OPSCOM Company Manager and Invoicing - FinanceAdmin

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- Company Setup and Invoices

Re-Sending an Invoice

> The Re-Sending an Invoice functionality allows administrators to quickly generate and deliver a duplicate copy of a billing statement to a client. Its primary purpose is to assist users who may have accidentally deleted or misplaced their original invoice email. This guide is intended for OPS-COM administrators responsible for account management and billing support.

Setup and Configuration

Resending an invoice is a core administrative function that requires no special system setup or configuration. The feature is accessed directly through standard search modules within the administrative portal.

Using this Feature

Administrators have two options for locating and resending an invoice to a user. You can locate the document by navigating through the specific user's transaction history or by searching for the document directly using the global invoice search tool.

> If a client reports not receiving their initial invoice, advise them to check their spam or junk email folders before you issue a duplicate copy.

Resending via User Search

1. Hover over **User Management** and click **User Search**.
2. Enter the user's information and initiate the search.

3. Click the **username** within the results section to access the user's profile.
4. Hover over the **History** tab and click **All Records** to access the complete list of the user's transactions.
5. Click the specific **invoice number** that needs to be resent to open the invoice preview page.
6. Click the **Re-send Email** button. The invoice email will be immediately resent to the user, and the subject line will indicate that it is a resent invoice.

Resending via Invoice Search

1. Hover over **Permits** and click **Invoice Search**.
2. Enter the necessary search criteria and initiate the search.
3. Click the target **invoice number** from the generated results list to open the invoice preview page.
4. Click the **Re-send Email** button to issue the duplicate email to the user.

Best Practices and Considerations

- **Always download PDF attachments to a local disk before printing.** Printing a PDF invoice directly from a web browser's built-in previewer often results in the document margins being cut off.
- **Instruct users to verify their print scale settings.** When opening the downloaded file in a standard PDF reader, users must ensure the print scale is set to **100%** in the print dialog box to guarantee proper formatting.

Cancelling an Invoice

> This article explains how to cancel an existing invoice within the OPS-COM system. This feature allows administrators to invalidate an issued invoice to make necessary adjustments—such as removing users or modifying permits—before re-issuing a corrected version. This guide is intended for OPS-COM administrators responsible for company billing and financial management.

Setup & Configuration

There is no specific module setup required to use the invoice cancellation feature. It is a standard administrative tool available to staff with the appropriate billing and permit management permissions.

Using this Feature

To cancel an invoice, administrators must use the dedicated search page. Invoices cannot be removed or cancelled directly from a user's individual payment tabs.

Cancelling the Invoice

1. Hover over **Permits** and click **Invoice Search**.
2. Enter the necessary search criteria to locate the specific invoice.
3. Click the **Cancel** button located next to the invoice record you wish to void.
4. Accept the confirmation prompt in the pop-up window to finalize the cancellation.

> **Invoices cannot be cancelled if they have already been paid.** To cancel an invoice that has a completed payment associated with it, you must first access the transaction records and cancel the payment itself before attempting to cancel the invoice.

Visual Cues & Status Indicators

- Once the cancellation is confirmed, the invoice will automatically update and appear as **Cancelled** on the invoice report.

Best Practices & Considerations

- **Prevent Revenue Duplication: Always cancel an incorrect invoice from the Invoice Search page before issuing a new one.** If the original invoice is not removed, the system will record the revenue twice for that month, and both invoices will incorrectly show as due for payment.
- **Re-issuing an Invoice:** After cancelling the invoice, make any required changes to the permits and users. You can then re-issue the invoice through the **Prepare Invoices** page. **The company will be listed as an option for re-issuance as long as the changes made are not further back than a year.**

Invoice Search

> The Invoice Search feature allows administrators to locate, view, and export billing records within the system. Its primary purpose is to help administrators manage company invoices, audit payment statuses, and generate targeted revenue reports. This article is intended for OPS-COM administrators responsible for financial management and company billing.

Setup and Configuration

The Invoice Search tool is a core administrative feature that requires no additional system setup or configuration.

Using this Feature

Administrators can use this tool to filter and locate specific invoices, view copies of the billed documents, and export financial data for external reporting.

Searching for an Invoice

1. Hover over **Permits** and click **Invoice Search**.
2. Enter the desired search criteria (such as date ranges, paid status, or cancelled status) to filter the results.
3. Click the **Toggle More Options** button in the top right of the search menu to reveal additional search filters if necessary.
4. Click the **Search** button to generate the list of matching invoices.
5. Click the specific **Invoice Number** within the results list to view a copy of the actual invoice sent to the user or company.

Available Actions and Buttons

- **Toggle More Options:** Click this button to expand the search panel and access more granular filtering criteria, such as specific billing dates or statuses.
- **Search:** Click this button to execute the query based on your entered parameters.
- **Export:** Click this button (located next to the Search button) to export the current search results to an Excel document.

