Introduction

In this section of the Invoice Course, you will be familiarized with the components of an Invoice. You will learn how to effectively utilize HVMS to create, edit and complete an Invoice. HVMS Invoice features supply an efficient billing process by increasing Invoice precision and Inventory management.

Learning Outcomes

Identify Where an Invoice Can Be Created From Within HVMS
Create an Invoice
Complete Initial Invoice Properties
Edit Invoice Properties
Add Charges to an Invoice
Apply Discounts to an Invoice
Edit Invoice Status
Copy an Invoice to another Patient
Print an Invoice

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   b. Receivables Section of the Module List
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   c. Medical Description
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Invoices – Within HVMS an invoice represents a collection of charges related to the care of a Patient posted to a Customer(s) account. Invoice charges can be created from an invoice itself or automatically driven from selections on a related Worksheet. The following sections will guide you through creating an Invoice and the components of an Invoice one section at a time.

1. **Where to Create an Invoice** – Creating an Invoice with HVMS can be done in a variety of locations. Regardless of where the Invoice is initiated from within HVMS, the New Invoice window loaded is always the same.
   
a. From the Calendar view within the Appointments Tab, right click on the related appointment and select “New Invoice for” with the corresponding Patient name -> The New Invoice window will load with the selected appointments Patient and Customer(s) as default.
   
b. From the Receivables section of the Module List, select the Invoice dropdown and New Invoice by Patient or Customer -> A Record search screen will appear,
select the desired Patient or Customer -> The New Invoice window will load. Using this method requires the Customer or Patient to be searched for.

c. From the Customer Account, select the appropriate Practice Tab (Ledger), select the New Invoice Button -> The New Invoice window will load with the selected Customer as default.

d. From the Patient Account within the Patient Record Toolbar, select the Start New dropdown and the Invoice Button -> The New Invoice window will load with the selected Patient and related Customer(s) as default.

2. **Initial Invoice Properties** – Once an Invoice has been initialized, a New Invoice window will appear with required properties to complete for the Invoice displayed in bold red text. Invoice Properties include Billing Details, Invoice Details and Medical Description.

   ![Invoice Properties](image)

   **Invoice Properties**

   a. Billing Details – This section contains necessary information required to bill the Invoice out to a Customer. Some Invoice properties may already be complete based on the Invoice creation method.

      i. Primary Doctor – Select the performing Doctor from the dropdown list. This field is very important as it determines the Doctor who is responsible
for the overall care of the patient, and who receives commission for the Invoice.

ii. Profit Center – Select the correct Profit Center based on where the invoice services are performed. Profit Center represents a sub-area of a practice (used for revenue reporting by business area within HVMS). For example, field could be a profit center in some cases, which represents that the client was serviced in the field. It is important to select the correct Profit Center as it can restrict which Inventory items are available for Invoicing.

iii. Location – Select the correct Location based on the Profit Center. Location represents a regional location that is a practice specific sub category of the Profit Center.

iv. Inventory Default – Select the Inventory Location that is being used for the Invoice (where the Inventory supplies are actually taken from). For example, a Central Pharmacy, a Doctors Truck or a Storage Locker. This field is very important as it ensures proper inventory depletion and provides Inventory control.

v. Customer – Select the owner of the Patient. The Invoice total will be applied to the Customers Ledger and a record of the Invoice will be saved in the Customer’s account.

vi. Taxes – Tax rules applied to a Customer account will default here but can be changed.

vii. Patient – Select the correct Patient to apply the Invoice to. A Record of the Invoice will be saved in the Patients history. Only one Patient may be chosen per invoice unless the rapid Billing feature is utilised. A New Patient Record can be created from the Add New button.

viii. Split Billing – The Split Billing section displays the Owner(s) currently assigned to the Invoice and at what percentage they are responsible for paying based on Patient properties. Split Billing for the current Invoice can be modified from here without affecting Patient Properties or subsequent Invoices.

