

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

## CONTRACTS

### MANUAL CONTRACT INVOICE – CONSOLIDATED CUSTOMER

Using a Manual Contract Invoice to bill any one machine on a contract for either fees or meters or both within the current billing period, will prevent a contract invoice from being raised at month end for that contract – for either fees, meters or both.

- If any one **machine** on a contract is billed for fees and meters, none of the **machines** on that contract will bill at month end.
- If any one **fee** is billed, none of the other machines' **fees** will bill at month end (for that contract). **Meters** will still be billed.
- If any one **meter** is billed, none of the other machines' **meter charges** will bill at month end (for that contract). **Fees** will still be billed.

It is important to understand that Manual Contract Invoices should only be used to fix a problem as a last resort. i.e.:

- To re-invoice contract billing where a contract credit note was raised (without auto re-invoice option) for incorrect start reading / incorrect fee or meter charges.
- For incorrect prior period billing. Raise a contract credit note (without auto re-invoice) and create a manual contract invoice with the correct readings / fee or meter charges.
- To invoice the client where prior period billing was missed.

Do **not** use a Manual Contract Invoice to 'bill' a pro-rata amount at the start of a contract, if the manual contract invoice is being raised in the same billing period. This will mean your contract will **not** bill at the end of the month.

Instead:

- Either bill the pro-rata amount in the current billing period and set the contract to start billing in the following billing period, or
- Create a Sales Invoice with an Internal Service configured to post to the same general ledger account codes as the contract fee /meter charges.

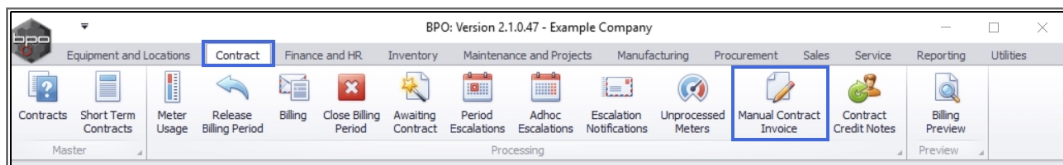
If you are using the Auto Debit Order Processing option on BPO, make sure that you print the Manual Contract Invoice(s) from the **Print Queue**.

The process is slightly different for **Unconsolidated** customers as compared to Consolidated customers. The process below documents **Consolidated** Customers.

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## Ribbon Access: Contract > Manual Contract Invoice

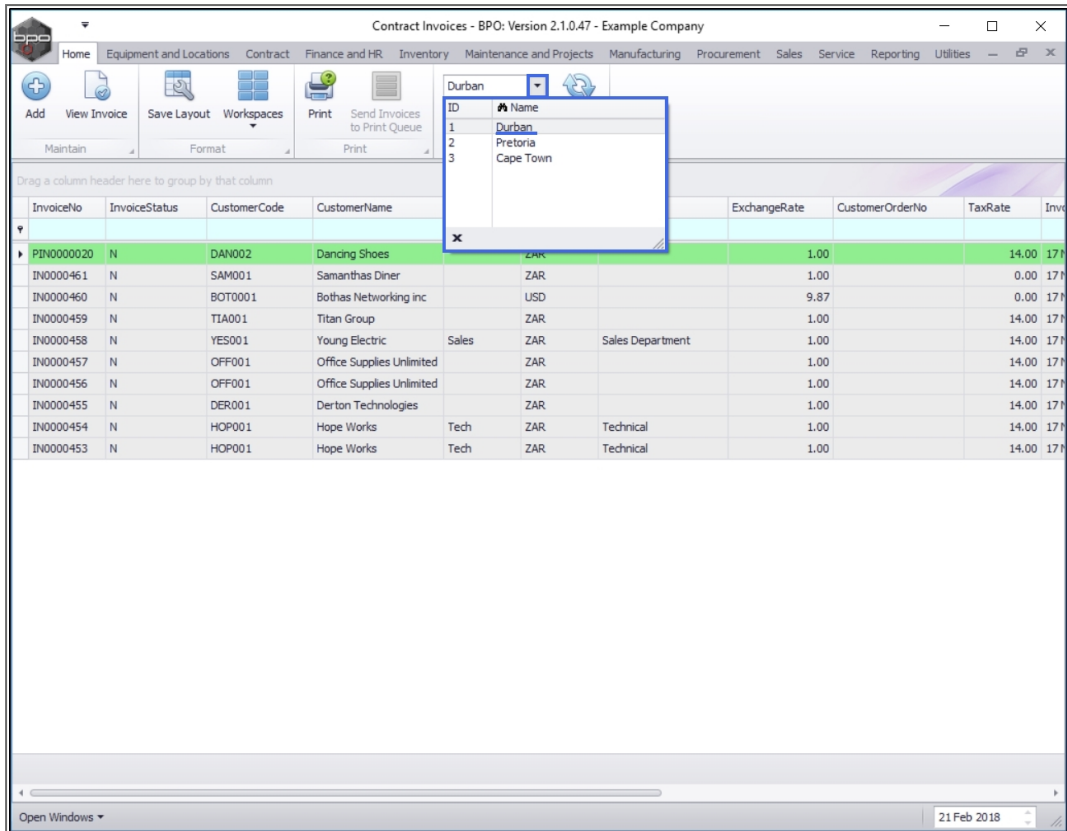
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The **Contract Invoices** screen will be displayed.

