

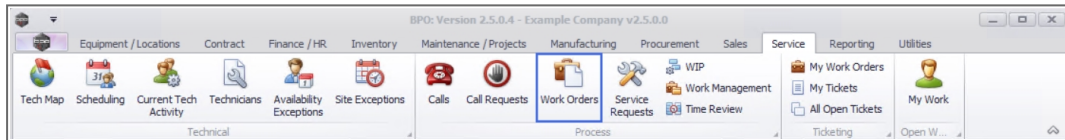
SERVICES

WORK ORDERS – INVOICES

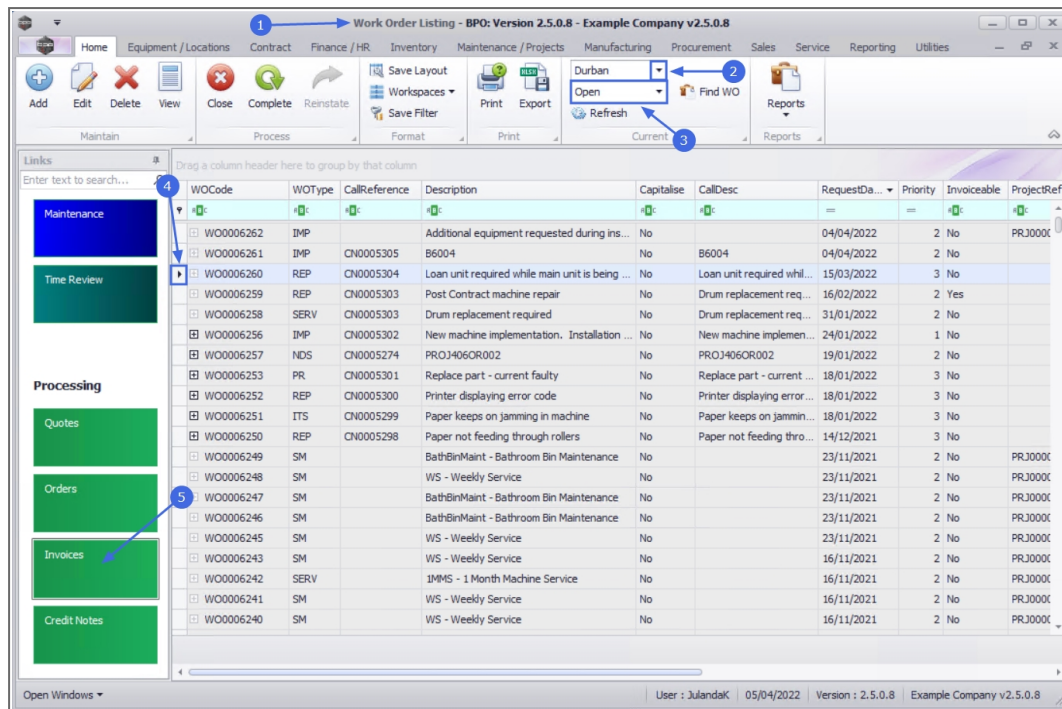
From the **Invoices** tile you can **Add**, **Edit**, add a **Comment and Reference**, **View** and **Print an Invoice**.

The Issues Functions tab will display stock that is issued to the invoice, where it is an OTC Invoice.

Ribbon Access: *Service > Work Orders*



1. The **Work Order Listing** screen will be displayed.
2. Select the **Site** where the work order was issued.
 - The example has **Durban** selected.
3. Select the **Status** for the work order.
 - The example has **Active** selected.
4. Select the **row** of the work order you wish to invoice.
5. Click on the **Invoices** tile.



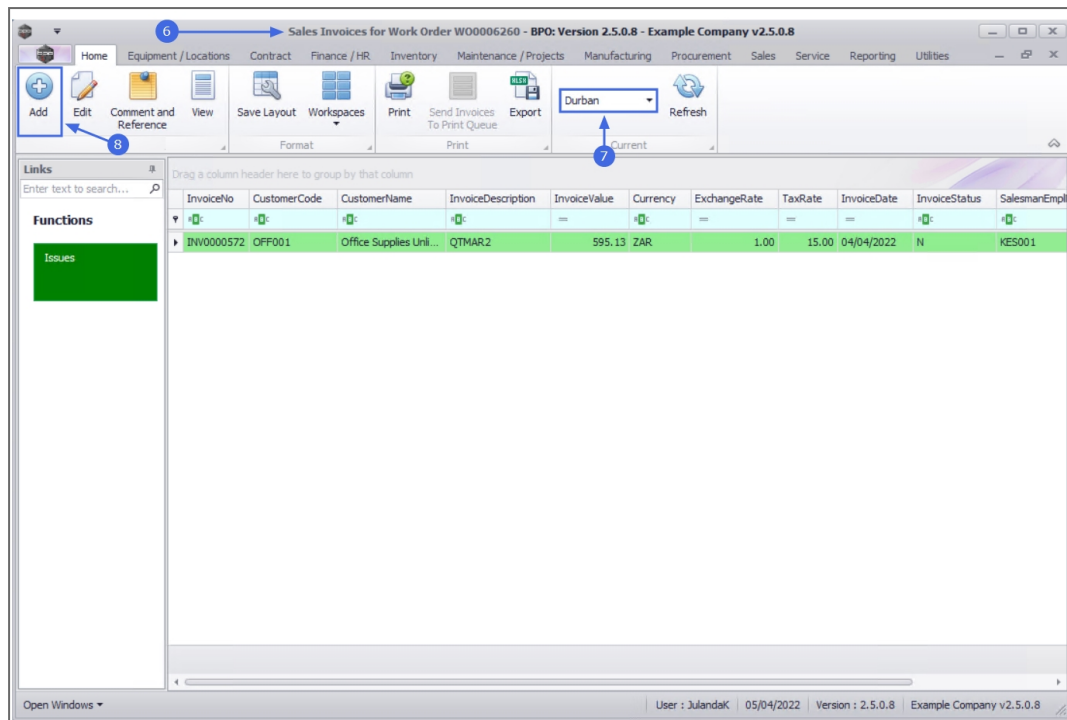
6. The **Sales Invoices for Work Order** [work order number] screen will display.
7. The **Site** from the Work Order Listing screen will not automatically pull through to the **Sales Invoices for Work Order** screen, click on the down **arrow** to change the **Site** filter.