1. To edit an Owners percentage, select the desired percentage and type in the new percentage -> The Ownership percentage will instantly be reassigned. Note, the total percentage must equal 100%. Never have an owner with 0% ownership in this list. They should be deleted rather than left at 0%.
2. To add an Owner, select the add new button -> A Customer Search popup box will appear to select the Owner from.

3. To delete an Owner, highlight the desired record and select the delete button -> The Owner will instantly be deleted from Invoice Ownership.

b. Invoice Details – This section contains information required to properly assign commission to the related Doctor(s). Some Invoice properties may already be complete based on the Invoice creation method.
   
i. Referral Doctor – Used to select a Referral Doctor assigned to the patient from the Referral Doctor dropdown list. A Referral Doctor is used for reference purposes and also serves as a link to the Referral Doctors contact information stored within HVMS.
   
ii. Doctor Commission – Defaults to the Doctor set within the Primary Doctor field. For Split Commission, multiple Doctors must be set in this section indicating split commission for the Invoice at the percentages set.

   1. To add an Doctor, select the add new button or the Add row dropdown button -> A new Doctor row will appear in the Doctor Commission section to select the New Doctor from.
   
   2. To edit a Doctors Commission, select the desired Commission amount and type in the new Commission amount -> The Doctor Commission will instantly be reassigned. The total percentage must always equal 100%. Never have a Doctor with 0% commission in this list. They should be deleted rather than left at 0%.
   
   3. To delete a Doctor, highlight the desired record and select the delete button -> The Doctor will instantly be deleted from the Invoice Commission.
   
   iii. Emergency On/Off Button – Used to change the statues of the invoice to After Hours/Emergency. This feature is very important as it can internally change a Doctors Commission based on practice settings. The status of the Invoice will be displayed on the button itself (Emergency Off indicates the Emergency setting is turned off, Emergency On indicates that the Emergency setting is turned on).
   
c. Medical Description – This is a practice specific Diagnostic Tree used to classify the invoice based on the medical description of the Patient it was created for. This feature will include the Medical Description selected in Patient History
entries for ease of information retrieval during Medical History searches. The Medical Description also provides information for reporting purposes. This feature may or may not be required based on specific practice system settings.

i. Class – The first level of the tree, this is the overall group that the invoice should be categorized with. Examples include: Dentistry, Lameness, Obstetrics.

ii. Category – The second level of the tree, the available options are determined by the Class that was selected. Options can include: Back Examination, Foot, Hindlimb, Check Teeth, Dental Floatation.

iii. Code – The third level of the tree, and the options available are determined by the Class and Category selected. **As you move further down the tree, in some cases, there are no Codes. It all depends on the Class and Category selected initially. Options can include: Thigh, Stifle, Incisor bar.

iv. Sub-Code – The fourth level of the tree, options available are determined by the Class, Category and Code selected. **There may be no options at this point.

v. “Save” Button – Select this button once the Invoice property selections are complete to create the New Invoice -> The New Invoice window will appear with completed Invoice properties displayed.

3. **Invoice Components** – Once initialized, an Invoice is organized into three sections, Invoice Toolbar, Invoice Settings and Invoice Charges. Becoming familiar with these Invoice sections will enable a user to efficiently produce an accurate Invoice.
a. Invoice Charges – Invoice charges are the Inventory Items added to an Invoice. Invoice charges can be professional services or drugs/supplies.

<table>
<thead>
<tr>
<th>Date</th>
<th>Provider</th>
<th>Code</th>
<th>Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Discount</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul 23, 2009</td>
<td>SH</td>
<td>N/A</td>
<td>Coffee/Tea</td>
<td>1.00 roll</td>
<td>$4.00</td>
<td>0.00%</td>
<td>$4.00</td>
</tr>
<tr>
<td>Jul 23, 2009</td>
<td>SH</td>
<td>F0304</td>
<td>Exams</td>
<td>1</td>
<td>$35.00</td>
<td>0.00%</td>
<td>$35.00</td>
</tr>
<tr>
<td>Jul 23, 2009</td>
<td>SH</td>
<td>E9088</td>
<td>Phenylbutazone Paste</td>
<td>1.00 Tube</td>
<td>$21.00</td>
<td>0.00%</td>
<td>$21.00</td>
</tr>
</tbody>
</table>

