

Ostendo[®] _____

5

Customers, Sales Orders and Invoicing

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1. Customers

Customers are referenced across Ostendo in all of the operational modules (CRM, Sales Orders, Job Orders, Service Orders, Inventory, Pricing, Purchasing, etc)

1.1. Preparation

The following tables are used when creating Customer records. Take a look at them. There are some defaults already set up but you may wish to add more or amend the current records:

Mandatory Tables

The following three fields are mandatory and validated against separate tables when creating a Customer record. Within each Table, however, you can nominate a 'default' that will populate a Customer record when adding a new Customer record.

Customer Types: Segregates Customers into logical groups (e.g. Trade, Retail). You can maintain these via [Sales>Settings>Customer Types](#)

Tax Group: To facilitate Customer/Item Tax code evaluation. You can maintain these via [File>Financial Configuration>Credit Terms](#)

Terms: Days from (Invoice, EOM, End of Next Month). You can maintain these via [File>Financial Configuration>Tax Groups](#)

Optional Tables

The following fields are optional and, when used, are validated against a separate table when creating or maintaining a Customer record.

Sales Regions: For Sales Analysis purposes. You can maintain Sales Regions via [Sales>Settings>Sales Regions](#)

Customer Codes: A Customer Code can be used to 'group' Customers within the same group (Example: Retail, Trade, etc). To maintain Customer Codes go into [Sales>Settings>Customer Codes](#)

Shipping Methods: This allows you to pre-define that Shipping Method applicable to the Customer and if the method is Taxable (along with the Tax Rate). To maintain Shipping Methods go into [Sales>Setting>Customer Shipping Methods](#)

Sales Person: You can allocate a default Salesperson to a Customer. This can be amended at Sales Order level if required. To create a Salesperson go into [Labour>Employees](#) and create an Employee. In the main Employee screen you can identify the Employee as being a Salesperson

Lead Source: This can be used for Sales Analysis purposes. To maintain Lead Sources go into [Sales>Settings>Customer Lead Sources](#)

Price Level: This is used in the Pricing function to determine the sell price of an Item or Descriptor based upon the Pricing Level held against this Customer. Examples of Pricing Levels are Retail, Trade, etc. To maintain Price Levels go into [Pricing>Settings>Price Levels](#). The use of Price Levels will be covered in more detail later in this document

Rate Level: This is used in the Pricing function to determine the Charge Rate for a Labour activity based upon the Pricing Level held against this Customer. Examples of Rate Levels are Retail, Trade, etc. To maintain Rate Levels go into **Pricing>Settings>Rate Levels**. The use of Rate Levels will be covered in more detail later in this document

Invoicing Group: This is (optionally) used when generating and printing Invoices where you can restrict the batch selection to Customers within a specific Invoicing Group. To maintain Invoicing Groups go to **Sales>Settings>Invoicing Groups**.

Statement Cycle Code: Enables Statements to be printed relative to their 'cycle'. To maintain Statement Cycle Codes go to **Sales>Settings>Statement Cycles**

2. Create Customer records

Go into **Sales>Customers** and click on the 'Add' button. Add your own Customer details. You will see that the created record is prefilled with the defaults identified in the previous section. These fields can be amended if required.

Having created the Customer record the following linked records can be created and maintained

2.1. Customer Additional Fields

There are two levels where Additional fields could be required against Customers: Global Fields that apply to ALL Customers (Example:- 'Valued Customer' flag, etc) Properties that apply to some Customers (Example:- Overseas 'Continent')

2.1.1. Global Additional Fields

Let us create an additional field called '**Valued Customer**' linked to a Yes/No checkbox

Go into **File>System Configuration>Additional Fields** and click on the 'Add' button. On the displayed line enter the following:

Module: Select '**Customers**'

Caption: Enter the Additional Field name (In our example: **Valued Customer**)

Field Type: From the drop-down list select the format of the field. The options are:

- **Text:** Any data format can be entered in a Text field
- **Decimal:** Allows entry of numbers and decimals
- **Integer:** Allows entry of whole numbers only
- **Currency:** Shows Currency symbol and decimals as defined in Regional Settings
- **Yes/No:** Shows a checkbox which can be checked/unchecked
- **Date:** Contains a drop-down calendar for selection of a date
- **Time:** Displays format HH:MM:SS for entry of a time of day

Value List: This allows you to define any specific entries to which a drop-down list - during data entry - is restricted. Leave this blank

'Save' the entry and 'Close' the screen when done

If you now go to the Customer screen (**Sales>Customers**) and click on the 'Detail' tab you will see an '**Additional Fields**' tab in the centre-left of the screen. Click on this tab and 'check' the checkbox to denote that this is a valued Customer then 'Save' the record.

You can view these additional fields in the Customer '**List**' view if required by going into the Customer's '**List**' screen and 'right mouse' in the centre panel. Select '**Customize List**

Fields from the displayed panel. (Note: If that option is not visible then go to **File>System Configuration>User Security and Options** and go to the **User Options** tab for the current User. Check both the **Save Grid Layouts** and **List Customising** checkboxes.) On the displayed panel check **Additional Field_1** and give it a **Display Name** of (say) **Valued Customer**. **Save** the entry. The field will now display on the List screen where you can sort and filter as necessary.

2.1.2. Customer Properties

This feature allows you to define a **Property** (Example: **Corporate Status**) and then link that property to selected Customers with a value that is specific to each Customer (Example: Gold, Silver, Bronze)

To demonstrate this, go into **General>Settings>General Properties** and **Add** **Corporate Status** with Property Type of **Text** and the following entries - on separate lines - in the Property Values field (**Gold**, **Silver**, and **Bronze**). Click on **Save** and then **Close**

Now go to **Sales>Customers** and select the customer you created above. Click on the **Related** Button on the right of the screen and select **Customer Properties**. Click the **Add** button and:

- Add a line and, in the field **Property** select **Corporate Status** from the drop-down
- Select **Gold** from the drop-down under column **Value**
- Check the **Copy to SO Lines** checkbox

The selected property and value will accompany the Customer whenever a Sales Order is raised for this Customer. To demonstrate this go into **Sales>Sales Orders** and click the **Add** button. Select the Customer you created above then click the **Create Order** button. Click on the **Related** button in the generated Order and select **Sales Order Properties**. You will see that the Customer's Properties have been copied to the Sales order.

2.2. Customer Contacts

You can have multiple Contacts against each Customer. To create these contacts go to the Customer screen (**Sales>Customers**) and click on the **Related** button down the right of the screen and select **Contacts**. Alternatively you can go to **CRM>Contacts** and create the contacts via that screen using **Contact Type** = **Customer** and selecting this Customer under **Company Name**.

