

We are currently updating our site; thank you for your patience.

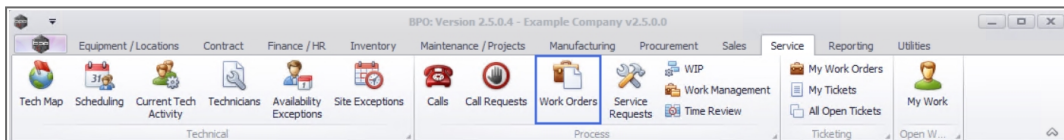
## SERVICES

### WORK ORDERS – INVOICES

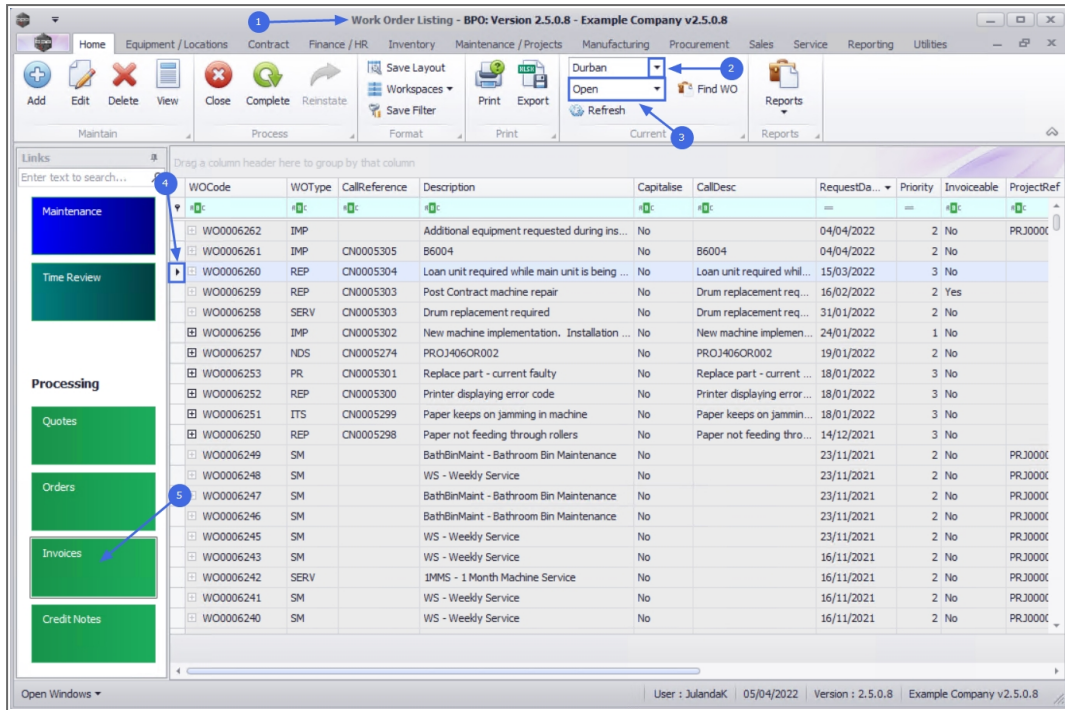
From the **Invoices** tile you can **Add**, **Edit**, add a **Comment and Reference**, **View** and **Print an Invoice**.

The Issues Functions tab will display stock that is issued to the invoice, where it is an OTC Invoice.

**Ribbon Access:** Service > Work Orders



1. The **Work Order Listing** screen will be displayed.
2. Select the **Site** where the work order was issued.
  - The example has **Durban** selected.
3. Select the **Status** for the work order.
  - The example has **Active** selected.
4. Select the **row** of the work order you wish to invoice.
5. Click on the **Invoices** tile.



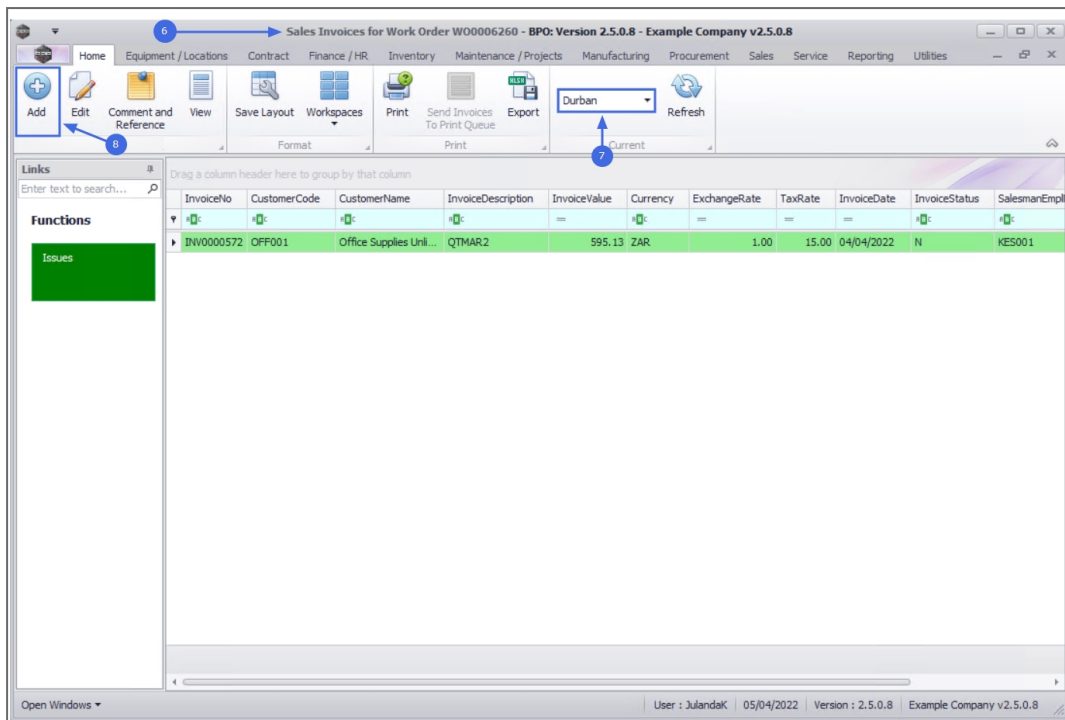
6. The **Sales Invoices for Work Order** [work order number] screen will display.
7. The **Site** from the Work Order Listing screen will not automatically pull through to the **Sales Invoices for Work Order** screen, click on the down **arrow** to change the **Site** filter.

