

# CUSTOMER INVOICING

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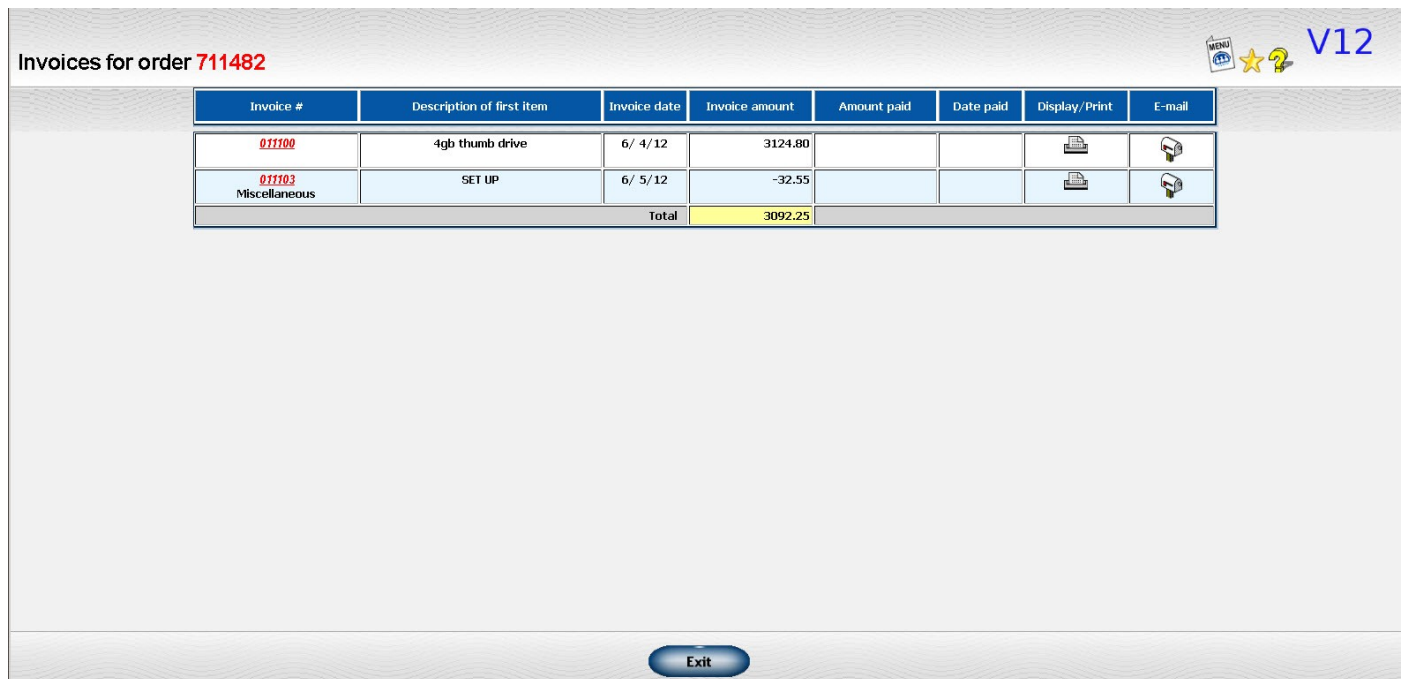
# GENERATING A CUSTOMER INVOICE

## Assigning Invoice Numbers





Invoice numbers are 6-digit numeric fields. They are assigned in sequential order by the system. You may not request that a specific invoice number to be used.

When you first start using the system, you can start your invoices at a number other than "000001" if you wish. Contact Technical Support for assistance.

If you have been used to using the same number for the invoice as you use for the order, you may think this method of assigning numbers will be confusing. However, there is complete crossreferencing between orders and invoices. If you know the order number, you can always find a list of all the invoices generated for it. Likewise, if you know the invoice number, you can find the order number.








Invoices for order **711482**

Invoice #	Description of first item	Invoice date	Invoice amount	Amount paid	Date paid	Display/Print	E-mail
011100	4gb thumb drive	6/ 4/12	3124.80				
011103 Miscellaneous	SET UP	6/ 5/12	-32.55				
Total			3092.25				

Exit

Illustration 1: List of Invoices Generated from an Order

Display orders by customer Customer # 293103 French's Bait Shop V12

Order #	Vendor	Dates	Shipping address	First five items	Sales/Cost/Profit	Links to other data
711538 Open	Gary's Test Vendor	Order: 6/ 1/12 Ship: N/A	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816	149 50/50 Poly/Cotton T-shirt	1372.50 428.75 943.75 68.76 %	
711535 Open	Gary's Test Vendor	Order: 5/31/12 Ship: 6/18/12 In Hand: 6/20/12	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816 Distributor order #: fbs053112 Customer order #: fbs053112		400.00 325.00 75.00 18.75 %	
711521 (711306) Open	Not specified	Order: 5/29/12 Ship: N/A	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816		.00 .00 .00	
711520 Open	Manufacture & sell	Order: 5/29/12 Ship: N/A	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816	75 Funky Duck	375.00 131.25 243.75 65.00 %	
711510 (711508) Open	Gary's Test Vendor	Order: 5/29/12 Ship: 6/25/12 In Hand: 7/ 3/12	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816 Distributor order #: fbs052912a	75 4gb thumb drive 150 Wacky Worms - Green 8" 6pk	1462.50 825.00 637.50 43.58 %	

Previous Exit Next

Illustration 2: Customer Invoice Icon on Order History Display

Update invoice file V12

Print Fax E-mail  
Update master order  
Cancel this invoice

Invoice Number: 011107  
Invoice Date: 6/ 6/12  
Type invoice: Specialty order  
Order number/Master Order number: 711508/711508

Customer:	Bill to:	Ship to:
Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816	Gary French French's Bait Shop 123 River Basin Road Baton Rouge, LA 70816
Line # 1 gt11233	Fun Times Frisbee	150 @ \$3.75 = \$562.50
Line # 2 gtv321	Logo embossed aluminum business card case	75 @ \$25.00 = \$1875.00
Line # 3 gtv123	4gb thumb drive Purple case	75 @ \$10.00 = \$750.00
Line # 4 gtv4321	Wacky Worms - Green 8" 6pk	150 @ \$4.75 = \$712.50
No charges on file		
Subtotal		\$3,900.00
Sales tax		\$331.50
Total invoice		\$4,231.50
Commission for order #711508		
Commission for order #711509		

Exit Next

Illustration 3: Customer Invoice Overview

If you generate multiple invoices for a single order, they will be assigned separate invoice numbers.

Why do we use this method? The main reason is to provide the proper controls. When we close an invoice, data is posted to the general ledger, accounts receivable, inventory and commission. It is extremely important that every invoice be closed once and only once.

When we close a batch of invoices, all invoices that have a number higher than the last invoice number closed and less than the last invoice number assigned are included in the close. Thus, the proper updates are done once for all invoice numbers in that range and nothing is updated more than once. At the end of the close, the last invoice number posted is reset and a new batch of invoice numbers can be started.

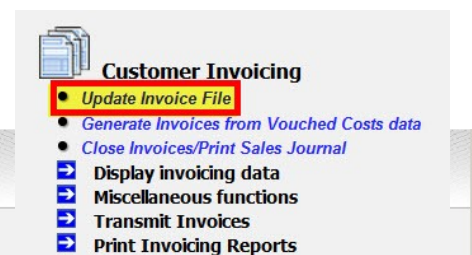
Starting with version 12, you can flag some invoices to be skipped over during the invoice close. They will be picked up on a subsequent close procedure when you have cleared them for posting. We don't recommend that you do this on a regular basis but it may be convenient sometimes, especially at the end of the year.

The invoice close procedure is discussed in more detail in another section.

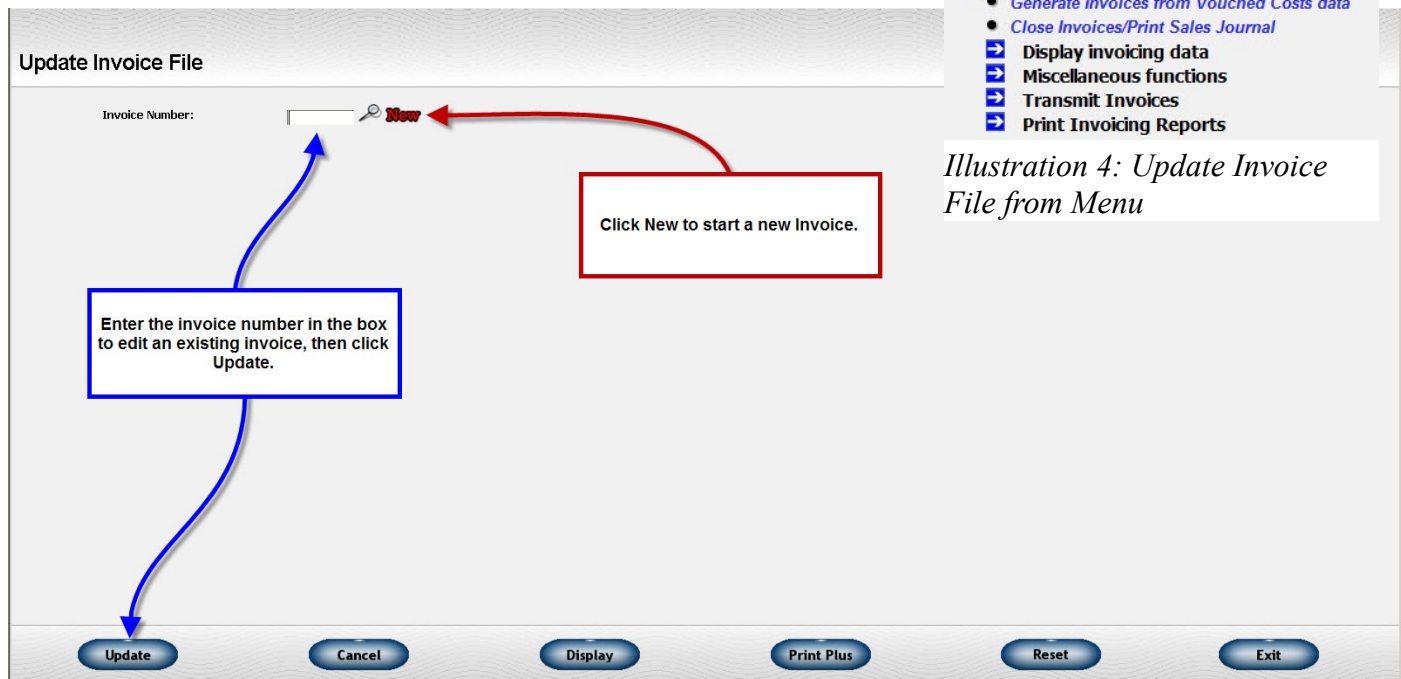
## Generating an Invoice for Master Order

This discussion will tell you how to generate a single invoice for a master order. That master order may contain just one order or it may contain more than one orders.

The first step is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon (**New**).



*Illustration 4: Update Invoice File from Menu*



*Illustration 5: Update Invoice File Request Screen*

When you get to the "new invoice" dialog screen, the default is to "Complete Master Order". Pick this option.

You will be prompted for some information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Ship date**
  - You may specify the ship date here or after the invoice is generated. There is a copy icon you can click to copy the invoice date to the ship date.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. **Prebills** are discussed in more detail in another section.
- **Master order number**
  - Enter the master order number you want to bill.

Generate New Invoice

Method:  Complete master order  
 Complete one order to one invoice  
 Complete several orders to one invoice  
 Complete one order to multiple invoices (requires order have multiple addresses)  
 Generate miscellaneous invoice that **does** affect inventory  
 Generate miscellaneous invoice that **does not** affect inventory  
 Repeat a previous invoice  
 Complete master order w/o review of order table

Invoice date: 6/ 8/12

Ship Date: 6/ 8/12

Is this a prebill?  (Prebill invoices do not post to A/R, G/L, commission or order)

Master order number: 711539

1. Select Complete Master Order (it is the default).  
2. Enter the Invoice & Ship Date (Invoice Date defaults to current date.)  
3. Enter the Master Order Number you want to invoice.  
4. Click Submit.

List of orders will be reviewed on next screen

Submit Reset Exit

Illustration 6: New Customer Invoice Dialog Screen flagged for Complete Master Order

Once you enter this information and click on the "Submit" button, a table listing all the orders in the master order will be displayed. You may choose to include ALL the orders in the master order or only some of them. Uncheck the box beside any order you DON'T want to include.

If any of the orders are a "ship from inventory" or "manufacture and sell" type of order, then you will be prompted for the "release number". This is usually "1" unless you are shipping a backorder. Read the discussion on [inventory releases](#) for more information on what value to use in this field.

If you use the "vouch to order" option and have previously entered some Accounts Payable invoices for an order, the total vouched costs will be displayed. Any unvouched costs will also be displayed. These are strictly for your reference and do not affect whether or not the invoice will be generated.

Since you may have your vendor's invoice available as part of your invoicing procedures, you may prefer to enter any Accounts Payable invoice for payment along with the customer invoice. Read the discussion on [entering A/P invoices through Customer Invoicing](#) for additional information on this option.

The Help file for this screen includes more information on when you need to fill in the vendor invoice and shipping fields and how this data is used.

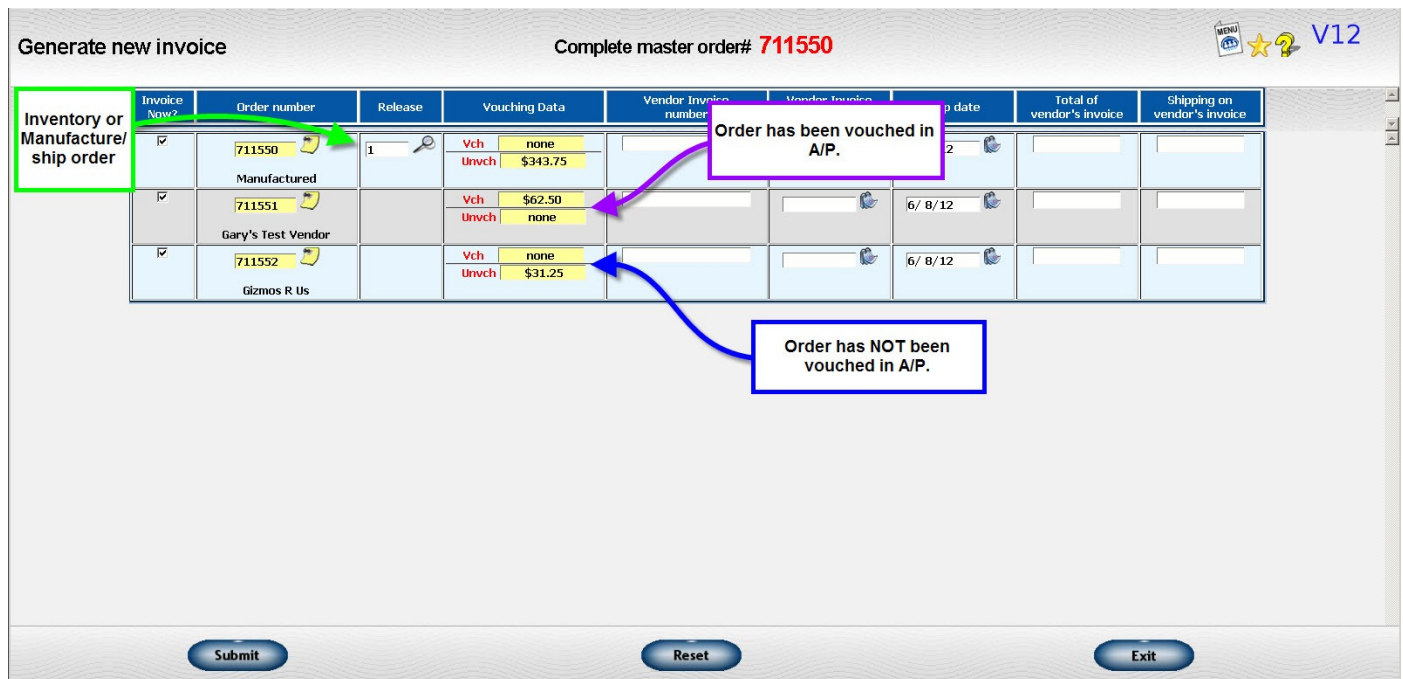


Illustration 7: Select Orders to Invoice Screen

Once you click Submit, the new invoice will be generated and the invoice overview screen will be displayed. Read the discussion on the [Reviewing and updating the invoice](#) for more information on entering any adjustments you may need to make for things like overruns and additional charges.

## Generating an Invoice for a Single Order

A lot of your invoices, especially in fulfillment situations, will be for only one order. You can use the master order invoicing routine for these. You will just have one order listed on the second screen that displays all the orders in the master order. However, you may prefer to skip that second screen in this simple situation and enter all of your information on a single screen.

