

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

SALES

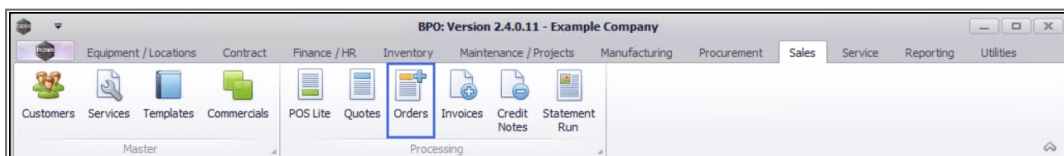
ORDERS – CONVERT TO SALES INVOICE

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](#).

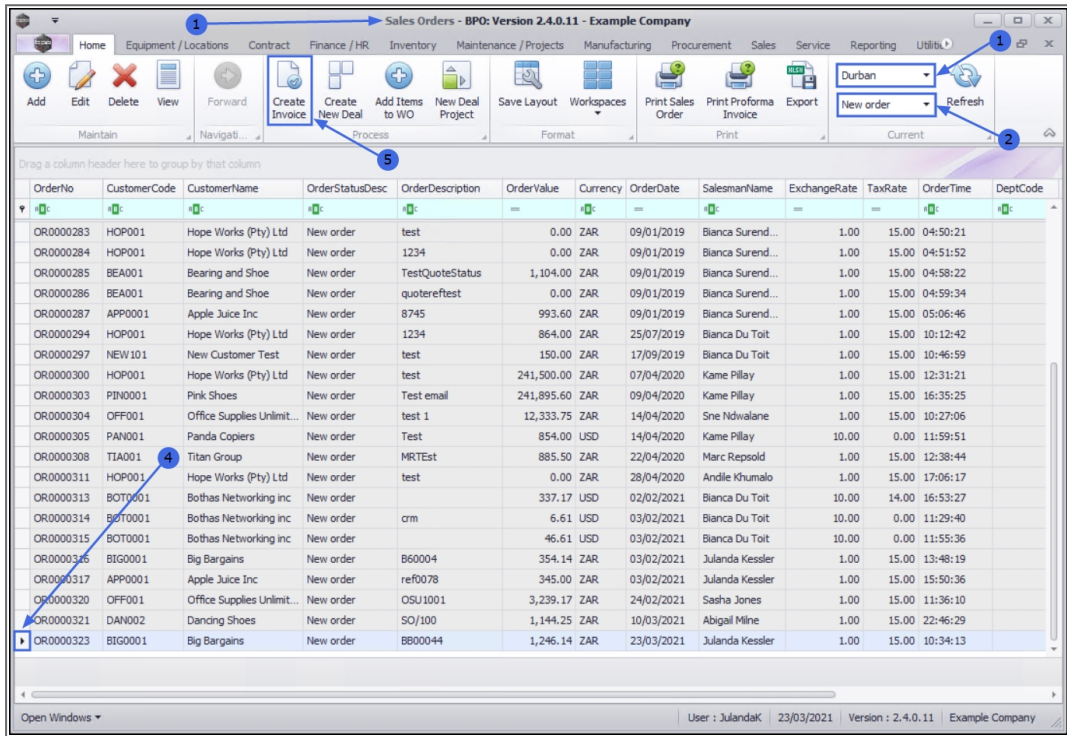
Ribbon Access: Sales > Orders



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.
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.

