



# BEST PRACTICES INVOICE PROCESSING

12/2020

# RSO – INVOICE PROCESSING

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# RSO – INVOICE PROCESSING

## Introduction

Invoicing is an integral part of your business. Timely conversion of routed customers to invoices is imperative. When reviewing your Pending Invoices, you should have a MAXIMUM of 3 weeks’ worth of invoices in your pending invoice grid:

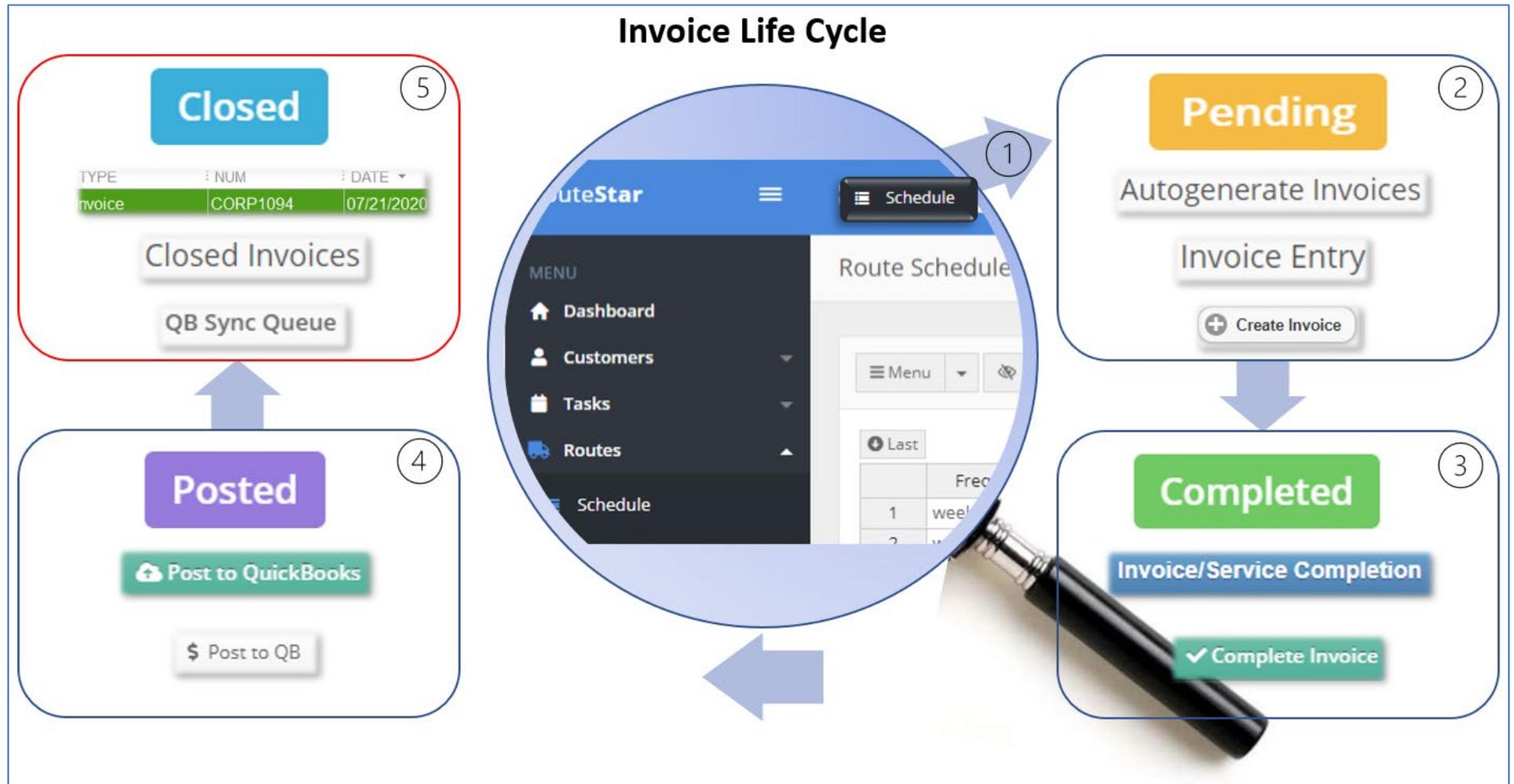
1. Current Weeks Invoices are those invoices that the technicians are currently working on in the field
2. Previous Weeks Invoices are those invoices that need to be posted to QuickBooks, no later than the following Week, EOD Monday
3. Three Weeks Back Invoices are those scrubs or invoices that may not have been completed. These need to be posted or deleted

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
<b>THREE WEEKS BACK INVOICES</b>						
8	9	10	11	12	13	14
<b>PREVIOUS WEEK INVOICES</b>						
15	16	17	18	19	20	21
<b>CURRENT WEEKS INVOICES</b>						

## The typical Invoice Life Cycle

①	Schedule – The Route Schedule is up-to-date, advanced, and ready to generate Invoices	
②	Pending – You have either auto-generated or manually (office or field) generated an invoice	
③	Completed – The field technician has performed the service and has completed the invoice	
④	Posted – You have reviewed the invoices and they are being Posted to QuickBooks	
⑤	Closed – The invoice is in QuickBooks and is not on the Pending Invoice list any longer	

*Note: This document does not cover Invoice creation, rather invoice processing.*



Each step of the cycle has multiple opening (or starting) and closing points. It always starts with the Route Schedule and Generating Invoices.

