

Accounting - Invoice List

Via the invoice list, you can access all invoices you have created and can edit certain data or cancel/revoke complete invoices. This chapter also explains some implications of JIRA oprations on issues where work logs have already been charged.

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Functionality

In the invoice/account list, you can

- search for invoices,
- view all invoices,
- view summary and details (including the option to download data),
- edit some data of an invoice
- cancel invoices (undo the process of charging work logs)
- download PDF invoices (only **ictime** version 5.2 and higher)
- cancel PDF invoices and create a credit note (only **ictime** version 5.2 and higher)

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There have been major changes for the invoice list (formerly called "Account List") between **ictime** version 5.0.x and ictime 5.2, as **ictime** 5.2 introduces the option to create PDF invoice documents, and this also affects a couple of processes related to cancelling an invoice. Changes also include a naming change, since **ictime** 5.2, we use the term "Invoice" instead of "Account" (as you now can create real invoices).

Invoice List - ictime Version 5.2 and Higher

Invoice List




Search





You can search by the following fields:

Field	Description	Remarks
Customer	Customer picker.	
Project	Project picker.	
Invoice Number	Invoice number, refers to both of the two fields <ul style="list-style-type: none">• Invoice No.• Invoice Rf. No.	

From, To	Date range, refers to the invoice date.	
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List

Field	Description	Remarks
Date	Invoice date you have set when creating the invoice.	
Invoice No.	Invoice number (automatically generated).	This number is automatically generated in case you have activated the Invoice Documents feature (see General Configuration).
Invoice Ref. No.	(External) invoice reference/number you have set when creating/editing the invoice. This is usually a reference to an invoice document that has been created in a different system.	
Customer	Customer (if available)	
Project	Project key.	Accounts can only contain work logs of one single project.
Name	Name you have set when creating/editing the invoice.	
Text	Text with further information for this invoice.	optional
Comment	Additional comment (e.g. to explain why there is a difference between the result from ictime and the billed sum)	optional
Total (Billed)	Total that has been or will be charged to the customer. This value has been entered manually by the user and it might not be the same like the calculated total from ictime .	optional
Total (Calculated)	The (financial) amount to be billed that is calculated by ictime (based on the report that was used to create this account).	
Status	<p>Status of the invoice:</p> <ul style="list-style-type: none"> • Open: The invoice has been created, but no invoice document has been created (= the feature for invoice document creation was switched off when creating the invoice). • Cancelled: The invoice has been cancelled. For details see below. • Document Created: An invoice document has been created for this invoice. This means that you can no longer cancel the invoice, but would have to cancel the invoice document first (create a credit note, see below). • Document Cancelled: If you have cancelled the invoice document (have created a credit note), the invoice itself will get this status. You can now cancel the invoice and "release" all work logs of this invoice again. <p>Invoices created with previous versions of ictime do not show a status. They basically behave like invoices in status "Open", so you can cancel them.</p>	
Invoice	<p>Depending on the status of an invoice, the following operations are available:</p> <ul style="list-style-type: none"> •  View/Edit Invoice (always available) •  View Invoice Details (always available) •  Cancel Invoice (available in status "Open" or "Document Cancelled" and for invoices without status) <p>For details, see below.</p>	

Documents	<p>Depending on the status of an invoice, the following operations are available:</p> <ul style="list-style-type: none">  Download Invoice PDF (in status "Document Created", "Document Cancelled" and in status "Cancelled", if an invoice document had been created)  Download Credit Note PDF (in status "Document Cancelled" and "Cancelled", if credit note document had been created)  Cancel Invoice Document/Create Credit Note (available in status "Document Created") <p>For details, see below.</p>	<p> Please note that it is not possible to create invoice documents for existing invoices. Invoice documents can only be created as part of invoice creation, and this process takes place only once.</p>
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Improvement 5.7.6.1

Starting from Version 5.7.6.1 IcTime considers Jira project permissions in addition to IcTime permissions. Invoices assigned to a project a not any longer visible In case a user has no Jira permission to that project.

