

Client Accounts

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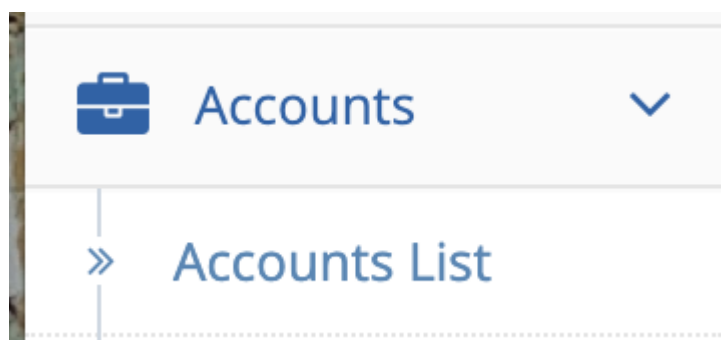
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View Client Accounts Balance

To view a list of all clients and their current Account Balance, click the **Accounts** option in the menu and select **Accounts List**.



On the Accounts List page, clients are sorted in alphabetical order. You can filter the displayed clients by entering a client name in the **Client Search** bar, or by using the Filters shown when you click the “**Show Filters**” button on the top right-side corner.

If you choose to use the filters, you can sort the invoices by **Payment Method**, **Invoicing Type**, **Service Outlet** and **Show All Balances/Show Only Outstanding Balances**.

Accounts » List Accounts

All Payment Methods

All Types

All Services

Only Show Outstanding Balar

On the accounts list, you can view all selected clients' **Current Balances** and **Add Credits**.

Home > Accounts

Client Search ...

Payment Search

Export Balances

Show Filters

Accounts » List Accounts

Client Accounts

Bulk Payments

	Client Name		Current Balance	Add Credit
R	Apples, Terry	Unspecified	\$-283.89	\$
R	Goldings, Jennifer	Unspecified	\$-5,798.47	\$
R	Johnson, Mathew	Unspecified	\$-3,038.98	\$

Another way to view a particular client's current balance, and go to their Account History page, is by going to the Client List and clicking on a client's name. That will open a dropdown menu where you can select "View Account" and check their current balance.

Clients » List Clients

All Services

Only Active Clients

Apples, Terry

Car A, Car C

View Details

View Notes

View Meal Plan

Service History

Add/View Suspensions

View Account: \$-283.89

Print Client File

Manage Groups

View Client Account History

To get to a client's Account History page, either use the **View Account** button under a client's name or click their **Current Balance** button on the Accounts List.

Either way, you'll be taken to their Account History page where you can see every charge and credit made to their account.