#### When to Post?

Invoices may be posted to QuickBooks at any point during the week, however, Invoices from the previous week must be posted by Close of day the following Monday of the new week. One-offs may be delayed by an additional week, but the majority of the posting needs to be completed. Reasons for this are:

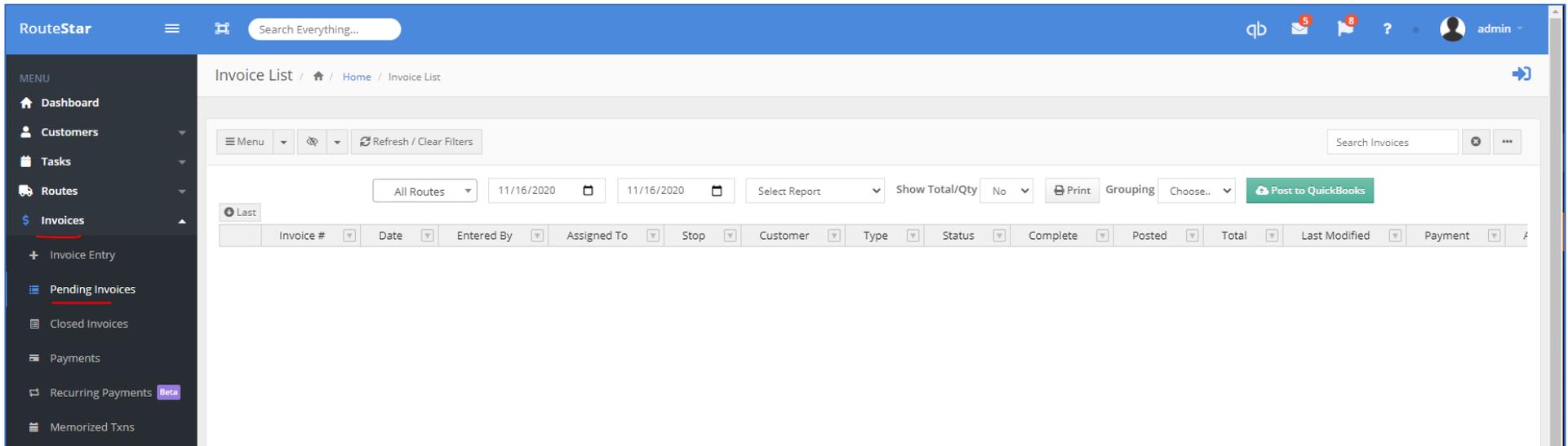
1. Invoices that are Consolidated Billed by Corporate, need to be reflected in our Data Warehouse, so that consolidated invoices can be generated
2. Posting invoices and keeping the Pending Invoice Queue up to date is just a great business practice, so as to not fall behind
3. Corporate needs the invoices posted in a timely manner, so that payments can be applied timely.

# RSO – INVOICE PROCESSING

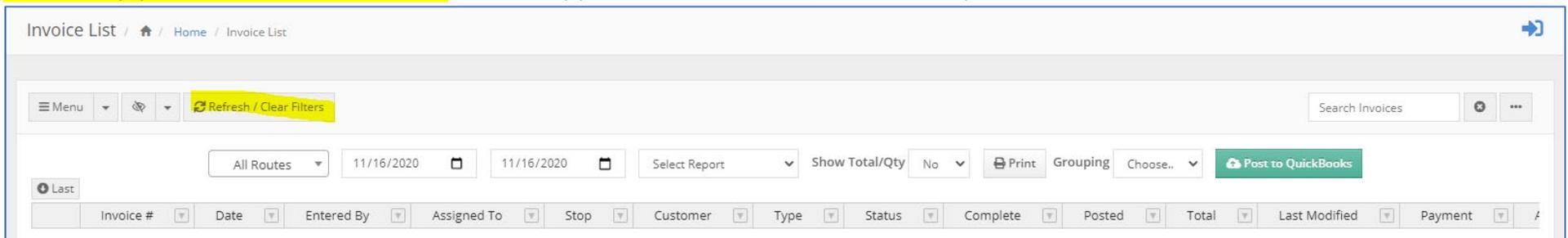
## Invoices – Pending Invoices Grid

As mentioned earlier, this is a dynamic grid or queue. Various type of invoices will be contained on this grid, those that are waiting to be completed in the field, those completed by the field and momentarily, those posted to QuickBooks.

In RSO, navigate to **Invoices / Pending Invoices**:



**Immediately, press the Refresh / Clear Filters**, to clear any previous date filters and/or reset it away from the current date:



# RSO – INVOICE PROCESSING

This will display **ALL** invoices in the Pending Grid.

