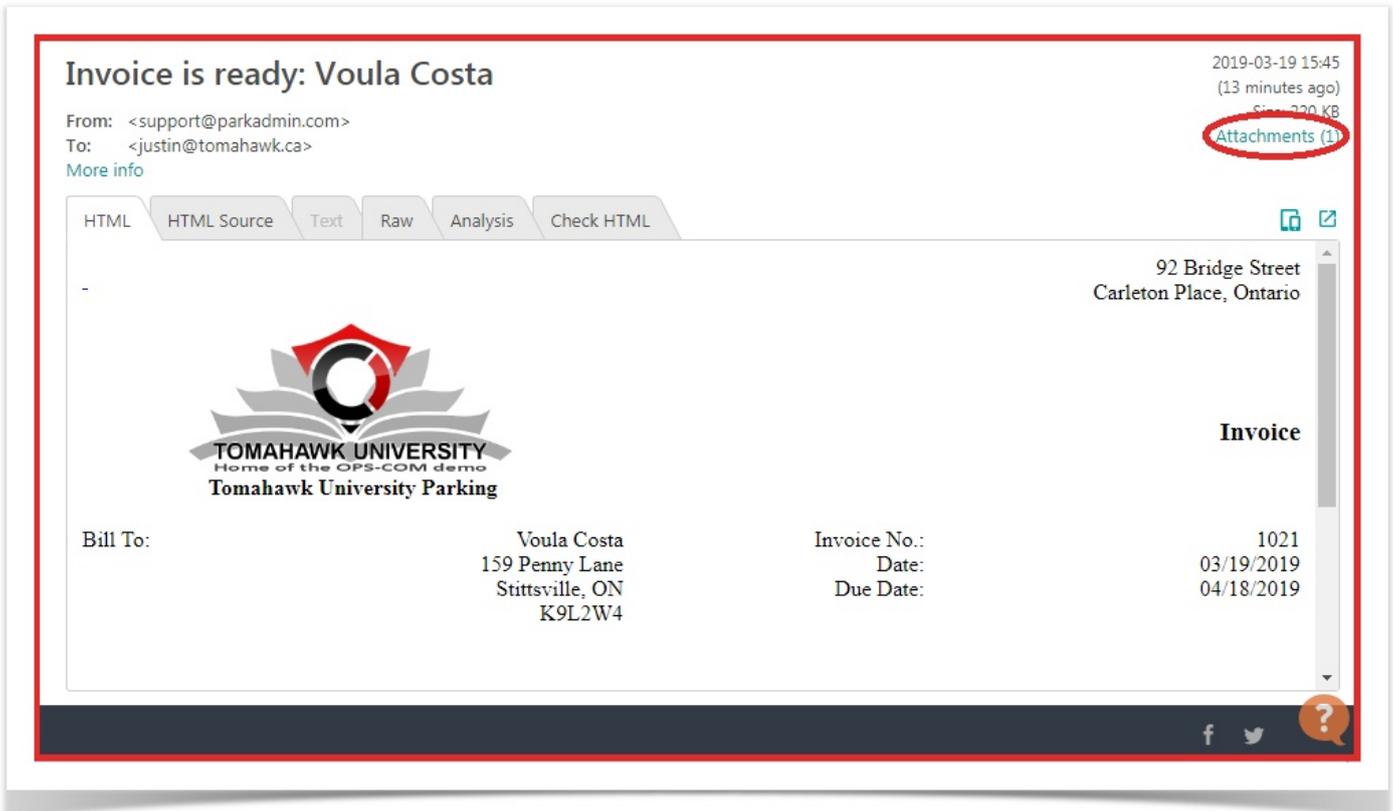
Bill To:	Voula Costa 159 Penny Lane Stittsville, ON K9L2W4	Invoice No.:	1018
		Date:	02/21/2019
		Due Date:	03/23/2019