Jennifer Goldings » Account History Actions ▾

Account History Invoice History

Start : 18/02/2023 End : 26/03/2023 Go

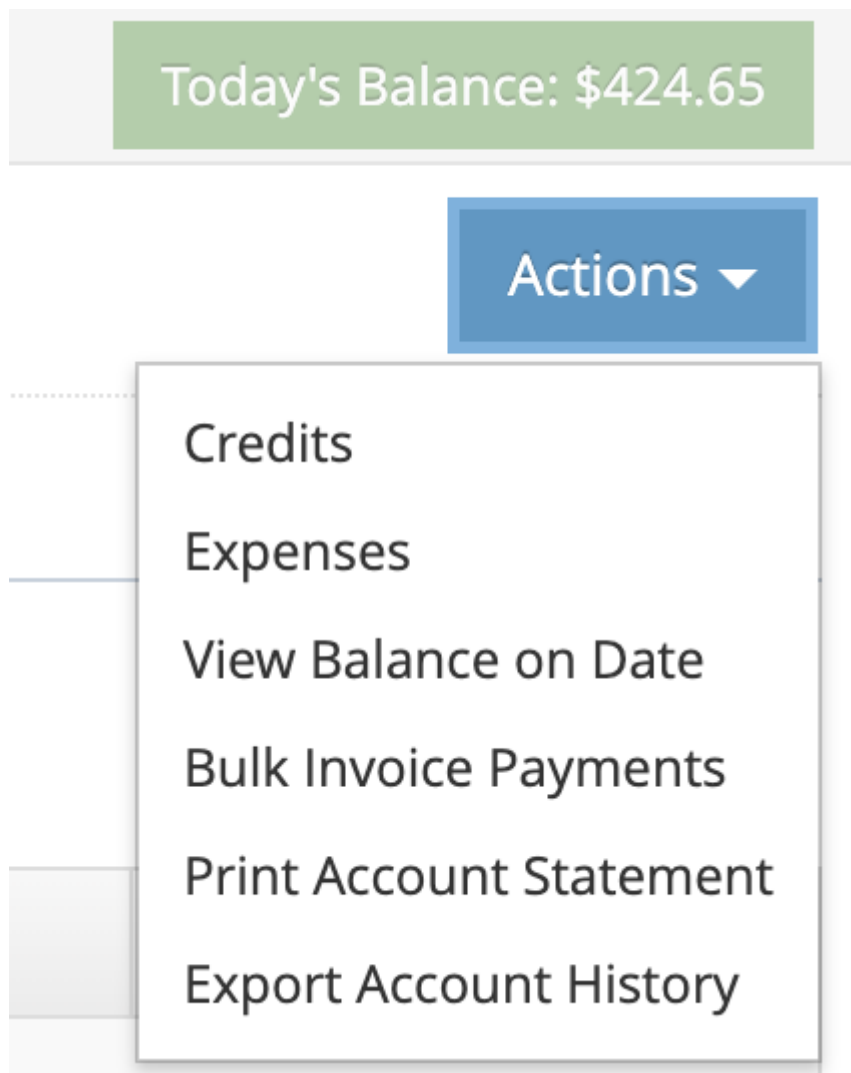
Date	Transaction	Category	Amount	Staff
22/02/2023	3x 01_002_0107_1_1 NDIS Assistance With Self-Care Activities - Standard - Weekday Night		\$-209.31	
20/02/2023	1x 01_002_0107_1_1 NDIS Assistance With Self-Care Activities - Standard - Weekday Night		\$-69.77	

You can filter the transactions by entering a date range and clicking the **Go** button.

Start : 18/02/2023 End : 26/03/2023 Go

Date	Transaction
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You can also view their current balance on this page, and use the **Actions** button to either view their balance on a previous date, add a payment or expenses to their account, bulk invoices payments and print or export account history.



Add Credits

To apply a payment to a client's account, you use the **Add Credit** button. You can find this button on the client's **Account History** page, or on the main **Account List**.

Whichever version of the button you click, you'll see the same **Account Credits** popup. In this popup, you'll see a list of previous credits added to the client, and be able to enter a new one. The **date** is pre-filled with today's date, but you can change that. You'll have to enter an **amount**.

The **payment method** and **notes** fields are optional, but recommended.

Warning:

This client has outstanding invoices.
You may need to apply this payment as an invoice payment instead.
Please double check.

Account Credits: Terry Apples

Add Credit

Date:

20/03/2023

Amount:

\$0.00

Payment Method:

Unspecified

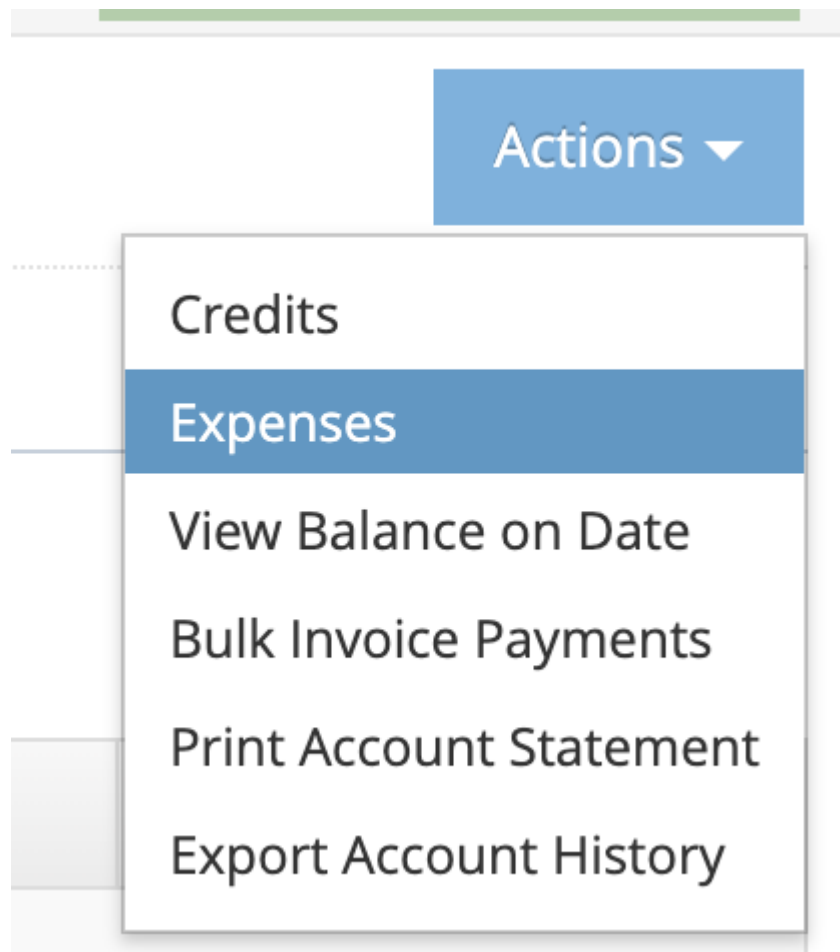
Notes:

