

## SALES

### ORDERS – CONVERT TO SALES INVOICE

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.

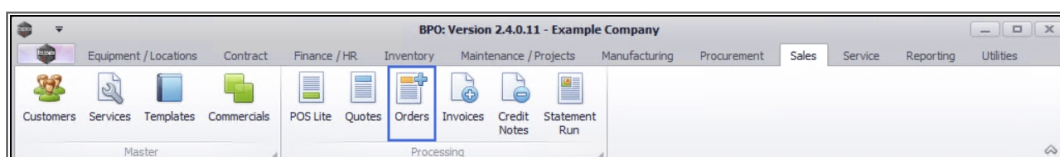
A Sales Quote or Sales Order can be converted to a Sales Invoice, or a Sales Invoice can be created directly. Where stock is invoiced, a part request is created so that the stock can be issued to the invoice - its imperative to have strong controls in place to ensure that stock is issued by the store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

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

---

#### ***Ribbon Access: Sales > Orders***

---



1. The **Sales Orders** listing screen will be displayed.
2. Select the **Site** where the Sales Order is located.
  - The example has **Durban** selected.
3. Select the **Status**.
  - The example has **New Order** selected.

- 

Sales Orders - 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 Delete View Forward Create Invoice Create New Deal Add Items to WO New Deal Project Save Layout Workspaces Print Sales Order Print Proforma Invoice Export

