

Functions in Bg Invoice SPA (Bg Faktura SPA)

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1 Introduction: Functions in New Bg Invoice

Bg Faktura is a web application for invoicing the payment services that the bank customer uses. The bank can also invoice the bank customer for the bank's own services via Bg Faktura. It is also possible to preview, cancel, credit and create a new invoice.

The bank creates its own service structure consisting of the services offered by the bankgiro system and prices them in a standard price list for the bank customer. This is done by a so called "superuser" centrally at the bank.

Each customer manager or administrator can then decide whether the customer should pay the bank's standard price, receive a customer-unique price for a certain service or pay a certain percentage of the standard price. The customer manager specifies the prices that should apply to a certain customer and registers basic information about the bank customer such as name, address, etc.

2 New Interface

Bg Faktura has since 2023-01-09 received a new interface with a new color and shape. The new interface is responsive and adapts the page to the size of the screen you are using.

The new interface is presented below as Bg Invoice and all functions are specified below in the document.

3 User manual and other information about the application

The target group for this user manual is administrators or customer representatives at the bank.

On every page in the application there is a help button in the right-hand corner. If you click on Help in the menu selection, the user manual opens.

" The black list"

Bg Faktura, 9900

Logged in as: Simon Stockling, 9900 | På Svenska | Logout

Web application information This shows which web application is being used, in this case Bg Invoice.

Information about users and bank affiliation



Here, the name or User ID of the user who is logged in and which bank they belong to are displayed.

Language

You can choose to have all information in the web application presented in Swedish or English by clicking on the icon for Swedish or English, respectively.

Log Out

Click *Logout* at the top right to end the connection.

Info buttons

In the application there are round black info buttons where more information about the various functions are described. To be able to see the information, you have to press the button.

0

4 Start

At the top of the image is the search field. There you enter information about the customer you want to search for. When you enter Bg Faktura, you have usually already entered the organization number or bankgiro number you want to look at.

Otherwise, you must do a new search for organization number or bankgiro number before you can look at or perform tasks in the menu selection on the left.

Menu selection in Bg Invoice

In the menu selection at the top left, you can choose which information you want to see and change. The menu selection has three main headings:

- Start Any information from Bankgirot, e.g. operating information.
- Customer Used to view and change the customer's overview, price list, invoices.
- Bank Used to view and change the bank's service structure and the bank's standard price list.

5 Customer

5.1 Overview

The purpose of the view is to display the customer's current billing information. This information is taken from the banks' agreement register Bg Avtal.

If any value is to be changed, select *Edit* at the top right. See further in section 5.1 what changes can be made



Two functionalities that have been added are that you as an administrator receive notifications in the application.

Change of customer information

If changes have been made to customer information since the last billing session, a notice is displayed above the current customer information.

The image below illustrates how the notice may look.

	Please note that customer information has changed since the latest invoice.
**	*Changes: Invoice level, Invoice language, Invoice period

Outgoing price agreement

For customers with customer-unique prices, a notice appears at the top right of the customer overview, which gives you information about when the customer's price agreement expires. This notice is displayed when there are 90 days left on the customer's price agreement.

The image below illustrates how the notice may look.



Billing level, organization number

the customer receives an invoice combined for all bankgiro numbers within the organization number, provided that the bank's invoice limit amount has been reached.

The image below illustrates how it can look for a customer who has billing level organization number.

ankgirot sta	t Custo	mer Bank		Org	no/Bg no
rview Price list	View invoic	es Manage invoice Addition	nal invoice Preview Grou	up free service	
urrent custome	r inform	ation for organization r	number 123456-7890	0	🕑 Edit
Addressee:		Invoicing via Bg Faktura:	Yes	Invoice bankgiro number:	: 1234-4567
123 45 Stockholm		Invoice level:	Organization number	Debtor bankgiro number:	1234-5678
	Chow	Payment method:	Direct	Debtor bank account	9999 12
Bankgiro number:	more	Invoice language:	Swedish	number:	34567
1734-5678			Quarter	Invoice method:	Paper
1234-5678		Invoice period:	Quarter		



×

Invoicing level, bankgiro number

The customer receives an invoice for each bankgiro number on which payment traffic has occurred, provided that the bank's invoice limit amount has been reached per bankgiro number.

Note! In order for all bankgiro numbers to receive the same price, the intervals for an invoice line should have the same price.

The image below illustrates how it can look for a customer who has billing level Bankgiro number.

Bankgirot Start Customer Bank 123456-7890									
Overview Price list	View invoices I	Manage invoice Additional	l invoice Preview						
Current custome	er information	n for bankgiro numbe	er 1234-5678 🔻 🚺		🕑 Edit				
Addressee: Testföretaget	Inv	voicing via Bg Faktura:	Yes	Debtor bankgiro number:	1234-5678				
123 45 Stockholm	Inv	voice level:	Bankgiro number	Debtor bank account	9999 12				
	Pa	yment method:	Direct	number:	34567				
	Inv	voice language:	Swedish	Invoice method:	Paper				
	Inv	voice period:	Quarter	Currency:	SEK				

The various headings under current customer information are described below

Invoice recipient

The invoice recipient's name and address are displayed here.

There are two different options for address management. By default, the address of the debit bankgiro number is used, which is taken from the banks' agreement register Bg Avtal.

It is also possible to manually register a different address in Bg Invoice. You do that by following below steps.

- 1. click *Edit* at the top right
- 2. Select Manual registration
- 3. Edit the recipient's name and/or address
- 4. Select *save* at the bottom right

Note! A manual registration of an address is not affected by any address changes in Bg Avtal.

Invoicing via Bg Faktura

Here it is shown whether the customer is invoiced via Bg invoice or not. If it says Yes, it means that invoicing takes place via Bg invoice.

Follow the steps below to make changes.



- 1. Select *Edit* at the top right
- 2. Choose whether the customer should be invoiced via Bg Invoice or not
- 3. Select save at the bottom right

Payment method

Direct means that the invoice is paid by direct debit via Autogiro. *Manual* means that the customer pays to the bank's credit bankgiro number that is stated on the invoice.

For other invoices, e.g. reminder invoices, final invoices or invoices to government authorities, the payment method is always manual.

Follow the steps below to make changes.