2.3. Delivery Addresses

You can have multiple Delivery Addresses against a Customer. Any one of these can be selected during Order entry and made specific to the Order. To create additional Addresses click on the **Additional Physical Addresses** button in the main Customer screen

2.4. Customer Images

You can add multiple images (pictures, drawings, maps, plans, etc) to a Customer record. These can be printed on all documents where the Customer is used. Go to **Sales>Customers** and select the Customer you created above. Click on the **Related** Button on the right of the screen and select **Customer Images**. Click the **Add/Edit** button and:

- Give the Image a short Name
- Point the program to where the image is located on your computer network
- Check the **Copy to Sales** checkbox then save and exit the screen

2.5. Customer Documents

You can add multiple documents to a Customer record. These can be printed along with all documents where the Customer is used. Go to **Sales>Customers** and select the Customer that you created above. Click on the **Related** Button on the right of the screen and select **Customer Documents**. Click the **Add/Edit** button and:

- Give the Document a short Name
- Point the program to where the document is located on your computer network
- 'Check' the **Copy to Sales** box then save and exit the screen

2.6. History Notes

This function allows you to link multiple time-stamped notes to a Customer record. Against selected History Notes you can also add a dated reminder so that Ostendo will prompt you of the reminder once the date is reached. Go to **Sales>Customers** and select the Customer you created above. Click on the **Related** Button on the right of the screen and select **Customer History Notes**. Click the **Add** button and:

- Enter some history notes
- 'check' the **Follow-Up** required checkbox and select a date from the adjacent drop-down calendar. **Save** the History Note and exit the screen
- To see the **Follow Up** in action you should first change the company by clicking on **File>Change Company** and selecting **DEMO** then sign in as **ADMIN/pass**. Repeat this and go back to company **Training**. Upon sign-in as **ADMIN/pass** the alert should present itself if the Follow-Up date is current
- Note: In the CRM Module if a **Call** was raised and subsequently **Closed** against a Customer then any activity notes entered against that Call will be posted to the Customer's History file

3. The Sales Order Processes

There are 2 Sales Order Styles used in Ostendo

- Raise Order > Pick Goods > Invoice
- Raise Order > Pick Goods > Despatch > Invoice

You can see that one has a Despatch function where the other doesn't. These variances will be covered in more detail in section 5. In this section we will go through what is required to initially raise a Sales Quotation or Order.

3.1. Preparation

You may wish to address the following areas before creating a Sales Quote or Order

Auto Numbering: You can nominate numbers from which the program auto generates an incremental number for Sales Order identity. Go into **File>System Configuration>System Settings** then click on the **System Numbering** tab. All the references under the 'Sales' Module will be addressed in this exercise

Sales Types: This allows the creation of multiple Order Types. Each Order Type contains:-

Opening Status: The Order Status allocated to the Order when it is created

Numbering: Defines if it uses Auto Numbering or the Number is manually entered

Prefix: A 5-character prefix to the Order Number (For Example SO-, ORD, etc)

Style: Order is a 'Delivery' Order or a 'Counter' Order

To view current Sales Types or create your own go into **Sales>Settings>Sales Types**

Sales Rules: This allows you to define rules that apply to Sales Orders. Go into **Sales>Settings>Sales Rules** and adjust the rules to suit your requirements

Invoice and Credit Name: Many countries have a specific name that must appear on all Invoices (Example, Tax Invoice, Invoice for an Invoice and Credit Note, Credit for a Credit, etc). The entry made in **File>System Configuration>System Settings** will appear as the main title to the printed Invoice or Credit Note.

3.2. The Quotation and Order Process

3.2.1. Create the Order

Go into **Sales>Sales Orders** and click the **'Add'** button. A panel will appear. You will see that the Order can be created 'from scratch', or by copying an existing Sales Order. Select Sales Type **'Counter Sales'**. From the drop-down list under **'Customer'** select the Customer you created above then click the **'Create Order'** button. We will look at the specifics relating to a Quotation in the next section.

Look at the fields in the Order Header and refer to Ostendo Help for more information

Click on the **'Lines'** tab to enter Sales Order Lines

3.2.2. Add Sales Order Lines

Many options are available for adding lines to the Sales Order such as:

- Selecting from a user-defined List
- Selecting Items in batch
- Selecting Descriptors in batch
- Selecting multiple Lines from a Supplier Catalogue
- Selecting a single Item
- Selecting a single Descriptor
- Selecting a single Line from a Supplier Catalogue
- Selecting a complete Kitset of Items/Descriptors
- Configuring a 'Custom Product'

3.2.2.1. *Selecting from a user-defined List*

Click on the **'List'** button on the **'Batch Entry'** bar. A panel is presented that displays all pre-defined Lists. You will see that 2 Lists already exist in the database. You can create your own Lists via **Inventory>Lists**. Upon selecting a **'List'** a further panel will appear showing all lines in the List (Items, Descriptors, Labour). Select a couple of lines from the List and click the **'Create Lines from Selected Contents'** button. Each selected line will become a Sales Order Line in its own right.

3.2.2.2. *Selecting Items in batch*

Click on the **'Items'** button on the **'Batch Entry'** bar. A panel is presented that displays all Items (excluding those with status **'Obsolete'**) in Ostendo. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **'Add to Selected'** button

In the lower panel you can now amend the required quantity.

Once the full Item selection has been made then click the **'Create Lines from selected contents'** button to add the lines to the Sales Order

3.2.2.3. *Selecting Descriptors in batch*

Click on the **'Descriptors'** button on the **'Batch Entry'** bar. A panel is presented that displays all **'Active'** Descriptors that are designated 'for general purpose use'. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **'Add to Selected'** button

In the lower panel you can now amend the required quantity.

Once the full Descriptor selection has been made then click the **'Create Lines from selected contents'** button to add the lines to the Sales Order

3.2.2.4. Selecting multiple lines from a Supplier Catalogue

Click on the **'Catalogue Items'** button on the **'Batch Entry'** bar. A panel is presented that shows all Supplier Catalogues; select the Catalogue from which Items are to be extracted. (Note: If you have only one Supplier Catalogue then this step is ignored by Ostendo).

All Items in the selected Supplier Catalogue are now displayed. You can select lines, and place them in the lower panel, by either

- 'double clicking' on the line, or
- single click on the line and click the **'Add to Selected'** button

In the lower panel you can now amend the required quantity.

Once the full selection has been made from the Catalogue then click the **'Create Lines from selected contents'** button to add the lines to the Sales Order

3.2.2.5. Selecting a single Item

This can be used as an alternative to the above 'Batch' selection. Click on the **'Add'** button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against **'Line Type'** select **'Item Code'** then go to the next field (**'Code'**) to select the specific Item from the drop-down list. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select any Item.