View/Edit Invoice

Via the



icon, you can view the invoice's base data and project accounting references. For a description of all fields, please refer to [Charge Work Logs - Create Invoice](#). Most fields of an invoice can't be changed once the invoice has been created. The only fields you can edit at any time, are:

Field	Description	Remarks
Invoice Ref. No.	(External) invoice reference/number you have set when creating/editing the invoice. This is usually a reference to an invoice document that has been created in a different system.	optional
Name	Name you have set when creating the invoice.	
Total (Billed)	Total that has been or will be charged to the customer. This value is entered by the user and it might not be the same like the caculated total from <i>icTime</i> .	optional
Text	Text with further information for this invoice.	optional
Comment	Additional comment.	optional

View Invoice Details

To view the details of an invoice, i.e. to view all **work logs** included as well as the **financial summary**, click on the



icon or click on the invoice name.

Display - work log details and summary - and options are basically the same like for reports (see [Reports: Work Log Details](#) and [Reports: Summary & Analysis](#)). You can also configure columns, add JIRA Custom Fields and Work Log Attributes (WLA) to an export and export details and summary.



Work log **data is stored in a different place to ensure that deleting issues or work logs in JIRA can never affect an existing invoice**. Please note that for technical reasons, longer work log descriptions are reduced to max. 255 characters when stored in the invoice details. This limit does not affect the original work log data which remains unchanged, of course.

Cancel Invoice

You can cancel an invoice, **depending on** the invoice **status**. Cancelling an invoice means that the invoice's status changes to "Cancelled" (but the invoice itself is not deleted) and all work logs belonging to the invoice are set to status "not charged" again and their relation to this invoice will be deleted. These work logs can be charged again.

You can only cancel an invoice that either

- does **not have any status** (has been created with a previous version of *ictime*)
- or is in status "**Open**" (no invoice document has been created, as the feature was switched off when the invoice had been created)
- or is in status "**Document Cancelled**" (the invoice document for this invoice has been cancelled already, i.e. a credit note has been created; see below).

To cancel an invoice, click the following icon in the "Invoice" column (the icon won't be available if the status of the invoice does not allow to cancel the invoice):



After confirming the action, the invoice will be set to status "Cancelled" and all work logs included in this account will be in status "not charged" again.



As all work log data is stored separately for an invoice, this information won't be lost and can still be viewed.

Invoice Documents

If you have configured *ictime* to use the invoice document feature, creating an invoice will automatically create an invoice document as PDF. By default, this feature is switched off. If it is switched on, the "Documents" column of the invoice list will display the option to download invoice documents and credit note documents, if applicable. In addition, depending on the status of the invoice, you will have the option to create a credit note document (cancel an invoice document).

Cancel Invoice Document / Create Credit Note



This topic only applies to you if you have activated the feature to create invoice PDF documents.

Once an invoice document has been created, we consider this a legal document (in terms of taxation etc.). This means that you should not simply delete this document but have to follow a defined process in order to "get rid" of this invoice document in a traceable way. In addition, you need to perform two steps to get the invoice "undone" in terms of getting all work logs of this invoice back to "not charged", in case this is required.

Step 1: Cancel Invoice Document / Create Credit Note



Before cancelling an invoice document, ensure that you have already created and uploaded a template for your credit notes (Type INV_CRN). For details, refer to [Custom Reports](#).

If an invoice document has been created and needs to be cancelled, this implies that you are creating a credit note document. To do so, click on the following icon in the "Documents" column:



This icon will only be available if an invoice document has been created, i.e. the status of the invoice is "**Document Created**". If no document has been created, there is no need to work with a credit note and the invoice itself can be cancelled directly (see [Cancel Invoice](#)). If the document had already been cancelled, the icon won't appear either.

The following dialogue will open:

Cancel Invoice Document

Date: 

Template:

Remarks:

Field	Description	Remarks
Date	Date for the credit note. You should use this field in your credit note template/s.	Will be stored in the invoice.
Template	Select a template for the credit note document. You might have created and uploaded different templates to cover different scenarios. Only templates with the type "INV_CRN" appear in this dropdown. For details, refer to Custom Reports .	Will be stored in the invoice.
Remarks	You can use this textarea for any kind of remarks. Depending on your template, these remarks can appear on the credit note document.	Optional. Will be stored in the invoice.

When you click "Save", the invoice document will change its status to "Document Cancelled" and a credit note document will be created. This document will appear in the "Documents" column of the invoice list and can be downloaded by clicking the following icon:



Please note that your invoice document remains available for download, too.



We only cover the scenario of cancelling the complete invoice document, and do not specifically cover use cases like a partial refund. However, depending on your template for the credit note, you might be able to somehow reflect partial refunds, e.g. by using data from the remarks textarea.

