Invoice Management Introduction

Wed, Jan 17, 2024 Invoice Management

The Ostara Application provides a centralised system for invoice input and processing. Invoice Actions are all accessible through two tools: the ‘Finance Section’ on the Helpdesk work page and the ribbon menu buttons (Invoice Actions) in the Finance module. The actions available are dependent on the status of the current Work Order or Invoice. Each Action (once complete) will show as an Event in the right-hand Events window within the Helpdesk Work Page. This makes for both quick reference against all actions performed for the specific Work Order number but also acts as a permanent record for audit history and reporting. Supporting documents (invoice, worksheet or both) can be added on creation of an invoice or upon editing an existing invoice (see Add/Edit/View Documents).

Create New Invoice
Create New PO Invoice
Invoice Search
Viewing/Editing an Invoice
Invoices Sub Menu
Helpdesk Work Page Invoice Actions

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