

SALES

INVOICES – CREATE SALES INVOICE (OTC)

Using the correct process for sales invoicing is **very important**. Ask yourself what needs to be achieved.

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.

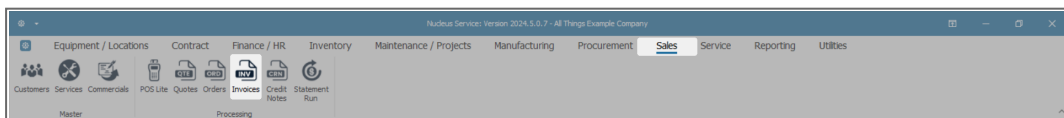
Where delivery, third party services or time would be spent on work, installation or implementation, it is advised to rather follow a [New Deal Sale](#) process.

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](#).

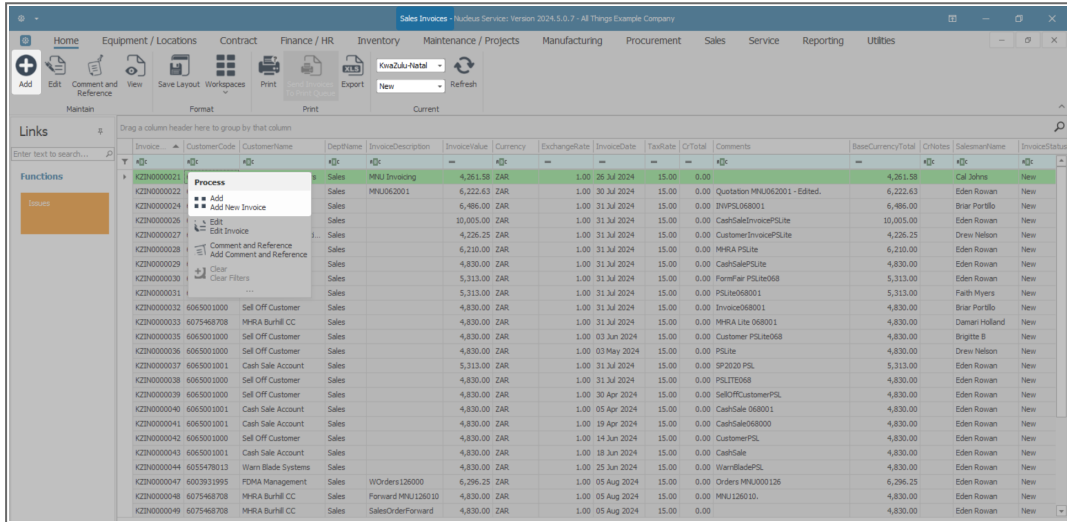
Ribbon Select **Sales > Invoices**



- The **Sales Invoices** listing screen will be displayed.

- Select the **Site** where the invoice needs to be created.
 - The example has **KwaZulu-Natal** selected.
- An Invoice can be created from any **Status**.
 - The example has **New** selected.
- Click on **Add**.

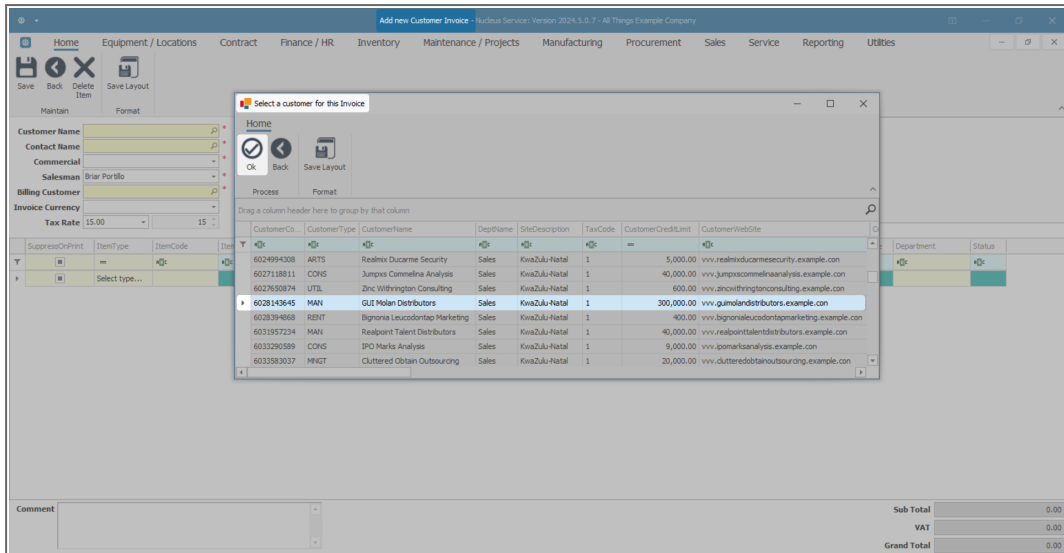
 **Short cut key: Right click on a row in the data grid to display the All Groups menu list. Click on Add.**



