# SERVICE

## CALLS – INVOICE A CALL

When Call Invoices are raised, remember the following:

Parts, Labour, Sub-Contracts and Expenses must be logged against the call <u>before</u> invoicing. These items <u>cannot</u> be added to the invoice.

Internal Services, Travel and Warranties <u>can</u> be added to the invoice.

The invoice must be <u>printed</u> in order for the transaction to post to Pastel.

The first time an invoice is printed, it will state: **Tax Invoice**. Each time there-after, it will state **Copy-Tax Invoice**.

If you need to re-print an original Tax Invoice due to a network connection issue, etc. then you will need to use the **Print Queue Reprint** functionality.

**Ribbon Access:** *Service > Calls*
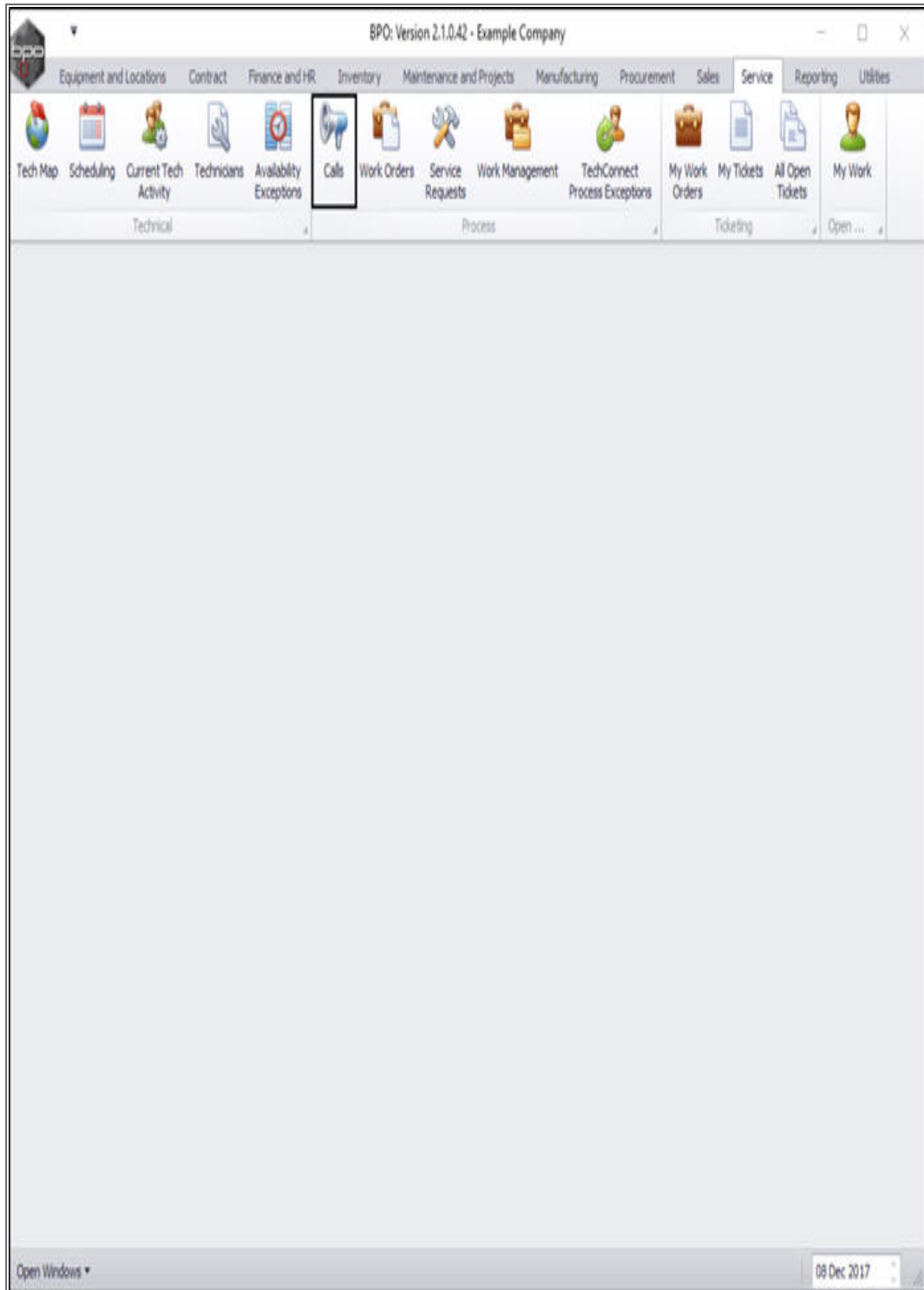
The *Call Listing* screen will be displayed.

