



Customer Billing Management

Services / Products Setup

Horse Billing Log

Multiple Horse Billing

Customer Billing Log

Multiple Customer Billing

Billing Management

Invoice

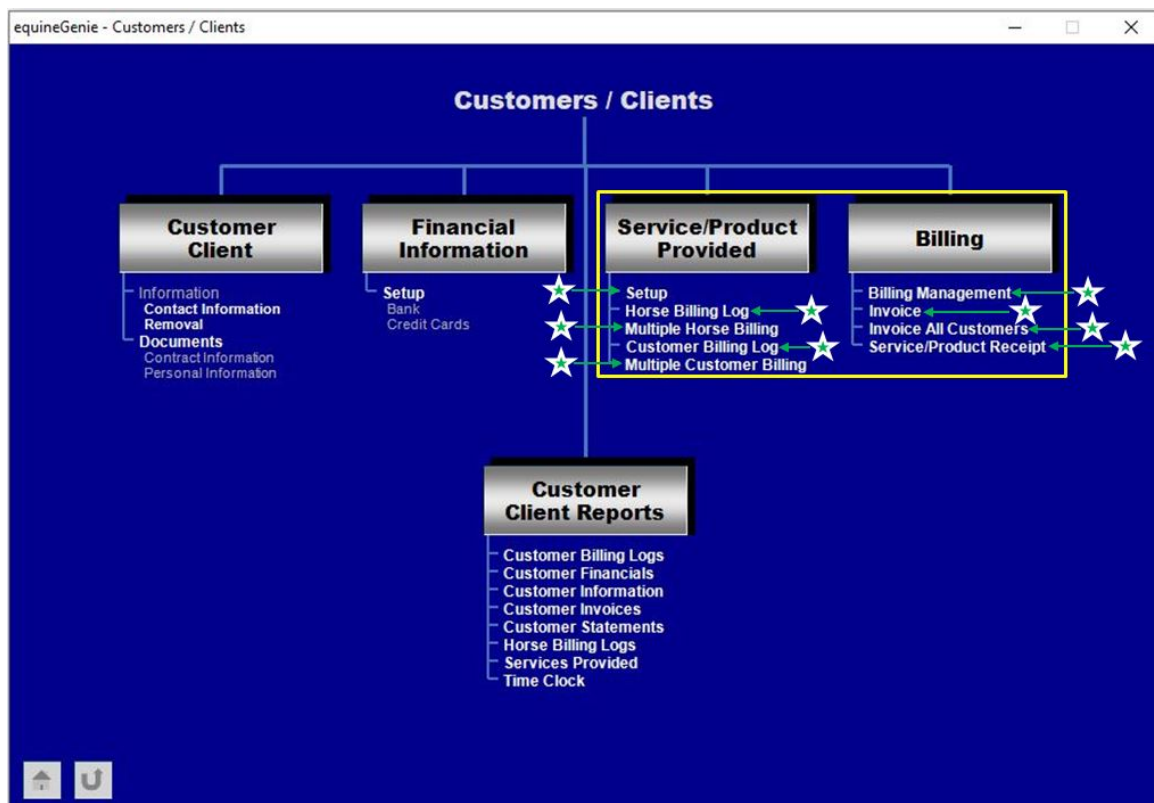
Invoice All Customers

Receipt

Customer Billing Management

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Customer Billing Management

equineGenie is an enterprise management system. An enterprise management system does much more than an accounting system. An accounting system records historical financial transactions. Accounting systems provide financial statements that are often too late to help manage a business. Most financial statements are good for the tax man and your banker, but are of little use for day to day operating management. The history they provide shows how your business has done – and with a lot of extra work they can sometimes tell how a business might do in the future. equineGenie provides the accounting and the same statements, but with the added value of using your business transactions to help measure and manage your business as each transaction is entered. equineGenie not only tells you how you have done, but predicts with reasonable accuracy how you will do by analyzing your interconnected business activities and tasks. equineGenie helps you understand with every transaction entered what needs to be done to make your business financially successful. equineGenie cannot generate money, but will help you measure and manage your business more efficiently and effectively. equineGenie uses this same philosophy when you charge a customer for a service or product you have provided.

When you charge a customer for a service or product and invoice them, equineGenie does the following:

1. Track, measure, manage and report the customer charges and the income they generate for the business
2. Track, measure, manage and report a horse's income if it was involved in the customer's charge.
3. Automatically enters the customer or customer horse charges in the customer's receivables.
4. Creates individual and batch customer invoices.
5. Automatically generates a PDF of the customer's invoice and saves it.
6. Emails invoices directly to customers from within equineGenie.
7. Generates a receipt for non-invoiced services or products.

Before you bill a customer for any services or products there are prerequisites that need to be completed. Once the prerequisites are satisfied they do not need to be completed again, but can still be changed if necessary. After the prerequisites are completed you can bill any service or products to a customer or a customer's horse and account for it while taking advantage of all equineGenie's management support in less than one minute. The average time is 45 seconds. So let's get started and bill a customer!

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Customer / Client – Services / Product Setup

Path: Home: Customer Client: Service / Product Provided: Setup (one time setup)

There are no prerequisite setups.

Think/Plan about your business before you setup your services and products! Your services and products are the services and products you provide to your customers and clients. Setup only needs to be done once. However, additional services or products can be added, and changes to existing services or products can be made at any time. The services and products available for selection in equineGenie are listed in the [Services and Products Selection](#) section.

Note: You can define your own product categories and the services or products within a category. equineGenie will remember your additions.

- ① **Select** a service or product category from the *Service / Product Category* dropdown list, or **Enter** your own by selecting [**New Category**] and then clicking in the *Service / Product Category* dropdown box to enter the service or product category name.

Note 1: Any category name can be entered and will be remembered by equineGenie for future selection. **Caution:** Keep it simple - too much detail may make it confusing for someone else helping with or doing the business's billing.

- ② **Select** a service or product provided from the *Service / Product Provided* dropdown list or, **Enter** your own by selecting [**New Service/Product**] and then clicking in the *Service / Product Provided* dropdown to enter the service or product provided name.

Note 2: Any service or product provided name can be entered and will be remembered by equineGenie for future selection. **Caution:** *Keep it simple - too much detail may make it confusing for someone else helping with or doing the business's billing.*

- ③ **Enter** the charge for the service or product provided in the *Charge* text box. If the charge will be variable, enter '0'. If '0' is entered, the actual charge can be adjusted when a horse or customer is billed on the respective billing log.

Note 3: Entering or changing a charge on a horse or customer billing log does not change the existing service or product setup charge. It only changes the charge for that specific billing.

- ④ **Select** the appropriate billing units from the *Billing Units* dropdown.

Note 4: If the required unit of measure is not available in the *Billing Units* dropdown, a different unit of measure can be entered by 'clicking' in the *Billing Units* dropdown. The billing unit added will be remembered by equineGenie. **Caution:** Think twice before adding a new unit of measure. Keep the Unit of measure as short as possible, but still appropriate and associative.

- ⑤ **Select** the *Taxable Item?* button changing it from a **Red No** to a **Green Yes** if the service or product is taxable. Selecting the button will activate the tax percentage boxes.
- ⑥ If there is a local tax, **Enter** the local tax percentage in the *Local (%)* text box.
If there is a regional tax, **Enter** the regional tax percentage in the *Regional (%)* text box.
If there is a state/provincial tax, **Enter** the state/provincial tax percentage in the *State/Provincial (%)* text box.
If there is a country tax, **Enter** the country tax percentage in the *Country (%)* text box.

Note 5: *Always check the tax requirements and their percentages with your appropriate tax authority.*

- ⑦ You do not need to select **Enter** after each service or product provided entry unless it is the last service or product provided you are adding during a screen session. If you are adding more service or product's provided for the same service or product category, select the **Additional Services**. Selection of **Additional Services** will enter the information from your last entry, the screen will be cleared except for the service / product category dropdown and another service or product provided can be selected or entered.
- ⑧ You do not need to select **Enter** after each service or product category entry unless it is the last service or product category you are adding during a screen session. If you are adding another service or product category, select the **Another Service Category**. Selection of **Another Service Category** will enter the information from your last entry, the screen will be cleared and another service or product category can be selected or entered.
- ⑨ **If you have added a Service or Product** by mistake, or one that you do not need, it can be removed by displaying the complete service or product and selecting the *Remove Service or Product Offered* **RED** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to delete the displayed service or product.