## ADD SALES INVOICE

8. Click on **Add**.



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



9. " The Add new Customer Invoice screen will display." on page 2
10. Complete the **Sales Invoice Header** and the **Financial Header** information.
11. Confirm the **Billing and Shipping Addresses**, if these fields were not populated when you entered the Header information.

12. Click on the **Related References** tab to enter the reference information for the Customer Order.

- The Work Order Reference has been auto populated with the selected Work Order number.
- When referencing a work order which has stock issued, but not yet invoiced, will auto populate the frame.

13. Edit the **Items to be Invoiced** as required.

- 14.
- **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.

Suppress/Print	Item Type	Item Code	Item Description	Invoice Line Description	Warehouse Name	Distribution	Quantity	Unit Cost	Markup	Discount	Unit Selling Price	Base Qty Price	Tax Rate	Department	Status					
<input type="checkbox"/>	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					
<input type="checkbox"/>	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					
<input type="checkbox"/>	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					
<input checked="" type="checkbox"/>	Parts	SP2020-7652	Maintenance Kit	Maintenance Kit	2H - Main		1.00	0.00	25.00	0.00	0.00	0.00	15.00	Executive Committee	A					
<input type="checkbox"/>	Warranty	1MSW	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					
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 100px;">Sub Total</td> <td style="text-align: right;">5,197.76</td> </tr> <tr> <td>VAT</td> <td style="text-align: right;">779.67</td> </tr> <tr> <td><b>Grand Total</b></td> <td style="text-align: right;"><b>5,977.43</b></td> </tr> </table>															Sub Total	5,197.76	VAT	779.67	<b>Grand Total</b>	<b>5,977.43</b>
Sub Total	5,197.76																			
VAT	779.67																			
<b>Grand Total</b>	<b>5,977.43</b>																			

15. Click in the **Comments** text box to type in a comment related to the invoice.
16. Click on **Save** to save the Customer Invoice details.



For a detailed handling of this topic refer to [Invoices - Create Sales Invoice \(OTC\)](#)

**Add new Customer Invoice - BPO: Version 2.5.0.8 - Example Company v2.5.0.8**

Customer Name: Office Supplies Unlimited  
 Contact Name: Samantha Times  
 Commercial: Type Class Commercial  
 Salesman: Julanda Kessler  
 Billing Customer: Office Supplies Unlimited  
 Invoice Currency: South African Rand  
 Tax Rate: 15.00

Reference: INV2004  
 Status: New  
 Date & Time: 05/04/2022 14:01:39  
 Billing Contact: Samantha Times  
 Exchange Rate: 1

ReferenceType	ReferenceNo
Order No	
Work Order Reference	W00006260
Serial No	1912-102035
Call Reference	
Contract No	
Project Reference	

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
	Labour	DRV	Driver	Driver			4.000	350.000	15.000	0.000	172.500	172.500
	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
	Warranty	12MSW	12 Month Suppl...	12 Month Supplier War...			1.000	0.000	15.000	0.000	0.000	0.000

Sub Total: 752.10  
 VAT: 112.82  
 Grand Total: 864.92

16. The **Sales Invoices for Customer** listing screen will be updated with the **new Invoice** you have created.

**Sales Invoices for Work Order W00006260 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8**

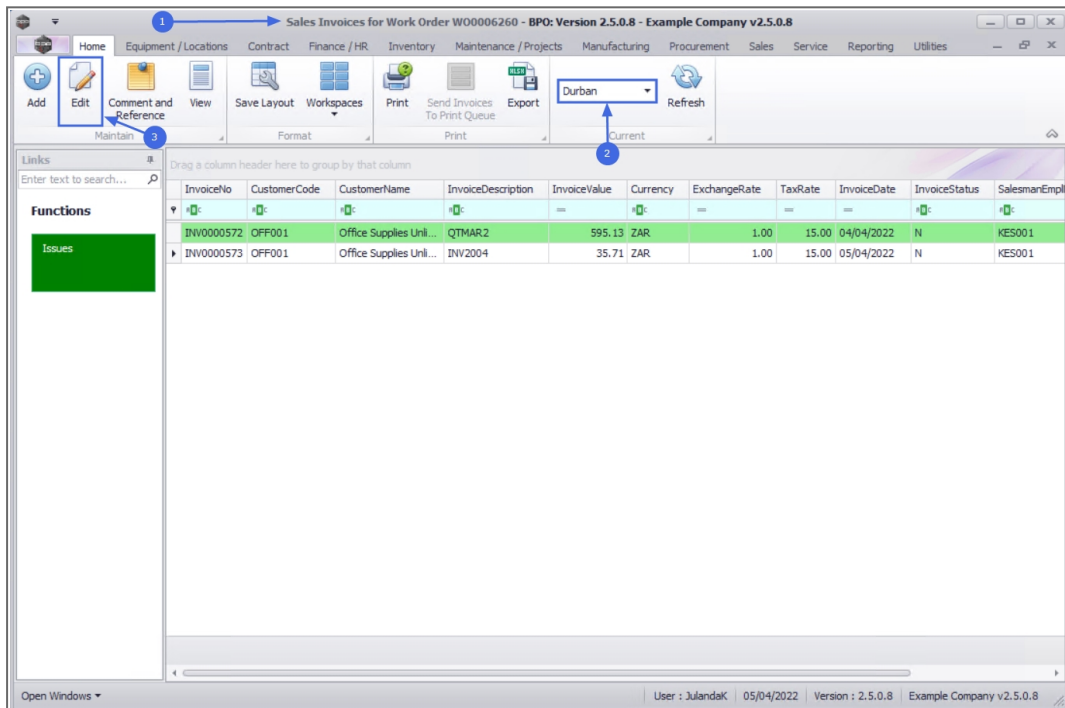
InvoiceNo	CustomerCode	CustomerName	InvoiceDescription	InvoiceValue	Currency	ExchangeRate	TaxRate	InvoiceDate	InvoiceStatus	SalesmanEmplo
INV0000572	OFF001	Office Supplies Unli...	QTMAR2	595.13	ZAR	1.00	15.00	04/04/2022	N	KES001
INV0000573	OFF001	Office Supplies Unli...	INV2004	35.71	ZAR	1.00	15.00	05/04/2022	N	KES001

