

# Chapter 3

## Writing a Customer Invoice

In this chapter, you will learn how to write a customer invoice, starting with adding a new customer and vehicle, then moving on to adding labor operations and parts, and finally receiving payment and closing the invoice. This exercise is meant to get you started writing invoices. Complete definitions of all fields and buttons in the Active Invoice screen will follow in subsequent chapters.

Everything you learn about writing an invoice works equally well for writing an estimate. The main difference between an invoice and an estimate is when inventory “quantity in stock” levels are adjusted. Stock levels adjust immediately when parts are added to an invoice. When stocked parts are added to an estimate the stock levels are adjusted after the estimate is upgraded to an invoice.



For a comprehensive definition of estimates and invoices, single-left-click the **Help** button on the Main Screen and choose Estimate from the Search list.

The path you will follow in this exercise is one of four ways to write a customer invoice. As you learn **GO**, you will find there is almost always more than one way to achieve your goal.



To learn about other ways to start an invoice, go to Help on the Main Screen, then choose Active Invoices from the Help Main Menu.

### 3.1 Adding a New Customer and a New Vehicle

At this point, you have either had data from your previous system converted to GO (existing customers, vehicles, inventory, etc.), or you are starting fresh with no preloaded data. Regardless of which way you are starting, this exercise will lead you through entering a new customer and a new vehicle.

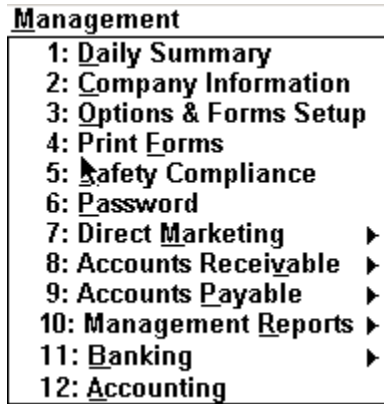


As you follow this exercise, please single-left-click the yellow Help question mark, or press the <F1> key, each time the screen changes to view the context-sensitive help for each screen.

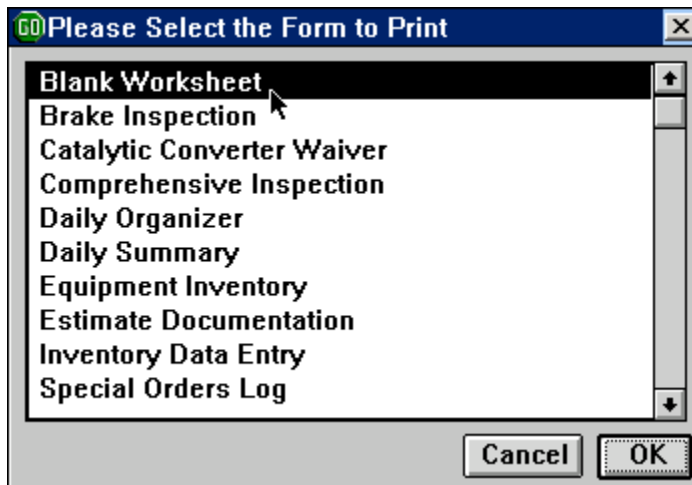
If this is the first time you’ve entered a new customer and vehicle, you might want to print a blank worksheet to help organize the facts and figures you’re about to enter. To do this, first single-left-click **Management** in the Menubar:



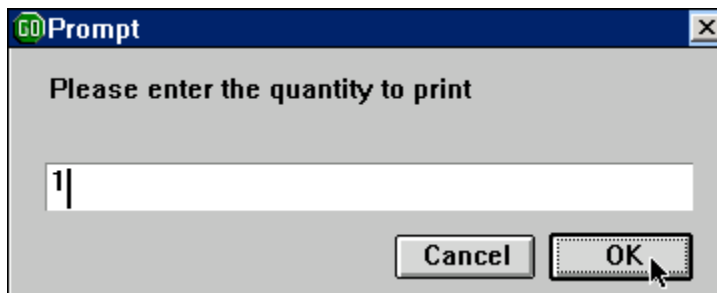
Then single-left-click #4: “Print Forms”



A scrolling list of forms will appear next. Single-left-click on Blank Worksheet (the first choice in the list) to highlight it, then single-left-click the **OK** button.



Then type in the number of Blank Worksheets to print, then single-left-click the **OK** button.



The Blank Worksheet is used to fill in information about the customer, the vehicle and the customer’s concerns about the vehicle. It can also be used as an authorization form if the customer signs at the bottom. (The disclaimer on this form can be modified in Management / Options & Forms, and the copy can be modified in Data Tables / Forms.) Once the customer and vehicle have been entered into the data base, the History procedure (Chapter 4) will print a worksheet with the information already filled-in.



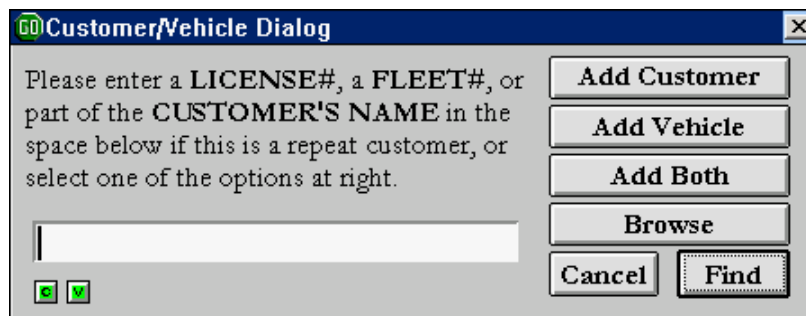
Once the Blank Worksheet is filled in, single-left-click **ActiveInvoice** in the Menubar.



