

Service Call Batch Invoice Window Posting Flow Service Batch Invoicing

Service Batch Invoicing Window

Service Batch Invoicing - TWO (LESSONUSER1)

Clear Cancel Redisplay Mark All Unmark All Next File Tools Help

Lookup: Billing Customer Service Customer

Customer Number: 104 LANGE HARDWARE

Address Code: LANGE HARDWARE

Division: LANGE HARDWARE

Call Status: Completed Open

Call Type: LANGE HARDWARE

Completed As Of: LANGE HARDWARE

Branch: User Profile

Service Call	Billing Customer	Billing Address	Division	Call Type	Call Completion Date	Unposted Cost	Service Customer	Service Location
190121-0001	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE COM	TIME & MATLS	1/21/2019	No	101 - ACCURATE PRINTING	ACCURATE-12500 CLEVELAND AVE
190201-0003	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE IND		2/1/2019	No	104 - LANGE HARDWARE	LANGE-3805 CASPER DRIVE
190201-0004	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE IND		2/1/2019	No	104 - LANGE HARDWARE	LANGE-3805 CASPER DRIVE
190201-0005	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE IND		2/1/2019	Yes	104 - LANGE HARDWARE	LANGE-3805 CASPER DRIVE
190201-0006	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE IND		2/1/2019	No	104 - LANGE HARDWARE	LANGE-3805 CASPER DRIVE
190201-0007	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE IND		2/1/2019	No	104 - LANGE HARDWARE	LANGE-3805 CASPER DRIVE
190215-0001	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE COM		2/15/2019	No	103 - WENNSOFT	WENNSOFT-5355 S MOORLAND RD
190215-0004	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE COM		2/15/2019	No	103 - WENNSOFT	WENNSOFT-5355 S MOORLAND RD
190215-0005	104 - LANGE HARDWARE	MAIN OFFICE	SERVICE COM		2/15/2019	No	103 - WENNSOFT	WENNSOFT-5355 S MOORLAND RD

Section I: Signature Major Tables

There are 5 main tables used from the Service Batch Invoicing window in Signature Service Management.

Service Management Table Number	Table Name
SV00300	SV_Service_MSTR
SV00700	SV_Invoice_MSTR
SV00701	SV_Invoice_History
SV00703	SV_Invoice_Summary_Mapping
SV10700	SV_Service_Batch_Invoicing_WORK
SV000810	SV_Job_Costs_WORK
SV000815	SV_Job_Costs_HISTORY

- When a service call is created, the SV00300 SV Service MSTR is updated with a record.
- When costs are entered for the service call, records are created in SV000810.
- When you invoice using the Service Batching Invoicing window, you can use the filters provided to display any existing service calls in SV00300 table that satisfy the filter values. When <Redisplay> is clicked, the list view field in the bottom of the window should display the service calls.
- The table SV10700 is used as temporary storage for service calls being viewed by the current user. Only one user can view available service calls not being viewed by others. Once a user reserves certain service calls using their filters, other users will not be able to view these same service calls from their session. This prevents conflicts with two users attempting to invoice the same service call(s).

Here is a snippet of the SV10700 table data showing that user “LESSONUSER1” has reserved a list of service calls.