3.2.2.6. Selecting a single Descriptor

This can be used as an alternative to the above 'Batch' selection. Click on the **'Add'** button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against **'Line Type'** select **'Descriptor Code'** then go to the next field (**'Code'**) to select the specific Descriptor from the drop-down list. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select any Descriptor

3.2.2.7. Selecting a single Line from a Supplier Catalogue

This can be used as an alternative to the above 'Batch' selection. Click on the **'Add'** button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against **'Line Type'** select **'Catalogue Code'** then go to the next field (**'Code'**) to select the select the Catalogue from which Items are to be extracted. (Note: If you have only one Supplier Catalogue then this step is ignored by Ostendo). Having selected the Catalogue then all lines within that catalogue are displayed. Select the specific Catalogue Item that you want to add to the Sales Order Line. All the remaining information (except the 'greyed out' fields) can be amended as required. For the purpose of this exercise select Item **PT-3220** from the **'Power Tools'** Catalogue

3.2.2.8. Selecting from a complete Kitset of Items/Descriptors

A Kitset is a pre-defined 'kit' of Items and/or Descriptors that are sold as a single combined unit. To look at current Kitsets in Ostendo go to **Sales>Kitsets** where you will see a single Kitset **SPARESKIT**. If you wish to create your own Kitset then carry out the following:

- Create a Descriptor (**Inventory>Descriptors**) and give it a Descriptor Classification (I.e. 'Check' the Radio Button) against **The Descriptor is used as a Kitset Code**.
- Go into **Sales>Kitsets** and **Add** a new Kitset by selecting the above Descriptor
- Go into the **Lines** tab for the Kitset and add a couple of Items and Descriptors to the Kitset

Having created the Kitset (or using Kitset **SPARESKIT**) add it to the Sales Order Line by going to the Sales Order Lines screen and clicking the **Add** button located to the right of the screen. This will allow you to add details of a single Kitset to be made in the lower part of the Order Line screen. From the drop-down against **Line Type** select **Kitset Code** then go to the next field (**Code**) to select the Kitset from current list of Kitsets. All the remaining information (except the 'greyed out' fields) can be amended as required.

3.2.2.9. Configuring a Custom Product

A 'Custom Product' is an Item that has had a Custom 'Script' designed against it. This script will be presented in the form of a series of questions requiring answers. Upon entry of all the answers the Custom Product 'generator' will configure the specific Product along with an evaluated Cost and Sell Price. This 'Custom Product' can then be processed through the Assembly Job process to facilitate its manufacture. Creation and Maintenance of Custom Products is covered under the 'Assembly Order' training session. To demonstrate how it is processed through a Sales Order we will use an existing Custom Product and add it to the current Sales Order.

Click on the **Add** button located to the right of the screen. This will allow you to add details of a single line entry to be made in the lower part of the Order Line screen. From the drop-down against **Line Type** select **Item Code** then go to the next field (**Code**) to select Item **OD-7001** from the drop-down list. You will immediately be presented with a series of questions. Answer each question in turn (click the **Answer** button to post each answer). At the end of the configuration Ostendo will calculate a Sell Price for the specific answers.

Having configured the Product you will see that the field **Code** in the Sales Order **Lines** screen contains a new icon. If you click on this Icon then the Custom Questions, along with your answers, will be displayed.

You will also see that a Customer calculated Sell Price for your configured product is included in the Sales order Line.

3.2.3. Additional Information in Sales Order Line

Dependent upon the type of Sales Order Line the following additional information is available

3.2.3.1. Line Info Band

Just above the lower detail panel you will see a band called 'Line Info'. The following buttons are presented in this band where applicable:

Add-On Sales: If the Item has **Add-On Sales** then this button will allow you to ask any 'Add-On Sales' questions and take orders for those 'Add-On' Items being purchased. To see this in action we will (say) offer an Extended Warranty with the sale of an Item.

Go into **Inventory>Descriptors** and add a new Descriptor '**Extended Warranty**'. Within that screen:

- Enter a Sell Price of **\$20**
- 'Check' the '**Sales Warranty Applies**' checkbox
- Select **36M-PANDL** from the drop-down list in the adjacent field

Go into **Inventory>Items** and select **WAGON-2189**. 'Check' the '**Add On Sales Apply**' checkbox and click on the adjacent '**Item Add-On Sales**' button. In the presented panel add the '**Extended Warranty**' Descriptor.

Finally, using the Sales Order created above, add '**WAGON-2189**' to the line. The '**Add-On Sales Items**' button will be displayed. If you click on this button then you can offer the Add-On Sales Items for inclusion with this Order Line

Qty Break Pricing: If an Item or Descriptor has Quantity Break Pricing then this button will be presented which, when pressed, will show the Quantity Break details. To see this in action:

- Go into the Customer record that you created in Exercise 2. On the Customer 'Detail' screen click on the '**Pricing and Invoicing**' tab then select '**Retail**' from the drop-down list under '**Pricing Level**'.
- Go into **Pricing>Item Pricing** and select '**WAGON-2189**' then click on the '**Detail**' tab. Add a new line with Price Level '**Retail**' and apply your own Price Breaks
- Finally, if you haven't already done so, create a 'Counter' type Sales Order for the above Customer and add '**WAGON-2189**' to the line. The Qty Beak Pricing button will now appear on the 'Line Info' band

Alternate Items: If an Item has an Alternative Item referenced to it then this button is presented so that you can view information about that alternative. To see how this works let us suppose that Item **5000-2011** (Cat 6 Network Cable - 5 Metres) could be supplied as an alternative to Item **5000-2010** (Cat 6 Network Cable - 1.2 Metres). Go into **Inventory>Items** and select Item **5000-2010**. In the Detail view click on the '**Additional Inventory Settings**' button and 'check' the '**Alternate Item Available**' checkbox. Select Item **5000-2011** from the drop-down list in the field immediately underneath the checkbox. Finally, using the Sales Order created above, add '**5000-2010**' to the line. The Alternate Item button will now appear on the 'Line Info' band.

Stock: If any Order Line is an Ostendo Item then this button will be displayed. It shows the current On-Hand quantity (in stock), Available Quantity (On-Hand + Supply - Demand) plus the Item's basic Unit of Measure. Clicking on this button will show further details.

3.2.4. Additional 'Tabs' applicable to the Sales Order Line

Dependent upon the type of Sales Order Line the following 'Tabs' will be presented

Line Source: Based upon the 'Line Type/Supply Method/Sourced By' combination this panel shows from where the line is provisioned. The following options are covered.

- Item Code/Internal - An Assembly Order will be raised to cover this demand
- Item Code/Purchasing - A Purchase Order will cover this demand
- Descriptor/Internal - No Supply Order planned but internal Resource is scheduled
- Descriptor/Purchasing - A Purchase Order will cover this demand
- Catalogue Item - A Purchase Order from the Catalogue Supplier will be raised

You should note that you can split the Line Source record to procure the line from multiple Sources. To do this click on the '**Add**' Button. This will create a new line into which you can add the new procurement source. You will also see a button '**Edit Source Quantities**' just above the created line. Clicking on this button brings up a separate panel for re-allocation of Order Line's quantities.