- 1. Select *Edit* at the top right
- 2. Choose whether the customer should have a direct or manual payment method
- 3. Select Save at the bottom right

Language on Invoice

The customer can be invoiced in Swedish and English. The bank (superuser) must then have created a translation of the service structure into English.

Follow the steps below to make changes.

- 1. Select *Edit* at the top right
- 2. In the drop-down list, select the language to be applied to the customer's invoice
- 3. Select *Save* at the bottom right

Billing period

Invoicing can be done per month, quarter, half year or full year.

Follow the steps below to make changes.

- 1. Select $\hat{E}dit$ at the top right
- 2. In the drop-down list, select the billing option you want
- 3. Select *Save* at the bottom right

Customer agreement up to and including:

Customer agreement up to refers to the date on which the customer-unique price ceases to apply unless the agreement is extended. The bank's standard price applies when the contract period has expired.

The customer agreement is valid until the last date of the selected month.

Note! If the customer has no customer-unique price the title *Customer agreement up to* will not to be seen under current customer information

Follow the steps below to make changes.



- 1. Select *Edit* at the top right
- 2. Fill in the year and select the month from the drop-down list
- 3. Select *Save* at the bottom right

Billing bankgiro number

For invoicing level organization number, this means that the invoice is processed based on the information that the invoicing bankgiro number has. This means, among other things, that the invoice is sent to the address that the invoicing bankgiro number has.

For invoicing level bankgiro number, this means that each bankgiro number below the organization number is a billing bankgiro number and thus the respective invoice is processed based on the information that the invoicing bankgiro number has.

Debit bankgiro number

The debit bankgiro number is linked to the bank account that is debited for direct debit.

If the billing level is organization number, all associated bankgiro numbers will be billed to this debit bankgiro number.

If the invoicing level is bankgiro number, a separate invoice is created for each bankgiro number under the organization number.

Note! A debit bankgiro number must not be a deregistered bankgiro number.

Follow the steps below to change the debit bankgiro number.

- 1. Select *Edit* at the top right.
- 2. On the left-hand side, selectable debit bankgiro numbers appear. Select Show more to see all active bankgiro numbers under the organization number.
- 3. Select the bankgiro number to be debited.
- 4. Click Select
- 5. Note that the new debit bankgiro number may have different information than the previous one, e.g. address. If you want to change it, it is done in this view.
- 6. Select Save

Please note that the invoice address may be affected when changing the debit bankgiro number.

The address is taken from the debiting bankgiro number's information in Bg Avtal, the banks' agreement register, if there is not a manually registered address in Bg Invoice.

Debit account number



Shows which account number is linked to the debit bankgiro number. If the account number is displayed with only zeros, it is because all bankgiro numbers under the organization number have been deregistered. A final invoice is then created for the customer for manual payment.

Note! That there should always otherwise be a debit bankgiro number linked to the organization number.

Billing method

The invoice can only be produced on paper.

Currency

It is only possible to invoice in SEK.

Customer information at the last invoicing time

The view that appears under current customer information is the customer history.

The view shows the customer's invoicing information at the last invoicing time. If the customer has not been invoiced before, there is no history to display, as shown by an information text.

Click on the arrow to view the information

Customer information b	y the last invoicing occasio	on 0		<u>^</u>
Addressee: Testföretaget	Invoice level:	Organization number	Debtor bankgiro number:	1234-5678
123 45 Stockholm	Payment method:	Direct	Debtor bank account number:	9999 12 34567
	Invoice language:	Swedish	Invoice amount excluding VAT:	1234,56
	Invoice period:	Quarter	Start date:	2021-01-01
	Date of invoice:	2022-10-06	Invoice method:	Paper
	Status:	Invoiced	Currency:	SEK

5.2 Price list

The view shows the customer's price list compared to the bank's standard price list.

Customer-specific prices indicated as a percentage will follow the bank's standard price list when it changes.

Fixed customer-unique prices do not change when the bank changes the bank's standard price list.

The price list displayed can include part of the price list or the entire price list - select what you want to see from the drop-down menu.

With the radio button, you can choose between seeing current or future prices.



The terms in the price List

- Service shows all services according to the bank's service structure/price list.
- Interval shows the service structure and volume range found in the bank's standard price list.
- Bank price the bank's standard price.
- Customer price customer-unique, time-limited price.
- Unit shows whether the customer-unique price is fixed or with a certain percentage. (The percentage indicates the percentage of the bank's standard price that the customer is invoiced).
- Date to date when the customer-unique price ceases to apply if the agreement is not extended. (The bank's standard price applies when the contract period has expired).
- Units shows the number of transactions for a certain service that the customer has used from the beginning of the year to the last invoicing occasion.

5.2.1 Change the customer's price list

Customer prices can only be registered at organization number level and not at bankgiro number level. This applies to fixed and percentage customer prices.

Fixed customer-unique price applies as long as the agreement with the customer is valid. It does not change when the bank changes the standard price list.

Date to - Shows when customer-unique prices that have not been assigned their own date change to the bank's standard price. Tick the box 'Show current prices' at the top left to see the column.

Date from - Shows when customer-unique prices start to apply. Tick the box 'Show future prices' at the top left to see the column.

Select in the drop-down menu which group of services you want to change in the price list.

You can also scroll down to a service and click on the pen to change the price, alternatively you can choose '*Edit all*'.



ankgirot Start	t Customer	Bank						123456-7890	
erview Price list	View invoices	Manage invoice	Additional invoice	e Preview	Group free servi	ce			
rice list custom	ner - 12345	6-7890 0							
reement due date:									
elect group	~								
Show current prices	○ Show future	prices					ŧ	Print 🖉 Edit all	1
Current customer	unique prices a	are missing.							
Service		Interval		Bank price	Customer	Unit	Date to	Units	
					price				
Service		1	- 99999999	Price	Show all	✓ Show all	✓ YYYY-MM-DE	D Show all	~
Incoming Payments									
• Direct Debit Corp	porate								
▼ Payment Dire	ectory Report		1 - 00	300,	00				Γ
▼ Betalningsore	der på papper		1 - 00	5,	00				
▼ Bevakade be	etalningar		1 - 00	300,	00				
▼ Registrering	av betalning		1 - 00	10,	00				
▼ Registration	of mandates		1 - 00	10,	00				
 Transactions 			1 - 00	1,	50				
1									

New customer price - fixed price

Enter the new customer-unique price in the box on the current line. It is possible to set different prices for different intervals within the same service. Write the new price using integers, commas and decimals, e.g. 99.99. If there is already a customer-unique price, you must first remove it.