If there are current active invoices, you will see the Active Invoice Selection screen. Single-left-click the **New Invoice** button at the bottom. (If there are no current active invoices, single-left-click the **New Invoice** button in the Invoice/Estimate dialog.)



The next screen you'll see is the Customer/Vehicle Dialog. This tutorial will add a new customer and a new vehicle, so single-left-click the **Add Both** button.



### 3.2 Customer Master Record

The next screen is actually two screens: one layered on top of the other. The first asks you to decide what type of customer this is. Individual will, for most GO users, be the most common category. (Type categories are discussed on page 20.) As you single-left-click your choice, the category screen disappears, leaving only the Customer Master Record screen.

It contains 26 fields, and a pop-up screen:

**Customer Number:** This field is assigned automatically and cannot be changed. The customer number links the customer with his or her vehicle, invoice, and other records. You never have to remember a customer by a number in **GO**. Whenever the customer number is needed, you can always type in part of the customer's name, or select the customer from a pop-up list. In general, the lower the customer's number, the longer the customer has been in the database. However, a customer number will be re-used if the customer it's been assigned to it is deleted from the database, and there are no other records linked to the number.

**Rating:** This is a 0 through 9 numerical rating, with 0 being "Avoid, Avoid, Avoid" and 9 being "Truly Magnificent." The rating is mostly used by Target Mailing - for example, if you want to send an offer to your best customers, you would choose those with a rating of 7 or better. But is also useful as a hidden means of communication to others within the business. It appears on the History screen, and as the last digit of the "Customer ID" on Technician copies of invoices and estimates. When appending a new customer records, the "Rating" menu pops up automatically after you've entered the customer's name. The default rating is 6 ("Good"). Press the <Enter> key to accept this rating, or single-left-click

another rating. You may change the rating afterwards by single-left-clicking the "down arrow" button to the right of the rating field.



**Type:** The seven choices are shown above. The Customer Type is used as one means of selecting, reporting, and sorting customers. The choice of Customer Type also determines whether or not the cursor will visit the Discount field in the Customer Master Record screen, and whether or not the cursor will visit the Fleet Number field in the Vehicle Master Record screen. "Individual" is the only Type that *does not allow* an entry in the Discount field (although individual customers may always be given a discount on an each time basis from within an active invoice); "Fleet" is the only Type that *does allow* an entry in the Fleet Number field in the Vehicle records associated with this customer. Type also affects the suggested values for the Salutation and File Under fields.

**Discount:** Filling in this field sets the size and type of automatic discount given to this customer in Active Invoices and Over Counter Sales. The Discount can be set *only* for customers whose Type isn't set to "Individual".

*Note: For a complete description of discount possibilities, single-left-click the blue "size and type of discount" hyperlink in the Customer help screen, or see "customer discount" in the search section of Help.*

**Name:** This is simply the customer's name, first name first and last name last. Include honorifics such as Ms., Mr., Mrs, Dr., Rev. in this field, if you wish. Couples with different last names can be entered together (e.g. Jan Smith & Morgan Foster). The way you enter the Name determines the suggested values for the Salutation and File Under fields, but has no effect upon how the customer is looked up in the database. All database queries based on Customer Name are any value finds. The Customer Name is copied automatically to the invoice or estimate header when a new invoice or estimate is created, and the Bill To or Ship To fields when an Over Counter invoice is created. This is a 30-character field.

When you enter a new customer's name, or change the name of a customer who's already on file, the iSHOP customer name dialog will pop up:



These fields are used primarily when **GO** shares information with other **iSHOP** compliant programs. Suggested values for First Name, Last Name, and Company will be displayed based upon the Type and Name entered in the previous two steps. Press the <Enter> key four times to accept the suggested values, or change them as you wish.

**First Name** will be filled in with the first word of the Name entered in the previous step if Type is Individual, AAA, or Employee. No suggested value will be given for this field if Type is Business, Non Profit, Government, or Fleet. In this case, you may type in the first name of a contact person.

**Last Name** will be filled in with the last word of Name if Type is Individual, AAA, or Employee. If Type is Business, Non Profit, Government, or Fleet, you may type in the last name of a contact person.

**Company** should be left blank if Type is Individual, AAA, or Employee. This field will be filled in with the Name entered in the previous step if Type is Business, Non Profit, Government, or Fleet.

**GO** used the values you type into these three fields to fill in suggested values for the Salutation and File By fields once control returns to the Customer Master Record screen.

The **iSHOP** standard uses these three fields to identify the customer's Full Name according to the following guidelines:

FirstName	LastName	Company	FullName
Bill	Smith	Fresh Food Deliveries	Smith, Bill
Bill		Fresh Food Deliveries	Bill
	Smith	Fresh Food Deliveries	Smith
		Fresh Food Deliveries	Fresh Food Deliveries

*If the First Name and Last Name are both non-blank, the Full Name is formed by concatenating the First Name to the Last Name with a comma and space separator between the first and last names.*

*If the First Name is non-blank but the Last Name is blank, the First Name is also returned as the Full Name.*

*If the Last Name is non-blank but the First Name is blank, the Last Name is returned as the Full Name.*

*If the First Name and Last Name are both blank, the Company is returned as the Full Name.*

**Address:** Enter the customer's street address, then the Zip Code. Once a zip code has been entered and associated with a city, GO remembers the information for future use. The next time the same zip code is entered for a new customer, the city, state, and area code for the home phone will automatically fill in.

