

SALES

CUSTOMERS - CONTRACT INVOICES

The **Contract Invoices** tile for a Customer allows you to create a manual Contract Invoice, to bill a machine on a contract, for either fees, meters, or both, within the current billing period. This will prevent a contract invoice from being raised at month end for the contract (fees and/or meters). However, if you create a contract invoice for fees only, the meters will bill month end, without the fees.

It is important to note, that manual Contract Invoices should only be used to fix a problem as a last resort.

This manual provide a brief outline of the process from the Contract Invoices Tile. For a detailed handling of this topic refer to Manual Contract Invoice -Unconsolidated Customer

Ribbon Access: Sales > Customers



- 1. The *Customer Listing* screen will be displayed.
- 2. Select the *Site* where the customer can be located.
 - The example has **Durban** selected.
- 3. Select the *Status* for the customer.
 - The example has *Active* selected.



- Select the *row* of the *customer* whose contract invoices you wish to work with.
- 5. Click on the *Contract Invoices* tile.

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		PIN0001	GV	Pink Shoes			Durban	0.00		031 456 7894	1234
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	=1	JUS001	RE	Just In Time			Durban	50,000.00	www.justintime.co.za	031 123 4567	123456
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		GRE001	RE	Green Tea Supplies			Durban	75,000.00		031 456 7891	123456
		FIN0001	RE	Fine Hair Salon			Durban	10,000.00	www.finehair.co.za	031 123 4567	1234
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6. The *Contract Invoices for Customer : [customer code]* screen will display.

ADD CONTRACT INVOICE

7. Click on *Add*.

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



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	IN0000918	N	HOP001	Hope Works (Pty) Ltd		ZAR		1.00		15.00	24/11/2020	00:00:0	0
	IN0000917	N	HOP001	Hope Works (Pty) Ltd		ZAR.		1.00		15.00	24/11/2020	00:00:0	0
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- 8. The *Maintain Contract Invoice: Add a new invoice* screen will display.
- 9. Complete the *Contract Invoice Header* Information.
- 10. The *Item Fees Grid* and *Meter Fees Grid* will automatically update with the item(s) and meter(s) details that have originally been set up on the **selected contract**.

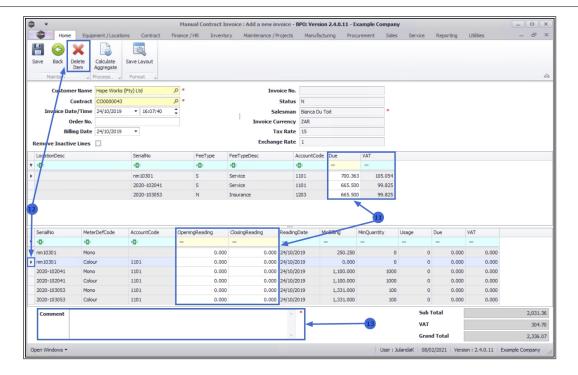


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- 11. Ensure that the correct *Fee and Meter charges* have been listed.
- 12. **Delete** any items that you do not wish to bill, by selecting the *row* of the item and clicking on the *Delete Item* button.
- 13. Type in a *Comments* relevant to this Contract Invoice.

Note that this field is mandatory.





AGGREGATE BILLING

14. Click on *Calculate Aggregate* to recalculate the aggregate billing charge. The correct amount will be billed regardless, but this will give you the ability to view the charges before saving the manual Contract Invoice.

A contract cannot be configured for Aggregate Billing where the customer is consolidated.

15. Click on *Save* to save the new Manual Contract and to return to the *Contract Invoices for Customer* screen.



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COMMENT AND ORDER

The comment and order number will appear on the Contract Invoice.

- 1. From the Contract Invoices for Customer : [customer name] screen,
- 2. Ensure that the correct *Site* has been selected.
 - The example has *Durban* selected.
- 3. Select the *Status* of the contract invoice.
 - The example has *New* selected.
- 4. Click on the *row* of the Invoice you would like to add a comment and order number to.
- 5. Click on *Comment and Order*.