## EDIT SALES INVOICE

1. From the **Sales Invoices for Customer** [customer code] screen,
2. Ensure that the correct **Site** has been selected, by clicking on the **arrow** to change the **Site** filter.
  - The **Sales Invoices for Customer** listing screen will be updated with the Customer Invoices for the selected site.
3. Select the **row** of the Invoice you wish to edit.
4. Click on **Edit**.



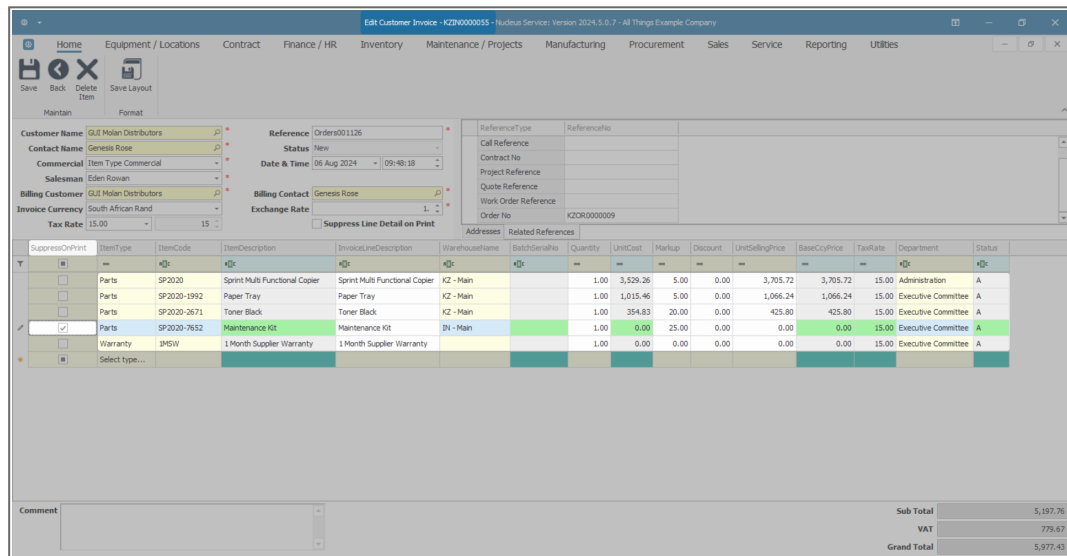
Short cut key: Right click to display the Process **All groups** menu list. Click on **Edit**.



5. "The Edit Customer Invoice - [ ] screen will display." on page 1
6. Make the required changes to the **Heading Information**, **Addresses** or **Related References** tabs.

## 7. Make the required changes to the Invoice Item frame.

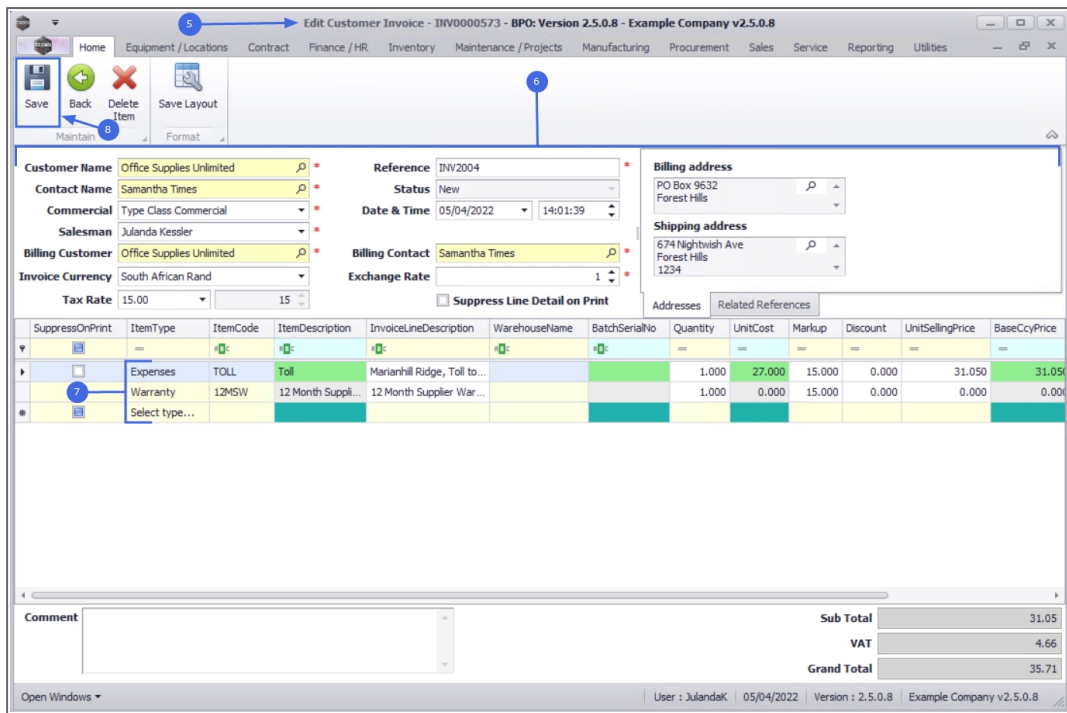
- To **Add** a new Invoice item, click on the **Select type** text box of the first available item line.
- To **remove** an item, click on the **row** of the item you wish to remove and click on **Delete Item**.
- **Drag and drop** items lines to set the order you wish the items to be displayed on the sales invoice.
- This order will be pulled into the printed invoice when generated.