Note 6: Read the **RED** Genie Note beside the *Remove Service or Product Offered* button. The **RED** Genie Note will explain what conditions must be met to remove the selected service or product. Removing a service or product will completely remove the selected service or product from equineGenie. **Caution** should be taken when removing a service or product. Understand that any previous transactions involving the service or product being removed could be unavailable.

When in doubt, DO NOT REMOVE a previously used service or product. Removing a previously used service or product could potentially cause problems. Just don't use it in future charges. It will not affect equineGenie's performance.

- 10** Enter any comments or notes associated with the service / product setup.
- 1** Select Enter before leaving the **Customer/Client – Services / Product Setup** screen.
- 2** Selection of the 'View Service / Product Provided' button will enable the selected service or product provided to be viewed, exported and/or printed.
- 3** Selection of the 'View All Services / Products' will enable all services or products provided to be viewed, exported and/or printed.

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Customer / Clients – Horse Billing Log

Path: Home: Customer Client: Service / Product Provided: Horse Billing Log

*There are prerequisite setups required before a horse charge can be entered on the Horse Billing Log. The horse being billed must be entered in equineGenie, (Path – Horses: Information: Identification). A horse's ownership **MUST** be assigned to who has financial responsibility for any of the horse's business charges, (Path – Horses: Identification: Ownership). The customer who owns the horse must be setup. The customer setup includes the customer's contact information, (Path – Customer/Client: Customer/Client: Contact Information), and a customer's financial information, (Path – Financials: Financial Business Setup: Customer Setup). The services and products provided to customer horses must be setup. See (Customer / Client – Services / Products Setup) in this document.*

*Think/Plan: The horse billing log is for billing a horse for horse charges such as Board, Farrier, Preventative Care, Health Care, Extra Services (feed), etc. – **NOT CUSTOMER CHARGES** such as Lessons, Horse Leases, Trailer Parking, Tack Sales, etc.*

Note: A customer's contact information can be entered on the Horse Ownership screen and will be available on all other associated customer screens that display a customer's contact information. More detailed customer contact information can be entered on the Customer/Client: Customer Client: Contact Information screen (Path – Home: Customer Client: Customer Client: Contact Information). That screen is recommended to initially enter a Customer/Client.

① Select the horse to be billed from the *Horse* dropdown.

Note 1: The owner of the horse being billed must have been assigned before a horse is charged. A horse's ownership cannot be changed during a billing period. However, you can do multiple billing periods to cover horse ownership changes during a billing cycle. The association between billing log charges and an invoice billing period is explained in this document in the (*Customer Client – Invoice*) section.

② **Enter** the date of the horse charge in the *Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

③ **Select** the service or product category for the charge being billed from the *Service / Product Category* dropdown.

Note 2: The service or product category must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

④ **Select** the service or product of the charge being billed from the *Service / Product* dropdown.

Note 3: The service or product must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

⑤ The *Select Account Category* dropdown will automatically display the 4000–4999 Income Category. No other account category needs to be selected. The Charge, Billing Units, Number Of Units and Total Charge will automatically fill from the information entered on the *Services / Products Provided Setup* screen.

Note 4: The charge amount and the number of units can be changed on this screen. If a charge or the number of units is changed, clicking in the *Total Charge* box will automatically recalculate the total charge. Any changes made on this screen do not change the services or products charge entered on the *Customer / Client – Services / Products Setup* screen.

⑥ If the correct income account is not displayed, **Select** the income account in which the service or product will be accounted for from the *Select Account* dropdown.

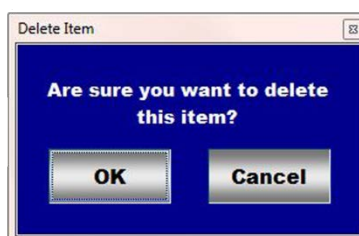
Note 5: The boarding income account is initially displayed. If the income account is not *4000 – Boarding Income*, the correct income account must be selected from the *Select Account* dropdown. For an income account to be displayed in the *Select Account* dropdown the income account must have been previously included in the business's *Chart of Accounts*. The income accounts are identified on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts*. (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

⑦ **Select** a subaccount if one has been setup for the selected income account from the *Select Subaccount* dropdown.

Note 6: To select a subaccount, the subaccount must have been previously included in the business *Chart of Accounts*. *If a subaccount is associated with a horse charge it is recommended that the subaccount name be the same as the customer service or product provided. For example; if the income account is 4550 – Farrier Income and the customer service or product provided is a Full set of shoes, the subaccount should be 4550.xxx, Full set of shoes.* This enables the measuring and managing of a horse's income to be tracked more accurate and consistent. The financial subaccounts are identified on the *GL / Chart of Accounts* screen. *Path*

– Home: Financials: Financial Business Setup: GL / Chart of Accounts. (See the Genie Academy, Financial Setup – Chart of Accounts training document).

- ⑧ You do not need to select **Enter** after each service or product charge on the same date unless it is the last charge you are entering during a screen session. If you need to add another service or product charge for the same service or product category on the same date, select the **Additional Services**. Selection of **Additional Services** will enter the previous charge; clear the screen except for the selected horse, date and previous service or product category, enabling another service or product to be selected from the *Service / Product* dropdown and a new horse charge added.
- ⑨ You do not need to select **Enter** after each service or product category charge unless it is the last service or product category you are adding during a screen session. If you need to add another charge for a different service or product category, select the **Another Service Category**. Selection of **Another Service Category** will enter the previous charge, clear the screen except for the selected horse and date, enabling another service or product category from the *Service / Product Category* dropdown to be selected and a new horse charge added.
- ⑩ **If you have added a Horse Charge** by mistake, or one that you do not need, it can be removed by displaying the entire horse billing information and selecting the *Remove Selected Horse Billing* **RED** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to delete the displayed horse charge.



Note 7: Read the **RED** Genie Note beside the *Remove Selected Horse Billing* button. The **RED** Genie Note will explain what conditions must be met to remove the selected horse billing. Removing a horse billing will completely remove the selected horse billing from equineGenie.

Caution should be taken when removing a horse billing. Understand that any previous transactions involving the horse billing being removed will be unavailable.

Important: Only remove Horse Billing Log charges that were entered on the Horse Billing Log. **Customer charges SHOULD NOT be removed from a Horse Billing Log. Billing Log charges should only be removed from a billing log on which they were entered.**

If the horse billing log charge being removed was previously invoiced it will be removed from the invoice. If the invoice was already delivered to your customer you can send a new invoice with the adjusted amount or make the adjustment on their next invoice.

- ① **Enter** any comments or notes associated with the horse billing log.
- ② **Select Enter before leaving the Customer/Client – Horse Billing Log screen.**
- ③ **Selection** of the '*Horse Billing Logs Current Year*' will display the selected horse's current year billing log report for viewing, exporting and/or printing.

- 4 Selection** of the '*Horse Billing Logs Previous Year*' will display the selected horse's previous year billing log report for viewing, exporting and/or printing..

Important: Selecting the *Enter and Charge Horse/Customer (Go To Horse Billing Log)*, button on the horse preventative care, health care, reproduction, showing or training screens displays the Horse Billing Log with the horse's name and billing date automatically transferred from the transferring screen.

Important: *The end of month customer invoicing can be expedited if customer horse charges are entered on the day they occur or shortly thereafter. This also helps by preventing horse charges from being missed at the end of a billing period. Expedited invoicing helps meet a business's cash flow requirements.*

Information: Many more horse and customer billing and invoicing reports are available in the *Customer / Clients - Customer Client Reports* section.

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Customer / Clients – Multiple Horse Billing

Path: Home: Customer Client: Service / Product Provided: Multiple Horse Billing

There are prerequisite setups required before multiple horses with the same charge on the same date can be entered on the Multiple Horse Billing screen. The horses being billed must have been previously entered in equineGenie, (Path – Horses: Information: Identification). Each horse's ownership MUST have been previously assigned to the person or persons, who have financial responsibility for any of the horse's business charges, (Path – Horses: Identification: Ownership). The customers who own the horses must be setup. The customer setup includes the customer's contact information, (Path – Customer/Client: Customer/Client: Contact Information), and a customer's financial information, (Path – Financials: Financial Business Setup: Customer Setup). The services and products provided to customer horses must be setup. See (Customer / Client – Services / Products Setup) in this document.