Add Credit

	Emailed At		ID	Date	User	Amount	Method	Notes	
			2	Thursday 19th of May 2022 12:00 AM	Admin User	\$424.65	Unspecified	Payment for Invoice #21579	
			1	Saturday 1st of August 2020 09:52 PM	Admin User	\$6,000.00	Bank Deposit		

Add Expenses

You also have the option to **Add Expenses** to a client account. You can do that from the **Account History** page only.



That will open a popup where you can enter expense details and see past expense entries as well.

Account Expenses: Terry Apples

Add Expense

Date:	20/03/2023
Amount:	\$0.00
Handling Fee:	\$0.00
Title:	Expense Title
Comments:	

Add Expense

ID	Date	User	Amount	Handling Fee	Title	Notes	
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Bulk Payments

You can also bulk-add payments to all clients in a **meal run** at one time. To get to the Bulk Payment page, click the **Bulk Payments** button next to a Meal Run's name on

the Account List page.

Client Accounts

Bulk Payments

This page will list all clients, and pre-fill the **payment** field with the amount the client currently owes. You can edit these amounts if some clients have only partially paid, or not paid at all. You can also enter a **payment method** and **notes** for each payment. Once you're happy with the amounts, methods and notes, click the **Submit Payments** button to enter all credits.

[Accounts](#) » Bulk Payments

Total: \$300.39

All Clients

Set All to \$0

Submit Payments

Warning:

Clients with a warning icon (⚠) have outstanding invoices. You may need to apply these payments as invoice payments instead. Please double check.

Client Name	Payment	Payment Method	Notes
⚠ Apples, Terry	283.89	Unspecified	Payment Notes...
⚠ Goldings, Jennifer	5,798.47	Unspecified	Payment Notes...
⚠ Johnson, Mathew	3,038.98	Unspecified	Payment Notes...

Warning: do not click the Submit button more than once, or the payments will be added multiple times.

Manage Invoices

You can manage client invoices through Polixen. To view all invoices on your system, click the **Accounts** option in the menu, and select **Client Invoices**. You'll be taken to the Invoice List page, where you can see all invoices on your system (by default, all Unpaid and Partially Paid invoices created in the last month). You can filter these invoices by a number of options:

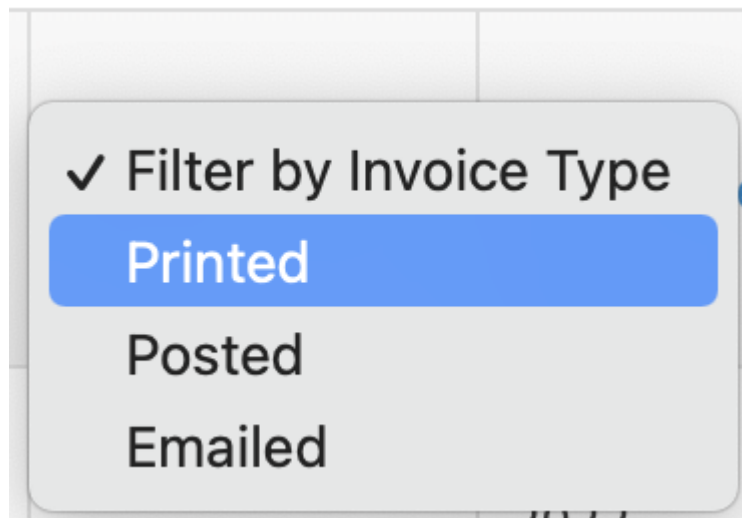
- **Issue Date** (Only invoices created during the date range will be displayed. Click the **Go** button to apply the date range filter)

