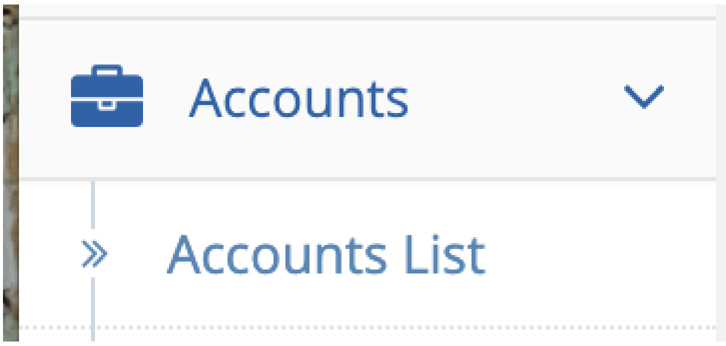
Client Accounts

View Client Accounts Balance

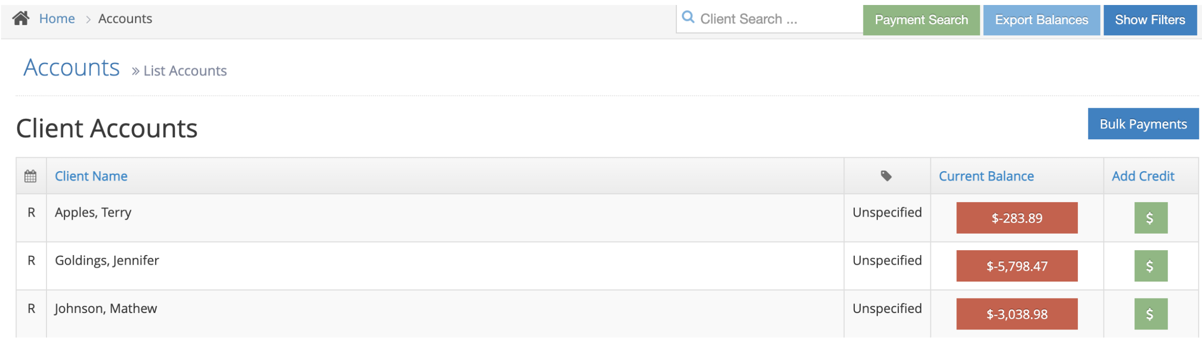
To view a list of all clients and their current Account Balance, click the **Accounts** option in the menu and select **Accounts List**.



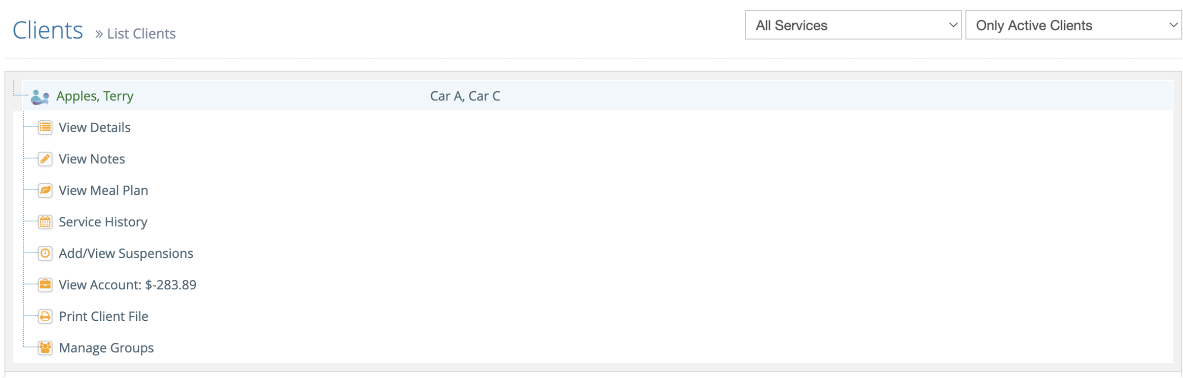
On the Accounts List page, clients are sorted in alphabetical order. You can filter the displayed clients by entering a client name in the **Client Search** bar, or by using the Filters shown when you click the "**Show Filters"** button on the top right-side corner.

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.**

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



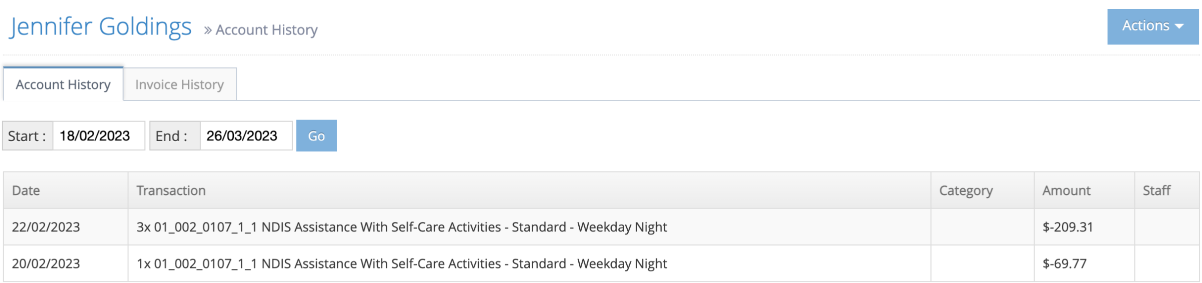
Another way to view a particular client's current balance, and go to their Account History page, is by going to the Client List and clicking on a client's name. That will open a dropdown menu where you can select "View Account" and check their current balance.



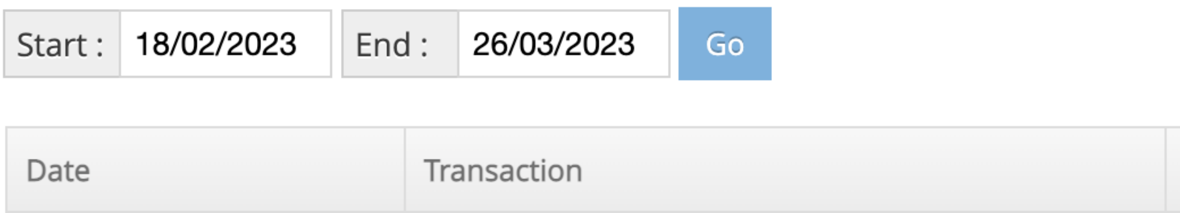
View Client Account History

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.

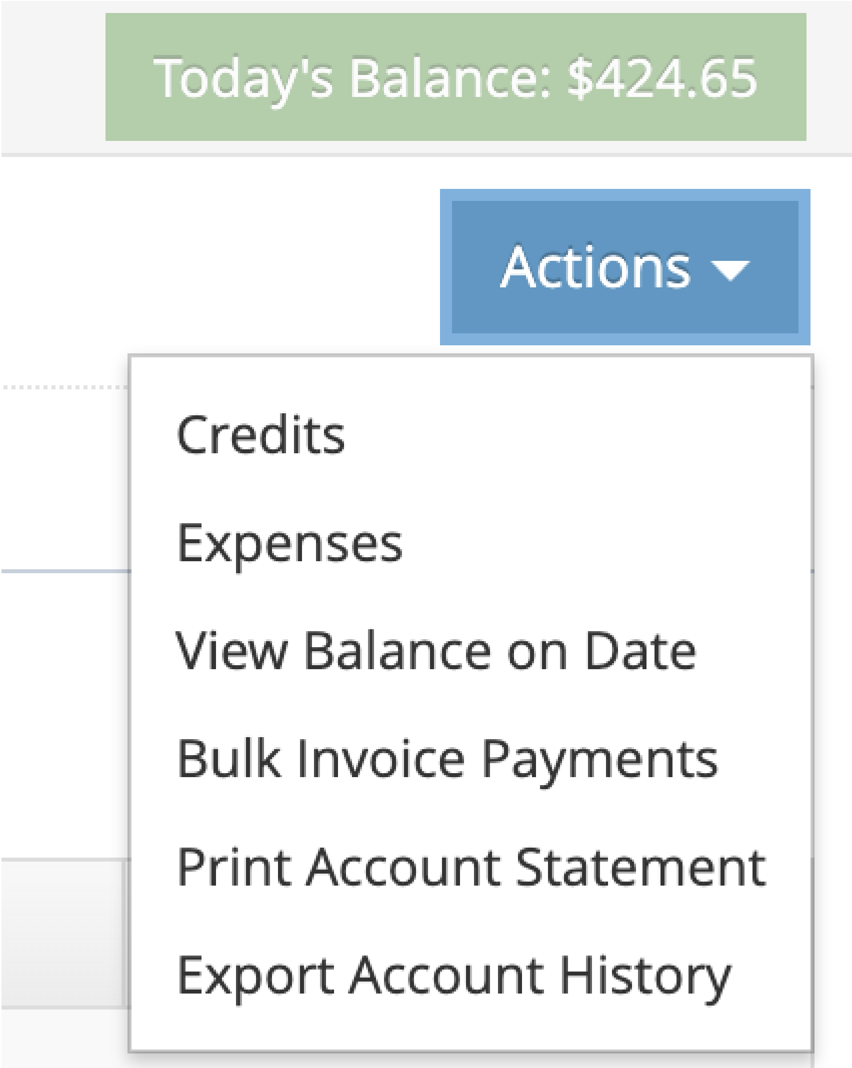
Either way, you'll be taken to their Account History page where you can see every charge and credit made to their account.



