

# **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.

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- 4. Select the *row* of the Sales Order that you wish to create an Invoice for.
- 5. Click on *Create Invoice*.

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

A	dd Edit	Delete View	Forward Creat	e Create Add	Items New Deal WO Project	Save Layout	Vorkspaces	Print Sales Order	Print Proforma Invoice		rban w order	Refresh		
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				5										
1	OrderNo	CustomerCode	CustomerName	OrderStatusDesc	OrderDescription	OrderValue	Currency	OrderDate	SalesmanName	ExchangeRat	e TaxRate	OrderTime	DeptCod	de
	R <b>O</b> C	R <b>O</b> C	R C	* <b>D</b> C	ROC	-	R <b>O</b> C	-	4 <b>0</b> 0	-	-	R C	ROC	
1	OR0000283	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	09/01/2019	Bianca Surend	1.0	0 15.00	04:50:21		
1	OR0000284	HOP001	Hope Works (Pty) Ltd	New order	1234	0.00	ZAR	09/01/2019	Bianca Surend	1.0	0 15.00	04:51:52		
1	OR0000285	BEA001	Bearing and Shoe	New order	TestQuoteStatus	1,104.00	ZAR	09/01/2019	Bianca Surend	1.0	0 15.00	04:58:22		
1	OR0000286	BEA001	Bearing and Shoe	New order	quotereftest	0.00	ZAR	09/01/2019	Bianca Surend	1.0	0 15.00	04:59:34		
1	OR0000287	APP0001	Apple Juice Inc	New order	8745	993.60	ZAR	09/01/2019	Bianca Surend	1.0	0 15.00	05:06:46		
1	OR0000294	HOP001	Hope Works (Pty) Ltd	New order	1234	864.00	ZAR	25/07/2019	Bianca Du Toit	1.0	0 15.00	10:12:42		
1	OR0000297	NEW101	New Customer Test	New order	test	150.00	ZAR	17/09/2019	Bianca Du Toit	1.0	0 15.00	10:46:59		
1	OR0000300	HOP001	Hope Works (Pty) Ltd	New order	test	241,500.00	ZAR	07/04/2020	Kame Pillay	1.0	0 15.00	12:31:21		
1	OR0000303	PIN0001	Pink Shoes	New order	Test email	241,895.60	ZAR	09/04/2020	Kame Pillay	1.0	0 15.00	16:35:25		
1	OR0000304	OFF001	Office Supplies Unlimit	New order	test 1	12,333.75	ZAR	14/04/2020	Sne Ndwalane	1.0	0 15.00	10:27:06		
1	OR0000305	PAN001	Panda Copiers	New order	Test	854.00	USD	14/04/2020	Kame Pillay	10.0	0.00	11:59:51		
1	OR0000308	TIA001 4	Titan Group	New order	MRTEst	885.50	ZAR	22/04/2020	Marc Repsold	1.0	0 15.00	12:38:44		
1	OR0000311	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	28/04/2020	Andile Khumalo	1.0	0 15.00	17:06:17		
1	OR0000313	BOT0001	Bothas Networking inc	New order		337.17	USD	02/02/2021	Bianca Du Toit	10.0	0 14.00	16:53:27		
1	OR0000314	BØT0001	Bothas Networking inc	New order	crm	6.61	USD	03/02/2021	Bianca Du Toit	10.0	0.00	11:29:40		
1	OR0000315	BOT0001	Bothas Networking inc	New order		46.61	USD	03/02/2021	Bianca Du Toit	10.0	0.00	11:55:36		
1	OR0000316	BIG0001	Big Bargains	New order	B60004	354.14	ZAR	03/02/2021	Julanda Kessler	1.0	0 15.00	13:48:19		
1	OR0000317	APP0001	Apple Juice Inc	New order	ref0078	345.00	ZAR	03/02/2021	Julanda Kessler	1.0	0 15.00	15:50:36		
1	OR0000320	OFF001	Office Supplies Unlimit	New order	OSU1001	3,239.17	ZAR	24/02/2021	Sasha Jones	1.0	0 15.00	11:36:10		
×	OR0000321	DAN002	Dancing Shoes	New order	SO/100	1,144.25	ZAR	10/03/2021	Abigail Milne	1.0	0 15.00	22:46:29		
	OR0000323	BIG0001	Big Bargains	New order	BB00044	1,246.14	ZAR	23/03/2021	Julanda Kessler	1.0	0 15.00	10:34:13		

Next you will receive three Invoice Generation messages to confirm.

- 6. 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?
- 7. Click on Yes.

?