Think/Plan: The Multiple Horse Billing is for billing multiple horses for the same charge, on the same date, such as Board, Farrier, Preventative Care, Health Care, Extra Services (feed), etc. – NOT CUSTOMER CHARGES such as Lessons, Horse Leases, Trailer Parking, Tack Sales, etc.

Note: A customer's contact information can be entered on the Horse Ownership screen and will be available on all other associated customer screens that display a customer's contact information. More detailed customer contact information can be entered on the Customer/Client: Customer Client: Contact Information screen (Path – Home: Customer Client: Customer Client: Contact Information). That screen is recommended to initially enter a Customer/Client.

equineGenie Customer / Client - Multiple Horse Billing Log

Multiple Horse Billing Log

Select All Horses? ☐ No ①

Horses to be Billed ②

Date ③

Service / Product Category ④

Service / Product ⑤

Select Account Category

Select Account ⑦

Select SubAccount ⑧

Charge ⑥

Billing Units

Number Of Units

Total Charge

Additional Services ⑨

Another Service Category ⑩

Specific horse corrections or changes are done on the Horse Billing Log.

Must be the same charge for all horses on the same date.

Multiple Horse Billing Comments

Enter ②

Video Tutorial

Popup And Red Flag equineGenie Notes

Horses Billed - Date Specified ③

- ① **Selecting**, *Select All Horses?* will change the **Red No** to a **Green Yes** and select all customer horses and horses that are part owned by the business. The selected horses will be displayed and checked in the *Horses to be Billed* dropdown②.

Note 1: If there are unwanted horses selected when the *Select All Horse?* button is changed from a **Red No** to a **Green Yes**, they can be deselected from the *Horses to be Billed* dropdown.

- ② If the *Select All Horses?* button is not selected, individual horses to be billed can be **selected** in the *Horses to be Billed* dropdown by '**clicking**' on their name.

Note 2: All customer horses that have been entered on the *Horse Information - Identification* screen will be displayed in the *Horses to be Billed* dropdown. This includes business owned horses that are part of a syndicate or partnership. This is so that any horse charges can be billed to the respective owners based on their percentage of ownership.

Important: The ownership of the horses being billed must have been assigned before a horse is billed. A horse's ownership cannot be changed during a billing period. However, you can do multiple billing periods within a normal billing cycle to cover horse ownership changes. The association between billing log charges and an invoice billing period is explained in this document in the (*Customer/Client - Invoice*) section.

- ③ **Enter** the date of the charge for all selected horses in the *Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

Note 3: The date entered will be the same date for the same charge for all the selected horses.

- ④ **Select** the service or product category of the charge being billed from the *Service / Product Category* dropdown.

Note 4: The service or product category must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

Information: equineGenie uses the service or product category to track and report the business's income from the identified categories. For example: How much of the business's income is the business receiving from boarding, farrier work, etc.

- ⑤ **Select** the service or product of the charge being billed from the *Service / Product* dropdown.

Note 5: The service or product must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

Information: equineGenie uses the service or product to track and report the business's income from the identified services and products. For example: How much of the business's income is the business receiving from the **different types** of boarding, farrier work, etc.

- ⑥ The *Select Account Category* dropdown will automatically display the 4000–4999 Income Category. No account category needs to be selected. The *Charge*, *Billing Units*, *Number Of Units* and *Total Charge* will automatically fill from the information entered on the *Services / Products Provided Setup* screen.

Note 6: The charge amount and the number of units can be changed on this screen. If a *charge* or the *number of units* is changed, clicking in the *Total Charge* box, will automatically recalculate

the *Total Charge*. Any changes made on this screen to the *Charge* or *Number Of Units* are specific to this billing and will not change the unit charge in the *Services / Products Setup*.

- ⑦ If the correct income account is not displayed, **Select** the income account in which the service or product will be accounted for from the *Select Account* dropdown.

Note 7: The boarding income account is initially displayed. If the income account is not 4000 – *Boarding Income*, the correct income account must be selected from the *Select Account* dropdown. For an income account to be displayed in the *Select Account* dropdown the income account must have been previously included in the business's *Chart of Accounts*. The income accounts are identified on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts*. (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

- ⑧ **Select** a subaccount if one has been setup for the selected income account from the *Select Subaccount* dropdown.

Note 8: To select a subaccount, the subaccount must have been previously included in the business *Chart of Accounts*. *If a subaccount is associated with a horse charge it is recommended that the subaccount name be the same as the customer service or product provided. For example; if the income account is 4550 – Farrier Income and the customer service or product provided is a Full set of shoes, the subaccount should be 4550.xxx, Full set of shoes.* This enables the measuring and managing of a horse's income to be tracked more accurate and consistent. The financial subaccounts are identified on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts*. (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

- ⑨ You do not need to select **Enter** after each service or product charge on the same date unless it is the last charge you are adding during a multiple horse billing session. If you need to add another service or product's charge for the same service or product category, select the **Additional Services**. Selection of **Additional Services** will enter the previous charge; clear the screen except for the selected horses, date and previous service or product category enabling another service or product to be selected from the *Service / Product* dropdown and a new charge to be added for the same service or product category.

- ⑩ You do not need to select **Enter** after each service or product category charge unless it is the last service or product category you are adding during a multiple horse billing session. If you need to add another charge for a different service or product category, select the **Another Service Category**. Selection of **Another Service Category** will enter the previous charge, clear the screen except for the selected horses and date, and enable another service or product category to be selected from the *Service / Product Category* dropdown and a new charge added.

- ① **Enter** any comments or notes associated with the multiple horse billing log.

- ② **Select Enter before leaving the Customer/Client – Multiple Horse Billing screen.**

Important: A horse charge entered on the *Multiple Horse Charge* screen that needs to be changed or removed can only be changed or removed on the individual horse billing log screen for the corresponding horse.

- 3 You can view the horses billed on a specific day or within a date range by selecting the *Horses Billed – Date Specified* button. Selection of the button will display a popup on which you can specify the day or date range you want to view.

Popup Date Range Selection Calendar

The screenshot shows a dialog box titled "Enter Parameter Values" with a close button (X) in the top right corner. Inside the dialog, there are two sections for date specification:

- Please Specify The Start Date:** This section includes a text input field with a red circle 1 next to it, and a small calendar icon. To the right is a label "StartDate".
- Please Specify The End Date:** This section includes a text input field with a red circle 1 next to it, and a small calendar icon. To the right is a label "EndDate".

A calendar popup is displayed, showing "AUGUST 2018". The calendar has days of the week (S, M, T, W, T, F, S) and dates (1 through 31). A red circle 2 is next to the "OK" button at the bottom of the calendar. A red line connects the calendar icon in the "Please Specify The Start Date" section to the calendar popup.

At the bottom of the dialog, there are two buttons: "OK" and "Cancel". A red circle 3 is next to the "OK" button.

Below the dialog, there are three numbered callouts:

- 1 Specified dates can be entered in the mm/dd/yyyy format, or
- 2 Specified dates can be selected from the popup calendar.
- 3 Selecting OK will display the associated report information within the specified date(s).

Important: The 'Enter and Charge Horse/Customer (Go To Horse Billing Log)', button on an associated horse preventative care, health care, reproduction, showing or training screen, **DOES NOT Apply for Multiple Horse Charges** since those screens are for an individual horse charges.

Important: The end of month customer invoicing can be expedited if customer horse charges are entered on the day they occur or shortly thereafter. This also helps by preventing horse charges from being missed at the end of a billing period. Expedited invoicing helps meet a business's cash flow requirements.

Information: Many more horse and customer billing and invoicing reports are available in the *Customer / Clients - Customer Client Reports* section.

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Customer / Clients – Customer Billing Log

Path: Home: Customer Client: Service / Product Provided: Customer Billing Log

There are prerequisite setups required before a customer charge can be entered on the Customer Billing Log. The customer being billed must be setup. The customer setup includes the customer's contact information, (Path - Customer/Client: Customer/Client: Contact Information screen), and a customer's financial information, (Path - Financials: Financial Business Setup: Customer Setup). The services and products provided to customers must be setup (Customer / Client – Services / Products Setup) in this document. If a horse is involved in the customer charge (lesson horse) the horse must have been previously entered in equineGenie, (Path - Horses: Information: Identification).

Think/Plan: The customer billing log is for billing a customer for customer specific services or products such as Lessons, Horse Leases, Events, Tack and Equipment Purchases, etc. – NOT HORSE CHARGES such as Board, Farrier, etc.