- Select the *site* and *status*.
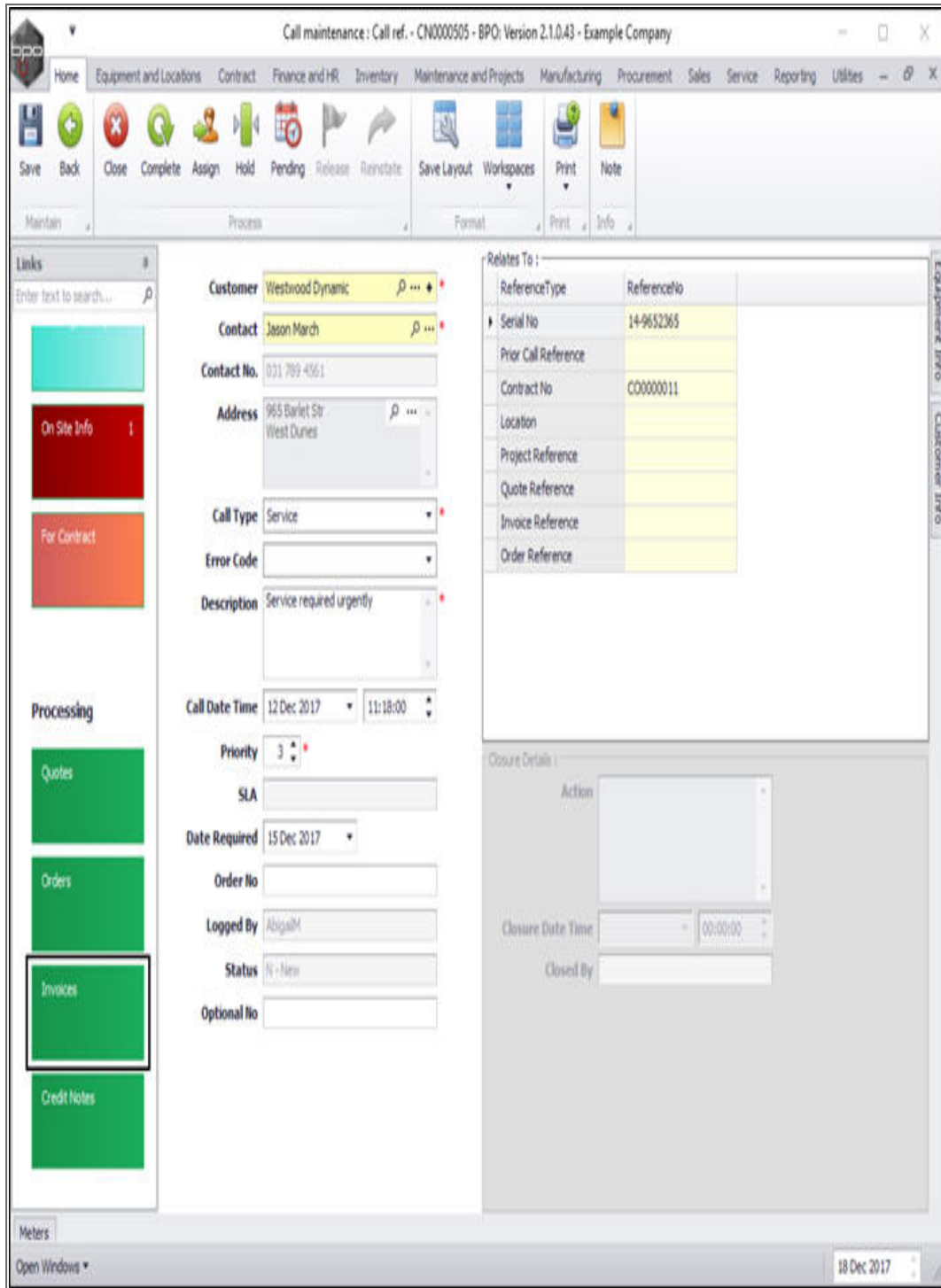  - In this image, *Durban* has been selected as the site and the status has been set to *New*.

## SELECT THE CALL

- Click on the *row selector* in front of the *call* you wish to raise an *invoice* for.
- Click on *Edit*.

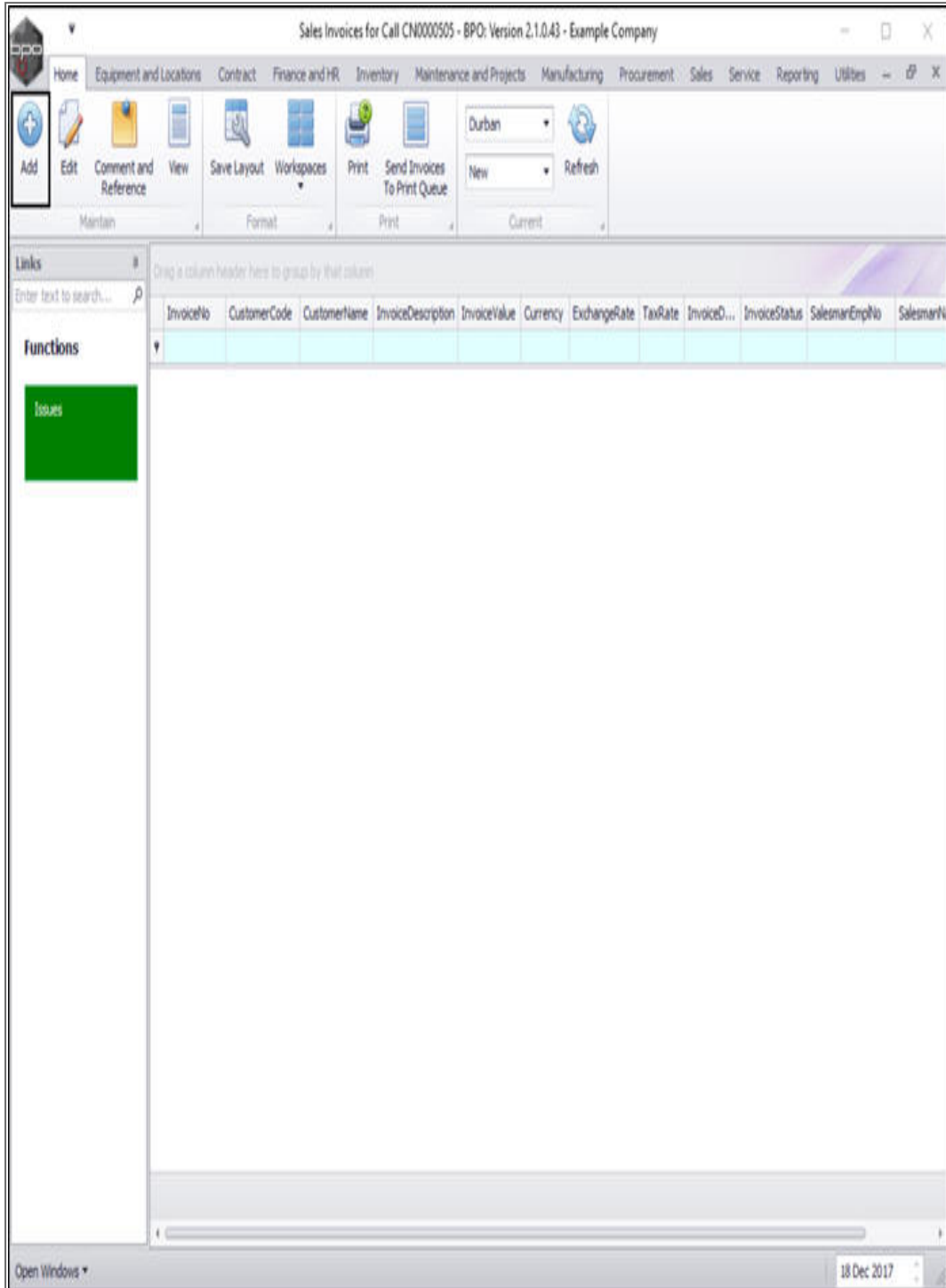The *Call maintenance: Call ref. - [ ]* screen will be displayed.