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



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.

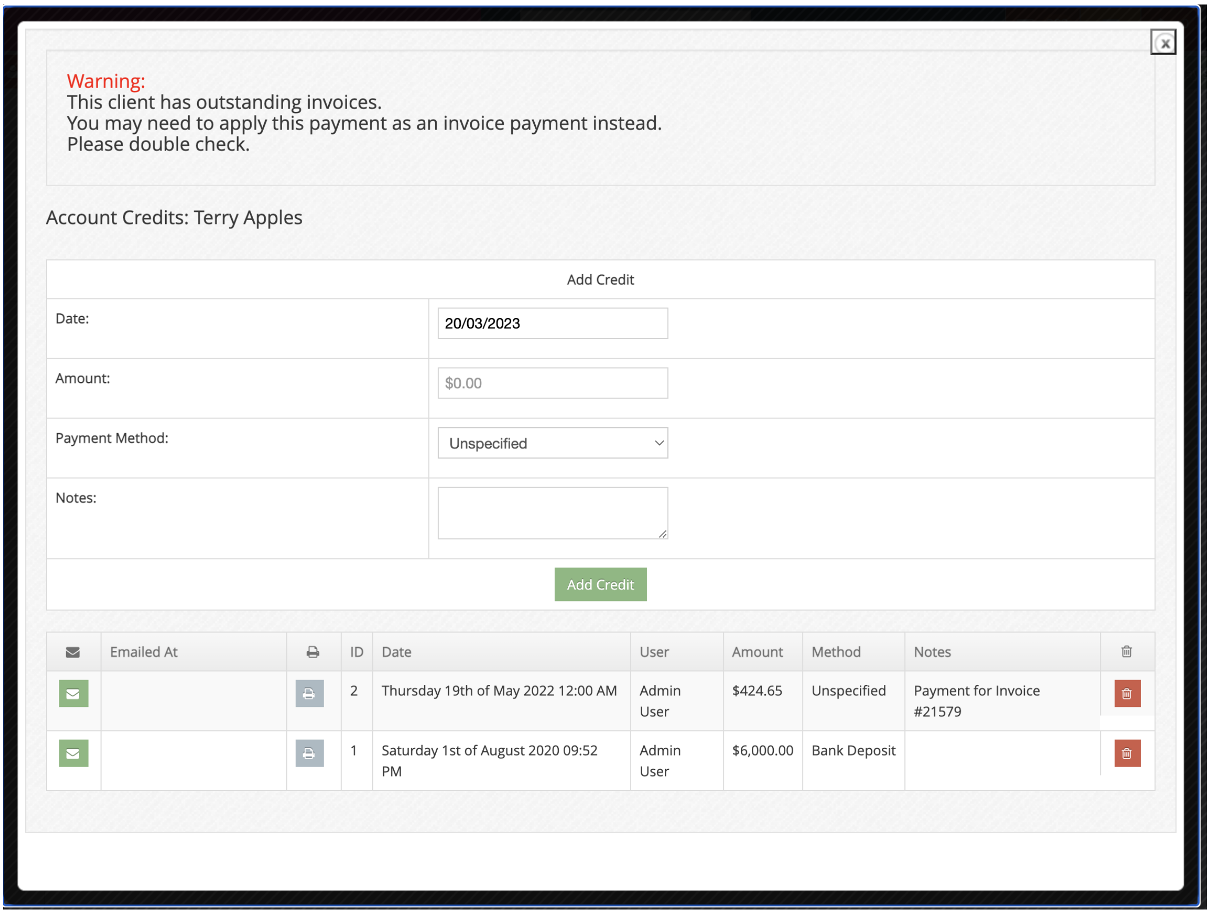


Add Credits

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**.

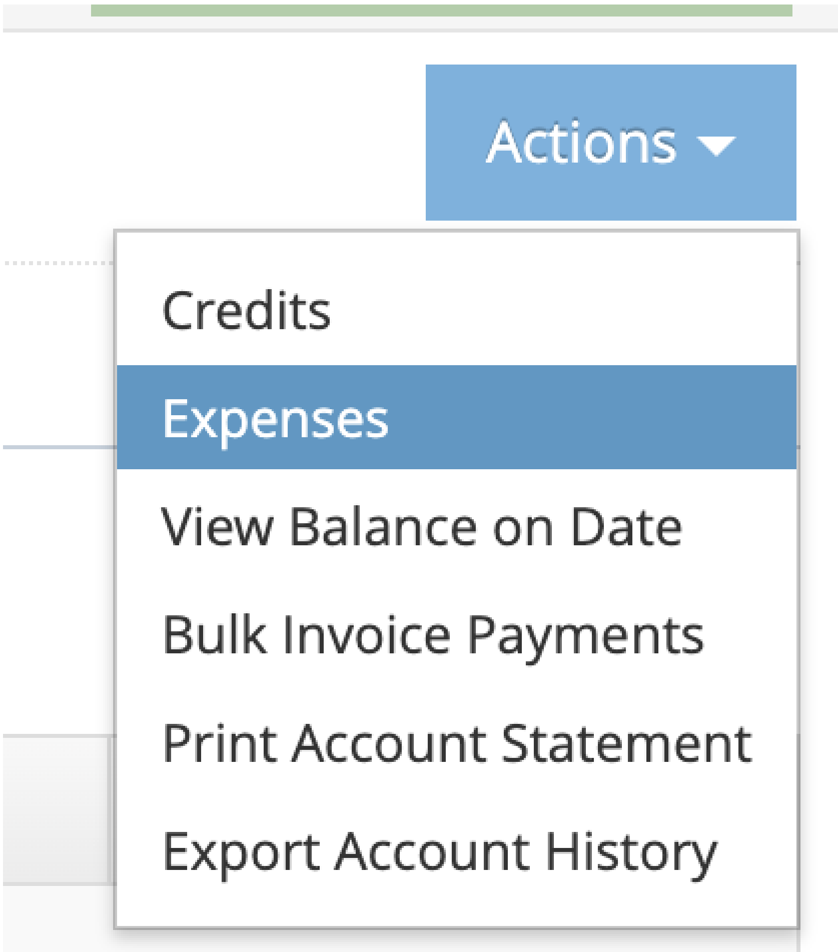
Whichever version of the button you click, you'll see the same **Account Credits** popup. In this popup, you'll see a list of previous credits added to the client, and be able to enter a new one. The **date** is pre-filled with today's date, but you can change that. You'll have to enter an **amount.**

