

Understanding Invoice Department and Team Member Assignment Logic

Last Modified on 08/31/2026 5:37 pm EDT

This guide explains the assignment logic aACE uses for invoices. It is intended for general users.

When you create a new invoice record, aACE automatically assigns the department and Assn To team member based on default assignment logic. These values are determined independently and have separate logic aACE uses.

The screenshot displays the 'Invoices' application window. At the top, the invoice number is 60051, the customer is Excelsior Charter School, and the date is 08/31/26. The status is PENDING. Below this, the 'Invoice Details' section shows the bill to address: Excelsior Charter School, Anna Klamper, 1500 Broad Street, Newark, NJ 07101. The order number is 60142, and the billing terms are Net 30. The invoice due date is 09/30/26, and the print expected date is also 09/30/26. The 'Description' field is empty, and the 'Additional Info' field is also empty. The 'Payment Comments' section is empty. Below this, the 'Invoice Items' section shows a table with one item: TB-LITSET-4bk, Literature Set (4 books), ordered for 1 unit at a price of 596.19. The subtotal is 596.19, and the total is 596.19. The shipping is 0.00, and the tax is 0.00. The grand total is 603.88. At the bottom, the 'Dept' is set to AI and the 'Asgn To' is set to AK. The 'Track' status is empty, and the 'Recur Transaction' is empty. The 'Save' button is highlighted.

Code	Description	Order	Quantity	Unit Price	Unit Adj	Total	Tax Profile
1 > TB-LITSET-4bk	Literature Set (4 books)	> 60142	1	596.19	0.00	596.19	OUT

Subtotal	596.19
Adjustment	0.00
Total	596.19
Shipping	0.00
Tax	0.00
Grand Total	603.88

Dept: AI Asgn To: AK Track: Status: Recur Transaction: Save

Understanding the Office and Department Assignment

aACE first determines the office: if the invoice does not have an assigned office, then aACE uses the current user's office.

Then, aACE determines the department from the office. The department is chosen based on whether the information is present. If the department is not available, aACE continues until it finds one.

1. aACE first looks for the A/R department for the office.

Record: 2 of 5

New Edit Delete Print Actions

Office: aACME Education Solutions, Inc. (AI) ACTIVE

Office Details

Setup

Notices Tasks Emails Docs

Office Info

Address Title (Company Name)
aACME Education Solutions, Inc.

Address
1238 Broadway

City
New York

State / Prov
NY

Postal Code
11221

Country
United States

Postal Format
American

Payment Address

Payment Title (Company Name)
aACME Education Solutions, Inc.

Address
1238 Broadway

City
New York

State / Prov
NY

Postal Code
11221

Country
United States

Postal Format
American

Contact Info

Phone
(555) 418-9777

Alt Phone

Fax
(555) 418-9778

Phone / Fax Format
(###) ###-####

Email
info@aacme.com

Web Address
www.aacme.com

Email Format (using "John Q Public")
john.public@aacme.com

Departments (8)

Team Members (59)

Inventory Bins (27)

Department Name	Abbr	Type	Start Time	End Time	Business Unit #	Traffic Manager	Default Job	Status
aACME, Inc.	AI	OFFICE	9:00 AM	5:00 PM	1			
Accounts Payable	AI-A/P	A/P	9:00 AM	5:00 PM	1	> Denise James		
Accounts Receivable	AI-A/R	A/R	9:00 AM	5:00 PM	1	> Alexis Kohn		
Development	AI-Dev		9:00 AM	5:00 PM	1			
Fulfillment	AI-FFMT	FFMT	9:00 AM	5:00 PM	1	> Ned Walker		
Quality Assurance	AI-QA		9:00 AM	5:00 PM	1	> Allen Wright		
Sales	AI-Sales	SALES	9:00 AM	5:00 PM	1	> Jamie Gianelli		
Shipping	AI-Shipping	SHIPPING	9:00 AM	5:00 PM	1	> Kristie Hernandez		

2. If there is no A/R department, aACE uses the office's default department. The default department is determined by the department with the Type as OFFICE.