## 8. Click on **Save**.

For a detailed handling of this topic refer to [Invoices - Edit Sales Invoice](#)





You will return to the updated **Sales Invoices for Customer** listing screen.

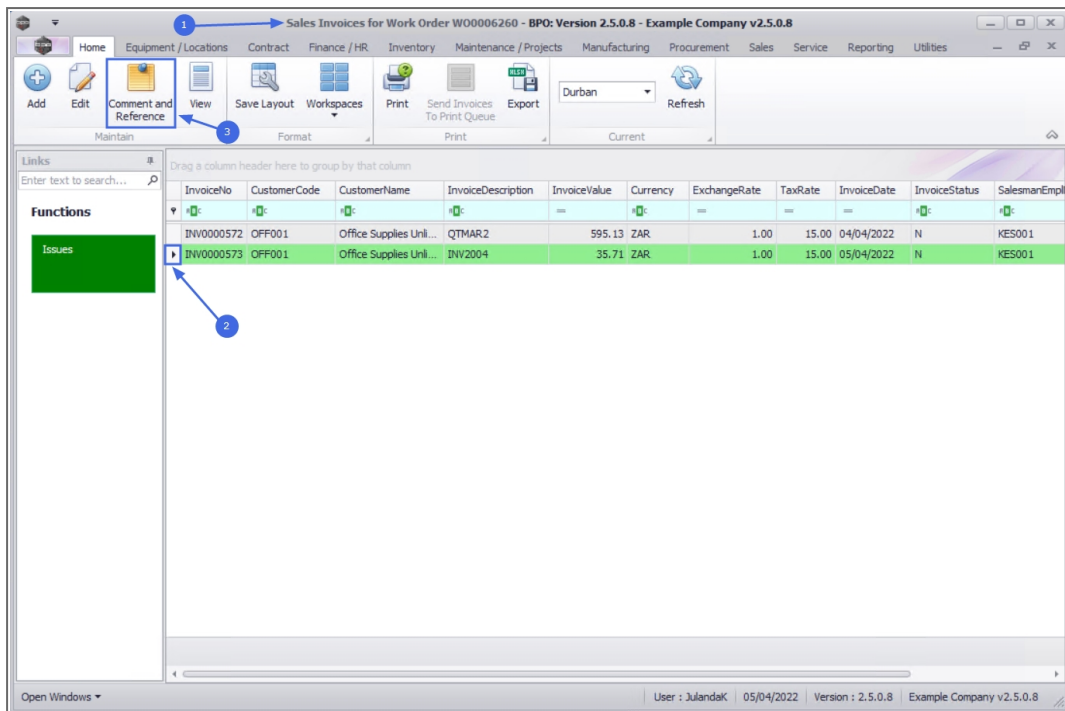
## COMMENT AND REFERENCE

You will be able to add or view the Comment and Reference information for the Customer Invoice from the Work Order Listing Screen.

1. From the **Sales Invoices for Customer** [customer code] screen,
2. Select the **row** of the Invoice you wish to add or view the Comment and Reference information for.
3. Click on **Comment and Reference**.



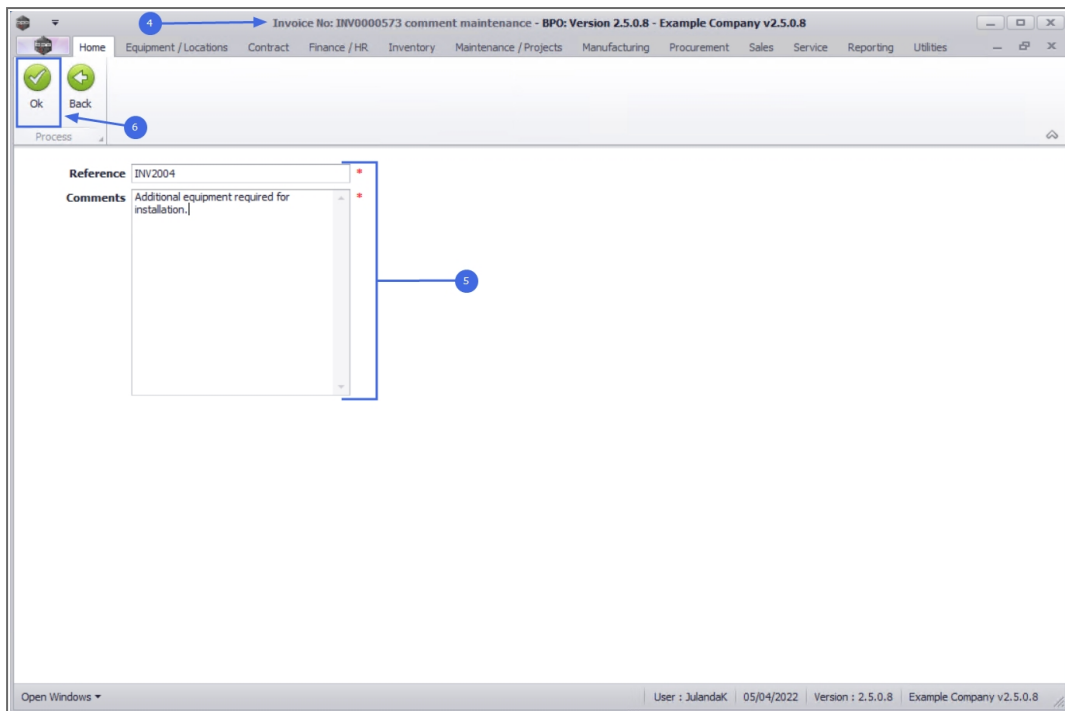
Short cut key: Right click to display the **Process** menu list. Click on **Comment and Reference**.



