

## Service Call Invoice Window Posting Flow for Service Module Option Service Invoicing

Service Invoice Window:

### Section I: Signature Major Tables

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

Service Management Table Number	Table Name
SV00300	SV Service MSTR
SV00700	SV Invoice MSTR
SV00701	SV Invoice History
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 SV000810 records are created. When the service window is open and saved the SV00700 record is created and the SV000810 cost records are updated with the Invoice Number (Call\_Invoice\_Number field). When the service invoice is posted the SV00701 and the SV000815 tables are updated. Only the SV000810 records with the corresponding Call Invoice Number in SV00700 are moved to SV000815. Any unposted cost still on the service call will remain in SV000810, and the call will remain open.

The other Dynamics GP tables involved are explained in the posting flow section II of this document, this section focuses on the 5 major Signature tables.

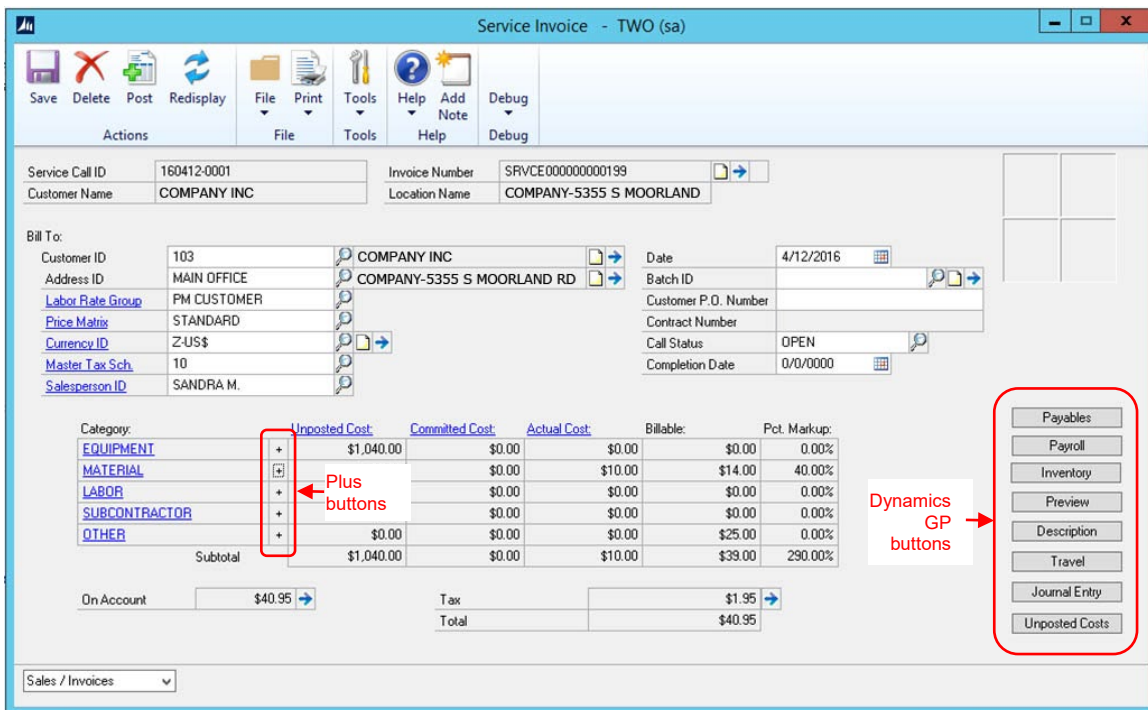
SV00700 clears into the SV00701 when the invoice is posted.

When the service invoice window is open for the first time a record is created in the SV00700 table. The 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 SV Job Cost Work Table-How Records get there.

The SV000810 table may or may not contain records when the service invoice window is open. The service call will have costs if costs have been added to the call from other Dynamics GP modules before the window is open. The SV000810 can also get records created for the service call directly from this window. Costs can be added using the “plus buttons” adjacent to each cost category on the left side of the window or by using the grey buttons to the right of the cost categories.



SV000810 clears into the SV000815 when the invoice is posted.

The SV000810 holds many records for the call. A record exists for each cost posted 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	WORK or OPEN*	HIST

\*If the cost is posted from the Dynamics sub-ledger (payables, inventory, etc.) the Signature status will be OPEN in the SV000810, if the records are saved in the Dynamics GP sub-ledger work tables the Signature Status in the SV000810 will be WORK. Regardless if they are posted or saved in the Dynamics GP sub-ledger, their status is converted to HIST in the SV000815.

SV00300 Updated:

In the SV00300 SV Service MSTR, the field Status\_of\_Call is changed from OPEN to CLOSED and the billing and cost information is updated in the record.

## **Section II: Invoice Posting Flow**

**Table Flow: When a user creates and saves\* a Service 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

\*The SV00700 table does not contain a record unless the service call is saved to a batch. The batch created is a Receivables batch. If not saved to a batch the SV00700 table is cleared when the Service Window is closed. The document number is released from the RM00401 table. All assigned SV000810 records have their Call Invoice Number cleared.

**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.

Signature Service Management

2. Service moves the invoice to 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 does have a utility to move records from the SV00701 SV Invoice History to the SVA0701 SV Invoice History Archive table to clear the SV00701 and still store the data in a table.

Note 1: When the Service window opens, a record is created in SV00700 to hold the Invoice Number. As costs are added to the service call, the SV000810 is updated but the SV00700 does not update any cost records until the record is saved from the service window Save button.

To save the record, the user must first attach a batch to the service invoice. After entering and saving the batch, the user must hit the Save button in the service invoice window to update costs in the SV00700 table.