ADD SALES INVOICE

8. Click on **Add**.



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



9. " The Add new Customer Invoice screen will display. " on page 2
10. Complete the **Sales Invoice Header** and the **Financial Header** information.
11. Confirm the **Billing and Shipping Addresses**, if these fields were not populated when you entered the Header information.

9 → Add new Customer Invoice - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

10

Customer Name: Office Supplies Unlimited
 Contact Name: Samantha Times
 Commercial: Type Class Commercial
 Salesman: Julanda Kessler
 Billing Customer: Office Supplies Unlimited
 Invoice Currency: South African Rand
 Tax Rate: 15.00

Reference: INV2004
 Status: New
 Date & Time: 05/04/2022 14:01:39
 Billing Contact: Samantha Times
 Exchange Rate: 1
☐ Suppress Line Detail on Print

Billing address: PO Box 9632 Forest Hills
 Shipping address: 674 Nightwish Ave Forest Hills 1234

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
<input type="checkbox"/>	Labour	DRV	Driver	Driver			4.000	350.000	15.000	0.000	172.500	172.500
<input type="checkbox"/>	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
<input type="checkbox"/>	Expenses	ON	Over night stay ...	Over night stay as inst...			1.000	750.000	15.000	0.000	862.500	862.500
<input type="checkbox"/>	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
<input type="checkbox"/>	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
<input type="checkbox"/>	Warranty	12MSW	12 Month Suppl...	12 Month Supplier War...			1.000	0.000	15.000	0.000	0.000	0.000
<input type="checkbox"/>	Select type...											

Comment:

Sub Total: 1,645.65
 VAT: 246.85
 Grand Total: 1,892.50

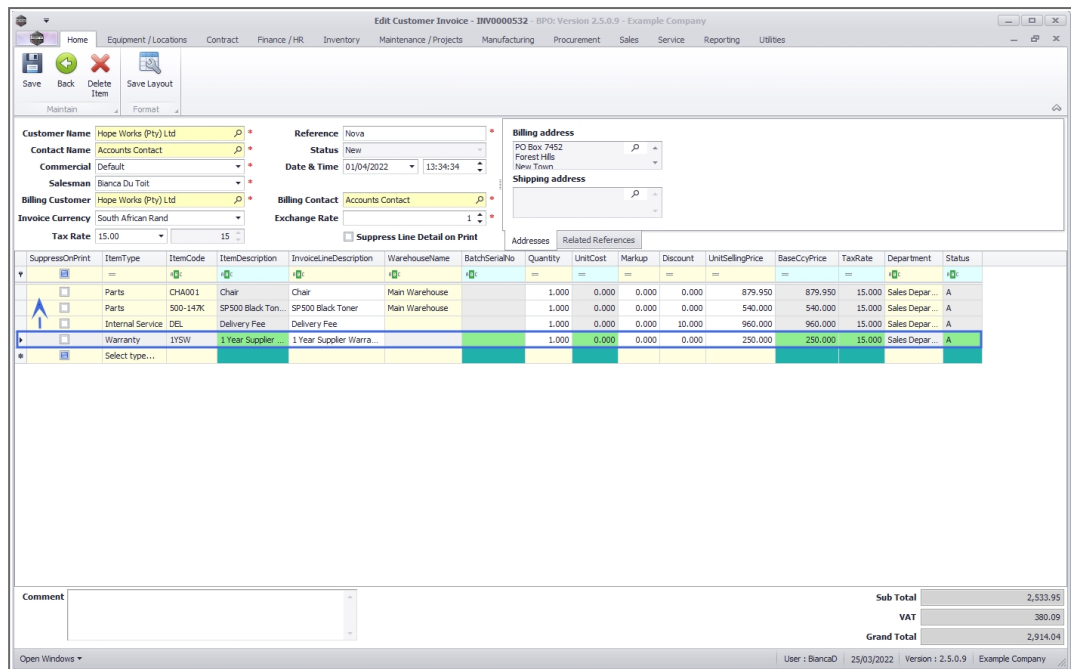
Open Windows User: JulandaK 05/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

12. Click on the **Related References** tab to enter the reference information for the Customer Order.

- The Work Order Reference has been auto populated with the selected Work Order number.
- When referencing a work order which has stock issued, but not yet invoiced, will auto populate the frame.

13. Edit the **Items to be Invoiced** as required.

- 14.
- 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.



15. Click in the **Comments** text box to type in a comment related to the invoice.

16. Click on **Save** to save the Customer Invoice details.



For a detailed handling of this topic refer to Invoices - Create Sales Invoice (OTC)

Add new Customer Invoice - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Save Back Delete Item Save Layout

Customer Name: Office Supplies Unlimited
 Contact Name: Samantha Times
 Commercial Type Class Commercial
 Salesman: Julanda Kessler
 Billing Customer: Office Supplies Unlimited
 Invoice Currency: South African Rand
 Tax Rate: 15.00

Reference: INV2004
 Status: New
 Date & Time: 05/04/2022 14:01:39
 Billing Contact: Samantha Times
 Exchange Rate: 1
☐ Suppress Line Detail on Print

ReferenceType: Order No
 ReferenceNo: WO0006260
 Work Order Reference: 1912-102035
 Serial No: 1912-102035
 Call Reference: Contract No
 Project Reference: Project Reference

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
	Labour	DRV	Driver	Driver			4.000	350.000	15.000	0.000	172.500	172.500
	Expenses	TOLL	Marianhill Ridge,...	Marianhill Ridge, Toll to...			1.000	27.000	15.000	0.000	31.050	31.050
	Expenses	TOLL	Marianhill Ridge,...	Marianhill Ridge, Toll to...			1.000	27.000	15.000	0.000	31.050	31.050
	Warranty	12MSW	12 Month Suppl...	12 Month Supplier War...			1.000	0.000	15.000	0.000	0.000	0.000
	Select type...											