Start : 18/02/2020

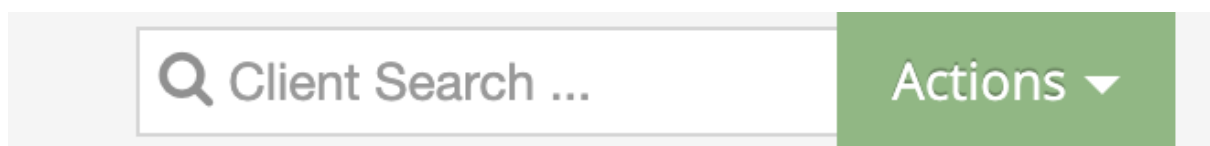
End : 20/03/2023

Search

- **Invoice Type** (the Invoice Type of a client can be changed on their Client Page)



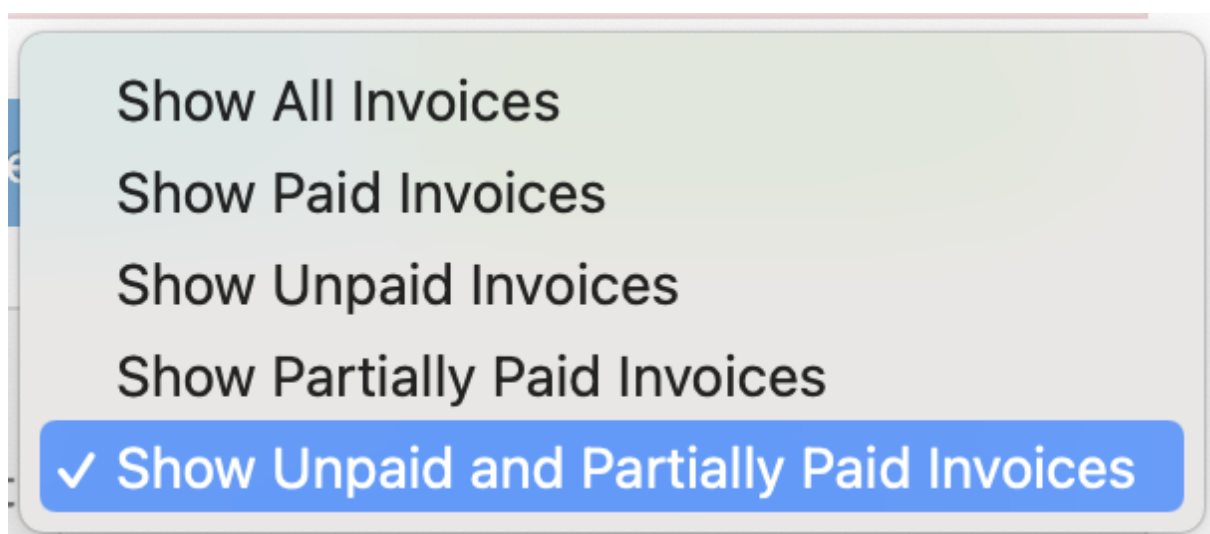
- client's name through the **Client Search** field in the top right



- **Service** of the client



- **Status** of the invoice (Paid, Partially Paid, or Unpaid)



- **Invoice ID**

Search by Invoice ID :	Invoice ID	Search
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Create Invoices

To create a new invoice, click the **New Invoice** button.