- Click on the *Invoices* tile.

The *Sales Invoices for Call [ ]* screen will be displayed.

# ADD AN INVOICE TO THE CALL

- Click on *Add*.

The *Add new Customer Invoice* screen will be displayed.

## CUSTOMER INFO

- **Customer Name:** This will auto populate with the customer linked to this call.
- **Contact Name:** This will auto populate with the contact linked to this call but you can click on the search button and select an alternative contact if required.
- **Commercial:** This is the default commercial as configured on the customer. A different commercial can be selected if required
- **Salesman:** This will auto populate with the person currently creating the invoice but you can click on the search button and select an alternative salesman if required.
- **Reference:** Type in a reference for the invoice.
- **Status:** This will auto populate as New.
- **Date and Time:** These will auto populate with the current date and time but
  - **Date**: You can either type in or click on the drop down arrow and use the calendar function to select an alternative date if required
  - **Time**: You can either type in or use the arrow indicators to select an alternative time if required.

## BILLING INFO

- **Billing Customer:** Click on the search button and select the billing customer.

- **Billing Contact:** Click on the search button and select the billing contact.

  - ■ **Note:** The <u>Main customer</u> is the customer where the machine is located. The <u>Billing customer</u> is the customer who is paying for this invoice.

## FINANCIAL INFO

- **Invoice Currency:** This will populate based on the currency set up on the customer. Use the drop down arrow to display the

currency menu and select a different currency if required.

- **Tax Rate:** This will populate based on the tax rate set up on the customer. Type in or use the directional arrows to select an alternative rate if required.

- **Exchange Rate:** This will populate based on the exchange rate configured on the system. Type in or use the directional arrows to select a new exchange rate if required.

## ADDRESSES

- Click on the *Addresses* tab.
  - **Billing Address:** Ensure that the billing address is populated, if not, click on the search button and select the billing address.
  - **Shipping Address:** Ensure that the shipping address is populated, if not, click on the search button and select the shipping address.

## RELATED REFERENCES

- Click on the *Related References* tab.
  - This will display all the reference numbers linked to this invoice.
  - In this image you can see that in this invoice, the initial *Call no.* is linked to it as well as a linked *Serial no.* and *Contract no*.

- *Scroll down* in the related references panel.
- You will see that a **Work Order no.** is also linked to this invoice.

## COMMENTS

- Type in a comment in this text box if required.

## INVOICE ITEMS

- You will see that the *Items* data grid has populated with the items initially logged against this call.

## MARKUP, DISCOUNT AND UNIT SELLING PRICE

- The *Markup*, *Discount* and *Unit Selling Price* pull through from the Commercial Details set up on the selected Commercial linked

to this customer, provided that there are <u>no</u> Commercial Exceptions set up on the particular parts, labour or services listed on this invoice.

- In this example, the Commercial linked to this customer is *Default*.

## DEPARTMENT

- If the item *department* field has not been populated, click in the text box in the *Department* column to display an *ellipsis* button.

- Click on this ellipsis button to display the *Select a department for this item* pop up screen.



- Click on the *row selector* in front of the *department* you wish to *assign* to this *item*.

- Click on *Ok*.

## SUPPRESS LINE DETAIL ON PRINT

- If you click on the check box next to *Suppress Line Detail on Print* this will also hide the Selling Price so that only the invoice totals show.
- Leave all these items *unselected* if you do not wish to hide anything on the invoice. This cannot be edited after the invoice has been printed.

## SUPPRESS ON PRINT CHECKBOXES

- <u>Only</u> click on the check boxes of the items 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.

## ADDITIONAL INVOICE ITEMS

- To add *extra items* to this invoice, click on the last text box in the last item row.
- Press the *Enter* key on your keyboard.

