

OperationsCommander - <https://opscom.wiki>

## Re-Sending an Invoice

### Re-Sending an Invoice

In some cases, it may be necessary to re-send 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.

### Through User Search

The user search can be found under the menu tree:

- **User Management -> User Search**

Once on the user search page, enter the user information and search the user.

## User Search Toggle More Options




Username / Name / Email

Account Number

Enabled Only  Any Users  Disabled Only

[Search](#)

In the results section, click on the **username** to access the user's profile.

	Username	Full Name	Address	City	Account Number	Phone Number	User Type	User Directory
   <a href="#">jdoe</a>	Doe, Jane	123 Any Street	AnyTown	JD321 JD321		Resident 1	OPSCOM	

Once on the user's profile, hover over **History** and navigate through the menu **History -> All Records** to access the list of this user's transactions.

The screenshot shows a user profile page for Jane Doe. The navigation bar at the top includes 'Profile', 'Lockers', 'Vehicles', 'Parking', 'Payments', 'History', and 'Incident History'. The 'History' menu item is circled in red, and a red arrow points to it from below. Below the navigation bar, there is a 'People Alarm' section. The main content area is divided into two columns. The left column is titled 'Basic Profile Information' and includes an 'Edit' button. It lists various fields: 'Enabled' (Yes), 'User Directory', 'Unique ID', 'User Type', 'Username', 'Name', 'Email Address', 'Phone Number', 'Date of Birth', 'Preferred Language', and 'User Directory'. The right column is titled 'Vehicles' and includes an 'Edit' button. It contains a table with columns: 'Status', 'Plate', 'Type', 'Province', 'Make', and 'Year'. The table shows one vehicle: 'Active', 'ABC461', 'Passenger', 'Ontario', 'Cadillac', '2001'. Below the table, it says 'Showing 1 vehicles.' There is also an 'Active Permits' section with a table with columns: 'Permit', 'Active Window', 'Lot Name', and 'Amount'. It shows one permit: 'STAFF1000', 'S : TEST', 'Company Staff lot', '\$113.00'.

Locate and click on the **invoice number** that needs to be re-sent.

This will open the invoice preview page.

The screenshot shows the 'Viewing Jane Doe's History' page. The navigation bar at the top includes 'Profile', 'Lockers', 'Vehicles', 'Parking', 'Payments', 'History', and 'Incident History'. The 'History' menu item is highlighted. Below the navigation bar, there is a 'Complete History Log' button with a question mark icon and a '26' badge. The main content area is titled 'Viewing Jane Doe's History' and includes an 'Invoices' section with a '3' badge. Below this is a table with columns: 'Billing Date', 'Due Date', 'Invoice #', 'Items', 'Amount', and 'Pay Date'. The table shows three invoices. The first row has 'Nov. 19, 2020', 'Dec. 19, 2020', '1019', '1', '\$28.25', and 'Processed: Aug. 20, 2024'. The second row has 'Nov. 19, 2020', 'Dec. 19, 2020', '1019', '1', '\$0.00', and 'Processed: Aug. 20, 2024'. The third row has 'Nov. 19, 2020', 'Dec. 19, 2020', '1020', '1', '\$0.00', and 'Processed: Aug. 20, 2024'. A red arrow points to the 'Invoice #' column, and the first '1019' value is highlighted with a red box.

Once in the invoice preview page, locate the **Re-send Email** button.

Click on this button to re-send the invoice.

Address of Invoicing Company  
Address line 2  
Address line 3

## Sample Invoice

### Invoice

Bill To: Jane Doe  
Jane Doe  
123 Any Street  
AnyTown, ON  
K0A1A0

Invoice No.: 1019  
Date: 11/19/2020  
Due Date: 12/19/2020

Name	Item	Item Details	Quantity	Rate	Amount	Tax
Jane Doe	Permit	2500 Window: Long Term Parking Lot: GOL	1	\$25.00	\$25.00	Yes

Subtotal \$25.00  
Taxes \$3.25  
Total \$28.25

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**Balance Due \$28.25**

Paid on Aug 20, 2024

[Re-send Email](#)

The invoice email will be re-sent to the user.

The title will indicate that it is an invoice that has been re-sent.

