

# **Cashflow360 Receivables Go-To Guide**

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# Overview

## Summary

This guide provides an overview of the Receivables module on Cashflow360

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- VI. [Charge a Customer](#)
- VII. [Estimates](#)

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## **Create an Invoice**

Easily send invoices to your customers, securely collect payments, automate payment reminders and track the status of outstanding receivables



# Create an Invoice

1. Click **Invoices** in the left navigation panel
2. Click **Create Invoice**
  - Please have the following information ready:
    - Customer name
    - Invoice number
    - Invoice date
    - Due

## ALTERNATIVELY:

1. Click **Actions+**
2. From the drop down, click **Send an Invoice**

CHASE CONNECT

Search AP & AR

Recent Network Tasks TS

**3** Actions +

Overview  
Inbox  
Documents  
Vendors  
Approvals  
Bills  
Payments out  
Customers  
Items  
Estimates  
**1** Invoices  
Unpaid invoices  
All invoices  
Recurring invoices  
Draft invoices  
Credit memos  
Payments in  
Reports  
Settings  
Help Center

## Invoices

Invoices | Recurring invoices | Credit memos

Unpaid 9 | Drafts 0 | All invoices 27

Edit filters: Active invoices x | Unpaid x | Partially paid x | Invoice date: March 25, 2025 onwards x | Clear filters

Number	Customer	Invoice type	Invoice date ↓	Due date	Sent status	Payment status	Total	Amount due
<input type="checkbox"/> 026	Jenny Test	One-time	Feb 6, 2026	Past due 1 month	Unsent	Unpaid	\$0.01	:
<input type="checkbox"/> 025	Jenny Test	One-time	Jan 27, 2026	Past due 1 month	Sent	Unpaid	\$0.01	:
<input type="checkbox"/> 020	Elizabeth Bradley	One-time	Dec 19, 2025	Past due 3 months	Sent	Unpaid	\$1.00	:
<input type="checkbox"/> 018	Kelsey Test	One-time	May 29, 2025	Past due 9 months	Sent	Unpaid	\$1.00	:

4 invoices

Amount due \$2.02

**2** Create Invoice

# Create an Invoice

- 3. Enter the invoice details
- 4. Click **Review & Send** to distribute via Email

**3** **New invoice** ✕

Customer\*  
 [Add Customer](#)

**Invoice details**

Invoice frequency:  One-time  Recurring  
Template:

Invoice number\*  Invoice date\*  Terms  Due date\*

Sales rep  P.O. number

**Items**

Item name  Description

Quantity*	Price*	Tax	Total
<input type="text" value="1"/>	<input type="text" value="0.00"/>	<input type="checkbox"/>	\$0.00

[Add Row](#)

Subtotal \$0.00  
Tax  \$0.00  
**Total** \$0.00  
Credit   
Total available: \$0.00

**Amount due \$0.00**

Message on invoice

Attachments

**Amount due: \$0.00** [Save Draft](#) [Review & Send](#) **4**

## Create an Invoice

5. Customize the email message if desired
6. Click **Send Invoice**
  - If the customer is connected to the Bill.com network, the invoice will be sent straight to their Bill.com account, and they will be notified via email
  - If the customer is not connected to the Bill.com network, the invoice will be sent via email only

### Send Invoice

To\*  CC

Send a copy to me

Reply to

Subject  
You have an invoice from ChaseConnect due on Feb 20, 2025

Body ⓘ  
Hi TEST,  
To pay your invoice online and view your account history, log in below:  
{Invoice Button}  
Please remit payment at your earliest convenience.  
Thank you,  
ChaseConnect Test 9 - JPMC TEST ENTITY  
-----  
Invoice Summary:  
Invoice #: 001  
Amount Due: \$0.00  
Due Date: Feb 20, 2025  
A PDF version of this invoice is also attached for your records.  
Any URLs that are added to this email will be removed.

Attachments  
 Drag and drop or upload files  
PDF, JPG, PNG, CSV, XLS, XLSX

### Invoice 001

ChaseConnect Test 9 - JPMC TEST ENTITY  
10 S DEARBORN ST  
CHICAGO, IL 005032300  
999999999

**INVOICE**

Invoice #: 001  
Invoice Date: 02/20/25  
Amount Due: \$0.00

Bill To:  
TEST  
United States

Item	Description	Quantity	Price	Amount
		1	\$0.00	\$0.00

Subtotal: \$0.00  
Sales Tax: \$0.00  
Total: \$0.00  
Payments: \$0.00  
Amount Due: \$0.00

To pay online, go to <https://app01.us.bill.com/ip/00801YABRTGVZEC2xeh>



## Draft an Invoice

Set-up invoices to send to your customers for later



# Draft an Invoice

1. After creating an invoice and filling all relevant details, click **Save Draft**

**New invoice** ✕

Customer\*  [Add Customer](#)

