eTrack NDIS Invoicing
N3 Guide

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Invoicing Overview

The Invoicing process applies to Plan Managed and Self Managed plans and is separate to the NDIS Upload process (used to claim for Agency Managed plans). You can, however, use the invoicing process to create 'advisory' invoices to send to agency managed participants to inform them of what you have claimed via the NDIS Upload.

Before invoicing for the first time, complete the *Setup* at the end of this guide. Also read the *Invoices feature tab* section to understand what the columns are and how to use the filters and functions.

The same 3-step process to create and send invoices applies whether you are creating just one invoice or hundreds of invoices all at once.

This guide details the entire invoicing process starting with a pre-invoicing review of data to avoid rejections, all the way through to processing payments and possible rejections. It looks like a lot, but each step is comprehensively explained, not just what your actions are but also what eTrack does behind the scenes, as well as how to resolve problems that may arise.

If you want to print the steps or copy them to your personal reference manual, use this handy Quick Guide.

For further help please email support@etrack.com.au

Quick Guide

1. Select a Participant Status such as Active or one Participant in the tree and click the Invoices feature tab across the top.

2. Click **Prepare** Invoices, enter dates and click Preview.
    a. If necessary, choose what to do with hours outside plan dates. Click Continue.
    b. If necessary, choose what to do with invoices that have no email address. Click Ok.

    eTrack will create your invoices.

3. Click **Email** button, make selections and click Create.
    a. Make selections as required, optionally edit the email body and click Create.
    eTrack will create the Emails and attached a PDF of the invoices (Wait : ~2 seconds an Invoice)

4. Optionally edit individual emails or add more email addresses and attachments.

5. Tick top checkbox to select all emails and click **Send** and File (Wait : you can continue to use eTrack).

6. (Can be later) Click **Export** to export invoices to your accounting package.

7. (Later) Import payments from Xero or enter payments. Process rejections and send overdue payment reminders as required.

Pre-invoice Checks

Before invoicing, check that essential details are not missing. This involves a quick *visit to 3 report tabs*.

Funding Method and Plan Manager

All Plans must have a **Funding Method**.

For Participants who have 'plan managed' plans, a **Plan Manager** must be selected on the Participant > Contacts tab.

Visit the 'Missing Fields' tab to find out which, if any, Participants have these details missing.

Email Address - Plan Managed Invoices

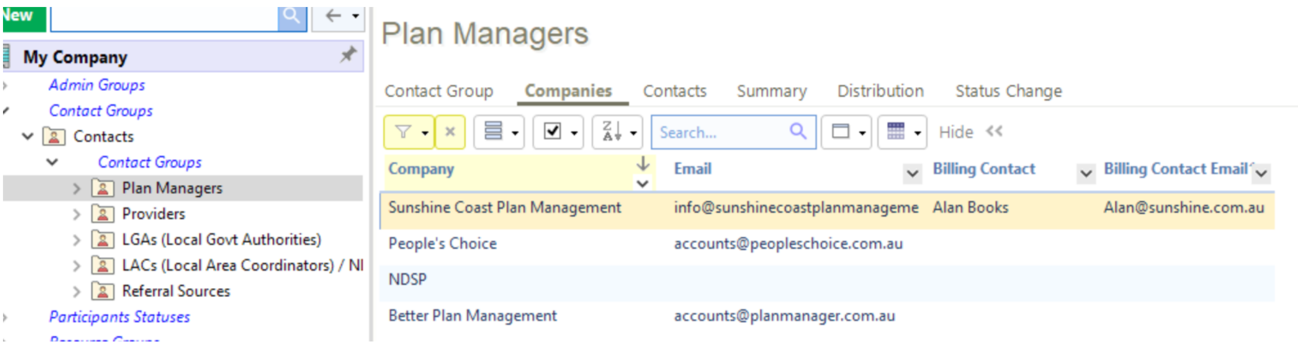
Invoices for Plan Managed plans are sent to the Participant's Plan Manager.

Note that eTrack assumes a Plan Manager is always a company. If you create a Plan Manager as an individual (person), the email address won't be found.

If invoices need to be addressed to a specific person, create them as the Billing Contact for the Plan Manager. When a Billing Contact exists, their email address is used in preference to the Plan Manager's email address.

1. Right click the Plan Manager in the tree and select New > Individual.
2. Enter a name (could be 'Accounts' or an actual person) and their email address in the Email1 field.
3. Select the Plan Manager again in the tree then drag and drop the individual from the tree to the Billing Contact field on the Plan Manager.
4. In this example, where SCPM is the Plan Manager, invoices will be addressed to Alan Books and the email is sent to Alan's email address (not the company Email address).

To check that Plan Managers have an Email address (or a Billing Contact with an Email address), expand Contacts/Plan Managers and go to the Companies tab.