**Salutation** is used as a customer greeting when mailings are generated by the Service Reminders and Target Mailing procedures. The Salutation is always preceded by the word "Dear" on all mailings by these procedures. A suggested value for the Salutation (including honorifics) is given automatically when you enter or change the Customer Name field. The suggested value is simply the business name if the Customer Type is set to "Business." You may change the suggested value at will. This is a 25-character field.

**File Under** determines the alphabetical order of the customer record when the record is sorted by Name in the Active Invoices Selection screen, or when using the "Sort" button in Data Tables screens, or when including the customer in a report. This is a 5-character field.



**Address, City, State, and Zip** comprise the mailing address of this customer. These fields are used by the Service Reminders and Target Mailing procedures. If the customer has another address that is not the mailing address, include that information in the Miscellaneous Information or Notes fields. As you build the zip code list, the City, State, and Home Phone Area Code fields are filled in automatically based upon the Zip entry.

**Home Phone** consists of the area code and phone number. These fields are displayed in the Active Invoice Header, and in the customer phone book.

**Work Phone** consists of the area code, phone number, and an extension. The 13-character extension field may also be used to add a second work phone number. These fields are displayed in the Active Invoice Header, and in the customer phone book.

**Other Phone** is a single 20-character long field. This field is displayed in the customer phone book.

**E-Mail** is, at present, included for information purposes only. Future versions of GO will incorporate e-mail as a mailing option in the Service Reminders and Target Mailing procedures. This is a 30-character field.

**Miscellaneous Information** is a 30-character field. You may enter anything you wish in this field, or leave it blank. It appears on the History screen, the History Worksheet, and the Technician Copy of an invoice or estimate.

**Note** is a memo field. It appears on the History screen. Use it to keep track of information about the customer that doesn't fit anywhere else.

**Special Tax Rate or Pricing?** Single-left-click the "Yes" radio button to pop up the Tax Rate and Pricing screen.

**OK to Charge to Account?:** Single-left-click the "Yes" radio button to allow the "Charge To Account" button to be selected in the Invoice Paid screen, and to have Over Counter sales to customer default to "Charge."

**This Year Sales, Last Year Sales, Total Sales, Last Sales Date:** These fields are maintained automatically by GO. You may change them if you wish. A single-right-click on the Last Sales Date field pops up a calendar

### 3.3 Vehicle Master Record

When you single-left-click the **OK** button to leave the Customer Master Record, you will automatically proceed to the Vehicle Master Record screen. The customer number, name, address, and phone numbers will already be filled in.

GO Vehicle Master Record

License  Cust# 004797 Fleet#

Year  Built  Linda Stutzman

Make  9090 Point-No-Point Road

Model  Hansville, WA. 98340

Color  H(360)638-1531 W(360)638-1444 ext. 44

VIN  Fuel

Engine  Transmission

Brakes  Emissions

Tires

Drive  Mileage at last service

Pwr Strg?  Date of last service

Pwr Brks?  Requested service interval  days

Air Cond?  Next scheduled service

Misc. Info.  Note text

Navigation:

**License:** This first field on the Vehicle Master Record screen is “required,” meaning you can’t leave it blank. If you are starting an estimate for a new vehicle, and you don’t yet know the license number — because, for example, the appointment was made over the phone — fill in the field with a temporary license number, such as “Smith BMW”. The real license number can be filled in later. When you change the license number in the Master Vehicle Record, it will change the license number “globally,” meaning on all records. If you change the license number on an invoice, it will change it only for that specific invoice.

**Cust#:** This is the customer number. This field is already filled in for you if you've clicked the "Add Both" button in the Customer/Vehicle dialog used in the Active Invoices, History, and Scheduler procedures.

**Fleet#:** This is an optional-use 10-character long field used for customers whose Type is set to "Fleet" in the Customer Master Record screen. The cursor automatically skips this field if the customer Type is not set to "Fleet."

**VIN:** This is the vehicle identification number. This field is visited after the Customer# and Fleet# fields, and before the Year field, to give the Stronghold VIN decoder a chance to automatically fill in the Year, Make, Model, Engine, Fuel System, Transmission, and Drive Type fields. The Stronghold database contains over 200,000 VIN codes covering model years from 1981 to the present.

**Year:** The cursor will automatically move to a year screen. Highlight the correct year and single-left-click the **OK** button.

**Built Date:** Fill in the month and year of build. All month entries must be 2 digits (e.g. "02" for February).

**Make:** Navigate the list either by scrolling it with the mouse, or by typing in the beginning of the name (such as "su" for Subaru). The list will register as you type the name. If you make a mistake, use the Backspace key to correct it, then continue typing. You may also register the list with the "up" and "down" arrow keys on the keyboard once you've typed in the first letter. Single-left-click the **OK** button, or press the <Enter> key to finish making your selection. If the selection you want is not in the list, single-left-click the **Cancel** button, then type in the Make of your choice.

**Model:** Once you have chosen the Make, the Model list specific to the Make pops up. Highlight your choice and single-left-click **OK**.