**Invoice details**

Invoice frequency:  One-time  Recurring      Template: Clean

Invoice number\*: 029      Invoice date\*: Mar 25, 2026      Terms:      Due date\*: Mar 25, 2026

Sales rep:      P.O. number:

**Items**

Item name	Description
1 <input type="text" value="Search items"/>	<input type="text"/>

Quantity*	Price*	Tax	Total
<input type="text" value="1"/>	<input type="text" value="0.00"/>	<input type="checkbox"/>	\$0.00

[Add Row](#)

Subtotal: \$0.00  
Tax:  \$0.00  
**Total**: \$0.00  
Credit:  Total available: \$0.00

**Amount due** **\$0.00**

Message on invoice:

Attachments:

**Amount due: \$0.00** 1 [Save Draft](#) [Review & Send](#) ⋮

# Draft an Invoice

- 2. To see all drafted invoices, click the **Drafts** tab
- 3. To Edit, Send, Clone or Archive a drafted invoice, click “⋮”

CHASE CONNECT

Search AP & AR

## Invoices

Invoices | Recurring invoices | Credit memos

Unpaid 10 | **Drafts 1** | All invoices 31

Edit filters | Draft invoices x | Clear filters

Number	Customer	Invoice type	Invoice date ↓	Due date	Sent status	Payment status	Total	Amount due
032 Draft	Test user	One-time	Mar 27, 2026	Apr 11, 2026	Unsent	Unpaid	\$1.00	\$1.00

