

# SALES

## INVOICES – CREATE SALES INVOICE (OTC)

Using the correct process for sales invoicing is **very important**. Ask yourself what needs to be achieved.

OTC (Over the Counter) Invoices are sales invoices that are created without going through the New Deal Sale process (and therefore the costs are not managed via Work In Progress). This is best used for a Shop Sale environment where a customer is invoiced before the stock or service is collected. This would be for a quick stock sale or internal service. Where delivery, third party services or time would be spent on work, installation or implementation, it is advised to rather follow a **New Deal Sale** process.

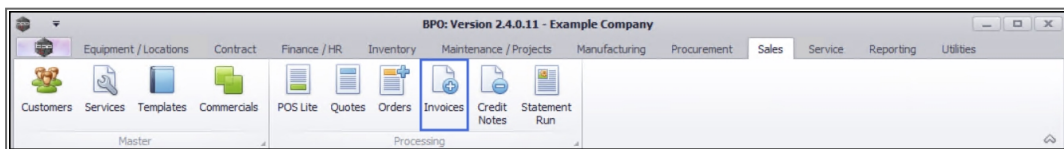
A Sales Quote or Sales Order can be converted to a Sales Invoice, or a Sales Invoice can be created directly. Where stock is invoiced, a part request is created so that the stock can be issued to the invoice - its imperative to have strong controls in place to ensure that stock is issued by the store person.

For a simplified OTC Invoicing process for stock items, see [POS Invoicing](#).

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**Ribbon Access:** *Sales > Invoices*

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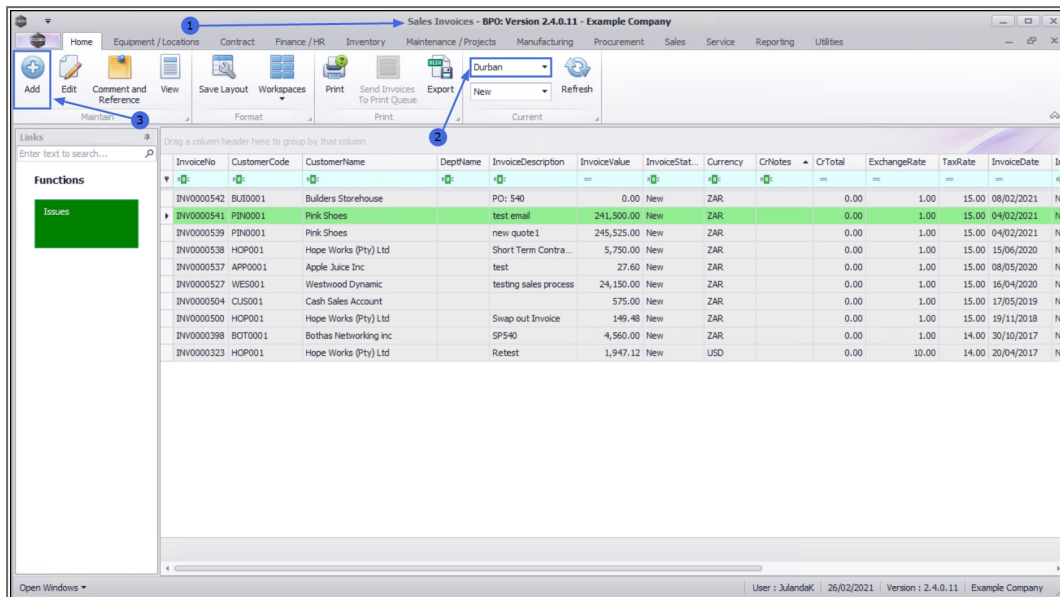


1. The **Sales Invoices** listing screen will display.
2. Select the **Site** where the invoice needs to be created.
  - The example has **Durban** selected.

3. Click on **Add**.



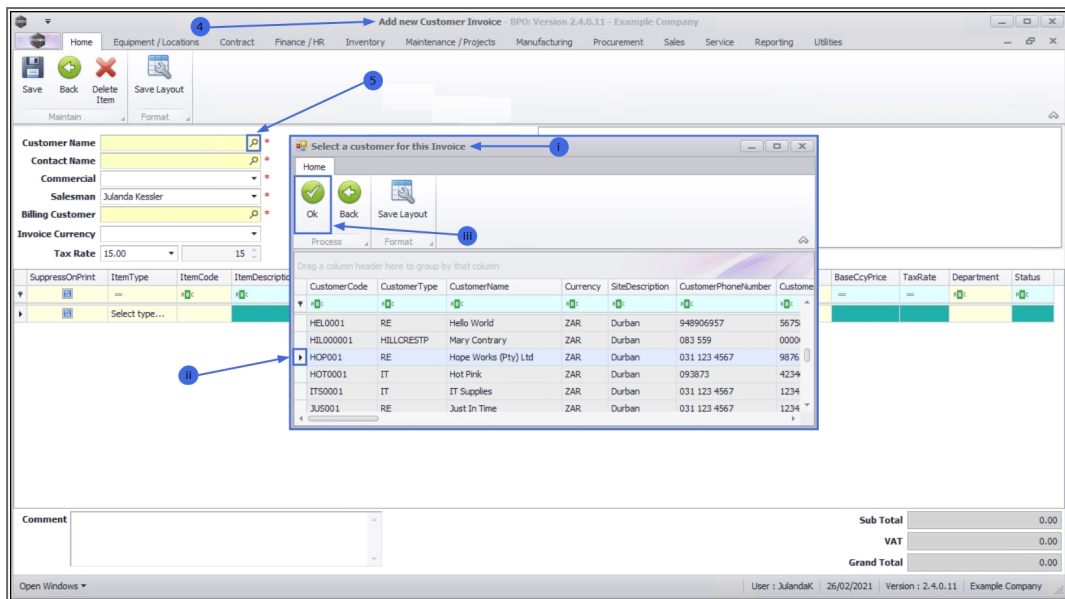
Short cut key: **Right click** to display the **All groups** menu list. Click on **Add**.



4. The **Add new Customer Invoice** screen will display.

## INVOICE HEADER

5. **Customer Name:** To select the Customer, click on the **search** button.
  - i. The **Select a Customer for this Invoice** screen will display.
  - ii. Click on the **row** of the Customer you need to invoice.
  - iii. Click on **OK**.



Customer Name: [Field]  
 Contact Name: [Field]  
 Commercial: [Field]  
 Salesman: Julanda Kessler  
 Billing Customer: [Field]  
 Invoice Currency: [Field]  
 Tax Rate: 15.00

Customer Code	Customer Type	Customer Name	Currency	Site Description	Customer Phone Number	Customer
HEL0001	RE	Hello World	ZAR	Durban	948906957	5675
HIL000001	HILLCRESTP	Mary Contrary	ZAR	Durban	083 559	0000
HOP001	RE	Hope Works (Pty) Ltd	ZAR	Durban	031 123 4567	9876
HOT0001	IT	Hot Pink	ZAR	Durban	093873	4234
ITS0001	IT	IT Supplies	ZAR	Durban	031 123 4567	1234
JUS001	RE	Just In Time	ZAR	Durban	031 123 4567	1234