Invoice List / Home / Invoice List

Menu Refresh / Clear Filters Search Invoices

All Routes mm/dd/yyyy mm/dd/yyyy Select Report Show Total/Qty No Print Grouping Choose.. Post to QuickBooks

	Invoice #	Date	Entered By	Assigned To	Stop	Customer	Type	Status	Complete	Posted	Total	Last Modified	Pay
1	CORP1131	10/01/2020	CORP5	CORP5	0	Beer NV (envy)	Route Ticket	Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$5.00	11/23/2020 10:53 AM	
2	M1127	10/02/2020	admin	CORP1		Ace Hardware - Hanschkeville	Manual Invoice	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$6.50	11/24/2020 10:28 AM	
3	CORP1142	10/12/2020	admin	CORP5		mh-4	Manual Invoice	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$254.00	10/21/2020 1:25 PM	
4	CORP1134	10/13/2020	CORP2	CORP2	0	mh2	Route Ticket	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	10/21/2020 12:23 PM	
5	CORP1135	10/13/2020	CORP2	CORP2	0	MH-12\Lot2	Route Ticket	Posted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$60.00	12/01/2020 11:50 AM	
6	CORP1136	10/13/2020	CORP2	CORP2	1	MH-11\lot 1	Route Ticket	Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$154.50	11/16/2020 12:42 PM	

In this *Pending* Invoice Grid, Invoices may be:

**Pending** - Invoices that you have auto generated or manually created. They are *waiting* for the technicians to complete the actual service and then fill out quantities, obtain signatures, send PDF invoices and the Complete the invoice

**Completed** – The technician has performed the service and completed the invoice. It is waiting for you to post it.

**Posted** – The invoice has been reviewed and batch or individually posted for QuickBooks. Posted will be removed from the list once it has sync'd to QuickBooks and will move to the Invoices, Closed Invoices Grid.

## Pending/Completed/Posted Invoices

It is important that the Pending Invoice Grid is kept up to date – meaning it should contain only a Maximum of 3 weeks' worth of invoices. As mentioned, invoices can be in any of the 3 states in this grid; Pending, Completed or Posted – the grid is dynamic, meaning it changes all the time. *Posted status will typically only be in the Grid for up to 30 minutes, if it stays longer, you will need to visit the QB Dashboard to review the posting queues.* The 3 weeks are defined as:

**Current Week** – These are the current weeks invoices that are being worked on

**Previous Week** – Should all be posted by the Current Week, end of day Monday

**Three Weeks Back** – Special cases – looking for paperwork confirmation, delayed scrubs, waiting for information, etc. But typically, these should be few and far between. We would not expect to see anything older than that.

*The reason for this logic, is that we can ensure that all invoices are posted. Customers wish to receive their invoices in a timely manner, Corporate Account consolidated billing may miss those invoices if they are not posted into QuickBooks, Statements might be missing these invoices.*

**Note: QuickBooks is the system of record, meaning that is where A/R is collected from, Statements are created, Consolidated bills are created.**

## Individual Post

You also have the option to post invoices individually. Simply open the Completed Invoice, review for accuracy and Select **Post to QB**. This will change its state from Completed to Posted.

Invoice Details / Home / Invoice List / Invoice Details / CORP1131

Invoice | Payments | Attachments | Activity | Custom Fields | Forms

Details

Go Back | Save | Print | Email | Void | Delete | **Post to QB** | Close Invoice | Memorize | Customer Details | Status: **Completed**

**Customer Info** | Billing Address | Service Address

Beer NV (envy) [v]

5136523710 | mhanschke@enviro-master.com

Print Later |  Email Later

**Service Details** | Misc Info

10/01/2020 [c]

CORP5 [v]

CORP1131

**UnComplete Invoice**

Line Items

Choose.. [v] + [ ] [ ] Load Pricing [ ] Load Price Group [ ] Remove Unsold [ ]

	Item [v]	Description [v]	Qty [v]	Rate [v]	Amount [v]	Class [v]	Warehouse [v]	Tax Code [v]
1	7002-Sani Service EOW	Sani Service - Every other week	0	\$54.00	\$0.00	CORP5		Non
2	6012-Waterless Urinal Service	Waterless Urinal Service	0	\$17.00	\$0.00	CORP5		Non
3	8 in Hardwood Kraft		0	\$6.50	\$0.00	CORP5		Tax
4	7001SG-SaniGuard Service Weekly	Sani Service - Weekly with SaniGuard	0	\$56.00	\$0.00	CORP5		Non
5	6006-Trip Charges	Trip Charge	1	\$5.00	\$5.00	CORP5		Non
6	Choose..							

# RSO – INVOICE PROCESSING

These are invoice that have been posted to QuickBooks successfully. They no longer reside on the Invoice Pending Grid:

Closed Invoices / Home / Closed Invoices

Menu Refresh / Clear Filters

All Routes 12/01/2020 12/01/2020

Last

	Invoice #	Date	Entered By	Assigned To	Customer	Type	Status	Complete	Posted	Total	Last Modified	Arrival Tim
1	CORP1188	11/30/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/23/2020 1:51 PM	
2	CORP1171	11/27/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:12 PM	
3	CORP1170	11/26/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:12 PM	
4	CORP1169	11/25/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:12 PM	
5	CORP1168	11/24/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:12 PM	
6	BETA104	11/23/2020	admin	admin	Enviro Testing School - Location A		Closed	✓	✓	\$101.00	11/23/2020 1:54 PM	
7	CORP1167	11/23/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:12 PM	
8	CORP1165	11/20/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:03 PM	
9	CORP1180	11/20/2020	admin	CORP5	Enviro Testing School - Location A	Manual Invoice	Closed	✓	✓	\$101.00	11/19/2020 1:58 PM	
10	CORP1186	11/20/2020	admin	CORP5	Enviro Testing School - Location A	Manual Invoice	Closed	✓	✓	\$101.00	11/19/2020 3:21 PM	
11	BETA100	11/19/2020	admin	admin	Enviro Testing School - Location A		Closed	✓	✓	\$505.00	11/19/2020 1:39 PM	
12	BETA101	11/19/2020	admin	admin	Enviro Testing School - Location A		Closed	✓	✓	\$505.00	11/19/2020 1:23 PM	
13	BETA102	11/19/2020	admin	admin	Enviro Testing School - Location A		Closed	✓	✓	\$505.00	11/19/2020 1:59 PM	
14	BETA103	11/19/2020	admin	admin	Enviro Testing School - Location A		Closed	✓	✓	\$505.00	11/19/2020 3:23 PM	
15	CORP1164	11/19/2020	CORP5	CORP5	Enviro Testing School - Location A	Route Ticket	Closed	✓	✓	\$101.00	11/19/2020 1:03 PM	
16	CORP1173	11/19/2020	admin	CORP5	Enviro Testing School - Location A	Manual Invoice	Closed	✓	✓	\$101.00	11/19/2020 1:35 PM	
17	CORP1174	11/19/2020	admin	CORP5	Enviro Testing School - Location A	Manual Invoice	Closed	✓	✓	\$101.00	11/19/2020 1:34 PM	
18	CORP1179	11/19/2020	admin	CORP5	Enviro Testing School - Location A	Manual Invoice	Closed	✓	✓	\$101.00	11/19/2020 1:58 PM	