This method is also the only way to generate an invoice for a couple of special situations:

- **Canceling an order with charges** - If a customer cancels an order but you are going to charge for art or samples or some other portion of the job for which you had costs, use this method to generate the invoice. The order will be marked as cancelled when the invoice is closed.
- **Completing orders that are billed by your vendor directly to your customer** - This option is seldom used. It generates the invoice and marks the order complete but does not generate A/R or commission entries.

The first step is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon. (See Illustration 5.)

When you get to the "new invoice" dialog screen, pick the option to "Complete one order to one invoice".

**Generate New Invoice**

Method:  
 Complete one order to one invoice  
 Complete several orders to one invoice  
 Complete one order to multiple invoices (requires order have multiple addresses)  
 Generate miscellaneous invoice that **does** affect inventory  
 Generate miscellaneous invoice that **does not** affect inventory  
 Repeat a previous invoice  
 Complete master order w/o review of order table

Invoice date: 6/ 8/12  
Ship Date: 6/8/12  
Is this a prebill?  (Prebill invoices do not post to A/R, G/L, commission or order)

Order number: 711489  
Release:  (Leave blank if not a shipment from inventory)

Vendor invoice number:   
Vendor invoice date:   
Vendor invoice amount:   
Shipping Cost: (Unvouched)   
Order status:  Complete (including split ship)  Canceled with charges  Billed by vendor (not posted to A/R or G/L)

**1. Select Complete One Order to One Invoice.**  
**2. Enter the Invoice & Ship Date (Invoice Date defaults to current date.)**  
**3. Enter the Order Number you want to invoice.**  
If this is order is a shipment from inventory, enter the release number.  
You may enter the vendor's invoice information if you have not entered the vendor's invoice in A/P.  
Select how to mark the order's status.  
**4. Click Submit.**

**Submit** **Reset** **Exit**

Illustration 8: Generate New Invoice Dialog Screen flagged for One Order to One Invoice

You will be prompted for the following information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Ship date**
  - You may specify the ship date here or after the invoice is generated. There is a copy icon you can click to copy the invoice date to the ship date.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. Prebills are discussed in more detail in another section.

- **Order number**
  - Enter the order number you want to bill.
- **Release**
  - If the order is a "ship from inventory" or "manufacture and sell" type of order, then you need to enter the "release number". This is usually "1" unless you are shipping a backorder. Read the discussion on inventory releases for more information on what value to use in this field.
- **Vendor invoice number/date/amount**
  - Since you may have your vendor's invoice available as part of your invoicing procedures, you may prefer to enter any Accounts Payable invoice for payment along with the customer invoice. Read the discussion on entering A/P invoices through Customer Invoicing for additional information on this option.
  - If you want to enter the vendor's invoice in Accounts Payable at the same time as the customer's invoice, enter the vendor's invoice number, date, and the total amount.
- **Shipping Cost**
  - If you enter the vendor invoice information, include the amount of the invoice that was for shipping. If you are entering an inventory-related order, you can enter your shipping cost. The system will compute your shipping price for you. Otherwise you can ignore this field.
- **Order status**
  - The order status defaults to "complete" which is the status you will normally use even if you doing a partial bill. Only change this for one of the special situations described above.

Once you click Submit, the new invoice will be generated and the invoice overview screen will be displayed. Read the discussion on the [\*Reviewing and updating the invoice\*](#) for more information on entering any adjustments you may need to make for things like overruns and additional charges.

## Generating an Invoice for Multiple Orders

Sometimes you may have more than one order for a customer that you would like to bill on a single invoice. If they are part of a master order, you can use that invoice generation method. But, if they are not part of a master order, just unrelated orders that are all for the same customer, you can use the "multiple orders to one invoice" method.

The first step is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon. (See Illustration 5.)

When you get to the "new invoice" dialog screen, pick the option to "Complete several orders to one invoice".



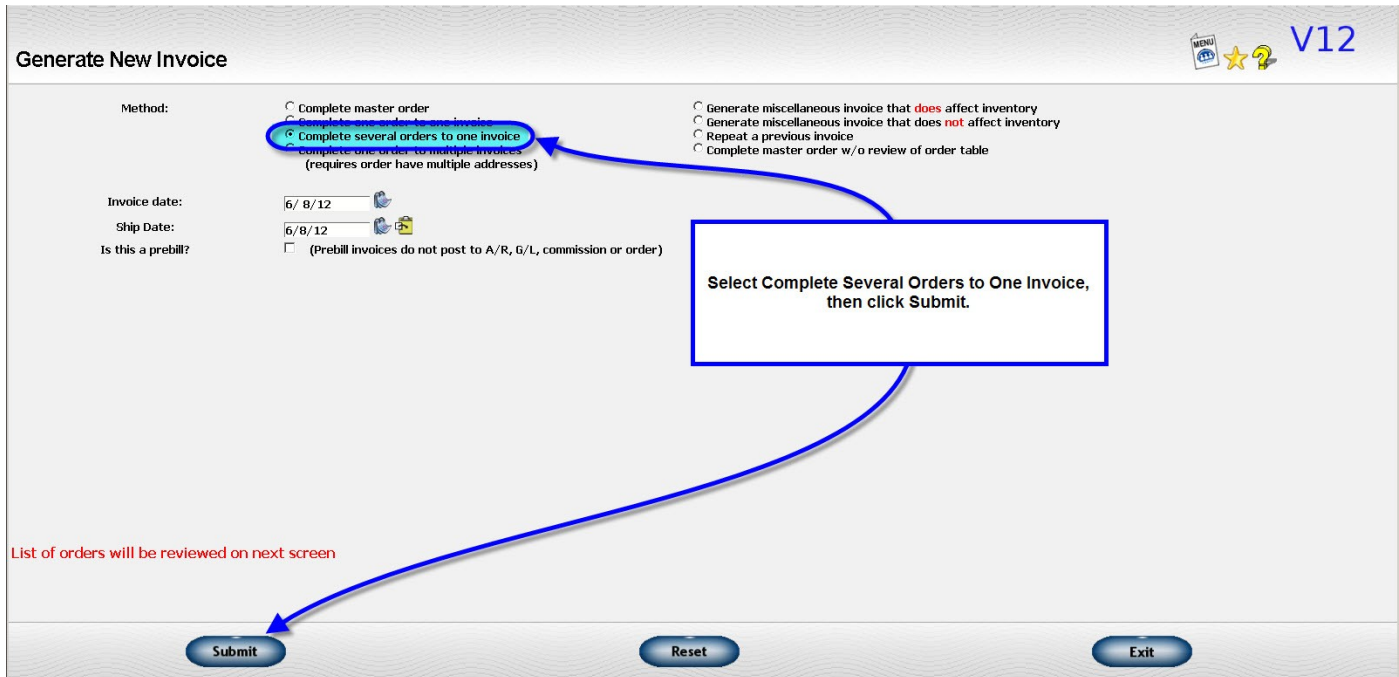


Illustration 9: Generate New Invoice Dialog Screen flagged for Multiple Orders to One Invoice

You will be prompted for some information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Ship date**
  - You may specify the ship date here or after the invoice is generated. There is a copy icon you can click to copy the invoice date to the ship date.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. Prebills are discussed in more detail in another section.

Once you enter this information and click on the "Submit" button, a table will be displayed with places to enter up to 150 orders. Just fill in the order numbers you want to include on the invoice.

If any of the orders are a "ship from inventory" or "manufacture and sell" type of order, then you will be prompted for the "release number". This is usually "1" unless you are shipping a backorder. Read the discussion on inventory releases for more information on what value to use in this field.

If you use the "vouch to order" option and have previously entered some Accounts Payable invoices for an order, the total vouched costs will be displayed. Any unvouched costs will also be displayed. These are strictly for your reference and do not affect whether or not the invoice will be generated.

Since you may have your vendor's invoice available as part of your invoicing procedures, you may prefer to enter any Accounts Payable invoice for payment along with the customer invoice. Read the discussion on entering A/P invoices through Customer Invoicing for additional information on this option.

The Help file for this screen includes more information on when you need to fill in the vendor invoice and shipping fields and how this data is used.

Generate new invoice Complete several orders to one invoice MENU ? V12

Order number	Release	Vouching Data	Vendor Invoice number	Vendor Invoice date	Ship date	Total of vendor's invoice	Shipping on vendor's invoice
711491		Vch Unvch \$205.00			6/ 8/12		
711490		Vch Unvch \$62.50			6/ 8/12		
711489		Vch Unvch \$55.00			6/ 8/12		
711493		Vch Unvch \$97.65			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		
		Vch Unvch			6/ 8/12		

Illustration 10: Select Orders for the Invoice Screen

Once you click Submit, the new invoice will be generated and the invoice overview screen will be displayed. Read the discussion on the [Reviewing and updating the invoice](#) for more information on entering any adjustments you may need to make for things like overruns and additional charges.

## Generating Multiple Invoices for Multiple Shipping Addresses

Sometimes you will have one order that will be shipped to multiple shipping addresses and each shipment must also be billed separately. Another scenario is shipments from a blanket order where shipments are made at different times and an invoice must be generated for each shipment. Both of these situations can use the "Multiple invoices for Multiple shipping addresses" method.

**To use this method, you must set up each shipping address separately through the "Enter Multiple Shipping Address" option in Order Processing.**

The topic of how to set up the addresses is discussed in under the title [\*Adding multiple shipping addresses for an order\*](#) in the Online Manual under Order Processing.

The first step is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon (see Illustration 5).

When you get to the "new invoice" dialog screen, pick the option to "Complete one order to multiple invoices".

You will be prompted for some information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Ship date**
  - You may specify the ship date here or after the invoice is generated. There is a copy icon you can click to copy the invoice date to the ship date.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. Prebills are discussed in more detail in another section.
- **Order number**
  - Enter the order number you want to bill.
- **Shipping Cost**
  - If you have a single number as the total shipping cost, you can enter it and it will be divided equally among the various invoices. If the shipping is different for each invoice, leave it blank and enter the amount during the review process after the invoices are generated.
- **Begin/End Sequence**
  - If you are billing an order that shipped all at one time to multiple addresses, enter "1" as the beginning sequence and the address number of the last address as the ending sequence. You may use 9999 as the ending sequence to indicate you want all the addresses. If you have a lot of addresses and want to do the invoices in groups, you can enter do multiple rounds, say invoices for addresses 1-100 on round 1 and invoices for addresses 101-200 on round 2.
  - If you are billing a shipment from a blanket order, enter the shipment number.
  - You can click on the look up icon to help you pick address/shipment numbers.

Since you may have your vendor's invoice available as part of your invoicing procedures, you may prefer to enter any Accounts Payable invoice for payment along with the customer invoice. Read the discussion on entering A/P invoices through Customer Invoicing for additional information on this option.

The Help file for this screen includes more information on when you need to fill in the vendor invoice and shipping fields and how this data is used.

If you enter the vendor's invoice information here, it will be added to the FIRST customer invoice only.

**Generate New Invoice**

Method:

- Complete master order
- Complete one order to one invoice
- Complete several orders to one invoice
- Complete one order to multiple invoices (requires order have multiple addresses)
- Generate miscellaneous invoice that **does** affect inventory
- Generate miscellaneous invoice that **does not** affect inventory
- Repeat a previous invoice
- Complete master order w/o review of order table

Invoice date: 6/ 8/12

Ship Date: 6/ 8/12

Is this a prebill?  (Prebill invoices do not post to A/R, G/L, commission or order)

Order number: 711553

Vendor invoice number: \_\_\_\_\_

Vendor invoice date: \_\_\_\_\_

Vendor invoice amount: \_\_\_\_\_

Shipping Cost: (Unvouched) \_\_\_\_\_

Begin with sequence: 1

End with sequence: 3

Submit      Reset      Exit

1. Select Complete One Order to Multiple Invoices.
2. Enter Invoice and Ship Date.
3. Enter Order Number that you wish to invoice.
4. Enter the range of address sequences on the order that you wish to invoice. If this is a blanket order, enter the specific address sequence you wish to bill.
5. Click Submit.

Vendor's invoice will be added to first invoice only

Shipping costs will be split equally between all invoices

Illustration 11: Generate New Invoice Dialog Screen flagged for Complete One Order to Multiple Invoices

Once you enter this information and click on the "Submit" button, the invoices will be generated. A table listing all the invoices will be displayed. You can click on each invoice number to review and update that invoice. The word "Reviewed" will then be displayed on the ones that have been updated so you can keep track of which ones have been done.

Invoices generated for order #711553      Address(es) 1 through 3

Invoice number	Address sequence	Shipping address
011112	1	Joe Blow Basin Boats 12345 River Run Road Baton Rouge, LA 70815
011113	2	Bob Boudreaux Basin Boats 12349 River Run Road Dock 3A Baton Rouge, LA 70815
011114	3	John Smith Basin Boats 12349 River Run Road Slot D-4 Baton Rouge, LA 70815

Exit

Illustration 12: Review Screen for Multiple Invoices Generated for One Order

Read the discussion on the [\*Reviewing and updating the invoice\*](#) for more information on entering any adjustments you may need to make.

## **Generating an Invoice for Billing From A Blanket Order**

You may sometimes place a large order with a vendor to get a good price and the vendor agrees to ship small portions of the order as requested. Here's how to handle the billing for that type of shipment.

### **Method 1 - Generating a partial ship invoice**

You can generate an invoice using either the "Master order" or "Single order" type request. On the line items, change the quantity shipped to the quantity shipped on the shipment you are billing.

**Enter the quantity left to be shipped on the other orders in the blanket order in the quantity remaining field.** If you use zero for the quantity remaining, the whole order will be marked complete. You may change the quantity ordered to match the quantity shipped if you wish.

You can generate multiple invoices for the same blanket order on the same batch if you need to. You will get a warning message that there is already another invoice for the same order on the current run. It is OK to continue as long as you enter the quantity remaining correctly. Continue to use a nonzero quantity remaining. Be sure that the **LAST** invoice in the group has the correct quantity remaining for the order.

### **Method 2 - Using multiple shipping addresses**

To use this method, set up each release against the blanket order separately through the "Enter Multiple Shipping Address" option in Order Processing.

The topic of how to set up the addresses is discussed in under the title [\*Adding multiple shipping addresses for an order\*](#) in the Online Manual under Order Processing.

Then process your current shipments using the "Multiple shipping addresses" type request. Read the discount on [\*Generating invoices for multiple shipping addresses\*](#) for more details.

For the blanket order billing, use the address number associated with the first of your current shipments. If you just have one, the ending address number would be the same. If you have multiple ones, use the address number of the last of the current shipments as your ending address number.

## Generating a Miscellaneous Invoice

Sometimes you may need to generate an invoice that is not a completion of an order. Some examples:

- Issuing a credit
- Charging for freight costs that were not available when order was originally billed
- Returns of inventory merchandise
- Exchanges of inventory merchandise---trading one size for another
- Generating a prebill for unspecified merchandise to use up your customer's budgetary allowance at the end of the year.

There are two types of miscellaneous invoices:

- **One that affects inventory** - Use this option to do things like issue a credit for an item that was returned and that you want to put back into inventory. If you have something returned for an exchange of sizes, enter two line items---one with a negative quantity for the size being returned and one with a positive quantity for the size being shipped back out.
- **One that does NOT affect inventory** - Use this one to issue a credit to a customer for an overcharge or to bill a customer for something extra like shipping.

Note that some adjustments such as sales tax are better handled through Accounts Receivable. Read the section on *[when to issue corrections through Customer Invoicing and when to do them through A/R](#)* for a more complete discussion.

The first step in doing a miscellaneous invoice is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon (see Illustration 5).

When you get to the "new invoice" dialog screen, pick the option for either "Miscellaneous invoice that affects inventory" or "Miscellaneous invoice that does not affect inventory".

You will be prompted for the following information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Ship date**
  - You may specify the ship date here or after the invoice is generated. There is a copy icon you can click to copy the invoice date to the ship date.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. *Prebills* are discussed in more detail in another section.