**Re-sent: Invoice is ready: Jane Doe**

From: [Redacted]

To: [Redacted]

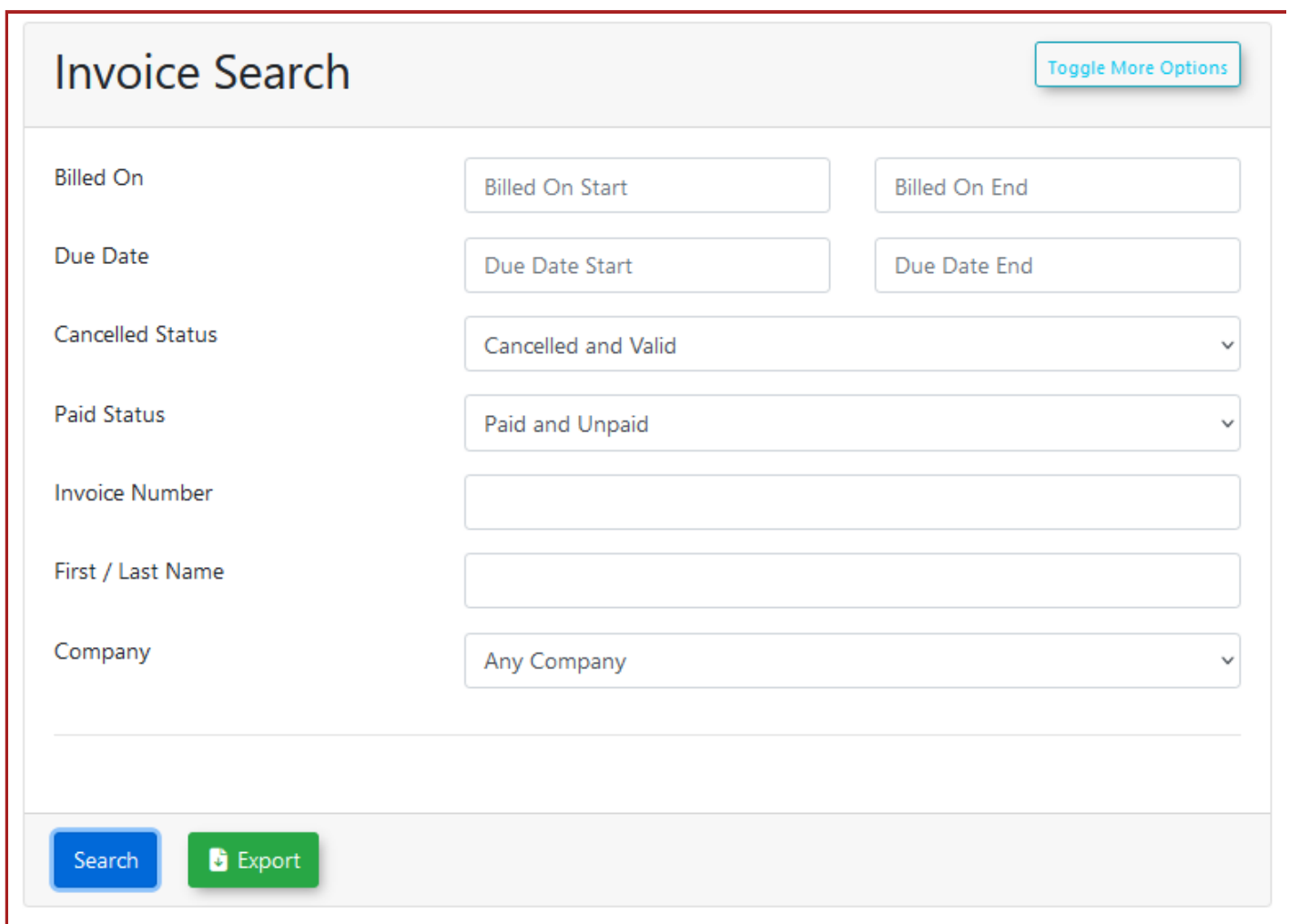
Through Invoice Search

The other way to locate an invoice to re-send is using the **Invoice Search** tool.

The page can be found under the menu tree:

- **Permits -> Invoice Search**

This will open the invoice search page.



The screenshot shows the 'Invoice Search' interface. At the top left is the title 'Invoice Search' and at the top right is a 'Toggle More Options' button. Below the title are several search criteria: 'Billed On' with 'Billed On Start' and 'Billed On End' input fields; 'Due Date' with 'Due Date Start' and 'Due Date End' input fields; 'Cancelled Status' with a dropdown menu showing 'Cancelled and Valid'; 'Paid Status' with a dropdown menu showing 'Paid and Unpaid'; 'Invoice Number' with a text input field; 'First / Last Name' with a text input field; and 'Company' with a dropdown menu showing 'Any Company'. At the bottom left are two buttons: a blue 'Search' button and a green 'Export' button with a download icon.