If you now select the Catalogue Item in the upper panel you will see that this line has a source linked to the Catalogue Supplier. If you click on the **'Related'** Button to the right of the screen then select **'Create Required Purchase Orders'** a screen will be presented for you to convert the Purchased **'Source On Demand'** Lines into physical Purchase orders. Try converting the above Catalogue Item ('Check' the Select checkbox and click the **'Generate Orders for selected requirements'** button). If you return to the **'Line Source'** tab you will see the Purchase Order reference appears in the last field.

Line Properties: Any specific property values held against an Item, Descriptor, Kitset, or Catalogue Item are copied to the Sales Order Line. You have the option to amend or delete current properties or even add new properties.

To see this in action you should first create the 'Property' via **General>Settings>General Properties** and add **'Voltage'** with Property Type of 'Text' and the following entries - on separate lines - in the Property Values field (**115 Volts**, and **230 Volts**). Click on **'Save'** and then **'Close'**

Now go to **Inventory>Items** and select Item **485-2267** (Internal Downlight 100 Watt). Click on the **'Related'** Button on the right of the screen and select **'Item Properties'**. Click the **'Add'** button and:

- Add a line using the above property
- Select the Voltage from the drop-down list
- Select the specific Voltage from the drop-down under column 'Value'
- 'Check' the **'Copy to SO Lines'** checkbox

The selected property and value will accompany the Item whenever it is used in a Sales Order. To demonstrate this go into the Sales Order that you were using above and select the **'Lines'** tab and add an Order Line for the above Item. Click on the 'Line Properties' tab and the Properties will have been copied from the Item **485-2267**. You will see the 'Line Properties' appear on the **'Line Info'** bar

Planned Variants: This is visible if the line covers an Item that has 'sub-level' variations of Colour, Size, or Grade. You can define the specific variants required against this Sales Order Line by clicking on the 'Add' button and entering the variants. The total quantity of sub-level variants must equal the Line Quantity. To see this in action you should go into **Inventory>Items** and select Item **485-2268** (Internal Spotlight 250 Watt). 'Check' the **'Colour'** checkbox in the **'Detail'** screen. Click on the **'Colours'** Button to the right of the checkbox and add colours **'Red'** and **'Green'**. Close out of the Item, screen and then go to the Sales Order that you were using above and select the **'Lines'** tab and add an Order Line for Item **485-2267**. Click on the 'Line Variants' tab and enter the quantity of each variant required in the Sales Order.

Picked Lines: This covered in in Exercise 5.

Kit Contents: When a Kitset is copied to the Sales Order Line its content is shown here. The quantity per kit against each Line can be amended if required. The actual Issue of the Kit is carried out via the 'Picked Lines' tab. If you go into **Sales>Kitsets** you will see that a kitset has already been entered. Click on the 'Lines' tab to view the 3 entries that comprise the Kitset. Go to the Sales Order that you were using above and select the **'Lines'** tab and add an Order Line. In the drop-down under **'Line Type'** select **'Kitset Code'** then select the Kitset from the dropdown under **'Code'**. You will see that the tab **'Kitset Contents'** will now be displayed on the Line Info bar. Click on this to view the content of the Kit

Warranty: This enables you to adjust planned Warranty records that may exist against this Line or add new Warranty records as required.

To see this in action go into **Service>Warranty Definitions** and view the current Warranty Codes that are in Ostendo. Add your own as required. Now go to into **Inventory>Items** and

select Item **1800-2190** (Rear Wheel Assembly). 'Check' the '**Sales Warranty Applies**' checkbox in the '**Detail**' screen. Click on the drop-down to the right of the checkbox and select one of the Warranty definitions then '**Save**' the record.

Go to the Sales Order that you were using above and select the '**Lines**' tab and add an Order Line and select Item **1800-2190**. If you click on the 'Warranty' tab you will see that the Warranty definition has been copied to the Sales Order Line. You can amend this, or add new Warranty records that will be specific to this Order Line.

3.2.5. Order Line Notes

At the bottom of the 'Lines' screen there is space to put unlimited Notes that apply to the Order Line. If you click in the Notes area you will see two Icons appearing in the top-right of the field.

If you click on the first Icon then the Notes field will occupy a much larger area so that you can see the full content of your notes.

Before we go to the second Icon go to General>Frequently Used Text and create a common Text Message such as "This Item comes with a 36 Month Warranty covering Parts and Labour'. Having done that go back to the Sales Order Line and click on the second Icon. A separate screen will appear showing the Frequently Used Text message that you have just created. If you 'double click' on the selected text, to highlight it and click the OK button then the text will be copied to these Notes.

4. Creating and Monitoring a Quotation

In the previous exercise you went through the various options to create a Sales Order. You should note that the creation of a Sales Quote includes all of the above processes to generate the Quote. These exercises describe the specific functions that support the generation and monitoring of the Quote

4.1. Quotation Styles

Within Ostendo you can use any one of 3 pre-defined Quote Styles.

- **Formal:** This shows all Line information along with each line's Unit Price, quantity and extended Price. All this is summated into a single Quote Price
- **Letter Style:** This is in the forma of a Letter that contains an introductory text (such as "Thank you for giving us the opportunity....etc) followed by a single line showing the Quoted Price and ending in a 'footer' Text (such as "This Quote is valid for a period of 30 days.....etc)
- **Letter Style plus Job Line information:** A combination of the above two Quote Styles

In preparation for generating the various styles go into **General>Frequently Used Text** and make two entries such as:

Name: Quote Header

Text/Phrase: Thank you for giving us the opportunity to make a Quotation. I'm sure that you will find our quoted price very competitive.

Name: Quote Footer

Text/Phrase: This Quotation is valid for a period of 30 days from the above date. If you have any questions please feel free to contact us at any time.

4.2. Quotation Settings

Ostendo has default settings for a Quotation that will be used to prefill the Quote Layout. You can, of course, amend make changes when printing the Quote. Go to **Sales>Settings>Sales Rules** where you will see the following fields that relate to a Quote

Quote Expiry Days: The number of days that the quote will remain valid. Currently this is set to **30** but you can amend this if required

Default Quote Header Notes: From the drop-down list select the **'Quote Header'** that you created above.

Default Quote Footer Notes: From the drop-down list select the **'Quote Footer'** that you created above.

Default Quote Style: Leave this as **'Formal'**

Default Quote Print Lines: From the drop-down list select the **'Print Single Line'** that you created above.

Default Quote Line Description: Enter a short text such as **'We are pleased to offer a quote of:'**

Save the changes

4.3. Creating the Quotation

Go into **Sales>Sale Orders** and click the 'Add' button. Select Customer **'Jim Gold & Co Ltd'** then click the **'Create Quote'** button. Go into the **'Lines'** tab and add two lines:

Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **50**

Line Type: **Descriptor Code**, Code: **MISCCHARGE**, and Order Qty: **150**

then return to the **'Detail'** view.