**Color:** Choose from the color list or write in a color. The color field list is empty when you start using GO as an empty data base. New colors become part of the list as you add them. The list of colors (as well as other cumulative lists) can be modified using the Uniform procedure in the System menu.

**Fuel, Engine, Transmission:** Once Make and Model are filled in, these fields are automatically filled in if there is only one possibility for that Make/Model. If there is more than one possibility, highlight your choice and single-left-click the **OK** button. **Note:** you may also select from the list in one step with a single-right click.

**Brakes, Emissions, Tires:** These fields work like the Color field. Either choose from the list, or add your own choice. Once you add a choice, it will be added to the list for future use.

**Drive:** This field is often filled in automatically once the Make/Model are chosen. If not, select from the pop-up list.

**Power Brakes, Power Steering, Air Conditioning:** Each one of these fields is a "Y" (Yes) or "N" (No) answer.

**Mileage at Last Service and Date of Last Service:** These two fields are automatically updated each time an invoice for this vehicle is closed.

**Requested service interval:** This field sets up an automatic reminder program for oil changes. For example, if you type in “90,” then a reminder letter will be generated with a due date 90 days from the current date. (You will have the opportunity to modify this date in a screen that pops up as you exit this field, and you can modify the date elsewhere.) Thereafter, each invoice on which an oil change was performed will renew the reminder. The reminder letter will be addressed to the vehicle owner, and the specific vehicle will be referenced. It is up to you and your customer to decide the best interval for each vehicle, depending on type of usage and average miles driven in a specific time range. See the “service reminders” selection in the search section of Help for a more complete description of how reminders work.

**Next Scheduled Service:** Once the “Requested service interval” has been filled in, and an oil change service performed, this field will fill in automatically. For instance, if an oil change service was completed on January 17, 2002, and the requested interval was 90 days, then the date in this field would be April 17, 2002. This field will update itself after every oil change.

**Misc. Info.:** This field allows for a brief note, such as “gray market”. This field prints out on History worksheets and technician copies of invoices.

**Note:** This memo field allows for extended information to be written about the vehicle. It will not show up on any printed invoices or tech work copies. Single-right click the word “text” to open the memo field for editing. Once you have written something in this field, “text” will show as “TEXT” to let you know a message is written there. **Note:** To fully understand how to use the text memo field, single-left-click the “**Help**” button once you are in the memo field.

Now single-left-click the **OK** button. The next screen you see will be the Active Invoice screen. You will work from this screen as long as this invoice is “active” (meaning not closed as paid, charged to account, etc.). As you will see, the customer and vehicle information have loaded into the Header section of the active invoice screen. You may return to the Customer Master Record screen with a single-right-click on the customer’s name, and to the Vehicle Master Record screen with a single-right-click on the make or model name.

Invoice 102714 - Linda Stutzman - Unassigned

Date: 05/05/2002 Job: [ ] Source: repeat business Adviser: [ ]

Customer: 004797 Linda Stutzman H(360)638-1531 W(360)638-1444 ext 44

License: LFGKRO Key#: [ ] Year: 1995 Make: Asuna Model: Sunrunner

Mileage: [ ] Synopsis: [ ]

Note: [ ]

Recomend: [ ]

Qty	Part Number	Brandname	Unit	Description	Price
0					0

#	Labor Description	Price

Buttons: Add, Delete, Receipt, Update, WDDPrs, StdLbr

Summary: Tax: untaxed, Total: \$0, Payment: \$0

Buttons: Reminders(s), Due In/Out, Job Quotes, History, Scheduler, Cancel, OK

### 3.4 Adding Labor to an Invoice

If you have been following the tutorial, you have started an invoice with a new customer and a new vehicle. It is now time to add a labor description.

#	Labor Description	Price

Buttons: Add, Delete, Hours, StdLbr

From the Active Invoice screen put the cursor on the **Add** button in the Labor section, then single-left-click.

The Standard Labor Library list will appear.

Enter Beginning Letters

- (BLANK)
- 5-GAS TEST
- A/C DIAGNOSIS
- A/C PERFORM TUNEUP
- A/C RETRO - R-134A
- AAA WINTER CHECK
- ALIGN CHECK
- ALTERNATOR, R&R
- BELTS, REPLACE
- BK FLUSH

Buttons: Help, Cancel, OK

You can either write an entirely unique labor description — in which case you would choose “Blank” (the first choice in the list) — or you can choose a “canned” labor operation from the library list. You can scroll through this list by either scrolling it with the mouse, or by typing in the beginning letters of a labor operation code the way you typed in the beginning letters of the vehicle model in the Vehicle screen described earlier.

The next screen to appear allows you to either accept the labor operation as written, or to modify the description, or the hours, or both. If you want to accept the labor operation as is, just single-left-click the **OK** button.