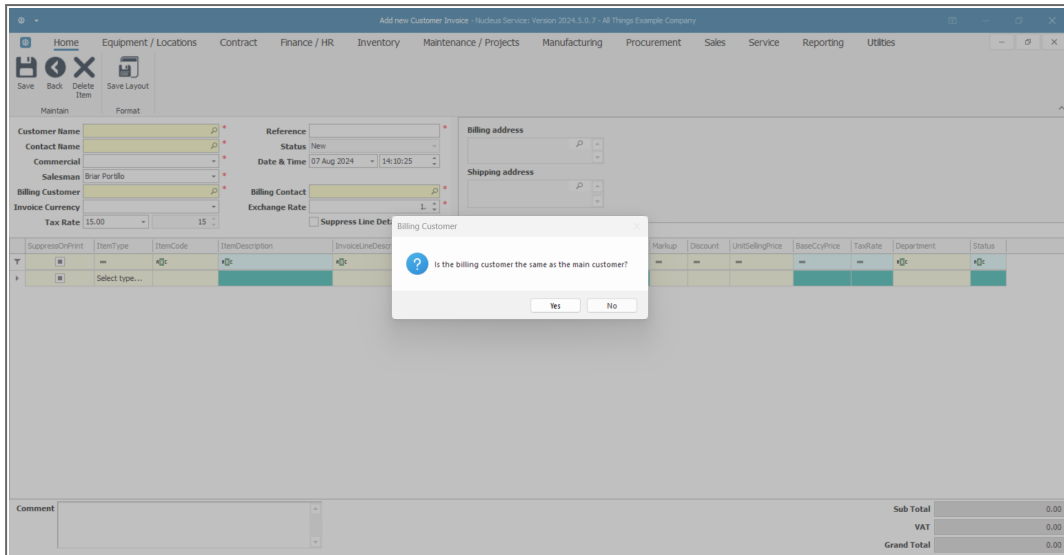
- The **Add new Customer Invoice** screen will display.

INVOICE HEADER

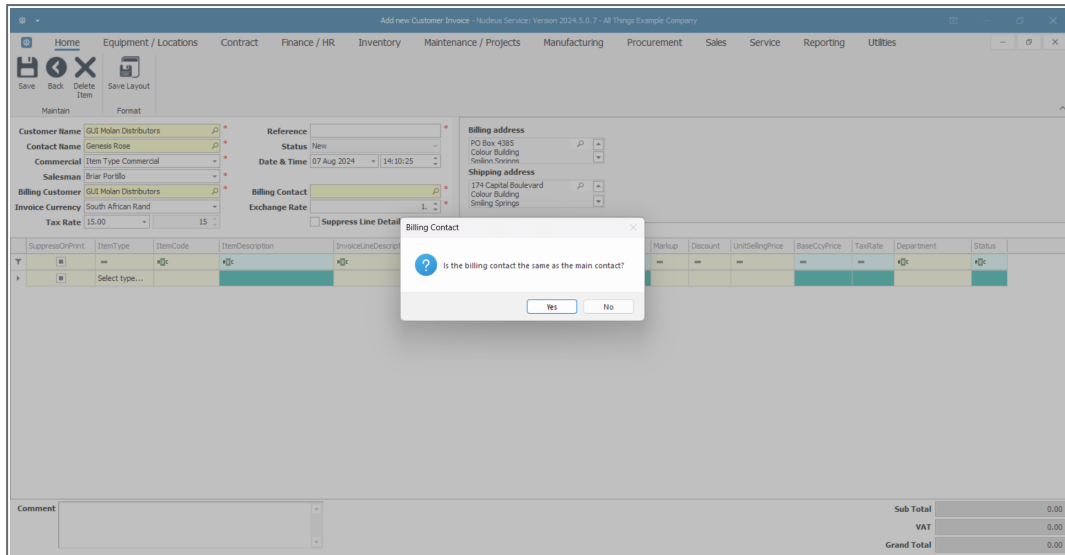
- **Customer Name:** To select the Customer, click on the **search** button.
 - The **Select a Customer for this Invoice** screen will display.
 - Select the **row** of the Customer you need to invoice.
 - Click on **OK**.



- When you receive the **Billing Customer** message to confirm -
 - Is the **billing customer** the same as the **main customer**?
 - The Main Customer refers to where the items are being shipped.
 - The Billing Customer refers to the Account Holder who will pay for the goods/services.
 - Click **Yes** if the Billing Customer is the same as the Main Customer.
- or**
- Click **No** if the Billing Customer is different to the Main Customer.
 - In this example, **Yes** has been selected.



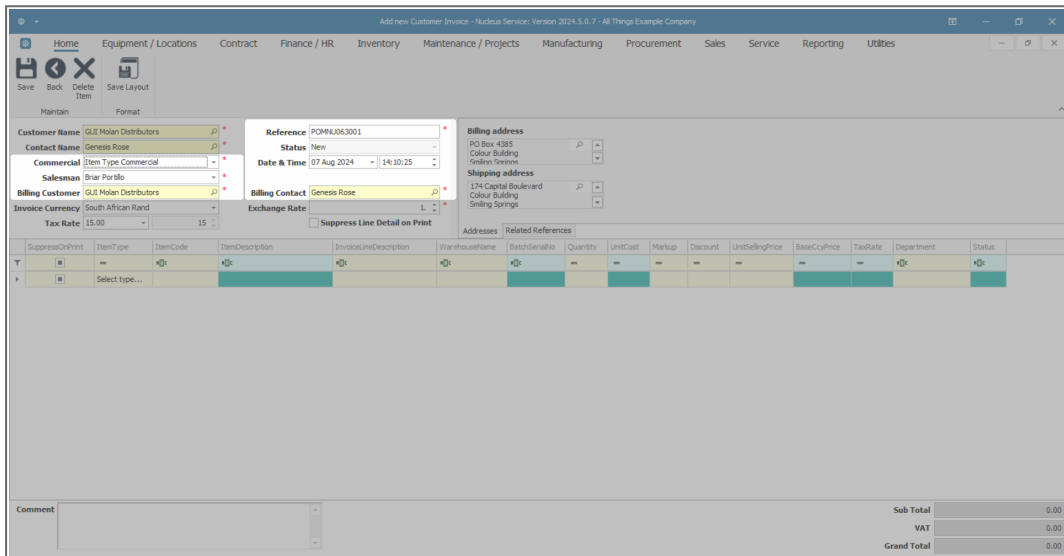
- If you have selected **Yes** - then the **Customer Name**, **Billing Customer** and **Billing address** will auto populate.
 - If you have selected **No** - then only the **Customer Name** will be updated.
 - **Contact Name:** The contact is the person who will be receiving the invoice at the customer and in most cases, this would be the Accounts Contact.
 - To select the contact, click on the **search** button. If the **Contact Name** field does not **auto populate**, then the **Select a contact for this Invoice screen** will display for you to select the row of the Contact person for the Customer.
 - When you receive the **Billing Contact** message to confirm -
 - **Is the billing contact the same as the main contact?**
 - Click **Yes** if the Billing Contact is the same as the Main Customer.
- or**
- Click **No** if the Billing Contact is different to the Main Customer.
 - In this example, **Yes** has been selected.