Total Invoice Amount: $60.00

Invoice Charges

1. Type the description of an Inventory charge into the Search field. After three or more characters are entered, results appear in a list. Choose an item by double-clicking on it or selecting it and pressing the Enter key from the keyboard. The select Method of Sale window will appear followed by the Invoice Item Wizard. Select the container size if applicable and the quantity for the Inventory item and add the Inventory item to the Invoice.

2. To administer an item, select the Administer Button. (an alternative option to searching the code and then selecting Administer) The Find Inventory Item search window will appear.

3. To dispense an item, select the Dispense Button. (an alternative to searching the code and then selecting Dispense) The Find Inventory Item search window will appear.
a. Administer vs. Dispensing an item can change the defaulted quantity of an Inventory Item and consequently the final charges billed. For example, administering an item can give the biller the option to select an injection fee whereas dispensing an item will not include an injection fee but may default the item quantity to a full container size.

ii. Total Invoice Amount – Once a charge has been added to an Invoice, the Total Invoice Amount located at the bottom right corner of the Invoice Window will update to display the current Total Invoice Amount.

b. Invoice Settings – This section contains shortcuts to the Invoice Properties applied when creating the Invoice as well as additional billing related features.

<table>
<thead>
<tr>
<th>Invoice Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Properties Button – Used to return to the Invoice Properties window initialized during Invoice creation. Any Invoice Properties can be corrected or edited midway during an Invoice. The changes will only apply to subsequent charges added.</td>
</tr>
<tr>
<td>ii. Emergency On/Off Button – Shortcut to Invoice Emergency settings. Also will display current status of Invoice Emergency settings.</td>
</tr>
<tr>
<td>iii. Set Note – Used to add an internal note specific only to this Invoice. This note will only be visible from the open Invoice window itself and will not be visible in Patient or Customer History. The Note will not print on the Customer Invoice or Statement and is for internal communications only. Example: a note why a discount has been applied to the entire Invoice.</td>
</tr>
<tr>
<td>iv. Discount – Used to apply a discount to the entire Invoice amount.</td>
</tr>
</tbody>
</table>
1. Apply Discount – Discounts can be applied by percentage, amount or to cost by selecting the apply button.
2. Clear Discount – Discounts can be cleared by selecting “Clear all Discounts” from the Apply dropdown.
3. Hide Discount – Discounts can be hidden from printing by selecting the Hide button. Discounts can be revealed during printing by selecting the Hidden button.
4. Copy – Used to copy the current Invoice to another Patient. Changes to the current Invoice must be applied before copying. Select the Copy button to activate the Copy Invoice process.
Copy Invoice to Other Patients

1. Patients – The Invoice can be copied to one or more Patients. The Patients displayed in the Patients section will receive the Invoice and subsequent charges. Select Add New to create a new Patient or Find Patient to add an existing Patient.

2. Copy From – Used to select existing Patients based on the following Patient Properties; Customer, Location, Trainer, Boarding Location. Select one of these properties to display patients associated with it in the list below.
   a. To add a Patient select the Add button within the Patient row -> The Patient will now display selected in place of the Add button and the Patient will also be displayed in the Copy to Patients List.
   b. To remove a Patient from the Copy to Patient list, select the Remove button within the Patients row -> The Patient will now be removed from the list and will not receive the copied invoice.

3. Print On Creation – Select this button to automatically print the copied invoices once the OK button has been selected.
Invoicing - Fundamentals

4. “Cancel” Button – Select this button at anytime to cancel current changes and close the Copy Invoice feature.