Comment

Sub Total: 752.10
 VAT: 112.82
 Grand Total: 864.92

Open Windows User: JulandaK 05/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

16. The **Sales Invoices for Customer** listing screen will be updated with the **new** Invoice you have created.

Sales Invoices for Work Order WO0006260 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Add Edit Comment and Reference View Save Layout Workspaces Print Send Invoices To Print Queue Export Durban Refresh

Links: Enter text to search... Functions: Issues

InvoiceNo	CustomerCode	CustomerName	InvoiceDescription	InvoiceValue	Currency	ExchangeRate	TaxRate	InvoiceDate	InvoiceStatus	SalesmanEmplo
INV0000572	OFF001	Office Supplies Unl...	QTMAR2	595.13	ZAR	1.00	15.00	04/04/2022	N	KES001
INV0000573	OFF001	Office Supplies Unl...	INV2004	35.71	ZAR	1.00	15.00	05/04/2022	N	KES001

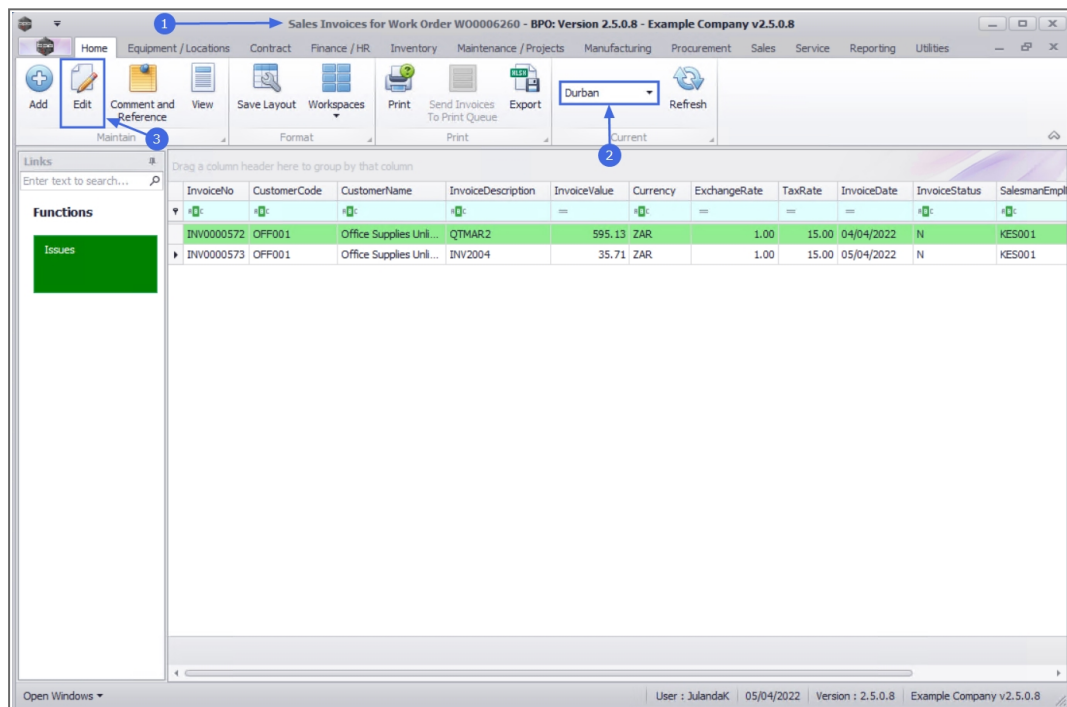
Open Windows User: JulandaK 05/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

EDIT SALES INVOICE

1. From the **Sales Invoices for Customer** [customer code] screen,
2. Ensure that the correct **Site** has been selected, by clicking on the **arrow** to change the **Site** filter.
 - The **Sales Invoices for Customer** listing screen will be updated with the Customer Invoices for the selected site.
3. Select the **row** of the Invoice you wish to edit.
4. Click on **Edit**.



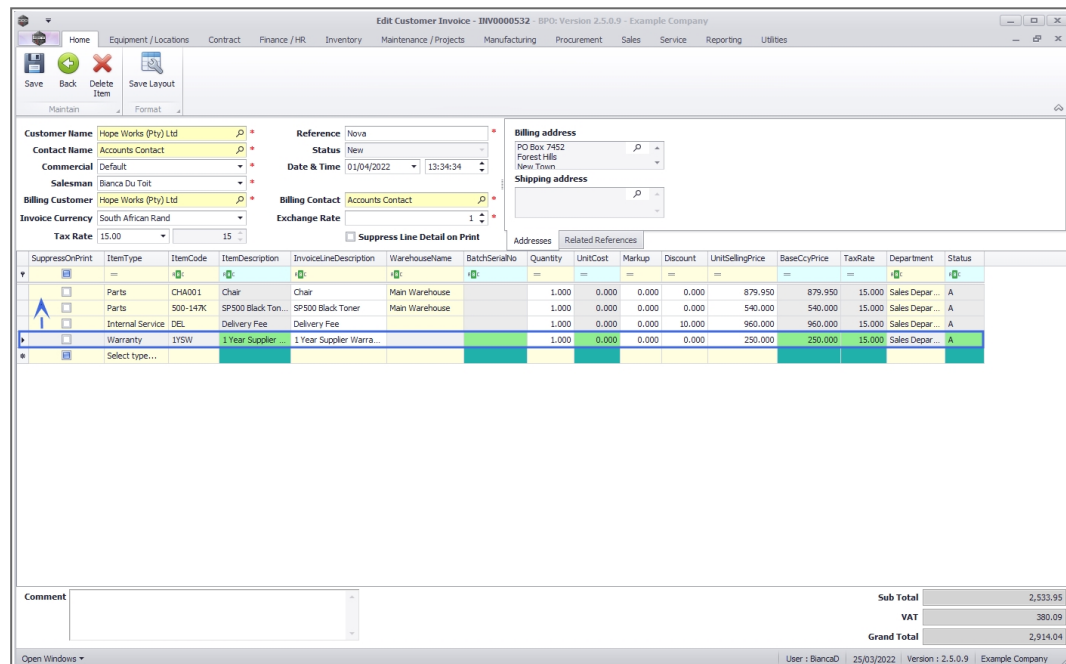
Short cut key: **Right click** to display the Process **All groups** menu list. Click on **Edit**.



5. " The Edit Customer Invoice - [invoice number] screen will display. " on page 2
6. Make the required changes to the **Heading Information**, **Addresses** or **Related References** tabs.