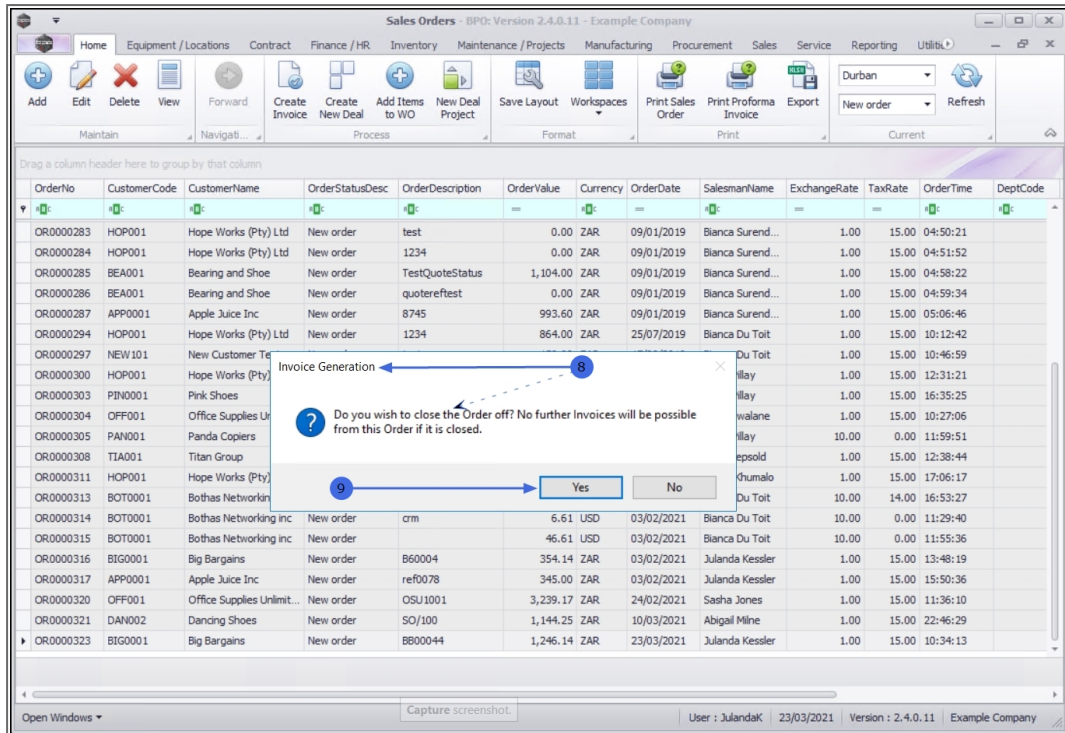


Next you will receive three Invoice Generation messages to confirm.

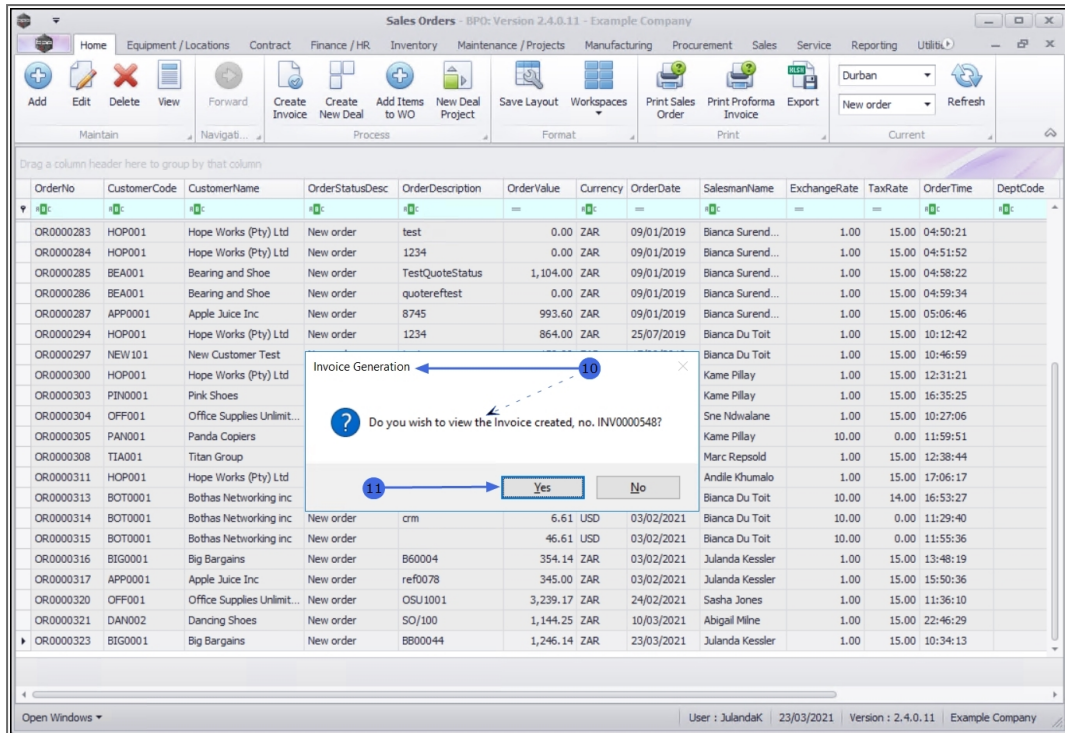
6. When you receive the first **Invoice Generation** message to confirm;
 - **Do you want to convert order no. OR[order number], for customer, [customer name] to an invoice?**
7. Click on **Yes**.

OrderNo	CustomerCode	CustomerName	OrderStatusDesc	OrderDescription	OrderValue	Currency	OrderDate	SalesmanName	ExchangeRate	TaxRate	OrderTime	DeptCode
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	quoterefest	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	NEW101	New Customer Test						sa Du Toit	1.00	15.00	10:46:59	
OR0000300	HOP001	Hope Works (Pty) Ltd						Pillay	1.00	15.00	12:31:21	
OR0000303	PIN001	Pink Shoes						Pillay	1.00	15.00	16:35:25	
OR0000304	OFF001	Office Supplies Unlim						Ndwalande	1.00	15.00	10:27:06	
OR0000305	PAN001	Panda Copiers						Pillay	10.00	0.00	11:59:51	
OR0000308	TIA001	Titan Group						Repsoled	1.00	15.00	12:38:44	
OR0000311	HOP001	Hope Works (Pty) Ltd						e Khumalo	1.00	15.00	17:06:17	
OR0000313	BOT0001	Bothas Networking inc						sa 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 Unlimi...	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	

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**.



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 **Yes** to view the Invoice.
 - Click on **No** to return to the **Sales Orders** screen.
 - The converted Sales Order can now be viewed from the [Sales Invoices listing screen](#).