This will bring up a **new** line.

- Click on the text box in this **new** row, under Invoice *Item Type*, to reveal a drop down arrow.
- Click on this arrow to bring up the *Item Type* menu.
- Select one of the following item types:
    - **SERV**  (Internal Labour/Service)
    - **TRVL**  (Travel)
    - **WARR**  (Warranty)

**Remember**:

- *Parts*, *Labour*, *Sub-Contracts* and *Expenses* must be logged against the call <u>before</u> invoicing. These items <u>cannot</u> be added to the invoice.
- *Internal Services*, *Travel* and *Warranties* <u>can</u> be added to the invoice.

- In this image *Travel* has been selected.

- Click on the invoice *Item Code* text box to reveal an *ellipsis* button.
- Click on this button to bring up the *Select a travel radius* menu.

- Note: The *Select a [...]* screen displayed, will be according to the Item Type initially selected i.e. if *Warranty* had been initially selected then a *Select a warranty* screen would pop up.

- Click on the *row selector* in front of the *travel radius* you wish to *add* to this invoice.
- Click on *Ok*.

- The Invoice *Item Description* and Invoice *Line Description* fields will auto populate once you have selected the *Item Code*.

  - ■ **Note**: The **Warehouse Name** and **Batch/Serial Number** fields are <u>not</u> applicable as you have only been able to choose additional items which cannot be stored e.g. Internal Service, Travel or a Warranty.

- Edit the *Quantity*, *Discount* and *Unit Selling Price* as required by clicking in each of their text boxes and either using the *directional arrows* or *typing* in the correct amounts.

- If there is no *department* specified in the *Department* column, an *Error* message box will pop up asking;
    - *The department must be specified. Do you want to*

*correct the value?*

- Click on **Yes**.



- Click on the **Department** text box in the **row** you are adding.
- An **ellipsis** button will be revealed.

- Click on this *ellipsis* button to display the *Select a department for this item* pop up screen.



- Click on the *row selector* in front of the *department* you wish to *assign* to this item.

- Click on *Ok*.



- Continue *adding items* in this manner using the process outlined above until you have all the invoice items required.
- Ensure that all items have the *correct* selling price.

## ADDITIONAL INVOICE ITEMS

- 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.



## SAVE INVOICE

- When you have finished adding items, click on *Save*.

You will return to the *Sales Invoices for Call [ ]* screen where you can view the newly raised *invoice*.

# PRINT INVOICE

- Click on the *row selector* in front of the *new invoice* that you wish to *print*.
- Click on *Print*.

- A *Select the option as desired* screen will pop up.
- Click on *Print Invoice*.
- Click on *Accept*.
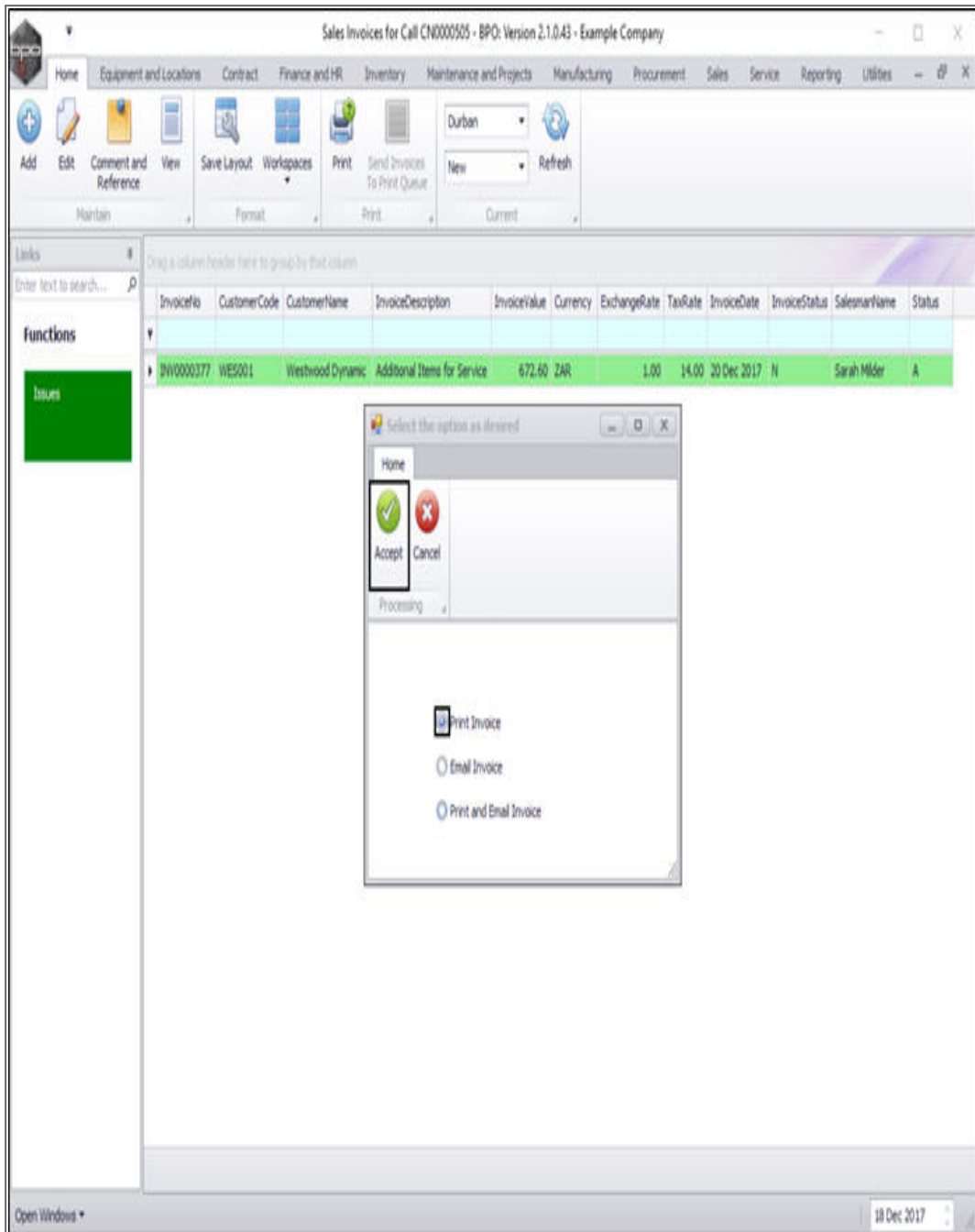
## SUPPRESS THE DISCOUNT COLUMN ON THE REPORT