Start : 20/02/2023	End : 22/03/2023	Search	Search by Invoice ID :	Invoice ID	Search	New Invoice	Xero Export Selected Invoices
Deselect All	Invoice ID	Client	Emailed At	Filter by Invoice Ty ▾	Date Issued	Invoice Total	Outstanding Amount
Select All							Show Unpaid and Partially Paid Invi ▾
No Invoices Issued In The Date Range Selected							


When creating a new invoice, select the invoice **Date Issued** – this is pre-filled with today's date, but you can change it if you want.

Then enter an **Invoice Start** and **Invoice End** date. This is the date range you're creating an invoice for. After that, choose a **Service Outlet**.

Then, select the **Client/s** you are invoicing. You can select multiple client names; or if you're invoicing everyone in a service, you can tick the **All Clients** button.

You can also opt to include **Invoice Notes** and select a specific **Payment Method**.

Click on **Create Invoice** to save it.



Create New Invoice

1. Date Issued:	21/03/2023	
2. Invoice Start:	dd/mm/yyyy	
3. Invoice End:	dd/mm/yyyy	
4. Select Outlet:	Please select a service outlet ▼	
5. Select Client:	<div></div>	<div><input type="checkbox"/> All Clients</div> <div><input type="checkbox"/> Monthly Clients</div> <div><input type="checkbox"/> Fortnightly Clients</div> <div><input type="checkbox"/> Weekly Clients</div> <div><input type="checkbox"/> Running Total Clients</div>
6. Invoice Notes	Optional information to be printed on invoices	
7. Payment Method	All Methods ▼	

Create Invoice(s)

View Invoices

To view an invoice, navigate to the Invoice List page. From there, find the invoice you wish to view. Then, click the blue **Information Button** next to its Invoice ID number.

<div>Deselect All</div> <div>Select All</div> <div> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>	Invoice ID	Client	Emailed At
	21580	Goldings, Jennifer	

This will display the invoice inside your web browser so you can check the details of the invoice before printing it. The client's details can be changed on their **Client Page**. Your service details can be changed on the **Service Outlet** page.


Payment

Print Invoice

Invoices » View Invoice

Office A

A.B.N. 123 456 789
Ph: 07 1234 5678
PO Box 1178
Brisbane, QLD, 4000



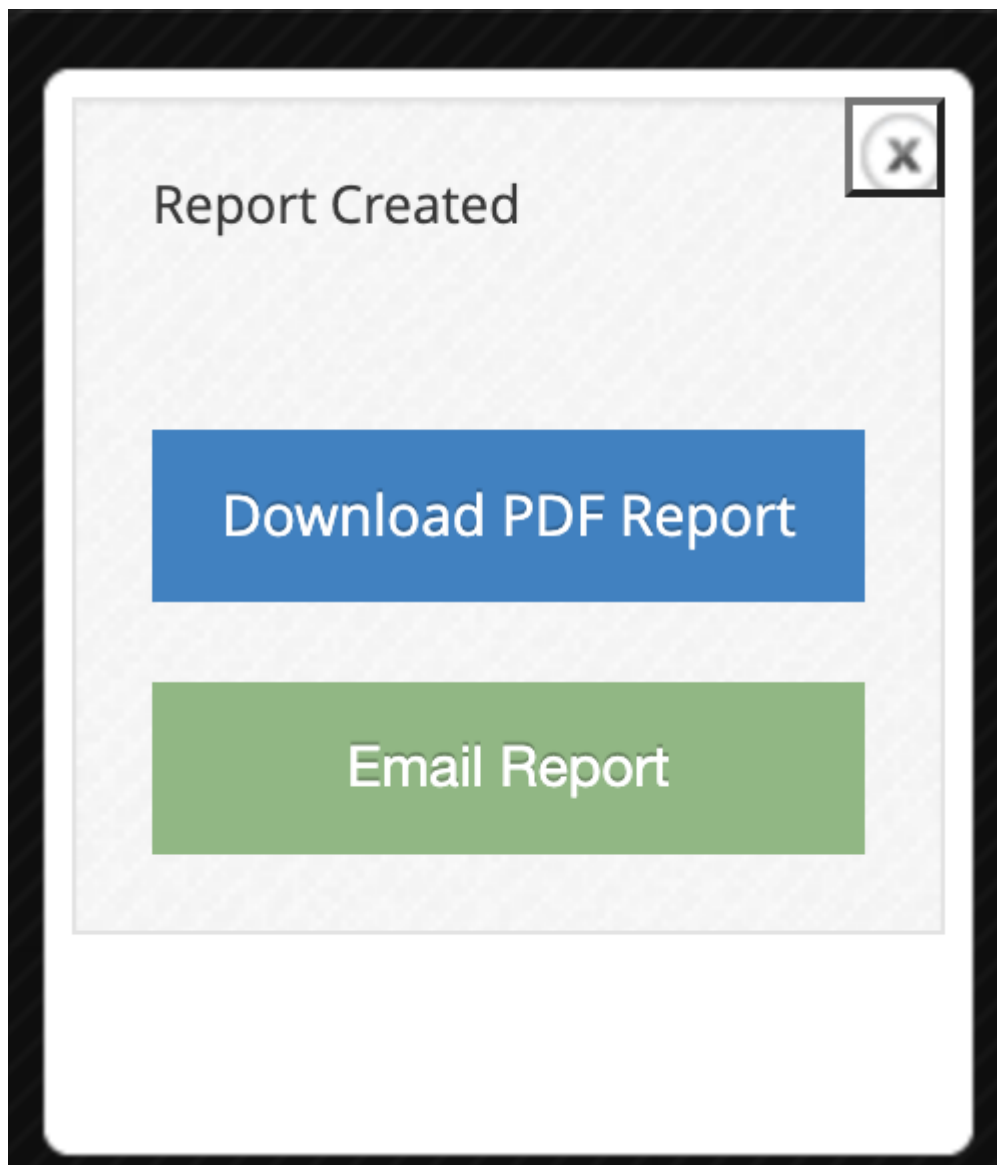
Jennifer Goldings
68 Smith St
Abbeywood QLD 4613