Block 01 - Estimate #EST045 - LOF

EST045 01 LOF

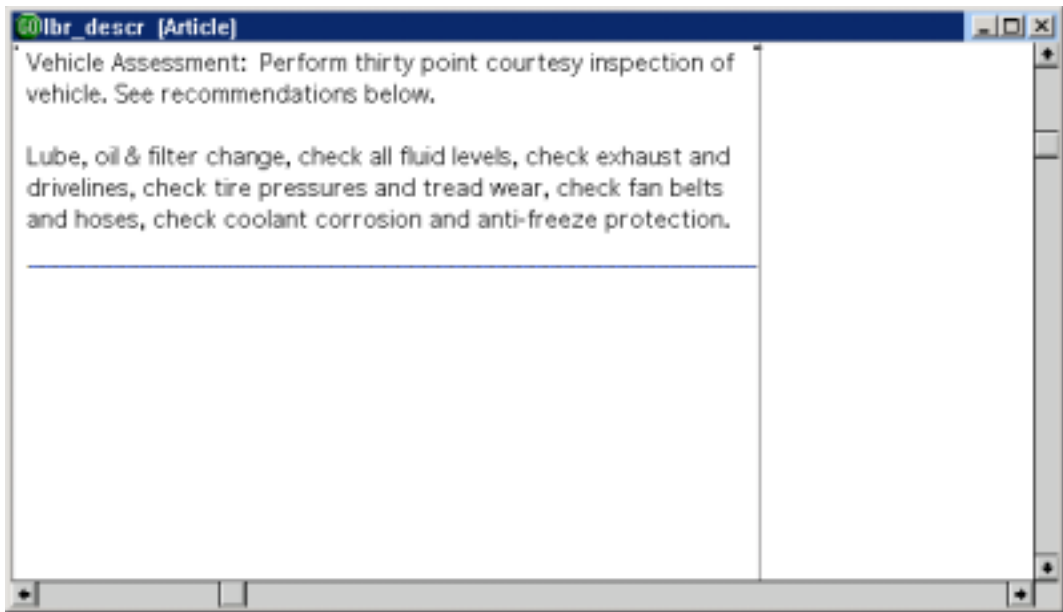
Vehicle Assessment: Perform thirty point courtesy inspection of vehicle. Se

Emp	Tech Hours	Billed Hours	Efficiency	?	Sched. D
	0.7000	0.7000	100.00	P	02/07/2
000	0	0.2000-	0	P	02/07/2

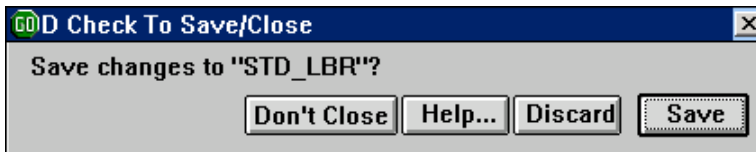
Number  
 Name

Add  
 Cancel  
 OK

To modify the labor description, single-right-click the description, or single-left-click the “**down arrow**” button next to the description after first making sure the labor description is highlighted. The entire labor operation description will then appear in a memo text field. You can modify it any way you choose. When the labor description reads as you want it to, press the <Esc> key, or single-left-click the “**close**” button at the right top corner of the memo field. *Note:* To fully understand how to modify a text memo field, single-left-click the “**Help**” button once you are in the memo field.



You will then be asked if you wish to Save your modifications. Press the <Enter> key, or single-left-click the **Save** button to save your changes.

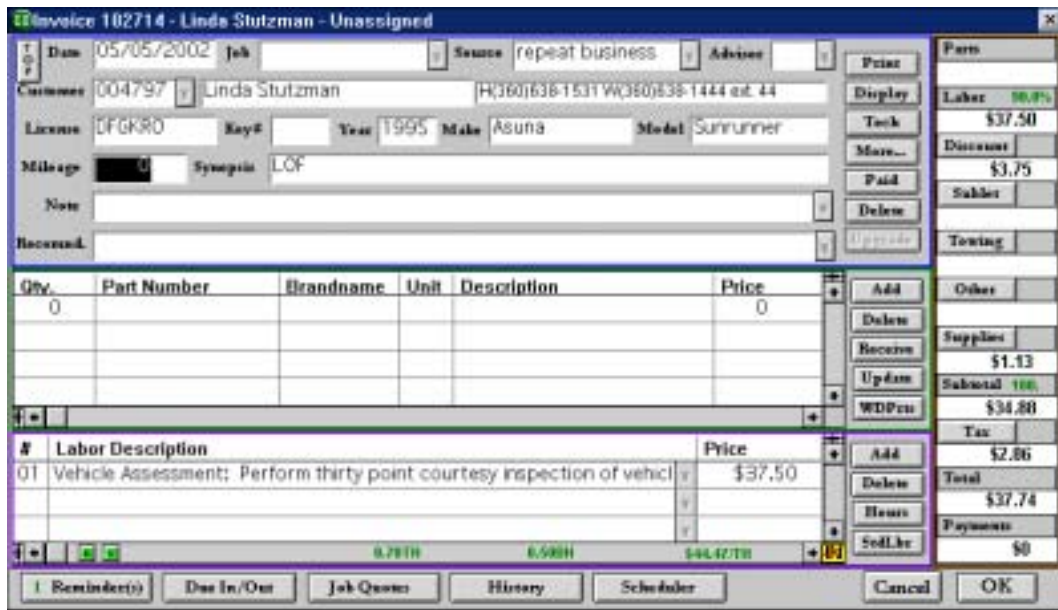


## 3.5 Modifying Labor Hours

To modify the hours (either Tech or Billed) simply highlight the field with a single-left-click as you swipe over the existing number, then type in what you want. **Note:** For a complete definition of these hour fields, single-left-click the yellow Help button. The context sensitive Help screens will open at the Labor Hours definition. A more complete description is also included in Chapter 7 of this manual: Active Invoice - Labor – Definitions.