5. “OK” Button – Select this button once the Invoice Copy selections are complete ->
   a. Date of Service Selection window will appear to select the date of the copied Invoice(s).
   b. Close Invoices window will appear with the option to close the copied invoices or not.
   c. Invoice(s) will be copied and the Invoice Copy window will close.

vi. Profit Center Button – Shortcut to the Invoice Profit Center setting. Also will display the current Invoice Profit Center.

vii. Location Button – Shortcut to the Invoice Location setting. Also will display the current Invoice Location.

viii. Inventory Default button – Shortcut to the Invoice Inventory Default setting. Also will display the current Invoice Inventory Default.

ix. Doctor Button – Shortcut to the Invoice Doctor, Split Commission and Caregiver settings. Also will display the current Invoice Doctor.

x. Caregiver Button – Used to select a Patient caregiver if it is not the designated Doctor assigned to the Invoice. Practice specific system settings can allow the caregiver to internally receive commission if selected. Otherwise, a Caregiver can serve as a medical record indicating that a staff member is providing the service under the Doctors supervision.

xi. Mark Reviewed – Used to indicate if an Invoice has been reviewed by the staff responsible for it before completion.

xii. Search Field – Used to search for Inventory items to add to the Invoice by Inventory Code or Description.

xiii. Service Date – Used to set the date of Invoice charges. Once set, all proceeding charges will contain the specified date.

xiv. Show User/Invoice Description – Used to toggle between an inventory items’ user description and invoice description. Description/Invoice Description is generally a scientific drug name or procedure name and the User Description is generally a secondary name for a professional service or the brand name of a drug.
xv. Move item – Used to re-arrange the order in which items appear on an Invoice.

xvi. Administer – Used to add an Administered item to the Invoice.

xvii. Dispense – Used to add a Dispensed item to the Invoice.

xviii. Delete – Used to delete an item from the Invoice.

**c. Invoice Toolbar** – The invoice Toolbar contains administrative options as well as internal invoice settings. Options included in the Invoice Toolbar may only be available with select HVMS system permissions.

![Invoice Toolbar]

**Invoice Toolbar**

i. Administration dropdown

1. Delete Invoice – Used to Delete the Current Invoice. Should be avoided as other records that are linked to the Invoice may also be deleted (such as Worksheets). Once an Invoice has been deleted, it is irretrievable.

2. Merge [Transfer & Delete] – This function will delete all current Invoice charges and move all charges to a selected existing invoice. All charges will immediately be moved to the Owner of the selected target invoice Patient.

3. Switch Companies – If more than one practice exists, this function allows a user to change which practice is assigned to the current Invoice.

ii. New Invoice – Shortcut which closes the current Invoice and begins a new Invoice for the selected Patient or Customer. Select the New Invoice dropdown for the available New Invoice options.

1. Find Patient – Start a New Invoice for a different Patient

2. Find Customer – Start a New Invoice for a different Customer

3. For [Current Patient Name] – Start a New Invoice for the current Patient

4. For [Current Customer Name] – Start a New Invoice for the current Customer

iii. Find Inv. Button – Shortcut used to close the current Invoice and begin a search for an existing Invoice.
iv. Print Button – Shortcut Used to Print Patient Invoices
   1. Print – Used to Print the current Invoice only
   2. Print Range – Used to Print Invoices with a service date between a specified range. Once selected, a Date Range window will appear to input the desired Date Range.
   3. Email – Used to email the current Invoice to a Customer. Once selected, the email window will appear to confirm or edit the Customer email address, enter an email subject and enter additional email text if desired.
   4. Email Range - Used to email Invoices with a service date between a specified range to a Customer. Once a range has been selected, the email window will appear to confirm or edit the Customer email address, enter an email subject and enter additional email text if desired.

v. Customer Button – Shortcut used to open the Customer account. The Customer Name will appear as the button text.

vi. Patient Button – Shortcut used to open the Patient Record. The Patient Name will appear as the button text.

vii. Hold Button – Used to prevent the invoice from being marked closed during a batch close, or to prevent payments from being auto-applied against the invoice. Available options are:
   1. Do Not Auto Apply Payments – Prevent payments from being auto-applied against the invoice
   2. Do Not Batch Close – prevent the invoice from being marked closed when using the batch close feature
   3. Do Neither – Applies both of the above restrictions on an Invoice.