- A *Report Generation* message box will pop up, asking;
    - *Do you want to suppress the discount column on the report?*
        - Select **Yes** to hide the discount on the printed invoice.
        - Select **No** to show the discount on the printed invoice.
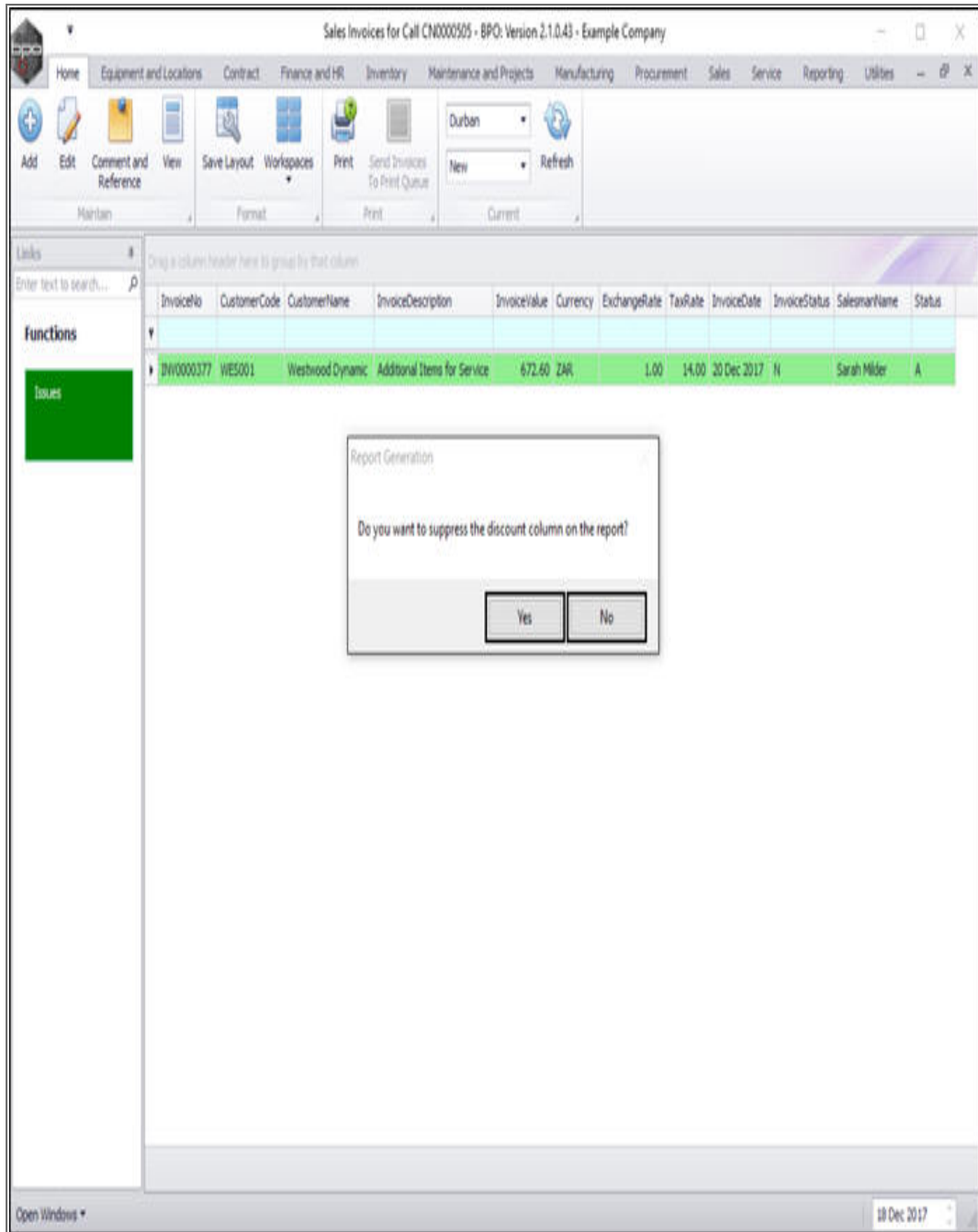
- The *Report Preview* screen will be displayed.
- From here you can *View*, *Print*, *Export* or *Email* the Invoice.
- *Close* the Report Preview screen when done.
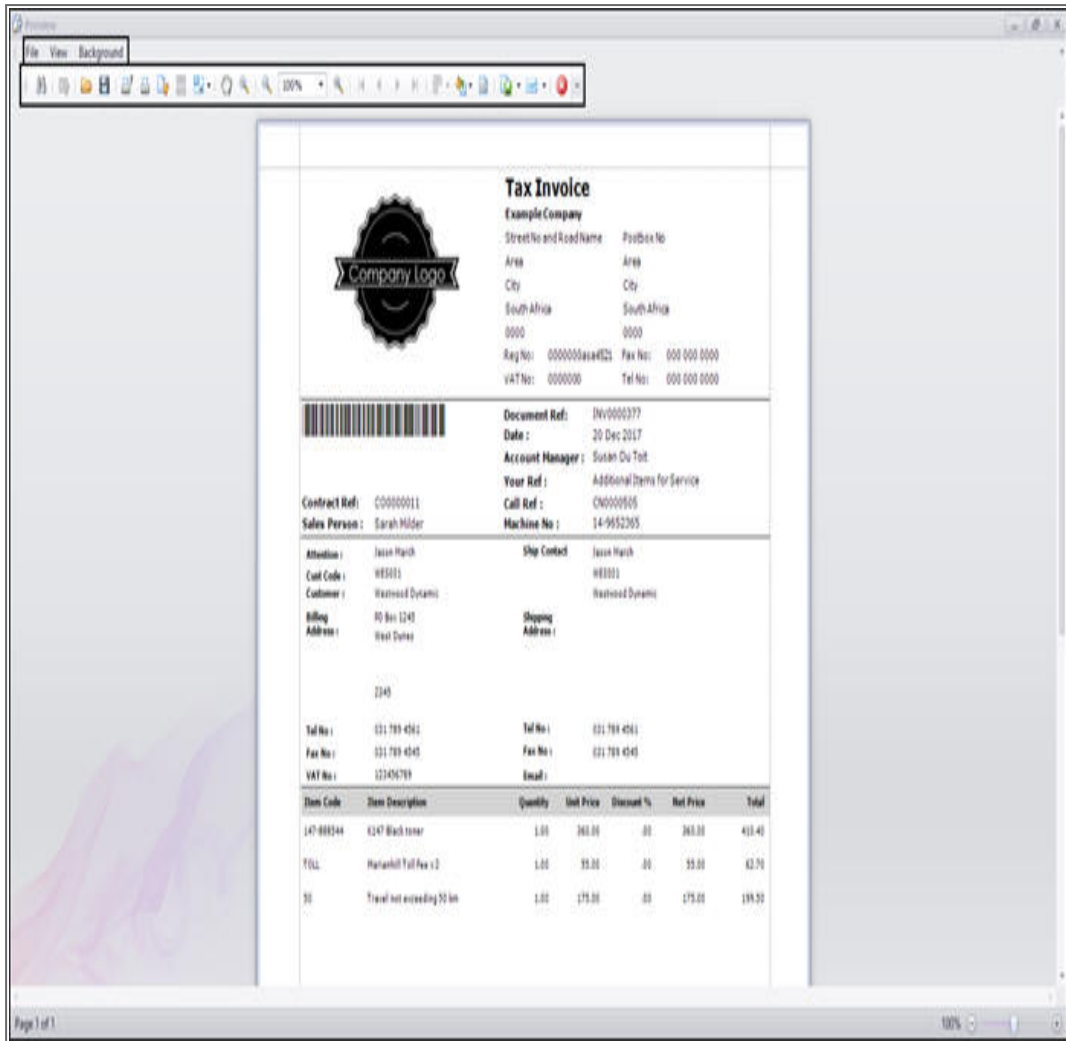
## EMAIL INVOICE