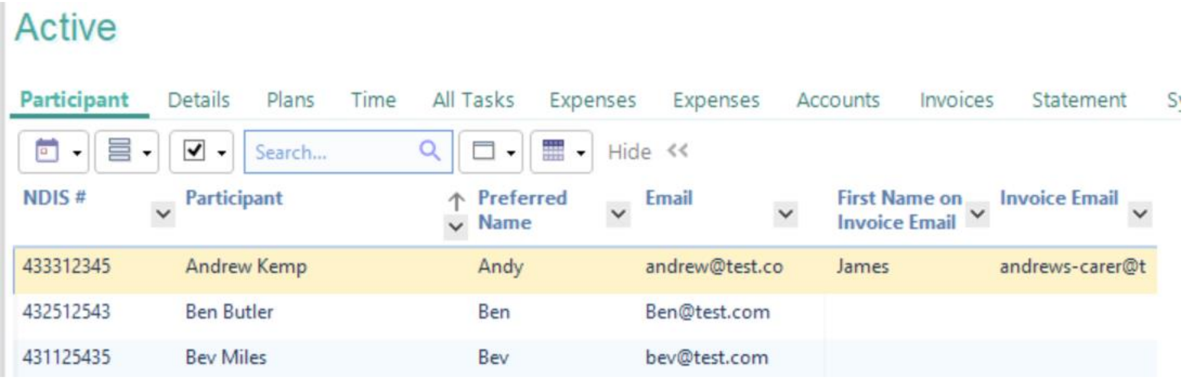
Email Address - Self (and Agency) Managed Invoices

Invoices for Self Managed plans and 'Advisory' invoices for Agency managed plans are sent to the Participant or their representative.

Enter these details on the Participant > Personal tab.

If invoices are to be sent to a parent or carer, populate 'Invoice Email' and 'First Name on Invoice Email'. eTrack will use any values in these fields if they are not blank, otherwise 'Preferred First Name' and 'Email' values are used.

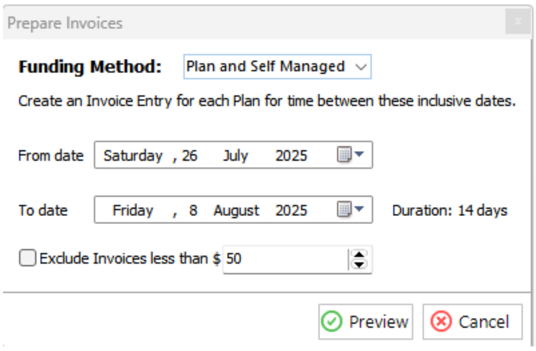
To check that the relevant details exist, view the Participant tab.



How to Invoice

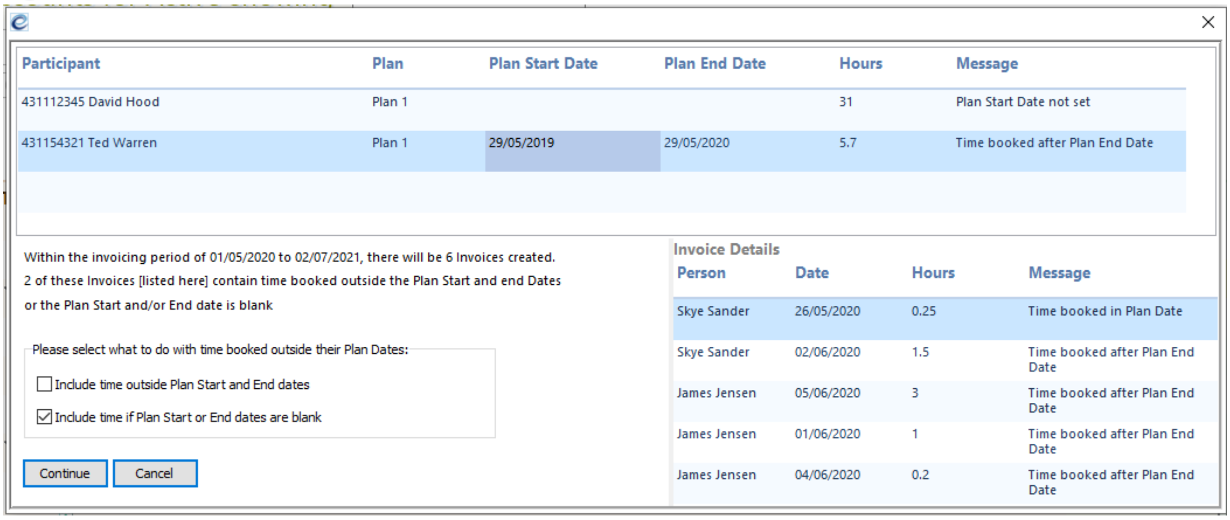
Step 1: Prepare Invoices

1. Select ‘Active’ in the tree and Invoices feature tab across the top. To create invoices for just one participant, select the Participant in the tree. Any filters selected or invoices listed are not relevant at this stage.
2. Click **Prepare Invoices** button.
    - Funding Method defaults to ‘Plan and Self Managed’ plans. You can change this to a single funding method or ‘all funding methods’ that will include agency managed plans.