Tax Invoice

Invoice:	21580
Date:	07/07/2022
Client:	Jennifer Goldings

Print Invoices

To print an invoice, view the invoice you wish to print. Then, click the blue **Print Invoice** button on the top right side corner. This will create a PDF file of the invoice that you can either download or email to your client.



Office A

A.B.N. 123 456 789
Ph: 07 1234 5678
PO Box 1178
Brisbane, QLD, 4000



Jennifer Goldings
68 Smith St
Abbeywood QLD 4613

Tax Invoice

Invoice:	21580
Date:	07/07/2022
Client:	Jennifer Goldings

Quantity	Description	Total
1x	Balance carried forward	\$5,031.00
2x	Frozen Mains (14/07/2022 -> 14/07/2022)	\$7.00
TOTAL:		\$5,038.00

Pay Invoices

There are a couple of options to apply a payment to an invoice and change its status to paid.

From the Invoice Information Page


If you are on the Invoice Information page, simply click the **Payment** button on the top left-side corner. That will open up a popup box where you can update the **Payment Status**.

Invoice Payment

Invoice ID:	21580
Client:	Jennifer Goldings
Invoice Total:	\$5,038.00
Payment Status:	<div><div>✓ UNPAID</div><div>PAID</div><div>PARTIAL PAYMENT</div><div>ARCHIVED</div></div>

Submit Invoice Payment

If you select **Paid** or **Partial Payment**, the **Apply Credit** box will appear.



Invoice Payment

Invoice ID:	21581
Client:	Paul Strabs
Invoice Total:	\$2,949.00
Payment Status:	<div>PARTIAL PAYMENT ▾</div>
Apply Credit:	<input type="checkbox"/>

Submit Invoice Payment

If you have already added the payment as a credit to the client's account, don't tick the checkbox. Simply change the status of the invoice and click the **Submit Invoice Payment** button to change the status of the invoice.

If you haven't added the payment as credit, then fill out the **Credit Amount**, **Credit Date**, **Payment Method** and **Notes**. To save it, click **Submit Invoice Payment**.

Invoice ID:	21580
Client:	Jennifer Goldings
Invoice Total:	\$5,038.00
Outstanding Amount:	\$0.00
Payment Status:	PAID
Apply Credit:	<input checked="" type="checkbox"/>
Credit Amount:	0
Credit Date:	21/03/2023
Payment Method:	Unspecified
Notes:	Payment for Invoice #21580

Submit Invoice Payment

That will generate a Payment ID. And you will have the option to print the receipt or email it to the client.