Service_Call_ID	USERID	Service_Description	CUSTNMBR	CUSTNAME	ADRSCODE	LOCATNMM	Date_of_Service_Call	Divisions
190121-0001	LESSONUSER1		101	ACCURATE PRINTING	MAIN OFFICE	ACCURATE-12500 CLEVELAND AVE	2019-01-21 00:00:00.000	SERVICE COM
190201-0003	LESSONUSER1		104	LANGE HARDWARE	WAREHOUSE	LANGE-3805 CASPER DRIVE	2019-02-01 00:00:00.000	SERVICE IND
190201-0004	LESSONUSER1		104	LANGE HARDWARE	WAREHOUSE	LANGE-3805 CASPER DRIVE	2019-02-01 00:00:00.000	SERVICE IND
190201-0005	LESSONUSER1		104	LANGE HARDWARE	WAREHOUSE	LANGE-3805 CASPER DRIVE	2019-02-01 00:00:00.000	SERVICE IND
190201-0006	LESSONUSER1		104	LANGE HARDWARE	WAREHOUSE	LANGE-3805 CASPER DRIVE	2019-02-01 00:00:00.000	SERVICE IND
190201-0007	LESSONUSER1		104	LANGE HARDWARE	WAREHOUSE	LANGE-3805 CASPER DRIVE	2019-02-01 00:00:00.000	SERVICE IND
190215-0001	LESSONUSER1		103	WENNSOFT	MAIN OFFICE	WENNSOFT-5355 S MOORLAND RD	2019-02-15 00:00:00.000	SERVICE COM
190215-0004	LESSONUSER1		103	WENNSOFT	MAIN OFFICE	WENNSOFT-5355 S MOORLAND RD	2019-02-15 00:00:00.000	SERVICE COM
190215-0005	LESSONUSER1		103	WENNSOFT	MAIN OFFICE	WENNSOFT-5355 S MOORLAND RD	2019-02-15 00:00:00.000	SERVICE COM

- Once the user selects a service call line(s) in the list view or uses the Mark All button, the SV000810 cost records (field: Call_Invoice_Number) are updated with the current user's ID (i.e. LESSONUSER1). Essentially, the user is reserving the cost records for the purpose of preparing an invoice. When these cost records are reserved for the current user, other users will not be able to invoice the same costs from any other invoicing windows.

Here is a snippet of the SV000810 table showing that user "LESSONUSER1" has reserved the list of service call cost transactions. Notice there is one transaction not reserved since this transaction is unposted cost (Dynamics_Status = WORK). Only posted transactions may be invoiced.

Service_Call_ID	Call_Invoice_Number	Dynamics_Status	Reference_TRX_Number	TRXSOURC	TRXDSCRN	WS_Extended_Cost	Billing_Amount
190121-0001	LESSONUSER1	OPEN	SV100	MANUAL	PREFERRED PRICING MATRIX	0.00000	25.00000
190121-0001	LESSONUSER1	OPEN	SV101	MANUAL		1.00000	1.35000
190201-0003	LESSONUSER1	OPEN	00000000000000170	INVENTORY	ACCS-CRD-25BK	11.96000	16.74000
190201-0003	LESSONUSER1	OPEN	PO2098	Purchase Order Entry		0.00000	28.00000
190201-0003	LESSONUSER1	OPEN	SV100	MANUAL	STANDARD PRICING MATRIX	0.00000	25.00000
190201-0004	LESSONUSER1	OPEN	00000000000000171	INVENTORY	ACCS-CRD-25BK	5.98000	8.37000
190201-0004	LESSONUSER1	OPEN	1531	PAYROLL		120.00000	180.00000
190201-0004	LESSONUSER1	OPEN	4585	GJ	test	5.00000	7.00000
190201-0004	LESSONUSER1	OPEN	SV100	MANUAL	STANDARD PRICING MATRIX	0.00000	25.00000
190201-0004	LESSONUSER1	OPEN	SV101	MANUAL	STANDARD PRICING MATRIX	0.00000	6.00000
190201-0005	LESSONUSER1	OPEN	00000000000000172	INVENTORY	ACCS-CRD-25BK	5.98000	8.37000
190201-0005	LESSONUSER1	OPEN	00000000000000554	Payables		20.00000	28.00000
190201-0005		WORK	00000000000000567	Payables		20.00000	28.00000
190201-0005	LESSONUSER1	OPEN	SV100	MANUAL	STANDARD PRICING MATRIX	0.00000	25.00000

- Should the user de-select lines or use the Unmark All button, then those transactions reserved for the current user would be updated and the Call Invoice Number field cleared of any user reservation.
- Once the user has completed marking service calls for invoicing, he/she would proceed by clicking on the <Next> button.