7. Make the required changes to the Invoice Item frame.

- To **Add** a new Invoice item, click on the **Select type** text box of the first available item line.
- To **remove** an item, click on the **row** of the item you wish to remove and click on **Delete Item**.
- 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.



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:

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCryPrice	TaxRate	Department	Status
<input type="checkbox"/>	Parts	CH1A001	Chair	Chair	Main Warehouse		1.000	0.000	0.000	0.000	879.950	879.950	15.000	Sales Depart...	A
<input type="checkbox"/>	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
<input type="checkbox"/>	Internal Service	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	10.000	960.000	960.000	15.000	Sales Depart...	A
<input type="checkbox"/>	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
<input type="checkbox"/>	Select type...														

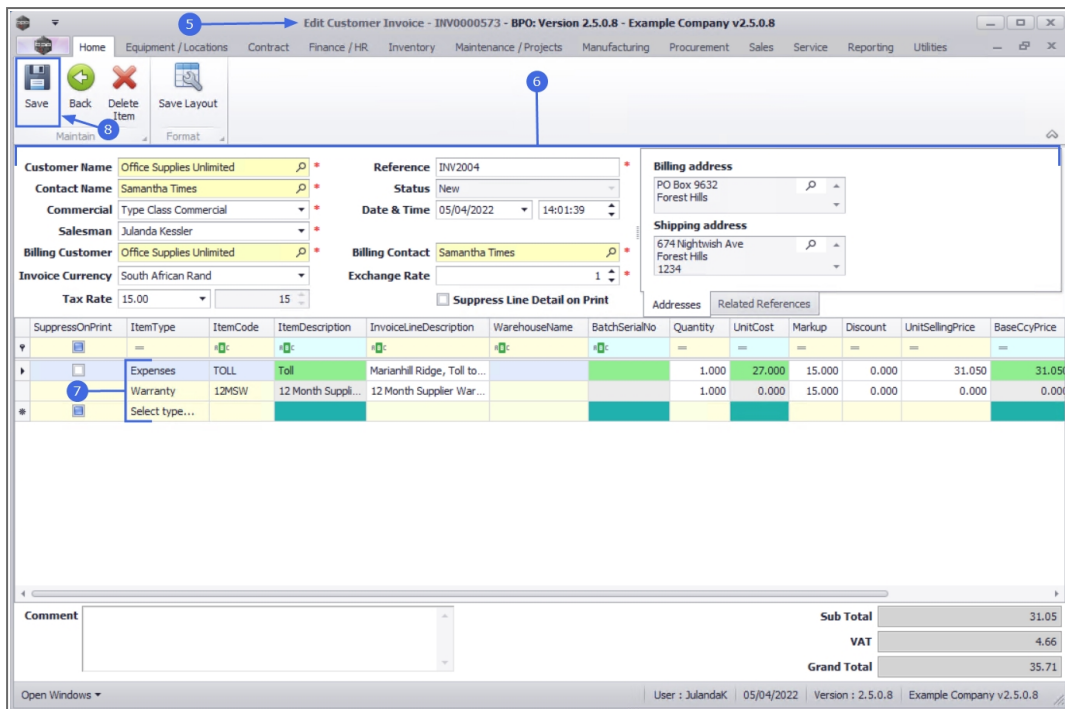
Comment:

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

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

8. Click on **Save**.

For a detailed handling of this topic refer to [Invoices - Edit Sales Invoice](#)



You will return to the updated **Sales Invoices for Customer** listing screen.

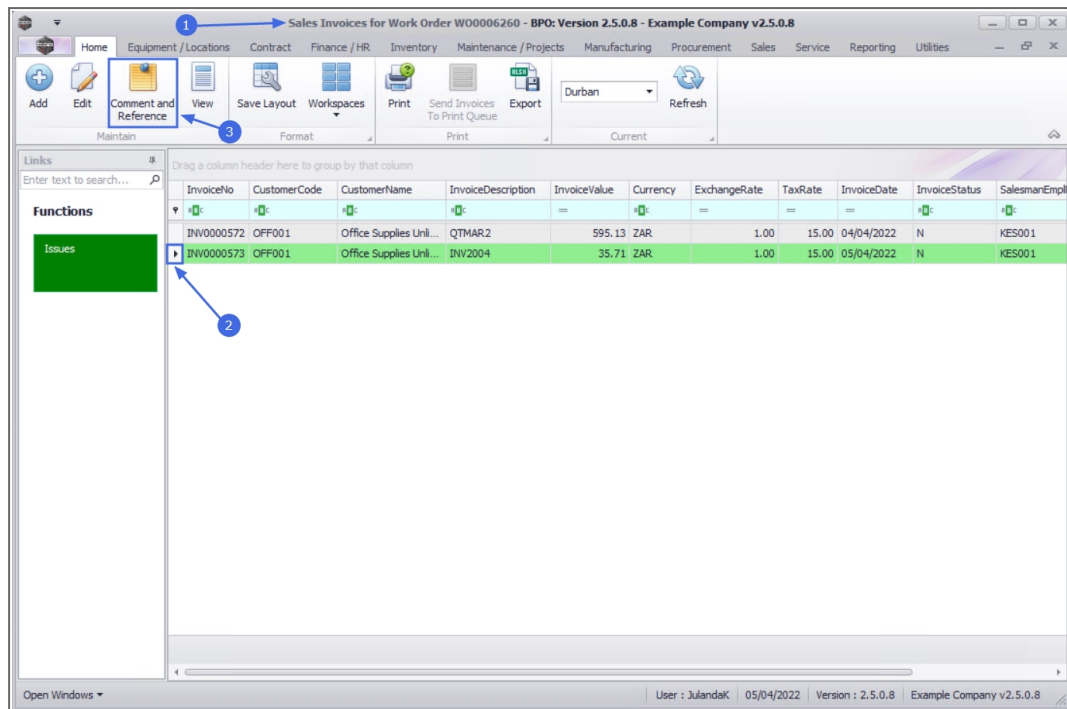
COMMENT AND REFERENCE

You will be able to add or view the Comment and Reference information for the Customer Invoice from the Work Order Listing Screen.

1. From the **Sales Invoices for Customer** [customer code] screen,
2. Select the **row** of the Invoice you wish to add or view the Comment and Reference information for.
3. Click on **Comment and Reference**.