If there is an issue caused by a problem in the template, you will get an error message that should give some information on the kind of problem and everything will be rolled back, i.e. no credit note will be created



Template could not be parsed. For more information please check your atlassian-jira.log file. Root cause:
net.sf.jasperreports.engine.fill.JRExpressionEvalException:
Error evaluating expression for source text:
Double.parseDouble(\${NAME})

Date: *

Jan 25, 2016



Template: *

Default Invoice Credit Note



In this case, please cancel and start over again (either fix the problem in the template/report before, or user another template/report, if possible).

Step 2: Cancel Invoice

Depending on the reason for cancelling the invoice document/creating the credit note, you will also need to cancel the **invoice** itself, **not only the invoice document**:

- If you have cancelled the invoice document e.g. because you have committed an error and you need to issue a new invoice, you will need to bring all work logs back to "not charged" in order to be able to create a new, correct invoice document. In this case, you need to cancel the invoice, as only this step will bring your work logs back to a chargeable state.
- If you have cancelled the invoice document e.g. because after issuing the invoice, you have agreed with your customer that for whatever reason, your work should not be charged, and you do not need to issue a new invoice, you do not need to cancel the invoice. In this case, it would be correct that the work logs remain in status "charged" and it would be okay that the invoice itself still exists. Only the document has been cancelled and a credit note has been issued.

This means that we do not automatically cancel the invoice when you cancel the invoice document. - you might neither need nor want this, depending on the specific use case.

How to cancel the invoice is described above: [Cancel Invoice](#)

Accounts List - ictime Version 5.0.x and Lower

Please use the search mask to find one or more accounts. You can search by

- project (project picker, you have a search with autocomplete and can pick multiple projects)
- invoice number
- date range (empty = all existing invoices for all dates).

Accounting

Projects: All

Invoice Number

From

To

Search

Search

(ABC) ABC Project 2

(DEF) DEF Project MV

(GHJ) GHJ WS

(HPQP) HPQ Project 1

(AIC) Interconcept AIC

(ICN) JIRA Plugin - ICNAVIG...

(ICF) JIRA Plugin IF

(ITI) JIRA Plugin IT






















(KLM) KLM Consulting

The list shows the following information:

Accounts

Displaying entries 1 to 17 of 17 entries




1

Date	Invoice Number	Project	Name	Text	Comment	Billed	Calculated (chargeable)	
07.01.2014	BRA-87345	ICJP	JIRA Plugin ICTIME			-		  
10.05.2013	12345	ABC	ABC Phase II			123.00 EUR	112.20	  
02.01.2013	20102	KLM	KLM - 2012-12			3,712.50 EUR	3712.50 EUR	  
27.12.2012	20102	ICSUP	XYZ - Support & Impl.			1,365.00 EUR	605.00 EUR	  
27.12.2012	20102	ICSUP	Customer A Support 2012			552.50 EUR	55.00 EUR	  
27.12.2012	20102	ICSUP	PQR Support 2014			110.00 EUR	110.00 EUR	  
07.12.2012	20102	KLM	KPM Consulting - 2012-11			2,362.50 EUR	2362.50 EUR	  

Depending on the number of accounts, a pagination/following page navigation will appear above the list.

Field	Description	Remarks
Date	Account date you have set when creating/editing the account.	Not necessarily the creation date.
Invoice No.	Invoice number you have set when creating/editing the account.	
Project	Project key.	Accounts can only contain work logs of one single project.
Name	Name you have set when creating/editing the account.	
Billed	Total that has been or will be charged to the customer. This value is entered by the user and it might not be the same like the caculated total from <i>ictime</i> .	optional
Calculated (Chargeable)	The (financial) amount that is calculated by <i>ictime</i> (based on the report that was used to create this account).	
Text	Text with further information for this account.	optional
Comment	Additional comment (e.g. to explain why there is a difference between the result from <i>ictime</i> and the billed sum)	optional

The following operations are available:

Icon	Action	Description	Remarks
	View	View account details (work logs and summary for this invoice), download data as .xls file.	You can also view the details by clicking on the name.
	Edit	Edit "meta data" of the invoice like name, date, text etc.	You can't edit the work logs included in the invoice.
	Revoke	Delete account and "release" work logs again (work logs are in status "not charged" again)	

View Account (Work Log Details & Summary)

To view the details of an account, i.e. all work logs included as well as the summary, click on the









icon or click on the account name.