## Select the Site and Status

- Select the **Site** that you wish to work in.
  - In this image **Durban** has been selected.



- By default, this screen will open in the **New** status. This does not need to be changed to add a new manual contract invoice.
- Click on **Add**.

InvoiceNo	InvoiceStatus	CustomerCode	CustomerName	DeptCode	Currency	DeptName	ExchangeRate	CustomerOrderNo	TaxRate	Inv
PIN000020	N	DAN002	Dancing Shoes		ZAR		1.00		14.00	17.00
IN0000461	N	SAM001	Samanthas Diner		ZAR		1.00		0.00	17.00
IN0000460	N	BOT0001	Bothas Networking inc		USD		9.87		0.00	17.00
IN0000459	N	TIA001	Titan Group		ZAR		1.00		14.00	17.00
IN0000458	N	YES001	Young Electric	Sales	ZAR	Sales Department	1.00		14.00	17.00
IN0000457	N	OFF001	Office Supplies Unlimited		ZAR		1.00		14.00	17.00
IN0000456	N	OFF001	Office Supplies Unlimited		ZAR		1.00		14.00	17.00
IN0000455	N	DER001	Derton Technologies		ZAR		1.00		14.00	17.00
IN0000454	N	HOP001	Hope Works	Tech	ZAR	Technical	1.00		14.00	17.00
IN0000453	N	HOP001	Hope Works	Tech	ZAR	Technical	1.00		14.00	17.00

1. The **Manual Contract Invoice : Add a new invoice** screen will be displayed.

## INVOICE HEADER DETAILS

2. **Customer Name:** Click on the **search** button in this field.

Manual Contract Invoice : Add a new invoice - BPO: Version 2.1.0.47 - Example Company

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

Save Back Delete Item Calculate Aggregate Save Layout

Customer Name  Invoice No.

Contract  Status N

Invoice Date/Time 21 Feb 2018 12:00:00 AM Salesman

Order No.  Invoice Currency

Billing Date 21 Feb 2018 Tax Rate

Exchange Rate

Remove Inactive Lines

SerialNo	LocationItemDesc	FeeType	FeeTypeDesc	AccountCode	Due	InvoiceLineDescription	VAT