1 invoice | Amount due \$1.00

- Edit invoice
- Send invoice
- Clone
- Archive

---

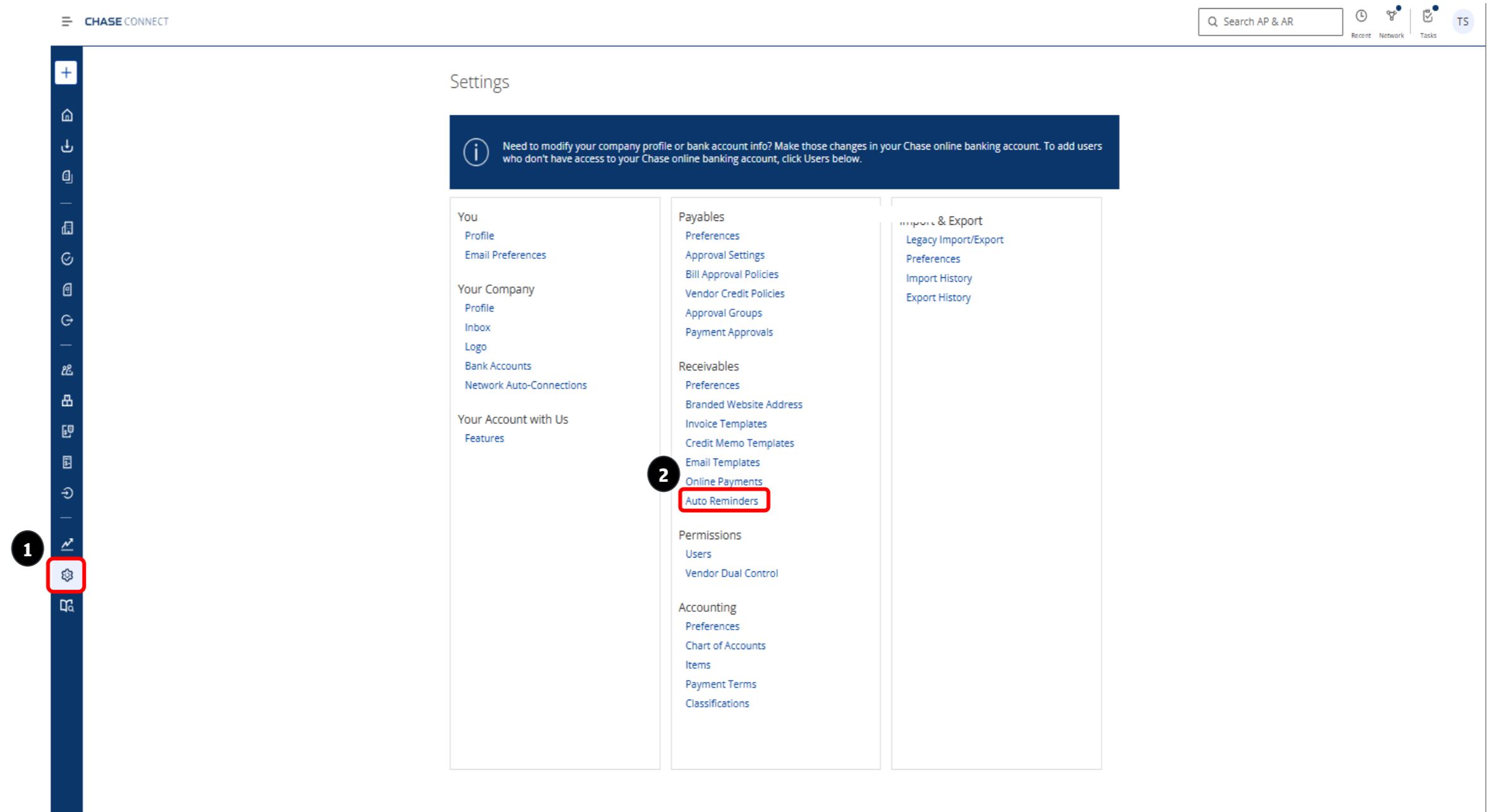
## **Set Auto-Reminders**

We make it easy to set up auto reminders, letting customers know when an invoice is due or past due



# Set Auto-Reminders

1. Click **Settings**
2. Under Receivables, click **Auto Reminders**



# Set Auto-Reminders

3. Select the reminder you would like to edit:
  - **First**
  - **Second**
  - **Third**
4. Click the **Edit** icon In the upper right

CHASE CONNECT

Search AP & AR | Recent | Network | Tasks | TS

Actions +

- Overview
- Inbox
- Documents
- Vendors
- Approvals
- Bills
- Payments out
- Customers
- Items
- Estimates
- Invoices
  - Unpaid invoices
  - All invoices
  - Recurring invoices
  - Draft invoices
  - Credit memos
- Payments in
- Reports
- Settings
- Help Center

### Auto Reminders

3 Reminder: First | Second | Third 4 [Edit Icon]

First reminder message

- ✖ Email the customer 30 days after invoice is due.

REPLY TO: TANYA STONE

- SUBJECT You have an invoice from CCBI TEST - JPMC TEST ENTITY due on {Invoice.DueDate:}
- BODY Hi {Customer.Name},

Your invoice is 30 days overdue.

To view and pay online your invoice from CCBI TEST - JPMC TEST ENTITY, log in at: {Link\_Pay\_Invoice:}

Invoice Summary:

Invoice #: {Invoice.Number:}  
Amount Due: {Invoice.AmountDue:}  
Due Date: {Invoice.DueDate:}

A PDF version of this invoice is also attached for your records.

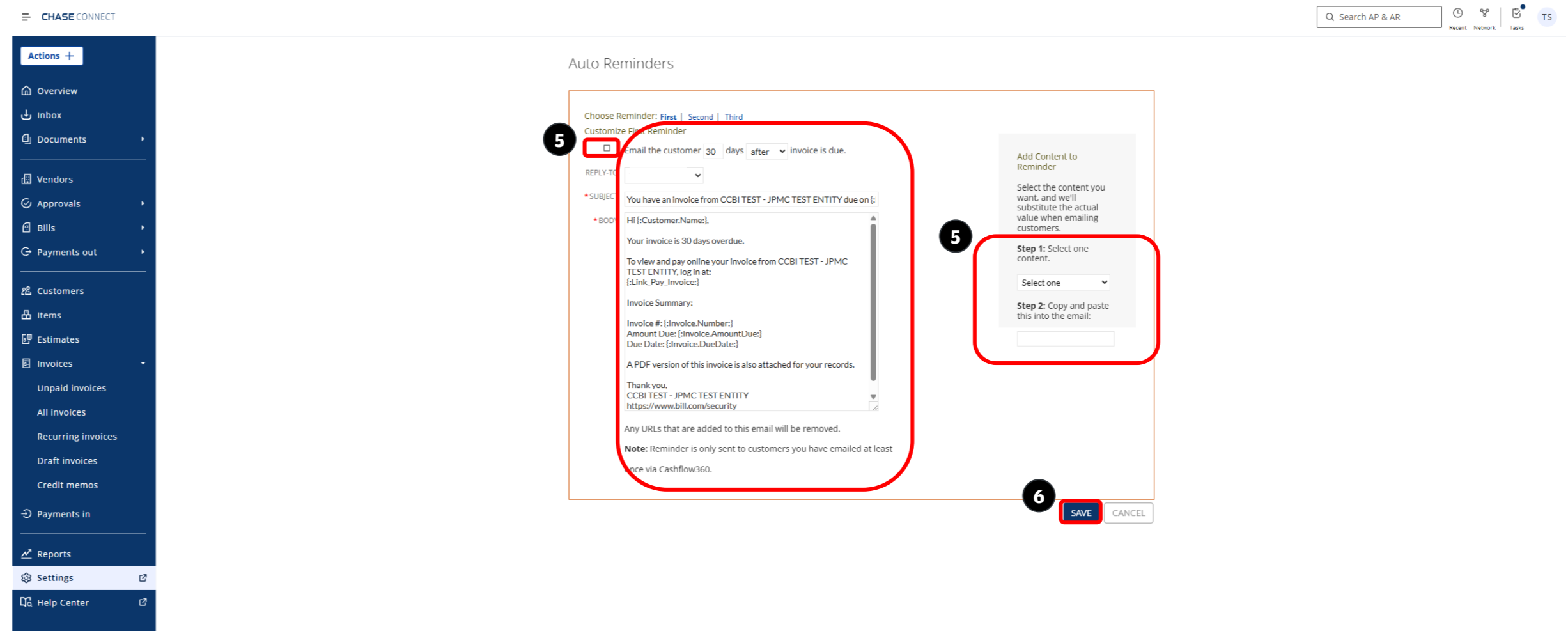
Thank you,  
CCBI TEST - JPMC TEST ENTITY  
<https://www.bill.com/security>  
Please don't reply to this automated email.