Durban New order Refresh

Maintain Navigation Process Format Print Current

Drag a column header here to group by that column

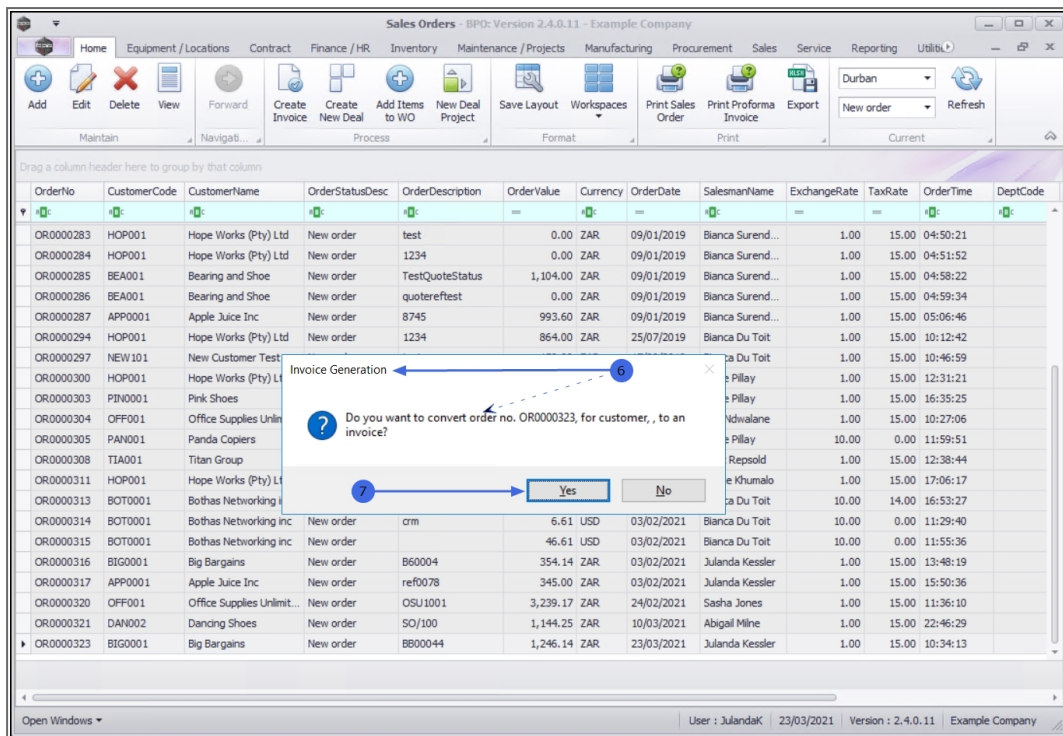
OrderNo	CustomerCode	CustomerName	OrderStatusDesc	OrderDescription	OrderValue	Currency	OrderDate	SalesmanName	ExchangeRate	TaxRate	OrderTime	DeptCode
OR0000283	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	09/01/2019	Bianca Surend...	1.00	15.00	04:50:21	
OR0000284	HOP001	Hope Works (Pty) Ltd	New order	1234	0.00	ZAR	09/01/2019	Bianca Surend...	1.00	15.00	04:51:52	
OR0000285	BEA001	Bearing and Shoe	New order	TestQuoteStatus	1,104.00	ZAR	09/01/2019	Bianca Surend...	1.00	15.00	04:58:22	
OR0000286	BEA001	Bearing and Shoe	New order	quotereffest	0.00	ZAR	09/01/2019	Bianca Surend...	1.00	15.00	04:59:34	
OR0000287	APP001	Apple Juice Inc	New order	8745	993.60	ZAR	09/01/2019	Bianca Surend...	1.00	15.00	05:06:46	
OR0000294	HOP001	Hope Works (Pty) Ltd	New order	1234	864.00	ZAR	25/07/2019	Bianca Du Toit	1.00	15.00	10:12:42	
OR0000297	NEW101	New Customer Test	New order	test	150.00	ZAR	17/09/2019	Bianca Du Toit	1.00	15.00	10:46:59	
OR0000300	HOP001	Hope Works (Pty) Ltd	New order	test	241,500.00	ZAR	07/04/2020	Kame Pillay	1.00	15.00	12:31:21	
OR0000303	PIN001	Pink Shoes	New order	Test email	241,895.60	ZAR	09/04/2020	Kame Pillay	1.00	15.00	16:35:25	
OR0000304	OFF001	Office Supplies Unlimi...	New order	test 1	12,333.75	ZAR	14/04/2020	Srie Ndwalane	1.00	15.00	10:27:06	
OR0000305	PAN001	Panda Copiers	New order	test	854.00	USD	14/04/2020	Kame Pillay	10.00	0.00	11:59:51	
OR0000308	TIA001	Titan Group	New order	MRTTest	885.50	ZAR	22/04/2020	Marc Repsold	1.00	15.00	12:38:44	
OR0000311	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	28/04/2020	Andile Khumalo	1.00	15.00	10:07:16	
OR0000313	BOT0001	Bothas Networking inc	New order		337.17	USD	02/02/2021	Bianca Du Toit	10.00	14.00	16:53:27	
OR0000314	BOT0001	Bothas Networking inc	New order	crm	6.61	USD	03/02/2021	Bianca Du Toit	10.00	0.00	11:29:40	
OR0000315	BOT0001	Bothas Networking inc	New order		46.61	USD	03/02/2021	Bianca Du Toit	10.00	0.00	11:55:36	
OR0000316	BIG0001	Big Bargains	New order	B60004	354.14	ZAR	03/02/2021	Julanda Kessler	1.00	15.00	13:48:19	
OR0000317	APP001	Apple Juice Inc	New order	ref0078	345.00	ZAR	03/02/2021	Julanda Kessler	1.00	15.00	15:50:36	
OR0000320	OFF001	Office Supplies Unlimi...	New order	OSU1001	3,239.17	ZAR	24/02/2021	Sasha Jones	1.00	15.00	11:36:10	
OR0000321	DAN002	Dancing Shoes	New order	SO/100	1,144.25	ZAR	10/03/2021	Abigail Mine	1.00	15.00	22:46:29	
OR0000323	BIG0001	Big Bargains	New order	B800044	1,246.14	ZAR	23/03/2021	Julanda Kessler	1.00	15.00	10:34:13	

Open Windows

User : JulandaK | 23/03/2021 | Version : 2.4.0.11 | Example Company



- When you receive the first **Invoice Generation** message to confirm;
  - Do you want to convert order no. OR[order number], for customer, [customer name] to an invoice?***
- Click on **Yes**.