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT

Comment

Sub Total 0.00

VAT 0.00

Grand Total 0.00

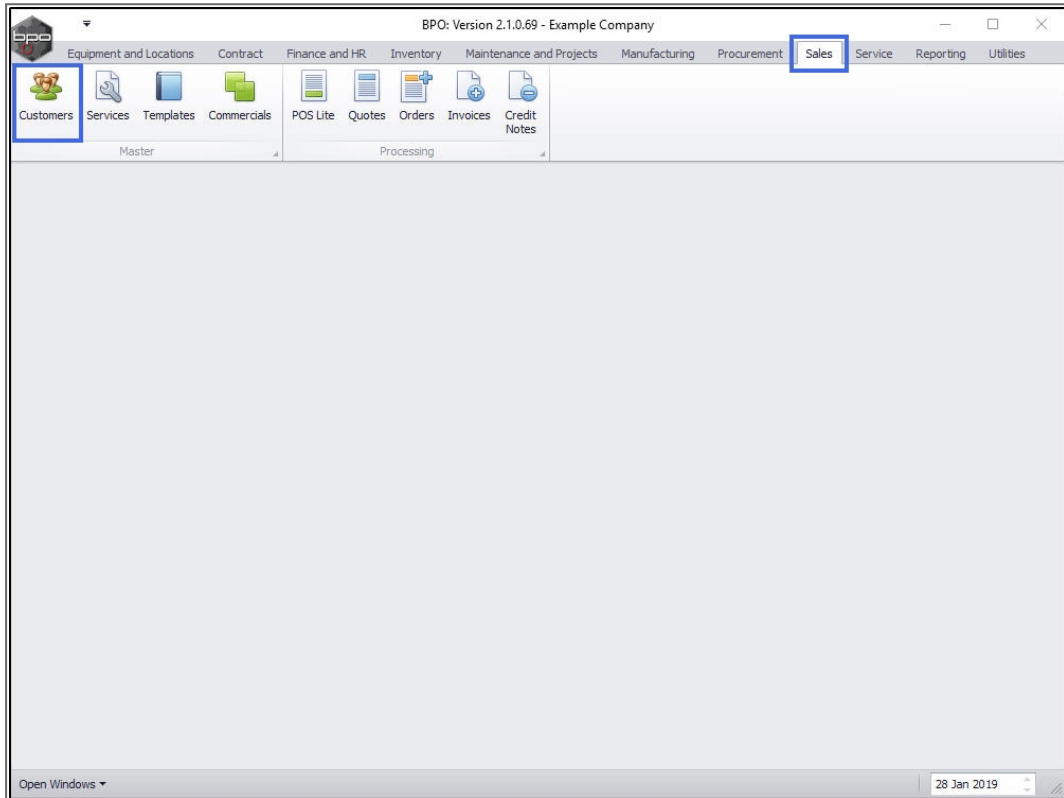
Open Windows 21 Feb 2018

- The **Select a customer for this Invoice** screen will pop up.
- Select the **row** of the '**consolidated**' customer that you wish to **create a manual invoice** for.

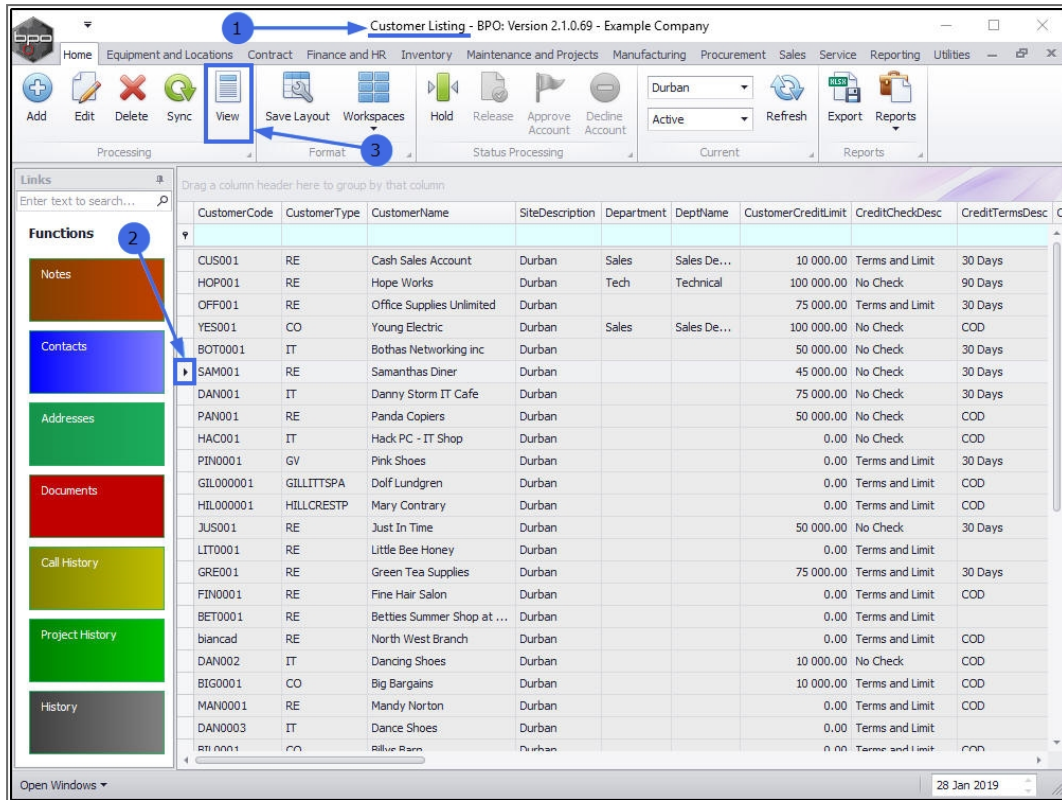
## Check for Consolidated Customer

You can check if a customer is consolidated by viewing the **Is Consolidated** check box in the Customer Maintenance screen.

