

Outgoing invoices (debtors)

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How to Import Bank Payments and Mark Invoices as Paid

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Important! CLOUDEX TMS provides two options - automated and manual outgoing invoice.

Only one of options can be used for the accounting period!

1. Payment of Outgoing invoices - automated data Import from the Bank

1.1. **Export Account report from your Bank**

Open your company's **Internet Bank** > prepare **the Bank Account report** for the desired period > **Export it in ISO format.** > **Save this document to your computer.**

1.2. Open **CLOUDEX TMS**

1. **Finance > Incoming payments**
2. **Import payments from the Bank** (using symbol )

 1.3. **Import** Bank payments

- 1) Choose **the file** which you imported from **Internet Bank**
- 2) Press **Import**



2. Linking "Incoming Bank payments" with "Outgoing invoices"

When importing payments from the Internet bank, CLOUDEX TMS creates attachment of invoices, but if the invoices are not attached to the payment amount, then do the attachment according to the instructions below.

- 1) **CLOUDEX TMS > Finances > Incoming payments**
- 2) **Filter** > show only **Unrelated payments "Unrelated"** (payments which are not related to invoices)

Unrelated payments.png

- 3) **Select Incoming Payment** which to "Relate" with Invoice
- 4) Press the button "Relate invoices" [image-1719838166417.png](#)

[Relate.png](#)

- 5) In the list of Invoices, select the appropriate invoice/invoices for which payment has been made, mark them.
- 6) Selecting "the up arrow" you will be able to relate the invoice to payment.
- 7) Confirm with the button "Close".
- 8) With "the green arrows" it is possible to switch to another "Unlinked" payment.

[Relate Invoice with payment.png](#)

- 9) With the filter, you can quickly find the required invoice by number, amount, etc.

[Filter.png](#)

When the Incoming Payment is linked to the corresponding invoice, the amount in the "Unrelated" column in the Bank incomings list will be zero.

3. Outgoing invoice payment - manual data entry

1. Go to **Finances > Outgoing Invoices**
2. Mark **Outgoing Invoices** which are **paid**
3. Choose function "Make Incoming payments for selected outgoing invoice"
4. Choose appropriate Bank account, if you have more than one account
5. Enter the Payment date.
6. Save

[Manual payment.png](#)

4. Tips and Tricks

1 Trick. Add Bank account to payer in order to recognize Payer for next payments automatically

1. Choose **Payer**
2. Fill in the bank number.
3. Press "**Add Account to Payer Account.**"

New bank incoming paymentSmartCargo Trans...

Payment type *

Payment No.

Bank account to *

Payer *

Payer name *

Bank account from

Sum

Payment purpose

Notes

Incoming bank payment (IBP)

Payment No.

Swed EUR LV93HABA0551042191015 EUR

"crc" rigas celu rajons vas

crc rigas celu rajons vas

LV30UNLA0050021804810

Sum

Payment purpose

Notes

Payment date *

13.07.2026

Swift code

Bank name

+ Add to payer

Recommended: add this bank account to the payer so future imported payments from this IBAN are matched to this partner automatically

Delete

Save

Cancel

2 Trick. How to unrelate payment from invoice

2

✓			26-048	Monta SIA		551	19.07.2026	0	0	551	551	EUR	LV40003087
---	--	--	--------	-----------	--	-----	------------	---	---	-----	-----	-----	------------

×

← →

0

3

4

EUR



Unrelate pymment

Q Search

Date	Number	Type	Document No.	Debt	Total	Currency	Description	Partner
------	--------	------	--------------	------	-------	----------	-------------	---------

Close

When is the invoice “Date sent” field filled in automatically?

Cloudex TMS fills in the **Date sent** field automatically when both of the following conditions are met:

1. **Send by email only** is selected.
2. The invoice is sent by email from Cloudex TMS.

When the **Date sent** field contains a date, the invoice status changes automatically to **Invoice sent**.

The screenshot displays the 'Outgoing invoice No.: 26-048 - Invoice sent' form in the SmartCargo Logistics system. The form includes fields for Date (05.07.2026), Client (M.o.n.t.a SIA), Type (Invoice), Payment terms (14 days), Account group (Default), and Due date (19.07.2026). A table lists two freight items with a total sum of 551 EUR. The 'Invoice data' section shows the total sum (551 EUR), a notes field, and the manager (Veldre Janis). The 'Date sent' field is filled with '06.07.2026', and the 'Send by email only' checkbox is checked. The status 'Invoice sent' is highlighted in yellow, and a red circle with the number 4 is next to it. The bottom of the form shows a confirmation message 'Confirmed 13.07.2026 13:36 JanisV' and buttons for Delete, Save, and Cancel.

