

Invoices and Receipts

This article applies to:

Order Invoices serve two purposes in Max Classic: they are used to request payment for unpaid orders and are sent as a receipt for paid orders. There are two options for invoices and receipts: **Enable Payment Collection Invoice & Receipt** is the most modern and easy to use invoice & receipt system. Legacy invoice & receipt can be used for specific situations as described below.

Note that when you choose **Enable Payments Invoice & Receipt**, you can no longer use legacy custom invoices!

Enable Payment Collection Invoice & Receipt	Legacy Invoice & Receipt
Can pay online	Cannot pay online
No Customization	Can Customize Template (drag and drop & Custom coding)
View an example and set it up	View an example and set it up

Order Invoices are emailed when:

- The "Email the invoice to the customer upon successful payment" is checked at the bottom of a Order Record.

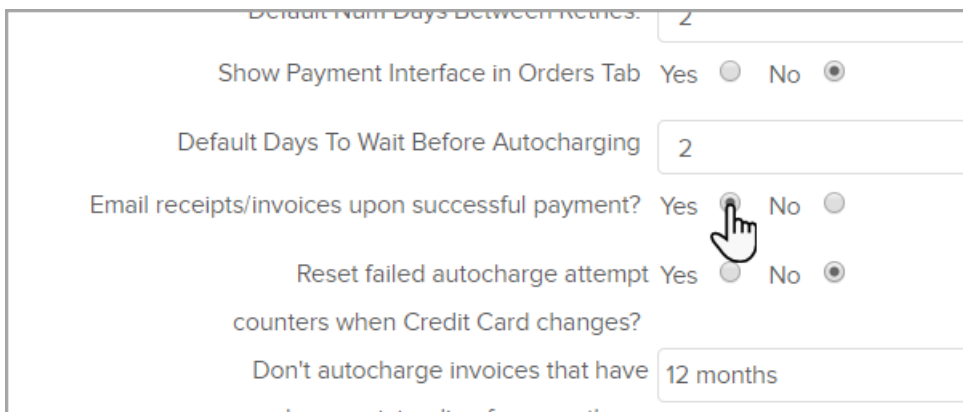
Payment Plan

Auto Charge: Yes [\[View Payment Attempt History\]](#)

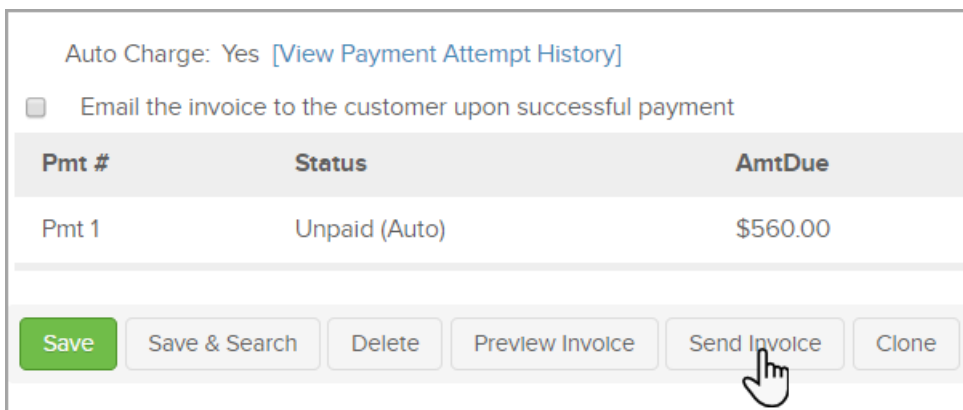
Email the invoice to the customer upon successful payment

Pmt #	Status	AmtDue
Pmt 1	Unpaid (Auto)	\$560.00

- The "Email receipts/invoices upon successful payment?" through E-Commerce > Settings > Orders is checked.