# Set Auto-Reminders

## 5. Edit the following:

- Enable reminders by checking the box next to Email the customer
- Determine how many days before or after the invoice due date the reminder should be sent
- Determine who the reminder should come from (Reply-To box)
- Use our Subject line or edit based on your preference
- Customize the body of the letter
- On the right-hand side, select from the drop-down to enter values that will auto populate the sample fields in the message

## 6. Click **Save**



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## **Create Recurring Invoices**

For customers you bill regularly, create recurring invoices that are automatically sent out



# Create Recurring Invoices

1. Click **Invoices** in the left navigation panel, select **Recurring Invoices**

CHASE CONNECT

Search AP & AR

Recent Network Tasks TS

**1** Invoices

Recurring Invoices Credit memos

Unpaid 9 Drafts 0 All Invoices 27

Edit filters Active invoices x Unpaid x Partially paid x Invoice date: March 25, 2025 onwards x Clear filters

4 results Create Invoice ↓

<input type="checkbox"/>	Number	Customer	Invoice type	Invoice date ↓	Due date	Sent status	Payment status	Total	Amount due	
<input type="checkbox"/>	026	Jenny Test	One-time	Feb 6, 2026	Past due 1 month	Unsent	Unpaid		\$0.01	:
<input type="checkbox"/>	025	Jenny Test	One-time	Jan 27, 2026	Past due 1 month	Sent	Unpaid		\$0.01	:
<input type="checkbox"/>	020	Elizabeth Bradley	One-time	Dec 19, 2025	Past due 3 months	Sent	Unpaid		\$1.00	:
<input type="checkbox"/>	018	Kelsey Test	One-time	May 29, 2025	Past due 9 months	Sent	Unpaid		\$1.00	:

4 invoices Amount due \$2.02

**1** Unpaid Invoices

All invoices

Recurring Invoices

Draft Invoices

Credit memos

Payments In

Reports

Settings

Help Center

# Create Recurring Invoices

## 2. Click **Create Recurring Invoice**

The screenshot shows the CHASE CONNECT interface. On the left is a dark blue navigation sidebar with the following menu items: Overview, Inbox, Documents, Vendors, Approvals, Bills, Payments out, Customers, Items, Estimates, Invoices (expanded to show Unpaid invoices, All invoices, Recurring invoices, Draft invoices, and Credit memos), Payments in, Reports, Settings, and Help Center. The main content area is titled 'Invoices' and has three tabs: Invoices, Recurring invoices (selected), and Credit memos. Below the tabs are 'Edit filters' and 'Active x Clear filters' buttons. The central area displays a magnifying glass icon and the text 'No recurring invoices found' with a subtext 'Try different filters, or clear them to start over.' In the top right corner, there is a search bar for 'Search AP & AR' and icons for 'Recent', 'Network', 'Tasks', and 'TS'. A red box highlights a 'Create recurring invoice' button, with a black circle containing the number '2' next to it.

# Create Recurring Invoices

- 3. On the **New Recurring Invoice** page enter invoice details, such as: Customer, Next Due date, Payment Terms and Frequency

**NOTE:** Invoice will be emailed immediately once it is created if you choose to automatically send recurring invoices

- To email the invoice later, uncheck "Automatically send recurring invoices"

### New recurring invoice ✕

Customer\*  
 [Add Customer](#)

Invoice details  
Invoice frequency:  One-time  Recurring  
Template:

Schedule  Use due date  Use invoice date

First due date\*<sup>ⓘ</sup>       No end date

Automatically send <sup>ⓘ</sup>  On  
Create & send\*<sup>ⓘ</sup>  days before due date  
Send by <sup>ⓘ</sup>

Reply to

<sup>ⓘ</sup> Repeats every month until Mar 25, 2027. First invoice will be created and sent today, due Mar 25, 2026. Next invoice will be created and sent Apr 25, 2026, due Apr 25, 2026.