> The document generated by the **Export** button will specifically display the revenue for the selected date range organized by lot, making it an excellent tool for lot-specific financial auditing.

Best Practices and Considerations

- **Targeted Reporting:** When exporting data to Excel for revenue tracking, **always specify a clear "Billed On" date range** to ensure the generated report is accurate and focused on the desired financial period.
- **Managing Invoices:** From the search results, you can locate invoices that need to be re-issued or voided. If you discover an invoice with errors, you must use the search page to locate it before you can proceed with *Cancelling an Invoice*.
- **Auditing:** Regularly use the "Paid Status" and "Cancelled Status" filters to audit outstanding balances and ensure that your financial records are up to date.

Permit Invoicing

> The Permit Invoicing feature allows administrators to generate, manage, and distribute billing statements for permit purchases to companies and individual users. Its primary purpose is to streamline financial operations by automating invoice creation and email delivery based on active sales windows. This article is intended for OPS-COM administrators responsible for financial processing and corporate account management.

Setup and Configuration

Before generating invoices, administrators must configure the system's baseline invoice settings and ensure companies and users are properly flagged to receive billing communications.

Configuring Invoice Settings

1. Hover over **System Config** and click **System Settings**.
2. Locate and open the **Payments** menu option.
3. Set your desired starting invoice number.
4. Verify that your permit invoice template is fully configured on the system templates page.

Setting Company Invoice Contacts

1. Hover over **User Management** and click **Companies**.
2. Enter the necessary search criteria to locate the target company.
3. Click the **Edit** button next to the company information.
4. Enter the recipient email addresses into the **Invoice Emails** field. You can add multiple recipients by separating the addresses with a colon (:)

or a comma (,).

Configuring Users for Invoices

Users must be designated correctly within their profiles to receive invoices, whether they are part of a company or acting as an individual.

- **For Company Members:** Open the user's profile and designate them as the **Company Billing Manager**. This specific designation is strictly required to activate invoicing for that company.
- **For Individual Users:** Open the user's profile and enable both the **Individual** checkbox and the **Receives Invoice** checkbox.

Using this Feature

Once the system and users are configured, administrators can generate and send invoices in batches based on active permit sales windows.

Creating and Sending Invoices

1. Hover over **Permits** and click **Prepare Invoices**.
2. Click **prepare invoices** next to the specific sales window that has outstanding permits.
3. Review the populated list of invoices. All invoices are selected by default; toggle off any specific invoices you wish to exclude from the batch.
4. Set the **Billing Date** and **Due Date** for the invoices being processed.
5. Click **Send Invoices** to schedule the emails for delivery.
6. Click the calendar icon in the top navigation bar to monitor the status of the invoicing task.
7. Click the blue **X** button to clear the task once it displays as complete.

Key Information Displayed

When the invoice is emailed to the selected companies or individuals, it will automatically include:

- A detailed list of the users associated with the transaction.
- The specific permit numbers being purchased.
- The **Billing date**, which reflects the exact date the invoice was sent.
- The **Due date**, which reflects the deadline for the expected payment.

Best Practices and Considerations

- **Limit Billing Managers: While an organization can have multiple Company Managers, there should only be one designated Company Billing Manager** to ensure billing communications are centralized and not duplicated.
- **Determine Rollover Rules: Organizations should establish a clear business rule regarding whether unpaid permits are allowed to roll over** to the next period before configuring invoice templates and generating bills.

> Please note that currently, only permits assigned to user types other than 'Student' or 'Staff' will be shown as available for invoicing in the system.

Sending Invoices in Advance of Payment

> This process allows OPS-COM administrators to roll over active permits and issue formal invoices to users or companies prior to capturing any automated payments. This feature is essential for accommodating clients who require a generated invoice to process payments through their internal accounting departments before authorizing a transaction.

Setup and Configuration

This workflow utilizes the standard permit rollover functionality. Ensure that your target users or companies are already configured to receive invoices within their profiles before beginning this process.

Using this Feature

The process involves initiating a permit rollover, deliberately bypassing the automated payment trigger, and then manually generating the invoice for the reserved permits.

Generating Invoices During a Rollover

1. Hover over the **Permits** menu and click **Active Sales Window**.
2. Click **Rollover Users** to open the permit rollover window.
3. Deselect the preferred payment method within the wizard setup. This critical action ensures the rollover completes without automatically charging the user's saved payment profile.
4. Click **Rollover Permits**. The system will process the renewal and place the permits into an "awaiting payment" state, making them eligible for invoicing.

5. Hover over the **Payments Menu** and click **Prepare Company Invoices**.
6. Review the list of users and companies in the **Prepare Invoice** window who are now queued for invoicing.
7. Click the **Prepare Invoice** button. The system will generate an email with the invoice included in the body of the message and send it to the designated contacts.