	Service type	Quantity	Price	Sum	VAT	VAT sum	Order No.	Trip/Spedition	Truck	Sum	VAT	Total sum
1	Freight	1 pcs.	501	501	EU	0	8965	E2318		501	0	501
2	Freight	1 pcs.	50	50	EU	0	8896/3	R2410-6	M9001	50	0	50
				551	551					551		551

The “**Send by email only**” checkbox value is set automatically when generating an invoice from an order.

The checkbox value depends on the “**Send invoices**” field value.

[image-1769069369331.png](#)

Send invoices values marked with “*” set the “**Send by email only**” checkbox value automatically:

Send invoices setting	“Send by email only” selected automatically
<i>By e-mail (with POD)</i>	Yes
By post (with POD)	No
By e-mail and post (with POD)	No
<i>Don't send (Self-billing)</i>	Yes
<i>Download in Client Portal</i>	Yes
By e-mail (invoice upon delivery, second time with POD)	No
<i>By e-mail (without POD)</i>	Yes
Upload to the Client Portal together with POD	No

When should I enter the “Date sent” manually?

Enter the **Date sent** manually if the invoice was sent outside Cloudex TMS or if the date was not filled in automatically.

For example, manual entry may be required when the invoice was sent directly from Outlook or another email application.

How to connect your bank account for automatic payment import?

Cloudex TMS can automatically import payments from your bank account and match them with outgoing invoices.

The bank connection is provided through **GoCardless**.

Why should I connect my bank account?

Without an automatic bank connection, someone needs to regularly download bank statements and import them into Cloudex TMS manually.

With automatic payment import, Cloudex TMS can:

- automatically download new bank transactions **up to 3 times per day**;
- automatically match payments with outgoing invoices where possible;
- keep payment information in Cloudex TMS more up to date;
- reduce manual bank statement imports;
- show payments that could not be matched automatically so they can be reviewed.

This means your accounting and transport teams spend less time checking whether customers have paid and importing payment information manually.

How much does automatic bank payment import cost?

Automatic bank payment import is a paid Cloudex TMS add-on.

Price: €10 + VAT per month for up to 5 connected bank accounts.

If you need to connect more than 5 bank accounts, please contact Cloudex support.

How to connect your bank account?

Go to: **Your profile Settings → Settings → Classifications → Bank accounts**

Select the bank account you want to connect and start the **GoCardless bank connection** process.

Follow the GoCardless authorization steps and select the bank account you want to connect with Cloudex TMS.

After the connection is completed, Cloudex TMS will start importing transactions automatically.

[image-1774946604962.png](#)

How can I check whether automatic import is working?

On the Cloudex TMS Dashboard, you can see information about each bank account.

Unrelated payments in the last 30 days			
Bank account	Import	Last import	Unrelated payments
SCL Swed Eur	Manual	03.08.2026 15:06	1 / 123,00 EUR
 SCL Luminor Eur	 Auto	06.08.2026 17:36	1 / 150,00 EUR
 SCL Paysera Eur	 Auto	07.08.2026 09:02	1 / 500,00 EUR

GoCardless expires: 10.08.2026

Import method: The bank account shows whether payments are:

- imported **manually**, or
- imported **automatically through the GoCardless API**.

Last import: The **Last import** column shows when payments were last imported into Cloudex TMS.

This can be either a manual or an automatic import.

Unrelated payments

After importing payments, Cloudex TMS tries to match them automatically with invoices.

If some payments cannot be matched, the Dashboard shows:

- the number of unrelated payments;
- the total amount of unrelated payments.

Click the bank account to open the list of **unrelated payments from the last 30 days**.

Review these payments and relate them manually when necessary.

What should I do if payments are no longer imported automatically?

Check the **Last import** date.

If automatic imports have stopped, the bank authorization may have expired or need to be renewed.

Reconnect the bank account through GoCardless or contact Cloudex support if the problem continues.

Related articles

- [How to import bank payments manually](#)
- [How to check unpaid outgoing invoices](#)

How to send electronic Invoice to your client?

