# 8.02. Viewing customer invoices

To view or edit any customer invoice, choose **Customer > Show invoices** from the menus or click on the *Show me a list* icon in the *Customer invoices* section on the Customer tab of the Navigator:



## Find transactions window

You will be presented with this window:

Find transaction
customer invoices
15 most recent transactions, or:
invoice number 💌 equals 💌
Use list view if one entry found
Complex Find Cancel Find

If you just press *Enter*, that is the same as clicking on the **OK** button, and it will display a list of the 15 most recent invoices.

Click on the drop down list on the left to display the options available for determining which field to query:

customer invoices												
	15 most recent transactions, or:											
invoice number 🔻	equals 🔻											
name code name type status entry date confirm date total export batch involce number Their ref Hold	e list view if one entry found											

Choose the comparison from the next drop down list (equals, starts with etc.)

The comparison popup menu will change depending on the type of field you have chosen in the first list.

Enter any values that you want to query against in the field at the bottom right.

Some examples:

lf you	Transaction(s) Displayed
Type 1 and press Enter	You will be taken directly to the most recent invoice entered
Type 25 and press Enter	A list of the 25 most recent invoices
In the lower, right field, type 123	Invoice number 123 will be displayed.
Click on the <b>invoice number</b> dropdown button and select one of the other search filters (e.g. <b>Name</b> ) Click on the <b>equals</b> dropdown button and change it to, say <b>Starts with</b> Type the first few letters of the name of a customer, e.g. maj and press <i>Enter</i>	A list of all customer invoices to customers whose names start with maj (this is not case sensitive)

This window is very useful for quickly finding a group of invoices. If you'd like the challenge of engaging with mSupply's data structure, you can query on multiple criteria. Click on the **Complex Find** button, which takes you to the Query Editor, which has powerful features to perform queries with multiple conditions. Detailed guidelines for using the Query Editor are to be found in Working with lists

The list invoices window uses the *Transactions list* window, which looks like this:

<b>1</b>	ransactions list														
l	ind Sur		Order by	Print		alize	Duplice	)	ncel	Filte		() ustomise	Modify		
	Types		Nan	ne	Туре	St	Entered	Confirmed	Inv.	Total	Their ref	PS pri.	Comment	Exploich	A
	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Butal clinic		ci	In	08/02/11	08/02/11	53	0	SP 52				0
	Compliant Investor		Urban clinic		ci	fn	08/02/11	08/02/11	54	0			Backorder fulfilr		0
	Supplier Invoice	es	Rural clinic		ci	In	08/02/11	08/02/11	55	0			Backorder fulfilr		0
	Inventory adjus	tments	Pharmacy		ci	fn	08/02/11	08/02/11	56	01	MD 05/2				0
	Supplier credits	ł.	Rural clinic		ci	fn	08/02/11	08/02/11	57	0	5.26				0
	Customer credit	ts	Medical Care		ci	fn	08/02/11	08/02/11	58	0	PCY21				0
	Builds		Urban clinic		ci	fn	08/02/11	08/02/11	59	01	MR 3				0
	Repacks		Urban clinic		ci	fn	08/02/11	08/02/11	60	675			Backorder fulfilr		0
۹.	Find		Urban clinic		ci	fn	08/02/11	08/02/11	62	0					0
	Readate		Urban clinic		ci	In	08/02/11	08/02/11	63	675					0
	by date		Utban clinic		ci	fn	08/02/11	08/02/11	64	0					0
	By Status		Rural clinic		ci	In	08/02/11	08/02/11	65	0					0
•	My transaction	5	Rural clinic		ci	fn	08/02/11	08/02/11	66	0					0
•	My custom filte	ers	Rural clinic		ci	TWI .	08/02/11		67	0					0
			Hazardous iter	m Store	ci	tn	10/02/11	10/02/11	68	180					0
										_		_			
										_					
										_					
															*
	1/15/67		*												•

Note. All of the columns may be adjusted in width to meet your requirements; for the screenshot above to fit on the page, most of the columns were reduced in width.

## **Dynamic filter**

Down the left side is a sidebar, with 6 headings:

- 1. Types
- 2. Find...
- 3. By date
- 4. By status
- 5. My transactions
- 6. My custom filters.

You can click on them and some of them will expand to show sub-headings (and contract to show just the heading if you click them again). This is what the bar looks like when it is first shown, with the Types heading expanded and all the others contracted:



The *Find*... option does not expand but shows the Find Transactions window again when clicked.

Once the type of transaction has been selected, it remains selected while you further refine the required criterion from one of the four remaining headings, *By date*, *By status* etc. Be aware that a single criterion only from this group of 4 headings may be selected.

At the bottom left of the window you'll notice there are 3 numbers separated by slashes, "1/15/67" in the example above. These numbers, in order, are the number of highlighted rows, the number of found rows, and the total number of transactions in the database.

## Selecting multiple tansactions

Once you have a list which includes the transactions you are interested in, you may wish to carry out certain actions (described below) on more than one of them. To do this, control-click (command-click on Mac) the lines you wish to highlight.