Record: 2 of 5

New Edit Delete Print Actions

Office: aACME Education Solutions, Inc. (AI) ACTIVE

Office Details

Setup

Notices Tasks Emails Docs

Office Info

Address Title (Company Name)
aACME Education Solutions, Inc.

Address
1238 Broadway

City
New York

State / Prov
NY

Postal Code
11221

Country
United States

Postal Format
American

Payment Address

Payment Title (Company Name)
aACME Education Solutions, Inc.

Address
1238 Broadway

City
New York

State / Prov
NY

Postal Code
11221

Country
United States

Postal Format
American

Contact Info

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Team Members (59)

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Accounts Receivable	AI-A/R	A/R	9:00 AM	5:00 PM	1	> Alexis Kohn		
Development	AI-Dev		9:00 AM	5:00 PM	1			
Fulfillment	AI-FFMT	FFMT	9:00 AM	5:00 PM	1	> Ned Walker		
Quality Assurance	AI-QA		9:00 AM	5:00 PM	1	> Allen Wright		
Sales	AI-Sales	SALES	9:00 AM	5:00 PM	1	> Jamie Gianelli		
Shipping	AI-Shipping	SHIPPING	9:00 AM	5:00 PM	1	> Kristie Hernandez		

3. If there is no office, aACE uses the related order department.

Record: 1 of 1

New + Edit Delete X Print Actions

Order: 60004-1 | Excelsior Charter School

08/31/26

OPEN

Sales Order

Management

Job Costs & Approvals

Notices

Tasks

Emails

Docs

Bill To

Ship To

Comments & Next Steps

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Customer PO #
Rate Card > Disc %
Billing Terms
Net 30

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Ship Type
Ship Date
Inventory Bin
Shipping Terms

Description

Additional Info

Next Step
Next Step Date

Order Items

Code	Description	Quantity	BO	DS	SO	Unit Cost	Markup	Unit Price	Total	Margin
1 > TB-FRNCH3	J'Apprends: I Learn French 3rd Edition	15				29.99	20%	35.99	539.85	17%
2 > TB-SCI4	Astronomy for Beginners, 4th Edition	15				44.99	25%	56.24	843.60	20%

Subtotal

Adjustment

Total

Shipping

Tax

Grand Total

Payment Due

1,383.45

0.00

1,383.45

89.85

OUT

1,383.45

1,383.45

19%

19%

0.00

0.00

12%

Sales

Billing

Fulfillment

Shipping

Order Type

Payment Account

Recurring Transaction >

Currency

Exchange Rate

Sales

USD

1

Dept AI

Assign By AH

Assign To MH

Tracking Status

Project > 60004 | Excelsior Charter

4. If there is no related order department, aACE uses the related project department if applicable.

Record: 21 of 21

New + Edit Delete X Print Actions

Project: 60004 | Excelsior Charter School

08/31/26

OPEN

Project Details

Management

Notices

Tasks

Emails

Docs

Bill To

Ship To

Activities & Comments

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Customer PO #
Rate Card > Disc %
Billing Terms
Net 30

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Ship Type
Inventory Bin
Shipping Terms

Description

Additional Info

Orders (1)

Team

Order	Date	Title	Start Date	Ship Date	End Date	Assigned	Tracking Status	Subtotal	Status
60004-1	08/31/2026	Excelsior Charter School	08/31/2026	09/02/2026	09/02/2026	MH		1,383.45	

Subtotal

Adjustment

Total

Shipping

Tax

Grand Total

Payment Due

1,383.45

0.00

1,383.45

0.00

0.00

1,383.45

1,383.45

Sales

Billing

Fulfillment

Shipping

Project Type

Project Value

Payment Account

Currency

Exchange Rate

1,383.45

USD

1

Dept AI

Manager AH

Tracking Status

5. If none of these departments are available, aACE uses the current user's department.

Team Members

Record: 1 of 1

New Edit Delete Print Actions

Team Member: (AH) ACTIVE

Member Details Human Resources

1 Notice Tasks Emails Docs

General Info

Photo Title

Technical Writer

Type Start Date End Date

Employee 06/01/22

Contact Info

Email SMS

@aacme.com

Office Phone Ext Primary

(555) 418-9777

Direct Phone Mobile Phone

(998) 003-4422

Best Way to Reach

Office Info

Office >

aACME Education Solutions,

Department aACME, Inc.