Enter the search criteria and click search.

Locate the invoice number within the results and click on it.

4 records found.

Lot ADA Temp Lot

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Paid	Cash		Aug 20, 2024	Cancel
	Jane Doe	1020	Nov 19, 2020	Dec 19, 2020	1	\$0.00	\$0.00	\$0.00	Paid	Cash		Aug 20, 2024	Cancel

Lot Guest Overflow Lot

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
	Jane Doe	1019	Nov 19, 2020	Dec 19, 2020	1	\$25.00	\$3.25	\$28.25	Paid	Cash		Aug 20, 2024	Cancel

Lot Red Student Lot West

#	Account	Invoice	Billing Date	Due Date	Permits	Parking	Tax	Total	Status	Paytype	Lock	Processed Date	Cancel
001	ACME Meters	1018	May 29, 2019	Jun 28, 2019	2	\$1,050.00	\$136.50	\$1,186.50	Paid	Electronic Funds Transfer		Sep 26, 2022	Cancel

Like with the previous method, this will open the invoice preview where the re-send email button can be found.

Address of Invoicing Company  
Address line 2  
Address line 3

# Sample Invoice



## Invoice

Bill To: Jane Doe  
Jane Doe  
123 Any Street  
AnyTown, ON  
K0A1A0

Invoice No.: 1019  
Date: 11/19/2020  
Due Date: 12/19/2020

Name	Item	Item Details	Quantity	Rate	Amount	Tax
Jane Doe	Permit	2500 Window: Long Term Parking Lot: GOL	1	\$25.00	\$25.00	Yes

Subtotal \$25.00  
Taxes \$3.25  
Total \$28.25

**Balance Due \$28.25**

Paid on Aug 20, 2024

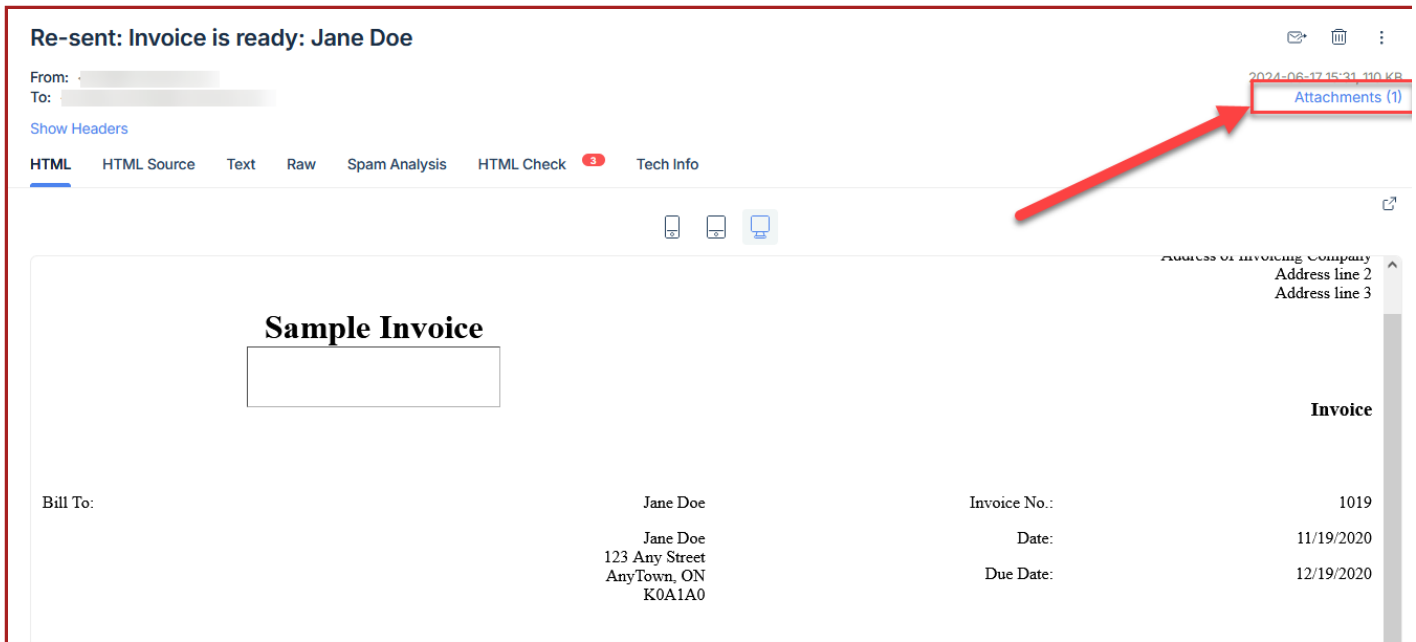
Re-send Email

This will re-send the invoice email to the user.