In order to send electronic Invoice to your client (PEPPOL, rekini.lv or other formats)

Go on Partner > Invoices > Electronic invoice format in email chose: **Peppol** or other > Save

[image-1773305815682.png](#)

When you send an invoice to your client, electronic invoice (PEPPOL or other formats) will be included as an attachment.

[image-1773306189484.png](#)

How to create a mutual comparison?

Mutual Comparison Acts – Documents used to compare and reconcile financial transactions, balances, or invoices between two parties.

Create and manage reconciliation documents to compare balances and transactions with customers or suppliers.

Finances -> Outgoing invoices -> Unpaid outgoing invoices tools

The screenshot shows a software interface with a top navigation bar. The 'Finances' menu is open, showing a list of options: 'Outgoing invoices', 'Incoming payments', 'Incoming invoices', 'Outgoing payments', 'Mutual comparison acts', and 'Mutual clearing acts'. The 'Unpaid outgoing invoices' tool is highlighted in the main area. Below the navigation bar, there is a table with columns: 'Client', 'Client category', 'Reconciliation date', 'Last payment date', 'Invoice count', and 'Debtor notes'. The table contains several rows of data, including 'LATVIJAS ENERGOCELTNI', 'Viru electric tradin BO', 'Spriegums sia', 'Electrum sia', and 'Remus'.

Client	Client category	Reconciliation date	Last payment date	Invoice count	Debtor notes
LATVIJAS ENERGOCELTNI	B (3 - 6)	20.04.2026	29.09.2011	7	Test 123 321
Viru electric tradin BO		20.04.2026	22.11.2011	2	
Spriegums sia		29.12.2023	17.03.2003	1	
Electrum sia			14.09.2004	2	
Remus			11.03.2008	46	



Outgoing invoices

Unpaid outgoing invoices totals **1612**

Invoice tasks

Search

Selected all

Selected all

Due date

2

Client	Client category	Remind	Last paym	Last paym	In	Total debt	Overdue	Ni	On	On	Ov	Ove	Overd	Overdue	Overdue more
☒ LATVIJAS ENERGOCELTN	B (3 - 6)	27.05.2025	21.05.2024	29.09.2011	7	912.98	912.98	0	0	0	0	0	0	0	912.98
☒ Viru electric tradin BO			20.04.2026	22.11.2011	2	565.99	565.99	0	0	0	0	0	0	0	565.99
☒ Spriegums sia		29.12.2023		17.03.2003	1	70.28	70.28	0	0	0	0	0	0	0	70.28
☒ Electrum sia				14.09.2004	2	141.68	141.68	0	0	0	0	0	0	0	141.68
☒ Remus				11.03.2008	46	23579.83	23579.83	0	0	0	0	0	0	0	23579.83
☒ Capital				17.12.2002	2	1745.43	1745.43	0	0	0	0	0	0	0	1745.43
☒ Lmt				11.08.2015	1	155.8	155.8	0	0	0	0	0	0	0	155.8
☒ Elektrokonstrukcija				16.12.2002	2	110.6	110.6	0	0	0	0	0	0	0	110.6
☒ Alnis kajāns					1	60.23	60.23	0	0	0	0	0	0	0	60.23
☒ M.o.n.t.a SIA	Potential client			04.06.2025	30	8304.21	7511.21	793	0	0	0	0	0	0	7511.21
☒ Spriegums talsi				28.12.2002	5	1374.2	1374.2	0	0	0	0	0	0	0	1374.2
☒ Skorpion pm					1	1357	1357	0	0	0	0	0	0	0	1357
☒ Elektro tsi sia				28.12.2002	11	7544.86	7544.86	0	0	0	0	0	0	0	7544.86
☒ D&v				28.12.2002	6	1637.24	1637.24	0	0	0	0	0	0	0	1637.24
☒ Mēbeļu plātnes				11.11.2002	3	29.67	29.67	0	0	0	0	0	0	0	29.67
☒ Energo				27.05.2002	34	8760.07	8760.07	0	0	0	0	0	0	0	8760.07
☒ Kūlta				20.01.2024	23	6011.52	6011.52	0	0	0	0	0	0	0	6011.52

(1) Mutual comparison acts are generated: See them in: **Mutual comparison acts.**

OK

Debtor

Search..

Overdue more than 120 day

How to send payment reminders for unpaid outgoing invoices?