    - Enter *inclusive* Service Dates to be invoiced. It is ok to select dates previously invoiced as eTrack will only include timesheets that are not already invoiced for those dates.
    - Optionally, exclude small amounts.
    - Click **Preview** button.
3. eTrack checks the plans and **if** it finds any issues the following dialog is displayed. If there are no issues, this dialog is skipped.

   Invoices are listed at the top with the issue described in the Message column. Click each invoice to see the timesheets that are in it, shown in the bottom table.



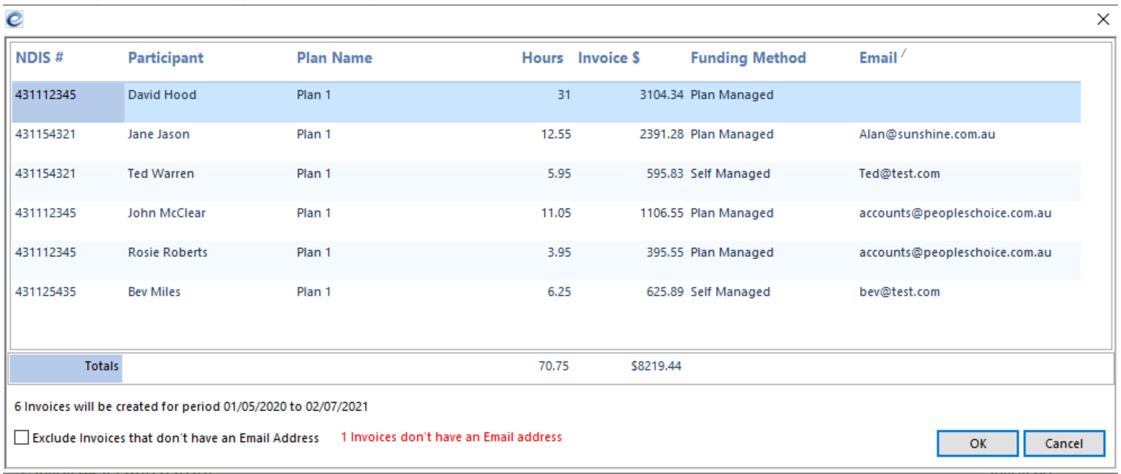
Depending on the issues found, you will need to decide how to proceed:

a) **Include time outside Plan Start and End Dates**: Tick to include hours booked before the Plan Start Date and/or after the Plan End Date. It defaults OFF.

b) **Include time if Plan Start or End dates are blank**: Tick to include hours booked to plans where the plan dates are not recorded in eTrack. It defaults ON.

Click **Continue**.

4. eTrack checks email addresses and displays the following dialog.



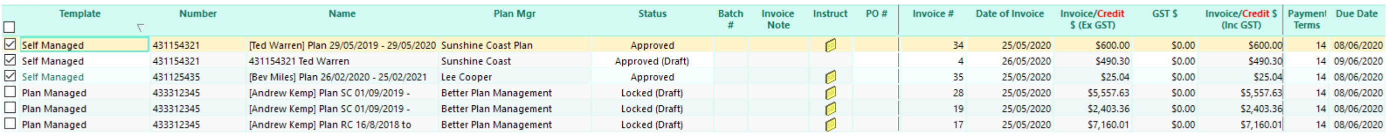
eTrack will warn you in red text if Email addresses are missing. Decide how to proceed:

- Exclude invoices that don't have an email address: **Untick** to create invoices anyway.
  Take note of who the participants are as you will need to add the TO address to each draft invoice email before sending in Step 11.
- Exclude invoices that don't have an email address: **Tick** to exclude those invoices and proceed with creating the remaining invoices.

Click **Ok**.
Note: When invoicing is complete, enter the missing email addresses – see *Email Address.* Then, if you opted to exclude invoices above, start over invoicing to create them.

Alternatively, **Cancel** from all dialogs. Enter the missing email addresses – see *Email Address.* Then start over invoicing.

5. eTrack will create a separate invoice for each Plan, including inactive plans, that have unbilled timesheets within the specified dates. The screen will refresh to list the invoices that got created. Each invoice is allocated an invoice# and the 'Date of Invoice' is <today>.