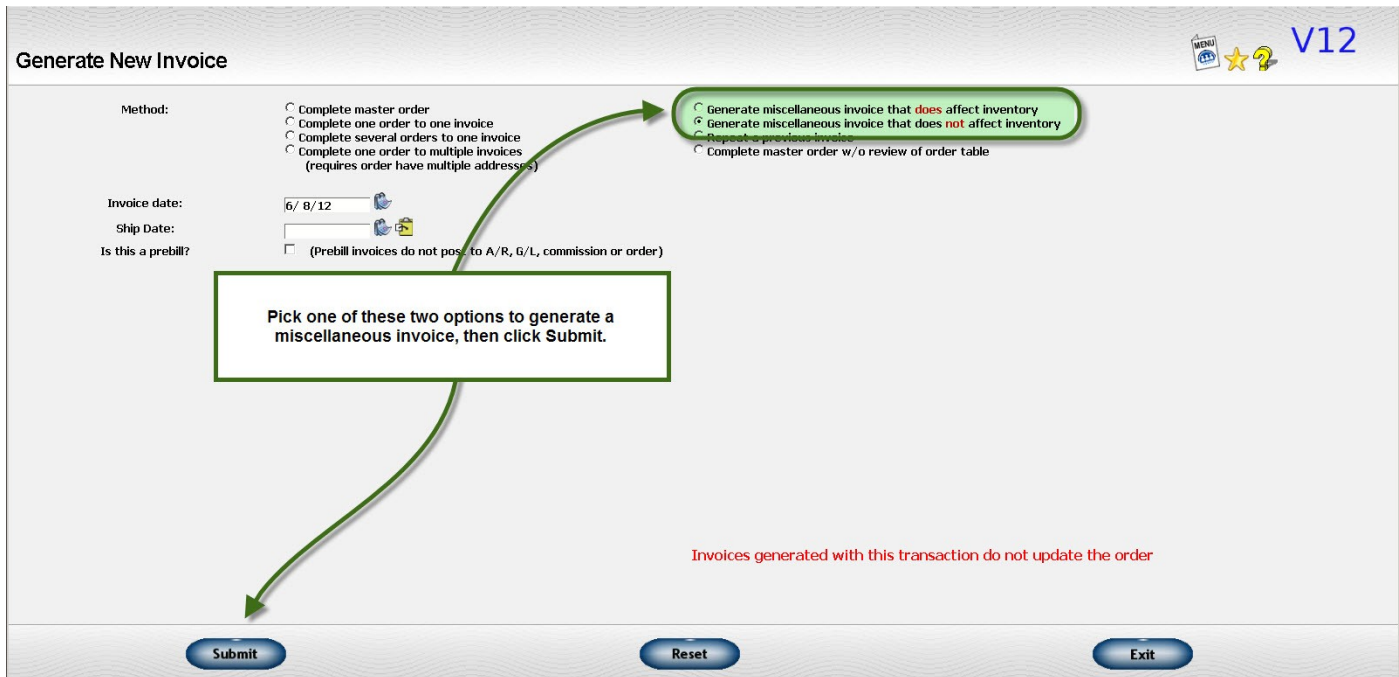


Illustration 13: Generate New Invoice Dialog Screen flagged for Miscellaneous Invoice

Once you click Submit, a new invoice will be generated and you will go directly to the general information screen of the invoice. You will need to fill in ALL the data on the invoice since there is no order to copy from. Read the discussion on the [Reviewing and updating the invoice](#) for more information on the individual screens.

Note that commission will be calculated on these invoices but will be based strictly on the sell and cost on each invoice. The calculation routine will not take into account commission on any related order.

## Generating a Credit or Rebill by Repeating an Invoice

You can change an invoice up until the time it is closed. If you find a problem later, you may need to issue a credit and possibly rebill it with the correct data. You can just enter a miscellaneous invoice. However, it may be tedious to type in the exact same information that was on the original invoice. The "repeat" function creates an invoice by copying an existing invoice. Then you may make any changes you need to make.

Note that some adjustments such as sales tax are better handled through Accounts Receivable. Read the section on [when to issue corrections through Customer Invoicing and when to do them through A/R](#) for a more complete discussion.

The first step in doing a repeat of an existing invoice is to ask for the "Update Invoice file" function. Then, request a "new" invoice by clicking on the "new" icon (see Illustration 5).

When you get to the "new invoice" dialog screen, pick the option for "Repeat a previous invoice".

You will be prompted for the following information.

- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Prebill?**
  - You may create a prebill invoice by clicking on the checkbox beside this prompt. Prebills are discussed in more detail in another section.
- **Invoice Number**
  - Enter the invoice number of the previous invoice you want to copy.
- **Reverse sign (generate a credit)?**
  - Check this box if you want the new invoice to be a credit. The old invoice will be copied exactly except that the quantities and the extended cost and sell will have the sign reversed. This is the easiest way to generate an exact credit. You can also do this to create a credit invoice, then delete or change the parts that don't apply.
  - Leave the box unchecked if you are generating a rebill or want an exact copy of the original invoice.
- **Update order and WIP?**
  - You might want to check this box if you were correcting something that was billed prematurely or fixing a problem you want to see reflected on the order and/or work in process. This will NOT reopen the order---it only updates billing information on the order.
  - You normally will leave this box unchecked.
- **Update inventory?**
  - If the original invoice was an inventory-related invoice that triggered updates to inventory and you want the new invoice to also update inventory, either to add or subtract quantities, check the box.
  - If you are correcting something like a salesman number that doesn't affect inventory or if the original invoice was not inventory-related, leave the box unchecked.



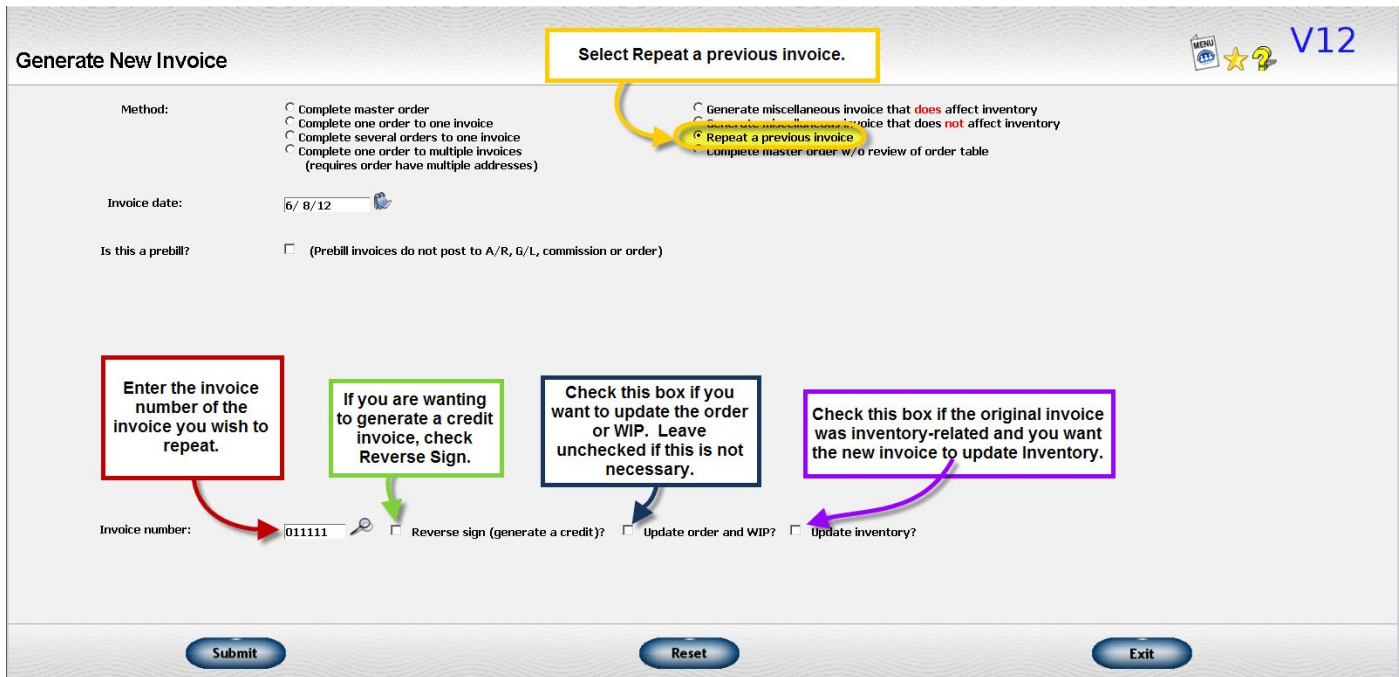


Illustration 14: Generate New Invoice Dialog Screen flagged for Repeat Previous Invoice

Once you click Submit, a new invoice will be generated and the invoice overview will be displayed. You may make any changes you need to make on the new invoice, including deleting lines. Read the discussion on the [Reviewing and updating the invoice](#) for more information on the individual screens.

## Generating a Prebill Invoice

Sometimes you will need to generate an invoice-like document for a customer in order to get a deposit on an order. You do not want to generate an actual invoice at this point because the merchandise has not yet been shipped.

You may also need to generate an "invoice" for unspecified merchandise so that a corporate customer can use up the rest of his or her budgetary allowance for the year. The orders for the actual merchandise will be entered and billed later.

For both of these situations, you can generate a "prebill" invoice. It has some of the characteristics of a "real" invoice but also has significant differences.

It is like a regular invoice in that:

- It is assigned an invoice number
- It can contain the details of the order (either copied from the order or typed in manually)
- You can print an invoice document.
- It is stored in invoice history for later retrieval

It is different from a regular invoice in that:

- It is not posted to Accounts Receivable
- It is not posted to accounting
- No commission is calculated.
- Inventory is not updated.
- None of the details are posted back to the order.
- The order status is unchanged

In short, it doesn't go anywhere.

It remains in invoice history but the default is to exclude it from invoicing reports. There is a checkbox beside it so you can include it if appropriate.

It does not go to the Accounts Receivable file. However, if you enter the invoice number when applying cash, it will look up the correct customer for you. It also remains on the invoice file for reference if a customer uses that number.

You can use any of the regular invoice generation methods to generate the prebill invoice. It is just flagged a certain way to distinguish it from "real" invoices.

## **Generating Invoices based on Vouched Costs**

It is important to continually monitor your open orders and to bill those that have been shipped as soon as possible. With multi-vendor orders and even multiple shipments on a single order, this can be a daunting task. This function can be a tool to help you quickly isolate those orders that appear to be ready to bill and to quickly generate the invoices for those orders.

The way the process works is that a list of master orders that have been vouched is accumulated. The vouched costs from all the orders in the master order are compared to the original costs entered on all the orders in the original master order. Those master orders that have vouched costs close to the original costs will be included on a list of orders that appear to be ready to bill. This list will be displayed once you click the "Submit" button. You can then choose which of the listed orders you want to bill.

This function works only if you use the system option to vouch A/P costs against the order.

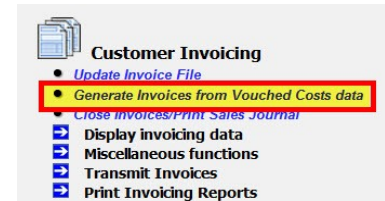
- The orders to be included must also meet these criteria:
- You have not previously billed the order. This includes invoices in the current batch of invoices that have not yet been closed.
- Only drop ship orders, orders for consigned goods, or decorate and ship orders are included.
- Only open orders are included.

- If a ship date is specified in your request, only orders with a ship date on or before the specified date are included.
- Only orders that have had costs vouched against them in Accounts Payable are included.
- Only orders that have vouched cost that are greater than or equal the requested percentage are included.

To use the function, go to

Customer Invoicing

Generate Invoices from Vouched Cost data



*Illustration 15: Menu Option for Generate Invoices from Vouched Costs Data*

You will be prompted for some information on the first screen.

- **Ship date**
  - You may want to only look at ship dates that are relatively current. For example, if you do a lot of calendar orders, you may not want those included on the report until the appropriate time of the year. If you want to set up a cut off date for the ship date, you may enter that date. If you leave the date blank, all appropriate orders will be included regardless of ship date.
- **Invoice date**
  - The invoice date will default to the current date. You may change it here or after the invoice is generated.
  - The invoice date will determine which book period the accounting entry will use.
- **Minimum Percentage**
  - Enter the percentage you want to use as the minimum percentage variance from the original costs. The vouched costs must be at least this percentage of the original costs to be selected.
  - For example, suppose the original cost was \$1000 and the vouched cost is \$940. The vouched cost is 94% of the original cost.
  - If you enter a percentage of 95%, the order would **NOT** be included since \$940 is less than 95% of the original order.
  - If you enter a percentage of 90%, the order **WOULD** be included, since it is now within 90% of the original cost.

**Generate Invoices from Vouched Cost Data** MENU ? V12

Include ship dates through:  (Leave blank for all dates)

Invoice Date:

All master orders that meet the following criteria will be included:

1. At least one open order
2. No previous billing (split ships, etc.) except prebills
3. Vouched costs are at least  % of original costs.

The list of master orders that meet these criteria will be displayed. You can select the orders you want to bill from the listed orders.

**Important!!!**

You must use the "vouch A/P to order" feature to use this function.

You should also continue to monitor your open orders list as some orders may not be picked up by this function.

*Illustration 16: Generate Invoices from Vouched Cost Data Request Parameters Screen*

Once you enter this information and click on the "Submit" button, your open orders will be reviewed. This may take a few minutes, depending on the volume of open orders. A table listing all the eligible master orders will be displayed.

**Generate Invoices from Vouched Costs Data** MENU ? V12

*Check all boxes    Uncheck all boxes*

Generate Invoice?	Master Order#	Order number	Vendor/Decorator	First Item	Order Cost	Vouched Cost	Order Detail	A/P Detail
<input checked="" type="checkbox"/>	710420	710420		Jerzees Youth NuBlend™ 8 oz.,	241.87	128.00		
<input checked="" type="checkbox"/>	710422	710422	WIDGETS, GIZMOS & GADGETS	WIDGET	975.00	692.50		
<input checked="" type="checkbox"/>	710428	710428	WIDGETS, GIZMOS & GADGETS	WIDGET	26.75	14.50		
<input checked="" type="checkbox"/>	710942	710942	WHITMAN LIGHTING CENTER	Polo Shirt	10.00	12.50		
		710943	Sanmar	A STITCH IN TIME	6.00	.00		
		710943	Sanmar	Jacket	11.00	12.50		
		710943	Sanmar	A STITCH IN TIME	15.00	.00		
<input checked="" type="checkbox"/>	711326	711326	ATTENTION INTERNATIONAL	Polo Shirt - Purple	80.00	40.00		
<input checked="" type="checkbox"/>	711448	711448	ATTENTION INTERNATIONAL	Polo shirts	300.00	310.00		
		711449	Sanmar	A STITCH IN TIME	60.00	.00		
<input checked="" type="checkbox"/>	711454	711454	ATTENTION INTERNATIONAL	Polo shirts	300.00	310.00		
		711454	Sanmar	A STITCH IN TIME	60.00	.00		

*Illustration 17: Selecting the Master Orders to be Billed*

The list will show the master order, each of the orders within the master order, the customer and vendor and first line for each order, the original and the vouched costs. It will also include some icons that will give you access to additional information.



Click this icon to see the lines on the order showing the original cost and the vouched cost. Shipping is also included.

Description	Quantity Ordered	Quantity Vouched	Order Cost	Vouched Cost
Polo Shirt - Purple	10	5	80.00	40.00
Polo Shirts Lavendar Medium	3		.00	
<b>Total</b>			80.00	40.00

Illustration 18: Review Vouched Cost Screen



Click this icon to see the file copy of the order.



Click this icon to see the A/P invoices vouched against the order.

Invoice number	#	Vendor	Date	Amount	Paid	Due
Order # <del>711448</del>						
031512		770401 SANMAR	3/15/12	310.00	310.00	
Total for order #711448				310.00	310.00	
Order # <del>711449</del>						
No vendor invoices on file for this order						
Total for master order				310.00	310.00	

Illustration 19: Review A/P Detail Screen

Beside each master order number, there is a checkbox. Check that box if you want to generate an invoice for that master order. There are also links at the top to let you easily select or deselect all the master orders listed.

Once you have selected the master orders you want to bill and click Submit, the invoices will be generated. The list of invoices generated will be displayed along with a link to the invoice so you can go review and update it. Once you have updated the invoice, the word "Reviewed" will appear under the invoice number so you can get track of which one s you've reviewed.

Invoices Generated from Vouching Data MENU ? ★ V12

Invoice Number	Master Order #	Ship To	First Item	Review Copy
011115 Reviewed	710140	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	Jerzees Youth NuBlend™ 8 oz.,	
011116 Reviewed	710422	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	WIDGET	
011117	710648	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	WIDGET	
011118	710942	WHITMAN LIGHTING CENTER 1237 Sherwood Forest Blvd. Baton Rouge, LA 70816	MARDI GRAS T-SHIRT	
011119	711326	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	Polo Shirt - Purple	
011120	711448	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	Polo shirts	
011121	711454	ATTENTION INTERNATIONAL 5723 Superior Suite A2 Baton Rouge, LA 70816	Polo shirts	

Illustration 20: Review Invoices Generated Screen

Read the discussion on the [Reviewing and updating the invoice](#) for more information on entering any adjustments you may need to make.

**IMPORTANT!** You should also continue to monitor your open orders using your usual review procedures as not all orders will be picked up using this function.

The Open Order Detail or Order List reports in Order Processing or the Unbilled Costs report in Accounts Payable are good tools for this purpose.