- **Commercial¹**: This field will auto populate with the default commercial configured for the customer.
 - Click on the **drop-down arrow** to select an alternative commercial from the drop-down list, if required.
- **Salesman**: This field will auto populate with the salesman linked to the customer.
 - Click on the **search** button to link an alternative salesman to the invoice, if required.
- **Billing Customer**: If this field has not been populated, click on the **search** button to select the Billing Customer for the invoice from the **Select a Customer for this Invoice** screen.
- **Reference**: This will be the Customer's **Purchase Order Number**.
- **Status**: The status will display **New** for **New Invoice** by default and cannot be edited.
- **Date and Time**: The date and time fields will be populated with the current date and time.

¹Commercial is the mark up structure for the item. The original price of the item, including the company profit margin

- **Date:** Click to type in or click on the **drop-down arrow** to select an alternative date using the **calendar function**.
- **Time:** Click to type in or use the **arrow indicators** to **adjust the time**.
- **Billing Contact:** If the field has not been populated, click on the **search** button to select the name of the billing contact person from the **Select a contact for this Invoice** screen.



FINANCIAL HEADER

- **Invoice Currency:** The invoice currency will populate based on the currency set up for the customer. To select a different currency, click on the **drop-down arrow** to select the required currency from the drop-down list.

Sub Total	0.00
VAT	0.00
Grand Total	0.00

- **Tax Rate:** The tax rate will populate based on the currency set up for the customer. To change the tax rate, click on the **drop-down arrow** to select a new rate.
- **Exchange Rate:** The exchange rate will populate based on the exchange rate set up in the system for the customer. You can however type in a new rate or use the **arrow** indicators to adjust the rate.

SUPPRESS LINE DETAIL ON PRINT

- **Suppress Line Detail on Print:** Selecting the **check box** will hide the **Selling Price** on the invoice and only the **invoice totals** will show.



This cannot be edited after the invoice has been printed.

ADDRESSES TAB



If the Billing Address and Shipping Address are not listed, then the addresses for the customer will need to be added before linking to this invoice. Refer to [Customers - Addresses](#).

- **Billing Address¹**: The Billing Address would have been populated when the Billing Customer was selected. Click on the **search** button to select an alternative billing address, if required.
- **Shipping Address²**: This field needs to be completed. If the Shipping Address field has not populated, click on the **search** button to select the address where the goods can be shipped to.

¹A billing address is the address connected to the payment method.

²A shipping address is the address where an order will be sent.

RELATED REFERENCE TAB

- Click on the **Related References** tab to display the Reference Type and Reference Numbers already linked for the customer.
 - The example has no reference information linked to the Sales Invoice and therefore the reference fields will be blank.



When a Sales Invoice is created from the **Call Screen**, **Project Screen** or a **Work Order Screen**, then the Related References will be populated with the Reference Number for the Call, Project or Work Order.

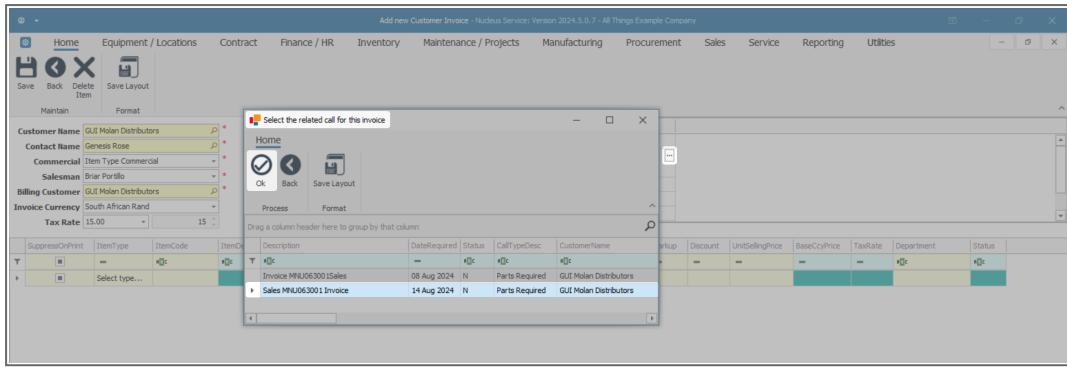
LINK REFERENCE(ES)

- Click in the **ReferenceNo** of the **Reference Type** you wish to link to this invoice, to display the **ellipsis** button.
 - Click on the **ellipsis** button to display the **Select the related [reference type¹] for this invoice** screen.
 - The example has **Call** reference selected and therefore the "**Select the related call for this invoice**" screen is displayed.
 - Select the **row** of the reference type you need to link to the invoice.
 - Click on **OK**.



