

# Accounts Receivable

## User Guide Addendum

Version 5.20

Last Update: November 2008



Modifiable Financial & Distribution Software

**Fourth Generation Software Solutions Corp.**

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# About this Fourth Generation Documentation Addendum:

This Fourth Generation Documentation Addendum is provided to bring the associated 'base' document up to date with the very latest changes and additions to the software product. The 'base' document is listed on the title page of this addendum.

## **Addendum Date:**

All software patches and supplements that have an impact on the base document are also covered by this addendum. Software patches and supplements are posted on the Fourth Generation web site in the customer area and on the Fourth Generation ftp site (see web/ftp access below). Patches and feature supplements are listed by the date posted. All patches and supplements posted by the Addendum Date are covered by this addendum. Each time a new patch or supplemental feature is released, this addendum will be updated if a documentation change is required. At that time, the Addendum date will be updated to the latest patch or supplement date.

## **Information not covered by this addendum:**

This addendum covers only the subject area of the base document. For additional information and technical details on the new features or patches, please consult the product release notes and patch/supplements indexes found in the customer area of the Fourth Generation Web site or FTP site. (see web/ftp access below)

## **Web/FTP Access:**

All new features and patches are maintained on the Fourth Generation web site, in the customer area: [www.fourthgeneration.com](http://www.fourthgeneration.com) and also on the Fourth Generation FTP site: [ftp.fourthgeneration.com](ftp://ftp.fourthgeneration.com). Updated versions of this Addendum will be posted there as well. Most of the files and information in these areas is restricted to customers with current software maintenance contracts. To receive a current password to access these areas, please contact the Fourth Generation help desk: 770-432-7623, 1-800-374-6157, [support@fourthgeneration.com](mailto:support@fourthgeneration.com)

# Feature Listing

<b>Feature Number</b>	<b>Description</b>
1247	New Navigation Events
1261	Credit Card Processing
1262	Credit Letter Minimum Due
1303	Country Validation for Customers
1309	Overpay AR Invoices
1321	Enter Customer Deposits for Orders
1541	Auto Assign Invoice Numbers to Recurring Invoices

## **Feature 1247      New Navigation Events**

The following programs have new navigation events:

Update Receivable Documents - access to Update Customer Information program.

Update Customer Information – access to:

- Customer orders
- Customer price inquiry
- Sales history reports
- AR aging reports
- Payment terms

## **Feature 1261      Credit Card Processing**

The Accounts Receivable module interfaces with a payment transaction network for automated credit card processing. Credit card information is stored at the customer level. When invoices are entered the invoice information is automatically sent for real time authorization or you can send in batch mode if processing many invoices. The following day you then run the settlement program to settle the transactions.

The documentation herein is for the Fitrix credit card processing functionality through an interface with Skipjack Financial Services. Other interfaces may be supported in the future. Please check with your Fourth Generation sales representative.

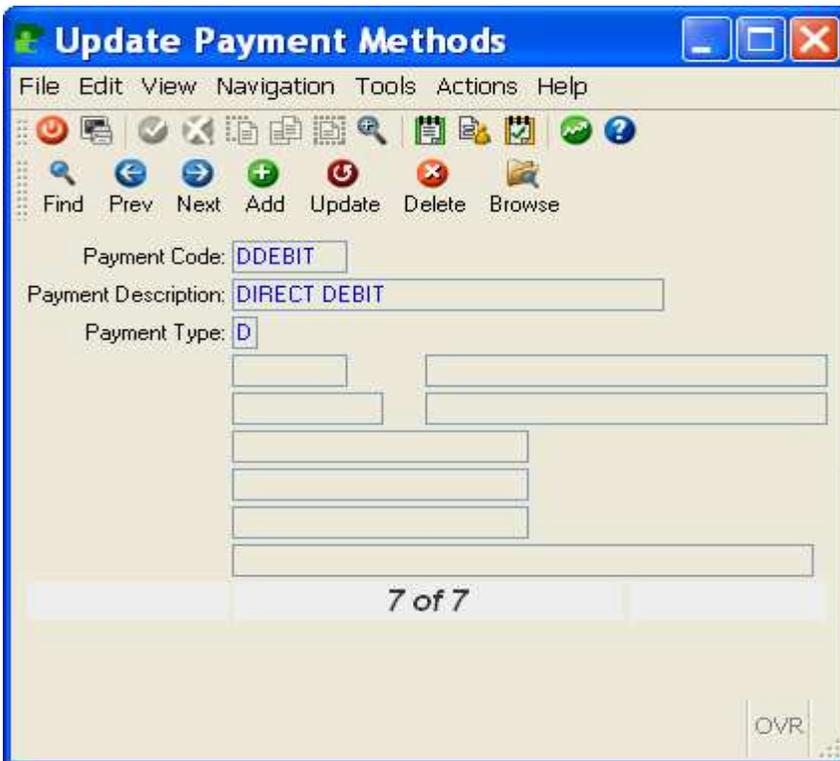
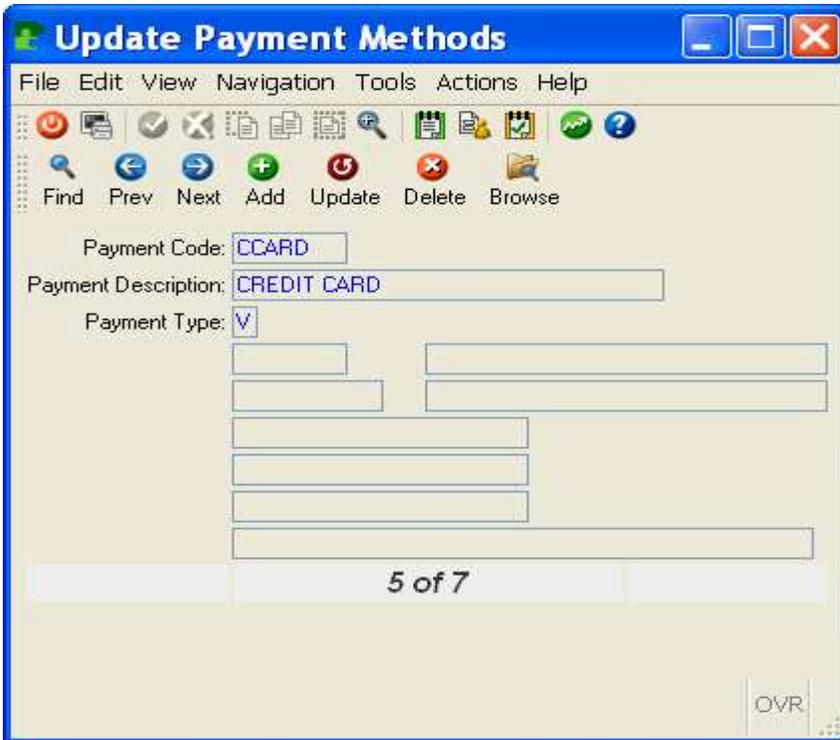
### **Important Note:**

The order entry module is delivered with the credit card functionality turned off. This is because the tools needed to interface with Skip Jack vary depending upon what hardware platform you are running your Fitrix software on. When you are ready to begin using Credit Card Processing please contact [support@fitrix.com](mailto:support@fitrix.com). You must first contact Skipjack at 1-888-368-8507 to establish a merchant account with them.

### **SET UP REQUIRED:**

#### **Payment Codes:**

There are two new payment methods delivered with the base Fitrix product for credit cards and debit cards.



For customers that pay by either credit or debit card, enter one of these payment methods in the customer record.

The screenshot shows a software window titled "Update Customer Information (4gc)". The window has a menu bar with "File", "Edit", "View", "Navigation", "Tools", "Actions", "Options", and "Help". Below the menu bar is a toolbar with various icons for actions like Quit, Print, OK, Cancel, Cut, Copy, Paste, Zoom, Notes, U Fields, To Do, Technical status, and Help. A second row of icons includes Ship-To, Activity, Add Info, Billg Info, OE Info, Ship Notes, Credit Notes, Credit Ltr, Credit Card, Order, and Pr. A third row of icons includes Find, Prev, Next, Add, Update, Delete, Browse, and Options.

The main area of the window contains a form with the following fields and values:

Code:	1	Contact:	BILL WALKER
Company:	ACTION SUPPLY	Phone:	404 885 4146
Address:	14307 1ST STREET	Cell:	404 762 3456
		FAX:	404 332 8197
City:	ATLANTA		
State:	GA	Zip:	30399
Country:	US		UNITED STATES
Email:	billw@action.com		
Web Address:	www.action.com		
Salesperson:	WM		WILLIAM MILLER
Terms:	A		NET 30
Pay Method:	CCARD		CREDIT CARD
Balance:		112930.94	
Credit Limit:		150000.00	
Credit Hold:			Credit Hold Date:

At the bottom of the window, there is a "Notes" section with "2 of 56" notes. An "OVR" button is visible in the bottom right corner.

### Enter Credit Card Information For Customer:

This program is used to store credit card information for the customer. Each customer can have multiple credit cards.

1. Select Accounts Receivable from the main menu.

2. Select option 2 – Customer Information.
3. Select option N – Credit Card Processing.
4. Select option A – Update Customer Credit Card.
5. Enter credit card information for each credit card the customer uses.

Please note that this program can also be accessed from within the Update Customer Information program.

**Update Customer Credit Card**

File Edit View Navigation Tools Actions Help

Find Prev Next Add Update Delete Browse

Customer Code: 1 ACTION SUPPLY

Payment Method: CCARD CREDIT CARD

Card Name: VISA Primary Card:

Card No: 2225 Security Code:

Trans Ref No: 30000005162157.107

Account No:

Route No:

Social Security:

Driver License:

Exp. Month: 08 License State:

Exp. Year: 2009

First Name: TOM Last Name: SMITH

Address: 8320 TEST WAY

City: ATLANTA State: GA Zip: 85284

Country: US UNITED STATES

Telephone: 678.123.4567

Fax:

Email: test@hotmail.com

1 of 3

OVR

The following information is required for credit cards and therefore must be filled in:

- Customer code
- Card Name
- Card Number
- Security Code
- Exp Month

Exp Year  
First\_Name  
Last Name  
Address1  
City  
State  
Zip  
Phone  
Email

The following information is required for debit cards and therefore must be filled in:

Customer code  
Account No.  
Route No.  
Either Social Security Number OR Drivers License and License State  
Exp Month  
Exp Year  
First\_Name  
Last Name  
Address1  
City  
State  
Zip  
Phone  
Email

If the customer has multiple cards at least one must be marked as primary. It is this primary card number that is used if you run invoice authorization in batch since you are not prompted to select the credit card to be charged.