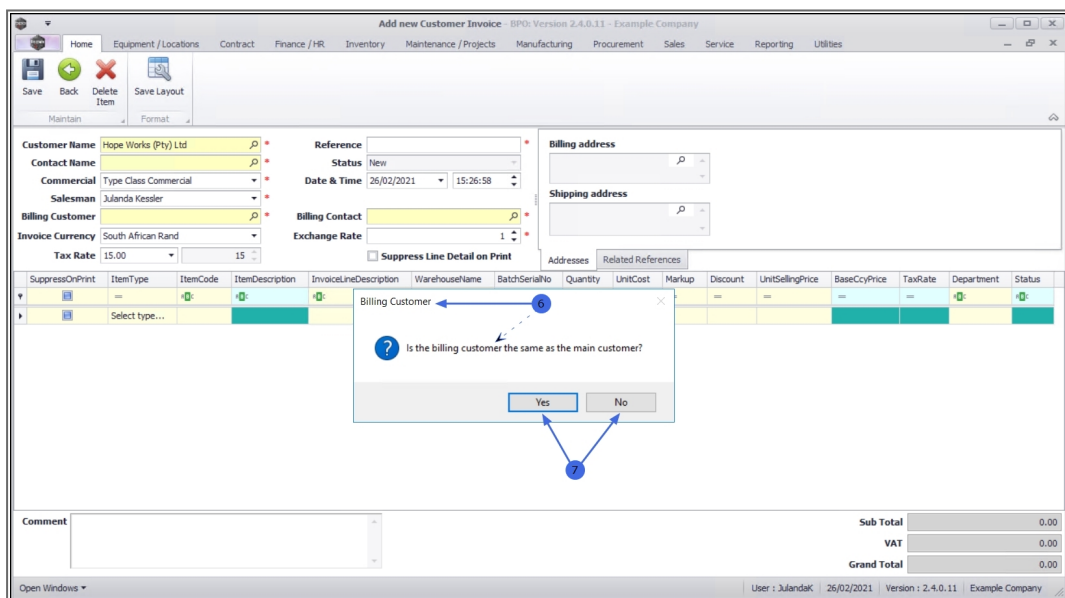
Sub Total: 0.00  
 VAT: 0.00  
 Grand Total: 0.00

6. When you receive the **Billing Customer** message;

- **Is the billing customer the same as the main customer?**

7. Click on **Yes** if the Billing Customer is the **same** as the Main Customer.

- Click on **No** if the Billing Customer is **different** from the Main Customer.



Customer Name: Hope Works (Pty) Ltd  
 Contact Name: [Field]  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: [Field]  
 Invoice Currency: South African Rand  
 Tax Rate: 15.00

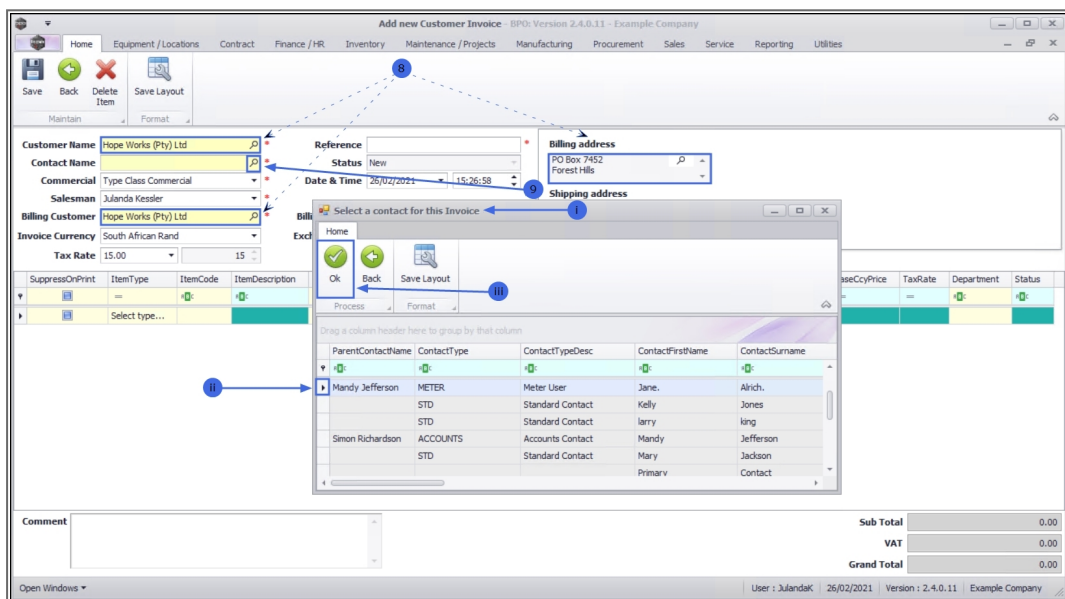
Reference: [Field]  
 Status: New  
 Date & Time: 26/02/2021 15:26:58  
 Billing Contact: [Field]  
 Exchange Rate: 1

Billing address: [Field]  
 Shipping address: [Field]

Is the billing customer the same as the main customer?  
 Yes No

Sub Total: 0.00  
 VAT: 0.00  
 Grand Total: 0.00

8. If you have selected **Yes** - then the **Customer Name**, **Billing Customer** and **Billing address** will auto populate.
  - If you have selected **No** - then only the **Customer Name** will be updated.
9. **Contact Name:** The contact is the person who will be receiving the invoice at the customer and in most cases, this would be the Accounts Contact. To select the contact, click on the **search** button.
  - i. The **Select a contact for this Invoice screen** will display.
  - ii. Click on the **row** of the Contact person for the Customer.
  - iii. Click on **OK**.



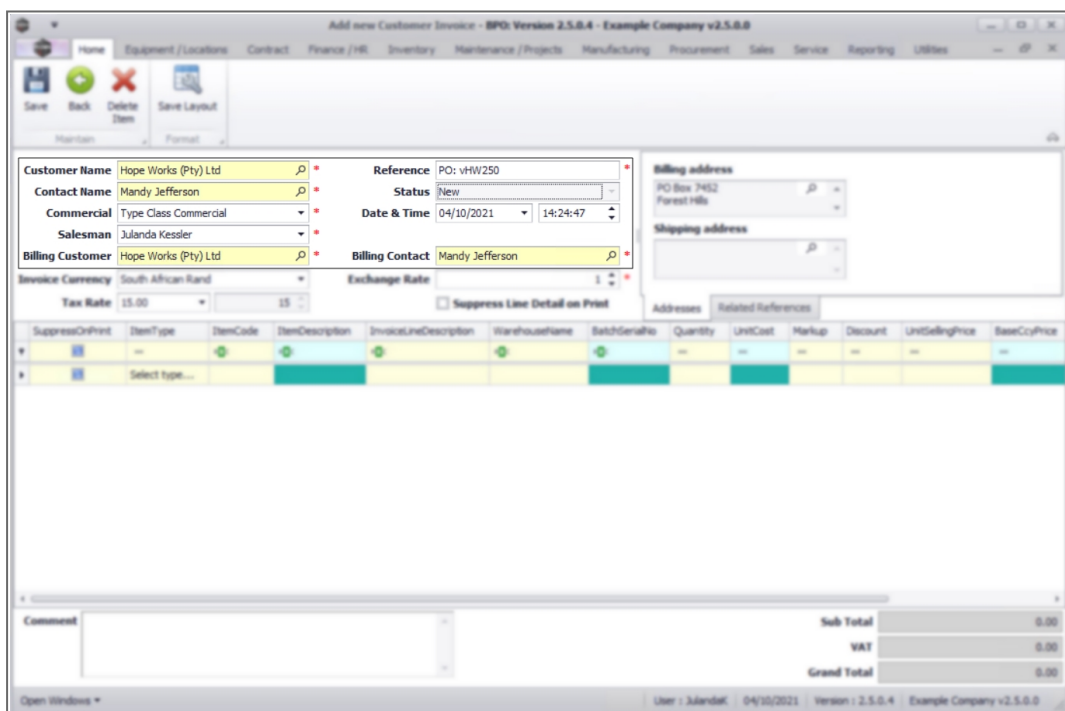
ParentContactName	ContactType	ContactTypeDesc	ContactFirstName	ContactSurname
Mandy Jefferson	METER	Meter User	Jane.	Alrich.
STD	Standard Contact		Kelly	Jones
STD	Standard Contact		Larry	King
Simon Richardson	ACCOUNTS	Accounts Contact	Mandy	Jefferson
STD	Standard Contact		Mary	Jackson
			Primarv	Contact

- **Commercial<sup>1</sup>:** This field will auto populate with the default **commercial** configured for the customer.
  - Click on the down **arrow** to select an alternative commercial from the drop-down list, if required.
- **Salesman:** This field will auto populate with the salesman linked to the customer.