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

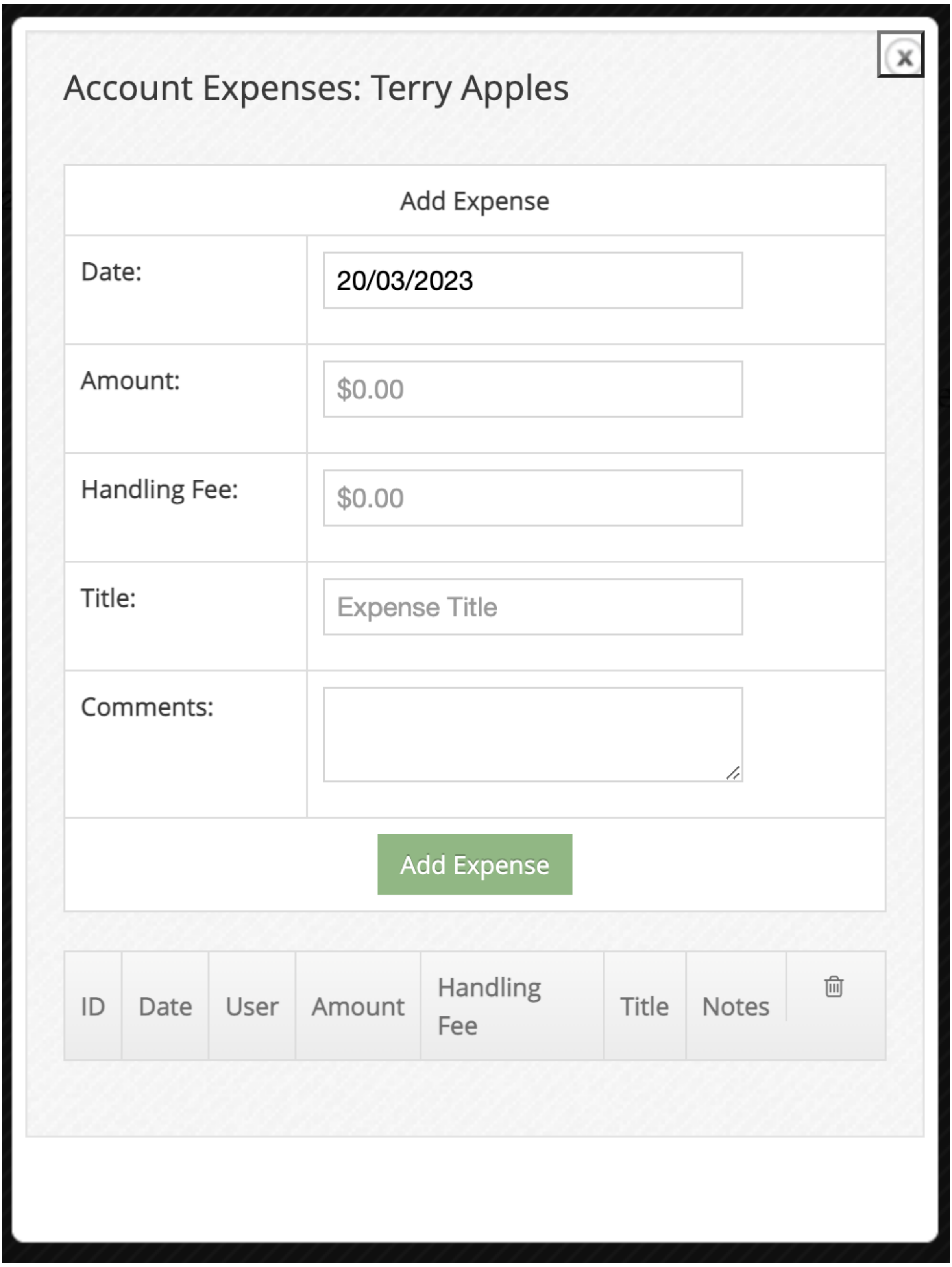


Add Expenses

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



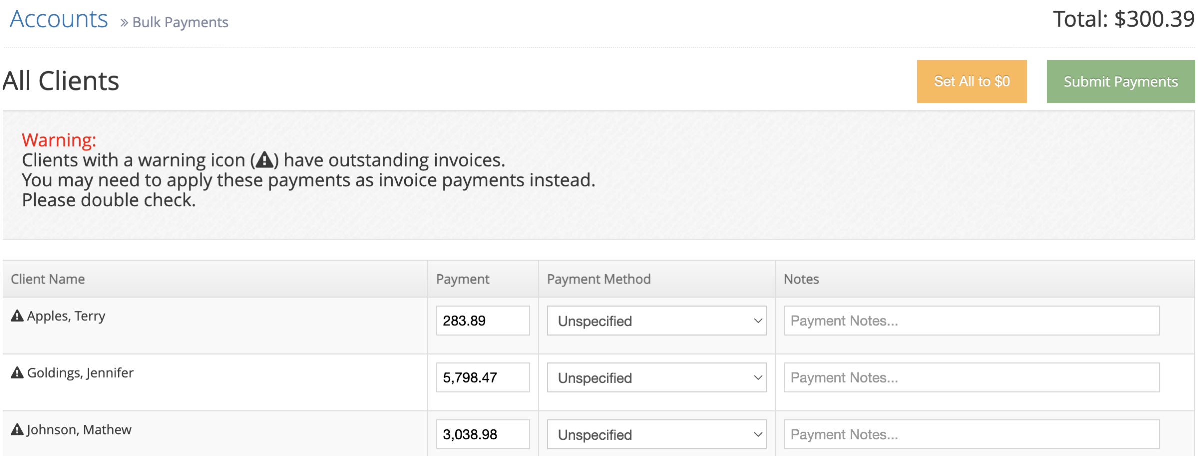
That will open a popup where you can enter expense details and see past expense entries as well.



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.

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.



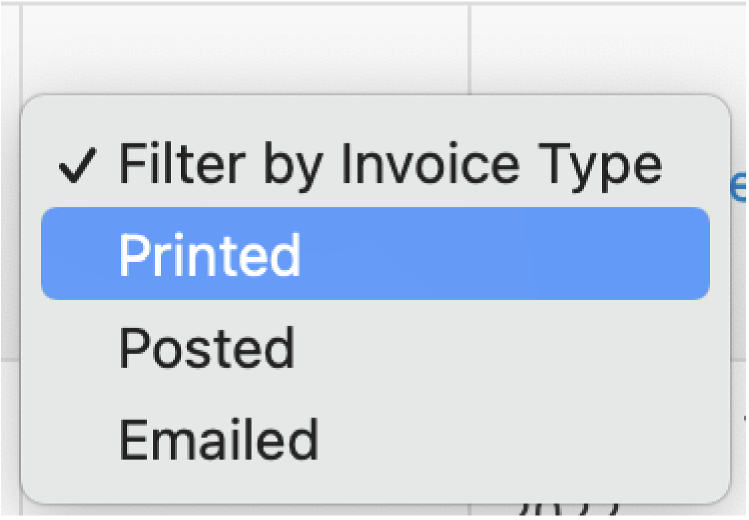
Warning: do not click the Submit button more than once, or the payments will be added multiple times.

Manage Invoices

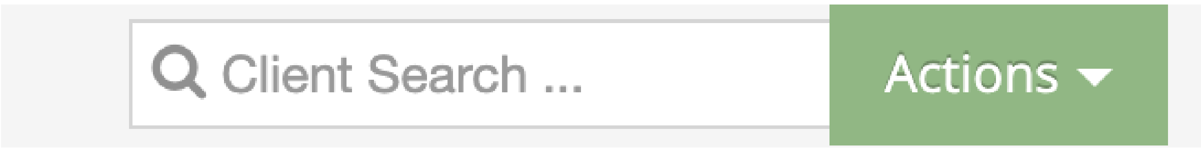
You can manage client invoices through Polixen. To view all invoices on your system, click the **Accounts** option in the menu, and select **Client Invoices**. You'll be taken to the Invoice List page, where you can see all invoices on your system (by default, all Unpaid and Partially Paid invoices created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