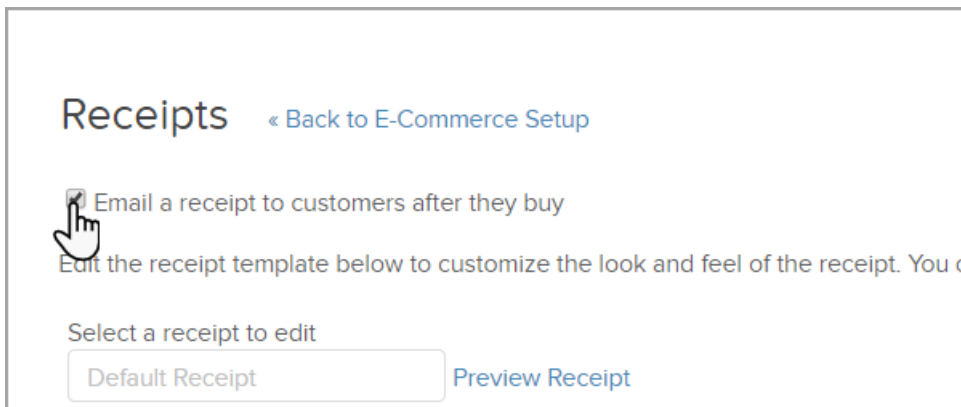
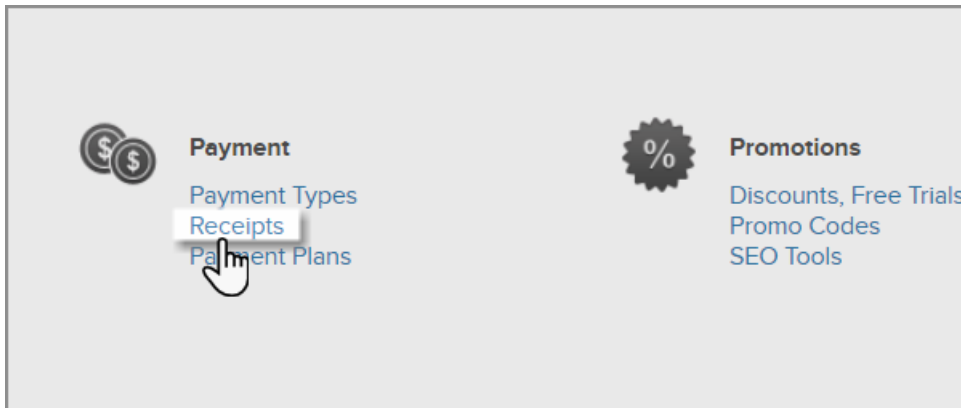
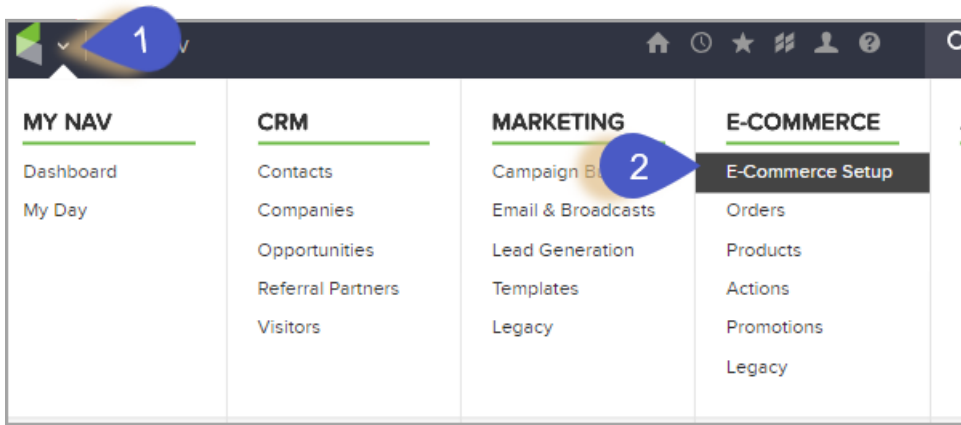
- You can also [manually](#) send an invoice when a customer requests it or if you are not automatically sending invoices upon successful payments.



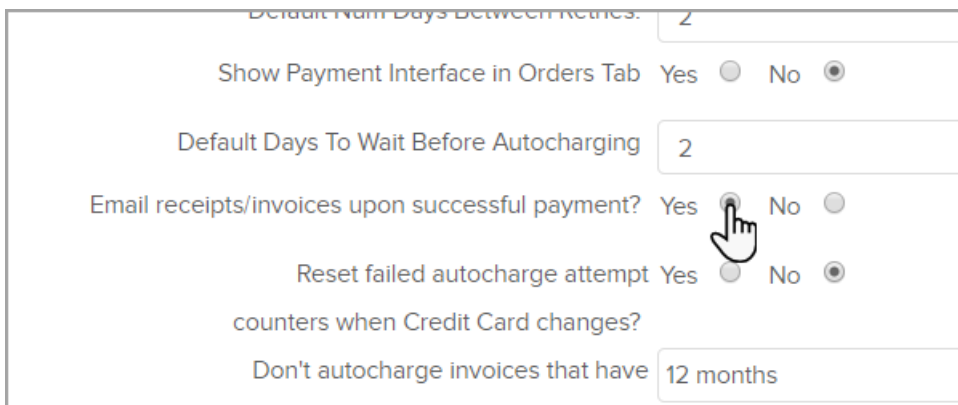
Order Receipts are emailed automatically when:

Order Receipts are sent **only** when a purchase is made through a **Shopping Cart** or **Order Form**. Also, manual payments made through an Invoice are considered an **Order Form** and will trigger the receipt. Click [HERE](#) to find out more about receipts sent when Payments by invoice is enabled.

- The **Receipts** is checked through E-Commerce > E-Commerce Setup > Payment Options > Receipts.



- The "Email receipts/invoices upon successful payment?" through E-Commerce > Settings > Orders is checked.



Invoice ID Numbers

Max Classic ID numbers almost always skip numbers, sometimes even and sometimes odd. This is because Max Classic uses a standard practice of storing your information on multiple databases to avoid data loss. There is a brief delay between the creation of the item in both databases, so to ensure no data is overwritten, Max Classic will skip the next number in the series.