<sup>1</sup>Commercial is the mark up structure for the item. The original price of the item, including the company profit margin

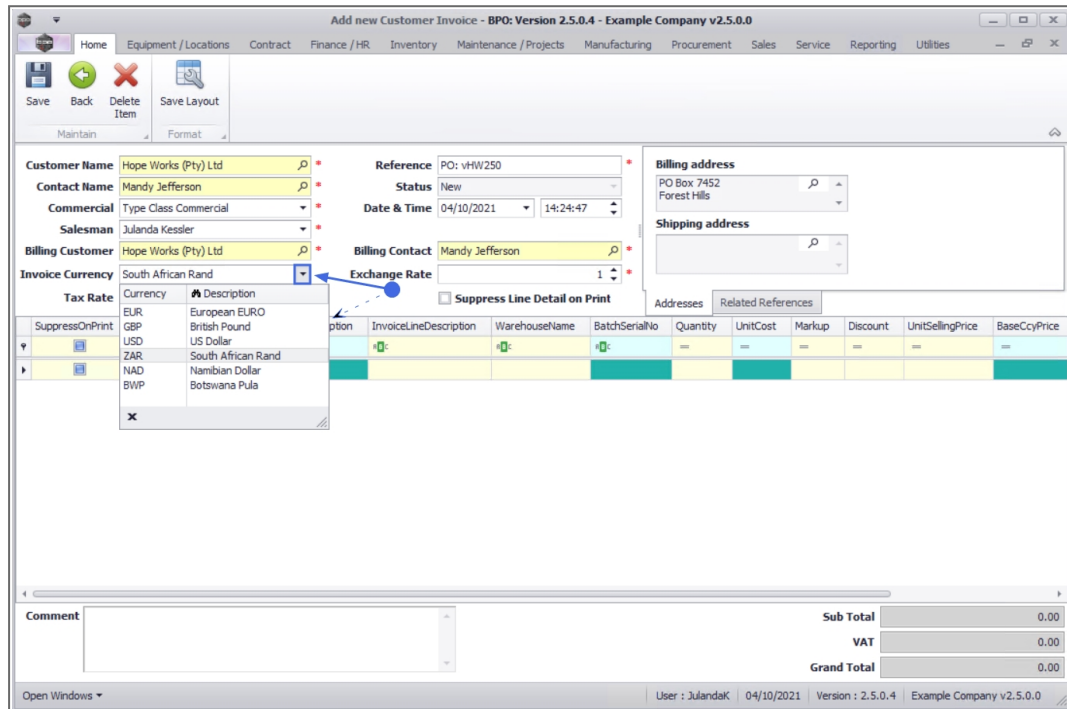


- Click on the **search** button to link an alternative sales-man to the invoice, if required.
- **Billing Customer:** If this field has not been populated, click on the **search** button to select the Billing Customer for the invoice from the **Select a Customer for this Invoice** screen.
- **Reference:** This will be the Customer's **Purchase Order Number**.
- **Status:** The status will display **New** for **New Invoice** by default and cannot be edited.
- **Date and Time:** The date and time fields will be populated with the current date and time.
  - **Date:** Click to type in or click on the down **arrow** to select an alternative date using the **calendar function**.
  - **Time:** Click to type in or use the **arrow indicators** to **adjust the time**.
- **Billing Contact:** If the field has not been populated, click on the **search** button to select the name of the billing contact person from the **Select a contact for this Invoice** screen.



## FINANCIAL HEADER

- **Invoice Currency:** The invoice currency will populate based on the currency set up for the customer. To select a different currency, click on the down **arrow** to select the required currency from the drop-down list.



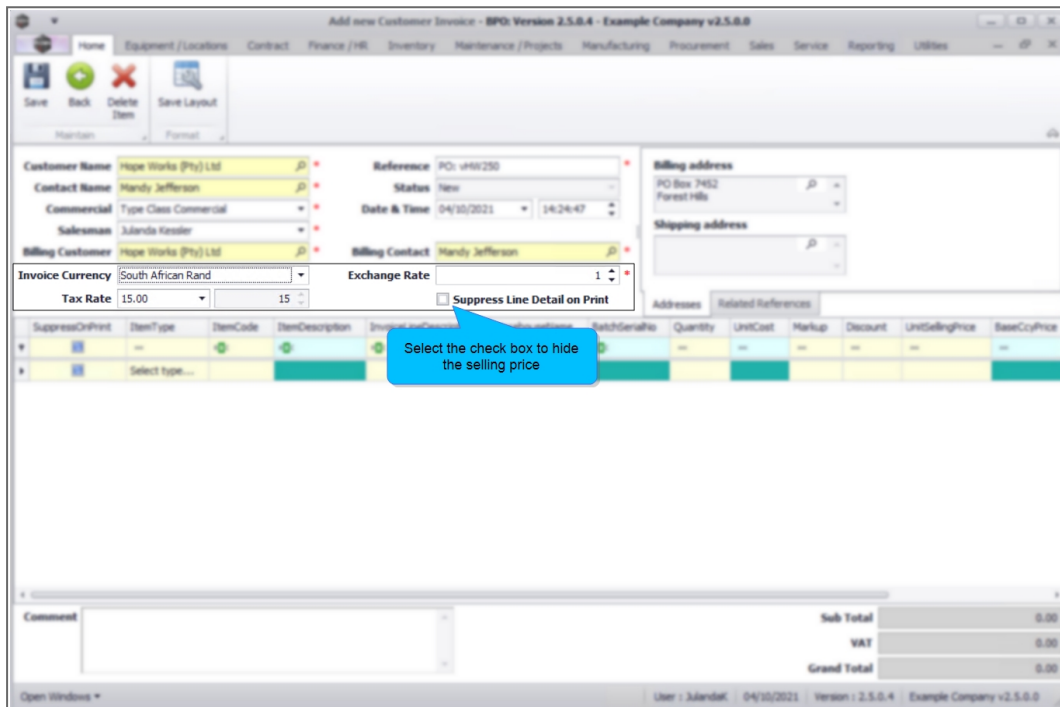
- **Tax Rate:** The tax rate will populate based on the currency set up for the customer. To change the tax rate, click on the down **arrow** to select a new rate.
- **Exchange Rate:** The exchange rate will populate based on the exchange rate set up in the system for the customer. You can however type in a new rate or use the **arrow** indicators to adjust the rate.

## SUPPRESS LINE DETAIL ON PRINT

- **Suppress Line Detail on Print:** By clicking to select the **check box** will hide the ***Selling Price*** on the invoice and only the invoice totals will show.



This cannot be edited after the invoice has been printed.



Customer Name: Hope Works (Pty) Ltd  
 Contact Name: Mandy Jefferson  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Hope Works (Pty) Ltd  
 Reference: PO: v40250  
 Status: New  
 Date & Time: 04/10/2021 14:24:47  
 Billing Contact: Mandy Jefferson  
 Invoice Currency: South African Rand  
 Exchange Rate: 1  
 Tax Rate: 15.00  
 Suppress Line Detail on Print: ☐

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceUnitCost	UnitCost	Markup	Discount	UnitSellingPrice	BaseCpyPrice
<input type="checkbox"/>	Select type...								