Create Service Invoices Window

Create Service Invoices - TWO (LESSONUSER1)

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Batch Number: |

Document Date: 2/25/2019

Cost Codes:

- EQUIPMENT
- MATERIAL
- LABOR
- SUBCONTRACTOR
- OTHER

Batch Totals:							
Billable Equipment	\$42.00						
Billable Materials	\$877.07						
Billable Labor	\$660.00						
Billable Subs	\$0.00						
Billable Other	\$247.00						
Billable Subtotal	\$1,826.07						

Service Call ID	Billing Customer	Billable Equipment	Billable Materials	Billable Labor	Billable Subs	Billable Other	Billable Subtotal
190121-0001	104 - LANGE HARDWARE	\$0.00	\$1.35	\$0.00	\$0.00	\$25.00	\$26.35
190201-0003	104 - LANGE HARDWARE	\$0.00	\$44.74	\$0.00	\$0.00	\$25.00	\$69.74
190201-0004	104 - LANGE HARDWARE	\$0.00	\$15.37	\$180.00	\$0.00	\$31.00	\$226.37
190201-0005	104 - LANGE HARDWARE	\$28.00	\$8.37	\$300.00	\$0.00	\$35.00	\$371.37
190201-0006	104 - LANGE HARDWARE	\$0.00	\$8.37	\$180.00	\$0.00	\$31.00	\$219.37
190201-0007	104 - LANGE HARDWARE	\$14.00	\$8.37	\$0.00	\$0.00	\$25.00	\$47.37
190215-0001	104 - LANGE HARDWARE	\$0.00	\$28.00	\$0.00	\$0.00	\$25.00	\$53.00
190215-0004	104 - LANGE HARDWARE	\$0.00	\$762.50	\$0.00	\$0.00	\$25.00	\$787.50
190215-0005	104 - LANGE HARDWARE	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$25.00

- The service calls displayed in the list view on the Create Service Invoices window come from the SV10700 table where the “Bill” flag is now set to 1.

- SV10700 may still show other reserved service calls based on the original filters set by the user on window 1 (Service Batch Invoicing) of this process. You may not see all calls in this window since this list only shows calls marked on the previous window 1 (Service Batch Invoicing).
- The SV10700 table does not get cleared until the current user resets filters or closes out of the batch invoicing process altogether. Resetting filters starts the process all over again, reserving calls and transactions.
- As the window opens, each service call runs through a calculation process to sum the billable amounts from the SV000810 records that are reserved for the servicecall and specific user.
- When generating invoices for a single Bill To Customer and Address, clicking <Create>, after supplying a batch number, will prompt the user to optionally create a Service Invoice Summary number. See product documentation for a definition of the Service Invoice Summary.
- The invoicing process will create a single invoice for each service call included in the list.
 - If invoices are associated to a common number (Summary), then the SV00703 table will have a record inserted for the purpose of linking all invoices to this common number for reporting and payment application purposes.
 - SV00703 should related to both SV00700 (saved invoice records) and SV00701 (posted invoice records). The primary key is Service Call ID and Call Invoice number.
 - When the SV00700 record is created for each service call, the corresponding “reserved” transactions from SV000810 will be updated with the invoice number. Those transactions reserved using the current user ID, will be updated with the invoice number.
- All invoices will be assigned to the Batch Number provided and may or may not be associated to a “Service Invoice Summary number”. All invoices will still have unique invoice numbers and are indeed individual invoices.

Posting the Batch

Generally speaking, when the service invoice is posted, the SV00701 (Service Invoice History) and the SV000815 (Transaction History) tables are updated. Only the SV000810 records with the corresponding Call Invoice Number in SV00700 are moved to SV000815. Any unposted cost and costs not invoiced during this session will remain in the open transaction table, SV000810, and the service call will remain in an Open status.

The other Dynamics GP tables involved are explained in the posting flow section II of this document, this section focuses on the 7 major Signature tables involving service invoicing.

SV00700 clears into the SV00701 when the invoice is posted.