Display: All

Note: These invoices can be re-opened from the grid and:

Printed – Print a signed copy to mail to the customer

Email – Email a signed copy to mail to the customer

Deleted – Will be removed from RSO (not QB)

Post to QB – Would post another copy of the invoice to QB and create a duplicate copy (not recommended)

# RSO – INVOICE PROCESSING

## Batch Post

Your Primary Posting tools are the Route, Start / End Dates and the **Post to QuickBooks** Button:

Invoice List / Home / Invoice List

Menu Refresh / Clear Filters Search Invoices

All Routes mm/dd/yyyy mm/dd/yyyy Select Report Show Total/Qty No Print Grouping Choose.. **Post to QuickBooks**

Last

Invoice #	Date	Entered By	Assigned To	Stop	Customer	Type	Status	Complete	Posted	Total	Last Modified
-----------	------	------------	-------------	------	----------	------	--------	----------	--------	-------	---------------

You will typically review invoices by route and date or date range. Once you are satisfied that the electronic Completed invoices are accurate and match up to the paper invoices, you are free to select the Post Button. This will change those Completed invoices from Completed to Posted:

Invoice List / Home / Invoice List

Menu Refresh / Clear Filters Search Invoices

All Routes 10/11/2020 10/17/2020 Select Report Show Total/Qty No Print Grouping Choose.. **Post to QuickBooks**

Last

Invoice #	Date	Entered By	Assigned To	Stop	Customer	Type	Status	Complete	Posted	Total	Last Modified	Payment
1	CORP1142	10/12/2020	admin	CORP5		mh-4	Manual Invoice	Pending	<input type="checkbox"/>	\$254.00	10/21/2020 1:25 PM	N
2	CORP1134	10/13/2020	CORP2	CORP2	0	mh2	Route Ticket	Pending	<input type="checkbox"/>	\$0.00	10/21/2020 12:23 PM	N
3	CORP1135	10/13/2020	CORP2	CORP2	0	MH-12\Lot2	Route Ticket	Completed	<input checked="" type="checkbox"/>	\$60.00	11/16/2020 12:42 PM	N
4	CORP1136	10/13/2020	CORP2	CORP2	1	MH-11\lot 1	Route Ticket	Completed	<input checked="" type="checkbox"/>	\$154.50	11/16/2020 12:42 PM	N
5	CORP1137	10/13/2020	CORP2	CORP2	1	MH-LEAD-01	Route Ticket	Pending	<input type="checkbox"/>	\$0.00	10/12/2020 1:39 PM	N
6	CORP1138	10/16/2020	CORP2	CORP2	1	MICHAEL COD	Route Ticket	Completed	<input checked="" type="checkbox"/>	\$192.00	11/16/2020 12:42 PM	N
7	CORP1139	10/16/2020	CORP2	CORP2	2	mm1	Route Ticket	Pending	<input type="checkbox"/>	\$0.00	10/12/2020 1:39 PM	N
8	CORP1140	10/16/2020	CORP2	CORP2	2	mm2	Route Ticket	Pending	<input type="checkbox"/>	\$0.00	10/12/2020 1:39 PM	N
9	CORP1141	10/16/2020	CORP5	CORP5	1	TEST-18	Route Ticket	Pending	<input type="checkbox"/>	\$0.00	10/12/2020 1:39 PM	N

*Note: The Post button will only post invoices which have been completed. Pending invoices do not post.*

Item	Description	Qty	Rate	Amount
1	6000-Sani Weekly Installs	Weekly Sani Installation	0	\$0.00
2	7001-Sani Service Weekly	Sani Service - Weekly	0	\$0.00
3	8" Hardwound Kraft	test of the " in the item name	0	\$6.50
4	Choose..			

**CORP1141 Date: 10/16/2020 - TEST-18**

❗ 3180 - There was an error when saving a Invoice.  
QuickBooks error message: The transaction is empty.

*Note: Posting an invoice with a zero Qty and zero \$, will result in a posting error, which will need to be cleared up (see the Fixing Errors section)*

# RSO – INVOICE PROCESSING

## Individual Delete

If you have determined that the invoice is not required (it may be a duplicate, or was created in error), you may delete this individual invoice.