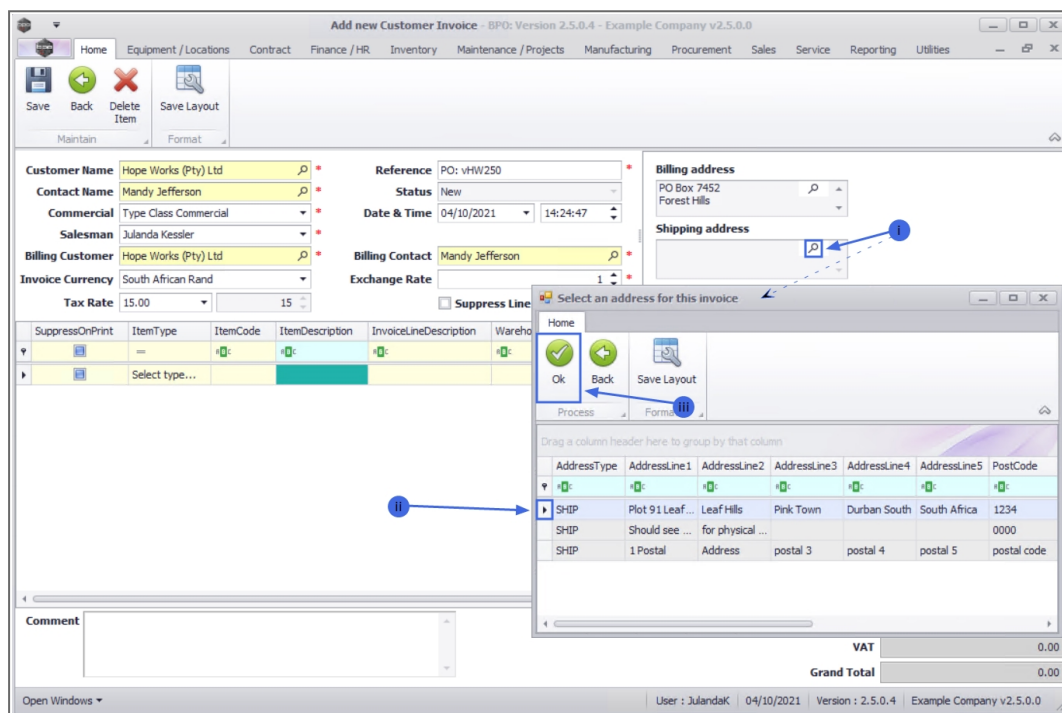
Sub Total: 0.00  
 VAT: 0.00  
 Grand Total: 0.00

## ADDRESSES TAB



If the Billing Address and Shipping Address are not listed, then the addresses for the customer then you need to be [Customers - Addresses](#), before linking to this invoice.

- **Billing Address<sup>1</sup>**: The Billing Address would have been populated when the Billing Customer was selected. Click on the **search** button, to select an alternative billing address, if required.
- **Shipping Address<sup>2</sup>**: To add the shipping address, click the **search** button.
  - The **Select an address for this invoice screen** will display.
  - Click on the **row** of the Shipping Address required.
  - Click on **OK**.



**Add new Customer Invoice - BPO: Version 2.5.0.4 - Example Company v2.5.0.0**

Customer Name: Hope Works (Pty) Ltd  
 Contact Name: Mandy Jefferson  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Hope Works (Pty) Ltd  
 Invoice Currency: South African Rand  
 Tax Rate: 15.00

Reference: PO: vHW250  
 Status: New  
 Date & Time: 04/10/2021 14:24:47  
 Billing Contact: Mandy Jefferson  
 Exchange Rate: 1

Billing address: PO Box 7452 Forest Hills  
 Shipping address: [Search]

**Select an address for this invoice**

AddressType	AddressLine1	AddressLine2	AddressLine3	AddressLine4	AddressLine5	PostCode
SHIP	Plot 91 Leaf...	Leaf Hills	Pink Town	Durban South	South Africa	1234
SHIP	Should see ...	for physical ...				0000
SHIP	1 Postal	Address	postal 3	postal 4	postal 5	postal code

VAT: 0.00  
 Grand Total: 0.00

User: JulandaK | 04/10/2021 | Version: 2.5.0.4 | Example Company v2.5.0.0

## RELATED REFERENCE TAB

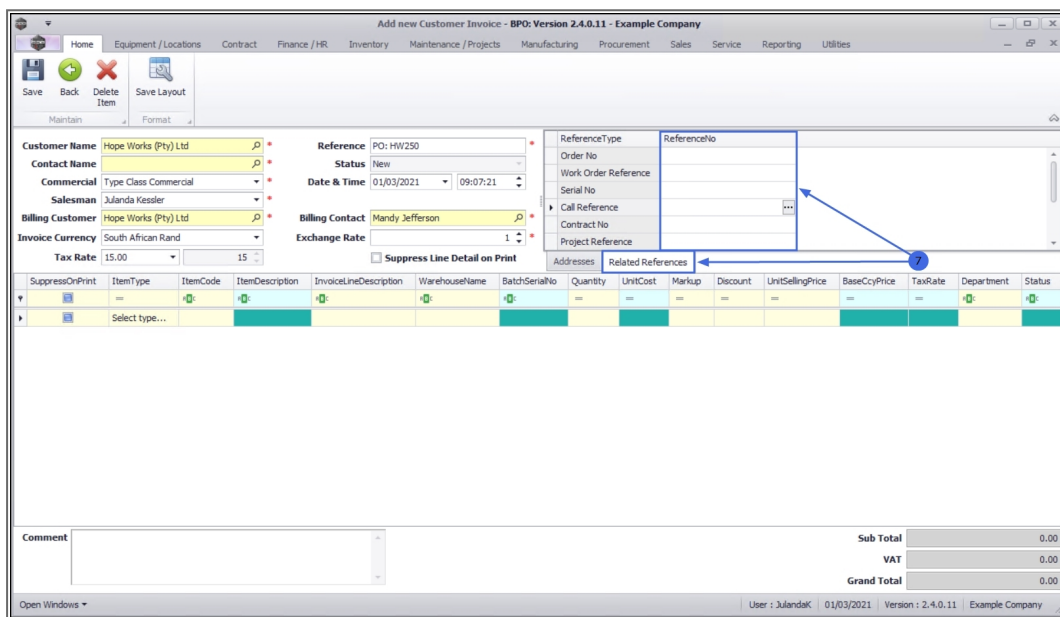
- Click on the **Related References** tab to display the Reference Type and Reference Numbers already linked for the customer.

<sup>1</sup>A billing address is the address connected to the payment method.  
<sup>2</sup>A shipping address is the address where an order will be sent.

- The example has no reference information linked to the Sales Invoice and therefore the reference fields will be blank.



When a Sales Invoice is created from the **Call Screen**, **Project Screen** or a **Work Order Screen**, then the related references will be populated with the reference number for the **call**, **project** or **work order**.



## LINK REFERENCE(ES)

- Click in the **Reference No** field of the **Reference Type** you wish to link to this invoice, to display the ellipsis button.
  - Click on the **ellipsis** button to display the **Select the related [reference type<sup>1</sup>] for this invoice** screen.