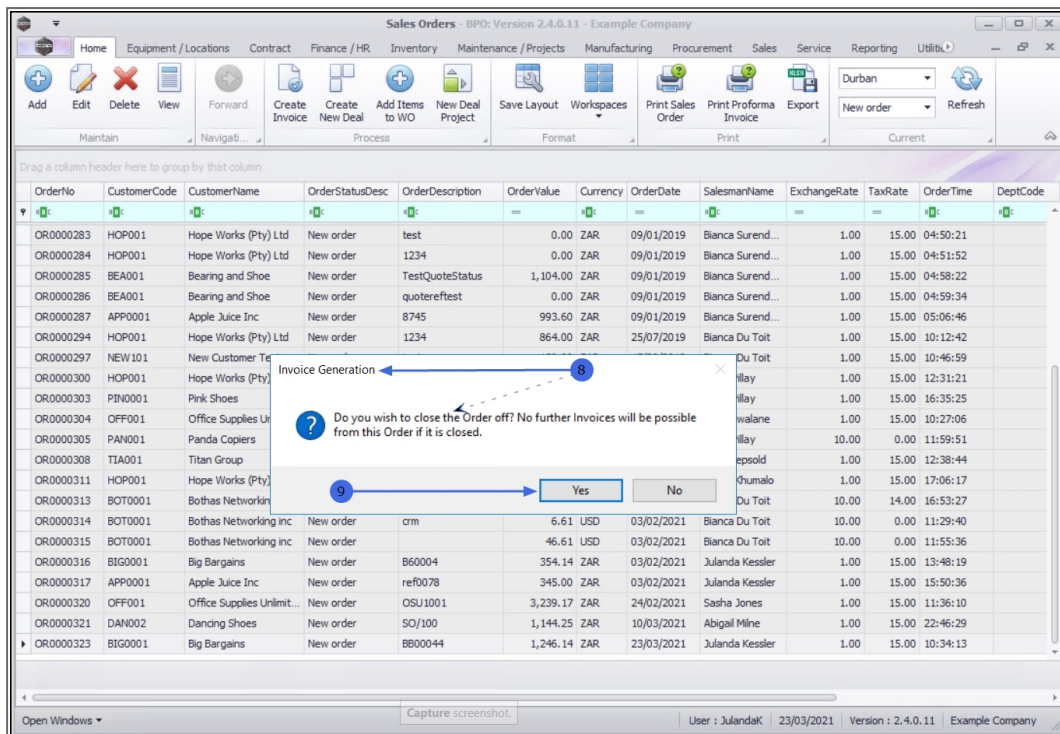


The screenshot shows the 'Sales Orders' application window. The main window displays a list of orders with columns: OrderNo, CustomerCode, CustomerName, OrderStatusDesc, OrderDescription, OrderValue, Currency, OrderDate, SalesmanName, ExchangeRate, TaxRate, OrderTime, and DeptCode. A dialog box titled 'Invoice Generation' is open, asking: 'Do you want to convert order no. OR0000323, for customer, to an invoice?'. The dialog has 'Yes' and 'No' buttons. A blue arrow points from the 'Yes' button to the 'Invoice Generation' dialog box. Another blue arrow points from the 'Invoice Generation' dialog box to the 'Invoice Generation' dialog box. The status bar at the bottom shows 'User : JulandaK | 23/03/2021 | Version : 2.4.0.11 | Example Company'.

