

Our Customer Said

"I created an invoice and generated an invoice number but wish to remove this, please can you tell me if this is possible?"

Technical Tuesday REAL LIFE TECHNICAL SUPPORT ANSWERS

We Said

"Once an invoice is generated in Job-Tracker, the invoice number is captured at the top of the screen. A copy of the invoice is then saved and is accessible from the Documents/Emails/SMS tab. The file can be deleted from there, however, the invoice number will still show against the job and Job-Tracker will believe that the invoice has already been produced.

To remove the invoice number, exit the job and access the 'Control Panel'. From the control panel,

select the 'Maintenance' Tab. Then from the boxes on the left-hand side, select 'Database Utilities'. In this new screen, type in the job number in the Job No. field at the top left of the screen. Click 'Clear Invoice' and a confirmation box will appear.Click OK, then close down all the Control Panel windows and return to your Job Screen. You will now see that the invoice number field shows 'Not Issued'. If you go to the Documents/Emails/ SMS tab you will see that a copy of the previously issuedinvoice is still available (unless you have manually deleted it). If you click Print Invoice whilst this document still shows in the list, a pop-up box will appear prompting you to check your actions.

\$	Database Utilities	- • ×
Job No: 1699-0216 Clear Invoice	Job No: Invoice No: Invoice File Name:	Assign Invoice To Job
Name: Mark Job as complete if it was Created or or bef Available Clients:	are: Mark Jobs As Complete Mark Quote A	is Complete
This is an Address	Search Clients Customers Details.	Job Numbers.
Address		
	Job Tracker Pro	
	Invoice has been reset for job 1699-0216	
	ОК	
Cients you are going to merge together Name Address This utility enables you to merge clients together. 11 find the clients using the Search button. 21 lefects the clients you wink to merge but but together. 21 lefects the clients you wink to merge but but together. 31 Highlight the client you wink to merge but but the Client's you are gring to a merge together. 31 Highlight the client you wink to keep by clicking on it on the "Available Client" list. 41 Click the Warge North Statement of the second state		rt. le Clicking on them in the 'Available Clients' list. le Clickts you are going to merge together' list. ring on it on the 'Available Clients' list.
Please ensure you have selected the client you with to keep as this operation is not reverisable To remove a selected client, simply double click it in the list. You can queckly see any structured plot by clusher clicking on the Job Numbers' fist.		
	Marge Now	

JOBTRACKER

Once you create a new invoice, the 'Invoice Number' field will show the new invoice number. The invoice number previously generated will now not be in use.

If it is necessary to use that invoice number you can reset the counters within Job-Tracker."