## Generating Invoices from UPS/FedEx Upload

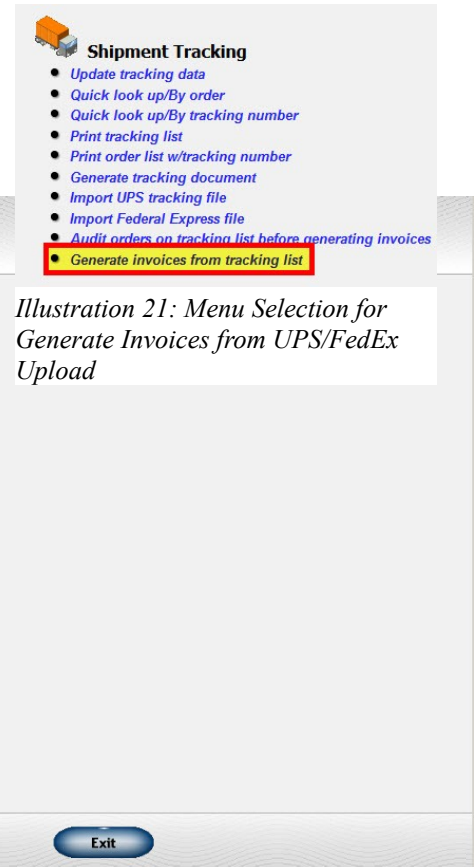
If you import UPS or Federal Express data and post tracking information to your shipment tracking file, the related order number is also posted to a candidate file. Some users also have other special programming that posts orders to this file.

If you wish, you can request this transaction which will automatically generate customer invoices for all the orders included on the candidate file. This is especially helpful for suppliers or for distributors running a large fulfillment program.

To request this function, go to:

Shipment Tracking

Generate invoices from tracking list



*Illustration 21: Menu Selection for Generate Invoices from UPS/FedEx Upload*

*Illustration 22: Generate Invoices from Tracking List Request Screen*

Once generated, the invoices may be reviewed, printed, and handled in every way as if they had been generated directly from the Customer Invoicing system. Once an invoice is generated, the related entry is deleted from the candidate file so that an invoice is not generated more than once. If you have to cancel the invoice, you can generate a new invoice through the Customer Invoicing system.

Part of the data included on the file is the date the order was added to the file. You can specify a cut off date and only generate invoices for orders added on or before the requested date.

A report is printed showing the orders processed, the associated invoices generated, and the net amount of each invoice.

# CHANGES AND ADJUSTMENTS

There will be times that you will need to make changes to invoices. This section covers the available methods.

## Reviewing and Updating the Invoice After It is Generated

This discussion will give you some pointers on how to review and update the invoice. Each of the screens you will normally see are discussed.

### Invoice Overview

The first and last screen you will see will usually be the invoice overview. This screen shows you a summary of the invoice. From it you can start your review process.

The screenshot shows a software interface for updating an invoice file. At the top right, there are icons for 'MENU', a star, a question mark, and the version number 'V12'. The main content area is divided into several sections:

- Invoice Information:** Invoice Number: 011122, Invoice Date: 6/ 8/12, Type invoice: Specialty order, Order number/Master Order number: 711547/711547. Action links: Print, Fax, E-mail, Update master order, Cancel this invoice.
- Customer/Ship to:** Joe Blow Basin Boats, 12345 River Run Road, Baton Rouge, LA 70815.
- Line Item:** Line # 1 G-2 Gizmo, 1500 @ \$2.00 = \$3000.00. Includes 'New' and edit/delete icons.
- Summary Table:**

Subtotal	\$3,000.00
Sales tax	\$210.00
<b>Total invoice</b>	<b>\$3,210.00</b>
Credit Card	-\$3,210.00
<b>Net Due</b>	<b>\$ .00</b>
- Commission:** Commission for order #711547.
- Vendor:** Vendor invoice #g060812 from Gizmos R Us.

At the bottom, there are 'Exit' and 'Next' buttons.

Illustration 23: Customer Invoice Overview

### Icons Found on the Customer Invoice Overview and their Function



**Next Arrow**

Moves you to the next screen of the invoice which is the General Information screen.



**Update/Edit**

Lets you update or edit what ever information it is next to.



**Delete**

Lets you delete a line item from the invoice.



**New**

Lets you add a new line, additional charge, or vendor's invoice.





## Exit

Takes you out of the invoice and back to the Update Invoice File Request screen.

### **IMPORTANT!**

Use care in deleting a line from the invoice.

You will probably **NOT** want to delete a line item that was originally from an order. **If the line is deleted from the invoice, the quantity remaining to be billed on the corresponding line on the order will not be updated. This will cause the order to remain open.**

Instead, if you do not want the line to appear on the customer's invoice, change the selling price to zero and set the zero print option to "Do not print this line".

It is OK to delete lines you have added to the invoice or to delete A/P invoice entries.

You can also cancel an invoice if you decide it is has been triggered prematurely or has some other problem. Click on the "Cancel this invoice" link. The information on the invoice will be deleted and you will **NOT** be able to retrieve it later. The invoice number will be flagged as "CANCELED" on the Sales Journal.

While you are updating the invoice, the invoice will be "locked" to other users so you can't have more than one person updating the same invoice. When you have finished reviewing the invoice, click on the "Exit" button to release the lock and return to another function. If you have a problem or exit incorrectly, the lock may be retained. To release it manually, go to Customer Invoicing, Miscellaneous functions, Clear lock on Invoice and enter the invoice number.

### **General Information**

The general information screen contains information that applies to the entire invoice such as customer, billing and shipping addresses and sales tax routines.

If you generated the invoice by asking to complete an order, the information required will be copied from the order. You should review the information displayed and you may change it if necessary. However, you will usually not have to change anything.

If you generated a miscellaneous invoice, you will have to fill in the individual fields.

Update invoice file

**General Information**  
**Invoice # 011122**

V12

Invoice Date:	* 6/8/12		
Master order number:	711547	Order Number:	711547
Order Date:	6/6/12	Ship Date:	6/8/12
Customer:	* 083000	Basin Boats	

**Billing Address:**

A/R Customer Number:	083000	Basin Boats	
Attention:	Joe Blow		
Company Name:	Basin Boats		
Street Line 1:	12345 River Run Road		
Street Line 2:			
City:	Baton Rouge		
State / Province:	LA	Postal Code:	70815
Country:			

Paid by credit card #: XXXXXXXX

**How do you want to send the customer this invoice?**

Print/Send invoice?  (Uncheck if you do not want to send or print this invoice)

FAX invoice?  ( 225 ) 291 - 0882 Ext. LD 1

E-mail invoice?  gfrench@lakeshoregroup.com

**Other billing information**

Tax routine:	* 1001	Credit terms:	01
--------------	--------	---------------	----

**Shipping Information:**

Attention:	Joe Blow	<i>Ship to your address</i>	
Company Name:	Basin Boats		
Street Line 1:	12345 River Run Road		
Street Line 2:			
City:	Baton Rouge		
State / Province:	LA	Postal Code:	70815
Country:			

Ship Via: 01 UPS GROUND

Prepaid/Collect: Prepaid/Inside

**Other Information:**

Customer order number:	Job ID:
Dstr PO#:	BB-Gizmo
Salesman:	* 068 /
Store:	* /
Coop/Price group:	Program number:
For sales reporting:	<input type="radio"/> New order <input type="radio"/> Repeat order <input type="radio"/> Repeat order w/change <input type="radio"/> Service charges <input type="radio"/> Other
Exclude from reports?	<input type="checkbox"/>

Sales Report Categories:

1:	2:	3:	4:
----	----	----	----

Previous
Exit
Done
Next

\* Required Field

Illustration 24: General Information Screen of Customer Invoice

## Line Items

The line item screen contains information that applies to a specific item on the order/invoice such as description, quantity shipped and selling price.

If you generated the invoice by asking to complete an order, the information required will be copied from the order. You should review the information displayed and you may change it if necessary.

There are some particular fields you should pay attention to:

- **Quantity shipped** - Enter the quantity actually shipped.

- If this is a drop ship order and you use the "vouch to order" feature and this line has vouching activity, the quantity vouched will be the initial default. Otherwise, the quantity remaining to be billed on the order will be used.
- If this is an inventory shipment, the quantity allocated on the order will be used for the quantity shipped. If the item is tagged or backordered, the quantity shipped will be zero and the quantity tagged or backordered will be used for the quantity remaining.
- **IMPORTANT!** If you generate an invoice and a line that should be on the invoice isn't there, check the order. The quantity billed may have been cleared for some reason. If that is the case, cancel the invoice, fix the order, and generate a new invoice.
- **Quantity remaining** - Enter the quantity to be shipped later.
  - **IMPORTANT!** If this is a line item from an order, the amount you leave in the quantity remaining field will be posted back to the order as the quantity remaining to be billed later. The order will not be marked complete as long as there is a non-zero quantity remaining to be billed on the order.
- **Selling price and cost** - Check that these numbers are correct. Remember the selling price in particular will be what you send to your customer.
- **Commission data** - If you pay commission and this is displayed on the screen, verify that the commission entry is correct.

Note that the cost of a ship from inventory item may be shown in yellow and you will not be allowed to change it. This is because the cost displayed is a estimated cost. It will be replaced by the actual cost pulled from the receipt from which the on-hand quantity is deducted. Read the discussion of the [Flow of costs through invoicing](#) for a complete explanation of this subject.

## Totals

The totals screen contains the total of the line items. It is also where the shipping charges and any discount that applies to the entire order are added.

Update invoice file

Totals  
Invoice # 011123

V12

Type charge	Cost	Price	Other information
Merchandise	\$ 1542.45	\$ 3000.00	Profit: \$ 1457.55 48.59 %
Other charges	\$	\$ .00	Profit: \$ %
Sales Discount	Percentage %	\$	Discount based on merchandise only
Shipping	\$ 110.00 Vouched: \$ 110.00	\$ 121.00	Description SHIPPING
Sales tax	Tax routine 1001	\$ 218.47	7.0000 % X \$ 3121.00
Total invoice	\$ 1652.45	\$ 3339.47	Profit: \$ 1468.55 47.05 % (includes shipping but not sales tax)
Deposit from Customer	\$	\$	Deposit available in A/R: \$
Credit card amount	Credit card	\$ 3339.47	Updates credit card information
Gift card	\$	\$	
Net Due	\$	\$	
Special message on invoice:			

Shipping Charges

Sales Tax Override.

Previous Exit Done Next

Illustration 25: Totals Screen of the Customer Invoice

## Commission

If the salesman on this invoice is paid commission, you will see a commission entry after the totals screen. There will be one commission screen for each order on the invoice.

Commission	
Update invoice file	
Invoice number: 011126 Order #711556	
Commission Basis:	
Sales:	\$ 3000.00
Cost:	\$ 1345.40
Gross Profit:	\$ 1654.60 55.15 %
Salesman:	Gary French
Commission Percent:	25.00 %
Net Commission Due:	\$ 413.65
Advance:	\$
Adjustment to amount paid:	\$
To be paid immediately:	\$
To be paid when customer pays the invoice:	\$ 413.65
Total commission this invoice:	\$ 413.65

Illustration 26: Commission Screen of the Customer Invoice

The anticipated commission is calculated, taking into account the salesman's commission basis as well previous payments and invoices.

If the calculated commission is wrong or if you want to change it for some reason, you may enter the correct commission amount.

Note that if there inventory items on the invoice and the cost is adjusted when the item is removed from inventory, the commission will also be recalculated.

## A/P Invoice

You may enter an Accounts Payable invoice along with the customer invoice if you wish. Once entered and posted to A/P, it is just like an invoice entered directly through A/P. Read the section on enter the ***A/P invoice through Customer Invoicing*** for additional information on this feature.

The unvouched cost related to the order will be displayed so you can compare it to the cost on your vendor's invoice.

If you need to delete the vendor's invoice later, you will need to do it through Accounts Payable.

**A/P invoice**  
Invoice Number: **011126**

V12

**Update invoice file**

Vendor Number:      

Vendor invoice #:

Order number:

Invoice date:       Due date:       Book period:

Invoice amount:       Unvouched Cost:       Unvouched Shipping:

Account Distribution:

Amount	G/L Account	
1: \$ 1345.40	40000	COST OF MERCHANDISE
2: \$ 120.00	40500	FREIGHT COST
3: \$		
4: \$		
5: \$		

Cash discount:  % of \$  = \$       Discount Date:

Comments:

Ship date:

*Illustration 27: Vendor Invoice Screen of the Customer Invoice*

## Canceling a Customer Invoice

You can cancel an invoice if you decide it has been triggered prematurely or has some other problem. Cancelled invoices will not affect the order so you may trigger a new invoice at any time.

There are a couple of ways that you can cancel the invoice:

- Click on the "Cancel this invoice" link on the invoice overview.
- Enter the invoice number and click on the "Cancel" button from the "Update invoice file" screen.
- Cancel the invoice from a special function.

Also note the following results from the cancellation process:

- The information on the invoice is physically deleted from the file and you will **NOT** be able to retrieve it later.
- The number will **NOT** be reused.
- The invoice number will be flagged as "CANCELED" on the Sales Journal.

If you would like to restrict access to the cancellation feature, the first two options listed about, the link and button, can be removed. An administrator can then cancel invoices only from the special cancellation function. Contact Lakeshore Technical Support if you would like to set up this routine.

## Correcting a Customer Invoice through Customer Invoicing vs. Correcting through Accounts Receivable

You will sometimes find that an invoice was incorrect only after it has been closed.

Once an invoice is closed, you **CANNOT** change dollar amounts, salesman number, customer number, or any field that affects the way the data was posted to another file. You will not be able to add or delete any lines. If you need those types of changes, you will need to make a correction in some other way as described below.

Starting with version 12, there is a system option you can turn on that will let you change some non-essential data such as customer order number or shipping address. If you have this system option activated and attempt to change an invoice, you will receive a warning message that the invoice has been closed. You will only be able to change the fields that are shown in white. Essential fields that cannot be changed are shown in yellow for reference but you cannot change them. Read the section on [\*changing a closed invoice\*](#) for more information.

Some corrections can be made directly through Accounts Receivable (A/R) while some need to be made through Customer Invoicing.

Here are some general guidelines on how to make corrections:

- **Customer requires a corrected invoice.**
  - If the correction is one that is allowed to a closed invoice, like a customer's PO number, you can just make the correction and then reprint a new invoice.
  - If you cannot correct the new invoice, go to "Update invoice file" and click on the "New" icon. Then, ask to "Repeat an invoice". Enter the original invoice number. At the bottom, check the box beside the option to "Reverse sign? (create a credit)". This will create an exact copy of the original invoice except that the signs will be reversed to create a credit invoice. Review the overview but you will not normally need to change anything on this invoice. Exit this invoice.
  - Then, repeat this process to create a second copy of the original invoice **EXCEPT** this time do **NOT** check the "Reverse sign" box. This will be the new corrected invoice. Change whatever needs to be done to the invoice.
  - Once invoicing closes, apply the credit invoice to the original invoice in Accounts Receivable to clear both from the customer's open A/R account.
- **The error was for the wrong salesman, customer, or some other factor that affects commission, accounts receivable, or sales history.**
  - You will need to do the credit and rebill process described above.
- **The wrong sales tax routine or amount was used.**
  - Unless the customer needs a corrected invoice, you can make the sales tax correction through Accounts Receivable. Go into the A/R application screen and click on the "**Tax**" link at the end of the row where the invoice is displayed. A box will pop up where you can enter the correct tax routine or amount. An A/R adjustment record will be generated and applied to the invoice and the sales tax detail file will be updated. For more details, read the section on [\*Sales Tax Corrections\*](#)
- **The customer mispays by a small amount.**

- If you decide to write off the difference, click on the "**Credit**" or "**Debit**" link at the end of the row where the invoice is displayed. A box will pop up showing the difference and prompting you for a general ledger account. You may have a special account that you use for this purpose or you can just use the Sales account. For more details, read the section on [Writing off unapplied amounts](#)
- **The customer has not paid an invoice and you want to write off the invoice as uncollectable.**
  - You would use the same technique as described above for small amounts you write off. The only difference is that you would normally use a different general ledger account, usually a "Bad Debts" account.

## CLOSING CUSTOMER INVOICES AND POSTING DATA TO OTHER FILES

### Closing Customer Invoices in the Sales Journal

The Invoice close procedure prints a Sales Journal and posts information on the customer invoice to other data files such as Accounts Receivable and Sales Commission. We recommend that this be done daily. However, you may close at a time appropriate to your situation---more than once a day or for a time period longer than once a day.

Note that once you close an invoice, you cannot cancel it. If you have your system options set appropriately, you will be able to make minimal, non-critical changes. You will not be allowed to change amounts or critical data such as salesman or customer number. You can continue to display or print it.

**Customer Invoicing System Options**

Do you want to flag individual items as taxable/nontaxable?    
 Method used to mark up freight charges?  Add \$ (\$9.99 maximum)  \$ (\$999 maximum, no d

Percentage to add to freight cost to get freight price:  %   
 Do you want to automatically apply credit card payments in A/P?