4. "The Invoice No. [ ] comment maintenance screen will display." on page 2
5. Make the necessary changes to, or add the required information to the Reference or Comment fields.
6. Click **OK** to update the Invoice information and to return to the **Sales Invoice for Customer** listing screen.



For a detailed handling of this topic refer to [Invoices - Comment and References](#)

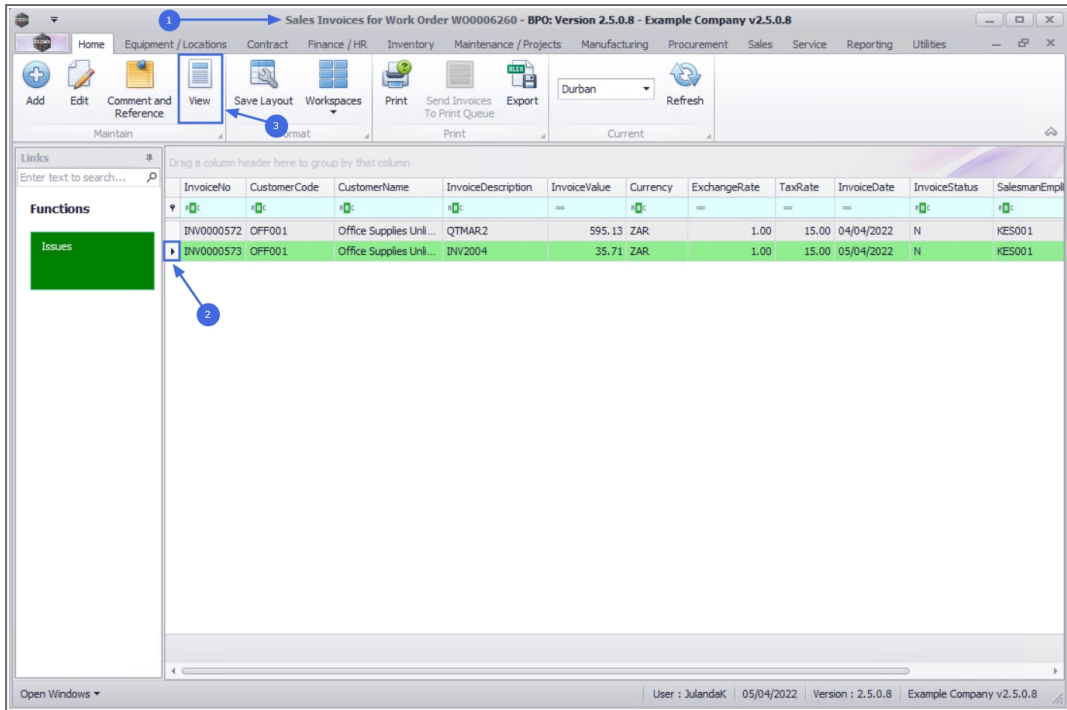


## VIEW CUSTOMER INVOICE



You will only be able to view and print the Invoice, no changes can be made in the **View** screen.

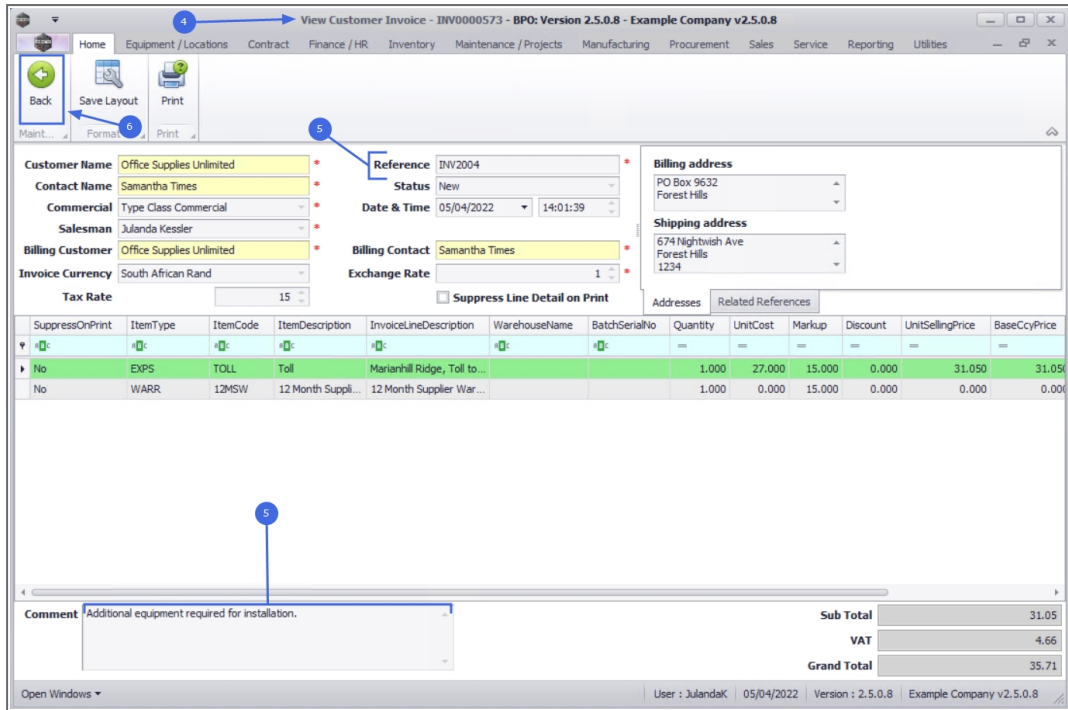
1. From the **Sales Invoices for Work Order [work order number]** screen,
2. Select the **row** of the Invoice you wish to view.
3. Click on **View**.



4. The **View Customer Invoice** - [invoice number] screen will display.
5. Note the **Comment and Reference Number** fields have been updated with the changes made, using the **Comment and Reference** button.
6. Click on **Back** to return to the **Sales Invoice for Customer** listing screen.