The example below illustrates what it might look like when you click the pen. Fill in the new customer price and select *save*

Sho	w current prices O Show future prices					🖶 Prin	Edit all
	Service	Interval	Bank price	Customer price	Unit	Date to	Units
	Service	1 - 99999999	Price	Show all 🗸	Show all 🗸 🗸	YYYY-MM-DD	Show all 🗸
Inc	oming Payments						
- Ou	tgoing Payments						
ľ	Autogiro Bankgiro Number						
	▼ Transactions			Fixed	O Percent		
		1 - 1000	2,00	Enter price			27
		1001 - 5000	2,00	Enter price			
		5001 - 10000	2,00	Enter price			
		10001 - 👁	2,00	Enter price			
						3 Cano	cel Save



Date from

For upcoming prices, you must specify when the price should start to apply. The date must be the first of the month and must be before the end date for "Customer agreement to" in the header.

The customer prices apply from the first banking day of the following month.

Note! If the customer has a quarterly invoicing period and the customer price changes in the middle of the period, the customer price will apply from the entire billing period.

⊖ Sł	now current prices	5				🖶 Prin	nt 📝 Edit all	0
	Future customer unique prices are miss	sing.						×
Γ	Service	Interval	Current price	Customer price	Unit	Date from	Units	
	Service	1 - 999999999	Price	Show all 🗸	Show all 🗸	YYYY-MM-DD	Show all	~
Ĭ	ncoming Payments • Autogiro Bankgiro Number							
L	Enter a price from 0 to 99 999,99 the agreement due date.	and the start date of the price	e. The date must	be the first of the	e selected month, l	ater than today's da	te and earlier th	an
		1 - 2000	1,20	1,00		YYYY-MM-01		
L		2001 - 5000	1,20	1,00		YYYY-MM-01		
		5001 - 10000	1,20	1,00		YYYY-MM-01		
		10001 - 👁	1,20	1,00		YYYY-MM-01		
						1 Cano	Save	

5.2.2 Change the customer's price list in percent

Customer-unique price in percentage will follow the bank's standard price list when it is changed.

Customer-unique price as a percentage should not be used when invoicing at bankgiro number level. This is because different pricing of intervals cannot be done when invoicing in percent as the pricing takes place on entire invoice lines and all intervals.

With the radio button, you can choose between changing current or upcoming prices.

Select in the drop-down menu which group of services you want to change in the price list.

You can also scroll down to a service and click on the pen to change the price, alternatively you can choose 'Edit all'.



Percent

Check the 'percentage' box for the service you want to change the price of. Enter the percentage of the bank's standard price that the customer should be discounted in the invoice. You can only set a percentage per full service, i.e. the same percentage for all price ranges of the service.

Agree Sele Sele	ment due date: 2030-12-31 ct group					🕀 Prin	t Z Edit all
	Service	Interval	Bank price	Customer price	Unit	Date to	Units
	Service	99999999	Price	Show all 🗸	Show all 🗸	YYYY-MM-DD	Show all
Inc	oming Payments						
T Ou	tgoing Payments						
I	Autogiro Bankgiro Number						
	 ▼ Transactions 	1 - 1000	2,00	1,00	50		27
		1001 - 5000	2,00	1,00	50		
		5001 - 10000	2,00	1,00	50		
		10001 - 👁	2,00	1,00	50		
						Canc	save

Example: Enter 100% if the customer price should be SEK 0.00.

Date to

For current prices - shows how long the customer-unique percentage will apply to the customer.

Date from

For upcoming prices – Enter when the price will start to apply. The date must be the first of the month and must be before the end date for "Customer agreement to" in the header.

The customer prices apply from the first banking day of the following month.

Note! If the customer has a quarterly invoicing period and the customer price changes in the middle of the period, the customer price will apply from the entire invoicing period.

6 View invoices

View invoices

In this view, you can see the customer's invoices from the last 18 months. By clicking on the PDF icon, you have the option to download the invoice in PDF format.



The information displayed per line is taken from the last invoicing occasion, and with the help of filtering and sorting, you can easily find the invoice you are looking for.

The image below illustrates how it can look in the View *invoices view*.

g bankgirot Sta	art Customer Bar	ık		9900 🗸 123456-78	90 Q
Overview Price list	View invoices Manag	e invoice Additional invoi	ce Preview		
Invoices for 12	3456-7890 🚯				
Invoice number	Caller Invoice date	🗘 Invoice level	🗘 Period	🗘 Status 🍦 New invoice numb	ber 🗘
Invoice number	YYYY-MM-DD	Invoice level 🗸	Period	✓ Status 🗮 Invoice number	
95236458	2022-10-06	Organization number	Quarter	Invoiced	B
96702581	2022-07-06	Organization number	Quarter	Invoiced	<u>A</u>
95478203	2022-04-06	Organization number	Quarter	Invoiced	<u> A</u>
95268745	2022-01-07	Organization number	Quarter	Invoiced	<u>A</u>
96358428	2021-10-06	Organization number	Quarter	Invoiced	B
90048523	2021-07-06	Organization number	Quarter	Invoiced	Å

To see the respective invoice line for a specific invoice in the interface, you can click on the invoice you want to view.