Sales rep  P.O. number

### Items

Item name	Description
1 <input type="text" value="Search items"/>	<input type="text"/>

Quantity*	Price*	Tax	Total
<input type="text" value="1"/>	<input type="text" value="0.00"/>	<input type="checkbox"/>	\$0.00 <input type="text"/>

[Add Row](#)

Subtotal	\$0.00
Tax <input type="text" value="Search tax rates"/>	\$0.00
<b>Total</b>	<b>\$0.00</b>

**Amount due: \$0.00** [Save recurring schedule](#)

# Create Recurring Invoices

- 4. To view, edit, or make a recurring invoice inactive, click “:” to open the dropdown with those actions

The screenshot shows the CHASE CONNECT interface for managing invoices. The left sidebar contains navigation options like Overview, Invoices, and Payments. The main area displays a table of recurring invoices. The table has columns for Customer, Frequency, Next due date, Ends on, Status, and Amount due. A dropdown menu is open for the 'Amount due' column, showing options: View, Edit, and Make inactive. A red box highlights the dropdown menu and a circled '4' is next to it.

Customer	Frequency	Next due date ↓	Ends on	Status	Amount due
Test user	Every month	Mar 25, 2026	Mar 25, 2027	Active	\$0.00

---

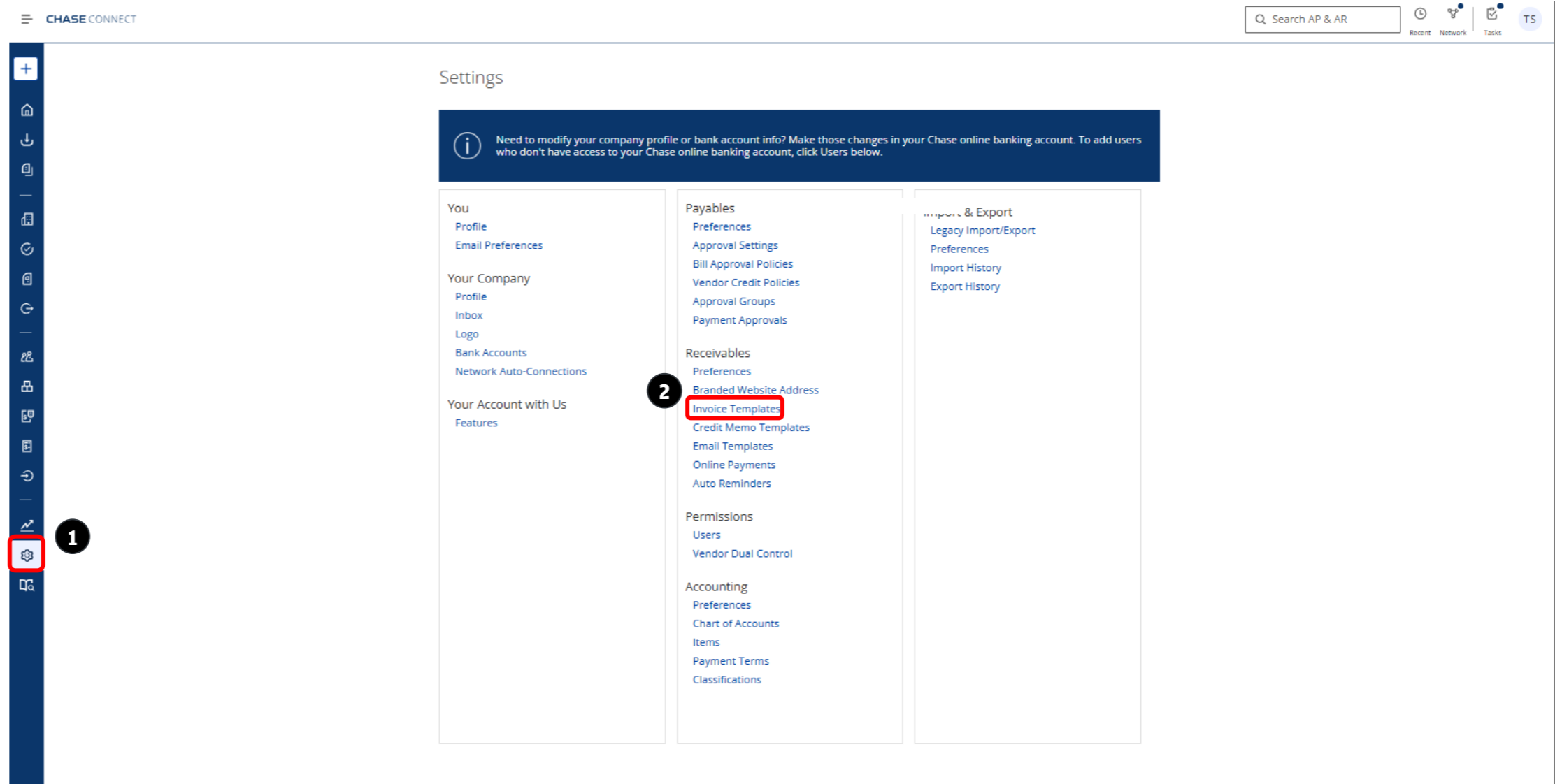
## **Create a New Invoice Template**

For customers requiring different invoice elements, create custom templates that can be used in the future



# Create a new Invoice Template

1. Click **Settings**
2. Under Receivables, click **Invoice Templates**