The screenshot shows the 'equineGenie Customer / Client - Customer Billing Log' window. It features a blue header and a white body. On the left, there are several dropdown menus and input fields, each with a yellow numbered callout: 1 for 'Customer/Client', 2 for 'Horse', 3 for 'Date', 4 for 'Service / Product Category', 5 for 'Service / Product', 6 for 'Enter/Select Service/Product Comment', 7 for 'Charge', 8 for 'Select Account', 9 for 'Select SubAccount', 10 for 'Additional Services'. Below these are checkboxes for 'Customer Billing Logs Current Year' (5) and 'Customer Billing Logs Previous Year' (6). On the right, there is a 'Customer Billing Log Comments' section with a text area (3), an 'Enter' button (4), and a 'Video Tutorial' link. Below this is a large yellow box with the text 'Popup And Red Flag equineGenie Notes'. At the bottom right, there is a 'Remove Selected Customer Billing' button (2) and a note: '*Only remove customer billings that were entered initially on the Customer Billing Log.*'

- ① **Select** the customer being billed from the *Customer/Client* dropdown.
- ② **Select** a horse from the *Horse* dropdown if a horse was involved in the customer charge (see prerequisite above).

Note 1: A business owned or managed horse that should to be credited with income from the customer charge. equineGenie tracks and reports a horse's income and expense.

- ③ **Enter** the date of the customer charge in the *Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

④ **Select** the service or product category of the charge being billed from the *Service / Product Category* dropdown.

Note 2: The service or product category must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

⑤ **Select** the service or product of the charge being billed from the *Service / Product* dropdown.

Note 3: The service or product must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

⑥ **Enter** a comment relevant and meaningful to the customer billing log charge so that if a billing entry needs to be changed or removed after it has been entered, and there are several similar charges on the same day, the specific charge that needs to be changed or removed can be easily identified. A comment is entered by first selecting **[New Item]** from the *Enter/Select Service/Product Comment* dropdown, then clicking in the dropdown and entering the comment.

Important: This step may seem inconvenient, but it will save you a lot of time and frustration if an entry needs to be changed or removed. Entering the comment will become routine and will (hopefully) be an automatic entry reflex.

⑦ After the comment has been entered in ⑥, The *Select Account Category* dropdown will automatically display the 4000–4999 Income Category. No account category needs to be selected. The *Charge*, *Billing Units*, *Number Of Units* and *Total Charge* will automatically fill from the information entered on the *Services / Products Provided Setup* screen.

Note 4: The charge amount and the number of units can be changed on this screen. If a *charge* or the *number of units* is changed, clicking in the *Total Charge* box, will automatically recalculate the *Total Charge*. Any changes made on this screen to the charge or number of units is specific to this billing and does not change the unit charge in the *Services / Products Setup*.

⑧ If the correct income account is not displayed, **Select** the income account in which the service or product will be accounted for from the *Select Account* dropdown.

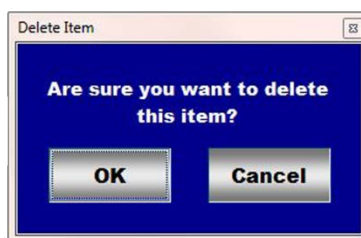
Note 5: The boarding income account is initially displayed. If the income account is not *4000 – Boarding Income*, the correct income account must be selected from the *Select Account* dropdown. For an income account to be displayed in the *Select Account* dropdown the income account must have been previously included in the business's *Chart of Accounts*. The income accounts are identified on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts*. (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

⑨ **Select** a subaccount if one has been setup for the selected income account from the *Select Subaccount* dropdown.

Note 6: To select a subaccount, the subaccount must have been previously included in the business *Chart of Accounts*. If a subaccount is associated with a customer charge it is recommended that the subaccount name be the same as the customer service or product provided. For example; if the income account is *4400 – Lesson Income* and the customer service or product provided is a *30 Minute Private Lesson* the subaccount should be *4400.xxx, 30 Minute Private Lesson*. This enables the measuring and managing of a customer's income

to be tracked more accurate and consistent. The financial subaccounts are setup on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts.* (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

- ⑩ You do not need to select **Enter** after each service or product charge on the same date unless it is the last charge you are entering during a screen session. If you need to add another service or product charge for the same service or product category on the same date, select the **Additional Services**. Selection of **Additional Services** will enter the previous charge; clear the screen except for the selected horse, date and previous service or product category, enabling another service or product to be selected from the *Service / Product* dropdown and a new customer charge added.
- ① You do not need to select **Enter** after each service or product category charge unless it is the last service or product category you are adding during a screen session. If you need to add another charge for a different service or product category, select the **Another Service Category**. Selection of **Another Service Category** will enter the previous charge, clear the screen except for the selected horse and date, enabling another service or product category from the *Service / Product Category* dropdown to be selected and a new customer charge added.
- ② **If you have added a Customer Charge** by mistake, or one that you do not need, it can be removed by displaying the customer billing and selecting the *Remove Selected Customer Billing* **RED** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to delete the displayed customer billing.



Note 7: Read the **RED** Genie Note beside the *Remove Selected Customer Billing* button. The **RED** Genie Note will explain what conditions must be met to remove the selected customer billing. Removing a customer billing will completely remove the selected customer billing from equineGenie. **Caution** should be taken when removing a customer billing charge. Understand that any previous transactions involving the customer billing being removed will be unavailable.

Important: Only remove Customer Billing Log charges that were entered on the Customer Billing Log. **Horse charges SHOULD NOT be removed from a Customer Billing Log. Billing Log charges should only be removed from a billing log on which they were entered.**

If the Customer billing log charge being removed was previously invoiced it will be removed from the invoice. If the invoice was already delivered to your customer you can send a new invoice with the adjust amount or make the adjustment on their next invoice.

- ③ **Enter** any comments or notes associated with the Customer billing log.
- ④ **Select Enter before leaving the Customer/Client – Customer Billing Log screen.**
- ⑤ **Selection** of the '*Customer Billing Logs Current Year*' will display the selected customer's current year billing logs report for viewing, exporting and/or printing.

- ④ **Selection** of the '*Customer Billing Logs Previous Year*' will display the selected customer's previous year billing logs report for viewing, exporting and/or printing.

Important: Selecting the *Enter and Charge Customer (Go To Customer Billing Log)*, button on an associated lesson screen, displays the Customer Billing Log with the customer/client's name and billing date that are automatically transferred.

Important: The end of month customer invoicing can be expedited if customer charges are entered on the day they occur or shortly thereafter. This also helps by preventing customer charges from being missed at the end of a billing period. Expedited invoicing helps meet a business's cash flow requirements.

Information: Many more horse and customer billing and invoicing reports are available in the Customer Client Reports section.

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Customer / Clients – Multiple Customer Billing

Path: Home: Customer Client: Service / Product Provided: Multiple Customer Billing

There are prerequisite setups required before multiple customers with the same charge on the same date can be entered on the Multiple Customer Billing screen. The customers being billed must have been previously entered in equineGenie. The customer setup includes the customer's contact information, (Path - Customer/Client: Customer/Client: Contact Information screen), and a customer's financial information, (Path - Financials: Financial Business Setup: Customer Setup). The services and products provided to customers must have been setup. See (Customer / Client – Services / Products Setup) in this document.

Think/Plan: The Multiple Customer Billing log is for billing multiple customers for the same services, on the same date, such as Lessons, Horse Leases, Events, Tack and Equipment Purchases, etc. – NOT HORSE CHARGES such as Board, Farrier, etc.

- ① Selecting, *Select All Customers?* will change the **Red No** to a **Green Yes** and select all the business's customers. The selected customers will be displayed and checked in the *Customers to be Billed* dropdown②.

Note 1: If there are unwanted customers selected when the *Select All Customers?* button is changed from a **Red No** to a **Green Yes**, they can be deselected from the *Customers to be Billed* dropdown.

- ② If the *Select All Customers?* button is not selected, individual customers to be billed can be **selected** in the *Customers to be Billed* dropdown by 'clicking' on their name.

Note 2: All customers that have been entered on the *Customer / Client - Contact Information* - screen will be displayed in the *Customers to be Billed* dropdown.

- ③ **Enter** the date of the charge for all selected customers in the *Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

Note 3: The date entered will be the same date for the same charge for all the selected customers.

- ④ **Select** the service or product category of the charge being billed from the *Service / Product Category* dropdown.