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

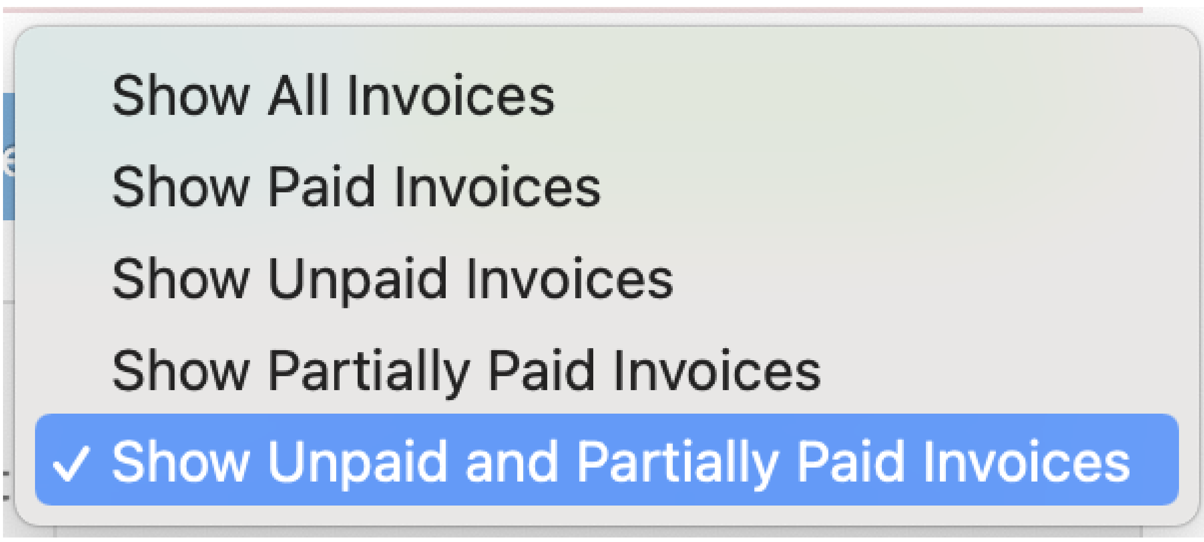


- client's name through the **Client Search** field in the top right



- **Service** of the client

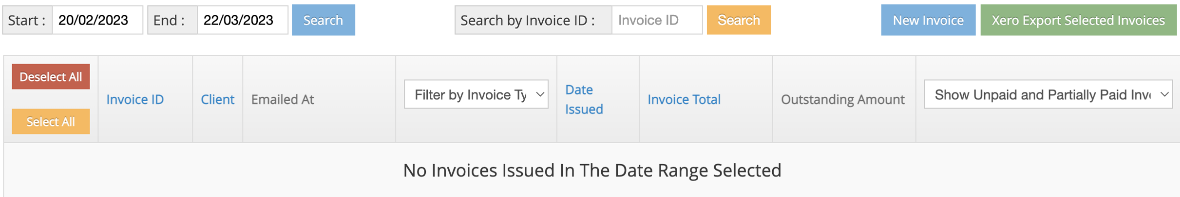
- **Status** of the invoice (Paid, Partially Paid, or Unpaid)



- **Invoice ID**

Create Invoices

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



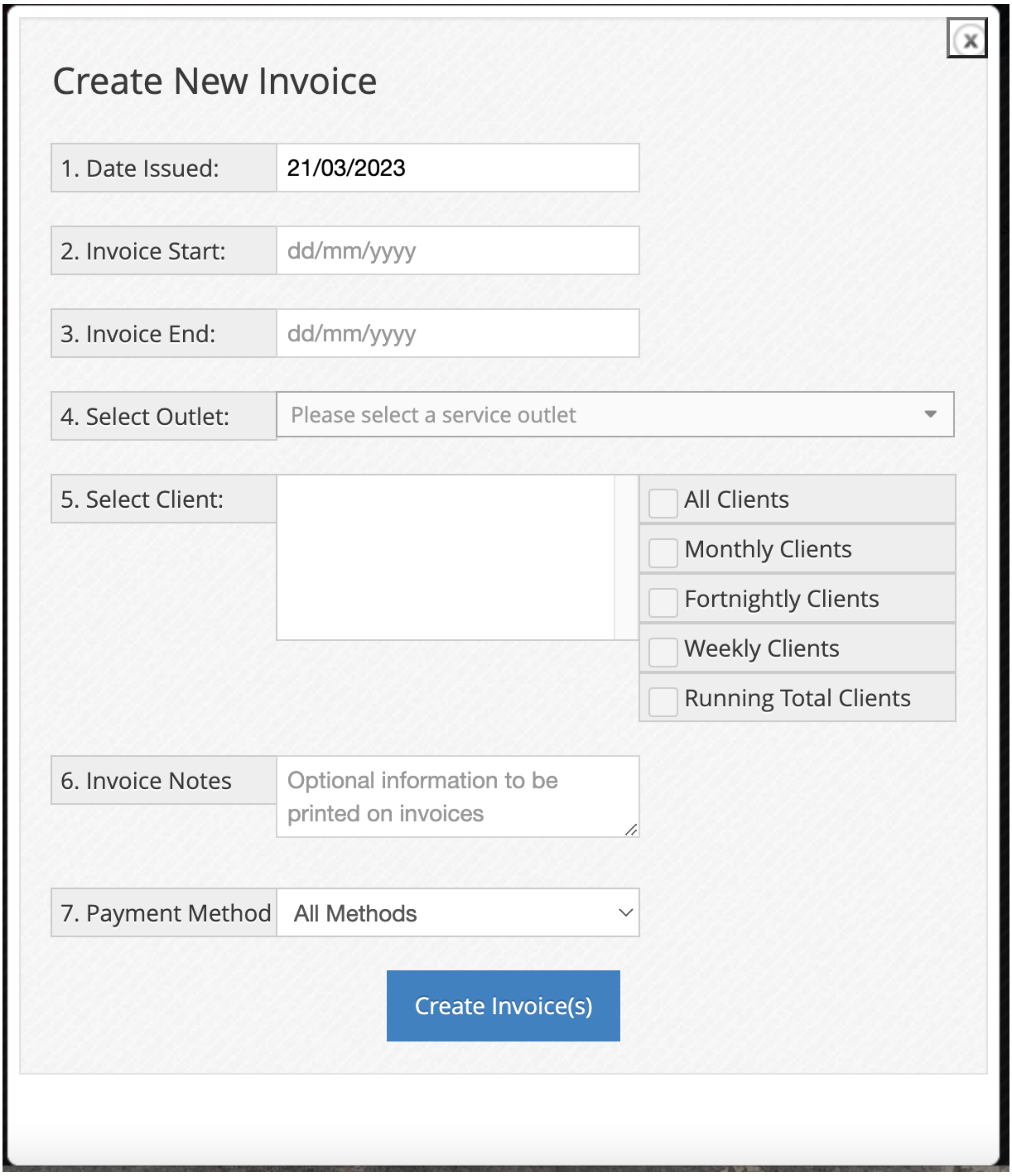
When creating a new invoice, select the invoice **Date Issued** – this is pre-filled with today’s date, but you can change it if you want.

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**.

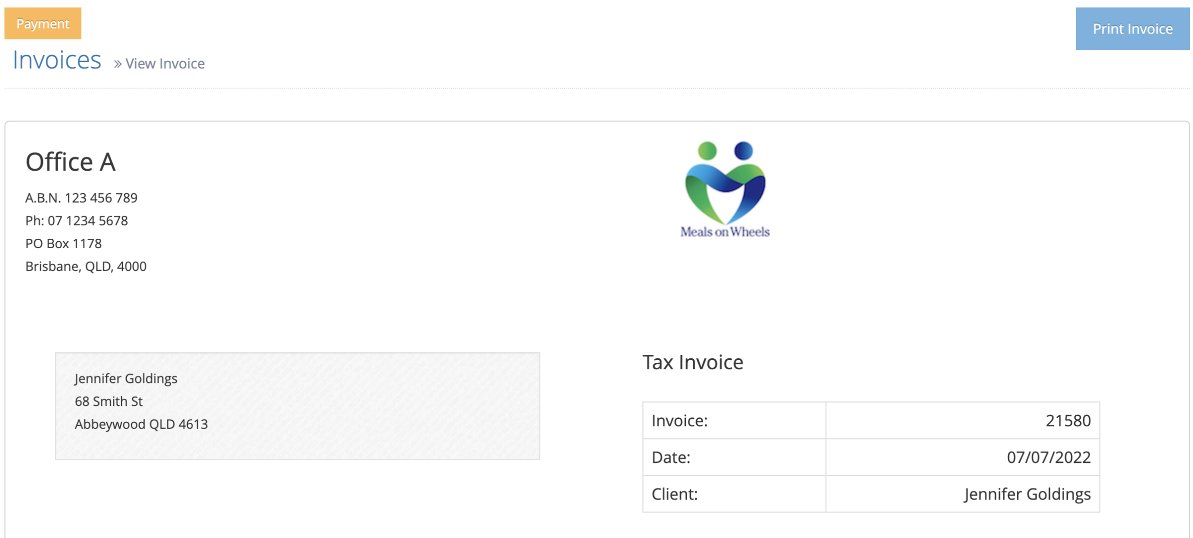
Click on **Create Invoice** to save it.



