



August 16, 2019

From: Accounting Department

## **Invoice Guidelines**

### **All invoices should follow these format guidelines:**

- Invoices must have an invoice number.
- Invoices must have an invoice date.
- Invoice date should be equal to (or dated after) the work completion date.
- Add line stated work completion date
- Payments terms will be calculated based on the work completion date
  
- The SWO number and property address clearly written near the top of the invoice.
- An itemized description of work performed.
- A line for parts with an amount.
- A line for labor with an amount.
- A line for any travel charges with an amount (when applicable).
- A line for tax with an amount.
- A subtotal line that indicates total billable amount.
- A line showing the service fee collection status, with a check number when applicable, that indicates subtraction from the subtotal line when it is collected.
- A line that shows the total amount due from FNHW.
- Attached original coupon redeemed for service fee payment

### **Invoices should not have the following:**

- A written description of deductible collection but no line item showing subtraction from the total.
- Retail work paid by the homeowner reflected as part of the total bill.
- Labor lines that have the service fee already subtracted from the hourly labor cost.
- A total amount billed with no itemized description.