For a detailed handling of this topic refer to [View Tax Invoice](#)



## PRINT INVOICE



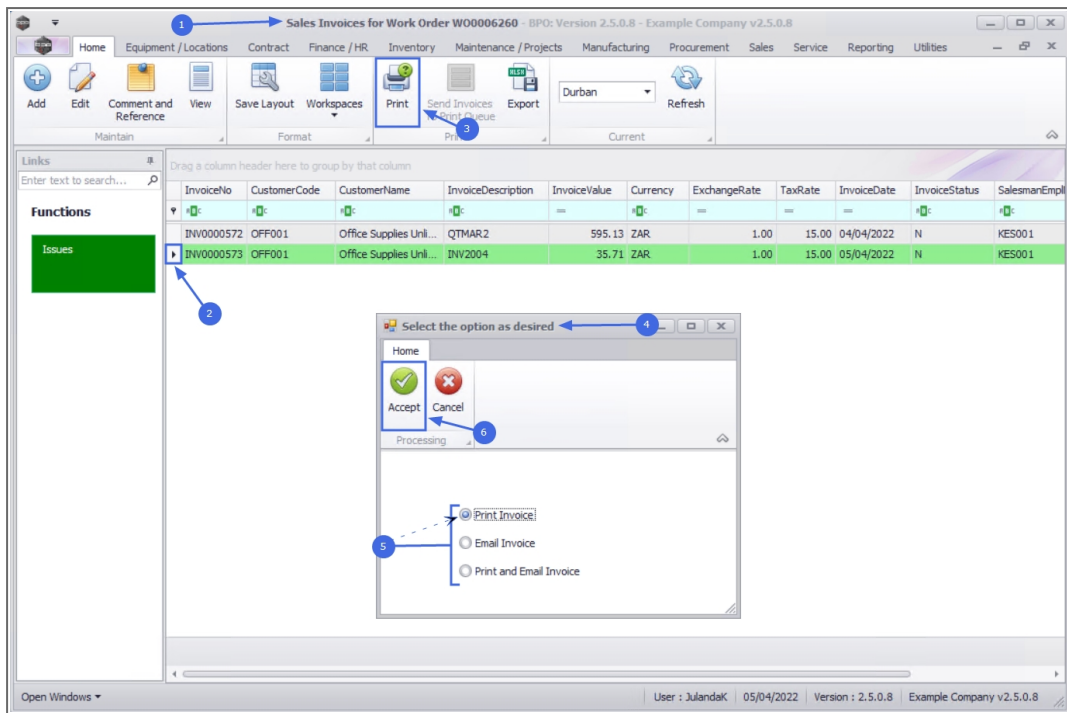
You will be able to Print, Email or Print and Email the Sales Invoice from the Sales Invoices for Customer listing screen or the View Customer Invoice screen.

1. From the **Sales Invoices for Customer** [customer code] screen,
2. Click on the **row** of the 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 **Email Invoice**, the invoice will be emailed via the **BPO Email Service** on the server and not from MS Outlook.

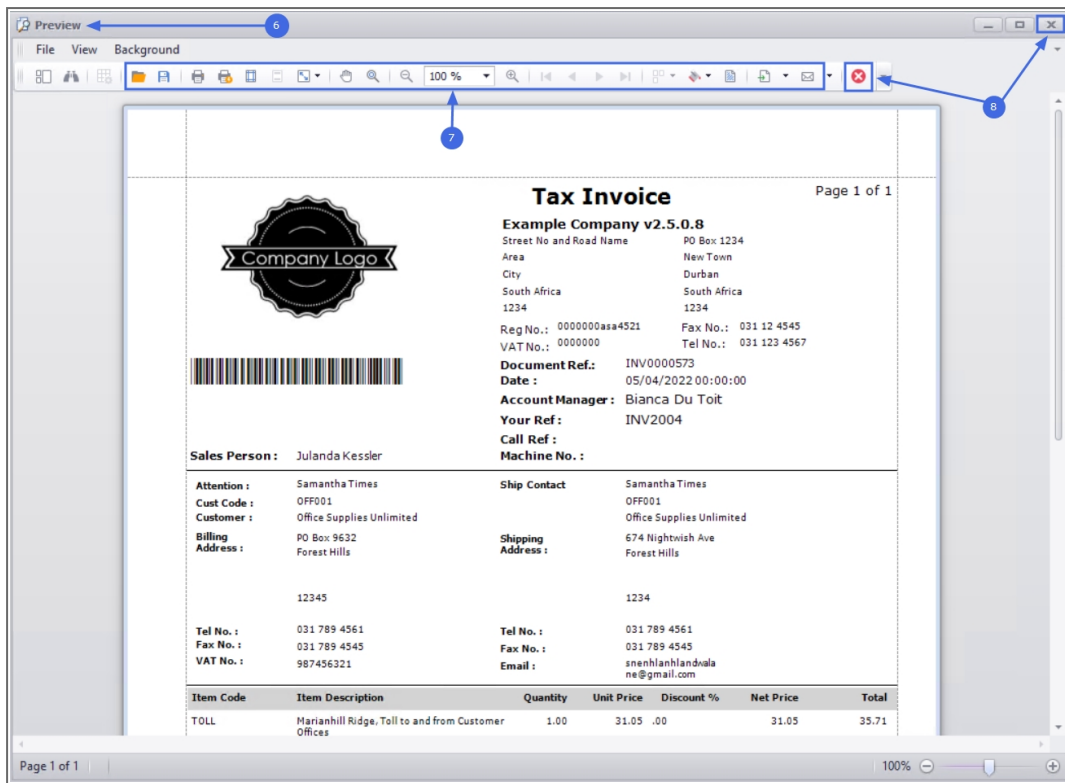
- The example has **Print Invoice** selected.
6. Click on **Accept**.