**Allow changes to non-critical information on closed invoice?**

**Standard G/L Accounts used in customer invoicing (first 3 digits):**

Income/Sales:	300			Sales - G
Freight Billed:	302			FREIGHT
Shipments of consigned goods:	300			Sales - General

*Leave blank if not used*

Check box if you want to allow changes to non-critical fields such as shipping address or description of items.

Leave unchecked if you do not want ANY changes made to the invoice once it has been closed.

Illustration 28: Customer Invoicing System Options

**Update closed invoice detail** General Information Invoice # **012450**

*\* Required Field*

Invoice Date: \* 2/6/18  
 Master order number: 715523  
 Order Date: 2/6/18  
 Customer: \* 320400 Goofy's Fun Times

Order Number: 715523  
 Ship Date: 2/6/18

**Billing Address:**  
 A/R Customer Number: 320400 Goofy's Fun Times  
 Attention: Goofy Dog  
 Company Name: Goofy's Fun Times  
 Street Line 1: 12354 Disney Way  
 Street Line 2: Dog House Suite  
 City: Orlando  
 State / Province: FL Postal Code: 12345  
 Country:

Data in Yellow cannot be changed.  
Data in White can be edited.

Illustration 29: General Information Screen of Closed Customer Invoice

**Update closed invoice detail** Invoice # **012450**  
Line item # 1

*\* Required Field*

Item Number: ghf-7  
 Description: \* Gizmo  
 Item report category: 001  
 Design number:  
 Order Number: 715523 Line 1

Quantity ordered: \* 500 Shipped: 500 Remaining:

Pricing unit: Taxable?

	Unit amount	Extended		
Selling Price:	1.75	875.00	Override price	Discount Code: %
Cost:	1.00	500.00		Gross profit: \$ 375.00 42.86 %

Data in Yellow cannot be changed.  
Data in White can be edited.

Illustration 30: Item Screen of Closed Customer Invoice

Before doing the actual close, the data is verified. If any errors are detected, a message indicating you have errors is displayed on the screen and a preliminary Sales Journal highlighting the errors will be printed.

You may also print an "audit only" version of the Sales Journal to review the data that will be on the close without actually executing the close.

If you request a full close procedure and the data has been verified as correct, the close procedure executes the following steps:

1. If you use the Inventory System, any invoices generated from sales of inventory will be updated with the true cost of each item and inventory will be relieved. If you do not use the Inventory System, this step will be omitted.



2. The Sales Journal will be printed. Each invoice number assigned since the last close will be accounted for. Invoices being closed will show summary information about the information such as order number, customer, and total sales. Any invoice **NOT** included in the close will be accounted for as follows:
  - a) **CANCELED** - Invoices that were canceled will appear with the invoice number and the word "CANCELED" in place of the customer name.
  - b) **BILLED BY VENDOR** - A "memo" invoice is generated for orders in which the vendor bills the customer directly. This is necessary to provide information to the Commission and Sales Reporting Systems. However, these invoices will not be posted to the accounts receivable file nor to accounting. The invoice number, customer number and name, order number, and the notation "BILLED BY VENDOR" are included for each invoice of this type on Sales Journal.
  - c) **PREBILL** - "Memo" invoices are also generated for prebills.
  - d) **ALREADY CLOSED** - If an invoice was closed on a previous Sales Journal, it will be skipped on subsequent journals. See discussion below on how to close some invoices but not others.
  - e) **INVOICE ON HOLD** - This invoice is on hold and will **NOT** be closed on this Sales Journal. See discussion below on how to close some invoices but not others.
3. The invoices will be posted to the accounts receivable and sales tax detail files. Deposits on the A/R file will be applied automatically if you selected the "automatic application" option.
4. If you use the Sales Commission System, any required commission entries will be made.
5. If you use the Sales Reporting System, the sales history file is updated.
6. The completion information is posted to the order file. If all of the order has been shipped, the order status will be changed to "completed".
7. The invoice crossreference data will be generated.
8. If prepaid purchases or orders with deposits on the accounts payable file are processed, the appropriate files are updated and posted in detail to the general ledger.
9. If you use the General Accounting System, all required accounting entries will be made to the General Accounting System.
  - a) The book period is based on the invoice date on each invoice. Before closing the day's invoicing you should make sure that the book period corresponding to the invoice dates are open. A listing of the entries made will be printed at the bottom of the Sales Journal.
  - b) If you have separate deposit and accounts receivable accounts and also automatically apply deposits, appropriate entries are posted in detail to the general ledger to reduce the deposit account and adjust the accounts receivable entry.
  - c) If some of the invoices have been paid by credit card, the total of these invoices will be posted to a cash account instead of to the accounts receivable file. The account used for each credit card is set up under the Order Processing and Customer Invoicing options.
  - d) If you use the prepaid purchases, prepaid freight, or deposit to vendor features, appropriate entries are posted to the general ledger to move the prepaid amount to the regular "Purchases" account. See the discussion at the end of the Accounts Payable section of the Reference manual for additional details.
10. If you have any inventory-related items on any of the customer invoices, a recap of costs will be printed.
11. If you have invoices paid by a credit card, the Credit Card Journal will be printed.

12. If you have added A/P invoices along with some of your customer invoices, these will be posted to the accounts payable file. All appropriate journal entries will be posted. All detail is listed as part of the Sales Journal.

If you have a problem during the close procedure (paper jams, wrong forms, power failure, etc.), you can sometimes redo this procedure. To reprint the Sales Journal, go to the "REPRINT JOURNAL/REGISTER" option in Utility Functions of the main menu. For other types of close problems, call Lakeshore support for specific directions.

## Selective invoice close

You may sometimes want to be able to close some customer invoices but not others. This is especially a problem at year end when you are trying to finish up the old year while getting on with business in the new year.

We have a system in place that will allow you to do a selective close. We still do not recommend that you do this on a regular basis but it can be a useful tool in certain situations like year end.

There are two ways you can control which invoices will be closed.

First, the first and last invoice number to be closed are displayed on the "Close Sales Journal" request screen. You may change the **ENDING** invoice number. So if you have invoices entered yesterday and some entered today, you can easily close just yesterday's invoices by changing the ending invoice number. The next invoice close will start with the ending invoice number you enter plus one.

If you need more control and want to pick and choose invoices, you can click on the "Update list of invoices to be closed".

A new screen will be displayed listing all the invoices between the beginning and ending invoice numbers shown on the main screen. Invoices that have already been closed as well as ones that have been canceled or are prebills are noted. The remaining invoices have a check box beside them which will be checked by default. **Uncheck** the box beside any invoice you do **NOT** want to close. Previously closed invoices will be flagged as "Already closed" on the Sales Journal and invoices that will not be closed on the current run will be shown as "Invoice on hold".

When you submit the close command, the "last invoice closed" will be set to the **last invoice number that is not on hold**. The next run would start with the invoice number you did not close.

# MISCELLANEOUS CUSTOMER INVOICING TOPICS

## Entering the A/P Invoices along with the Customer Invoices

Vendor invoices are entered into the system for later payment directly through the Accounts Payable system or through Customer Invoicing as part of the invoicing process. Once the invoices are entered, there are no differences in them. It is mainly a matter of your preference as to which procedure you want to use.

Even if you choose to enter some vendor invoices through the Customer Invoicing system, you may continue to enter others through Accounts Payable. You will always enter vendor invoices for charges unrelated to an order such as rent or utilities through the Accounts Payable system.

If you want to use this feature, you must indicate that you want to use it on the [A/P system options](#).

**Accounts Payable System Options**

Number of lines on check stub: 14

Track Samples/Misc. costs for Salesmen?

Please read the documentation carefully before answering the following two options:

Post A/P invoice with customer invoicing?

Vouch A/P invoice against order detail?

Standard G/L Accounts used in A/P (first 3 digits):

Accounts Payable: 210 ACCOUNTS PAYABLE - TRADE

Cash Discounts Earned: 409 CASH DISCOUNTS EARNED

Illustration 31: Accounts Payable System Options Screen

There are three ways to enter the invoice through Customer Invoicing.

1. When completing a single order. Enter the A/P invoice number and related information before the customer invoice is generated.

**Generate New Invoice**

Method:  Complete master order  Generate miscellaneous invoice that **does** affect inventory  Generate miscellaneous invoice that **does not** affect inventory  Complete one order to one invoice  Complete several orders to one invoice  Repeat a previous invoice  Complete one order to multiple invoices (requires order have multiple addresses)  Complete master order w/o review of order table

Invoice date: 6/11/12

Ship Date: 6/11/12

Is this a prebill?  (Prebill invoices do not post to A/R, G/L, commission or order)

Order number: 711556

Release: (Leave blank if not a shipment from inventory)

Vendor invoice number: 513525

Vendor invoice date: 6/8/12

Vendor invoice amount: 1354.25

Shipping Cost: (Unvouched) 215.54

Order status:  Complete (including split ship)  Canceled with charges  Billed by vendor (not posted to A/R or G/L)

Illustration 32: Entering Vendor Invoice on Customer Invoice for Single Order

2. When completing a master order. Enter the vendor invoice data for each invoice included in the master order.
  - a) You may enter data for some orders and not for others.
  - b) You will not be able to enter vendor invoice data for inventory-related orders. If you need to enter a vendor's invoice for this type order, enter it from the invoice overview.

Generate new invoice Complete master order# **711506** Total of the vendor's invoice, including shipping charges. V12

Invoice Now?	Order number	Release	Vouching Data	Vendor Invoice number	Vendor Invoice date	Ship date	Total of vendor's invoice	Shipping on vendor's invoice
<input checked="" type="checkbox"/>	711506 A STITCH IN TIME		Vch none Unv \$25.00	st061112	6/11/12	6/11/12	70.57	45.57
<input checked="" type="checkbox"/>	711507 Gary's Test Vendor		Vch \$243.75 Unv none			6/11/12		

The total cost on the invoice that is being transferred from the order.

This may or may not be equal to the vendor's invoice since this number does not reflect over/under runs, etc.

The amount of the vendor's invoice that has been vouched in A/P is displayed in the top box.

The bottom box is the total amount that has not been vouched in A/P

The amount of shipping that is on the vendor's invoice. This amount will be put in the shipping cost on the Total's screen of the invoice.

Submit
Reset
Exit

Illustration 33: Entering Vendor Invoices on Customer Invoice for Master Order

3. From the invoice overview screen.

Update invoice file V12

Line # 2 ghf-1	Funky Duck	75 @ \$7.00 =	\$525.00	[Pencil] [Trash]
	Adult 15 Extra Small 15 Small 15 Medium 15 Large 15 X-Large			
Line # 3 ghf-1	Funky Duck	45 @ \$10.00 =	\$450.00	[Pencil] [Trash]
	Plus 15 2X-Large 15 3X-Large 15 4X-Large			
No charges on file				<b>New</b>
Subtotal			\$1,000.00	
SHIPPING			\$110.58	
Sales tax			\$94.40	
Total invoice			\$1,204.98	
Commission for order #711506				[Pencil] [Trash]
Commission for order #711507				[Pencil] [Trash]
Vendor invoice #st061112 from A STITCH IN TIME				[Pencil] [Trash]

Click on the pencil/paper icon to edit the A/P Invoice.

Click on the trashcan icon to delete.

Click on "New" to add an A/P Invoice.

**New**

Exit Next

Illustration 34: Entering Vendor Invoice from Customer Invoice Overview

The A/P entry screen in Customer Invoicing is very similar to the one used in the Accounts Payable system. The primary difference is that the "unvouched" cost from the customer invoice is displayed for you to compare to the vendor's invoice amount. The "unvouched" cost is the total of the costs on all line items for the related order less any costs that have been previously vouched.

**A/P invoice**  
Invoice Number: **011127**

Update invoice file

Vendor Number: p00050  
Vendor invoice #: st061112  
Order number: 711506  
Invoice date: 6/11/12  
Invoice amount: 70.57

Due date: 7/11/12  
Unvouched Cost: 25.00

Book period: 1206  
Unvouched Shipping: 45.57

Account Distribution:

Amount	G/L Account
1: \$ 25.00	40000
2: \$ 45.57	40500
3: \$	
4: \$	
5: \$	

Cash discount: % of \$ 25.00 = \$ Discount Date: 7/11/12

Comments:  
Ship date: 6/11/12

Navigation: Previous, Exit, Done, Next

**V12**

**A STITCH IN TIME**

**COST OF MERCHANDISE**

**FREIGHT COST**

The total costs for this order from line items. It should usually match the vendor's invoice, but is not required.

Illustration 35: A/P Invoice Screen of Customer Invoice

## Key Points

- Vendor's invoice number must be unique.
  - The system makes the same check in Customer Invoicing as it does in Accounts Payable to make sure another invoice with the same vendor and invoice number is not already on file. This keeps you from paying an invoice twice.
  - If you receive more than one document from a vendor with the same invoice number, add something to the invoice number to make it unique. For example, if the vendor issues a credit with the invoice number as the original invoice, add a "CR" to the end of the invoice number.
  - For payments for rent or phone where there is no invoice number, make up something such as "November 2007" or "11/15/07-12/14/07".
- You will generally post to the current book period.
  - Since you are invoicing the customer at the same time you are recording the related expense, the current book period is normally the one used and this will be the default.
- Direct expense to one or more general ledger accounts.
  - Enter information on how you want this expense to be distributed to accounting. Enter the G/L account number and the portion of the total expense to be posted to that account.

- You may distribute the invoice amount among up to five accounts on this screen. If you require more than 5 accounts, you cannot enter the invoice through Customer Invoicing. You will have to enter it through Accounts Payable where you may enter up to 25 additional distributions.
- Since you are posting the customer's invoice at the same time as you are recording the expense, you cannot use the Prepaid accounts in the G/L distribution when entering the A/P invoice from Customer Invoicing.
- Total of distribution amounts must equal amount of the invoice.
  - The total of the five distribution amounts entered on this screen must equal the total amount of the invoice. You must include at least one distribution.
- The A/P invoice is not posted to the Accounts Payable file until the related customer invoice is closed.
  - If the customer invoice is cancelled, any A/P invoices associated with it are cancelled as well and will NOT be added to Accounts Payable.

### A few other points to remember...

- **An order number is not required.**
- **Do not deduct any cash discounts you plan to take from the total of the invoice.** Just enter the amount of the discount in the cash discount amount box.
- **You can predefine the accounts normally used by each vendor.** These will be filled in automatically each time you start an invoice for this vendor. If you do not need to distribute any money to one of them, leave the amount distributed to that account zero. If you have defined the vendor's accounts as the Prepaid accounts, they will be converted to the regular Purchases/Freight accounts.
- **You can control how the due date, cash discount percentage, and cash discount date are assigned** by changing the terms information on the *vendor set up screen*.
- **You cannot use the "vouch to order" process from Customer Invoicing.** You **can** compare the quantity and cost data on the individual lines of the customer invoice to the vendor invoice detail as well as compare the total "unvouched" cost to the total of the vendor's invoice. Note that the unvouched cost on the customer invoice does not have to match the vendor's invoice. It is displayed as information to help you in the validation process. For example, the vendor's invoice may be greater than the cost on the customer invoice because it also includes a sample for an unrelated order.

## Displaying Invoice History

You may sometimes want to search your invoice history. For example, you may want all the invoices with a specific item number. Or, you may want a combination of methods like all the invoices for particular customer/item combination. This display option lets you define your own search and sort parameters for this type of search.