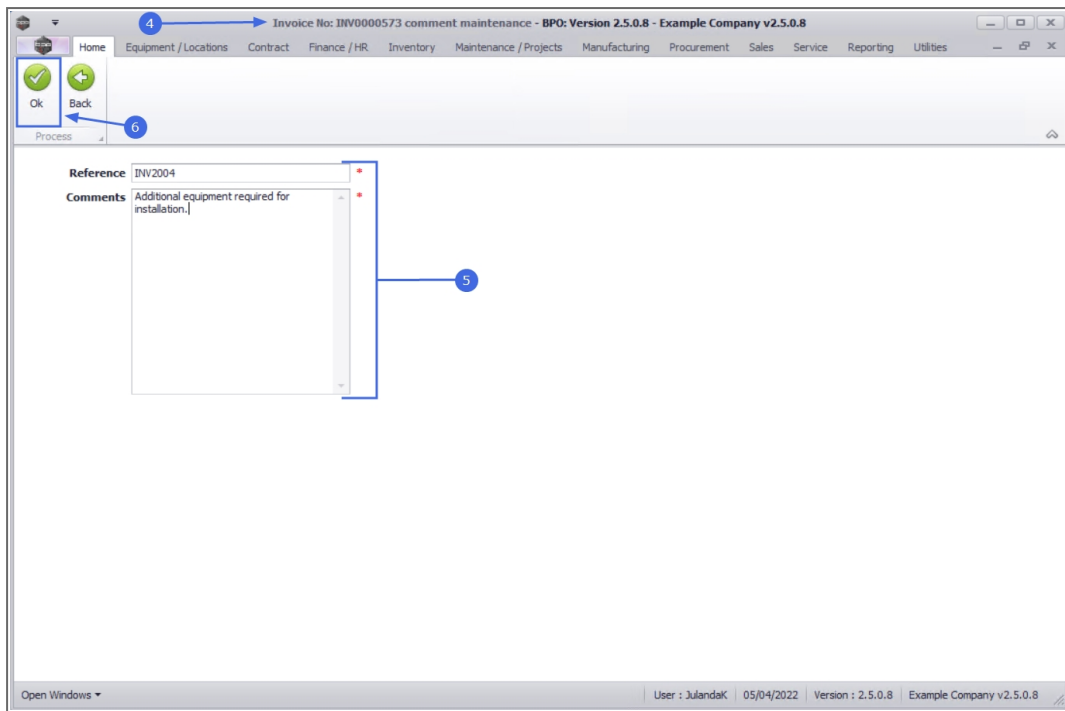
Short cut key: **Right click** to display the **Process** menu list. Click on **Comment and Reference**.



4. "The Invoice No. [invoice number] comment maintenance screen will display." on page 2
5. Make the necessary changes to, or add the required information to the Reference or Comment fields.
6. Click **OK** to update the Invoice information and to return to the **Sales Invoice for Customer** listing screen.



For a detailed handling of this topic refer to Invoices - Comment and References

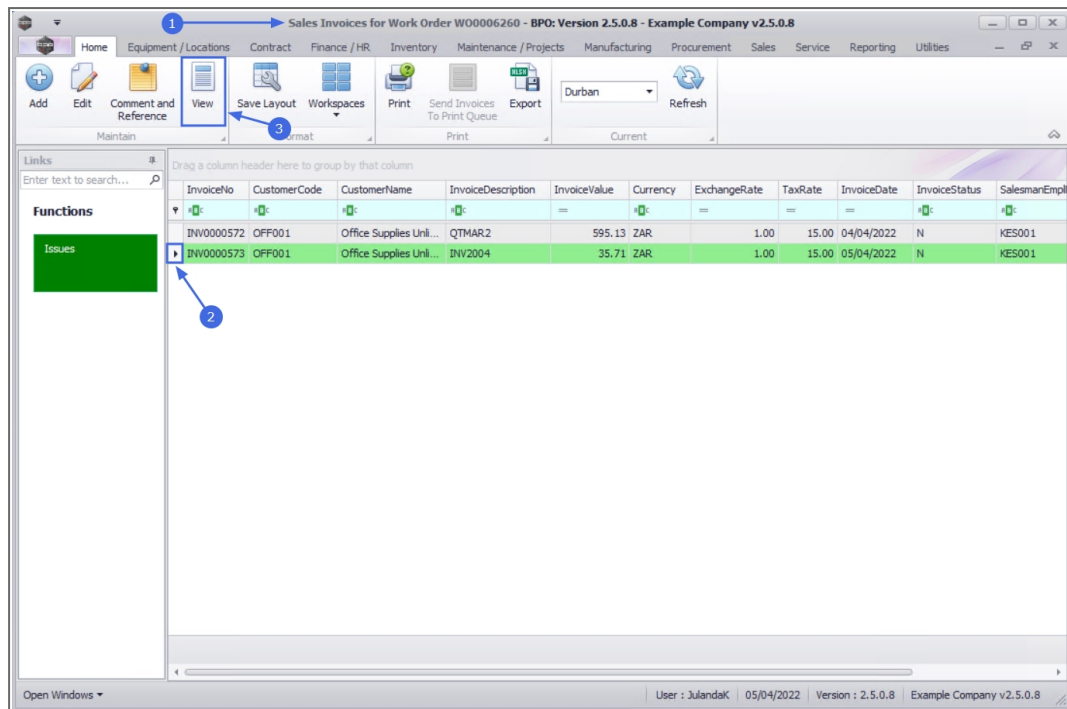


VIEW CUSTOMER INVOICE



You will only be able to view and print the Invoice, no changes can be made in the **View** screen.