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



Refer to [Proforma Invoice](#) and [Printing a Sales Invoice](#) for a detailed handling of the functions.





## SEND INVOICES TO PRINT QUEUE

You can send Invoices to the Print Queue directly from the Sales 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.

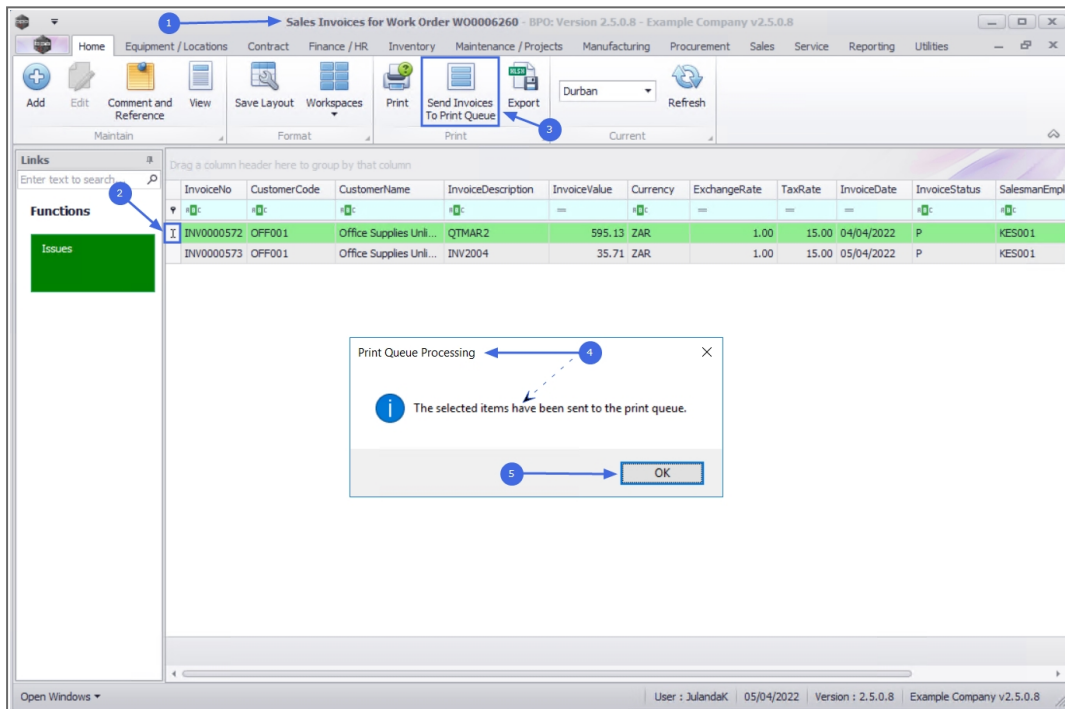
Print Queue is only available where the status is set to Printed.

1. From the **Sales Invoices for Customer [customer code]**,
2. Select the Invoice(s) you wish to send to the Print Queue.

-  **To select a range of invoices:** Click on the **row** of the **first Invoice**. **Hold** down the **Shift key** on your keyboard and click on the **row** of the **last invoice** in your list.

-  **To select alternate invoices:** Hold down the **Ctrl (Control) key** on your keyboard and click on the **row** of each Invoice you wish to include in the selection.
3. Click on **Send Invoices to Print Queue**.
  4. When you receive the **Print Queue Processing** message to confirm that;
    - **The selected items have been sent to the print queue.**
  5. Click on **OK**.

 For a detailed handling of this topic refer to [Invoices - Send Invoices To Print Queue](#)

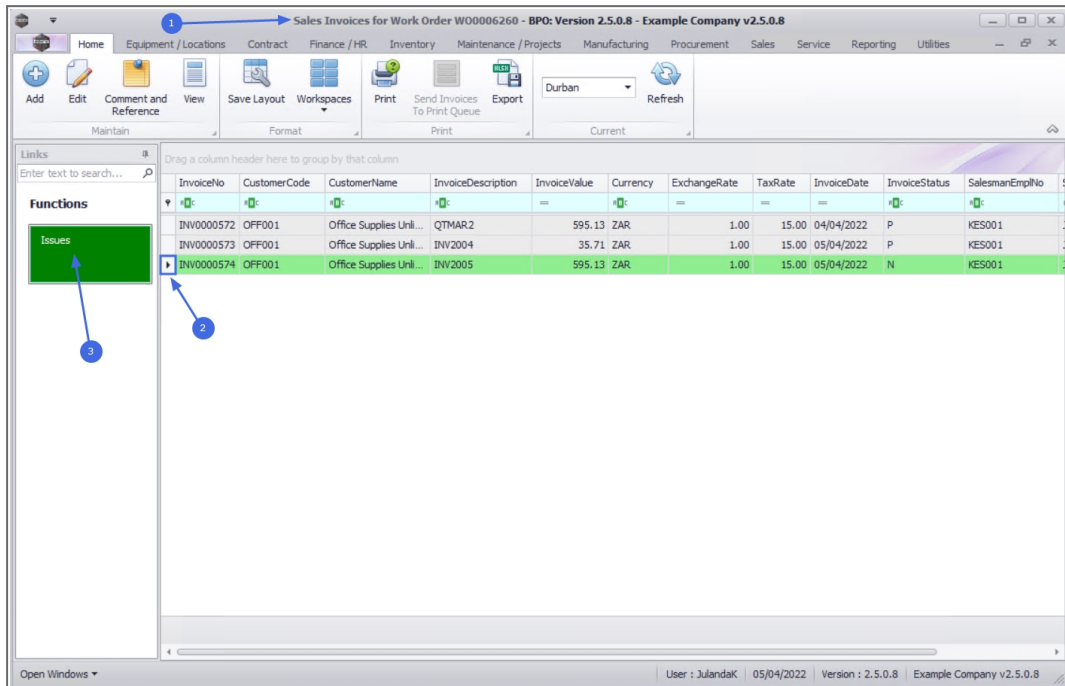


## ISSUES TILE

1. From the **Sales Invoices for Customer [customer code]** listing screen, you can view the stock issued for a selected Invoice.