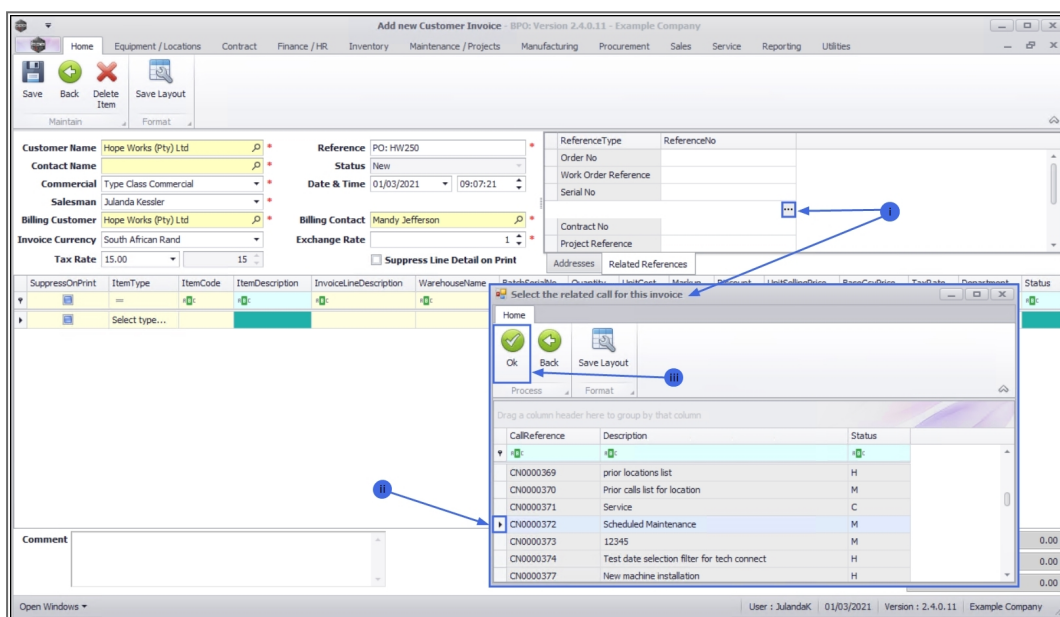
<sup>1</sup>The screen will display related information to the Reference information you are searching

- The example has Call reference selected and therefore the "**Select the related call for this invoice**" screen is displayed.

- Click on the **row** of the reference type you need to link to the invoice.
- Click on **OK**.



More than one reference can be linked to an Invoice. Continue to add the additional references to the invoice as required.



CallReference	Description	Status
CH0000369	prior locations list	H
CH0000370	Prior calls list for location	M
CH0000371	Service	C
CH0000372	Scheduled Maintenance	M
CH0000373	12345	M
CH0000374	Test date selection filter for tech connect	H
CH0000377	New machine installation	H

## ADD INVOICE ITEMS/PARTS

- Click in the **Item type** text box to display the **Item Types** drop-down list.
  - CRFT** (Labour craft i.e. Technician)
  - CTRT** (Sub Contracts)
  - EXPS** (Expenses)
  - INVN** (Part)

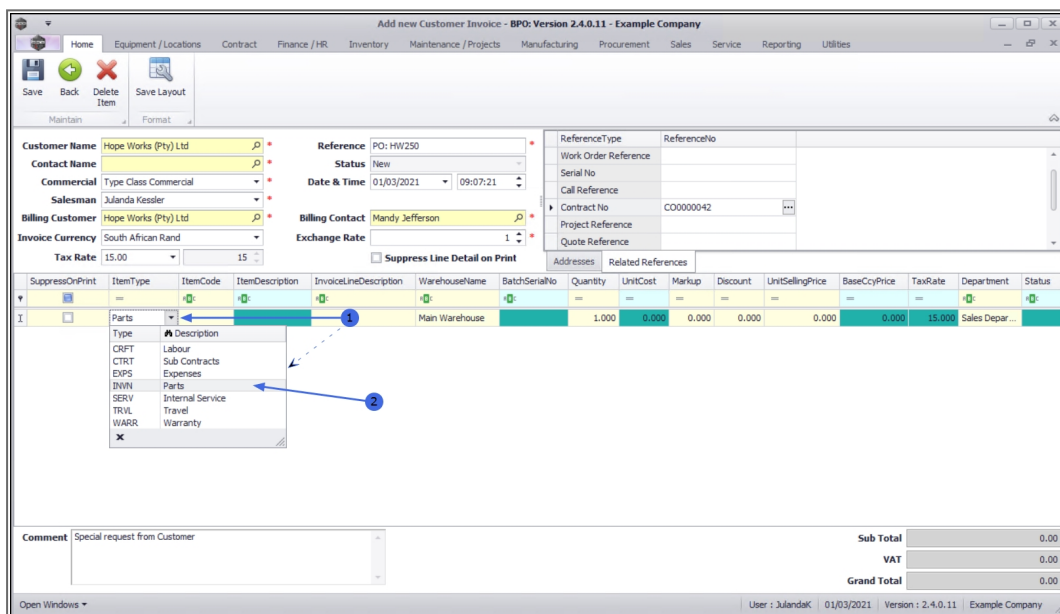
- **SERV** (Internal Labour/Service)
- **TRVL** (Travel)
- **WARR** (Warranty sale)

2. From the list, select the **Item Type** that you wish to add to this customer invoice.

- The example has **Parts** selected.



CTRT (Third Party Labour/Service) cannot be selected for a POS Invoice, as the 'Subcontractor Purchase Process' must be followed by following the **New Deal Sale** process and then the **Non-Stock (Subcontract) Purchase**.



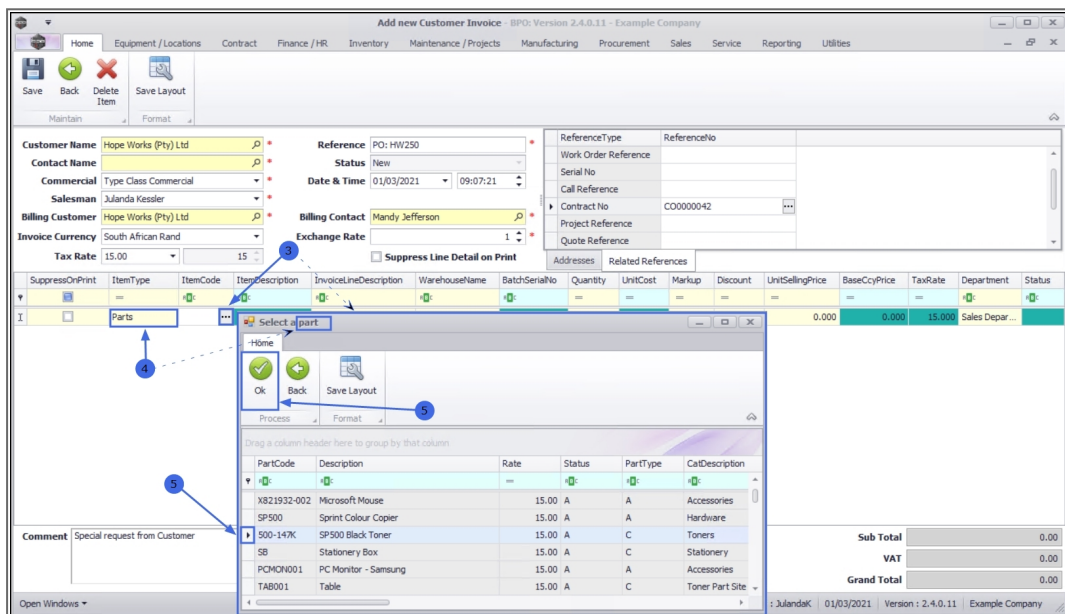
3. Click on the **ellipsis** button in the **Item Code** field to display the **Select a [item type]** screen





The **Select a [ ]** screen that is displayed will be related to the **Item Type** that you have selected - if you had selected **CRFT- Labour** type then the **Select a Craft** screen will display.

4. The example has **Parts** selected as the Item Type and the corresponding **Select a part** screen is displayed.
5. Click on the **row** of the **Part** that you wish to add to the customer invoice.
6. Click on **OK**.