Use this instruction when you need to send payment reminders to customers for unpaid outgoing invoices.

1. Open **Finances** → **Outgoing invoices** → **Unpaid outgoing invoices totals**.

The screenshot shows the CLOUDEX TMS interface. The top navigation bar includes 'New', 'Operational work', 'Finances', 'Reports', 'Emails', and 'Lists'. The 'Finances' menu is open, showing 'Outgoing invoices' and 'Unpaid outgoing invoices totals'. The 'Unpaid outgoing invoices totals' option is selected. The main table displays a list of clients with their respective invoice details, including 'Fast delivery Ltd', 'Viru electric tradin BO', 'Spriegums sia', 'M.o.n.t.a SIA', 'Alūksnes energoceltņ', 'Sabiedrība sava sia', and 'Hansen Spedition AS'.

2. In the **Due date** field, select the date you want to check (usually today).
3. CLOUDEX TMS will show the invoices that were still unpaid for the selected due date.

If no **Due date** is selected, the system will display all unpaid invoices. Usually, payment reminders should be sent only for overdue invoices.

4. Select the customers for whom you want to send payment reminders.
5. Click **Send payment reminders**.

The screenshot shows the CLOUDEX TMS interface with the 'Unpaid outgoing invoices totals' view. The 'Due date' field is set to '07.09.2026'. The 'Send payment reminders' button is highlighted with a red box. The main table displays a list of clients with their respective invoice details, including 'Fast delivery Ltd', 'Viru electric tradin BO', 'Spriegums sia', 'Electrum sia', 'Remus', and 'Capital'.

6. In the reminder window, select the required payment reminder text.
7. If needed, select **Attach unpaid invoices as PDFs**.
8. Send the payment reminders.

Send 3 payment reminders

Reminder template

Default

☒ Attach unpaid invoices as PDFs
55 invoices will be attached

Cancel Send

If **Attach unpaid invoices as PDFs** is selected, the unpaid invoices will be added to the reminder email as separate PDF attachments.

Where will the payment reminder be sent?

CLOUDEX TMS sends the payment reminder using this order:

1. To the customer's **Reminder email**.
2. If the **Reminder email** is empty, to the customer's **Invoice email**.
3. If both fields are empty, the reminder is sent to the manager responsible for the order included in the

Partner : Fast delivery Ltd

Basic data Invoices Sales Notification settings Attachment(s) Statistics Route price Other

Name Fast delivery Ltd

Code Fast delivery Ltd

Reg No. 40103050565

Client status Very good (VIP)

Supplier status Very good (VIP)

Send invoices By e-mail (invoice upon delivery, second time with POD)

2 Invoice email invoice@fastdelivery.com

Language English

VAT code LV40103050565

Groups 2 Selected

Status info Status info

Client category Direct Customer

1 Reminder email remind@fastdelivery.com

Common mistakes

- No **Due date** is selected, so all unpaid invoices are shown.
- The wrong customer is selected.
- The customer's **Reminder email** is empty.
- The invoice is unpaid in CLOUDEX TMS, but it has already been paid outside the system.

- Unpaid invoice PDFs are not attached when the customer needs invoice copies.

How to send outgoing invoices automatically

To generate an invoice automatically, the following criteria must be met:

1. In the client card Invoices tab has to be mark ☒ **Generate invoice automatically**
2. Order must be in status "**Delivered**" 
3. Depending on the selected "**Send inv.**" option, a POD/CMR may need to be **uploaded** and **approved** before the invoice can be generated.

Income	☐ ☒ 5000	EUR	☒ VAT rate	Term	3 days	Send inv.	By e-mail (with POD)
Invoice	Not order invoice created!			Invoice	Rate valid till	Rate valid till	

Ready to invoice	POD is uploaded	POD is approved
By e-mail (with POD)	Yes	Yes
By e-mail (without POD)	No	No
By e-mail (invoice upon delivery, second time with POD)	No	No
By e-mail and post (with POD)	Yes	Yes
By post (with POD)	Yes	Yes
Don't send (Self-billing)	No	No
Upload to the Client Portal together with POD	Yes	Yes
Download in Client Portal	Yes	Yes