When the hours and labor description are adjusted to your satisfaction, single-left-click the **OK** button.

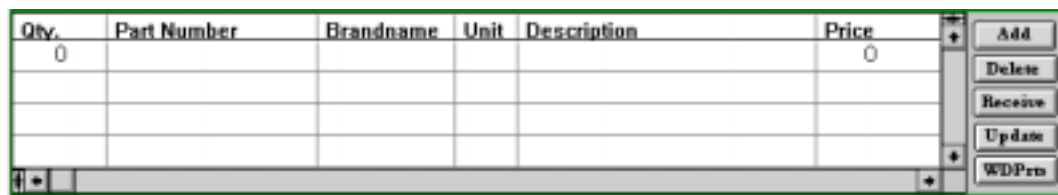
You will then be returned to the Standard Labor Library list to pick another Labor operation. If you are done adding labor, single-left-click the Cancel button (or press the <Esc> key); you will be returned to the Active Invoice screen. The first line of the labor operation will show in the scrolling labor screen.



If you wish to return to the Labor description for further modifications, highlight the labor block you wish to change with a single-left-click, then single-left-click the “**down arrow**” button. If you wish to change the hours, single-right-click the labor description, or highlight the labor block, then single-left-click the **Hours** button.

### 3.6 Adding Parts to an Invoice

There are three ways to add parts to an invoice: from inventory, as a special order, or by forcing on a part with no backup data (this last choice is not recommended, but sometimes unavoidable).



#### 3.6.1 Adding Parts From Inventory

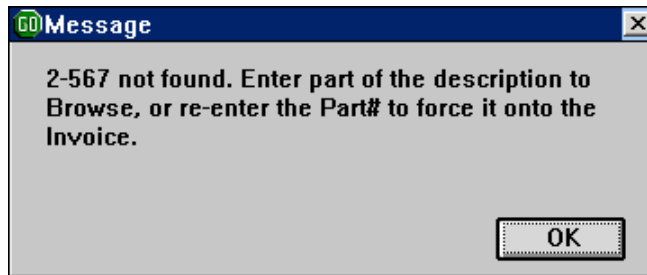
To add a part from inventory, put the cursor on the **Add** button in the Parts Details section, then single-left-click.

The cursor will now be flashing in the Quantity field. Type in the quantity, then press the <Enter> key.

The cursor will now move to the Part Number field. Type in the part number, then press the <Enter> key. As soon as the part number is recognized, the rest of the fields will be filled in. Only six of the fields show automatically in the Parts details. To see the rest, put the cursor on the right-pointing scroller arrow at the bottom of the Parts section, then single-left-click.



If GO does not recognize the part number when you type in, this screen appears:

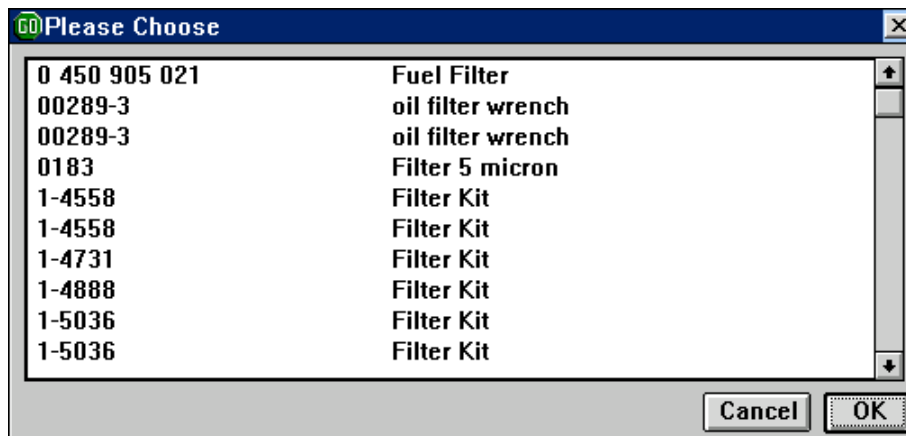


Press the <Enter> key, or single-left-click the **OK** button, to remove this message and return to the Part Number field. The number you've entered will still be in the Part Number field.

If you've made a "typo," use the <Delete> key to erase the mis-typed part number, and re-enter the correct one.

If you believe you either have the part in stock, or have bought, sold, or quoted it before, you may replace the Part Number with a portion of the part's description. If, for example, you're looking for a filter, type the word FILTER into the Part Number field. *Note:* First use the <Delete> key to remove the unfound part number.

When you press the <Enter> key, a list of all parts stocked, purchased, sold, or quoted with the word FILTER somewhere in their description will pop up:



You may make a selection from this list using any of the following methods:

- 1.) Type the beginning of the part number to register the list, then use the "up" or "down" arrow keys to highlight your choice, then press the <Enter> key.
- 2.) Scroll the list with the mouse, then single-left click your choice, then single-left click the **OK** button.
- 3.) Scroll the list with the mouse, then single-right click your choice.

The part will now be added to your parts list as seen below:

Qty.	Part Number	Brandname	Unit	Description	Price
1.00	1516	FIL	each	oil filter	8.74

Sales = 541 In Stock = 412.00 Markup = 188.77% Margin = 47.03%

Buttons: Add, Delete, Receive, Update, WDFPro

### 3.6.2 Adding Special Order Parts

A special order part is added to an invoice by receiving it from a vendor. The **Receive** button in the Parts section of the Active Invoice screen is a shortcut to this process.