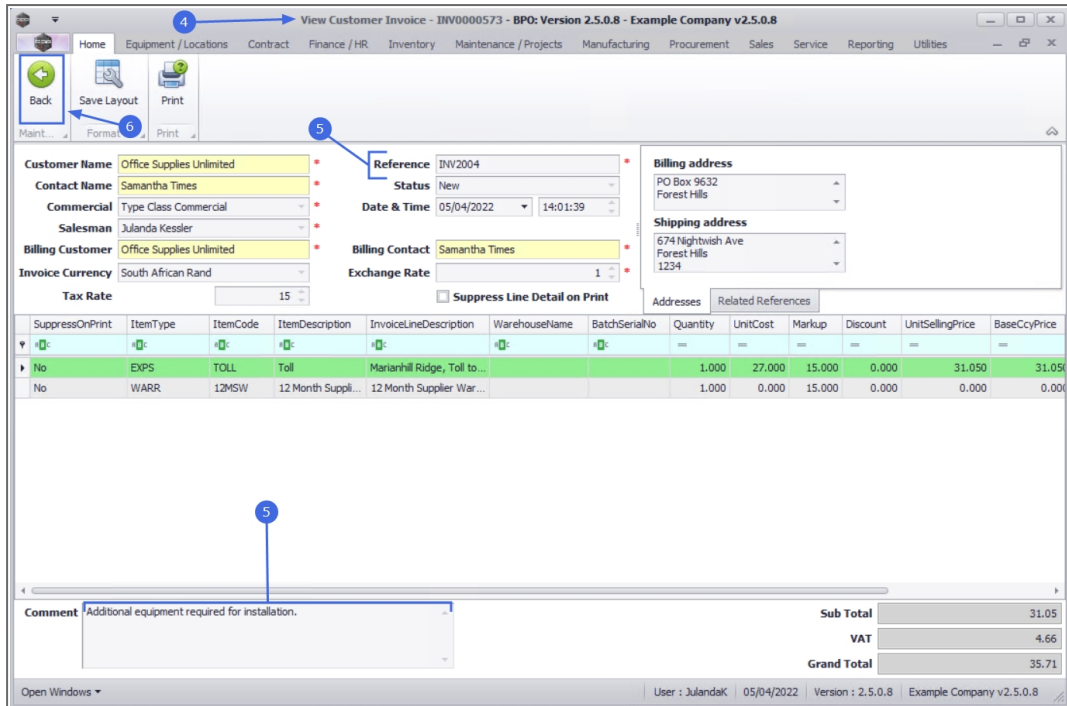
1. From the **Sales Invoices for Work Order [work order number]** screen,
2. Select the **row** of the Invoice you wish to view.
3. Click on **View**.



4. The **View Customer Invoice - [invoice number]** screen will display.
5. Note the **Comment and Reference Number** fields have been updated with the changes made, using the **Comment and Reference** button.
6. Click on **Back** to return to the **Sales Invoice for Customer** listing screen.



For a detailed handling of this topic refer to View Tax Invoice



PRINT INVOICE



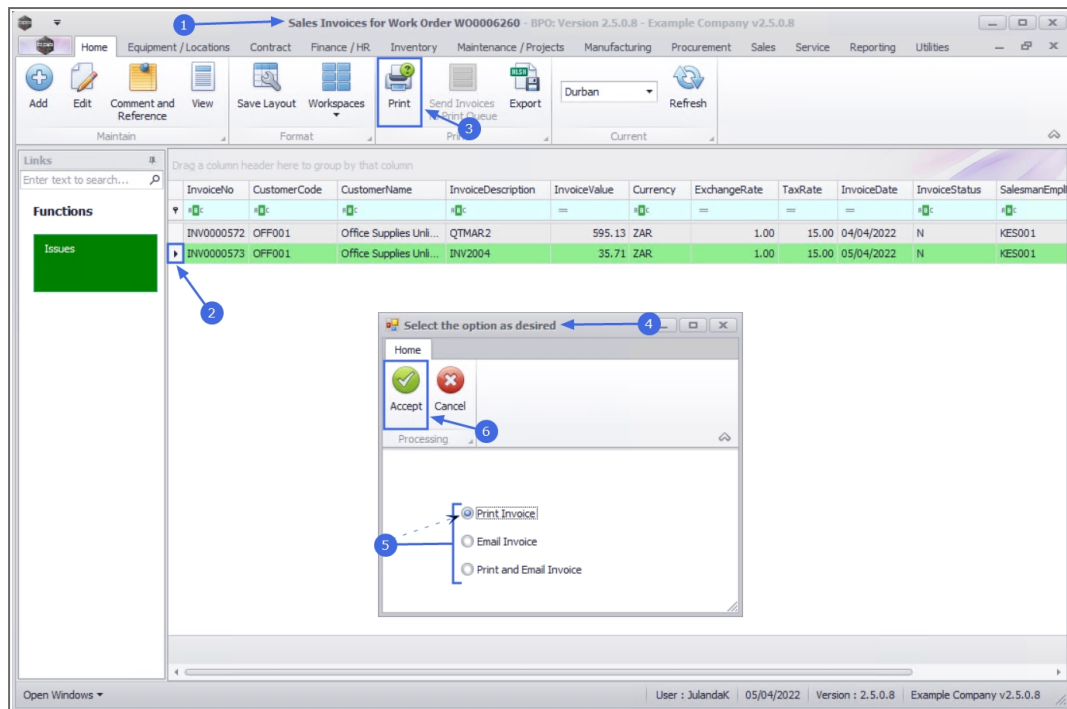
You will be able to **Print**, **Email** or **Print and Email** the Sales Invoice from the **Sales Invoices for Customer** listing screen or the **View Customer Invoice** screen.

1. From the **Sales Invoices for Customer [customer code]** screen,
2. Click on the **row** of the Invoice you wish to print.
3. Click on **Print**.
4. The **Select the option as desired message** will display.
5. Click on the **radio button** of the option you require.



When selecting **Email Invoice**, the invoice will be emailed via the **BPO Email Service** on the server and not from MS Outlook.