Simply select the invoice, select the **Delete** Button and Confirm the deletion:

The screenshot shows the 'Invoice Details' page for invoice CORP1131. The 'Delete' button in the top toolbar is highlighted in yellow. A confirmation dialog box is overlaid on the screen, asking 'Delete Invoice? Are you sure you want to delete this invoice?' with 'CONFIRM' and 'CANCEL' buttons.

**Invoice Details** / Home / Invoice List / Invoice Details / CORP1131

Invoice Payments Attachments Activity Custom Fields Forms

Details

Go Back Save Print Email Void **Delete** Post to QB Close Invoice Memorize Customer Details Status: **Completed**

Customer Info Billing Address Service Address

Beer NV (envy) 5136523710 mhanschke@enviro-master.com

Print Later Email Later

Service Details Misc Info

10/01/2020 CORP5 CORP1131 UnComplete Invoice

Line Items

Choose.. +

	Item	Description	Qty
1	7002-Sani Service EOW	Sani Service - Every other week	0
2	6012-Waterless Urinal Service	Waterless Urinal Service	0
3	8 in Hardwood Kraft		0
4	7001SG-SaniGuard Service Weekly	Sani Service - Weekly with SaniGuard	0
5	6006-Trip Charges	Trip Charge	0
6	Choose..		

No Signature Added Invoice Notes/ Memo Service Notes Tax Breakdown Subtotal \$0.00

# RSO – INVOICE PROCESSING

## Batch Delete

If you have determined that there are multiple Pending invoices which are not required (they may be old invoices, or were not completed for various reasons), you may batch delete these individual invoices (in this example, I have determined these October invoices are no longer required):

Invoice List / Home / Invoice List

Menu Refresh / Clear Filters

All Routes mm/dd/yyyy mm/dd/yyyy Select Report Show Total/Qty No Print Grouping Choose.. Post to QuickBooks

	Invoice #	Date	Entered By	Assigned To	Stop	Customer	Type	Status	Complete	Posted	Total	Last
1	M1127	10/02/2020	admin	CORP1		Ace Hardware - Hanschkeville	Manual Invoice	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$6.50	11/24
2	CORP1142	10/12/2020	admin	CORP5		mh-4	Manual Invoice	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$254.00	10/2
3	CORP1134	10/13/2020	CORP2	CORP2	0	mh2	Route Ticket	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	10/21
4	CORP1137	10/13/2020	CORP2	CORP2	1	MH-LEAD-01	Route Ticket	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	10/1
5	CORP1139	10/16/2020	CORP2	CORP2	2	mm1	Route Ticket	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	10/1
6	CORP1196	12/04/2020	CORP2	CORP2	2	mm1	Route Ticket	Pending	<input type="checkbox"/>	<input type="checkbox"/>	\$0.00	12/11

Select **Menu**, **Delete Invoices** and select the date range and press Delete:

Invoice List / Home / Invoice List

Menu Refresh / Clear Filters

New Invoice Batch Post Auto-Generate **Delete Invoices** Report Center Update Moving Averages Export CSV

### Delete Invoices

Start Date: 10/01/2020

End Date: 10/31/2020

Route: All Routes

CANCEL DELETE

**NOTES: There is no confirmation button after you select DELETE, so BE VERY CAREFUL IN SELECTING THE DATE RANGE**

*This delete utility will only delete Pending Invoices, Completed invoices need to be deleted individually.*

# RSO – INVOICE PROCESSING

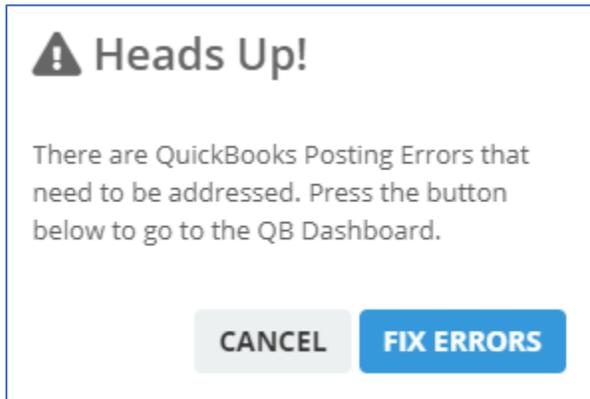
## Invoicing Errors

How do I tell if I have invoicing issues / errors?

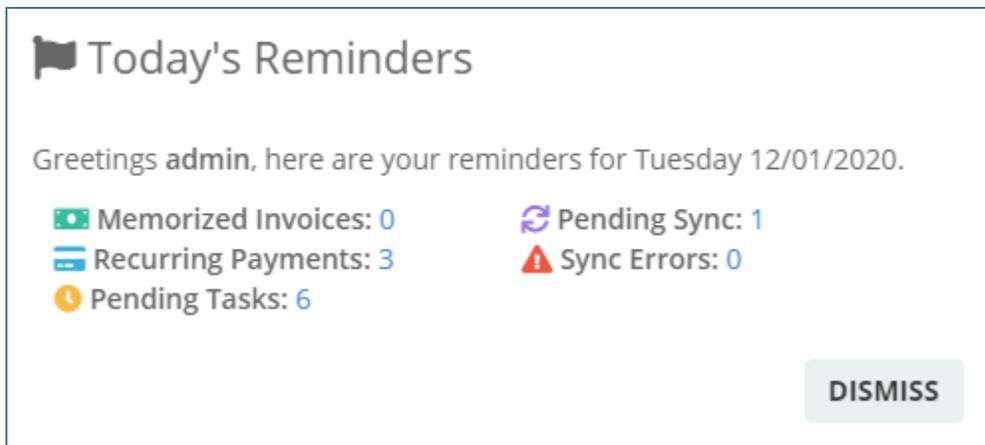
Errors will show up on the Status Bar:



The Heads Up! Popup:



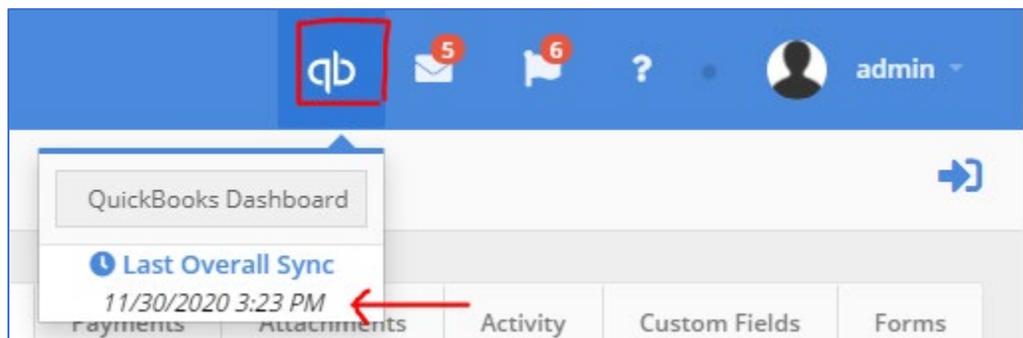
Or the Reminder Popup:



## RSO – INVOICE PROCESSING

### QB Dashboard – QB Sync Queue

Syncing occurs every 30 minutes in the background, using the QuickBooks web connector. This is an automated process that replicates RSO & QB customers, Items, Invoices, Credit memos and Payments. Click on the QB Icon to see the last sync time and then the QuickBooks Dashboard button to look at the details behind the scenes:



Note: Syncing takes 30 minutes. Exceptions to this are:

- **Payments** – will take 60 minutes, as the invoice needs to sync first
- **Errors** – Empty transactions cannot be recorded in QuickBooks, so each time the process attempts to sync an empty invoice, the queue will stop and reset itself. So for example, if you have 6 empty transactions to sync, the process will take 6 x 30 minutes, plus an additional sync, so 3.5 hours
- **Duplicate customer or vendor name** – will stop the sync completely until resolved
- **Empty transactions** – will hold it 30 minutes/transaction, but not stop it
- **Blank items** – will hold it 30 minutes/transaction, but not stop it
- **Invalid Items** – will hold it 30 minutes/transaction, but not stop it

**Resolution:** Follow the Fixing Issues section in this guide, or log a RSO ? Help Desk ticket

Other than the transactional expectations listed above, there are software reasons which can also hold up the queue:

- **QB open in Single User Mode** – sync will not occur
- **Sync s/w crashed** – sync will not occur
- **Sync s/w hung-up** – sync will not occur
- **Bank Feeds** – sync will not occur
- **Memorized transactions** – sync will not occur

**Resolution:** Log a Corporate Help Desk Ticket at: [support@enviromastersupport.freshdesk.com](mailto:support@enviromastersupport.freshdesk.com)

## RSO – INVOICE PROCESSING

### QB Dashboard – Posting Errors

In this example, there are no customers, invoices or payments that are waiting to be sync'd, the **QB Posting Queue** is empty. The **Posting Errors** queue has 2 errors that will need addressing:

**– QB Sync Queue**

(Displays everything that will be added to QB on the next sync.)

The queue is empty.

**– Posting Errors**

(Displays anything that could not be posted to QB and needs to be reviewed.)  
Use the  button to Re-Post an invoice and use the  button to delete an invoice.

**16721** Date: 10/05/2020 - LA Fitness   

 3180 - There was an error when saving a Invoice. QuickBooks error message: The transaction is empty.

**15903** Date: 08/06/2020 - Aldis   

 3210 - The "line item rate/ratepercent" field has an invalid value "You cannot set the the rate for the given sales tax item line, use the amount field instead".

## QB Dashboard – Error Log

There is also an Error Log, which logs informational messages regarding the sync process, They can be used to diagnose sync or other issues with the platform:

QuickBooks Dashboard / [Home](#) / QuickBooks Dashboard

**Connected to QuickBooks Desktop Edition**  
Use this page to monitor and manage your connection to QuickBooks via the WebConnector.

Status | Settings | **Error Log 114**

Time Stamp	Error Number	Error Message	
10/25/2020 9:31 PM	0x80040437	The user you are trying to log in with is already logged in from another machine. <span style="color: red;">—</span>	<a href="#">Dismiss</a>
10/25/2020 9:01 PM	0x80040437	The user you are trying to log in with is already logged in from another machine.	<a href="#">Dismiss</a>
10/25/2020 8:31 PM	0x80040437	The user you are trying to log in with is already logged in from another machine.	<a href="#">Dismiss</a>
10/20/2020 9:01 AM	0x80040408	Could not start QuickBooks. <span style="color: red;">—</span>	<a href="#">Dismiss</a>
10/10/2020 8:31 AM	3180	There was an error when saving a Invoice. QuickBooks error message: The transaction is empty. <span style="color: red;">—</span>	<a href="#">Dismiss</a>
09/27/2020 1:39 PM	0x80040437	The user you are trying to log in with is already logged in from another machine. <span style="color: red;">—</span>	<a href="#">Dismiss</a>
09/21/2020 11:39 AM	0x80040437	The user you are trying to log in with is already logged in from another machine.	<a href="#">Dismiss</a>
09/10/2020 1:08 PM	0x80040435	Recent changes to your configuration require you (the QuickBooks Administrator) to go into the Integrated Applications preferences and re-authorize your integrated application to log in automatically. <span style="color: red;">—</span>	<a href="#">Dismiss</a>