Supervisor >

Notices Forwarded To

Time / Expenses

Timesheet Approver >

Expense Approver >

Do not create timesheets on:

+ - W/E

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

Timesheet Line Item Codes

Code Notes Default

Understanding theTeam Member Assignment

To determine the Assigned To team member assignment, aACE selects a team member using the following logic:

- 1. aACE first looks to the invoice A/R department traffic manager.

Offices

Record: 2 of 5

New Edit Delete Print Actions

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Office Details Setup

Notices Tasks Emails Docs

Office Info

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aACME Education Solutions, Inc.

Address

1238 Broadway

City State / Prov Postal Code

New York NY 11221

Country Postal Format

United States American

Payment Address

Payment Title (Company Name)

aACME Education Solutions, Inc.

Address

1238 Broadway

City State / Prov Postal Code

New York NY 11221

Country Postal Format

United States American

Sync with Office

☒

Contact Info

Phone Alt Phone

(555) 418-9777

Fax Phone / Fax Format

(555) 418-9778 (###) ###-####

Email

info@aacme.com

Web Address

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Quality Assurance	AI-QA		9:00 AM	5:00 PM	1	> Allen Wright		
Sales	AI-Sales	SALES	9:00 AM	5:00 PM	1	> Jamie Gianelli		
Shipping	AI-Shipping	SHIPPING	9:00 AM	5:00 PM	1	> Kristie Hernandez		

2. If the invoice A/R department does not have a traffic manager, then aACE uses the related order Asgn To team member.

Record: 1 of 1

New Edit Delete Print Actions

Order: 60004-1 | Excelsior Charter School

08/31/26

OPEN

Sales Order

Management

Job Costs & Approvals

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Tasks

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Bill To

Ship To

Comments & Next Steps

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Customer PO #
Rate Card > Disc %
Billing Terms
Net 30

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Blind
Ship Type
Ship Date
Complete 09/02/26
Inventory Bin
Shipping Terms

Signed

Description

Additional Info

Next Step

Next Step Date

Order Items

Code	Description	Quantity	BO	DS	SO	Unit Cost	Markup	Unit Price	Total	Margin
1 > TB-FRNCH3	J'Apprends: I Learn French 3rd Edition	15				29.99	20%	35.99	539.85	17%
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Grand Total

Payment Due

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0.00

1,383.45

89.85

OUT

1,383.45

1,383.45

19%

19%

0.00

0.00

12%

Sales

Billing

Fulfillment

Shipping

Order Type

Payment Account

Recurring Transaction >

Currency

Exchange Rate

Sales

USD

1

Dept AI

Asgn By AH

Asgn To MH

Tracking Status

Project > 60004 | Excelsior Charter

3. If there is not a related order Asgn To team member, then aACE uses the related project Manager team member if applicable.

Record: 21 of 21

New Edit Delete Print Actions

Project: 60004 | Excelsior Charter School

08/31/26

OPEN

Project Details

Management

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Bill To

Ship To

Activities & Comments

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Customer PO #
Rate Card > Disc %
Billing Terms
Net 30

Excelsior Charter School
Anna Klamper
1500 Broad Street
Newark, NJ 07101

Ship Type
Inventory Bin
Shipping Terms

Description

Additional Info

Orders (1)

Team

Order	Date	Title	Start Date	Ship Date	End Date	Assigned	Tracking Status	Subtotal	Status
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Subtotal

Adjustment

Total

Shipping

Tax

Grand Total

Payment Due

1,383.45

0.00

1,383.45

0.00

0.00

1,383.45

1,383.45

Sales

Billing

Fulfillment

Shipping

Project Type

Project Value

Payment Account

Currency

Exchange Rate

1,383.45

USD

1

Dept AI

Manager AH

Tracking Status

4. If none of these team members are available, then aACE uses the current user.
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