Active orders

	No.	Status	Loading address	Order for carrier	Delivery address	Cargo descrip	POD	Invoices	Client	Incom	Costs	Profit
☐	9004		LV-1024, Garkalnes; 28.12+156	E2314;Ekg cargo VC97/P9977	SE-813 94, Ho; 15.09+51				M.o.n.ta SIA	1000.00	0	1000
☐	9257		LV-3002, Cēna; 05.11+1	E2421;Ekg cargo asdg	DE-50996, Köln; 06.01+421	51 Kg; ADR 1* 5*/0*;			DHL freight latvi	5000.00	0.11	4999.89
☐	9268		DE-66130, Saarbrück 02.05+150	E25AS1;Feik Logistics SIA DC97/D97	DE-21107, Hamburg; 31.05+176	2.00LDM; 1 Kg;			Acme plus	600.00	0	600
☐	9267/1		LV-1057, Rīga; 27.05+176	E243;	ES-08040, Barcelona; 27.05+172				1-Office UAB	5115.00	0	5115
☐	9050/1		EE-1021, tallinn; 05.02+87	R2303-20;Ekg cargo M9001/M9001	SE-428 35, Källered; 08.04+149				M.o.n.ta SIA #CL_NW	6.02	3.67	2.35
☐	9202		LV10, Rīga; 09.09+3	E2421;Ekg cargo asdg	LV-1055, Rīga; 09.09	10.00LDM;			ClouDEX SIA	5090.00	10.84	5079.16

-  Second orange empty circle means **POD/CMR approval is expected**,
-  icon indicates that the invoice is ready to be generated **manually**,
-  icon indicates that the invoice will be generated **automatically**.

Where to find checkbox "Generate invoice automatically"



Basic data

1

Invoices

Sales

Notification settings

Attachment(s)

Statistics

Route price

Other

	Bank account	Swift code	Bank name	Currency	
	LV01HABA0123654785412			LVL	

Client payment days	Prepayment	Supplier payment days	5 days
Total credit limit	1000	Overdue credit limit	0 EUR
Bank account group		Max paymant delay	1000 day
Skonto discount	0 %	Skonto discount in incoming invoices	0 %
Order view on invoice	1. Detailed order info ✕	Address view on invoice	Street, Postal co... ✕
Default company	Default company	Default service type	Default service type
Default currency	EUR	Electronic invoice format in email	Electronic invoice for..
Invoice recognition	AI prompt editor	Cargo description view in invoice	Full cargo descri... ✕
Debtor notes	Debtor notes		

2

☒ Generate invoice automatically☐ Customer self-billing☐ Calculate penalty interest on invoices☐ Hide in invoice Shipper and Consignee☐ In currency invoices hide base currency☐ Show debt or overpayment on invoice☐ Merge selected email attachment PDF files

Saved: 04.08.2026 16:05 JanisV

Delete

Save

Cancel

How to credit an outgoing invoice and create a new corrected invoice?

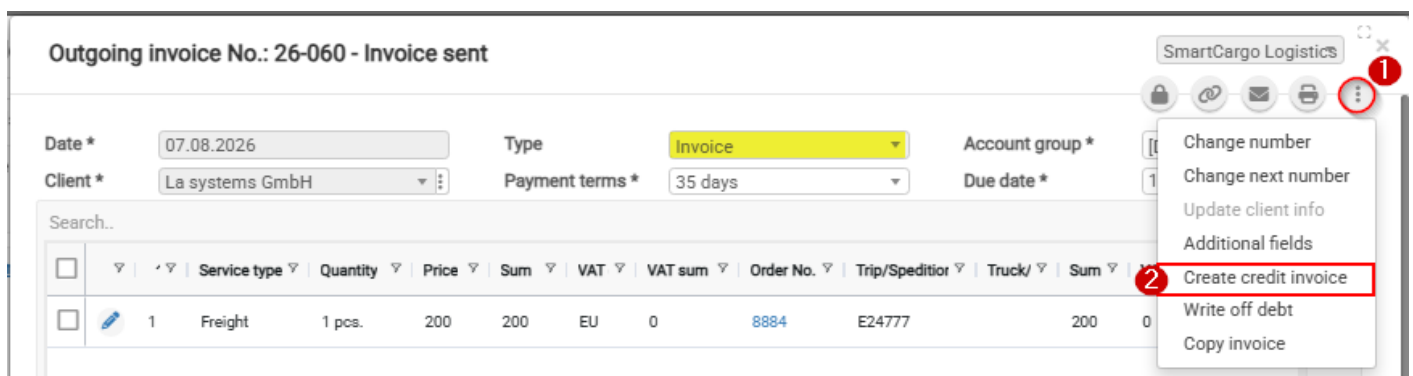
Use this instruction when an outgoing invoice has already been created, but it must be corrected by creating a credit invoice and then creating a new corrected invoice.