# RSO – INVOICE PROCESSING

## Fixing issues

“To be e-mailed”

*3180 - There was an error when saving a Invoice. QuickBooks error message: The email address specified for this customer is invalid, and the transaction is marked 'To be e-mailed'*

[REDACTED] 159524 Date: 11/27/2020 - [REDACTED]

❗ 3180 - There was an error when saving a Invoice. QuickBooks error message: The email address specified for this customer is invalid, and the transaction is marked 'To be e-mailed'.

This error means that the RSO **Customer Additional Info** tab, **Default Delivery Method** field was set to Email:

Details	Activity	Additional Info	Additional Contacts	Equipment												
<h3>Customer Additional Info</h3> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Route Maint. Plan:</td> <td style="color: red; text-decoration: underline;">Empty</td> </tr> <tr> <td>Default Delivery Method:</td> <td style="background-color: yellow; color: red; text-decoration: underline;">Email</td> </tr> <tr> <td>Map Book:</td> <td style="color: red; text-decoration: underline;">Empty</td> </tr> <tr> <td>Map Page:</td> <td style="color: red; text-decoration: underline;">Empty</td> </tr> <tr> <td>Blanket PO Number:</td> <td style="color: red; text-decoration: underline;">Empty</td> </tr> <tr> <td>Tax Key No:</td> <td style="color: red; text-decoration: underline;">Empty</td> </tr> </table>					Route Maint. Plan:	Empty	Default Delivery Method:	Email	Map Book:	Empty	Map Page:	Empty	Blanket PO Number:	Empty	Tax Key No:	Empty
Route Maint. Plan:	Empty															
Default Delivery Method:	Email															
Map Book:	Empty															
Map Page:	Empty															
Blanket PO Number:	Empty															
Tax Key No:	Empty															

and there is either no email address on the **Customer Details** tab, **Email** field or the address format is incorrect:

<p>Email <span style="float: right;"></span></p> <div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: yellow; display: inline-block; width: 100px; height: 15px;"></span> </div>	<p>Phone <span style="float: right;"></span></p> <div style="border: 1px solid #ccc; padding: 2px;">919.876.5432</div>
<p>CC Email <span style="float: right;"></span></p> <div style="border: 1px solid #ccc; padding: 2px;">CC Email</div>	<p>Alt Phone <span style="float: right;"></span></p> <div style="border: 1px solid #ccc; padding: 2px;">Alt Phone</div>

**Resolution: Add an email address, correct the email address, or set Default Delivery Method to None.**

# RSO – INVOICE PROCESSING

“The Transaction is empty”

*3180 - There was an error when saving a Invoice. QuickBooks error message: The transaction is empty.*

**CORP1141** Date: 10/16/2020 - TEST-18 🔄 🗑️

**❗ 3180 - There was an error when saving a Invoice. QuickBooks error message: The transaction is empty.**

This error means that the transaction is empty, meaning no quantities are selected.

**Resolution:** These types of invoices need to be processed first, before processing completed non-empty invoices.

Either Delete the invoice:

**CORP1141** Date: 10/16/2020 - TEST-18 🔄 🗑️

**❗ 3180 - There was an error when saving a Invoice. QuickBooks error message: The transaction is empty.**

**Delete Invoice**

Are you sure you want to delete this invoice?

or add a **9999-Missed Stop** Item to the Invoice, **Quantity 1** and **Post to QB**

Go Back Save Print Email Void Delete \$ Post to QB Close Invoice Memorize Customer Details