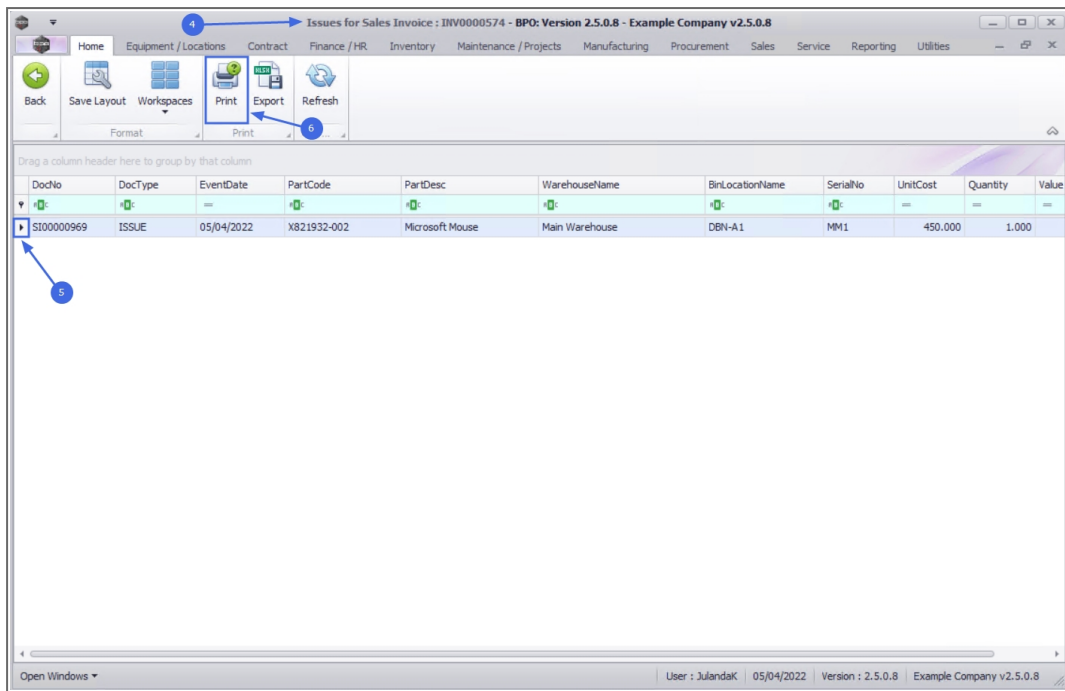
2. Click on the **row** of the Invoice you wish to view the linked **issued items**.
3. Click on the **Issues** tile.



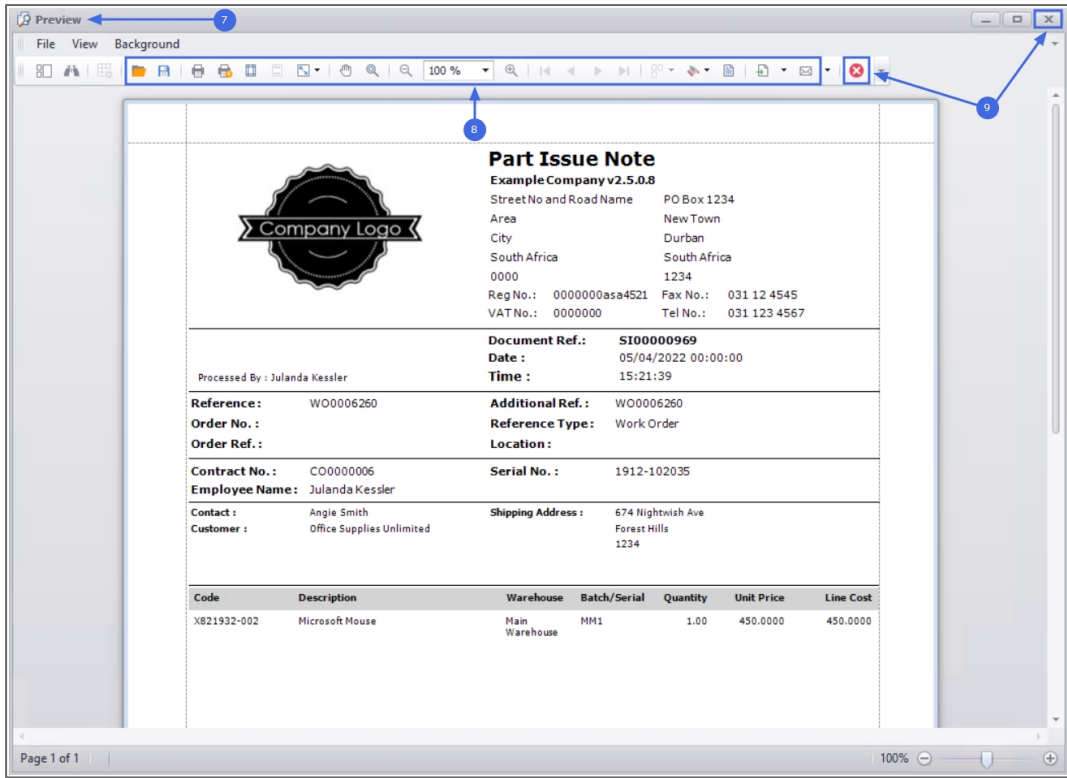
4. The **Issues for Sales Invoice: [invoice number]** listing screen will display.

## Print Part Issue Note

5. Click on the **row** of the Part Issue Note you wish to print.
6. Click on **Print**.



7. The **Part Issue Note** for the Sales Invoice will display in the Preview screen.
8. From here you can make cosmetic changes to the document, as well as **Save, Print, Add a Watermark, Export** or **Email** the Part Issue Note.
9. Click **Close** to return to the **Issues for Sales Invoice** screen.



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