The image below illustrates the invoice lines for a specific invoice. Click on the arrows for the respective invoice to see *the Product ID*.

bankgirot Start	Customer Bank			9900 🗸	123456-7890 Q
Overview Price list View	invoices Manage invoice	Additional invoice Preview	v		
← Back					
Invoice 96524823					📙 Open PDF
Bankgiro number: 1234-5678	8 Account number: 999	9 12 34567			
Invoice row		Units	Unit price	VAT	Amount
ANKOMMANDE BETALNINGA BANKGIRO INBETALNINGAR TRANSAKTIONER SEK	R	7032	0,27	No	1 898,64
		Product ID	Explanatio	on	Units
		BIM01	BGI LB TRA	ANS	4418
		BIM11	BGI NETBE	T TRANS	2614
AVGÅENDE BETALNINGAR AUTOGIRO BANKGIRONUMME TRANSAKTIONER	ĒR	1	2,00	No	2,00 -
KOMMUNIKATION ELEKTRONISK LEVERANS FRÅ ÖVRIG KOMMUNIKATION	N Bankgirot	66	12,50	No	825,00 🔻



6.1 Search invoices

You can also search directly on an invoice if you have the invoice number, this is done by selecting *invoicenr* in the radio button to the left of the search function and then entering the invoice number you want to serach for in the search field and pressing search.

This is illustrated in the image below

Bankgirot Start Customer Bank	Organ/Bgar 🔿 Invoicear 🍥	Invoicenr Q ? Help
Overview Price list View invoices Manage invoice Additional invoice Preview		
Please enter a bankgiro number or organization number		

When searching for an invoice number, you will enter under the tab *View invoices* and the invoice you searched for.

From here you can choose to expand to see all invoice lines.

7 Manage invoice

In the *Manage invoice* you can see historical invoices.

The information displayed per line is taken from the last invoicing occasion, and with the help of filtering and sorting, you can easily find the invoice you are looking for.

This view helps you find invoicing documents and gives you the option to cancel or credit invoices.

The image below illustrates how it can look in the Manage Invoice view.

bankgirot s	tart Customer	Bank					9900 🗸	123456	-7890	٩
Overview Price list	View invoices	Manage invoice Ad	ditional invoice Pre	view						
Manage invoic	e for 123456-	7890 🚯								
Invoice number	CINVOICE date	🗘 Due date	🗘 Payment date	🗘 Status	🗘 In	voice amount 🗘	Ledger amount	:	Reminded	:
Invoice number	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	Status	<u>ا</u>	Amount	Amount		Yes/No	~
96528742	2022-10-06	2022-10-25	2022-10-25	Fully paid		1 384 574,00 SEK	0,0	O SEK	No	
92654832	2022-07-06	2022-07-25	2022-07-25	Fully paid		1 366 028,00 SEK	0,0	O SEK	No	
96574286	2022-04-06	2022-04-27	2022-04-27	Fully paid		1 354 148,00 SEK	0,0	O SEK	No	
96584237	2022-01-07	2022-01-26	2022-01-26	Fully paid		1 386 548,00 SEK	0,0	O SEK	No	
96535587	2021-10-06	2021-10-25	2021-11-24	Fully paid		1 365 731,00 SEK	0,0	O SEK	Yes	
96300247	2021-07-06	2021-07-23	2021-07-23	Fully paid		1 353 171,00 SEK	0,0	O SEK	No	
96341785	2021-04-08	2021-04-27	2021-04-27	Fully paid		1 325 144,00 SEK	0,0	O SEK	No	

In this view, you do not have the option to download the invoice in PDF format. However, you can click on an invoice to see the invoice details. See section 6.1 View invoices for how to download invoices in PDF format.



7.1 Status on invoices

Preliminary – Current for preview and can be cancelled.

Definitive – The invoice has been sent to the customer and can be credited. **Paid in full** – Cancellation/crediting is not possible. The matter must be handled by the bank.

Canceled – The invoice has been canceled and no invoice has been sent to the customer.

Fully paid – **See** description for status Fully paid. Invoices with status ready are always fully paid. The deviating designation is due to an action in the ledger. **Definitely transferred** – Debiting for Autogiro has been sent, but the bank has not yet received reports regarding the debit.

Reminder invoices

In the *Manage Invoice* view, you can also see if the customer has received a reminder invoice. By sorting on the Reminded column, you can easily see if your customer has received a reminder invoice.

See the Time axis to see when reminder invoices are sent to customers.

7.2 Cancellation/crediting of invoice

Cancellation can only be performed on invoices that have status Preliminary, which means that the invoice is awaiting preliminary review, i.e. before the invoice is sent to the customer.

Crediting can be done on invoices with definitive status, which have already been sent to the customer and can be done up to two banking days before the due date. Crediting applies to the entire invoice.

The difference between cancellation and crediting is that cancellation is done before the invoice is sent to the customer. Crediting is done when the customer has already received the invoice, but before it has been paid.

In the case of cancellation, no invoice is sent to the customer, in the case of crediting, a credit invoice is sent out.

In both cancellation and crediting, it is possible to create a new invoice using the old one as a starting point.

7.2.1 Selection of invoice

Click on the invoice you want to correct under *Manage Invoice*. The customer's information and invoice lines are displayed and, depending on the status of the invoice, a Cancel or Credit button may also be displayed.

7.2.2 Credit invoice

Crediting can be done up to **two banking days** before the due date and when the invoice has the status definitive. Crediting is always done for the entire invoice amount.



When crediting, it is possible to create a new invoice using the old one as a starting point.

Follow the steps below to credit an invoice

- 1. Select the heading *Customer* and the subheading *Manage Invoice*
- 2. Click on the invoice you want to credit. Note that only invoices that have a definitive status can be credited
- 3. Click *Credit*. You will then be asked if you want to create a new invoice using the previous one as a starting point. Choose yes or no. **ATTENTION!** If you choose no, you cannot later create a new invoice during the current billing period.
- 4. If you select 'Yes, credit invoice and create a new one', you can now edit prices for each invoice line and delete the invoice lines. Since the invoice reflects the actual payment traffic that the customer used during the invoice period, the number cannot be changed.
- 5. When you're done, confirm crediting by clicking *Save* at the bottom right
- 6. The credit invoice is now displayed under *View invoices* and is sent to the customer on the next banking day