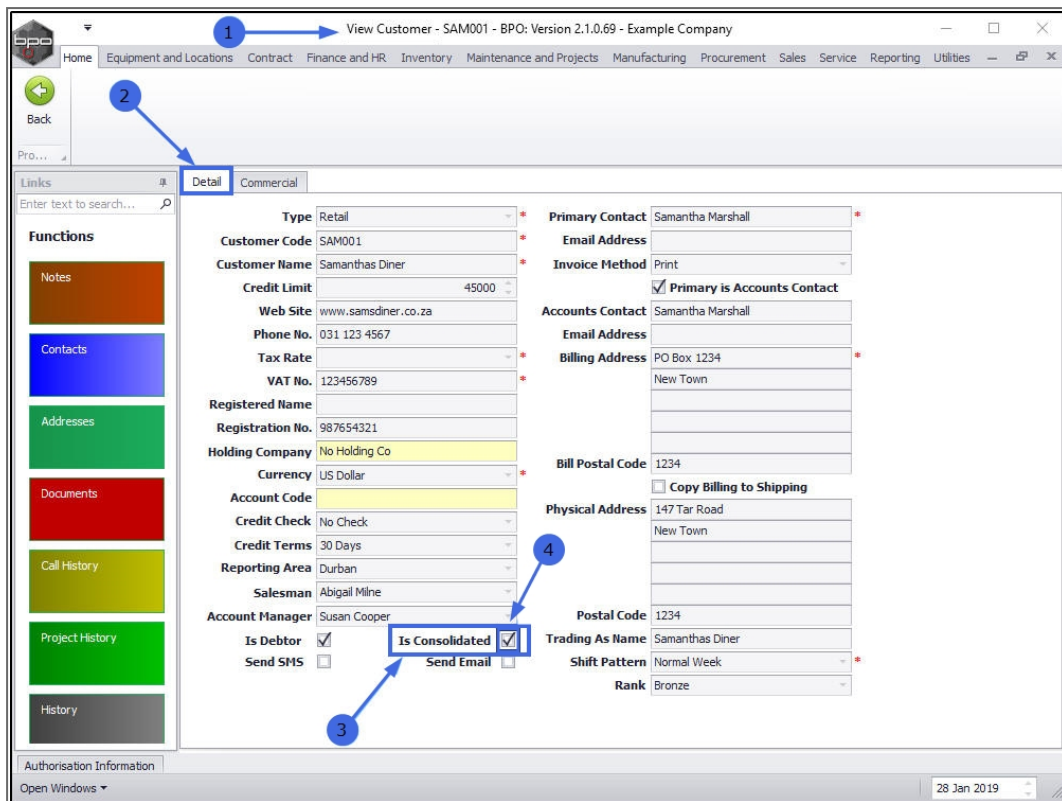
**Ribbon Access:** Sales > Customers



1. The **Customer Listing** screen will be displayed.
2. Click on the **row selector** in front of the customer you wish to view.
3. Click on **View**.

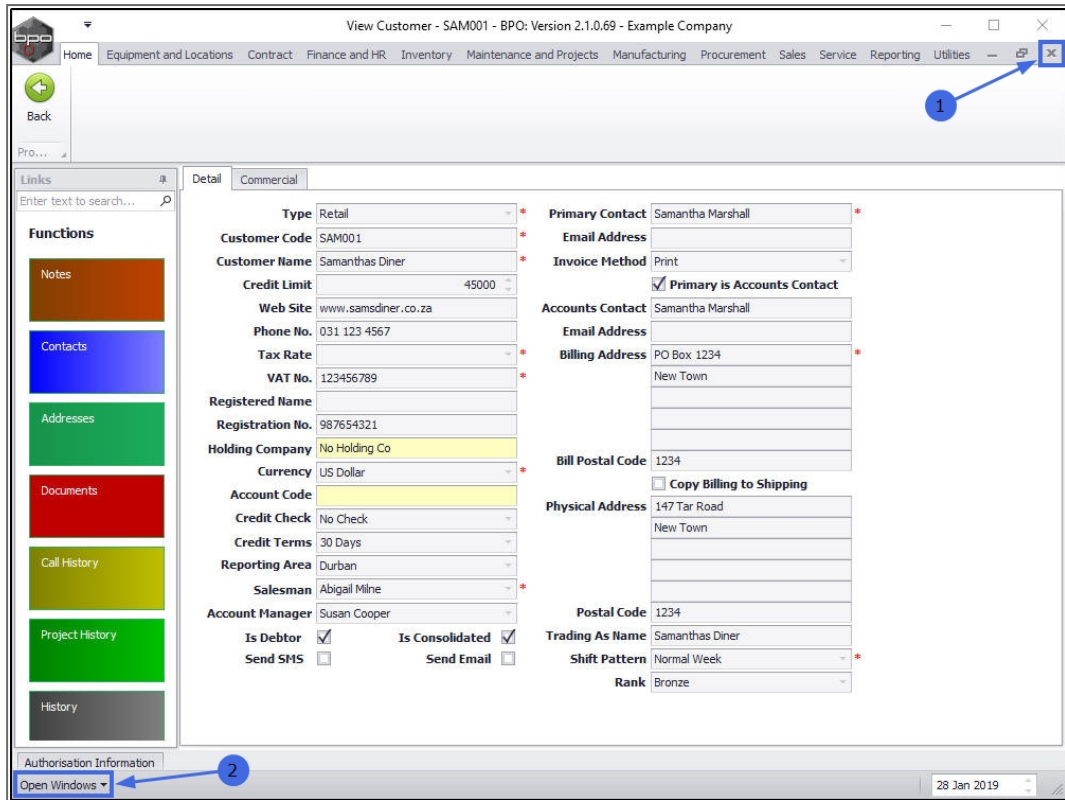


1. The **View Customer** screen will be displayed.
2. Ensure that the **Detail** tab is selected.
3. Find the **Is Consolidated** check box in this screen.
4. In this image, the check box is ticked, meaning this customer is **con-**  
**solidated**.



