

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

# **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 Access: Sales > Invoices





- 1. The Sales Invoices listing screen will display.
- 2. Select the **Site** where the invoice needs to be created.
  - The example has **Durban** selected.
- 3. Click on **Add**.

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

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4. The Add new Customer Invoice screen will display.

#### **INVOICE HEADER**

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



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- 6. When you receive the **Billing Customer** message;
  - Is the billing customer the same as the main customer?
- 7. Click on **Yes** if the Billing Customer is the **same** as the Main Customer.
  - Click on **No** if the Billing Customer is **different** from the Main Customer.

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- 8. 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.
  - i. The Select a contact for this Invoice screen will display.
  - ii. Click on the **row** of the Contact person for the Customer.
  - iii. Click on **OK**.

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- **Commercial<sup>1</sup>:** This field will auto populate with the default <u>commercial</u> configured for the customer.
  - Click on the 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.

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



- 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.
  - Date: Click to type in or click on the 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.

Salesman     Juanda Kessler     •       Billing Customer     Hope Works (Pty) Ltd     P       Billing Contact     Mandy Jefferson     P       Tax Rate     1.00     1.00	Customer Name Contact Name	Mandy Jefferson		* < * < *	Reference Status	New	▼ 14:24:47	*	Billing add PO Box 74 Forest Hils	52	, q			
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#### **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 down **arrow** to select the required currency from the drop-down list.

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- **Tax Rate:** The tax rate will populate based on the currency set up for the customer. To change the tax rate, click on the 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: By clicking to select the check box will hide the Selling Price on the invoice and only the invoice totals will show.

This <u>cannot</u> be edited after the invoice has been printed.

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#### **ADDRESSES TAB**

If the Billing Address and Shipping Address are not listed, then the addresses for the customer then you need to be **Customers - Addresses**, before linking to this invoice.



- **Billing Address<sup>1</sup>:** 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 Address<sup>2</sup>: To add the shipping address, click the search button.
  - i. The Select an address for this invoice screen will display.
  - ii. Click on the **row** of the Shipping Address required.
  - iii. Click on **OK**.

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#### **RELATED REFERENCE TAB**

1. Click on the **Related References** tab to display the Reference Type and Reference Numbers already linked for the customer.

 $^{1}$ A billing address is the address connected to the payment method.  $^{2}$ A shipping address is the address where an order will be sent.



• 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.

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## LINK REFERENCE(ES)

- 2. Click in the **Reference No** field 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 type<sup>1</sup>] for this invoice screen.

 $^{1}\mbox{The screen}$  will display related information to the Reference information you are searching



- The example has Call reference selected and therefore the "Select the related call for this invoice" screen is displayed.
- ii. Click on the **row** of the reference type you need to link to the invoice.
- iii. Click on OK.

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

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## ADD INVOICE ITEMS/PARTS

- 1. 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)
- 2. 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) <u>cannot</u> be selected for a POS Invoice, as the 'Subcontractor Purchase Process' must be followed by following the New Deal Sale process and then the Non-Stock (Subcontract) Purchase.

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Open W	indows <del>*</del>													Us	er : Julan	ndaK 01	/03/2021 Versi	on : 2.4.0.1	1 Example Co	mpany

 Click on the ellipsis button in the Item Code field to display the Select a [item type] screen



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

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

• •						Add new	Customer Invoi	oe - BPO: V	ersi	ion 2.4.0.11 ·	- Example (	Company					_	
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Open Windows 🔻					_				_				· ·	: JulandaK	01/03/2021 Vers	aon : 2.4.0.1	1 Example Co	mpany //.

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

## Markup, Discount and Unit Selling Price

 The Markup, Discount and Unit Selling Price is updated from the Commercial Details set up on the Commercial linked to this customer, provided that there are <u>no</u> Commercial Exceptions set up on 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 with items linked to it e.g. parts that were issued, then the

fields will be populated. This information can be changed if required

<b>•</b>						Add net	w Customer Invoi	ce - BPO:	Vers	sion 2.4.0.11	Example (	Company						_	
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### Add additional line items

- 1. 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.
- 2. **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 <u>cannot</u> be edited after the invoice has been printed.



Continue to <u>Add Invoice Item</u>(s) until all the items have been added to the invoice.