When you store the credit card information you will receive this prompt:

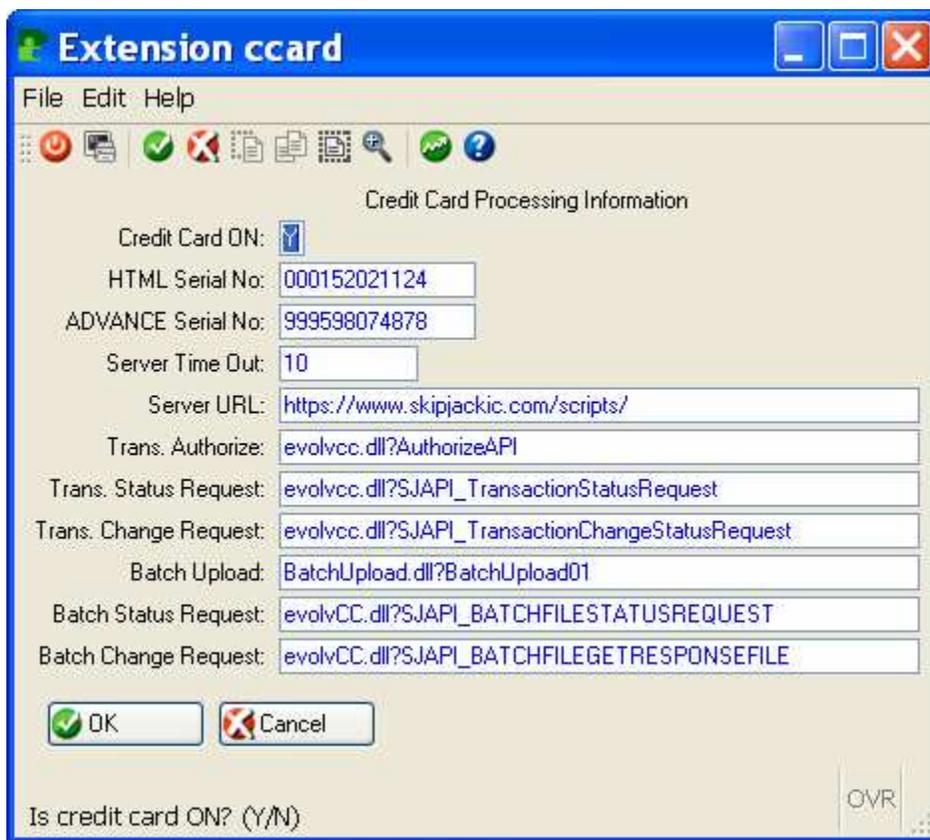


Click on Yes to validate the card with Skip Jack. This will temporarily put a \$1.00 charge on your customer's card that will then be reversed by Skip Jack. This validation is needed to make sure the credit card is a valid card. This also returns a Transaction Reference Number that Skip Jack will use to authorize and settle transactions so that the entire credit card number does not need to be stored in the Fitrix database. Note that when you validate the card, the Trans Ref No is filled in and now only the last four digits of the card number you entered display.

### Enter Credit Card Processor Information:

Use the Update Company information program to store the interface information.

1. Select Accounts Receivable from the main menu.
2. Selection option 9- Setup Company.
3. Select option A- Update Company Information.
4. Go into update and click on Zoom. Select Credit Card processing information from the picker window.



The screenshot shows a Windows-style dialog box titled "Extension ccard". It has a menu bar with "File", "Edit", and "Help". Below the menu bar is a toolbar with various icons. The main area is titled "Credit Card Processing Information" and contains several fields:

- Credit Card ON:
- HTML Serial No: 000152021124
- ADVANCE Serial No: 999598074878
- Server Time Out: 10
- Server URL: https://www.skipjackic.com/scripts/
- Trans. Authorize: evolvcc.dll?AuthorizeAPI
- Trans. Status Request: evolvcc.dll?SJAPI\_TransactionStatusRequest
- Trans. Change Request: evolvcc.dll?SJAPI\_TransactionChangeStatusRequest
- Batch Upload: BatchUpload.dll?BatchUpload01
- Batch Status Request: evolvCC.dll?SJAPI\_BATCHFILESTATUSREQUEST
- Batch Change Request: evolvCC.dll?SJAPI\_BATCHFILEGETRESPONSEFILE

At the bottom, there are "OK" and "Cancel" buttons. A status bar at the very bottom says "Is credit card ON? (Y/N)" and "OVR".

**HTML Serial No.-** assigned by Skipjack. The initial serial number assigned by Skipjack is for testing purposes only and will therefore need to be changed when you are ready to go live.

**Advance Serial No.**- assigned by Skipjack. This also is for testing purposes only and will need to be changed when you are ready to go live.

**Server Time Out**- number of seconds before connection to Skipjack will be disconnected due to lack of response.

**Server URL**- assigned by Skipjack

**Trans Authorize**- assigned by Skipjack for authorization

**Trans Status Request** – assigned by Skipjack to get transaction id, authorize additional amounts if items are added to an order already authorized, or to delete an authorized transaction in the event the order is cancelled.

**Trans Change Request**- assigned by Skipjack to get change status due to additional amounts or deletions.

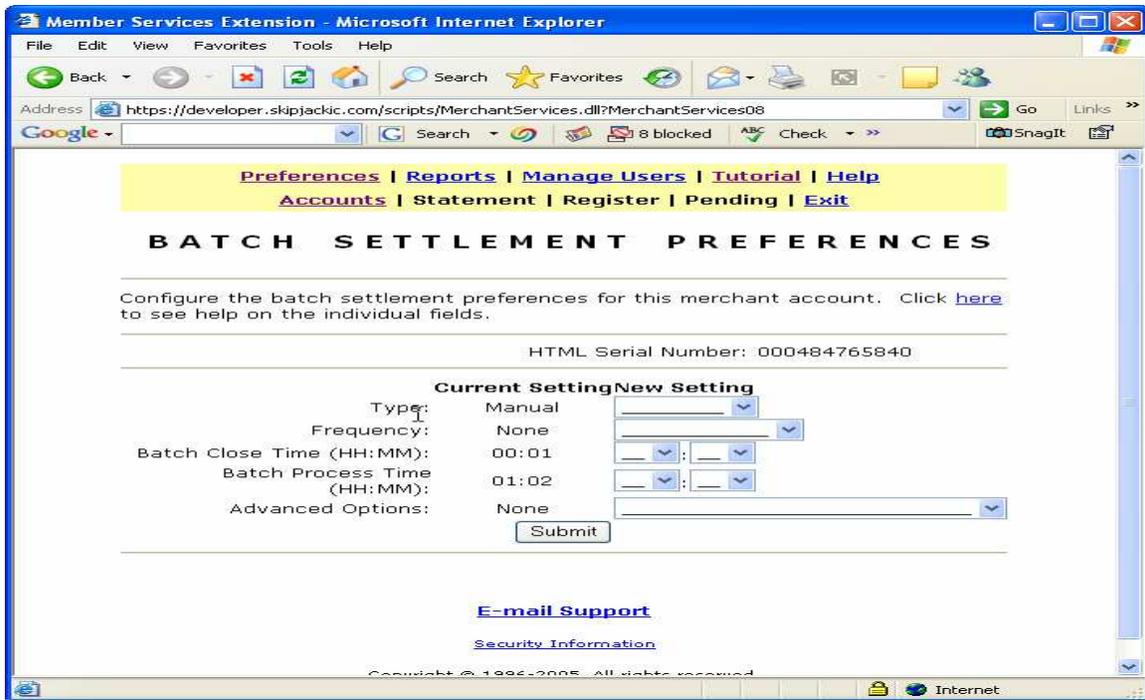
**Batch Upload** – assigned by Skipjack to upload batches for settlement

**Batch Status Request** - assigned by Skip Jack. Used to check batch file status (uploaded, processing, completed).

**Batch Change Request** - assigned by Skipjack. Once the batch status is completed this API is used to read the result of every transaction uploaded in the batch.

### **Set Skip Jack Batch Settlement Settings:**

On the Skipjack website, click on Batch Settlement Preferences and set to manual daily so that Skipjack will settle all invoices once a day at a time of day specified by you.



You will also need to:

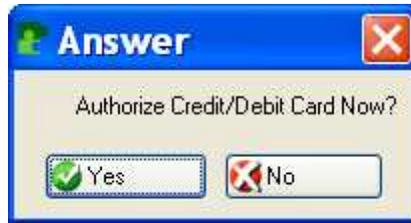
**Enable blind credits** – Click "Edit Account" button and enable "Allow Blind Credits." option. This is so all outstanding credits automatically settle at the end of the day.

**Enable batch processing-** have Skipjack enable this when you set up your merchant account.

**Turn on send email to customer-** Click "Edit Account" button and enable "Send E-mail Response to Customer" option. Also customize email message to reflect your company's information. This is optional. Do not turn this on if you do not want your customer to receive an email each time an invoice is authorized or an invoice is settled.