Note 4: The service or product category must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

Information: equineGenie uses the service or product category to track and report the business's income from the identified categories. For example: How much of the business's income is the business receiving from lessons, horse leases, tack sales, etc.

- ⑤ **Select** the service or product of the charge being billed from the *Service / Product* dropdown.

Note 5: The service or product must have been previously selected or entered on the *Customer / Client – Services / Products Setup* screen explained in this document in the (*Customer / Client – Services / Products Setup*) section.

Information: equineGenie uses the service or product to track and report the business's income from the selected services or products. For example: How much of the business's income is from lessons, horse leases, trailer parking, tack room rental, etc.

- ⑥ The *Select Account Category* dropdown will automatically display the 4000–4999 Income Category. No account category needs to be selected. The *Charge*, *Billing Units*, *Number Of Units* and *Total Charge* will automatically fill from the information entered on the *Services / Products Provided Setup* screen.

Note 6: The charge amount and the number of units can be changed on this screen. If a charge or the number of units is changed, clicking in the *Total Charge* box will automatically recalculate the *Total Charge*. Any changes made on this screen to the *Charge* or *Number Of Units* are specific to this billing and do not change the unit charge in the *Services / Products Setup*.

- ⑦ If the correct income account is not displayed, **Select** the income account in which the service or product will be accounted for from the *Select Account* dropdown.

Note 7: The boarding income account is initially displayed. If the income account is not *4000 – Boarding Income*, the correct income account must be selected from the *Select Account* dropdown. For an income account to be displayed in the *Select Account* dropdown the income account must have been previously included in the business's Chart of Accounts. The income accounts are identified on the *GL / Chart of Accounts* screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts*. (See the *Genie Academy, Financial Setup – Chart of Accounts training document*).

- ⑧ **Select** a subaccount if one has been setup for the selected income account from the *Select Subaccount* dropdown.

Note 8: To select a subaccount, the subaccount must have been previously included in the business *Chart of Accounts*. *If a subaccount is associated with a customer charge it is recommended that the subaccount name be the same as the customer service or product provided. For example; if the income account is 4400 – Lesson Income and the customer*

service or product provided is a 30 Minute Private Lesson the subaccount should be 4400.xxx, 30 Minute Private Lesson. This enables the measuring and managing of a customer's income to be tracked more accurate and consistent. The financial subaccounts are setup on the GL / Chart of Accounts screen. *Path – Home: Financials: Financial Business Setup: GL / Chart of Accounts.* (See the Genie Academy, Financial Setup – Chart of Accounts training document).

- ⑨ You do not need to select **Enter** after each service or product charge on the same date unless it is the last charge you are adding during a multiple horse billing session. If you need to add another service or product's charge for the same service or Product Category, select the **Additional Services**. Selection of **Additional Services** will enter the previous charge; clear the screen except for the selected customers, date and previous service or product category enabling another service or product to be selected from the *Service / Product* dropdown and a new charge to be added for the same service or product category.
- ⑩ You do not need to select **Enter** after each service or product category charge unless it is the last service or product category you are adding during a multiple horse billing session. If you need to add another charge for a different service or product category, select the **Another Service Category**. Selection of **Another Service Category** will enter the previous charge, clear the screen except for the selected customers and date, and enable another service or product category to be selected from the *Service / Product Category* dropdown and a new charge added.
- ① **Enter** any comments or notes associated with the multiple customer billing log.
- ② **Select Enter before leaving the Customer/Client – Multiple customer Billing screen.**

Important: A customer charge entered on the *Multiple Customer Charge* screen that needs to be changed or removed can only be changed or removed on the individual **Customer Billing Log** screen for the corresponding customer.

- ③ You can view the customers billed on a specific day or date range by selecting the *Customers Billed – Date Specified* button. Selection of the button will display a popup on which you can specify the day of date range you want to view.

Popup Date Range Selection Calendar

Enter Parameter Values

Please Specify The Start Date: StartDate

Please enter Date in format "mm/dd/yyyy".

①

Please Specify The End Date: EndDate

Please enter Date in format "mm/dd/yyyy".

①

②

③

① Specified dates can be entered in the mm/dd/yyyy format, or

② Specified dates can be selected from the popup calendar.

③ Selecting OK will display the associated report information within the specified date(s).

Important: If a business owned or managed horse needs to be credited with income associated with a customer charge. **The horse needs to be identified on a customer's individual billing log screen.** This will enable equineGenie to track and report a horse's income and expense.

Important: The Enter and Charge Customer (Go To Customer Billing Log), button on an associated lesson screen, **DOES NOT Apply for Multiple Customer Charges** since those screens are for an individual customers.

Important: The end of month customer invoicing can be expedited if customer horse charges are entered on the day they occur or shortly thereafter. This also helps by preventing horse charges from being missed at the end of a billing period. Expedited invoicing helps meet a business's cash flow requirements.

Information: Many more horse and customer billing and invoicing reports are available in the Customer / Clients - Customer Client Reports section.

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Customer / Clients – Billing Management

Path: Home: Customer Client: Billing: Billing Management (one time setup)

There is a prerequisite setup required before a customer can be invoiced. A customer/client must be entered in equineGenie. The customer/client setup includes the customer/client's contact information (Path - Customer/Client: Customer/Client: Contact Information) screen, and a customer/client's financial information, (Path - Financials: Financial Business Setup: Customer Setup).

A customer MUST have an account number and payment terms or it will not be available on the Billing Management screen!

Think/Plan: The Customer/Client Billing Management identifies a customer's invoicing frequency. This enables equineGenie to track a customer's invoice history and invoice delinquency.

The screenshot shows the 'equineGenie Customer / Client - Billing Management' window. On the left, under 'Billing Management', there is a dropdown for 'Select Customer/Client' (1). Below it is the 'Invoicing Setup' section with a dropdown for 'Invoicing Frequency' (2) and a dropdown for 'Customer Message Printed On Invoice' (3). The 'Invoice Management' section (4) includes checkboxes for 'Customer Invoice Balances' (1), 'Customer Receivables Ledger' (2), 'Invoice Balances Current Year' (3), and 'Invoice Number Used' (4). At the bottom of the left section, there are checkboxes for 'Select 4-Line Address Labels (Avery 5160)' (5) and 'Select 5-Line Address Labels (Avery 5160)' (6), and buttons for 'All 4-Line Address Labels (Avery 5160)' (6) and 'All 5-Line Address Labels (Avery 5160)' (6). On the right, under 'Billing Management Setup Comments', there is a large text area (4) and buttons for 'Enter' (5) and 'Video Tutorial'. A yellow box with the text 'Popup And Red Flag equineGenie Notes' is overlaid on the right side of the screen.

① **Select** the customer from the *Select Customer/Client* dropdown to setup their billing management.

Note 1: The customer displayed in the dropdown are the customer or clients previously entered in equineGenie and have an account number and payment terms identified in the prerequisites.

② **Select** the customer invoicing frequency; i.e., how often a customer is invoiced.

Note 2: The invoicing frequency is how often you invoice a customer. For example; if you invoice monthly, select Monthly. A customer cannot be invoiced until their invoicing frequency has been identified.

③ **Select** or **Enter** the customer message you want on the bottom of a customer's invoice.

Note 3: If a message is entered it will be remembered by equinegenie for future use.

- ④ **Enter** any informational or legal message you want on the bottom of a customer's invoice. The message can be changed for each customer or it can be the same for every customer by simply copying and pasting it from customer to customer.

Note 4: If a message is entered it will be remembered by equinegenie for future use. The message can be as long as 4,000 characters.

- ⑤ **Select Enter before leaving the *Customer/Client – Billing Management* screen.**

- ① **Selection** of the '*Customer Invoice Balances*' will display the selected customer's invoice balances report for viewing, exporting and/or printing.
- ② **Selection** of the '*Customer Receivables Ledger*' will display the selected customer's receivables ledger report for viewing, exporting and/or printing.
- ③ **Selection** of the '*Invoice Balances Current Year*' will display all customer invoice balances for the current year report for viewing, exporting and/or printing.
- ④ **Selection** of the '*Invoice Numbers Used*' will display the invoice numbers used report for viewing, exporting and/or printing.
- ⑤ **Customer selected** - the '*4-Line Address Labels (Avery 5160)*' or the '*5-Line Address Labels (Avery 5160)*' will display the selected customer address labels report for printing customer address labels on Avery 5160 address labels.