More than one reference can be linked to an Invoice. Continue to add the additional references to the invoice as required.


¹The screen will display related information to the Reference information you are searching



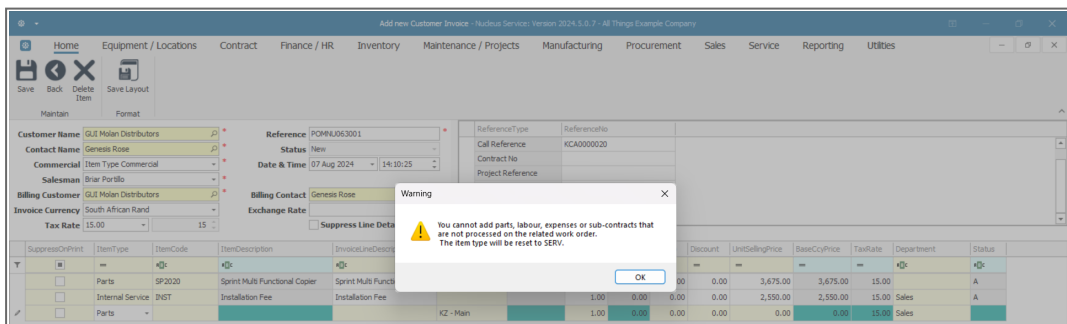
If there is a **Reference Type** linked to the invoice, the Parts/Items data grid will populate based on the related **Reference Type**.



You will receive a **Warning** message if you attempt to add parts to a linked invoice.

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

Refer to [Calls - Create Invoice](#), [Work Orders - Invoices](#),



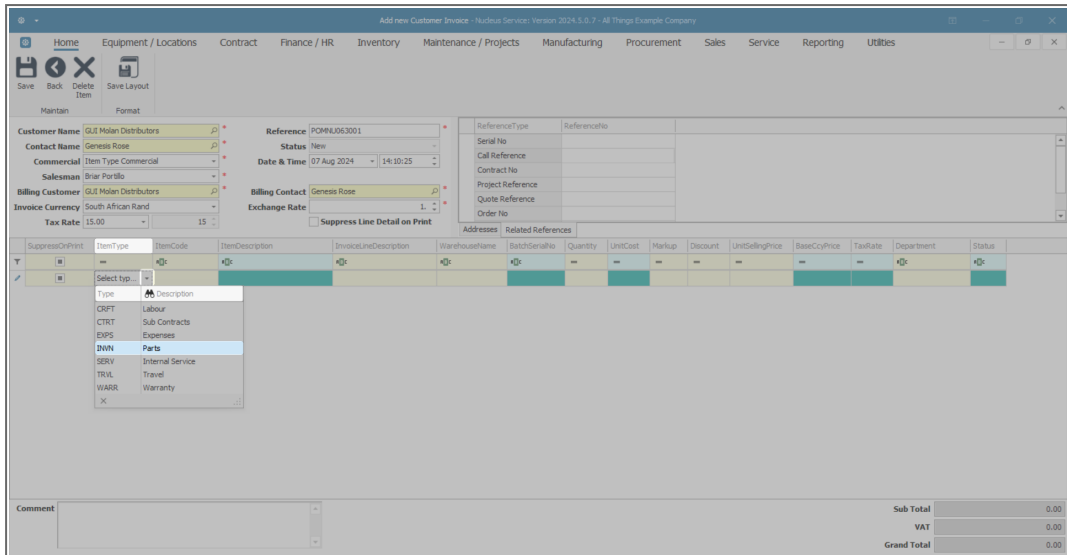
If there is no **Reference Type** linked to the invoice, continue with the process below to add the **Item Types** to the Invoice.

ADD INVOICE ITEMS/PARTS

- Click in the **Item type** text box to display the **Item Types** drop-down list.
 - **CRFT** (Labour craft i.e. Technician)
 - **CTRT** (Sub Contracts)
 - **EXPS** (Expenses)
 - **INVN** (Part)
 - **SERV** (Internal Labour/Service)
 - **TRVL** (Travel)
 - **WARR** (Warranty sale)
- From the list, select the **Item Type** that you wish to add to this customer invoice.
 - The example has **Parts** selected.



CTRT (Third Party Labour/Service) cannot be selected for a POS Invoice, as the 'Sub-contractor Purchase Process' must be followed by following the **New Deal Sale** process and then the **Non-Stock (Subcontract) Purchase**.