- In the *Select the option as desired* screen,
- Click on *Email Invoice*.
- Click on *Accept*.
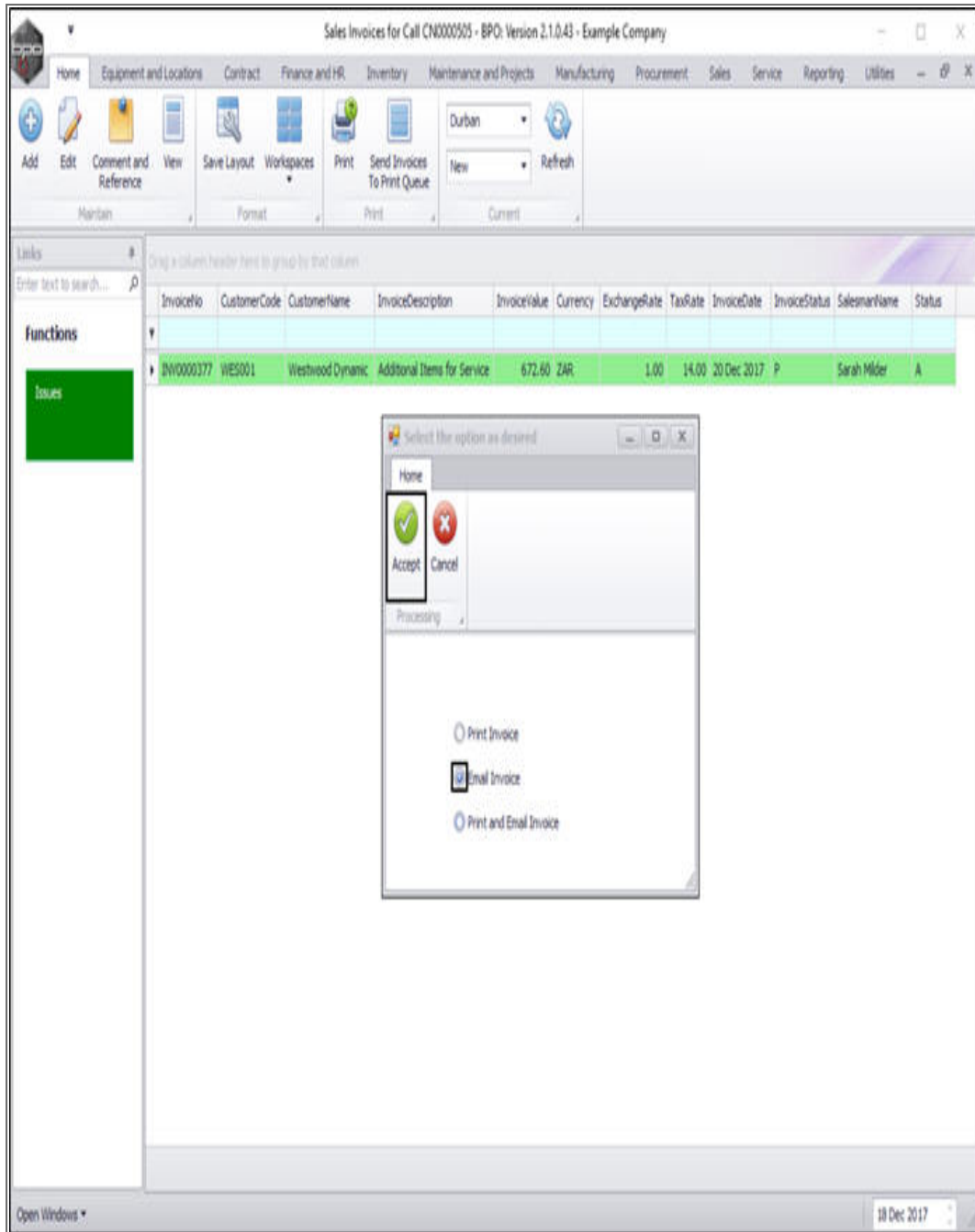
## SUPPRESS THE DISCOUNT COLUMN ON THE REPORT

