

MR&C Processes for Local Issuance Offices

Customer Service Invoices

Note: A customer service invoice may be printed after **Bill-to** has been chosen as the payment type for a customer service request.

Create/Print Invoice

1. Click the **Customer Service** tab.
2. Select [Search invoice](#) from the **Tasks** menu.
3. Enter your search criteria and click **Search**. **Note:** An **Invoice date** is not the same as a customer service request date. At this point, you have not created an invoice yet so you will not be able to search by invoice date.
4. Find the invoice you want to create/print in the **Search Results** and click on the invoice number.
5. Click **Copy Requester Info**. The requester information will populate from the request.
6. Click **Save** and **Print**.
7. Select **Open** on the File Download popup prompt.
8. Click on the printer icon. Depending on your default printer setting, you may need to click **Properties** and change your printer and/or print drawer. Click **OK** when you are ready to print and close the PDF window.

Apply Payment to Invoice

1. Click the **Customer Service** tab.
2. Select [Search invoice](#) from the **Tasks** menu.
3. Enter your search criteria and click **Search**.
4. Find the invoice you want to pay in the **Search Results** and click on the invoice number.
5. On the **Record Invoice** page click [View payment details](#).
6. On the **Payment Summary** page click **Add payment**.
7. Enter payment type, payment amount, and other details required based on payment type.
8. Click **Save**. The **Invoice Status** at the top of the screen will say **PAID**.