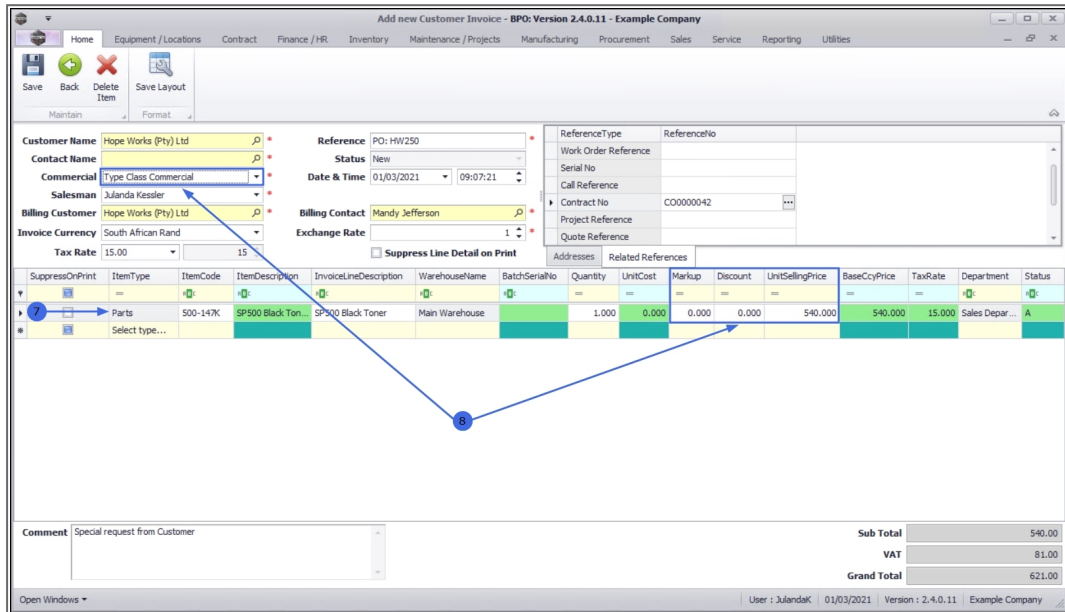


7. The selected **Part** details have been added to the customer invoice.

## Markup, Discount and Unit Selling Price

8. The **Markup, Discount** and **Unit Selling Price** is updated from the **Commercial Details** set up on the Commercial linked to this customer, provided that there are no **Commercial Exceptions** set up on this particular part, labour or service listed on this invoice.

- In this example, the Commercial linked to the customer is a *Type Class Commercial*.
- If a related reference with items linked to it e.g. parts that were issued, then the fields will be populated. This information can be changed if required.



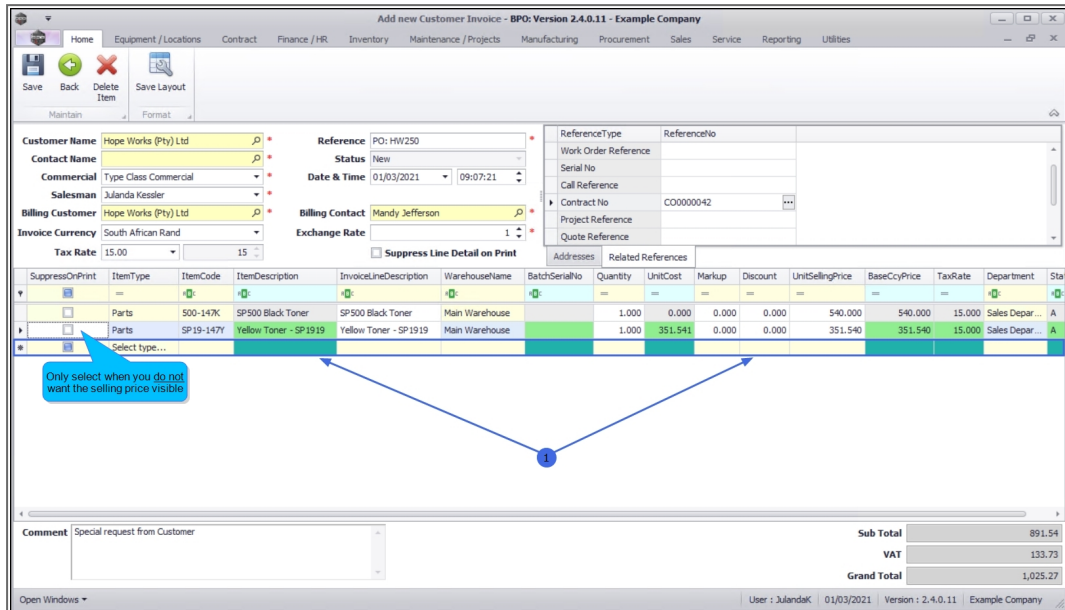
## Add additional line items

1. Click anywhere on the Item line grid or press **Tab** at the end of the last item line to open a new Invoice Item line.
2. **Suppress On Print** check box: The check box must only be selected for the item(s) that you do **not** want visible on the printed Sales Invoice.
  - This will not affect the **Sub/Grand Total** but the selling prices that are visible will not match up with the invoice totals



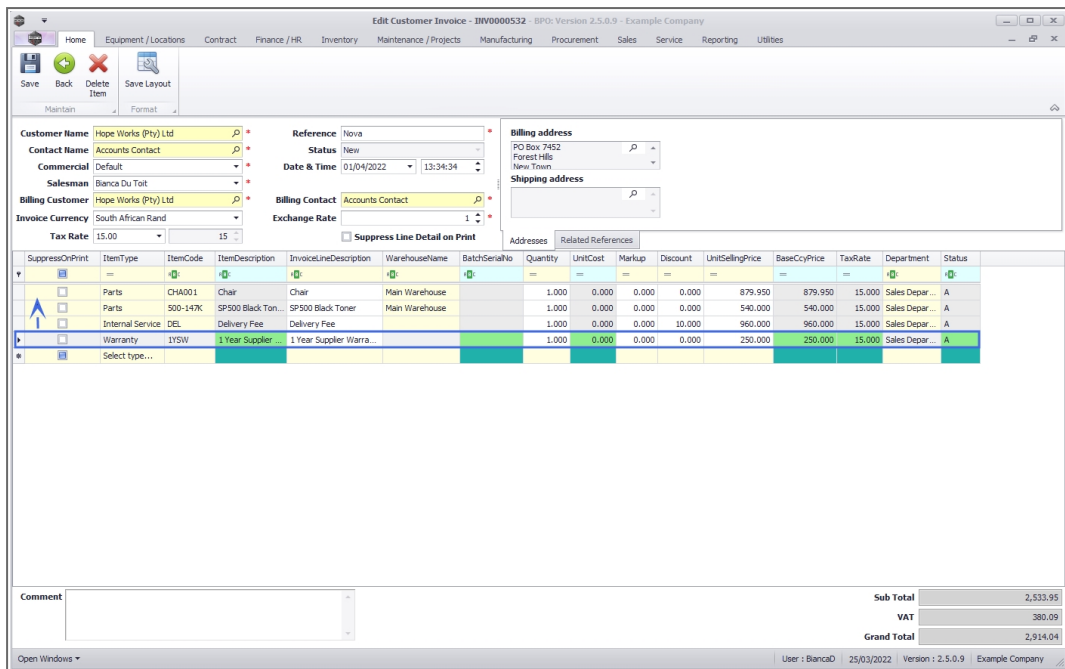
This cannot be edited after the invoice has been printed.

Continue to Add Invoice Item(s) until all the items have been added to the invoice.



## Change Item Order

- Drag and drop rows to set the order you wish the items to be displayed on the sales invoice. This order will directly be pulled into the printed invoice when generated.