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

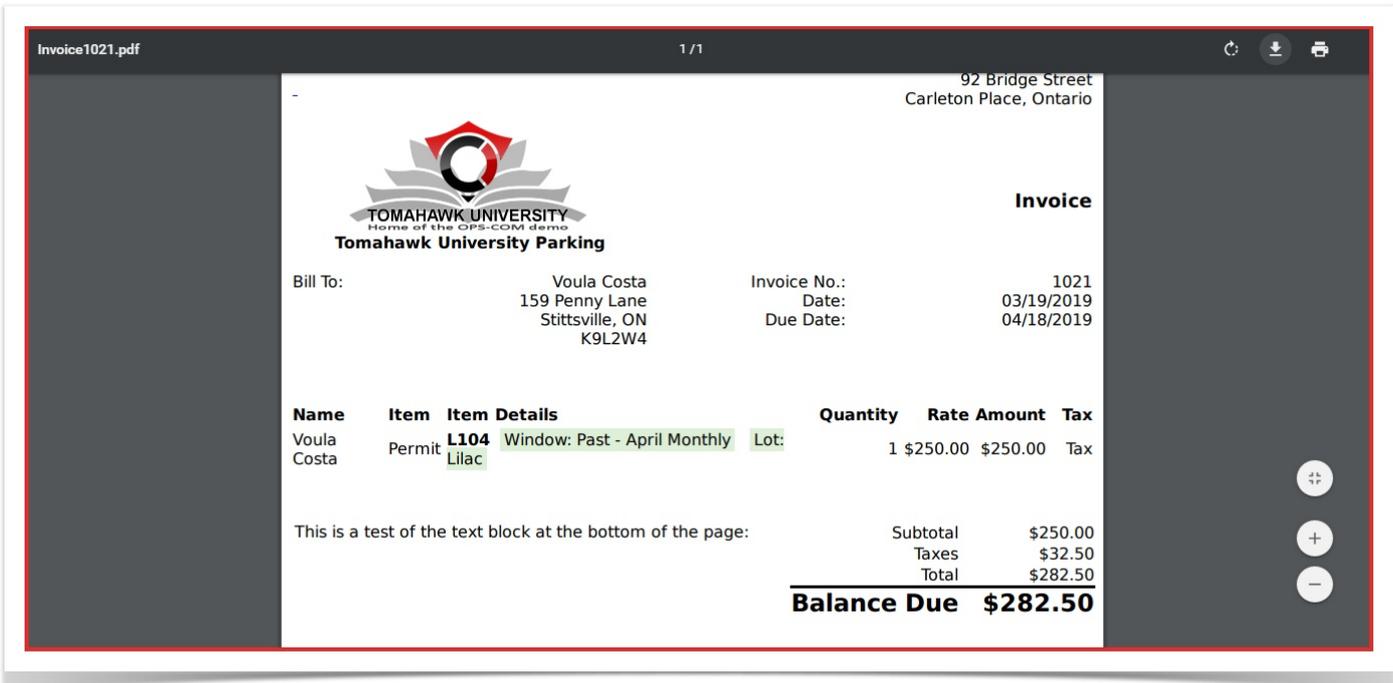
Printing From Emailed PDF

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

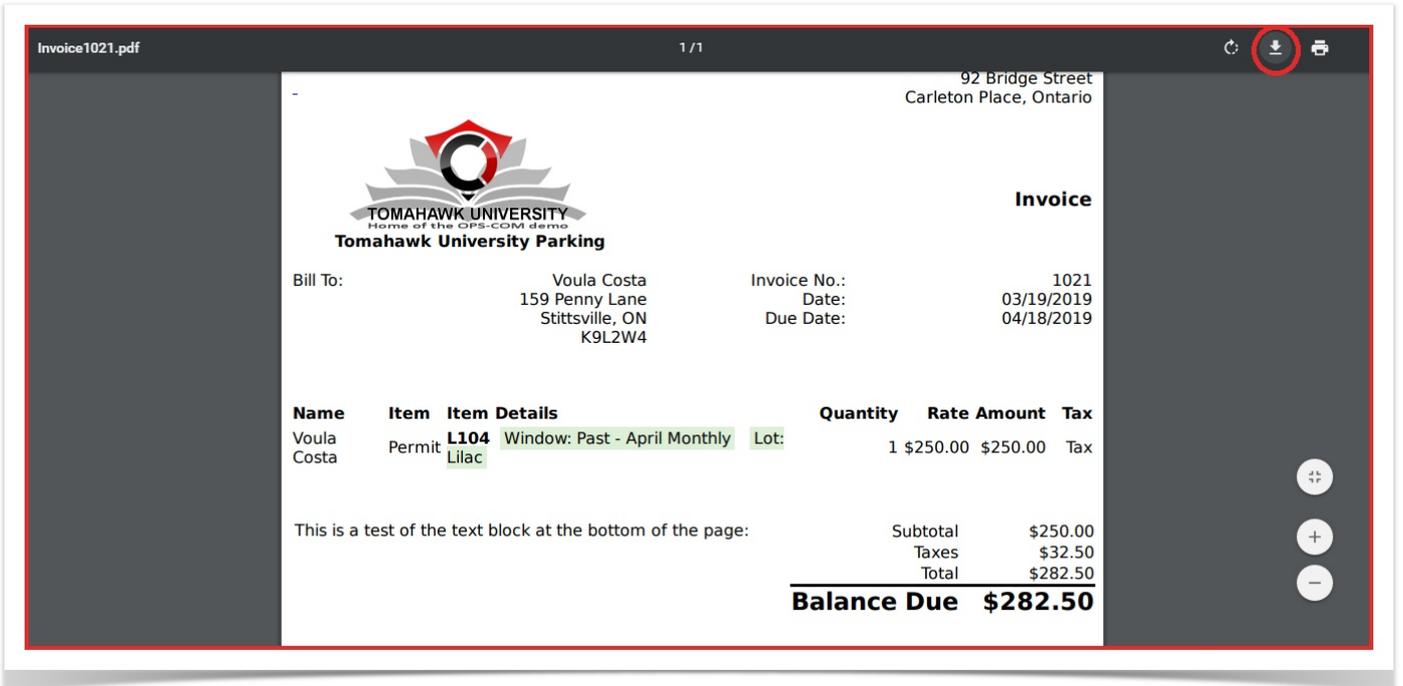
You must first navigate to the email of the invoice in the client email where you will find an attachments link circled below