You will see the following fields that are specific to a Quotation.

Quote Status: The Status is **'Quote'** and cannot be changed except by the program

Quotation Print Status: Field 'Quotation Print Status' has an adjacent button from which you can print the Quote

Quote Expiry: This is calculated from the System Date using the number of days set up in **Sale>Settings>Sales Rules**

Quote Opt: This allows you to adjust the content of the Quote.

Click on the **Quote Opt** button and a separate panel will be displayed. This shows the defaults that you set up above. Let us now look at the various Quote Styles that can be printed.

- **Formal:** If you click on the **'Print Quote'** button then you will see the **Formal** style Quote.
- **Letter Style 1:** Select **'Letter'** from the drop-down against **'Quote Style'** then **'Save'** the setting. If you now click on the **'Print Quote'** button then you will see the **Letter** style Quote.
- **Letter Style 2:** You can see Style 2 by selecting **'Print Detail Lines'** from the drop-down under field **'Lines to Print'**. Now **'Save'** the setting and click on the **'Print Quote'** button. You will see that this is a combined **'Formal'** and **'Letter'** Quote
- **User:** The 'User' style is available for your Administrator to create a radically different Style without affecting the 'Formal' or 'Letter' Quote Styles. Currently this contains a copy of the 'Formal' quote style.

4.4. Line Grouping

There may be instances where, in a Quotation, you wish to group together similar lines such as Materials, Labour, or Miscellaneous activities. To do this you should carry out the following:

Go into **General>Settings>Analysis Groups** and create a group called '**Labour**'. You will see three fields (Quote Form, Order Form, Invoice Form). Under each of these is a drop-down list that enables you to define the following options:

- **No Grouping**: All Lines in this Group will be printed
- **Header and Footer**: A Header containing the name of the Analysis Group will be printed followed by all Lines within the Group. At the end of the Group a Footer record will be printed showing a summarised total of the group content
- **Group Totals Only**: A single line will be printed showing the summarised total for the Group

For the purpose of this exercise select the following:

Quote Form: Header and Footer
Order Form: No Grouping
Invoice Form: Group Totals Only

Now go into **Inventory>Descriptors** and select '**GENERAL TIME**'. In the '**Detail**' view select '**Labour**' from the drop-down list under field '**Analysis Group**'. Do the same against Descriptor '**MISCCHARGE**'

Go into **Sales>Sales Orders** and click the '**Add**' button. Select Customer '**Jim Gold & Co Ltd**'. Click on the '**Create Quote**' button (NOT the Create Order button) to generate the Sales Quotation.

Go into the '**Lines**' tab and add:

A line with Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **50**

A line with Line Type: **Descriptor Code**, Code: **MISCCHARGE**, and Order Qty: **150**

If you go into the '**Detail**' view and click on the Quote '**Print**' button you will see that each line is printed along with the 'Header' and 'Footer' of the Analysis Group.

You may wish to go back to **General>Settings>Analysis Groups** and amend the setting against Quote Form then reprint the Quote to view the various options

4.4. Monitoring the Quotation

Various Reports and Views are available to monitor Quotes. Take a look at the following:

Reports: Go to **Sales>Sales Reports** and have a look at the following Reports
Sales Quote Listing: Enter '**Expiry Date To**' as yesterday to view expired Quotes
Sales Quote Values Chart: Shows Converted, Current and Lost Quote values

Views: Go to **Sales>Sales Views** and have a look at the following.
Analysis - Sales Orders: Select '**Order Status**' '**Lost**' and/or '**Quote**'
Customer Analysis with all Orders: Select '**Order Status**' '**Lost**' and/or '**Quote**'
Chart - Open Sales Quotes
Chart - Lost Sales Quotes

Go to **Help>Reference** and select **Global Options>Views Analysis Options** where you will find guidance as to how the Analysis View can be manipulated to give you the results you want.

4.5. Converting the Quotation

A Quote can either be converted into a Sales Order or can be flagged as 'Lost'.

4.5.1. Convert to a Sales Order

Go into the Quote you created above and, in the 'Detail' view click on the 'Convert Quote' button. On the presented panel 'check' the 'Converting to Order' Radio button then click the 'OK' button. The Quote will be immediately converted to a Sales Order with status 'Open'

4.5.2. Convert to a 'Lost' Status

When converting a Quote into a 'Lost Quote' you are required to select a reason why the Quote was lost. These reasons are user maintained by going into *General>Settings>Quote Lost Reasons*. Go into that screen and add a couple of reasons to the current list.

Now create a Sales Quote as described in 4.3. In the 'Detail' view click on the 'Convert Quote' button. On the presented panel 'check' the 'Quotation is Lost' Radio button. The field underneath will become active where you can select the reason why it was lost from the drop-down list then click the 'OK' button. The Quote will immediately be given a status of 'Lost'.

5. Creating a Sales Order

As stated above there are 2 Sales Order Styles used in Ostendo

- Raise Order > Pick Goods > Invoice
- Raise Order > Pick Goods > Despatch > Invoice

We will now go through the Pick Goods to Invoicing process for each option.

5.1. 'Counter' Sales Order

Go into *Sales>Sale Orders* and click the 'Add' button. Select Customer 'Jim Gold & Co Ltd' and Sales Type 'CounterSales' then click the 'Create Order' button. Go into the 'Lines' tab and add two lines:

Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **5**

Line Type: **Item Code**, Code: **100-2004**, and Order Qty: **1000**

As this is a 'Counter' Style Sales Order the goods will be picked and an Invoice raised from the picked goods.

5.1.1. Picking

There are 2 methods by which the Lines can be picked.

Picking from within the line

Go to the 'Lines' tab in the Order and click on the 'Picked' tab. Select the specific line in the upper part of the screen and then click the 'Add' button to create a new pick line in the lower part. Enter the quantity and date of the pick.

- For Stock Items this requires entry of a quantity and a Warehouse/Location. This is defaulted to that held against the Item but can be amended. However, if the Item has 'variants' (Serial Number, Lot Number, Colour, Grade, etc) or you are picking from a different location then place the cursor in the 'Qty' field and click on the 'Spyglass' Icon that appears in that field. A screen will be presented that shows all the locations of all the variants. You should select the specific variant then click the 'Save' button.
- For non-stock Items (Descriptors, Kitsets, Catalogue Items) it is simply a pick date and quantity

Picking from the Batch Entry bar

Go to the **'Lines'** tab in the Order and click on the **'Picking'** button on the Batch Entry bar. A screen will appear into which you can:

- Click the **'Prefill Pick Lines'** button to add the lines to be picked along with their pick quantities (You can go into the Qty field and amend the quantity if required).
- Click the **'Add'** button to create a new pick line and enter the line that is being picked

Click on the 'Update Sales Order' button to pick the entered values

5.2. 'Delivery' Sales Order

Go into **Sales>Sale Orders** and click the 'Add' button. Select Customer **'Jim Gold & Co Ltd'** and Sales Type **'DeliveryOrder'** then click the **'Create Order'** button. Go into the **'Lines'** tab and add two lines:

Line Type: **Descriptor Code**, Code: **GENERAL TIME**, and Order Qty: **5**

Line Type: **Item Code**, Code: **100-2004**, and Order Qty: **1000**

As this is a **'Delivery'** Style Sales Order the goods will be picked during the Despatch process and an Invoice raised from the delivered goods.