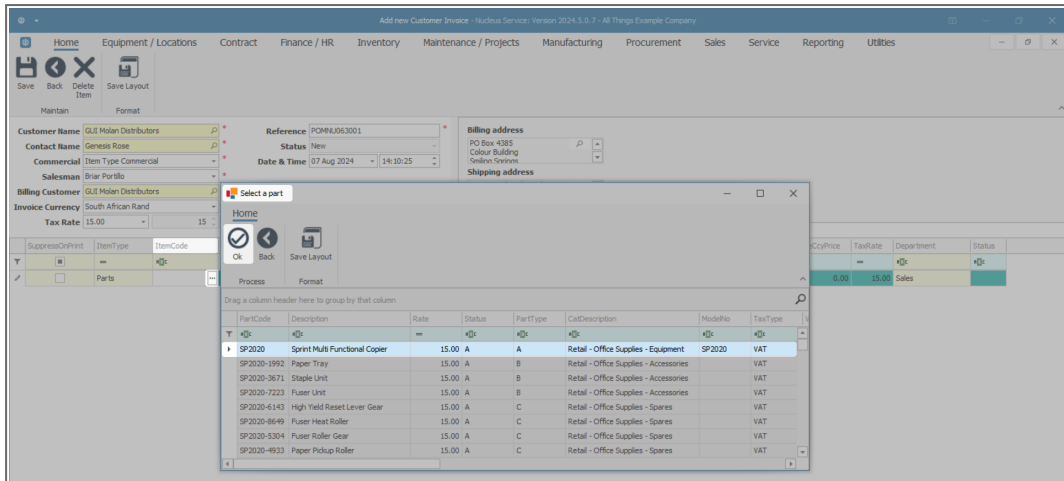


- Click on the **ellipsis** button in the **Item Code** field to display the **Select a []** screen.



The **Select a []** screen that is displayed will be related to the **Item Type** that you have selected - if you had selected **CRFT- Labour** type then the **Select a Craft** screen will display.

- The example has **Parts** selected as the **Item Type** and the corresponding **Select a part** screen is displayed.
- Select the **row** of the **Part** that you wish to add to the customer invoice.
- Click on **OK**.



- The selected **Part** details have been added to the customer invoice.

Markup, Discount and Unit Selling Price

- The **Markup, Discount** and **Unit Selling Price** are updated from the **Commercial Details** set up on the Commercial linked to this customer, provided there are no **Commercial Exceptions** set up for this particular part, labour or service listed on this invoice.
- - In this example, the Commercial linked to the customer is a **Type Class Commercial**.
- - If a related Reference has items linked to it, such as issued parts, the fields will be populated. This information can be changed if required.

Add additional line items

- Click anywhere on the Item line grid or press **Tab** at the end of the last item line to open a new Invoice Item line.
- **Suppress On Print** check box: The check box must only be selected for the item(s) 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.

- Continue to [Add Invoice Item\(s\)](#) until all the items have been added to the invoice.

Add new Customer Invoice - Nucleus Service Version 2024.5.0.7 - All Things Example Company

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

Save Back Delete Item Save Layout

Maintain Format

Customer Name: GJL Molan Distributors
 Contact Name: Genesis Rose
 Commercial Item Type: Commercial
 Salesman: Brian Portillo
 Billing Customer: GJL Molan Distributors
 Invoice Currency: South African Rand
 Tax Rate: 15.00

Reference: POMN053001
 Status: New
 Date & Time: 07 Aug 2024 14:10:25
 Billing Contact: Genesis Rose
 Exchange Rate: 1.00

Billing address: PO Box 4385, Colour Building, Snijynx Rivins
 Shipping address: 174 Capital Boulevard, Colour Building, Snijynx Springs

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	Batch/SerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice	TaxRate	Department	Status
	Parts	SP2020	Sprint Multi Functional Copier	Sprint Multi Functional Copier	K2 - Main		1.00	3,516.40	5.00	0.00	3,692.22	3,692.22	15.00	Sales	A

Comment:

Sub Total: 3,692.22
 VAT: 553.83
 Grand Total: 4,246.05

Change Item Order

- **Drag and drop** items lines to set the order you wish the items to be displayed on the sales invoice.
- This order will be pulled into the printed invoice when generated.

Edit Customer Invoice - K2I0000055 - Nucleus Service Version 2024.5.0.7 - All Things Example Company

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

Save Back Delete Item Save Layout

Maintain Format

Customer Name: GJL Molan Distributors
 Contact Name: Genesis Rose
 Commercial Item Type: Commercial
 Salesman: Eden Rowan
 Billing Customer: GJL Molan Distributors
 Invoice Currency: South African Rand
 Tax Rate: 15.00

Reference: Orders001125
 Status: New
 Date & Time: 06 Aug 2024 09:46:18
 Billing Contact: Genesis Rose
 Exchange Rate: 1.00

ReferenceType: Call Reference, Contract No, Project Reference, Quote Reference, Work Order Reference, Order No: K2OR0000009

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	Batch/SerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice	TaxRate	Department	Status
	Parts	SP2020	Sprint Multi Functional Copier	Sprint Multi Functional Copier	K2 - Main		1.00	3,529.26	5.00	0.00	3,705.72	3,705.72	15.00	Administration	A
	Parts	SP2020-1992	Paper Tray	Paper Tray	K2 - Main		1.00	1,015.46	5.00	0.00	1,066.24	1,066.24	15.00	Executive Committee	A
	Parts	SP2020-2671	Toner Black	Toner Black	K2 - Main		1.00	354.83	20.00	0.00	425.80	425.80	15.00	Executive Committee	A
	Parts	SP2020-7652	Maintenance Kit	Maintenance Kit	IN - Main		1.00	0.00	25.00	0.00	0.00	0.00	15.00	Executive Committee	A
	Warranty	MSW	1 Month Supplier Warranty	1 Month Supplier Warranty			1.00	0.00	0.00	0.00	0.00	0.00	15.00	Executive Committee	A

Comment:

Sub Total: 5,197.76
 VAT: 779.67
 Grand Total: 5,977.43

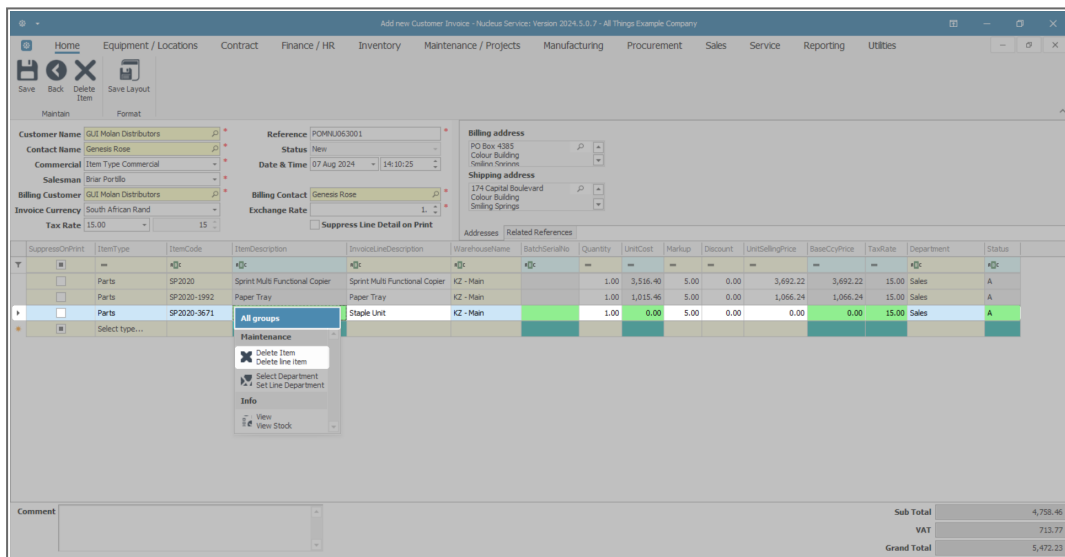
Delete Item

- To delete an item entry from the Invoice, click on the **row** of the item you wish to remove.
- Click on **Delete Item**.



Short cut key: Right click on the selected **row** in the data grid to display the **All Groups** menu list. Click on **Delete**.

- When you receive the **Confirm delete line** message -
 - **Are you sure you want to remove this line from the invoice?**
- Click on **Yes** to remove the item line, **or**
 - Click on **No** to ignore the request and leave the item line on the invoice.



Select Department

- To set the Department for the item, use the **scroll** bar until you can view the **Department** column.

- Click on the **ellipsis** button in the selected Department field to display the **Select a department for this item** screen.



Short cut key: Right click on the selected **row** in the data grid to display the **All Groups** menu list. Click on **Select Department**.

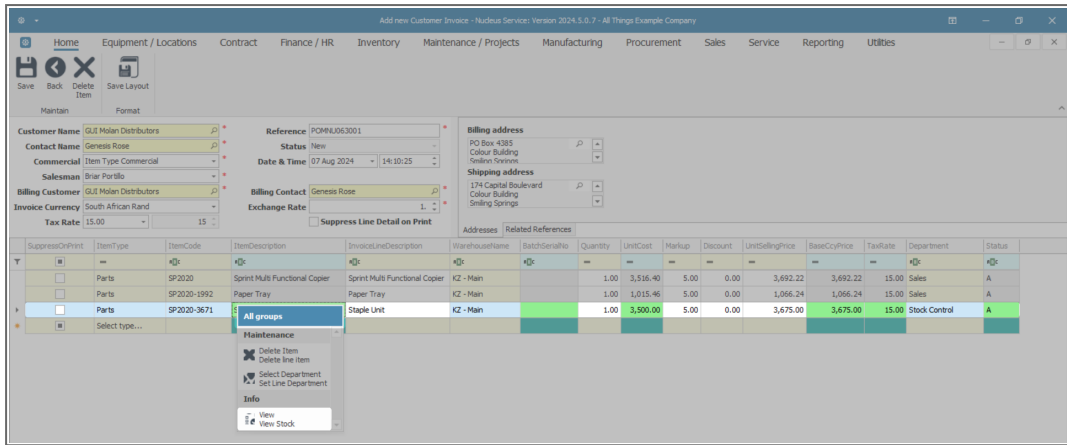
- Select the **row** of the department you wish to select for the item.
- Click on **OK**.

The screenshot shows the 'Add new Customer Invoice' window with a 'Select a department for this item' dialog box open. The dialog box displays a list of departments with their descriptions and statuses. The 'STK - Stock Control' department is selected.

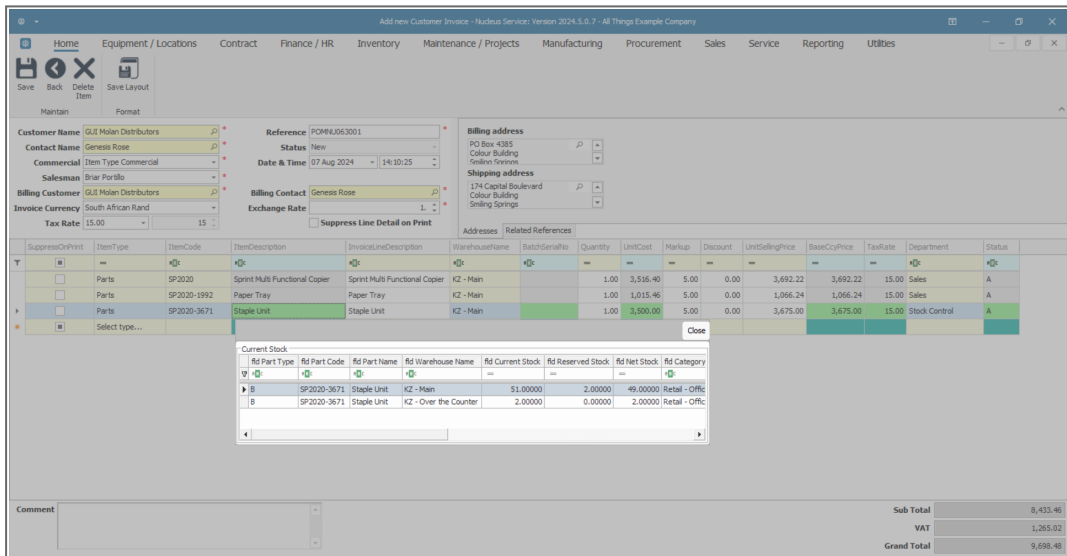
DEPT/Department	DEPT/Department/Description	Status
MAR	Marketing	A
MINTP	Maintenance	A
OP	Operations	A
PROJ	Projects	A
PLR	Purchasing	A
QA	Quality Assurance	A
SAF	Safety	A
SALS	Sales	A
SEC	Security	A
SERV	Service Centre	A
STK	Stock Control	A