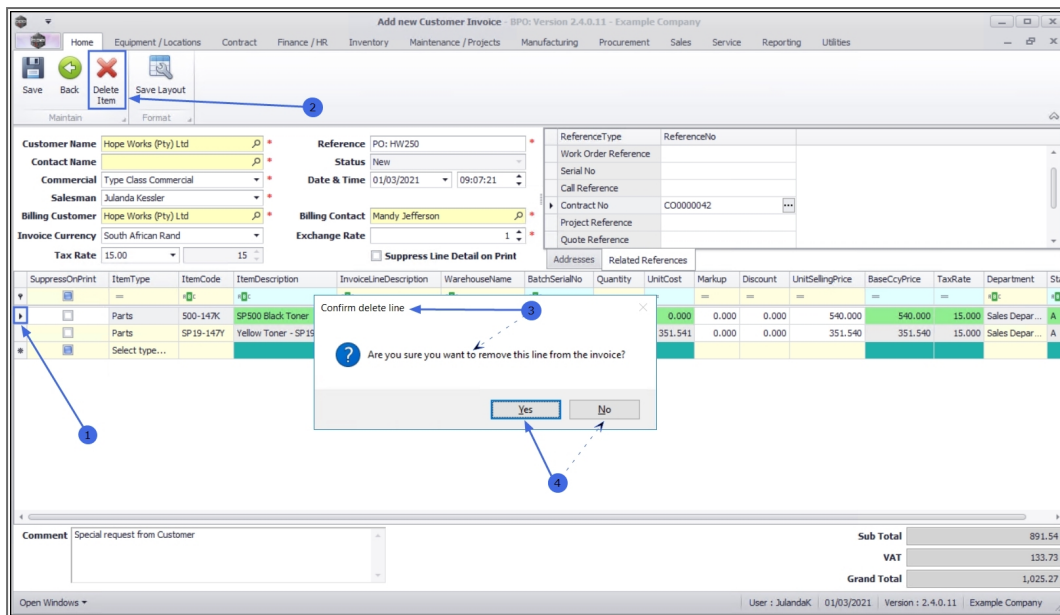
## Delete Item

1. To delete an item entry from the Invoice, click on the **row** of the item you wish to remove.
2. Click on **Delete Item**.



Short cut key: **Right click** to display the **All groups** menu list. Click on **Delete Item**.

3. When you receive the **Confirm delete line** message;
  - **Are you sure you want to remove this line from the invoice?**
4. Click on **Yes** to remove the item line or
  - Click on **No** to ignore the request and leave the item line on the invoice.



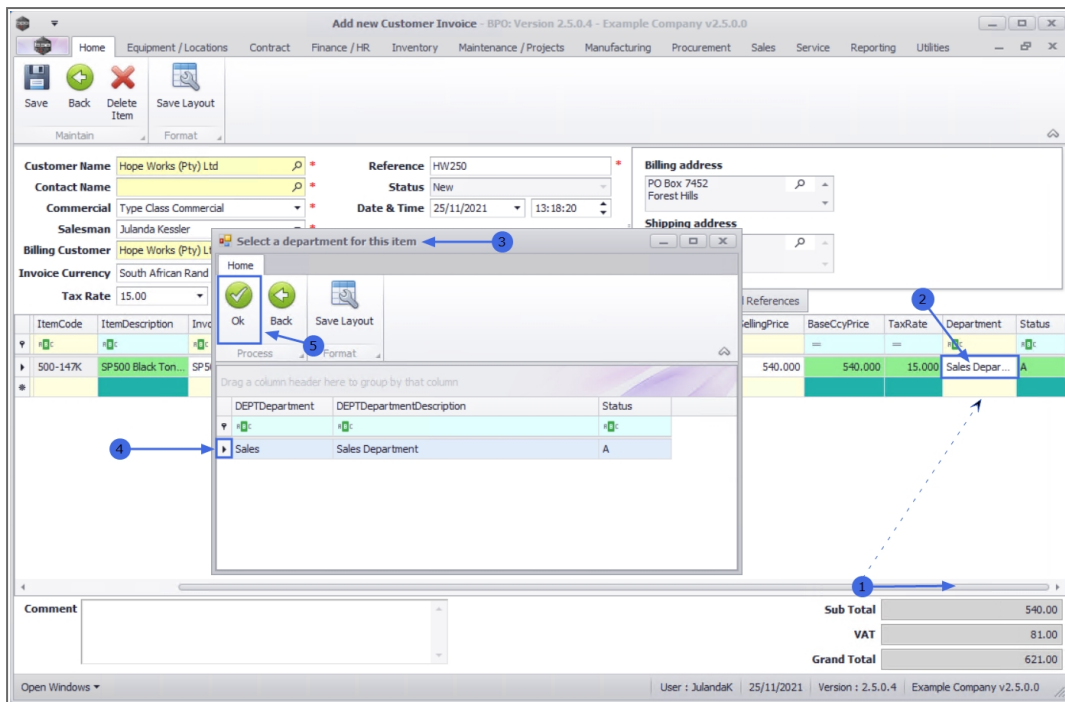
## Select Department

1. To set the department for the item, use the **scroll** bar until you can view the **Department** column.




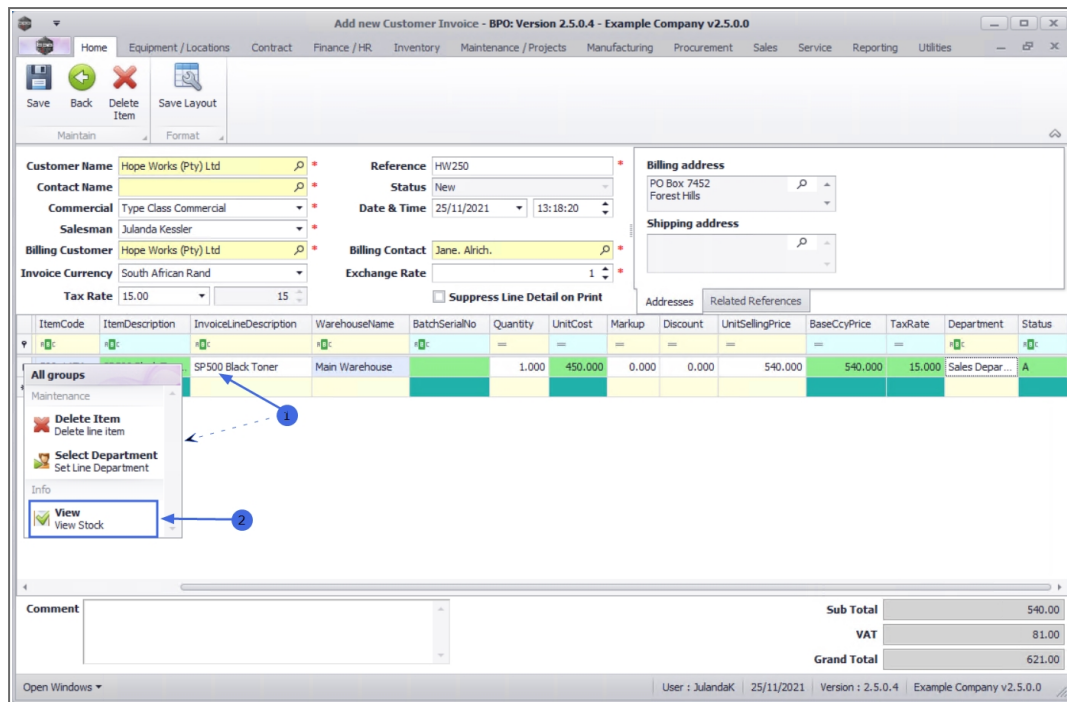
Short cut key: **Right click** to display the **All groups** menu list. Click on **Select Department**.

2. Click on the line item you wish to set the department for, to view the **ellipses** button.
3. Click on the **ellipses** button to display the **Select a department for this item** screen.
4. Click on the **row** of the department you wish to select for the item.
5. Click on **OK**.



## View Stock

1.  **Right click** on the **row** item you wish to view the stock availability for, to display the **All groups** screen.
2. Click on **View** - View Stock.