5.2.1. Create Sales Delivery

Having created the Sales Order you will now go through the following steps

- Create a Delivery Reference
- Print a Pick List and Pick the Goods
- Add Delivery information
- Despatch the Goods

Go to the **'Detail'** tab in the Order and click on the **'Sales Deliveries'** button. (Alternatively you could go into **Sales>Sales Deliveries** and click the **'Add'** button. On the presented panel leave the 'Radio Button' on **'Create Delivery for a Single Order'** and select the Delivery Order that you created above.)

If you select the **'Lines'** tab you will see all the lines that are required to be 'Picked'

5.2.2. Print a Pick List and Pick the Goods

Go into the **'Detail'** tab and click on the **'Pick List Status'** Print Icon to produce the Pick List. This list is used to pick the Items, etc and note the Warehouse/Location from where they were picked from along with any sub-level variants (Batch Number, Serial Number, Colour, Size, etc).

Now go back to the Delivery **'Lines'** tab and enter the 'Picked' Lines. You may wish to use the **'Prefill Picked Quantities'** button to automatically enter the 'Required Quantity' in the 'Picked Quantity' field. If you choose this method then you should note that:

- The Item's default Warehouse/Location will be used
- If the Item has sub-level variants then the Picked Quantity field will be zero. You are required to highlight the Line and then click the **'Add'** button and specifically state the variant values and quantities that were picked

5.2.3. Add Delivery Information

Go back to the **'Detail'** tab and address the following areas:

Freight Information: From the drop-down list select the Shipping Method. (You can create your own shipping methods by going into **Sales>Settings>Customer Shipping Methods**).

You can define whether you are going to charge for the freight and whether that charge is taxed.

Weights and Volumes: A Weight and Volume is held against each Item record. Those dimensions are used to evaluate:

- The Planned total Weight and Volume expected from this order.
- The 'Picked' Weight and Volume for the Items that have been picked

Area is provided for you to enter the actual Weight and Volume for this delivery. Note: The unit of Weight and Volume is user-defined via **File>System Configuration>System Settings**.

Delivery Details: If you click on the '**Additional Delivery Address Details**' button you can:

- Use the default address that is held against the Customer, or
- Select an alternative Delivery Address from the drop-down list, or
- Simply key in a Delivery Address

Picking Information: You can print a Pick List by clicking on the printer icon adjacent to the '**Pick List Status**' field. Once the Items have been picked you can update this screen by clicking the 'Picked By' drop-down list and selecting the person who picked the goods.

Shipping Labels: Enter the number of Pieces then print the Shipping Labels

Delivery Confirmation: Print the Delivery Document and confirm the Date that it was delivered.

Finally, click the '**Update Delivery Status to Shipped**' button. This will activate the '**Sales Invoices**' Button. This, along with other Invoicing methods, will be covered in the next section.

5.3. Invoicing

We will now go through the various options available within Sales Invoicing. These can be generated from five sources:

- **Invoices from 'Counter' Sales Order** - Once an Order has been 'picked' the picked lines are ready for Invoicing via the 'Counter Order' Detail screen or a 'Batch Invoicing' routine
- **Invoices from 'Delivery' Sales Order** - Once an Order has been 'delivered' the delivered lines are ready for Invoicing via the 'Sales Delivery' screen or a 'Batch Invoicing' routine
- **Invoice Schedule** - A schedule of Invoices can be defined. This can cover - for example - a Service Schedule and consists of a fixed schedule with pre-defined Invoices. The Invoice generation is carried out via a '**Batch Invoicing**' routine
- **Recurring Invoices** - A repeating Invoice based on a regular - and open ended - frequency. The Invoice generation is carried out via a '**Batch Invoicing**' routine
- **Direct Invoices** - You can create an Invoice 'On the fly' within its own routine

For the first 4 Invoice Sources you have the option to print them on a 1 for 1 basis (One Invoice for each 'delivery') or in batch where you can combine them into a single 'consolidated' Invoice.

5.3.1. Create an Invoice for a 'Counter' Type Sales Order

Recall the Sales Order that you created in Section 5.1. and go to the Order '**Detail**' screen. Click on the '**Sales Invoices**' button. This will bring up a panel prefilled with this Sales Order information. Click on the '**Create**' button. An Invoice will be created for the deliveries you made above. You should note the following:

- You can amend the Invoice Date prior to printing. The amended date cannot be earlier than the **'Customer Invoicing Date'** defined in **File>Financial Configuration>Cutoff Dates**.
- You can 'check' the **'Don't Print on Statement'** checkbox. This is useful for if you have made a mistake during Invoicing and have created an (Internal) Credit. Both the originating Invoice and the Credit can be flagged not to appear on the Customer Statement.
- You can amend any Freight Charges that are included with the Invoice

Click on the **'Print'** icon to print the Invoice. For now just **'Preview'** the Invoice.

Go into the **'List'** view and delete this Invoice (We will be creating it later along with other Invoices later in these exercises)

5.3.2. Create an Invoice for a 'Delivery' Type Sales Order

Go to **Sales>Sales Deliveries** and locate the Sales Delivery that you created in Section 5.2.1. and go to the Delivery **'Detail'** screen. Click on the **'Sales Invoices'** button. This will bring up a panel prefilled with this Sales delivery information. Click on the **'Create'** button. An Invoice will be created for the **'Deliveries'** you made via the Sales Deliveries screen. Click on the **'Print'** icon to print the Invoice. For now just **'Preview'** the Invoice.