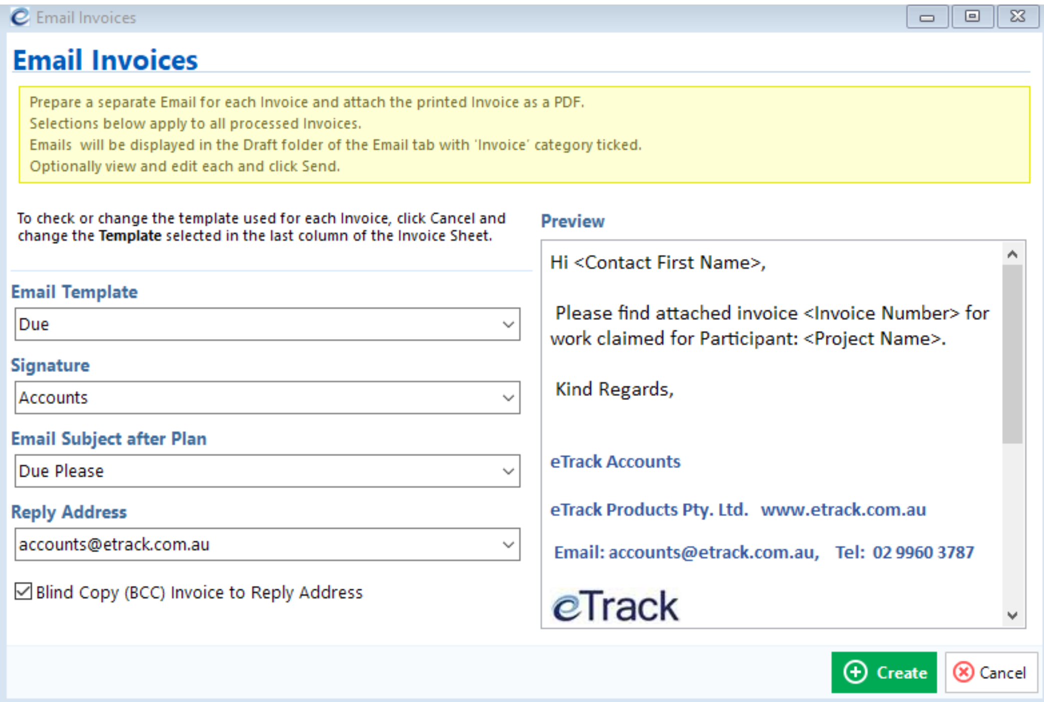
Template	Number	Name	Plan Mgr	Status	Batch #	Invoice Note	Instruct	PO #	Invoice #	Date of Invoice	Invoice/Credit $ (Ex GST)	GST $	Invoice/Credit $ (Inc GST)	Payment Terms	Due Date
☑ Self Managed	431154321	[Ted Warren] Plan 29/05/2019 - 29/05/2020	Sunshine Coast Plan	Approved					34	25/05/2020	$600.00	$0.00	$600.00	14	08/06/2020
☑ Self Managed	431154321	431154321 Ted Warren	Sunshine Coast	Approved (Draft)					4	26/05/2020	$490.30	$0.00	$490.30	14	09/06/2020
☑ Self Managed	431125435	[Bev Miles] Plan 26/02/2020 - 25/02/2021	Lee Cooper	Approved					35	25/05/2020	$25.04	$0.00	$25.04	14	08/06/2020
☐ Plan Managed	433312345	[Andrew Kemp] Plan SC 01/09/2019 -	Better Plan Management	Locked (Draft)					28	25/05/2020	$5,557.63	$0.00	$5,557.63	14	08/06/2020
☐ Plan Managed	433312345	[Andrew Kemp] Plan SC 01/09/2019 -	Better Plan Management	Locked (Draft)					19	25/05/2020	$2,403.36	$0.00	$2,403.36	14	08/06/2020
☐ Plan Managed	433312345	[Andrew Kemp] Plan RC 16/8/2018 to	Better Plan Management	Locked (Draft)					17	25/05/2020	$7,160.01	$0.00	$7,160.01	14	08/06/2020

Optionally, edit details such as invoice#, invoice date or terms / due date. See *Invoices Feature tab (Columns).*
Optionally, preview invoices. See *Invoices Feature tab (Functions).*
Optionally, edit invoice XLS. See *Editing an Invoice.*

6. If you notice something wrong, for example, the template or plan manager is not what you expect, or a spelling mistake in the participant or plan manager name, these details will need to be corrected before emailing the invoice. Untick or change the status to ‘not approved’ to exclude them from the next step, then come back to these later. See *Invoice Corrections*.

Step 2: Prepare Invoice Emails

1. Click **Email** button to send all Invoices that are ticked.
2. If you have come back to Step 7 later (not immediately after Step 6) be sure to untick invoices that may need further attention. You must process new invoices and overdue invoices separately as they require different selections in the next step so filter and tick invoices accordingly.
3. On the Email Invoices dialog make selections to construct emails that are applicable to **all** invoices that are ticked. The email body consists of Email Template text with the Signature appended. This is shown in the Preview window. <inserted fields> will be populated with participant data.
Make your selections (read on for what each one is) then click **Create**.



- **Email Template**: email body text. eTrack provides default templates ‘Due’ for sending the initial invoice and ‘Overdue’ for sending payment reminders.
The name shown in “Hi <contact name>” is:
    - If Plan Managed: the name of the Plan Manager, unless….
    - The Plan Manager has a Billing Contact, in which case it is the name of the Billing Contact.
    - If Self or Agency Managed: the ‘Preferred Name’ of the Participant, unless…

    - The 'First Name on Invoice Email' field populated in which case this is used.