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



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- 6. The *Note maintain for Contract Invoice no. PIN[invoice number]* screen will display.
 - Order Number: Type in the order number that has been linked to the contract invoice.
 - **Comments:** Click in the comments text box to start typing a comment for the contract invoice.
- 7. Click on Save.
- 8. When you receive the *Process Validation* message to confirm that;
 - Save Successful
- 9. Click on *OK*.



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You will return to the *Contract Invoices for Customer* screen.

View the contract number and comments on the contract invoice by clicking on *View Invoice*.

VIEW CONTRACT INVOICE

- 1. From the *Contract Invoices for Customer [customer code]* screen.
- 2. Select the *row* of the Contract Invoice you wish to view.
- 3. Click on *View Invoice*.



Customers - Contract Invoices

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4. The *Contract Invoice no. - INV[invoice number]* will display.

Note that this is for viewing the contract invoice only and <u>no</u> changes can be made in this screen.

5. Click on *Back* to return to the *Contract Invoices for Customer* screen.



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PRINT CONTRACT INVOICES

- 1. From the *Contract Invoices for Customer : [customer code]* screen,
- 2. Select the *row* of the Contract 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.

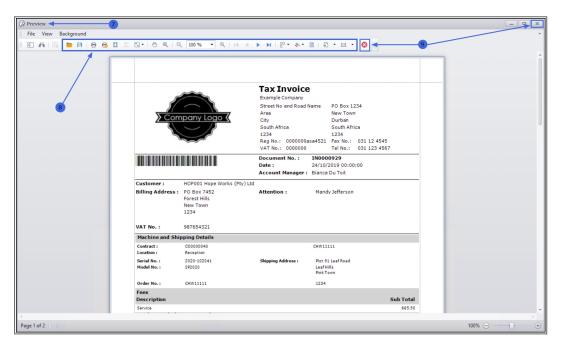
When selecting to *Email Invoice*, the invoice will be emailed via the *BPO Email Service* on the server and not from MS Outlook.

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



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





SEND INVOICES TO PRINT QUEUE

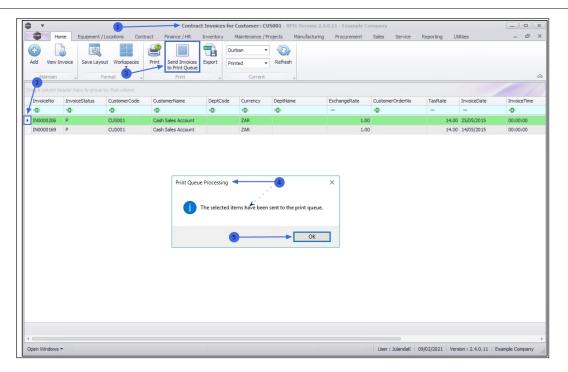
You can send Invoices to the Print Queue directly from the *Contract Invoices for Customer [*customer code] listing screen, instead of going to the Print Queue Reprint screen. This means that a batch of invoices can be send to the customer.

Print Queue is <u>only</u> available where the status is set to **Printed**.

- 1. From the *Contract Invoices for Customer : [customer code]* screen,
- 2. Select the Contract Invoice(s) you wish to send to the Print Queue.
 - To Select a Range: Select the *row* of the first invoice.
 Hold down the Shift key on your keyboard and click in the *row selector* next to the *last invoice* in your list.
 - To Select alternate Invoices: Hold down the Ctrl (Control) key on your keyboard and click in the *row* of each Invoice you wish to include in the Print Queue.
- 3. Click on *Send Invoices to Print Queue*.
- 4. When you receive the *Print Queue Processing* message to inform you that;
 - The selected items have been sent to the print queue.
- 5. Click on **OK** to proceed.



Customers - Contract Invoices



MNU.061.035