SV00700 holds one record for the invoice. The record contains the invoice number, the tax information, the total invoice amount as well as the billing and costs amounts by “category” (Equipment, Material, Labor, Subcontractor, Travel) for the invoice. The SV00700 clears to the SV00701 Service Invoice History when the invoice is posted. All of the fields in the SV00700 transfer their information to the SV00701 with 3 exceptions listed below:

Field Name	SV00700-Invoice MSTR	SV00701 Invoice History
Signature Posting Status	NULL	P (Field set to P at Post)
POSTEDDT	NULL	Batch Date or User Date if not in a batch
CPRCSTNM	NULL	Field not in SV00701

SV000810 clears into the SV000815 when the invoice is posted.

The SV000810 holds the cost transactions for the call. A record exists for each cost assigned to the service call. The SV000810 records contain detailed information about the costs including the document source, amount of the cost, the cost category (Equipment, Material, Labor etc.), and more. The SV000810 clears to the SV000815 SV Job Costs History table when the service invoice is posted. All of the fields in the SV000810 transfer information to the SV000815 with 2 exceptions listed below:

Field Name	SV000810 Cost Work	SV000815 Cost History
WSReserved CB2	FALSE	TRUE
Signature Status	OPEN	HIST

SV00300 Updated

In the SV00300 SV Service MSTR, the field Status_of_Call is changed from OPEN to CLOSED (as long as ALL cost transactions have been invoiced) and the billing and cost information is subsequently updated in the record. If unposted costs or posted but uninvoiced costs remain, the service call remains Open.

Section II: Invoice Posting Flow

Table Flow: When a user creates a Service Batch Invoice the following happens:

1. Dynamics GP tracks the record using the RM00401 RM Key Master Table
2. A work record is created in the RM Sales Work table RM10301.
3. A tax record is inserted in the RM10601 RM Tax Work table.
4. A work record is inserted in the SV00700 SV Invoice MSTR
5. All SV000810 records are assigned the Call Invoice Number of the SV00700 (previously these records were reserved during the invoicing process by the GP user id running the process)

* The batch created is a Receivables batch.

When a user Series or Batch posts a Receivables Management Transaction the following happens:

1. Dynamics GP continues tracking the document in the RM00401 RM Key Master Table
2. The distribution record is created in the RM10101 RM Distribution Work Open table.
3. The record is removed from the RM10301 RM Sales Work table.
4. A record is inserted in the RM20101 RM Open Table
5. No record is created or updated in the RM10501 commission table for Service Invoicing.
6. The tax record is updated in the RM10601 RM Tax Work table.
7. A record is inserted in the RM30502 RM Batch History.

Signature Service Management

8. The call status in the SV00300 is set to closed and the costs that are part of this invoice clear the SV000810 SV Job Costs Work and are inserted in the SV000815 SV Job Costs History.
9. A record clears the SV00700 and is inserted in the SV00701 SV Invoice History
10. The records in the SV000810 clear into the SV000815 table.
11. The record in SV00300 SV Service Master is updated, with the call status set to closed and billing information is updated.

When payment is received and saved:

No table is updated in Signature Service Management when the payment is saved.

1. A record for the payment is inserted in RM00401 RM Key Master Table.
2. A record is inserted in the RM10201 RM Cash Receipts Work.
3. Records are inserted in the RM10101 RM Distribution Work.

Payment At Apply:

All the activity at apply occurs in the Dynamics GP tables. No table activity occurs in Signature Service Management at apply.

Payment At Post:

All the activity at post is in the Dynamics GP tables, no activity the Signature tables when the payment is posted.

Records Move to History:

Signature and Dynamics GP do not move Receivables Management records to history at the same time for Receivables Management.

1. Dynamics GP moves Invoice and payment records to history when a Utility called Paid Transaction Removal is run.
2. Service Management moves the invoice to a history table at posting of the invoice, as described above. Service Management does not have cash received history tables and relies on Dynamics GP for history information.
 - a. Archive in Service: Service Management does have a utility to move records from the SV00701 SV Invoice History to the SVA0701 SV Invoice History Archive table.