1. **Close** the screen or use the
2. **Open Windows** menu to return to the **Manual Contract Invoice: Add a new invoice** screen.





When you have navigated back to the **Manual Contract Invoice: Add a new invoice** screen, you will note that;

1. The **Customer Name** field populates with the selected (**consolidated**) customer and the **search** button will disappear from the **Contract** field. This is because the invoice will incorporate all the Item Fees and Item Meters linked to this customer - you cannot select any one contract.

The following financial fields will now auto populate based on the customer contract details that have originally been set up:

2. **Invoice Currency** , **Tax Rate** and **Exchange Rate** .
3. If there is a **Salesman** already linked to this contract then that **Salesman name** will populate this field.
4. The **Items Fees** data grid and

5. **Meters Fees** data grid will populate with all of the **Items Fees** and **Meters Fees** linked to this consolidated customer.

## CONTRACT ITEM FEES AND METERS

This screen lists both the **Active** and **Inactive** item or meter charges.

### REMOVE INACTIVE LINES

1. You can **Remove Inactive Lines** by selecting the check box

### REMOVE CHARGES

2. You can delete item lines not to be billed, by selecting the row of the item and clicking on **Delete Item**.

1. **Invoice Date/Time:** These will be auto populated with the current date and time.
  - Either type in or click on the drop-down arrow and use the calendar function to select an alternative date, if required.
  - Either type in or use the directional arrows to select an alternative time, if required.
2. **Order No:** Type in a customer order number if required.
3. **Billing Date:** Ensure you have selected the correct billing date. This will adjust the meter reading date for the items on this invoice.

Manual Contract Invoice: Add a new invoice - BPO: Version 2.1.0.69 - Example Company

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

Save | Back | Delete Item | Calculate Aggregate | Save Layout

Customer Name: **Samanthas Diner**

Contract: **1**

Invoice Date/Time: 03 Feb 2019 00:00:00

Order No.:

Billing Date: 03 Feb 2019

Remove Inactive Lines

Invoice No.:

Status: N

Salesman: Abigail Milne

Invoice Currency: USD

Tax Rate: 0.00

Exchange Rate: 9.8700

LocationDesc	SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceDescription	Due	VAT	Status
	20-147258	S	Service	1101	Monthly service fee	1 395.39	0.00	A
	20-147258	N	Insurance	1203	Insurance	338.45	0.00	A
	19-12/1202	S	Service	1101	Monthly service	1 023.28	0.00	A
	19-12/1202	N	Insurance	1203	Insurance	338.45	0.00	A
	1912-102031	S	Service	1101	Service fee	487.28	0.00	A
	1912-102031	N	Insurance	1203	Insurance	307.68	0.00	A

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	IsActive
20-147258	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
1912-102031	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
2020-102046	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No
2020-102046	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No

Comment:

Sub Total: 9 260.53

VAT: 0.00

Grand Total: 9 260.53

Open Windows | 28 Jan 2019

## INVOICE NO.

- **Invoice No:** When you save the details in this screen, the system will calculate the invoice number based on the selected **contract configuration** details set up.
- **Status:** This field will auto populate with **N** - New.

Manual Contract Invoice: Add a new invoice - BPO: Version 2.1.0.69 - Example Company

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

Save | Back | Delete Item | Calculate Aggregate | Save Layout

Customer Name:  \*  
 Contract:  \*  
 Invoice Date/Time: 03 Feb 2019 00:00:00  
 Order No.:   
 Billing Date: 03 Feb 2019

Remove Inactive Lines

Invoice No.:   
 Status: N  
 Salesman: Abigail Milne \*  
 Invoice Currency: USD  
 Tax Rate: 0.00  
 Exchange Rate: 9.8700

LocationDesc	SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceDescription	Due	VAT	Status
	20-147258	S	Service	1101	Monthly service fee	1 395.39	0.00	A
	20-147258	N	Insurance	1203	Insurance	338.45	0.00	A
	19-12/1202	S	Service	1101	Monthly service	1 023.28	0.00	A
	19-12/1202	N	Insurance	1203	Insurance	338.45	0.00	A
	1912-102031	S	Service	1101	Service fee	487.28	0.00	A
	1912-102031	N	Insurance	1203	Insurance	307.68	0.00	A

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	IsActive
20-147258	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
1912-102031	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
2020-102046	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No
2020-102046	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No

Comment:  \*  
 Sub Total: 9 260.53  
 VAT: 0.00  
 Grand Total: 9 260.53

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## METER READINGS

- **Opening Readings** Type in or use the directional arrows to select the **Opening Meter Readings** for this manual contract invoice.
- **Closing Readings** Type in or use the directional arrows to select the **Closing Meter Readings** for this manual contract invoice.

## Comments

- **Comments:** Type in a **comment** relating to this invoice.
  - This field is mandatory.