Successfully processed invoice payment for Paul Strabs , payment ID: #6.


Print Receipt OK

From the Invoice List

Go to the **Invoice List** page, then, click the red **Unpaid** button next to an invoice (or the yellow **Partially Paid** button if the invoice has already been partially paid).

<input type="checkbox"/>	 	21581	Strabs, Paul		Thursday 7th of July 2022	\$2,949.00	\$0.00	PARTIAL PAYMENT
<input type="checkbox"/>	 	21582	Shaw, Belinda		Thursday 7th of July 2022	\$3,972.00	\$3,972.00	UNPAID

This will create the Invoice Payment popup. On this screen, you can see the details of the invoice (client, invoice ID, invoice total), and the **Payment Status** of the invoice. Change the status to **Paid** (or **Partially Paid**), and the **Apply Credit** checkbox will appear.






Invoice Payment

Invoice ID:	21581
Client:	Paul Strabs
Invoice Total:	\$2,949.00
Payment Status:	<div>PARTIAL PAYMENT ▾</div>
Apply Credit:	<input type="checkbox"/>

Submit Invoice Payment

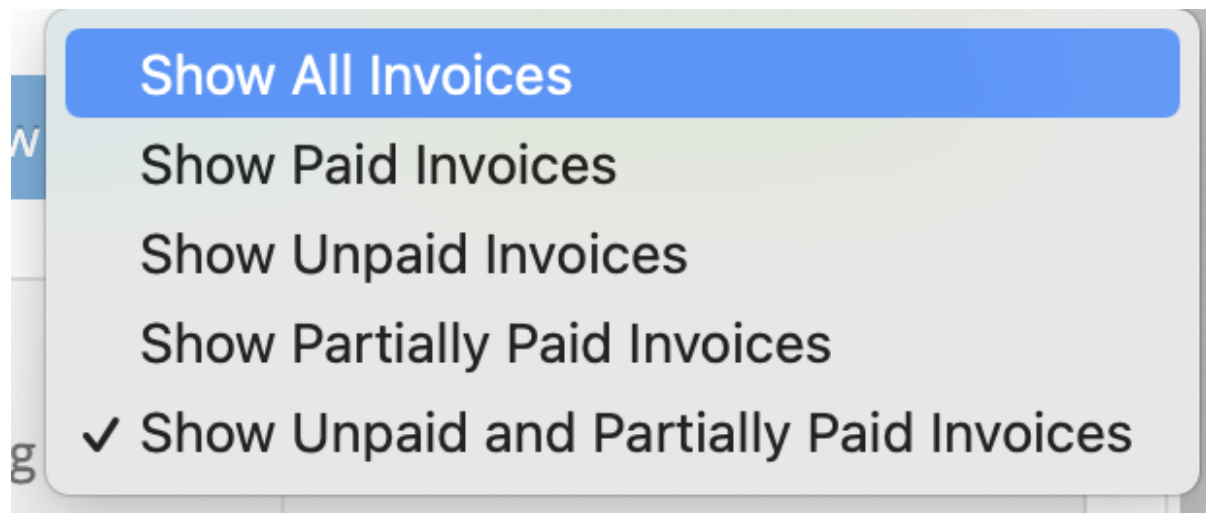
If you have already added the payment as a credit to the client's account, don't tick the checkbox. Simply change the status of the invoice and click the **Submit Invoice Payment** button to change the status of the invoice.

If you haven't added the payment as credit, then fill out the **Credit Amount**, **Credit Date**, **Payment Method** and **Notes**. To save it, click **Submit Invoice Payment**.

Invoice ID:	21580
Client:	Jennifer Goldings
Invoice Total:	\$5,038.00
Outstanding Amount:	\$0.00
Payment Status:	PAID 
Apply Credit:	<input checked="" type="checkbox"/>
Credit Amount:	0
Credit Date:	21/03/2023
Payment Method:	Unspecified 
Notes:	Payment for Invoice #21580 

Submit Invoice Payment

Once an invoice's status has been changed to **Paid**, it will be hidden by default on the Invoice List page. You'll have to change the **Status** filter to include Paid Invoices to see it again.