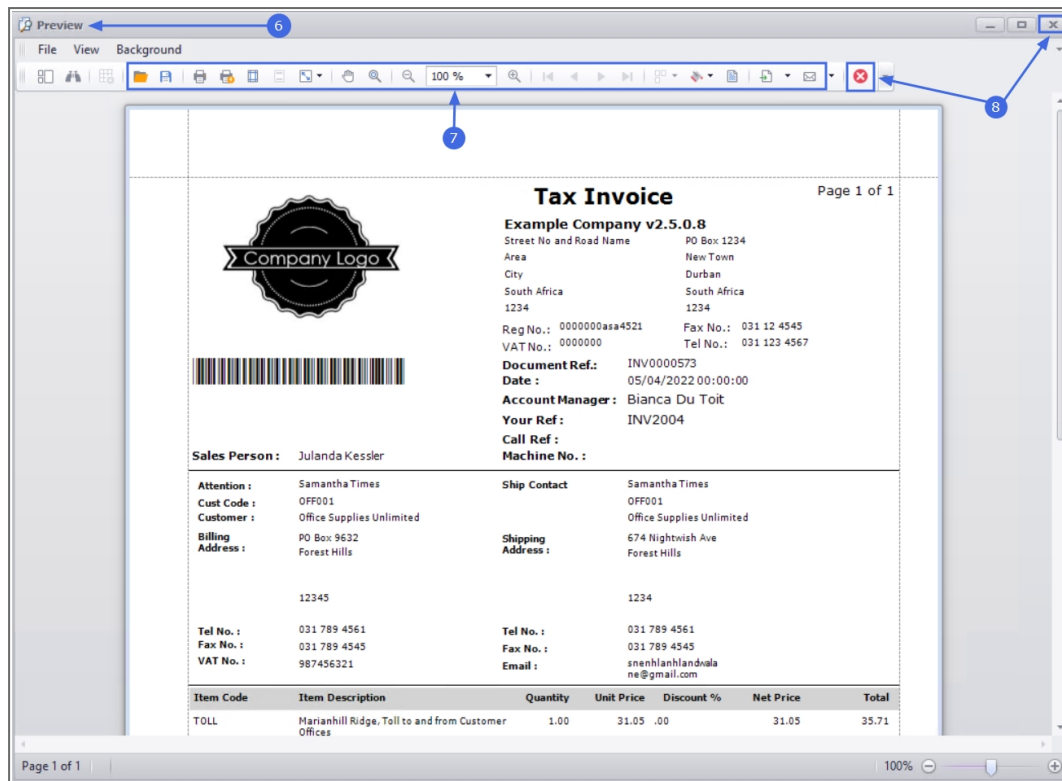
- The example has **Print Invoice** selected.
6. Click on **Accept**.



6. The Tax Invoice will display in the **Preview** screen.
7. From here you can make cosmetic changes to the document, as well as **Save**, **Print**, **Add a Watermark**, **Export** or **Email** the Invoice.
8. Click on **Close** to return to the **Sales Invoices for Customer** screen.



Refer to [Proforma Invoice](#) and [Printing a Sales Invoice](#) for a detailed handling of the functions.





SEND INVOICES TO PRINT QUEUE

You can send Invoices to the Print Queue directly from the *Sales Invoices for Customer [customer code]* listing screen, instead of going to the Print Queue Reprint screen. This means that a batch of invoices can be send to the customer.

Print Queue is only available where the status is set to Printed.

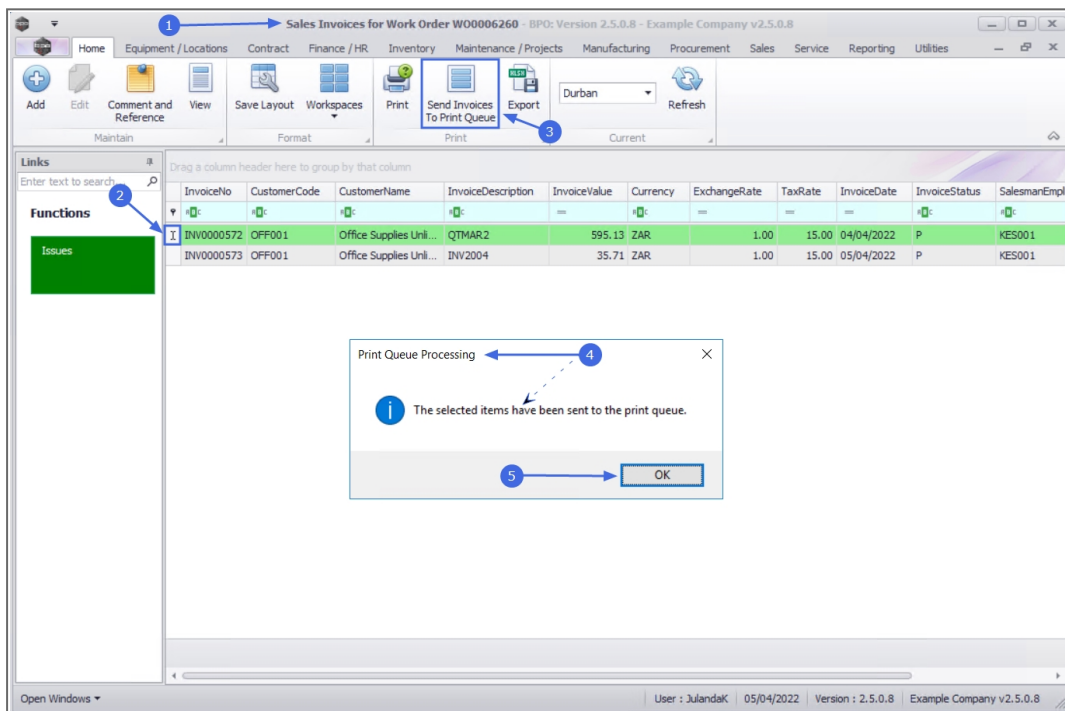
1. From the *Sales Invoices for Customer [customer code]*,
2. Select the Invoice(s) you wish to send to the Print Queue.

-  **To select a range of invoices:** Click on the **row** of the **first Invoice**. Hold down the **Shift key** on your keyboard and click on the **row** of the **last invoice** in your list.

-  **To select alternate invoices:** Hold down the **Ctrl (Control) key** on your keyboard and click on the **row** of each Invoice you wish to include in the selection.
- 3. Click on **Send Invoices to Print Queue**.
- 4. When you receive the **Print Queue Processing** message to confirm that;
 - *The selected items have been sent to the print queue.*
- 5. Click on **OK**.