07.01.2014 - JIRA Plugin | ICTIME - BRA-87345
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Work Log Details

Export

ID	Date	Project		Issue	Components	Activity	Description	User	Begin	End	Result	Rounded	Corrected	Charge
13803	24.06.2013	ICJP	 	ICJP-210 Support	Various	QS & Test	testing & support	reinhard	00:56	--	5h 18m	--	--	
13802	24.06.2013	ICJP	 	ICJP-233 Various Issues v.3	Various	Support	checked issue and feedback to client	tobias	00:11	00:49	0h 38m	--	0h 0m	

1 to 2 of 2 entries


Summary & Analysis

Export

Project	Team	Price List	Activity Type	Charge			No Charge					
				Hours	Rate	Total	Hours	Rate	Total			
ICJP				Total	5.31	Ø 110.00	584.10	0.00	Ø - 0.00			
> Manager					5.31	Ø 110.00	584.10	0.00	Ø - 0.00			

Display - work log details and summary - and options are basically the same like for reports (see [Reports: Work Log Details](#) and [Reports: Summary & Analysis](#)).

Work log **data is stored in a different place to ensure that deleting issues or work logs in JIRA can never affect an existing invoice** (see below).

 Please note that for technical reasons, longer work log descriptions are reduced to max. 255 characters for the stored account data. This limit does not affect the original work log data which remains unchanged.

Download Work Log Details and Summary

If you want to download details and summary of the report, you can do that before you finally create the "account, or you can do it when viewing a the account. You can also configure columns, add JIRA Custom Fields and Work Log Attributes (WLA) to an export and export details and summary.

02.01.2013 - KLM - 2012-12 - 20102
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Work Log Details

Export

Same for the summary:

Summary & Analysis

Export

Edit Account

To edit an account, click on the edit icon:



You can edit all data you have entered when creating the account, but you can't change the work log entries that are part of this account. If you require to change work log entries, you need to revoke the account and create a new one (see below).

Edit

Date: *	<input type="text" value="27.12.2012"/>	
Invoice Number: *	<input type="text" value="20102"/>	
Name: *	<input type="text" value="XYZ - Support & Impl."/>	
Invoice total:	<input type="text" value="1365.00"/>	EUR
Text:	<input type="text"/>	
Comment:	<input type="text"/>	

Revoke Account (Undo Charging Work Logs)

You can revoke any account. Revoking an account means that the account itself is deleted and all work logs belonging to the account are set to status "not charged" again.

Go to the accounting list

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and click the icon "revoke" for the account you want to revoke.



After confirming the action, the account will be deleted and all work logs included in this account will be in status "not charged" again.

Do you really want to revoke this account? The account will be deleted and all work logs included will be set to status "not charged" again.



Keep in mind that revoking an account makes work logs available again for operations like edit or delete (unless this is not possible e.g. because of approval status or project status). However, **revoking an account can't bring back work logs that have been deleted via functionality not controlled by *ictime*** (see below).

Implications of Deleting Issues or Work Logs in JIRA

Deleting Issues in JIRA

If you delete an issue in JIRA, all work logs are deleted in JIRA, too (contrary to other relations of an issue, JIRA completely ignores the work logs ...). ***ictime*** can't change this JIRA behaviour. In fact, additional information for a work log from the ***ictime*** database is not deleted, but no longer accessible in normal ***ictime*** reports or timesheets, as the work log is the base entity where all additional ***ictime*** information points to.



When creating an invoice in ***ictime***, we are saving some work log information in a completely separate database table (invoice items). That means that summary and details for an account do never change, as they are taken from this table and we are not relying on JIRA work logs any longer. That means that deleting issues does not have any implications for existing accounts. However, you will have the situation that a work log being part of an account does no longer exist in the (JIRA) work logs, which might be considered confusing.

Deleting Work Logs

It is not possible to delete work logs that have been charged via functionality that ***ictime*** provides. However, ***ictime*** can't control functionality to delete work logs that JIRA provides, like the option to delete complete issues with all their work logs in JIRA.



If you delete a work log that had been charged, there will be no impact on existing invoices/accounts, as work log detail data for invoices had been saved separately and therefore is not taken from the JIRA work log entry, but from a different place, like described above. However, you will have the situation that a work log being part of an account does no longer exist in the (JIRA) work logs, which might be considered confusing.

Cancel/Revoke (Undo) an Invoice/Account

If you "undo" an invoice/account, status of all work logs is once again set to "not charged".



If work logs had been deleted (or issues with work logs had been deleted) in the meantime via JIRA functionality, they will be finally lost.