View Invoices

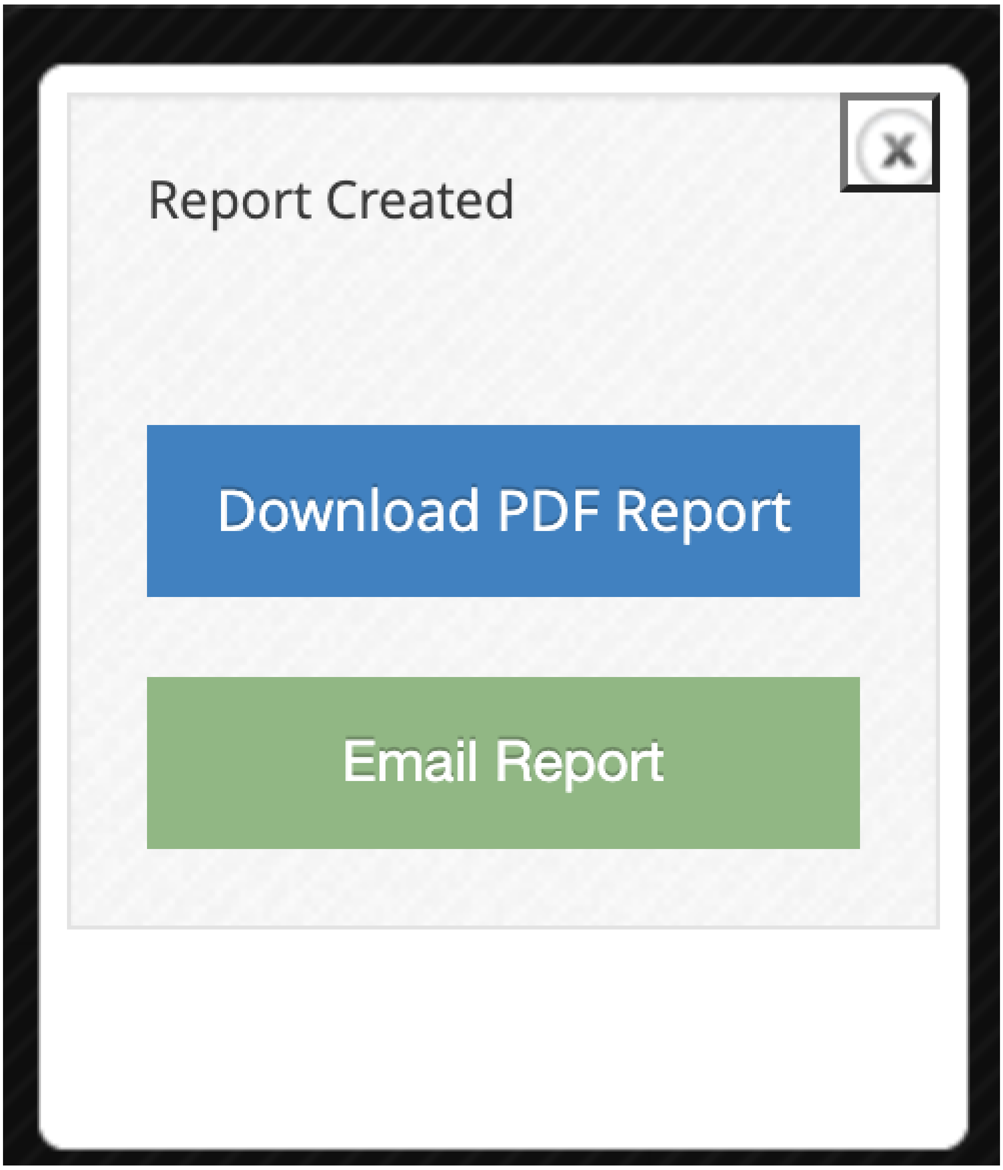
To view an invoice, navigate to the Invoice List page. From there, find the invoice you wish to view. Then, click the blue **Information Button** next to its Invoice ID number.

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.



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.


Report Created
Download PDF Report
Email Report

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

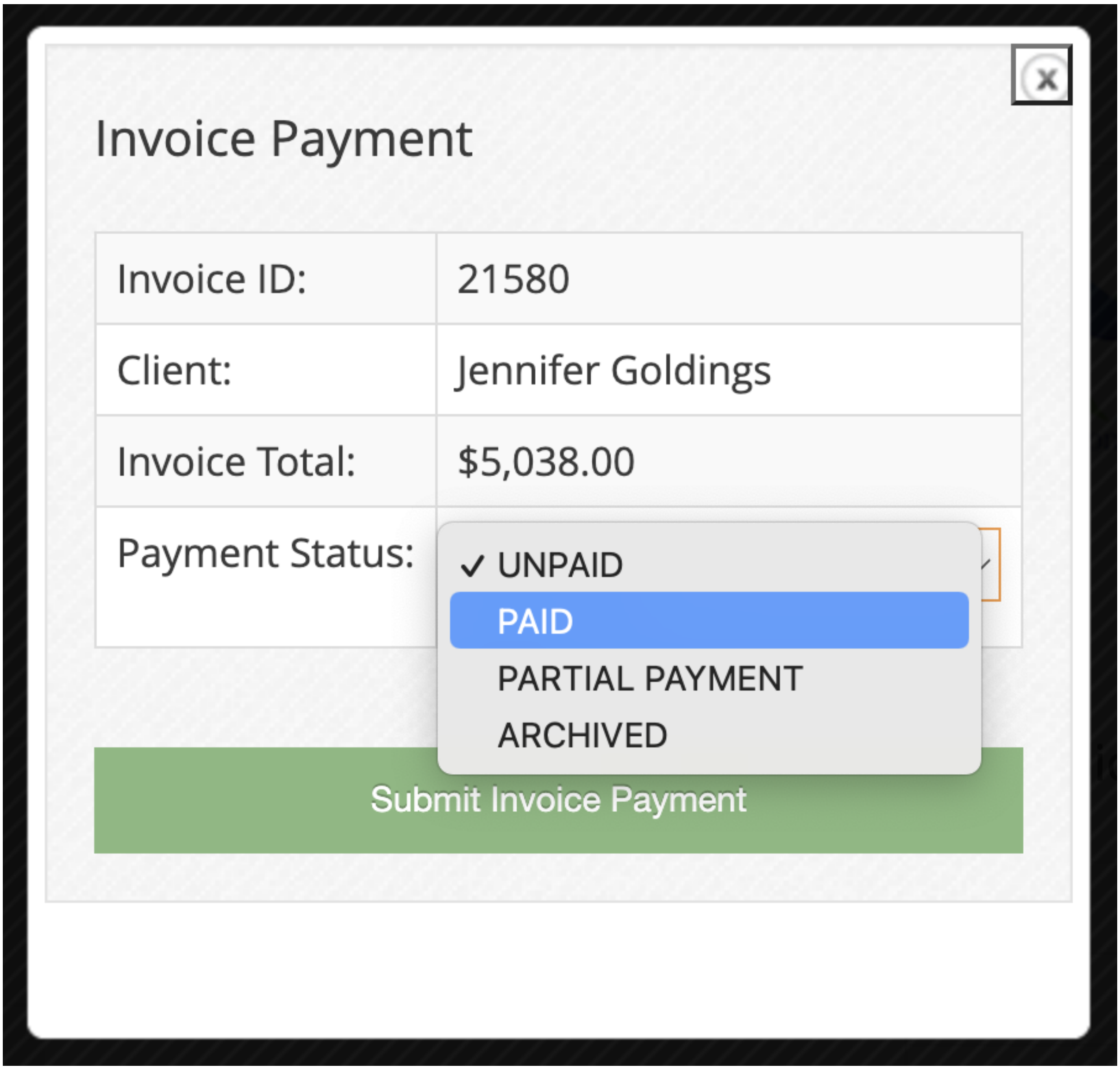
Quantity	Description	Total
1x	Balance carried forward	$5,031.00
2x	Frozen Mains (14/07/2022 -> 14/07/2022)	$7.00
	TOTAL:	$5,038.00