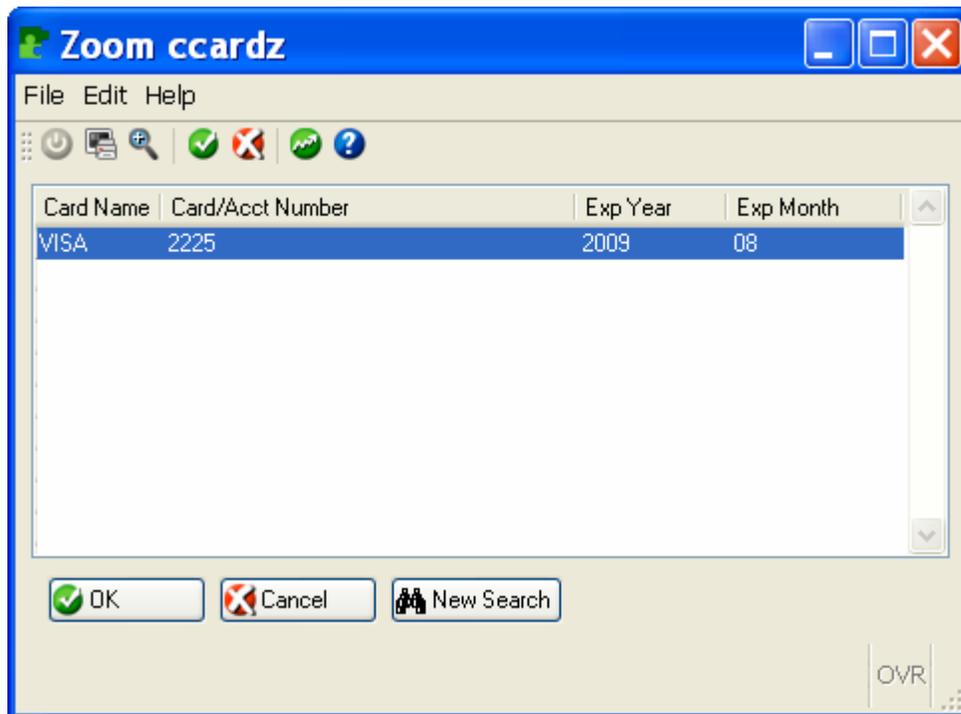
## REAL TIME INVOICE AUTHORIZATION:

If an invoice is entered for a customer that pays via credit card or debit card, user will be prompted "Authorize Credit Card Now Y/N?" when the invoice is stored.



If an N is entered the invoice will be stored without credit card authorization. Each time an invoice that is paid via credit card is updated and stored and no authorization code is found, the user will receive this prompt.

A list of valid credit cards for the customer will display when the user stores the invoice. From this list, select the credit card the customer is using based on the type of credit card and the last four digits of the card the customer is using.



Select the credit card and click on OK. The next screen displays additional information to confirm you are using the correct credit card. To authorize the invoice, click on OK.

**Add on header ccard**

File Edit Help

Customer Code: 1 ACTION SUPPLY

Card Name: VISA

Card No: 2225

Trans Ref No: 30000005162157.107

Account No:

Route No:

Social Security:

Driver License: License State:

Primary Card: Y

Exp. Month: 08 Exp. Year: 2009

First Name: TOM Last Name: SMITH

Address: 8320 TEST WAY

Address:

City: ATLANTA State: GA Zip: 85284

Country: US

Telephone: 678 123 4567

Email: test@hotmail.com

Fax:

OK Cancel

Enter credit card name. OVR

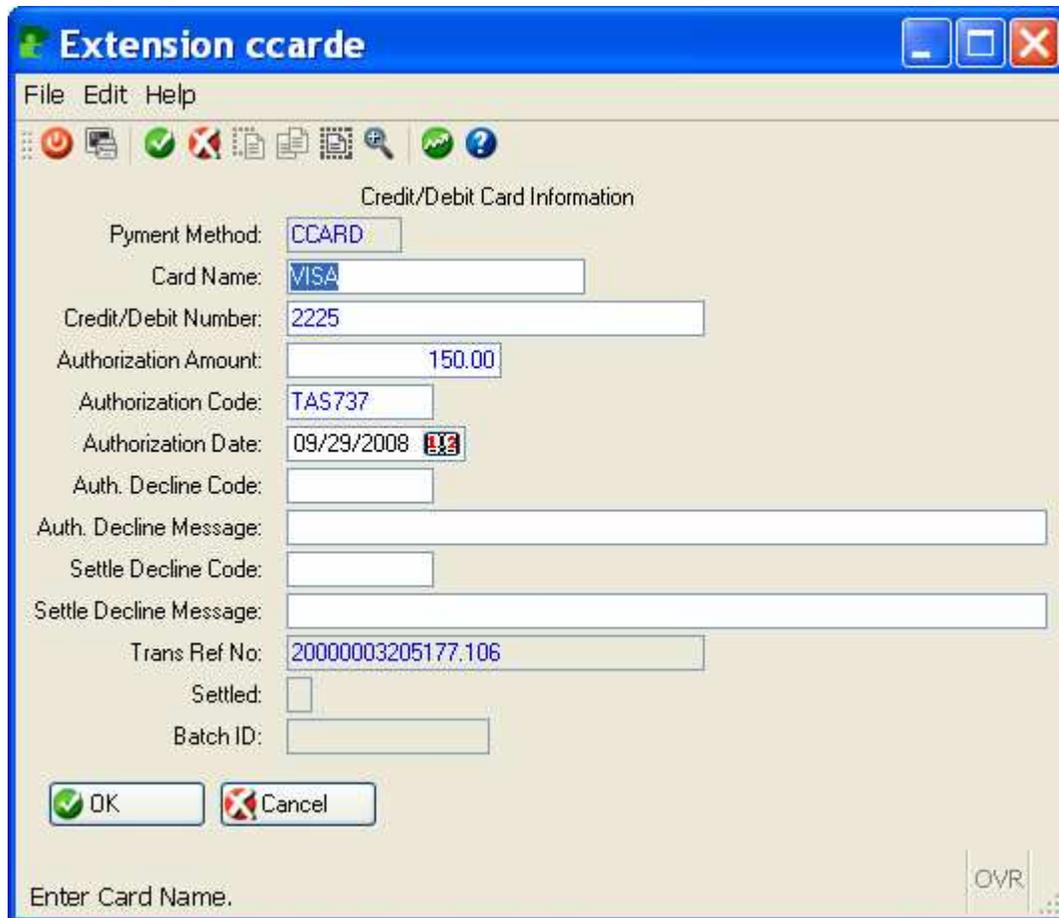
1. If the credit card is approved the invoice will be stored with the following information (to view this information click on the Credit/Debit card icon on the toolbar):

Credit Card No. – last four digits of the credit card number

Auth Code – authorization code returned by Skipjack

Auth Date – authorization date returned by Skipjack

Auth Amt- amount authorized



If the invoice number was left blank, one is automatically assigned since the invoice number is required by Skip Jack to authorize the invoice.

If email is turned on with Skipjack, an email is sent from SkipJack to the email address stored with the credit card used.

2. If the credit card is declined the following screen displays and user has the following options:

**Retry** –check this box if you would like to try to authorize again using the same information.

**Enter New Credit Card**- check this box if you would like to return to the list of credit cards for this customer and select another card to use.

**Hold** – check this box if you do not want to try to authorize again at this time. The invoice will be stored with the decline code.

**Enter New Pmt Method-** check this box if you want to change the payment terms to a term other than credit/debit card. You will be returned to the Invoice screen to enter a new payment method.

**Enter Authorization Code Manually** – check this box if you want to enter the authorization code manually and you will be returned to the Invoice screen. This will require a telephone call to SkipJack to get the authorization code.

**Cancel Invoice-** check this box if you want to cancel the invoice.

**Update Card Information-** check this box if you want to update the card information for the card being used (ex-update expiration date, etc.) and resubmit for authorization.

The screenshot shows a dialog box titled "Select ccst". It features a "File" menu at the top left. Below the menu, there is a "Decline Code" field containing the value "-20" and a "Message" field containing "Declined". Below these fields are five options, each with a checkbox: "Retry", "Enter New Credit Card", "Hold", "Enter New Pmt Method", and "Cancel Invoice". At the bottom of the dialog are "OK" and "Cancel" buttons. A footer note at the bottom left reads "Check with (X) to retry credit card" and there is an "OVR" label in the bottom right corner.

If the card is declined and email is turned on with Skipjack, an email is sent from SkipJack to the email address stored with the credit card used.

Note: If the credit card is declined you will receive a decline code of 20. There is no reason given by Skipjack and this is to prevent fraudulent activity. You must call Skipjack to find out why the card was declined.

3. If you increase the invoice amount after it has been authorized, you will be prompted “Authorize Additional Amount Y/N?” If you decrease the invoice amount you will be prompted “Reduce Authorized Amount Y/N?”.
4. You also have the option of changing the customer’s payment method to Credit card for a specific invoice by entering the payment method on the invoice screen. If there is credit card information in the system for the customer a list of these credit cards will display. If there is not, a screen will display so that you may add the credit card information.

### **BATCH INVOICE AUTHORIZATION:**

This program is used when you want authorize a batch of invoices rather than each individual invoice. An example of this would be if you import a batch of invoices into the Fitrix database and want to authorize them all at once in batch mode.

From the Receivable Ledger menu select option N, Credit Card Processing. Then select option A, Authorize Credit Card Invoices. This program will find all invoices that have a pay method of either CCARD or DDEBIT that have not yet been authorized and then sends the invoice information to Skip Jack.

Once you have run the authorization program you must now run Option B, Receive Authorization Status. This program returns the authorization code, date, and amount and stores them with the invoice.

### **SETTLEMENT PROCESS**

#### **Send for settlement:**

Once you have run the edit listing and printed your invoices, the next step is to run the Settle Credit Card Invoices program. This program sends the batch of invoices to Skipjack for settlement and marks the invoices settlement flag to S for “sent”. This is option E on the Credit Card Processing submenu.

Date: 09/29/2008      Credit Card Settlement Process      Page: 1  
Time: 14:01:52      ABC DISTRIBUTION  
Settlement Batch ID:

Invoice No.	Doc No.	Invoice Amount	Settlement Amount	Status
980	382	20.00	0.00	Sent to SkipJack
983	385	10.00	0.00	Sent to SkipJack
984	386	5.00	0.00	Sent to SkipJack
986	388	50.00	0.00	Sent to SkipJack
987	389	50.00	0.00	Sent to SkipJack
Grand Totals:		135.00	0.00	

### Receive Settlement Invoices:

Due to the time it takes to settle invoices with the credit card processor, you post invoices after the send process is run and then run this receive program the following morning after adequate time has lapsed. This is option F on the Credit Card Processing submenu. This program sets the invoice settle flag to Y for those that settled successfully, to D for those that were declined, and prints out the settlement report.

Any invoices that did not settle will have a null settlement amount. This report can be used to reconcile to the amount wired from your bank and to also apply cash receipts.

If email is turned on with Skipjack, the customer will receive an email confirming that their payment was settled.