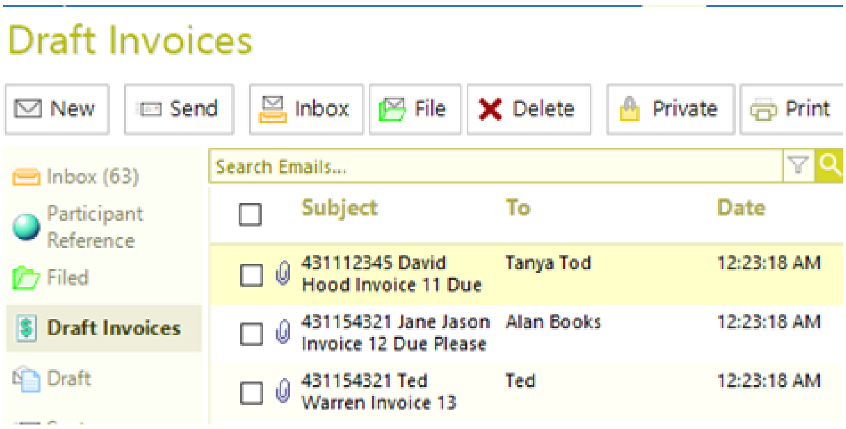
- **Signature**: these are specifically set up for invoice emails and may differ to your regular email signature (if using that feature).
- **Subject**: choose a subject that suits the template. This text appears in the Subject of the email.
  Email Subject = <Participant Number> <Participant Name> Invoice <invoice#> <subject text>
  eg 433312345 Andrew Kemp Invoice 19 Due Please
- **Reply Address**: This email address is used as both the From Address (account the email is sent from) and the Reply Address (where emails are sent if the recipient replies).
  If the email account for the address is linked to your eTrack, that account is used to send invoice emails. If not linked, invoice emails are sent using the eTrack email account (attendant@etrack.com.au) on behalf of the reply/from email address.
- **Blind Copy (BCC) Invoice to Reply Address**: Tick to send the invoice to the email address selected above.

See *Setup* for more information about these options and how to change them.

eTrack will create a *draft* invoice email for each invoice and update the invoice status to 'locked (draft)'. Please be patient: This process takes 1 - 4 seconds per Invoice. Most of that time is to save the PDF files that is outside eTrack's control. You can't use eTrack until it is complete.

When complete eTrack will switch to the Mail feature tab with the 'Draft Invoices' folder open where all the draft Invoice Emails are listed.

- Subject, Body, Sender and BCC are as per the selections on the Email Invoices dialog.
- A PDF of the tax invoice is attached that you can open and view.
- For plans where the checkboxes are ticked to include invoice details report and / or case note report, a PDF of the report(s) are also attached.
- To: email address is the Plan Manager, Participant or Carer depending on the Funding Method.
- The Participant and the logged in user are added as references on the email.



Step 3: Send Invoice Emails

1. Before sending:
    a. If you opted to create emails with no email address in Step 4, find those emails and enter an email address in the To field. They will have a yellow warning icon in the To field to indicate blank email address.
    b. Optionally, edit the Subject or Body of emails, such as personalising it for Self Managed Participants.
    c. If you notice something wrong, the table below may assist you to fix it.

2. Tick the top checkbox to tick all emails (untick any that may need further attention) then click **Send** (Send&File) button. eTrack will send and automatically file the emails.

Emails are sent by a background process so you can continue to use eTrack while that is happening. It takes approximately 2 seconds per email to send. When done, the Draft Invoices folder will be empty and the sent emails will be listed in your Filed folder (not in your Sent folder). Staff can view the invoice emails on the participant notes tab (there is a filter to show/hide them).

3. Invoices that have been emailed have status 'locked (sent)'.

4. To send a replacement invoice, for instance because there are errors in the original, delete the invoice, resolve the errors then create a new invoice as normal. You may like to edit the invoice# to be the same as the original with 'A' appended to indicate it's a revision of that invoice.

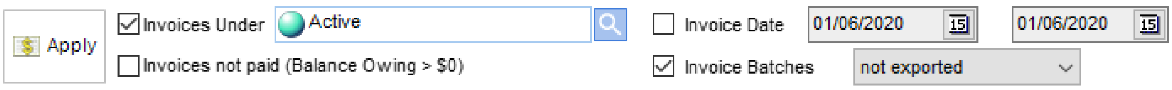
Something wrong…	How to fix…
Invoice#, Participant Number or Name is wrong in the subject or email body.	Delete the draft email (and delete it again from the Deleted folder). See *Invoice Corrections*
Words in the Email Subject, Body, Signature or Reply Address are wrong.	Indicates the selections on the Email Invoices dialog are not applicable to this invoice. Delete the draft email (and delete it again from the Deleted folder) then load and tick the invoice on the Invoices feature tab and continue from step 7. Alternatively, manually edit the draft email and send it.
The Contact name after Hi… is wrong. OR The To: Email Address is wrong.	Multiple possible reasons. Check these things to identify the problem: Is the correct Funding Method selected on the Plan? If plan managed, is the correct Plan Manager selected? Does the Plan Manager have an email address? Or a billing contact with an email address? If self or agency managed, is the correct name / email address recorded on the participant? To resolve 1. Delete the draft email (and delete it again from the Deleted folder). 2. Unlock the invoice. 3. Correct the problem that you identified above. 4. Load and tick the invoice on the Invoices feature tab. If you changed the Funding Method, also update the Template selection to match. 5. Continue from step 7.