# Create a New Invoice Template

## 3. Click **New**

The screenshot shows the CHASE CONNECT interface. On the left is a dark blue navigation sidebar with the following items: Actions +, Overview, Inbox, Documents, Vendors, Approvals, Bills, Payments out, Customers, Items, Estimates, Invoices (with sub-items: Unpaid invoices, All invoices, Recurring invoices, Draft invoices, Credit memos), Payments in, Reports, Settings, and Help Center. The main content area is titled 'Invoice Templates' and includes a search bar 'Search AP & AR' and utility icons for Recent, Network, and Tasks. Below the title is a 'NEW' button highlighted with a red box and a circled '3'. The page also features a table with the following data:

NAME	STYLE	DEFAULT?
Clean	Clean	Yes

Below the table is a checkbox labeled 'Refresh list to include inactive Invoice Templates'.

# Create a New Invoice Template

4. Select the information you would like to include in your **Invoice Template**
  - Once complete, scroll to the bottom and click **Save**

CHASE CONNECT

Search AP & AR Recent Network Tasks TS

Actions +

Overview

Inbox

Documents

Vendors

Approvals

Bills

Payments out

Customers

Items

Estimates

Invoices

Unpaid invoices

All Invoices

Recurring invoices

Draft invoices

Credit memos

Payments in

Reports

Settings

Help Center

### New Invoice Template

Invoice Template

DEFAULT?

NAME

STYLE Clean

TITLE INVOICE

Sample Invoice

INVOICE

General

Invoice #

Invoice Date

Bill To:

Ship To:

Ship To Address

Due Date

Terms

P.O. Number

Sales Rep

Account Number

Items

Item

Description

Quantity

Price

Amount

Summary

Sales Tax:

To include the sales tax percentage in the label, add (%) (e.g. "Sales Tax (%):")

Payments:

Amount Due:

Footer

Link to Branded Website

---

## Charge a Customer

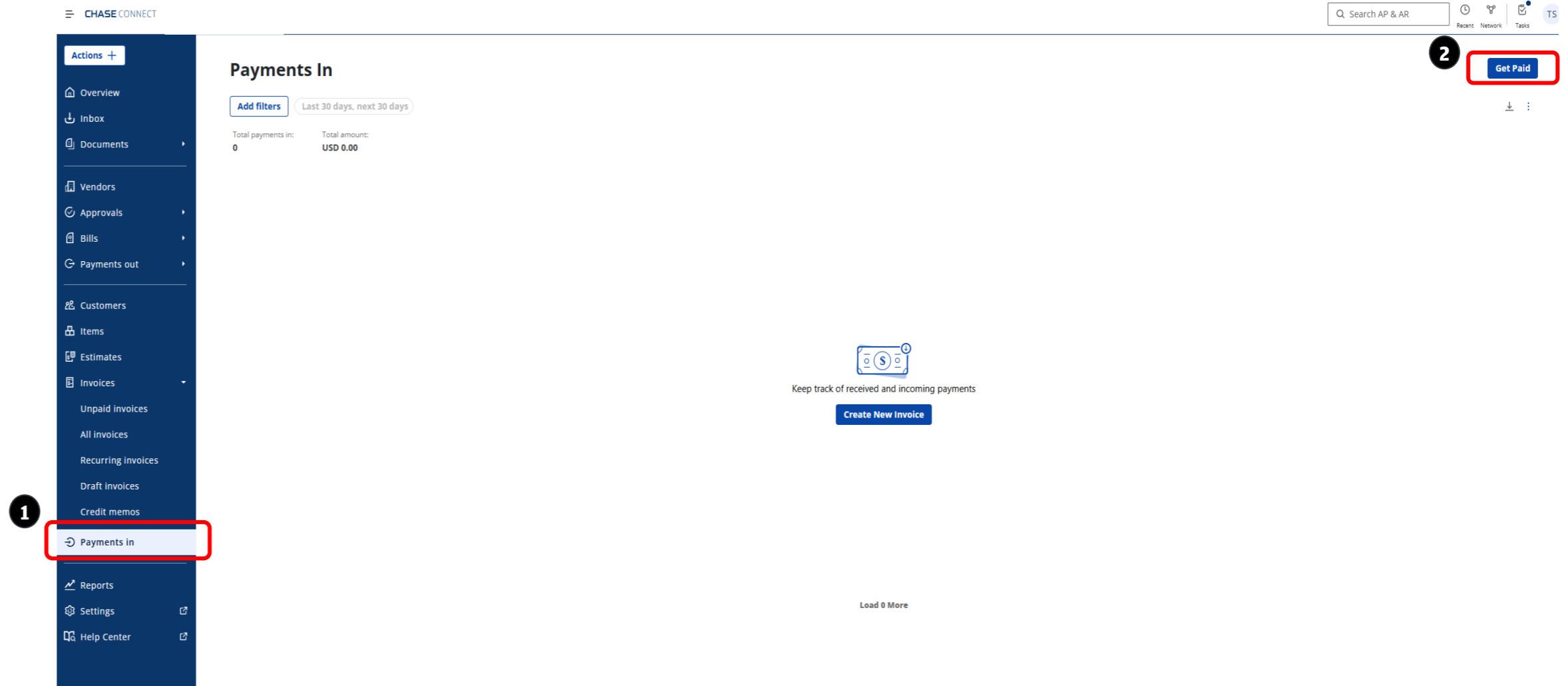
Manually charge a customer for any outstanding items after obtaining payment authorization