- A *Report Generation* message box will pop up, asking;
  - *Do you want to suppress the discount column on the report?*

- ○ Select **Yes** to <u>hide</u> the discount on the printed invoice.
- ○ Select **No** to <u>show</u> the discount on the printed invoice.

The *Email Sales Invoice [ ]* screen will be displayed.

- **Employee:** Will be populated by the employee linked to the associated login. Click on the drop down arrow and select an alternative employee from the menu if required.
- **From:** The selected employee's email address will pull through here. If not populated, you can manually type in the email address.

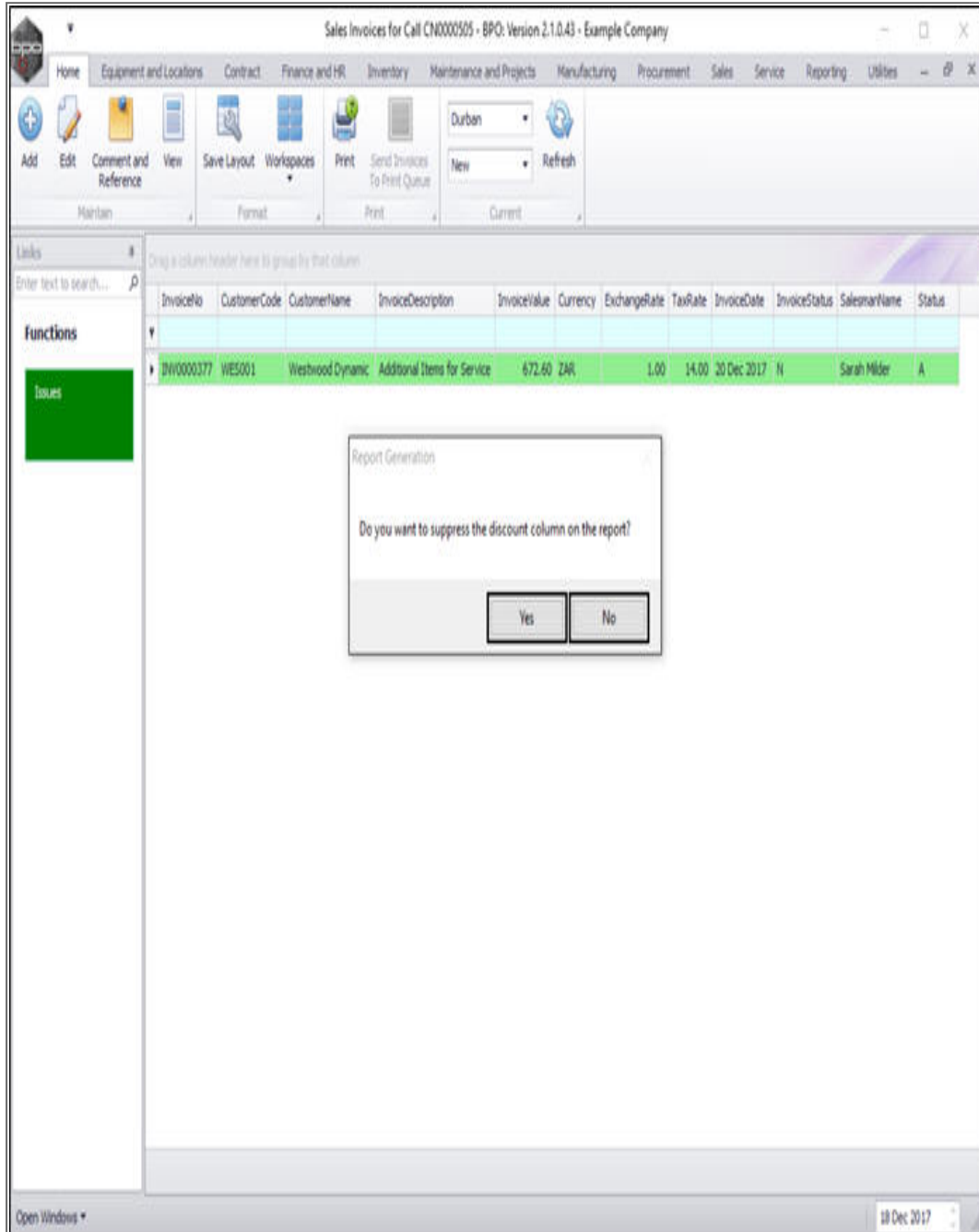- **To:** This will automatically populate with the sales invoice contact person's email address. Click on the search button to link more contacts from this customer. You also have the ability to manually type in an email address. This message will be sent from the server, so if you want to have email history for this, then add your email address here.
- **Attachments:** The sales invoice PDF will be attached to the email. If there are outstanding parts that have not been issued, a Back Order report will also be attached. You can link additional attachments by clicking on the search button and using the Select File screen to select a file to attach.
- **Subject:** Type in an email subject.
- **Message:** Type in an email message.