Manual Contract Invoice: Add a new invoice - BPO: Version 2.1.0.69 - Example Company

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

Save Back Delete Item Calculate Aggregate Save Layout

Customer Name: **Samanthas Diner** \*  
 Contract: \*  
 Invoice Date/Time: 03 Feb 2019 00:00:00  
 Order No.:  
 Billing Date: 03 Feb 2019

Remove Inactive Lines

Invoice No.:  
 Status: N  
 Salesman: Abigail Milne \*  
 Invoice Currency: USD  
 Tax Rate: 0.00  
 Exchange Rate: 9.8700

LocationDesc	SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceDescription	Due	VAT	Status
	20-147258	S	Service	1101	Monthly service fee	1 395.39	0.00	A
	20-147258	N	Insurance	1203	Insurance	338.45	0.00	A
	19-12/1202	S	Service	1101	Monthly service	1 023.28	0.00	A
	19-12/1202	N	Insurance	1203	Insurance	338.45	0.00	A
	1912-102031	S	Service	1101	Service fee	487.28	0.00	A
	1912-102031	N	Insurance	1203	Insurance	307.68	0.00	A

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	IsActive
20-147258	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
1912-102031	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
2020-102046	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No
2020-102046	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No

Comment: \*

Sub Total: 9 260.53  
 VAT: 0.00  
 Grand Total: 9 260.53

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## NOTE ON AGGREGATE BILLING

- Contracts cannot be configured for aggregate billing where the customer is consolidated.

Manual Contract Invoice: Add a new invoice - BPO: Version 2.1.0.69 - Example Company

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

Save Back Delete Item ~~Calculate Aggregate~~ Save Layout

Customer Name:  Invoice No.

Contract  Status:

Invoice Date/Time: 03 Feb 2019 00:00:00 Salesman:  \*

Order No.  Invoice Currency:

Billing Date: 03 Feb 2019 Tax Rate:

Remove Inactive Lines  Exchange Rate:

LocationDesc	SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceDescription	Due	VAT	Status
	20-147258	S	Service	1101	Monthly service fee	1 395.39	0.00	A
	20-147258	N	Insurance	1203	Insurance	338.45	0.00	A
	19-12/1202	S	Service	1101	Monthly service	1 023.28	0.00	A
	19-12/1202	N	Insurance	1203	Insurance	338.45	0.00	A
	1912-102031	S	Service	1101	Service fee	487.28	0.00	A
	1912-102031	N	Insurance	1203	Insurance	307.68	0.00	A

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	IsActive
20-147258	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
19-12/1202	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
1912-102031	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	Yes
2020-102046	Mono	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No
2020-102046	Colour	1101	0.00	0.00	03 Feb 2019	0.00	0	0	0.00	0.00	No

Comment:  \*

Sub Total:

VAT:

Grand Total:

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## SAVE MANUAL INVOICE

- When you have finished editing the Manual Contract Invoice screen, click on **Save**.

Manual Contract Invoice: Add a new invoice - BPO: Version 2.1.0.69 - Example Company

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

Save | Back | Delete Item | Calculate Aggregate | Save Layout

Customer Name: **Samanthas Diner** \*  
 Contract: \*  
 Invoice Date/Time: 03 Feb 2019 00:00:00  
 Order No.:  
 Billing Date: 03 Feb 2019

Invoice No.:  
 Status: N  
 Salesman: Abigail Milne \*  
 Invoice Currency: USD  
 Tax Rate: 0.00  
 Exchange Rate: 9.8700

Remove Inactive Lines

LocationDesc	SerialNo	FeeType	FeeTypeDesc	AccountCode	InvoiceDescription	Due	VAT	Status
	20-147258	S	Service	1101	Monthly service fee	1 395.39	0.00	A
	20-147258	N	Insurance	1203	Insurance	338.45	0.00	A
	19-12/1202	S	Service	1101	Monthly service	1 023.28	0.00	A
	19-12/1202	N	Insurance	1203	Insurance	338.45	0.00	A
	1912-102031	S	Service	1101	Service fee	487.28	0.00	A
	1912-102031	N	Insurance	1203	Insurance	307.68	0.00	A

SerialNo	MeterDefCode	AccountCode	OpeningReading	ClosingReading	ReadingDate	MinBilling	MinQuantity	Usage	Due	VAT	IsActive
20-147258	Colour	1101	150.00	220.00	03 Feb 2019	0.00	0	70	156.28	0.00	Yes
19-12/1202	Mono		200.00	400.00	03 Feb 2019	0.00	0	200	19.97	0.00	Yes
19-12/1202	Colour	1101	190.00	280.00	03 Feb 2019	0.00	0	90	226.05	0.00	Yes
1912-102031	Mono	1101	300.00	560.00	03 Feb 2019	0.00	0	260	36.28	0.00	Yes
2020-102046	Mono	1101	350.00	490.00	03 Feb 2019	0.00	0	140	0.00	0.00	No
2020-102046	Colour	1101	270.00	390.00	03 Feb 2019	0.00	0	120	0.00	0.00	No