A	dd Edit	Delete View	Forward Create		Items New Deal WO Project	Save Layout	Vorkspaces	Print Sales Order	Print Proforma Invoice	Export Nev	ban v order	<ul> <li>Refresh</li> </ul>		
	Main	tain	" Navigati "	Process		Format		4	Print		Currer	nt .		4
	OrderNo	CustomerCode	CustomerName	OrderStatusDesc	OrderDescription	OrderValue	Currency	OrderDate	SalesmanName	ExchangeRate	TaxRate	OrderTime	DeptCod	de
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	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	quotereftest	0.00	ZAR	09/01/2019	Bianca Surend	1.00	15.00	04:59:34		
	OR0000287	APP0001	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	NEW 101	New Customer Test		-				a Du Toit	1.00	15.00	10:46:59		
	OR0000300	HOP001	Hope Works (Pty) Lt	voice Generation			6		e Pillay	1.00	15.00	12:31:21		
	OR0000303	PIN0001	Pink Shoes			1			e Pillay	1.00	15.00	16:35:25		
	OR0000304	OFF001	Office Supplies Unlin		ant to convert order	no. OR0000323	, for custo	mer, , to an	Ndwalane	1.00	15.00	10:27:06		
	OR0000305	PAN001	Panda Copiers	invoice?					e Pillay	10.00	0.00	11:59:51		
	OR0000308	TIA001	Titan Group						Repsold	1.00	15.00	12:38:44		
	OR0000311	HOP001	Hope Works (Pty) Lt	7		Yes		No	e Khumalo	1.00	15.00	17:06:17		
	OR0000313	BOT0001	Bothas Networking i			10		<u>11</u> 0	a 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		11:55:36		
	OR0000316	BIG0001	Big Bargains	New order	B60004	354.14		03/02/2021	Julanda Kessler	1.00		13:48:19		
	OR0000317	APP0001	Apple Juice Inc	New order	ref0078	345.00	ZAR	03/02/2021	Julanda Kessler	1.00		15:50:36		
	OR0000320	OFF001	Office Supplies Unlimit	New order	OSU1001	3,239.17		24/02/2021	Sasha Jones	1.00		11:36:10		
	OR0000321	DAN002	Dancing Shoes	New order	SO/100	1,144.25		10/03/2021	Abigail Milne	1.00		22:46:29		
	OR0000323	BIG0001	Big Bargains	New order	BB00044	1,246.14	ZAR	23/03/2021	Julanda Kessler	1.00	15.00	10:34:13		

- 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.



A	dd Edit	Delete View	Forward Creat		Items New Deal WO Project	Save Layout	Vorkspaces	Print Sales Order	Print Profe	rma		urban ew order	<ul> <li>Refresh</li> </ul>		
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	OrderNo		CustomerName	OrderStatusDesc	OrderDescription	OrderValue		OrderDate	SalesmanN	ame	ExchangeRat		OrderTime	DeptCod	de
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	OR0000283	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	09/01/2019	Bianca Sur		1.0		04:50:21		
	OR0000284	HOP001	Hope Works (Pty) Ltd	New order	1234	0.00	ZAR	09/01/2019	Bianca Sur	end	1.0	15.00	04:51:52		
	OR0000285	BEA001	Bearing and Shoe	New order	TestQuoteStatus	1,104.00	ZAR	09/01/2019	Bianca Sur	end	1.0	15.00	04:58:22		
	OR0000286	BEA001	Bearing and Shoe	New order	quotereftest	0.00	ZAR	09/01/2019	Bianca Sur	end	1.0		04:59:34		
	OR0000287	APP0001	Apple Juice Inc	New order	8745	993.60	ZAR	09/01/2019	Bianca Sur	end	1.0	15.00	05:06:46		
	OR0000294	HOP001	Hope Works (Pty) Ltd	New order	1234	864.00	ZAR	25/07/2019	Bianca Du	oit	1.0	15.00	10:12:42		
	OR0000297	NEW 101	New Customer Te	ice Generation ◀			•		Du Du	oit	1.0	15.00	10:46:59		
	OR0000300	HOP001	Hope Works (Pty)				•		fillay		1.0	15.00	12:31:21		
	OR0000303	PIN0001	Pink Shoes		4				fillay		1.0	15.00	16:35:25		
	OR0000304	OFF001	Office Supplies Ur		vish to close the Order off? No further Invoices will be possible Order if it is closed.					ane	1.0	15.00	10:27:06		
	OR0000305	PAN001	Panda Copiers	Trom this Of	rder if it is closed.				fillay		10.0	0.00	11:59:51		
	OR0000308	TIA001	Titan Group						eps	bld	1.0	15.00	12:38:44		
	OR0000311	HOP001	Hope Works (Pty)				Yes	No	Chu	nalo	1.0	15.00	17:06:17		
	OR0000313	BOT0001	Bothas Networkin	9			ies	140	Du	oit	10.0	14.00	16:53:27		
	OR0000314	BOT0001	Bothas Networking inc	New order	crm	6.61	USD	03/02/2021	Bianca Du	oit	10.0	0.00	11:29:40		
	OR0000315	BOT0001	Bothas Networking inc	New order		46.61	USD	03/02/2021	Bianca Du	oit	10.0	0.00	11:55:36		
	OR0000316	BIG0001	Big Bargains	New order	B60004	354.14	ZAR	03/02/2021	Julanda Ke	ssler	1.0	15.00	13:48:19		
	OR0000317	APP0001	Apple Juice Inc	New order	ref0078	345.00	ZAR	03/02/2021	Julanda Ke	ssler	1.0	15.00	15:50:36		
	OR0000320	OFF001	Office Supplies Unlimit	New order	OSU1001	3,239.17	ZAR	24/02/2021	Sasha Jone	s	1.0	15.00	11:36:10		
	OR0000321	DAN002	Dancing Shoes	New order	SO/100	1,144.25	ZAR	10/03/2021	Abigail Miln	e	1.0	15.00	22:46:29		
	OR0000323	BIG0001	Big Bargains	New order	BB00044	1,246.14	ZAR	23/03/2021	Julanda Ke	ssler	1.0	15.00	10:34:13		