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Home	Equipment / Loc	ations Co	ontract Fin	iance / HR	Inventory Mainter	nance / Projects	Manu	facturing	Procuremen	t Sales	Service	e Report	ing Utilities			_ 8	х
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## **Change Item Order**

• 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.



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ve Back I Maintain stomer Name	Delete Save Layo Item	out															
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mment													Si	ub Total		2,5:	533

#### **Delete Item**

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

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

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



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## Select Department

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

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

- 2. Click on the line item you wish to set the department for, to view the **ellipses** button.
- 3. Click on the **ellipses** button to display the **Select a department for this item** screen.
- 4. Click on the **row** of the department you wish to select for the item.
- 5. Click on OK.



<b>\$</b> =	Add new Custom	er Invoice - BPO: Version 2.5.0.4 - Ex	ample Company v2.5.0	0.0		_ <b>□</b> ( <b>x</b> )
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Customer Name Hope Works (Pty) Ltd		e HW250	Billing address			
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Salesman Julanda Kessler	Select a department for this item			ب		
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## **View Stock**

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



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- 3. The **Current Stock** frame will display.
- 4. Use the **scroll bars** to scroll to view the required information.
- 5. This list now also returns alternate parts in stock : Version Compatibility<sup>1</sup>
- 6. Click on **Close** to close the frame.

<sup>1</sup> BPO2 v2.4.0.11 or higher



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## **Reorder Lines**

• 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.



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mment													Si	ub Total		2,5:	533

## **ADD COMMENTS**

9. 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.



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		South African Rai			Exchange			1			Project P Quote R	eference								
	Tax Rate		•	15 🗘			Suppress Li	ne Detail on Print			Addresses	-	eferences							_
Sup	pressOnPrint	ItemType	ItemCode	ItemDescrip	ption I	Invoice	LineDescription	WarehouseName	Bato	chSe	erialNo		UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice	TaxRate	Department	4
		=	e 🗖 c	8 <b>0</b> 0		a 🛛 c		#Dc	ROC			-	-	=	-	-	=	-	a 🗖 c	
:	1	Parts	500-147K	SP500 Blad	k Toner S	SP 500 E	lack Toner	Main Warehouse				1.000	0.000	0.000	0.000	540.000	540.000	15.000	Sales Depar.	/
		Parts	SP19-147Y	Yellow Tone	er - SP 19 19	Yellow 1	oner - SP1919	Main Warehouse				1.000	351.541	0.000	0.000	351.540	351.540	15.000	Sales Depar.	/
		Select type																		
			/	•																
Comr	ment Special	request from Cus	tomer				A.									5	iub Total		89	91.
																	VAT		13	33.
							·*·									Gra	nd Total		1,02	25.3

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

The <u>Sales Invoice must be printed</u>, in order to post it to Pastel.

Reference Maintain Ass #	1.		Format	17	(Jere	a Current								-
er text to search A		Invoiceñio	Custometelle	CustomerName	Depthane	InvoiceDescription	InvoiceValue	InvoiceStat.	Currency	Ofiliates	CrTotal	ExchangeRate	TaxRate	
Functions	1	•	0	•	•	0	-	•	•	0	-	-	-	
Inner		INV0000544		Hope Works (Pty) Ltd		PO: HW250	1,025.27		ZAR			.00 1.0		
		Pvv0000542		Builders Storehouse		PO: 540		New	ZAR			.00 L.0		
		Pvv0000539 Pvv0000538		Perk Shoes Hope Works (Pty) Ltd		new quote 1 Short Term Contra	245,525.00		ZAR ZAR			.00 1.0		
		PW0000538 PW0000537		Apple Juice Inc		test	27.60		ZAR			.00 1.0		
		PW0000527		Westwood Dynamic		testing sales process	24,150.00		ZAR			.00 1.0		
		Pev0000504		Cash Sales Account			\$75.00		ZAR			00 1.0		
		Pvv0000500		Hope Works (Pty) Ltd		Swap out Invoice	149.48		ZAR			.00 1.0		
		Pvv0000398	8070001	Bothas Networking i		SP540	4,560.00	New	ZAR		0	.00 1.0		
		Pvv0000323	HOP001	Hope Works (Pty) Ltd		Retest	1,947.12	New	USD		0	.00 10.0	0 14.0	i



#### **Related Topics**

- Print Invoice
- Print Pro-Forma Invoice
- View Invoice
- Send Invoices To Print Queue

MNU.063.001

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