Step 4: Export Invoices to your Accounting Package

Invoice data can be exported to your Accounting Package so you can reconcile payments from your bank account. It's a good idea to do this several days after emailing invoices to allow time to process email bounce backs or payment rejections in eTrack without having to void invoices in your accounting package.

1. Select 'Active' in the tree and the Invoices feature tab across the top.

2. Set the filter options as follows and click Apply to load the Invoices not previously exported.



3. Click **Export** button and select your Accounting Package.

    a. If using Xero, click the CONNECT button in the Xero dialog. The data will automatically appear in Xero.

    b. If using MYOB or Quickbooks save the generated file to your fileserver and import into your accounting package.

4. All invoices included in the export will be given a unique Batch number that is displayed in the Batch# column and the status changed to 'locked & exported'.

Step 5: Invoice Payments and Overdue Reminders

You can record invoice payments in your accounting package.

Alternatively, you can record invoice payments in eTrack. Only the total payment can be entered, not the details of part payments of each invoice.

For Xero, there is a Payments Import. Reconcile your invoices in Xero then run the Import.

For invoices that remain unpaid past the Due Date, you can send an overdue payment reminder:

1. Currently there isn't an 'overdue' filter so use the 'Invoices not paid' filter (this lists all unpaid invoices including those not due yet).
2. Tick which invoices you want to send a reminder for.
3. Click **Email** and proceed as normal, making sure to choose the relevant email template and subject. eTrack will create a new draft email with the original invoice PDF attached.
4. The status will change to 'locked (draft)' until the email is sent, then back to 'locked (sent)'.

Note: the status 'locked (draft)' means the invoice is attached to a draft email (an email that hasn't been sent). You can't create a new draft email for an invoice with this status. Clicking Email will display a message telling you this. You will need to either send the unsent email or delete it (then delete it again from the Deleted folder) to reset its status.

Working with Invoices

Invoice Corrections

This table describes how to change various invoice details. This may be required if an invoice is rejected for payment or if you notice that something is wrong while preparing invoices. Most edits require the invoice to have status='approved'. If locked, right click > unlock. Some edits, as noted, require the invoice to be deleted. If an invoice is already exported, before you can unlock or delete the invoice you will need to clear the batch# (of just that invoice, not the entire batch).

Details to change…	Where to change in eTrack
Invoice#, Invoice Date, Terms or Due Date	These are all directly editable on the invoice row.
Participant Number or Name is wrong	Navigate to the Participant and update the Number or Name. Changes flow through to invoices, including locked invoices (but the PDFs remain as they are).
Template is wrong for this plan.	The template is pre-selected based on the plan Funding Method so if the template is wrong it likely means the Funding Method is wrong. Navigate to the Plan > Budget tab and choose the correct Funding Method. The template won't automatically change so you will need to change that too.
Plan Manager is showing when it shouldn't because this is a Self or Agency Managed plan.	Check the Funding Method on the Plan and if wrong, change it. The template won't automatically change so you will need to change that too. Note: If a participant has a mixture of plan managed and self / agency managed plans, the Plan Manager will be listed for all invoices but is only used for the plan managed invoices. The important thing is that the correct Template has defaulted for each plan (see previous point).

Plan Manager blank or the wrong plan manager	Navigate to the Participant and select the correct Plan Manager. Currently changes to Plan Manager selection do not flow through to invoices so you need to delete the invoice and recreate it. Technical note: E#1212
Plan Manager name wrong (spelling)	Navigate to the Plan Manager and update the name. Changes flow through to invoices, including locked invoices (but the PDFs remain as they are).
Plan Manager Address missing	Navigate to the Plan Manager > Details tab, click Edit, click in the Address box and enter details. The PO Box fields are not used.
Participant Address missing	Navigate to the Participant > Contacts tab, click in the Address box and enter details. The PO Box fields are not used.
Blank Plan Start or End Dates	Navigate to the Plan > Budget tab and enter the dates.
Service Dates printed on the invoice details report	Click the yellow icon in the Instruct Note to open the edit box. Then right-click invoice > invoice details and Export to PDF.
Support Item wrong spelling or wording	Expand Setup/Prices/*Support Item Groups*/Support Line Items and edit the Name as required. Changes flow through to invoices.
Support Item, Item Number, Hours or Rate is wrong	These are saved when hours are booked. Correcting these requires the invoice to be deleted. How to update time entries is explained here https://etrack.com.au/newsletters/move-time/
Company details, Bank Details, logo, layout, fonts or other text.	Send details to eTrack to update the templates.