VIEW THE CUSTOMER INVOICE

1. If you have selected **Yes** to view the Invoice, then the **Edit Customer Invoice** screen will be displayed.
2. 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 [Suppress Details on Invoice](#) and [Suppress Line Detail on Print](#) 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.

Edit Customer Invoice - INV0000532 - BPO: Version 2.5.0.9 - 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: Hope Works (Pty) Ltd | Reference: Nova
 Contact Name: Accounts Contact | Status: New
 Commercial: Default | Date & Time: 01/04/2022 | 13:34:34
 Salesman: Bianca Du Toit
 Billing Customer: Hope Works (Pty) Ltd | Billing Contact: Accounts Contact
 Invoice Currency: South African Rand | Exchange Rate: 1

Tax Rate: 15.00 | 15

Suppression Line Detail on Print

Billing address: PO Box 7452, Forest Hills, New Town
 Shipping address:

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCoYPrice	TaxRate	Department	Status
	Parts	CHA001	Chair	Chair	Main Warehouse		1.000	0.000	0.000	0.000	879.950	879.950	15.000	Sales Deper...	A
	Parts	500-147K	SP500 Black Ton...	SP500 Black Toner	Main Warehouse		1.000	0.000	0.000	0.000	540.000	540.000	15.000	Sales Deper...	A
	Internal Service	DEL	Delivery Fee	Delivery Fee			1.000	0.000	0.000	10.000	960.000	960.000	15.000	Sales Deper...	A
	Warranty	1YSW	1 Year Supplier...	1 Year Supplier Warra...			1.000	0.000	0.000	0.000	250.000	250.000	15.000	Sales Deper...	A
	Select type...														

Comment:

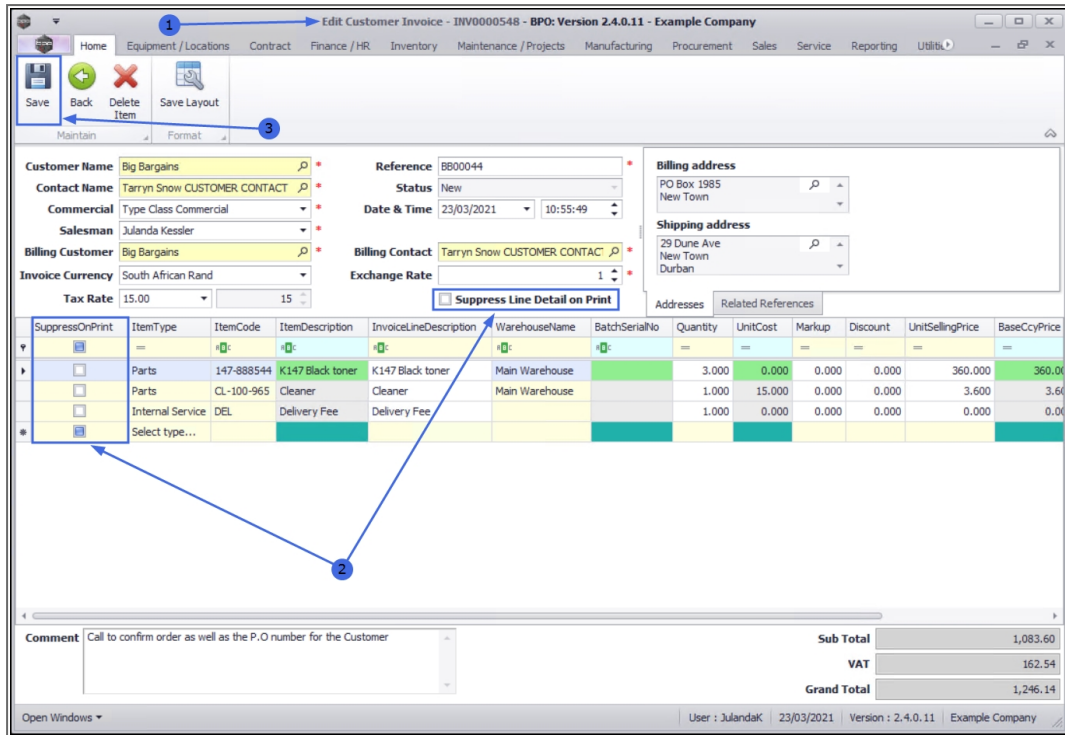
Sub Total: 2,533.95
 VAT: 380.09
 Grand Total: 2,914.04

Open Windows | User: BiancaD | 25/03/2022 | Version: 2.5.0.9 | Example Company

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 [raise a credit note](#) if a correction is required.



- You will return to the **Sales Orders** listing screen.
- The Sales Order that you converted into an Invoice can now be viewed from the [Sales Invoices listing screen](#).

Related Topics

- [Add a Sales Order](#)
- [Edit / Delete / View a Sales Order](#)
- [Print / Email Sales Order](#)
- [Print Pro-Forma Invoice](#)
- [Create New Deal Sale / Rental \(creates a call\)](#)
- [Create New Deal Project Sale / Rental](#)

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