Re-Sending an Invoice

If a client mistakenly deletes their invoice email or requests a duplicate copy, administrators can easily resend the document using one of two methods.

Method 1: Through User History

1. Search for the specific user and click their username to open their profile.
2. Hover over the **History** tab and click **All Records** to view their transactions.
3. Locate and click the specific **invoice number** to open the preview screen.
4. Click the **Re-Send Email** button. The system will dispatch a new email featuring a "Re-sent" prefix in the subject line.

Method 2: Through Invoice Search

1. Hover over the **Permits** menu and click **Invoice Search**.
2. Enter the target invoice number in the search criteria and click the search button.

3. Click the **Invoice Number** in the results list to access the invoice preview window.
4. Click the **Re-Send Email** button.

Best Practices and Considerations

- **Verify Payment Toggles: Always double-check that automated payment methods are explicitly deselected during the rollover wizard** when preparing advance invoices. Leaving this selected will result in unintended automatic charges.
- **Printing PDF Attachments:** If users wish to print the PDF version of their invoice attached to the email, **instruct them to download the file to their computer first rather than printing directly from the web browser's previewer.** Browser previews frequently cause the document margins to be cut off during printing.

> Advise users to open the downloaded PDF in a dedicated PDF reader and ensure their printer settings are configured with the print scale set to **100%**. This guarantees the invoice prints with the correct formatting and layout.

Company Setup and Invoices

> The Company Setup and Invoicing process allows organizations to manage bulk permit purchasing and consolidated billing for their employees. Its primary purpose is to centralize account management and simplify the payment workflow for corporate clients. This guide is intended for OPS-COM administrators responsible for managing company profiles and financial transactions.

Setup and Configuration

Creating a company profile and assigning the proper user roles requires configuration from the administrative portal.

Creating a Company (Admin Side)

1. Hover over **User Management** and click **Companies**.
2. Click the **Create New Company** button.
3. Enter the organization's details in the **Account Number**, **Company Name**, **Address (Company)**, **Invoice Emails**, **Contact Name**, and **Address (Contact)** fields.
4. Enable the **Receives Invoice** checkbox to ensure the company can be billed.
5. Click the **Add New Company** button to save the information. A green confirmation message will display.

Assigning Users to the Company (Admin Side)

1. Hover over **User Management** and click **User Search** to locate the target user.

2. Click the user's profile to open it and click the **Edit** button.
3. Indicate that the user is a **Company Member** and associate them with the newly created company.
4. Enable the **Company Manager** and **Company Billing Account** checkboxes if this user will be responsible for managing and paying for the company's permits.
5. Click the **Submit Registration Information for Processing...** button to save the profile.

> **Important Billing Setup Requirements**
>
> **- Invoice Preparation:** Every corporate account requires a designated billing manager. If you do not assign a user with both the **Company Manager** and **Company Billing Account** flags, you will be unable to prepare invoices for that company.
> **-Rollover Processing:** You **MUST** designate a user with a valid subscription as the **Company Billing Account** for each company. If this is not set, invoices will be skipped and will not be processed by the automated rollover processing.

Using this Feature

Once the company and its users are configured, the designated company manager can reserve permits, and the administrator can generate the corresponding invoices.

Purchasing Permits (User Side)

1. Log into the user portal as the designated company manager.

2. Click the **Company Users** icon.
3. Click the **Login as User** button to the right of the specific employee's name. A blue message will appear confirming you are logged in as another user.
4. Click the **Parking** icon and select the desired permit for the user.
5. Log out of the user portal once the permit is reserved. Do not click the **Proceed to payment** button if the permits will be paid via a consolidated corporate invoice.

Preparing Invoices (Admin Side)

1. Hover over **Allocations** and click **Prepare Invoices**.
2. Click the **Prepare Invoices** button beside the active sales window.
3. Review the generated invoice, which will display the permits reserved by the company manager.
4. Click the **Send Invoices** button to email the invoice to the designated company contact. An icon in the top right menu bar will indicate the progress of the invoice creation.

> If an error occurs during the invoicing process, you can cancel the invoice from the administrative portal, correct the error on the user's profile, and reissue the invoice.

Paying an Invoice (User Side)

1. Log into the user portal as the designated company manager.
2. Click the **Payments** icon to view the outstanding invoice.
3. Click **Continue to Checkout** and submit the payment using the preferred method.

Best Practices and Considerations

- **Configure Email Templates: Ensure an invoice email template is configured in the system before attempting to prepare invoices.** You can verify or modify this template by navigating to **System Config** and accessing **Email Templates**.
- **Separate End Users from Managers:** User accounts created for the company managers are typically administrative accounts. End users (the employees receiving the permits) do not need to log in to manage their own permits if the company manager is handling the purchases.