

# Invoice not generating

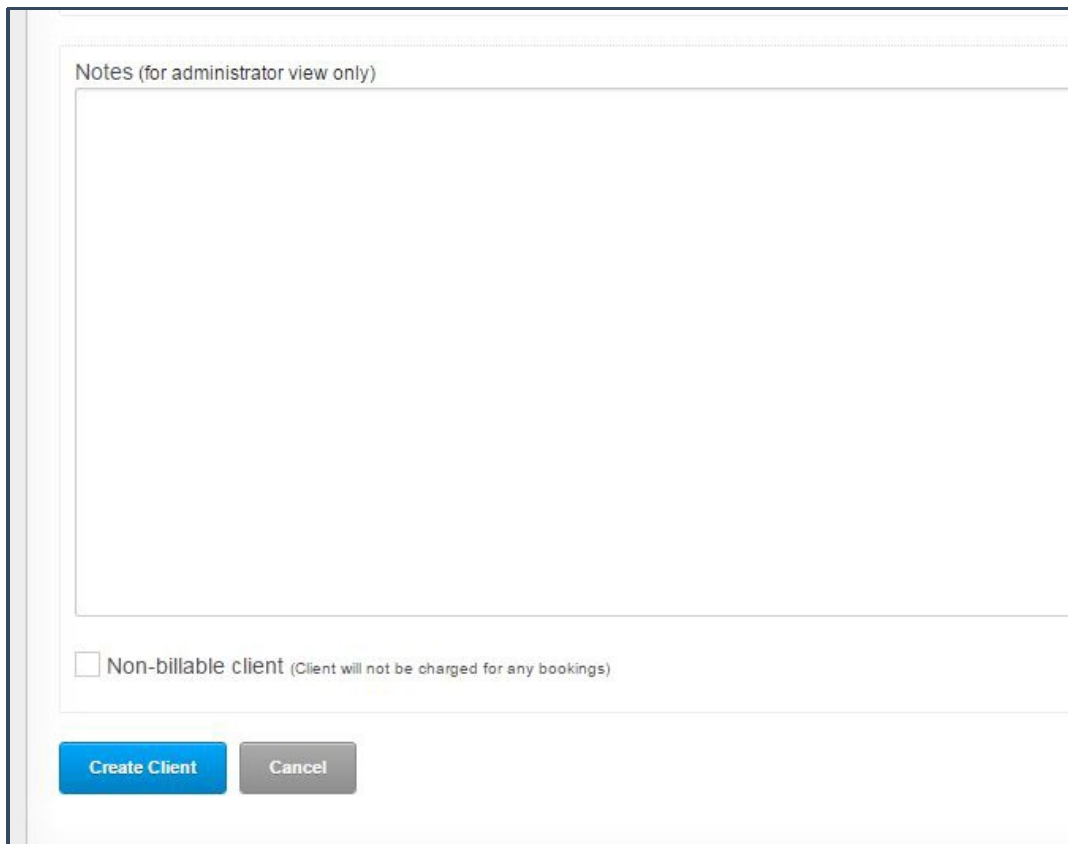
Last Modified on 03/02/2021 6:27 pm GMT

**If you are trying to generate an invoice but it isn't appearing, here's a few steps you can take to identify why.**

Firstly, ensure the booking is not still provisional as only a confirmed booking can be invoiced. This can be checked by going to the bookings tab, locating the booking and looking at the status column.

Next, ensure the booking has a value against it. A free or zero value booking won't pull through onto an invoice (unless there are other billable bookings within the selected period).

Is your client set up as a non-billable client (see below)? If so, no invoices will be generated.



Notes (for administrator view only)

Non-billable client (Client will not be charged for any bookings)

Create Client Cancel

Has a draft invoice already been created against the booking? To check this, either go to the **invoices** tab and click on the Draft tab, or check the Client Account for draft invoices. If this is the case, review the invoice to check it is still correct and issue as normal.

Draft Invoices		
Date	Value	
15/05/2017	£84.00	<a href="#">View</a>

Client Bookings

If none of these are applicable, then please do give us a call at helpdesk on 01604 677764.