viii. Status dropdown – Used to change the Status of an Invoice. The current Status will appear as the Status dropdown text. Available options include:
   1. In-Progress – Allows charges to be added, edited, and deleted. Invoice is in development mode at this status. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.
   2. Complete – Indicates that the Invoice has been finalized. Charges cannot be added, edited, or deleted in this status resulting in the Invoice settings being locked. At this status, the Invoice is now posted to the Customer Ledger and can have payments applied
against it. To edit a Completed Invoice, its Status must be set back to an editable status such as In-Progress.

3. For Review – Indicates that an invoice is awaiting review for approval or editing by another staff member. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

4. Send Immediate – Practice specific setting which alerts the accounting department that the Invoice is ready for completion but needs to be paid or sent to the Customer right away rather than at month end. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

5. Estimate – Indicates the Invoice is currently an Estimate and that the services have not yet been performed. Estimate Status automatically activates the Hold Invoice button to prevent the Invoice from accidentally being closed during Batch close or having payments applied against it. The Invoice can also be printed at this status to give a Customer an Estimate for services.
At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

6. Paid – Indicates that the Invoice has been completed and paid in full. Once Paid, a status cannot be changed and an Invoice cannot be edited unless the payment is unassigned from the invoice. Unassigned Payments will be covered in the HVMS Accounts Receivable Certification.

7. Partially Paid – Indicates that the Invoice has been completed with part of the balance paid. Once Partially Paid, a status cannot be changed and an Invoice cannot be edited unless the payment is unassigned from the invoice.
   a. “Greyed Out” statuses – Complete, Paid and Partially Paid can also display with a “greyed out” appearance and be locked from editing. This means that the invoice was in the indicated Status when a month end was run. There is no way to change the status of one of these Invoices after a month end has been completed.

ix. Created By – Displays the user that created the current Invoice.

x. Last Updated By – Displays the last user to update the current Invoice.

xi. “Apply” Button – Select this button at anytime to save current changes and continue working with the current Invoice. It is recommended to get in the habit of routinely selecting the Apply button to save your changes as you work on an Invoice.

xii. “Cancel” Button – Select this button at anytime to cancel current changes and close the current Invoice.

xiii. “Okay” Button – Select this button at anytime to save current changes and close the current Invoice. NOTE: Remember to update the Invoice Status if applicable.
Glossary

**Invoice** – Within HVMS an invoice represents a collection of charges related to the care of a Patient posted to a Customer(s) account. Invoice charges can be created from an invoice itself or automatically driven from selections on a related Worksheet.

**Invoice Primary Doctor** – Determines the Doctor who is responsible for the overall care of the patient and who receives commission for the Invoice.

**Invoice Profit Center** – Profit Center represents a sub-area of a practice (used for revenue reporting by business areas within HVMS). For example, field could be a profit center in some cases, which represents that the client was serviced in the field. It is important to select the correct Profit Center as it can restrict which Inventory items are available for Invoicing.

**Invoice Location** – Location represents a regional location that is a practice specific sub category of the Profit Center.

**Invoice Inventory Default** – The Inventory Location that is being used for the Invoice (where the Inventory supplies are actually taken from). For example, a Central Pharmacy, a Doctors Truck or a Storage Locker. This field is very important as it ensures proper inventory depletion and provides Inventory control.

**Split Billing** – The Split Billing section allows the total Invoice amount to be split, by a percentage, between two or more Customers.

**Invoice Emergency On/Off Button** – Used to change the statues of the invoice to After Hours/Emergency. This feature is very important as it can internally change a Doctors Commission based on practice settings. The status of the Invoice will be displayed on the button itself (Emergency Off indicates the Emergency setting is turned off, Emergency On indicates that the Emergency setting is turned on).

**Medical Description** – This is a practice specific Diagnostic Tree used to classify the invoice based on the medical description of the Patient it was created for. This feature will include the Medical Description selected in Patient History entries for ease of information retrieval during Medical History searches. The Medical Description also provides information for reporting purposes. This feature may or may not be required based on specific practice system settings.