The images below illustrate how it can look when you credit an invoice using the previous one as a starting point

bankgiro	ot Star	t Customer	Bank				123456-7890 Q
Overview P	rice list	View invoices	Manage invoice Addition	nal invoice Preview			
← Back Invoice 9	9568245	58					
Custom	ier and i	nvoice infor	mation				•
Addresse Testföreta 123 45 Sto Bankgiro nui	e: aget ockholm mber: 1234	4-5678 Accou	Status: Invoice amount: Due date: Invoice date: Your reference: nt number: 9999 12 34567	Definitive 78 561,00 SEK 2018-04-25 2018-04-06 9999 12 34567	Pay Cos Rer VAT Ter	ment method: t center: ninded: : ms of payment:	Direct 9900 No 25% 12 days Credit invoice
Invoice row	/			Units	Unit price	VAT	Amount
ANKOMMAN REDOVISNIN TRANSAKTIC	I DE BETALM G VIA INTE ONER	IINGAR RNET		1	1,50	No	1,50
AVGÅENDE I LEVERANTÖI TRANSAKTIC	BETALNING RSBETALNIN ONER	JAR NGAR LB		26	1,50	No	39,00
KOMMUNIKA ELEKTRONIS ÖVR. KOMMI	ATION K LEVERAN UNIKATION	IS TILL Bankgirot , LEV.BETALNING	AR	12	12,50	No	150,00



gbankgirot ^{Start C} C	redit invoice 0		×	123456-7890	٩
Overview Price list View in	Do you want to credit the in	voice and create a new invoice l	based on the credited invoice?		
Invoice 95682458	Cancel No,	credit invoice only Yes, o	credit invoice and create a new		
Customer and invoice i	nformation				•
Addressee:	Status:	Definitive	Payment method:	Direct	
Testforetaget 123 45 Stockholm	Invoice amount:	78 561,00 SEK	Cost center:	9900	
	Due date:	2018-04-25	Reminded:	No	
	Invoice date:	2018-04-06	VAT:	25%	
	Your reference:	9999 12 34567	Terms of payment:	12 days	
				_	
				Credit invoice	0

7.2.3 Create new invoice

If you indicated that you want to create a new invoice using the old one as a starting point, the old invoice is now displayed and you can change the price information in the new invoice.

You can change the price of a line by clicking on the price, or delete an entire line by clicking on the trash can.

Since the invoice reflects the actual payment traffic used by the customer during the invoice period, the number cannot be changed.

Remember to *click* save if you want to keep the invoice. The new invoice number is displayed and the new invoice is sent to the customer on the next banking day



Dankgirot Start Custon	ner Bank				1234	56-7890
erview Price list View invoice	A Manage invoice	dditional invoice P	review			
reate a new invoice						
Customer and invoice in	formation					
Addressee:	Status:	Definitive		Payment meth	od:	Direct
123 45 Stockholm	Invoice amount:	78 561,00 SEK		Cost center:		9900
	Due date:	2018-04-25		Reminded:		No
	Invoice date:	2018-04-06		VAI:		25%
	Your reference:	999912 34567		Terms of payn	ient.	12 days
ankgiro number: 1234-5678 Ac	count number: 9999 12	34567				
nvoice row		Units	Unit price	VAT	Amount	Rem
ANKOMMANDE BETALNINGAR REDOVISNING VIA INTERNET FRANSAKTIONER		1	1,50	No	1,50	
AVGÅENDE BETALNINGAR		26	1,50	No	39,00	
RANSAKTIONER						
RANSAKTIONER (OMMUNIKATION :LEKTRONISK LEVERANS TILL Bankg	girot		12.50			
RANSAKTIONER COMMUNIKATION LEKTRONISK LEVERANS TILL Bankg WR. KOMMUNIKATION, LEV.BETALN	girot VINGAR	12	12,50	No	150,00	

7.2.4 Cancel invoice

Cancellation can be made for invoices that have been registered for preview and have a status of preliminary. The invoice is available for cancellation for **three banking days**. If the invoice is not cancelled, it is automatically sent out to the customer after these days.

In case of cancellation, it is possible to create a new invoice using the old one as a starting point.

Follow the steps below to cancel an invoice

- 1. Select the heading *Customer* and the subheading *Manage Invoice*
- 2. Click on the invoice you want to cancel. Note that only invoices that have a preliminary status can be cancelled.
- 3. Click *Cancel*. You will then be asked if you want to create a new invoice using the previous one as a starting point. Choose yes or no. **ATTENTION!** If you choose no, you cannot later create a new invoice during the current billing period.
- 4. Confirm credit by clicking save or continue editing the newly created invoice.
- 5. The canceled and the new invoice can be viewed under *Manage invoice* or *view invoices*



bankgirot Start Custome	er Bank				123456-7890
Overview Price list View invoices	Manage invoice Additional	invoice Preview			
🗲 Back					
Invoice 96254831					
Customer and invoice info	ormation				•
Addressee:	Status:	Definitive	Payment	method:	Direct
Testföretaget 123 45 Stockholm	Invoice amount:	78 561,00 SEK	Cost cen	ter:	9900
	Due date:	2018-04-25	Reminde	d:	No
	Invoice date:	2018-04-06	VAT:		25%
	Your reference:	9999 12 34567	Terms of	payment:	12 days
					Cancel
Bankgiro number: 1234-5678 Acco	ount number: 9999 12 34567				
		Units	Unit price	VAT	Amo
REDOVISNING VIA INTERNET					
TRANSAKTIONER		1	1,50	No	·
AVGÅENDE BETALNINGAR LEVERANTÖRSBETALNINGAR LB					
TRANSAKTIONER		26	1,50	No	39
ÖVR. KOMMUNIKATION, LEV.BETALNIN	ot NGAR	12	12,50	No	150
bankgirot ^{Start C} Can	acel invoice 0			×	123456-7890
Overview Price list View ir					
é Back	Do you want to cancel the in	voice and create a new invoice	based on the cancelled inv	oice?	
V Dack					
Invoice 96254831	ancel No, c	ancel invoice only Yes,	cancel invoice and crea	te a new	
Customer and invoice info	ormation				•
Addressee:	Status	Definitive	Payment	method	Direct
Testföretaget	Invoice amount:	78 561.00 SEK	Cost cent	ter:	9900
123 40 Stockholm			Deminde	4.	No
	Due date:	2018-04-25	Keminde	a:	NO
	Due date:	2018-04-25	VAT:	a:	25%



Create a new invoice

Customer and invoice	e information						•
Addressee:	Status:	Preliminary	Payment me	ethod:	Direct 9900 No 25%		
123 45 Stockholm	Invoice amount:	78 561,00 SEK		Cost center: Reminded: VAT:			
	Due date:	2018-04-25					
	Invoice date:	2018-04-06		Terms of payment:		12 days	
	Your reference:	9999 12 34567					
Bankgiro number: 1234-5678	Account number: 9999 12	34567					
Invoice row		Units	Unit price	VAT	Amount		Remove
ANKOMMANDE BETALNINGAR REDOVISNING VIA INTERNET TRANSAKTIONER		1	1,50	No	1,50		Û
0 / 1 actions 🚯					Cance	l	Save

7.3 Additional invoice

Here you can choose either to add new invoice lines to the customer's next invoice or to create a new separate invoice.