# Charge a Customer (Authorized)

1. Click **Payments in** on the left navigation panel
2. Click **Get Paid**

**NOTE:** An invoice must be created prior to charging the customer for the payment to be applied to the invoice - if a payment is collected prior to invoice creation, the payment will remain unapplied until an invoice is created



## Charge a Customer (Authorized)

3. Select the customer's name from the drop-down and **Charge Customer**
4. Click **Submit** to continue

**NOTE:** You must have obtained authorization from this customer to charge their account - this is your responsibility

The screenshot shows the CHASE CONNECT interface for the 'Get Paid' section. On the left is a dark blue sidebar with navigation options: Actions +, Overview, Inbox, Documents, Vendors, Approvals, Bills, Payments out, Customers, Items, Estimates, Invoices (with sub-options: Unpaid Invoices, All Invoices, Recurring Invoices, Draft Invoices, Credit memos), Payments in, Reports, Settings, and Help Center. The top right of the page has a search bar for 'Search AP & AR' and icons for Recent, Network, and Tasks. The main content area is titled 'Get Paid' and features a '3' in a black circle next to a red-bordered dropdown menu labeled '\* Customer' containing 'Test user'. Below this are radio buttons for 'Charge Customer' (selected) and 'Record Manual Payment'. A 'Memo' text area and a checked checkbox for 'Email Receipt to Customer' are also present. A light blue informational banner states: 'This customer has no open invoices. The payment will be a credit toward any new invoice.' At the bottom, there are three sections: '\* Pay From:' with a dropdown menu showing 'Bank Account', 'Choose Account:' with a blue 'ADD BANK ACCOUNT' button, and '\* Total Payment' with a text input field showing '0.00'. A '4' in a black circle is next to a red-bordered 'Submit' button, with a 'Cancel' link to its right.

## Charge a Customer (Authorized)

5. Review the information and click **Save** to proceed

**NOTE:** If you wish to set up Automatic Payments after a client's account information has been added, click Actions > Charge a Customer

- In the Auto Charge section, select Automatically Pay Bills, and choose the account to withdraw from
- Here you will set a maximum payment limit, and the number of days prior to invoice due date that you would like to initiate the payment
- Select a name from the drop-down box, and then Charge Customer

CHASE CONNECT

Search AP & AR

Recent Network Tasks

### Customer1 Payment Setup

AUTHORIZED  [Learn more](#)

**Auto Charge**

AUTOMATICALLY PAY BILLS

MAXIMUM PAYMENT AMOUNT

PAY FROM Bank Account

BANK ACCOUNT testing \*2345

PAY  business days before  invoice is due

5

SAVE CANCEL

## Charge a Customer (Authorized)

6. Select an open invoice for the customer to apply the charge to
7. Select **Pay From** method, if the customer has more than one method on file
8. Click **Submit** to process the charge

**NOTE:** If this is a new customer, we want to ensure a secure and valid connection

- In 1-2 banking days, a test deposit will be sent to your customer's bank account to confirm the connection
- The customer will see both a credit and a debit for the same amount in their bank account
- If the test deposit is successful, the charge will process on the selected process date
- If the test deposit fails, the customer's bank account will be invalidated and users with the ability to manage customer bank account information will be notified via email