Comment: Test Consolidated Customer Manual Contract Invoice \*

Sub Total: 9 699.11  
 VAT: 0.00  
 Grand Total: 9 699.11

Open Windows | 28 Jan 2019

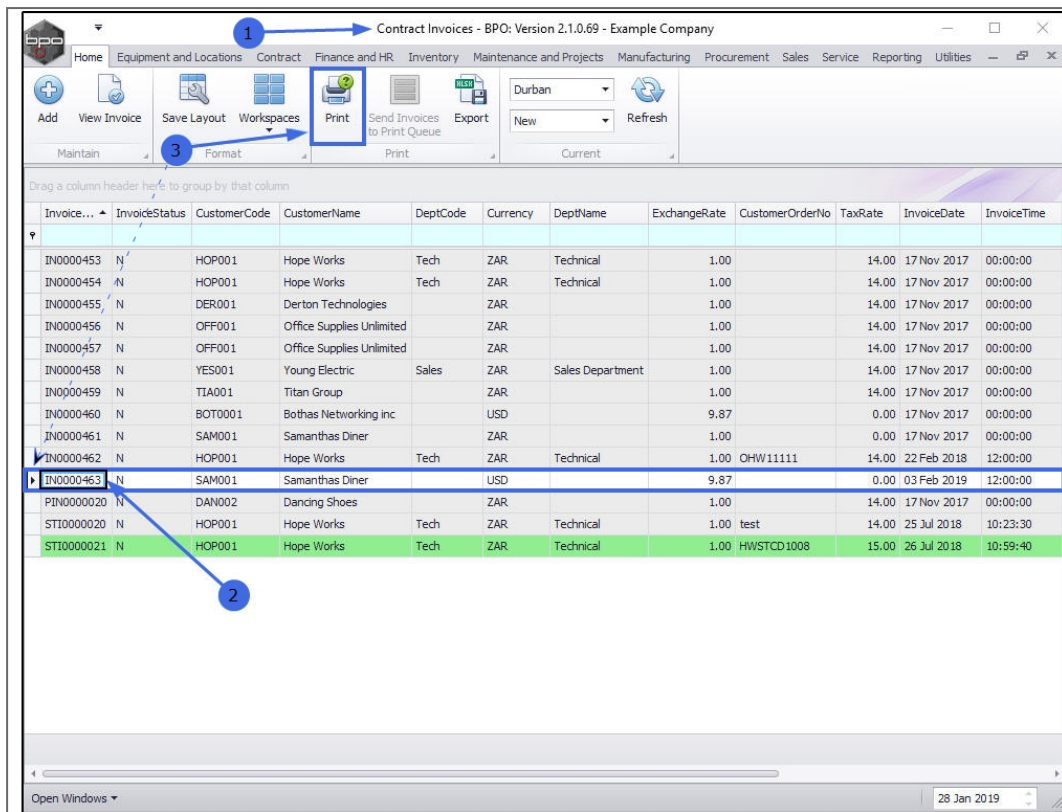
## INVOICE NO. ALLOCATION

1. The invoice will be **saved** and you will return to the **Contract Invoices** Listing screen.
2. The newly created invoice will be selected in this screen and you will note that an **Invoice No.** has now been allocated.