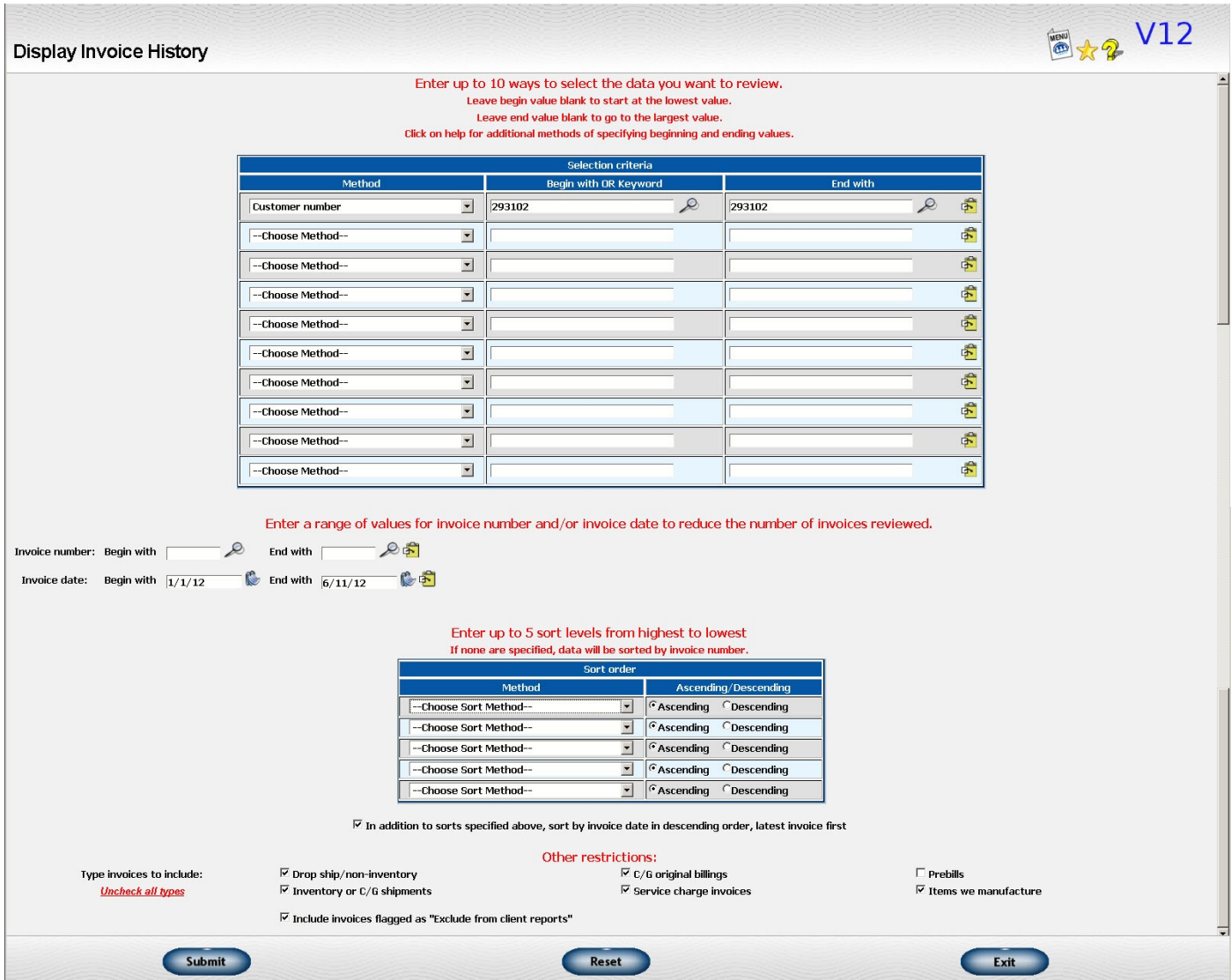


Illustration 36: Requesting the Display of Invoice History

The screen may look a little intimidating at first but it's not that hard once you "deconstruct" it. Let's look at each section of the screen.

### Selection criteria

In this area you should enter any restrictions you want to place on the data such as only invoices for a specific item or only data for a certain range of ship dates. You can enter up to 10 different criteria. The invoice must meet **ALL** the criteria to be selected. There is also a special place to enter a specific range of invoice numbers and/or invoice dates.

To enter a restriction, follow these 2 steps:

1. Pick the type of restriction from the drop down box.
2. Enter the range of values you want to include.

If you want to start at the lowest possible value, just leave the beginning value blank. If you want to go to the highest possible value, you can leave the ending value blank.

There are also some special values you can enter:

- **zero** - Only invoices where the selected value is zero will be included, such as only invoices with zero selling price
- **notzero** - Only invoices where the selected value is **NOT** zero will be included
- **blank** - Only invoices where the selected value is blank will be included, such as blank ship dates
- **notblank** - Only invoices where the selected value is **NOT** blank will be included

For a few fields such as comments and imprint that consist of text data, you will be prompted for a key word. Enter part or all of a word you want to search for. The more characters you enter, the more specific the search will be. Spaces inside a word such as "red cap" are counted but the search is not case sensitive ("Red cap" and "RED CAP" would both be selected).

If you use one of the special values above or you are doing a key word search, no ending value is required.

If you don't have restrictions, you can skip this section completely.

**TIP** Once you have entered your display criteria and clicked on the "Submit" button, your invoice history will be searched for the requested data. If you restrict the search to a certain range of invoice numbers or invoice dates, this will reduce the number of invoices that must be reviewed.

For example, if you think the invoices you want to review have been entered within the last month, enter a date of one month ago as the beginning invoice date.

## Sorting

If you do not specify any sort criteria, the invoices will be sorted with the latest invoice first. Within each date, the invoices will be sorted in invoice number order.

If you want the invoices sorted a different way, such as by customer, select your sort criteria from the drop down list.

You can indicate whether you want the data listed in "Ascending" (largest value to smallest value, dates from latest to earliest) or "Descending" (smallest to largest, oldest to latest), order.

## Other restrictions

There are a couple of other restrictions you can select:

- **Type invoices to include**
  - You may only want to review certain types of invoices like only ones for drop ship orders or only ones for inventory shipments. Uncheck the boxes in front of the types of invoices you don't want included.
- If you have to do credits and rebills for invoices that are reported to a customer for a program, you may only want to include the final invoice and not all your mistakes. You can flag the invoices you



DON'T want included by going to Customer Invoicing, Miscellaneous Functions, Set 'Exclude from Client Reports' Flag. If you don't want these types of invoices included in your display, uncheck the box labeled **Invoices flagged as "Exclude from client reports"**.

### Displaying the selected invoices

Fifteen invoices will be displayed at a time. There are buttons that let you go back and forth between groups of invoices.

Display Invoice History MENU   V12

Invoice #	Customer	Dates	Shipping address	First five items	Total/Tax/Cost/Profit	Display/Print Email
<a href="#">011121</a> PO# <a href="#">111506</a>	French Nights	Order: 5/25/12 Invoice: 6/11/12 Ship: 6/11/12 Paid: N/A	Gary French French Nights 562 S. Flannery Rd Baton Rouge, LA 70815	1 SCREEN CHARGE 75 Funky Duck 45 Funky Duck	1204.98 94.40 369.28 741.30 66.75 %	 
<a href="#">011095</a> PO# <a href="#">111516</a>	French Nights	Order: 5/29/12 Invoice: 5/31/12 Ship: 5/31/12 Paid: Open	Gary French French Nights 562 S. Flannery Rd Baton Rouge, LA 70815	50 Funky Duck	203.44 15.94 87.50 100.00 53.33 %	 
<a href="#">011097</a> PO# <a href="#">111522</a>	French Nights	Order: 5/29/12 Invoice: 5/31/12 Ship: 5/31/12 Paid: Open	Gary French French Nights 562 S. Flannery Rd Baton Rouge, LA 70815	50 Funky Duck	203.44 15.94 87.50 100.00 53.33 %	 
<a href="#">011098</a> PO# <a href="#">111483</a>	French Nights	Order: 5/24/12 Invoice: 5/31/12 Ship: 5/31/12 Paid: Open	Gary French French Nights 562 S. Flannery Rd Baton Rouge, LA 70815	50 Funky Duck	203.44 15.94 87.50 100.00 53.33 %	 
<a href="#">011099</a> PO# <a href="#">111488</a>	French Nights	Order: 5/24/12 Invoice: 5/31/12 Ship: 5/31/12 Paid: Open	Gary French French Nights 562 S. Flannery Rd Baton Rouge, LA 70815	75 Gary's Test - Reference Only 75 Gary's Reg. Inv. Test Item 75 Funky Duck 75 Funky Duck	1424.06 111.56 581.25 731.25 55.71 %	 

← Previous
Exit
Next →

Illustration 37: Output Screen for Display Invoice History

A summary of the invoice is displayed and the invoice has not already been closed. The invoice number serves as a link to a full display of all the invoice detail. If you have update permissions and the invoice has not already been closed, you will be able to update the invoice as well. Otherwise, you will be able to just display the invoice.

Just below the invoice, the order number recorded on the invoice will be displayed. If it is a valid order number, you may click on it to review the order detail.

The "dates" column will show various dates associated with the invoice. When the invoice is paid, the payment date will be displayed as well as the number of days required to pay the invoice.

Two icons will be displayed to the right of each invoice to give you easy access to additional information.



Display a PDF showing the invoice. You may print from this display.



E-mail the invoice

## DOCUMENTS AND REPORTS

### Printing/Transmitting Customer Invoices

The only real document generated in the Customer Invoicing system is a copy of the customer's invoice. There are generally four copies of this form available. They are essentially the same but may be different if necessary. For example, you may want to include commission information on the salesman's copy.

The standard four copies are:

- File copy - for your records
- Customer copy - marked as "Original"
- Additional copy for the customer - marked as "Copy"
- Salesman copy

In addition, you may set up additional formats if you have special requirements.

You can, of course, print or transmit invoices as you do them. However, most users send the majority of their invoices once a day, either just before or after they close the Sales Journal. If you do it just before the close, you can click on the "New" icon to have the range of invoices to be included on the close become the beginning and ending numbers of the process. If you do it after the close, you should enter the first and last invoice number on the close.

### E-mail/FAX/Print invoices according to customer preference

You may want to e-mail some invoices, FAX some invoices, and print the rest of your customer invoices. Here is what you need to do to implement this strategy:

You will need to set the customer's preference for the way they want to receive invoices on the customer file.

If you are e-mailing the invoice, the customer's **BILLING** e-mail address must be on the invoice. The invoices will be e-mailed to this address, **NOT** the e-mail address on the order. Likewise, if you are FAXing the invoice, the **BILLING FAX** number will be used.

**Note** The FAX option is only available to those who have Lakeshore on their own in-house server and have purchased the FAX package.

The billing information on the invoice is initially picked up from the billing information on the order which is initially picked up from the billing information on the customer file. You may occasionally need to change this information. You can access the fields on the "customer-related data" link on the order or on the "general information" screen of the invoice.

Go to Customer Invoicing → Transmit Invoice → E-mail Invoices

Fill out the screen. Here is a sample:

**E-mail Customer Invoices** MENU V12

Selection Method:  By range of invoice numbers  Past due invoices only  All open invoices

Invoice Number: 011115 **View**

to Invoice Number: 011127

Salesman:  To restrict to specific salesman

Program:  program

**Copies to Generate:**

- File Copy
- Customer copy (marked as original)
- Customer Copy (marked as copy; show paid)
- Salesman's Copy (if applicable)

You can email the Salesman's Copies of the invoices at the same time as your Customer Copies.

All Salesmen's copies will be sent.

Optional Message:

These are usually blank.

Reprint option:  E-mail form even if already e-mailed

E-mail Address:

How will E-mail address be used?  E-mail only the file copy to this address  E-mail ALL documents to this one address

'From' E-mail address: gary@lakeshoregroup.com

Subject: Invoice from Lakeshore Test System (v12)

Print Copy?

Attachments: 1:

2:

3:

4:

5:

This message will appear in the body of the email, followed by the signature lines of the person sending the email.

Signature lines are set up on the Setup User Options screen.

Attachment files must be physically stored on the server

Text of message in body of e-mail:

javascript:SpellChecker.Text(53);

Illustration 38: Email Customer Invoice Request Screen

When you click "Submit", an e-mail will be generated for all the invoices for customers who have a preference for invoices to be e-mailed **AND** have a billing e-mail address on file.

As the e-mail is sent, the invoice is marked as "sent by e-mail" and a note is recorded in the order change log.

If you have a large number of invoices being sent this way, wait a few minutes before going on to the next step to allow time for all the e-mails to be generated.

Go to Customer Invoicing → Transmit Invoice → FAX Invoices

Fill out the screen. Here is a sample:

**FAX Invoices** MENU V12

Selection Method:  By range of invoice numbers  Past due invoices only  All open invoices

Invoice Number: 011115 **Now**

to Invoice Number: 011127

Salesman:   To restrict to specific salesman

Program:   To restrict to specific program

**Copies to Generate:**

File copy

Customer's copy/Original (marked as original)

Customer's copy/2nd Copy (marked as copy; will show total amount paid on the invoice)

Request for deposit (if applicable)

Optional Message:  Thank you for your order!

**Reprint Options:**

FAX form even if already FAXed

FAX form even if already e-mailed

FAX number:

How will FAX number be used?  FAX only the file copy to this number  FAX ALL documents to this one number

From:  Gary

Subject:  Invoice from Lakeshore Test System (v12)

Time to send FAX:  :   AM  PM

Print copy?

Cover sheet?

These fields are usually left blank.

*Illustration 39: FAX Customer Invoice Screen Request*

When you click "Submit", a FAX will be generated for all the invoices for customers who have a preference for invoices to be FAXed AND have a billing FAX number on file.

As the FAX is generated, the invoice is marked as "sent by FAX" and a note is recorded in the order change log.

If you have a large number of invoices being sent this way, wait a few minutes before going on to the next step to allow time for all the FAXes to be generated.

Finally, go to Customer Invoicing → Transmit Invoice → Print Invoices

Fill out the screen. Here is a sample:

**Print Invoices** MENU V12

Selection Method:  By range of invoice numbers  Past due invoices only  All open invoices

Invoice Number: 011115 **New**

to Invoice Number: 011127

Salesman:  To restrict to specific salesman

Program:  To restrict to specific program

Document Format:  Print Preview (you can print from this screen)  Print document without review

Copies to Generate:  File Copy   
Check all copies  Customer's copy (marked as Original)   
 Customer's copy (marked as Copy; will show total amount paid on the invoice)   
 Salesman's copy   
 Request for deposit

Optional Message:  Thank you for your order!

Reprint Options:  Reprint customer's copy even if already printed   
 Print customer's copy even if already FAXed or e-mailed

Display/Print Reset Exit

*Illustration 40: Print Customer Invoices Request Screen*

## Invoicing Reports

In addition to the invoice document itself, there are several invoicing reports. This discussion recaps what is available and how you might use each of them. You can find sample reports in the Online Manual.

### Sales Journal

Each time you post close invoices, a Sales Journal is produced showing the detail.

These reports should be retained as part of your accounting detail. A copy of all journals is also retained in the computer so that you review or reprint as necessary.

### Invoice List

This report lists information in a one-line report in the same format as the Sales Journal. However, you can select and sort the data many different ways. You may also include headings and subtotals. You may exclude the Gross Profit information or substitute cost information instead.

### Invoice History

This report is selected and sorted in a similar fashion as the Invoice List. However, you can include more detail. There are two formats--- one that shows all the lines on the invoice and one that shows a summary but with a bit more information than the Invoice List.

### Invoice History Item Detail

This report is an item-oriented report that lets you select individual lines on an invoice. It can include both inventory and non-inventory items.

### **Invoice Inventory Activity**

This is also a line item-oriented report but it includes only items pulled from inventory.

The preceding two reports can be used to report on your customer's program activity. Use the Invoice History Item Detail if merchandise includes drop ship or non-inventory items. Use the Invoice Inventory Activity if all the items come from inventory or consigned goods.

### **Royalty Report**

This report lets you select items in various ways to provide information for paying royalties.

### **Design Royalty Report**

This report can be used to pay royalties based on a specific design or artist.

### **Item Ranking**

This report ranks item usage during a period based on quantity, sales or profit. You may select the items to be included according to several criteria.

This is an excellent report to use for reporting the popularity of various items in a program.

### **Invoice Credit Card Review**

This report lists invoices that are to be charged to a customer's credit card.

It can be used as a resource for placing charges manually through a machine or on a web site.

## **Reporting for Customer Programs**

An important part of running a program is reporting the results to your client. This discussion recaps the reports that are most commonly used. You can see samples of the reports in the Online Manual.

## **Customer Invoicing Reports**

### **Invoice History Item Detail**

This report is an item-oriented report that lets you select individual lines on an invoice. It can include both inventory and non-inventory items. You may select the items to be included by inventory type, an item number range, or by customer.

### **Invoice Inventory Activity**

This is also a line item-oriented report but it includes only items pulled from inventory. You may select the items to be included by inventory type, an item number range, or by customer.

Use the Invoice History Item Detail if merchandise includes drop ship or non-inventory items. Use the Invoice Inventory Activity if all the items come from inventory or consigned goods.

### **Royalty Report**

This report lets you select items in various ways to provide information for paying royalties.

### **Item Ranking**

This report ranks item usage during a period based on quantity, sales or profit. You may select the items to be included according to several criteria.

This is an excellent report to use for reporting the popularity of various items in a program.

## **Inventory Reports**

### **Item Status**

This report shows a snapshot of item availability at a point in time. It can be selected in several ways.

### **Inventory Reconciliation**

This report shows the changes to the item during a period of time including receipts, shipments and adjustments.

### **Inventory Value & Activity**

This report shows the quantity and value of inventory at a point in time. It also shows activity for the month and year-to-date. This makes it an excellent end-of-month report.

The value is initially set up to be based on list price but the document layout can be adjusted to use a different basis such as selling price if this is more appropriate to your situation. Contact Technical support if you need this change made.

## **Sales History**

### **Sales by Item**

This report shows the sales and quantity for the current period and year-to-date. You may suppress the gross profit information.