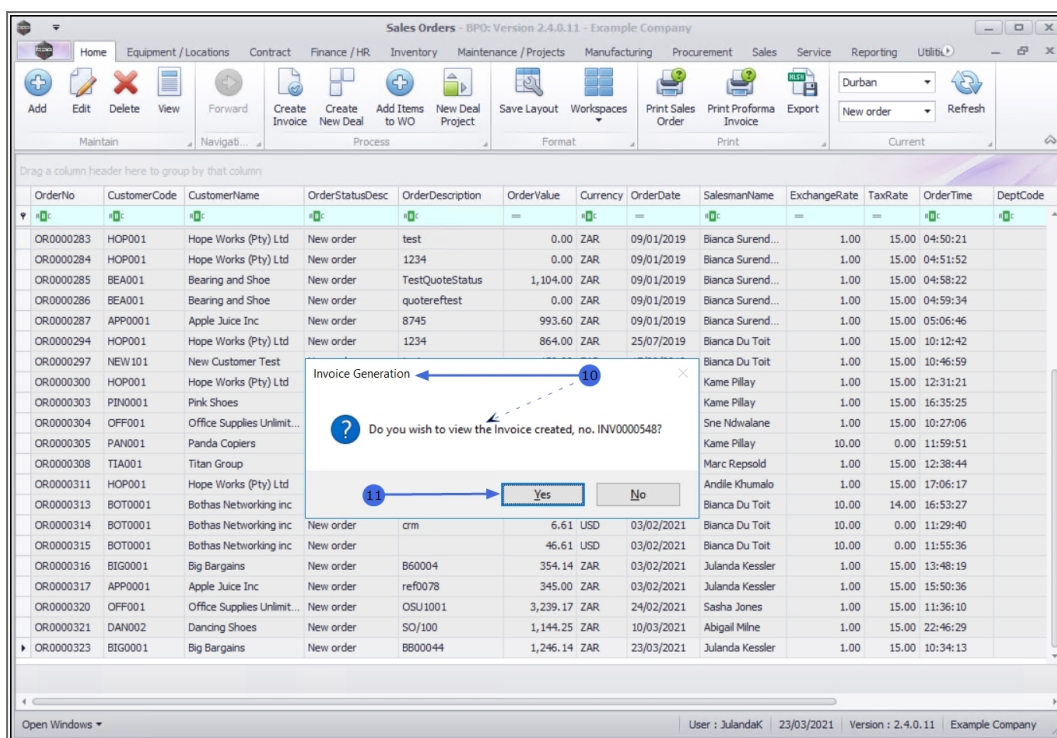
8. When you receive the second **Invoice Generation** message to confirm;

- **Do you wish to close the Order off? No further Invoices will be possible from this Order if it is closed.**

9. Click on **Yes**.



10. When you receive the third **Invoice Generation** message to confirm;
  - **Do you wish to view the Invoice created, no INV[invoice number]?**
11. Click on **Yes** to view the Invoice.
  - Click on **No** to return to the **Sales Orders** screen.
  - The converted Sales Order can now be viewed from the [Sales Invoices listing screen](#).



## VIEW THE CUSTOMER INVOICE

1. If you have selected **Yes** to view the Invoice, then the **Edit Customer Invoice** screen will be displayed.
2. Invoice Items and Item Details can be **Suppressed** or **Hidden** on a Sales Invoice, but you may not want to use this functionality.
  - Please refer to [Suppress Details on Invoice](#) and [Suppress Line Detail on Print](#) for more details.
  - 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

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	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 Deper...	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 Deper...	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 Deper...	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 Deper...	A
<input type="checkbox"/>	Select type...														

Comment:

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

Open Windows

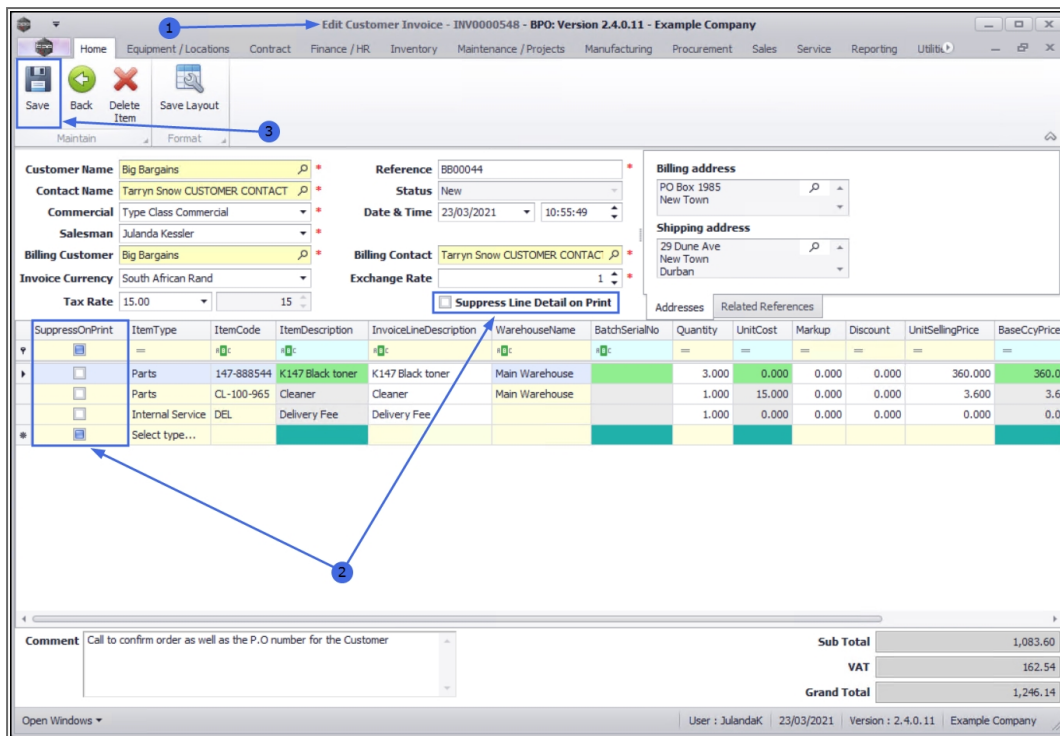
User: BiancaD 25/03/2022 Version: 2.5.0.9 Example Company

3. Make the changes that are required, then click on **Save**.



**Note:** You can only edit the invoice if it is still in the New status. In any other status, you will need to raise a credit note if a correction is required.





**Customer Name:** Big Bargains  
**Contact Name:** Tarryn Snow CUSTOMER CONTACT  
**Type Class:** Commercial  
**Salesman:** Julanda Kessler  
**Billing Customer:** Big Bargains  
**Invoice Currency:** South African Rand  
**Tax Rate:** 15.00

**Reference:** BB00044  
**Status:** New  
**Date & Time:** 23/03/2021 10:55:49  
**Billing Contact:** Tarryn Snow CUSTOMER CONTACT  
**Exchange Rate:** 1

**Billing address:** PO Box 1985, New Town  
**Shipping address:** 29 Dune Ave, New Town, Durban

☐ Suppress Line Detail on Print

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
<input type="checkbox"/>	Parts	147-888544	K147 Black toner	K147 Black toner	Main Warehouse		3.000	0.000	0.000	0.000	360.000	360.00
<input type="checkbox"/>	Parts	CL-100-965	Cleaner	Cleaner	Main Warehouse		1.000	15.000	0.000	0.000	3.600	3.60
<input type="checkbox"/>	Internal Service	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	0.000	0.000	0.00

**Comment:** Call to confirm order as well as the P.O number for the Customer

**Sub Total:** 1,083.60  
**VAT:** 162.54  
**Grand Total:** 1,246.14

User: JulandaK | 23/03/2021 | Version: 2.4.0.11 | Example Company

- You will return to the **Sales Orders** listing screen.
- The Sales Order that you converted into an Invoice can now be viewed from the [Sales Invoices listing screen](#).

## Related Topics

- [Add a Sales Order](#)
- [Edit / Delete / View a Sales Order](#)
- [Print / Email Sales Order](#)
- [Print Pro-Forma Invoice](#)
- [Create New Deal Sale / Rental \(creates a call\)](#)
- [Create New Deal Project Sale / Rental](#)

MNU.126.005