This process includes four main steps:

1. [Create a credit invoice for the existing invoice.](#)
2. [Create a new corrected invoice.](#)
3. [Update the income amount in the client order.](#)
4. [Clear the debts for the original invoice and the credit invoice.](#)

1. How to create a credit invoice?

1. Open the outgoing invoice that needs to be credited.
2. Click the **three-dot menu**.
3. Select **Create credit invoice**.



The screenshot displays the 'Outgoing invoice No.: 26-060 - Invoice sent' in the SmartCargo Logistics system. The invoice details include Date: 07.08.2026, Client: La systems GmbH, Type: Invoice, Payment terms: 35 days, and Due date: 1. A table below shows the invoice items:

	Service type	Quantity	Price	Sum	VAT	VAT sum	Order No.	Trip/Speditior	Truck/	Sum
1	Freight	1 pcs.	200	200	EU	0	8884	E24777		200

A three-dot menu is open, showing options: Change number, Change next number, Update client info, Additional fields, **Create credit invoice** (highlighted with a red box and a red circle with the number 2), Write off debt, and Copy invoice. A red circle with the number 1 is also present near the menu icon.

CLOUDEX TMS will create a new invoice with the type **Credit invoice**. The credit invoice will have the same amount as the original invoice, but with a minus value.

If you only need to credit part of the invoice amount, click the **Edit** icon in the invoice content list and change the amount.

Outgoing invoice No.: 26-063C - Draft

SmartCargo Logistics

Date * 01.09.2026 Type Credit invoice Account group * [Default]

Client * La systems GmbH Payment terms * 35 days Due date * 04.09.2026

Search..

		Service type	Quantity	Price	Sum	VAT	VAT sum	Order No.	Trip/Speditor	Truck/	Sum	VAT	Total sum
☐	1	Freight	1 pcs.	-200	-200	EU	0	8884	E24777		-200	0	-200

2. How to create a new corrected invoice?

Before creating the new invoice, correct the information in the related **Client order** that caused the original invoice to be incorrect.

Then create a new outgoing invoice from the same client order.

Income ☐ ☐ ☐ 200 EUR x EU x

Invoice No.: 26-063C ; Date: 01.09.2026 ; Sum: -200.00 EUR ; Payment time Invoice

Services

	ord	Service
☒	0	SE-128 62, Stockholm -> LV-1007, Riga

- Open 26-060 ; Sum: 200.00Eur
- Open 26-063C ; Sum: -200.00Eur
- Regenerate content for invoice 26-060
- Remove confirmation 26-060
- Create new invoice

3. How to update the income amount in the client order?

Open the related **Client order** and update the **Income** amount so that it matches the total amount of all outgoing invoices connected to this order.

This is important when the corrected invoice amount is different from the original invoice amount.

Income ☐ ☐ ☐ 300 EUR x EU x

Invoice No.: 26-064 ; Date: 01.09.2026 ; Sum: 300.00 EUR ; Payment time: 0 Invoice

Services

	ord	Service
☒	0	SE-128 62, Stockholm -> LV-1007, Riga

- Open 26-060 ; Sum: 200.00Eur
- Open 26-063C ; Sum: -200.00Eur
- Open 26-064 ; Sum: 300.00Eur
- Regenerate content for invoice 26-060
- Remove confirmation 26-060
- Create new invoice

4. How to clear the debts for the original invoice and credit invoice?

After the credit invoice is created, clear the debts for both:

- the original outgoing invoice;
- the credit invoice.

Numl	Client	Status	Total	Payment term	Debt	VAT s	Total in cur	Sum	Currency	Info	VAT Number	Date	Sent date
26-060	La systems GmbH	Invoice sent	200	11.09.2026	200	0	200	200	EUR	E24777-1; 8884	DE45403009784	07.08.2026	07.08.2026
26-063C	La systems GmbH	Invoice sent	-200	04.09.2026	-200	0	-200	-200	EUR	26-060	DE45403009784	01.09.2026	07.08.2026
26-064	La systems GmbH	Confirmed	300	03.10.2026	300	0	300	300	EUR	E24777-1; 8884	DE45403009784	01.09.2026	

Create an **Outgoing invoice clearing act**. After the clearing act is created, the debts for both invoices will be cleared and both invoice statuses will be changed to **Paid**.