- When you have finished adding details to the Email Sales Invoice page, click on *Save*.
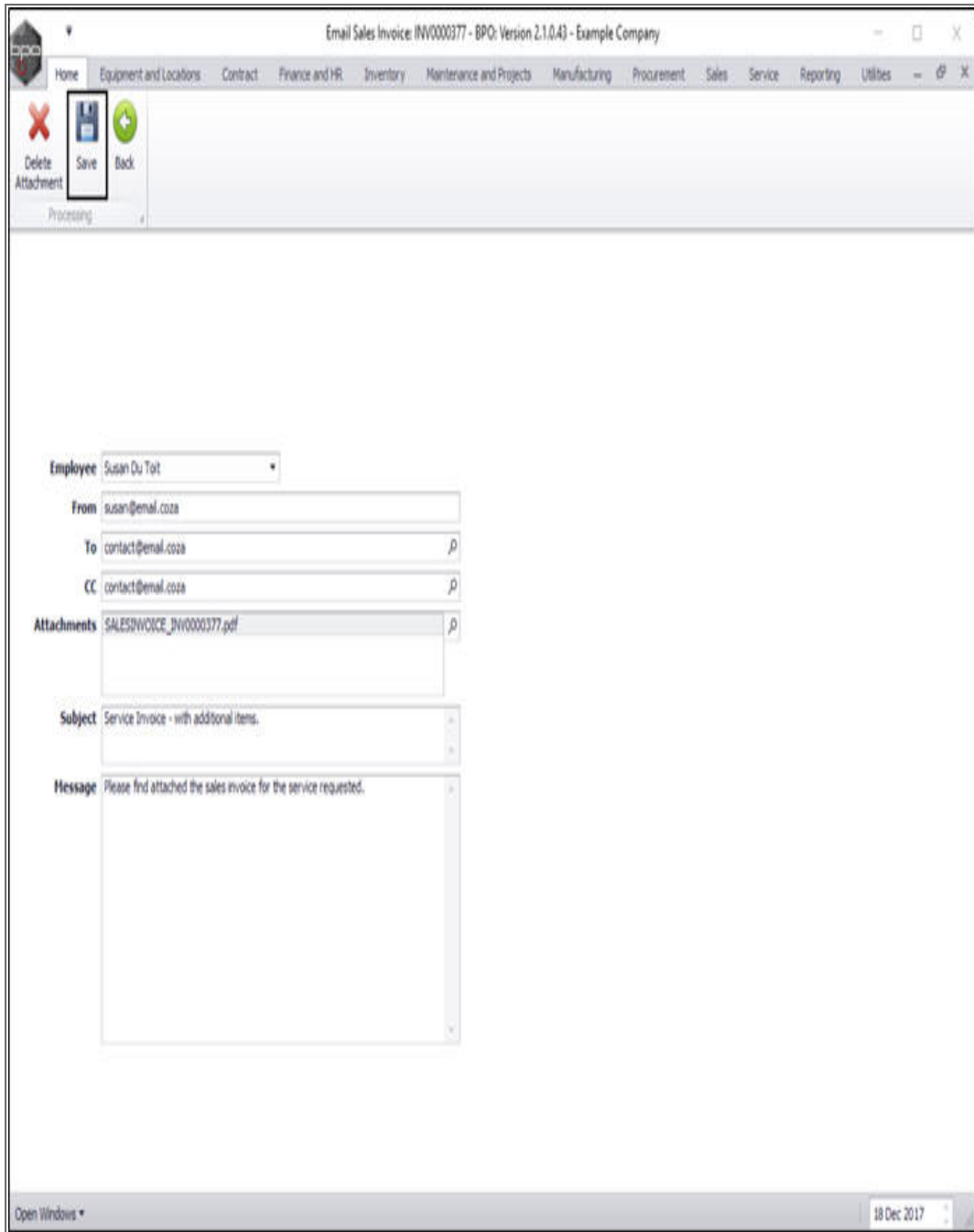
- Your email will be sent from the server and you will return to the *Call Listing* screen.

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