Pay Invoices

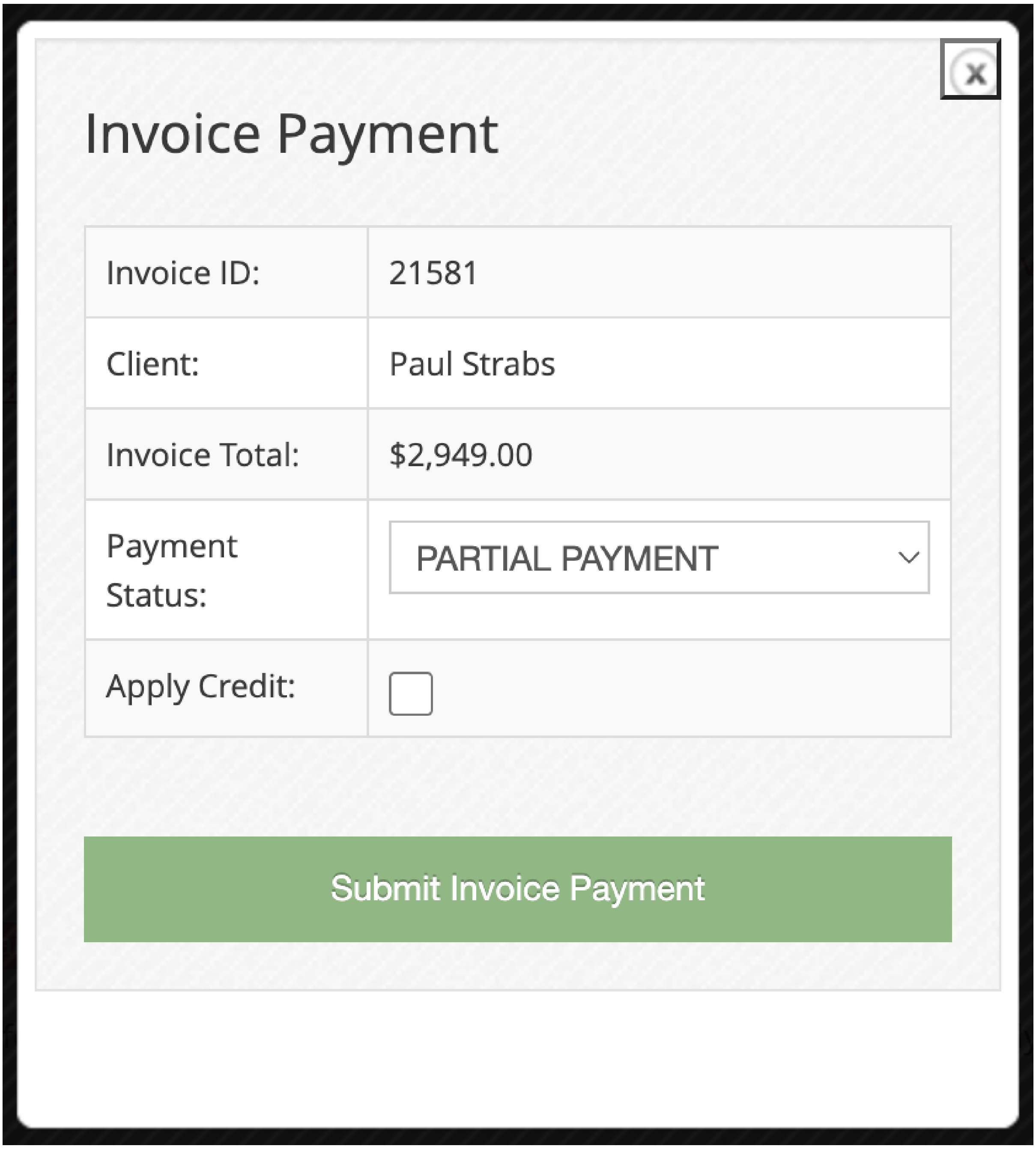
There are a couple of options to apply a payment to an invoice and change its status to paid.

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.**

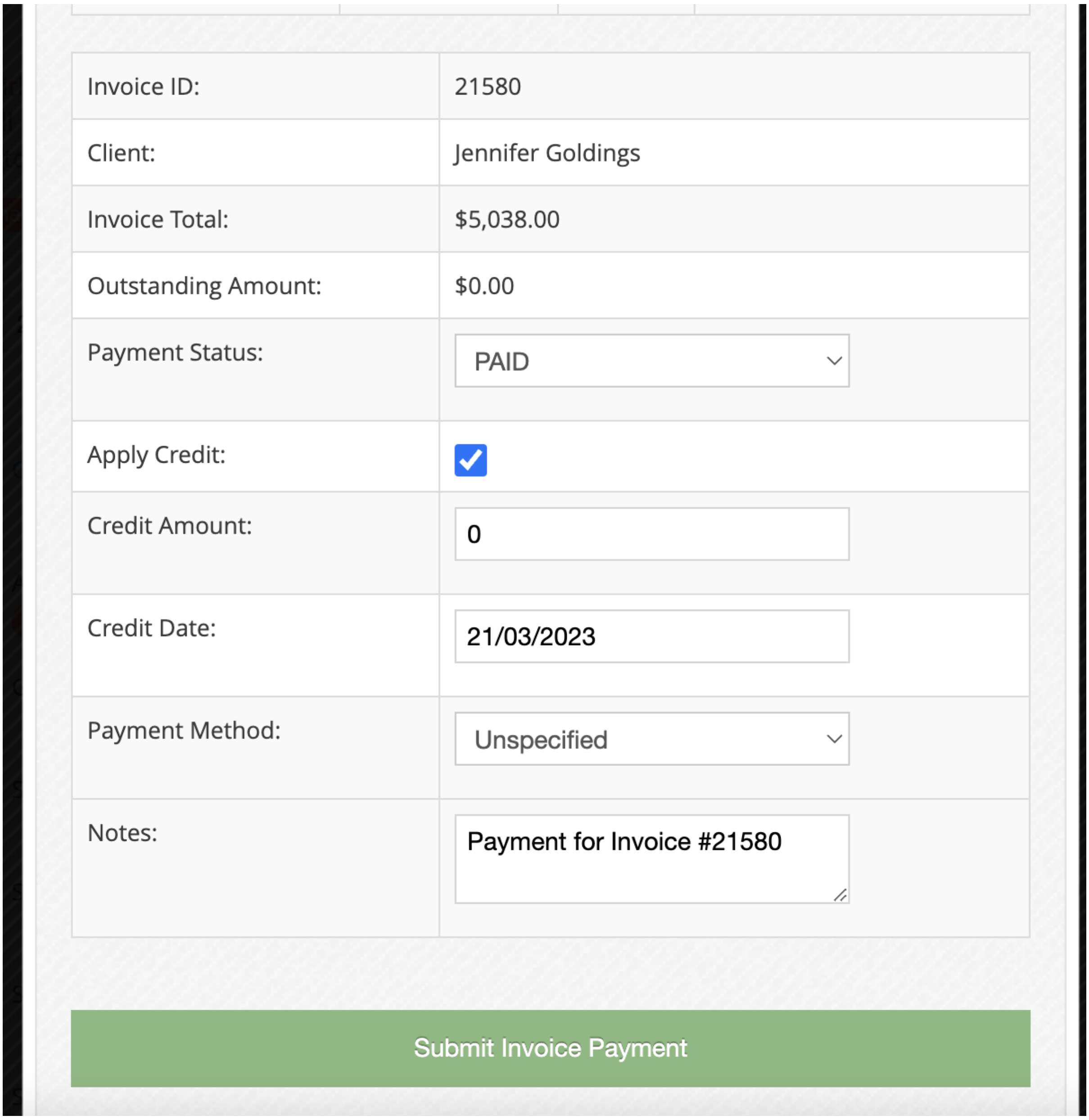


If you select **Paid** or **Partial Payment**, the **Apply Credit** box will appear.