The registration you make in the image below is a one-time registration that is only applied on one occasion.



Existing Additional invoice means that new invoice lines will be included on the customer's next regular invoice. For customers with a manual payment method, only a separate additional invoice can be created. The additional invoice is sent to the address shown in the overview.



A separate additional invoice is sent to the customer at the next monthly invoicing, even if the customer has e.g. quarterly invoicing. Separate additional invoice always has manual payment method. The separate additional invoice can be sent to a different address than that registered in the overview.

The additional invoice can be credited and canceled in the same way as other invoices. You have the option of creating new invoice lines up to **two banking days** before invoicing. An additional invoice can have a maximum of 100 invoice lines.

7.3.1 Create additional invoice

Follow the steps below to create an additional invoice

- 1. Select *customer* and then *additional invoice* in the menu selection
- 2. Select *Existing additional invoice* or *Separate additional invoice* for separate additional invoice, you can choose whether you want to change the address for sending the additional invoice. You can also choose to add an address bar by clicking the plus sign.
- 3. Click Next
- 4. Fill in what is to be invoiced Invoiced, quantity, á price and any VAT.
- 5. Select *Add*
- 6. If you wish to add several invoice lines, redo steps 4 & 5
- 7. When you're done, select *Save*
- 8. No confirmation is displayed, but the lines remain editable until the invoice run. Nothing happens if you happen to click perform multiple times. The lines that are registered are retrieved once when running the invoice.



g bankgi	irot	Start	Customer	Bank			123456-7890	٩
Overview	Price lis	t Vie	w invoices	Manage invoice	Additional invoice	Preview		

Existing additional invoice

Invoice information					
Addressee:	Testföretaget 123 45 Stockholm		Invoice bankgiro nui Invoice period: Currency: Invoice language:	nber: 1234-5678 Quarter SEK Swedish	
Invoice row	Units	Unit price	VAT	Amount	Action
Incoming payments	10	25,00	No	250,00	2
Autogiro payments	15	10,00	No	150,00	e
Files	200	2,00	No	400,00	1

3 / 100 Invoice rows Cancel Save

The image below illustrates how it can look for a customer who has an additional invoice.

g bankgi	rot St	tart	Customer	Bank			123456-7890	٩
Overview	Price list	Vie	w invoices	Manage invoice	Additional invoice	Proview		

Existing additional invoice

Invoice information					
Addressee:	Testföretaget 123 45 Stockholm		Invoice bankgiro nur Invoice period: Currency: Invoice language:	nber: 1234-5678 Quarter SEK Swedish	
				Remo	ve additional invoice
Invoice row	Units	Unit price	VAT	Amount	Action
Incoming payments	10	25,00	No	250,00	e i
Autogiro payments	15	10,00	No	150,00	2 🔋
Files	200	2,00	No	400,00	e i

+ Create new row



7.3.2 Change or remove additional invoice

The additional invoice can be edited up to two banking days before invoicing.

Do this to change or delete invoice lines

- 1. Select the heading *additional invoice*. Previously registered additional invoice is displayed.
- 2. Click on the pencil under the Action in column to edit the data (billed number, quantity, á price, VAT or amount). Or click the trash can on the far right to delete an invoice line.
- 3. Click Save.

Do this to remove an entire supplementary invoice

- 1. Select the heading *additional invoice*. Previously registered additional invoice is displayed.
- 2. Then select the *Remove additional invoice* button.
- 3. Confirm that the entire invoice is to be deleted.

7.4 Preview

Preview means that the customer's next invoice is available for review for three banking days before it is sent to the customer. During review, it is possible to cancel the invoice and to create a new one based on the canceled invoice. If no action is taken, the invoice is sent to the customer when the three banking days have passed. The registration is only valid for one invoicing occasion.

Select *Manage Invoice* and then select the invoice number of the current invoice to review. Select *Cancel* if the invoice is to be changed or cancelled.

Register preview

Follow the below steps to register preview.

- 1. Select *Customer* and then *Preview* in the menu selection
- 2. Select Register
- 3. You will now receive a confirmation that the customer has been marked for preview

Preview list

A list of customers registered for preview is displayed here. The list is updated after each invoice. Once an invoice has been created for a particular customer, that organization number is cleared from the list

Preview only applies to one invoicing occasion, then the organization number is cleared from the list.

Review invoice registered for preview

- 1. Select *Manage invoice* under the heading *Customer*
- 2. Invoices with a status of preliminary have been registered for preview and can be reviewed and possibly be cancelled



3. To cancel the invoice, follow the steps in 7.2.4 Cancel invoice

8 Bank

8.1 Banking conditions

This tab shows the bank's conditions for issuing invoices to bank customers. The banking conditions can only be changed by the bank's superuser.

Minimum invoice limit amount: Minimum invoice amount required for an invoice to be created, e.g. SEK 200. **ATTENTION!** The amount must not be SEK 0.

Minimum amount for final billing: Invoice limit for final invoicing for customers leaving the bank. **ATTENTION!** The amount must not be SEK 0.

Crediting bankgiro number: The bank's bankgiro number for manual invoice payments.

The standard time of the customer agreement: Number of months for which the customer agreement's customer-unique price information applies. The bank's default value is specified here.

The default value is posted for customers when customer-unique prices are registered if no other date is specified.

8.2 Price list

The service structure with volume ranges and standard prices applied by the bank is shown here. If you have any comments on this, contact the superuser at your bank.

Some banks have also registered information about the bank's internal price for a certain service to make it easier for the account manager to set the customer price.

8.2.1 Change price list

Select in the drop-down menu which group of services you want to change in the price list.

