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 OperationsCommander (OPSCOM) 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.

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