Editing an Invoice file

If the invoice status is 'approved', right-click > 'Open' will create and open the invoice XLS (in LibreOffice Calc). Beware of using the Open button at the top as it will open all invoices that are ticked!
Edit and Save. The invoice status changes to 'Locked'. Subsequently, Open will open the edited XLS until the invoice is Emailed or Printed and thereafter Open will open the PDF. When editing the XLS, do NOT 'Save As' to a different filename or location as eTrack won't find the edited version and will create the PDF from a new XLS that does not have your edits.

It is important to note that editing hours or rates or support items in the file is not reflected in the data that is in eTrack (and exported to your accounting package). It is therefore NOT recommended.

Analyse Invoices

This page is not used during the invoicing process. It is a useful reference to view the charges and invoices of a plan and how they are linked to each other and can be helpful when tracking down an error.

Select a participant in the tree and Analyse icon across the top. Toggle the **Show Only Active** button to include / exclude inactive plans.

Expand or collapse plans or staff depending on what level of detail you want to see.

Under each Plan are listed all the invoices that have been created. Expenses are also listed. Expand staff to see all the time entries.

Click the **View** button and tick 'Show Invoice Details'. This opens a side panel where additional details are displayed.

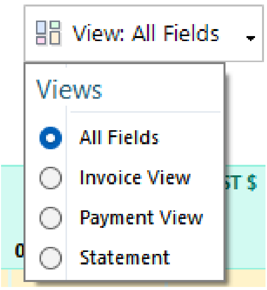
Click on an invoice to see all the timesheets and expenses that are linked to it. The figures at the top are invoice total and sum of linked charges which should always be the same.

Similarly click on a timesheet row (under staff) or an expense to see which invoice it is linked to.

Invoices Feature Tab

Columns

Choose a View to change which columns are displayed:



Columns relate to the following…

- **Template** is the template file (XLS) used to create the ‘tax invoice’ PDF. It defines the layout / format of the invoice and includes your logo, company and bank details plus data tags that populate with participant and invoice data. You can select a different template from the dropdown list but you shouldn’t need to as it is pre-selected based on the plan’s Funding Method.
- Participant **Number** and [Participant]Plan **Name** are displayed.
- **Plan Mgr** displays the Plan Manager of the Participant, if one is selected. It is only relevant to invoices for ‘Plan Managed’ plans even though one may be displayed for other invoices.
- **Status** defaults to ‘Approved’ (or ‘Not Approved’ if so configured) and you can switch between these two. An invoice with status ‘Not Approved’ cannot be emailed, printed, exported etc

  After using Open, Print, Send To Email/File or Email, the Status is changed to ‘Locked’. After Export, the status is ‘Locked & Exported’. No further edits can be made to a locked invoice.

  The email status is shown in brackets - Locked (Draft) or Locked (Sent) - to indicate if the invoice is attached to a draft or sent email.
- **Batch#** is populated after exporting to an accounting package
- **Invoice Note** is not used. You may want to record a note for future reference eg reason why an invoice was written off. Click in the cell to edit. A yellow icon is displayed to indicate a note exists. Click the icon to view or edit the text.
- Dates entered on the Prepare Invoice dialog are recorded in **Instruct Note** in the format ‘From <date> to <date>.’ If the dates entered on the Prepare Invoices dialog are outside the plan dates, then eTrack will record the Plan Dates instead. Click the yellow icon to view or edit. This note is not printed on the tax invoice PDF. It is printed on the optional details report after the heading ‘Service Dates:’.
- **PO#** is not used.
- **Invoice#** is automatically generated and can be changed. See *Setup* for options.
- **Date of Invoice** is the creation date of the invoice and can be changed.
- **Invoice $ (ex GST)** is exclusive of GST. **GST** is always $0. **Invoice $ (inc GST)** is inclusive of GST.
- **Payment Terms** is the number of days after the invoice date that payment is due. It defaults as per the setting and can be changed. See *Setup*.
- **Due Date** is calculated as Date of Invoice + Payment Terms and can be changed.

- **Days Overdue** is the number of days past Due Date for invoices that still have a balance owing.
- **Date Paid** is the date of payment. Entered manually or imported from Xero.
- **Paid $** is the amount paid. Entered manually or imported from Xero.
- **Paid Write Off $** if some, or all, the invoice$ is not ever going to be paid, enter that amount to zero the Bal Owing.
- **Bal Owing $** is calculated as Invoice $ (inc GST) - Paid $ - Paid Write Off $

Filters

Use the filters to select which invoices to load. Select one or more options then click **Apply** button to load the matching invoices.

- **Invoices Under** refers to the currently selected tree item. You can load invoices for a status group eg 'Active', Participant, Plan Manager or Staff Member (invoices for participants they manage).
- **Date of Invoice:** load invoices <u>created</u> within the specified date range.
- **Invoice Number:** find a specific invoice that you know the number of.
- **Invoices not paid:** tick to list Invoices where Balance Owing > $0. This includes both new invoices (not due yet) and invoices that are overdue.
- **Invoice Batches:** options are: 'not exported', 'from last export' (these are invoices *since* the most recent batch), 'with a batch# of' (enter the batch#) or 'all exported'.
- **Status:** load invoices with a specific status.