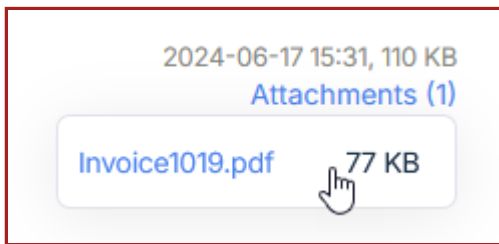
## Printing From Emailed PDF

A PDF of the invoice can be printed from the email that was sent.

First navigate to the invoice email in the client email and find the where attachments are stored.



In this example, the attachments are located in the top right.

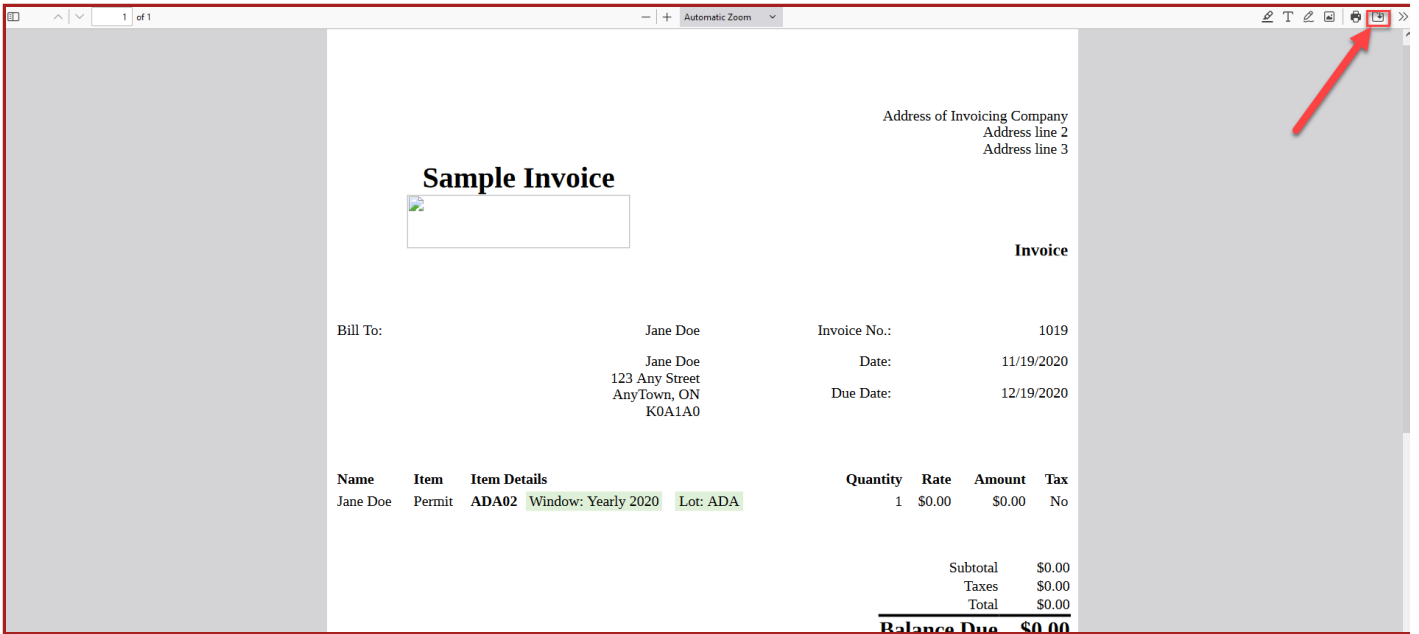


Download the PDF when prompted.

After the file has been downloaded, the PDF will automatically open, likely in the web browser.

Printing directly from this page will result in the printout being cut-off. To prevent this, first download the PDF to your computer disk.

The save button will be located in the top right.



Save the file to the preferred location and open it with any PDF reader.

From here, print the PDF like a normal document while ensuring that the print scale is set to 100%.

This will prevent the printout from being cut-off.

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