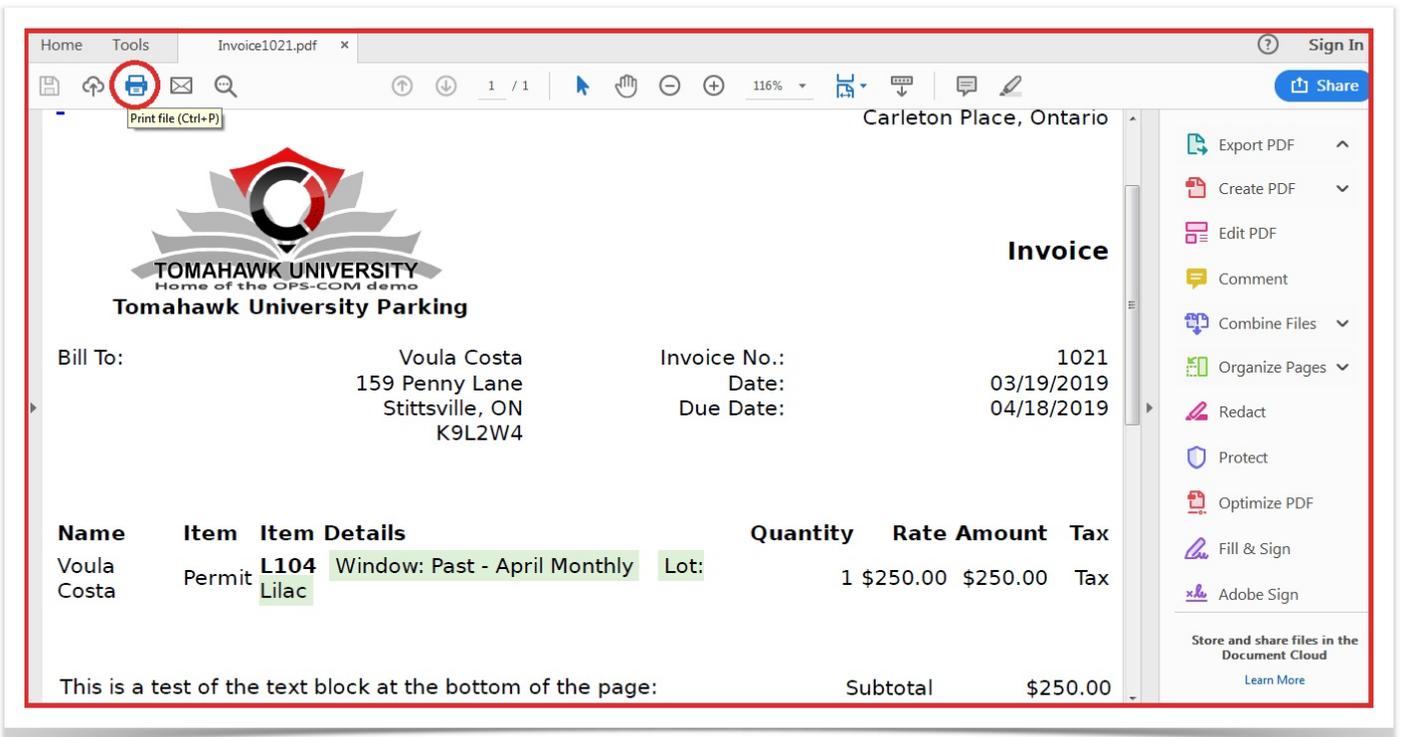
After opening the attached PDF file you will be brought to the file opened in the web browser.



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%