Numl	Client	Status	Total	Payment term	Debt	VAT s	Total in cur	Sum	Currency	Info	VAT Number	Date	Sent date
26-060	La systems GmbH	Paid	200	11.09.2026	0	0	200	200	EUR	E24777-1; 8884	DE45403009784	07.08.2026	07.08.2026
26-063C	La systems GmbH	Paid	-200	04.09.2026	0	0	-200	-200	EUR	26-060	DE45403009784	01.09.2026	07.08.2026
26-064	La systems GmbH	Confirmed	300	03.10.2026	300	0	300	300	EUR	E24777-1; 8884	DE45403009784	01.09.2026	

Outgoing invoice clearing act: 3

Date: 11.09.2026

Partner: La systems GmbH

Sum: 0 EUR

Explanation: Invoice 26-060R + Credit invoice 26-063CKR

Notes:

Confirmed 01.09.2026 11:27 JanisV

Delete Save Cancel

Common mistakes

- The client order is not corrected before creating the new invoice.
- The credit invoice amount is not adjusted when only part of the invoice should be credited.
- The income amount in the client order is not updated after creating the corrected invoice.
- The original invoice and credit invoice debts are not cleared.

How to record a customer self-billing invoice?

Use this function when your customer uses **self-billing** — meaning that the customer creates the invoice for your services on your behalf.

In Cloudex TMS, you should still create the **Outgoing invoice** as usual so that the revenue, customer debt and related Client orders are correctly recorded in the system.

Additionally, Cloudex TMS allows you to save the invoice number assigned by the customer in the **Self-billing No** field.

This is especially useful when the customer later makes a payment using their self-billing invoice number as the payment reference.

1. How to enable self-billing for a customer?

You only need to configure this once for each customer that uses self-billing.

Go to: **Partners → Open the customer → Invoices**

1. Open the **Invoice** tab.
2. Select **Customer uses self-billing**.
3. Click the **Save** button.

After this setting is enabled, the **Self-billing No** field will become available on outgoing invoices created for this customer.

Partner : La systems GmbH

Basic data **Invoices** Sales Notification settings Attachment(s) Statistics Route price Other

Bank account	Swift code	Bank name	Currency

Client payment days: 3 days
Total credit limit: 0
Bank account group:
Skonto discount: 0 %
Order view on invoice: 1. Detailed order info
Default company: Default company
Default currency: EUR
Invoice recognition: AI prompt editor
Debtor notes: Debtor notes

Supplier payment days: 5 days
Overdue credit limit: 0 EUR
Max payment delay: 1000 day
Skonto discount in incoming invoices: 0 %
Address view on invoice: Street, Postal code, City
Default service type: Default service type
Electronic invoice format in email: Peppol
Cargo description view in invoice: Full cargo description

☐ Generate invoice automatically
☒ **Customer uses self-billing**
☐ Calculate penalty interest on invoices
☐ Hide in invoice Shipper and Consignee

☐ In currency invoices hide base currency
☐ Show debt or overpayment on invoice
☐ Merge selected email attachment PDF files

Saved: 21.09.2026 11:33 JanisV

Delete Save Cancel

2. How to enter the customer's self-billing invoice number?

Create the customer's **Outgoing invoice** in Cloudex TMS as usual.

On the outgoing invoice:

1. Find the **Self-billing No** field.
2. Enter the invoice number shown on the self-billing invoice received from the customer.
3. Click the **Save** button.

Example

Cloudex TMS outgoing invoice number: **INV-2026-01584**

Customer's self-billing invoice number: **SB-45879**

Enter **SB-45879** in the **Self-billing No** field.

The Cloudex TMS invoice number remains unchanged.

Outgoing invoice No.: 26-043 - Draft

SmartCargo Logis...

Date *	20.09.2026	Type	Invoice	Account group *	[Default]
Client *	La systems GmbH	Payment terms *	5 days	Due date *	25.09.2026
				Self-billing No	Self-billing No

Why is the Self-billing No important?

Customers that use self-billing may use **their own invoice number** when making a payment.

Saving this number in Cloudex TMS makes it easier to identify which outgoing invoice the received payment belongs to and helps with automatic or manual payment matching.