View Stock

- **Right click** on the **row** item you wish to view the stock availability for to display the **All groups** screen.
- Click on **View - View Stock**.



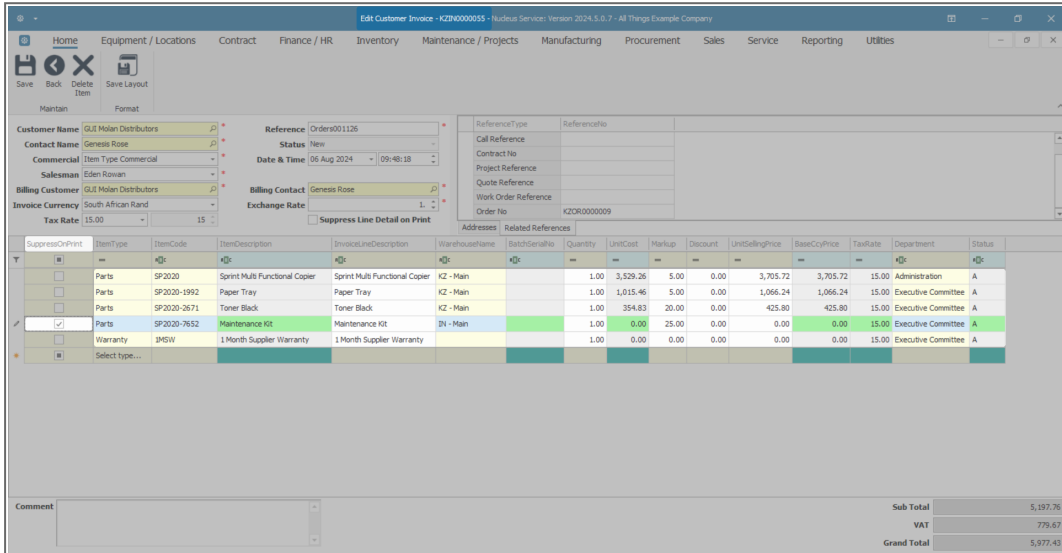
- The **Current Stock** frame will display.
- Use the **scroll bars** to scroll to view the required information.
- This list now also returns alternate parts in stock. : Version Compatibility¹
- Click on **Close** to close the frame.



¹BPO2 v2.4.0.11 or higher

Reorder Lines

- **Drag and drop** items lines to set the order you wish the items to be displayed on the sales invoice.
- This order will be pulled into the printed invoice when generated.



ADD COMMENTS

- Click inside the **Comments** text box and type in a comment relating to this invoice. The comment will appear on the Invoice.

SAVE INVOICE

- When you have finished adding the new customer invoice, click on **Save**.

Customer Name: GLJ Molan Distributors
Contact Name: Genesis Rose
Commercial Item Type: Commercial
Salesman: Brian Portillo
Billing Customer: GLJ Molan Distributors
Invoice Currency: South African Rand
Tax Rate: 15.00

Reference: POMNU063001
Status: New
Date & Time: 07 Aug 2024 14:10:25
Billing Contact: Genesis Rose
Exchange Rate: 1.00

Billing address:
 PO Box 4385
 Colour Building
 Smilow Townships

Shipping address:
 174 Capital Boulevard
 Colour Building
 Smilow Springs

Suppress/Print	ItemType	ItemCode	ItemDescription	WarehouseName	Batch/SerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCpyPrice	TaxRate	Department	Status
<input type="checkbox"/>	Part	SP2020	Sprint Multi Functional Copier	K2 - Main		1.00	3,516.40	5.00	0.00	3,692.22	3,692.22	15.00	Sales	A
<input type="checkbox"/>	Part	SP2020-1992	Paper Tray	K2 - Main		1.00	1,015.46	5.00	0.00	1,066.24	1,066.24	15.00	Sales	A
<input type="checkbox"/>	Part	SP2020-3671	Staple Unit	K2 - Main		1.00	3,500.00	5.00	0.00	3,675.00	3,675.00	15.00	Stock Control	A

Sub Total: 8,433.46
VAT: 1,265.02
Grand Total: 9,698.48

- The Sales Invoices listing screen will be updated with the new invoice in the **N - New** Status.
- A system generated **Invoice Number** has been issued for the Invoice.



The **Sales Invoice must be printed** in order for it to be posted.