Functions

The buttons along the top apply to all rows (invoices) that are ticked. To apply the same operation to one row, right click and select from the menu. Additional functions are available in the right-click menu.

- **Open:** what type of file gets opened depends on the status.
  - If the invoice status is 'approved' there is no file yet so eTrack will create an XLS and open that. The XLS can be edited (see *Editing an Invoice*). The status will change to 'locked'.
  - If the invoice is locked, eTrack will open the PDF, if it exists or the XLS.
- Click **Print** to send to your printer. Quick print uses the default printer. If not already, Print also creates a PDF and locks the invoice.
- **Email** to create *draft* emails with tax invoice PDF attached. See *Prepare & Send Invoice Emails*.
- Click **Send To** > Email to email the XLS and/or PDF of ticked invoices to your email address (as defined in the Email1 field of your profile).
- Click **Send To** > File to save the XLS or PDF of ticked invoices to your file server.
- **Export** to export invoice data to your accounting package. See *Export Invoices to your Accounting Package*.
- **Import** to import invoice payments from Xero. See *Invoice Payments.*
- To view a list of Timesheet Entries that are part of the Invoice, right click on an Invoice row > 'Invoice Details Report'.

- To **unlock** an invoice, right-click the invoice > 'Unlock Invoice'. This resets status to 'approved' and deletes the XLS and PDF files.
- To **delete** an invoice, right-click the invoice > 'Delete'.
- To **preview** an invoice, right-click the invoice > 'Preview'. A read only temporary file will open. This allows you to review the PDF without locking the invoice. Close the file without saving it. Both 'Approved' and 'Not Approved' invoices can be previewed.
- To export the **list of invoices**, right-click anywhere in the table > export invoice table > choose a file format then browse to a folder where to save the file.
- Right click on an invoice and select display to **navigate** to the participant or plan of the invoice.

Setup Invoicing

Pre-requisites to invoicing

1. Send these details to info@etrack.com.au so we can create your invoice templates.
    a. Company Logo image
    b. Company name, Address, Phone Email and other information to add to the invoice.
    c. Bank Details: Account Name, BSB and Account Number
    d. Australian Business Number (ABN or ACN)
    e. Company NDIS Registration Number (if Registered) or NDIS Provider Number (if not Registered)
    f. The email reply address to put on Invoices (eg accounts@company.com.au)
    g. A copy of the Signature to put on the Invoice Email.
    h. Whether you would like eTrack to BCC (blind copy) the reply address by default.

    eTrack provides 3 standard invoice templates (one for each funding method – plan managed, self managed and agency managed). Contact eTrack if you require additional custom templates such as Fee for Service or if you use a broker who charges a percentage service fee.
2. If using an accounting package, setup the interface. eTrack supports Xero, MYOB and Quickbooks. Contact eTrack Support if using a different system.
3. Choose an invoice number format:
    a. Globally Unique: This is sequential numbering across all invoices. Each new invoice gets the next number eg 8789, 8790 etc You can choose what the 'next invoice number' is to start at and an optional Prefix.
    b. Numbering Within: Each new invoice gets the next number for that participant prefixed by the Participant Number eg 1234567890.1, 1234567890.2 etc

    The default is 'Globally Unique'. If you prefer to use 'Numbering Within' contact eTrack Support to change it on Plan Type Settings.
4. Decide on your Payment Terms for Plan Managed and Self Managed invoices. The default is 14 days. If you want to change it contact eTrack Support to update this setting:
    [options] InvoicePaymentTermsInDays=N
5. Newly created invoices default to status='Approved' however if you prefer invoices to default to status='Not Approved' contact eTrack Support to add this setting:
    [options] DefaultInvoiceStatus=0

6. Configure **Signature** and **Reply Address** to go on the invoice emails (see next section). eTrack will configure this for you if you provide those details (see Step 1).

Invoice Email dialog

How to use this dialog is described in *Prepare & Send Invoice Emails*. This section describes how to change what the selections are.

To edit, delete and create new templates or lookups:

- To delete: right click and select Edit > Delete
- To edit an existing one, double-click to edit the text. To change the name (what appears in the dropdown), right click > Edit > Rename
- To create a new one, right click any existing one and select New > Another .... Give it a name and click Continue

Email Template

Expand Setup/Templates/Email Invoice Templates

When editing or creating a new template, these inserted fields are available:

- <Contact First Name>
- <Invoice Number>
- <Project Name>   (this is the Participant's Name)

Do not repeat any text that is in the Signature.

To change font and size first select the text, then change the settings.

Signature

Expand Setup/Lookups/Email Invoice Signatures

When editing or creating a new signature, do not repeat any text that is in the email template.

Email Subject

Expand Setup/Lookups/Email Invoice Status

Reply Address

Expand Setup/Lookups/Email Invoice From Address

Blind Copy (BCC) Invoice to Reply Address

This checkbox defaults ticked. Contact eTrack if you prefer it defaults unticked.

For more information please email support@etrack.com.au

End eTrack NDIS Invoicing