Single-left-click the **Receive** button. The Vendor Dialog screen will appear:

**Vendor Dialog**

Please enter the **VENDOR#** or part of the **VENDOR'S NAME** in the space below, or select one of the options at right.

Buttons: Add Vendor, Browse, Cancel, OK

If the vendor has already been added to the data base, type in the vendor's number or part of the vendor's name, then press the <Enter> key, or single-left-click the **OK** button. Alternatively, single-left-click the "down arrow" button, then select the vendor from the pop-up list.

If the vendor is not in the data base yet, single-left-click the **Add** button. The Vendor Master Record screen will appear. You will automatically be sent to the next step after filling in the Vendor information.

The Purchase Header screen appears next. Most of the fields in this screen are filled in automatically from the Master Vendor Record.

**Purchase Header**

Vendor Number: 0389

Vendor Name: Centerline Alfa Products

Invoice Number: 79884

Charged to Acct?: Yes

Invoice Date: 04/19/2002

Use Accounting#: 6010.00 **Purchases for Resale**

Use Pricing Matrix#: 06 **Joe's Dealer 50%**

Buttons: Cancel, OK

**Invoice Number:** Enter the vendor's invoice number.

**Charged to Acct?:** Is either "Y" for yes, or "N" for no. Enter "Y" if you have an account with the vendor, or "N" if this is a COD purchase. **Note:** This field will default to "N" if the "Our Account Number" field in the Vendor Master Record screen is blank, and to "Y" if it's non-blank.

**Invoice Date:** Enter the date shown on the vendor's invoice. Type in the date, or single-right-click the field to select the date from a pop-up calendar.

**Use Accounting#:** Enter the account to debit when this purchase record is posted to the general ledger. This field defaults to the value set in the "Purch Accounting#" field in the Vendor Master Record screen. If that field is blank, this field will default to 6010.00 (purchases for resale). You may single-right-click the field to select a new account.

**Use Pricing Matrix#:** Enter the matrix used to calculate the Sell Price as the Cost of each part is entered in the Receive Parts screen. This field defaults to the value set in the "Use Pricing Matrix#" field in the Vendor Master Record screen. You may leave the field blank (or blank it out) to turn off matrix pricing, or single-right-click the field to select a matrix from a pop-up list. **Note:** The value entered in this field affects not only the markup and margin of each part received, it also affects the order in which the Sell Price and Cost fields are visited in the Receive Parts screen. If the field is blank, Sell is visited before Cost. If the field is non-blank, Cost is visited first, the Sell Price is calculated according to the matrix, the value is loaded, and the Sell Price is then visited for verification/override.

The Receive Parts screen is next.

Vndr#	Vendor Name	Invoice#	Date	Amount	Chrg?	Mtr#
> 0389	Centerline Alfa Products	79884	04/19/2002	\$0	Yes	06

Qty	Part Number	Inv#	Job Name	Brand	Unit	Description	Sell Price	Cost
0							0	0

The quantity field is highlighted. Type in the quantity and press the <Enter> key.

The cursor is now on the part number field. When you fill in this number and it is not

recognized as a stocked part, you will be asked to give it a Job Name.



Since you are working from within a specific active invoice, GO will look at the Header information, and assign a Job Name. The Job Name will consist of the customer's last name and the vehicle model. If you wish to use a different Job Name, such as a Purchase Order number, just type over the assigned Job Name and then single-left-click the **OK** button.

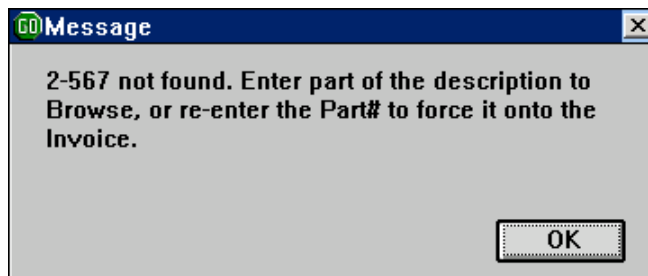
Once you OK the Job Name, the Job Name field will be filled in on the Header. It will also be added to the Job Name List so that future special order parts the you buy for this customer invoice will be associated with it. When the active invoice is closed, the Job Name will be dropped from the list.

Also, when you OK the Job Name, the special order part is added to the Receive Parts screen. Even though this is a special order part, if the part has been previously entered on another invoice, GO will find the last purchase date record of the part and automatically fill in the Brand, Unit, Description, Sell Price, and Cost fields as well. (**Note:** These fields can be overwritten if they do not match your current paper work.) If you have never sold the part before, then you will have to fill in every field this first time.

When you have finished entering all of the parts you are going to receive, single left click the Update button in the lower right hand corner of the screen. **YOU MUST CLICK THE UPDATE BUTTON OR THE PARTS WILL NOT BE RECEIVED.** You will then be returned to the Active Invoice screen. The parts you received will now be listed in the Parts section.

### 3.6.3 Forcing a Part onto an Active Invoice

If you try to add a part number to an active invoice and it is neither a stocked part, special order part, or a part GO remembers from history, this screen will pop up:



Single-left-click the **OK** button to make the screen go away, then press the <Enter> key, and the part number will be accepted. This is sometimes necessary when, for instance, you are writing an estimate and have not yet received the parts.