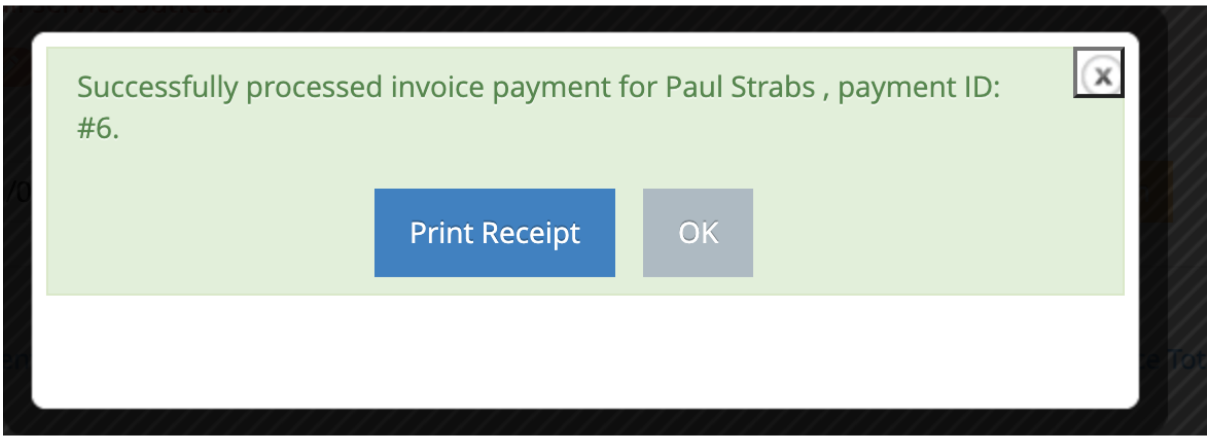


If you have already added the payment as a credit to the client’s account, don’t tick the checkbox. Simply change the status of the invoice and click the **Submit Invoice Payment** button to change the status of the invoice.

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**.



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

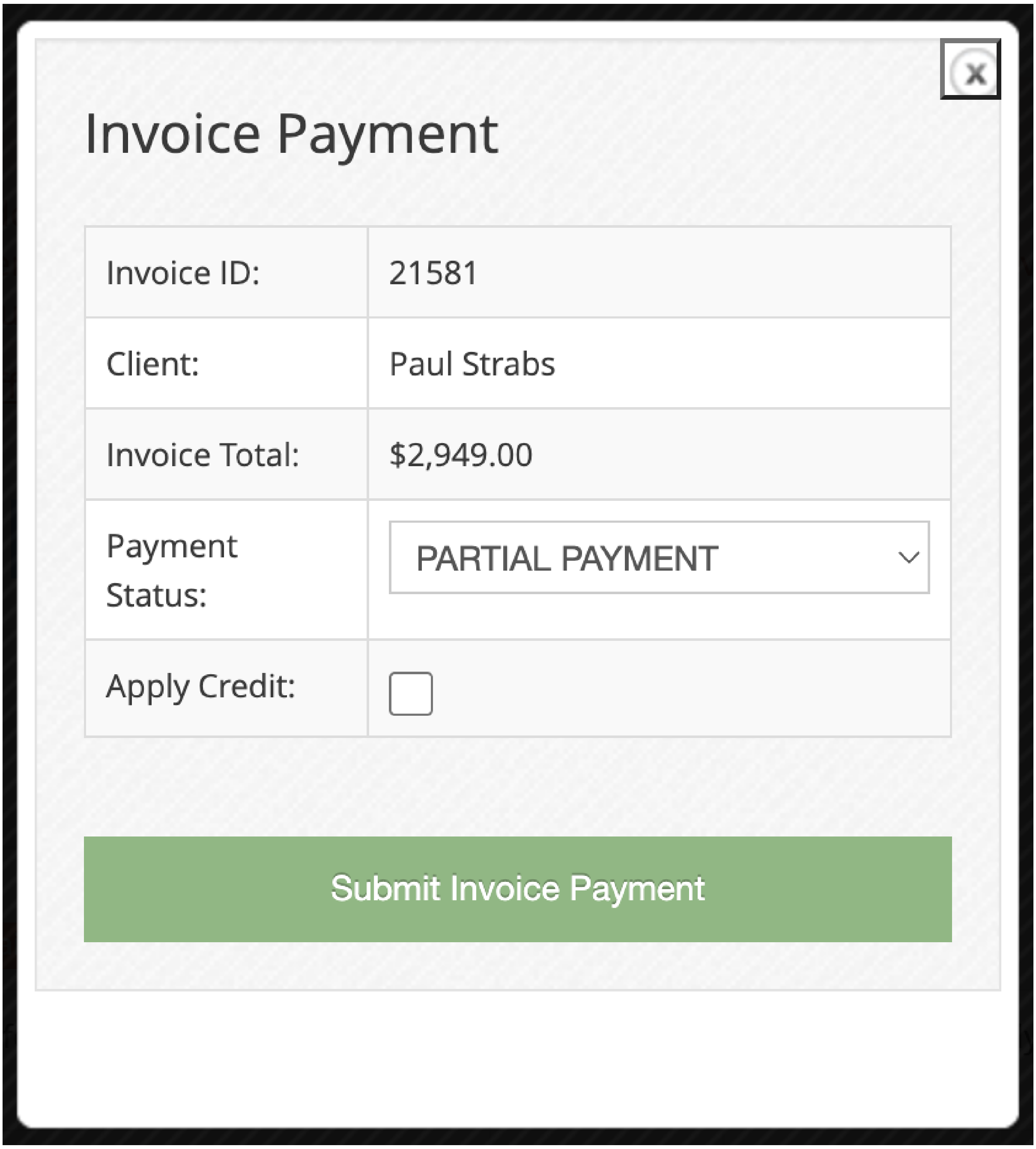


From the Invoice List

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).