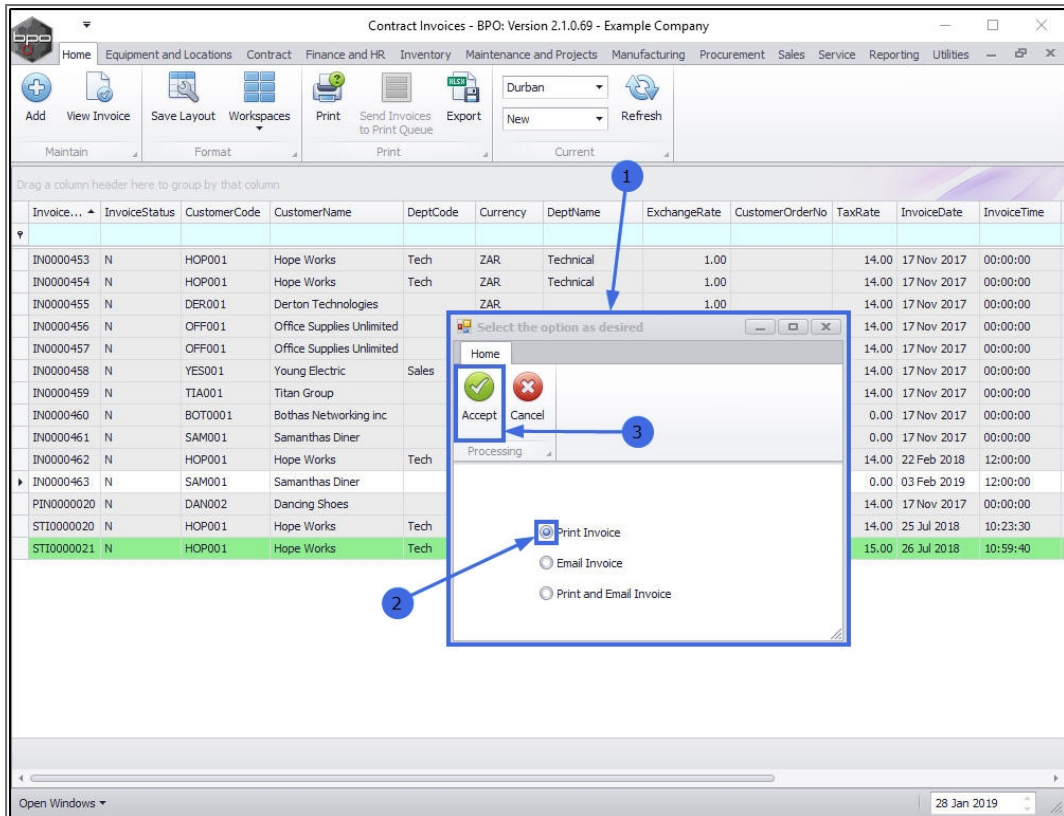
## PRINT MANUAL INVOICE

3. Keeping the invoice selected, click on **Print**.



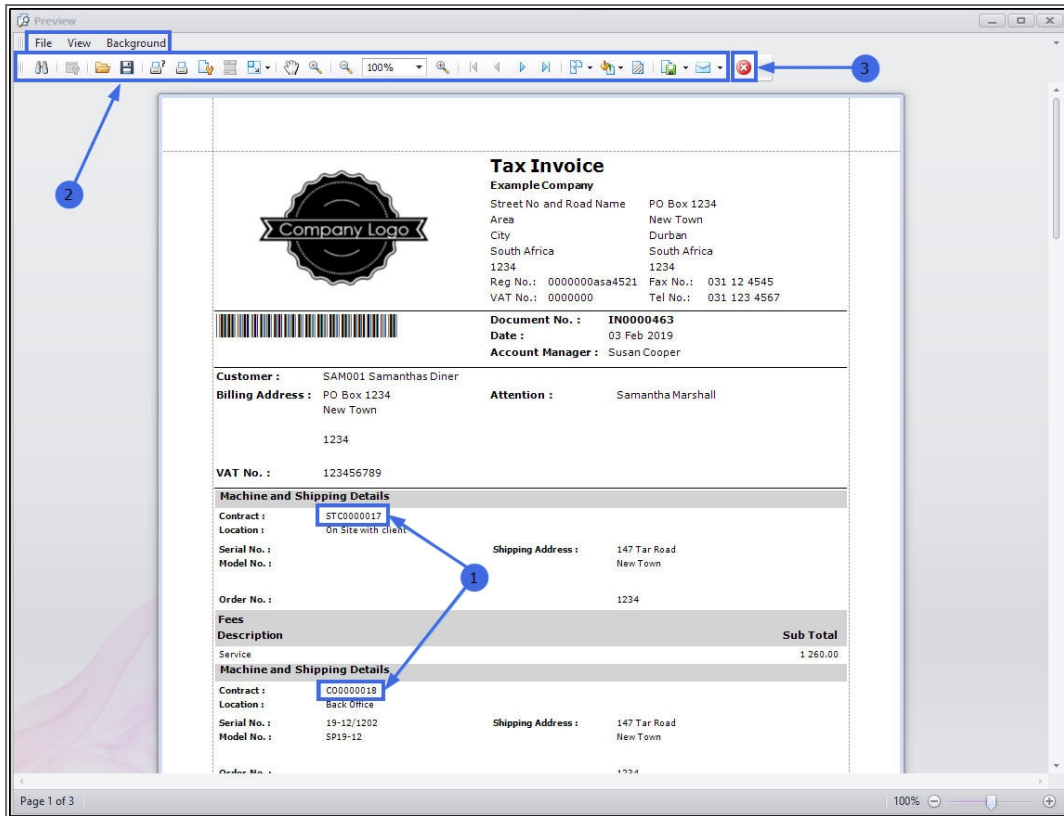


1. A **Select the option as desired** pop up screen will appear.
2. Select the **Print/Email** method.
  - In this image, **Print Invoice** has been selected.
3. Click on **Accept**.



The **Print Preview** screen will open.

1. Here you can see that all contracts linked to this customer have been invoiced as this is a **consolidated** customer.
2. From here you can **View, Print, Export** or **Email** the invoice.
3. **Close** the preview screen when you are done.



## Related Topics

- [Create Manual Contract Invoice - Unconsolidated Customer](#)
- [Edit Comment and Order Number](#)
- [Month End Billing Run](#)
- [Contract Credit Notes](#)

MNU.136.002