Any invoice that does not settle will print on the invoices not settled report (option G on the Credit Card Processing submenu). The customer should be contacted to make alternative payment arrangements.

If email is turned on with Skipjack, the customer will also receive an email notification that payment was declined.

## Update Declined Invoices:

As previously mentioned, invoices declined will have their settlement flag set to D and because of this they will print on the Invoices Not Settled report indefinitely. Use the Update Declined Invoices program (Option H on the Credit Card Processing menu) to reset this flag as follows:

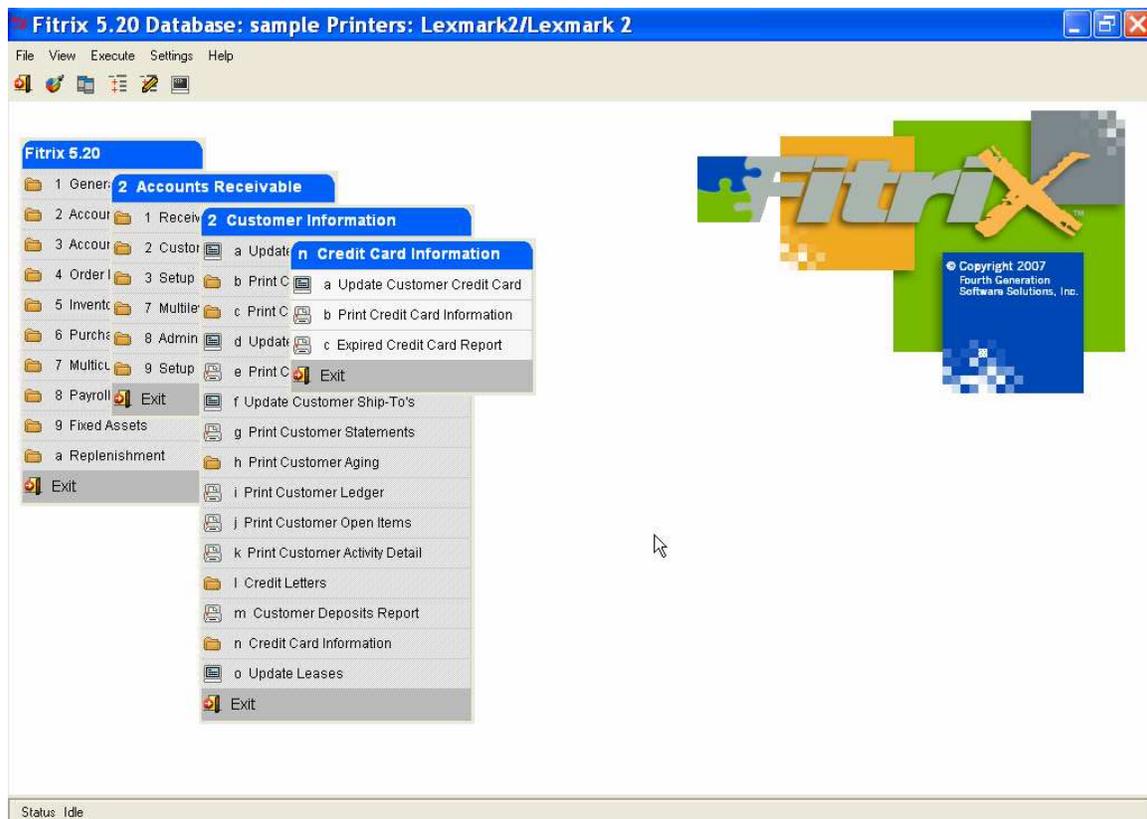
Null- set to null if you wish to resend to Skipjack.

C – set to C if you wish to cancel and arrange alternate payment terms with the customer.

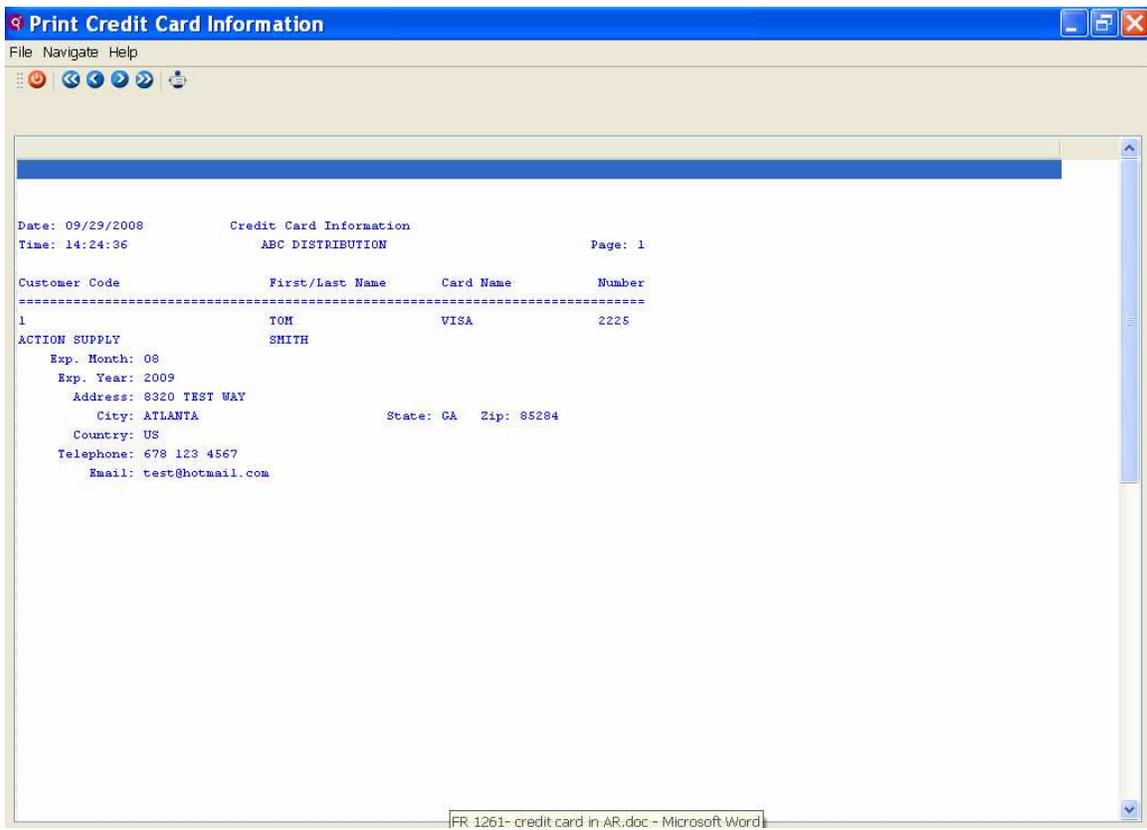
## REPORTS:

The following reports are available:

**Print Credit Card Information - option (b) on menu below.**

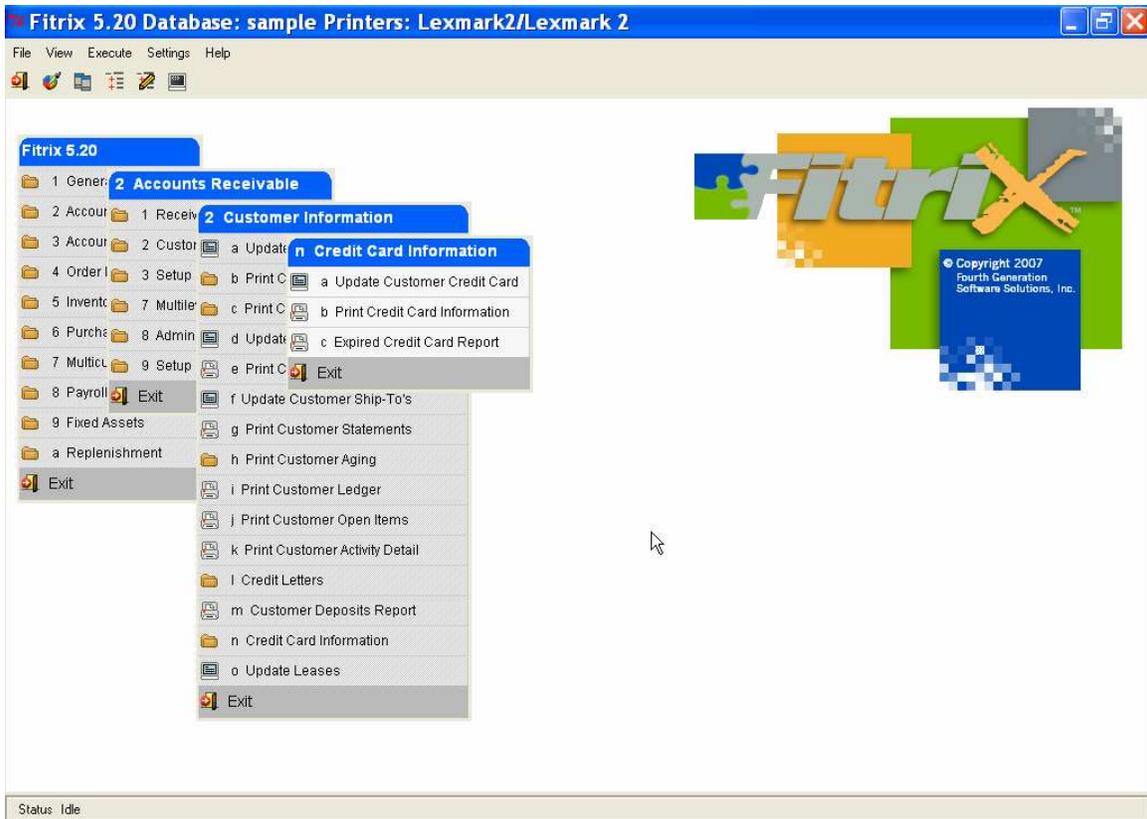


This report will list in either summary or detail the credit cards you have on file for your customers. Here is a sample of the detail report:

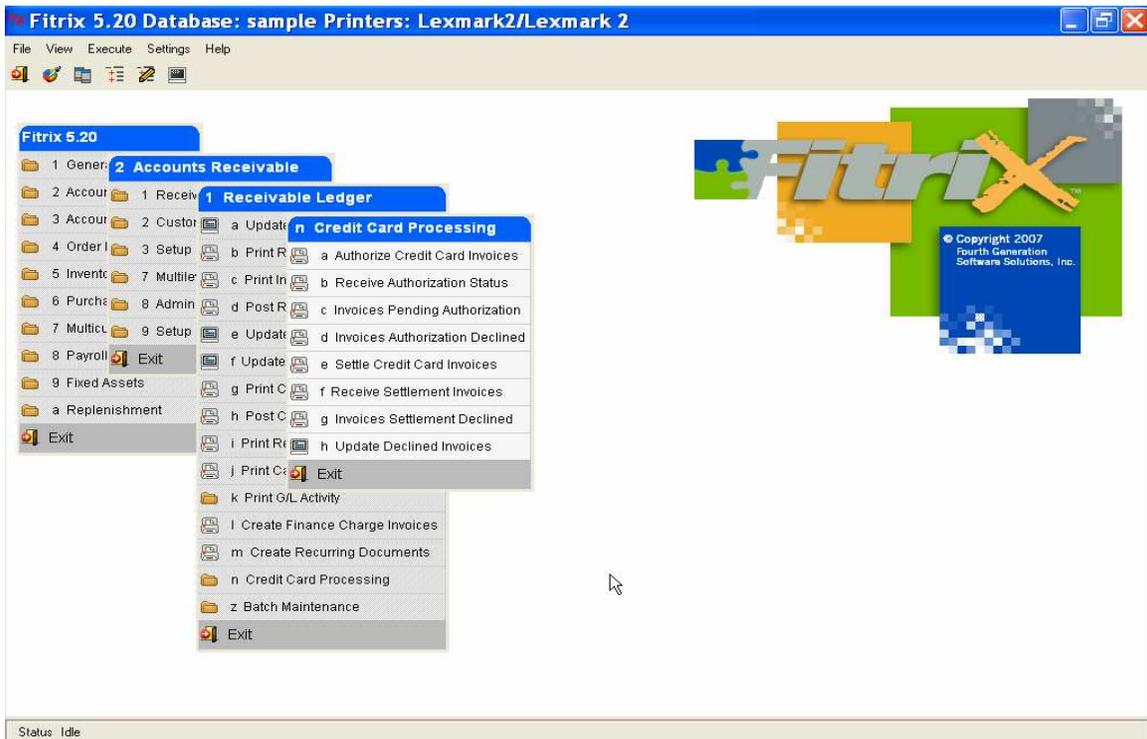


**Expired Credit Card Report - option (c) on menu above.**

This report will list all credit cards that are about to expire so that the user can contact the customer and get updated information. User is prompted to enter a date and all credit cards with an expiration date prior to this will print.



**Invoices Pending Authorization- option (c) on menu below.**



This report lists all open orders that have not yet been authorized through Skipjack.

Date: 09/29/2008      Invoices Pending Authorization  
Time: 14:26:59      ABC DISTRIBUTION      Page: 1

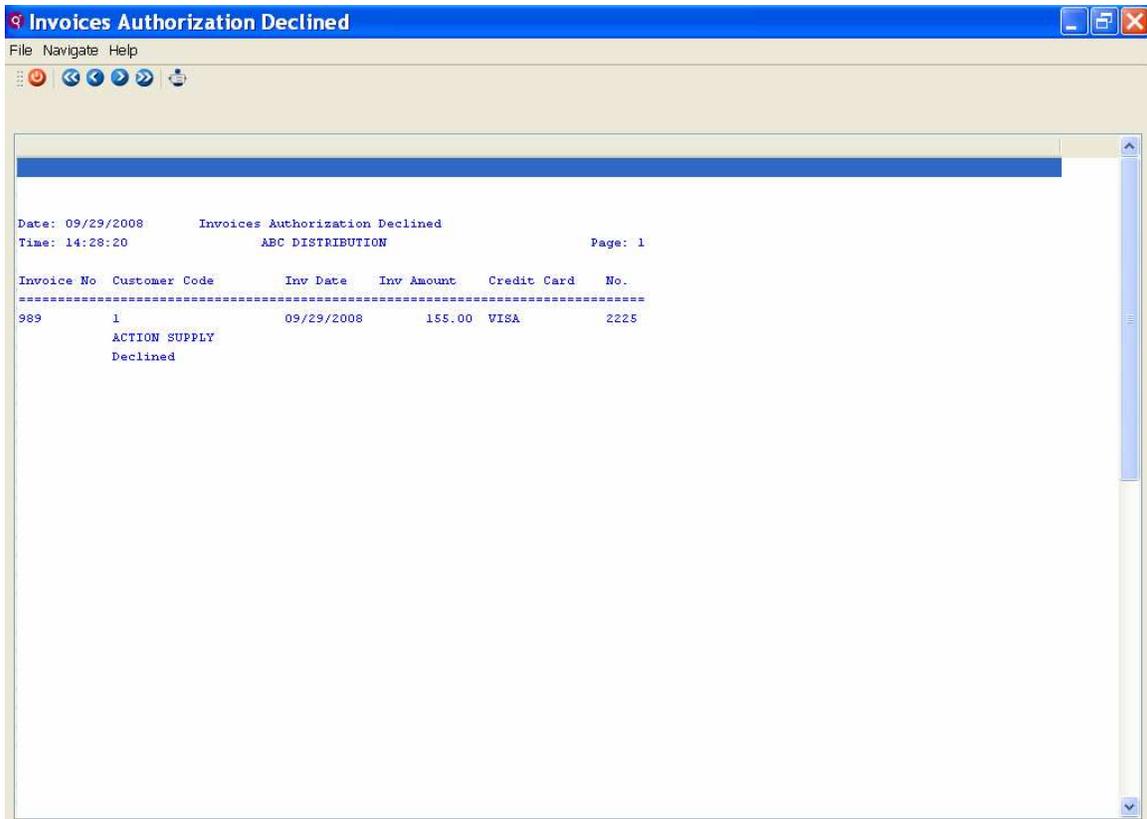
Invoice No	Customer Code	Inv Date	Inv Amount	Credit Card	No.
990	1	09/29/2008	800.00	VISA	2225

ACTION SUPPLY

Inbox - Microsoft Outlook

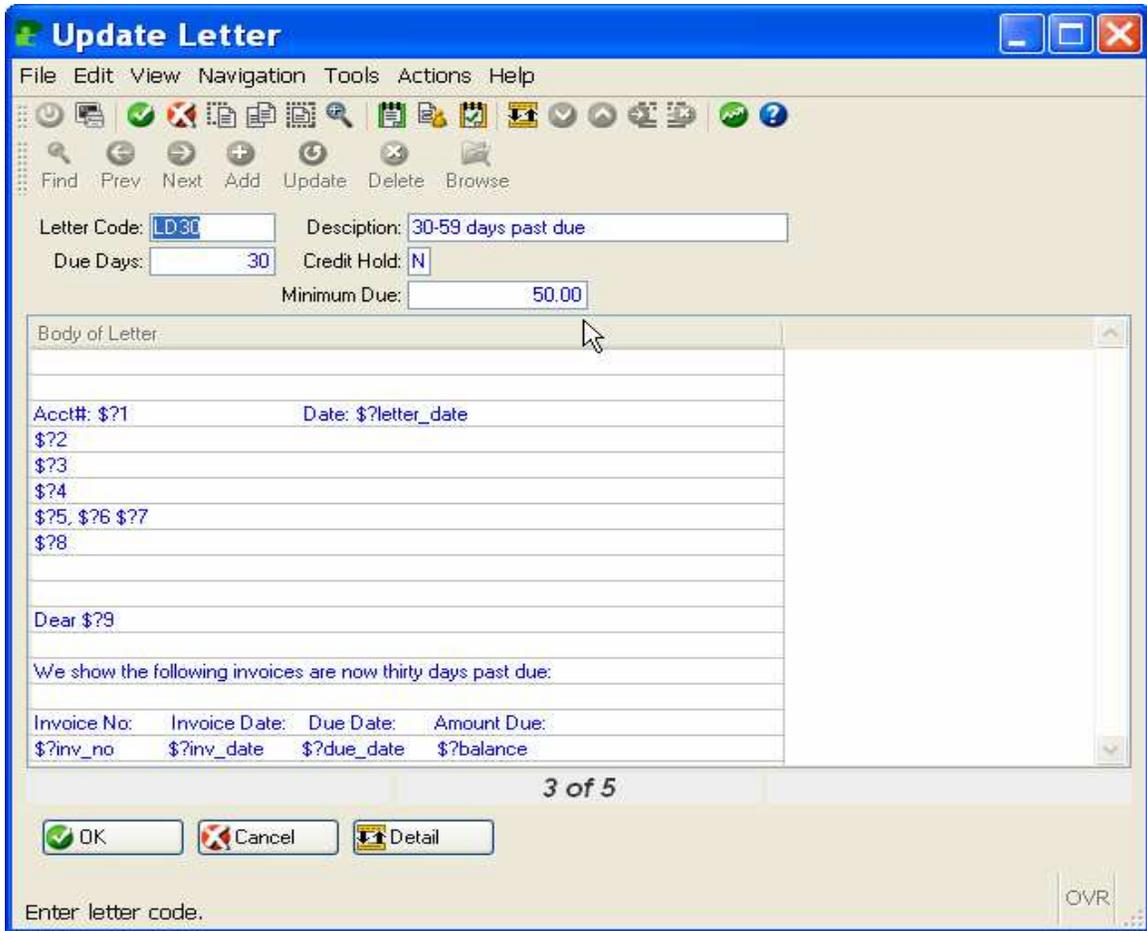
**Credit Card Orders Declined- option (d) on menu above.**

This report lists all orders where authorization has been declined and alternative payment arrangements should therefore be made with the customer.