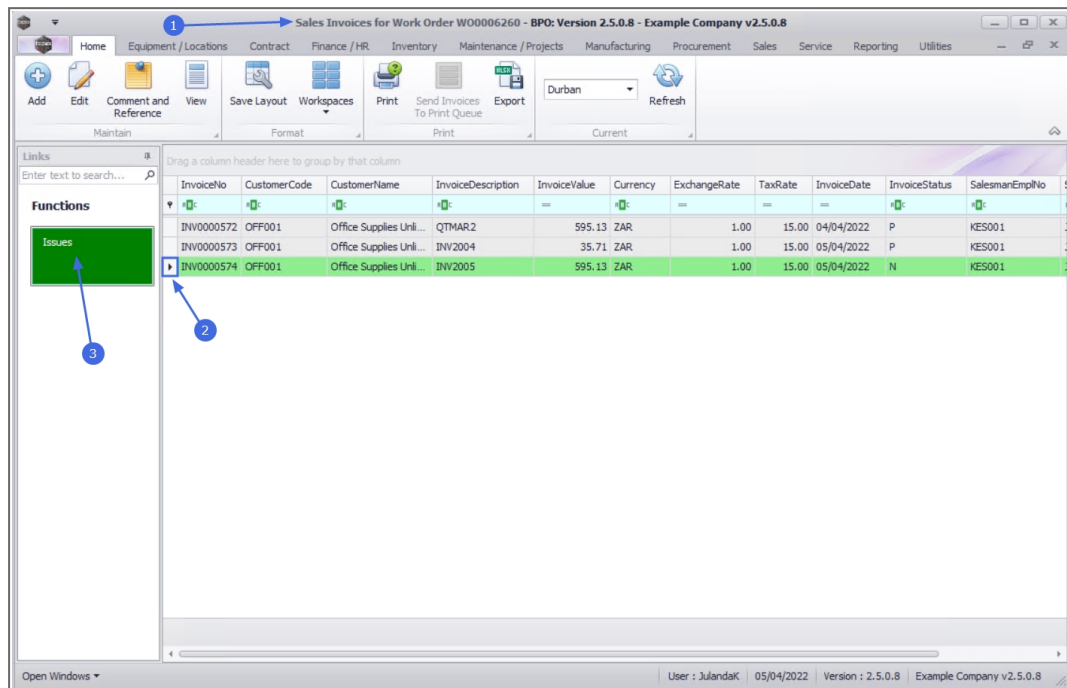
For a detailed handling of this topic refer to **Invoices - Send Invoices To Print Queue**



ISSUES TILE

1. From the **Sales Invoices for Customer [customer code]** listing screen, you can view the stock issued for a selected Invoice.

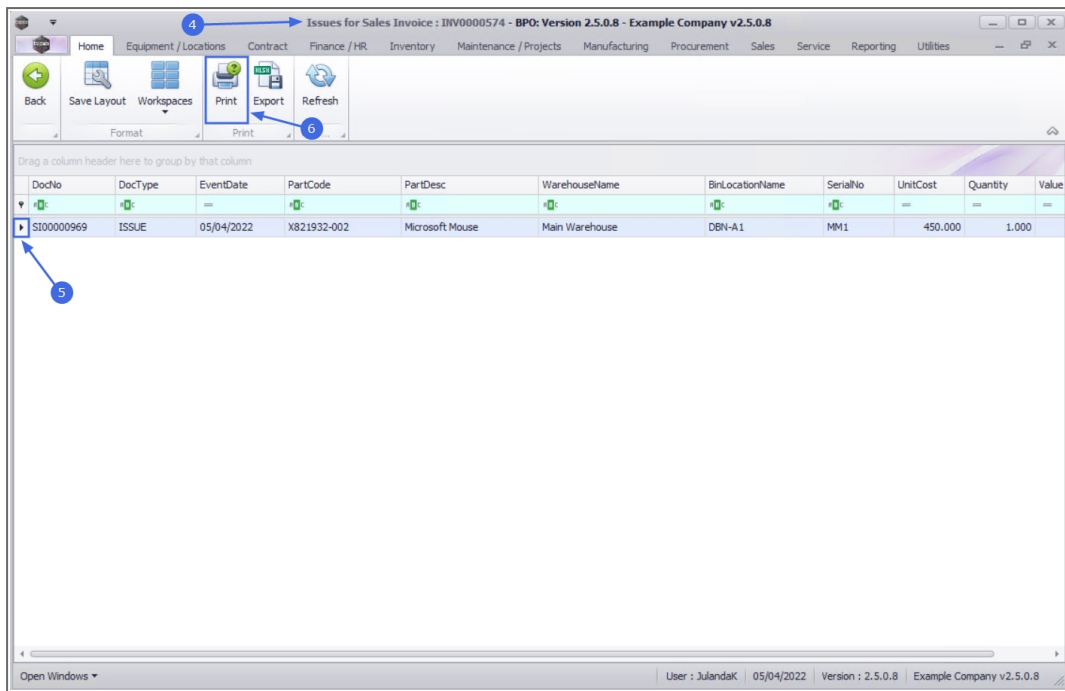
2. Click on the **row** of the Invoice you wish to view the linked **issued items**.
3. Click on the **Issues** tile.



4. The **Issues for Sales Invoice: [invoice number]** listing screen will display.

Print Part Issue Note

5. Click on the **row** of the Part Issue Note you wish to print.
6. Click on **Print**.



7. The **Part Issue Note** for the Sales Invoice will display in the Preview screen.
8. From here you can make cosmetic changes to the document, as well as **Save, Print, Add a Watermark, Export** or **Email** the Part Issue Note.
9. Click **Close** to return to the **Issues for Sales Invoice** screen.


Preview 7

File View Background

100%

8

9



Part Issue Note

Example Company v2.5.0.8

Street No and Road Name PO Box 1234

Area New Town

City Durban

South Africa South Africa

0000 1234

Reg No.: 0000000asa4521 Fax No.: 031 12 4545

VAT No.: 0000000 Tel No.: 031 123 4567

Processed By : Julanda Kessler	Document Ref.: S100000969 Date : 05/04/2022 00:00:00 Time : 15:21:39
Reference : WO0006260 Order No. : Order Ref. :	Additional Ref. : WO0006260 Reference Type: Work Order Location :
Contract No. : CO0000006 Employee Name: Julanda Kessler	Serial No. : 1912-102035
Contact : Angie Smith Customer : Office Supplies Unlimited	Shipping Address : 674 Nightwish Ave Forest Hills 1234

Code	Description	Warehouse	Batch/Serial	Quantity	Unit Price	Line Cost
X821932-002	Microsoft Mouse	Main Warehouse	MM1	1.00	450.0000	450.0000

Page 1 of 1

100%

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