## 3.7 Displaying an Active Invoice

At any point while you are working on an active invoice you can display it by single-left-clicking the **Display** button in the Header section. The “Shop Copy” of the invoice will be displayed. The “Shop Copy” shows costs, gross profits, and vendor numbers. It also shows which technician worked on each labor operation and how much time it took to complete the work. The “Shop Copy” is an internal management tool.

## 3.8 Printing an Active Invoice

When an invoice is Active, there are two ways to print it, depending upon the situation. First, if you have prewritten the invoice in advance of the customer coming in, then you can print a “Tech Copy” by single-left-clicking the **Tech** button in the Header section. The “Tech Copy” shows the parts you expect to use on the job, the labor operations you expect to perform, and how much time you expect the technician to take completing the labor operations. The “Tech Copy” also shows the repair history of the vehicle being repaired if the “Show History” option is selected in Management / Options & Forms Setup.

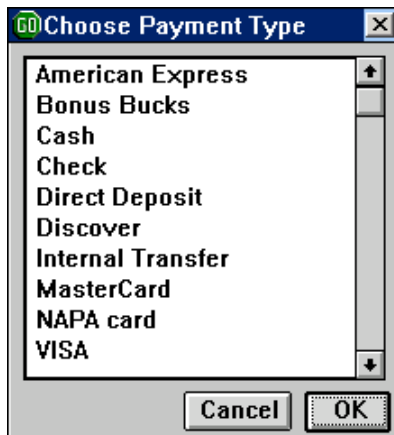
The second way to print an active invoice is to single-left-click the **Print** button in the Header section of the active invoice screen. This will print a “Customer Copy”. A “Customer Copy” shows all parts and labor associated with the active invoice, but it shows only the selling price of the parts, and the amount charged per labor operation.

## 3.9 Closing an Active Invoice

Once the work has been completed on the vehicle, the active invoice is up to date, and the customer has paid for the service, it is time to “Close” the invoice. To do this, click the **Paid** button in the Header section. The first screen you will see is the list of possibilities for how the invoice is to be closed:



Let's assume the customer "Paid in Full". Put the pointer on the **Paid in Full** button and single-left-click. If the "Track Cash" option has been selected in Management / Options & Forms Setup, the next screen will ask how the customer paid:



Select the payment type with a single-right click.

Next, a cash tracking screen appears. This screen verifies the choice you made for payment type and the total dollar amount to be paid.

Payment Type	Amount
Check	618.72

Total: \$618.72

Cancel OK

Single-left-click the **OK** button if the amount is correct. If more than one type of payment is being taken, change the amount, then press the <Enter> key to repeat the process for the second and subsequent payment types.

The next screen is the final screen in the closing process. There are several elements involved:

Date: 09/11/2001 Job: Source: repeat business Address: 01B

Customer: 001475 Rob & Renee Myers H(360)297-2767 W(-)

License #: 320KJ0 Fleet: Yr: 99 Make: Honda Model: CR-V

Mileage: 34,564 Synopsis: LOF - ALTERNATOR, R&R - BELTS, REPLACE - BK FLUSH - ALTERNA

Name: geneva normal text

Recomnd.

Amt Due: \$618.72 Amt Recd: 618.72 How Paid: Check 3421

Total: \$618.72

Pre-Payments: \$0

Print Options: Customer, Shop, Both, Name

Reminder(s)

Cancel OK

The cursor will be flashing in the **How Paid** field. This is to allow you to modify it, if you wish. (For example, if the customer paid by check, you could add in the check number.)

Next, look at the **Synopsis** field. If labor operations were chosen from the Labor Library, then the name of each labor operation will be listed. For instance, if an oil change service was performed, then LOF will be in the synopsis line. If a unique labor operation was performed -- such as cleaning a dead mouse out of the heater box -- there will be no pre-written summary. In this event, you should write something in the Synopsis field that will note why the vehicle was in your shop. The Synopsis field is important because it is used in the Active Invoice Selection screen, the History screen, and the Scheduler Invoice and Estimate Selection screen to indicate the nature of the Invoice.

The **Notes** and **Recommendations** fields are 2 fields that could have been filled in while you were working from the Active Invoice screen. Recommendations track needed repairs. Notes are used to document anything you wish to communicate to the customer except recommended repairs. Reviewing these two fields gives you another chance to make sure everything is on the invoice that should be. You may edit either of these fields by first single-left-clicking it, then single-left-clicking the **“down arrow”** button next to it.

The **Reminder** button has a colored number on it, red if zero and green if one or more. This number tells you how many Service Reminders are associated with the vehicle that was repaired on this invoice. To review the reminders, or to add new ones, single-left-click the **Reminder** button. Once you are in the Service Reminder screen, single-left-click the **Help** button for more information.

Finally, note the **Print Options**. You can choose to print a Customer Copy of the invoice, a Shop Copy, both Customer and Shop Copies, or none at all. Single-left-click the radio button next to your choice. Whatever you choose will be remembered until the next time it's changed. Invoices printed from this screen show how the customer paid, and any remaining balance owing.

When all fields read to your satisfaction, single-left-click the OK button.

## 3.10 Summary

If you followed all of the steps in this chapter, you created a new customer record and a new vehicle record, you created an invoice for that customer and vehicle, and you closed the invoice. In so doing, you have stored a lot of new and useful data in GO. In the next chapter, you will learn how to use that data.