🏩 Tr	ansactions list													x
F	ind Sum	Order by	Export to Excel	Finalise	Duplicate	Cancel	Filters	Ci	ustomise	Modify	Export to MYOB			
	Types		Store name		Name		Address 1	Туре	Status	Entered	Confirmed	Invnum		
		Except (**	Man Chara	D	нот		North Fly	ci	fn	09/07/2020	09/07/2020	280	stock transfer	$\sim$
	Supplier invoices	Charge 28	Water/Dear	Firme D	H OPD		North Fly	ci	fn	09/07/2020	09/07/2020	279	stock transfer -	
	Inventory adjustments	Camps 20	Nation Share	Banga D	H OPD		North Fly	ci	fn	08/07/2020	08/07/2020	278	July Order#1	
	Supplier credits	Kanga Mi	Night Stars	Real R	ЈМ НС		North Fly	ci	fn	06/07/2020	06/07/2020	277	Sock transfer	
	Customer credits	Dange (m	Nigin-Sitore	Parage D	Н МСН	North Fly	ci	fn	03/07/2020	04/07/2020	276	July Order#1		
	Builds	Except 24	Man Chart	D D	H General		North Fly	ci	fn	02/07/2020	02/07/2020	275	sundries order	
	Repacks	Campa Die	Water Dawn	Barran D	H Dispensary			ci	fn	02/07/2020	02/07/2020	274	July Order#1	
a,	Find	Campa 28	Kigh-Share	Finanza D	H OPD		North Fly	ci	fn	30/06/2020	01/07/2020	273	Emergency Ord	
	By date	Garge 20	Nain-Stare	Paraga D	H General		North Fly	ci	fn	26/06/2020	30/06/2020	272	June Order#3	
	By status	Dange (M	Nigh-Sitare	Parage D	H TB Ward		North Fly	ci	fn	25/06/2020	25/06/2020	271	June Order#1a	
	My transactions	Except 24	Man Chart	Parente D	H OPD		North Fly	ci	fn	24/06/2020	24/06/2020	270	Urgent Order	
	My custom filters	Charge 28	Water Dawn	D D	H Consultation Clini	ic	North Fly	ci	fn	24/06/2020	24/06/2020	269	June order#2	
	ing custom inters	Campa 24	Kale Date	Range D	H STI Clinic		North Fly	ci	fn	19/06/2020	19/06/2020	268	JuneOrder#2	
		Kanga Mi	Najh-Share	Parage D	H OPD Theatre		North Fly	ci	fn	17/06/2020	19/06/2020	267	June Order#1	
		Kanga be	Nan-Stare	Panga D	H OPD		North Fly	ci	fn	17/06/2020	17/06/2020	266	June Order#2	
														( L

#### **Buttons**

Along the top of the window are these buttons:



Their functions are:

## Find

Click on this button to bring up the Find Transactions window again.

#### Sum

Click on this button to display the total value of the highlighted invoices. Highlight more than one invoice by control - clicking (Mac: command-clicking) invoices. Highlight a block of invoices by clicking on the first invoice of the series, then shift-clicking on the last invoice in the series.

#### Order by

The invoices displayed may be sorted according to any of the columns by clicking the column heading. A more comprehensive sort facility is available when you click the *Order by* button. This displays the *order by* window, where you can drag fields from the list on the left to the right-hand pane to sort the list by the fields you have chosen.

#### Print

Click on this button to print the list of invoices displayed. This does not print the actual invoices, just a list of them.

## Finalise

Click on this button to change the status of the invoice to *finalised*.



We can bulk finalise normal invoices; however, this functionality is not available for invoices related to stock transfers.To finalize "stock transfer" invoices, you must open each specific invoice and finalize it individually.

## Duplicate

Click on this button to duplicate the transaction. You would use this feature, for example, to supply exactly the same items to another customer. You will be asked if you want to duplicate all lines on the invoice, or just the placeholder lines.

If the invoice was part of the internal requisition process (from one virtual store to another) then the links to the originating purchase order will be maintained, and a goods receipt will be created if you finalise the customer invoice at a later date.

**Please note**: you are not allowed to duplicate some transactions such as payments, cash receipts and any type of cancellation transaction (an "inverse" transaction created to cancel another).

## Cancel

Click on this button to cancel the highlighted transaction <sup>1)</sup>. This command only works on finalised invoices. The invoice is not deleted from the system; mSupply makes a duplicate finalised invoice with the same invoice number but with negative quantities matching those on the invoice you're cancelling. This ensures that all transactions are preserved and will appear in an audit trail. But note that you will not be able to cancel a finalised customer invoice which put stock into mSupply and some of that stock has been used. An exception to this is a stock transfer: if none of the transferred stock has been issued then the original finalised customer invoice which initiated the transfer can be cancelled if the supplier invoice produced from it is first deleted.

If you have accidentally finalised a transaction you can use the **cancel** and **duplicate** buttons to

- Highlight the finalised invoice and click Cancel
- Hightight the finalised invoice again and click **Duplicate** to duplicate the original transaction
- You can then edit the duplicated transaction to the correct values before finalising it again.