3. The **Current Stock** frame will display.
4. Use the **scroll bars** to scroll to view the required information.
5. This list now also returns alternate parts in stock : Version Compatibility<sup>1</sup>
6. Click on **Close** to close the frame.

<sup>1</sup> BPO2 v2.4.0.11 or higher



**Add new Customer Invoice - BPO: Version 2.5.0.4 - Example Company v2.5.0.0**

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout

Maintain Format

**Customer Name** Hope Works (Pty) Ltd \* **Reference** HW250 \* **Billing address** PO Box 7452 Forest Hills

**Contact Name** Type Class Commercial \* **Status** New \* **Shipping address**

**Commercial** Type Class Commercial \* **Date & Time** 25/11/2021 13:18:20

**Salesman** Julanda Kessler \* **Billing Contact** Jane. Alrich. \*

**Billing Customer** Hope Works (Pty) Ltd \* **Exchange Rate** 1 \*

**Invoice Currency** South African Rand \* **Tax Rate** 15.00 15

☐ Suppress Line Detail on Print

Addresses Related References

ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice	TaxRate	Department	Status
500-147K	SP500 Black Ton...	SP500 Black Toner	Main Warehouse		1.000	450.000	0.000	0.000	540.000	540.000	15.000	Sales Depar...	A

Close

**Current Stock**

fid Part ID	fid Part Type	fid Part Typ...	fid Part Code	fid Part Name	fid Model No	fid Categor...	fid Categor...	fid Category
67 C	Non Serialis...	500-147K	SP500 Black			6 Toners	TOMNGR	
14 C	Non Serialis...	147-888544	K147 Black L...			6 Toners	TOMNGR	
14 C	Non Serialis...	147-888544	K147 Black L...			6 Toners	TOMNGR	
77 A	Serialized Fin	704-147K	SP204 Black			6 Toners	TOMNGR	

**Comment**

**Sub Total** 540.00

**VAT** 81.00

**Grand Total** 621.00

Open Windows User : JulandaK 25/11/2021 Version : 2.5.0.4 Example Company v2.5.0.0

## Reorder Lines

- Drag and drop rows to set the order you wish the items to be displayed on the sales invoice. This order will directly be pulled into the printed invoice when generated.

Edit Customer Invoice - INV0000532 - BPO: Version 2.5.0.9 - Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout

Maintain Format

Customer Name: Hope Works (Pty) Ltd  
 Contact Name: Accounts Contact  
 Commercial: Default  
 Salesman: Bianca Du Toit  
 Billing Customer: Hope Works (Pty) Ltd  
 Invoice Currency: South African Rand  
 Tax Rate: 15.00

Reference: Nova  
 Status: New  
 Date & Time: 01/04/2022 13:34:34  
 Billing Contact: Accounts Contact  
 Exchange Rate: 1

Billing address: PO Box 7452, Forest Hills, New Town  
 Shipping address:

Suppress Line Detail on Print

SuppressOnPrint	Item Type	Item Code	Item Description	Invoice Line Description	Warehouse Name	Batch/Serial No	Quantity	Unit Cost	Markup	Discount	Unit Selling Price	Base Cost Price	Tax Rate	Department	Status
	Parts	CHA001	Chair	Chair	Main Warehouse		1.000	0.000	0.000	0.000	879.950	879.950	15.000	Sales Depart...	A
	Parts	500-147K	SP500 Black Ton...	SP500 Black Toner	Main Warehouse		1.000	0.000	0.000	0.000	540.000	540.000	15.000	Sales Depart...	A
	Internal Service	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	10.000	960.000	960.000	15.000	Sales Depart...	A
	Warranty	1YSW	1 Year Supplier	1 Year Supplier Warra...			1.000	0.000	0.000	0.000	250.000	250.000	15.000	Sales Depart...	A
	Select type...														

Comment:

Sub Total: 2,533.95  
 VAT: 380.09  
 Grand Total: 2,914.04

Open Windows

User: BiancaD | 25/03/2022 | Version: 2.5.0.9 | Example Company

## ADD COMMENTS

- Click inside the **Comments** text box and type in a comment relating to this invoice. The comment will appear on the Invoice.

## SAVE INVOICE

- When you have finished adding the new customer invoice, click on **Save**.

Add new Customer Invoice - BPO: Version 2.4.0.11 - Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Delete Item Save Layout

Customer Name: Hope Works (Pty) Ltd  
 Contact Name: Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Hope Works (Pty) Ltd  
 Invoice Currency: South African Rand  
 Tax Rate: 15.00

Reference: PO: HW250  
 Status: New  
 Date & Time: 01/03/2021 09:07:21  
 Billing Contact: Mandy Jefferson  
 Exchange Rate: 1

Reference Type: Work Order Reference  
 Reference No: CO0000042  
 Contract No: CO0000042  
 Project Reference: CO0000042  
 Quote Reference: CO0000042

Suppress Line Detail on Print

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice	TaxRate	Department	Sta
	Parts	500-147K	SP500 Black Toner	SP500 Black Toner	Main Warehouse		1.000	0.000	0.000	0.000	540.000	540.000	15.000	Sales Depart...	A
	Parts	SP19-147Y	Yellow Toner - SP1919	Yellow Toner - SP1919	Main Warehouse		1.000	351.541	0.000	0.000	351.540	351.540	15.000	Sales Depart...	A

Comment: Special request from Customer

Sub Total: 891.54  
 VAT: 133.73  
 Grand Total: 1,025.27

User: JulandaK 01/03/2021 Version: 2.4.0.11 Example Company

11. The Sales Invoices listing screen will be updated with the new invoice.

- A system generated **Invoice Number** has been issued for the Invoice.



The Sales Invoice must be printed, in order to post it to *Pastel*.

Sales Invoices - BPO: Version 2.4.0.11 - Example Company

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Comment and Reference New Save Layout Workspaces Print Send Invoice To Print Queue Export Refresh

Order text to search:

Functions: Invoices

InvoiceNo	CustomerCode	CustomerName	DepName	InvoiceDescription	InvoiceValue	InvoiceDate	Currency	Credits	OTotal	ExchangeRate	TaxRate	Inv
INV0000544	HOP001	Hope Works (Pty) Ltd		PO: HW250	1,025.27	New	ZAR		0.00	1.00	15.00	15.00
INV0000545	BL0001	Bullfinch Storehouse		PO: 546	0.00	New	ZAR		0.00	1.00	15.00	15.00
INV0000539	PIN0001	Pink Shoes		new quote1	245,525.00	New	ZAR		0.00	1.00	15.00	15.00
INV0000538	HOP001	Hope Works (Pty) Ltd		Short Term Contr...	5,750.00	New	ZAR		0.00	1.00	15.00	15.00
INV0000537	APP0001	Apple Juice Inc		test	27.60	New	ZAR		0.00	1.00	15.00	15.00
INV0000527	WES0001	Westwood Dynamic		testing sales process	24,150.00	New	ZAR		0.00	1.00	15.00	15.00
INV0000504	CL0001	Cash Sales Account			575.00	New	ZAR		0.00	1.00	15.00	15.00
INV0000500	HOP001	Hope Works (Pty) Ltd		Swap out Invoice	146.48	New	ZAR		0.00	1.00	15.00	15.00
INV0000398	BOT0001	Borhas Networking		SP540	4,560.00	New	ZAR		0.00	1.00	14.00	14.00
INV0000323	HOP001	Hope Works (Pty) Ltd		Re-test	1,947.12	New	USD		0.00	10.00	14.00	14.00

User: JulandaK 01/03/2021 Version: 2.4.0.11 Example Company

### Related Topics

- [Print Invoice](#)
- [Print Pro-Forma Invoice](#)
- [View Invoice](#)
- [Send Invoices To Print Queue](#)

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