Go into the **'List'** view and delete this Invoice (We will be creating it later along with other Invoices later in these exercises)

5.3.3. Create an Invoicing Schedule

This covers a planned schedule of pre-defined Invoices. This is useful where you have an agreed schedule for work carried out (Example: You carry out daily/weekly garden maintenance but only Invoice on a monthly basis)

Go into **Sales>Recurring Invoices** and click on the **'Add'** button. On the presented screen you can create a schedule of planned Invoices as follows:

- Select a Customer from the drop-down list against field **'Customer'** then
- Select a **'Contract Style'** of **'Fixed Term'**
- In the **'Invoice Line Details'** section down the left of this screen define:
 - Frequency of the Invoicing Schedule
 - Number of Times that it will occur
 - The Start Date
 - The nominal amount per Invoice
- In the **'Invoice Line Details'** section down the right of this screen define:
 - The **'Descriptor Code'** that will be printed on the Invoice
 - Amend the Description to suit your requirements
 - Apply a Tax Code if required
- Click the **'Create'** Button to generate the schedule

You can view the schedule by going to the **'Scheduled Invoices'** tab

If you go to the **'Detail'** tab you can enter additional information that will appear on each generated Invoice. The generation of the actual Invoice will be described in Exercise 5.4.5.

5.3.4. Create a Recurring Invoice

This covers generation of Invoices based on a defined frequency where the next **'Planned'** Invoice is only scheduled relative to the Actual date the previous Invoice was printed.

Go into **Sales>Recurring Invoices** and click on the **'Add'** button. On the presented screen you can create a schedule of planned Invoices as follows:

- Select a Customer from the drop-down list against field **'Customer'** then
- Select **'Contract Style'** of **'Continuous'**
- In the **'Invoice Line Details'** section down the left of this screen define:
 - Frequency of the Recurring Invoicing
 - The Start Date
 - The nominal amount per Invoice
- In the **'Invoice Line Details'** section down the right of this screen define:
 - The **'Descriptor Code'** that will be printed on the Invoice
 - Amend the Description to suit your requirements
 - Apply a Tax Code if required
- Click the **'Create'** Button to generate the first Planned Invoice.

You can view the generated Invoice by going to the **'Scheduled Invoices'** tab

If you go to the **'Detail'** tab you can enter additional information that will appear on each generated Invoice. The generation of the actual Invoice will be described in Exercise 5.4.5.

5.3.5. Batch Invoice Creation

This section covers an alternate way of creating Invoices. It also provides facility to combine 'Invoices' from all sources into a single Invoice by Customer.

To prepare for creating a combined invoice you should first go into **Sales>Customers** and select the Customer you created in Exercise 1. then click on the **'Pricing and Invoicing'** tab. In the displayed panel you will see a field **'Invoice Consolidation'**. It has two options:

- **Consolidate by Order:** All Invoicable transactions for the same Order are combined into a single Invoice.
- **Consolidate by Customer:** All Invoicable transactions for the same Customer are combined into a single Invoice.

For the purpose of this exercise select **'Consolidate by Customer'**

Now, go into **Sales>Batch Invoicing** and select the **'Add'** button. A screen is presented in which you should 'check' the following

- Include Sales Orders (Counter Sales)
- Include Sales Order Deliveries
- Include Recurring (Contract) Invoicing
- Select you Customer in the drop-down in field **'Specific Billing Customer'**
- Click the **'Create'** button.

The program will now gather all the Planned Invoices from the Sales activities you entered above and combine them into a single Invoice for your Customer.

For the generated Invoice go to the **'Detail'** screen and click on the **'Invoice Print'** button and select **'Preview'** option. We will print the Invoice **'In Batch'** later in this session.

5.3.6. Direct Invoice

There are instances where you may wish to create an Invoice (or Credit) where there is no prior Sales Order. To do this, go into **Sales>Direct Invoicing** and click on the **'Add'** button. On the displayed panel 'check' the **'Create an Invoice or Credit without an Order'** radio button and select the Customer you created above from the drop-down against field **'Billing Customer'** then click the **'Create'** button. Enter the Invoice details as required and then click the print **'Print'** button. This time 'uncheck' the **'Preview'** checkbox and print the Invoice back to your screen.

5.3.7. Create a Credit by reversing an existing Invoice

To create a Credit go into **Sales>Direct Invoicing** and 'check' the '**Create Credit by reversing an existing Invoice**' radio button. In the drop-down against field '**Existing Invoice Number**' select the Invoice that you are Crediting then click the '**Create**' button. Enter the Credit details as required and then click the print '**Print**' button. 'Uncheck' the '**Preview**' checkbox and print the Credit back to your screen. This action will create an exact reversal of the selected Invoice

5.3.8. Batch Invoice Printing

Up to now you have seen that you can print individual Invoices as they are created. But you can also print previously created - but not printed - Invoices in Batch. Go to **Sales>Batch Invoice Printing** and select your Customer from the drop-down against field '**Specific Customer**' then press the '**OK**' button. On the presented screen you can:

- Select a specific Invoice and click the '**Print Current Invoice**' button, or
- Select multiple Invoices and then click the '**Print All Selected Invoices**' button

You should carry out the second option. I.e. Select all the displayed Invoices, 'check' the '**Preview**' checkbox then click the '**Print All Selected Invoices**' button.

On the generated Invoice you will see that it creates a combination of all unprinted Invoices from the selection criteria. Each included Invoice is itemised along with its details

5.4. Customer Payments

Customer payment covers:

- Deposits
- Invoice Payments
- Raising Credit Notes
- Matching Payments, Deposits, Credits to Invoices
- Banking the payments

5.4.1. Customer Deposits

You may receive a deposit from a Customer prior to raising an Invoice (Example: When the time the order was placed). This deposit should subsequently be matched against an Invoice that has been raised against the Customer.

To create a Deposit go to **Sales>Customer Deposits** then click the '**Add**' button. On the presented screen carry out the following:

Customer: From the drop-down list select the Customer that you created above

Deposit for: Select '**UnAllocated**' from the drop-down list

Payment Method: Select '**Cheque**'

Payment Reference: Enter a reference (Example: **Deposit**)

Banking Method: Select '**Using Bank Deposit**' from drop-down list

Account for Payment: Select '**Bank**' from the drop-down list. If you don't have an account in the drop-down list then go to **File>Financial Configuration>Payment Accounts** and create an Account by entering (say):

Code: **Trading**

Description: **Trading Account**

Cost Centre: Select '**BANK**' from the drop-down list

Deposit Values: Enter a deposit amount

Note: If the Customer's payment details (Payer Name, Bank Name, Branch Name, Payment Method) are generally the same then you can add these details to the Customer record

(**Sales>Customers** and click on the **'Payment'** tab). Whenever you create a Customer Deposit or Payment the records are prefilled with that information. You can, of course, amend them against the specific payment

Now **'Save'** the record. You may wish to print the **'Customer Deposit'** report (**Sales>Reports>Customer Deposit Listing**).

The next step is to match the Deposit against an Invoice.

Go into **Sales>Customer Payments** then click the **'Add'** button. On the presented screen select the above Customer then go to field **'Payment Style'** and select **'Use Customer Deposit'** from the drop-down list. A field will be presented to the right of this field from where you should now select the above 'Deposit'.

Now click on the **'Apply to Invoices'** tab at the top of the screen and match the Deposit to outstanding Invoices by either clicking the **'Auto Apply'** button or going into the **'Applied Amount'** field against selected Invoices and applying a specific amount.