- 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 Yesto view the Invoice.
  - Click on *No* to return to the *Sales Orders* screen.
  - The converted Sales Order can now be viewed from the <u>Sales Invoices listing screen.</u>



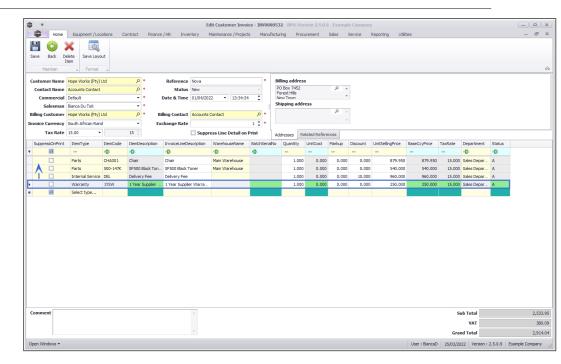
	Add Edit	Delete View	Forward Create	e Create Add	Items New Deal WO Project	Save Layout V	Vorkspaces	Print Sales Order	Print Proforma Invoice	Export New	order	<ul> <li>Refresh</li> </ul>		
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	OR0000283	HOP001	Hope Works (Pty) Ltd	New order	test	0.00	ZAR	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		04:51:52		
	OR0000285	BEA001	Bearing and Shoe	New order	TestQuoteStatus	1,104.00	ZAR	09/01/2019	Bianca Surend	1.00		04:58:22		
	OR0000286	BEA001	Bearing and Shoe	New order	quotereftest	0.00	ZAR	09/01/2019	Bianca Surend	1.00		04:59:34		
	OR0000287	APP0001	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	NEW 101	New Customer Test	Invoice Generat	ion d		10	~	Bianca Du Toit	1.00	15.00	10:46:59		
	OR0000300	HOP001	Hope Works (Pty) Ltd	Invoice General			10		Kame Pillay	1.00	15.00	12:31:21		
	OR0000303	PIN0001	Pink Shoes						Kame Pillay	1.00	15.00	16:35:25		
	OR0000304	OFF001	Office Supplies Unlimit	2 Do y	ou wish to view the	Invoice created,	no. INV00	00548?	Sne Ndwalane	1.00	15.00	10:27:06		
	OR0000305	PAN001	Panda Copiers						Kame Pillay	10.00	0.00	11:59:51		
	OR0000308	TIA001	Titan Group						Marc Repsold	1.00	15.00	12:38:44		
	OR0000311	HOP001	Hope Works (Pty) Ltd			Yes		No	Andile Khumalo	1.00	15.00	17:06:17		
	OR0000313	BOT0001	Bothas Networking inc			Tes		140	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	APP0001	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 Unlimit	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 Milne	1.00	15.00	22:46:29		
•	OR0000323	BIG0001	Big Bargains	New order	BB00044	1,246.14	ZAR	23/03/2021	Julanda Kessler	1.00	15.00	10:34:13		

### **VIEW THE CUSTOMER INVOICE**

- If you have selected **Yes** to view the Invoice, then the **Edit Customer** Invoice screen will be displayed.
- 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 <u>Suppress Details on Invoice</u> and <u>Suppress</u> <u>Line Detail on Print</u> 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.



### Orders - Convert to Sales Invoice



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 <u>raise a credit note</u> if a correction is required.



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C	omment Call to	confirm order as we	ell as the P.O nur	mber for the Cust	omer							Sub	Total		1,083	3.60
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						*						Grand	Total		1,246	5.14
Op	en Windows 🔻								U	ser : Ju	landaK 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 <u>Sales Invoices listing screen</u>.

#### **Related Topics**

- Add a Sales Order
- Edit / Delete / View a Sales Order
- Print / Email Sales Order
- Print Pro-Forma Invoice
- <u>Create New Deal Sale / Rental (creates a call)</u>
- <u>Create New Deal Project Sale / Rental</u>

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