You can also scroll down to a service and click on the pen to change the price, alternatively you can choose *Edit all*.



bankgirot	Start	Customer	Bank				9900 🗸 123	456-7890 Q
Bank conditions	Price list	Services	Previews	Reports				
Price list b	ank - 99	900 0					🖶 Print	☑ Edit all
Service				Interval		Bank price		
Service				1	99999999	Price		
▼ Incoming Pay ▼ Autogiro E	ments Bankgiro Nu	ımber						
▼ Transa	actions			1 - 2000		2,00		∷ 🗹
				2001 - 5000		2,00		
				5001 - 10000		2,00		
				10001 - ၹ		2,00		
✓ Payme	ent order			1 - 👀		0,00		
▼ Regist	tration man	date		1 - 👀		0,00		

The example below illustrates what it might look like when you click the pen.

	Service	Interval	Bank price	
	Service	1 - 99999999	Price	
T.	ncoming Payments			
L	Autogiro Bankgiro Number			
L		1 - 2000	2,00	
L		2001 - 5000	2,00	
L		5001 - 10000	2,00	
L		10001 - 👁	2,00	
L		+ Create new row		
			Cancel Save	

In this view, you can choose to create a new row. This means you can add a new range as well as the price of the range.

You can also choose to edit by clicking on the pen. You select the trash can if you want to delete a row.

8.3 Services

All payment traffic that takes place within the Bankgiro system is measured at various measurement points in the Bank Statistics (BST). Behind each invoice line is a number of measurement points.

Each bank creates its own service structure using available measurement points.



At the bottom of the service structure are the measurement points that the bank does not use for invoicing the customers, this is available under non-distributed product ID.

The same measurement points can be found in the invoice image under the respective invoice line.

It is the bank's superuser who is responsible for the service structure. Contact the bank's superuser if you want to change anything.

The service structure has three levels

Group – e.g. incoming payments, outgoing payments, communication or forms **Title** – e.g. Direct debit, Supplier payments, Salary and account deposits **Service** – the actual invoice line, i.e. what the bank charges for. This is where you enter the measurement points for the payment traffic that you want the bank to charge for, e.g. transactions.

It is possible to sort by individual group by selecting the desired group in the dropdown list called Select group which can be found in the image below.

bankgirot	Start Cu	ustomer	Bank								123456-7890	C
ank conditions P	rice list S	ervices P	Previews	Reports								
Service struc	ture - 9	9900 () ~]									
Swedish 🗸										🖶 Print	+ Create new gr	oup 🚯
Swedish 🗸						ID		Sequence number	Product ID	🖶 Print	+ Create new gr	oup 🚯
Swedish V Service						ID ID		Sequence number	Product ID AAA11, BBB22, CCC33	🖶 Print	+ Create new gr VAT Show all	oup 3
Swedish V Service Service VANKOMMANDE	BETALNING	GAR			ANK	ID ID	01	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	🖶 Print	+ Create new gr VAT Show all	oup 3
Swedish v Service Service ANKOMMANDE AUTOGIRO	BETALNING	5AR NUMMER			ANK A1	ID ID	01	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	Print	+ Create new gr VAT Show all	oup 3
Swedish V Service ANKOMMANDE AUTOGIRO Transakti	: BETALNING BANKGIRON	5AR NUMMER	1	1	ANK A1 1	ID ID (01 10 001	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	Print	+ Create new gr VAT Show all	oup 3
Swedish V Service ANKOMMANDE AUTOGIRO Transakti Avstämni	BETALNING BANKGIRON ioner ingsuppgift	GAR NUMMER			ANK A1 1 31		01 10 001 002	Sequence number Sequence number AGM02, AG	Product ID AAA11, BBB22, CCC33	Print	+ Create new gr VAT Show all	• • • • • • • • • • • • • • • • • • •

8.3.1 New service

In this view, superusers at the bank can choose to create a new group that is used to bill the bank's customers.

To create a new group, click on create new group, then select *group name*, *ID* and *sequence number*, then select *save*



bankairat	Start (ustomar	Bank								123456.7890	0
Daingilot	Start C	usconner	Dank								123430-7690	
Bank conditions	Price list	Services	Previews	Reports								
Service stru	ucture -	9900										
Select group		~										
Swedish 🗸										🖶 Print 🚽	+ Create new group	0
Service						ID		Sequence number	Product ID	VAT		
Service						ID		Sequence number	AAA11, BBB22, CCC33	Sho	w all	~
- ANKOMMAN	DE BETALNIN	GAR			ANK		01					
	O BANKGIRO	NUMMER			A1		10					
Transa	ktioner				1		001	AGM02, AGM	103, AGM04			
Avstän	nningsuppgift				31		002					
Regist	rering av med	lgivande			Af		003	AGM19				
Avstän Regist	nningsuppgift rering av med w group in th	lgivande le service	structure.	Enter a gro	31 Af	e, a uni	002 003 ique gro	AGM19 up ID and a sequence number.	Save the group to be able to c	reate headings within the	e group.	
Enter group	name				Ente	er IC	Enter	sequence number				
											Cancel Save	e

New title and service

It is also possible to add both a new Title and service.

By clicking on the plus sign connected to group, you can create a new title and by clicking on the plus sign connected to title, a new service is created. Then fill in the required fields and then select save. This is illustrated in the example below.

gbankgirot	Start	Customer	Bank						123456-7890	٩
Bank conditions	Price list	Services	Previews	Reports						
Service str	ucture ·	9900	0							
Select group		~								
Swedish 🗸								🖶 Print	+ Create new group	0
Service					ID	Sequence number	Product ID	v	AT	
Service					ID	Sequence number	AAA11, BBB22, CCC33		Show all	~
	NDE BETALN	INGAR		ANK	01				+	C
- AUTOGI	RO BANKGIR	ONUMMER		A1	10					
Trans	aktioner			1	001	AGM02	AGM03, AGM04			
Avstä	mningsuppgi	ift		31	002					
Regist	trering av m	edgivande		Af	003	AGM19				
Create a new within the head	w heading ding.	within the g	group ANKC	MMANDE BETALNIN	GAR. Enter a	heading name, a unique he	ading ID and a sequence numbe	r. Save the heading to b	e able to create service	es
Enter heading	g name			Enter	IE Enter	r sequence numb				
<u> </u>										
									Cancel Save	9



8.3.2 Change

To change the existing service structure click on the pen on the right, changes can be made in all three levels of the service structure.