5.4.2. Customer Payments

Upon receipt of a Payment from a Customer you should enter that receipt into Ostendo and then match it against outstanding Invoice(s). To create a Payment record, go to **Sales>Customer Payments** then click the **'Add'** button. On the presented screen carry out the following:

Customer: From the drop-down list select the Customer that you created above

Payment Style: Select **'Received Payment'**

Payment Method: Select **'Cheque'**

Payment Reference: Enter a reference (Example: **Invoice Payment**)

Banking Method: Select **'Using Bank Deposit'** from drop-down list

Account for Payment: Select **'Bank'** from the drop-down list. If you don't have an account in the drop-down list then go to **File>Financial Configuration>Payment Accounts** and create an Account by entering (say):

Code: **Trading**

Description: **Trading Account**

Cost Centre: Select **'BANK'** from the drop-down list

Payment Values: Enter the payment amount

Now **'Save'** the record. You may wish to print the Customer Payment Report by clicking on the **'Reports'** button to the right of the screen.

The next step is to match the Payment against an Invoice. On this same screen click on the **'Apply to Invoices'** tab at the top of the screen and match the Payment to outstanding Invoices by either clicking the **'Auto Apply'** button or going into the **'Applied Amount'** field against selected Invoices and applying a specific amount.

5.4.3. Raising Credit Notes

To create a Credit Note you should go into **Sales>Direct Invoicing** and click on the **'Add'** button. You can see on this screen that Credits can be processed in three ways:

- Create a Credit Note and subsequently match to an Invoice
- Reverse an existing Invoice and then subsequently match as 'Payment'
- Reverse an existing Invoice and immediately match as 'Payment'

5.4.3.1. Create a Credit Note for subsequent matching to an Invoice

To create a Credit Note without reference to a previous Invoice 'check' the radio button **'Create an Invoice or credit without an Order'** and (under **'Billing Customer'**) select the Customer you used in section 5.4. Click the **'Create'** button and complete the **'Detail'**

screen. On the **'Lines'** tab enter the Credit using a Descriptor Code where the value is the Credit amount and the Quantity is **-1** (Minus 1). If you now go back to the **'Detail'** tab and click on the **'Print'** button and bring back to your screen you will see that the negative amount will change the **'Invoice'** title to **'Credit'**. You can now match off the Credit as described in 5.5.4.

5.4.3.2. Reverse an existing Invoice and then subsequently match as 'Payment'

To reverse an existing Invoice you have two options:

- Highlight the Invoice on the Batch Invoicing **'List'** screen (**Sales>Batch Invoicing**) and click the **'Credit'** button to the right of the screen
- Go to the Direct Invoicing screen (**Sales>Direct Invoicing**) then click the **'Add'** button. On the displayed screen 'check' the radio button **'Create credit by reversing an existing Invoice'** and (under **'Existing Invoice Number'**) select an Invoice to be reversed. Click the **'Create'** button.

In both the above instances Ostendo will create a Credit by duplicating the selected Invoice with a reversed quantity. If, in the created Credit's Main screen, you click on the **'Print'** button you will see that the negative amount will change the **'Invoice'** title to **'Credit'**. You can now match off the Credit as described in 5.5.4.

5.4.3.3. Reverse an existing Invoice and immediately match as 'Payment'

To reverse an existing Invoice 'check' the radio button **'Create credit by reversing an existing Invoice'** and (under **'Existing Invoice Number'**) select an Invoice to be reversed. You should also 'check' the **'Apply the Credit as a Payment'** checkbox. Click the **'Create'** button and Ostendo will create a Credit by duplicating the selected Invoice with a reversed quantity. If you now print the Credit clicking the **'Print'** button then the status of both the originating Invoice and reversing Credit will be flagged as **'Fully Paid'**

5.4.4. Matching Payments, Deposits, Credits to Invoices

To match a Credit Note to an Invoice go to **Sales>Customer Payments** then click the **'Add'** button. On the presented screen carry out the following:

Customer: From the drop-down select the Customer against whom the above Credit was raised.

Payment Style: Select **'Match Credits to Invoices'**

Credit Number: Select the Credit that you created above

The next step is to match the Credit to an Invoice. On this same screen click on the **'Apply to Invoices'** tab at the top of the screen and match the Credit amount to outstanding Invoices by either clicking the **'Auto Apply'** button or going into the **'Applied Amount'** field against selected Invoices and applying a specific amount. **Note:** The Credit Note will also be displayed in the main panel BUT, because it is the main subject of the matching process, it should not take part in the matching process. Therefore, for this line do NOT 'check' the **'Select'** checkbox against this line

Having allocated the Credit to Invoice(s) click on the **'Update Selected Invoices'** button at the bottom of the **'Lines'** screen. The status of both the Credit and each selected Invoice will be updated to state whether they have been **partially applied** or **fully applied**.

5.4.5. Bank Deposits

There are two options to placing Payments and/or Deposits into a Bank Account.

- Pay each payment receipt directly into the Bank Account
- 'Batch' the payment receipts and use a single Deposit Slip to pay into the Bank Account.

5.4.2.1. Pay directly into a Bank Account

If, in the Deposit or Payment Receipt you select **Directly to Account** in **Banking Method** then any Payment or Deposit will be posted directly to the Cost Centre linked to the Payment Account

5.4.2.2. Pay into Bank Account using a Deposit Slip

If you select **Using Bank Deposit** in **Banking Method** then a two-step process is used.

- The Payment/Deposit will initially be posted to an **Un-Deposited Funds** Cost Centre
- The **Un-Deposited Funds** will be 'batched' and posted to the **Payment Account**

Step 1: When creating the Deposit or Payment record select **Using Bank Deposit** in **Banking Method** and process the payment or deposit as outlined above

Step 2: Go into **Sales>Bank Deposits** and click the **Add** button to create a new Bank Deposit.

- Select the Bank (**Payment Account**) from the drop-down list
- Click on the **Payments Selection** tab to show all payments/deposits scheduled to be deposited into the selected Bank Account
- Select the Payments/Deposits to be included in this Bank Deposit batch
- Click the **Update Selected Payments** button at the bottom of the screen.
- Go to the **Detail** tab and print the Deposit Slip

Having deposited the funds you should go back to **Sales>Bank Deposits** for this Deposit and click the **Update Status to Banked** button.

5.5. Aging and Statements

You should first define the aging periods to be used with both the **Customer Aging report** and **Customer Statements**. Go to **File>Financial Configuration>Aging Periods** and **File>Financial Configuration>Statement Periods**. In both instances you can define if the aging periods are based on the **Invoice Date** or the payment **Due Date**.

You can now produce the documents via:

Customer Aging: **Sales>Customer Aging**, or

Customer Statement: **Sales>Customer Statements**