# CUSTOMER INVOICING SPECIAL TOPICS

## Using Credit Cards for Customer Orders

Several features are included in the system to make it easier for you to accept payments from customers using their credit card.

### Entering credit card information during order entry

If you want to be prompted for credit card information during order entry, check the Order Processing system option "prompt for credit card during order entry?"

**Order Processing System Options** V12

**Size of special comment & instruction areas:**

Comment area:	20 lines long	60 characters wide
Imprint area:	20 lines long	60 characters wide
Special instruction area:	20 lines long	40 characters wide
Vendor instruction area:	20 lines long	60 characters wide
Repeat message area:	20 lines long	60 characters wide

**Shipping information defaults**

**For standard orders**

Default ship via code for new customers & orders with no customer:  UPS GROUND

Generate ship date this many days before "in hand" date:  Leave blank if you do not want system to calculate ship date

Generate follow up date this many days after order date:  Leave blank if you do not want system to calculate follow up date

**For orders where blanks are ordered**

Default ship via code for blank goods orders:  UPS GROUNDTRAC

Generate ship date for blanks this many days before "in hand" date for blanks:  Leave blank if you do not want system to calculate ship date

Generate follow up date with blank goods vendor this many days after order date:  Leave blank if you do not want system to calculate follow up date

**For orders where there is a separate decorator**

Default ship via code for decoration vendor:  FED EXPRESS SAVER

Generate ship date for decorator this many days before "in hand" date for customer:  Leave blank if you do not want system to calculate ship date

Generate follow up date with decorator vendor this many days after ship date for blanks:  Leave blank if you do not want system to calculate follow up date

**Miscellaneous options**

Do you need to have a separate distributor PO # or other ID?  (In addition to customer order number and Job ID)

Description to use for this field: Distr PO#

Initially leave "Ship To" address blank?

**Prompt for credit card number during order entry?**

Check this box to get the link for Credit Card Information on the Order Entry screen.

Export addresses to UPS/Fedex?

**Quick/Short order options**

Default type order for inventory items on master, quick and/or short order?  Type 2 (Ship from inventory)  Type 5 (Manufacture)

Allow multiple orders to same vendor / multiple work orders when generating master order?

Number of items on short order screen:

Number of items on salesman order screen:

Number of blank goods items on wearable order screen:

Which type of order do you want generated first?  Decoration orders  Orders for blank goods

**Include the following fields on the Short- and Quick Order Screens:**

Customer's purchase order number?	<input checked="" type="checkbox"/>
Report categories?	<input checked="" type="checkbox"/>
Vendor number?	<input checked="" type="checkbox"/>
Job ID?	<input checked="" type="checkbox"/>
Order status?	<input checked="" type="checkbox"/>
Coop/Price group?	<input checked="" type="checkbox"/>
Program number?	<input checked="" type="checkbox"/>
Process group?	<input checked="" type="checkbox"/>
Item report category?	<input checked="" type="checkbox"/>
Item number?	<input checked="" type="checkbox"/>
Selling price?	<input checked="" type="checkbox"/>
Cost?	<input checked="" type="checkbox"/>
Use unit price/cost or extended?	<input type="radio"/> Unit <input type="radio"/> Extended <input checked="" type="radio"/> Both unit and extended
Pricing unit (if entering unit prices)?	<input type="checkbox"/>
Ask for deposit?	<input checked="" type="checkbox"/>
Ask for Credit Card information?	<input checked="" type="checkbox"/>
Ask for number of labels?	<input type="checkbox"/>
Show shipping address on main screen?	<input checked="" type="checkbox"/>

**Options for restricted order entry:**

Set special order status?  Status: 99  Hold order for review

Send e-mail?

**Other options:**

If item not on item file, search orders?

Defaults for repeat order:

<input type="checkbox"/> Use current vendor address?
<input type="checkbox"/> Use current customer address?
<input checked="" type="checkbox"/> Use same shipping address?
<input checked="" type="checkbox"/> Use current prices (if available)?
<input type="checkbox"/> Copy any notes?
<input type="checkbox"/> Copy any multiple shipping addresses?
<input type="checkbox"/> Copy any WIP scheduling & set up information?
<input type="checkbox"/> Copy any art numbers?

Illustration 41: Order Processing System Options for Credit Card Information on Order Entry Screen



If you have selected this option, you will have a link for the credit card information during the order entry process. The link will be on the "general information" screen of the order as shown below and on the "totals" screen. You may enter or update the information from either screen.

The screenshot shows the 'Update order file' interface for Order Number 711485. The 'General information' section includes fields for Master Order Number, Type Order (Drop Ship, Ship from Inventory, etc.), Customer (293102), and Vendor (304700). A red box highlights the 'Update credit card information' link in the top right corner. A callout box with a red border and arrow points to this link, containing the text: 'Click this link to enter Credit Card information during the Order Entry process.' Other sections include Shipping Address, Other Information, Sales Report Categories, and Dates / Shipping information.

Illustration 42: General Information Screen of Order with Credit Card Information link

On the screen that appears, you will be prompted for the credit card information:

The screenshot shows the 'Update Credit Card Information' screen. It includes fields for Order Number (711485), Credit Card Number, Expiration Date (Month, Year, last 2 digits only), Security Code, Name on Credit Card, Authorization Date, Code, and Reference. At the bottom, there are 'Save', 'Reset', and 'Exit' buttons.

Illustration 43: Update Credit Card Information Screen

## Credit Card Number

The credit card against which the payment will be charged. Some checking is done for the validity of the number itself. This check will warn you of errors in the typing of the number itself only, not the customer's credit situation.

You may store up to 5 customer credit card numbers and related information. Click on the look up icon to look up and select this data. Click on the pen/pencil icon to update this list.

**IMPORTANT!** Lakeshore does **NOT** recommend storing your customer's credit card numbers. There is a security risk involved that you should carefully consider before using this feature.

## Expiration Date

The expiration date of the card entered as month, then year.

## Security Code

The 3-4 digit security code on the back of the credit card.

## Credit Card Name

The name on the face of the credit card.

There is also a place to enter authorization information if you wish.

If you come back to the order later, the link on the order will be changed to a "Paid by" notation following by the type of card and the last 4 digits (see below). You can click on this link to make changes. At this point, if you have a password set up for updating credit card information, you will need to enter this password to display or change the credit card data. You will then see the same update screen as you did when the credit card information was originally added.

Order Number: 711510

Update order file

General information

Master Order Number: 711508

Type Order:  Drop Ship  Ship from Inventory  Order for Stock  Order for Consigned Goods  
 Manufacture & Sell  Manufacture for Inventory  Decorate for Stock  Decorate & Ship

Customer: 293103 French's Bait Shop

Vendor: 304700 Gary's Test Vendor

Shipping Address:

Attention: Gary French

Company Name: French's Bait Shop

Street Line 1: 123 River Basin Road

Street Line 2:

City: Baton Rouge

State / Province: LA Postal Code: 70816

Country:

Other Information:

Customer's Order Number: fbs052912a

Dstr PO#: fbs052912a

Tax routine: \* 0001

Job ID:

Coop/Price Group:

Program Number:

Salesman: \* 003

Order Status:

Paid by Visa #XXXXXXXXXXXX1111

"Update Credit Card Information" link is replaced by a "Paid By..." link that shows the type of card with the last 4 digits of the card number.

Update other Customer-Related data

Update other Vendor-Related data

Update Decorator/Initial 'Ship to' data

Update Art Numbers

Previous Exit Done Next

Illustration 44: General Information Screen with Paid By CC Info link

There is also an "Update credit card information" function on the Order Processing, Miscellaneous Functions submenu. It will also require a password if you have one set up.

### Print list of orders using credit cards

At any time during the day, you can request a print out of all orders that are to be paid with a credit card. Information necessary to get credit approval is included as well as any authorization information that has already been entered.

### Invoicing the order

When the invoice is processed, if there is a credit card number included on the order, the amount to be charged to the credit card is calculated as

$$\text{Total of the invoice} - \text{Customer deposit amount (if any)} = \text{Credit card amount}$$

This amount will be displayed on the invoice "totals" screen. You may adjust it if appropriate.

Update invoice file

**Totals**  
Invoice # **011128**

Type charge	Cost	Price	Other information
Merchandise	\$ 462.74	\$ 900.00	Profit: \$ 437.26 48.58 %
Other charges	\$	\$ .00	Profit: \$ %
Sales Discount	Percentage %	\$	Discount based on merchandise only
Shipping	\$ 127.64	\$ 140.40	Description SHIPPING
Sales tax	Tax routine 1001	\$ 72.83	7.0000 % × \$ 1040.40
<b>Total invoice</b>	<b>\$ 590.38</b>	<b>\$ 1113.23</b>	Profit: \$ 450.02 43.25 % (includes shipping but not sales tax)
Deposit from Customer	\$	\$	Deposit available in A/R: \$
Credit card amount	Visa	\$ 1113.23	<a href="#">Update credit card information</a>
Gift card	\$	\$	
Net Due	\$	\$ .00	
Special message on invoice:			

**Total Invoice - Deposit = Credit Card amount**  
Leaving \$0.00 as the Net Due

Click this link to update credit card information.

← Previous
Exit
Done
Next →

Illustration 45: Totals Screen of the Order Showing Update Credit Card Information

You may also add or update the credit card information at this point. A password is required if you have one set up.

Credit card amount and a notation of the type of card and last 4 digits are usually printed on the invoice form if there is any credit card information stored on the invoice.

### Invoice Close procedures

When the invoice is closed, you have two ways the credit card amount can be handled. You indicate on the Customer Invoicing system options which way you want to do it.

**Customer Invoicing System Options** MENU V12

Do you want to flag individual items as taxable/nontaxable?   
 Method used to mark up freight charges?  Add \$  Add %

Percentage to add to freight cost to get freight price: 10 %

**Do you want to automatically apply credit card payments in A/R?**  ←

Allow changes to non-critical information on closed invoice?

**Standard G/L Accounts used in customer invoicing (first 3 digits):**

Income/Sales:	300		Sal
Freight Billed:	305		FRI
Shipments of consigned goods:	300		Sal

**Standard G/L Accounts used for credit cards (first 3 digits):**

Visa:	101		Cash in Bank	Leave blank if not used
MasterCard:	101		Cash in Bank	Leave blank if not used
Discover:	101		Cash in Bank	Leave blank if not used
American Express:	101		Cash in Bank	Leave blank if not used
Other credit cards:	101		Cash in Bank	Leave blank if not used

If you want the system to automatically post the payment by credit card in Accounts Receivable, check this box.

If the box is unchecked, the payment must be manually entered into A/R.

*Illustration 46: Customer Invoicing System Options*

### Method 1 - Credit card applied to net amount due in A/R automatically when invoice is closed

If you check the option, the credit card amount will be applied to the net due on the invoice much like a customer deposit. If the amount due is zero, the invoice is still posted to A/R for historical reference only.

For the journal entry, the amount that would normally post to the accounts receivable account is posted to the appropriate credit card account. These are set up in the Customer Invoicing system options. You may use a single credit card account or have a separate one for each type of card.

**IMPORTANT!** If you use this method, make sure you have a solid method of ensuring that the credit card charges are actually processed or some type of reconciliation process such as your bank statement.

Since the A/R invoice would normally be cleared, the entry will no longer appear on your open A/R detail. If you forget to place the charge, you will never receive the corresponding cash.

If you use this method and the credit card is rejected, you would need to enter a debit on the A/R file to offset the credit card payment. The G/L account would be the same one used when the invoice was closed.

### Method 2 - Credit card amount NOT applied automatically

If you use this method, the credit card amount is a memo amount only. You would need to enter the actual cash on to the A/R file and apply it to the invoice. This is a more manual method but it gives you a better trail and better control over the process.

There are advantages and disadvantages to each method. Method 1 is helpful if have a large volume of credit cards and/or you do automatic processing of credit cards (described below). Method 2 has better control and is safer if you have a smaller volume of cards.

For either method, at the end of the Sales Journal, a Credit Card Journal is printed listing all invoices paid with a credit card. You can use this as a list of those cards that need to be processed.

### Automatic authorization and charges

If you do a large volume of credit card orders, you may want to consider adding the capability of generating a computer file containing requests for authorizations that can be sent to the bank. The bank would check the credit, then return the list indicating whether the charge is authorized or not. If the charge was authorized, the bank will put a "committed" notation on the credit card account for the amount of the order for a certain period of time. If the charge was not allowed, the order could be cancelled.

When the order is invoiced, another file would be generated and the actual charge placed on the customer's card.

This is not part of the system as a standard feature because the structure of the files that must be created and the various procedures required differ from bank to bank. Therefore, some amount of special programming is required. However, many of the mechanisms (capturing the credit card number, etc.) are already in place and make it a feasible project to undertake.

If you would like to consider this option, contain Lakeshore Technical Support for additional information.

### Security Concerns

Unfortunately, in today's world, you must make sure your credit card procedures and information are secure. You may be required to follow certain guidelines or you may be able to set your own policy. We recommend that at a minimum you do the following:

- Do not store your customer's credit card numbers. Although convenient, there is a potential for abuse.
- Set passwords on all credit card related functions. Go to Reference Information → Miscellaneous codes/group 2 → Passwords (specific functions)
  - Enter passwords for the following program names
    - **wborccard** Update credit card information in order entry
    - **wbinvccard** Update credit card information in customer invoicing
    - **wbcstcc** Store credit card information for a customer

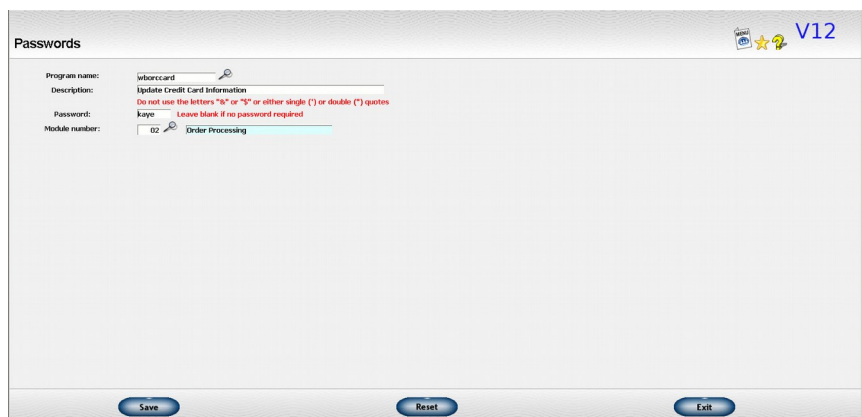


Illustration 47: Password Screen for Specific Function

## Allocation of Production Costs to Invoice Line Items

As a production-related job proceeds through the various production steps, costs are accumulated for labor and overhead based on the time worked and the labor and overhead rates of the various employees involved. Material usage may also be recorded at the time it is used or at some point prior to the customer invoice being generated. Finally, costs from outside vendors for nonstock material, art, dies, etc. may be recorded through the Accounts Payable system and posted to the job cost. When the customer invoice is generated, all of these costs are accumulated and become part or all of the cost recorded for the invoice. The allocation of these costs to various line items, the effect of overriding the costs generated and the corresponding journal entries can become quite complicated. Each of these topics will be discussed in this section along with several examples from different types of production. The related journal entries and the Inventory/WIP recap that will appear on the Sales Journal will also be included. For simplicity, no tax or freight charges will be included in the journal entry.

Labor and overhead will **ALWAYS** be considered part of the "production cost" and will be allocated to the various items on the order as described below. Material costs may or may not be included in this value.

- **If you enter the blank item detail on the line items on the order**, then the system knows how to tie the exact material cost for each line item to the cost on the invoice so this cost will **NOT** be included in the "production cost" amount. The cost posted for a line item will be the actual material cost PLUS that line item's portion of the production cost (labor and overhead).
- **If you enter your material detail on the processes**, as is common in Commercial Graphics, then this type of item-specific posting of material costs is not possible so the cost of the material **WILL** be included in the "production cost" amount. The cost posted for a line item will be the cost of labor, overhead and material recorded in Work in Process.

### Example 1

First, consider a simple order to screen print 100 cups. The selling price is \$1 each or \$100 for the job and the cost is estimated to be 65¢ each or \$65 for the job. Of this, the blank goods to be used cost 35¢ each for a total of \$35 for the 100 that will be required. The remaining \$30 is the estimated labor and overhead costs.

Update order file Order Number: **710032**

Color/Size list Item # **PC-13** Cup MENU V12

Item #	Color	Available	Ordered	Allocated	Tagged	B/O	Vouched	Billed	Remaining	Unit Cost	Unit Sell
Material											
PC-13	Blue	4900								.3500	1.0000
PC-13	Red	5000								.3500	1.0000
PC-13	White	4599	100				101	98		.3500	1.0000
Production Costs											
1-color imprint			100					98		.3000	
2-COLOR IMPRINT										.5000	
SCREEN CHARGE										25.0000	

Illustration 48: Order Line Item Color/Size List Screen

Suppose that during actual production, labor and overhead costs of \$32 are accumulated. All 100 of the cups originally allocated plus 1 additional cup required because of spoilage are removed from inventory using the "UPDATE INVENTORY" step on the Work in Process system menu, accumulating \$35.35 in material costs. The total production costs will then be  $\$32 + \$35.35 = \$67.35$ .