Customer Address Label Selector

The screenshot shows a dialog box titled "Enter Parameter Values" with a close button (X) in the top right corner. Inside the dialog, there is a section for "Customer Name" with a "Customers" dropdown arrow. Below this is an "Enter Name:" label. The main area is divided into two panes: "Available Values:" on the left and "Selected Values:" on the right. The "Available Values:" pane contains a list of customer names: Billy Smith, Ellie Weber, John Goodrider, Jon Jones, Judy Jones, Julie Smith, Roy Jacobs, and Sam Sneed. A red circled number ① is next to this list. The "Selected Values:" pane contains a list of the same customer names: Ellie Weber, Judy Jones, Roy Jacobs, and Sam Sneed. A red circled number ② is next to this list. Between the two panes are two buttons: ">" and ">>". Below the "Selected Values:" pane are two buttons: "Remove" and "Remove All". At the bottom right of the dialog are "OK" and "Cancel" buttons. A red circled number ③ is next to the "OK" button. Below the dialog box, there are three numbered notes: ① Available customers for selection are displayed. ② Selected customers are displayed. ③ Address labels for selected customers is displayed for printing.

- ⑥ **All Selected** - the '*4-Line Address Labels (Avery 5160)*' or the '*5-Line Address Labels (Avery 5160)*' will display all the customer address labels report for printing customer address labels on Avery 5160 address labels.

Note 5: The 4-Line Address Labels included the customer, ranch or business name and the address information. The 5-Line Address Labels included the customer, name of the alternate correspondence recipient, ranch or business name and the address information.

Important: If you sometimes mail something to your customers, selecting either or both of the '*4-Line Address Labels (Avery 5160)*' or the '*5-Line Address Labels (Avery 5160)*' buttons will display the addresses of your customers entered in equinegenie in the Avery 5160, address label template format (30, 1"x2 5/8" labels, 3 columns x 10 addresses per column).

Information: Many more horse and customer billing and invoicing reports are available in the Customer Client Reports section.

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Customer / Clients - Invoice

Path: Home: Customer Client: Billing: Invoice

There are prerequisite setups required before a customer can be invoiced. A customer/client must be entered in equineGenie. The customer/client setup includes the customer/client's contact information (Customer/Client: Customer/Client: Contact Information screen), and a customer/client's financial information, (Financials: Financial Business Setup: Customer Setup). At least one horse charge or customer charge must have been entered in either the Horse Billing Log or the Customer Billing Log (see [horse billing log](#) and [customer billing log](#) information in this document). The customer/client's billing management must have been setup (see [billing management](#) information in this document).

Think/Plan: A customer invoice is used to invoice the line item charges entered in a customer's horse billing log or a customer's billing log that are within a selected invoicing period.

Note: A customer must have an account number, payment terms identified, invoicing frequency identified and horse or customer billing log line items within the invoicing period.

equineGenie Customer / Client - Invoice

Customer/Client Invoicing

Select Customer/Client ①

Account # ② Invoice Date ③

Invoice # ④ Due Date ⑤

Invoice Period

Invoice Start Date ⑥ Invoice End Date ⑦

Select Service / Product Line Item

Accept Line Item ☐ No

Adjust Line Item ⑦

Another Line Item

Accept All Line Items Invoice Total: \$0.00 ⑧

Generate PDF? ☐ No With Balance? ☐ No ⑨

Remove Selected Invoice (Read Genie Note) ⑩

Invoice w/Balance ☐ wo/Balance ③

Invoice Comments

Enter ② Video Tutorial

Popup And Red Flag
equineGenie
Notes

Receivables Ledger ⑤ Invoice History

Invoice Number Used ⑥ ⑦ Email

① Select the customer to be invoiced from the *Select Customer/Client* dropdown.

② The customer's account number will be automatically displayed in the *Account #* box.

Note 1: The customer being invoiced must have had an account number previously assigned. A customer account number is assigned on the Customer Setup screen. *Path – Home: Financials: Financial Business Setup: Customer Setup.* (See the Genie Academy, *Financial Setup – Accounts* training document).

- ③ **Enter** the date of the customer invoice in the *Invoice Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

Note 2: The date entered is also used to recall a customer invoice after it has been saved. You can recall an invoice to change charges, add charges or remove a previously saved invoice.

- ④ The customer's invoice due date will automatically displayed in the *Due Date* box based on the customer's payment terms previously identified.

Note 3: The payment term is calculated from the payment terms identified for the selected customer. A customer's payment term is identified on the Customer Setup screen. *Path – Home: Financials: Financial Business Setup: Customer Setup.* (See the Genie Academy, Financial Setup – Accounts training document).

Important: It is not recommended that you set a customer's payment terms to 'due on receipt' in their financial setup if you also set a late charge. equineGenie will start calculating a late charge on the invoice date. If you want to be paid immediately and have a late charge, it is recommended that the **payment term** be set to **net 5**. This will give your customer enough time to receive and pay the invoice.

- ⑤ The initial Invoice number (1st Invoice) needs to be entered in the *Invoice #* box. Invoice numbers need to be numeric. The Invoice number will automatically increment after the initial Invoice number is established.

Caution: An invoice number will increment from the last invoice number displayed. Therefore, if you open an invoice to view it and then create a new invoice after the displayed invoice, the invoice number may increment from the displayed invoice number.

Note 4: Check your invoice numbers periodically to make sure an invoice number is correct and not duplicated. Duplicated invoice numbers interfere with invoice tracking and invoice delinquency management. Your invoice number can be checked by selecting the 'Invoice Number Used' button ⑥.

- ⑥ **Select** the **Invoice Start Date** and **Invoice End Date** to include all the horse and customer billing log line item charges you want included in a customer's invoice. This enables you to pick up charges that were billed, but not included on a previous invoice.

Note 5: The **Invoice Start Date** and **Invoice End Date** will initially display the previous month. You will need to set the **Invoice Start Date** and **Invoice End Date** to match the desired invoice period.

Important: If you invoice monthly, and you invoice your customer horse board in advance (recommended – good business practice), you would set your **Invoice Start Date** to the **2nd day of the previous month** and your **Invoice End Date** to the **1st day of the current month**.

For example: **Invoice Start Date: 10/2/2014, Invoice End Date: 11/1/2014.** In this example all billing log line items between October 2nd and November 1st will be included on the customer's invoice.

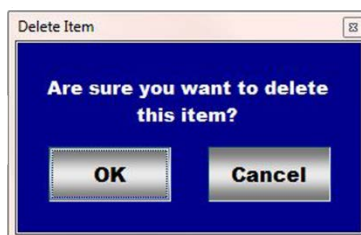
- ⑦ All horse and customer billing log line items within the identified invoice period will be displayed in the *Select Service / Product Line Item* dropdown. Each line item can be selected individually and adjusted real time if necessary by:

1. **Selecting** the line item in the *Select Service / Product Line Item* dropdown.
2. **Selecting** the Accept Line Item button changing it from a **Red No** to a **Green Yes**.

3. **Selecting** the Adjust Line Item button will display the billing log where the line was initially entered.
4. **Adjust** the line item on the billing log and select the billing log **Enter**.
5. **Initiate or select** the invoice that had its line item changed.
6. **Multiple line items** can be changed by selecting **Another Line Item**.

Note 6: After a billing log line item has been accepted and added to an invoice its displayed color in the *Select Service / Product Line Item* dropdown will change from white to **Orange**. A line item can be adjusted before or after an invoice is generated. Additional horse or customer billing log items can be added to an invoice after it has been created, but should be before it has been emailed or sent to a customer.

- ⑧ If no line items need changing, **all line items can be accepted** by **selecting** the *Accept All Line Items* button. As each line item or the *Accept All Line Items* button is selected, the line item total will be displayed to the right of the *Invoice Total:* label.
- ⑨ **Selecting** the *Generate PDF?* Button changing it from a **Red No** to a **Green Yes** will generate a PDF of the invoice without the customer's account balance and save it in your system's document folder in an equineGenie file folder when you select Enter. Selecting the *Generate PDF?* button and the *With Balance?* button changing it from a **Red No** to a **Green Yes** will generate a PDF of the invoice with the customer's account balance and save it in your system's document folder in an equineGenie file folder when you select Enter.
- ⑩ **If you want to remove an invoice**, it can be removed by displaying the complete invoice and selecting the **Remove Selected Invoice (Read Genie Note) 'RED'** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to delete the displayed invoice.