**Customer Info** | Billing Address | Service Address

TEST-18

5136523710 | mhanschke@xx.com

Print Later  Email Later

Service Date

10/16/2020

**Line Items**

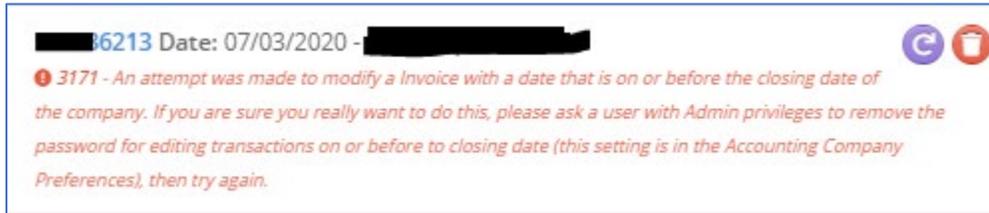
Choose.. +

#	Item	Description	Qty	Rate	Amount
1	9999-Missed Stop	Customer closed - COVID	1	\$0.00	\$0.00

# RSO – INVOICE PROCESSING

“before the closing date of the company “

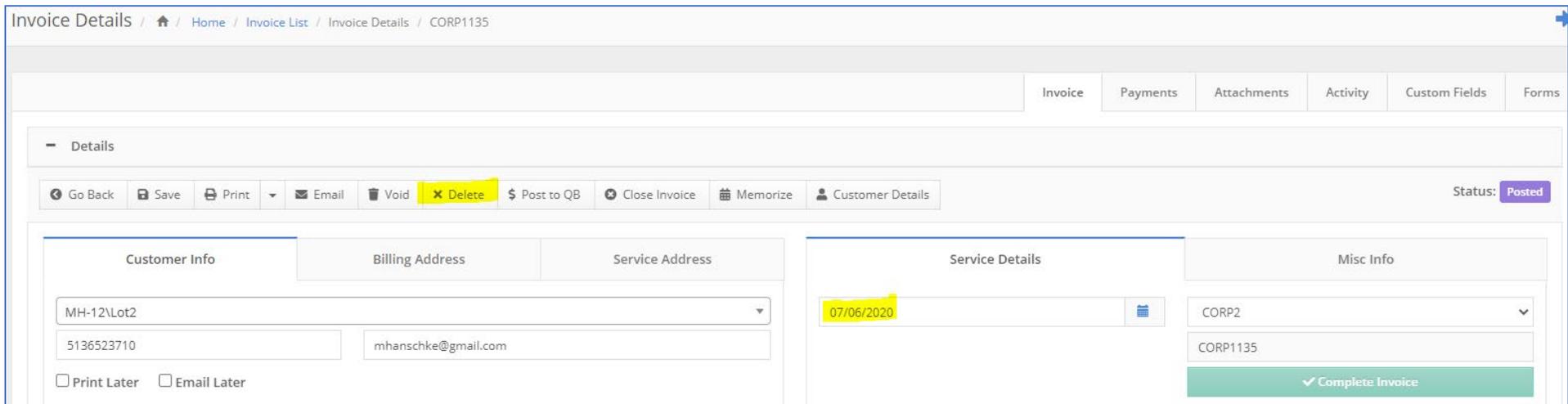
*3171 - An attempt was made to modify a Invoice with a date that is on or before the closing date of the company. If you are sure you really want to do this, please ask a user with Admin privileges to remove the password for editing transactions on or before to closing date (this setting is in the Accounting Company Preferences), then try again.*



This means that an invoice had a transaction date that belongs to a period in QuickBooks that has been closed (usually seen for invoices that were missed and then attempted to be posted).

**Resolution:** If the invoice is only a week or 2 into the closed period, you can ask Top2Bottom to assist with getting this into QuickBooks (they will need to unlock the period).

If the invoice is really old, best practice is to delete it, as customers usually frown on getting invoices that are months and months old (for the same reason, they have probably closed that accounting period):



# RSO – INVOICE PROCESSING

“list id” is invalid”

3000 - The given object ID "" in the field "list id" is invalid.

████████ **993** Date: 09/03/2020 - 🔄 🗑️  
❗ 3000 - The given object ID "" in the field "list id" is invalid.

This usually means that a customer name is missing on the invoice or there is an extra blank item on the invoice.

Resolution: If the customer name is blank, then this typically means that there is an invoice being generated for a customer that has been inactivated, but is still routed. Simply open the invoice and delete it. If it is an extra line item on the invoice, open the invoice, right-click **Remove row**:

Line Items						
Choose.. <span style="float: right;">+</span>						
	Item	Description	Qty	Rate	Amount	Class
1	7001-Sani Service Weekly	Sani Service - Weekly	1	\$55.00	\$55.00	
2	Choose..					
3	6006-Trip Charges	Trip Charge		\$5.00	\$5.00	
4	Choose..					

Insert row above  
 Insert row below  
Remove row

and re-post the invoice:

**Details**

🔙 Go Back
💾 Save
🖨️ Print
✉️ Email
🗑️ Void
✖️ Delete
💰 Post to QB
✖️ Close Invoice
📅 Memorize
👤 Customer Details

# RSO – INVOICE PROCESSING

"line item rate/ratepercent"

██████████ 5903 Date: 08/06/2020 - Aldis #4 ██████████

❗ 3210 - The "line item rate/ratepercent" field has an invalid value "You cannot set the the rate for the given sales tax item line, use the amount field instead".

This usually means that there is an invalid line item selected on the invoice.

**Resolution:** Review the invoice and look for an out of place line item, find the offending line items and right-click **Remove row**:

Line Items	Item	Description	Qty	Rate	Amount	Class	Warehouse	Tax Code
1	90905	Produce MDU	0	\$325.00	\$0.00	Jeff Engelskirch		Tax
2	90905	MDU Regular	0	\$375.00	\$0.00	Jeff Engelskirch		Tax
3	90905	Dairy Cooler	0	\$250.00	\$0.00	Jeff Engelskirch		Tax
4	██████████ County Sales Tax		0	\$0.00	\$0.00	Jeff Engelskirch		Tax
5	6006-Trip Charges	Trip Charge	0	\$4.00				Tax
6	70045G-SaniGuard Service Qtly	Sani Service - Quarterly with SaniGuard	0	\$40.00				Tax
7	8004-Sani Scrub-Qtly	Sani Scrub -Qtly	0	\$150.00				Tax
8	8005-Sani Scrub-BiAnnual	Sani Scrub - Biannual	0	\$200.00				Tax
9	90905	Meat Cabinet	0	\$495.00				Tax
10	Choose..							Tax

Post to QB:

Invoice Details / Home / Invoice List / Invoice Details / SAR-15903

Details

Go Back Save Print Email Void Delete **Post to QB** Close Invoice Memorize Customer Details