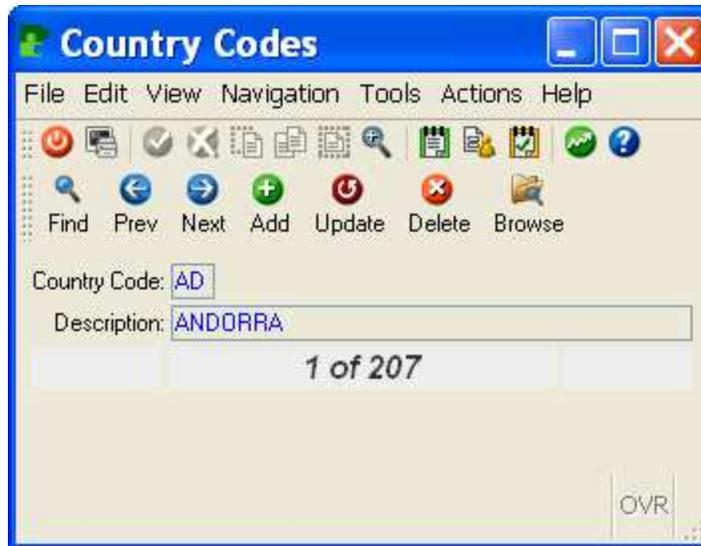
## Feature 1262      Credit Letter Minimum Due

A new field has been added to the Update Letter program labeled “Minimum Due”. If the amount due from the customer is less than this amount, the letter will not print.



## Feature 1303 Country Validation for Customers

The screen program that displays valid country codes is option (i) on the Company Setup menu. The table that stores this data comes preloaded with 207 valid country codes.



When entering customers and their ship-to location codes the country you enter in the country field must be a valid country code. Zoom is available so that you can select from the list.

Note to Current Users: The country code field in the Update Customer Information and Update Customer Ship-To programs has been decreased to two characters. Therefore you will need to update these records with a valid two character country code when you install this feature.

## **Feature 1309      Overpay AR Invoices**

The Update Cash Receipts program has been modified so that you can overpay an invoice. For example, the invoice is for \$100.00 and the customer pays \$110.00. In previous versions of Fitrix you had to apply \$100.00 to the invoice and the balance went on account. Now by selecting payment option 4, you can enter \$110.00 as the amount to apply and when the payment is posted the balance due on the invoice will be \$(10.00).

## **Feature 1321      Enter Customer Deposits for Orders**

Ability to show deposits applied in cash receipts on the tracking screen and also show these deposits on the customer invoice, aging, open items report, and in the customer record. This all assumes there is a sales order in the system prior to the deposit being entered in Update AR Cash Receipts program and only one deposit/one order can be entered at a time unless it is a contract. If it is a contract then the deposit entered will be split amongst all orders on the contract.

## Entering a Customer Deposit (option f on the Receivable Ledger menu):

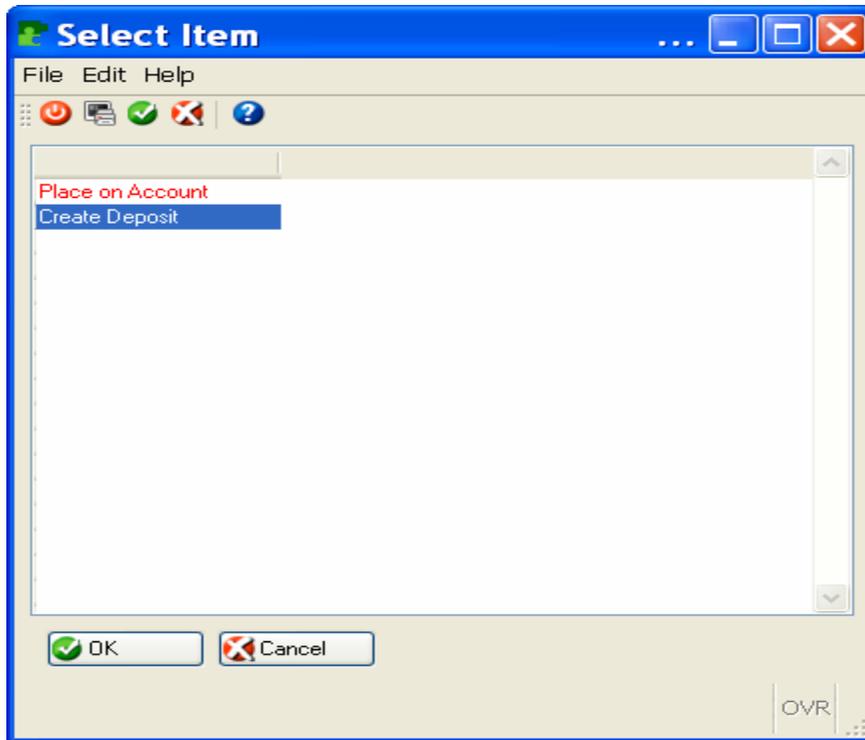
**Note:** If you receive a deposit from a customer prior to entering the order it will need to be handled as follows:

1. Enter the deposit as a Non Attached payment using the Update AR Cash Receipts program and post the transaction. This will post the deposit amount to the customer's On Account balance (unapplied cash).
2. When you do have the order in the system, reverse the On Account amount by entering a negative Non Attached payment and post the transaction. This will clear the existing On Account.
3. Enter deposit, select the order(s) it is to be applied to, and post the transaction.

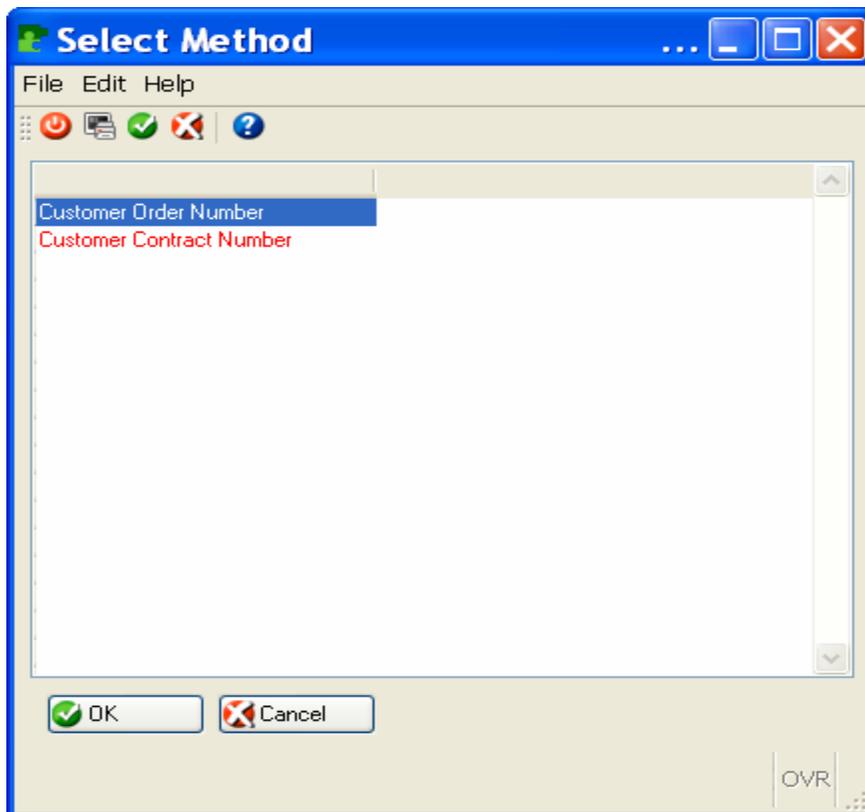
To apply a deposit to an order or several orders on a contract (see **OE feature 1297**) the orders must first be entered in the system. Once entered, go to the Update Cash Receipts program and enter the payment amount as a Non Attached payment.

Cmd?	Invoice	Due Date	Disc. Date	Disc. Bal	Balance	Discount	Applied
	AR-28	10/19/2006	09/29/2006	0.70	34.95	0.00	0.00
	109	05/12/2007	05/12/2007	0.00	5.00	0.00	0.00

Once you enter a Y in the Non Attached field, the following screen will display:



Select Create Deposit and this screen will display:



If you are applying the deposit to a single order, select Customer Order Number and this screen will display so you can enter the customer order number:

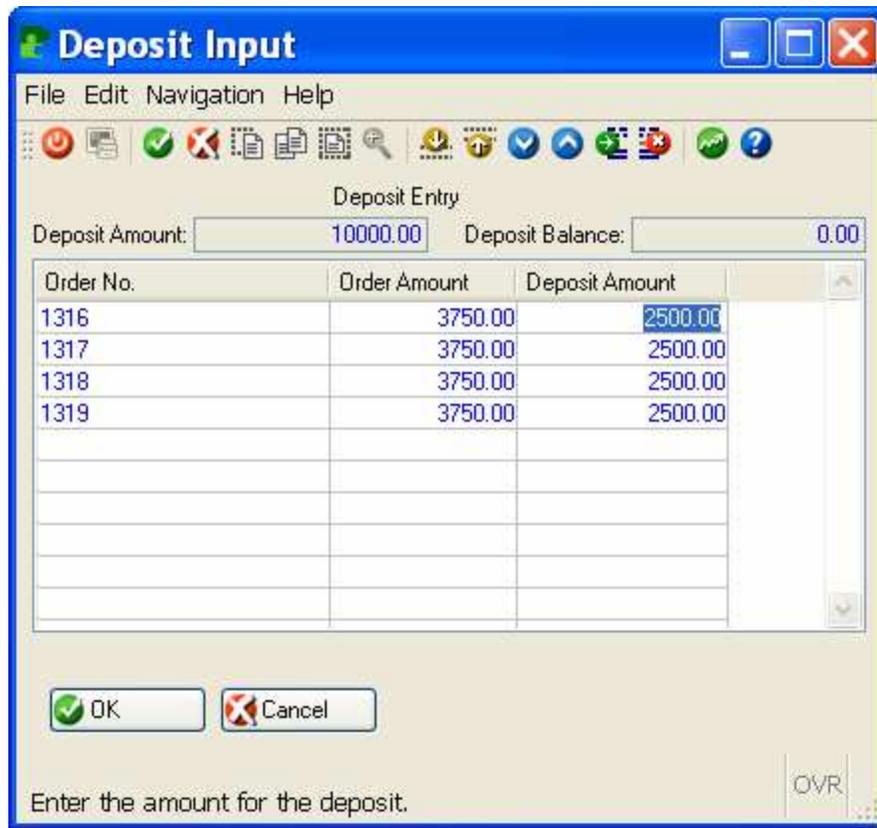


When you press Enter or click on OK this screen displays:



Click on OK and then click on OK from the main cash receipts screen to save the transaction.