## Filters

Click on this button to apply filters to reduce the volume of information displayed to reflect more precisely what you require.

Take as an example, a hospital where you have searched on a large number of customer invoices, but you are really only interested in issues to the Orthopaedic Clinic during the first six months of a year.

Clicking on the *New Filter* icon presents you with a window where you can define the criteria for your filter, in our case the customer's ID is entered, and the period under review - i,e, January to June 2009 using the syntax of a WHERE clause in SQL

📅 trans nam	e sidebar	
New filter	Delete Duplicate	
Title	7 New filter	
Surgical Ward Surgical Ward This year MCI clinic	n e Title e Query formula n	6 month Ortho clinic name_ID = 52742 and entry_date > '1/1/09' and entry_date < '1/7/09'
	Respect selected invoice type	Cancel OK

The *Respect selected invoice type* checkbox has the effect of applying the filter to the type of invoice which has been selected in the sidebar, and if we do this in our example, instead of displaying several hundred invoices, only the handful of invoices for the Orthopaedic clinic will be shown.

Any filters so created are listed under *My custom filters*, and are available for use as required until they are deleted.

#### Customise

This button allows you to change the columns of information that appear for you when this window is displayed in future. Please note that this same window is used to display a list of different types of transactions, not just customer invoices.

The button also allows you to change the order the columns appear in the list.

#### Display the information you require

When you click on the **Customise** button this window opens:

Available			Chosen	
Trans Category			Name	
Shipping Cost			Туре	
Budget period			Status	
Store name			Entered	
Order written			Confirmed	
Order Received			Invnum	
Dispatched			Total	
Expected arrival			Their ref	
Actual arrival		>>	PS printed dt.	
Address 1		<<	Comment	
Address 2			Exp btch	
Program				
	_			
	_			
	_			
	_			
	_			
	_			_

Displayed under *Available* on the left are the available fields (these columns are all hidden), while displayed under *Chosen* on the right are the presently selected fields (these are the ones that are displayed).

To add a column to the display, click on the required one to select it in the *Available* column, then click the upper button between the two displays, and it will appear at the bottom of the *Chosen* list.

The **Program** column (shown in the *Available* table in the above screenshot) will show which customer invoices belong to which programs (obviously, the column will be empty if the customer invoice doesn't belong to a program because it was not created from a program based requisition).

mSupply provides the feature of analyzing customer invoices by their despatch/delivery/arrival dates. Once a customer invoice has delivery dates entered for it, Transport details, choose the customer delivery columns 'Order written', 'order received', 'dispatched', 'expected arrival', 'actual arrival' to be included in your transaction list:

00							-	stati	us equals :	sg					
Find	Sum	Grder by	Print	Finalize		Duplicate	Gar	cel	Filters	Customise	Modify	Export to MYO6			
Tunner			Name	Type	St	Entered	c	Invitum	Total	Order written		Order received	Dispatched	Expected arrival	Artual arrival
· Types		Aileu dental	Clinic (Oral Health	) ci	50	10/04/2013		9298	1011.57	09/04/20	13	10/04/2013	brightere the		10,100,010,011100
Custom	er involces	Maubisse Ho	ospital	ci	10	10/04/2013		9299	1036.81	10/04/20	13	10/04/2013			
Supplier	Involces	Baucau Refe	erral Hospital	d	59	11/04/2013		9300	8529.68	09/04/20	13	11/04/2013			
Inventor	y adjustments	District Serv	rices Manatuto	ci	50	12/04/2013		9302	11082.04	10/04/20	13	12/04/2013	13/04/2013	14/04/2013	17/04/201
Supplier	credits	District Serv	rices Manatuto	ci	sg	11/04/2013		9301	940	11/04/20	13	11/04/2013	15/04/2013	20/04/2013	23/04/201
Custome	er credits	Suai Kota Re	eferal Hospital	ci	1g	17/04/2013		9303	22822.01	15/04/20	13	17/04/2013	19/04/2013	23/04/2013	04/05/203
Builds															
Repacks															
Find															
By date															
Ry Statu	15														
My tran	sactions														
My court	on filters														
my cust	on mers														
0/6/	11515														

This list shows customer invoices in mSupply ordered by Expected Arrival Date. Click on the column header to order on that column (as with nearly any column in mSupply).

#### Arranging column order

This is done by clicking then dragging the column heading to the required position in the *Chosen* table. The highter it is in the table, the further left it appears in the transactions list window.

#### Sorting the list

Click a column heading to select it, then click on the small triangle on the right to display the list in order or reverse order as required. This is the same for nearly all column headers throughout mSupply.

#### Modify

Click on this button to edit the selected invoice. This is the same as double-clicking the invoice.

## **Export to MYOB**

Click on this button to export the selected invoices to the MYOB software - refer to Exporting to MYOB.

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Previous: **8.01.** Issuing goods to a customer (customer invoices) || Next: **8.03.** Backorders

also known as "Cancel invoice" or "Cancel a transaction" or "Cancel an invoice"

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