Note 7: Read the **RED** Genie Note beside the **Remove Selected Invoice (Read Genie Note)** button. The **RED** Genie Note will explain what conditions must be met to remove an invoice.

Important: The line items that were included in the removed invoice will be released. They can be reselected again and invoiced.

- ① Any comments that need to be included on a customer's invoice are entered in the Invoice Comments section.
- ② **Select Enter to save an invoice in equineGenie before leaving the Customer/Client – Invoice screen.**
- ③ An invoice can be display with or without a customer's account balance. **Selection** of the 'Invoice w/Account Balance' button will display the selected customer's invoice with their account balance. The account balance is the customer's balance as of the invoice period ending date. The displayed invoice can be viewed, exported and/or printed.

Selection of the 'wo/Account Balance' will display the selected customer's invoice without their account balance. The displayed invoice can be viewed, exported and/or printed.

Important: While viewing an invoice it can be exported as a PDF or Word document or printed. An exported invoice can be mailed, or emailed to a customer by attaching it to a customer's email. A printed invoice can be mailed to a customer if the ⑦ Email button is not setup or selected.

Important: You need to keep your customer's payments current or their account balance and past due amount will be incorrect. Customer payments are entered on the Receive Money screen. *Path – Home: Financials: Financial Management: Receive Money.* (See the Genie Academy, Financial Management – Receive Money document).

④ **Selection** of the 'Receivables Ledger' button will display the selected customer's receivables.

⑤ **Selection** of the 'Invoice History' button will display the selected customer's invoice history.

⑥ **Selection** of the 'Invoice Number Used' button will display the invoice numbers used in the current year.

Note 8: Periodically check to make sure none of the invoice numbers are duplicated. Duplicated invoice numbers will not allow equineGenie to track an invoice's status.

⑦ **Selection** of the 'Email' button will generate a PDF of the displayed invoice, save it in equineGenie and your documents equineGenie file folder and email it to the selected customer's email address identified on the customer's contact information screen.

Important: Make sure your customer's email address is always correct and current if you email their invoices.

Note: Customer Invoice emailing is setup Network / Email Settings setup screen. *Path – Home: Security Utilities: Network / Email Settings: Setup.* (See the Genie Academy, Training: Customer – Emailing Customer Invoices).

Information: You can add line items to a previously saved invoice as long as the line items are within the identified Invoice Period, (**Invoice Start Date** – **Invoice End Date**) See item ⑥ above.

Information: An invoice can be viewed, exported and/or printed with and without a customer/client's account balance. A customer's account balance is calculated as of the **Invoice End Date**. Charges added to a customer's account after the **Invoice End Date** are not included on the customer's invoice.

Information: Many more horse and customer billing and invoicing reports are available in the Customer Client Reports section.

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Customer / Clients - Invoice All Customers

Path: Home: Customer Client: Billing: Invoice All Customers

*There are prerequisite setups required before all customers can be invoiced on the Invoice All Customers screen. The customer/clients to be invoice must have been previously entered in equineGenie. The customer/client setup includes the customer/client's contact information (Path - Customer/Client: Customer/Client: Contact Information screen), and a customer/client's financial information, (Path - Financials: Financial Business Setup: Customer Setup). At least one horse or customer charge must have been entered in either the Horse Billing screens or the Customer Billing screens (see *Horse Billing Log and Multiple Horse Charges or Customer Billing Log and Multiple Customer Charges information in this document*). The customer/client's billing management must have been setup (see *billing management information in this document*).*

Think/Plan: The Invoice All Customers is used to invoice all selected customers who have line item charges entered in their horse's billing and/or customer billing screens that are within a selected invoicing period.

Note: A customer must have an account number, payment terms identified, invoicing frequency identified and horse or customer billing line items within the invoicing period.

equineGenie - Invoice All Customers

Invoice All Selected Customers

Select All Customers? ☐ No ①

Customers to be Invoiced ②

Invoice Date ③

Invoice Period

Invoice Start Date Invoice End Date

Generate PDFs? ☐ No With Balance? ☐ No ⑤

Email All Customer Invoices ☐ Yes ⑥

Customer Email Addresses ①

*Note: Selecting Enter creates an invoice for each selected customer. If changes need to be made after an invoice has been created, the changes are made on the Invoice screen by selecting the customer and the invoice date.

Invoice All Comments

Enter ⑧ Video Tutorial

Popup And Red Flag equineGenie Notes

Invoices Generated - Date Specified ②

Invoices Emailed - Date Specified ③

- ① **Selecting**, Select All Customers? button will select all the business's customers. The selected customers will be displayed and checked in the *Customers to be Invoiced* dropdown.
- ② Customers can be selected one at a time or deselected by **Selecting** any Customer in the *Customers to be Invoiced* dropdown.

Note 1: All customers entered on the Customer Contact screen will be displayed in the *Customers to be Invoiced* dropdown.

- ③ **Enter** the date of the invoice in the *Invoice Date* box for all selected customers. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

Note 2: The date entered is the **same date for all the invoices, for all the selected customers.**

- ④ **Select** the **Invoice Start Date** and **Invoice End Date** to include all the horse and customer line item charges you want included in all the customer invoices. This enables you to pick up charges that were billed, but not included on a previous invoice.

Note 3: The **Invoice Start Date** and **Invoice End Date** is the same for all the selected customer invoices.

Important: If you invoice monthly, and you invoice your customer's horse board in advance (recommended – good business practice), you would set your **Invoice Start Date** to the **2nd day of the previous month** and your **Invoice End Date** to the **1st day of the current month**.

For example: **Invoice Start Date: 10/2/2017, Invoice End Date: 11/1/2017.** In this example all line item charges between October 2nd and November 1st will be included on the customer invoices.

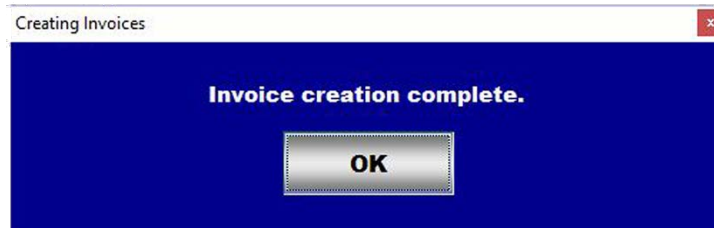
- ⑤ **Selecting** the *Generate PDF?* Button changing it from a **Red No** to a **Green Yes** will generate a PDF of the invoices without the customer's account balance and save it in your system's document folder in an equineGenie file folder when you select Enter. Selecting the *Generate PDF?* button and the *With Balance?* button changing it from a **Red No** to a **Green Yes** will generate a PDF of the invoice with the customer's account balance and save it in your system's document folder in an equineGenie file folder when you select Enter.
- ⑥ All invoices created will be emailed to the selected customer's email addresses that has been entered in each customer's contact information.

Note 4: If you **DO NOT want to email** the invoices at the time they are generated, select the **Green Yes** button changing it from a **Green Yes** to a **Red No**.

Important: To email all the customer invoices, the equineGenie email must have been previously setup on the *Network / Email Settings Setup* screen. *Path – Home: Security Utilities: Network / Email Settings: Setup.* (See the Genie Academy, Training: Customer – Emailing Customer Invoices).

- ⑦ **Enter** any notes or comments about the invoice all customers information.
- ⑧ **Select Enter before leaving the Invoice All Customers screen.**

Note 5: Selection of the Enter button creates all the selected customer invoices. The following message will be displayed when the invoice creation is complete.



Select the OK button to clear the creation message.

Note 6: A customer invoice generated on the *Invoice All Customers* screen that needs to be changed or removed can be changed or removed on the individual Invoice screen for the corresponding customer and invoice date.

Information: Many more horse and customer billing and invoicing reports are available in the Customer Client Reports section.

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Customer / Clients - Receipt

Path: Home: Customer Client: Billing: Service/ Product Receipt

There are prerequisite setups that may need to be setup before a service / product is provided to a receipt customer. If a horse is used in providing a service, the horse must have been previously entered in equineGenie (Path - Horses: Information: Identification). If a product is provided the product needs to have been purchased and available in equineGenie (Path - Business Operations: Supplies Purchases: Purchases).

Think/Plan: A receipt is used to provide a onetime or infrequent customer a receipt for a service or product that doesn't need to be invoiced or doesn't need to be tracked and managed by an equineGenie billing log. However, receipt charges are included in a business's received money ledger, income statements and income reports.