If you want to apply the deposit to multiple orders on a contract, select Customer Contract Number on the Select Method screen above rather than Customer Order Number. When selected, this screen will display:



The amount of the deposit will be evenly distributed amongst all orders on the contract but the amounts can be changed if needed. Any changes made must equal the amount of the total deposit.

When the transaction for the single order above is posted it creates this General Ledger entry:

Debit Cash	\$50,000
Credit AR	50,000

### Display of Deposit Information:

The deposits entered display in several programs:

Update Customer Information- a field has been added to the Billing Information screen for Deposits:



The following reports combine the deposit amount and the on account amount:

- Customer AR Aging reports
- Print Customer Open Items
- Print Customer Statements

### Invoicing the Order:

When you invoice an order that has a deposit applied to it, the deposit amount will print on the invoice and the invoice total that prints will be net of the deposit amount. The amount of the deposit applied to the invoice also displays on the Update Invoices screen:

Ap/ Ln	Stg	Item Code	UM	Quantity	Price	Net Amount	
Y	1	INV	GM3970699	EA	50.000	2000.000	100000.00

Sub-Total : 100000.00  
Discount : 0.00  
Freight Amount : 0.00  
Total Tax : 0.00  
Total Invoice : 100000.00

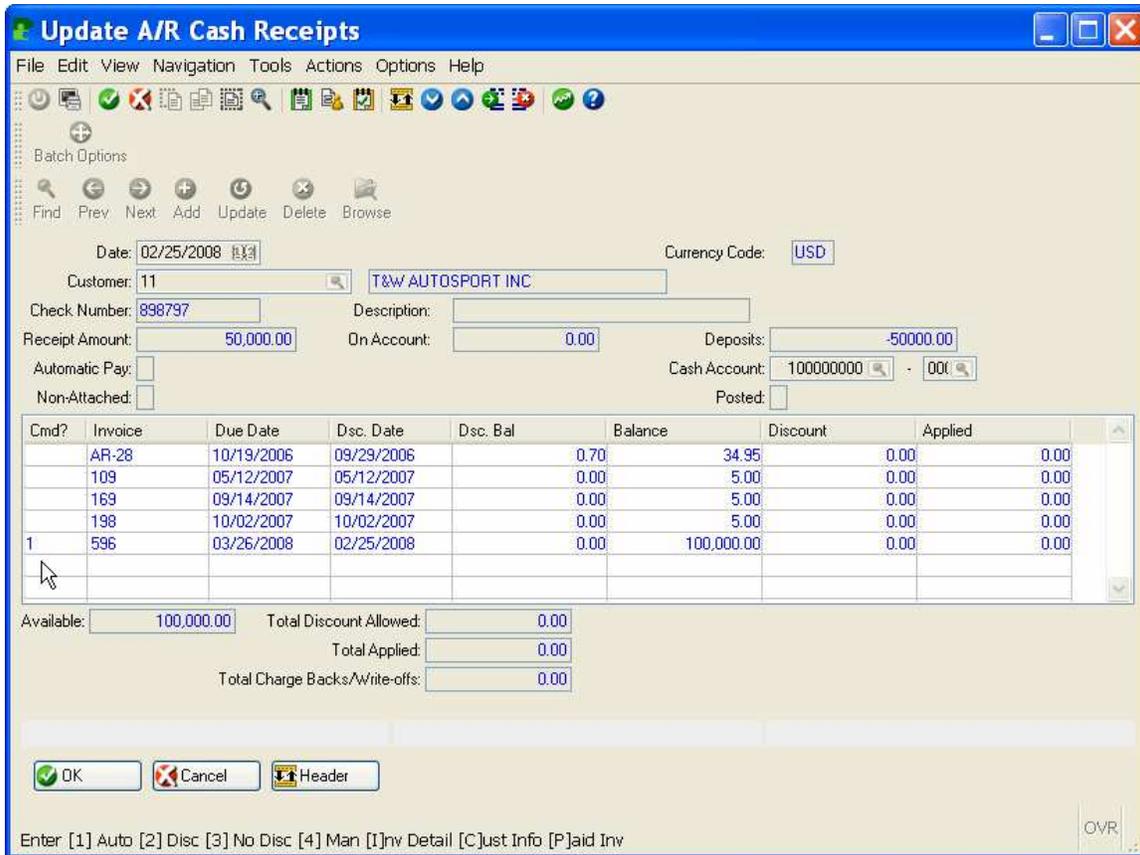
### Partial shipments:

If you are unable to ship and invoice the entire shipment due to the merchandise not being available, it could happen that the deposit amount exceeds the invoice amount of the first shipment. For example, the order amount is \$100,000, you have applied a deposit of \$50,000 to it, and the first shipment is for \$30,000. When this happens \$30,000 of the

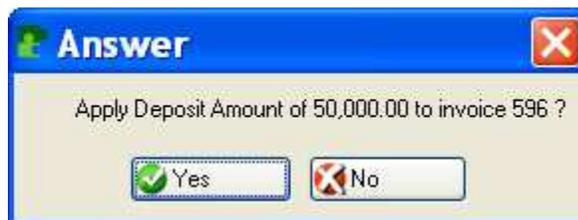
\$50,000 deposit will be applied to the invoice (net invoice amount that prints will be zero), and the remaining deposit amount of \$20,000 will be applied to future shipments for this order.

### Applying Deposits When Applying Cash Receipts:

Go into the Update AR Cash Receipts program. Select the invoice that your customer is paying.



When you press TAB the following prompt displays the amount of the deposit applied to the order when the order was invoiced. Click on OK or press Enter to apply the deposit.



**Update A/R Cash Receipts**

File Edit View Navigation Tools Actions Options Help

Batch Options

Find Prev Next Add Update Delete Browse

Date: 02/25/2008 Currency Code: USD

Customer: 11 T&W AUTOSPORT INC

Check Number: 898797 Description:

Receipt Amount: 50,000.00 On Account: 0.00 Deposits: -50000.00

Automatic Pay:  Cash Account: 100000000 . 000

Non-Attached:  Posted:

Cmd?	Invoice	Due Date	Dsc. Date	Dsc. Bal	Balance	Discount	Applied
	596	03/26/2008	02/25/2008	0.00	0.00	0.00	100,000.00

Available: 0.00 Total Discount Allowed: 0.00

Total Applied: 100,000.00

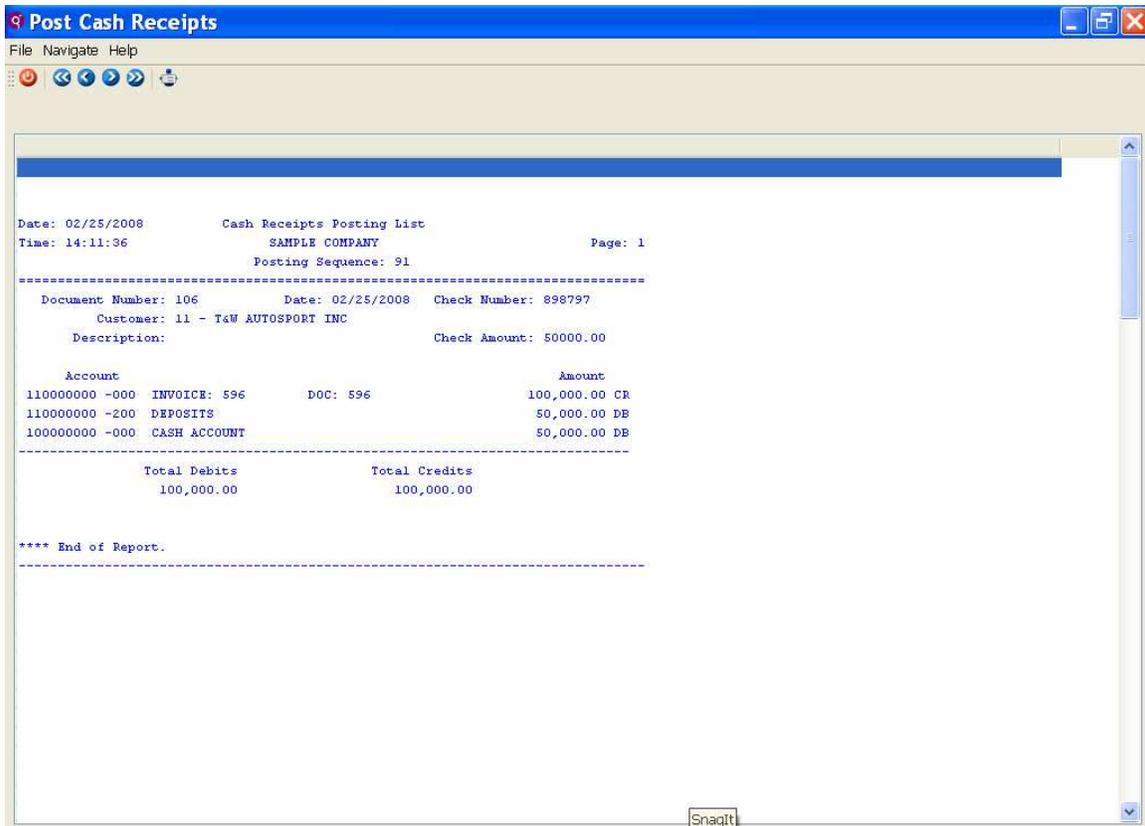
Total Charge Backs/Write-offs: 0.00

(New Document)