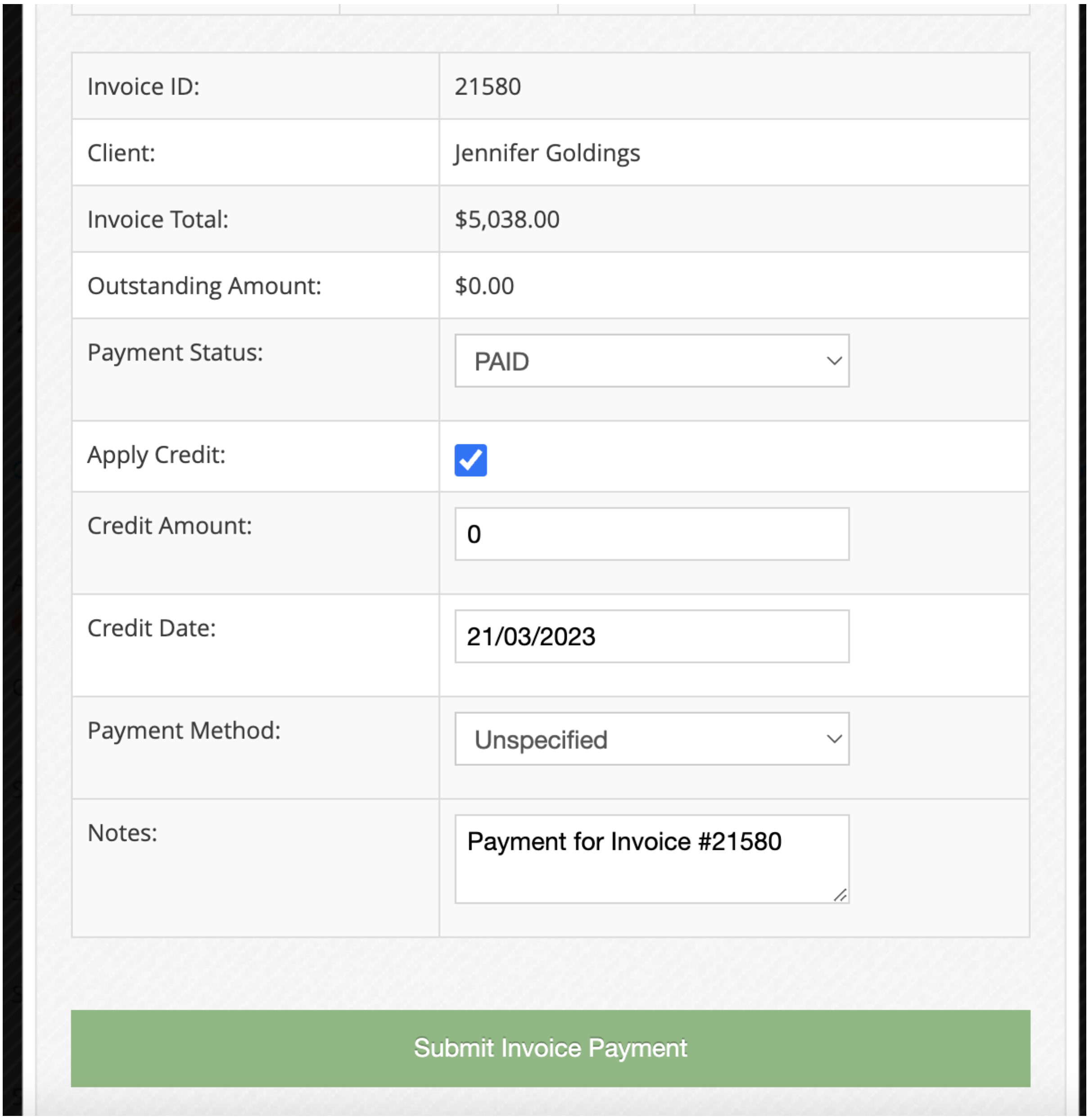
	21581	Strabs, Paul			Thursday 7th of July 2022	$2,949.00	$0.00	PARTIAL PAYMENT
	21582	Shaw, Belinda			Thursday 7th of July 2022	$3,972.00	$3,972.00	UNPAID

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.



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.

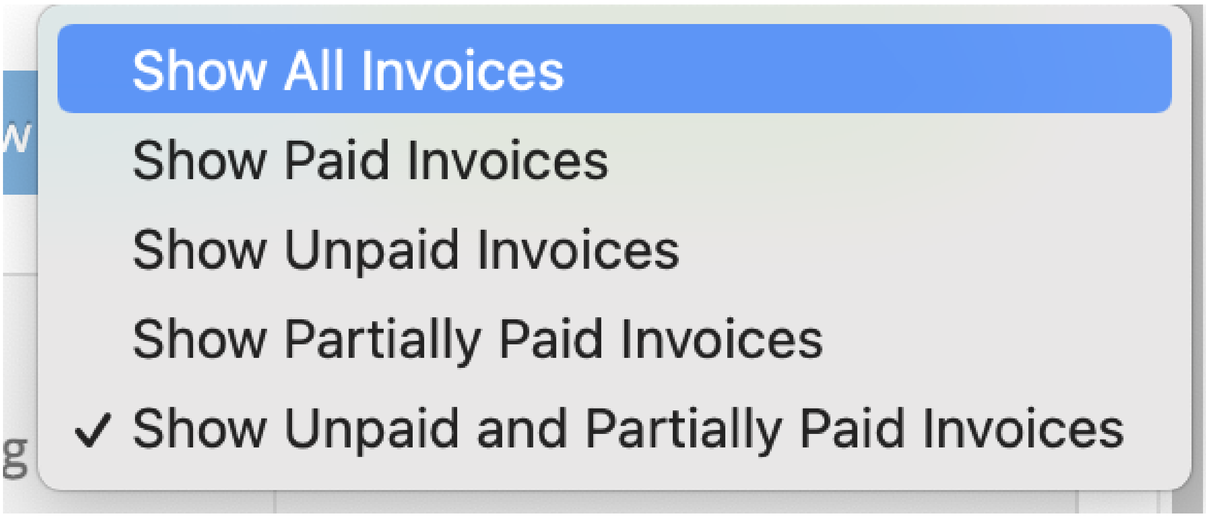
If you haven’t added the payment as credit, then fill out the **Credit Amount**, **Credit Date**, **Payment Method** and **Notes.** To save it, click **Submit Invoice Payment**.



Invoice ID:	21580
Client:	Jennifer Goldings
Invoice Total:	$5,038.00
Outstanding Amount:	$0.00
Payment Status:	PAID
Apply Credit:	☑
Credit Amount:	0
Credit Date:	21/03/2023
Payment Method:	Unspecified
Notes:	Payment for Invoice #21580

Submit Invoice Payment

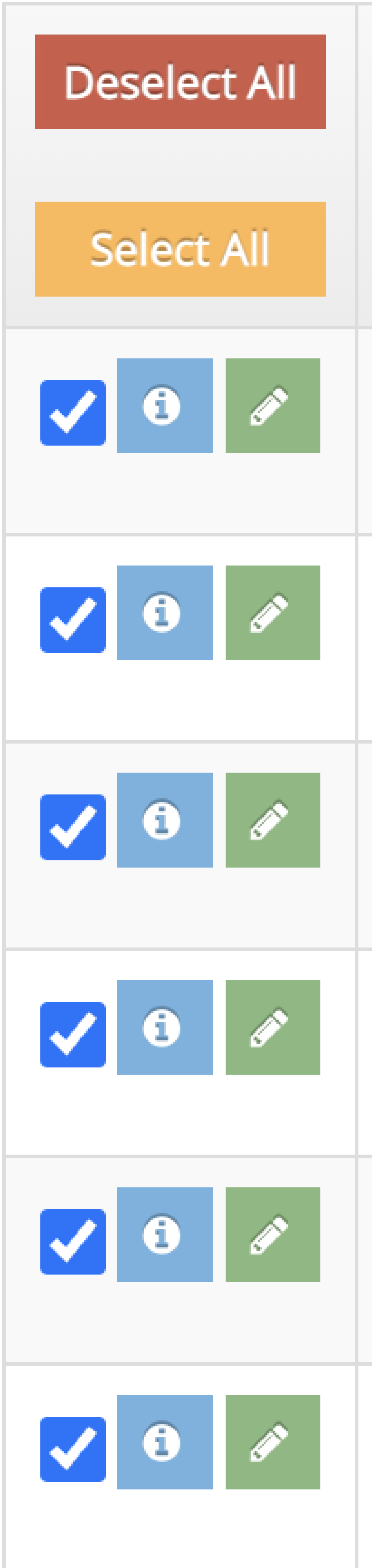
Once an invoice's status has been changed to **Paid**, it will be hidden by default on the Invoice List page. You'll have to change the **Status** filter to include Paid Invoices to see it again.



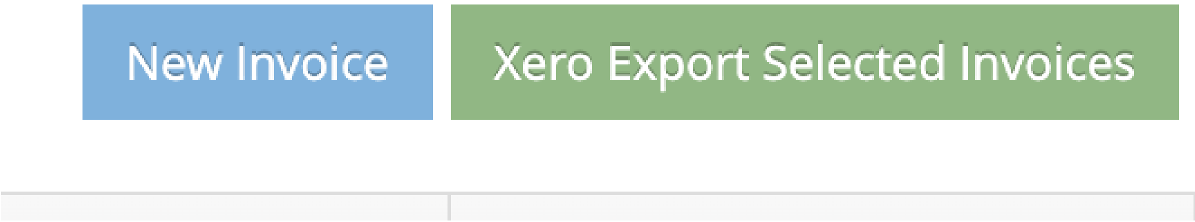
Export Invoices to a Third-Party Finance System

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.



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



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.