Note: It is best if a business's frequent customers that are billed for services or products throughout a billing period should be tracked and managed by equineGenie billing logs and provided an invoice.

The screenshot shows the 'equineGenie Customer / Client - Receipt' form. The left column, titled 'Customer/Client Receipt', contains the following elements: a dropdown for 'Enter the Receipt Customer' (1), a date picker for 'Receipt Date' (2) and a text field for 'Receipt #' (3), a dropdown for 'Horse' (4), a dropdown for 'Enter Receipt Reason/Purpose' (5), a group of checkboxes for 'Received Cash?' (6), 'Received Check?' (with a 'Check #' field), and 'Received CC?' (with a 'Credit Card #' field), a text field for 'Amount Received' (7) with a dollar sign icon, a 'Remove Selected Receipt' button (8), and a 'View and Print Receipt' button (9). The right column, titled 'Receipt Comments', contains a large text area (10), a 'Video Tutorial' button, and a 'Popup And Red Flag' button. The form is titled 'equineGenie Customer / Client - Receipt' at the top.

- ① To Enter a Receipt Customer, Select [Receipt Customer] from the *Enter the Receipt Customer* dropdown, click in the dropdown box and enter the receipt customer's name.

Note 1: All the regular business's customers will be displayed in the *Enter the Receipt Customer* dropdown. This enables all the business's customers to be billed using a receipt if appropriate or requested.

- ② **Enter** the date of the customer receipt in the *Receipt Date* dropdown. A date can be entered by selecting the date from the calendar icon or entering the date format set in your windows operating system, (mm/dd/yyyy or dd/mm/yyyy).

Note 2: The Date entered is also used to recall a customer receipt after it has been saved in equineGenie.

- ③ Enter a receipt number in the *Receipt #* box.

Note 3: Entering a receipt numbers is part of business discipline and should be done. It can save your immeasurable time when working with your accountant or worst, the IRS.

- ④ If a horse is involved in providing the service or product, **Select** the horse from the *Horse* dropdown. The *Horse* dropdown will display all the business's currently active horses.

- ⑤ **Enter** the reason or purpose for providing a receipt by entering the reason or purpose in the *Enter Receipt Reason/Purpose* dropdown.

Note 4: Receipt reason or purpose entered is remembered by equineGenie for future selection

- ⑥ **Select** the received money transaction type.

- If cash was received select the *Received Cash?* button.
- If a check was received select the *Received Check?* button and enter the check number in the *Check #* box.
- If the money received was from a credit or debit card select the *Received CC?* button and enter the Credit or Debit card number in the *Credit / Debit Card #* box.

- ⑦ **Enter** the amount received in the *Amount Received* box. **Selecting** the '**Green, \$**' will display the Deposit Method popup (See the Genie Academy, Deposits & Payments training document).

- ⑧ **If you want to remove a receipt**, it can be removed by displaying the complete receipt and selecting the **Remove Selected Receipt RED** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to delete the displayed receipt



Note 5: **Read** the **RED** Genie Note beside the **Remove Selected Receipt** button. The **RED** Genie Note will explain what conditions must be met to remove a receipt.

- ⑨ Enter any notes or comments about the customer receipt information.

- ① **Selecting** the '*View and Print Receipt*' will display the customer's receipt so that it can be viewed, exported and/or printed.

Note 6: To activate the '*View and Print Receipt*' button a customer and an associated receipt date must be selected.

10 **Select Enter** to complete a Receipt transaction when you return from a Deposit Money financial transaction.

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Services and Products Selection

Activities

Camps
Seminars

Boarding

Arena usage
Blanket rental
Blanket repair
Blanketing
Board
Board - conditioning
Board - day
Board - dry mare
Board - foaling stall
Board - full care
Board - lay up
Board - maintenance
Board - overnight stabling
Board - paddock
Board - partial care
Board - pasture
Board - stall
Board - stall with run
Board - stallion
Board - training
Board - wet mare
Board and training
Stall clean
Tack room fee
Trailer usage fee
Turnout

Dental

Exam
Extract molar
Extract wolf teeth
Float teeth
Remove caps

Deworm

Deworm
Dewormer
Fecal Collection
Fecal test

Preparation

Treatment

Events

Educational
Endurance Race
Presentation
Seminar
Show
Trail Ride

Farrier

Front shoes
Full set shoes
Hoof abscess
Repair quarter crack
Replace shoe
Reset shoe
Shoe - pads
Shoe - quarter clips
Shoe - show
Shoe - toe clips
Shoe - toe clips/pads
Shoe - wedge pads
Trim

Grooming

Banding
Bathe horse
Braiding - full
Braiding - mane
Braiding - tail
Clip - blanket
Clip - body
Clip - head and neck
Clip - legs
Clip - show
Clip - trace
Groom - cool
Groom - tacking
Groom fee
Grooming
Mane pulling

Lease

Equipment
Horse
Property
Tack

Lessons

Clinic fee
Lesson - 1 hour
Lesson - 30 minute
Lesson - 45 minute
Lesson - cattle
Lesson - flat
Lesson - group
Lesson - jumping
Lesson - lunge line
Lesson - private
Lesson - reining
Lesson - semi private
Pre-Paid Lessons

Mare Reproduction

Artificial Insemination
Artificial Insemination
(frozen)
Caslick
Cytology smear
Embryo flush
Embryo packaging
Embryo Sale
Embryo shipping charges
Embryo transfer - non-
surgical
Embryo transfer - surgical
Embryo vitrification
Episiotomy for Foaling
Foal Exam
Foal Exam (new born)
Foaling fee
Foaling IGG
Follicle check
HCG
Live Cover
Mare insemination

Misc. breeding fees
Palpation Ovary
Plasma Administration
Pregnancy Exam
Progesterone treatments
Retained Placenta
Sperm Evaluation
Stallion Booking Fee
Stallion Service Fee
Ultrasound Pregnancy
Ultrasound Pregnancy
Recheck
Ultrasound Reproductive
Scan
Uterine infusion
Uterine lavage

Medical Services

Diagnose
Handling - Medical
Medicate
Shot
Treatment
Wrap

Miscellaneous

Buggy rental
Cart storage
Course setup
Course tear down
Equipment rental
Evaluation
Extra forage
Extra grain
Hand walking
Handling - general
Handling - veterinarian
Height
Hoof treatment
Loading/unloading
Medication administration
Misc. show fees
Other
Purchasing fee - item
Saddle fitting
Supplements

Supply fee
Tack - clean
Tack - fitting
Tack - rental
Tack - repair
Temperature
Trailer parking
Treatments
Wash blanket
Weight
Wrap - leg
Wrap - standing

Professional

Appraisal
Consulting
Evaluation
Management
Planning

Racing

Commission (%)
Commission (Fee)
Exercise
Hot Walker
Owners Purse
Track Fees
Trainers Commission (%)
Trainers Commission
(Fee)
Training

Sales / Marketing

Agent fee - Buyer
Agent fee - Seller
Appraisal
Catalog Fee
Commission
Commission Split
Consignment Fee
Internet listing Fee
Photography Prep Fee
Photography Session
Presentation - horse
Sale Prep - horse
Video Preparation

Video Production

Shows

Catch Handler Fee
Catch Rider Fee
Show - bedding
Show - day fee
Show - early arrival fees
Show - entries
Show - office fees
Show - patron package
Show - setup fee
Show - stabling
Show - tack room split
Show - travel expenses
Show Fee
Show Fee - local
Show Fee - national
Show Fee - regional

Stallion Reproduction

Booking fee
Chute fee
Clean out
Collection fee
Contract handling fee
Culture - semen
Frozen semen preparation
Frozen semen storage
Frozen semen test freeze
Live cover fee
Misc. breeding fees
Phantom training
Semen collection
Semen count
Semen evaluation fee
Semen Handling fee
Shipped semen 2nd
shipment
Shipped semen shipping
Sperm morphology
Stud fee
Test cool

Training

Exercise

Hacking fee
Halter breaking - foal
Lease - full
Lease - half
Schooling
Training - cattle
Training - colt starting
Training - conditioning
Training - full
Training - half
Training - halter
Training - race
Training - winter special

Transportation

Hauling - by the mile
Hauling - flat rate
Hauling - general
Hauling - local
Hauling - show

Vaccinations

Preparation
Treatment
Vaccinate
Vaccine

Veterinarian Services

Diagnose
Diagnosis
Genetic Test
Handling - Veterinarian
Medical Test
Reproduction Test
Treatment

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