View Detail

OVR

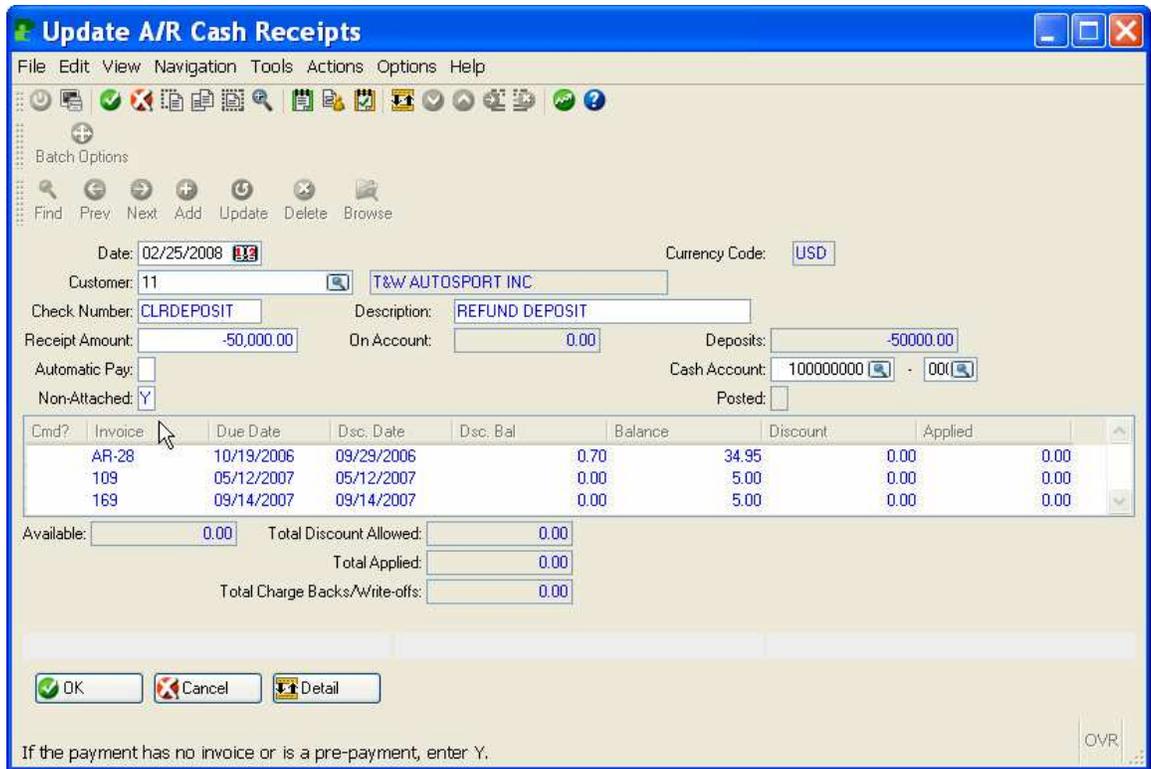
When the transaction is posted the invoice will be paid in full and the deposit amount will be set to 0.



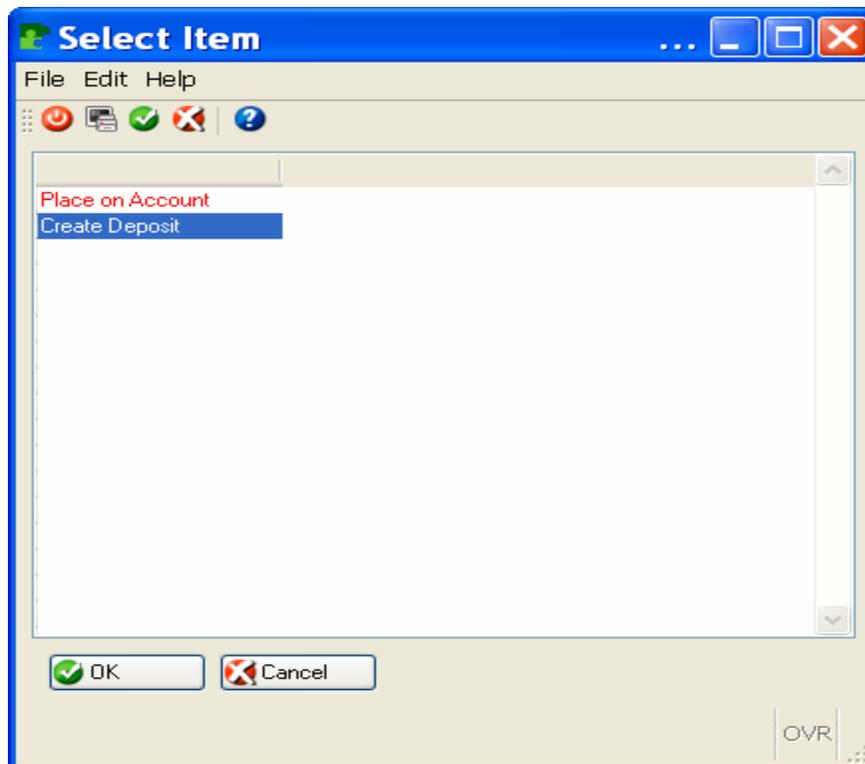
### Refunding Deposits:

In the event that you received a deposit from your customer and then they cancel their order with you follow these steps to clear the deposit from their account.

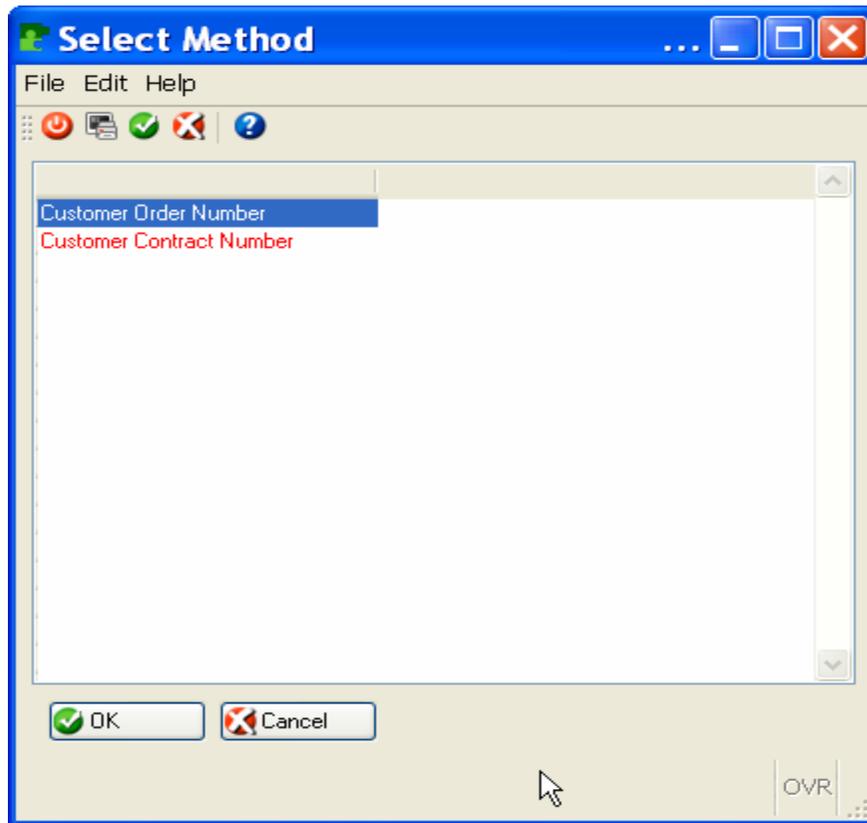
1. Go into Add mode in the Update AR Cash Receipts program.
2. For the receipt amount enter a negative dollar amount equal to the deposit amount.
3. Enter a Y in the Non Attached field.



4. When you press TAB this screen displays:



5. Press Enter or click on Tab this screen displays:



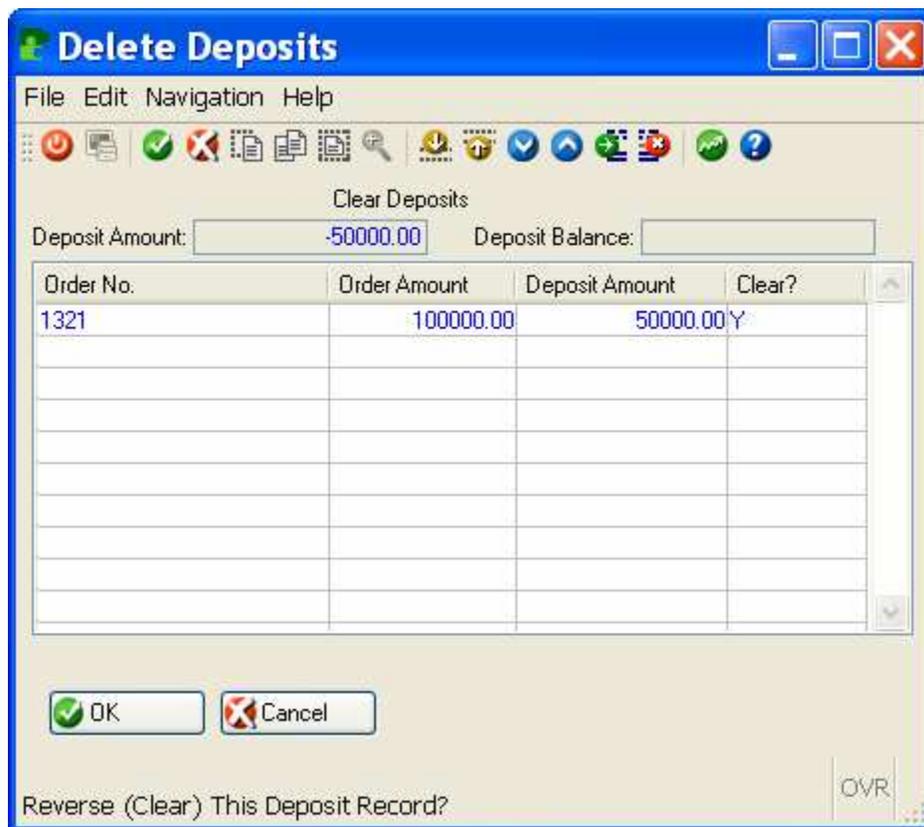
6. Selecting Customer order will display this screen:



When you press Enter or click on OK you will receive this prompt:



Press Enter or click on Yes to accept and then enter a Y on this screen:



. 7. Save the transaction and run the edit and posting reports. The GL entry created is:

Debit AR	\$50,000
Credit Cash	50,000

When you write a check to your customer to refund the deposit, the GL account you should debit the same Cash account credited by the posting report.

## **1541          Auto Assign Invoice Numbers to Recurring Invoices**

The Create Recurring Documents program has been modified to assign the next sequential invoice number instead of leaving this field null and assigning it at time of printing. This is needed in the event that any of the invoices need to be sent for credit card authorization prior to printing. The invoice number is one of the required pieces of information needed to authorize the invoice.