Get Paid

\* Customer  
Test user

Charge Customer  
 Record Manual Payment

Memo

Email Receipt to Customer

6

<input type="checkbox"/>	Invoice Number	Invoice Date	Due Date	Amount	Amount Due	Pay Amount
<input type="checkbox"/>	031	03/26/2026	04/10/2026	\$0.10	\$0.10	<input type="text" value="\$0.10"/>

7

\* Pay From:  
Bank Account

Choose Account:  
[ADD BANK ACCOUNT](#)

Amount due	\$0.00
Credits To Apply (\$0.00)	\$0.00
<b>Total Payment</b>	<b>\$0.00</b>

8

[Submit](#) [Cancel](#)

---

## Charge a Customer (Not Authorized)

1. If you have not obtained authorization to charge the customer, you must click on the **Click here to authorize** hyperlink

Get Paid

\* Customer

Customer Name

Charge Customer  
 Record Manual Payment

1

▲ You have not authorized this customer to be charged. [Click here to authorize.](#)

Submit Cancel

## Charge a Customer (Not Authorized)

2. Check off **Authorized**
3. Click **Save & Add Bank Account**
4. Bank accounts that have already been added for the customer will be displayed - to add a new bank account to charge the customer, select **Add Account**

**Payment Setup**

▲ Check 'Authorized' to begin charging this customer. To enable Auto Pay, you also need to add a bank account or credit card.

2  AUTHORIZED [Learn more](#)

3 **SAVE & ADD BANK ACCOUNT** **SAVE** **CANCEL**

4 **ADD ACCOUNT**

4 **Customer Details**

YOU HAVE NO BANK ACCOUNTS FOR THIS CUSTOMER

Refresh list to include inactive Bank Accounts

## Charge a Customer (Not Authorized)

5. Fill out the corresponding bank details and click **Save** - the bank account will now be available to select when charging the customer

5

Customer's Bank Account

\* NAME ON ACCOUNT

\* BANK ACCOUNT TYPE

\* ROUTING NUMBER

\* ACCOUNT NUMBER

\* RE-ENTER ACCOUNT NUMBER

LOCK

Customer's Billing Address

\* BILLING ADDRESS

BILLING ADDRESS 2

BILLING ADDRESS 3

BILLING ADDRESS 4

\* CITY

\* COUNTRY

\* STATE

\* ZIP

5

**SAVE** CANCEL

---

## Estimates

Create and send estimates to your customers - estimates do not have associated payments with them but can easily be converted into invoices to send and request payment



# Create an Estimate

1. Click **Estimates** on the left navigation panel
2. Click **Create Estimate**

The screenshot displays the CHASE CONNECT interface. On the left, a dark blue navigation panel contains various menu items. The 'Estimates' item is highlighted with a red box and a circled '1'. The main content area shows a table of estimates with columns for Estimate date, Expiration date, Sent date, Sent status, Approval status, Invoice, and Amount. A 'Create Estimate' button is highlighted with a red box and a circled '2' in the top right corner of the main content area.

Customer	Estimate date ↓	Expiration date	Sent date	Sent status	Approval status	Invoice	Amount	
TEST CLIENT 1 - JPMC TEST ENTITY	Jan 5, 2026		Jan 5, 2026	Sent	Approved		\$1.00	⋮
TEST CLIENT 1 - JPMC TEST ENTITY	Dec 12, 2025			Unsent	Pending		\$0.01	⋮
John Ritter	May 5, 2025		May 5, 2025	Sent	Pending		\$0.01	⋮

Total \$1.02

# Send an Estimate

1. Select a **Customer** to create the estimate for
2. Fill out necessary Estimate details: Estimate Number, Estimate Date, Quantity, Price, etc.
3. If this Estimate incorporates multiple Items, select **Add Row** to provide the details for additional items
4. Upload attachments as needed
5. Click **Review & Send** once all details are finalized
6. Alternatively, click **Save & Close** to return to finalizing this estimate later

**New Estimate**

1 **Customer\***  
 [Add Customer](#)

2 **Estimate details**  
 Estimate number\*  Estimate date\*   
 Expiration date  Sales rep   
**Items**  
 Item name   
 Description   
 Quantity\*  Price\*  Tax  Total   
 3 [Add Row](#)

Subtotal \$0.00  
 Tax  \$0.00  
**Amount \$0.00**

4 **Attachments**  
 Drag and drop or upload files  
 PDF, JPG, PNG, CSV, XLS, XLSX

5 **Review & Send**

6 **Save & Close**

Amount: \$0.00



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