Export Invoices to a Third-Party Finance System

If you use a Third-Party Finance System (such as Xero, MYOB or Quickbooks), you can export your Polixen invoices to it.

To do that, select the invoices you want to be exported by ticking the box next to the information button on the left-hand side.

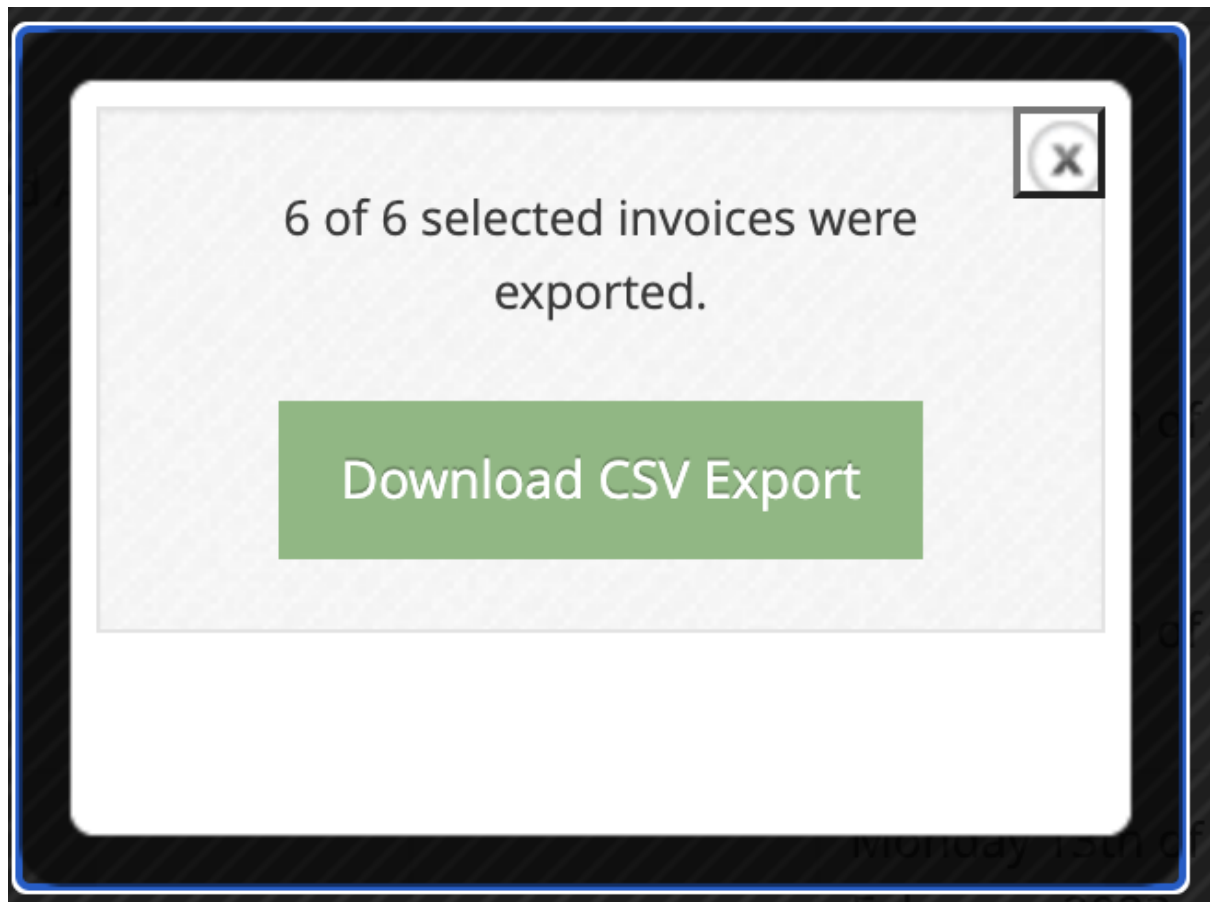
<div>Deselect All</div>		
<div>Select All</div>		
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>
<input checked="" type="checkbox"/>	<div>i</div>	<div></div>

Then select the green **Export Selected Invoices** button on the right-hand side.

New Invoice

Xero Export Selected Invoices

That will generate a CSV file that you can import into your Finance System.



To read more about using Polixen with Third-Party finance systems, [check this documentation page](#).