Display Job Cost Detail Order Number: **710032**

Who	When		What	Time	Cost
	Date	Time		HH:MM	
00045 PULL INVENTORY					
000	9/24/09	4:29 P	Cup 0000010000		3502.71
000	9/24/09	4:29 P	Cup 0000000100		37.71
Total Process				:00	20003540.42
00055 SCREEN PRINTING					
KK	9/25/09	8:45 A	KAREN KING	2:15	753202.81
Total Process				2:15	16753202.81
Total Job				2:15	\$6756743.23

Illustration 49: Display Job Cost Detail Screen

Since there is only one line item on the invoice all of the production costs will be transferred to that line on the invoice. The gross profit shown on the order will be  $\$100 - \$67.35 = \$32.65$ . Below is a screen shot showing you the information you will see when initially reviewing the invoice.

Update invoice file Invoice # **011130**  
Line item #1 MENU V12

Item Number: **PC-13** Color:

Description: \* **Cup** Item report category: **050**

Quantity ordered: \* **100** Shipped: **98** Remaining:

Used: **101**

Imprint Group: **ITMP** *Review color/size detail*

Pricing unit:  Taxable?

Selling Price:  Unit amount: **1.00** Extended: **98.00**

Cost:  **.6872** **67.35** **Inventory/WIP cost**

Inventory used:  **.35** **35.35** Discount Code:  %

G/L account: Sales: **30001** Cost of goods: **41001** Gross profit: \$ **30.65** **31.28 %**

Commission: Quantity:  **98** Sales:  **98.00** Cost:  **67.35**

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

\* Required Field

Previous Exit Done Next

Illustration 50: Customer Invoice Line Item Screen

This is the color/size detail screen before any changes:

Update invoice file Invoice Number: **011130**  
For Item: **PC-13 Cup** MENU V12

Color/Size list

Item #	Shipped	Remaining	Unit Cost	Unit Sell
<b>Material</b>				
PC-13			.3500	1.0000
PC-13			.3500	1.0000
PC-13	98			1.0000
<b>Production Costs</b>				
1-color imprint	98			
2-COLOR IMPRINT				
SCREEN CHARGE				

Save Reset Exit

Illustration 51: Item Color/Size List on Customer Invoice

The quantity ordered and shipped should be changed to what you are actually billing the customer and the quantity remaining should be cleared since there will be no further shipments against this order. The extended cost will reflect the cost of ALL 101 of the cups plus the actual production cost. Note that the commission cost may be different if you use commission method 2 (always base commission cost on reference cost) or method 3 (use real cost of material and reference cost for production-related items).



Below are the same two screens after the changes noted above have been made. In this example, commission method 3 is used so the commission cost is different from the extended cost of the line item.

Update invoice file Invoice # 011134  
Line Item # 1 V12

Item Number: PC-13  
Description: \* Cup

Quantity ordered: \* 101  
Shipped: 100  
Used: 101  
Remaining: 0

Unit amount  
Selling Price: 4.00  
Cost: 2.1535  
Inventory used: .35

Extended  
400.00  
215.35  
35.35

Production Cost: 180.00  
Gross profit: \$ 184.65 46.16 %

Commission: Quantity: 100 Sales: 400.00 Cost: 215.35

101 were used, but the customer will only be billed for 100.

Cost reflects full cost of all 101 cups plus the production costs.

Commission costs is the real cost of the inventory plus the reference production cost.

Inventory/WIP cost

Review color/size detail

Previous Exit Done Next

Illustration 52: Customer Invoice Line Item Screen Updated with Production Costs

Update invoice file Invoice Number: 011134  
For Item: PC-13 Cup V12

Color/Size list

Item #	Shipped	Remaining	Unit Cost	Unit Sell
Material				
PC-13			.3500	1.0000
PC-13			.3500	1.0000
PC-13	100		.3500	1.0000
Production Costs				
1-color imprint	100			
2-COLOR IMPRINT				
SCREEN CHARGE				

Quantity Shipped changed to actual number billed to customer.

Cost area is blank since actual production costs were used.

Save Reset Exit

Illustration 53: Item Color/Size List Screen of Invoice Updated with Production Costs

The related journal entry would be:

Accounts Receivable	100.00	
Work in Process	67.35-	(or Finished Goods, if appropriate)
Sales	100.00-	
Cost of goods sold	67.35	

The Inventory Recap would be:

RUN DATE 6/11/12 - 2:40 PM		Lakeshore Test System (v12)						PAGE 1				
		SALES JOURNAL										
		INVENTORY DETAIL										
INVOICE NUMBER	ORDER NUMBER	ITEM NUMBER	COLOR	SIZE	QUANTITY	NEW INVENTORY MATERIAL	--PRODUCTION MATERIAL	COSTS-- OTHER	WIP	FINISHED GOODS	ADD'L WIP COSTS	RPT ONLY
011134	711558	PC-13			100		35.35	180.00	215.35			.00
*** INVENTORY TOTAL ***						.00	35.35	180.00	215.35	.00	.00	.00

## Example 2

Some users prefer to remove the inventory at the same time the customer invoice is processed instead of removing it during the production phase. The only drawback to this method is that there is no easy way to record spoilage. If this is not a significant problem for you, this method will work just fine. The screen is similar except that you will not see any "Inventory used" notations. The cost displayed is a preliminary cost based on the cost of the inventory item at the time the order was entered. If a different cost is used when the item is actually removed from inventory, the final cost will be adjusted accordingly.

**Update invoice file** Invoice # **011135** Line Item # **1** V12

Item Number: **PC-13** Description: **\* Cup** Color:

Item report category: **050** Design number: **000050** Order Number: **711559** Release: **Line 1**

Quantity ordered: **\* 100** Shipped: **100** Remaining:

Imprint Group: **TIMP** Pricing unit:  Taxable?

Selling Price:	Unit amount	Extended	Discount Code:	%
<b>4.00</b>	<b>4.00</b>	<b>400.00</b>	Gross profit: \$	<b>210.00</b> 52.50 %
Cost:	<b>1.90</b>	<b>190.00</b>	Production Cost:	<b>155.00</b>

G/L account: Sales: **30000** Cost of goods: **41000**

Commission: Quantity: **100** Sales: **400.00** Cost: **65.00**

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

\* Required Field

Navigation: **Previous** **Exit** **Done** **Next**

Illustration 54: Line Item Screen of Customer Invoice

Update invoice file

Invoice Number: **011135**

Color/Size list

For Item: **PC-13 Cup**

MENU ☆ ? V12

Item #	Shipped	Remaining	Unit Cost	Unit Sell
<b>Material</b>				
PC-13			.3500	1.0000
PC-13			.3500	1.0000
PC-13	100		.3500	4.0000
<b>Production Costs</b>				
1-color imprint	100			
2-COLOR IMPRINT				
SCREEN CHARGE				

Save      Reset      Exit

Illustration 55: Item Color/Size List on Customer Invoice

The related journal entry would be:

Accounts Receivable	100.00	
Cost of goods sold - inventory	35.00-	
Work in Process	32.00-	(or Finished Goods, if appropriate)
Sales	100.00-	
Cost of goods sold	67.00	

The Inventory Recap would be:

RUN DATE 6/11/12 - 2:44 PM      Lakeshore Test System (v12)      PAGE 1

AUDIT ONLY      SALES JOURNAL

INVENTORY DETAIL

INVOICE NUMBER	ORDER NUMBER	ITEM NUMBER	COLOR SIZE	QUANTITY	NEW INVENTORY MATERIAL	--PRODUCTION MATERIAL	COSTS-- OTHER	WIP	FINISHED GOODS	ADD'L WIP COSTS
011135	711559	PC-13		100	35.00	.00	155.00	155.00		
*** INVENTORY TOTAL ***					35.00	.00	155.00	155.00	.00	.00

### Example 3

In certain situations, you may want to use a different cost than the one the system computes. For example, there may be a labor cost that was not recorded through the Work in Process system or you may simply wish to use a different cost for your invoice history reports. You may enter another cost in either the unit cost or the extended cost. In this example, suppose you override the system-computed unit cost of 67¢ with a cost of 70¢.

The difference between the system-computed cost and your override cost is called the "report only" cost.

**IMPORTANT!** The system-computed cost will be used for all journal entries. The "report only" cost will **not** affect any journal entries.

The override cost will **only** be used for invoice, commission and sales reporting purposes.

Illustration 56: Line Item Screen of Customer Invoice

The related journal entry would be:

Accounts Receivable	100.00	
Cost of goods sold - inventory	35.00-	
Work in Process	32.00-	(or Finished Goods, if appropriate)
Sales	100.00-	
Cost of goods sold	67.00	

The Inventory Recap would be:

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INVOICE NUMBER	ORDER NUMBER	ITEM NUMBER	COLOR	SIZE	QUANTITY	NEW INVENTORY MATERIAL	--PRODUCTION MATERIAL	COSTS-- OTHER	WIP	FINISHED GOODS	ADD'L WIP COSTS	RPT ONLY
011135	711559	PC-13			100	35.00	.00	155.00	155.00			10.00
*** INVENTORY TOTAL ***						35.00	.00	155.00	155.00	.00	.00	10.00

## Example 4

Suppose that upon inspection, 2 of the cups were found to be damaged. You will only ship and bill for 98 of the cups. This example assumes all of the other data is as in example 1, i.e. that the material has already been removed from inventory and posted to the work in process account.

Unlike a shipment from inventory, in this case the extended cost stays the same and the unit cost is recomputed.

Illustration 57: Line Item Screen of Customer Invoice

The related journal entry would be:

Accounts Receivable	98.00	
Work in Process	67.35-	(or Finished Goods, if appropriate)
Sales	98.00-	
Cost of goods sold	67.35	

The Inventory Recap would be:

INVOICE NUMBER	ORDER NUMBER	ITEM NUMBER	COLOR	SIZE	QUANTITY	NEW INVENTORY MATERIAL	--PRODUCTION MATERIAL	COSTS-- OTHER	WIP	FINISHED GOODS	ADD'L WIP COSTS	RPT ONLY
011134	711558	PC-13			98		35.35	176.40	211.75			1.05-
*** INVENTORY TOTAL ***						.00	35.35	176.40	211.75	.00	.00	1.05-

## Example 5

Suppose that the order had been for 1000 stadium cups, 100 commuter cups, and 1 rush charge. The costs accumulated prior to invoicing are:

Display Job Cost Detail Order Number: 711560 V12

Who	When		What	Time	Cost
	Date	Time		HH:MM	
00020 ART					
GAR	6/11/12	3:08 P	Job update	4:00	100.00
				Total Process	4:00 100.00
00025 ART/COLORS					
GAR	6/11/12	3:08 P	Job update	1:00	
				Total Process	1:00 .00
00040 SCREEN PREPARATION					
GAR	6/11/12	3:08 P	Job update	2:00	20.00
				Total Process	2:00 20.00
00045 PULL INVENTORY					
GAR	6/11/12	3:07 P	Stadium cup		200.00
GAR	6/11/12	3:07 P	Commuter Cup		110.00
GAR	6/11/12	3:08 P	Job update	:30	
				Total Process	:30 310.00
00055 SCREEN PRINTING					
GAR	6/11/12	3:08 P	Job update	4:15	
				Total Process	4:15 .00
00059 INK2					
GAR	6/11/12	3:08 P	Job update	3:00	10.00
				Total Process	3:00 10.00
00190 INSPECT & PACK/SHIP					
GAR	6/11/12	3:08 P	Job update	:45	
				Total Process	:45 .00
				Total Job	15:30 440.00

Exit

Illustration 58: Display Job Cost Detail

The portion of the cost due to material usage for a specific item on the order itself is always carried over to the invoice. The production costs will be allocated to the two types of cups. None of the costs should be allocated to the rush charge. Whether or not to allocate production costs are allocated to a particular line item is decided based on the following rules:

- If you have the Commercial Graphics version of the system, production costs are allocated to the first line item even if the item number is not on the item file.
- Otherwise, if the item is on the item file, the value of the "ALLOCATE PRODUCTION COST" flag will be checked. If it is marked as "yes", production costs **will** be allocated. If it is marked "no", production costs will **not** be allocated. In this example, you would set up a "reference only" item called "RUSH" that has the "allocate production" flag set to "no" to prevent production costs from being allocated to this line item.
- If the item is **not** on the item file, production costs will **not** be allocated to it. If you have non-stock items to which you want to allocate production, you may need to set up generic "reference only" items with no pricing, etc. that you can use on your orders and invoices to indicate how you want the production costs handled on a particular line item.

The costs would be allocated as shown in the three following screen shots.

Update invoice file Invoice # **011136**  
Line Item #1 MENU ? V12

Item Number:  Color:

Description: \*  Item report category:

Design number:  Order Number:  Line 1

Release:

Quantity ordered: \*  Shipped:  Remaining:

Used:

Imprint Group:  [Review color/size detail](#)

Pricing unit:  Taxable?

Selling Price: <input type="text" value="1.00"/> Unit amount		Extended <input type="text" value="1000.00"/>		Discount Code: <input type="text"/> %
Cost: <input type="text" value=".3182"/>		<input type="text" value="318.18"/>		Gross profit: \$ <input type="text" value="681.82"/> 68.18 %
Inventory used: <input type="text" value=".20"/>		<input type="text" value="200.00"/>		Production Cost: <input type="text" value="118.18"/>

G/L account: Sales:  Cost of goods:

Commission: Quantity:  Sales:  Cost:

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

\* Required Field

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Illustration 59: Line Item Screen of Customer Invoice

Update invoice file Invoice # **011136**  
Line Item #2 MENU ? V12

Item Number:  Color:

Description: \*  Item report category:

Design number:  Order Number:  Line 2

Release:

Quantity ordered: \*  Shipped:  Remaining:

Used:

Imprint Group:  [Review color/size detail](#)

Pricing unit:  Taxable?

Selling Price: <input type="text" value="3.95"/> Unit amount		Extended <input type="text" value="395.00"/>		Discount Code: <input type="text"/> %
Cost: <input type="text" value="1.2182"/>		<input type="text" value="121.82"/>		Gross profit: \$ <input type="text" value="273.18"/> 69.16 %
Inventory used: <input type="text" value="1.10"/>		<input type="text" value="110.00"/>		Production Cost: <input type="text" value="11.82"/>

G/L account: Sales:  Cost of goods:

Commission: Quantity:  Sales:  Cost:

Include this sample in cost: Vendor/Invoice:  Amount:  Description:

\* Required Field

Previous Exit Done Next

Illustration 60: Line Item Screen of Customer Invoice

Update invoice file Invoice # **011136**  
Line item # **3** MENU V12

Item Number:

Description: \*

Item report category:

Design number:

Order Number:  Line 3

Release:

Quantity ordered: \*  Shipped:  Remaining:

Pricing unit:  Taxable?

Unit amount Extended

Selling Price:

Cost:   WIP cost

Discount Code:   %

Gross profit: \$  %

Production Cost:

G/L account: Sales:

Commission: Quantity:  Sales:

Include this sample in cost: Vendor/Invoice:  Description:

**No Production Costs Assigned.**

\* Required Field

Previous Exit Done Next

Illustration 61: Line Item Screen of Customer Invoice

The quantity of all the items with the "allocate production costs" flag set to "yes" are added together. The production costs are then divided between the line items based on quantity. The material costs for each item are then added in.

For the example given, the quantity basis for the production allocation would be  $1000 + 100 = 1100$ . The costs on the individual line items would be as follows:

Description	Allocate production costs?	Quantity	Production cost calculation	Material Cost	Total Cost
Stadium cups	Yes	1000	$1000 / 1100 \times \$500 = \$454.55$	200.00	\$654.55
Commuter cups	Yes	100	$100 / 1100 \times \$500 = \$45.45$	110.00	\$155.45
Rush charge	No			\$25.00	\$25.00

The related journal entry would be:

Accounts Receivable	1225.00	
Work in Process	810.00-	(or Finished Goods, if appropriate)
Sales	1225.00-	
Cost of goods sold	810.00	



The Inventory Recap would be:

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INVOICE NUMBER	ORDER NUMBER	ITEM NUMBER	COLOR SIZE	QUANTITY	NEW INVENTORY MATERIAL	--PRODUCTION MATERIAL	COSTS-- OTHER	WIP	FINISHED GOODS	ADD'L WIP COSTS	RPT ONLY
011136	711560	PC-15		1000		200.00	118.18	318.18			.00
		PC-14		100		110.00	11.82	121.82			.00
*** INVENTORY TOTAL ***						.00	310.00	130.00	440.00	.00	.00