**Invoice Components** – Once initialized, an Invoice is organized into three sections, Invoice Toolbar, Invoice Settings and Invoice Charges. Becoming familiar with these Invoice sections will enable a user to efficiently produce an accurate Invoice.
**Invoice Charges** – Invoice charges are the Inventory Items added to an Invoice. Invoice charges can be professional services or drugs/supplies.

**Invoice Set Note Button** – Used to add an internal note specific only to this Invoice. This note will only be visible from the open Invoice window itself and will not be visible in Patient or Customer History. The Note will not print on the Customer Invoice or Statement and is for internal communications only. For example: a note about why a discount has been applied to the entire Invoice.

**Invoice Discount Button** – Used to apply a discount to the total Invoice amount by percentage, amount or to cost.

**Invoice Copy Button** – Used to copy the current Invoice to another Patient(s). Changes to the current Invoice must be applied before copying.

**Invoice Caregiver Button** – Used to select a Patient caregiver if it is not the designated Doctor assigned to the Invoice. Practice specific system settings can allow the caregiver to internally receive commission if selected. Otherwise, a Caregiver can serve as a medical record indicating that a staff member is providing the service under the Doctors supervision.

**Invoice Mark Reviewed Button** – Used to indicate if an Invoice has been reviewed by the staff member responsible for it before completion.

**Invoice Service Date** – Used to set the date of Invoice charges. Once set, all proceeding charges will contain the specified date.

**Invoice Administer Button** – Used to add an Administered item to the Invoice. An Administered item represents a medical treatment given to the patient by a care provider. (The care provider actually treats the patient him/herself)

**Invoice Dispense Button** – Used to add a Dispensed item to the Invoice. A Dispensed item represents drug or supply sold for the treatment and care of the patient.

**Invoice Merge [Transfer & Delete]** – Located within the Administration button from an Invoice. This function will delete all current Invoice charges and move all charges to the selected new invoice that has already been created. All charges will immediately be moved to the ownership of the selected target invoice.

**Invoice Hold Button** – Used to prevent the invoice from being marked closed during a batch close, or to prevent payments from being auto-applied against the invoice.
Invoice Status: In-Progress – Allows charges to be added, edited, and deleted. Invoice is in development mode at this status. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

Invoice Status: For Review Status – Indicates that an invoice is awaiting review for approval or editing by another staff member. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

Invoice Status: Complete – Indicates that the Invoice has been finalized. Charges cannot be added, edited, or deleted in this status resulting in the Invoice settings being locked. At this status, the Invoice is now posted to the Customer Ledger and can have payments applied against it. To edit a Completed Invoice, its Status must be set back to an editable status such as In-Progress.

Invoice Status: Send Immediate – Practice specific setting which alerts the accounting department that the Invoice is ready for completion but needs to be paid or sent to the Customer right away rather than at month end. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

Invoice Status: Estimate – Indicates the Invoice is currently an Estimate and that the services have not yet been performed. Estimate Status automatically activates the Hold Invoice button to prevent the Invoice from accidentally being closed during Batch close or having payments applied against it. The Invoice can also be printed at this status to give a Customer an Estimate for services. At this status, the Invoice is not posted to the Customer Ledger and cannot have payments applied against it.

Invoice Status: Paid – Indicates that the Invoice has been completed and paid in full. Once Paid, a status cannot be changed and an Invoice cannot be edited unless the payment is unassigned from the invoice.

Invoice Status: Partially Paid – Indicates that the Invoice has been completed with part of the balance paid. Once Partially Paid, a status cannot be changed and an Invoice cannot be edited unless the payment is unassigned from the invoice.

Invoice Status: “Greyed Out” Statuses – Complete, Paid and Partially Paid can also display with a “greyed out” appearance and be locked from editing. This means that the invoice was in the indicated Status when a month end was run. There is no way to change the status of one of these Invoices after a month end has been completed.