Fill in the new values as desired and then select save.

It is also possible to remove the product ID during service by clicking on the trash can icon.

This is illustrated in the images below.

bankgirot Start Customer Bank	C			123456-7890 Q
Bank conditions Price list Services Previews Reports				
Service structure - 9900 0				
Select group				
Swedish 🗸				Print + Create new group
Service	ID	Sequence number	Product ID	VAT
Service	ID	Sequence number	AAA11, BBB22, CCC33	Show all 🗸 🗸
- ANKOMMANDE BETALNINGAR	ANK 01			
- AUTOGIRO BANKGIRONUMMER	A1 10			
Transaktioner	1 001	AGM02, AG	M03, AGM04	2 1
Avstämningsuppgift	31 002			
Registrering av medgivande	Af 003	AGM19		
Edit service. Here you can enter a service name and up identities and change the service's VAT rate.	date the sequence	number to change the sort order	of the service withing the heading.	. You can also add and delete product
Transaktioner 1	001	Add product	identities × 👻 None	~
AGM02 🗊 AGM03 🗊 AGM04 🗊				
				Cancel Save

Remove service

It is also possible to delete existing *service*, *title* and *group* This is done by pressing the trash can icon shown in the image below. For it to be possible to delete a *group*, there must be no underlying *title* or *service*, and for deleting a *title* there must be no underlying *service*.

ankgirot	Start	Customer	Bank					123456-7890	
nk conditions	Price list	Services	Previews	Reports					
ervice str	ucture	- 9900	0						
elect group		~							
wedish V								Print + Create new grou	ıp 🚺
Service					ID	Sequence number	Product ID	Print + Create new grou	ıp 6
Service					ID ID	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	Print + Create new grou VAT Show all	ир С
Service Service	NDE BETALM	IINGAR		AN	ID ID K 01	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	Print + Create new grou VAT Show all	ир С
Service Service ANKOMMAI	NDE BETALN	NINGAR		AN A1	ID ID K 01 10	Sequence number Sequence number	Product ID AAA11, BBB22, CCC33	Print + Create new grou VAT Show all	ip (
Service Service ANKOMMAI	NDE BETALN RO BANKGII aktioner	IINGAR RONUMMER		AN A1 1	ID ID K 01 10 001	Sequence number Sequence number AGM02, ,	AAA11, BBB22, CCC33	Carl Print + Create new group of the second	ı₽ € ~
Service Service ANKOMMAI AUTOGI Trans Avstä	NDE BETALN RO BANKGII aktioner mningsuppg	NINGAR RONUMMER ift	2	AN A1 1 31	ID ID K 01 10 001 002	Sequence number Sequence number AGM02, r	AAA11, BBB22, CCC33	Carl Contract of the second se	ıp 6





The organization numbers that have been posted for review are listed here.

Preview means that the invoice is available for review for three banking days before it is sent out to the customer. It gives the possibility to edit the invoice by canceling it and creating a new one. Alternatively, do nothing at all and let the invoice go out automatically after the three banking days.

The preview only applies to one invoicing occasion. The organization number must be registered for preview the month before the invoice run takes place.

8.5 Reports

In the interface there are reports that are produced automatically.

The reports are produced to help the account manager to correct information before the next invoicing.

The following reports are produced

Customers with expiring price agreements If no action is taken, the bank's standard rate will apply. The report is created daily 90 days in advance and is produced per bank.

Customer agreement missing: The report is created when invoicing and provides the bank with information about which bank accounts could not be invoiced due to that there is no agreement for issuer payments. In order for invoicing of issuer payments to take place, a bankgiro number must be linked to the current account number from which the payment is made.

The report is produced at main clearing number level, sorted by bank account number. The report is available via the web interface until the next invoicing round (month shift).

Forecast: Forecast for the entire main clearing number with details of customer manager/clearing number. The report is created during the invoice run once per month and is overwritten during the next invoice run.



Timeline 2025 9

	Jan	Feb	March	April	Мау	June	July	Aug	Sept	Okt	Nov	Dec	Jan- 2026
Unreviewed invoices sent to customer (approximate date)	08- jan	06- feb	06-mar	04-apr	07- may	05-jun	04- jul	06- aug	04- sep	06- okt	06- nov	04- dec	08-jan
Invoices registered for preview can be reviewed, changed or cancelled	08- 10- jan	06- 10 feb	06-10- mar	04-08- apr	07- 09- may	05- 10-jun	04- 08- jul	06- 08- aug	04-08- sep	06- 08- okt	06- 10- nov	04- 08- dec	08-12-jan
Last day to credit direct debit invoices	22- jan	20- feb	20-mar	22-apr	21- may	23-jun	18- jul	20- aug	18- sep	20- okt	20- nov	18- dec	22-jan
Directly debited invoices are deducted from the customer's account (Ag)	27- jan	25- feb	25-mar	25-apr	26- may	26-jun	23- jul	25- aug	23- sep	23- okt	25- nov	23- dec	27-jan
Retry when coverage was missing on the account	28- jan	26- feb	26-mar	28-apr	27- may	27-jun	24- jul	26- aug	24- sep	24- okt	26- nov	29- dec	28-jan
A reminder for unpaid direct debit invoices is sent to the customer	29- jan	27- feb	27-mar	29-apr	28- may	30-jun	25- jul	27- aug	25- sep	27- okt	27- nov	30- dec	29-jan
Last day to credit manual invoices	05- feb	06- mar	03-apr	02- may	04- jun	03-jul	01- aug	03- sep	02-okt	03- nov	04- dec	02- jan	05-feb
Last payment date for manual invoices	06- feb	07- mar	04-apr	05- may	05- jun	04-jul	04- aug	04- sep	03-okt	04- nov	05- dec	02- jan	06-feb
A reminder for unpaid manual invoices is sent to the customer	13- jan	12- feb	12- mars	14- april	12- may	12-jun	14- jul	12- aug	12- sep	13- okt	12- nov	12- dec	13-jan

arch Anril May June July Aug Se int Old Nov D .