InvoiceNo	CustomerCode	CustomerName	DeptName	InvoiceDescription	InvoiceValue	Currency	ExchangeRate	InvoiceDate	TaxRate	Comments	BaseCurrencyTotal	InvoiceStatusDesc	SalesmanName	CRNotes	OTC
K2N0000056	6028143645	GLJ Molan Distributors	Sales	POMNU063001	9,698.48	ZAR	1.00	07 Aug 2024	15.00	Create Sales Invoice MNU063001.	9,698.48	New	Brian Portillo		
K2N0000055	6028143645	GLJ Molan Distributors	Sales	Orders001126	5,977.43	ZAR	1.00	06 Aug 2024	15.00	SalesOrderInvoiceCreated#MNU126005.	5,977.43	New	Eden Rowan		
K2N0000054	6075468708	MHRA Buhill CC	Sales	126000Order	6,382.50	ZAR	1.00	06 Aug 2024	15.00	Part Request.	6,382.50	New	Brian Portillo		
K2N0000053	6005715519	Carms Oacraft CC	Sales	MNU126010	4,830.00	ZAR	1.00	05 Aug 2024	15.00		4,830.00	New	Brian Portillo		
K2N0000052	6015257191	Oranges Outer Analysis	Sales	MNU126010	1,173.00	ZAR	1.00	05 Aug 2024	15.00		1,173.00	New	Eden Rowan		
K2N0000051	6015257191	Oranges Outer Analysis	Sales	Forward Navigation	483.00	ZAR	1.00	05 Aug 2024	15.00	MNU126010	483.00	New	Eden Rowan		
K2N0000050	6075468708	MHRA Buhill CC	Sales	MNU126010	4,830.00	ZAR	1.00	05 Aug 2024	15.00	Forward Navigation	4,830.00	New	Eden Rowan		
K2N0000049	6075468708	MHRA Buhill CC	Sales	SalesOrderForward	4,830.00	ZAR	1.00	05 Aug 2024	15.00		4,830.00	New	Eden Rowan		
K2N0000048	6075468708	MHRA Buhill CC	Sales	Forward#Forward	4,830.00	ZAR	1.00	05 Aug 2024	15.00	MNU126010.	4,830.00	New	Eden Rowan		
K2N0000047	6003931995	FDMA Management	Sales	WOrders126000	6,296.25	ZAR	1.00	05 Aug 2024	15.00	Orders MNU000126	6,296.25	New	Eden Rowan		
K2N0000046	6055478013	Warm Blade Systems	Sales		4,830.00	ZAR	1.00	25 Jun 2024	15.00	WarmBladePSL	4,830.00	New	Eden Rowan		
K2N0000045	6065001001	Cash Sale Account	Sales		4,830.00	ZAR	1.00	18 Jun 2024	15.00	CashSale	4,830.00	New	Eden Rowan		
K2N0000044	6065001000	Sell Off Customer	Sales		4,830.00	ZAR	1.00	14 Jun 2024	15.00	CustomerPSL	4,830.00	New	Eden Rowan		
K2N0000043	6065001001	Cash Sale Account	Sales		4,830.00	ZAR	1.00	19 Apr 2024	15.00	CashSale068000	4,830.00	New	Eden Rowan		
K2N0000042	6065001001	Cash Sale Account	Sales		4,830.00	ZAR	1.00	05 Apr 2024	15.00	CashSale_068001	4,830.00	New	Eden Rowan		
K2N0000039	6065001000	Sell Off Customer	Sales		4,830.00	ZAR	1.00	30 Apr 2024	15.00	SellOffCustomerPSL	4,830.00	New	Eden Rowan		
K2N0000038	6065001000	Sell Off Customer	Sales		4,830.00	ZAR	1.00	21 Jul 2024	15.00	PSLthe068	4,830.00	New	Eden Rowan		
K2N0000037	6065001001	Cash Sale Account	Sales		5,313.00	ZAR	1.00	31 Jul 2024	15.00	SP2020 PSL	5,313.00	New	Eden Rowan		
K2N0000036	6065001000	Sell Off Customer	Sales		4,830.00	ZAR	1.00	03 May 2024	15.00	PSLthe	4,830.00	New	Drew Fieldon		
K2N0000035	6065001000	Sell Off Customer	Sales	Edit Invoice MNU	4,588.50	ZAR	1.00	03 Jun 2024	15.00	Customer PSLthe068	4,588.50	New	Eden Rowan		
K2N0000034	6075468708	MHRA Buhill CC	Sales		4,830.00	ZAR	1.00	31 Jul 2024	15.00	MHRA Line 068001	4,830.00	New	Damen Holland		
K2N0000033	6065001000	Sell Off Customer	Sales		4,830.00	ZAR	1.00	31 Jul 2024	15.00	Invoice068001	4,830.00	New	Brian Portillo		
K2N0000031	6065001000	Sell Off Customer	Sales		5,313.00	ZAR	1.00	31 Jul 2024	15.00	PSLthe068001	5,313.00	New	Faith Myers		
K2N0000030	6085742234	Form Fair Publishing	Sales		5,313.00	ZAR	1.00	31 Jul 2024	15.00	FormFair PSLthe068	5,313.00	New	Eden Rowan		

Related Topics

- [Introduction to Invoices](#)
- [Introduction to Point of Sale \(POS\) Lite](#)
- [Add](#) a Sales Invoice
- [Edit](#) a Sales Invoice
- [View](#) a Tax Invoice
- [Comment and / or Reference for a Sales Invoice](#)
- [Print](#) or Export a Sales Invoice
- Send Invoices to [Print Queue](#)
- View a list of all items that have been [Issued](#)
- [Print Proforma Invoice](#)

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